

# SECTION 2: SYSTEM ADMINISTRATION

**System Control**

**Daily System  
Administration**

**Communication with Users**

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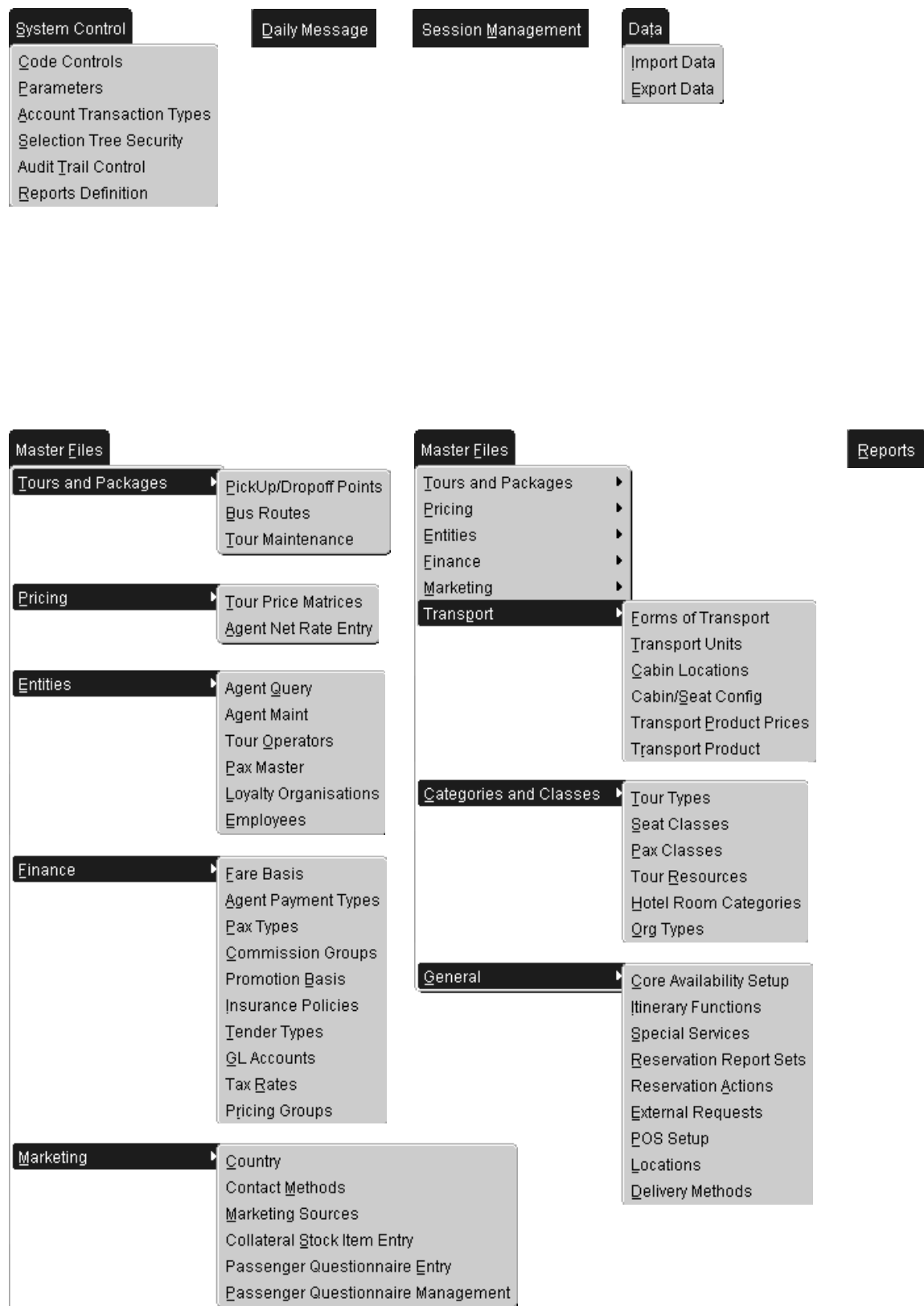
# System Administration Tasks

The System Administration menu gives access to a number of forms and processes that are essential to the operation of PRO\*Resort. Access to this menu is restricted to users with system manager privileges and any changes to data in this area of the system must be undertaken with great care.

There are three main sections:

1. System Control
2. Daily System Administration
3. Communication with Users.

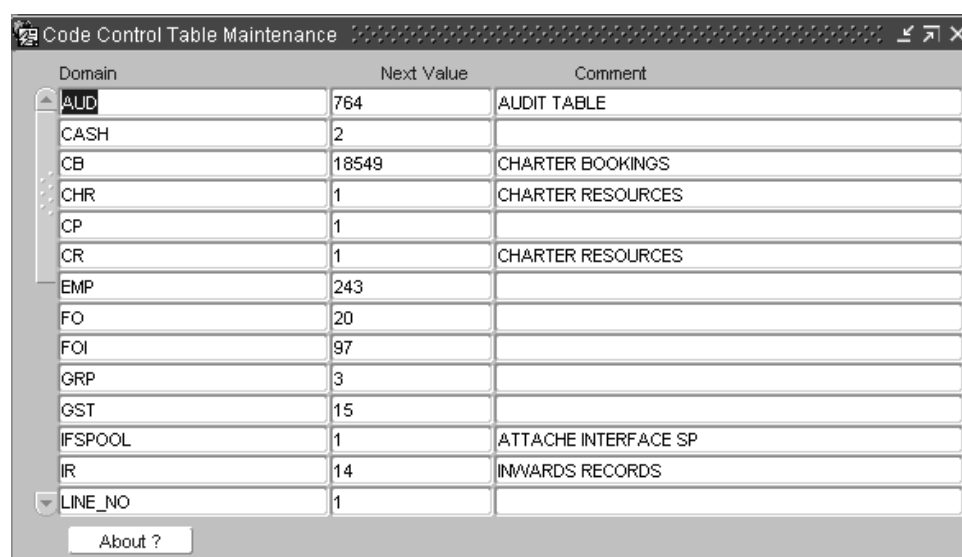
# 2.0 Menus



## 2.1 System Control

### 2.1.1 Code Controls

Module Name	Access Path	Purpose
SCGCODE	System Administration/ System Control/ Code Controls	To enter or amend master file sequence numbers



Domain	Next Value	Comment
AUD	764	AUDIT TABLE
CASH	2	
CB	18549	CHARTER BOOKINGS
CHR	1	CHARTER RESOURCES
CP	1	
CR	1	CHARTER RESOURCES
EMP	243	
FO	20	
FOI	97	
GRP	3	
GST	15	
IFSPool	1	ATTACHE INTERFACE SP
IR	14	INWARDS RECORDS
LINE_NO	1	

The Code Control Maintenance table is for maintaining sequence numbers of critical master files and transaction files, e.g., employee numbers and tour reservation confirmation numbers, and allows the System Manager to adjust sequence numbers.



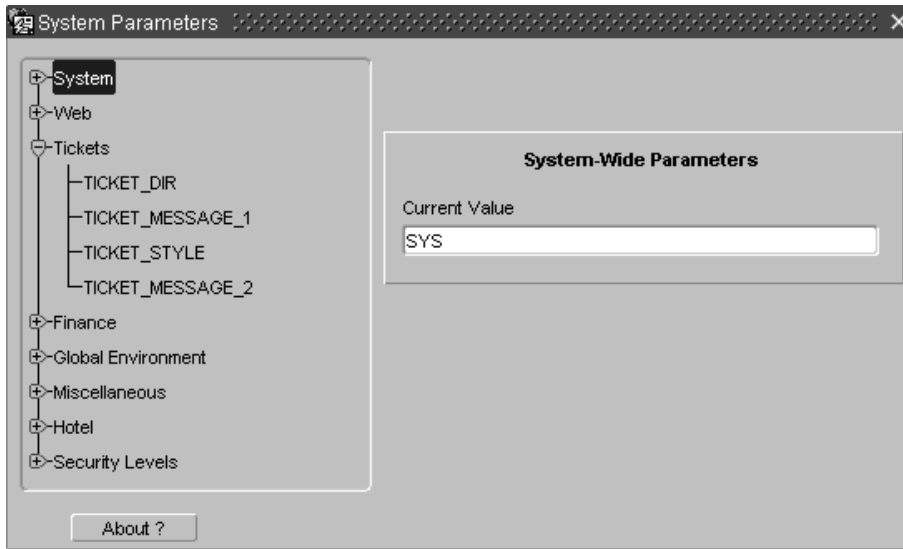
**A new value must not be set lower than the current system value (i.e., one below the Next Value shown in the second column) or the system will cease to operate the function amended. For example, if the current maximum confirmation number is 1001, setting 900 will stop all reservations being entered. Typically, this code control table is set up by Proteus.**

The code control table is a single block, three column, multi row form:

<b>Domain</b>	The domain that references code control number.
<b>Next Value</b>	The next value that will be used when this domain number is entered.
<b>Comment</b>	A description of the field.

## 2.1.2 Parameters

Module Name	Access Path	Purpose
SSYSPAR	System Administration/ System Control/ Parameters	To enter or amend system parameter settings



System parameters are usually set at the time of installation and seldom require amendment. Navigation is via the tree menu structure on the left hand side of the form. In the above example, the Tickets heading has been expanded to show its parameters.




### System

New Parameter	Allows definition of a new parameter – only used by Proteus or under direct instruction from Proteus.
APPL_HOME	The home directory for the application.
CHECK_IN_METHOD	Check in method for departing passengers.
OVERBOOK_PCNT	A numeric value for the percentage overbooking allowed, e.g., an entry of 10 would allow an over book of 20 passengers where the max passenger limit is set to 200.
WAITLIST_PCNT	A numeric value for the percentage waitlisting allowed, e.g., an entry of 10 would allow a waitlist of 20 passengers where the maximum passenger limit is set to 200.
SYSTEM_KEY	For Proteus use.
REPORTING_USER_LOGIN	Username/password; prompt for web reporting, e.g., reporter/manager.
DATE_FORMAT	System default date format.
DEFAULT_RES_STYLE	COMPOUND or SIMPLE – used to determine style of posting from Travel Workbench.
CURRENT_RELEASE	The text that appears at the top left of the

	PRO*Resort screen.
ALWAYS_CREATE_PAXM	Y = automatically create a master record for the first passenger listed in bookings made via Compound Reservations N = manual passenger master creation (legacy system behaviour).

## Web

H_WEB_MENU	Web menu height.
NOTIFY_EMAIL_1	Email address to be sent confirmations.
WEBSERVE_CFM	Web service confirmation report, e.g., PTRCFMA.
WEB_ALINK	WebRes booking interface – colour of link text after it is used.
WEB_BODY_ATTRIB	Web body attributes.
WEB_CFM_EMAIL	Indicates if confirmation email should be shown or hidden.
WEB_DIR	File location for large text objects inserted into Web Subjects.
WEB_HEAD_TAB_ATTRIB	Web body attributes.
WEB_VDIR	Web page virtual directory – for web site images.
WEB_TEXT	WebRes booking interface – text color.
WEB_RES_REPORTS_RUN	Location and name of WebRes reports executable.
WEB_REPORTS_RUNTIME	Location and name of thin client reports executable.
WEB_PROTOCOL	WebRes reports protocol – standard (http://...) or secure (https://...).
WEB_PAGE_HOST	Web page host for PRO*Resort – name and port.
WEB_LINK	WebRes booking interface – colour of link text.
WEB_HIDE_TOOLBAR	Y = hide toolbar throughout WebRes N = show toolbar.
WEB_HIDE_RESFORM_PUP	Y = hide pop ups throughout WebRes N = show pop ups.
W_WEB_MENU	Web menu width.
WEB_VLINK	WebRes booking interface – colour of link text on use.


WEB_VDIR_IMG	Virtual directory for images, style sheets, etc.
WEB_HIDE_EQUIPMENT	<p>Y = hide the following items throughout WebRes:  Equipment Notes  Transport Notes  Catering Notes  Agent Reference</p> <p>N = the above are displayed.</p>  <p><i>Where agent = CONSUMER then Agent Reference is never displayed.</i></p>
WEB_HIDE_DEPOSIT	<p>Y = hide Deposit throughout WebRes (and Deposit defaults to zero)  N = show Agent Deposit line.</p>
WEB_HIDE_COMMENTS	<p>Y = hide Comments throughout WebRes  N = show Comments (Bus Notes) notes field.</p>
WEB_HIDE_CLEAR	<p>Y = hide "Clear and Start Again" button on shopping cart  N = show "Clear and Start Again" button.</p>
WEB_HIDE_ADD_COMP	<p>Y = hide "Add Components" button on shopping cart  N = show "Add Components" button.</p>
WEB_DISPLAY_WIDTH	Default web site display width.
WEB_DEFAULT_BASIS	<p>Y = hide Fare Basis and default to Single  N = show Fare Basis.</p>
WEB_CFM	<p>Web booking interface – reservation confirmation default report code, e.g., PTRCFMA.</p>  <p><i>If 0 (zero) is entered then the Send Email Confirmation and Preview Confirmation on the WebRes Success page are hidden.</i></p>
WEB_HIDE_PICK_UPS	<p>Y = hide Pickup Point and Pickup Time on the WebRes Success page  N = show Pickup Point and Pickup Time on the WebRes Success page.</p>  <p><i>DUMMY is excluded.</i></p>
WEB_HIDE_VALUE	<p>Y = hide Value on the WebRes Success page  N = show Value on the WebRes Success page.</p>
WEB_AUTO_ASSIGN	<p>Y = auto assign passengers to seats  N = do not auto assign passengers to seats.</p>



WEBSERV_KEY	Y = use key for Webserver access N = do not use key for Webserver access.
WEB_BGCOLOR	WebRes booking interface – background color.
WEB_HIDE_COMM	Y = hide Commission on the WebRes confirmation page N = show Commission on the WebRes confirmation page.
WEB_HIDE_COMM_NAME	Y = hide Commission Name on the WebRes confirmation page N = show Commission Name on the WebRes confirmation page.


## Tickets

TICKET_DIR	Ticket file output location for ticket style D.
TICKET_STYLE	Style of ticket, e.g., 'D'.
TICKET_MESSAGE_2	Blank ticket text – used by ticket style D.
TICKET_MESSAGE_1	Blank ticket text – used by ticket style D.

## Finance

30_DAY_MESSAGE	30 day overdue message for SEPARATE style statements.
60_DAY_MESSAGE	60 day overdue message for SEPARATE style statements.
ACCOUNT_BUILD_ORDER	NS or SN determines the order of concatenation where: N = Natural Account as detailed in System Parameters S = Sub account as detailed elsewhere in PRO*Resort.
EMAIL_ADDR_FOR_LOGS	Email address where Financial Generator logs are sent.
DISCOUNT_GL	The general ledger code for discount.
DEPOSIT_TRX_CODE	Deposit transaction code.
DEFAULT_TENDER_TYPE	Default payment method.
DEFAULT_TAX	Default tax rate (enter as a number but applied as a percentage) if tax code set but no valid date range set up.  <b>Applies only to exclusive taxes.</b>

DEBTOR_PAY_TRX_TYPE	Default payment type for payment debt or account.
CREDIT_CARD_TIMEOUT	Credit card transaction timeout in seconds.
CREDIT_CARD_OUT	Credit card processor output directory.
CREDIT_CARD_IN	Credit card processor input directory.
MERCHANT_NO2	Credit card merchant code 33 to 64 chars.
MERCHANT_NO1	Credit card merchant code 1 to 32 chars.
INVOICE_STYLE	GROUP = invoice/statement as single report SEPARATE = invoices and statements separate.
INTERFACE_SCRIPT	Site specific file name for interface script.  <b>The default file name may be overwritten and care is needed to reinstate the default value set by Proteus if this occurs.</b>
INTERFACE_FILE	Directory location of the interface files.
INTEGRATION_SOURCE	Source description for financial integration.
INSURANCE_GL	General ledger code for insurance.
GST_FACTOR	The GST factor, e.g., 11 where prices include GST at 10%.
GST_DR	Debit general ledger account for GST.
TTRX_LOG_SUBJECT	Text that goes in the subject header for the transaction log email sent.
TTRX_LOG_DEST	Directory for Financial Generator batch log file.
TOUR_SALES_GL	General ledger code for sales.
TOUR_COST_GL	General ledger code for tour costs.
PROCESSOR_URL	Credit card processor web address.
PREPAID_SUSPENSE	General ledger code for prepayment postings.
PER_PAX_TAX	Tax chargeable per passenger if no other tax is calculated – enter as dollar amount to be applied.  <b>Applies only to exclusive taxes.</b>
MIN_ROUNDING	Minimum denomination in local currency for change calculation via cashiering form.
GST_CR	Credit general ledger account for GST.
GROSS_REVENUE_DR	Debit general ledger account for gross revenue.

GROSS_REVENUE_CR	Credit general ledger account for gross revenue.
FIN_PROCESS_DELAY	Number of days in arrears to run Create.
FINANCIAL_PROCESSOR	Credit card process name.
ERROR_LOG_SUBJECT	Text that goes in the subject header for the error log email sent.
ERROR_LOG_DEST	Directory location of financial generator error log.
COMMISSION_GL	General ledger code for commission.
YEAR_END	Month (as a number) of financial year end.
CASH_SALE_TRX_TYPE	Default transaction type for cash sales.
CASH_SALE_CODE	Organisation code for cash sale invoices.
CANX_FEE_GL	General ledger code for cancellations.
CALC_COMM_ON_TAX	Y = commission calculated after tax is applied N = commission calculated before tax is applied.  <b>Applies only to exclusive taxes.</b>
ACCOUNT_TRX_TYPE	Default transaction type for account sales.
90_DAY_MESSAGE	90 day overdue message for SEPARATE style statements.
CHANGE_TOUR	Operator security level required to change a frozen or locked tour.
GROSS_REVENUE_GL	Enter the natural account code for the item (alphanumeric entries supported). Where no natural account code is required enter 0 (zero).
CANX_FEE_TAX	Tax rate to apply to cancellation fees – set to 0 (zero) if none applies.
PRICE_RULE_ORDER	Order pricing should be applied, e.g., 'PNGT' where P=netratePricegroup, N=Netrate, G=tourpriceGroup, T=Tourprice.

## Global Environment

AT_TIME_SPEC	Operating system specific time specification.
DATABASE_ALIAS	Database alias in tnsnames.
EMAIL_SENDER	Email address shown on sent emails.
HOST	Name and port of host server for PRO*Resort.

JAVA_DB_HOST	Address and port of Java database host.
JAVA_REP_DIR	Directory for Java reports.
JOB_FILE	Name of file used to store Financial Generator jobs.
WEB_REPORTS_SERVER	Listener name of WebRes reports engine on Oracle Reports server.
WEB_REPORTS_HOST	Name and port of WebRes reports host for Oracle Reports server.
RM_FILE_CMD	Remove file command.
REPORTS_WEB_PROTOCOL	Web protocol for reports run from PRO*Resort, e.g, 'http://'.
REPORTS_SERVER	Listener name of reports engine on Oracle Reports server.
REMOTE_SYS	For Proteus use.
PORT	Oracle database listener port, e.g., 1521.
PAX_LOADER_DIR	Directory for import of passenger file(s).
MV_FILE_CMD	Move file command.
LOCAL_BIN	Location of local program files.
JOB_RUN_CMD	Location and name of program used for running server scripts.
TMP_DIR	Location of file(s) used for error log from Financial Generator.
SPOOL_DIR	Location of file(s) used for printer spooling.
SMTP_HOST	Name of the default email server.
JAVA_REP_HOST	Address and port of host for Java reports.
JAVA_REP_ALIAS	Java reports application alias.
HOST_SHELL	Shell for host commands.
FAX_PROGRAM	Location and name of program used for fax transmission.
EMAIL_PROGRAM	Location and name of program used for email transmission.
CREATE_TRX_JOB	Directory for financial transaction jobs.
SCHEDULER_REPORT_DIR	Directory for scheduler report output.

## Miscellaneous

CFM_MSG	Text that goes in the subject header for confirmation emails sent by PTCFMSND.
VOUCHER_REPORT	Default voucher report when the Voucher button is used on Simple Reservations, e.g., PTVOUCHC.
JOB_EMAIL_LOG	Y = send job start/finish times via email N = do not send job start/finish times.
FULL_COMPANY_NAME	Company name used in the web verbose confirmation page.
FARE_B_TEXT	Fare B description - used by ticket style D.
FARE_A_TEXT	Fare A description – used by ticket style D.
MAILEVENT_PATH	Directory for notification email scripts.
COMPOUND_QRY_PTRES	Y = allow query of compound reservations in PTRES N = do not allow query.

## Hotel

DEFAULT_HOTEL	Name of the default hotel.
DEFAULT_CHECK_OUT	Default check out time in 24hr format HH:MM, i.e., 13:00 is 1:00pm.
DEFAULT_CHECK_IN	Default check in time in 24hr format HH:MM, i.e., 13:00 is 1:00pm.
ROOM_FO_CAT	Default folio master category.
HOTEL_SEARCH_DAYS	HSCHRES default date range.
HIDE_BLDG_WING	Y = identify a room only by it's room number N = identify a room by hotel code, building code, wing code and room number.

## Security Levels

Used to change the default security levels for the functions listed in the second column.

ASSIGN_ALL	Access to Assign All button.	Compound Reservations
ASSIGN_ONE	Access to assign button on components.	Compound Reservations
RES_PAST_DATE	Enter/Edit reservation on past date.	Simple & Compound Reservations

QUICK_AGENT	Access quick agent entry.	Compound Reservations
LAUNCH_DEPARTURES	Launch departures form from reservations.	Simple & Compound Reservations
EDIT_LIMITS	Enter/Edit limits.	All limits forms
DELETE_INS_NO	Delete insurance where NO payments exist.	Compound Reservations
DELETE_INS	Delete insurance where payment exists.	Compound Reservations
DATE_CHG_TIC	Date change on ticketed reservation.	Simple & Compound Reservations
CUS_TOUR	Enter custom tour name.	TravelWorkbench
CUS_PRICE	Enter/Edit custom pricing.	TravelWorkbench
CUS_COMM	Enter custom commission.	TravelWorkbench
VALUE_ADJUST	Enter/Edit value adjustments.	Simple & Compound Reservations
CHG_RES_STATUS	Override reservation status.	Simple & Compound Reservations
CFM_MSG_CHG	Permanent change of reservation confirmation message.	Simple & Compound Reservations
CANX_TIC	Cancel ticketed reservations.	Simple & Compound Reservations
CANX_RES	Cancel reservation.	Simple & Compound Reservations
CANX_INS	Cancel a reservation with insurance.	Compound Reservations
CANX_COMP	Cancel a component.	Compound Reservations
CANX_COMP_TIC	Cancel ticketed component.	Simple & Compound Reservations

## 2.1.3 Account Transaction Types

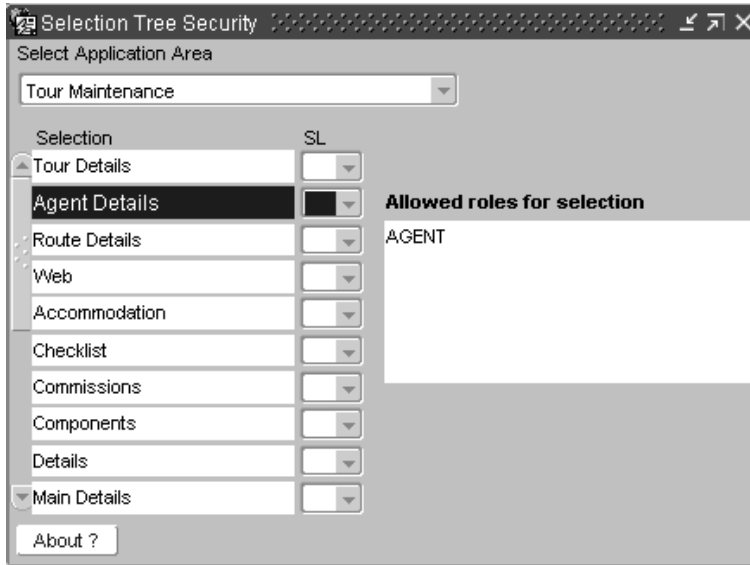
Module Name	Access Path	Purpose
ACHGTYP	System Administration/ System Control/ Account Transaction Types	To enter or amend account transaction types and associated general ledger codes

Code	Description	Dr/Cr	GLedger Account
PRE	PREPAID	DR	1001
COD	CASH ON DAY	DR	1002
REF	REFUND	DR	1000



PRE, COD and REF are system default codes and should not be deleted or changed other than to assign alternate general ledger account codes if required.

## 2.1.4 Selection Tree Security

Module Name	Access Path	Purpose
PTTRESEC	System Administration/ System Control/ Selection Tree Security	To enter or amend selection tree security for Agent Maintenance (PTAGENT) and Tour & Package Maintenance (PTTOURS)



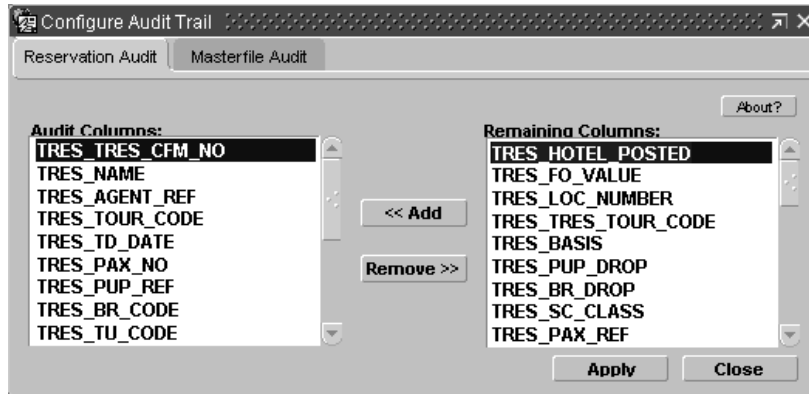
Use this form to control access to individual menu tree options within Agent Maintenance (PTAGENT) and Tour & Package Maintenance (PTTOURS).

<b>Select Application Area</b>	Use drop list to choose from Tour Maintenance or Agent Maintenance.
<b>Selection</b>	<p>Default list of menu tree options for the selected application area.</p>  <p><i>All levels of the selection tree are included in the list, e.g., Web (being a node) and Web Tours &amp; Web Subject are all included and both security levels and access role privileges may be set at any level.</i></p>
<b>SL</b>	<p>Security level – select the security level access required from the drop list. Default = null = all users.</p>
<b>Allowed roles for selection</b>	<p>Use List of Values to select user roles allowed to access the option.</p>  <p><i>Use Insert Record (green cross) for second and subsequent roles required and then list of values.</i></p>

## 2.1.5 Audit Trail Control

Module Name	Access Path	Purpose
SAUDCTRL	System Administration/ System Control/ Audit Trail Control	To amend audit trail entries for reservations forms and various master files

### Reservation Audit



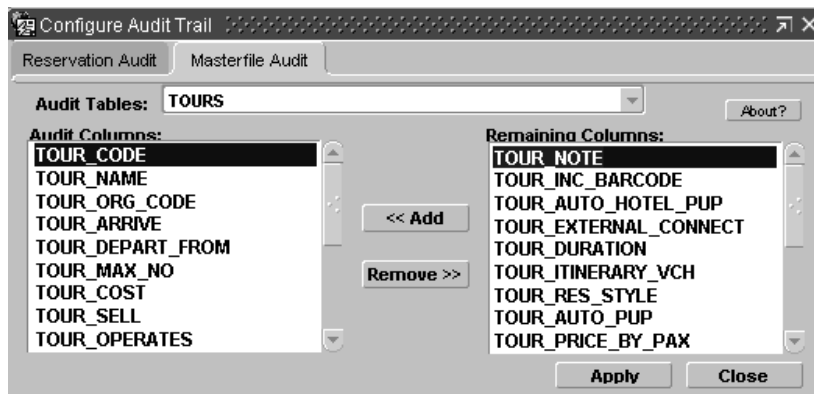
**Audit Columns** Lists the field names already included in the audit trail for this form.

**Remaining Columns** Lists the additional fields available for inclusion in the audit trail for this form.

**Add** Highlight the additional field required in the Remaining Columns list and press Add to move it to the Audit Columns list.

**Remove** Highlight the field to be removed in the Audit Columns list and press Remove to move it to the Remaining Columns list.

### Master File Audit



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<b>Audit Tables</b>	Use the drop list to select the form required.
<b>Audit Columns</b>	Lists the field names already included in the audit trail for this form.
<b>Remaining Columns</b>	Lists the additional fields available for inclusion in the audit trail for this form.
<b>Add</b>	Highlight the additional field required in the Remaining Columns list and press Add to move it to the Audit Columns list.
<b>Remove</b>	Highlight the field to be removed in the Audit Columns list and press Remove to move it to the Remaining Columns list.

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## 2.1.6 Reports Definition

Module Name	Access Path	Purpose
PTREPOUT	System Administration/ System Control/ Reports Definition	To enter or amend report definitions

**Reports Definition**

Application: protour, Name: test, Shortname: TEST, Language: Custom

Run Type: Server Host, Path: , Run Command: /bin/sh /usr/local/bin/run\_rep\_prn, Parameters No: , Params as String?:

Purpose: test 4861, Device: , Printer Language: , Port Definition: , Priority: 25

Tree State: , Tree Depth: , Tree Icon:

Allow in Jobs:

Seq	Name	Type	Prompt	Default Parameter	Data Format	Allow Null?
1	date	DATE	Date From:		DD-MON-YYYY	<input type="checkbox"/> Long Default
2	date	DATE	Date To:		DD-MON-YYYY	<input type="checkbox"/> Long Default

Error Text:  Help Text:  Select LOV:  Validate from LOV?:

Buttons: About?, Report History

The Reports Definition form is used primarily by Proteus to add reports to PRO\*Resort and to configure automated printing for the Document Sub-system. There are several functions of the form that System Managers should be aware of and will from time to time need to use.

### Cats/Roles

### Displays:

**Categories & Roles**

Categories: VOUCHER/CFMS, CONFIRMATION


Roles: MANAGER, PROGRAMMERS, QUERY, RES\_JUNIOR, RES\_SENIOR, RESERVATIONS

Select block to modify and use 'Insert' or 'Delete' to change

### Categories:


The first category dictates where the report appears within the reports menu structure. In the example, VOUCHER/CFMS. The second category (if required) defaults to CONFIRMATION and makes the report available in the drop list of the Send Confirmation form in Compound Reservations.

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 See Section 4: Confirmations.

**Roles:**

User Roles control access to the report.

 See Section 3: Employees.



*Use Insert (green cross) and Delete (red cross) to add or remove records.*

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**Priority**

Dictates the rank/position of the report in the category.



*Right mouse click on a report in the list and use Cut and Paste to move the report within the list. The Priority is automatically changed to reflect the new position.*

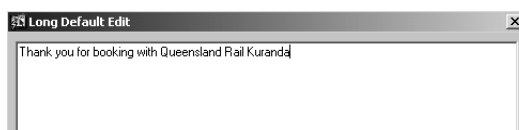


*If the Priority is set to NULL (blank) the report does not appear in the reports menu.*

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**Long Default**


Where free text parameter fields are provided on reports, e.g., Reservation Confirmations, the Long Default option is used to specify the default text:



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**Allow in Jobs**

Tick this box to allow the report to added to the job queue.

 See Appendix 2: Report Queue.

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## 2.2 Miscellaneous System Administration

### 2.2.1 Passenger Import

Module Name	Access Path	Purpose
PTPAXBAT	System Administration/ Data/ Import Data	To import passenger information change data from an external system

The screenshot shows the 'Pax Import' application interface. At the top, there is a window title bar with 'Pax Import' and a close button. Below the title bar is a text input field containing the URL '/oracle/custom/import/pax'. To the right of the input field are two buttons: 'Execute Load' and 'About ?'. Below the URL bar is another empty text input field. Underneath this is a 'Find Cfm' button and an 'Update' button. The main content area is divided into two sections. The first section is titled 'Passenger Information changes to apply' and contains a table with the following columns: 'Tres Cfm', 'Name', 'First Name', 'Title', 'Sex', and 'SSR'. The table is currently empty. The second section is titled 'Passenger Information to be updated' and contains a similar empty table with the same columns.

Use this function to load CSV formatted data files that contain passenger detail changes from an external source, such as a spreadsheet table.

**This is not a standard function of PRO\*Resort and will only be configured by Proteus if required by your site.**

## 2.2.2 Export Data

Module Name	Access Path	Purpose
EXPORT.BAT	System Administration/ Data/ Export Data	To export data to an external system

Export data will run a pre-defined script dedicated to your site for exporting the PRO\*Resort data for possible backup or restoration on another system.

This should be selected only when no other users are in the system.

**This is not a standard function of PRO\*Resort and will only be configured by Proteus if required by your site.**

## 2.2.3 End of Period

Module Name	Access Path	Purpose
SCRIPT	System Administration/ Data/ End of Period	To run a pre-defined script to perform any end of period processing and statistical reset

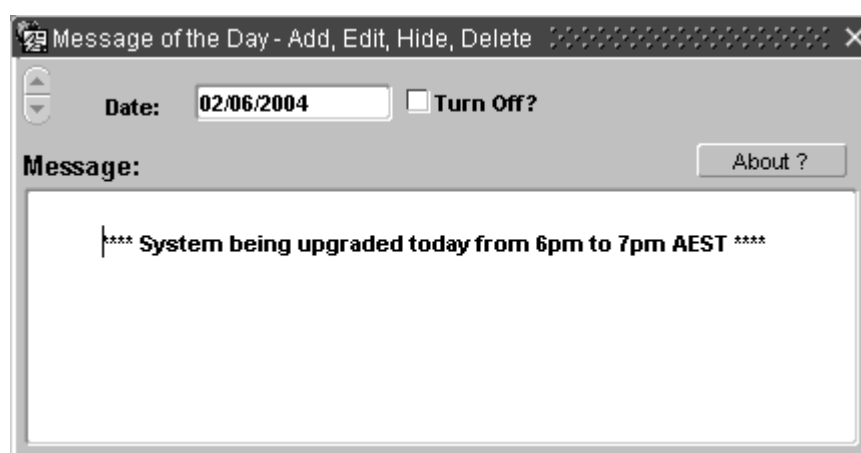
This menu option is enabled on a site by site basis dependent upon local requirements.

**This is not a standard function of PRO\*Resort and will only be configured by Proteus if required by your site.**

## 2.3 Communication with Users

### 2.3.1 Daily Message

Module Name	Access Path	Purpose
SMOTD	System Administration/ Daily Message	To create, view or edit daily messages that appear in the start up window



Message of the Day appears on the Session Detail screen of every user each time they log into PRO\*Resort.

To enter a new message press create new record (green cross). Enter a date and tab to the message row to enter a message up to 500 characters in length.

Should you require to delete a message simply press delete record.

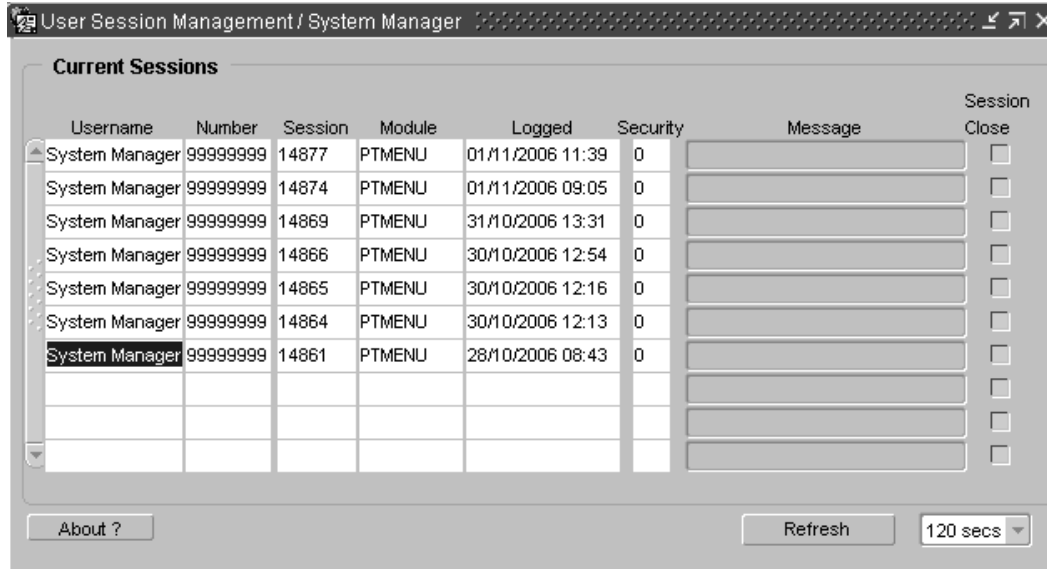
To stop the message from being displayed check the "Turn Off?" check box.



*Changes to the Message of the Day will only appear on users screens the next time they log in.*

## 2.3.2 Session Management

Module Name	Access Path	Purpose
SSESSION	System Administration/ Session Management	To display and control user sessions



If your site is configured for session management then you will be able to use this screen to control users. All systems will have this session management screen available for display purposes. Each time a user is logged in a record is created to show the time and date and session ID.



*If users exit the system illegally, e.g., via CTRL/ALT/DEL, their session will not be removed automatically from this screen. These "ghost" sessions may be removed manually by highlighting them and pressing delete record (red cross on Forms interface).*

It is a multi row, single block form with information about each logged in user:

<b>Username / Number</b>	The employee name and number as set up in the Employee Data File.
<b>Session</b>	The session number in the title bar of the Session Detail form.
<b>Module</b>	The module name for the session being used. This will only be updated if session management is enabled for your site.
<b>Logged</b>	Shows the login date and time for that logon.

If session management has been enabled for your site the next 2 columns will be available; otherwise they will be greyed out.

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**Message**

A message entered and saved will display on the selected users screen within 1 minute of it being launched.

If you wish to close down an illegal session you still need to enter a message to WARN the user by using the session close box.

Saving this will then give the user a message within 1 minute of it being saved and the user can acknowledge and close his session.

---

**Refresh Button**

Press to refresh the list of logged in users immediately. Setting the pop list to the right of the refresh button will change the regular automatic refresh of this form for the current session only. That is, if you reopen this form it will default to a refresh timing of 2 minutes.

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