

Basic Guide line for Agents

How to update & troubleshoot Amadeus System

Amadeus Technical
Delhi, 31/01/2009

amADEUS
Your technology partner

Document control

Security level				
Company	Amadeus India Pvt. Ltd.			
Department	Technical			
Author	Mr.Nidhir Patel / Mr.Deepak Bhardwaj			
Reviewed by	Mr.Anil Gupta / Mr. Munish Pande	Date	31 / 01 / 2009	
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Version	Date	Change	Comment	By

News Flash

Amadeus Flash

Amadeus Sign in Security Mandate



Dear Travel Partner,

With our continuous effort to maintain maximum Information Security we once again appraise you to use individual sign in for all users with password protection. As an initiative, the defaults will be -

- ❑ Whenever a new sign is created, password requirement is mandatory.
- ❑ If a user remains inactive for over 30minutes (or 15minutes if credit card number display is enabled), he/she will be automatically signed out from the work area.
- ❑ A sign which is not used for past 90 days will be automatically deleted.

Ensuring that all Amadeus users sign into the reservation system using unique, password protected signs is an important milestone in Amadeus effort to continuously improve IT security and optimizing system resources.

For further information please contact your nearest Amadeus Helpdesk.

Amadeus Helpdesk

24 X 7 Access to Amadeus Helpdesk at Nationwide Toll free 1800-111-200

Live Chat Function in Amadeus Selling Platform

Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform

Mail to Helpdesk

help@amadeus.in

Know more about Amadeus

www.amadeus.in

Amadeus Learning City

Learn Amadeus using self paced learning solution Amadeus Learning City - www.alc.amadeus.com

Topics

- ▶ **Amadeus Selling Platform**
 - ▶ **Best Practice**
 - ▶ **Amadeus Selling Platform Version Upgrade**
 - ▶ **Basic Troubleshooting**
 - ▶ **Common Error codes**
 - ▶ **Call logging**
 - ▶ **Gotoassist Remote assistance**
 - ▶ **Email script**

- ▶ **PC HARDWARE**
 - ▶ **System starting problem**
 - ▶ **Monitor/TFT problem**
 - ▶ **Keyboard/Mouse Problem**

- ▶ **NETWORK**
 - ▶ **LAN cable check**
 - ▶ **Troubleshooting with PING**
 - ▶ **Network equipment power status checking**
 - ▶ **Proxy Connection settings**

AMADEUS SELLING PLATFORM

⇒ Best Practice to keep your Amadeus Selling Platform working...

- ▶ Compatible Operating systems for Amadeus Selling Platform
 - ▶ Windows XP - Service Pack 3
 - ▶ Windows Vista Home & Business - Service pack 1
 - ▶ Windows 2000 - Service pack 4
 - ▶ Windows 2003 terminal server - Service pack 2
- ▶ Compatible Internet Explorer for Amadeus Selling Platform
 - ▶ Internet Explorer 6.0 - SP3
 - ▶ Internet Explorer 7.0
- ▶ Make sure your PC is updated with latest Anti-Virus software
- ▶ Keep live update activated of Anti-Virus
- ▶ Make sure your PC's operating system and Internet Explorer is updated with above mentioned service packs
- ▶ Avoid downloading toolbars (Yahoo / Google etc) in Internet Explorer
- ▶ Make sure Amadeus site is excluded in Pop up blocker

⇒ Amadeus Selling Platform version upgrade

- ▶ When new version of Amadeus Selling Platform will be launched Automatic update will download s/w automatically
- ▶ Identify Automatic Update Icon
 - ▶ Idle



- ▶ Downloading update is in progress



S/w Downloaded and ready for Install

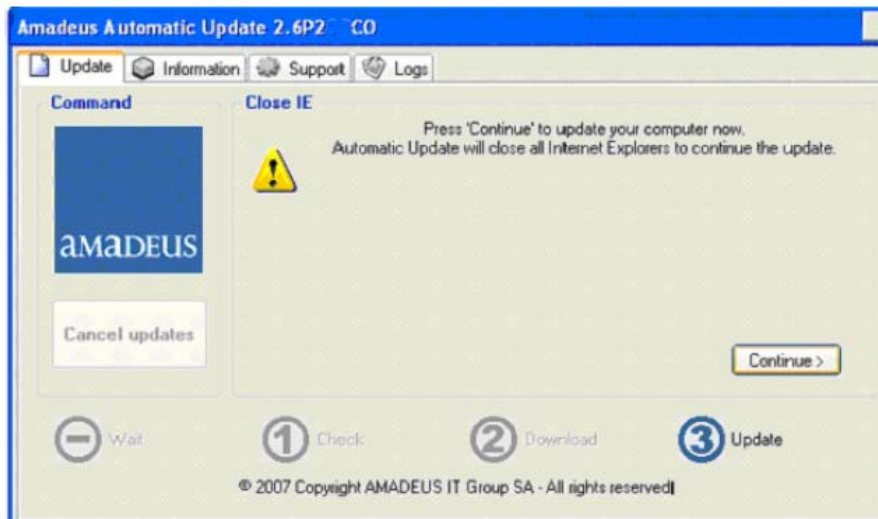


- Resume pending S/w update

- Once you get below Icon in your Taskbar means new software is ready to install, Just click on that Icon



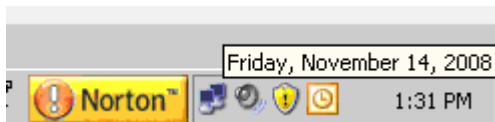
Click on “Resume Update” and Click on “Continue”



⇒ Basic Troubleshooting

If you face any problem in opening Amadeus Selling platform ensure below check points

- ▶ Make sure to use correct Website address
 - ▶ For SARAL Connectivity user
 - ▶ <http://1a.amadeusvista.com> (Without putting WWW)
Note* With Saral connectivity, user would not be able to run any website other than Amadeus
 - ▶ For INTERNET Connectivity user
 - ▶ <http://amadeusvista.com> (Without putting WWW)
- ▶ If Amadeus Welcome page is not opening then check other web sites if you are connected through Internet, if connection fails, refer Network troubleshooting.
- ▶ Verify system Date / Time are correct with Time Zone (GMT +5:30 Chennai, Kolkata, Mumbai, New Delhi)

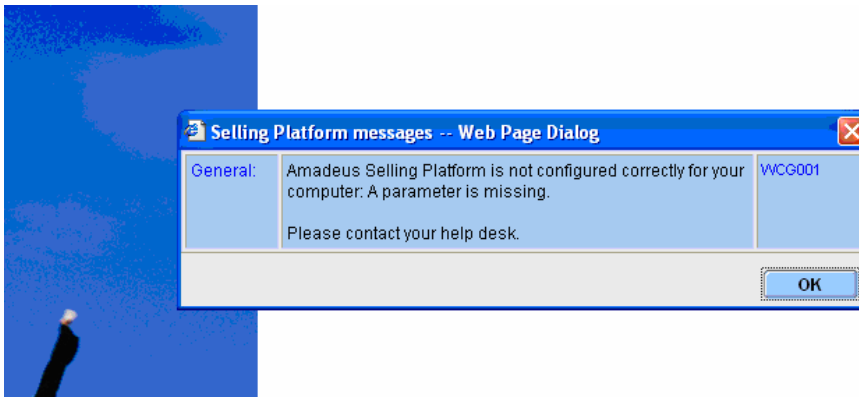


⇒ Common Error Codes of Amadeus Selling Platform

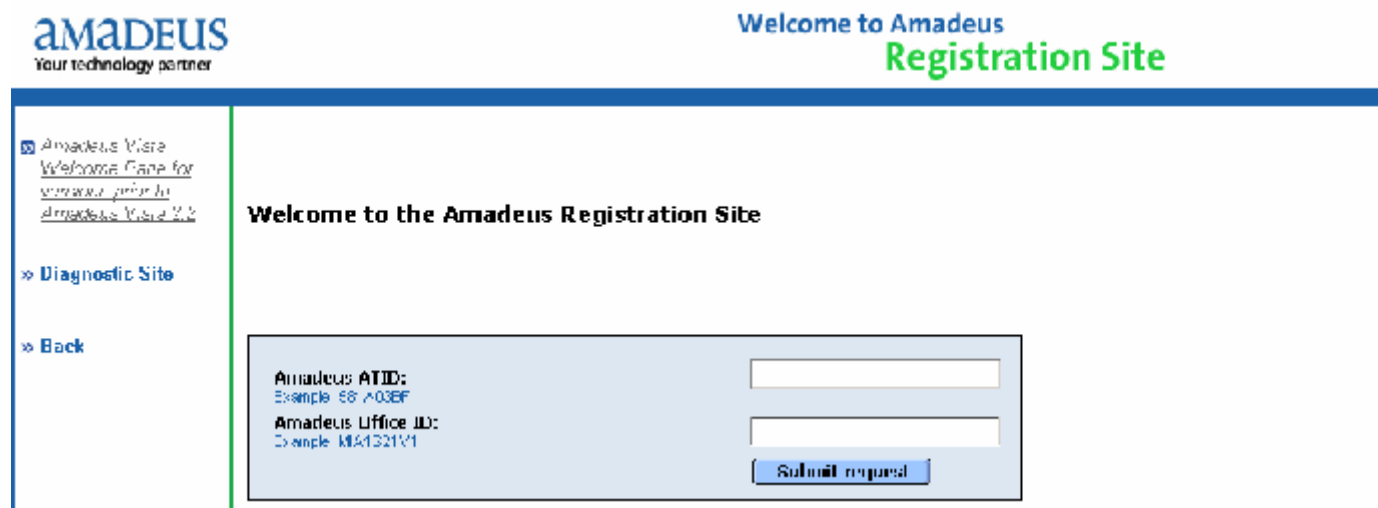
- ▶ **NG_11xx** - Please check system date/Time



- ▶ **WCG00x** – Restart your system & check



- ▶ If the response is with Registration site instead of Welcome page of Amadeus Selling Platform then Make sure system is not formatted



- ▶ If registration site opens then make sure Automatic update Icon is there on task bar, If NO then call up Amadeus Helpdesk on toll free for further assistance.



⇒ Call logging at Amadeus Helpdesk

After basic troubleshooting if problem still persist then log a call

- ▶ Call up on our 24X7 toll free 1800-111-200 for support
- ▶ Advise the details of your Agency to our customer support representative
- ▶ Describe your problem and advise all troubleshooting steps done at your end
- ▶ The representative will log your call and give you trouble ticket number
- ▶ The representative will guide to troubleshoot your problem further over phone
- ▶ If it's not solved over phone then representative will advise to connect your system on remote assistance
- ▶ Through remote assistance our support team will take control of your system and troubleshoot your problem remotely

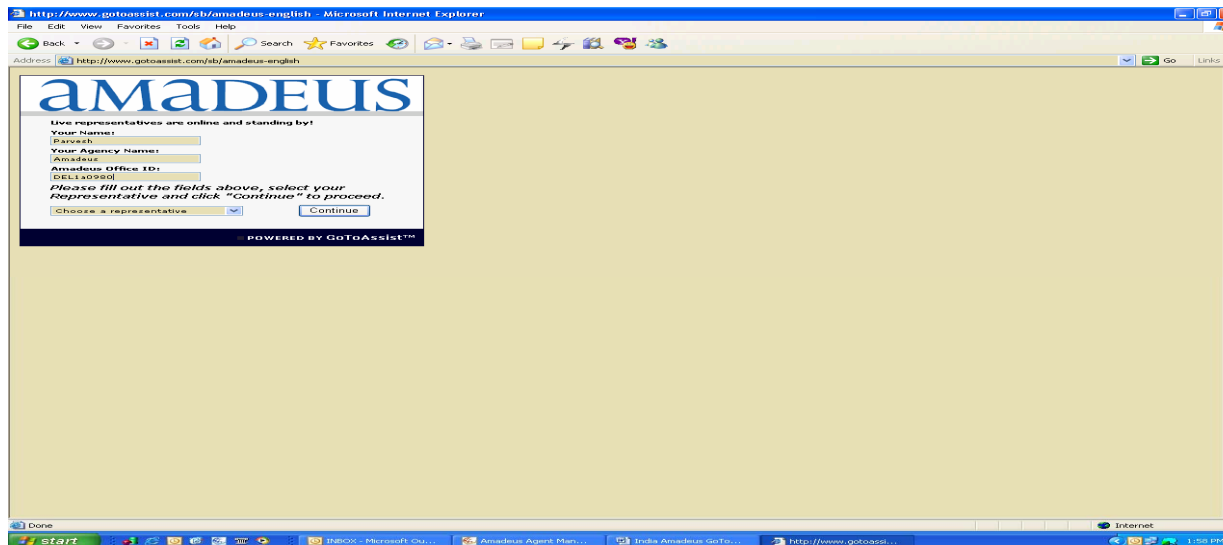
⇒ GotoAssist Remote Assistance

How to get remote assistance in case of system problems....

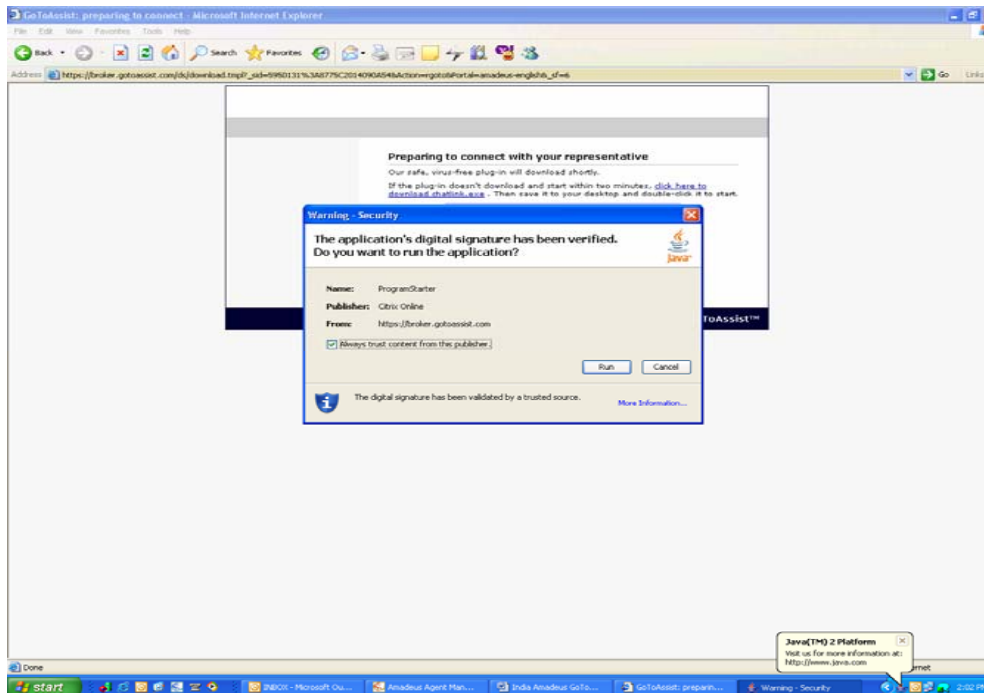
- ▶ The customer initiates a support request by going to the support portal page and submitting his/her support request, either by typing the :

www.gotoassist.com/sb/amadeus-in

- ▶ Now following screen will be displayed .



- ▶ Please enter Your Name
Agency Name
Office ID
Use Drop Down Menu in Choose a Representative and select a available
presentative
Click on continue
You will get following screen

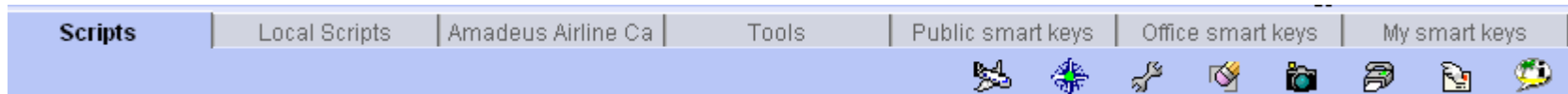


- ▶ Click on Run
You will be connected to one of Representative and he will remotely solve
your problem .

E-mail script

Settings :-

- Go to Amadeus Command page and click on the SCRIPTS tab



The Fax/Email Setup Window will appear.

- Click on icon



Email Address: Enter the email address of the sender
**This will be displayed in the "From" field of the mail.

Document File Path:

To set this up, please do the following:

1. Under Document -> File Path -> Click Browse
2. Set the file path (Look in) to Drive C:\
3. Right click on blank space -> New -> Text Document
4. Name the file (i.e.. Email.txt) -> Click on the

**This setup is to store the captured host responses or other information you want to send in the email.

E-mail script

Settings :-

Document Initializing File:

To set this up, please do the following:

1. Under Document -> Initialization File
-> Click Browse
2. Set the file path (Look in) to Drive C:\
3. Right click on blank space -> New -> Text Document
4. Name the file (i.e.. Initializing.txt)

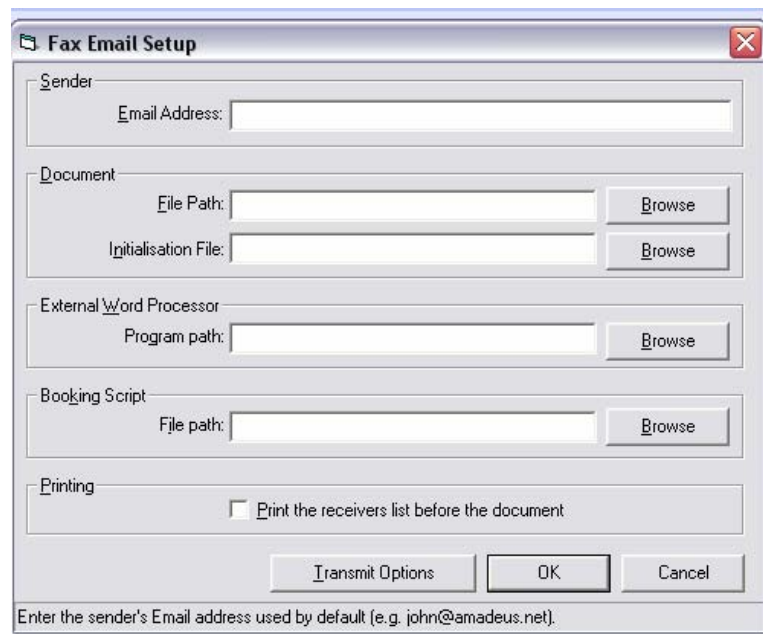
****This setup is to store the address, header information or logo you want to send in the email. Even if there are no such information, it is a must to create this file.**

External Word Processor:

To set this up, please do the following:

1. Under External Word Processor ->Program Path -> Click Browse
2. Set the file path (Look in) to Drive C:\
3. Go to the following folders -> C:\Program Files->Microsoft Office->Office10->

****You can edit simple text in Send window.**



E-mail script

Settings :-

c. Under Amadeus Email -> Log Every Email sent at email address: Enter the email address you which to copy the itinerary.

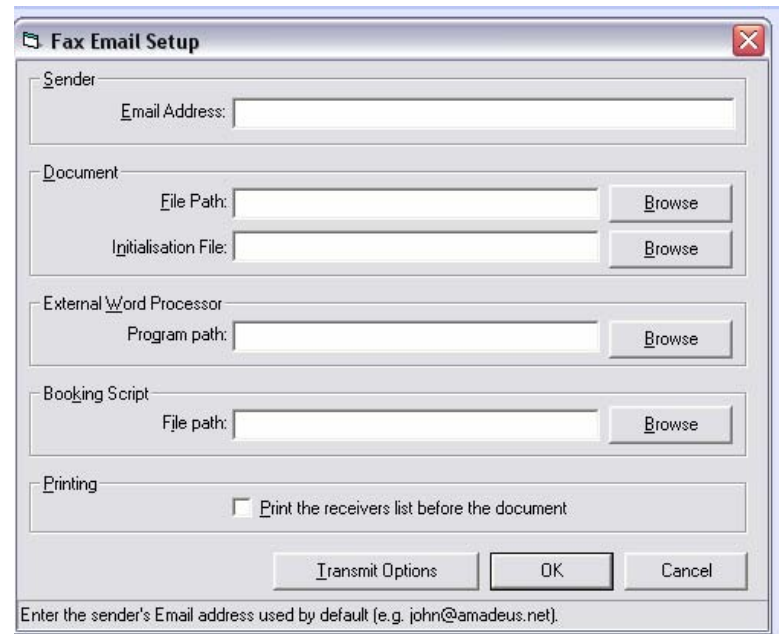
****This allows you to cc: the email to yourself when you send it to an agency**

d. Under Amadeus Email -> Default Mail Subject: Enter the default subject of the email

****By default, this subject will appear in every email**

- Click **OK** to save the settings
Return to the Fax/Email setup window

- Click **OK** in Fax/Email Setup to save all the settings



PC HARDWARE

⇒ System Starting Problem

Computer won't start???

- ▶ Things to check:
- ▶ Do you have power?
- ▶ Is power cord connected to your PC and power Strip?
- ▶ Is the Power Strip on?
- ▶ Is the fan running?



⇒ Monitor / TFT Problem

Blank Screen ??

- ▶ Is there power cord connected to the monitor and power strip?



- ▶ Is monitor data cable connected to PC?



- ▶ Has the brightness control been adjusted too low?
- ▶ Is the contrast control been set too dark?



⇒ Keyboard / Mouse Problem

Keyboard/Mouse not responding??

- ▶ Check Keyboard / Mouse cable connected to PC

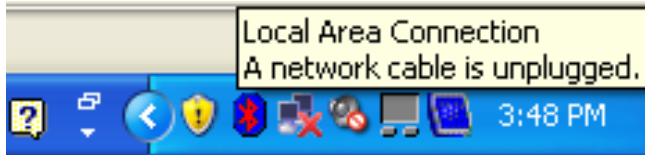


- ▶ Click on “Caps Lock” and check if the light glows to make sure that keyboard is connected.

NETWORK

⇒ LAN cable check

- ▶ Is your PC not connected to Network ?

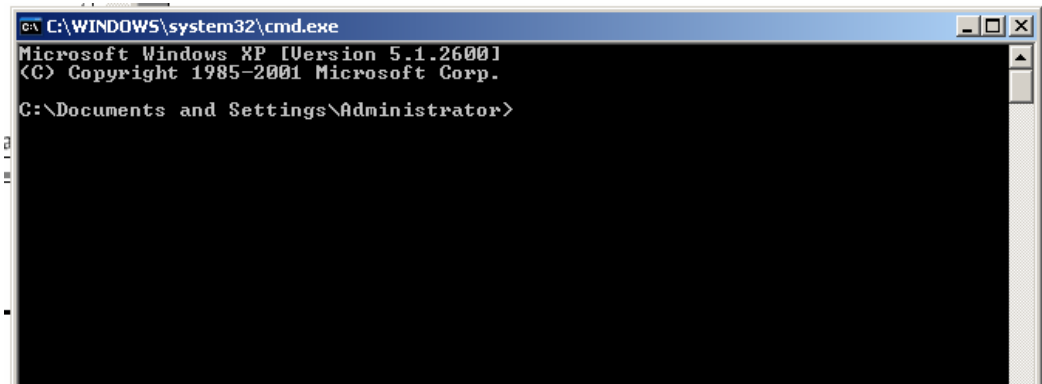


- ▶ If you get "X" sign on Network Icon then check Network cable connected to PC and Network Hub? Make sure all cables are connected to Hub



⇒ Troubleshooting with PING

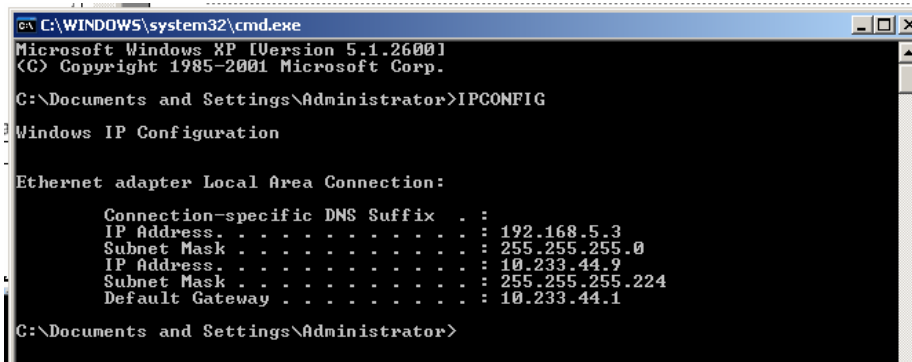
- ▶ Physical connections looks ok but are you getting ping of Default Gateway?
 - ▶ Find out your Default Gateway
 - ▶ Goto Command Page - Click on START->RUN & type "CMD"



```
ca C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\Administrator>
```

- ▶ Type "IPCONFIG"



```
ca C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\Administrator>IPCONFIG

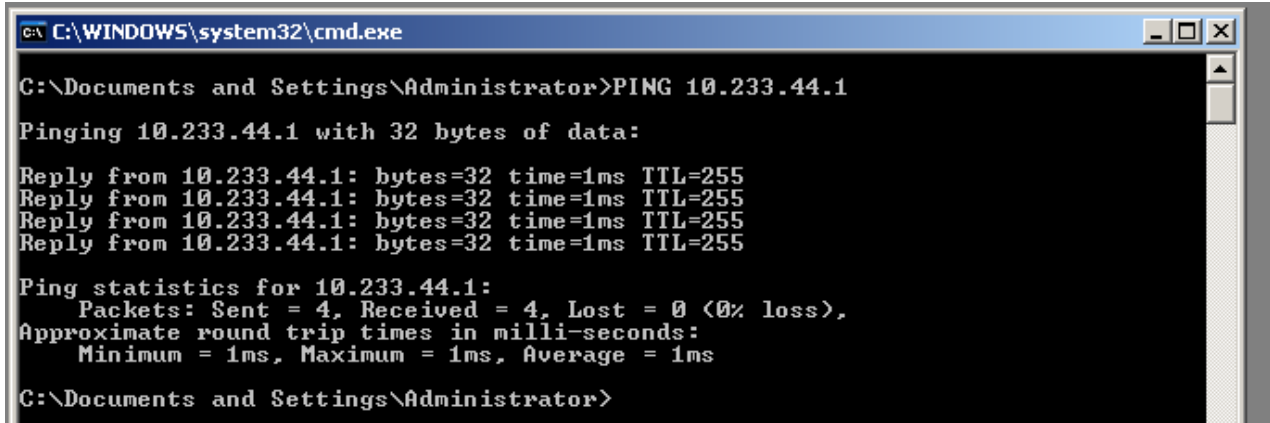
Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : 
    IP Address . . . . . : 192.168.5.3
    Subnet Mask . . . . . : 255.255.255.0
    IP Address . . . . . : 10.233.44.9
    Subnet Mask . . . . . : 255.255.255.224
    Default Gateway . . . . . : 10.233.44.1

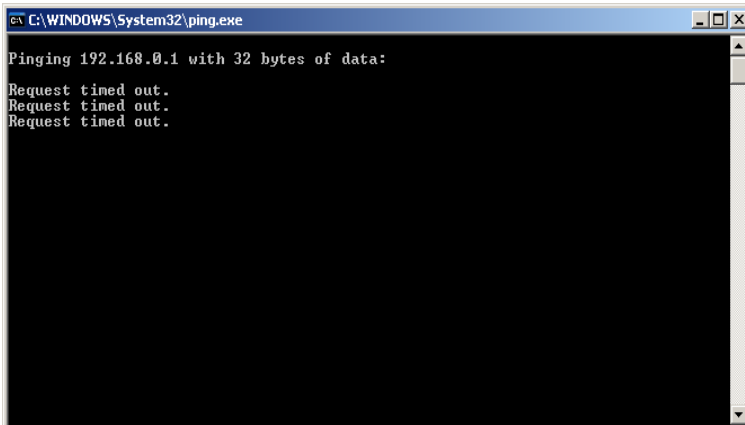
C:\Documents and Settings\Administrator>
```

- ▶ Ping Default Gateway - If you get Reply then your LAN is working fine

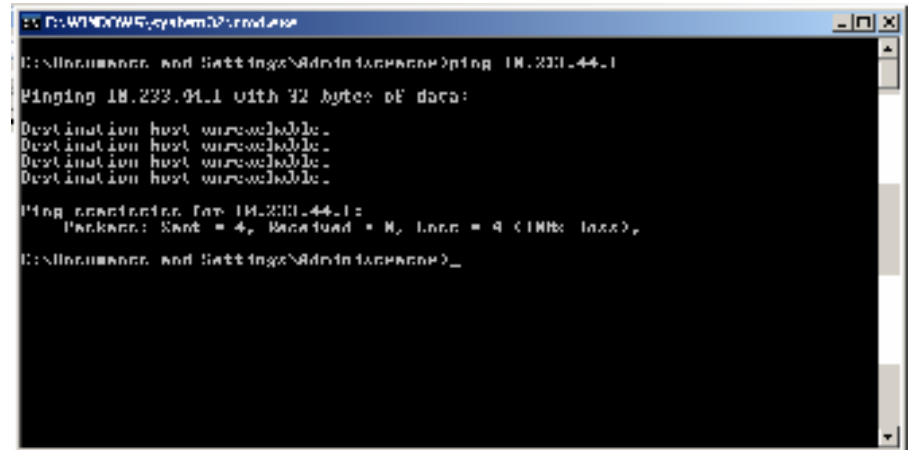


```
C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings\Administrator>PING 10.233.44.1
Pinging 10.233.44.1 with 32 bytes of data:
Reply from 10.233.44.1: bytes=32 time=1ms TTL=255
Reply from 10.233.44.1: bytes=32 time=1ms TTL=255
Reply from 10.233.44.1: bytes=32 time=1ms TTL=255
Reply from 10.233.44.1: bytes=32 time=1ms TTL=255
Ping statistics for 10.233.44.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 1ms, Maximum = 1ms, Average = 1ms
C:\Documents and Settings\Administrator>
```

- ▶ If don't get reply and gets "Request timed out" or "Destination Host Unreachable" then you have LAN problem



```
C:\WINDOWS\System32\ping.exe
Pinging 192.168.0.1 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
```



```
C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings\Administrator>ping 10.233.44.1
Pinging 10.233.44.1 with 32 bytes of data:
Destination host unreachable.
Destination host unreachable.
Destination host unreachable.
Destination host unreachable.
Ping statistics for 10.233.44.1:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
C:\Documents and Settings\Administrator>
```

⇒ Network Equipment Power Checking

- ▶ Are all users of your office facing Network issue? Then check power status of your Network equipments?
 - ▶ Check power status of Network Hub/Switch



- ▶ Check power status of SARAL / DSL modem and Router , Check if the Network cable is connected to the Router



SARAL Router



DSL modem

THANK YOU

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