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IDPMS System Requirements

Supported SQL Server versions and minimum hardware requirements

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General

The IDPMS Minimal System Requirement only applies to installations where the systems are dedicated to Amadeus' software. It is not recommended that other mission critical software applications are installed on this hardware. In the exceptional case that they are, these specifications may not be sufficient.

The IDPMS databases run on the Microsoft SQL Server database engine.

Responsibilities

Responsibilities of Amadeus

Amadeus does not supply hardware, but will work closely with local hardware suppliers to ensure proper specifications are adhered to. It is Amadeus responsibility to deliver the installation of Amadeus applications, the training for these applications and the 24 hours support on these applications. Amadeus will also supply support for the MS SQL Server software in case it was supplied and installed by Amadeus staff and is part of the support contract.

Responsibilities of the customer:

Continuous uptime of the entire network (servers and workstations)
Availability correct working order of all hardware (Servers, workstations, printers, cabling) and other components. (Such as backup devices, modems, etc.)
Availability of remote access to all servers and workstations (See Remote Support)
Back-ups and storage of backups and backup restore tests.

Configuration and system requirements

Below recommendations and requirements are listed to ensure a good running order of IDPMS. Minimal requirements for Servers, Interface servers and workstations are listed.

Installation

All servers must be installed with software in the English language.

Network

The entire network must be implemented with 100/1000 Ethernet cabling and switches.

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Database server

	Hotel with up to 200 rooms	Hotel > 200 rooms
Processor	Dual Core	Quad Core
Memory	4 GB (expandable)	8 GB (expandable)
Operating system	Windows 2008R2 Standard x64 or later	Windows 2008R2 Standard x64 bit or later
Database software	See list of supported SQL Server versions below	See list of supported SQL Server versions below
Hard disk	200 GB 2x disk sets with: - OS/installation disk -> Raid1 - Data /Log File disk -> Raid5	400 GB 3x disk sets with: - OS/Installation disk ->Raid1 - Data File disk ->Raid5 - Log File disk -> Raid1

Redundancy

Depending on the redundancy desired and the budget available, the server may be expanded with:

- Extra Network Interface Cards
- Dual power supply
- Hot-swappable disks

For larger installations and multiple hotels, we advise using a redundant SQL Server installation. Please contact us to discuss redundancy options.

General recommendations

UPS with 30 minutes, auto shutdown.
Tape streamer or other back-up device with sufficient capacity or an online back-up facility.
Minimum screen resolution of 1280 x 768.
Install all latest Service packs and security updates.
The IDPMS directory will be setup as a shared directory with access and write rights for all IDPMS users by the Amadeus consultant together with the hotel's IT department or representative.

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Regular back-up

The customer is responsible for backup and backup restore verification. Amadeus cannot accept responsibility in case of the loss of data. Back up should be configured to perform a complete back up, with the exception of the SQL Server Data-files.

Supported SQL versions

SQL Server must always have the latest service pack installed.

	RTM (no SP)	SP1	SP2	SP3	SP4
SQL Server 2017	14.0.1000.169				
SQL Server 2016	13.0.1601.5	13.0.4001.0			
SQL Server 2014	12.0.2000.8	12.0.4100.1 or 12.1.4100.1	12.0.5000.0 or 12.2.5000.0		
SQL Server 2012	11.0.2100.60	11.0.3000.0 or 11.1.3000.0	11.0.5058.0 or 11.2.5058.0	11.0.6020.0 or 11.3.6020.0	11.0.7001.0 or 11.4.7001.0
SQL Server 2008 R2	10.50.1600.1	10.50.2500.0 or 10.51.2500.0	10.50.4000.0 or 10.52.4000.0	10.50.6000.34 or 10.53.6000.34	
SQL Server 2008	10.0.1600.22	10.0.2531.0 or 10.1.2531.0	10.0.4000.0 or 10.2.4000.0	10.0.5500.0 or 10.3.5500.0	10.0.6000.29 or 10.4.6000.29

For larger or specific installations/environments, please contact us to discuss the options.

Important information about Installing SQL Server on a Domain Controller

For security reasons, we recommend that you do not install SQL Server 2016 on a domain controller. SQL Server Setup will not block installation on a computer that is a domain controller, but the following limitations apply:

- You cannot run SQL Server services on a domain controller under a local service account.
- After SQL Server is installed on a computer, you cannot change the computer from a domain member to a domain controller. You must uninstall SQL Server before you change the host computer to a domain controller.
- After SQL Server is installed on a computer, you cannot change the computer from a domain controller to a domain member. You must uninstall SQL Server before you change the host computer to a domain member.
- SQL Server failover cluster instances are not supported where cluster nodes are domain controllers.

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- SQL Server is not supported on a read-only domain controller. SQL Server Setup cannot create security groups or provision SQL Server service accounts on a read-only domain controller. In this scenario, Setup will fail.
- A SQL Server failover cluster instance is not supported in an environment where only a read-only domain controller is accessible.

For more information refer to the following MSDN Microsoft page
https://msdn.microsoft.com/en-us/library/ms143506.aspx#Anchor_5

SQL Back up

If SQL Server is supplied and installed by Amadeus, the Amadeus consultant will setup a daily backup plan for the IDPMS databases together with the hotel's IT representative to ensure the backup is created on the hotel's available backup location or backup systems.

Interface Server requirements

	Minimum (per hotel)	Recommended:
processor	Dual Core	Dual Core
memory	2 GB	4 GB, more than 20 interfaces 8GB
*operating system	Windows 7 (No home Editions)	Windows 2008 Server Standard
serial ports	Depending on the number of serial interfaces	Depending on the number of serial interfaces
*Web service interfaces	IIS7 + .NET Framework 4.0 or higher	IIS7 + .NET Framework 4.0 or higher

For larger or specific installations/environments, please contact us to discuss the options.

Interfaces

Interfaces are custom programs with for instance telephone systems, key card systems and point of sales systems. Depending on the technical specification of the third party systems or applications, the communication often happens over serial (RS232) connections or over a network protocol (TCP/IP)

* IDPMS Interfaces, which use IIS (Internet Information Services), are not compatible with Windows Small Business Server versions. For more information, please contact our sales department.

For the interface computer/server a dedicated Windows user must be created that will be running the interface session(s). In general, interfaces are active applications and therefore the Windows session should not be logged off. In addition, Windows auto-logon is recommended to ensure the startup of the IDPMS-interfaces after a computer reboot.

Terminal Server (optional)

Terminal server	
Processor	Quad Core
memory (RAM)	Minimum 8 GB
Operating system	Windows 2008 R2 Server x64
Hard disk	36 GB RAID 1
Max number of users (all working on Amadeus software only.	20 – 40 concurrent users. If the Terminal Server will be used to host other 3rd party applications please contact us to discuss the options.
Client	PC of Thin client met RDP /Citrix support

When more than 1 terminal server is in use, "load balancing" software must be installed.

Remote Support

For remote support, Amadeus only supports Fastviewer Remote Support Application. (http://fastviewer.com/en/) During the IDPMS installation, Amadeus will install a Fastviewer Remote Client Application on the IDPMS database server. It is important that a connection can be made to remote.itesso.com & remote2.itesso.com via port 80 and port 443.

The Amadeus Support Department will use this connection to connect with the IDPMS server. To connect and login to this IDPMS server a designated user for Amadeus with administrator rights for both Windows and SQL server is mandatory.

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Compatibility

Sending email from IDPMS

Reports, correspondence or confirmation letters can be sent directly by e-mail from IDPMS. IDPMS uses SMTP or MAPI. In case of MAPI, such as Microsoft Office or other mail clients, by calling the Mapi.dll. As of Microsoft Office 2013 / 2016 the 64-bit version are <u>not</u> compatible. The 32 bits' version of Microsoft Office 2013/2016 and up <u>are</u> compatible.

If SMTP is used, then SMTP relaying must be allowed from all the clients running IDPMS. The Amadeus consultant will configure the SMTP details in IDPMS. The hotel IT administrator must provide SMTP details.

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