

TigerTMS Onboarding Guide for apaleo

When integrating with apaleo, TigerTMS supports Webhooks for guest movement events like Check In, Room Move and edit guest.

This adds additional requirements for on premise and non TigerTMS hosted / cloud systems where the following is required;

Customer will need to supply Domain Validated (DV SSL) certificate and DNS name for the TigerTMS database machine. Port forward also required for 443 to the Tiger on site pc

Minimum TigerTMS - iLink and iCharge Enterprise version: TigerTMS_Apps_7.0.0.18.exe

1. TigerTMS will send you a link to connect your apaleo account.

2. When opening the link you will see the message "Create client from link": see screenshot

| 🕱 apaleo | < Agliys-Connected Apps | English 🗸 💮 🏦 🛇 🄱 |
|---|--|-------------------|
| | New custom app | |
| Destroyed Destroyed | | |
| Connected apps | Insure desceptions* Make sure you brust the source of the link and double check MyCustomApp Secret the activated scopes for the client. | |
| | | |
| | Scopes ③ Permissions that define the type of protected resources assessmented type can access they are resolved some to calculate blacks during the authorization flow. Search acope | |
| | Core API 5/26 accores enabled: availability read; companies, read; offers, read; asservations, manage, reservations, read | |
| | Distribution API 0/2 scopes analived. | ~ |
| | Identity API 2/2 scopes analised. Identity accounturems manage, identity accounturems, read | ~ |

3. After closing the message scroll down and click on save.

4. ATTENTION: after clicking on save you will see a popup with a client id and secret: see screenshot

| Client secret created | |
|---|----------------------------|
| The secret for the client MyCustomApp has been created successfully. | |
| This is the only time that the client secret can be viewed. You cannot recover it later. However, you c any time. | can create a new secret at |
| The client id is: SDXE-SP-MYCUSTOMAPP | |
| The client secret is: Fv | |
| Try it out | ~ |
| | |
| Close | |

5. Save these two credentials and proceed.

6. Login to the iLink Manager application on TigerTMS using the credentials you received from TigerTMS.

Select 'User'

| 🙀 iLink Mar | ager | | | | | |
|---------------|-------------------|-----------|-----------|----------|---------------|---------|
| File User | About | | | | | |
| Configu | red Interfac | ces | | | | |
| Name | | Started | Connect | Status | E | XT Buff |
| | | | | | | |
| Port Terminal | Debug Information | Daily Tra | fic Daily | Messages | Configuration | on Site |
| | | | | | | |

| Ser Access | × |
|------------|-------|
| User Name | |
| Password | |
| | Login |

Enter system user details provided.

7. Create apaleo PMS Interface

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Right mouse click on 'Name'



From menu select 'Create Interface'



Select apaleo PMS from the drop down menu

| Add a New Int | erface | | |
|-----------------------|--------------------|---|--|
| Interface : | apaleo PMS | ~ | |
| Interface Information | | | |
| Site : | Hotel \checkmark | | |
| Display Name: | apaleo | | |
| Run Instance ID : | apaleo000 | | |
| | | | |

8. Configure apaleo interface

Next select the apaleo PMS interface created and navigate to 'Site Parameters'

To connect to apaleo you need to add the URL of two websites.

API URL = https://api.apaleo.com

Authenticate URL = <u>https://identity.apaleo.com</u>

Authenticate URL is used to authenticate the API requests, and Request URL is used to make the API requests.

Client ID = as per above in screenshot under point 4

Client Secret = as per above in first screenshot under point 4

Then add service ID that matches the webhook web service and the apaleo Hotel property ID the hotel will be monitoring.

Add Tiger Web Hook URL

Then select 'Apply Settings'

| Name | Started | Connect | Status | EXT Buff | |
|--|---------------------------|------------|------------------------------------|----------------|-------|
| apaleo MUC | True | True | ок | 0 | |
| apaleo LND | True | True | ок | 0 | |
| apaleo BER | True | True | ок | 0 | |
| apaleo VIE | True | True | ок | 0 | |
| Port Terminal Debug Information | Daily Tra | ffic Daily | Messages Confi DsIR | iguration Site | Parar |
| Port Terminal Debug Information General API Requests Client Id MDJV-SP-TE Client Secret 430BhC Authenticate URL https:// URL https://api.apaleo.cc | ST ST identity.apal | ffic Daily | Messages Confi SDSIR rsion 1 | guration Site | Parar |

9. Create TigerTMS Webhook

ILink manager uses tiger webhooks to get guest updates from apaleo.

If an on prem install then needs to have a public DNS URL to work, SSL certificate port forward 443 though Hotel firewall.

One interface is used to monitor one hotel with apaleo.

How to set up tiger web hooks

ISS

- 1. Add a main site to ISS 'apaleo'
- 2. Then add a binding with the web hook URL.
- 3. Add an app pool 'webhook'
- 4. Add sub sites for all the apaleo hotels under the site with the binding. Set the application pool to the one you created
- 5. For all the sub sites add a copy of the Web Hook folder to the C:\tig2020\Web directory. Rename the folder to contain the name of the hotel the site is using.

6. Add a service id to the web config of the sites (they need to be unique for all the sites).

10. Webdata database table

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When an update happens in any of the hotels the interface are linked to i.e. a checkout it will be added to web data by the tigertms web hook. This data will then be processed by ILink manager.

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| | Host | : 127.0.0. | 1 📃 Database: | tigersys 📘 T | able: v | vebdata 🔠 Data 🕨 | Q | uery* 🔀 | | | | | | | | | |
| 0 KiB 🔨 | tigersys.v | vebdata: | 3 rows total | | | | | | | | X | Next | 🗢 Show all | 🔻 Sortin | g (1) 🛛 🔻 Col | umns (6/6) 🦷 | 🖝 Filter |
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| 0 KiB | 2 | 3 2022 | -01-11 08:00:16 | | 1 | | 0 | | 14 | {"id":"70b8c9b7-55e1-41da-95d2-9d1047657d84","topic":"Reservation","type":"checked-out","accountId":"M | MDJV", | "propertyld": | "MUC", "timestamp | o":1641888015888 | "data":{"entityId | :"W | |
| 0 KiB | 2 | 5 2022 | -01-11 09:01:07 | | 1 | | 0 | | 15 | ("id":"406ea58d-1c12-4c1c-992a-395f5101342f","topic":"Reservation","type":"checked-out","accountId":"MD | DJV"," | propertyld":"E | BER", "timestamp":1 | 641891667059,"d | ata":{"entityId":"H | IXW | |
| 0 KiB | 2 | 4 2022 | -01-11 09:00:37 | | 1 | | 0 | | 17 | ("id":"17ae8597-96cd-4b95-829d-632b7419a622","topic":"Reservation","type":"checked-out","accountId":"M | ۸DJV", | "propertyld": | "VIE", "timestamp": | 1641891636967,*c | lata":{"entityId":" | DYU | |
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A log file of all requests can be found in the C:\tig2020\LogFiles directory.

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| ← → < ↑ | > Thi | s PC > Local Disk (C:) > tig2020 > LogFile | 8 | | |
| V + Ouick access | | Name | Date modified | Туре | Size |
| Deulter | | HTTPWebHookHandler20220111 | 1/11/2022 10:09 AM | Log File | 593 KB |
| Desktop | 1 | HTTPWebHookHandler20220110 | 1/10/2022 11:59 PM | Log File | 676 KB |
| Documents | 1 | | 1/10/2022 5/20 014 | Los Els | 12 VD |

A keep alive message should also be added every two minutes for all the webhook setup to prove the connections are working.

| - 00 | 2 3030110 1/10/2023 5.20 DM 1 | | |
|------|---|--------|----------|
| 7 | ITTPWebHookHandler20220110 - Notepad | - | \times |
| 7 | File Edit Format View Help | | |
| 1 | D-Jan-2022 00:00:22.62 [WebHook] Process Request. | | 1 |
| 17 | 10-Jan-2022 00:00:22.63 [ProcessRequest] Received : {"id":"2160e7da-73f0-45e2-84a5-d4300587f7e7", "topic":"system", "type":"healthcheck", "accountId":"MDJV", "propertyIds":["BER"], "timestamp":164177287 | 22620} | |
| 2 | 10-Jan-2022 00:01:23.23 [WebHook] Process Request. | | |
| 1 | 10-Jan-2022 00:01:23.23 [ProcessRequest] Received : {"id":"699a99c9-f31c-4b3d-b0d0-cc95d4d0ef6c", "topic":"system", "type":"healthcheck", "accountId":"MDJV", "propertyIds": ["BER"], "timestamp":164177288 | 33191} | |
| 4 | 10-Jan-2022 00:02:22.92 [WebHook] Process Request. | | |
| 4 | 10-Jan-2022 00:02:22.92 [ProcessRequest] Received : {"id":"0e257b3e-9622-471a-88e3-ba08b6241a09", "topic":"system", "type":"healthcheck", "accountId":"MDJV", "propertyIds": ["BER"], "timestamp":164177294 | 42914} | |
| 1 | 10-Jan-2022 00:03:22.55 [WebHook] Process Request. | | |
| i | 10-Jan-2022 00:03:22.55 [ProcessRequest] Received : {"id":"a28a7dcc-a70b-4552-9043-a418ceebf2df", "topic":"system", "type":"healthcheck", "accountId":"MDJV", "propertyIds": ["BER"], "timestamp":164177300 | 32517} | |
| 7 | 10-Jan-2022 00:04:22.77 [WebHook] Process Request. | | |
| 2 | 10-Jan-2022 00:04:22.77 [ProcessRequest] Received : {"id":"c281d55d-9f3b-4878-ad07-3c8752c48aa3","topic":"system","type":"healthcheck","accountId":"MDJV","propertyIds":["BER"],"timestamp":164177306 | 52771} | |
| - 18 | | | |

Finally reset iLink Manager and you are now connected with apaleo!

For further information or support please contact your regional support department;

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