

# **Amadeus Selling Platform 3.1 P120**

## **Installation guide**

### **Workstations**

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# 1 TECHNICAL REQUIREMENTS

- Minimum Power-User account for installing the certificate and the Automatic Update application.
- Pro Tempo will not be stable after Amadeus Selling Platform is installed on the same computer.
- Network and firewall must allow Command Page to access the Scandinavian host. Check with **Amadeus IT Support** for host-address and port-number if you don't already have this information.
- **TERMINAL SERVER users** are advised to follow the instructions in the *Amadeus Selling Platform Terminal Server Installation Guide*.
- If you do not know where to find the technical information described in this chapter, go to chapter 2.1 and download the **SellingSetCheck** script. It will check all technical requirements, and configure Internet Explorer for you.

## 1.1 Hardware requirements

The following figures are intended as broad guidelines only, and refer to minimum supported requirements for Amadeus Selling Platform 3.1 P1xx. The requirements are for the operating system and Amadeus Selling Platform. Other applications, like Microsoft Office and antivirus software, are not taken into account. Application performance will improve with higher PC specifications. Processor speeds refer to Intel Pentium norms.

	Windows 2000	Windows XP
<b>Amadeus Selling Platform, Command page only.</b>	Processor: 800 MHz RAM: 256 MB	Processor: 800 MHz RAM: 256 MB
<b>Amadeus Selling Platform Command Page + Graphic Page + Script</b>	Processor: 800 MHz RAM: 384 MB	Processor: 800 MHz RAM: 384 MB
<b>Amadeus Selling Platform Command Page + Graphic Page + Script &amp; extra software usage incl. Scandinavian applications (STINA)</b>	Processor: 800 MHz RAM: 512 MB	Processor: 800 MHz RAM: 512 MB

**Hard disk space:** 250 MB or more of available disk space

**Video Monitor:** SVGA, 800x600 or 1024x768 resolution, 65535 (16-bit) colours

## 1.2 Supported Platforms

Operating System	Browser
Windows XP (up to SP2)	Internet Explorer 6.0
Windows 2000 Professional (SP4)	Internet Explorer 7.0

! Amadeus Selling Platform is currently not compatible with Windows Vista. Next version of Amadeus Selling Platform, planned to be launched Q4 2007, will be compliant with Windows Vista Business edition.

## 2 CONFIGURE INTERNET EXPLORER

Chose between the manual or automatic configuration to set up Internet Explorer to install and run Amadeus Selling Platform.

If you have any default setting to delete cookies, please note that this will remove the customizations made by the users of Amadeus Selling Platform each time cookies are deleted. To keep the customized settings (like font type, font size and background color) you must not delete cookies

### 2.1 Automatic configuration

- Go to <http://www.sca.amadeus.com/download>
- Click on Category (log on with username **download** and password **gogetit**)
- Download and run `SellingSetCheck.vbs`
- Continue with the installation from chapter 3 if all hardware and software requirements are approved.

### 2.2 Manual configuration

- Configure your Internet Explorer settings according to this table:

IE settings location	Setting name	Required setting
Internet Options / Security / Trusted Sites / Custom Level (Default Low security sufficient)	File Download	Enabled
	Download signed ActiveX controls	Enabled
	Run ActiveX Control and Plug-ins	Enabled
	Script ActiveX Control marked safe for scripting	Enabled
Internet Options / Security / Trusted Sites / Sites	Require Server verification (https) for all sites in this zone	Not checked
Internet Options / Advanced / Security	Check for publisher certificate revocation	Not checked
	Check for server certificate revocation	Not checked

- Add [http://\\*.sca.amadeus.com](http://*.sca.amadeus.com) as a Trusted Site.  
(Tools / Internet Options / Security / Trusted Sites / Sites)
- Add [http://\\*.amadeusvista.com](http://*.amadeusvista.com) as a Trusted Site.

## 3 INSTALL THE CERTIFICATE AND AUTOMATIC UPDATE

- Log on to your workstation as an administrator, if your regular log-on name does not have local Power-user or Administrator privileges.
- Go to: <http://certificates.amadeusvista.com/sgwadmin/>
- Enter your Certificate Identifier (CID) in the CID field
- Click on the *Submit Request* button. This may take a little while
- You will then be prompted with the following message: *Security Gateway Registration succeeded*

## 4 INSTALL AMADEUS SELLING PLATFORM

- Automatic Update will check for updates and start downloading.
- If it does not start automatically, see chapter 6.1 for troubleshooting.
- When the download phase is over, close all Internet Explorer windows and click OK to start the Installation phase.
- Click OK to use the default installation directory (recommended).

## 5 LAUNCH AMADEUS SELLING PLATFORM


- Log on to Windows with your regular username.
- Open an Internet Explorer Session.
- Go to <http://amadeusvista.com>
- Click on Run Selling Platform.
- Enter your Sign-in information and Click OK.
- Click on Install on all security warnings for Amadeus Scandinavia scripts (only the first time Amadeus Selling Platform is launched).
- Click OK on the next information page.

## 6 TROUBLESHOOTING

Error messages and problems that can occur while installing/running Amadeus Selling Platform.

If your problem is not covered in this chapter, run the diagnostic tool from <http://diagnostic.amadeus.com/travelagencies>, and click the Send diagnostic button before you contact Amadeus Scandinavia IT Support.

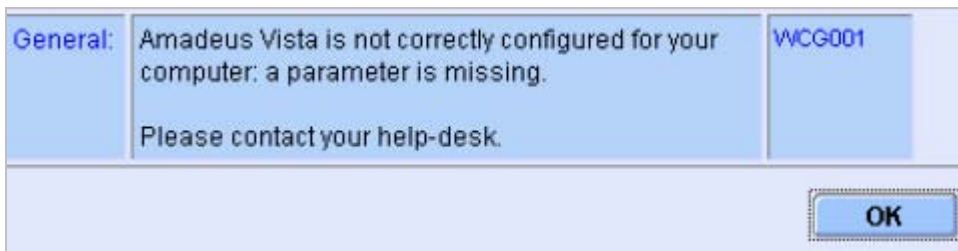
### 6.1 Automatic Update does not start to download

- Click on the Automatic Update icon  in the system tray.
- If you are behind a Proxy server:
  - ▶ Press Ctrl+Shift+F1 to make the Support tab visible.
  - ▶ Click on the Support tab.
  - ▶ Click on Configure Proxy.
  - ▶ Enter your Proxy settings and Click OK
- Check that no personal firewall or antivirus software is blocking **AutoUpdate.exe** from accessing the internet.
- Click on **Check Updates** under the Update tab.
- If Automatic Update does not download anything after the steps above are checked, contact Amadeus Scandinavia IT Support. The Automatic Update log file (C:\Program Files\Automatic Update\Data\1aAutoUpdateLog.xml) may provide useful information.

### 6.2 Customized settings disappear

User defined settings, like font type, font size and background colour, are saved in Internet Explorer cookies. If you have any default setting to delete cookies, please note that this will remove the customizations made by the users of Amadeus Selling Platform each time cookies are deleted. To keep the customized settings you must not delete cookies

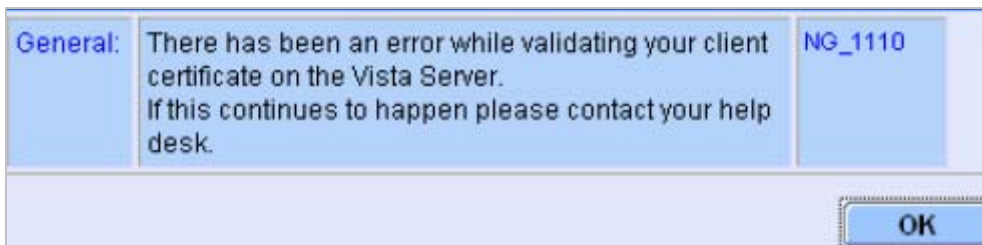
## 6.3 WCG001



### Steps to solve this issue

1. This generally occurs when Automatic Update is stopped, check that Automatic Update is up and running. You can also try to restart the service.
2. Contact Amadeus IT-Support.

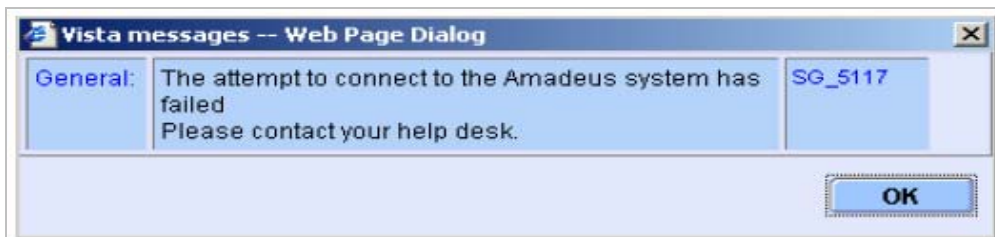
## 6.4 NG\_1110



### Steps to solve this issue

1. Check the computer clock and make sure that the time is accurate as well as today's date.
2. Install the Amadeus Root CA. You can find it at <http://certificates.amadeusvista.com/authorities/>
3. Contact Amadeus IT-Support.

## 6.5 SG\_5117



### Steps to solve this issue

1. Check computer diagnostic: <http://webconfig.amadeus.com/diagnostic> Run the diagnostic then send it.
2. Contact Amadeus IT-Support