Office Link Driver (O.L.D) Maintenance version follow up Version 2.4.1

Revision History

Edition 20: December 12, 2019		**version 2.4.1**
Edition 19: April 9, 2019		version 2.3.18
Edition 18: February 25, 2018		version 2.3.17
Edition 17: January 2, 2018		version 2.3.16
Edition 16: June 19, 2017		version 2.3.15
Edition 15: November 21, 2016		version 2.3.14
Edition 14: August 7, 2015		version 2.3.12
Edition 13: February 4, 2015		version 2.3.11
Edition 12: November 29, 2013		Version 2.3.10
Edition 11: November 6, 2013		version 2.3.9
Edition 10: August 12, 2013		version 2.3.8
Edition 09: July 24, 2013		version 2.3.7
Edition 08: December 4, 2012		version 2.3.6
Edition 07: January 24, 2011		version 2.3.5
Edition 06: April 24, 2009		version 2.3.3
Edition 05: October 3, 2008		version 2.3.2
Edition 04: November 8, 2007		version 2.2.2
Edition 03: August 27, 2007		version 2.2.0
Edition 02: October 19, 2006		version 2.0.6
Edition 01: June 28, 2005		version 2.0.5

Legal notice:

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1 Objects

This document contains the list of corrections included in the maintenance software of the ALE Office Link Driver (O.L.D is only available for OmniPCX Office R500 and higher Software's).

1.1 Office Link Driver: Evolutions since the Office Hotel Link driver

- XTSce41566 Metering tickets through WEB services.
- XTSce41555 OHL Driver - OHAPI through WEB services
- XTSce41554 Hotel Manual DDI number allocation
- XTSce41557 Hotel Wake up initiator identification

Corrections in Office Link Driver v2.0.5

Identifier	Siebel	Sv.	Headline
XTSce79588	1-63325141	3_major	OHL – No voice mail allocated at Check in using OHL driver

XTSce79588 Comment - This correction is only available if the O.L.D is connected to an OXO running R500/033.001 or higher version. For previous OmniPCX office R500 versions a default value is used for voice mail creation at check-in (no creation).

1.2 Corrections in Office Link Driver v2.0.6

Identifier	Siebel	Sv.	Headline
XTSce82471	1-67035091	3_major	OLD driver does not start automatically

1.3 Corrections in Office Link Driver v2.2.0

Identifier	Siebel	Sv.	Headline
XTSce30311	N/A	4_minor	Missing Appointment deletion for OHL connectivity

XTSce30311 Comment - The correction is only available since OXO R600/005.001 and higher versions. If the O.L.D is connected to an older version, behavior is the same as previously.

1.4 Corrections in Office Link Driver v2.2.1

Identifier	Siebel	Sv.	Headline
crms00021246	N/A	4_minor	Permanent Wake-up not deleted if Check Out over OHL/OLD

crms00021246 comment – The correction delivered in **crms00021246** for Permanent Wakeup delete will only work for OmniPCX Office R510 versions (see OLD v2.2.2 for same correction with R610)

1.5 Corrections in Office Link Driver v2.2.2

Identifier	Siebel	Sv.	Headline
crms00021245	1-77035035	3_Major	Permanent Wake-up not deleted if Check Out over OHL/OLD
crms00021091	1-76542063	4_Minor	Checkout via OHL driver gives wrong default password for Belgacom

Crms00021245 comment - the correction is only available with OXO R610/009.001 and higher versions and from OLD 2.2.2 (v2.2.2 also includes this correction for R510 delivered in v2.2.0).
(NB : this correction is available in OLD 2.3.0 specific version).

1.6 Corrections in Office Link Driver v2.3.0

Identifier	Siebel	Sv.	Headline
crms00001921	N/A	3_Major	VISTA: application OHL not running

1.7 Corrections in Office Link Driver v2.3.1

Identifier	Siebel	Sv.	Headline
crms00021245	1-77035035	3_Major	Permanent Wake-up not deleted if Check Out over OHL/OLD
crms00021091	1-76542063	4_Minor	Checkout via OHL driver gives wrong default password for Belgacom

Note: v2.3.1 is released to introduce the Alcatel-Lucent Branding (ie Alcatel has been changed for Alcatel-Lucent in the OHL Service description. These corrections have been merged from release 2.2.0).

1.8 Corrections in Office Link Driver v2.3.2

Identifier	Siebel	Sv.	Headline
crms00023655	NA	4_Minor	OLD OHL Copyright & Company name
crms00023607	NA	4_Minor	OLD_2.3.0_setup.exe has ALCATEL BUSINESS SYSTEMS in properties

1.9 Corrections in Office Link Driver v2.3.3

Identifier	Siebel	Sv.	Headline
crms00157689	NA	4_Minor	Permanent wakeup not deleted when checkout is done over OHL/OLD
crms00023707	NA	4_Minor	Check out thru OHL does not restore set language

Note: crms00157689 provides the same correction as crms00021245 for all supported OXO software releases but now also R710, which was not supported in previous versions of OLD

1.10 Corrections in Office Link Driver v2.3.5

Identifier	Siebel	Sv.	Headline
crms00203999	1-102307551	4_minor	Missing problem code and CRC on room status change

1.11 Corrections in Office Link Driver v2.3.6

Identifier	Siebel	Sv.	Headline
crms00376230		3_Major	OXO R820: 6 digits password support with OLD driver and Hotel application

1.12 Corrections in Office Link Driver v2.3.7

Identifier	Siebel	Sv.	Headline
crms00439098		3_Major	OLD is no longer working if a 8002/8012 set is connected on OXO

1.13 Corrections in Office Link Driver v2.3.8

Fix for crms00439098 is working only when OLD 2.3.7 is installed the first time on a PC – fix is not working in case of an upgrade of a former version.

1.14 Corrections in Office Link Driver v2.3.9

Identifier	Siebel	Sv.	Headline
crms00461025 wrk crms00463184	1-153344313	3_Major	OLD reply message not conform if check in performed without password. Frame is not complete and is blocking the link

1.15 Corrections in Office Link Driver v2.3.10

Identifier	Siebel	Headline
crms00461025 wrk crms00469911	1-153344313	OLD reply message not conform if check in performed without password. Password is missing in reply message from check-in

1.16 Corrections in Office Link Driver v2.3.11

Identifier	Siebel	Headline
crqms00043337		OHL Release Name R10

1.17 Corrections in Office Link Driver v2.3.12

Identifier	Siebel	Headline
crqms00118986		OHL Release Name R10
crqms00117130		OLD -- .net framework problem
crqms00172130		.NET framework 1.1 issue with O LD 2.3.11 in Windows 2012 R2
crqms00173486		.NET framework 1.1 issue with O LD 2.3.11 in Windows 8.1
crqms00176102		OXO: WINDOWS 10 support for OLD

1.18 Corrections in Office Link Driver v2.3.13

Identifier	Siebel	Headline
crqms00191424		OHL new Release Name

1.19 Corrections in Office Link Driver v2.3.14

Identifier	Siebel	Headline
crqms00201528		OXO Hospitality: MultiSet support in Office Link Driver (OLD)

1.20 Corrections in Office Link Driver v2.3.15

Identifier	Siebel	Headline
CROXOC-1497		OLD is no longer working on old OXO releases

1.21 Corrections in Office Link Driver v2.3.16

Identifier	Siebel	Headline
CROXOC-2290	1-214644171	OLD is no longer working after upgrade to Windows 10 build 1709

1.22 Corrections in Office Link Driver v2.3.17

Identifier	Siebel	Headline
CROXOC-2671	1-218900911	Ticketcollector.xml file not generating on the windows 10 Pro build 1709
CROXOC-2631		OLD driver uninstall enhancement
CROXO-6426	1-218830771	OLD 2.3.16 not connecting to OXO

Note

- .Net Framework 4.0 is mandatory since version 2.3.16

- Upgrade to OLD 2.3.17 is not supported:
  1. uninstall the previous version first
  2. then install the new version with <u>Administrator privilege</u>

1.23 Corrections in Office Link Driver v2.3.18

Identifier	Siebel	Headline
CROXOC-4931	00359599	Cannot activate wake-up from rooms in hotel mode
CROXOC-4900	00364029	Wake-up time cannot be set
CROXO-6417	00273496	Setting wake-up alarm for rooms is not working

1.24 Corrections in Office Link Driver v2.4.1

Identifier	Siebel	Headline
CROXOC-5652		OHL: Hotel Room to Room calls Barring

Restrictions

- *Installation* : Upgrade from OLD 2.0.0 does not work. If you have OLD 2.0.0 installed, first uninstall OLD driver and run the last OLD setup.
  Upgrade from OHL 1.x.x is working well, no need to uninstall.
  Upgrade from OLD >= 2.0.1 is working well, no need to do uninstall
- Windows Vista/Windows 7/Windows 2008 Server (Compatibility only available from OLD 2.3.0 and higher version).
- Windows 8/ Windows 8.1/ Windows 10/ Windows 2012 server/ Windows 2012 R2 server (Compatibility only available from OLD 2.3.12 and higher version).
- Starting with OLD 2.3.16, Microsoft .Net Framework is mandatory.

2 Known O.L.D limitations

❑ Default Wake up setting on Checkout: Currently on check-out an inactive wakeup time is set on a guest room in the OmniPCX Office and the default time is 12:05. On check-in without wakeup programming, the operator set hospitality application displays this appointment as ACTIVE with this default time, but it is not really active.
Be careful when leaving the wakeup menu. Do not press 'OK' it will activate the 12:05 wakeup!
(**corrected since O.L.D v 2.2.0**)

❑ SMDR ticket cost center field: After starting the driver, if no re-initialization frame for all devices is requested, the cost center field could be filled with spaces

❑ Currently there is no possibility to change the room clean/unclean status and the room problems on a checked-out or checked-in room. It is also not possible to view both room cleaning status and room problem on a checked-out room.

❑ The Configuration Application is not refreshed during a test sequence. Wait until the test succeeds or after timeout popup.

❑ Meter Total Recall assignment charge SMDR does not contain the Booth phone extension number in order to make the association with the initial metering ticket. The current method to associate the two SMDR is by the date /time /duration/Trunk number and cost contained in the two SMDR.

❑ The Language field must be filled in the check in frame from the Hotel application.

❑ It is required to send a Password in the Check in frame to the OLD. Otherwise, the Voice mail will not be initialized.

Submitting a Service Request

Please connect to our eService Request application.

Before submitting a Service Request, please be sure:
− The application has been certified via the AAPP if a third party application is involved.
− You have read the release notes that list new features, system requirements, restrictions, and more, and are available in the Technical Documentation Library.
− You have read through the related troubleshooting guides and technical bulletins available in the Technical Documentation Library.
− You have read through the self-service information on commonly asked support questions and known issues and workarounds available in the Technical Knowledge Center.

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