

# **Amadeus Selling Platform 3.1 P120**

## **Installation Guide**

**Terminal Server and Citrix**

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# 1 Introduction

## 1.1 About this guide

This document describes the technical requirements, and different phases for installing Amadeus Selling Platform 3.1 P1xx in a Windows Terminal Server or Citrix Metaframe environment

This is not a functional User Guide. Printing facility is not covered by this book, but by the Amadeus Pro Printer installation guide.

Terminal services (TS) terms will be used to refer to Windows Terminal Server and Citrix Metaframe environment.

## 1.2 Intended audience

The information in this manual is written for technical users. It is assumed that the reader has a good knowledge of the Windows Terminal services or Citrix Metaframe/Presentation server.

# 2 Limitations and requirements

The following list of limitations and requirements is important to understand. They address Amadeus Selling Platform 3.1. Any Terminal Services environment that would bypass these limitations will be considered a custom proposal.

- Upgrade from Vista 2.1 is not supported.
- Windows Mandatory Profiles is not supported.
- Users must have access to save data in the Application Data folder in their Windows profile.
- All users will have the same Amadeus Selling Platform version release, but they can access different product options.
- Only one CID can be used to deploy/install the product(s). This is the Server CID.
- Pro Tempo will not work when Amadeus Selling Platform is installed on the same server.

## 3 Technical requirements

### 3.1 Hardware requirements

	Minimum supported
Processor Power	Pentium IV 2Ghz*
RAM	125 Mb per concurrent user + RAM for the server**
Hard disk space	150 MB for Amadeus Selling Platform files only
Video monitor	SVGA, 1024x768 resolution, 65535 (16-bits) colors

\* or equivalent processor power

\*\* depending on the server usage. Refer to Microsoft recommendations.

These are recommended specifications, which do not take into account any other application that may run on the machine.

### 3.2 Server OS and browser requirements

Operation System	Windows 2000 Server SP4 Windows Server 2003 SP1
Internet browser	Internet Explorer 6.0 SP1 Interne Explorer 7.0

### 3.3 Server software and patches

Software	Minimum version
MDAC	2.6
MS-XML	3.0 for Automatic Update (4.11 is installed by Amadeus Selling Platform)
VB runtime	Microsoft Visual Basic 5.0 runtime module
Automatic Update	2.5 P400

#### [Microsoft Visual Basic Runtime](#)

The runtime files are included in Internet Explorer since IE 5.0. The installation package can also be downloaded from <http://support.microsoft.com/default.aspx?kbid=180071>

#### [Ms-XML information](#)

MSXML Parser 3.0 is the XML parser that is shipped with IE 6.0 and Windows XP.

### 3.4 Network Access requirements

The requirements on the server side are the same as for a standard Amadeus Selling Platform installation, but the bandwidth requirement should be multiplied by the number of simultaneous users. On the client side the only requirement is to be able to connect to the server.

#### 3.4.1 Internet

Front Office Browser-based IP Products Minimum Bandwidth requirements by number of Users						
Public Internet	1 terminal	2-4 terminals	5-10 terminals	11-25 terminals	26-50 terminals	> 50 terminals
Amadeus Selling Platform	56 kbps	128 kbps	192 kbps	256 kbps	512 kbps	Specification on demand
Amadeus Selling Platform + other web applications						

#### 3.4.2 Intranet

Front Office Browser-based IP Products Minimum Bandwidth requirements by number of Users						
Private IP	1 terminal	2-4 terminals	5-10 terminals	11-25 terminals	26-50 terminals	> 50 terminals
Amadeus Selling Platform	56 kbps	56 kbps	64 kbps	64 kbps	128 kbps	Specification on demand
Amadeus Selling Platform + other web applications	56 kbps	128 kbps	128 kbps	256 kbps	512 kbps	

### 3.5 Windows Access Rights requirements

“Administrator” rights are required to register the server CID and install Automatic Update.

“Users” right are sufficient to register the users CID and to run Amadeus Selling Platform.

Users must have access to save changes in the Application Data folder in their Windows profile.

**Note: the users must NOT have “Administrators” rights on the server.**

## 4 Installation

### 4.1 CID requirements

- One CID is required per user.
- One CID is required per server.

### 4.2 Installation steps

1. Double check the server and network requirements
2. Logon to the server with the administrator account
3. Verify that the server has not been installed with Amadeus Ferry or Amadeus Cruise (version 3.8 or above), in that case it may not be necessary to install the server and user certificates again.
4. Register the server CID from the Security Gateway registration site (chapter 4.4). You must use the administrator account through a local session on the server (do not use RDP). This will install the server HWID as well as Automatic Update and Amadeus Selling Platform. Repeat this step for each server.
5. Create and configure the user's rights using the Computer Management tool (chapter 4.6).
6. Install Amadeus Scandinavia scripts and Amadeus diagnostic tool (chapter 4.8 and 4.9).
7. For each user account created, connect from a remote station, access the registration site (chapter 4.10) and install the CID. This step will allow to create user bound virtual HWID (instead of computer bound). This virtual HWID is stored in the user profile (user certificate data store).

### 4.3 Add trusted sites in Internet Explorer

Add the following sites to the Trusted Sites list in Internet Explorer.

Tools / Internet Options / Security / Trusted Sites

[http://\\*.amadeusvista.com](http://*.amadeusvista.com) (for installation of Automatic Update cab file)

[http://\\*.sca.amadeus.com](http://*.sca.amadeus.com) (for installation of Script cab files)

## 4.4 Server CID registration

It is not necessary to install a server CID for Amadeus Selling Platform if Amadeus Ferry or Amadeus Cruise (version 3.8 or above) is already installed on the server. Amadeus Scandinavia IT Support will add Amadeus Selling Platform to the existing server and user certificates.

Connect through a local session (console) on the server, under the Administrator account, and go to the registration site, <http://certificates.amadeusvista.com/sgwadmin>



The screenshot shows the Amadeus Registration Site interface. At the top left is the Amadeus logo with the tagline "Your technology partner". To the right, it says "Welcome to Amadeus Registration Site". A "Home Page" link is in the top right corner. On the left side, there is a navigation menu with links: "Amadeus Vista Welcome Page for versions prior to Amadeus Vista 2.2", "» Diagnostic Site", and "» Back". The main content area is titled "Welcome to the Amadeus Registration Site" and contains two registration options. The first option is for ATID and Office ID, with a "Submit request" button. The second option is for CID and Office ID, with a "Submit request" button and a link "Enter your CID here". The footer contains copyright information: "© 2006 Copyright Amadeus IT Group SA. All rights reserved under national and international copyright laws."

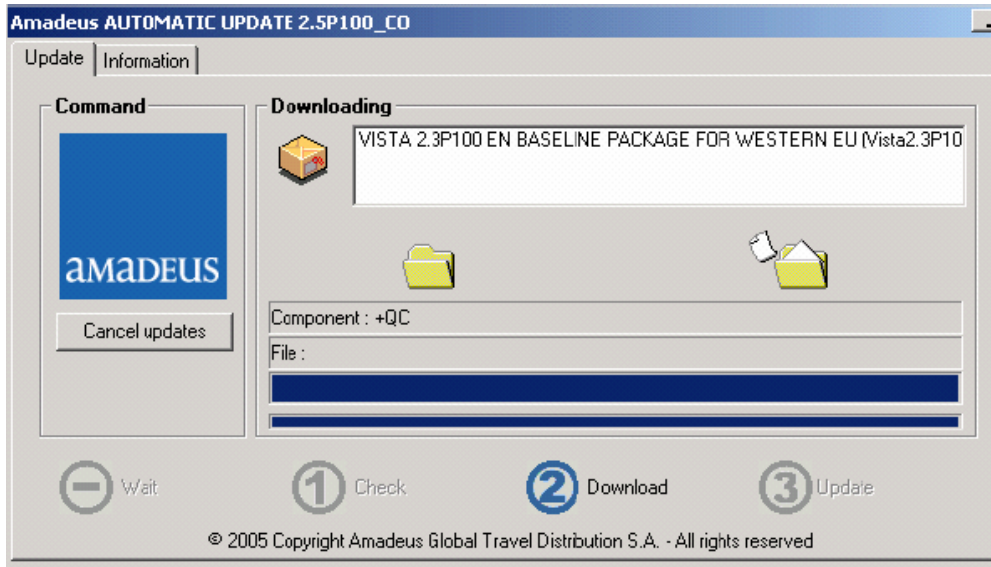
Enter your CID and click on **Submit Request**. Automatic Update will be downloaded and install Amadeus Selling Platform like a standard installation. Repeat for each Amadeus Selling Platform server, each server has its own server CID.

Note that at the end of this step the following things have been performed:

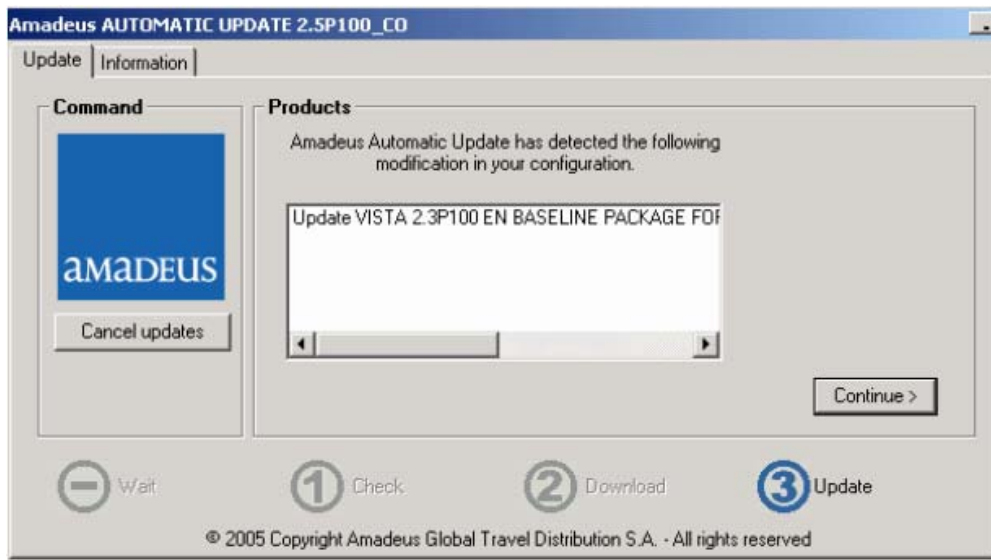
1. HWID has been registered on the server and the associated certificate installed,
2. Amadeus sites (\*.amadeusvista.com, \*.amadeusproweb.com) have been added in the Internet Explorer trusted sites zone.
3. The Amadeus root certificate (Amadeus Root CA) has been added into the Trusted Root Certifications Authorities of the operating system.
4. The Amadeus intermediate certificate (Amadeus Subordinate CA1 or CA2) has been added into the Intermediate Certification Authorities of the operating system.

## 4.5 Amadeus Selling Platform download and installation

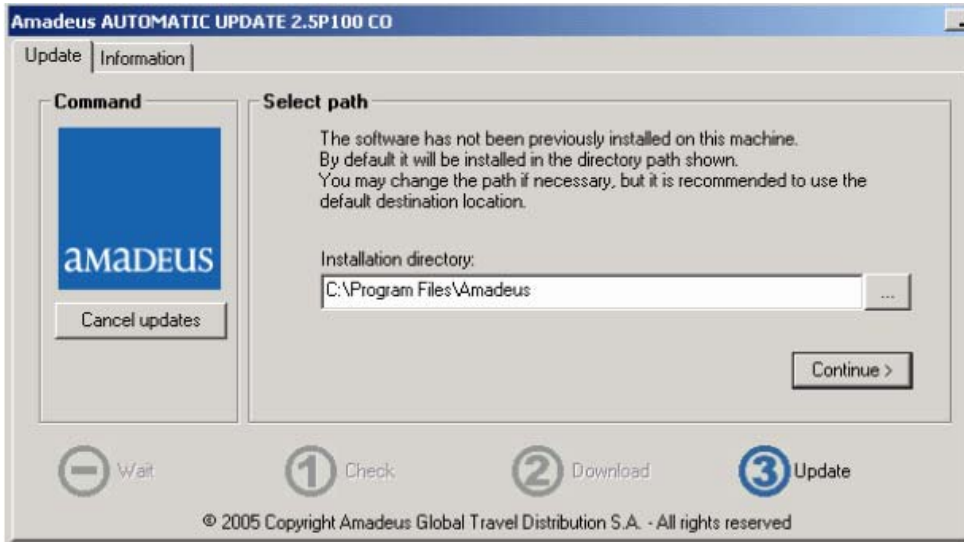
At the end of the registration, Automatic Update checks with Web Config to see if there is any product to download according to your HWID, and downloads Amadeus Selling Platform 3.1 files. If Automatic Update does not start to download, click the *Check Updates* button.



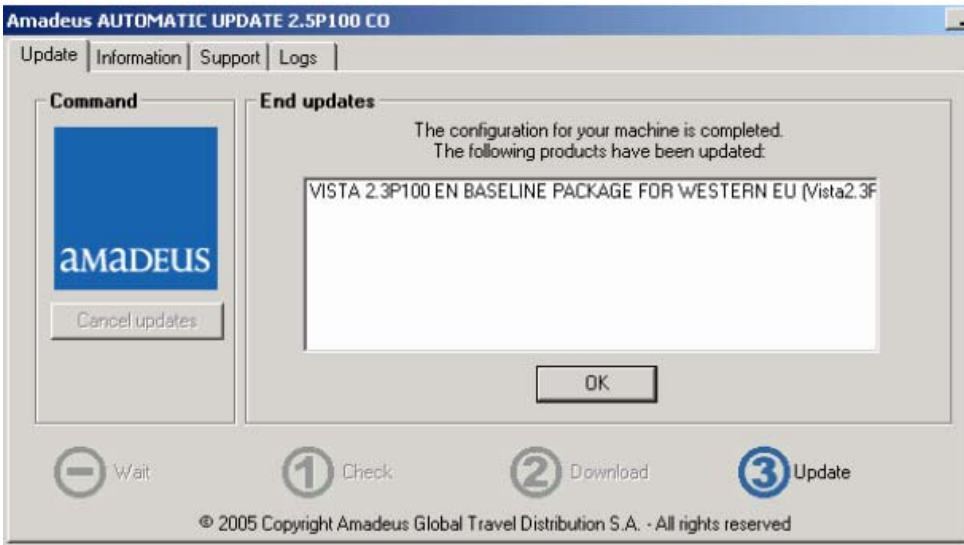
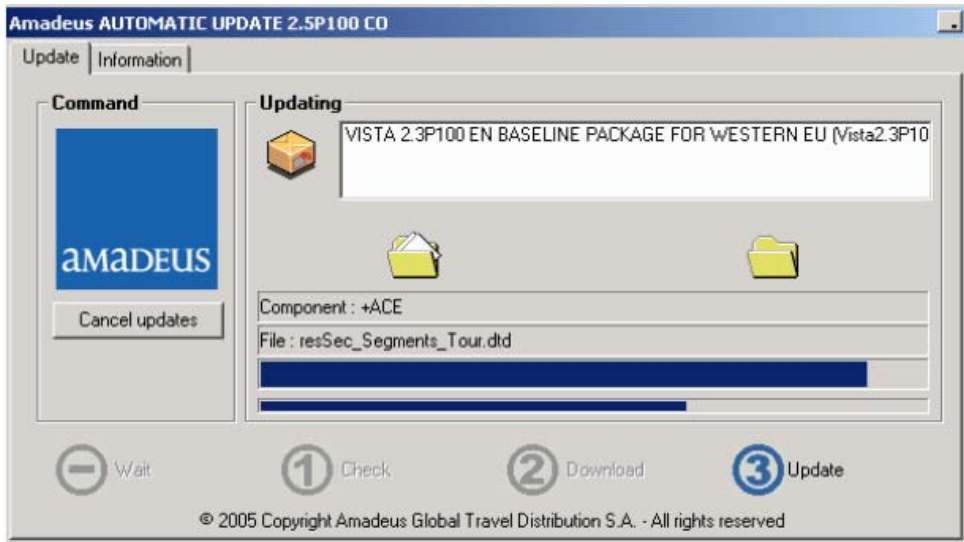
When all the files are downloaded, the installation can start.



Click on **Continue**.



Enter the installation directory and click on **Continue**.



Click on **OK**. Amadeus Selling Platform 3.1 has been successfully installed.

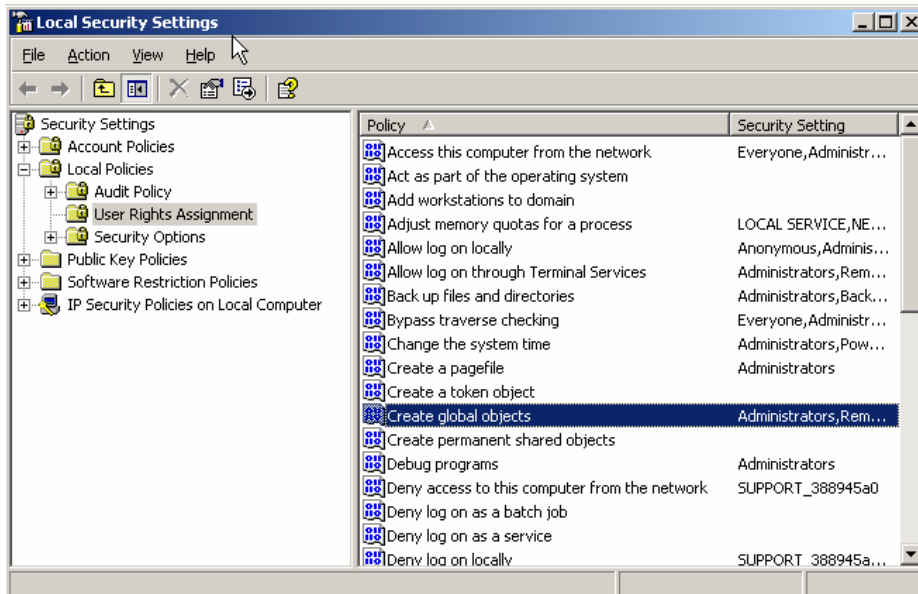
## 4.6 Configuring the server

This chapter must be performed on all Amadeus Selling Platform Terminal Servers.

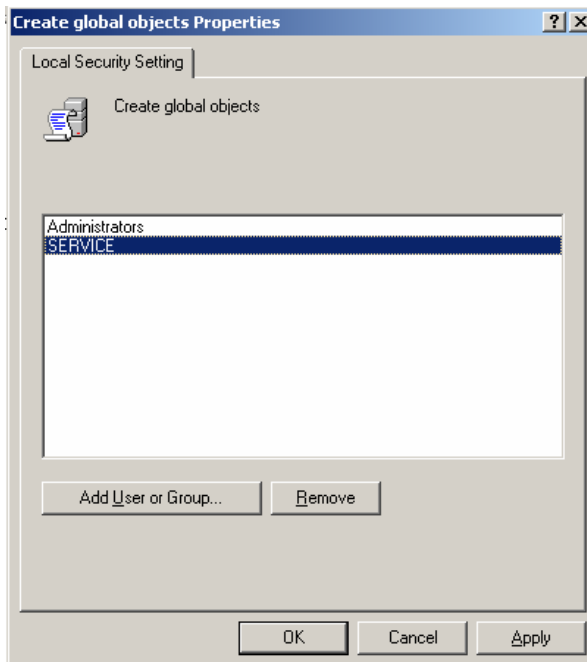
### 4.6.1 Update Local Security Settings

For Windows 2000 SP4 Server and Windows 2003 Server the server local security policy must be updated.

Launch the Microsoft Local Security Settings editor:



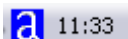
Double click on the Create Global Objects policy:



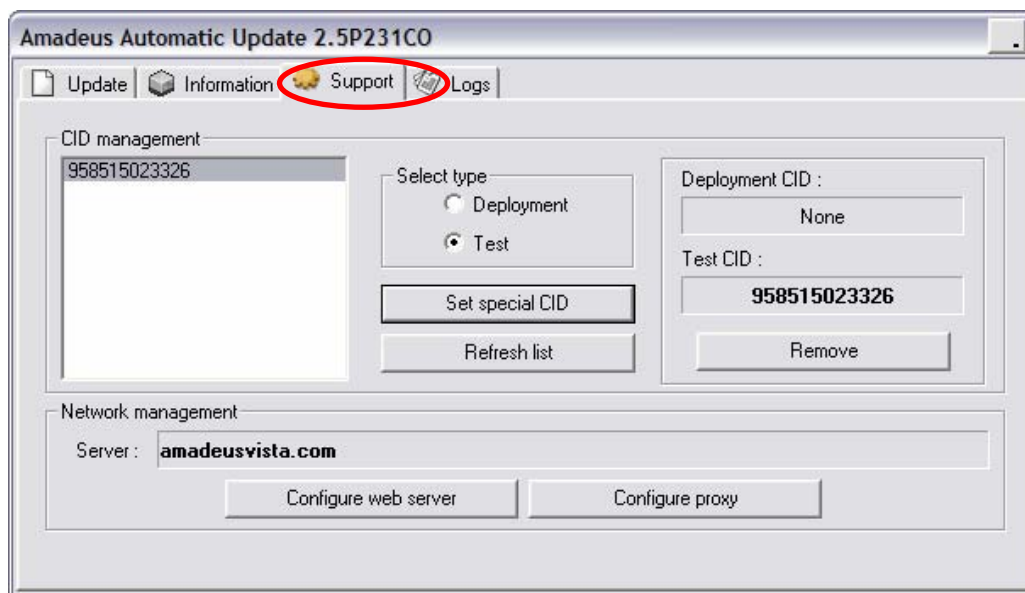
Add the **Remote Desktop Users** or **Terminal Server Users** local group into this policy through the **Add User or Group** button.

## 4.6.2 Configure Automatic Update

Open the Automatic Update window by clicking the Amadeus icon in the system tray.



Press **Ctrl+Shift+F1** to display the support tab



Click on the server CID under CID management.

Click on **Test** under Select type.

Click on **Set Special CID**.

## 4.6.3 Delete the old type certificate

Go to <http://certificates.amadeusvista.com/certificateinfo>

Depending on your Internet Explorer security settings, the following warning may be displayed:



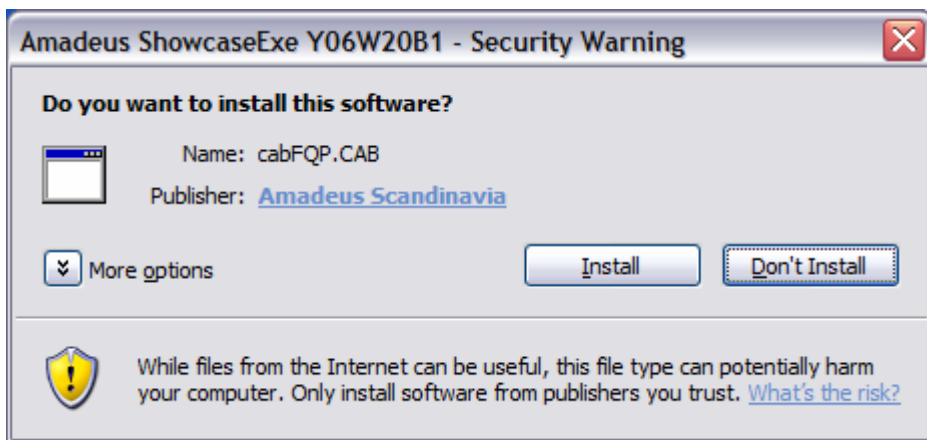
Click on **Install** to allow the Certificateinfo CAB file to be installed.



Delete the old certificate type (SG-4505) with the **Delete** button, this certificate is not needed.

## 4.7 Install Amadeus Scandinavia Scripts

Launch Amadeus Selling Platform once when logged on as administrator to install Amadeus Scandinavia Scripts. The scripts are downloaded and installed as CAB files. You may be presented with a warning, depending on your Internet Explorer security settings.



Click **Install** to allow the CAB file to be installed, repeat for every script.

Script files (EXE, DLL and INI files) will be installed in the x:\Windows\System32 folder. Users need Read and Write access to the following INI files:

- PNRCheck.ini
- PTA.ini or PTA\_CT.ini
- SMART\_PTA.ini
- MPDPrint.ini
- UESConfig.ini

Custom made scripts could contain other INI files not listed here.

## 4.8 Install Diagnostic component

This component is necessary for the users to be able to run the diagnostic tool. It is also the only way to clean up failed user CID registrations, without giving the user access to Registry Editor and Windows Management Console (mmc).

Launch the Diagnostic site (<http://diagnostic.amadeus.com/travelagencies>) once when logged in as administrator to install the Diagnostic CAB file.

You may be presented with a warning, depending on your Internet Explorer security settings.



Click **Install** to allow the Diagnostic CAB file to be installed.

## 4.9 User CID registration

It is not necessary to install user CIDs for Amadeus Selling Platform if Amadeus Ferry is already installed on the server. Amadeus Scandinavia IT Support will add Amadeus Selling Platform to the existing server and user certificates.

Connect through a remote session to the server, logged under the user account, and go to the registration site, <http://certificates.amadeusvista.com/sgwadmin>.



Enter your CID and Office-ID and click on **Submit Request**. Automatic Update will be downloaded and install Amadeus Selling Platform like a standard installation.

Note that at the end of this step the following tasks have been performed:

1. A virtual HWID has been registered in the user profile, and a certificate has been installed,
2. Amadeus sites ("\*.amadeusvista.com", "\*.amadeusproweb.com") have been added in the Internet Explorer trusted sites zone.
3. The Amadeus root certificate (Amadeus Root CA) has been added into the Trusted Root Certifications Authorities,
4. The Amadeus intermediate certificate (Amadeus Subordinate CA1 or CA2) has been added into the Intermediate Certification Authorities.

## 4.10 Desktop/Application publishing

### 4.10.1 Terminal Server

For Microsoft Terminal Server usage, it is mandatory to have only one session per user. If the same ATID is used by different users at the same time it could result with unpredictable Amadeus Selling

Platform behaviour. We recommend using the CConnect.exe tool from Microsoft to re-enforce this policy.

#### 4.10.2 Citrix Metaframe/Presentation Server

If using Citrix Metaframe, Amadeus Selling Platform 3.1 can be published through desktop or as a standalone application.

For a stand alone application, use a command line such as [C:\Program Files\Internet Explorer\IEXPLORE.EXE" <http://amadeusvista.com>"].

- The recommended session window size is 1024x768 or higher.
- The Application or Connection Limit should be set to one instance per user.

## 5 Starting Amadeus Selling Platform

Once the installation has been done, Amadeus Selling Platform can be launched through a user remote session as usual.

Example with Terminal server:

1. Connect to the server desktop through the remote client software
2. Launch Amadeus Selling Platform through the usual URLs:
  - Internet: <http://amadeusvista.com>
  - Intranet: <http://1a.amadeusvista.com>



To access the application, click on “**Launch Amadeus Selling Platform**” and the Amadeus Selling Platform Sign-in screen will be displayed.

To go directly to the Sign-in screen without clicking on the front page, add ‘?BYPASS=Y’ to the Amadeus Selling Platform URL. Example: <http://amadeusvista.com/?BYPASS=Y>. This option will open a blank welcome page in the background, closing it will not affect Amadeus Selling Platform in any way.

## 6 Uninstalling Amadeus Selling Platform

### 6.1 Uninstallation steps

1. Remove Amadeus Selling Platform software
2. Remove Automatic Update (if no more Amadeus products are used)
3. Remove certificate (if no more Amadeus products are used)
4. Remove the Hardware ID

### 6.2 Removing Amadeus Selling Platform files

Removal of Amadeus Selling Platform is configured in Web Config by Amadeus Scandinavia. The next time Automatic Update checks the configuration, Amadeus Selling Platform will be removed from the computer (To speed up the removing process, press the Check Update button in the Auto Update GUI.)

### 6.3 Removing Automatic Update

If no more Amadeus FOS products are needed on the computer (and have been uninstalled), Automatic Update can be removed. Open Windows Explorer, go to "C:\Windows\Downloaded Program Files", right-click on **Amadeus Automatic Update** and select **Remove**.

### 6.4 Removing Certificates

If installed, Amadeus certificates (protecting the CID or HWID) can be removed from the computer using the Windows Management Console (mmc). This should be done for local machine certificates and all user certificates.

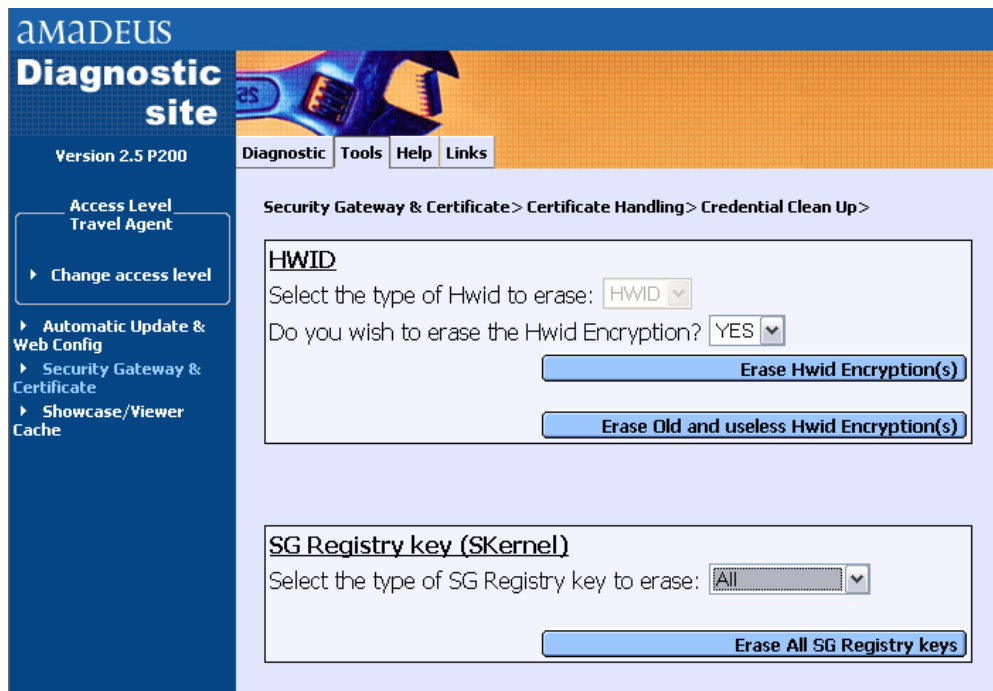
It is not recommended to remove the certificates until all Amadeus Products are removed.

## 6.5 Removing the HWID

Go to <http://diagnostic.amadeus.com/travelagencies/>



Click on **Tools**  
 Click on **Security Gateway & Certificate**  
 Click on **Certificate Handling**  
 Click on **Credential Clean Up**



Click on **Erase HWID encryptions(s)**  
 Click on **Erase old and useless HWID encryptions(s)**  
 Select the type of SG Registry Key to erase:

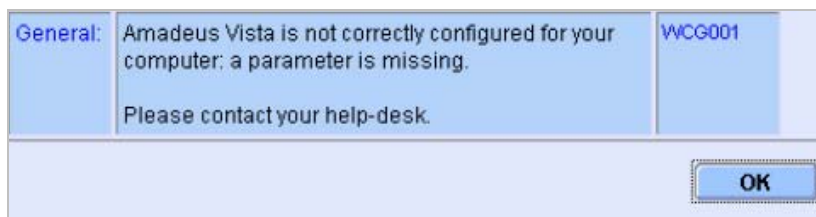
- **ALL** will remove any available Server HWID or User HWID.
- **Local Machine** will only remove the server HWID.
- **Current User** will only remove the User HWID.

Click the **Erase ... Registry Keys** button.

## 7 Troubleshooting

### 7.1 WCG001 error

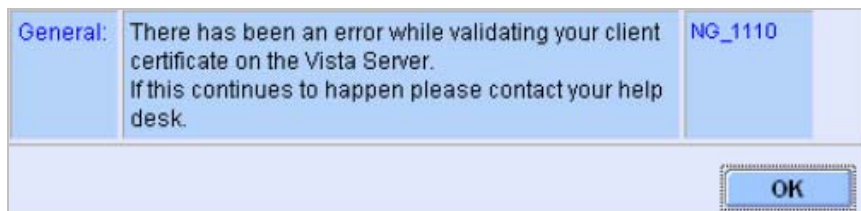
Usually occurs when users are launching Amadeus Selling Platform.



1. Check that the Automatic Update service is running.
2. Check the Local Security settings in chapter 4.6.1. Try to add Everyone in the Create Global Objects policy as a test.
3. Contact Amadeus Scandinavia IT Support.

### 7.2 NG\_1110 error

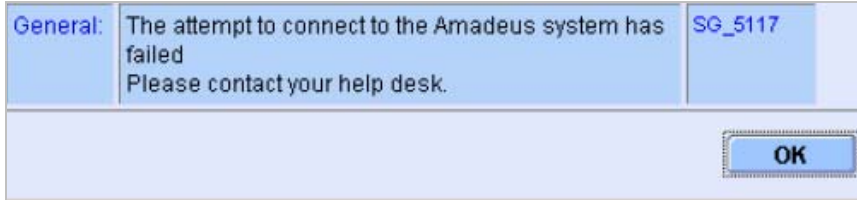
Usually occurs when users are launching Amadeus Selling Platform.



Install Amadeus Root CA and Certificate Authorities from <http://certificates.amadeusvista.com/authorities> when logged on as the user.

### 7.3 SG\_5117 error

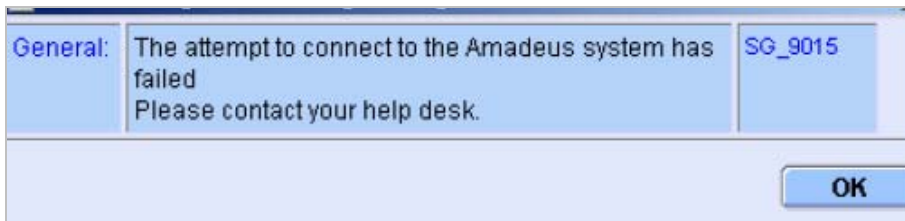
Usually occurs when users are launching Amadeus Selling Platform.



Run a diagnostic on <http://diagnostic.amadeus.com/travelagencies> when logged on as the user. Press the Send button when the diagnostic is done. Contact Amadeus Scandinavia IT Support.

### 7.4 SG\_9015 error

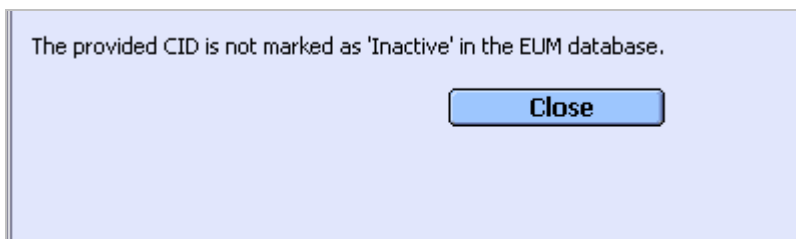
Usually occurs when users are launching Amadeus Selling Platform.



Contact Amadeus Scandinavia IT Support.

### 7.5 CID marked as Inactive

Occurs when user tries to install a CID.



CID is already installed.  
Contact Amadeus Scandinavia IT Support to change the CID status.