Hotel Solution
System software Service Pack 2 for Windows 7
Installation and configuration guide
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1 General notes

1.1 Purpose

This document describes the software and hardware needed to install and configure the Siemens Hotel Solution. It also contains a detailed description of the installation procedure.

1.2 Abbreviations

<table>
<thead>
<tr>
<th>Abbreviations</th>
<th>Description</th>
</tr>
</thead>
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<tr>
<td>DGU</td>
<td>Data Gathering Unit: the communications driver in the management system for communication with the room controllers</td>
</tr>
<tr>
<td>FOS</td>
<td>Front Office System: a software solution covering the commercial aspects of running a hotel</td>
</tr>
<tr>
<td>ODBC</td>
<td>Open Database Connectivity: a standard programming interface for connecting databases</td>
</tr>
<tr>
<td>UI</td>
<td>User Interface; refers to the user interface of the Siemens Hotel Solution software</td>
</tr>
<tr>
<td>RCU</td>
<td>Room controller (&quot;Room Controller Unit&quot;) A device for control and monitoring of the building services equipment in a hotel room</td>
</tr>
<tr>
<td>TCU</td>
<td>&quot;Temperature Control Unit&quot;: the room unit</td>
</tr>
</tbody>
</table>

1.3 Typographical conventions

The typographical conventions used in this manual are described in the table below. We have adopted these conventions to make it as easy as possible for you to read the manual, so please take a few moments to read through the table.

<table>
<thead>
<tr>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Texts entered by the user are bold face.</td>
<td>setup</td>
</tr>
<tr>
<td>Italics are also used for special terms and to emphasize specific points</td>
<td>Term</td>
</tr>
<tr>
<td>Placeholders in pieces of code and examples of files are also shown in italics</td>
<td>Variable</td>
</tr>
<tr>
<td>Path information and file names are shown in Courier</td>
<td>Format.exe</td>
</tr>
<tr>
<td>The names of keys and key combinations are printed in angular brackets. The &quot;+-&quot; sign indicates that the keys specified should be pressed simultaneously.</td>
<td>&lt;Ctrl&gt;+&lt;V&gt;</td>
</tr>
<tr>
<td>The font Courier is used for pieces of code and examples of files containing text.</td>
<td>Courier</td>
</tr>
<tr>
<td>Text in pieces of code, if shown in rectangular brackets, indicates optional information.</td>
<td>[Option 1]</td>
</tr>
<tr>
<td>Curly brackets containing information divided by a vertical bar are used when there is a choice of several options.</td>
<td>{ 0</td>
</tr>
<tr>
<td>Text in pieces of code, if shown in angular brackets, indicates a compulsory input.</td>
<td>&lt;Compulsory input&gt;</td>
</tr>
</tbody>
</table>
2 System requirements

2.1 Hardware

The complete Siemens Hotel Solution is a system that runs on standard PC hardware which must be compatible with Windows 7 / 32 or 64bit. The PC configuration depends on the software that needs to be loaded. The performance requirements vary according to the size of the hotel. For this reason, the list below is only a guide, based on an average Hotel System. All PCs need a mouse, a graphics card, a network adapter and the associated drivers. If each PC has a CD-ROM drive, this will simplify the installation of the software.

- Windows 7 SP1 or higher.
- Pentium IV 3 GHz or higher, 4096 MB of RAM, 160 GB hard disk.
- Backup system (e.g. DVD burner).
- USB port and 2 serial ports.

Database server PC (may include DGU and UI)

- Windows 7 SP1 or higher.
- Pentium IV 3 GHz or higher, 4096 MB of RAM, 160 GB hard disk.
- USB port and 2 serial ports.

DGU PC (if applicable)

- Windows 7 SP1 or higher.
- Pentium IV 3 GHz or higher, 2048 MB of RAM, 80 GB hard disk.
- USB port and 2 serial ports.

User interface PC (if applicable)

- Windows 7 SP1 or higher.
- Pentium IV 3 GHz or higher, 2048 MB of RAM, 80 GB hard disk.

Various hardware

- A card encoder (HTW3.1/B) with a serial port is required to write the room access code on the transponder cards.
- A card encoder (HCW3.1) with a serial port and Ethernet interface is required to write the room access code on the chip cards.
- A card encoder (HBC1.M) with a serial port is required to write the room access code on the magnetic cards.
- The connection between the RCU (KNX bus) and the DGU require a converter KNX-IP with Ethernet interface.
- If the distance between the Siemens Hotel Solution system and the FOS is too great (15 m or more), an RS-232 bus repeater is required to connect the Siemens Hotel Solution system to the FOS computers.

2.2 Sizing the system

The next sections describe the required hardware, which depends on the size of the hotel and the number of third-party devices connected. The EIB bus for the RCU connection needs a IP port and most third-party systems need a serial port.

Examples

Hotel configuration (1) Small system (up to 50 rooms)

Simple PC with: Database (server)
DGU driver: KNX connection 1 via KNX-IP
KeyClient: Connection to the key encoding device
Fidehot: Connection to the FIDELIO front office system
HotFOS: Connection to the Hogatex front office system
UI
Hotel configuration (2) Medium-sized system (up to 150 rooms)

Service PC: Database (server)
Fidehot: Connection to the FIDELIO front office system
or
HotFOS: Connection to the Hogatex front office system
DGU driver: DGU driver KNX connection 1 via KNX-IP
KeyClient: Key codes for cards created via the FOS
UI PC: UI
KeyClient: Key codes for cards created via the user interface

This configuration has the significant advantage that the main system driving the Siemens Hotel Solution (server PC with DGU) is separate from the user interface (UI). This ensures that the Hotel Solution will keep running even if the user causes the PC to crash or starts the user interface PC. This segregation makes it possible to install the server PC in the plant room, as the servers do not require any intervention by the user.
Fig. 2-2: Example of a hotel configuration (medium-sized system)

2.3 Software

2.3.1 Operating system

- Windows 7 / 64bit for the DGU und UI PCs.
- Windows 7 / 64bit for the database PC.
- Both installed with SP 1 or higher.

2.3.2 TCP/IP protocol

All communications between the Siemens Hotel Solution components are based on the TCP/IP protocol. For the Siemens Hotel Solution, therefore, **TCP/IP must be installed on every PC fitted with an Ethernet card**. Refer to the relevant operating system manual for information on setting up TCP/IP. The recommended IP addresses are shown in Section 3.3.
2.3.3 Software requirements

**Essential software:** Sybase SQL Anywhere 8.0.3

*Note*

Each of the following connections uses the database and counts as a database client:

- DGU driver
- KeyClient (for card encoding device)
- Fidehot: FOS link for FIDELIO
  
  or
  
  HotFOS: FOS link for Hogatex
- User interface software.

Each application in the system must have a user.

![Example of the user database](image)

*Fig. 2-3: Example of the user database*

**Optional software:**

For changes to the layout of existing reports:

Report Builder, Version 1.1.0 (supplied by Centura).

For remote management (via modem):

Remote Services Management V.4.2 or later (supplied by Peregrine).
2.4 Desigo Insight integration

The following sections provide notes on the special case of integrating Siemens Hotel Solution into the Desigo building automation and control system with the management software Desigo Insight as of version 3.0.
Additional information on Desigo Insight is available in the Desigo documentation.
Additional information on the Hotel Solution is available in document CM2Y6306.

2.4.1 Requirements

Desigo Insight must be installed prior to running the Hotel Solution.
The Desigo license server must also be installed.
The Hotel Solution database server is installed on the PC where the Desigo license server is installed or will be installed.
The OPC server HSO3.1 is also required that may be installed on any PC in the system. Preferred is to install HSO3.1 on the PC where the DGU driver is also running.

2.4.2 Important comments

An additional database connection is required on a temporary basis for each operator intervention by Desigo Insight on Hotel Solution. This must be considered when determining the number of database clients when calculating licensing requirements.
3 General notes on installation

3.1 PC BIOS

The boot sequence should be set to "C, A" or to "C only". This ensures that if the system has to be restarted, any disk accidentally left in the drive will not stop the boot process.

If the computer has a CD-ROM boot option that allows the system to boot from the CD-ROM drive, this option must be disabled in the BIOS.

3.2 Directory structure of the Hotel Solution installation CD

The screenshot below illustrates the directory structure of the Siemens Hotel Solution installation CD (BL12-TBD).

Fig. 3-1: CD file structure
3.3 Recommended IP addresses

If TCP/IP is used for communications within the Hotel Solution network, the IP addresses used should be in the following range
10.1.1.1 … 10.1.1.63, mask 255.255.255.0.

Note

Within this range, the addresses from 10.1.1.1 to 10.1.1.9 are reserved for routers and bridges.
The database server should be allocated the address 10.1.1.10.
No DHCP server is used.
If you choose other addresses, you should alter the addresses used in the examples in this manual and on the CD-ROM accordingly.
In this context, it is essential to contact the IT department responsible for the IT structure in the hotel.

3.4 Directory structure of a Hotel Solution installation

To simplify the handling of Siemens Hotel Solution systems, all components are installed in the following directory structure. Not all systems will have all components or directories installed. The software is installed in the Programs folder on the local system hard disk (BL12-TBD).

Fig. 3-2: Directory structure of a Siemens Hotel Solution installation
3.5 Predefined database user accounts

The database has a number of predefined user accounts:

The following user accounts are used by the associated links:

dgu_client, dgu_client1 .. dgu_client9
key_client, key_client1 .. key_client9
fos_client

The user account hotsol has extended privileges and should be used only for administration of the hotel database. Please contact Siemens if you need the password for the user account hotsol. The user interface also operates internally with this user account.
4 Siemens Hotel Solution system setup on a PC

Setting up a Siemens Hotel Solution system involves performing the following steps on each PC:

- Set up Windows and configure the network.
- Install the database software Sybase SQL Anywhere 12 (server or client).
- Run the Hotel Solution setup program.
- Configure the installed Hotel Solution components.

This manual does not describe how to set up a PC with Windows or how to configure the network. It is assumed that the PCs to be used are set up appropriately and that they have been connected to the network.

4.1 Installing the database server (Sybase SQL Anywhere 12)

Start SQL-Anywhere installation by running the SETUP.EXE program on the Hotel Solution Installation CD from the proper folder and then install the current patch.

The next few pages contain illustrations of the dialog boxes requiring a response from you during the installation procedure. This server setup is only carried out for the database PC. All other PCs are set up with a client installation.

Choose your language. We recommend an English installation.
Hotel Solution needs the complete Sybase installation.
Click **Install SQL Anywhere 12**.

Click **Next** to accept the License Agreements.
Fig. 4-4: Dialog box containing the license information

Choose the country. Select I accept the terms of this agreement. You can now click Next.

Fig. 4-5: Dialog box containing the entry-field for the registration key.

Put the registration key in the field. After that you can click Next.
Important:
Enter in the field **Licensed Units → 32**. It means the most possible quantity of licenses which you can activate after the installation. Accept the default name. Now you can click **Next** to open the dialog box in which you can select the components you want to install.

*Fig. 4-6: Dialog box containing the maximum quantity of licensed units.*
Important: On every Windows 7 computer, whatever which system you have installed, Win7 32-bit or Win7 64-bit, choose the components like the following screenshots.

Not SQL Anywhere (64-bit)

Not SQL Remote (64-bit), not Administration Tools (64-bit)

Not SQL Anywhere Monitor (64-bit), not Relay Server (64-bit)

Fig. 4-7...10: Dialog box for selecting the required components

After the selection, you can click Next.
After the installing, it appears the following InstallShield Wizard.

Fig. 4-11: Dialog box for choosing to create a desktop shortcut

Now you can click Finish.

Fig. 4-12: Dialog box indicating completion of the InstallShield Wizard process
4.2 Siemens Hotel Solution setup program

The Siemens Hotel Solution setup program is on the Hotel Solution installation CD and starts automatically as soon as the CD is inserted in the drive. If the Auto-start option on your PC is disabled, you can start the setup program (setup.exe) manually in the Explorer.

The Siemens Hotel Solution setup program performs the following tasks:

**Installation**
- Siemens Hotel Solution User Interface-Software
- Siemens Hotel Solution Services (DGU Driver, KeyClient, Fidehot etc.)
- Empty database
- Desigo License Server
- Documentation
- TrueType Font "MS Linedraw"

**Setup**
- Database server service (only applies when installing database server)
- Siemens Hotel Solution ODBC drivers
- Search-path settings in the environment
- Siemens Hotel Solution folders on desktop and in Start menu
- Checks that correct version of SQL Anywhere has been installed
- Checks whether the Desigo License Server is already installed

You can select other, supplemental programs from the Siemens Hotel Solution installation program with their own setup and start installation:

**Supplemental programs**
- Siemens Hotel Solution Commissioning-Tool (HSC-Tool)
- Siemens Hotel Solution OPC-Server (HSO)
- LANTRONIX software to setup virtual COM ports
- Adobe Acrobat Reader

An additional option is available to integrate Hotel Solution into Desigo Insight, but requires a previously installed Desigo Insight.

**Desigo integration**
- Pre-defined Hotel Solution users for Desigo
- Entries in the Desigo registry
- Backup library of Genies with handling instructions.
4.2.1 Installing the software

The Siemens Hotel Solution setup program copies all the necessary files onto the hard disk. The following screenshots clarify the installation procedure.

Click **Next** to select the dialog box to open installation options for supplemental software packages.

Select only those software packages that are needed on the PC to be installed. An installation program starts for each selected program at the conclusion of installation.
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<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desigo Integration</td>
<td>Required on each PC used to query Hotel Solution Genies and Supergenies from Desigo Insight. Desigo Insight must be previously installed since the Desigo Insight registry needs to be modified.</td>
</tr>
<tr>
<td>Desigo License Server</td>
<td>Required on the database server. The dongle must be attached to this PC. Comment: When selecting the option Desigo Integration, it is assumed that the Desigo License Server is already installed on the system, and therefore asks for confirmation of this installation option.</td>
</tr>
<tr>
<td>HSO</td>
<td>The Hotel Solution OPC Server is required on any PC within the overall system to display data points in Desigo Insight as well.</td>
</tr>
<tr>
<td>HSC Tool</td>
<td>The Hotel Solution Commissioning Tool needed to engineer room control units. This program should be installed on an engineering PC.</td>
</tr>
<tr>
<td>LANTRONIX</td>
<td>The new chip encoder also integrated a LANTRONIX-XPort to communicate over IP. Original LANTRONIX software required to engineer and setup virtual COM ports.</td>
</tr>
<tr>
<td>PDF-Reader</td>
<td>Documentation is saved in PDF format. The documents are used for display purposes as part of online help. So that an Adobe Acrobat reader is required on all PCs. Most PCs already have a PDF reader installed.</td>
</tr>
</tbody>
</table>

Additional software packages are installed automatically depending on the selected Hotel Solution Components by querying their own installation routines.

**Important Note**

When selecting the HSO option, OPC core components for the OPC foundation must be already installed.

Click **Next** to open the dialog box in which you can select the setup path.

![Dialog box for specifying the setup path](image.png)
You can accept the default path (the Programs folder on the system partition). Click **Next** to open the dialog box in which you can select the components you want to install.

**Selection of components**

![Dialog box for selecting the components to be installed](image)

**Fig. 4-16: Dialog box for selecting the components to be installed**

In this dialog box, you should select only those components which are actually needed on the PC on which you are installing the program.

- **UI**
  - Installs the user interface for hotel operation and display.

- **Key Client**
  - This is the service for communication between the PC and the card-reader or card-writer. It is only required on PCs to which a card-reader or card-writer is to be connected.

- **DGU Driver**
  - This is the service for communication between the database and the room controllers, and is required on the PC(s) to which the EIB bus is connected.

- **HotFos** or **FideHot**
  - These are the programs used to connect the Hogatex/Bosch or Fidelio front office system to the Siemens Hotel Solution system. The selected program is installed on a PC according to the FOS in use.

- **Hotel Solution Database**
  - Installs the hotel database with SQL tools, and must only be installed on the database server. In addition to the empty database, there is another database available, containing data for demonstration purposes.

- **Help**
  - Copies the user's guide onto the PC. This guide is available in several languages.

- **Object Nationalizer**
  - This can be used to localize the user interface, i.e. translate it into another language.

- **Configurator**
  - Required to setup and configure individual services.
With some components, a **Change** button allows you to select only specific subcomponents in order to reduce the amount of memory space required. This is illustrated in the screenshot below with an example of the selection of document components.

**Selecting subcomponents**

![Select Subfeatures dialog box](image1.png)

**Fig. 4-17: Dialog box for selecting the sub-components to be installed**

Click **Continue** to return to the **Select Components** dialog box.

Click **Next** in the component selection dialog box to open the **Select Program Folder** dialog box, in which you can specify the required program folder.

**Program folder**

![Select Program Folder dialog box](image2.png)

**Fig. 4-18: Dialog box for specifying the program folder for the installation**

Click **Next** to start copying the selected data.
A dialog box will open, informing you that you have successfully installed the Siemens Hotel Solution. If there is other software to install, the associated setup programs will start automatically, one after the other; for example:

![Information dialog box](image)

*Fig. 4-19: This information dialog box also launches the Desigo License Server Setup*

The installation of the LANTRONIX XPort-Device-Installer License Server is described in Section 4.2.2.1.

Additional software packages are installed when selected. Confirm the default values in the various dialog boxes.

### 4.2.2 Install LANTRONIX software

A virtual COM port required to connect a chip encoder over IP. Two programs are installed: The LANTRONIX Device Installer and the LANTRONIX COM Port Redirector.

#### 4.2.2.1 Install LANTRONIX DeviceInstaller

The LANTRONIX DeviceInstaller required to parameterize the LANTRONIX-XPort module for the chip encoder.

![DeviceInstaller](image)

*Fig. 4-20: Dialog box containing the language choosing*

After your choice, you can click **OK**.
Case 1: Microsoft .NET Framework 4.0 (x86 x64) is installed:
It will install only the DeviceInstaller 4.3.0.3 (x64).

Case 2: Microsoft .NET Framework 4.0 (x86 x64) isn’t installed:
It will install first Microsoft .NET Framework. After that it appears a message to restart
the computer. → Make a restart and start the HSC-setup again and install the outstand
components.

Click **Next** to open the Select Installation Folder dialog box.
Select Installation Folder

Click **Next** to open the Confirm Installation dialog box.

Confirm installation

Click **Next** to continue.
Click **Close**.

**Fig. 4-26: Information about the installation**

**Fig. 4-27: Note on installing COM Port Redirector**

The installation of the LANTRONIX Com-Port-RedirectorDevice-Installer is described in Section 4.2.2.3.
4.2.2.2 Configure IP interface for a chip encoder

The device must first be configured to use the IP interface for a chip encoder. Detailed information is available in the LANTRONIX documentation, located on the installation CD in the XPort folder. The following describe a sample configuration using the device installer.

The chip encoder must first be connected via the Ethernet with the network where the computer is connected.

Then start the Device Installer. An automatic search begins upon startup and may take some time.

The following interface appears once the device is found:

![Fig. 4-28: Start Device Installer](image)

You can now assign a static IP address with Assign IP.

![Fig. 4-29: Dialog box to enter the MAC address](image)

Click Next to open the Assignment Method dialog box.
Assign static IP address

Fig. 4-30: Dialog box to assign a static IP address

Click Next to open the dialog box to enter the IP address information.

Enter IP address information

Fig. 4-31: Assign IP Address dialog box

Click Next to open another dialog box to assign IP addresses and confirm with Assign.
Assign IP address information

**Fig. 4-32: Assign IP Address information dialog box**

Click **Finish** after assignment.

Finish dialog

**Fig. 4-33: Final Assign IP Address information dialog box**

Check settings for the connected chip encoder per the sample below.
In case corrections are required to the configuration, refer to LANTRONIX documentation via the Web or Telnet on the process.

4.2.2.3 Installation LANTRONIX COM Port Redirector

The LANTRONIX COM-Port Redirector is required to setup virtual COM ports on the PC that communicates via IP with the chip encoder.

Case 1: Microsoft .NET Framework 4.0 (x86 x64) is installed:
Click Install and it will only install the DeviceInstaller 4.3.0.3 (x64).

Case 2: Microsoft .NET Framework 4.0 (x86 x64) isn’t installed:
Click **Install** and it will install first **Microsoft .NET Framework**. After that it appears a message to restart the computer. → Make a restart of the computer, start the HSC-setup again and install the outstand components.

![Select installation folder](image)

**Fig. 4-36: Lantronix COM-Port Redirector welcome dialog box**

Click **Next** to open the Select Installation Folder dialog box.

**Fig. 4-37: Selection Installation Folder dialog box**

Click **Next** to open the Confirm Installation dialog box.
Confirm installation

**Fig. 4-38: Confirm Installation dialog box**

*Confirm Installation*

The installer is ready to install Lantronix CPR 4.3.0.1 (x64) on your computer.

Click "Next" to start the installation.

Installation complete

**Fig. 4-39: Installation Complete dialog box**

*Installation Complete*

Lantronix CPR 4.3.0.1 (x64) has been successfully installed.

Click "Close" to exit.

Please use Windows Update to check for any critical updates to the .NET Framework.

**Fig. 4-40: Information about the installation**

*The Lantronix CPR was installed successfully!*

OK
4.2.2.4 Configure virtual COM ports on the PC

**Set up virtual COM port**

A virtual COM port should be setup on the PC so that the key client can talk to the chip encoder via IP. Detailed information is available in the LANTRONIX documentation, located on the installation CD in the XPort folder. The following describes a sample configuration using the CIN Port Redirector.

The chip encoder must be connected to the network via Ethernet. The CPR Manager is then started.

**CPR Manager**

Select **Add** or **Remove** in the **COM Port** menu to add a new, virtual COM port or click the plug symbol.

The dialog box to select the port number opens.
Select virtual COM port dialog box

After selection, you can click **OK**.
Click **Search For Devices**. Double-click the listed device for the IP address information to be automatically added to the service list. The data is transmitted to the firewall via the Add Rx Port button.

Click **Open**. If the "DCD", "CTS", "DSR" and "RTS", "DTR" Flags activ, the new COM-Port is now available. You can now click **Close**.
4.2.3  Desigo License Server

4.2.3.1  Desigo License Server Setup

It is recommended that the Desigo License Server be installed on the PC for which the Database component was selected.

Click **Next** to open the dialog box containing the license information.

Select **I accept the terms in the license agreement**. You can then select **Next** to proceed with the setup.
Selecting the type of setup

In this dialog box you should select the option **Complete**.
Click **Next** to open the dialog box in which you can select the setup path.

Selecting the setup path

**Next** opens a dialog box to select the program folder and shortcut. We recommend setting up the shortcut for the license utility.
Click **Next** to open a dialog box in which you can review the data entered.

Click **Install** to start copying the data to be installed.

When all the data has been copied to the computer and the associated system settings have been carried out, you will be informed in a further dialog box that the program has been successfully installed.
Fig. 4-52: Dialog box indicating completion of setup

Click Finish to close the setup program.

Fig. 4-53: Dialog box indicating completion of setup

4.2.3.2 Enabling the license

License file
In order to use the Siemens Hotel Solution, you will need a dongle (software protection module) for each hotel.

The dongle is plugged into the parallel (printer) port. In large hotels with more than one computer, the dongle must be plugged into the database server.

Settings in the Hotel Solution user interface
You can specify the computer to which the dongle is connected via the user interface, under System | Configuration Parameters. This setting can only be modified by a user with extended user privileges.

Installing the license with the License Utility
There is a license file (*.reg) associated with the dongle, and this contains all the information relating to the specific project.

Copy your license file to ..\Siemens\Desigo\Licences.

To set up the license file, first ensure that the license server is fully installed, and then start the License Utility. To do this, select Start | All Programs | License Utility.

Select the menu sequence File | Register License File.
Add the license file to the license server with click **Open**.

Select **Edit | Edit management station list** from the License Utility menu, enter the name of the local computer to which the dongle is connected, and add it to the list by clicking **Add >>**. After that you can click **OK**.
The system will then run in accordance with the parameters specified in the license file (e.g.: 100 RCUs and 16 database connections). Additional information available in the Desigo documentation.

**Important**

To activate the license, the user interface software must be started at least once.

Without a dongle (or valid license), the Siemens Hotel Solution system can run in demo mode. In this mode, the user has access to 12 RCUs and 8 database connections.

### 4.2.4 Hotel Solution Commissioning Tool

With HSC-Tool you can create rooms, roomtypes, roomgroups…

#### 4.2.4.1 Hotel Solution Commissioning Tool Setup

The follow pages describes the installation

**Important**

**Demo mode**

DeviceInstaller

Start installing

---

**Fig. 4-56: Adding management stations**

**Fig. 4-57: The HSC-Tool welcome box**
Fig. 4-58: Dialog box containing some information
Click Next.

Fig. 4-59: Selection Installation Folder dialog box
Fig. 4-60: Desktop-Icon box
Make a tick, if you want a desktop icon.

Fig. 4-61: Dialog box contains an overview about your settings
Click **Install** to confirm the default settings or change the settings as you need them.
Click **Next**.

Click **Finish**.
Computer restart

After the HRMS installation it needs a restart.

### 4.2.5 Complete setup

**Important!**

During installation of the Hotel Solution Software with database server and client, the program DGU driver (DGUDriver) and the Port 2638 with TCP and UDP protocols are enabled. You must manually enable it when using a firewall other than the standard Windows firewall so that the client and server communicate.

When the software has been installed and the computer has been restarted, the desktop should look similar to the desktop shown below. You may have more or fewer icons, depending on the options selected during setup.

![Desktop at the end of the setup procedure](image)

**Fig. 4-65 Desktop at the end of the setup procedure**
After the software has been installed, certain components need to be configured. This is normally done using the Siemens Hotel Solution Configuration Utility (for further information, refer to Section 5, Configuring Hotel Solution).

4.3 Uninstall procedure

You cannot uninstall these services via the uninstall routine, since various Hotel Solution services are not setup using Setup, but rather via the Hotel Solution Configuration Utility. As a consequence, uninstall all setup services via the Hotel Solution Configurations Utility prior to uninstalling the Hotel Solution software. (Refer also to Section 5, Configuring Hotel Solution).

The Siemens Hotel Solution is normally uninstalled using the standard Windows tools (i.e. by selecting the components to be removed via Start | Control Panel | Add or Remove Programs).

The component groups must be uninstalled individually:

Components

- Siemens Hotel Solution system (user interface and services)
- The Hotel Solution database
- Sybase SQL Anywhere
- Siemens Hotel Solution ODBC drivers
- Gupta Deploy
- Desigo License Server
- HSC-Tool
- HSO OPC-Server
- LANTRONIX-Software

Upgrade

It is not anticipated that future upgrades will involve installing the new version over an old version. For upgrades, the old version must be uninstalled before installing the new version.
However, when installing a newer version of the Siemens Hotel Solution software, only specific components need to be removed, i.e. there is no need to uninstall Sybase SQL Anywhere, Gupta Deploy and Desigo License Server.

After uninstalling the software, it is essential to reboot the computer before installing a newer version. Otherwise, important components will be deleted when the computer is booted after installing the new software.

### 4.3.1 Hotel Solution software

Before you can uninstall the Hotel Solution software, all services must first be stopped and removed via the Hotel Solution Configurator, as described in Section 5.8.1, Launching and shutting down services.

You should then select the software you want to uninstall. This is done via the Windows Start button, under Control Panel | Add or Remove Programs.

![Fig. 4-67: Select all Hotel Solution programs and uninstall it](image)

### 4.3.2 Database components

The database components consist of:

- the database service and the database file
- the Sybase SQL Anywhere software
- and ODBC access

#### 4.3.2.1 Database

Before the database is removed, the database service must be stopped!

To stop the database service, go to Start | All Programs | Sybase SQL Anywhere 12 and select Sybase Central.
Double click **SQL Anywhere 12**.

Go to **Services**. With right mouse click you can start/stop the **HSDBServer**.

This removes the HSDBServer database service.
4.3.2.2 Sybase SQL Anywhere software

Important

Before uninstalling the Sybase SQL Anywhere software, the database service must be stopped as described above, in Section 4.3.2.1, Database.

Sybase SQL Anywhere

To uninstall the software, go to Start | Control Panel | Add or Remove Programs and select SQL Anywhere.

Fig. 4-70: Select: SQL Anywhere and click Change/Remove
To remove ODBC access to the database Hotel Solution database of the database service, select **Start | Control Panel | Administrative Tools | Data Sources (ODBC)**.

Fig. 4-71: Select Data Sources (ODBC)

Click the **System DSN** tab in this dialog box. Select **Hotelgyr** in the **System Data Sources** list, and click **Remove**. Confirm with **OK**.

Fig. 4-72: System DSN
4.3.3 Gupta Deploy

To uninstall the software, go to Start | Control Panel | Add or Remove Programs and select Gupta Deploy.

![Add or Remove Programs](image)

**Fig. 4-73: Select: Gupta and click Change/Remove**

4.3.4 Other software modules

Uninstall all other installed modules, with their own setup routine, separately. Generally use Start | Control Panel | Add or Remove Software.

Additional information is available in the descriptions of impacted components.
5 Configuring Hotel Solution

5.1 Overview

The Hotel Solution Configuration Utility makes it easy to configure a Hotel Solution system after installation.

After the setup program has copied the software to the computer hard disk, you then need to specify which parts of the Hotel Solution system are to be run on this computer.

5.2 General information and definition of terms

The configuration data for the hotel components is stored in the Registry. To simplify the configuration process for the user, the Siemens Hotel Solution Configuration Utility takes care of the most important entries. Details of all entries will be found in the manuals of the relevant components.

**Service**

Most components (database server, DGU driver, KeyClient, Fidehot etc.) are operated as *services*. These are programs started automatically by the operating system without a user having to log in. A *Service Control Manager* is responsible for starting and managing the services. For all Hotel Solution services, the role of the Service Control Manager is performed by the Hotel Solution Configuration Utility.

**Instance**

In large hotel systems, several DGU drivers and several KeyClients are normally required. In such cases, we refer to several *instances* of the same program. These are distinguished only by their names. In the case of the DGU driver, the name of a given instance of the driver is always DGUn or, for KeyClient, always KEYn, where n is the *instance number*.

The number of the KeyClient corresponds to the number of the card-encoding device in the user interface or Front Office System (FOS).

Each instance may exist once only on all the computers of a Hotel Solution system.
5.3 Starting the Hotel Solution Configuration Utility

The program can be started via Start | Programs | Siemens Hotel Solution | Hotel Solution Configuration or from the Siemens Hotel Solution folder on the desktop.

Fig. 5-1: The Siemens Hotel Solution Configurator program

All types of service are displayed in a tree structure, with the number of instances shown under each one. The screenshot above shows only a database server installed. The number over various service types depends on the component selection during Hotel Solution startup. In the figure above, only one database server is installed which was automatically created as part of the database server setup.

5.4 Adding a DGU driver service

To add a service, first select the service type (e.g. DGU driver) from the directory tree. This enables the Add Service button, which you can then click. A dialog box will then be displayed, allowing you to enter settings for the service, if required.

In the case of drivers, for which several instances can exist within one system, it is important always to select a unique instance name (see Section 5.2).

The example below shows the setup for a DGU driver for a ring. In this case the "ring" refers to an EIB bus.

The following examples setup a DGU driver that operated bus-1 via IP.
Fig. 5-2: Set up a DGU driver with a Bus-1 via IP

After selecting the instance name, ring and COM port, click OK to close the dialog box and configure the service. The configured DGU driver is displayed in the directory tree, with the selected bus and port, as follows:

Fig. 5-3: Hotel Configuration Utility with DGU driver configured

The DGU driver service "DGU1" is now configured on this computer, and will be started automatically when the operating system is started.

**Important!**

Recommendations for parameterizing interface type.

1. The local address used to communicate must be parameterized when the PC has more than one IP access, otherwise it is not determined which access is used for sending.
2. An IP access cannot be dynamically assigned via DHCP when a local IP address is specified for a certain IP access. When required to use DHCP, you must configure a static IP address for the PC in DHCP.
3. You may have to release the DGU driver service in any firewall to be able to communicate via IP. As part of the Hotel Solution setup, the DGU driver service needs to be released and configured in the Microsoft Windows Firewall, if the firewall is active. You also have to consult the documentation of all other firewalls which are active.
5.5 Adding a KeyClient service

A KeyClient service must be configured for each card encoder. To add a service of this type, first select the service type **Key Client** in the directory tree.

Click **Add Service** to display the following dialog box:

![Add a new KeyClient dialog box](image)

**Fig. 5-4: Configure a KeyClient**

In this dialog box, select the instance name of the card-encoder (e.g. KEY1) from the **Instance** dropdown box, and select the serial port to which the device is connected (e.g. COM2) from the **COM Port** dropdown box. Click an option field within each of the group fields **Identify Guest Card** and **Identify Service Card** to define which information the card-encoder should display when an encoded guest or service card is inserted.

In the lower part of the dialog box, you can also translate the messages into the language to be displayed by the encoder when in operation. You can overwrite the text by slowly double-clicking on the text concerned. The text will then appear in a frame. Click the mouse for a third time to enable you to overwrite the text.

The **Preview** field shows you how the text will appear in the encoder.

Click **OK** to save the settings and install the service. If the Hotel Solution Configuration Utility cannot find the KeyClient software in the Hotel Solution setup path, a **Select file** dialog box will appear, prompting you to locate the file yourself. The newly configured service will then appear in the directory tree. From now on, whenever the operating system is started, this KeyClient service will also be started immediately.
5.6 Adding a Fidelio link service

To add this service, select **Fidelio Link Fidehot** from the tree structure, and click the **Add Service** button.

![Add the Fidelio link software](image)

**Fig. 5-5: Setting up a Fidelio Link**

Assign the serial port (COM…) to be used for the link to the Fidelio front office system. The Fidelio Link service can be installed once only for each Hotel Solution system. Since there is only one FOS system in a hotel, the Fidelio link must not be operated in conjunction with the FOS link service.

5.7 Adding the FOS link service

To add this service, select **FOS Link** from the tree structure, and click the **Add Service** button.

![Add the FOS link software](image)

**Fig. 5-6: Setting up a Front Office System (FOS) Link**

Select the **Length coding** option and the **Key Client** key request timeout for the connection to the Front Office System. The actual communication is via TCP/IP and a predefined port.

The FOS link service can be installed once only for each Hotel Solution system. As there is only one FOS system in a hotel, the FOS link service must not be operated in conjunction with a Fidelio Link Service.
5.8 Using the services

5.8.1 Launching and shutting down services

All services that have been configured as described in the example in Section 5.4 are started automatically when the system is restarted, and are shut down when the computer is shut down.

Alternatively, services can be selected in the configuration utility, and started by clicking the Start Service button or shut down by clicking Stop Service.

If a service cannot be started, an error message is logged in the Windows Event Log. If a service fails to start, the configuration utility may wait for it to start for two minutes. This relatively long period of time is imposed by the operating system and cannot be modified.

To stop a service manually, always use Hotel Solution Configuration Utility to ensure that the service shuts down properly.

Fig. 5-7: Starting a service manually

If an attempt is made to shut down a service with the Close button or via the menu option in the system menu, the service will display a warning message.

5.8.2 Configuring a service

To modify the configuration of a service retrospectively, select the required service from the directory tree, and click the Configure Service… button. This displays the same dialog box as for adding a service. You can now modify the properties of the service, but not the instance name. To change the instance, the service must be deleted and re-configured.

To activate the changes, the service must be restarted.

5.8.3 Removing a service

You can remove a previously installed service by clicking Remove Service. If the service is running, it must be stopped before you can remove it (see Section 5.8.1, Launching and shutting down services).

5.8.4 Other functions

Defining the type of start for a service

Various types of start (Automatic, Manual and Disabled) can be assigned to the services.

After installation, all services are set to Automatic start, and they therefore start when the operating system is started.

There are two ways of disabling a service in Windows:

- If Manual is selected, the service will not be started by the operating system. However, it can be started manually via the Hotel Solution Configuration Utility.
- If you select Disabled as the start type, the service will not be started with the operating system, nor can it be started manually.
If the Manual start type is assigned to a service, this is indicated as follows in the directory tree (KEY1):

You should be aware of the consequences of changing a service to "Manual" start. Remember the service will not be restarted in the event of a system restart.

To obtain information about an installed service, you can select the service and click Service Info… A dialog box will open, displaying the command prompt and the version number of the service.
5.9 Updating the directory display

The directory display can be updated by clicking Refresh Tree or by pressing the <F5> key. This can be useful in cases where it was not possible to start a service properly.

5.10 Starting the Event Log

All services log their starts and error messages in the Windows Application Log Event Viewer. To open the Event Viewer, simply click the Start Event Viewer button. Using this button has the same effect as starting the program from the Start menu (Start | Control Panel | Administrative Tools | Event Viewer).

The services log their messages in the Application log, which can be selected via the Application menu option.
5.11 Port conflicts

Since each port can be used by one service only, a warning is issued in the event of a conflict between the ports used. In this case, configure the impacted service to another interface (see 5.8.2).

Fig. 5-12: Port conflicts

5.12 Locating files

If, when setting up a service, the Hotel Solution Configuration Utility cannot find the relevant program file in the setup path, the user will be prompted to specify the path for the program. If the program (e.g.: hotfos.exe) is no longer on the hard disk, it might have been de-selected (check-box cleared) and therefore not installed with the rest of the Siemens Hotel Solution software. The solution is to uninstall the Siemens Hotel Solution software and run the setup program again.

Fig. 5-13: Locating a program
5.13 Displaying the Configurator version number

The current version of the Hotel Solution Configurator can be viewed in the system menu of the program.

Fig. 5-14: The system menu

Fig. 5-15: About… dialog box for the configuration utility

5.14 Managing the database service

The database service can also be started and stopped via the configuration utility. However, this is only installed if the Siemens Hotel Solution software is installed on the database PC. Although there is generally no need to change the configuration, changes can be made using Sybase Central, a component of Sybase SQL Anywhere 8.
6 Troubleshooting

Troubleshooting should only be undertaken by specialists.

6.1 Database and network questions

<table>
<thead>
<tr>
<th>Q: When I start the database server, the database displays the following error message: &quot;Database name already in use&quot;</th>
<th>A: Check that the database is already running on a PC connected to the network. You can do this by looking at the Task List. Check that the command prompt for starting the database contains the IP address of the PC.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q: How can I find the IP addresses in my system?</td>
<td>A: Start the command prompt in Windows: <code>ipconfig</code> Make sure that not only the IP address, but also the subnet masks match those in other systems.</td>
</tr>
<tr>
<td>Q: How do I check the network connection between the two systems?</td>
<td>A: Start the command prompt and enter the following: <code>ping 111.222.333.444</code> replacing <code>111.222.333.444</code> with the IP address of the remote system. If there is no response, check the cables, the IP address and the associated subnet mask.</td>
</tr>
</tbody>
</table>

Database configuration

Once Hotel Solution consists of more than one PC, the configuration value `two_or_more_pcs` must be set to TRUE.

If you only have one PC, we recommend that you set this value to FALSE.

6.2 Room controller communication diagnostics

This section deals with the DGU driver and the associated console interface.

6.2.1 General introduction to the DGU driver

If the DGU Driver service has been started successfully, the DGU console interface will open. It displays the DGU driver version and, after a successful connection to the database, it reports on the DGU initialization of the individual rooms read from the database.

Note

The DGU drv waits for the database prior to initial connection to ensure that the database service has already started upon reboot!

You are then prompted to press any key for access to the main menu.
6.2.2 Main menu

Open the DGU console interface and press any key to display the DGU main menu options:

- `<F1>` Online help
- `<C>` Configure Bus
- `<B>` Bus Survey
- `<T>` Trace DGU

Fig. 6-2: Main menu
From the main menu, you can press <F1> to access online help, which contains brief notes on the individual submenus.

Fig. 6-3: Help via the main menu (Page 1/3)

Fig. 6-4: Help via the main menu (Page 2/3)

Fig. 6-5: Help via the main menu (Page 3/3)
6.2.3 "Configure Bus" submenu

From the main menu, type <C> or <c> for access to this submenu, which contains the following options:

<F1> Online help about this item

<R> ReInit RCU

Fig. 6-6: The Configure Bus submenu

Online help

Press <F1> for access to online help, which contains a brief explanation of the individual menu items.

Fig. 6-7: Online help for the Configure Bus submenu

ReInit RCU option

This command should only be used for commissioning or in the event of critical problems.

Entering <R> or <r>, followed by the required address parameters, initiates the "RCU-Init" process in the database.

In this process, all the relevant datagrams with setpoints and access codes are generated in the database and transmitted by the DGU driver to the room controllers.
Configure Ring submenu: ReInit RCU option with address inputs

Enter <X> or <x> or press <Esc> to return to the main menu.

6.2.4 "Bus Survey" submenu

From the main menu, type <B> or <b> for access to this submenu, which contains the following options:

- <F1> Online help about this item
- <A> RCU Access
- <R> RCU State
- <M> Set Monitor

Online help

Press <F1> for access to online help, which contains a brief explanation of the individual menu items.

Press a key for next page. Press ESC to Exit.
Fig. 6-11: Online help for the Ring Survey submenu (Page 2/5)

Fig. 6-12: Online help for the Ring Survey submenu (Page 3/5)

Fig. 6-13: Online help for the Ring Survey submenu (Page 4/5)
Entering <A> or <a>, followed by the required address parameters, displays the RCU access codes, as stored internally by the DGU driver.

**RCU Access command**

Entering <A> or <a>, followed by the required address parameters, displays the RCU access codes, as stored internally by the DGU driver.

**Fig. 6-15: RCU Access with address inputs**

**Fig. 6-16: RCU Access output of information for internal DGU management**
RCU State command

Entering <R> or <r>, followed by the required address parameters, displays the RCU state as stored internally by the DGU driver.

Set Monitor command

If you enter <M> or <m>, followed by the required address parameters and <E> or <e> for "Enable", all incoming datagrams for the specified room controllers will be displayed on the DGU console interface from that point on.

To disable the output, select the Set Monitor command again and, after entering the address parameters, enter <D> or <d> for "Disable".
Fig. 6-19: **Set Monitor** command with address inputs

The screenshot below shows an example of the additional data displayed when the **Set Monitor** command is enabled for a room controller:

![Screenshot showing an example of Monitor output](image.png)

**Fig. 6-20: Example of Monitor output**

Enter <X> or <x> or press <Esc> to return to the main menu.
6.2.5 "Trace DGU" submenu

From the main menu, type <T> or <t> for access to this submenu, which contains the following options:

- <F1> Online help about this item
- <L> Log Communication
- <P> 'Print Warnings'
- <S> Queue State

![Trace DGU submenu](image)

**Online help**

Press <F1> for access to online help, which contains a brief explanation of the individual menu items.

![Online help for the Trace DGU submenu](image)

**Log Communication command**

Entering <L> or <l> toggles the function on and off:

As of activation, all datagrams are issued in Hexidecimal form on the DGU console interface. Issuance ends again only after deactivation. The issuance is also stored in the LOG files. As a consequence, traces should only be switched on for a short period.
Entering <T> or <t> toggles the function on and off:
As of activation, all queries of the database, essentially datagrams to the RCUs, are issued on the DGU console interface and stored in the LOG files until deactivation.

Trace DB-Messages command

As of activation, various supplemental messages are issued on the console when corrective measures are required internal to the DGU. As a rule, this information is stored in a LOG file, independent of the toggle switch. The console information is only ended after deactivation.

Menu: Print Warnings

<P>/<p> acts as a toggle switch:
As of activation, various supplemental messages are issued on the console when corrective measures are required internal to the DGU. As a rule, this information is stored in a LOG file, independent of the toggle switch. The console information is only ended after deactivation.
Queue State command  
Entering <S> or <s> results in a display of the internal queues of all rings (buses) on the DGU console interface.

![DGU Hotel Solutions DGU Driver](image)

**Fig. 6-26: Queue State**

Return to main menu 
Enter <X> or <x> or press <Esc> to return to the main menu.
7 Sample setup forms

The following are examples of forms used to check a Siemens Hotel Solution installation.

7.1 Hardware configuration

Archive the hardware configuration, so that it can act as a simple aid in the event of problems.

<table>
<thead>
<tr>
<th>Computer Name / Description</th>
<th>Hardware</th>
<th>Software</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>CPU, RAM</td>
<td>Operating system</td>
</tr>
<tr>
<td></td>
<td>Graphics adapter</td>
<td>Service Pack</td>
</tr>
<tr>
<td></td>
<td>IDE devices</td>
<td>Version</td>
</tr>
<tr>
<td>Network interface card</td>
<td>Type =</td>
<td>Version</td>
</tr>
<tr>
<td></td>
<td>IRQ =</td>
<td>Version</td>
</tr>
</tbody>
</table>

7.2 Test report

<table>
<thead>
<tr>
<th>Computer Name / Description</th>
<th>Test</th>
<th>Click OK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware configuration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Start sequence C,A</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Boot from CD-ROM disabled</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Windows configuration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Network configuration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IP address set</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>PING test between PCs</td>
<td>☐</td>
<td>☐</td>
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Appendix

8.1 General notes

8.1.1 Windows XP system configuration

The hard disk consists of a partition formatted with NTFS. To permit an automatic restart of Windows XP after a system failure, check the system configuration options (Start | Control Panel | System | Advanced) shown in the screenshots below (Fig. 8-1: Windows XP system properties and Fig. 8-2 Startup and Recovery dialog box):

![System Properties dialog box](image)

*Fig. 8-1: Windows XP system properties*
8.1.2 Network settings

Siemens Hotel Solution requires that TCP/IP should be installed on your PC. For information on the address to use, refer to Section 3.3.

You must undertake the appropriate release when a firewall is activated. The example below features Windows firewall, where the DGU driver and HSC Tool must be entered (Fig. 8-1: Windows XP system properties and Fig. 8-2 Startup and Recovery dialog box):
8.1.3 Windows user administration (optional)

You cannot install or set up any software unless you are logged into the system as an Administrator with all the associated privileges.

In addition to the Administrator account, other user accounts can also be set up. For information on user administration and the granting of privileges, refer to the Windows online help or the Windows literature.
The tools for configuring the Siemens Hotel Solution and commissioning the user interface are only available to users with Administrator privileges.

8.2 Overview of components

This section consists of a brief overview of the components of the Siemens Hotel Solution system. For a description of the directories in which the various components are located, refer to Section 3.4, Directory structure of a Hotel Solution installation.

8.2.1 DGU driver

Section 5.4 describes the installation and configuration of the DGU driver software. For information on the diagnostic options available, refer to Section 6.2, Room controller communication diagnostics.

8.2.2 FIDELIO Link (Fidehot)

Refer to the user's guide, "FIDELIO <-> Siemens Hotel Solution Link" for a description of the installation and configuration procedures. For further details, refer to the “FIDELIO <-> Siemens Hotel Solution Link” technical manual and to the Siemens Hotel Solution technical manual. These manuals are internal documents, available only to employees of the company.

8.2.3 FOS Link (HotFOS)

Refer to the technical manual, "FIDELIO <-> Siemens Hotel Solution Link (HotFOS)" for a description of the installation and configuration procedures. This manual is an internal document, available only to employees of the company.

8.2.4 KeyClient

Installation and configuration of the key client software are described in Section 5.5 "Adding a KeyClient service".

8.2.5 User interface (UI)

Section 4.3 describes the installation of the user interface software. Refer to the user's guide to the user interface for more information.