Technical Bulletin	Alcatel-Lucent OmniPCX Office

TC0091 ed.04 **Release 9.1**

O.L.D – OFFICE LINK DRIVER

This document gives all necessary configuration details in order to install the Office Link Driver application.

Revision History

Edition 4: September 17, 2013 update for OLD OS compatibility

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1 Office Link Driver - Overview

This technical communication provides information about the new version of the 'OHL driver' called 'Office Link Driver'. This driver has been introduced for use with R5.0 software and onward.

Office Link Driver is the new name of the previous OHL driver. This new driver version contains the same level of functionality in OHL mode (i.e. transparent connection for the Hotel Application to OHL link) as the previous OHL driver plus a new operating mode allowing Call accounting mode.

This new Call accounting mode allows the administrator to receive XML call accounting tickets from the OmniPCX Office system in a XML readable format over an IP connection.

This document also describes the Office Link Driver functional and connectivity together with two new OHL features which are offered (i.e. Wake-up initiator and Manual DDI allocation).

2 Office Link Driver - Operating modes

Office Link Driver has two main modes of operation depending on the one chosen at installation mode:

- **Hotel mode** offers an interface for Hotel applications using the OHL protocol to be able to communicate with OXO and get system information given by call accounting tickets (i.e. same as original OHL driver).
- **Call accounting mode**, When Office Link driver is installed in call accounting mode; the call accounting interface is always running. The call accounting tickets are extracted as soon as they arrived in the Call accounting service interface. Then the tickets are stored in a local XML format file. The location and name of the file can be set in the configuration file. By default, the file is located in the application installation directory and is named: *TicketCollector.xml.* The file is only generated after the first call is made. This XML format allows a user, by opening this file with Microsoft Excel 2003 or higher for instance, to have a readable view of all the tickets and to do some sort or use some filters.

In order to avoid a very large file, a limit of the number of Call accounting ticket stored in the xml file can be set in the configuration file. This limit can be changed by modifying directly the configuration file (see section 9.3 Office Link driver configuration).

Each time the maximum ticket limit of the TicketCollector.xml is reached the driver automatically converts the file into an archive file. The driver then creates a new empty TicketCollector.xml ready to accept new tickets. All the archive files are kept in the same directory as the TicketCollector.xml (see section 9.3 Office Link driver configuration, Metering Parameters) and are named using the following format:

- Ticketcollector_Year month day_hour min sec.xml
- e.g. TicketCollector_20060615_154138.xml

3 Operating system compatibility

The Office Link Driver software runs as a Windows Service on the following operating systems:

	2000 SP4 2000 server SP1 2003 server SP1	XP SP3	VISTA 32-bit	Windows 7 32 / 64	Windows 8 32 / 64	Windows 2008 32 bits & R2 SP1	Windows 2012 server
OLD	OK	OK	OK (1)	OK (2)	OK (2)	OK (2)	OK (3)

(1) Since and including OLD 2.3.0
(2) Since OLD 2.3.3
(3) Since OLD 2.3.6

4 OmniPCX Office compatibility

The Office Link Driver (O.L.D) is compatible with OmniPCX Office software release R5.x and above (lower releases are not supported). For Hotel driver mode, the OmniPCX Office software release must be configured in "**Hotel**" mode. The original OHL driver versions (v1.x.x) are not compatible with R5.0 or higher. The OmniPCX Hotel function in R5.0 is accessed via Web services using the https protocol instead of the FTP protocol which was used by the original OHL driver.

5 Hotel Application compatibility

When using Office Link Driver in Hotel mode, the Hotel application communicates with driver using the OHL protocol through an IP socket (Default port: 2561). The protocol is the same as with the previous version of OHL driver. Therefore, all Hotel applications compatible with software releases prior to Release 5.0 are compatible with the new Office Link Driver and R5.x OmniPCX Office software releases.

There is no need to change anything relating to an existing Alcatel partner Hotel application (except some message parameters if the new OHL features offered by the new driver are required).

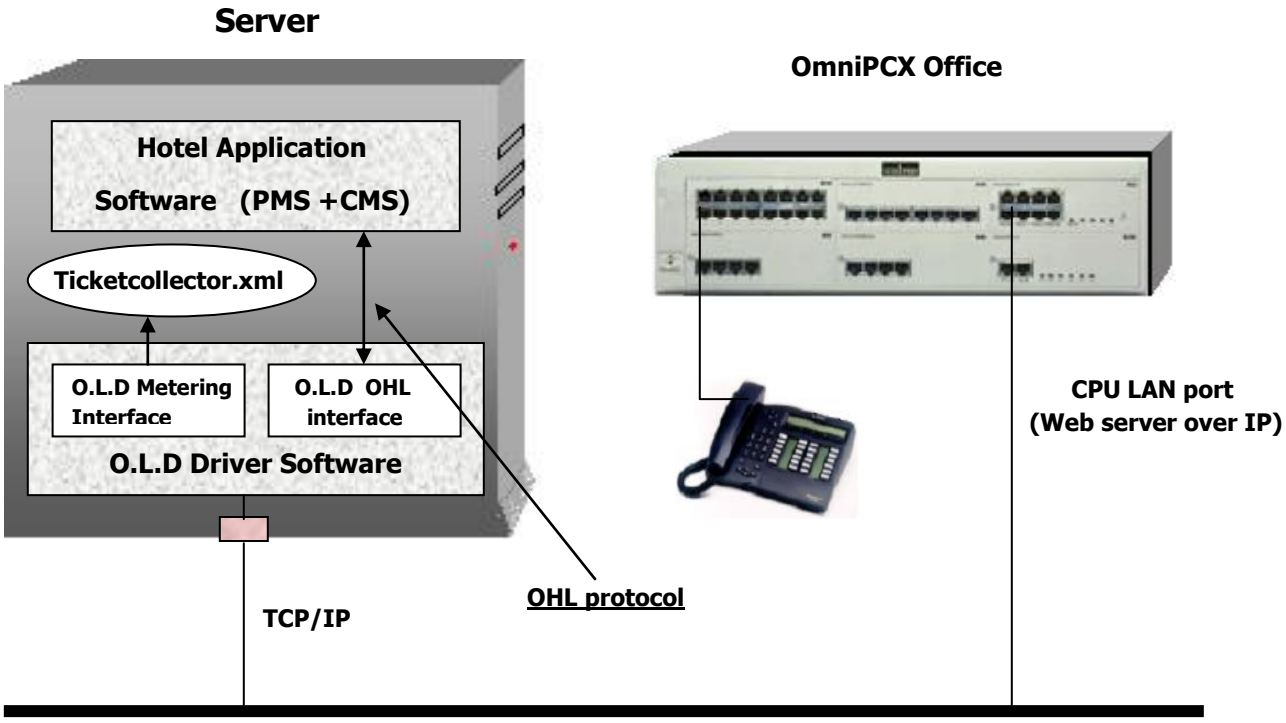
6 Connectivity architecture

The Office Link driver can be installed on the Front Office server along with a Hotel application or on a separate server. The physical connections between the new O.L.D and the OmniPCX Office are via Ethernet using TCP/IP (i.e. the same connection as used by OMC, via the CPU LAN port).

The V24 port (i.e.4093 plug ware) connection used by the original OHL driver is not used with the new O.L.D. Instead, all Hotel messages and Hotel metering information exchanged between the OmniPCX Office and the new O.L.D are via TCP/IP socket. The Hospitality Application interfaces to the O.L.D OHL interface port (default port 2561) using TCP/IP.

The connectivity of any Hospitality application (i.e. Call management system or Property Management system) should respect the interfaces architecture provided by Alcatel (i.e. a hospitality application must be connected to the PBX through the O.L.D OHL interface exclusively.

Basic installation and functional architecture



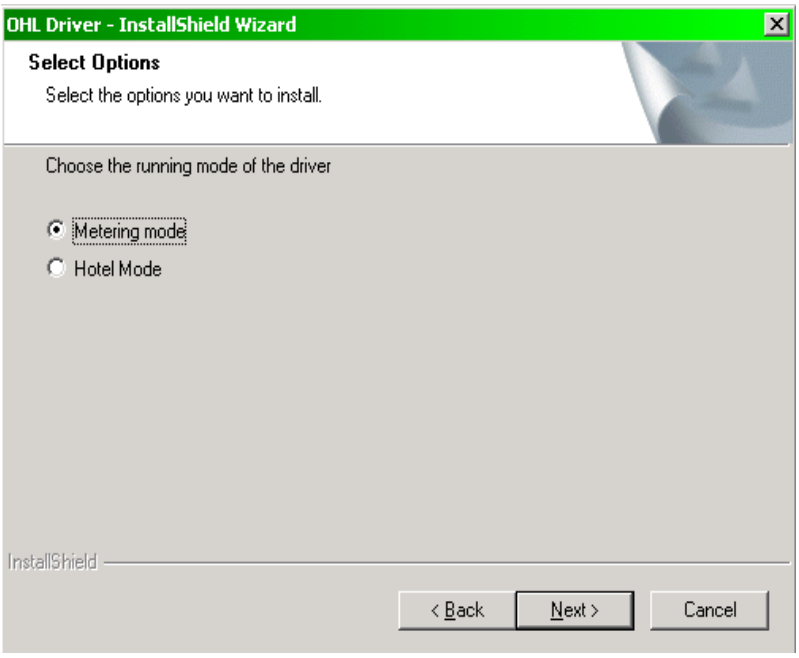
7 Office Link Driver Installation

The only difference between the original OHL driver and the Office Link Driver installation process is the possibility to select the running mode of the Office Link Driver.

Note

The OLD is not to be installed on any Fidelio PC (nor if PC or Fidelio Server) and will not be installed by a Micros Fidelio resource, but only by an Alcatel-Lucent or dealer resource.

During the OmniPCX Office Link Driver installation you will be asked to choose the driver running mode. This is either ' Metering ' mode or ' Hotel ' mode:



However, the driver running mode can still be changed after the installation in the file called OHLdriver.conf if really required. The file is found in the directory where you choose to install the driver.
Using a text editor (e.g. WordPad) - Simply change the line "DRIVER_RUNNING_MODE" to be either "HOTEL" or "METERING" and save the file.

After the changes it is required to Stop and Restart the driver service using the Office Link Driver Configuration application (Office Link Driver Configuration application is installed at the same time as the Office Link Driver and Installed with a desk top short cut icon).

Example: Section of the OHLDriver.conf file with HOTEL mode selected.

```
#########################################################
# AHL parameters
#########################################################
AHL_PORT=2561
CRC_PRESENCE=0
AHL_INTERFACE_LOG_LEVEL=1

#########################################################
# OXO parameters
#########################################################
OXO_PASSWORD=
OXO_LOG_LEVEL=1
OXO_TIMEOUT=30
OXO_IP_HOSTNAME=
DRIVER_RUNNING_MODE=Hotel
```

Note: Changing the running mode to or from Hotel mode has no effect on the TicketCollector.xml or archive files (i.e. All metering tickets are preserved and not effected).

8 Office Link Driver 'configuration application'

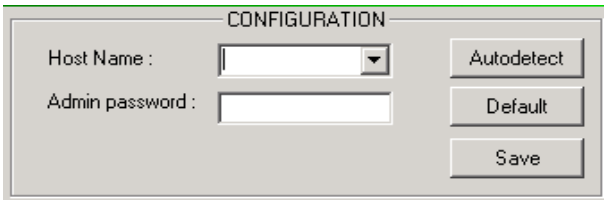
8.1 Driver running in Hotel mode

Open the Office Link Driver configuration tool by clicking the desktop icon called "Launch Configuration application".

To run the driver the Service must first be running. This is indicated in the Configuration tool window by the Green light. The OLD Driver service is installed as an "automatic" started windows service and so should be running automatically as soon as the installation is finished .

The differences between the original OHL driver configuration tool and the new Office Link Driver configuration tool are:

- Use the OXO Administrator password: kilo1987 (default)
  (if the admin password is changed in the OXO then the new password must be entered into the Office Link Driver Configuration tool "Admin password :" window then click Save).
- The Com port selection window has been removed (V24 no longer used for the metering).



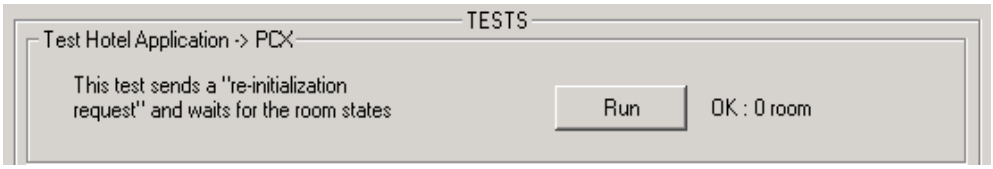
Click the "Autodetect" button. This will find either the Host Name (if programmed) of the OXO and/or the CPU IP address. Select the correct IP address or Host name using the drop down button.
Enter the OXO Admin password and Click the Save button.

After the Configuration Save Click on the "TestConnection" button. The OmniPCX Office mode and software version should be displayed in the VERSIONS INFOS window of the Configuration tool.

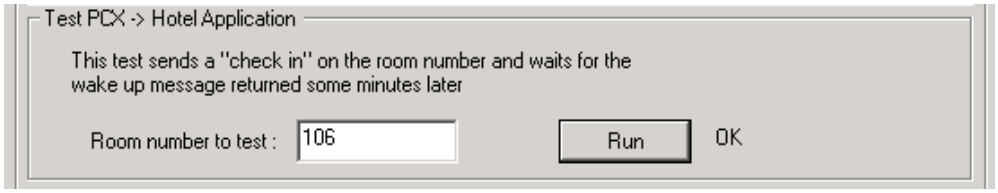
If not check the physical connection and IP address to the CPU LAN port using the DOS PING command also check your IP address and Admin Password (maybe it is not the default).

After the "TestConnection" has been performed it is possible and recommended to run the two tests offered by the OLD Configuration tool.

The first test "Test Hotel Application->PCX" send a re-initialization frame from the O.L.D to the OXO and returns a numerical value for the quantity of Guest rooms already checked in. (See Trouble shooting section of this Technical communication if no value / ERROR or wrong value is displayed).



The second test "Test PCX-> Hotel Application" sends a Check-in frame to the OXO from the O.L.D (Checked in name is: "DUPONT"). This test checks that a Wake up message is received by the O.L.D from the OXO. "OK" is displayed for the successful test. To speed up this test it is possible to use the HOTEL key on the operator set to access the Guest room details and cancel the wake up manually. (See Trouble shooting section if the result of the test is not OK).



8.2 Driver running in Metering mode

Open the O.L.D configuration tool by clicking the desktop icon called "Launch Configuration application".

The driver service is not started automatically after the O.L.D installation. Click the "Start" driver button only after you enter the Host name/IP address, Admin password and have done the "Test Connection".

Note

The two TESTS performed in Hotel running mode are not available in Metering running mode (the "Run" buttons are grey and so the TESTS cannot be performed).

9 Configuration requirements

9.1 Hotel mode - OXO programming

Wizard to set Hotel mode and mailboxes

The OmniPCX Office must be configured in Hotel mode using either an OMC wizard or MMC set Wizard session. Mailbox for the guest and or administration sets must also be selected during the Wizard session.

(**Note:** System cold reset is required to start the Wizard session).

Other labels, Details:

- ➔ **Memory Read/Write 'Others Label'**: "**OHL_Activ"**
- ➔ **Value must be:** "**01"**

(This noteworthy address is read only and automatically written to value 01 the first time a connection is established by the Hotel application).

- Noteworthy Address:
  - ➔ Change in Debug labels **"OpeMetEna"** to equal value **01**

(This noteworthy address enables metering output for operator generated calls).

Hotel Parameters:

- ➔ The "**Print Check-In/Check-Out Ticket**" checkbox must be **checked**.

Click "**OK**" to confirm your configuration.

Metering:

- Select Metering printout
  - ➔ The "**External Metering Activation IP**" checkbox should be **checked**.
  - ➔ The "**Appointment printout**" for… "**Activation, Cancellation, Failed Complete**" checkboxes should be **checked**.
- Hotel Metering for Active Currency:
  - ➔ The "**Print Room Status Ticket at any manual status change**" checkbox should be **checked**.

Click "**OK**" to confirm your configuration.

- Cost OR Metering Units configuration:

Your Hospitality application may either require Metering Units or Cost from the OmniPCX office in order to charge calls. Some applications do not require either cost or metering units, these applications base their call costs on a calculation. The calculation is based on the duration and destination (i.e. local, national and International) of the calls.

If **costs** are require which are calculated by the OmniPCX office and based on metering units received from the public network then it is required to configure the following:

- Metering → Hotel Metering for Active Currency → Guest Taxes
- Charge Rate1 xx.x
- Threshold 1 x
- Charge Rate 2 xx.x
- Threshold 2 x
- Charge Rate 3 xx.x
- Additional services x.xx - if applicable

Note: the field 'Value added Tax %' is not taken into account by the OHL driver and so is not relevant.

If **metering units** are required and not the costs calculated by the OmniPCX then the 3 Charge rates must be programmed to equal 1 local currency and the 2 taxation unit thresholds to 1 unit. Therefore, the Cost field of the metering ticket on the V24 will be equal to the metering unit received.

(i.e.: 1 unit = I euro)

The reason for this programming is because the Office Link Driver is not able to read the metering unit field of the metering ticket, only the Cost field.

- Restrictions

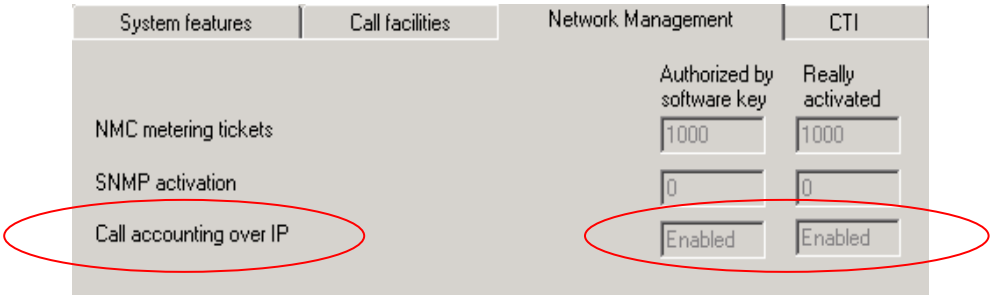
- This metering unit output programming prevents the use of COST display on digital Guest Room phones which have LCD displays and prepayment cut-off.

- The deposit at check in must be a very large sum to allow calls without expiry of the deposit (set a large default value).

Important Notes:

1. With the Office Link Driver running in Hotel mode both the OHL interface for a Hospitality Application and metering interface, which generates the "Ticketcollector.XML" file, are available. However, if running in Hotel mode then metering ticket are only collected if a Hotel application is in connected state with the Office Link Driver. Unlike when using Metering mode only, then metering information is collected by the TicketCollector .xml file as calls occur (provided the Office Link Driver service is running and has a connected IP link to the OXO).

2. A Call accounting over IP software key is required and "External metering Activation IP" selected in OMC before either Hotel or metering driver running mode will work.



9.2 Metering mode - OXO Programming

Metering:

- Select Metering printout

  ➔ The "**External Metering Activation IP**" checkbox should be **checked**.
  ➔ The "**Appointment printout**" for… "**Activation, Cancellation, Failed Complete**" checkboxes should be **checked**.

- Cost OR Metering Units configuration: Set as required

9.3 Office Link Driver configuration file

The Office Link driver configuration is possible at any time (driver running or not).

New configuration parameters are written and saved in a file that is reloaded at each Hotel application connection if the driver is in running Hotel mode otherwise Stop and restart the Office Link Driver service.

If the driver is running and a hotel application is connected, the new parameters are only taken into account when the hotel application connection is released, or in case of when a timeout is reached.

These configuration parameters are saved in a text file, and the password parameter will be encrypted for security reasons. This text file can be easily set via the graphical Office Link driver configuration application. The text file is under the main install directory and its name is "OhlDriver.conf".
However, if fine-tuning of the driver is required then it is possible to write directly into the file using a text editor such as Microsoft "WordPad".

Technical support recommendation advise: Always stop and restart the Office Link Driver via the Configuration application after changing and saving the configuration file, otherwise changes may not taken into account by the driver.

The "OHLdriver.conf" file contains the following expressions:

- AHL parameters:

AHL_PORT: TCP port, which should be fixed by default to the service port number reserved for the hotel interface. (Default value: 2561)

CRC_PRESENCE: CRC presence parameter to allow compatibility with some applications that use CRC presence in the TCP/IP connection and keep alive messages.
value 0 = CRC disabled (default) / value 1 = CRC enabled (used by all Fidelio PMS).

AHL_INTERFACE_LOG_LEVEL: Log level (level 1 to 4): trace level for Office Link Driver information (Default value: 1, (see section 9.4 - Log file and level description, for definition of the 4 log levels).

- OXO parameters:

OXO_PASSWORD: Administrator password of OXO for Web services access, (encrypted for security reasons). Must be updated by the user/technician in this configuration file if changed in the OmniPCX Office.

OXO_LOG_LEVEL: Log level (up to 4): trace level for OXO information.
(Default value: 1 - (see section 9.4 - Log file and level description, for definition of the 4 log levels).

OXO_TIMEOUT: OHL inactivity connection time limit in second (default value: 30s). Modify this value only according to Hotel Application recommendations.

OXO_IP_HOSTNAME: Hostname identifier of the OXO, this could be an IP address, or an identifier host name (ex: IALIZE), but in this case the mapping of the host name / IP address should be entered in the network parameter file /winnt/system32/drivers/ etc/hosts (e.g.: **192.168.92.246 IALIZE**).

DRIVER_RUNNING_MODE: Defines the Office Link Driver operating mode. Can be either "Hotel" or " Metering " (The value is defined during the installation phase of the O.L.D but can be changed at any time via this "OHLdriver.conf" file).

- Proxy parameters:

Access to OXO system can be achieved through proxy server. The parameters of this proxy server can be configured directly into the configuration file: @IP or name, proxy port number, user account name, user account password. By default, Office Link driver tries to connect to OXO system without using any proxy server. To enable the use of the proxy, an IP address or host name must be configured in the driver configuration file.

PROXY_IP_HOST_NAME: Proxy server IP address or Host name.

PROXY_PORT_NUMBER: Proxy port number.

PROXY_USER_NAME: User account name.

PROXY_USER_PASSWORD: User account password.

- Metering parameters:

METERING_OVER_HTTPS: Defines the OXO Webserver services access type (Default value 1) should not be changed.

METERING_COLLECTOR_DIR: Defines the directory were the Metering collector file is created and located. Archive metering files are created in the same directory. No entry indicates the default O.L.D installed directory.

METERING_COLLECTOR_FILE: Default name = TicketCollector.xml (Can be changed but keep the extension .xml otherwise the format will be lost).

METERING_COLLECTOR_MAX_TICKET: Max. size of the Metering Collector file . When this file size is exceeded an archive metering collector ticket file is generated. (Default = 1000 metering tickets).

METERING_PORT: Not Used.

METERING_BAUDRATE: Not used.

METERING_BUFFER_MAX_SIZE: Office Link driver Metering interface message buffer size (max number of messages). (Default value: 2000) - not to be confused with OXO metering buffer.

METERING_OVERFLOW_THRESHOLD: Metering interface overflow threshold (the metering data are dumped into the defined in the GLOBAL_LOG_FILE entry of this file . If this overflow threshold is reached), in percentage. This value is taking into account only if the METERING_OVERFLOW_BEHAVIOR is set to 1. (Default value: 80)

METERING_OVERFLOW_BEHAVIOR: Metering interface overflow behaviour: (0 for no overflow, 1 for overflow to GLOBAL_LOG_FILE). (Default value: 0)

METERING_LOG_LEVEL: Metering Log level (up to 4): trace level for metering information.
(Default value: 1 - see section 9.4 Log file and level description, for definition of the 4 log levels).

- Global parameters:

GLOBAL_LOG_FILE: Global Log file name containing all log file data. (Default log.txt)
(See section 9.4 Log file and level description, for definition of the log levels and file location).

GLOBAL_LOG_LEVEL: Trace level for global information.
(Default value: 4 - see section 9.4 Log file and level description, for definition of the 4 log levels).

LOG_FILES_MAX_SIZE: Maximum size, in bytes, of the log file (Default value: 500000).

- The following is an example of a Configuration file having Log level 4 (enables all traces for debug purposes) and a different directory for the TicketCollector.xml than the default.
  The driver is running in metering mode and the OXO in Hotel and so no Hotel application will work only Metering over IP:

```
#########################################################
# XXX_LOG_LEVEL,:
# - 1 = ERROR
# - 2 = ERROR and WARNING

# - 3 = ERROR, WARNING and INFO
# - 4 = ERROR, WARNING, INFO and DEBUG
#
# FTP_PASSWORD

# Encoded OXO FTP password using BASE64 algorithm
#
# OXO_TIMEOUT
# OXO access timeout in seconds

# METERING_BUFFER_MAX_SIZE
# maximum number of metering messages
#
# METERING_OVERFLOW_THRESHOLD
# filling percentage of the buffer (0 < value < 100)
#
# METERING_OVERFLOW_BEHAVIOR :
# - 0 = NO OVERFLOW (messages discarded)
# - 1 = OVERFLOW TO FILE
#
# LOG_FILES_MAX_SIZE
# value = maximum trace file size in bytes
```

```
#
# DRIVER_RUNNING_MODE
# running mode of the driver
# - Metering = AHL link is disabled and Call accounting interface is always up. Ticket are printing into METERING_COLLECTOR_FILE
# - Hotel    = AHL link layers is enabled and call accounting interface is up only if AHL application is connected.

# METERING_OVER_HTTPS
#
# METERING_COLLECTOR_DIR
#
# METERING_COLLECTOR_FILE
#
# METERING_COLLECTOR_MAX_TICKET
#
############################################################

############################################################
# System Version
############################################################
OmniPCX Office Version : 3EH30368CSAA ALZFR500/030.003
OmniPCX Office Mode : Hotel
Driver version : 2.0.4
Configuration application version : 2.0.4

############################################################
# AHL parameters
############################################################
AHL_PORT=2561
CRC_PRESENCE=0
AHL_INTERFACE_LOG_LEVEL=4

############################################################
# OXO parameters
############################################################
OXO_PASSWORD=a21sbzE5ODc
OXO_LOG_LEVEL=4
OXO_TIMEOUT=30
OXO_IP_HOSTNAME=192.168.92.246
DRIVER_RUNNING_MODE=Metering

############################################################
# PROXY parameters
############################################################
PROXY_IP_HOST_NAME=
PROXY_PORT_NUMBER=
PROXY_USER_NAME=
PROXY_USER_PASSWORD=

############################################################
# Metering parameters
############################################################
METERING_OVER_HTTPS=1
METERING_COLLECTOR_DIR=C:\metering_tickets
METERING_COLLECTOR_FILE=TicketCollector.xml
METERING_COLLECTOR_MAX_TICKET=5000
METERING_PORT=COM1
```

```
METERING_BAUDRATE=9600
METERING_BUFFER_MAX_SIZE=2000
METERING_OVERFLOW_THRESHOLD=80
METERING_OVERFLOW_BEHAVIOR=0
METERING_LOG_LEVEL=4

#########################################################
# Global parameters
#########################################################
GLOBAL_LOG_FILE=log.txt
GLOBAL_LOG_LEVEL=4
LOG_FILES_MAX_SIZE=500000
```

9.4 Log file and level description

The driver creates one global log file. It contains OHL_Interface, metering, OXO Library and Warning/Error information. The Global log file is found in the main OHL Driver installation directory.

Note 1: LOG_LEVEL for each module (OHL_Interface, metering, OXO library and global log) represents the degree of severity that user wants to be printed in log files.

Thus:

_LOG_LEVEL=1 → only errors are printed
_LOG_LEVEL=2 → errors and warnings are printed
_LOG_LEVEL=3 → errors, warnings and info are printed
_LOG_LEVEL=4 → same as _LOG_LEVEL = 3 + debug messages are printed

Note 2: The size of the log files is set in he OHLdriver.conf file. When a log file is full, it is renamed with a "1" concatenated at the end of its name. The new log file has the same name as the old one. So there is maximum 2 files of log outputs.

Example:	Old file:	LOG.txt.1
	Actual file:	LOG.txt

The content of a log file is as follows:

As a Multithreaded service process, the OHL driver uses separated threads during running time. The THREAD NUMBER is the given internal system values for each of them. This value is useful in order to know for example a service restarting or stopping.

Example of log trace as it appears in the Log.txt :

```
            TIMESTAMP----------  LOG LEVEL----THREAD ----------LOCALISATION---------- --MESSAGE
Wed May 26 09:54:04 2004  WARN      2544      AlcAHLLinkLayer::stopAckTimer : Can't stop the Ack timer )
Wed May 26 09:54:04 2004  DEBUG    2544      AlcAHLLinkLayer::stopKeepAliveTimer : Timer 0 stopped
Wed May 26 09:54:04 2004  WARN      2544      AlcAHLMetering::resetInterface : Interface reset
Wed May 26 09:54:04 2004  ERROR     1264      AlcAHLPortCom::read : ReadFile() failed
Wed May 26 09:54:04 2004  INFO      1264      AlcAHLThread::exitThread : Exit thread
```

10 New O.H.L Features in Hotel running mode

Two new Hotel features have been implemented in the new Office Link Driver. They will only be available to you if the Hospitality application you have purchased is able to manage them.
These two are features are:

- Wake-up initiator identification
- Manual DDI allocation

10.1 Wake-up initiator identification

With the new O.L.D, when a Hotel application receives a wake-up event from the system (through OHL interface), the originator of the wake-up programming is provided in the OHL message. It could be a guest Room or the reception desk.
This information is added in the OHL message 'Wake-up events' using an already existing field (originator) that was not used until now. The OHL protocol is not changed for this new feature. To use it, the Hotel application shall only read this existing field to get the originator value of the wake-up programming.

10.2 Manual DDI allocation

In order to be able to always allocate the same DDI number to a frequent guest or to allow DDI number reallocation in case of room moving during the guest's stay, it is now possible to manually allocate a specific DDI number to a room using the Hotel application. It is important to notice that this feature is only available using a Hotel application. It cannot be possible to allocate manually a DDI number using the operator set.
In case of bad DDI number given by the application, an OHL 'reply' message is send by the driver to the application with action B (Phone Allocation refused) and cause G (Invalid Number).

11 Interactions with other applications

If the Office link driver is running, any other application launched after it cannot use the call accounting web service. The restriction is the same in the other case. If an application consuming the OXO call accounting web service is running, Office Link Driver cannot run correctly and will print the problem in the log file. As for existing version of 4760 application in NMC mode they can still continues to work even if the O.L.D program is listening the call accounting interface.

There are no more contention issue with OXO configuration link. OMC and PIMphony application run without any interaction with Office link driver.

12 Troubleshooting Guide

- **Known causes for the TicketCollector.xml file to not be generated**

  1. The generic OmniPCX Office Release 500/030.004 is released but there is an interworking issue with the Office Link Driver with these versions you must be aware about.

     The problem is reported with XTSce79030

     The problem is that the TicketCollector.xml file is not generated and the log.txt file shows all tickets are wrong. In R500 the ticket pool format has changed and with a migration, the previous formatted pool is restored. Then when reading the ticket, some fields are not well intialised so that there are some bad values in some fields (control characters).

  2. If the OXO system does not have "External Metering Activation IP " enabled or you have selected External Metering Activation V24 then the O.L.D Configuration application 'TestConnection' will work but the TicketCollector.xml will not be generated.

  3. Should the OXO system not have a Software key for Metering over IP then the TicketCollector.xml will not be generated and Hotel running mode will not work.

- **Hotel TEST failure**

  4. If the OXO system is in Hotel mode and the O.L.D running in Hotel mode then the O.L.D Configuration application "TestConnection" will work but the first of the TESTS (i.e. Test Hotel Application ->PCX) will give the result "ERROR " if the OXO system does not have "External Metering Activation IP" enabled or you have selected External Metering Activation V24.

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Submitting a Service Request

Please connect to our eService Request application.

Before submitting a Service Request, make sure that:

- In case a Third-Party application is involved, that application has been certified via the AAPP
- You have read through the Release Notes which lists new features available, system requirements, restrictions etc. available in the Technical Documentation Library
- You have read through the Troubleshooting Guides and Technical Bulletins relative to this subject available in the Technical Documentation Library
- You have read through the self-service information on commonly asked support questions, known issues and workarounds available in the Technical Knowledge Center

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