AMADEUS

Amadeus Sales & Catering – Advanced (Delphi)

System Requirements

I-Server 2.0 AP43

Contents

I-Server 2.0 (latest AP) System Requirements

Please refer to the I-Server 2.0 Technical Overview document for deployment options and configurations.

Maximum Number of Properties or Guestrooms per Server	Category	Server Hardware Requirements
1-10 properties or up to 2,500 guestrooms	No additional hardware needed. The I-Server Web server can be installed on the Delphi server. See the Delphi (v9.4.x, v9.5.x, 2013 OR 2015) System Requirements document for additional information	
11-30 properties or up to 7,500 guestrooms	Processor: Memory: Disk Subsystem:	Dual PIII 2 GHz 4 GB Two (2) 36 GB SCSI disks for operating system, NT Paging File, MS SQL Server®, I-Server Web server applications (RAID1) Five (5) 36 GB SCSI disks for data and index file groups and database backups, SQL Server TempDB and Message Queuing Storage (RAID5) [This array is only required if the I-Server database resides on this server.] RAID controller
31+ properties or 7,500+ guestrooms	Custom specification provided. Contact a Amadeus sales representative	

Additional Server Requirements

Category	Additional Database Server Requirements
Operating System:	Window Server 2008 Window Server 2008 R2 SP1 Window Server 2012** Window Server 2012 R2***
Network Protocol:	TCP/IP
NIC Speed:	100 Mb (1000 Mb recommended)
SQL Server:	SQL Server 2005 SP4 SQL Server 2008 SQL Server 2008 R2 SP2 SQL Server 2012 SP2** SQL Server 2012 SP3 SQL Server 2014 SP1
Server Components:	IIS
Browser:	Internet Explorer® 8 or higher IE 8, 9 and 10 are not supported by Microsoft (from January 12, 2016) and hence recommended to upgrade to IE 11 If integrated with MeetingBroker, IE10.0 or IE11.0 is required Microsoft Edge Browser is not supported
Miscellaneous:	- Microsoft .NET 2.0/4.6. - MSXML 4 SP3 - MSMQ - WSE 3.0 - Microsoft SOAP Toolkit 3.0 - Antivirus, backup system and UPS recommended Refer to the Remote Access Statement below
Remote Access:	US English Only

Category	Additional Database Server Requirements
Regional Settings / Foreign OS:	Administration Mode only, Application Mode not supported

Workstation Requirements

Category	Workstation Minimum Requirements
Processor:	2.0 GHz
Memory:	2 GB
Disk Space:	2 GB or more free space recommended
Network Protocol:	TCP/IP
NIC Speed:	100 Mbps (1 Gbps recommended)
Video Resolution:	1024 x 768
Operating System :	Windows 8, Windows 8.1, Windows 10
Browser:	Internet Explorer® 8.0 or higher IE 8, 9 and 10 are not supported by Microsoft (from January 12, 2016) and hence recommended to upgrade to IE 11 If integrated with MeetingBroker, IE10.0 or IE11.0 is required Microsoft Edge Browser is not supported

Delphi MPE/SPE Versions Supported

Category	Delphi MPE/SPE Versions Supported
Delphi Versions:	- 9.4.1 (SQL 2005) - 9.5.1, 9.5.2, 9.5.3 - Delphi 2013 (I-Server AP 36 or higher) - Delphi 2015 (I-Server AP 40 or higher)

Connector Requirements

Connector	Category	Connector Requirements
BEO and Events (Digital Signage, Building Automation, Labor Mgmt, Food Costing, Food Inventory, and POS)	Network Access:	HTTP (port 80) or HTTPS (port 443) between third party system and I-Server Web server
Reservations Services v5	Network Access:	HTTP (port 80), HTTPS (port 443), or HTTPS (port 443) between I-Server Web server and third party system
Revenue Management Services	Network Access:	HTTP (port 80) or HTTPS (port 443) between third party system and I-Server Web server
Cendyn eProposal v1.1	Network Access:	HTTPS (port 443) from I-Server Web server to https://webservices.cendyn.com
EzRMS Revenue Management	Network Access:	HTTPS (port 443) from I-Server Web server to 193.251.34.133
IDeaS Revenue Management	Network Access:	HTTPS (port 443) from I-Server Web server to asp.ideas.com
Galaxy Light Speed v1.1	PMS Version:	Lightspeed v3.5 or above
	Network Access:	HTTP (port 8080) from I-Server Web server to Galaxy server. HTTP (port 80) between Galaxy system and I-Server Web server
	Additional Requirements:	Please check with vendor for additional Galaxy requirements
Hilton e-Events v1.1	Network Access:	HTTP (port 80) from I-Server Web server to http://miws.hilton.com:11200/ws.pl HTTP (port 80) from miws.hilton.com to I-Server Web server
Hilton OnQ v1.0	PMS Version:	5.11 or higher
	Network Access:	HTTP (port 80) from OnQ to I-Server Web server
	Additional Requirements:	Any participating Hilton hotel must have a flat LAN or Hilton firewall in place for Ethernet properties. Please check with Hilton for additional OnQ requirements.
MeetingBroker DirectBook v1.0	Network Access:	HTTPS (port 443) from I-Server Web server to https://my.meetingbroker.com HTTP (port 80) from I-Server Web server to the Internet

Connector	Category	Connector Requirements
	SSL Certificate: Recommended:	HTTP (port 80) from Delphi client to I-Server Web server
		SQL (port 1433) from I-Server Web server to I-Server Web server database (if installed on a dedicated database server)
		A valid SSL certificate must be applied to the server.
		Follow the IIS 6.0 Security Best Practices from Microsoft at the following link:
		http://technet2.microsoft.com/WindowsServer/en/library/ace052a0-a713-423e-8e8c-4bf198f597b81033.mspx?mfr=true
MeetingBroker Integration v1.2	Network Access:	HTTPS (port 443) from client to https://*.meetingbroker.com
		HTTPS (port 443) from I-Server Web server to https://*.meetingbroker.com
		HTTP (port 80) from I-Server Web server to the Internet
		HTTP (port 80) from Delphi client to I-Server Web server
		SQL (port 1433) from I-Server Web server to I-Server Web server database (if installed on a dedicated database server)
	.NET Framework:	NET 2.0 on server
MeetingBroker v1.1 Integration for Delphi Global Sales Edition	Delphi Version:	Delphi Global Sales Edition 9.5.2 and above (only those Delphi versions that support GSE)
	Network Access:	HTTPS (port 443) from client to https://*.meetingbroker.com
		HTTPS (port 443) from I-Server Web server to https://*.meetingbroker.com
		HTTP (port 80) from I-Server Web server to the Internet
		HTTP (port 80) from Delphi client to I-Server Web server
		SQL (port 1433) from I-Server Web server to I-Server Web server database (if installed on a dedicated database server)
	.NET Framework:	.NET 2.0 on server
Micros OXI (Opera) v1.4	PMS Version:	OXI v2.6.3 e20 or higher, v3.0.04.02 e5 or higher, v4.0 or higher, v5.0.01.01 e10, Opera Express, OperaASP
	Network Access:	HTTP (port 80) between I-Server Web server and OXI server

Connector	Category	Connector Requirements
	Additional Requirements:	Please check with vendor for additional OXI requirements.
Micros 9700 POS v1.0	TBD	TBD
Passkey Hotel Direct v1.0	Network Access:	HTTPS (port 443) from I-Server Web server to https://api.passkey.com
Powered by Serenata Intraware (PBSI) v1.1 (Single-Property ONLY) Please contact your sales representative for further details about Multi-Property requirements.	PMS Version:	Fidelio Version 6
	Network Access:	HTTP (port 80) between I-Server Web server and third party system HTTP (port 80) from Delphi client to I-Server Web server
	Interface Workstation Hardware:	1 Celeron/Pentium 4 2.4 GHz or better 1 GB of RAM 40-80 GB (IDE/SATA) hard drive DVD-ROM drive 10-1000 Mb network card
	Operating System:	Two Windows XP Professional SP2 licenses (one included with computer)
	Workstation Software (provided by installer):	VMware Player1 Microsoft MSDE-2000 SP4 pcAnywhere 11.x or later (optional) Backup agent (optional)
Siebel (Marriott)	Delphi Version:	9.5.1 and above
Springer Miller Systems (SMS) v1.0	PMS Version:	Host version 16 or higher
	Network Access:	HTTP (port 80) between I-Server Web server and SMS host HTTP (port 80) from Delphi client to I-Server Web server
Starwood Meetings in a Moment (SMM) v1.0	Network Access:	HTTP (port 80) from SMM to I-Server Web server
Starwood TLPe v1.0	Network Access:	HTTPS (port 8443) from I-Server Web server to https://tlgointfapps.starwoodhotels.com:8443
AccountModule Services v1.1 (for Dun & Bradstreet)	.NET Framework:	.NET 4.0

Connector	Category	Connector Requirements
	Delphi Version:	9.5.3 and above
	Network Access:	HTTPS port 443 from I-Server to Service Hub https://services.newmarketinc.com HTTP on port 8000 and 80 from Delphi client to I-Server Web server
	SQL:	Backup permissions to back up database prior to bulk match SQL Reporting Services 2008 R2 required to analyze account match data
Managed Module Services v1.1	.NET Framework: Network Access:	.NET 4.6 HTTPS port 443 from I-Server to Service Hub
Meeting Intelligence (HIS) Access Service	.NET Framework: Network Access:	.NET 4.0 HTTPS port 443 from I-Server to Service Hub
Meeting Intelligence (HIS) Lead Inbox	.NET Framework: Network Access:	.NET 4.0 HTTPS port 443 from I-Server to Service Hub
Activity Relay Service	.NET Framework: Network Access:	.NET 4.0 HTTPS outbound port 443 for Windows Azure Service Bus Relay

** The above changes for Windows 2012/SQL 2012 are relevant to I-Server 2.0 AP36 and above versions only

*** The above changes for Windows 2012 R2/SQL 2012 are relevant to I-Server 2.0 AP40 and above versions only. The above changes for Windows 2012 R2/SQL 2014 are relevant to I-Server 2.0 AP41 and above versions only

Remote Access for Services and Support

In accordance with the Amadeus Software License Agreement, the ability for Amadeus Hospitality Americas, Inc. ("Amadeus") to provide timely, complete, and satisfactory services, installs, upgrades, and technical support depends on the customer allowing reasonable access to the Amadeus software server environment, databases, and applicable workstations.

With a large customer base and a wide variety of remote access methods available to the public, Amadeus has found it necessary to narrow the range of options in order to provide the highest level of support while also ensuring that customer networks, systems, and data are easy to access, easy to use, and, most importantly, secure.

Amadeus uses WebEx® as the primary means of remote connection. WebEx is an Internet-based service that allows connection to any workstation or server that has an Internet connection. The customer will not be charged any additional fees for the use of WebEx. WebEx is easy to use and very secure. To view a PDF document on WebEx's security, go to: http://www.webex.com/pdf/wp_security.pdf.

In addition to Webex, Amadeus Support and Installation Technicians may also use Citrix® or Microsoft® RDP clients for servers connected directly to the Internet. Because many VPN clients are incompatible, the only Amadeus approved VPN client is Juniper Networks® VPN.

In addition to the remote access requirements, Amadeus Support and Installation Technicians may need download and upload FTP access to the Amadeus FTP site (12.15.184.150), as well as download access to the Microsoft download sites, to complete scheduled work at the customer site.

Additional Information for Customers

❑ These system requirements are minimum guidelines. Actual requirements will vary based on customer system configuration, installed applications, and use.

❑ If the system requirements are not met, the customer assumes responsibility of performance and compatibility issues as a result thereof.

❑ As the customer grows their business and data over time, it is possible that system upgrades will need to occur (ex. memory and disk subsystem).

❑ The customer assumes all responsibility for the ongoing maintenance, virus protection, data backup, and security of their system.

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