

Troubleshooting

Issue: The Online Availabilities Are Incorrect!

Quick Remedy: Highlight the dates on the Reservation Chart, Right Click and select Sync x days avail. Afterwards, you should “reload” the online page to check if the Availabilities are now correct.

If the Online Availabilities are still incorrect, then try uploading an odd price to check that your pc is communicating... for example, your room rate may be £75.00, change this to £75.01. You should “reload” or “refresh” the online page to check if the Rate is shown as £75.01. If the price does not change online, then you are advised to check your pc Firewall (or Parityrate Channel Manager) – see below...

Related actions:

Firewall

Perhaps your Firewall is blocking incoming/outgoing data? Ensure all Firewalls allow the following programs:-
c:\resident pro\hotelv9.exe | c:\resident pro\queue.exe | c:\resident pro\roomcast.exe

Router / Windows Issues

If you suspect your internet is not performing properly, then remove the power from the Router, count to 5, replug in the power, then reboot the pc. Alternatively contact your broadband provider.

Parityrate Channel Manager

If you use the Channel Manager, then login to www.parityrate.com to check to see if there are any service announcements that would affect the link. You can check the availabilities and prices listed inside this extranet, and you can manually change the prices and availabilities (try using the £75.01 technique described earlier to check if the links are working). You can also raise a Support Ticket if you suspect there is an issue with the Channel Manager or a particular Site or Room Type.

Booking.com

If you use the direct link to Booking.com, then login to the Booking.com extranet to check the availabilities and prices. You can ask Booking.com to add the feature to manually change the prices and availabilities to your XML extranet.

Booking.com allows you to setup “Flash Promotions”. If you setup such a Promotion then please note that the Promotion will ALWAYS sell rooms even when you have NO availability! Booking.com assumes that the Promotion is always available, regardless of what availabilities you are showing.

Mapping

Please do not change, remove or add any of the existing automated rooms with the Agencies Sites without also contacting Resident Pro (and/or Parityrate, if used) to ensure the Mapping to rooms remains intact.

Resident Pro Error Report

If there was an issue uploading to a specific date, it is recorded in the Error Report. You can view the Error Report in the INTRAY. Re-sync any dates that are specifically listed.

Tip: Go to Resident Pro, Reception, File, Setup, Preferences, and on the “Booking tab” tick the box “Prompt to upload on startup”. This will prompt you to re-sync 3 months availability each time you start Resident Pro.