



# Most Common Publishing Errors

Lanyon HODpublisher™

## Your Keys to Success



In a busy hotel there are many pressing issues that arise and updating the hotel content often drops to the bottom of the priority list.

Good hotel content is known to **increase bookers' confidence** in making the right purchase. Is your hotel getting their fair share of the bookings they should receive?

This guide explains how to review the most common errors you see during the publishing process. We will help you determine what the issue is with the hotel content and how to resolve it.

Ensure that you are working any errors you might encounter on a daily basis. [LTApublisher@lanyon.com](mailto:LTApublisher@lanyon.com)

## **Amadeus Errors**

### **Error – CHECK HOTEL IDENTIFIER**

Reason – Either GDS property number is invalid within 3C or property has not been built in the applicable GDS.

Solution –

1. Verify property ID in Amadeus and determine if the Property Number located in the Distribution Systems tab needs to be changed. If so, once changed republish the hotel again.
2. If hotel doesn't exist in the GDS at all (meaning it is a brand new hotel within Amadeus), then set the property as NEW under Content/Rate Management, Setup, GDS/Property Setup. Republish the hotel to send an Initialization mask to Amadeus for the property number to be approved. Once approved, changed the NEW status back to ACTIVE before publishing future updates.

### **Error – CHECK FORMAT**

Reason – This usually indicates a special character that was added into 3C is not supported in Amadeus.

Solution –

1. Most common characters not supported we see are:
  - &
  - ( )
  - %
  - !
  - @

### **Error – INVALID CITY CODE**

Reason – This indicates that the first three characters of your property ID are incorrect and Amadeus doesn't accept them.

Solution –

1. Determine if the city code was entered into 3C correctly.
2. Determine if the city code added is right. By doing DAN NAMEofCITY in Amadeus will advise what it should be.
3. In Amadeus a property ID is determined by the city code first and then if a city code isn't available for the specific city you are decoding then an airport code would be created instead.

### **Error – MISSING/INVALID CHAIN CODE**

Reason – This indicates that the chain code is missing from 3C

Solution –

1. Add the correct chain code to the property under "Distribution Systems" and republish hotel.

### **Error – HOTEL DATABASE UPDATE IN PROGRESS – RETRY LATER**

Reason – This indicates that Amadeus is running their maintenance updates and no changes can be made during this time

Solution –

1. Republish the hotel at a later time.

### **Error – FIELD CANNOT BE BLANK**

Reason – This indicates that only partial data has been filled in 3C

Solution –

1. Ensure that if a field within 3C has been populated that all applicable fields/boxes are filled in as well.

## **Apollo Errors**

### **Error – THE SYSTEM IS BUSY – PLEASE TRY AGAIN**

Reason – This indicates that Apollo is running their maintenance updates or the system is down and no changes can be made during this time.

Solution –

1. Republish the hotel at a later time.

### **Error – Position on PROPERTY MASTER DATA screen failed**

Reason – There is an open issue (CR [0806091357](#)). This could also happen if Apollo is updating their Bulk Update product and no other customer can be updated during this time. It is from 12am-2am CST.

Solution –

1. Republish hotel as it should go back through.
  - a. If it comes back as an error again, please check to see if it is a valid error or the same as above.
  - b. If still not able to publish property, please email [GDSsupport@Lanyon.com](mailto:GDSsupport@Lanyon.com)

### **Error – Property code is blank. Cannot continue.**

Reason – This indicates that the Chain number or Roommaster number isn't loaded in 3C.

Solution –

1. Load the correct Property number and republish the hotel.

**Error – INVALID CHAIN #**

**Reason** – This indicates that the Chain number or Roommaster number loaded in 3C is incorrect.

**Solution** –

1. Verify number in 3C against the Roommaster number and republish hotel. (Ensure you advise Apollo that any property numbers loaded in Roommaster that are less than five digits/characters are left justified)

**Error – INVALID RULE NUMBER**

**Reason** – This indicates that the chain rule number you have created in 3C is invalid. Apollo will only accept a rule number equal to 65535 or less than. If you have created a rule number over this limit, the update will fail.

**Solution** –

1. In 3C change the rule number so that it is not higher than the 65535 and update the property. Republish the property once fixed.

**Error – TEXT IN PROG. – Y TO USE OLD TXT, N TO USE TXT IN PROGRESS**

**Reason** – This occurs under the “Airport” section of Roommaster.

**Solution** –

1. Sign into Roommaster
  - a. From the GoTo box type in Airport along with the Chain ID and enter
  - b. Find the applicable airport
  - c. Press F2 like you are updating the text
  - d. The error above will display.
  - e. Type in Y to use Old Text and enter
  - f. Type in anything (e.g NO) in top line and enter
  - g. Republish property

**Error – ERROR IN HIGHLIGHTED FIELD(S)**

**Reason** – This indicates that the highlighted field has an error. There are several reasons this can occur. They will be in **RED**.

**Solution** –

1. One of the most common reasons of this is the airport code is invalid **AIRPORT: WBW**
2. For this example you can email the Apollo Help Desk at [atlvhd@galileo.com](mailto:atlvhd@galileo.com) and have them add it.
3. After they have acknowledged it has been added, you can republish the hotel again.

**Error – There is an error in XML document (1, 9218). at com.lanyon.gds.helper.xmlscript.XMLScript.xml**

**Reason** – This usually indicates there is bad data within the hotel. The session times out as we cannot process it due to Invalid characters. It has been found to be the @ sign mostly although it could be any that Apollo does not except or support.

**Solution** –

1. You cannot get to the bad data and remove it from Roommaster via the Emulator. Please email the help desk at [GDSSupport@Lanyon.com](mailto:GDSSupport@Lanyon.com) so we can remove it from your hotel.

**Sabre Errors**

**Error – UNABLE TO RECOGNIZE PROPERTY NUMBER**

**Reason** – Either the GDS property number is invalid within 3C or property has not been built or switched over in the applicable GDS.

**Solution** –

1. Verify property ID in Sabre and determine if the Property Number located in the Distribution Systems tab needs to be changed. If so, once changed republish the hotel again.
2. If hotel doesn't exist in the GDS at all (meaning it is a brand new hotel within Sabre), then set the property as NEW under Content/Rate Management, Setup, GDS/Property Setup. Republish the hotel to send an Initialization mask to Sabre for the property number to be approved. Once approved, changed the NEW status back to ACTIVE before publishing future updates.

**Error – NAME FORMAT-ONLY – AND ALPHA/NUMERIC**

**Reason** – This indicates that a special character was added in 3C that Sabre does not recognize.

**Solution** –

1. Go to the field that Sabre advises of the failure and correct in 3C and then republish hotel.

**Error – SYSTEM HOUSKPING – ALL AREAS SIGNED OUT  
SIGN BACK IN TO CONTINUE WORKING**

**Reason** – This indicates that Sabre is running their maintenance updates and no changes can be made during this time.

**Solution** –

1. Republish the hotel at a later time.

## Worldspan Errors

Error – **FILE MAINT/UPDATE IN PROGRESS—RETRY LATER**

Reason – This indicates that Worldspan is running their maintenance updates and no changes can be during this time.

Solution –

1. Republish the hotel at a later time.

Error – **Update Failed**

Reason – This indicates that a specific format trying to be updated failed. Please see the actual GDS screen shot in the error to determine what field it failed on.

Solutions –

1. Fix the field within 3C and republish.
2. The most common seen is below located under "Policies-Cancel & Guarantee Deposit:

**DEPCC(X)** In 3C the "Rule Description" is "Deposit Required"

**DEP AMT(\*\*\*\*\*)** But no amount is added to the "Deposit Amount"

**DEP DUE(\*)(\*\*\*)PRIOR TO ARRVL (\*\*\*)AFTER BKG (\*\*\*)** Or when it is due is missing.

3. **INVLDP DEP AMT – VALID ONLY WITH DEPOSIT GUAR TYPES** This is just the opposite from example 2. An amount was entered for a deposit **DEP AMT(2NT)** yet CC guarantee **CC(X)** was selected.
4. **INVLDP PRPTY PHONE** Phone entered in 3C has invalid character or missing data. **PHONE(+39-0182-580271)** + sign is not allowed.

Error – **KEYWORD ALRDY PRSNT**

Reason – This indicates that the keyword you are sending over is not in the right order according to your Worldspan Template to be updated. So for example the hotel has a keyword of RESTAURANT set to 17 in Worldspan but your Template says it should be 12, the property will fail since Lanyon is trying to load it as 12.

Solution –

1. You will need to manually delete the keyword (s) that do not match in Worldspan and republish the hotel.

Error – **LAST DTE FOR RM TYPE ALL MUST BE XXXXXXXX**

Reason – Worldspan does not allow the last or only rule to have an end date. It must have all X's.

Solution – Take out the end date in 3C and it will automatically update the X's in Worldspan for you.

**Note:** Even though you see a **red X**, this doesn't mean the entire property has failed always in the update phase. This only means the specific section in your error has failed but Lanyon will process the rest accordingly.

1. **Maintenance Updates will keep the entire property from processing.**

**Note:** To ensure the hotel passes, **only include the following special characters in free-form text fields.**

- Comma ,
- Period .
- Slash /
- Dash -
- Asterisk \*

**Note:** Maintenance Updates run during these dates and/or times. It is always possible that any GDS could be down due to unforeseen reasons.

- Amadeus – Every night at 3am CST until completed. Usually lasting 1 ½ hours.
- Apollo / Galileo – No specific time. Galileo announces when this occurs. However Bulk Data Transfer runs during 12am-2am CST which keeps other customers updates from occurring.
- Sabre – No specific time. Sabre announces when this occurs.
- Worldspan – Every Monday evenings from 8pm-1am Eastern Time.