

Delphi 2013 SP2

System Requirements

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Delphi 2013 SP2 System Requirements

Users	Category	Minimum Server Hardware Requirement
Up to 15	Processor	2.0 GHz Quad Core
	Memory	4 GB
	Disk Subsystem	20 GB free space RAID controller (optional)
Up to 25	Processor	2.0 GHz Quad Core
	Memory	4 GB
	Disk Subsystem	Data Drive (RAID 1): 40 GB free space Backup Drive : (RAID 0) (optional) RAID controller
Up to 50	Processor	2.0 GHz Quad Core
	Memory	8 GB
	Disk Subsystem	Drive(s) for SQL data and log files (RAID 5): 40 GB free space Backup Drive: (RAID 0) (optional) ¹ RAID controller
Up to 90	Processor	3.0 GHz
	Memory	8 GB
	Disk Subsystem	Drive(s) for SQL data files (RAID 5): 40 GB free space Drive(s) for SQL log files (RAID 1): 10 GB free space Backup Drive: (RAID 1) (optional) ¹ RAID controller
Up to 200	Processor	Dual 3.0 GHz
	Memory	16 GB
	Disk Subsystem	Drive(s) for SQL data files (RAID 5): 60 GB free

Users	Category	Minimum Server Hardware Requirement
		space Drive(s) for SQL log files (RAID 1): 10 GB free space Backup Drive: (RAID 1) (optional) ¹ RAID controller
Over 200	A custom specification will be provided. Contact an Amadeus sales representative.	

Additional Server Requirements

Category	Additional Server Requirements
Operating System	Windows Server® 2008 R2 SP1 Standard/Enterprise Windows Server 2012 Standard/Enterprise Windows Server 2012 R2 Standard/Enterprise
Windows® Domain	Required
Virtualized Environments	Limited support is offered. Contact Amadeus Support.
Network Protocol	TCP/IP
NIC Speed	1 Gbps
SQL Server®	SQL Server 2008 R2 SP3 Standard/Enterprise SQL Server 2012 SP3 Standard, BI or Enterprise
Server Components	Microsoft® IIS (Internet Information Services), SMTP (for e-mail functionality)
Browser	Internet Explorer® 11.0 Note : 1. Internet Explorer 8.0, 9.0 and 10.0 browser is not supported by Microsoft®
Miscellaneous	Antivirus, backup system, UPS recommended, DVD recommended

Category	Additional Server Requirements
Remote Access	Refer to the Remote Access Statement below
Regional Settings/Foreign OS	US English only
Terminal Services:	Administration Mode only, Application Mode not supported
Time Synchronization	Delphi server and client time must be in sync

Optional Delphi Components

Category	DelphiSync Requirements
Operating System	Windows Server® 2008 R2 SP1 Standard/Enterprise Windows Server 2012 Standard/Enterprise Windows Server 2012 R2 Standard/Enterprise
Client Operating System	Supported for Windows 7, Windows 8, Windows 8.1 Note: DelphiSync Client is not supported on Terminal Server.
Email Client	Outlook® 2007 (32 Bit) Outlook 2010 (32-bit) Note: Outlook 2013 & Outlook Web Access is not currently supported
Network Access	HTTP (port 80) or HTTPS (443) from the Outlook client to the Web service
Network Bandwidth	1.5 to 3.2 Kbps during normal usage, 12 to 29 Kbps during peak times
Server Components	Microsoft IIS required (Internet Information Services)

LAN Workstation Requirements

Category	LAN Workstation Requirements
Processor	2.0 GHz
Memory	4 GB

Category	LAN Workstation Requirements
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 (minimum)
Operating System	Windows 7, Windows 8, Windows 8.1
Browser	Internet Explorer® 11.0 Note : <ol style="list-style-type: none">1. Internet Explorer 8.0, 9.0 and 10.0 browser is not supported by Microsoft®
Internet Access	For use with the dynamic URL Delphi feature
Microsoft Office®	Office 2007 (32-bit only) Office 2010 (32-bit only) Office 2013 (32-bit only) Note: <ul style="list-style-type: none">• Office must be updated to the latest service packs and hot fixes on each client. All Delphi clients require the same Office version. Office must be installed locally on the client (workstation or Terminal Server).• Office 2013 is not currently supported for DelphiSync
Miscellaneous	Antivirus, Adobe® Reader
Regional Settings/Localization	Contact Amadeus Support to determine if the customer location regional settings are supported.
Time Synchronization	Delphi server and client time must be in sync.
Amadeus System Analyst PC	Refer to the Remote Access Statement below.

Remote Workstation Connectivity (Workstations Not on a LAN)

Remote Option	Remote Workstation Requirements
Terminal Services/Citrix®:	Terminal server(s) required. Refer to Amadeus Delphi 2013 SP2 Terminal Server Requirements documentation.

Integration Requirements

Category	Integration Requirements
Dun & Bradstreet®	Refer to Amadeus I-Server 2.0 System Requirements documentation.
Legacy Property Management	Not Supported
Legacy Event Management System	Not Supported
I-Server Web Services	Refer to Amadeus I-Server 2.0 System Requirements documentation.

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.

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 security, go to:

http://www.webex.com/includes/documents/security_webex.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, 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.
- Amadeus provides limited support for virtual environments; however, support is not provided for performance-related issues within virtual environments. VMware by EMC or Microsoft Virtual Machine are the only virtual environment software products that fall under Amadeus limited support. All other products are not supported. Amadeus will make reasonable efforts to resolve Amadeus application issues that are reported. To isolate the source of a problem, Amadeus may require actions that could significantly impact the stability of the environment, such as disabling or removing non- Amadeus programs, or requesting that certain issues be tested in an environment that is not using virtual machines. Amadeus will not make any program or database changes to ensure product functionality works as designed in virtual environments.

ⁱ By default, Amadeus will configure SQL Server to perform a complete Delphi database backup on a nightly basis. With this optional array, the customer may configure additional backups to occur during business hours.