

Reservation ASP

Handbook

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Installation, Configuration and Application

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The URLs of the referenced web sites have been proved to be correct at the time of the publication of this document.

Weblocation: <http://www.huginfo.ch/Reservation.4.1.eng.pdf>

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1 Introduction

1.1 Program description

Reservation 4.1 ASP is a very powerful internet reservation program with integrated calendar and a multiplicity of functions, which were implemented particularly on customer request. The program is generic, since the object which can be reserved is of arbitrary nature (rental car, hotel, air planes, events, etc.). The interpretation is consistently multilingual (German, English, French, Italian, Spanish) and the texts can be amended as desired and on-the-fly.

Reservation 4.1 ASP is suitable 1-300 reservation objects, and for 1-1500 user profiles.

1.2 Test- and demo environments

Test environment is: <http://www.hugres.ch>:

Permits you to set-up and use of your personal reservation environment on-the fly.

Demo environments:

<http://carreservation.huginfo.ch>: Car rental

<http://hotelreservation.huginfo.ch>: Hotel/room reservation

<http://eventreservation.huginfo.ch>: Event reservation/participation

<http://genericreservation.huginfo.ch>: General object reservation

In these demo environments you possess full administrative rights (login: Admin/Admin). If another interested customer should call the a same link, the program is again re-initialized and your changes are overwritten.

If you liked yourself to announce as a guest, then use Gast/Gast as login. Note that the program rights of the group of guests are so adjusted that guests cannot change anything.

1.3 Reading hints

-> **Menu entry**: Refers to a menu in the reservation program

Example: -> **Program Settings** -> **News-text**: Click menu "Program Settings", use option "News-text".

>> **Hyperlink¹⁾**:

Click on the green text starts your web browser and leads you directly to the page in the reservation program.

Example: >> **Program Settings**: Click on this link opens page "Program settings" in http://carreservation.huginfo.ch/program_settings.asp.

Reference:

Refers to an explanation, which is given in other place (e.g. in another chapter).

Example: In the reservation pages the selection of the reservators is represented as drop down box only if this is configured accordingly in the menu -> **Program settings** -> reservation options. See as well in [4.1.6 'Configure reservation options...'](#) on page 4-29.

!: **Mark**:

This text is to be particularly considered.

<*Value*>: Any value:

? **Online Help**:

The program has a context sensitive on-line assistance. Click on the red question mark in the program. This opens a small assistance window:

1) Click the middle of the green text, or the beginning of it

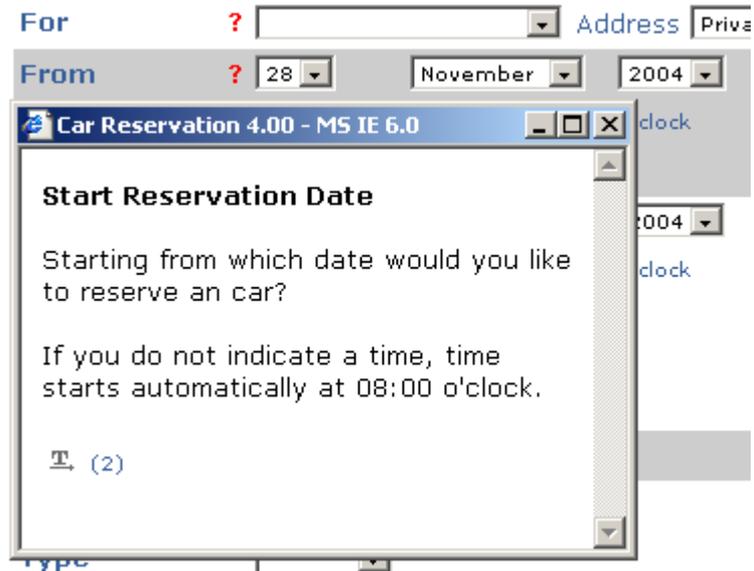


Figure 1 Online help

1.4 Use cases

The program processes ("use cases") can be different depending on the user (administrators, guests, first-time users etc.). The use cases are explained in detail in the appendix, see chapter [Chapter 1 "Use Cases"](#) in the Appendix.

2 Installation

2.1 Hosting service

The installation of the program sources and the administration of the web server environment become unnecessary, if you take profit of our hosting service offer. Your tasks are then limited to:

- Just adding a link to the reservation site in your home page
- Just using (and initially configuring) the program
- Use this service at >> <http://www.hugres.ch>

2.2 Programm source

The program uses Microsoft Active Server Pages. All data is stored in a Microsoft Access database. You own the full source code. The code is scrambled if your license is not a professional one.

2.2.1 Third party components

ChilkatWebMail.dll ist is a special, only for Reservation 4.x compiled version of the widely used common dll. The files only runs in combination with this program. All rights are part of >> <http://www.chilkatsoft.com>.

ChilkatSmtqQ.msi installs the Chilkat SMTP Queue Service as a Windows service. It runs in the background and processes all mails generated by the ChilkatWebMail dll. Usage of this service improves the program performance, since mails are always sent immediately, and not just after the user session has ended. Chilkat SMTP runs under Windows 2000 and Windows 2003 only.

As an alternative to Chilkat, we recommend to use Microsofts CDONTS (Windows NT, Windows 2000) or CDOSYS (Windows 2000, Windows 2003).

2.3 Installation requirements

These are the requirements for the installation of the Reservation 4.1 components:

Operating system:

- Microsoft Windows NT 4.0, 2000, 2003, ME or XP.

Web server:

- Microsoft Internet Information Server 4.x, 5.x & 6.x

Browser:

- IE (>= V. 5.0), Mozilla (>= V. 1.0), Netscape (>= V. 6.0), Opera (>= V. 6.1).
The program is not tested with Firefox.

2.4 Steps for a first time installation

The installation is a standard ASP installation. Perform these steps:

1. Unzip the program sources (.zip) with the help of an unzipper (Winzip, etc.) into a dedicated directory.
2. Create a new virtual web directory on your web server. Choose the directory of step 1 as your base folder.
3. Activate these access rights for the directory: „Read“, „Execute Scripts“ and „Write“.
4. Rename Reservation.4.1.mdb as Reservation.mdb in folder “database”.
5. Use the windows explorer and add permission settings „Read“ for the accounts IWAM_<Hostname> and IUSR_<Hostname> on all folders, subfolders and files, including the base directory.
6. Use the windows explorer and change permission settings to „Full“ for the accounts IWAM_<Hostname> and IUSR_<Hostname> on these folders and files: Base folder, database folder, reports folder, logfiles folder, editor folder, database/Reservation.mdb file.
7. If you don't like to use the CDONTS or CDOYS, install the Chilkat SMTP Service by double clicking ChilkatSMTPQ.msi.
8. The installation creates a folder C:\temp\ChilkatSmtqQ in directory with subdirectories as this:

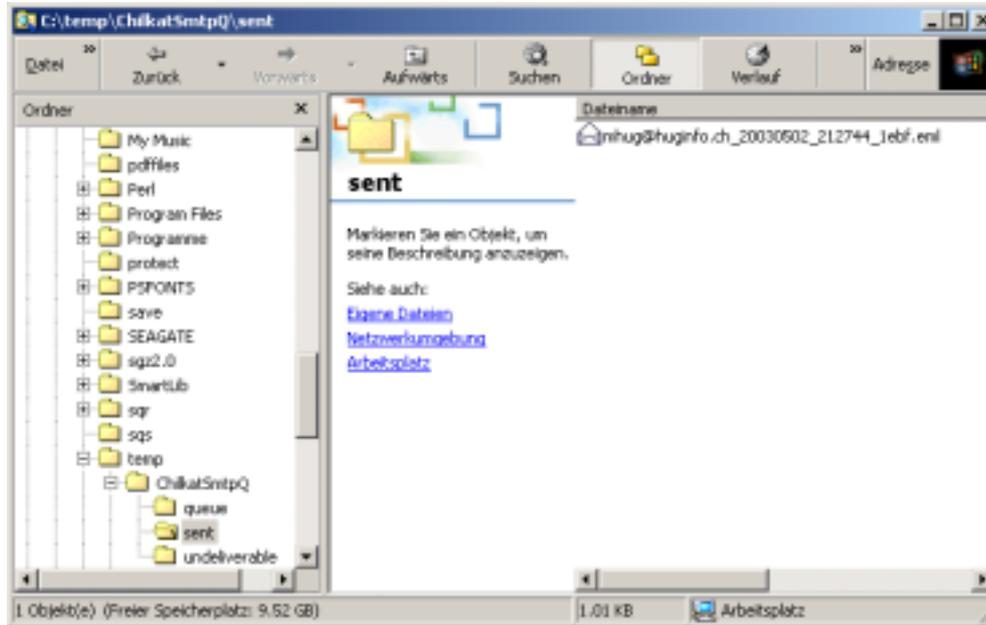


Figure 2 Chilkat SMTPQ folder structure

- Start the ChilkatSmtPQ Windows service under the system account thereafter. Start the SMTP service if you use CDONTS:

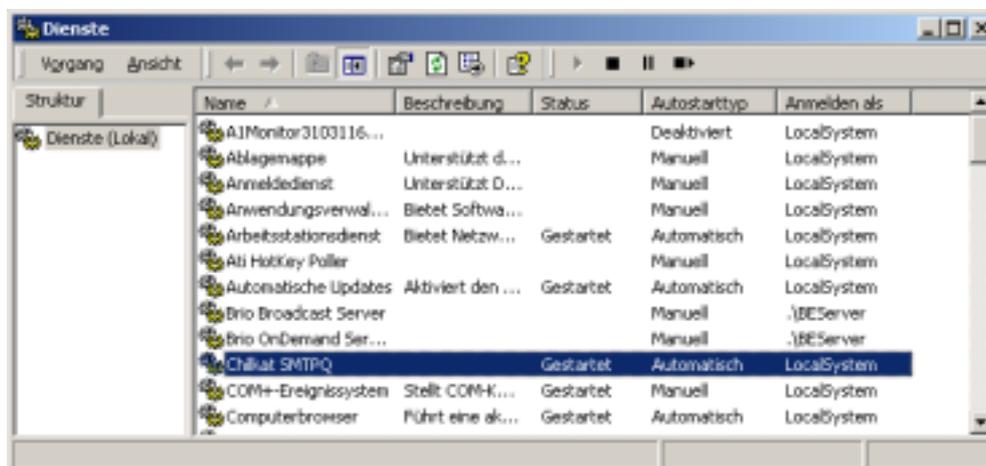


Figure 3 Chilkat SMTPQ Service

- If you wish to use the stand-by functionality of the program, then create a Windows task based on the file reservation_check_queue_service/reservation_check_queue.bat. You can define the task time interval freely.

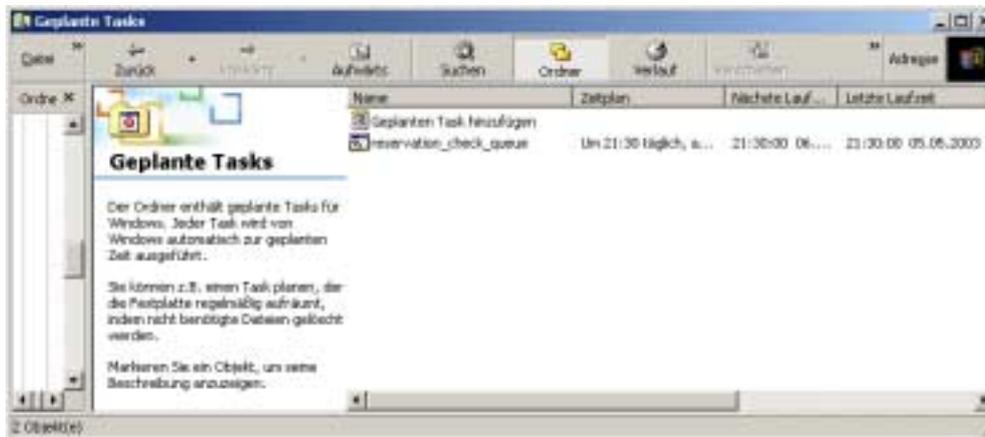


Figure 4 *Planned task for reservation_check_queue.bat*

11. Read file reservation_check_queue_service\reservation_check_queue.bat and modify the file as required.
12. Start the program in your web browser. Type in on the address line:

```
http://<Your URL>/<your folder>/default.asp
```
13. If the program doesn't start correctly, then restart the www-publishing service in the computer administration.
14. Log in with login-id „Admin“ and password: „Admin“.

2.5 Migration from an older version

Reservation ASP 4.1 updates itself over the internet, as soon as a new program version is detected. If you login periodically as an administrator, you are informed if a new version is available.

2.6 ASP initial configuration

2.6.1 Session timeout

The duration of a user session must be defined on the web server (see Computer Administration -> <Your Website> -> «Properties» -> «Root Directory»-> «Configuration... »-> «Application Options»).

Set the ASP-Script timeout to at least 90 secs.

“Activate Buffering” must be set to true.

2.6.2 Database security

In order to protect the database Reservation.mdb (it shall not be possible to download it directly via the web browser), a folder ‚database’ is provided which contains the access file. We prevent http-access to this folder (see as well in

>> <http://www.4guysfromrolla.com/webtech/022300-1.shtml>).

Open the computer administration settings, go to <Your Website> -> database folder -> «Properties» -> Register «Directory».

Define these settings:

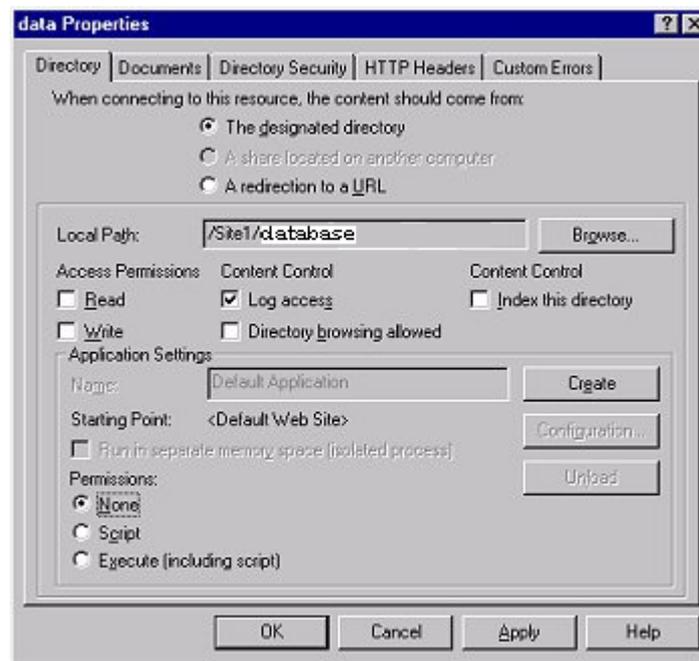


Figure 5 Configuration of the database sub folder

‚Read’ access must be deactivated, set None for the application permissions.

2.7 Licensing

The program uses a machine dependent activation key in its license model. The program may be used without entering the correct key, but this limits the usage of the program to 5 user profiles and 5 reservations.

We will send you another activation key, whenever you want to migrate the program to another server.



Figure 6 Request of the activation key

If not entered correctly, the key is re-requested every time an administrator logs in.

The program is ready for configuration and application, after the correct key has been entered.

2.8 Changing the secret login

Log off after the first successful login.

Log in with "Administrator" and password "tmoli54". This is the "secret backdoor" which always works.

Change the password "tmoli54" in default.asp, by editing default.asp.

 2. Add object attribute values: `<i>Here!</i>`
`
`

 3. Add reservation objects: `<i>Here!</i>`
`
`

 4. Add users: `<i>Here!</i>`
`
`

 5. Make reservations: `<i>Here!</i>`
`

`

Click the calendar below in order to get an overview of the current reservations.

`
`

`
`

`Load all user profile email addresses to !`

`
`

`
`

`</DUG>`

`<DUG>64,203,204<DUG>`

`<tr>`

`<td valign=top>`

``

`Any text can be written here!`

`

`

Please first add your user profile in the menu on the left!

`
`

`
`

`</td></tr>`

`</DUG>`

Explanation to the red marked text elements

`%EmailAddresses%`:

Contains all email addresses of all registered user profiles. E. g.: `mhug@huginfo.ch,hugmarcel@hotmail.com`

`<DUG>User groups<DUG>Text</DUG>`:

The `<DUG>` ("disable user groups") tag deactivates the following text for the user groups, whose numeric ID is indicated.

You find the numeric ID of any user group by clicking the red question mark in menu -> [Program Settings](#) -> [News-text](#). This opens the online help window:



Figure 7 Online help window

If you want to display any text only for some user groups, you write:

`<DUG>203,204,205<DUG>This text is displayed to administrators only</DUG>This text is displayed to all users<DUG>64,203,205<DUG>Only guests can see this text</DUG>`

3.2.2 Free calendar

If you like to see the reservation calendar without having to log in to the program, then you can write in the browser address:

>> http://carreservation.huginfo.ch/free_calendar.asp

You can only see data, but not change anything. The authorization dispatching is made by the guest account.

3.3 Copyright footer

Welcome Admin Admin (1 present user)  
 ©2004, Marcel A. Hug Informatik GmbH, V. 4.00

Figure 8 Copyright footer

Every page of the program contains data about the logged in user in the footing line (here: Admin/Admin) and the number of users, who use the program straight.

With click on the grey T you can directly jump to the page, in which the texts of the current page can be changed.

Click on the house symbol makes the current page the personal program home page:



Figure 9 Setting the personal program home page

After this confirmation box a renewed inquiry appears asking whether the current page should be attainable by direct linkage:



Figure 10 Adding a new direct program link

If you store the link in your browser favourites, log off an use this favourite, then you are led directly to this page, without the need to log in. The log in information is contained in the UIP parameter.

You can use the UIP parameters in combination with other links as well, (e.g. >> http://car-reservation.huginfo.ch/program_settings.asp?UIP=64740.92), in order to get direct page access. Note that the UIP parameter must be set at the end of the URL.

The direct links work only if the URLs are not encrypted.

3.4 Automatic removal of old reservations

Every time a user of the administration group logs in, the program checks whether old reservations exist (corresponding to your setting «Delete old reservations after <x> days» in -> [Program-settings](#)). If the result is positive, a removal commitment is requested:



Figure 11 Automatic removal of old reservations

With click on OK the reservations are getting removed without previous backup. Removing old reservations is recommended, in order to increase the program performance.

4 Program Configuration

4.1 General program settings

See in menu -> [Program settings](#). Click the red ? [Online help](#) next to every menu item.

4.1.1 Skin selection...

Click this >> [Link](#), in order to change the program layout at will, and to save the individual settings as new skins. Some selected settings are being explained:

Layout



Figure 12 *Layout selection*

Select the skin you like.

Program title page

Available logos are stored in the folder images/title on the web server. You can place your own logo there. Use the marked sizes 110x40, 1024x40 and 648x40 pixel for JPEGs. In case of a small logos (110x40 pixel), the program title is shown on the left in addition. If you are an ASP programmer, you can amend file program_title.asp as you like.

Login image

Here the background pictures of folder images/login are being listed. This background is displayed in the login page only.

Background image

Here the background pictures of folder images/background are being listed. This background is displayed in all pages except of the login.

In place of a background picture you can specify also a background colour (further down).

URL-Prefix and URL-Postfix

Reservation ASP can be embedded into an existing web application by means of the xmlhttp object. Contact us in case of technical questions.

Save personal settings in new skins

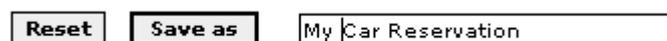


Figure 13 *Storing a user individual skin*

4.1.2 Language support

Mark the flag of a language (English, German, French, Italian, Spanish), if the language shall be provided in the >> [profile of a user](#) or on the login page.

If you have changed some program texts without having translated them to all languages, then only the language of the changed text is to be switched active.

4.1.3 Program text modification ...

Here you can modify all program texts at will. You can get to every text editing page directly by clicking the small grey T in the program footer. This functionality will be explained more exactly, if we discuss the configuration of the reservation object, see [Chapter 14 "Configuration"](#).

4.1.4 Mail trigger configuration ...

In order to receive notifications if program modifications or changes of reservations happen, you shall select the mail service in the dropdown box. We recommend to use CDOSYS if you work with a Windows 2003 server, and CDONTS in the case of Windows NT/2000.



Figure 14 Mail trigger configuration

After having selected the mail service, click the "Change Settings" button in order to activate the service.

If you click the "Mail trigger configuration" label thereafter, you find yourself in the >> [Mail trigger administration](#) window:

Mail Trigger Administration

Program Page ?	Select	Add	Change	Delete	SMTP ?
Reservation Collection	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1
Reservation Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1 2
Booking Type Collection	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1 2

Figure 15 Mail trigger administration window

By default, a notification is sent whenever something has been added, changed or deleted. If page "Reservation administration" is only visited, nothing happens, because the Select-checkbox is not set active.

Now click the letter symbol with a 1 on the left (1: Email configuration, 2: SMS configuration). You are directed to the >> [SMTP configuration page](#).

Regarding the SMTP settings, we refer to the [? Online Help](#). Do always check your email settings by clicking the blue testmail symbol in the configuration page.

4.1.5 Reservation queue configuration ...

Reservation 4.1 ASP supports reservation waiting lists. If an object is reserved several times and at the same time, then the following reservations are placed into a queue.

Should the no. 1 reservation be deleted or changed for any reason, so that no. 2 becomes no. 1 in the list, then the reservator of the new front runner receives automatically an email notification.

If you selected Chilkat as mail service, then the program supports automatic confirming of reservations too. In this case the new front runner could send the received mail back simply to the return address, and secure thus its reservation. Simply announcing at the system is likewise interpreted as reservation confirmation.

If the reservation is not confirmed, then the system deletes the new no. 1 reservation automatically after the time indicated in the mail, so that the former no. 3 becomes the new leader. Thus the whole waiting list is processed.

4.1.6 Configure reservation options...

Allow reservations only for registered users

If the option is active, then a selection box of all users appears on the reservation page, for whom a reservation can be made:

The screenshot shows a web form titled "Reservation (or Comment) Collection". Below the title is a search bar with the text "Search for" and an input field. To the right of the search bar is a button labeled "In" and the text "All per". Below the search bar is a section labeled "For" with a red question mark icon. This section contains a dropdown menu showing "Johnson, Jamie James" and a button labeled "Address". To the right of the dropdown menu is another dropdown menu showing "Privat".

Figure 16 Reservations for registered users only

If the option is not active, a text field appears instead, into which the name of the reservator can be entered.

Limit reservation objects starting with X objects

These option can be set active only if hotel reservation options have been selected in the general program settings!

If many objects are stored in the system, the user would like to possibly meet a preselection of those objects, which to reserve he is really interested. If the number of the available objects exceeds the number seized here, then an object search window is presented to the user after he has clicked the -> [Reservation collection](#) menu:

Make selection values dependant on each other!

Sign	<input type="text"/>
Model	<input type="text"/>
Type	<input type="text"/>
Engine	<input type="text"/>
Gear	<input type="text"/>
Equipment	<input type="text"/>
Chassis number	<input type="text"/>
Status	<input type="text"/>
First date of in duty	<input type="text"/>
Return date (planned)	<input type="text"/>
Return date	<input type="text"/>
Return Kilometers	<input type="text"/>
Total Price in \$	<input type="text"/>

Figure 17 *Preselection of reservation objects*

Only after having clicked the "Search" button the user will be forwarded to the reservation window.

Show booking type

Triggers if the booking type selection is displayed in menu -> [Reservation administration](#) or not. Booking types are administrated in menus -> [Booking type collection](#) and > [Booking type administration](#):



Figure 18 Show booking type in reservation page

The field is visible in this >> [demo example](#).

Allow object multiple reservation

Determines if objects can be reserved several times in menu -> [Reservationen collection](#). In this way a user is allowed to reserve e. g. several cars of the same type simultaneously:



Figure 19 Reservation object multiple selection

Allow object multiple selection

Determines if multiple objects can be reserved simultaneously in menu -> [Reservationen collection](#). This is convenient, if e. g. several objects shall be locked for the same time period.



Figure 20 Reservation multiple object selection

Allow recurring reservations

Determines if a reservation shall be repeated in the desired time interval in menu -> [Reservationen collection](#).

Figure 21 Recurring reservation indicator

If the recur-symbol is being clicked, the period drop down boxes are made visible:

Figure 22 Recurring reservation selection

Here, the user wants to add a reservation with a two-week periodic repetition.

Show object details

Determines if a small yellow detail window shall be displayed in menu -> [Reservationen collection](#), whenever the user selects a reservation object:

Chassis number:	123-213--132
Status:	1:Verfügbar
First date of in duty:	01.01.2003
Return date (planned):	01.01.2004
Return date:	01.01.2005
Total Price in \$:	200
Color:	Blau
Metallic:	Nein
Leather:	Ja
Radio Type:	Panasonic
Air Conditioner:	Automatik
Navigation:	Tomtom
Sun roof:	Nein
Aluminum rims:	Ja
ESP:	Ja
AHK:	Nein
Event:	-

[Close](#)

Figure 23 Reservation object detail window

Alarm when overbooked

If an object is reserved a second time for an overlapping time period in menu > [Reservation administration](#), the user of the selected user groups get a warning information:

Car Reservation 4.00

Date Collision

The reservation has been added (your login-Id has been logged).

There is a date conflict with the reservations below.

The car is overbooked, if you are >= No. 2.

Please verify your reservation. Change it, if necessary.

If you accept the reservation, you are nr. 2:

Johnson, Jamie James LEV - AD 653 - Mazda 28.11.2004 08:00:00 - 28.11.2004 20:0

Johnson, Jamie James LEV - AD 653 - Mazda 28.11.2004 08:00:00 - 28.11.2004 20:0

[\[Delete this Reservation\]](#) [\[Change this Reservation\]](#) [\[Accept All Reservations\]](#)

Figure 24 Reservation collision detection

Reservation delete/change disable for

Reservations which have been added can only be overridden by a user, which is not a member of a selected user group.

Show last change for

Shows the last data access on reservation, user profile and object administration pages:

Log - last action:

11.10.2004 / 21:59:41 - Jamie James Johnson

Figure 25 Data protocol log

4.1.7 **Activate hotel reservation options**

Select this option, if you wish typical hotel and room reservation functions:

1. Indication of the number of persons and children on the reservation side
2. Full information of the rooms booked by room prices and complete price calculation
3. Invoice announcement
4. Flight and return flight possibilities seizing co-reservations (family members, etc.)
5. Requires a reservation confirmation
6. Auxiliary services can be offered during the reservation collection
7. User data is entered only after a reservation

These options are available only with this type of reservation

4.1.8 **Activate car rental options**

Select this option, if you wish typical car rental functions:

1. Additional five drop down boxes on the reservation side, for easier selection of the object.
2. Dynamic and time-dependent fading out of rented cars, which are booked during the indicated reservation period.
3. Possibility of indicating a reservation qualifying period: The rented car is not available during a certain time before or after the reservation.
4. Selection of the customer address type
5. Indication of transfer and feedback options
6. Indication of costs and kilometer conditions
7. Possibility to attach a document to a reservation

These options are available only with this type of reservation.

If a reservation option (object multiple choice, etc.) is not available for the selected type, then the appropriate property is deactivated automatically.

If you need only a simple reservation program with as few options as possible, then you leave the rented car and hotel reservation options deactivated.

4.1.9 **English date format**

The kind of date formatting depends - among other things - on the language you adjusted in the location settings on your web server (German or English). This configuration setting changes DD/MM/YYYY date formats to MM/DD/YYYY.

After seizing reservations, the format of date may not be changed any longer! If you like to change the format, you should delete all previous reservations!

4.1.10 Single login

Ignores the assignment of users to user groups. All users have identical administration rights in the program.

4.1.11 Activate advertisements

You can add adverts for reservation objects in menu -> [Car administration](#). This works similarly as with Google, i.e., on selected program pages advertising banners for the object can be faded in.

These banners are useful also as simple auxiliary information.

4.1.12 Encrypt URLs with password

Here you can indicate a password, with which the URLs is coded in the address array of the browser.

`http://carreservation.huginfo.ch/reservation_edit.asp?edit_what=r&ID=14`

will be replaced with e.g.:

`http://carreservation.huginfo.ch/reservation_edit.asp?I9OdDP8FANPhTk/5p3W8ZzWt@842_2qaX5WPBQN4fnL8E7wCJlstoTGUc0ZHd,iy/O6pKz13ujV9rkvgmleAhYbMSDFRx`

4.1.13 Disable login for non administrators

If the check box is active, the program entrance for non-administrators is closed.

Useful, in order to accomplish e.g. maintenance work. With not active check box the indicated text is presented on the login page.

4.1.14 Support

Determines the upper text of the program footer:

Welcome Admin Admin (1 present user)  
 ©2004, Marcel A. Hug Informatik GmbH, V. 4.00

Figure 26 "Welcome" footer support information

You can use as variables:

- %id: The database id of the user logged in
- %username: The name of the user logged-in
- %login_id: The Session-ID of the user logged-in

4.1.15 Copyright

Determines the lower text of the footer:

Willkommen Admin Admin (1 aktueller Benutzer)  
©2004, Marcel A. Hug Informatik GmbH, V. 4.00

Figure 27 Footer copyright information

5 Calendar Configuration

5.1 Calendar settings

The >> **Calendar** can be arranged arbitrary. The color selection is faded in after click on the mini color cube right to the background color label:

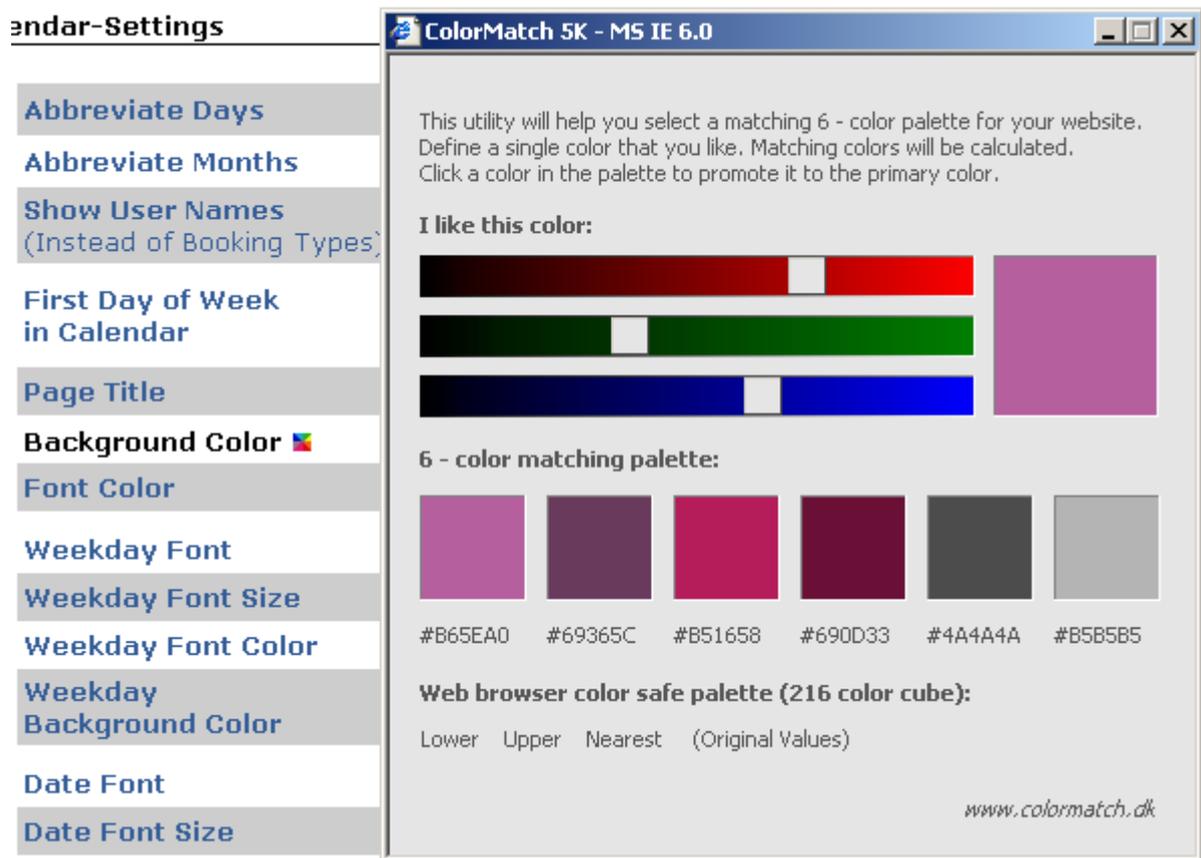


Figure 28 Calendar color selection

6 Reservation Collection

The pages of menu -> [Reservationen collection](#) behave differently for hotel-, car-, event- and simple object reservations. Therefore, these reservation modes are described in separate chapters.

The options of the car rental system are of highest functionality. Because of understanding reasons is recommended to read this chapter in each case.

6.1 Car rental

Click >> [here](#) for the web demo.

6.1.1 Search window

Reservation (or Comment) Collection

Search for In

Figure 29 Reservation search window

Search for "all fields" means, that a search is done in both the user profile and the reservation object fields. In the selection boxes the found entries are then only available.

6.1.2 For & address

For ? Address

Figure 30 Reservator selection

The For field contains the selection of the possible reservators. The field can contain additional information (e.g. the telephone number of each registered user profile), if the desired field is accordingly marked in the user profile pages.

See as well in [Chapter 4 "Configure reservation options..."](#).

The program user can make reservations for foreign persons too. If this is not desired, but only reservations for itself are being permitted, then this can be configured in menu -> [User group administration](#).

See as well in [Chapter 4 "Configure reservation options..."](#).

The address specification has only informative meaning and is stored only as additional information together with the reservation. One can express that a person would like to be predominantly contacted over its private address.

6.1.3 Qualifying period in days

With the help of a qualifying period ("blocking time") you can determine, how long before or after a reservation a rented car should not be available for other reservations:



Figure 31 Reservation qualifying period

The qualifying period is here so adjusted that the rented car is blocked already 7 days before the actual reservation time (4 November). By click on the after checkbox you determine that the car is to be blocked 7 days only after the reservation (e.g. for service work etc.).

The qualifying period is shown in menus -> [Reservation administration](#) and -> [Calendar](#).

Name	From	Until
Johnson, Jamie James	28.11.2004 08:00	28.11.2004 20:00 -7

Figure 32 Reservation qualifying period in reservation administration

22	23	24	25	26	27	28
Blocking Time - 28.11.2004	Johnson, Jamie James LEV - AD 653 Andere - Anfrage -20:00					
29	30					

Month

Figure 33 Reservation qualifying period in calendar

! The choice of the qualifying period and the reservation period has a direct influence on the list of cars, which is presented in the car selection field. Here only those objects are listed, which actually are available for order during the desired time. If a rented car is occupied in the reservation period, then it is faded out automatically from the list.

6.1.4 Booking type



Figure 34 Booking type

The kind of reservation is actually "only" an additional information for the reservation. The field can be used for most different purposes. Examples:

1. The program administrator can reserve objects during longer time under indication of the booking type "locked", in order to make program users attentive on the fact that an object is not available.
2. A program user can reserve an object with reservation type "Request", in order to express his interest. The program administrator can change (e.g. after mail notification) the kind of reservation to "confirmed", in order to grant the reservation.
3. The field can contain any information, e.g. the reservation event, the number of reservation participants etc. See also for the other web demo examples.

The values of the booking type can be administrated in menu -> [Booking type collection](#).

The field can be faded out, see in [Chapter 4 "Configure reservation options..."](#).

6.1.5 Object selection boxes

Model	Mazda
Type	Custom
Engine	6 Zylinder Boxer
Gear	5Gang
Equipment	Exclusive
Car	LEV - AD 653; Mazda

Figure 35 Reservation object selection boxes

By means of five selection boxes the rented cars can be limited. Filter e.g. in the first box according to model "Mazda", thus you keep those options indicated, which exist for Mazdas in the lower selection windows only. You can also start with selection box 3 "Engine", and receive only the models in the first box, e.g. having a 6-Cylinder engine.

6.1.6 Cars

As soon as car is marked, a yellow window appears, which contains all detailed information to the object:

Chassis number:	123-213--132
Status:	1:Verfügbar
First date of in duty:	01.01.2003
Return date (planned):	01.01.2004
Return date:	01.01.2005
Total Price in \$:	200
Color:	Blau
Metallic:	Nein
Leather:	Ja
Radio Type:	Panasonic
Air Conditioner:	Automatik
Navigation:	Tomtom
Sun roof:	Nein
Aluminum rims:	Ja
ESP:	Ja
AHK:	Nein
Event:	-

[Close](#)

Figure 36 Reservation object detail window

If in the description of the car a free text with images etc. is specified, then also these information appear in an auxiliary window:

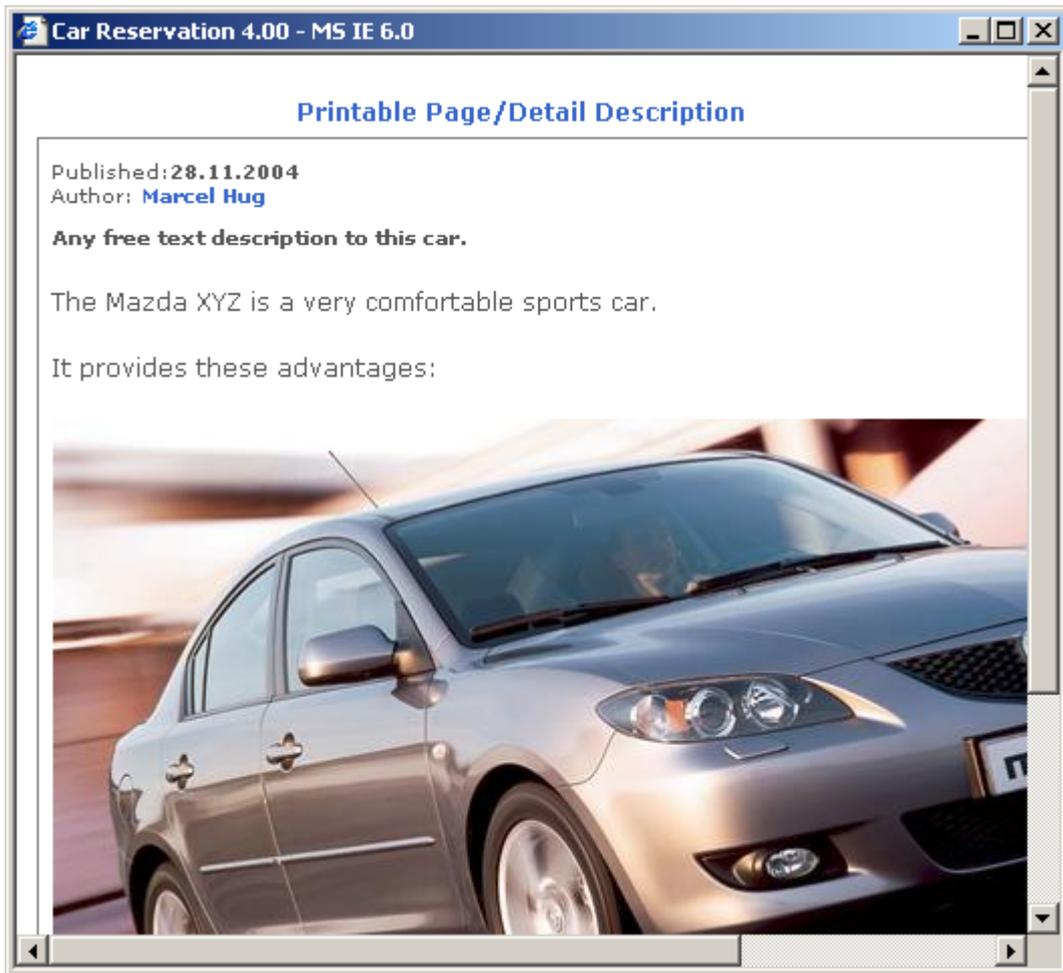


Figure 37 Reservation object free description text

If a description of a car is changed, then the change is not immediately visible. In order to receive a current description, you must re-log in at the program. Due to performance reasons, the descriptions are only generated after the reservation menu has been clicked for the first time. For the further process, the information is cached in the current user session.

6.1.7 First time of in duty

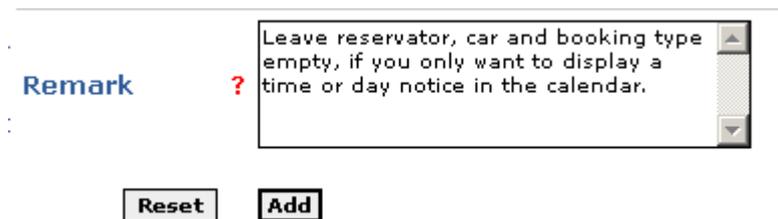
First date of
in duty

Figure 38 Show additional object information

In place of this field any other information can be presented, which is specified for a car. E.g. the total price in Euro, or the kind of the air conditioning system etc.. Contents of the field change dependent on the car, which was selected.

6.1.8 Remark field

You can insert any text into the calendar, without transacting a reservation. Only enter the remark text, but do not select a car, reservator or booking type. The text is visible only in the calendar, but not in the -> [Reservation administration](#) menu.



The image shows a web form element labeled "Remark" in blue text. To the right of the label is a red question mark icon. The main part of the form is a text input box containing the text: "Leave reservator, car and booking type empty, if you only want to display a time or day notice in the calendar." Below the input box are two buttons: "Reset" and "Add".

Figure 39 *Reservation remark field*

6.1.9 What to do if a reservation object is not visible

If an object does not appear in the selection list, then this can have several reasons:

1. The rented car status reads "not available". See in menu -> [Car administration](#).
2. The car is faded out for your user group. See in menu -> [Car administration](#).
3. The car is already occupied during the desired reservation time. Change the time (e.g. to year 2009), and check again.
4. You are not permitted to see the car. See in menu -> [User group administration](#).
5. In the search window a wrong value was entered.
6. The reservation cache is not up to date. Re-log in, in order to refresh the cache.

6.2 Hotel/room booking

The options of the hotel/room reservation are somewhat simpler than the car rental options and thus tuned to another "use case".

Click >> [here](#) for the webdemo.

Login with Admin/Admin

6.2.1 For field



Reservation (or Comment) Collection

For
(your phone ? no please!) Admin, Admin

Figure 40 Reservator selection for hotel booking

It is assumed that a user wants to register, who has no user profile in the program. So he indicates his phone number. Of course, you can change this text by clicking the grey T in the program footer.

6.2.2 Booking type

Has the same meaning as in the [Booking type](#) in the car rental environment.

6.2.3 Hotel room selection

With click on a hotel, again the yellow detailed information window appears, together with the seized detail description:

Hotel Type:	Strandhotel
Hotel Name:	Horizontes Acuazul Hotel Varadero
City/Canton:	Varadero
Airport Transfer Time:	Keine Angabe
No of Stars (official category):	***
All-Inclusive:	Nein
Special Offer:	Ja
Type of Room:	Doppelzimmer (DZ) (2 Erw.)
Number of Rooms (of this type)*:	2
Max. No of Adults:	2
Max. No of Children:	0
Price per Person (Dep. on Season, USD):	NS:21 ZS:21 HS:21 (Details) (Additional services)
Bath/Shower etc.:	Bad/Dusche/WC
Phone/TV etc.:	Telefon/TV
Balcony/Sea view/Noise:	Balkon mit Meersicht/Ruhig
Minibar:	Nein
Food:	Übernachtung (U)
Availability:	1:Verfügbar
Max. Reservation Number:	3
Max. Reservation Time (in hours):	196
Min. Reservation Time (in hours):	24
Remark:	For Demo

[Close](#)

Figure 41 Price indication in the detail description for a hotel room

Clicking the "Price-Details" or the "Additional services" opens a new window containing this information. Regarding price and description of auxiliary services we refer to [Chapter 15 "Price"](#).

6.2.4 Food

As soon as a hotel is marked, the selection of the food supply possibilities is updated. Only those options are offered, which are available in accordance with the description of the hotel. See in menu -> [Hotel room administration](#):

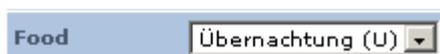


Figure 42 Food selection in the hotel/room reservation

6.2.5 Number of persons

As soon as a hotel is marked, this field is faded in. Only those options are offered also here, which are available in the hotel description. See in menu -> [Hotel room administration](#):



Figure 43 Number of person in the reservation page

6.2.6 Price calculation

After adding the reservation with button "Add", the program calculates all prices and offers a bill in several formats:

```
041 078 609 78 69
28 November 2004 08:00 until 30 November 2004 20:00
Andere - Bestätigt
Horizontes Camaguey Hotel - Doppelzimmer (DZ) (2 Erw.)
Number of rooms: 1
```

Room price: 37.00 USD 

Wir bedanken uns für Ihre Buchung. Sie bekommen Bescheid.

28.11.2004 15:48:53: ID: 17

(<< Try again, when wrong)

Figure 44 Hotel room reservation committment

The calculation formats can be intended for each hotel room separately. With click on the text "Room price..." the detailed price log file is indicated as text.

Online-Examples for bill formats:

>> [TXT-Logfile](#)

>> [ZIP-File](#) (contains Excel, Word and PDF formats).

6.2.7 Reservation confirmation

The calculation formats contain still no information about the reservator, since this data is not yet entered. This happens now in the reservation confirmation. After the program user has registered his name, first name etc. here, the bill formats are supplemented with the updated info.

With click on "Commit reservation", the updated bill formats are re-attached to the reservation, and the anonymous user is passed to the user profile collection page, if its user profile is not already registered:

From	Until	Room	Booking Type	Invoice
28.11.2004 08:00	30.11.2004 20:00 +0	Horizontes Camaguey Hotel - Doppelzimmer (DZ) (2 Erw.)	Andere - Bestätigt	28.11.2004 15:56

Figure 45 Listing the current hotel reservation in the reservation administration

The updated bill can now easily be downloaded, just by clicking the bill icon.

6.3 Event subscription

Event subscription is one of the easiest ways to use Reservation 4.1 ASP.

Click >> [here](#) for the webdemo.

Select "Admin/Admin" as login.

6.3.1 Number of persons

Once again this field is used differently as compared to the car rental and hotel reservation modes explained. See as well in menus -> [No of persons collection](#) and -> [No of persons administration](#).

6.3.2 Advertisements

The adverts are defined in the event collection pages. See in menu -> [Event administration](#):

(X)

Put your Advert here!

First hint
Second hint
<http://www.huginfo.ch>

Another Advert here!

First Row
Second Row
<http://www.yourdisplayurl.com>

Figure 46 Adverts

Through click on a popup you are automatically forwarded to the web page addressed in the advert. You can configure the popups also in such a way that no advertising function is linked, but simply only auxiliary information.

6.4 Generic reservations

This is the reservation template for any kind of reservation object.

Click >> [here](#) for the webdemo.

Select Admin/Admin as login.

6.5 Administration of the reservation queue

Reservation 4.1 supports queue (stand-by) functionality. The procedure is:

1. A user is informed in a special dialog window whenever the system detects a date collision, caused by a new reservation. The user is informed about the position of his reservation in the queue. (usually he gets no. 2 or 3, etc.).
2. The dialog window allows editing, deleting or accepting of a collision reservation. This applies as well for every single object, when multiple reservation objects have been reserved at once.
3. Now, when the no. 1 reservation vanishes due to reservation deletion or change, no. 2 becomes no. 1 by default. The owner of no. 2 receives a mail or sms message automatically, which informs about the new position in the queue.
4. The new no. 1 reservation must be confirmed within the time span configured in [menu -> Program-settings](#). Confirmation is reached either by logging in to the system, or by sending back the confirmation request mail to a dedicated POP3 mail account.
5. The system uses a reservation queue service, which periodically checks the POP3 account for new reservation confirmation mails. Once the service detects a confirmation mail, the reservation is marked as confirmed.
The service runs in the sub folder „reservation_check_queue_service“. The batchfile „reservation_check_queue.bat“ can be started periodically either based on the windows at command or based on windows scheduler.
6. If a reservation owner misses confirmation within the time span set, he will be informed next time when he logs in to the system.
7. Once a reservation confirmation is missed, the reservation will be queued back. If no. 2 exists in the queue, the reservation remains no. 1, even when a new reservation is made which leads to a collision.
With the help of the date indicator on the right side and knowing the confirmation time period, it's up to the users to decide who will get the object.

The queue mechanism works as well when a reservation is being changed. Once a reservation change of dates leads to a collision with an existing no. 1 reservation, the edited reservation is placed at the back of the queue concerned.

Elder reservations are given priority over new reservations.

The current queue can be looked at either within the queue reports, or in the menu -> [Reservation administration](#).

You get additional info about this service in the [? Online help](#) for all options, in menu [Program settings](#) -> Reservation queue-administration.

7 Reservation Administration

A reservation can be changed and deleted in menu -> [Reservationen administration](#):



Figure 47 Reservationen administration menu item

You can change the menu item texts (and thus the whole menu), if you change the text no. 34 in the menu text editing page. You can also change menu.asp if you want to.

>> [Here](#) is the webdemo.

7.1 Reservation list

7.1.1 List elements

The list allows you to sort the reservations quickly, and to search for entries:

Search for In All Fields

▲ From ▼	▲ Until ▼	▲ Car ▼	▲ Booking Type ▼
28.11.2004 08:00	28.11.2004 20:00 -7	LEV - AD 653 - Mazda	Andere - Anfrage
11.10.2004 08:00	11.10.2004 20:00 -7	LEV - AD 653 - Mazda	Andere - Anfrage

Figure 48 Reservation list

- You can set the sort order with the blue small arrows.
- If you click on the names of the reservators, the rented car or the booking type, you are led directly to the appropriate page.

- The small 7 behind the reservation end time represents the qualifying period. -7 means that the rented car is blocked already 7 days before beginning of the reservation.
- The letter symbol at the end of the list indicates that you can attach any document to the reservation. Click the symbol with the +-indication. By clicking the letter symbol you can also sort by documents attached.
- In case of hotel reservations, price documents will be displayed to the right of the other document symbol. Clicking them enables you to download the zipped invoice formats, and to add another new document.

7.1.2 Waiting list

- Menuitem -> [Queue-All](#) shows all reservations, confirmed and waiting ones.
- Menuitem -> [Queue-Confirmed](#) lists the no. 1 reservations only.
- Menuitem -> [Queue-Stand by](#) only lists reservations which have been queued.

This choice in the search window only retrieves no. 2 reservations:

Search for In

There are no reservations at the moment which correspond to your search.

Figure 49 No. 2 reservations in the list

If several simultaneous reservations exist for an object (e.g. several reservations of a type of hotel room), then the waiting numbers no longer indicate the position of the reservation in the queue, but the sequence of the reservation collection. In this case you can edit the texts of the menuitems accordingly (change text "Queue" to "Reservation order").

Sorting the waiting list

Open the >> [Event demo](#). Add several reservations of the same event, with overlapping time periods:

	▲ Name ▼	▲ From ▼	▲ Until ▼
:	Confirmed	2	3
Change	Meier,	24.11.2004 08:00	24.11.2004 20:00 +0 {
Delete	Max		
:			
Change	Meier,	24.11.2004 08:00	24.11.2004 20:00 +0 {
Delete	Max		
:			
Change	Meier,	24.11.2004 08:00	24.11.2004 20:00 +0 {
Delete	Max		

Figure 50 Reservation order with additional sorting

If you chose the queue format, you are free to sort additionally by name, date or booking type.

7.1.3 Reservation removal

Click on "Delete" left apart from the name. The program requests a removal confirmation. If the reservation belongs to a reservation series (recurring reservation), then program further asks if the whole series is to be deleted, or only the reservation chosen.

7.1.4 Reservation change

With click on "change" left apart from the name the well-known reservation collection window opens, which was already described in the preceding chapter. The texts of reservation_edit can be changed independently of reservation_add. You can even fade in fields, which are not displayed in the reservation collection page.

8 Calendar

You find the webdemo >> [here](#).

8.1 Calendar menu

Calendar

- Day
- Week
- Month
- Car free?
- Compact

Figure 51 Menu Calendar entries

The menu entries can be worked on simply in the text editing page. The daily view can be deleted, or additional entries can be made. You get most simply to the menu editing page, if you click the small grey T in the program footing line, and if you select program page entry "menu". Here the field no. 35 must be changed.

You can use these elements to add your own calendar menu items:

Link meaning	URL
Daily view	http://<Your URL>/calendar.asp?yaxis=day_time_left
Daily view, grouped by reser- vator	http://<Your URL>/calendar.asp?yaxis=day_reservation_name
Daily view, grouped by event	http://<Your URL>/calendar.asp?yaxis=day_event
Daily view, grouped by reser- vation object	http://<Your URL>/calendar.asp?yaxis=day_aircraft_id
Daily view, grouped by reser- vation queue nr.	http://<Your URL>/calendar.asp?yaxis=day_queue nr.
Weekly view	http://<Your URL>/calendar.asp?yaxis=month_week
Monthly view, grouped by reser- vator	http://<Your URL>/calendar.asp?yaxis=month_reservation_name
Monthly view, grouped by event	http://<Your URL>/calendar.asp?yaxis=month_event
Monthly view, grouped by reser- vation object	http://<Your URL>/calendar.asp?yaxis=month_aircraft_id
Monthly view, grouped by reser- vation object, including non- reserved ones	http://<Your URL>/calendar.asp?yaxis=month_aircraft_id_all

Table 1 Calendar menu item

Link meaning	URL
Monthly view, grouped by reservation queue nr.	<a href="http://<Your URL>/calendar.asp?yaxis=month_queuenr">http://<Your URL>/calendar.asp?yaxis=month_queuenr
Monthly view, grouped by time	<a href="http://<Your URL>/calendar.asp?yaxis=month_time">http://<Your URL>/calendar.asp?yaxis=month_time
Monthly view, grouped by time, compact	<a href="http://<Your URL>/calendar.asp?yaxis=month_time_compact">http://<Your URL>/calendar.asp?yaxis=month_time_compact

Table 1 Calendar menu item

The menu entries can be refined by means of these tags:

Meaning	Tag
Selected day	&day=<1-31>
Selected month	&month=<1-12>
Selected year	&year=<YYYY>
Selected date	&calendardate=<DD.MM.YYYY>
Selected drop month	&dropdownboxmonth=<MM;YYYY>
Detail view	&details=<true false>
Show time axis	&showtime=<true false>
Show calendar time axis	&calshowtime=<true false>
First entry of search box	&cascading_1=<object property>
Second entry of search box	&cascading_2=<object property>
Third entry of search box	&cascading_3=<object property>

Table 2 Calendar menu entries - refinement

That date is always processed, which fits the calendar page. Tag "dropdownboxmonth" has no function in the daily views. Example: If you want to call a certain calendar view without the need for previous login, just open the desired calendar view in the program. Then get to direct page link by clicking the home symbol in the program page:

http://carreservation.huginfo.ch/calendar.asp?_yaxis=month_aircraft_id&Details=true&ShowTime=false&_calendardate=15.11.2004&month=10&year=2004&_dropdownboxmonth=10;2004&Cascading_1=Mazda&Cascading_2=6 Cylinder Boxer&Cascading_3=Custom&UIP=64740.92

This direct link calls the calendar, providing view "with detail information", "month display", "show Mazda models only" and "for October 2004", etc.

8.2 Daily view

8.2.1 Add a new reservation

Clicking a time cell opens the reservation collection page, having the clicked time pre-set (here 09:00):

Time	Mon
00:00	
08:00	Add a reservation - 11.10.2004 08:00:00
08:30	Blocking Time - 11.10.2004 08:00:00
09:00	Blocking Time - 11.10.2004 08:00:00

Figure 52 Add a reservation in the daily view

8.2.2 Set grouping option

Select a grouping together with the calendar view, in the dropdown box below the calendar:

19:00	Blocking Time - 11.10.2004 08:00:00
19:30... 23:59	Blocking Time - 11.10.2004 08:00:00 ->

Day

- Click on day or time opens a new reservation window
- Click on a reservation allows to change or delete this reservation!

Figure 53 Set calendar grouping option

8.2.3 Group details

If you group by reservator, and if you click the reservator on the left of the calendar, a yellow detail information window fades in, containing the user profile data:



Figure 54 Reservator detail window in the calendar

The same works also for reservation objects, but not for events (too few data). All reservations are shown having a distinct color.

8.2.4 Reservation continuation indicator

Small arrows at the end of a reservation entry point out that the reservation continues next (or previous day/month):

18:30	19:00	19:30 ...23:59
Blocking Time - 11.10.2004 08:00:00	Blocking Time - 11.10.2004 08:00:00	Blocking Time - 11.10.2004 08:00:00 ->

Figure 55 Reservation continuation indicator

8.3 Monthly view

8.3.1 Reservation search

With the help of the monthly view you can find out quickly, in which months reservations exist:



Figure 56 Reservation search in the calendar

October has reservations because October contains an arrow (>) at the beginning.

In the following months reservations exist, because November is marked with two arrows. As soon as the marking stops, you achieved the last month which contains reservations.

Textual comments are shown in the calendar too, but the arrows refer only to reservations.

8.3.2 Object search

When limiting the object attribute values, the values listed in the dropdown boxes depend on each other. E.g. if box no 2. has value "6 Cylinder Boxer" marked, the other boxes contain entries only which occur together with "6 Cylinder Boxer":

Calendar with Reservations

<< or >> refers to reservations in early/later months.

☯ Show reservation details

Model
Engine
Type

Figure 57 Reservation object search in the calendar

8.3.3 Object status

If you group by all available objects (non booked also), look at the small green star in the first cell of an item. It shows you that the car is not reserved throughout the whole month:

Sep > **October 2004** >> Nov

Car	Fri 1	Sat 2	Sun 3	Mon 4	Tue 5
LEV - AD 853 - Mazda				Blocking Time - 11.10.2004 08:00:00	Blocking Time - 11.10.2004 08:00:00
LEV - AD XS - Ferrari Testarossa	*				

- Grouped by Car (non-booked as well)

Figure 58 Reservation object availability indicator

8.4 Time view

You receive a total summary inclusive time axis in the compact monthly view:

<< or >> refers to reservations in early/later month

⊖ Show reservation details

⊕ Hide time axis

Sep > **October 2004** >> Nov

Time	Fr 1	Sa 2	Su 3	Mo 4	Tu 5	We 6	Th 7	Fr 8	Sa 9	Su 10	Mo 11	Tu 12
00..08				B	B	B	B	B	B	B	LEV	
09				B	B	B	B	B	B	B	LEV	
10				B	B	B	B	B	B	B	LEV	

Figure 59 Calendar compact time view

If you point on a reservation, the yellow detail window with all reservation details becomes visible. The small Bs stand for "Blocking Time". Likewise the small -7 in the detail window proves the qualifying period:

>> Nov

Change/Delete:
Johnson, Jamie James
LEV - AD 653-Mazda
11.10.2004 08:00 - 11.10.2004 20:00 -7
Andere - Anfrage

Figure 60 Calendar reservation detail view

8.5 Reservation administration

You can change or delete a reservation by clicking on it in the calendar:



Figure 61 *Change and removal of calendar reservations*

Click on "Change" opens the reservation page, after click on "Delete", the program prompts you to confirm your decision.

8.6 Special

8.6.1 Changing the calendar text entries

Click on the small grey T in the program footing line. If this should not be visible, then you are not logged in as an administrator.

8.6.2 Changing the calendar text hints

If you'd like to change "- Click on day or time opens a new reservation window", do this in menu -> [Calendar settings](#).

8.6.3 Reservation cache

If the detail data should not be current in the small yellow windows, log off and log-in again, in order to re-initialize the cache. The detail data is generated only with the first call of the calendar, due to performance reasons.

8.6.4 Program rights

If a reservation entry is not visible, then this could be because of your program rights. See in [Chapter 13 "User Group Administration"](#).

8.6.5 Changing the reservation colors

Change the colors in menu -> [Calendar settings](#). Change the colors of the reservations made, by modifying the color cube in file calendar.asp. Search for remark "<!-- Create a color array to distinguish the reservations -->" in this file.

8.6.6 Saving the calendar settings

If you do not like to see the time axis, hide it, and the setting remains stored, as long as you work in the program.

8.6.7 Changing the first week day

This can be set in menu -> [Calendar settings](#).

9 Booking Type Collection

The type of reservation is used in menus -> [Reservation collection](#) and -> [Reservation administration](#) to describe the kind or type of a reservation. Instead of booking types, any other information can be configured and administrated here. Click for changing the page again on the small grey T in the program footing line.

Booking Type Collection

Name	?	<input type="text"/>
Color		<input type="text" value=""/>
Disable booking type for	?	<input type="text" value="Administrator"/> <input type="text" value="Gäste"/>
		<input type="button" value="Reset"/> <input type="button" value="Add"/>

Figure 62 Booking type collection

Another example to configure this page can be found here: >> [No. of persons collection](#)

9.1 Deactivation of booking types

Entries can be deactivated for selected user groups. Example:

Booking Type Collection

Name	?	<input type="text" value="Reservation confirmation"/>
Color		<input type="text" value="Dark Green"/>
Disable booking type for	?	<input type="text" value="Administrator"/> <input type="text" value="Gäste"/> <input type="text" value="Webbenutzer Erstmaliger"/>
		<input type="button" value="Reset"/> <input type="button" value="Add"/>

Figure 63 Hide a booking type for user groups

Idea is that first time web users cannot book a reservation with a type of confirmation. Only other groups (e. g. administrators) shall be able to manage reservations with this type of booking.

9.2 Define booking types as URLs

You are free to enter a HTML command such as an URL. E. g.:

```
<a href=http://www.huginfo.ch>www.huginfo.ch</a>
```

If the user clicks on this booking type in the reservation list or in the calendar, then our web page will be started. If you like to provide a document for download (e. g. a reservation subscription document), you might enter:

```
<a href=http://www.huginfo.ch/reservation_subscription.doc>Subscription Document</a>
```

9.3 Further options

9.3.1 Hide the booking type in the reservation pages

See in [Chapter 4 "Configure reservation options..."](#).

9.3.2 Hide the color field

Change text color in the text editing page to

```
<DUG>*</DUG>Color
```

and no user group will see the field any longer.

10 Booking Type Administration

This menu is used to delete or change the seized types of reservation. Through click on "Delete" or "Change" this can be achieved:

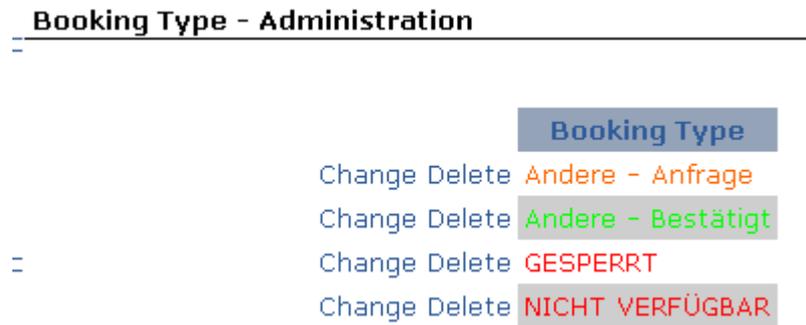


Figure 64 Booking type administration

Else, the same applies as for menu -> [Booking type collection](#).

11 User Profile Collection

As explained in the chapter about reservation collection, both users with and without a registered user profile can make reservations. Otherwise, you can just use the program as a user administration tool, by making the reservation collection pages invisible (see menu -> [User group administration](#)).



Figure 65 User profile collection menu item

Look here for the >> [webdemo](#).

11.1 Base users

You find four pre-installed users:

Login-Id	Password	User Group	Usage
Admin	Admin	Administrator	Program administrator. Owns all program rights
Gast	Gast	Gäste	Guest. Can see all data, but is not allowed to change anything.
Neu	Registrieren	Webbenutzer Erstmaliger	New user. Using this login, only new user profiles can be added.
Anonymous	Anonymous	Webbenutzer Erstmaliger	A new program user. Is allowed to make reservations, but must add his/her user profile thereafter.

Table 3 Base users

11.1.1 Change of base users

Change the initial passwords for security reasons:

1. Change the administrator account in menu -> [User profile administration - List](#). Replace all data (including login-id and password), e.g. with your own personal data.
2. Change data of users Gast and Neu.
3. Define user group rights in menu > [User group administration](#). We recommend to use the settings as preconfigured for groups "Webbenutzer Registrierter" (= registered web user)

and "Administrator".

11.2 Configuration

It is assumed that you like to change the user profile collection pages ("user_add"). Click the small grey T in the program footing line. The text editing page is started.

Program Text Modification

Program Page ?

user_add 

- You can leave empty all fields except for nr 1-5/7-9/38-53
- The empty fields are then hidden on this page

Text ?

1 User Profile Collection

2 Login-ID*

Figure 66 Change of user profile texts

11.2.1 Text Symbols

* at the end of a text

Defines that data entry for this field is needed (mandatory field).

Reservation-checkbox



Figure 67 Show this data in the reservation collection page I

If the checkbox is enabled, then the referred data will be displayed in addition in the "For" reservator selection box. Example: (Title checkbox has been added):

Figure 68 Show this data in the reservation collection page II

The title ("Hr.") is displayed in addition.

Dropdown box or text field

For some but not for all fields, you can specify if they are shown as dropdown or text fields.

Leave field empty

An empty field (no text set) is not displayed in the user collection pages.

<DUG>*</DUG>

The <DUG>-</DUG> mechanism allows you to configure field texts user group dependant. E. g.:

<DUG>*</DUG>*Status*: The status field is suppressed for all user groups.

11.2.2 Special fields

The meaning of some special fields is explained in short here. The Choice column indicates if a field comes as a dropdown or text field.

Field	Nr	Choice	Explanation
User Profile Collection	1	no	The page title of the user profile collection page
Login-ID*	2	no	The login name, which must be entered in the default.asp page
Password*	3	no	The password of the program user
Secret Question*	4	no	If a user has forgotten his login data, the secret question/secret answer mechanism can be used to enter the program all the same. The user is forwarded to the user change page immediately, if the secret answer has been entered correctly. Just click the "forgot password" link in the login page.

Table 4 Explaining user profile collection data fields

Field	Nr	Choice	Explanation
Secret Answer*	5	no	See field 4
Title*	6	Yes	
Status*	10	Yes	
Address 1*	11	no	Double selection field. Field Ns. 11-26 are so called double selection fields. If you enter e.g. "Address 1*//Address Private", the text part left of the // will be shown if panel "Address Private*" is active (see Field 54). If panel "member" (see field 55) has been activated, text part right to the // is presented. The double selection fields allow you, combined with panels, to show 2 types of information.
Country*	18	Yes	Country selection is presented as dropdown box by default.
Remind-Date	27	no	The user can enter any date here. The message entered in field no. 28 is mailed to the user in intervals of 61, 31, 21, 24, 7, 6, 5, 4, 3, 2 and 1 day(s) before the date entered.
Message	28	no	
Inform myself about others	29	Yes	Here the user can determine whether he would like to be informed about certain actions of foreign program users. If e.g. "Reservation administration" is marked, then the user gets an email, if somebody else changes or deletes a reservation seized. A condition is that the foreign user marked the same activity in the field 30.
Inform others about my	30	Yes	Here the user can determine whether foreign program users are to be informed about certain actions he/she performs. If e.g. "Reservation administration" is marked, then foreign program users always receive an email, if the user changes or deletes a reservation seized. A condition is among other things that the foreign program users have a registered email address in their profiles.
Remark	37	no	This text is initially presented to the user in the remark field, if the user seizes a new profile. As soon as the user registered his/her own text, the initial text does not apply any longer.
Address Private*	54	no	If the user clicks on this panel, then the data are indicated to him, which are located in the double choice fields before //. If you leave this field empty, or with the mechanism to suppress, then also the panel is suppressed.
Member Daten	55	no	If the user clicks on this panel, then the data are indicated to him, which are located in the double choice fields after //. If you leave this field empty, or with the mechanism to suppress, then also the panel is suppressed.
Usertype	58	Yes	Shows the user type selection box as first field in the user collection page

Table 4 Explaining user profile collection data fields

11.2.3 User type

Four user types can be used to further group users (in addition to the user group separation):

User Profile Collection

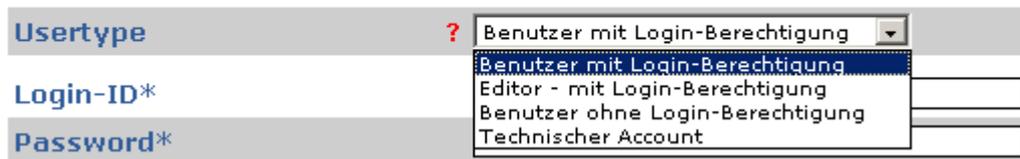


Figure 69 User profile user type selection

User type	Explanation
Benutzer mit Login-Berechtigung	Translated: "User with login rights": A normal program user, who is allowed to log in to the program.
Editor - mit Login Berechtigung	Translated: "Editor with login rights": The same as above. The additional group allows you to make a further separation of users.
Benutzer ohne Login-Berechtigung	Translated: "User without login rights": For such users, reservations must always be made by another user having login rights. Example: A registered user owning a cinema card, who wants to add a booking by phone.
Technischer Account	Translated: "Technical Account": Technical accounts are dummy users "Administrator", "Gast", "Neu", and "Anonymous". These users are not visible for non-administrators. Only administrators can see and administrate these accounts.

Table 5 User types

Note that you can translate the user types to your own need in menu -> [Dropdown box administration](#).

If somebody adds a new user profile, user type "Benutzer mit Login-Berechtigung" (user with login rights) is set by default. If you wish to have another user type set as default, configure it in menu -> [Dropdown box administration](#).

11.2.4 Panel



Figure 70 User profile data panels

Click panels "Address private*" or "Address business" to display or add different types of information. If you like to change the default panel, search for text "Decide what panel to show" in files user_add.asp and user_edit.asp and set the default_panel value to 2.

11.2.5 Divers

Double user entries

The program differentiates users on the basis of names, first names and second first name. If this is not sufficient, then the second first name must be changed. (e.g. "M." in place of "Marcus", etc.). Double entries are indicated with an error message.

Display of login id and password

These fields are visible to administrators only.

Collection and change of selection values

If you like to add or change values of dropdown box "Title", you can do it easily in menu -> [Dropdown box administration](#).

11.3 Add a new user profile

Any user granted can add a new user profile.

First time users must register with login "Neu" and Passwort "Registrieren" to do so.

12 User Profile Administration

Most topics of the user profile collection apply to user profile administration too. Administration offers a list representation, a card representation and a detail representation.



Figure 71 User profile administration menu item

This is the >> [Webdemo](#).

12.1 Card representation

Click the "- Card" menu item. The most important address data is displayed here. You have three options:

1. Click panel "Address private" or "Address business".
2. Click a capital letter in the blue search bar - only records with person names starting with the letter chosen will be listed:



Figure 72 User profile search by name

3. You can search for user group and user type in the search text box:



Figure 73 User profile search window

4. If you click the names in the card upper line, you get forwarded to the card detail view:

Johnson, Jamie James	
Phone business	0041 79 604 78 69
Phone private	0041 79 604 78 69
Mobile	0041 79 604 78 69
Fax	
Email 1	jamie.johnson@cranberry.com

Figure 74 User profile card data view

12.2 Detail representation

This view shows more data than the card representation, offering the same options.

12.3 List representation

Click the item "- List" in the menu:

User Profile - Administration													
ALL	A	B	C	D	E	F	G	H	I	J	K	L	M
Search for <input type="text"/>													
Select...	▲ Name ▼	▲ Title ▼	▲ Address private ▼										
Change Delete	Admin, Admin		-										
Change Delete	Anonymous, Anonymous		-										
Change Delete	Gast, Gast		-										
Change Delete	Johnson, Jamie James	Hr.	Main-Street1										
Change													

Figure 75 *User profile list view*

Initially, four data columns are indicated per user. As already explained, dummy users (administrator, etc.) are visible only for administrators.

You have these possibilities:

1. You can limit the list with the help of the blue bar already explained. Click on "B", thus only members with lastname B are displayed. The search window offers the same options as the card representation.
2. You can sort the data, by clicking the small blue arrows next to the column names.
3. Change or delete data by choosing "Change" or "Delete". If you like to remove a user profile, a request for confirmation will be made.
4. The displayed user data is freely selectable. Click on "Select..." left beside the column name bar:



Figure 76 *User profile list data selection for columns*

"Go" changes the columns as desired. Click on the small arrow left closes the selection again.

Your selection regarding column data is stored in your user profile. If you log in next time, you will find the columns set as when you left the program.

12.4 Changing the list by changing the menu items

If your program contains more than 1000 user profiles, listing all users would mean loss of performance. You can change this simply, if you change the item entry in file menu.asp:

Example:

Instead of

```
user_main_link = "user_main.asp?format=list"
```

Write in menu.asp:

```
user_main_link = "user_main.asp?format=list&view=A"
```

And only profiles will be listed if you click on "- List", having last name starting with an "A".

In principle, you are free to change any menu item entry, in order to change the menu behaviour.

12.5 Changing a user profile

Click "Change" in any of the representations. The user profile edit window opens, allowing you to apply your modifications.

12.5.1 User type

Selection entry "Technischer Account" (= technical account) is visible for administrators only. A standard user can change his own user type, if he wants to, e.g. from "user with login rights" to "user without login rights", although this won't make sense in most cases.

12.5.2 Language selection

A click on the country flag is sufficient, to change the language permanently.

12.5.3 Profile rights

A user is always allowed to change his own user profile data, even when he's a member of a user group for which the right has not been granted. Personal rights are more important than group rights.

12.5.4 Change log

The protocol (or log) of the last record modification is shown to the user groups as configured in menu -> [Program settings](#), just above to the copyright line:

```
Log - last action:  
-----  
11.10.2004 / 21:59:41 - Jamie James Johnson
```

Figure 77 *User profile log indicator*

13 User Group Administration

Every user profile is assigned to a user group, having different program rights. Group "Gäste" (= guests) has the right to look at all data, but no right to change anything in the program. Users assigned to group Administrator have full program rights, as configured.

The image shows a menu item with the text "User Group Administration" in blue, underlined, and centered between two horizontal blue lines.

Figure 78 User group administration menu item

You can hide whole menus and menu items, just if you disable right "Visible" for the item. Add, change and delete user groups in menu -> [Dropdown box administration](#). And >> [here](#) is the webdemo.

13.1 User groups - overview

13.1.1 Administrator

This user group is never listed in menu -> [Dropdown box administration](#). Since it is a mandatory user group, it cannot be deleted or its name cannot be changed. However, program rights are adjustable for this group, too.

13.1.2 Gäste (= guests)

This group can be changed, renamed and rights can be adjusted.

13.1.3 Webbenutzer Registrierter (= registered web user)

This is the initial standard user group, i.e., new users are assigned to this group by default. If you like to delete this group, you must first determine another standard group. After the deletion of the "Webbenutzer Registrierter" user group, its members are then shifted to the new standard group automatically.

13.2 User group rights assignment

13.2.1 Determination of the standard group

Every user sees his own user group first in the right selection box, if he clicks the user group administration menu:



Figure 79 Display of the own/target user group

Select value *<standard group>* in this selection box. Users belonging to this group will be listed, and the group rights are marked. Additionally, you will find that the standard group check box is enabled, as expected:



Figure 80 Setting the standard user group

Select another group in the selection box, and make it the standard group, if you wish to.

What is the standard group good for?

- Users, who register themselves to use the program, are assigned to this group by default.
- Users, who will be removed from a group, will become member of this group too.
- If a group is removed in menu -> [Dropdown box administration](#), then it's users will be assigned to the standard group as well.

13.2.2 Assigning users to user groups

Select users in the left and/or in the right list box. Click the arrow in between to change the assignment. You can select several users in both boxes, and the assignment still works.

In the example below, Jamie Johnson (currently member of the group "Webbenutzer Registrierter") would become a member of the "Administrator" group, inheriting its rights:

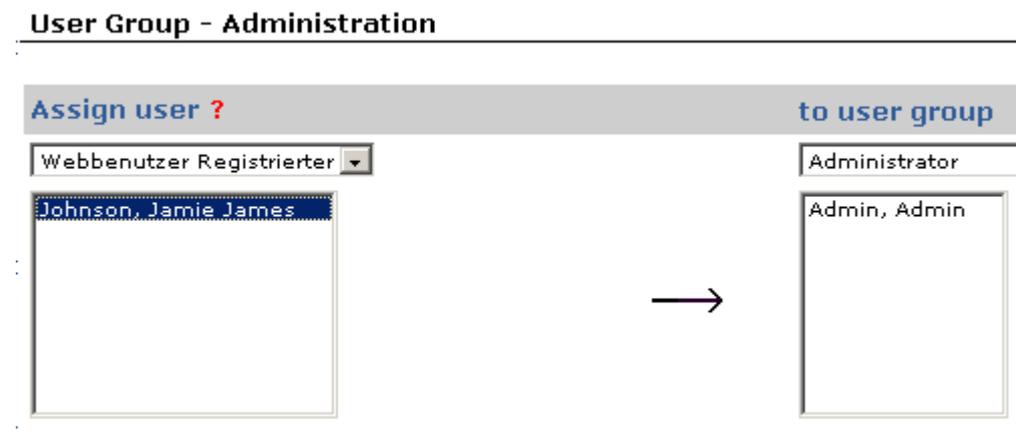


Figure 81 Assigning users to user groups

13.2.3 Defining user group rights

For every menu item, it can be set

- whether the menu item is visible for a user group ("visible")
- whether a user is allowed to see foreign data ("view")
- whether a user is allowed to add new data ("add")
- whether a user is allowed to change data ("change")
- whether a user is allowed to delete data ("delete")

Some examples:

Administrators

All rights are granted to this group initially, and thus, all check boxes are marked active. Notice that this group must always have the right to change user group settings, to avoid self-disclosure:



Figure 82 *User group rights for administrators*

Gäste

This group is allowed to see all data, but not to change anything. The three change check boxes on the right are deactivated for all menus:

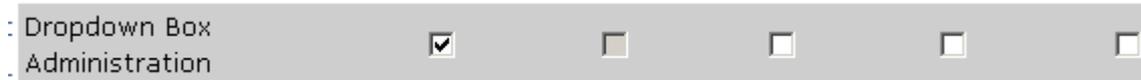


Figure 83 *Guest rights*

Webbenutzer Erstmaliger

Idea is that a first time user (so called "Anonymous" account) is only allowed to add his user profile data. Therefore, only menu item "user profile collection" is set visible:



Figure 84 *Webbenutzer Erstmaliger program rights*

As soon as the first time user entered his data, he is shifted to user group "Webbenutzer Registrierter", getting it's rights.

13.2.4 How do rights work?

A program user has always the sovereignty over his own data. He can change or delete his own data, even if his own user group is not allowed to do that.

The only exception arises if a program administrator disallows users to delete or change their own reservations. This can be set in menu -> [Program Settings](#) in the reservation options.

Foreign data entries are entries which have been made by another user. Of course, in hotel reservation mode no user shall be able to see reservations of foreign persons. This is reached by disabling right "view" for menu "reservation administration".

In a club software it is however almost desired that members can see phone no. of the colleagues etc.. It is accordingly useful, if the "view" right in the menu "user profile administration" is enabled.

However, a hotel manager must be capable to administrate reservations of his own rooms or hotels, even if he has not entered the reservation. This is possible with this means:

Reservation Administration ?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>
------------------------------	-------------------------------------	--	--------------------------	--	--

Figure 85 Reservation administration special rights

Only for menu item "reservation administration" you will find check boxes being close to each other. They determine if rights apply for ALL reservations objects or only for OWN reservation objects.

Example:

- If a hotel manager shall be able to delete reservations of OWN hotels only, the delete checkbox on the right must be active.
- If a person shall be granted to delete reservations of ALL hotels, the delete check box on the left must be enabled.

Owned hotels are hotels, which have been entered by the hotel-manager, etc.

In order to make reservations for foreign persons or of foreign objects, according "view" rights must be set:

User Profile Administration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Group Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reservation Object Collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reservation Object Administration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 86 User profile administration & reservation object administration rights

If you start reports in menu -> [Report generation](#), the same rights apply. If a user is allowed to see own reservations only, only the owned reservations will be listed in the reports, either.

14 Reservation Object Collection

This is one of the central program pages, which allows you to seize your reservation object. The program is built so flexibly that you can administer practically each object. Here rented cars are used as an example.



Figure 87 Reservation object collection menu item

Some information such as object prices, additional descriptions, services, advertisements etc. can be indicated only after the object has been added. After the initial object collection you are passed on directly to the object change page, where these options are at your disposal.

This is the >> [webdemo](#).

14.1 Configuration

We assume that you like to change the page according to your own need. Click the small grey T in the program footer. The text editing page is started:

Program Text Modification

Program Page ?

item_add      

- You can leave empty all fields except for nr 1/3/4/12/39/41/42
 - The empty fields are then hidden on the item collection page
 - Field no. 17 is a multiple selection field, if configured as dropdown box.
 - Add a * at the end of a field, to indicate that data entry is mandatory for the field.
 - Your changes are automatically applied on page item_edit

Text ?

1 Add a Car 

Figure 88 Reservation object collection text editing page

14.1.1 Text symbols

* at the end of a text

Indicates that data must be entered whenever a new object is added (mandatory field).

Field attributes



Figure 89 Reservation object field attributes

- Determine whether a field is presented as a selection field (dropdown box) or as text. If you decide to use the selection field, the entry in menu -> [Dropdown box administration](#) will be adapted automatically.
- Determine the position of the field with the field sequence order ("7"). If you like to change the order, then you can do this with little expenditure.
- If the check box is clicked, the field is indicated additionally on the reservation sides. The field is a multiple choice field, if adjusted as a dropdown box. It can e.g. be used for the dynamic announcement of food supply options.
- The field type selection box (long box) defines the sense and purpose of a field. The following options are available:
 - Max. no. of simultaneous reservations: Typically for hotel room reservations: If e.g. 10 rooms of the same type are available, 10 simultaneous reservations can be possible. You would define the field therefore as follows:



Figure 90 Max. no of concurrent reservations

- Max. number of adults: Typically for hotel room reservations: If a reservation of the room is transacted, then the program controls that no more adult persons register themselves on the same room.
- Max. number of children: Typically for hotel room reservations: If a reservation of the room is transacted, then the program controls that no more children register themselves on the same room.
- Max. number of reservations: Defines, how often an object may be reserved at the same time, in different or equal periods.
- Max. reservation duration: The number of hours, which an object may be maximally reserved.
- Min. reservation duration: The number of hours, which an object must be minimally reserved.
- Status: Is the object available or not? If not available, the object will not be offered in the reservation pages. Allows you to activate and deactivate objects.
- Price: Divers prices can be defined if an object contains this special field. See in following [Chapter 14 "Special fields"](#).

Leave fields empty

An empty field is not displayed in the reservation collection page.

<DUG>*</DUG>

The <DUG>-</DUG> mechanism can be used to hide fields user group specifically. E.g.

<DUG>*</DUG>Availability: The field is hidden to all user groups.

Set empty rows between fields

In the following example after the fields 1, 6, 8 etc. in the object collection page a distance is inserted. A grey framework and field blocks are displayed additionally:

Add empty row after positions Frame block

Figure 91 Add row distances after object fields

14.1.2 Special fields

The meaning of some special fields is explained in short here. The choice column indicates if a field comes as a dropdown box or not:

Field	Nr	Choice	Explanation
Add an object	1	no	The title of the reservation collection page
Sign*	3	no	This field is part of the reservation object box in the reservation pages. Thus, the field shall contain a unique information, which allows the user to identify the object!
Model*	4	no	See field 3. This field is used as the second part in the reservation collection pages.
Copy this car:	45	Yes	The dropdown box contains a list of objects which have already been added. Select an entry if you to make a copy of it.

Table 6 *Explanation of special fields in the reservation object collection page*

14.1.3 Textual dependencies

Some texts are stored redundantly. Store your adjustments under the option "on all pages, with partial match" and "with user confirmation", in order to see the dependencies.

14.1.4 Change the reservation object

You need about 20 minutes to change the reservation object. Proceed in this order:

1. Rename the labels in the text fields, e.g. "Add an aircraft" instead of "add a car", etc.
2. Change the texts in these pages additionally, and in this order:
 - item_add_reply, item_delete_reply, item_edit, item_edit_reply, item_view
 - calendar, date_selection
 - home
 - menu
 - record_not_found
 - reservation_add, reservation_edit, reservation_view
 - (help: change text "object")
3. In menu -> [Dropdown box administration](#), all selection boxes should have taken over the names you have entered. Delete values from the selection boxes, and add new ones as necessary.
4. Booking types are administrated in a separate menu.
5. To change the names of the reports in menu -> [Report Generation](#), select a report and edit its name in the long report name text field. Click the red online help question mark.
6. Switch now to menu -> [<Your object> collection](#) and add your items.

If needed, you can repeat steps 1-5 for another language.

14.2 Copy existing objects

By means of copying you can add new items extremely fast:



Figure 92 Copying existing objects

If you create a copy of an item, then all properties and attributes of the original object will be copied - prices, advert information etc.

Only the name is different: Here, the new object would be named "LEV-AD 653; Mazda - Copy".

After having confirmed the copy process, you get forwarded to the object editing page, where you can confirm your entries and add additional descriptions.

14.3 Add new objects manually

Select the entries manually. You will be forwarded to the object editing page once you clicked the "add object" button.

See in next chapter.

15 Reservation Object Administration

Change and delete objects here.

[Car](#)
[Collection](#)
[Car](#)
[Administration](#)

Figure 93 Reservation object administration menu item

This is the >> [webdemo](#).

After the initial object collection you are passed on directly to this object modification page, where additional options such as object prices, descriptions, services and advertisements become available.

15.1 Object list

If you click the -> [Car Administration](#) menu item, a list of the existing objects is being presented:

Car - Administration

Search for In All Fields ▾

Select...	▲ Model ▼	▲ Sign ▼	▲ Type ▼
Change Delete	Mazda	LEV - AD 653	Custom
Change Delete	Ferrari Testarossa	LEV - AD XS	Luxus

Figure 94 Reservation object list

You can sort the list (use the blue small arrows) or search for items. Click the "Select..." label on the left, to customize the list of attributes. This works the same way as in the user profile pages.

15.2 Change the reservation object

15.2.1 Configuration

If you have already changed the field labels in the "Reservation object collection" page (item_add), nothing must be done here. All changes you have made before, are automatically propagated to this object change page (item_edit).

Some special fields are explained now:

15.2.2 Price

Example: >> [Hotel room reservation](#):

Price categories

If a field is defined to be a price field in dropdown box mode, a simple price categorisation can be made. (NS: off season, ZS: in between season, HS: main season). The values can be administrated in menu -> [Dropdown box administration](#). Later, a user can search for these price categories:



Figure 95 Reservation object price field

Price detail page

A new page is started if you click the price label ("Price per Season"). Specify your prices here in detail. An example is >> [this one](#).

This price detail page offers you very powerful options for price administration:

1. User group dependency: Prices can be different for different users.
2. Price type: Price sum calculation can be done based on the first day completely, or based on individual daily prices.
3. Invoice generation: Invoices can be presented immediately after a reservation has been made, or only later after confirmation by the hotel manager, etc. If you like to, invoice generation can be suppressed completely.
4. Service fee: The fee can be in % or in USD/EUR, and per person or per booking.
5. Season dependency: Define up to 12 seasons and prices. Seasons can be named as required.
6. Children discounts can be set for 2 different child ages, and dependant on number of booking adults.
7. Up to 12 discounts or surcharges can be set, for any period to be defined. These special

prices can be calculated in % of the normal price, or in USD/EUR.

These price settings can be copied for any user group.

Whenever a reservation object is added with the copy mechanism, all price settings will be copied as well.

Before your settings will be saved, divers consistency checks will be made: Among these, it is checked that

- no days exist in the whole period set, where no prices have been defined for.
- the dates are consistent
- no days contain doubled price definitions (avoidance of period overlapping).
- etc.

Price invoice formats

Several invoice formats can be presented to the booking user. Click the checkbox, if a format shall be used:

- TXT-file: This price log file documents the price calculation as a whole. The log file is always available, if one of the other formats has been chosen.
- Word-file. The word document contains an embedded Excel OLE object, allowing the user to make individual price calculations, e.g. by changing the booking period.
- PDF-file: The pdf file is the standard invoice format. Its content cannot be changed.
- Excel-file: Contains detailed price information such as the txt file. Price sums are changed if anything else is modified, since total prices etc. are all stored in excel formulas.
- Logo...: Upload your company logo here. The invoice generation uses the logo and embeds it automatically into the PDF and Word invoices.

All documents are zipped, to fasten download time for the users.

If a user has made a hotel/room booking, the formats become downloadable in the following booking confirmation page:

Fritz, Meier
 5 December 2004 08:00 until 5 December 2004 20:00
 Andere - Anfrage
 Horizontes Camaguey Hotel - Doppelzimmer (DZ) (2 Erw.)
 Number of rooms: 1

Room price: 30.00 USD    

Wir bedanken uns für Ihre Buchung. Sie bekommen Bescheid.
 05.12.2004 16:08:19: ID: 19

(<< Try again, when wrong)

Figure 96 Reservation confirmation and invoice formats

Click the "Room price..." label to open the text log file.

These are online-examples for invoices:

>> [TXT-Logfile](#)

>> [ZIP-file](#) (contains Excel-, Word-, and PDF-invoice formats).

Changing the invoice formats



Figure 97 *Changing invoice formats*

Click the Word or the PDF-icon to change the documents to you own requirements.

15.2.3 Object description

Besides of the object attributes, you can use the free text page to add any description, images and logos to your objects. Further more, it's possible to extend adverts with images. The detail descriptions become visible, if the user clicks an object in the reservation collection pages. Always the most current description will be selected (if you have added several descriptions for one item).

Click the description bar in the object edit page¹⁾:

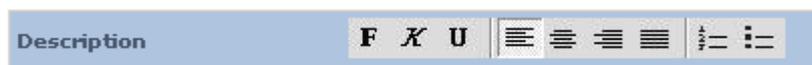


Figure 98 *Object free text descriptions*

A list of possibilities you have with the free text descriptions. You can:

- add free texts, or change and delete them, per object
- administrate descriptions and images, which have been attached to reservations
- upload and delete images
- upload and delete icons
- add a text to any image or icon
- attach images and icons to adverts
- display a preview and a print view of any description made

1) Freertext descriptions can be added using the Microsoft Internet Explorer (> Version 5) only.

Add images and icons to a description

Just select the image you like, and drag it into the text edit area:

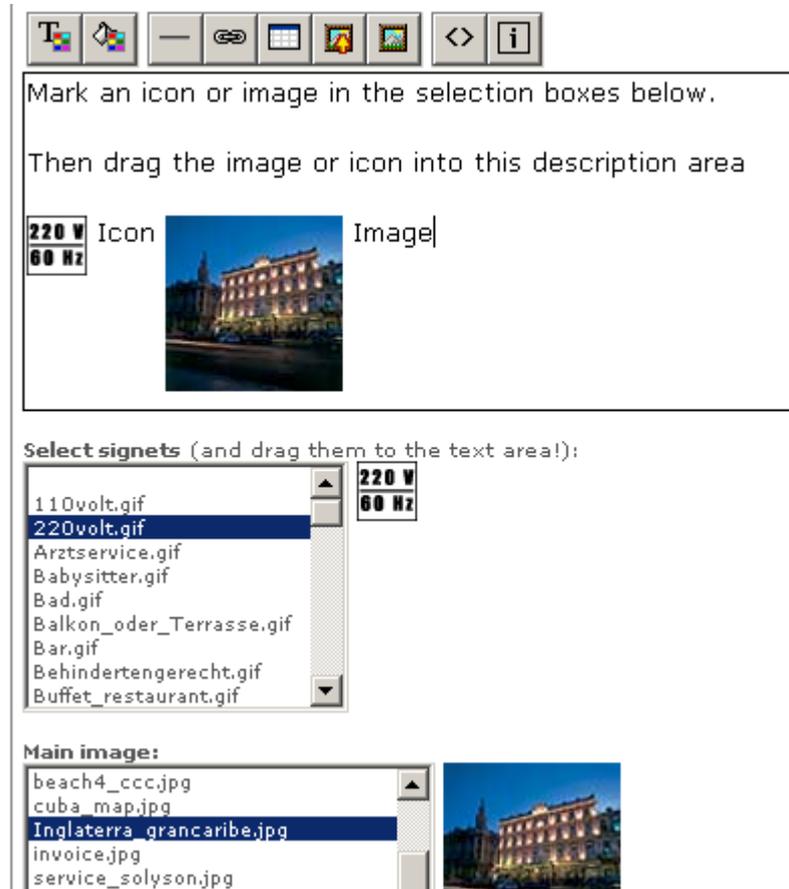


Figure 99 Use images and icons in freetext descriptions

Upload new images and icons

New files are stored in folder editor/uploaded on the web server.

Display all descriptions

In the document administration page, you can define if you want to list all documents (for which you have been granted), or only the documents belonging to the current reservation object. Click the cross symbol on the left:



Figure 100 *Show all descriptions*

15.2.4 Additional services

Click the additional services bar:



Figure 101 *Reservation object services bar*

Defined services can be chosen by the user before booking confirmation. The services are stored together with the reservation data, but not further used for price processing. You are free to create a services report for yourself (e.g. in menu -> [Report generation](#)). You might want to create a direct link to this report, and place this link anywhere in the program.

15.2.5 Adverts

Click the advert bar:



Figure 102 *Reservation object advert bar*

Once an advertisement has been created, it can be set active or inactive. The adverts work similar to Googles AdWords, but can further be used, to display any information in any of the program pages. E.g. up coming news, downloadable documents, etc.

Example:



Figure 103 Use adverts as news pop-ups

16 Report Generation

See >> [here](#) for the webdemo.

Create various reports, or change names or existing data selection statements. Data selection is freely selectable and based on the use of MS Jet SQL, very similar to ANSI SQL.

Report

Reports

Data Selection ?

```
SELECT
reportname & ',' & reportnotes
AS RESULT1,
''
AS RESULT2
FROM REPORTS
WHERE
reportname <> ''
ORDER BY
reportname
```

Report Name ?

Reports

Figure 104 Report generation

16.1 Report administration

16.1.1 Changing a report

- You change the name of a report, if you change the name in the long text field, or
- You change the data in a report, if you change the SQL-statement in the big text editing box.

16.1.2 Removing a report

Leave the report name empty in the long report name text field.

16.1.3 Adding a new report

Change the SQL-statement and the report name.

16.2 Selection of report data

16.2.1 MS Access database file Reservation.mdb

All data structures can be found in Reservation.mdb. Open the file and have a look at the tables contained. Example (Report "Reports"):

```
SELECT
reportname & ',' & reportnotes
AS RESULT1,
"
AS RESULT2
FROM REPORTS
WHERE
reportname <> "
ORDER BY
reportname
```

The selection result is stored in n variables Result(x). The length of a variable must not exceed > 255 characters, and the number of Result(x) variablen must be >= 2.

The example sql statement lists all report names together with the report remarks, and sorts them by report name.

16.2.2 Example-Reports

You find some example reports in the report selection, which start with "SQL".

16.2.3 Data selection examples

Report "User profiles"

Statement: *WHERE usertype <> 'dummyuser'*

Excludes user profiles "Administrator", "Gast", "Anonymous" and Neu".

Report "User profiles - Changes"

Statement: *AND DateDiff('d',update_date,Now()) <=31*

Includes all data records, having modification data not elder than 31 days.

Report "User profiles - Email List; Weekday Flyers"

Statement: *OR instr(1,misc_2,'Wochentagsflieger') > 0*

Includes all data records, which contain string "Wochentagsflieger" in field misc_2 ("Misc 2").

The reservation object is stored in table *Aircrafts*. Originally, Reservation ASP was designed as a aircraft reservation system.

16.2.4 Data rights

Rights you have defined in menu -> [Usergroup administration](#), apply to report data selection in the same way. If a user is allowed to see own reservations only, then only his own reservations will be listed in the reports.

16.3 Results

16.3.1 Output formats

Read the output as Excel, text and HTML. The files are stored in folder reports/ on the web server.

16.3.2 HTML direct link

A report can be started without the need to log in to the program. This [>> link](#) is an example. Select "HTML-file" as output format. Copy the shortcut of the green link to your browser favorites.

17 Dropdown Box Administration

Whenever a value in a selection (or dropdown box) is to be changed, deleted or added, it can be done in this menu. The booking type is the only selection value which is administrated in its own menu.

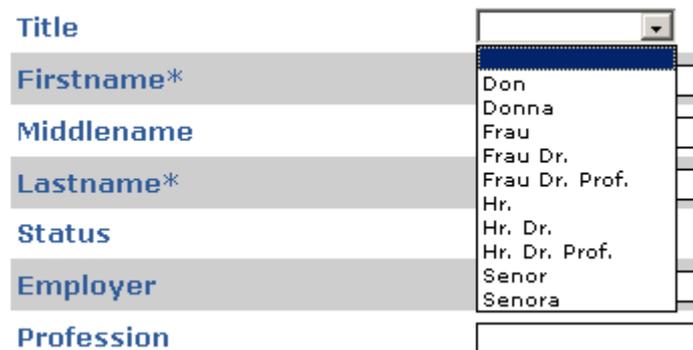


Figure 105 Selection value example

The webdemo is >> [here](#).

17.1 Dropdown box modification

This is done in menu -> [Dropdown box administration](#).

17.1.1 Add dropdown box values

Select the required box entry in the upper selection box. Add a new value in the long text field:

Dropdown Box - Administration

Dropdown Box

User Profile-Title

Values

Add / Delete / Change to ?

Mr.

Figure 106 Add a new selection value

The text that you enter in the remark box refers to the dropdown box, and not to the new value.

Click button "Value add / change / delete" to add the new value.

17.1.2 Change dropdown box values

Select the required box entry in the upper selection box. Select the value to be changed in the value box. Change the value in the long text field:

Dropdown Box - Administratio

Dropdown Box

User Profile-Title

Values

Hr.

Add / Delete / Change to ?

Mr.

Figure 107 Change selection values

Click button "Value add / change / delete" to edit the new value.

Status

Figure 110 Selection values - status

Translate "1:Verfügbar" to "1: Available" and "2: Nicht verfügbar" to "2: Not available". The values can be HTML-formatted with tags. #FF0000 is red, #00FF00 green and #0000FF is blue.

Reservation type - color

To be used to administrate the colors in menu -> [Booking type collection](#).

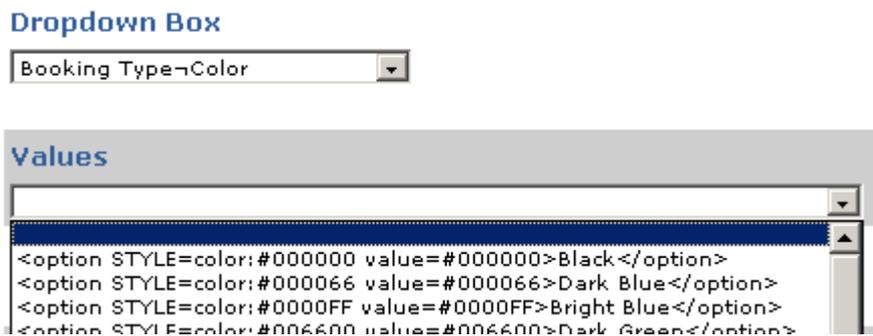


Figure 111 Selection values - color

User groups

User groups are added, deleted or changed here and not in menu -> [User group administration](#).



Figure 112 Selection values - user groups

This rules apply if a user group is modified:

- If a group is being added, the program completes all necessary entries automatically.
- If a group is being changed, entries in menu -> [Usergroup administration](#) change as well.
- If a group is being deleted, all of its members will be transferred to the standard user group.
- The standard user group cannot be deleted.
- The administrator user group is not visible. This group cannot be deleted, and its name cannot be changed.

The standard user group can be administrated in menu -> [Usergroup administration](#).

17.2 Divers

17.2.1 Keeping selection values up to date

If you change a text in the text editing pages, changes will be applied to dropdown box administration automatically. If you think that the texts are wrong in the dropdown box administration, then proceed as explained in [Chapter 22 "Menu entries in "Dropdown box administration" are not correct"](#), in order to solve the problem.

17.2.2 Maintaining referential integrity

If you change e.g. a title value ("Mister" to "Mr."), all titles in existing user profiles will change as well.

18 Reservation Administration via SMS

Reservation ASP enables you to administrate reservations with SMS messages. You can add and delete reservations, and request the reservation status. Ask us to get your own personal mobile number to send the SMS to.

18.1 How it works

18.1.1 Architecture

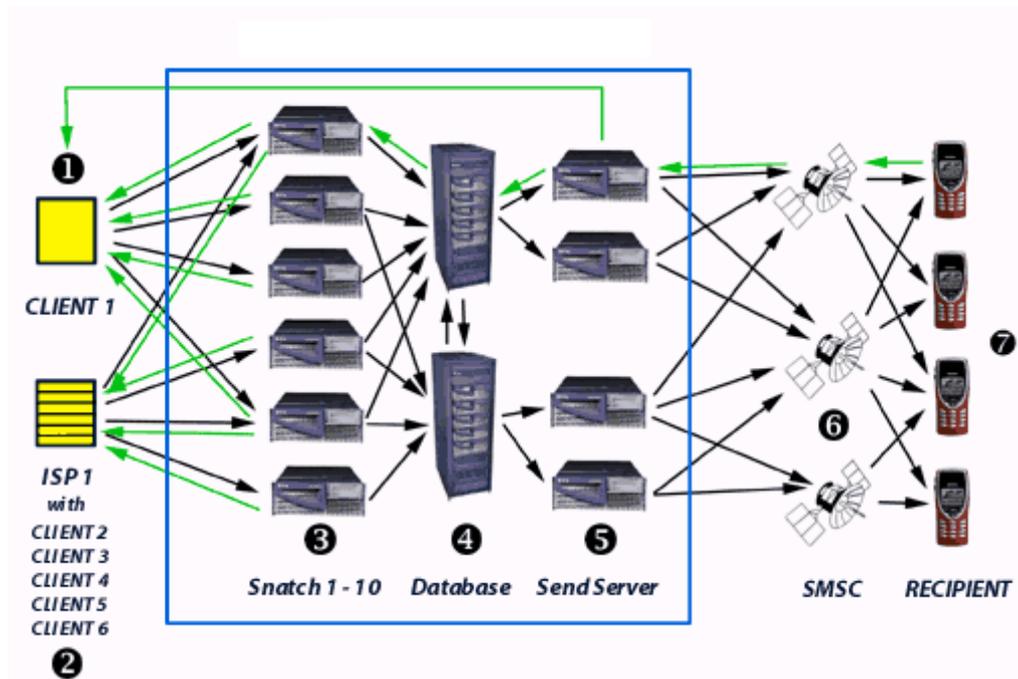


Figure 113 SMS Architecture of the provider

Both the handy and the SMS server can act as communication initiators.

Every sent or received SMS is saved in the program database for administration and logging purposes.

A received message can be forwarded by the SMS server by means of email, http-post or SMS. Reservation ASP currently supports SMS and http-post.

The program supports providers from more than 200 countries.

18.2 Identifying the reservator

If you send an SMS to the reservation server, you will be identified based on the mobile number stored in the system. Enter the mobile number in your user profile if you want to use the service.

You can even administrate reservations of other persons, if the SMS message text contains the name of the person having it's own user profile in the system. Presumption is, that you have the right to do so, as configured in menu -> [Usergroup administration](#).

18.3 Identifying the reservation object

Field no. 3 in page "item_add" is used as object identifier in the SMS message. Common practice is to use the object identification number, etc. The field must not contain empty strings and must be kept uniquely assignable to every reservation object.

18.4 How to send an SMS message

The format of the SMS message is equal to the entries in the web browser, thus:

[ZHL] <Reservator> <Start> <End> <Event> <Object> <Comment>¹⁾

S: Show reservations

A: Add a reservation

D: Delete reservations

The Action (S or A or D) is always the first character of the message.

The elements (reservator, time etc.) must be separated by a special sign (empty string, ".", ";", etc.) from each other. Generally, the " " should be used.

The order of the elements is free.

The system analyses the elements of the SMS message. Thus you can send:

A FritzHug 29 WeekdayFlyer Z1 Thank You

or as well

A Z1 29 WeekdayFlyer FritzHug Thank You

In both cases, object Z1 will be reserved for Fritz Hug, on the 29th of the current month, and whole day long (08:00 - 20:00).

1) Format: [ZHL] [char] [DDMMYYYYHHMM] [DDMMYYYYHHMM] [char] [char] [char]

Reservation ASP analyses incoming messages by means of an expert system. Therefore, it should be usually sufficient to know the first character A, S or D of the message

Upper or lower case does not matter. If no event is sent with the text, then standard event "SMS" will be used. To be faster, abbreviations can be used. See in the list containing example messages:

18.4.1 Examples

Show reservations:

SMS Text	Example	Meaning
S	S	Show me todays reservations.
S <Day><Month><Year>	S 08022006	Show me the reservations of February, 8 2006
S <Day><Month><Year> <Time> <Day><Month><Year> <Time>	S 080220060900 090320061525	Show me the reservations of February, 8 09:00 until March, 9 15:25 2006
S <Object>	S Z1	Show me todays reservations of object Z1
S <Reservator>	S FritzMuster	Show me todays reservations of Fritz Muster
etc.		

Table 7 SMS example message texts: show reservations

Add a reservation:

SMS Text	Example	Meaning
A <Object>	A Z1	Reserve Z1 today between 08:00 - 20:00
A <Object> <Day><Month><Year>	A Z1 08022006	Reserve Z1 on February, 8 2006 between 08:00 - 20:00
A <Object> <Day><Month><Year> <Time>	A Z1 080220060900 1525	Reserve Z1 on February, 8 2006 between 09:00 - 15:25
A <Reservator> <Day><Month><Year> <Time> <Object>	A FritzMuster 080220060900 1525 Z1	Reserve Z1 on February, 8 2006 between 09:00 - 15:25 for Fritz Muster
etc		

Table 8 SMS example message texts: add reservations

If no event is part of the message, then standard event "SMS" will be used.

Delete reservations¹⁾:

A reservation can be deleted only, if the sender owns correct rights according to his own user group.

SMS Text	Example	Meaning
D	D	Delete my own reservations of today
D <Object>	D Z1	Delete my own reservations of today of object Z1
D <Object> <Day>	D Z1 08	Delete my own Z1 reservations of the 8th of this month
D <Object> <Day><Month>	D Z1 0802	Delete my own Z1 reservations of February, 8th of this year
D <Object> <Day><Month><Year>	D Z1 08022006	Delete my own Z1 reservations of February, 8th 2006
D <Object> <Day><Month><Year> <Time>	D Z1 080220060900 1525	Delete my own Z1 reservations of February, 8th 2006 between 09:00 - 15:25
D <Reservator> <Day><Month><Year> <Time> <Object>	D FritzMuster 080220060900 1525 Z1	Delete Z1 reservations of February, 8th 2006 between 09:00 - 15:25 for holder Fritz Muster
etc		

Table 9 SMS example message texts: delete reservations

Get explanation:

Simply send an "E" to the reservation server if you forgot how to send texts. The server will answer with:

[ZHL] Reservator Start Date/Time End Date/Time Event Sign Comment. S:Show, A:Add, D:Delete. Example: A 21022005 Z1

1) A reservation can simply be deleted by sending the server confirmation answer back to the server again.

18.5 SMS server answers

You can no longer receive messages if the message buffer of the handy has been filled. Therefore, delete old messages whenever possible.

18.5.1 Successful processing of the mobile message

After every message received the SMS server sends a confirmation answer back to the mobile where the original message came from. In most cases, the message will be sent immediately afterwards, and only in very seldom cases it has been reported that it took longer (30 minutes in max.).

The confirmation message is identical to the email texts after a normal web reservation.

Example:

1. You send message "A Z1"
2. The server answers with:
"The reservation has been added:
Reservator: Fritz Muster
Aircraft: Z1
Period: <Today>"
etc.

If the message contains more than 180 characters, then the originator will get the whole confirmation split into several server answers. This usually happens if the reservation status report contains more than 1 reservations. To avoid overflows, max. 5 messages are sent by the server.

18.5.2 Irregular SMS message

If the expert system was not capable to analyse the message accordingly, the originator will get an explanation answer:

Example:

1. You send message "A ZX" to the reservation number
2. The server answers back with:
"Reservation could not be added:
Object ZX does not exist in the system."
etc.

18.5.3 Message buffer

If the provider cannot send the response immediately, the response will be kept buffered on the Send server. Such messages are marked with text "buffered" in the SMS.html log file. Status "delivered" marks successfully sent answers.

18.5.4 Changing the confirmation texts

The server answer texts are as configured in the email responses, as explained in Chapter 4 "Mail trigger configuration ..."

18.5.5 Suppressing the SMS response texts

Email messages and SMS confirmations work closely together. If (e.g. to save costs) you like to disable SMS answers, the mail answers must be turned off as explained in Chapter 4 "General program settings".

18.6 SMS protocol

The SMS status indicator will be incremented in the user profile for every sms message received. The field can only be changed by a program administrator. A user profile cannot be deleted, as long as the field contains > 0 messages reported.

The SMS communication is further logged in file "SMS.html". The file can be read from within the user profile.

In the program calendar, SMS reservations can be identified based on added comment (*SMS*). Last but not least, 1 dedicated SMS report is available in the report section.

18.7 Cost

The server affords 1 credit for every message sent. The price for a credit ("cost unit") is as set by the program administrator.

Under normal circumstances, 1 credit is enough for one reservation confirmation, etc. The number of credits needed depends on the provider and "where you are" (roaming requirements).

19 Support

A screenshot of a menu item. The text 'Support' is on the top line and 'Documentation' is on the bottom line. Both lines are underlined with a blue line. The text is blue.

Figure 114 Support menu item

Change text no. 30 in the menu editing page. The text can contain any hyperlink, such as an URL or an email address. E. g.:

Instead of

```
<a href="mailto:reservation@huginfo.ch?subject=Reservation 4.1" style="text-decoration: none">Support</a>
```

write:

```
<a href="http://<your web page>" style="text-decoration: none">Goto my page</a>
```

Another example is shown >> [here](#).

20 Documentation



Support
Documentation

Figure 115 Documentation Menuitem

Change text no. 31 in the menu editing page. E.g.
instead of

```
<a href="http://www.huginfo.ch/Reservation_4.1.zip" style="text-decoration: none">Doc-  
umentation</a>
```

write:

```
<a href="http://<Your web page>/documentation.html" style="text-decoration: none">To  
the documentation</a>
```

Another example see >> [here](#).

21 Divers

21.1 Session log file

<http://<<our url>/<your directory>/Session.html> opens the program log file. No data changes are being logged here. You can afford this information, either by starting a report, or by sending a mail after changes have been done for requested actions.

21.2 Database modifications

Open the Access database with MS Access and have a look at all data.

! Due to data consistency reasons, do not change the data in the database directly. If you want to do it all the same, first create a backup of the reservation.mdb file.

21.3 Mail delivery

If you liked to dispatch mails at arbitrary program positions, then you can do this relatively simply, by merging the file `sendmail.asp` in the desired place. `sendmail.asp` must then be initialized with the session variables needed, being put back at the end of the file. E.g. `session("to")` (mail receivers) or `session("subject")` (mail subject).

21.4 Further possibilities to change the program

By adaptation of the cascading style sheet files (* `css`) in the file `css/` you can co-ordinate the program further with your needs. Check in addition also in the file `style.asp`, where the styles are being generated dynamically.

22 Problem Solving

22.1 The program does not start correctly

Problem:

“I have installed the program as described, but I always get an error when I try to start the program in the web browser.“

Answer:

1. Verify that Reservation.mdb is located in folder database/.
2. Very often, errors are caused by incorrect setting of folder and file access rights. Set the access rights to "full" on all folders and files for the IIS accounts, restart the www service and try again.
3. Thereafter, re-reduce folder and file rights step by step.

22.2 Menu entries in "Dropdown box administration" are not correct

Problem:

"The dropdown values in menu -> [Dropdown box administration](#) are not correct. They do not fit with the texts I have changed in the text editing pages."

Answer:

1. Click on the small grey T in the program footer, in order to open the text editing page.
2. Choose the right language where your changes shall apply.
3. Select these pages (and in this order) in the program text dropdown box, and click "OK" for all pages without changing anything: event_add, group_settings, item_add, mail_config, user_add, reservation_add, user_add, menu.
4. Verify the values in menu -> [Dropdown box administration](#). Repeat the procedure, if the values should still be wrong.

22.3 Mail delivery does not work

Problem:

“Mails are written to table mailqueue, but I never receive a message. Mail sending is set active in menu > [Program-settings](#).”

Answer:

1. Log off from the program.
2. Do you still find mail entries in table mailqueue? If yes

3. Check file Session.html. Call session.html directly in the web browser, e.g.: >> <http://<Your URL>/<virtual directory>/Session.html>.
4. Do you find "<- Application ended at" entries? If not
5. Folder <http://<Your URL>/<virtual folder>> must have all rights for the user IWAM_<Host>:



Figure 116 Error handling - mail delivery I

If the problem still remains, check this:

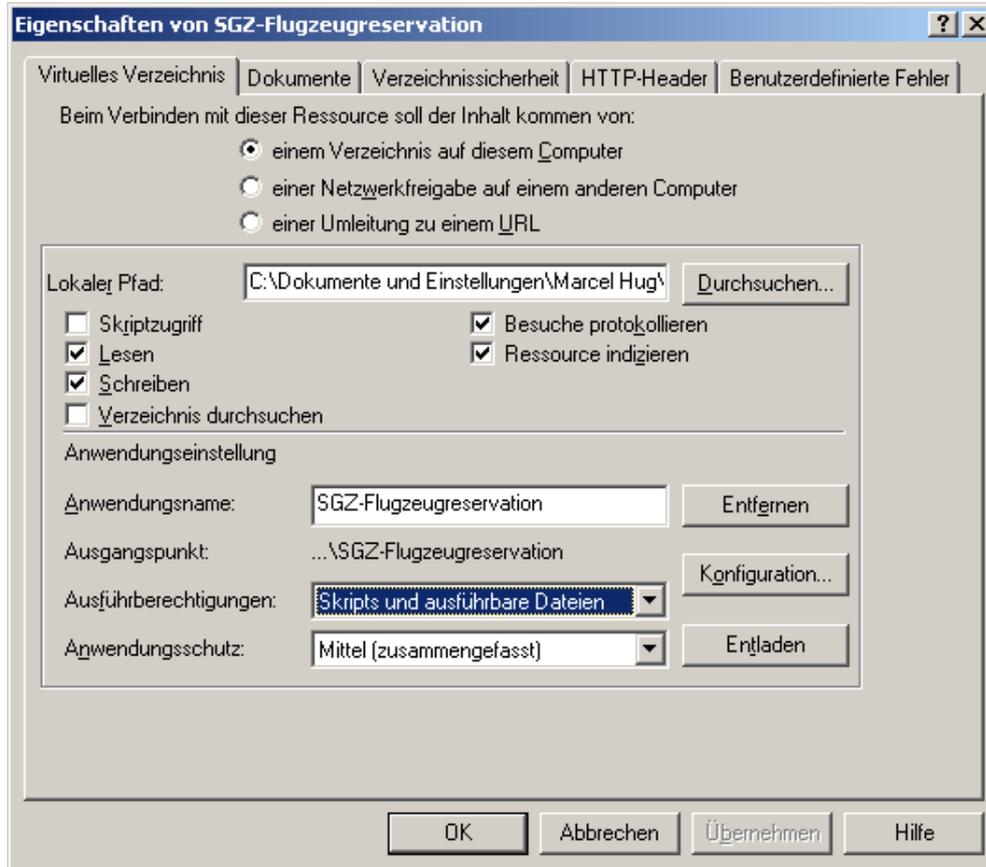


Figure 117 Error handling - mail delivery II

1. Set an application name (example = "SGZ Flugzeugreservation").
2. Delete file Session.html.
3. Restart the www publishing service and test, if you can send test mails in the mail configuration page.

Problem:

"Chilkat SMTP queue service is installed correctly, but one can never see mails in folder c:\temp\ChilkatSmtq\sent."

Answer:

1. Check the Chilkat SMTP queue service in the windows services.
2. Check the program settings:
 - a. A chilkat mail service must be selected in menu -> [Program settings](#).
 - b. The correct check boxes (mail trigger settings) must be activated.

- c. Mail delivery by test mail must work as expected.
- d. Deactivate setting "Send no mail to program actor" in page "Primary mail host administration".
- e. If you like to send sms messages, temporarily deactivate option "Only in case of primary host error".
- f. Re-verify mail functionality, by adding a new reservation. Changing secret user information such as the user login or password does not trigger mail sending.

Problem:

“I use Microsoft CDONTS as mail component, but never get any mails.”

Answer:

1. Check that the simple mail-transport protocol (SMTP) service is running on the server. CDONTS needs this service.
2. Stop the simple mail-transport protocol (SMTP) service. Do you find mails in folder c:\inetpub\mailroot\pickup (or similar)?
3. Ask your web or server administrator.

22.4 Data is not displayed as expected

Problem:

“I cannot see any reservators, booking types or reservation objects in the reservation pages.“

Answer:

- Check the user group rights in menu > [User group administration](#). In order to see foreign data, "View" right must be granted for menus -> [User profile administration](#) or -> [Reservation object administration](#).
- In case of car rental: Make sure that the same car is not yet booked in a time overlapping period.
- Check in menu -> [Reservation object administration](#), if the status of the car is set to "active" (or available or similar), and that the object has not been deactivated for your user group.

22.5 Browser errors

Problem:

“In the browser, I get program messages such as "provider error <number...>” “.

Answer:

1. Restart the www publishing service in the computer administration.

Problem:

“I use Opera as my browser, but I cannot see the small date picker icon in the calendar.“

Answer:

1. The date picker is not provided for Opera version 6.x, due to the limited frame functionality. The calendar picker works fine in Opera version 7.x.

22.6 Divers problems and questions

Problem:

“What to do, users always forget their passwords?”

Answer:

1. Click text "forgot password?" in the default screen. You are then guided through a couple of questions, what will allow you to log in without knowing the password.
2. The login/password will be sent to your email address in addition, if you entered your email address for authentication in step 1.

Problem:

“I like to change the texts of the online help windows. Where can I do that?”

Answer:

1. Clicking the small grey T in the program footer opens the text editing page.
2. Select page "help" in program text selection box and apply your changes. You find the appropriate text number in the online help window (here: text no. 3):

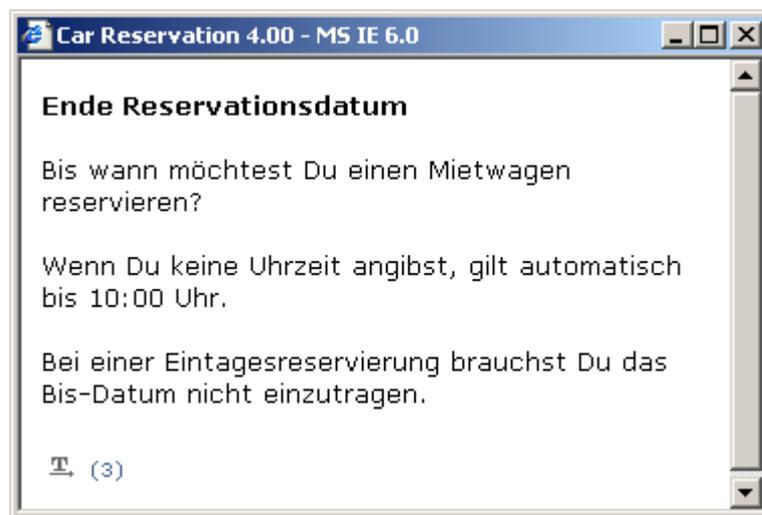


Figure 118 Online help text no. indicator

Clicking the T directly leads you to the help text editing page.

23 Support

We offer free email support with the purchase of this program. Please send your questions, hints, proposals and wishes to:

reservation@huginfo.ch

Or visit our support forum under >> <http://www.hugres.ch/forum>

Appendix

1 Use Cases

Process cycles are described for each type of user (administrator, guest, new, standard user, anonymous). The possible actions depend strongly on the rights, which are assigned to a user group. The use cases are thus examples, orienting themselves at the user group rights of the web demos.

In parentheses the associated user group is indicated.

1.1 Administrator (Administrator)

An administrator can accomplish every program action you can think of, and is therefore not bound to any predefined process.

1.2 Gast (Guests)

A guest can see all data in the program, but not change anything.

1.3 Neu (First time web user)

The Neu-Account (Neu: German for "new user") only allows a user to add his own user profile. All other menu items are hidden:

Action	Result	Remark
User logs in with login "Neu"	<ul style="list-style-type: none"> - User finds himself in program home page - User only sees menu "User profile collection" 	
The user adds his own user profile	<ul style="list-style-type: none"> - The user is registered - The user is assigned to the standard user group - The user gets all rights of the standard group - The user is forwarded to the user profile editing page, to confirm his entries 	User selects user type "User with login-capability"
User works as standard user		

Table 1 Example process steps for user "Neu"

1.4 Standard User (Registered web user)

The process steps strongly depend on the program rights the user group "Webbenutzer Registrierter" is given. A standard process could look like this:

Action	Result	Remark
User logs in with personal login	<ul style="list-style-type: none"> - User finds himself in program home page - User sees menu items which are visible to the standard user group 	
User clicks his name in the program footing line	<ul style="list-style-type: none"> - User is forwarded to his user profile editing page 	
User changes his personal data	<ul style="list-style-type: none"> - User profile is now up-to-date - Mail containing new user data is automatically sent to interested users 	
User clicks on the calendar in the program home page	<ul style="list-style-type: none"> - Calendar is opened 	
User chooses calendar view and month of interest	<ul style="list-style-type: none"> - Calendar data is provided as desired 	
User clicks on any day	<ul style="list-style-type: none"> - The reservation collection window gets opened - The calendar vanishes 	
User adds a car rental reservation	<ul style="list-style-type: none"> - The reservation is added - An email containing data about the new reservation is sent automatically to all interested users 	
User checks his reservation in the reservation list	<ul style="list-style-type: none"> - Reservation is displayed with grey background 	
User clicks "log off" menu item	<ul style="list-style-type: none"> - User has quit the program 	

Table 2 Example use case for a standard user

1.5 Anonymous (Anonymous)

1.5.1 Car rental demo

Permits non-registered users to make a reservation. The user profile does not have to be registered. Naturally this account could also be deleted, in order to prevent this process:

Action	Result	Remark
User logs in with login "Anonymous"	<ul style="list-style-type: none"> - User finds himself in program home page - User sees only menu "Reservation collection" 	"Anonymous" can be set as the default login in the default.asp page.
User makes a car rental reservation	<ul style="list-style-type: none"> - The reservation is added - Automatic email is sent to interested users 	Reservator replaces "Anonymous" with his own name, for authentication. User writes his phone number to the reservation remark field.
User logs off		Administrator contacts the user

Figure 1 Example car rental mini use case for user "Anonymous"

1.5.2 Hotel/room demo

Permits non-registered users to make a reservation. *The user profile must be compellingly registered.*

Action	Result	Remark
User logs in with login "Anonymous"	<ul style="list-style-type: none"> - User finds himself in program home page - User sees only menu "Reservation collection" 	"Anonymous" can be set as the default login in the default.asp page.
User makes a room booking	<ul style="list-style-type: none"> - The reservation confirmation is requested by the program 	
User confirms his reservation	<ul style="list-style-type: none"> - The reservation is added - The reservation is confirmed by the user - The invoice is attached to the reservation - The email is sent to the administrator - User is forwarded to the user profile collection page 	User adds his personal data in the reservation confirmation page.
User completes his personal data	<ul style="list-style-type: none"> - User is registered - User becomes a member of the standard user group - User is forwarded to the user profile confirmation page. 	
User clicks on menu item "Reservation administration"	<ul style="list-style-type: none"> - The reservation list shows only users personal entry 	

Table 3 Example room booking use case for user "Anonymous"

Action	Result	Remark
User clicks the invoice symbol	- The invoice zip file can be downloaded	
User logs off		

Table 3 Example room booking use case for user "Anonymous"

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