



TigerTMS Onboarding Guide for apaleo

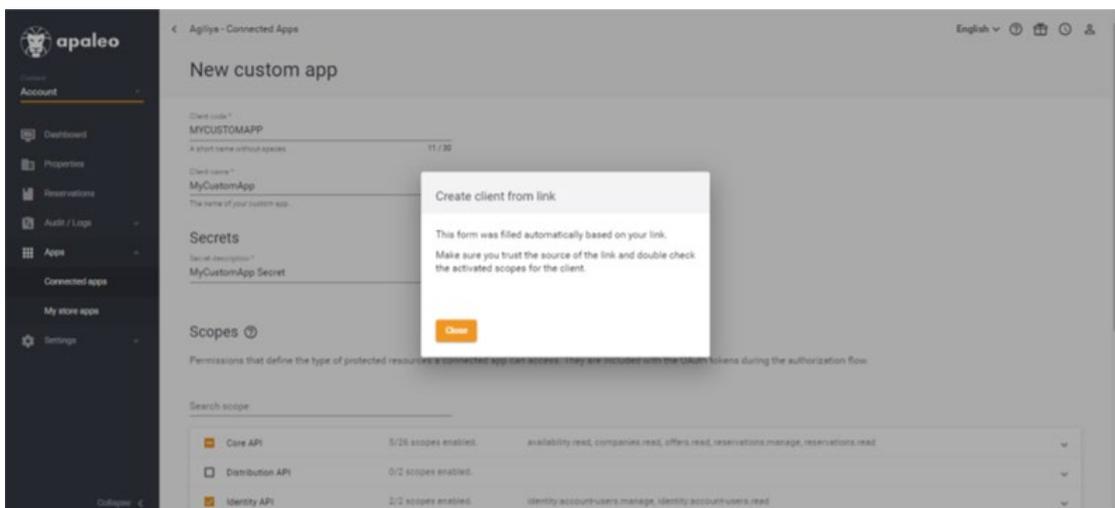
When integrating with apaleo, TigerTMS supports Webhooks for guest movement events like Check In, Room Move and edit guest.

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

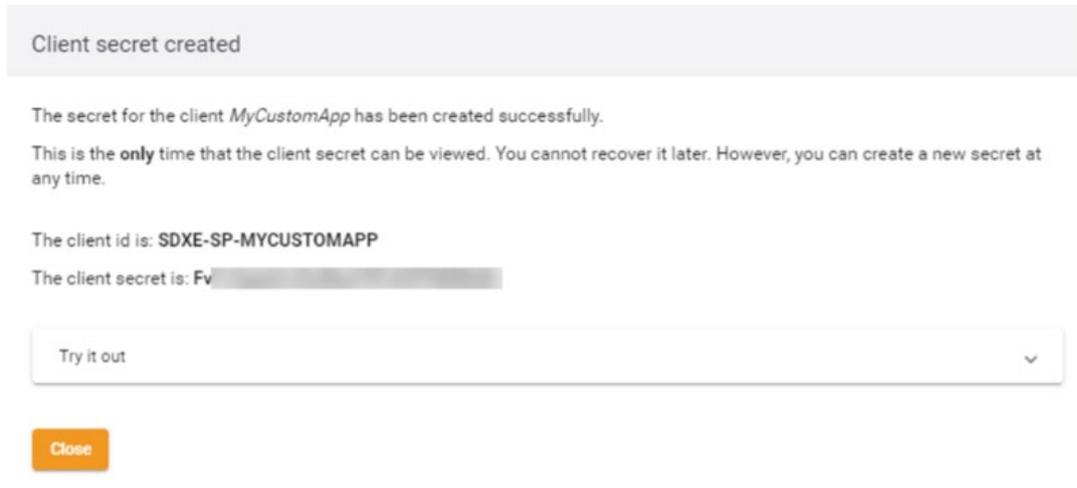
Minimum TigerTMS – iLink and iCharge Enterprise version: TigerTMS_Apps_7.0.0.18.exe

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



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

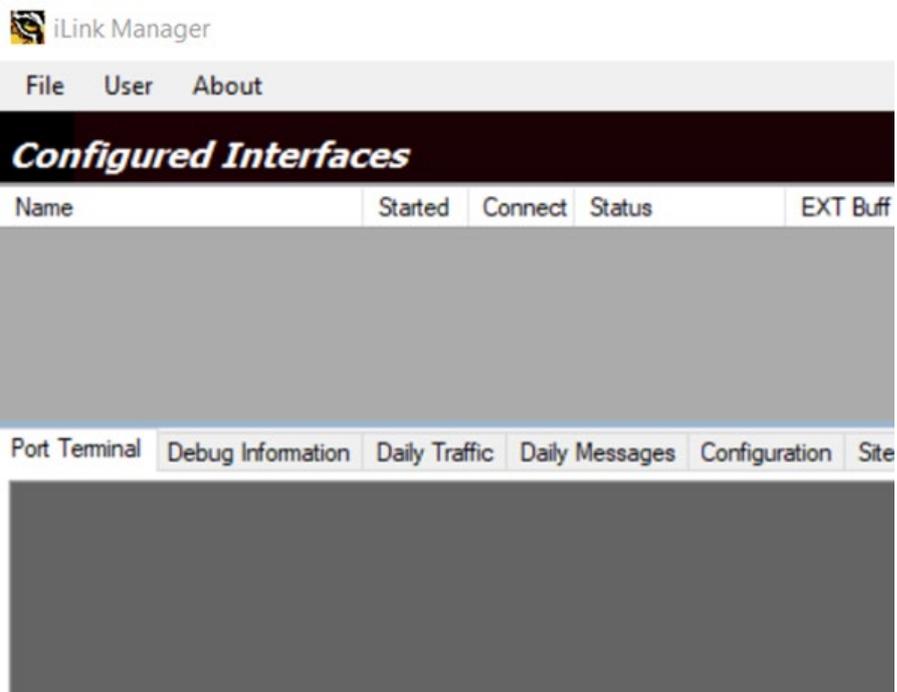
4. ATTENTION: after clicking on save you will see a popup with a client id and secret: see screenshot

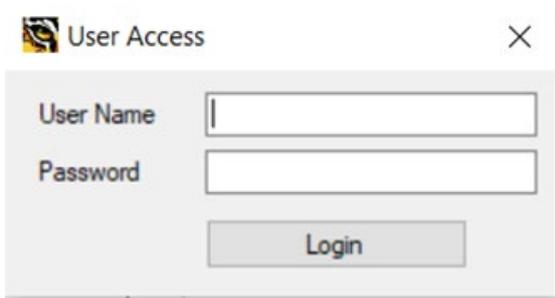


5. Save these two credentials and proceed.

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

Select 'User'

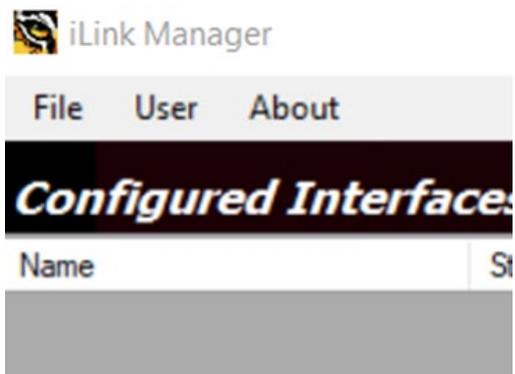




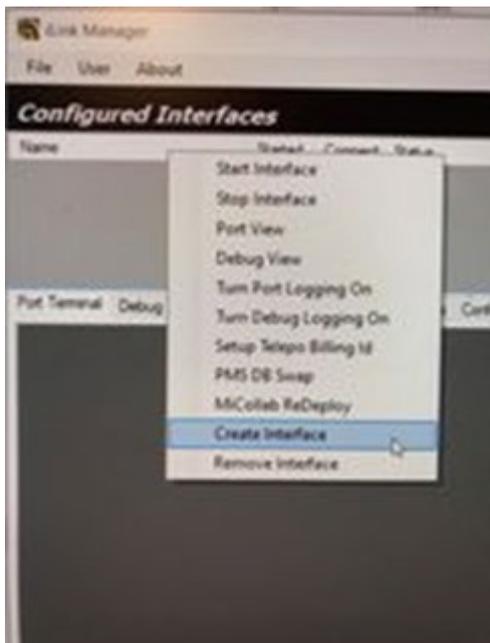
Enter system user details provided.

7. Create apaleo PMS Interface

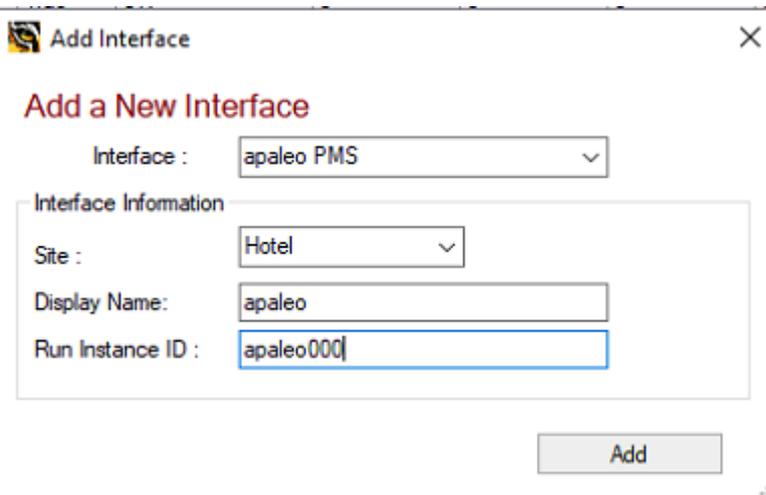
Right mouse click on 'Name'



From menu select 'Create Interface'



Select apaleo PMS from the drop down menu



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 = <https://identity.apaleo.com>

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'

The screenshot shows the iLink Manager interface. At the top, there is a menu with 'File', 'User', and 'About'. Below the menu is a section titled 'Configured Interfaces' which contains a table with the following data:

Name	Started	Connect	Status	EXT Buff
apaleo MUC	True	True	OK	0
apaleo LND	True	True	OK	0
apaleo BER	True	True	OK	0
apaleo VIE	True	True	OK	0

Below the table are several tabs: 'Port Terminal', 'Debug Information', 'Daily Traffic', 'Daily Messages', 'Configuration', and 'Site Param'. The 'Configuration' tab is active, showing a 'General' section with the following fields:

- API Requests:
 - Client Id: MDJV-SP-TEST
 - Client Secret: 4308hC[redacted]b76DsIR
 - Authenticate URL: https://identity.apaleo.com
 - URL: https://api.apaleo.com
 - Version: 1
- Tiger Web Hooks:
 - URL: https://icharge[redacted]rtms.com/ApaleoMUC/webhook
 - Web Service Id: 14
 - Data Archive Enabled
 - Hotel Property Id: MUC

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.

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

10. Webdata database table

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.

id	datetime	processed	toexternalinterface	serviceid	webdata
23	2022-01-11 08:00:16	1	0	14	["id":"7088c9b7-55e1-41da-95d2-941047657894","topic":"Reservation","type":"checked-out","accountId":"MDJV","propertyId":"MJC","timestamp":"1641888015888","data":{"entityId":"W..."}]
25	2022-01-11 09:01:07	1	0	15	["id":"406ea58a-1c12-4c1c-902a-395f5101342f","topic":"Reservation","type":"checked-out","accountId":"MDJV","propertyId":"BER","timestamp":"1641891667059","data":{"entityId":"HXW..."}]
24	2022-01-11 09:00:37	1	0	17	["id":"17ae8597-96c8-4695-8294-632b7419a622","topic":"Reservation","type":"checked-out","accountId":"MDJV","propertyId":"VIE","timestamp":"1641891636967","data":{"entityId":"OYU..."}]

A log file of all requests can be found in the C:\tig2020\LogFiles directory.

Name	Date modified	Type	Size
HTTPWebHookHandler20220111	1/11/2022 10:09 AM	Log File	593 KB
HTTPWebHookHandler20220110	1/10/2022 11:59 PM	Log File	676 KB

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

```

HTTPWebHookHandler20220110 - Notepad
File Edit Format View Help
[10-Jan-2022 00:00:22.62 [Webhook] Process Request.
[10-Jan-2022 00:00:22.63 [ProcessRequest] Received : {"id":"2160e7da-73f0-45e2-84a5-d4380587f7e7","topic":"system","type":"healthcheck","accountId":"MDJV","propertyIds":["BER"],"timestamp":"1641772822620"}
[10-Jan-2022 00:01:23.23 [Webhook] Process Request.
[10-Jan-2022 00:01:23.23 [ProcessRequest] Received : {"id":"699a99c9-f31c-4b3d-b0d0-cc95d4d0ef6c","topic":"system","type":"healthcheck","accountId":"MDJV","propertyIds":["BER"],"timestamp":"1641772883191"}
[10-Jan-2022 00:02:22.92 [Webhook] Process Request.
[10-Jan-2022 00:02:22.92 [ProcessRequest] Received : {"id":"0e257b3e-9622-471a-88e3-ba08b6241a09","topic":"system","type":"healthcheck","accountId":"MDJV","propertyIds":["BER"],"timestamp":"1641772942914"}
[10-Jan-2022 00:03:22.55 [Webhook] Process Request.
[10-Jan-2022 00:03:22.55 [ProcessRequest] Received : {"id":"a28a7dcc-a70b-4552-9043-a418ceebf2df","topic":"system","type":"healthcheck","accountId":"MDJV","propertyIds":["BER"],"timestamp":"1641773002517"}
[10-Jan-2022 00:04:22.77 [Webhook] Process Request.
[10-Jan-2022 00:04:22.77 [ProcessRequest] Received : {"id":"c281d55d-9f3b-4878-ad07-3c8752c48aa3","topic":"system","type":"healthcheck","accountId":"MDJV","propertyIds":["BER"],"timestamp":"1641773062771"}

```

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

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

UK Support - +44 1425 891091 or email support-uk@tigertms.com

European Support +49 211 8739 0032 or email support-eu@tigertms.com

UAE Support +971 4391 0382 or email support-me@tigertms.com

US Support +1 800 424 6757 or email support-us@tigertms.com