

Version

3.2

RESERVATION

Handbook

RESERVATION 3.2: USERS GUIDE

Installation, Configuration and Application

? 2003 Marcel A. Hug Informatik GmbH
Grütstrasse 84 • 8704 Herrliberg, Switzerland
Phone: 0041 (0)79 604 78 69 • Email: m.hug@huginfo.ch • Web: www.huginfo.ch

This product and related products and documentation are protected by copyright and are distributed under licenses restricting their use, copying, distribution, and decompilation. No part of this product or related documentation may be reproduced in any form by any means without prior written permission of Marcel A. Hug Informatik GmbH..

Published: 21.10.2003

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

All changes to version 3.1 are marked **GREEN**

Contents

Welcome	1
Text Symbols	3
Installation	4
Steps for a First Time Installation	7
Steps for Reservation 3.1 to 3.2 Upgrade	8
Installation Result in Computer Administration	8
Licensing	8
Overview of Functionality	8
Configuration	8
Overview	8
Menu	8
Instruction	8
Program Settings	8
Calendar-Settings	8
Preinstalled Users	8
Overview	8
Change of Base Users	8
Add New User Profiles	8
Change of the Reservation Object	8
Configure Mail Trigger Settings	8
Reservation-Queue Configuration	8
Various	8
Copyright Information	8
Hyperlinks	8
Standard User Group	8
User Group Administration	8
Automatic Removal of Old Reservations	8
Change of Program Texts	8
Selection of the English Date Format	8
FreeCalendar!	8
Recurring Reservations	8
Calendar Comments	8
Forgot Password Problem Solver	8
Colorize any Dropdown Value	8
Session Logfile	8
Database Modification	8
JavaScript	8
Trouble Shooting	8
Program does not run after Installation	8
Mail Sending	8
Browser Errors	8
Support	8

Welcome

Use Reservation 3.2 to administrate reservation items and user data over the internet. Have a look at the document „WhatsNewInReservation3.2.doc“ for the changes in this program release.

S A M P L E A P P L I C A T I O N S

Glider-Reservations:

<http://81.6.2.66:83/reservation/Segelflugzeuge/default.asp>

Login with Gast/Gast: Gives you the right to view everything.

School Classroom-Reservations:

<http://81.6.2.66:83/reservation/Schulzimmer/default.asp>

Login with Admin/Admin: Gives you full program rights.

Logger-Reservations:

http://81.6.2.66:83/reservation/GPS_Aufnahmegeeraete/default.asp

Login with Gast/Gast: Gives you the right to view everything.

Car-Leasing:

<http://81.6.2.66:83/reservation/Sportwagen/default.asp>

Login with Gast/Gast: Gives you the right to view everything.

Tennis Court Reservations:

<http://81.6.2.66:83/reservation/Tennisplaetze/default.asp>

Login with Admin/Admin: Gives you full program rights.

The program comes with a context sensitive online help. Clicking the red question marks (?) with the mouse opens a little popup window:

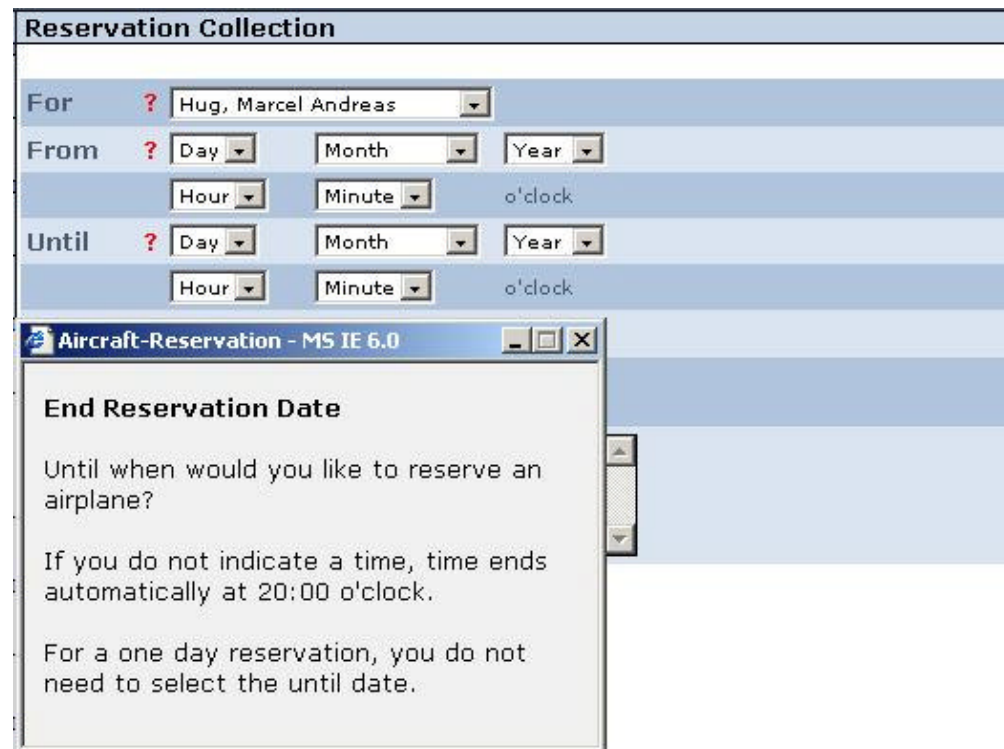








ILLUSTRATION 0.1: CONTEXT SENSITIVE ONLINE HELP

Text Symbols

L E G E N D

 Hyperlink	By clicking these program texts with the mouse, other program pages can be activated.
 Warning	These text passages are to be particularly considered.
 Menu	Facilitates recognizing menus in this text.
 Menu item	Facilitates recognizing menu items in this text.
 Any value	<Your value> may be any value as preferred by the reader.
 Online-Help	The context sensitive online help.

Installation

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 homepage
- ✍ Just using (and initially configuring) the program
- ✍ Use this service at <http://www.hugres.ch>

The program uses Microsoft Active Server Pages. All data is stored in a Microsoft Access database. The ASP-source is published in compiled form:

File(s)	Description	Registration
*.asp	MS Active Server Pages Files	No
global.asa	MS Active Server Pages Global	No
R32.dll	Compiled Vbscript Project Code	Yes
RESERVATION*.mdb	MS Access Database	No
INFOLITE.dll	ASPLightning Runtime	Yes
MSVBVM60.dll *	MS VB 6.0 Runtime	Yes
OLEPRO32.dll *	OLE -Runtime File	Yes
STDOLE2.tlb *	MS Access OLE -File	Yes
ASPEXEC.dll *	Help-DLL for Database Update	Yes
CHILKATWEBMAIL.dll	Mail-Trigger DLL	Yes
CHILKATLICENSE.dll	Mail-Trigger License DLL	Yes
OLEAUT32.dll *	OLE -Runtime File	No
ASYCFILT.dll *	OLE -Runtime File	No
register.bat	DLL-Registration File	No

*.ini, *.bak	Database-SQL Files	No
*.htm, *.html	HTML Files	No
diff.exe	GNU diff-Utility for Db-Update	No
ChilkatSmtqQ.msi	Chilkat SMTP Queue Service	No
/css	Folder containing CSS Files	No
/database	Folder containing Reservation.mdb	No
/doc	Folder containing Documentation	No
/images	Directory with Images	No
/reports	Target Directory for Reports	No
/reservation_check_queue_service	Folder containing the batchfile, used for periodical check of the POP3 host.	No

* = Contained in VBRun60sp4.exe

All files are part of .zip. Register.bat registers the program files required and starts VBRun60sp4.exe. The latter registers the vb-specific dll- and tlb-sources.

„VBRun60sp4.exe /c“ extracts the VB files into any folder, without installing the files.

You find additional information about Microsofts VBRun60sp4.exe under <http://support.microsoft.com/default.aspx?scid=KB:EN-US;q235420&>

ChilkatWebMail.dll ist a special, only for Reservation 3.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.

An option is to use Microsoft CDONTS instead of the Chilkat email component.

Note that this release 3.2 does not need Reg.dll any more.

These are the requirements for the installation of the Reservation 3.2 components:

Operating System:

✎ Microsoft Windows NT 4.0, 2000, ME or XP.

Webserver:

✎ Microsoft Internet Information Server 4.0 & 5.0.

Browser:

✎ Internet Explorer (\geq V. 5.x), Mozilla (\geq V. 1.x), (\geq V. 6.x) and Opera (\geq V. 6.x)

Steps for a First Time Installation

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.3.2.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 directory, database directory, reports directory, Reservation.mdb file.
7. The DLL-files must be registered on the server by starting file register.bat in the windows explorer folder. The pc-user must have the right to change the system registry.
8. Install the Chilkat SMTP Service by double clicking ChilkatSMTPQ.msi. The installation creates a folder C:\temp\ChilkatSmtPQ in directory with subdirectories as this:

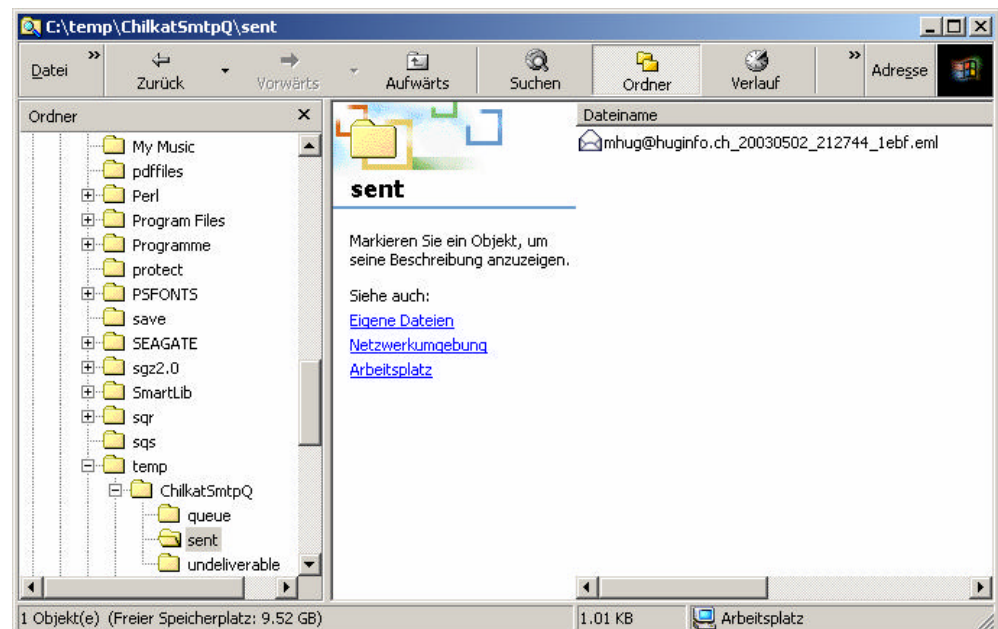


ILLUSTRATION 1.1: SMTPQ SERVICE FOLDER STRUCTURE

9. Start the ChilkatSmtqQ Windows service under the system account thereafter. Start the SMTP service if you use CDONTS:

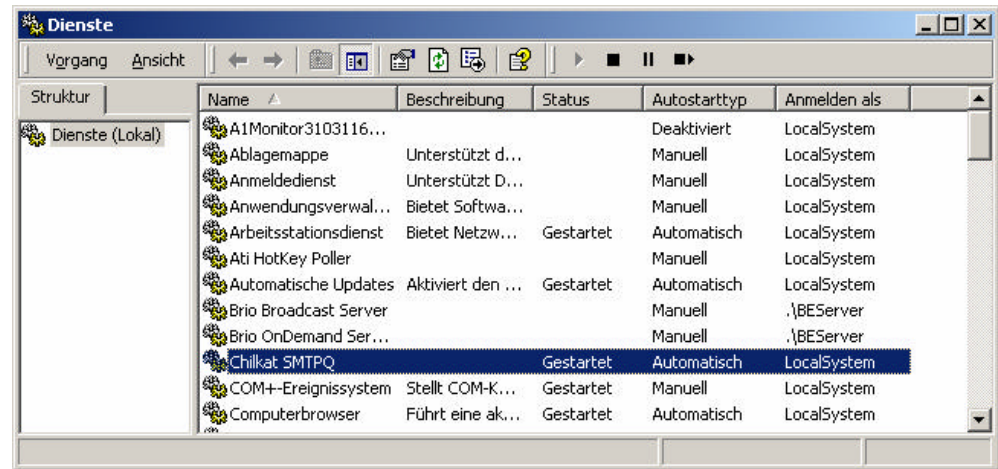


ILLUSTRATION 1.2: THE CHILKAT STMP QUEUE SERVICE

10. If you wish to use the standby-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.

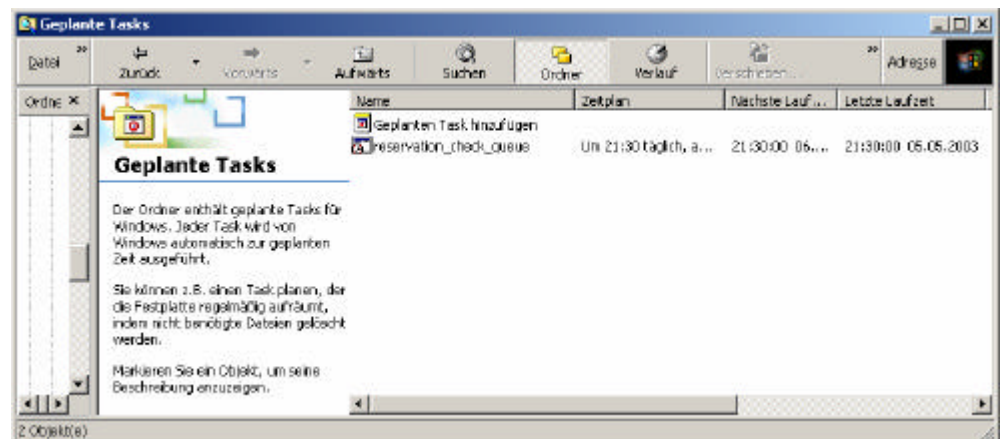


ILLUSTRATION 1.3: GEPLANTER TASK FÜR RESERVATION CHECK QUEUE BATCHDATEI

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 Directory>/default.asp>

If the program doesn't start correctly, then restart the www-publishing service in the computer administration.

13. Log in with login-id „Admin“ and password: „Admin“.

Steps for Reservation 3.1 to 3.2 Upgrade

Use version 3.2 directly and without migration, and transfer your existing program data and changes, if you have made only a few changes and if you currently administrate only a handful of reservations, users and events. Else

1. Create a backup of your existing program folder (especially of Reservation.mdb).
2. Restart the WWW publishing service (or the IIS Admin Service in NT).
3. Unzip the program sources (.zip) with the help of an unzipper (Winzip, etc.) into the existing directory on the web server. All old files shall be overwritten. Copy your old database Reservation.mdb to the database folder.
4. Apply access permissions to the folders and files as described in chapter 'Steps for a First Time Installation'.
5. Register the new dll-files by double-clicking register.bat in the windows explorer folder. You must have write permission to the system registry.
6. Install the Chilkat SMTP Service. Double-click ChilkatSMTPQ.msi. You can optionally use MS CDONTS, too. See in the previous chapter, step 8 as well.
7. If you want to use the standby functionality of the program, than create a windows task, which periodically scans a POP3 for reservation confirmation mails. The task must be based on reservation_check_queue_service/reservation_check_queue.bat. See in the previous chapter, step 10 and 11 as well.
8. Start the new asp-program by typing on the address line of the web browser:

<http://<Your URL>/<Your Directory>/default.asp>

If the program doesn't start correctly, then restart the www-publishing service in the computer administration.

You will get this message (with the corresponding version numbers):

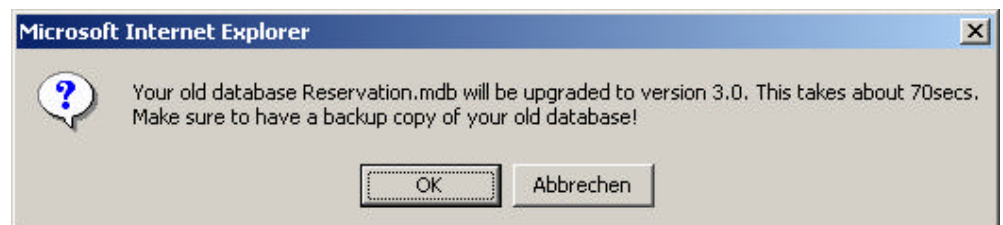


ILLUSTRATION 1.4: DATABASE MIGRATION NOTIFICATION

Click „OK“ and wait until the upgrade has finished.

9. Verify that the file Reservation.Upgrade.mdb has been moved to Reservation.mdb. Do it manually if not.
10. Start Reservation 3.2 in the web browser:

<http://<Your URL>/<Your Directory>/default.asp>

11. Check the correct setting of the mail component in program menu  Program Settings.

Installation Result in Computer Administration

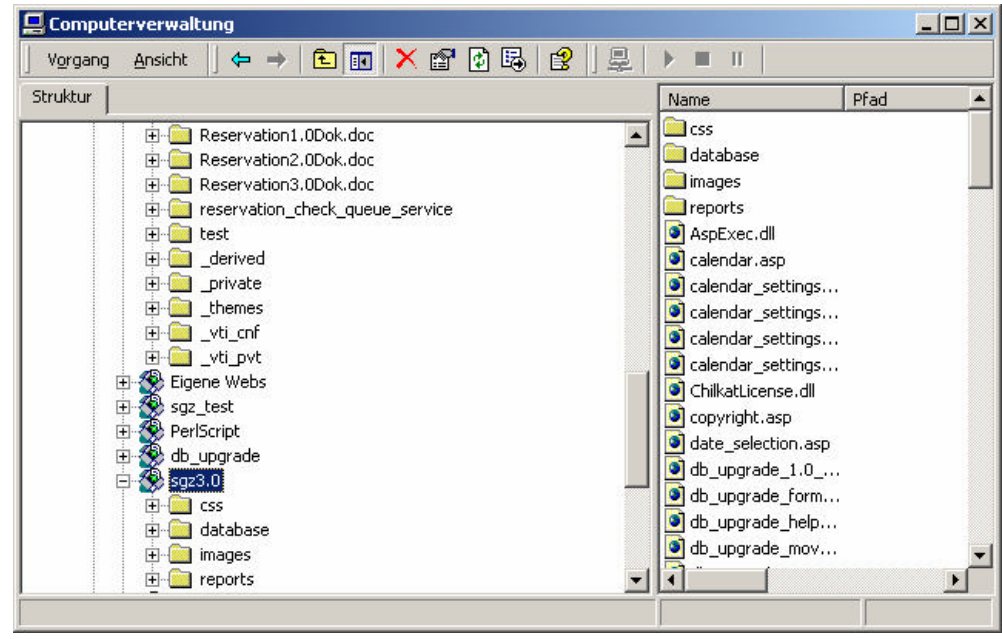


ILLUSTRATION 1.5: INSTALLATION RESULT IN COMPUTER ADMINISTRATION

As an example, the virtual directory is named 'sgz3.0' here.

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-Skript time out to at least 90 secs.

“Activate Buffering” must be set to true.

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 <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:

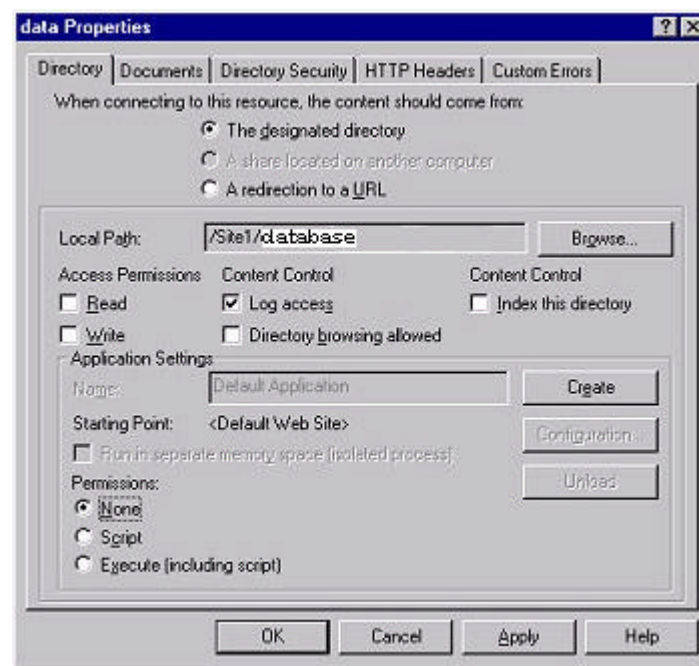


ILLUSTRATION 1.6: CONFIGURATION OF THE ‚DATABASE’-FOLDER

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

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 15 user profiles and 15 reservations.

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

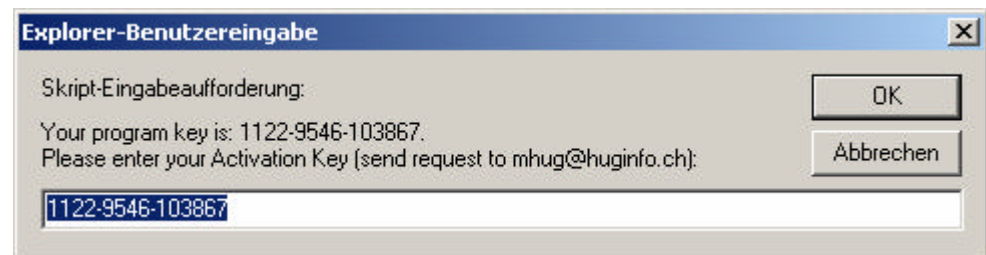


ILLUSTRATION 1.7: REQUEST OF THE ACTIVATION KEY

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.

Overview of Functionality

Reservation 3.2 for the internet offers:

Feature	Here you can
Administration of any reservation item	<ul style="list-style-type: none"> ✍ Add reservations (incl. multiple reservation object selection and incl. recurring reservations) ✍ Change and delete reservations ✍ Search for and sort reservations ✍ Correct reservation time overlaps ✍ Standby functionality ✍ Add comments
Administration of any reservation add-on item	<ul style="list-style-type: none"> ✍ Add a reservation attribute ✍ Delete and change a reservation attribute
Administration of any user data	<ul style="list-style-type: none"> ✍ Add a user profile ✍ Change and delete user profiles ✍ Search for and sort user profiles ✍ Choose between card and list views ✍ Mail-subscription by user ✍ Forgot password problem solver
Administration of user groups and group rights	<ul style="list-style-type: none"> ✍ Assign users to any user group ✍ Change the program rights of a group
Administration of any reservation item	<ul style="list-style-type: none"> ✍ Add a reservation item ✍ Change and delete a reservation item ✍ Search for and sort reservation items ✍ Deactivate a reservation item
Report administration	<ul style="list-style-type: none"> ✍ Start app. 50 reports ✍ Add, change and delete reports ✍ Select any table data, based on any SQL statement ✍ Export all data in Excel, tsv, csv, record and HTML format
Administration of any dropdown box value	<ul style="list-style-type: none"> ✍ Add a selection value ✍ Change and delete selection values
Program configuration	<ul style="list-style-type: none"> ✍ Change the graphical user interface ✍ Change any program text ✍ Change any help text ✍ Add a news text ✍ Keep control of data integrity ✍ Choose between CDONTS and Chilkat as email components.
Calendar configuration	<ul style="list-style-type: none"> ✍ Change the graphical user interface ✍ Decide on what data to display.

Calendar overview	<ul style="list-style-type: none"> ✍ Show all reservations per day, week or month ✍ Add reservations with date display ✍ Choose between 10 different views, including grouping by any reservation item on x-axis. ✍ Selection of the first week day. ✍ Choose between details view and compact view. ✍ Attach any document and provide it via the calendar. ✍ FreeCalendar! allows to publish all reservations in a browser without the need to log in to the program.
Automatic Mail Notification	<ul style="list-style-type: none"> ✍ Define 2 SMTP-Hosts for a program event ✍ Enable or disable sending of messages globally ✍ Retrieve reservation confirmation mails from any POP3 host
Online help	<ul style="list-style-type: none"> ✍ Request context sensitive help
Multilanguage Capability	<ul style="list-style-type: none"> ✍ German, English, French, Spain, Italian (to come).

Plus any feature as described in the 'What's New Document'

Configuration

Overview



After having logged in with login-id „Admin“ / password „Admin“, the first you see is the overview screen below:

Reservation 3.0	
Home	Overview
Reservation Collection	Total Reservations: 136 Total Events: 16
Reservation Administration -Queue-All -Queue-Confirmed -Queue-Stand by	Total Aircrafts: 12 Total User Profiles: 95
Calendar -Day -Week -Month -Compact	Welcome at Reservation 3.0! I hope that you'll like the program. It has been tested with these browsers: IE (>= V.5.0), Mozilla (>= V.1.0), Opera (>= V.6.0), (Netscape (>= V.6.1)).
Event Collection	Here you will find more news and relevant information in the future.
Event Administration	Click the calendar below in order to get an overview about the current reservations.
User Profile Collection	
User Profile	



ILLUSTRATION 2.1: PROGRAM OVERVIEW


Menu

The blue menu bar on the left looks identical on all program pages. All program pages can be changed with the help of these two menu items:

Menu item	Configuration Object
 Program-Settings	Serves to change all program texts
 Calendar-Settings	Serves to change the calendar interface

Instruction

Click on both menus  Program-Settings and  Calendar-Settings, and just try out any change at will. Start the online-help for every item, to obtain more in-depth information.

 Before making any changes, store a screenshot of all configuration settings. The original settings can not be restored automatically by the program.

Program Settings

These are the most important settings:

Setting	Example Value
«Skin Selection»	Click opens the skin selection window.
«Supported Languages»	-> Click on a flags changes the language of the program user interface globally. Mark a checkbox if you want to provide the linked language to the user for selection.
«Change Program Texts»	-> Click opens the text_edit page
«Mail Trigger Configuration»	-> Click opens the mail trigger settings. See on page 8.
«Reservation Queue Config.»	-> Click opens the reservation queue settings.
«English Date Format»	<i>Auto-Detected</i>
«Reservations for registered users only»	<i>Activated</i>
«Single-Login»	<i>Deactivated</i>

«Delete old reservations after <x> days»	170
«Disable Login for Non-Admins»	<i>Deactivated</i>
«News Text»	Any: -> Can be formatted using any HTML command

Click the command button „Change Settings“ to activate the changes.

Calendar-Settings

Click on the calendar symbol below to verify the correctness of a setting:

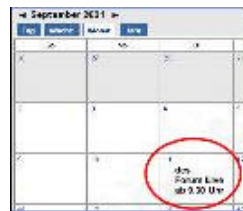


ILLUSTRATION 2.2: CALENDAR SYMBOL

Preinstalled Users




Overview

Three users are already part of the database when you install the program:

User	Password	Usage
Admin	<i>Admin</i>	Serves to configure the program initially
Gast	<i>Gast</i>	Serves to only have a look at the program
Neu	<i>Registrieren</i>	Allows a new user to add his user profile

Change of Base Users

For security reasons the passwords must be changed for the already installed users:

1. Change the administrator account in the menu  User Profile Administration–List. Replace all data (incl. login-id and password) with yours, if you wish to become an administrator of the program.
2. Change the passwords of both users Gast and Neu in the menu  User Profile Administration–List.
3. The program rights of all user groups can be defined in the menu  User Group Administration. We recommend to take over the settings for the users Neu and the administrators group, as configured initially.

Add New User Profiles

Every user logged in may add new profiles if the according rights are set for his group.

A person not yet obtaining a user profile, must first register. After having logged in with login-id „Neu“ and Password „<Your Password>“ a new candidate may add his profile:


Reservation 3.0	
Home	Overview
User Profile Collection	Total Reservations: 136 Total Events: 16
Program-Settings	Total Aircrafts: 12
Calendar-Settings	Total User Profiles: 95
Log Out	<p>Welcome at Reservation 3.0! I hope that you'll like the program.</p> <p>It has been tested with these browsers: IE (>= V.5.0), Mozilla (>= V.1.0), Opera (>= V.6.0), (Netscape (>= V.6.1)).</p> <p>Here you will find more news and relevant information in the future.</p> <p>Click the calendar below in order to get an overview about the current reservations.</p>

ILLUSTRATION 3.2: PROGRAM RIGHTS ARE REDUCED FOR THE USER NEU

A person may re-login with the new login-id and password. The program rights of the person initially correspond to the rights of the standard user group.


Change of the Reservation Object

You need about 10 minutes to allow reservations of an other object than aircrafts etc. Follow these steps:

1. In menu  Program-Settings -> Program Text Modification, select your language and then choose page „Item_add“.
2. Rename the labels of the text fields according to your needs. E. g., enter „Table Collection“ instead of „Aircraft Collection“, „Place-No.“ instead of „Immatriculation“, etc.


Fields with a „*“ at the end are displayed in the object lists, such as „Aircraft Administration“, etc.

You can also leave a text field empty. Fields without names are not displayed on the corresponding page.

3. Change the texts as well for these pages (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 term “object”)
4. In menu  DropDown Box Administration, the names of the boxes have been modified automatically. Delete unwanted values from selection lists, or insert new values:

Choose a dropdown box and the value you want to *remove*. Let the long text field name d „Add / Delete / Change“ empty and press the „Value Add / Change / Delete “ submit button.

Choose a dropdown box and write a *new* value into the long text field „Add / Delete / Change“. Then press the „Value Add / Change / Delete “ submit button.


5. Reservation events are administrated in the Event Administration menu and not in the Dropdown Box menu.
6. In menu  Report Execution, rename the reports according to your object. Click on the question mark beside of field “Report Name” to know how it works.

The report data will remain unchanged.

7. Now change into menu  <Your object> Collection and specify your reservation items.

Repeat steps 1-5 for the other languages you wish to support.

Configure Mail Trigger Settings

A SMTP IP port must be open on the web server, else no mails can be sent. In menu  Program-Settings, choose between CDONTS or Chilkat email component. Note that CDONTS does not support reservation confirmation by email. Additionally, CDONTS needs the SMTP service running on your computer.

Then click on „Mail Trigger Configuration“ in this same menu.

Have a look at the Online-Help (?) for every mail option. Initially, no mails will be sent when a user just looks at the program pages (select option). Define the program events for which you want to receive messages. Save your settings with a click on the „Change Mail Trigger“ button.

Activate the SMTP-letter symbols on the right side of the page. Again, have a look at the online help for every field. Enter your settings and do send a test mail in order to verify your configuration. The testmail functionality is available only when you use Chilkat as email component.

When the test mail has been successfully sent, you might want to transfer some or all settings to the mail hosts of your other program pages (e. g. for the page “User Profile Collection”). This is reached by use of the last two boxes on the page.

It looks like this if you want to copy the settings of the fields “ESMTP Login” and „ESMTP Password“ to all other program pages and mail host 2:

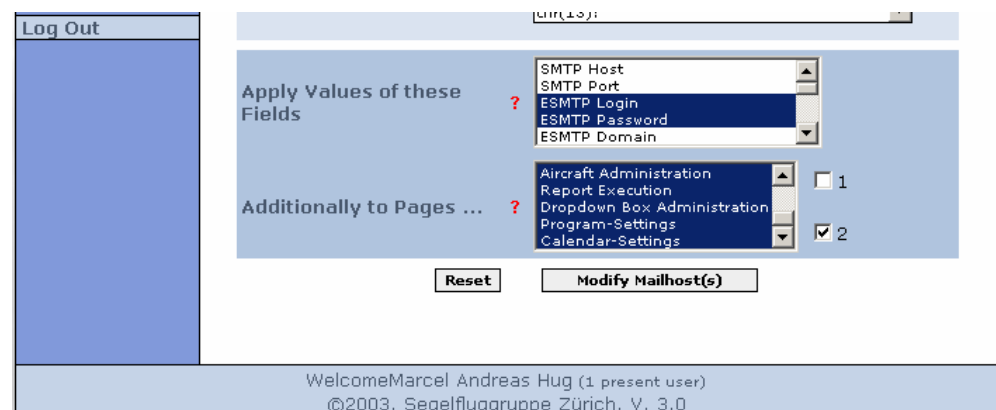



ILLUSTRATION 3.2: TRANSFER OF MAILHOST-CONFIGURATION ELEMENTS TO OTHER PAGES

Test the mail delivery after having modified the mail host(s). Create, modify and delete reservations. Reservation 3.2 writes all mails into a queue stored in the access table mailqueue. The mails are only processed by the server, if a users logs out from the program (via menuitem  Log Out) or when the ASP-session ends on the web server. The goal was to maintain good program performance for the user.

If you installed the ChilkatSMTPQ service, the program writes a file *.eml into directory C:\temp\ChilkatSmtmq\sent for every generated mail.

CONFIGURE MAIL TRIGGER SETTINGS

If you use the SMTP service for CDONTS, the emails are sent immediately as well. If you want to see the content of the emails, then stop the SMTP service and open the mails in the pickup-folder of your SMTP mail root folder.

Reservation-Queue Configuration

Reservation 3.2 supports queue functionality. The procedure is:


Reservation 3.0											
Date Collision											
<p>The reservation has been added (your login-Id has been logged).</p> <p>There is a date conflict with the reservations below. Please verify your reservation. Change it, if necessary.</p> <p>If you accept the reservation, you are nr. 2:</p> <table border="0"> <tr> <td>Widmer, Josef</td> <td>MO</td> <td>05.05.2003 08:00:00 - 05.05.2003 20:00:00</td> <td>Wochentagsflieger</td> <td>(1 - 06.05.2003 11:32:40)</td> </tr> <tr> <td>Hug, Marcel Andreas</td> <td>MO</td> <td>05.05.2003 08:00:00 - 05.05.2003 20:00:00</td> <td>Wochentagsflieger</td> <td>-> (2 - 06.05.2003 14:52:59)</td> </tr> </table> <p>>> Delete My Reservation >> Edit My Reservation</p> <p style="text-align: right;">>> Accept All Reservations</p>		Widmer, Josef	MO	05.05.2003 08:00:00 - 05.05.2003 20:00:00	Wochentagsflieger	(1 - 06.05.2003 11:32:40)	Hug, Marcel Andreas	MO	05.05.2003 08:00:00 - 05.05.2003 20:00:00	Wochentagsflieger	-> (2 - 06.05.2003 14:52:59)
Widmer, Josef	MO	05.05.2003 08:00:00 - 05.05.2003 20:00:00	Wochentagsflieger	(1 - 06.05.2003 11:32:40)							
Hug, Marcel Andreas	MO	05.05.2003 08:00:00 - 05.05.2003 20:00:00	Wochentagsflieger	-> (2 - 06.05.2003 14:52:59)							
<p>Welcome Marcel Andreas Hug (1 present user) ©2003, Segelfluggruppe Zürich, V. 3.0</p>											

ILLUSTRATION 4.1: PROGRAM NOTIFICATION WHEN DATE COLLISIONS OCCUR IN RESERVATIONS

- 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 nr. 2 or 3, etc.).
- 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.
- Now, when the nr. 1 reservation vanishes due to reservation deletion or change, nr 2 becomes nr 1 by default. The owner of nr 2 receives a mail or sms message automatically, which informs about the new position in the queue.

Reservation 3.0						
Reservation Confirmation Request						
<p>Reservations to be confirmed have been found.</p> <p>Please confirm your nr 1 status by accepting the reservations below. Change a reservation, if necessary.</p> <table border="0"> <tr> <td>Hug, Marcel Andreas</td> <td>MO</td> <td>05.05.2003 08:00:00 - 05.05.2003 20:00:00</td> <td>Wochentagsflieger</td> <td>-> (1 - 06.05.2003 14:52:59)</td> </tr> </table> <p>>> Delete My Reservation >> Edit My Reservation</p> <p style="text-align: right;">>> Accept All Reservations</p>		Hug, Marcel Andreas	MO	05.05.2003 08:00:00 - 05.05.2003 20:00:00	Wochentagsflieger	-> (1 - 06.05.2003 14:52:59)
Hug, Marcel Andreas	MO	05.05.2003 08:00:00 - 05.05.2003 20:00:00	Wochentagsflieger	-> (1 - 06.05.2003 14:52:59)		
<p>Welcome Marcel Andreas Hug (2 present users) ©2003, Segelfluggruppe Zürich, V. 3.0</p>						

ILLUSTRATION 4.2: PROGRAM REQUEST FOR RESERVATION CONFIRMATION

- The new nr 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.
- 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 subfolder „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.

- f. If a reservation owner misses confirmation within the time span set, he will be informed next time when he logs in to the system.





ILLUSTRATION 4.3: PROGRAM NOTIFICATION FOR MISSED RESERVATION CONFIRMATIONS

- g. Once a reservation confirmation is missed, the reservation will be queued back. If no nr. 2 exists in the queue, the reservation remains nr. 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 aircraft.



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 nr 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.

Do not forget to get more insight in the online help (?) in program menu „Reservations-Queue Configuration“ under  Program-Settings.

Various

Most problems and questions can be solved using the online help. For this reason, only some advanced program features will be explained in this chapter. These features depend on settings of the menus  Program-Settings and  Calendar-Settings in most cases.

Copyright Information




This data may be changed by the programmers of Reservation 3.2 only.


Hyperlinks

A separate window opens if you click on a day cell on the calendar:



ILLUSTRATION 5.1: DETAIL VIEW OF THE CALENDAR DAY CELL


Name (*Muster, Felix*), Aircraft (*Z1*) and Event (*Wochentagsflieger*) are hyperlinks referencing the user, aircraft and event program pages.

The name is displayed as a hyperlink only, if it has not been entered manually on the reservation page. Manual entry becomes possible, if the checkbox «Reservations for registered users only» is deactivated in the menu  Program-Settings.

Hint: From - and until- reservation times are shown for the first and the last day of a reservation period only.

Direct click on a reservation opens a little window which allows you to either delete or change this reservation.

Standard User Group

 Dropdown Box Administration allows you to delete all user groups except for the standard group. If a user group is being deleted, all of its users are re-assigned to the standard user group.

Hint: The administrator group can not be selected in the value box. Hence, it is not possible to delete or change this group.

User Group Administration

✂ User Group Administration serves you to set program rights according to your needs. All command buttons of the program pages concerned are adapted automatically. Two examples:

Aircraft-Reservation

Home | **Report Execution**

Reservation Collection
Reservation Administration
Event Collection
Event Administration
User Profile Collection
User Profile Administration - Cards - List
User Group Administration
Aircraft Collection
Aircraft Administration
Report Execution
DropDownBox Administration

Report
Aircrafts

Data Selection ?

```
SELECT
  immatriculation & ',' & sign & ',' & type & ',' & seats & ','
  AS RESULT1,
  class & ',' & oxygen & ',' & gps & ',' & engine & ',' & insurance
  & ',' & in_duty & ',' & notes & ',' & insert_date & ',' &
  update_date
  AS RESULT2
FROM AIRCRAFTS
ORDER BY
  immatriculation
```

Report Name ?
Aircrafts

Remark

Reset | Report Execute / Save

ILLUSTRATION 5.2: ADMINISTRATION OF USER GROUPS - EXAMPLE 1

The right „Delete Report“ has been disabled for the person logged in. Thus, this function is not displayed on the command button on the report page (standard would be „Report Execute / Save / Delete“).

If the right to select data is disabled (e. g. for the menu ✂ User Profile Administration), then the person logged in is allowed to see his own data only:

Aircraft-Reservation

Home | **User Profile Administration**

ALL A B C D E F G H I J K L M N O P Q R S T U V W X Y Z


Search for In All Fields

Name	Phone Private	Phone Business	E-Mail 1
Hug, Marcel Andreas	079 604 78 69	079 604 78 69	mhug@huginfo.ch

Change
Delete

ILLUSTRATION 5.3: ADMINISTRATION OF USER GROUPS - EXAMPLE 2

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:

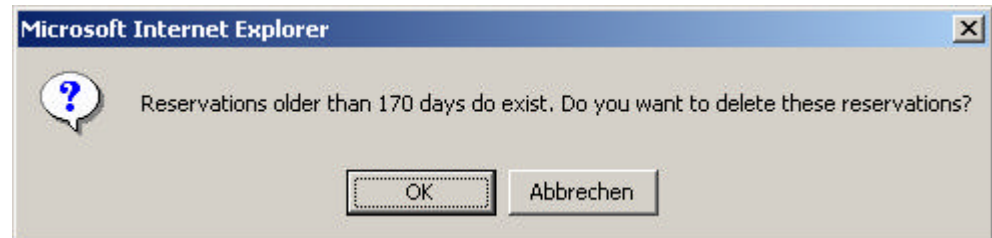



ILLUSTRATION 5.4: REQUEST OF THE RESERVATION DELETION COMMITMENT

Change of Program Texts

Practically no static texts exist in the whole program. Everything can be changed, as long as it remains in coincidence with the program procedural logic.

The program texts (menus, etc.) may be changed by clicking the «Change Program Texts» link in  Program-Settings for every page.

A mouse click besides of the version number (red point) allows an administrator to switch quickly to the program texts of the corresponding page:

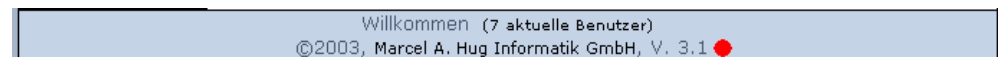


ILLUSTRATION 5.5: QUICK STEP TO PROGRAM TEXT MODIFICATION

Click on a flag changes the language of all texts:

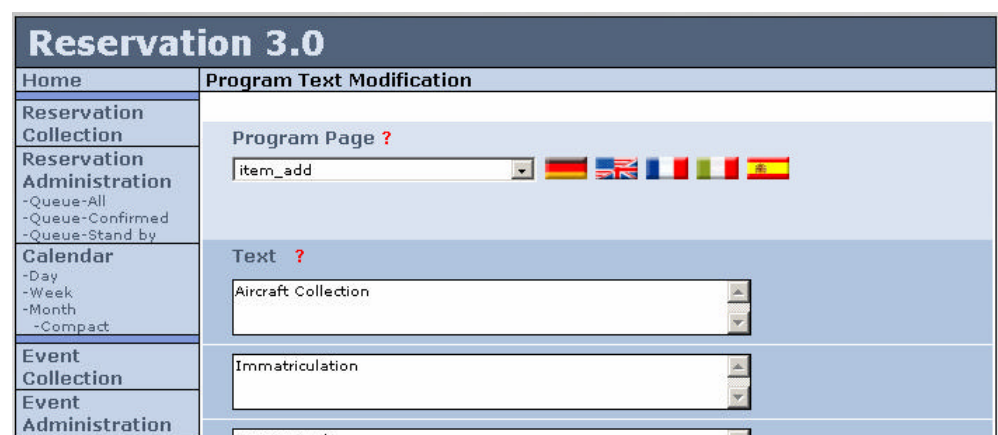



ILLUSTRATION 5.6: ADAPTION OF PROGRAM TEXTS

We recommend to fill any text box whose value comes with a star at the end (e. g. Type*). These fields are being used to set up the sort lists in the relevant pages (e.g. for the page  Aircraft Administration).

- ✎ Store a screen shot before you change anything!
- ✎ In page item_add (see illustration above) texts no 3 (here “Group Sign”) and 4 are used to indicate the reservation object in the reservation pages. Thus try to use attributes for these texts which allow a reservator to uniquely identify the objects.
- ✎ If you intend to change menu items (see program page „menu“), then do keep the Nomen – Verb order (e. g. Aircraft (Nomen), Administration (Verb/Nomen)). The first item is used for the dropdown box description (e.g. Aircraft–Type) on the dropdown box administration page.
- ✎ Do not use quotes („“) and inverted commas (') in the names of buttons (,Reset', ,Add' etc.) and in the texts of user commit requests (,Please enter your status?', etc.). These may cause errors in HTML pages and in JavaScript functions. Either, to not use these characters in the names of data attributes, e.g. ,Availability', ,Business Phone-Nr' etc:

Program Text Modification

Program Page ?

event_add

Text ?

"Event Collection" -> Use of quotes is allowed.

"Name" -> Use of quotes is NOT allowed, since name is an ATTRIBUTE QUALIFIER on page event_add.asp.

"Do you really want to add this event?" -> Use of quotes is NOT allowed, because this is a COMMIT REQUEST. These requests are always solved with Javascript.

"Add" -> Use of quotes is NOT allowed, since this is a button required to send the page content to the server.

Reset Change

ILLUSTRATION 5.7: DO NOT USE SPECIAL CHARACTERS FOR BUTTONS, DIALOG BOXES, ETC.

Selection of the English Date Format

The way how data is stored in the database and displayed on the screen typically depends on several environment settings, such as the country locales. Selecting the checkbox simply switches date formats from DD/MM/YYYY to MM/DD/YYYY.

You must not switch the date format once you have made reservations, because this may cause incorrect results (wrong date sort order, etc.).

FreeCalendar!

http://<ihre url>/<Virtual Directory>/free_calendar.asp opens the calendar page, offering you full calendar functionality without the need to log in to the application. Rights assignment is based on the Guest account.

Recurring Reservations

Repeat a reservation periodically. The options are very similar to the options of the Windows task scheduler:

Reservation 3.0	
Home	Reservation Collection
Reservation Collection	For ? Hug, Marcel Andreas
Reservation Administration - Queue-All - Queue-Confirmed - Queue-Stand by	From ? 6 08 00 o'clock May 2003
Calendar - Day - Week - Month - Compact	Until ? 6 20 00 o'clock May 2003
Event Collection	Repeat Every ? or every of next months
Event Administration	Until Day Month Year
User Profile Collection	Event ? Wochentagsflieger
User Profile Administration - Cards - List	Aircraft ? MO; G-109 21; Discus 2 Z2; Discus 2 Z3; ASK23
User Group Administration	Remark ?
	Reset Add

ILLUSTRATION 5.8: RECURRING RESERVATIONS

Calendar Comments

Instead of reservations, comments can be added for any day or time period in the calendar. The options still remain the same as for reservations (pass the same recurring parameters). Only leave the reservator ("for"), the reservation object and the event empty, in order to add a comment:

Reservation 3.1			
Home	Reservation (or Comment) Collection		
Reservation Collection	For	?	
Reservation Administration - Queue-All - Queue-Confirmed - Queue-Stand by	From	?	29 Juli 2003 08:00 o'clock
Calendar - Day - Week - Month - Compact	Until	?	29 Juli 2003 20:00 o'clock
Event Collection	Repeat Every	?	2 Dienstag of next months
Event Administration	Until	?	1 Januar 2005
User Profile Collection	Event	?	
User Profile Administration - Cards - List	Aircraft	?	Z1; ASK23 Z1; ASW24 Z2; ASK23
	Remark	?	Every second Tuesday in all weeks, Z1; ASK23 is not available for reservation.

ILLUSTRATION 5.9: CALENDER-COMMENTS

Forgot Password Problem Solver

Clicking the little question mark on the login page opens the secret question / secret answer wizard. Once you answer the secret question correctly, you will be forwarded to your user profile directly.

Colorize any Dropdown Value

Just set the value to `Your Value` for any new selection value you want to add in menu [Dropdown Box Administration](#). Or look how it's done for dropdown box [Event-Colors](#).

Session Logfile

<http://<your url>/<Virtual Directory>/Session.html> opens the program log file. Data changes are not logged, only page access. If you wish to log data modifications, either use the mail functionality or have a look at the modification reports in the program.

Database Modification

You can have a look at all data in the Access database directly.

⚠ Please do not make changes in the database manually! If you intend to make changes, create a backup of your original mdb-file in advance.

JavaScript

JavaScript must be activated in your browser to allow popup windows and confirmation requests.

Trouble Shooting

Program does not run after Installation

Problem:


“I have installed the program, but I get errors when I enter the initial URL or during program execution.”

Answer:


1. Most errors occur due to insufficient file and folder permission settings. Set the permission rights to 'Full' for the IIS Accounts on all folders and files, then retry.
2. Then remove write permissions step by step.

Mail Sending

Problem:

“Mail records are written into the access table mail queue, but I never receive any mails. Mail delivery is activated in menu  Program-Settings.”

Answer:

1. Log out from the program with  Log Out.
2. Are there still entries in table mail queue? If yes
3. Check the file session.html under
<http://<your url>/<virtual directory>/Session.html>.
 Can you see <- Application ended at' entries? If not
4. Set full permissions for machine user IWAM_<Host> on folder
<http://<your url>/<virtual directory>> in the windows explorer.

Check this further, if the problem is not yet solved:


5. Verify that the application name is set on register 'virtual directory' on the properties for the virtual directory of the web site.
6. Delete file Session.html.
7. Restart the www-publishing service and retry to send test mails in one of the program mail configuration dialogs.

Problem:

“The Chilkat SMTP Queue service is installed correctly, but we cannot see mails spooled in the C:\temp\ChilkatSmtpQ\sent directory.”

Answer:

1. Check that the Chilkat SMTP Queue service is running in windows services.
2. Check these program settings:

- Mail trigger configuration must be “enabled” in menu  Program-Settings.
- The check boxes must be selected for the events which shall trigger mail delivery. See in page “Mail Trigger Administration”.
- Testmail delivery must work correctly in page “Mailhost Administration” for the chosen event.
- Disable the flag “Do not Send Mail to Actor” in page “Mailhost Administration”.
- In case you wish to send SMS messages, temporarily disable flag “Only if Primary Host Fails” in page “Mailhost Administration”.
- Recheck mail functionality by adding a reservation. Change of user passwords and other secret info does not trigger mail sending.

Problem:

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

Answer:

1. CDONTS needs the MS SMTP service running on the computer.
2. Stop the SMTP service temporarily. Make some reservations in the program, then look for emails in folder C:\inetpub\mailroot\pickup (or in the mail root as configured on your computer).
3. Ask your system administrator.

Browser Errors

Problem:

“I receive error messages such as ,*Provider-Error <Number...>*’ “.

Answer:

1. Restart of the www-publishing service should solve the problem.

Problem:

“My browser is Opera – the date picker is not visible in the calendar.”

Answer:

1. The date picker is not supported with Opera, due to the limited frame support of this browser in version 6.x. However, it works fine in Opera Version 7.x.

Support

We offer free email support with the purchase of this program. Send your questions and recommendations to:

reservation@huginfo.ch

Or use our Support forum on <http://www.hugres.ch/forum>