Lodgit Desk – Installation of the database server

We're happy to see that you've decided to use Lodgit Desk in a local network. In order to assist you as much as possible with the installation of the server, we've written this PDF. It contains the most important information regarding the use of Lodgit Desk in multi user mode.

You will find out:

- ✓ how the database server mode of Lodgit Desk works,

- ✓ the quickest way to start using Lodgit Desk in database server mode, and

- ✓ what you can do in the event that the installation of the server didn't work out.

How does the database server mode work?

Multi user mode vs. single user mode

The default user mode for Lodgit Desk is the *single user mode.* That means that the SQL database with all your bookings, units, guest information, etc. is stored on your computer. Because of that, you don't need to be connected to the internet or any other network when using Lodgit Desk in single user mode, unless you're also using one of our online modules.

When you use Lodgit Desk in the *database server mode,* the SQL database isn't stored on your computer but on a server (hence the name, "database server mode"). We work together with **cubeSQL**, which is a virtual server that can easily be installed on a computer in your network. It doesn't need a lot of resources while running, so you can even install it on an otherwise used workstation (e.g. a front desk computer).

Requirements

Two important factors for how smoothly Lodgit Desk runs in database server mode are connection speed and database size. Generally Lodgit relies on a fast connection to the database due to the large number of database queries executed. More important than bandwidth is latency (Ping-time between server and client(s)). Therefore, **we recommend** using it in **a local, wired network only** and not via WiFi an internet connection and can neither guarantee nor provide support when the database server is used in the two latter environments.

The **server** (or the computer that the virtual server is installed on) **must always be turned on whenever you want to access the database**. Be aware that if you open Lodgit Desk in database mode without being connected to the server, the hotel software will automatically switch to single user mode.

Changes made in the local database CANNOT be sent to the server database!

Also, in order to be eligible to use the database server mode, you will first have to **purchase the optional module "Database Server"**. It is available for a one-time fee in our Online Shop and can be added to your existing license at any time.

Step by step instructions

All requirements are fulfilled and you have added the database server module to your Lodgit Desk license? The let's start! **Please follow these instructions step by step to avoid any errors.**

There are problems with the installation of the server? In the last chapter, we have listed a troubleshoot guide for the most common problems!

Installing and registering the virtual server

1. Download the cubeSQL server from within your Lodgit account: http://www.lodgit.com

2. Head to http://www.sqlabs.com/cubesql_pricing.php and apply for or order the server license you need. Usually the free license which allows up to 2 concurrent connections is sufficient for Lodgit Desk users.

3. Install the cubeSQL server on **one** of the computers in your network according to the instructions of SQLabs. Make sure the computer has a **static IP address**.

4. After completing the installation, make sure that the server is running.
   Windows: Control Panel > Administrative Tools > Services
   Macintosh: System Preferences > cubeSQL
   You may have to restart your computer.

5. Open the server administration tool **cubeSQLAdmin** and press the button *Connect*:
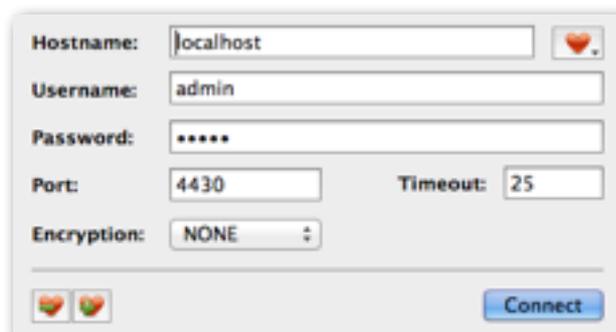
6. Within **cubeSQLAdmin**, go to *Server > Register Server*.
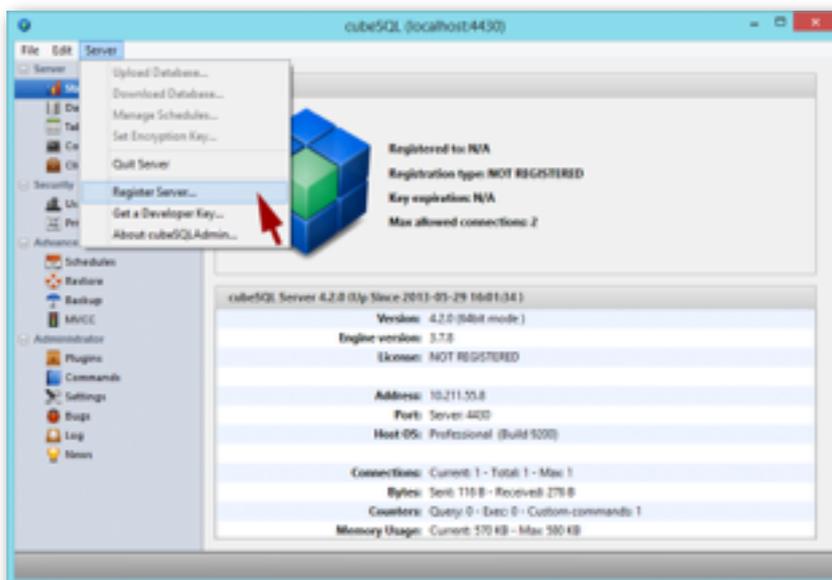
In your Lodgit account open the Information for the additional module "database server" (*Additional Modules > Database Server > More Information*) and enter it into the fields..

Important: The license data for the cubeSQL server is NOT the same as the license data for Lodgit Desk! Please make sure you are entering the correct data for registering the server!

### Switching to database server mode in Lodgit Desk

1. Open your Lodgit Desk installation with the most recent database.

2. Go to *File > Software Activiation…* and update your license.

3. Now go to *File > Use database server…*. Enter the IP address of the computer you installed cubeSQL on (format: **xxx.xxx.xxx.xxx**) as well as the user name and the password (default is **admin/admin**):

   Now press *Connect* in Lodgit Desk to send the current database to the virtual server cubeSQL.

4. **Repeat steps 2 and 3 for all other Lodgit Desk installations** that you use to access the server database.
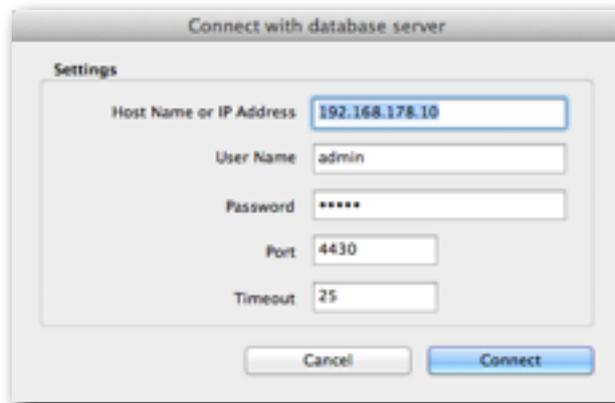
Now when you use Lodgit Desk, you will see the cubeSQL logo before the words "Work Database" above the rentable units in the reservation schedule:
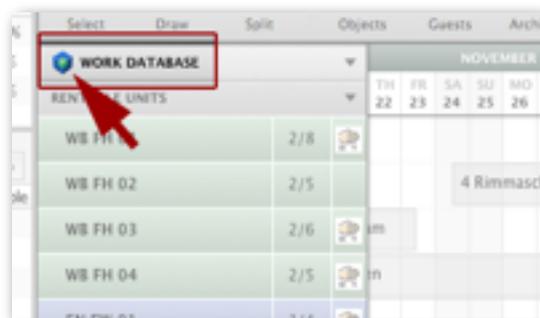
So you can easily see whether you are connected to the server and avoid accidentally making changes to the wrong database.

Important: *If Lodgit Desk cannot connect to the server when it's opened, a warning will appear to tell you that Lodgit Desk will automatically switch to using the local database. Please note that changes in the local database CANNOT be synchronized with the database on the server!*

Settings for the server database backups

1. Open the server administration tool **cubeSQLAdmin**.
2. Go to *Advanced > Schedules*.
3. Create a new Schedule by entering a name for the schedule as well as selecting a time and interval for the backups. We recommend creating a schedule with the options set for every day and the interval "every week". As for the time of day, you

should select one when you know that the computer with the virtual server is sure to be running (Otherwise the database cannot be backed up!).

Make sure that the box "Schedule Enabled" is checked and press "Save" to create the schedule:
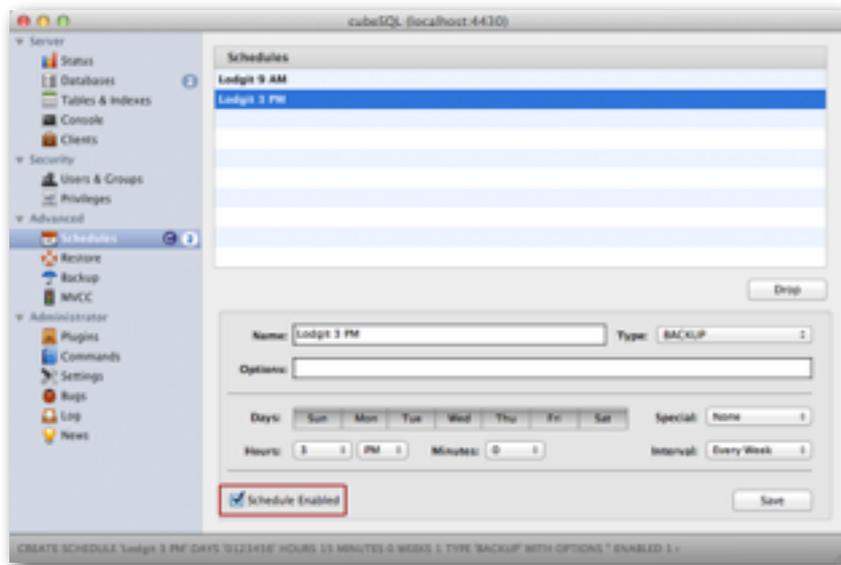
4. You may want to create several schedules for different times of the day (e.g. one for 9AM and one for 3PM).

5. When you're done, go to the tab *Databases* and select the work database of Lodgit Desk (*Lodgit Database.lxdb*).

6. Now go to *Server > Manage Schedules*:

7. Select one of the backup schedules that you have just created from the list and press the button "Attach".
   Repeat this step for every one of the schedules you have created.

Congratulations! You have now successfully installed the database server, copied your current work database to the server and created a backup schedule. Now you can start using Lodgit Desk in database server mode!
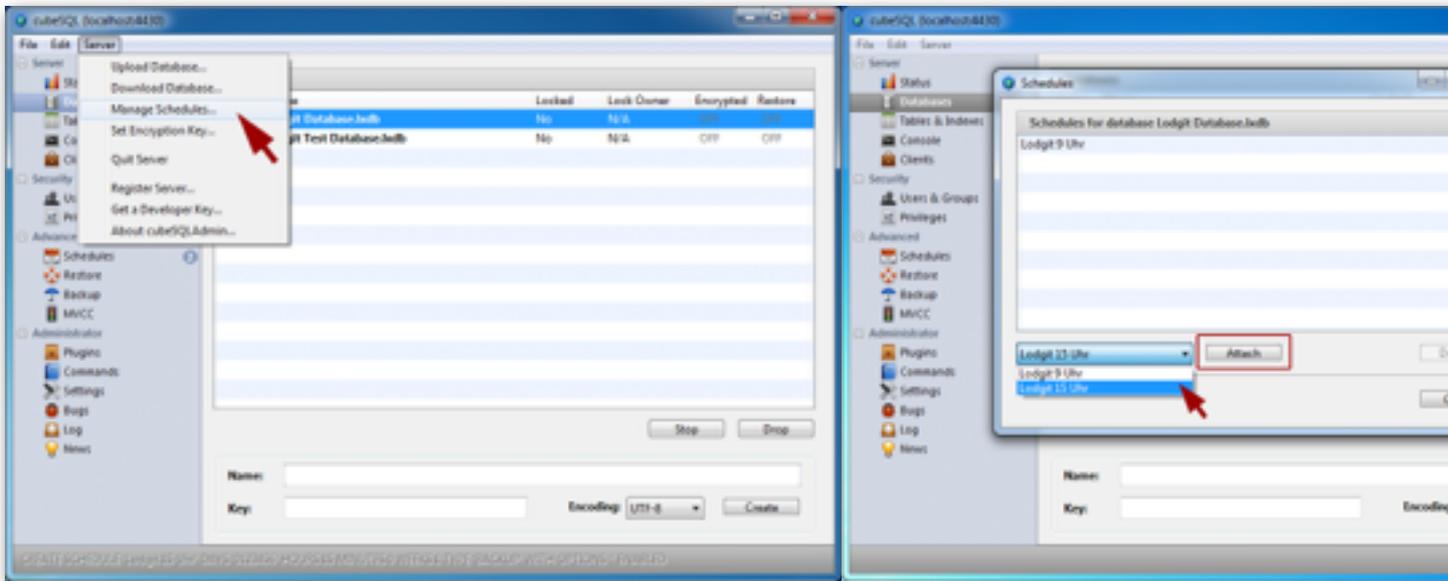
Didn't quite work that well?

To err is human, they say. Naturally, sometimes things don't go quite the way we want them to. Luckily, not much can go wrong during the installation and we've listed the most common errors and how to fix them.

The database cannot be uploaded or cannot be opened after it was uploaded

In both cases, the database that might be located on the server cannot be used by Lodgit Desk. Please follow these steps to manually upload the work database to the server:

1. Quit Lodgit Desk. In the event that the software is not responding, force it to quit via the *TaskManager* (Windows) or with the *Force Quit* function in the dock (Macintosh).

2. Restart the cubeSQL server.
   Windows: Control Panel > Administrative Tools > Services
   Macintosh: System Preferences > cubeSQL
   You may have to restart your computer during this step.

3. Open the server administration tool **cubeSQLAdmin**. Go to the tab *Databases* and select the Lodgit Desk database(s) that have been uploaded. Press the button "Drop" to delete them from the server.

4. Now go to *Server > Upload Database* and select the current work database (*Lodgit Database.lxdb*) from your computer.

Every time Lodgit Desk is started, the Database Server must be activated again

This error often occurs when the software activation was done too early. This can cause Lodgit Desk to "forget" the database server module was added to your license. Should this happen, please **re-activate your software license again while being connected to the database server** (Go to *File > Software Activiation…* and press the button "Update License".).

Lodgit Desk cannot connect to the Database Server

When you try to connect a Lodgit Desk installation with the database server you receive the error message: "An error occurred while trying to connect."

This is usually caused by firewalls on the server computer or the computer with the Lodgit installation not allowing incoming or outgoing connections. Please make sure that both computers allow communication via private networks and that the TCP port (default is **4430**) and UTP port (always **4435**) are not blocked.

If in doubt, please contact a network administrator that can take a look at your network on site.

Still got questions?

✓ You couldn't find all the information that you were looking for?

✓ You still have questions about the installation of the database server?

✓ You have a problem using the database server that you couldn't find a solution for?

We're happy to answer your questions on the phone under *+49 341 4206944,* through Skype via *lodgit* or through our *email ticket system*!

Your Lodgit Team