

Basic Guide line for Agents

How to update & troubleshoot Amadeus System

Amadeus Technical

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

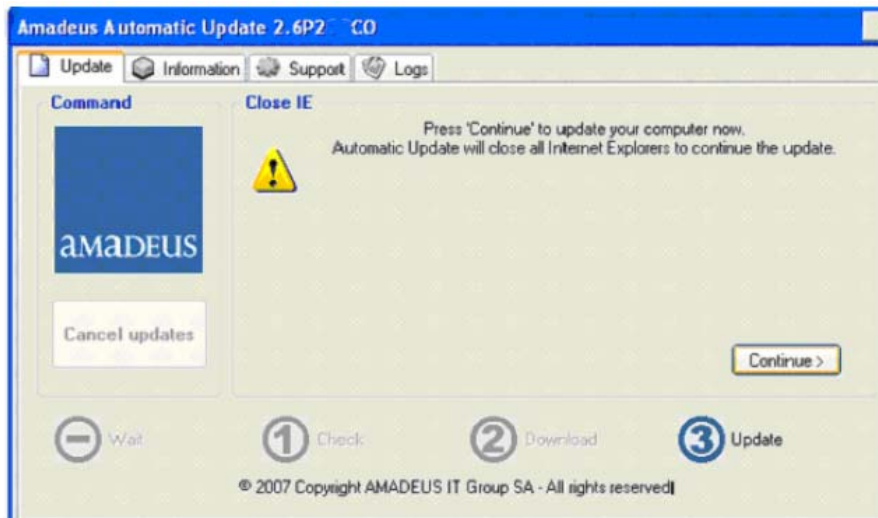


- ▶ Resume pending S/w update

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



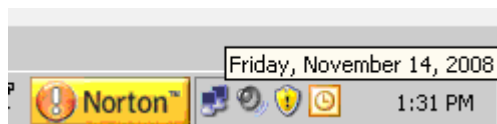
Click on “Resume Update” and Click on “Continue”



⇒ 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)

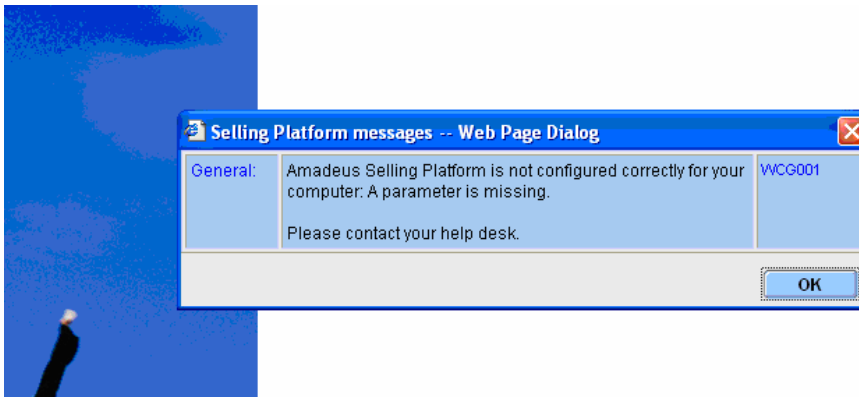


⇒ Common Error Codes of Amadeus Selling Platform

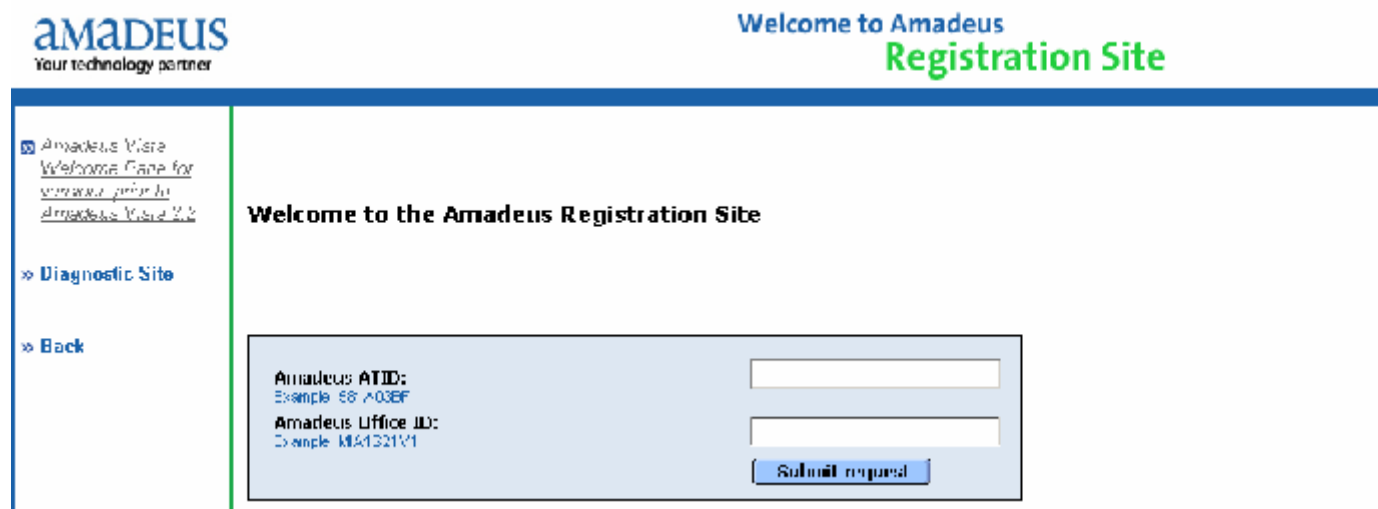
- ▶ **NG_11xx** - Please check system date/Time



- ▶ **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.



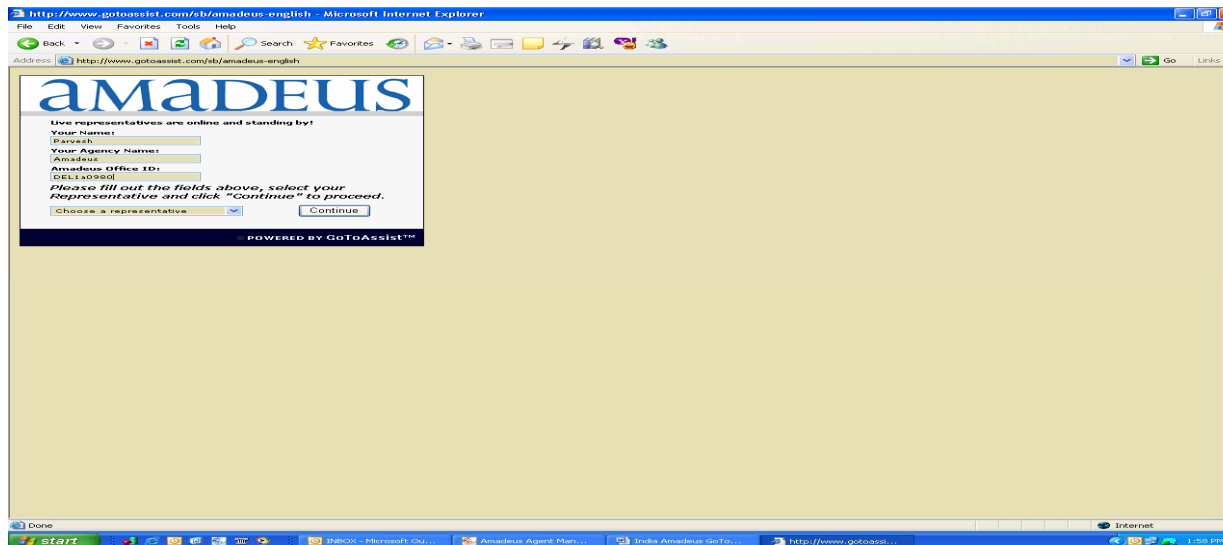
⇒ GotoAssist Remote Assistance

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

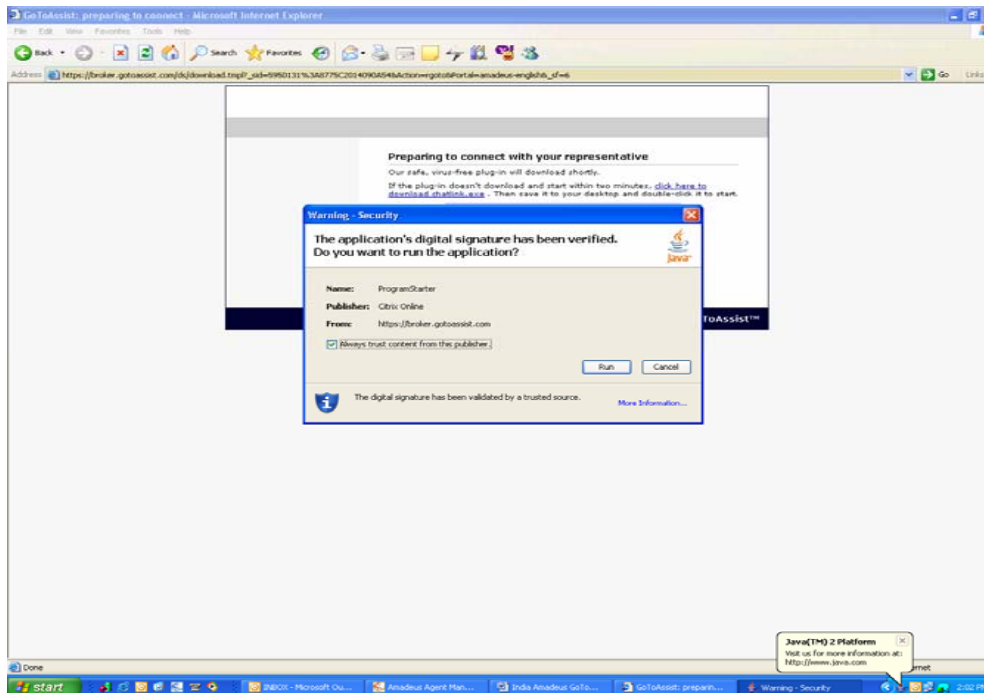
- ▶ The customer initiates a support request by going to the support portal page and submitting his/her support request, either by typing the :

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

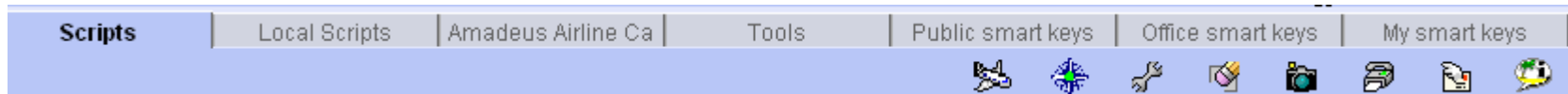


- ▶ Click on Run
You will be connected to one of Representative and he will remotely solve
your problem .

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)

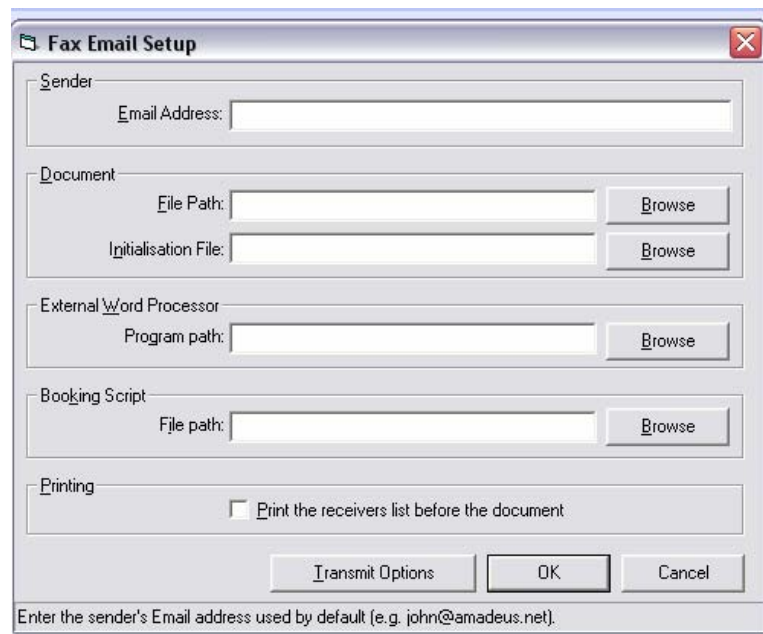
****This setup is to store the address, header information or logo you want to send in the email. Even if there are no such information, it is a must to create this file.**

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

Fax Email Setup

Sender
Email Address:

Document
File Path: Browse
Initialisation File: Browse

External Word Processor
Program path: Browse

Booking Script
File path: Browse

Printing
 Print the receivers list before the document

Transmit Options OK Cancel

Enter the sender's Email address used by default (e.g. john@amadeus.net).

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

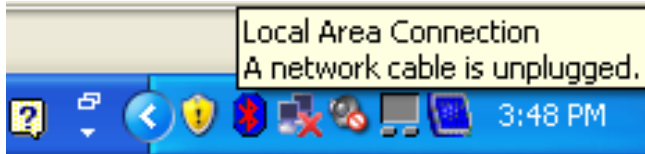


- ▶ Click on “Caps Lock” and check if the light glows to make sure that keyboard is connected.

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



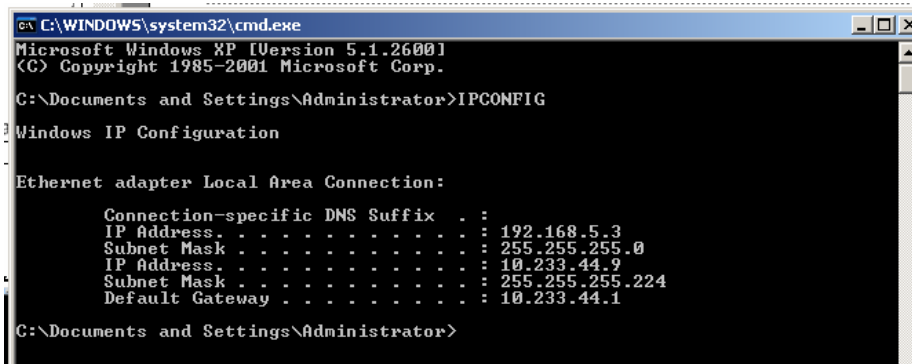
⇒ Troubleshooting with PING

- ▶ 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"



```
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"



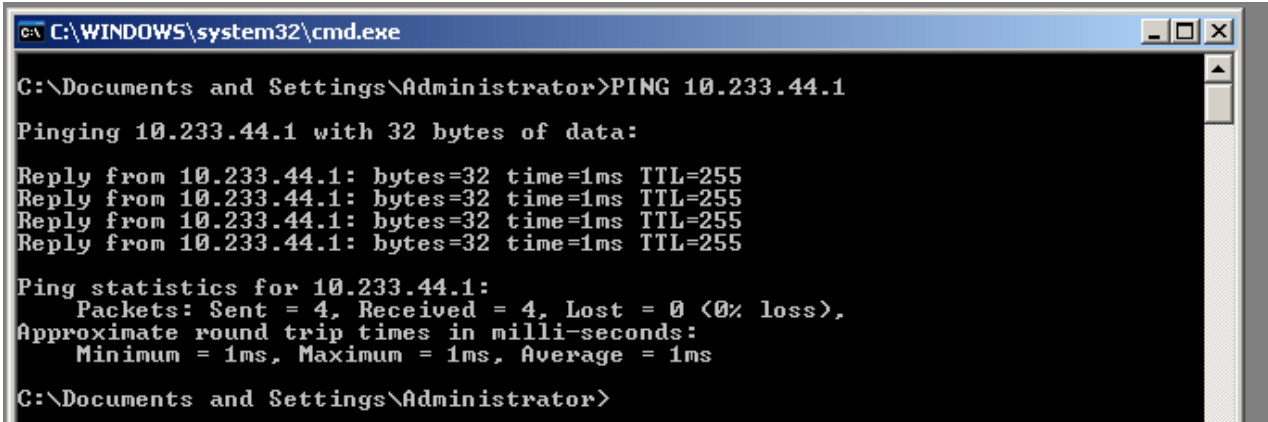
```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
C:\Documents and Settings\Administrator>IPCONFIG
Windows IP Configuration

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

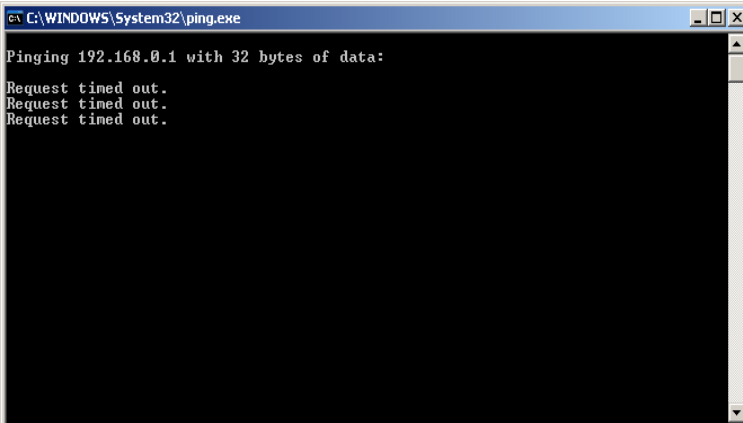
C:\Documents and Settings\Administrator>
```

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

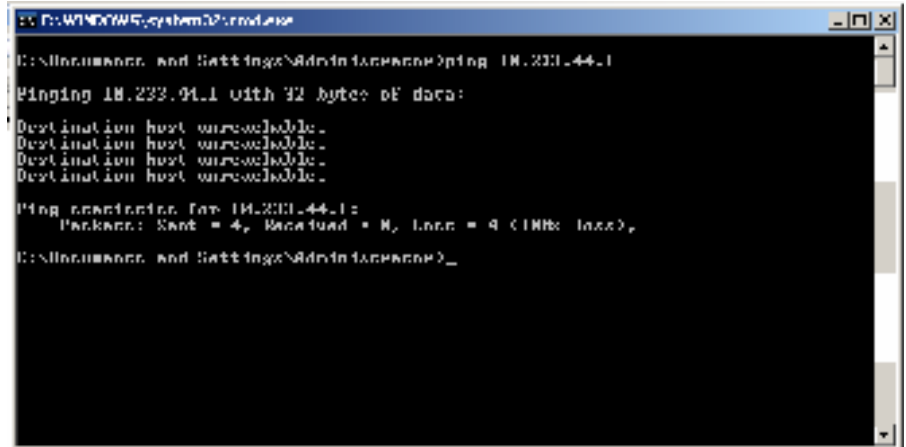


```
C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings\Administrator>PING 10.233.44.1
Pinging 10.233.44.1 with 32 bytes of data:
Reply from 10.233.44.1: bytes=32 time=1ms TTL=255
Reply from 10.233.44.1: bytes=32 time=1ms TTL=255
Reply from 10.233.44.1: bytes=32 time=1ms TTL=255
Reply from 10.233.44.1: 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

aMaDEUS
Your technology partner