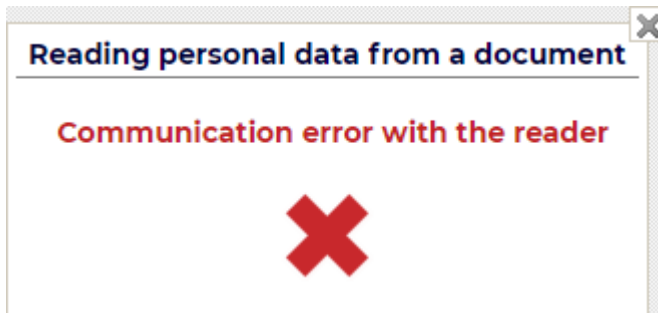


Q: When trying to retrieve data from the card, I got the error message "Communication error with the reader" in Hoteltime web.

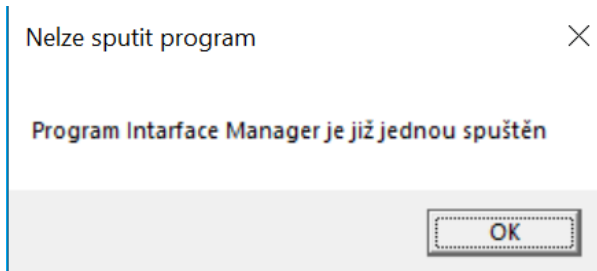


A: This is the most common error and there are several ways to solve it:

- a) Make sure you have the correct DNS records on your PC. The records file is located in **"C:\Windows\system32\drivers\etc"** in the **"hosts"** file. This must be opened in text editor with administrator permissions, otherwise you will not be able to save it. Be careful that the # sign (hashtag) does not appear before the record - hashtag is used to comment out lines and these lines are then not read.
The correct record entry looks like this: **"127.0.0.1 identityreader.hoteltime.local"**
- b) Check that you have correct value in **<HTTPPort>** in the **"IdentityReaderRest.config"** configuration file. This value was shared with you by Hoteltime support.
- c) Make sure that value for **<HTTPHost>** in the **"IdentityReaderRest.config"** is set to **"0.0.0.0"**
- d) Check the application log. If you see a message **like "No connection could be made because the target computer actively rejected it"**, it can mean two things:
 1. You have wrong **<ServiceURL>** in **"IdentityReaderRest.config"**. For classic, swipe reader should be **"https://127.0.0.1:9290/api/v1/triggernewdocument"**. For fullpage scanner type it is **"https://127.0.0.1:9090/api/v1/triggernewdocument"**.
 2. That the computer is not running Granus' API. In this case, you need to contact Granus technical support and ask them to install their API.

Note: The application log is in the root directory in the "log" folder.

Q: We have started using two modules (e.g. a document reader and a payment system). When we try to start both modules at the same time, the message "Program Interface Manager is already running once" always pops up.



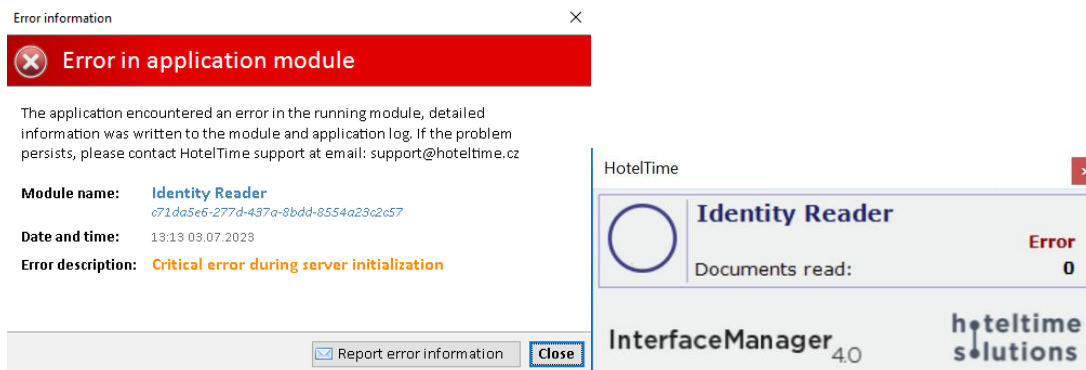
A: Here it will be necessary to edit configuration file, so interface will know that more modules are running on the PC at the same time.

Navigate to the directory with the new module, open the **"InterfaceManager.exe.config"** file, change the value on the line **<add key="mutex" value="" />** to 1 and save. The line will then look like this:

<add key="mutex" value="1" />

Note: each additional module must then have a unique value and is . So the third module would have a value of e.g. 2, 4158, 12a...

Q: After installing and running ID reader for the first time, I got a popup with the message "Error in application module". In the application log I see an error message like "Critical error during server initialization".



A: You probably have a wrong certificate path in the configuration file. Or you don't have all the necessary certificates installed.

- Verify the certificate path: Open the **"IdentityReaderRest.config"** file and check that the **<CertificatePath>** line actually refers to the folder where the certificates are stored. It is also necessary to specify the certificate name with the extension. Usually: **"C:\Hoteltime\IdentityReader\cert\identityreader_hoteltime.pfx"**.
- Verify certificate import: press **Win + R**, type **"certmgr.msc"** and confirm. Navigate to **"Trusted Root certstification Authorities"**. Search for **HOTELTIME SOULITIONS a.s.** certificates, then navigate to the **"Details"** tab and look for the **"DNS Name"** field. You should see **"DNS Name=identityreader.hoteltime.local"**. If not, reinstall the certificates as instructed.

Q: After installing and trying to load the document, nothing happens and after a while HT writes "Request timeout".

A: The reader "freezes" in some cases. Try disconnecting and reconnecting it and repeat the document retrieval action.