AMADEUS

Delphi as a Service
Daylight as a Service
System Requirements

Version 1.4
Amadeus
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Workstation Requirements

Category	Requirements
Processor:	2.0 GHz
Memory:	2 GB
Operating System:	Windows Vista® Business or Ultimate, Windows 7 Professional or Ultimate, Windows 8, Windows 10.
Browser:	Internet Explorer® 9.0 (Vista only), 11.0.
Microsoft Remote Desktop:	Remote Desktop Connection (RDC) version 7.0 or later. See endnote for link to Microsoft download and additional requirements when using RDC 7.0. 1
Other:	(Required ActiveX® control will be installed upon initial connection to Daylight)
	Microsoft .NET Framework 3.5 SP 1 (not required on Windows 7)
Regional Settings/Foreign OS:	Contact Amadeus Support to determine if the customer location regional settings are supported.

DelphiSync Requirements

Category	Requirements
Email Client:	Outlook® 2007, or 2010 (32-bit). Note: Outlook 2013 and Outlook Web Access (OWA) do not support DelphiSync Add In.

Additional Workstation Requirements for Mac OS X

The following requirements are applicable to Mac OS X® systems and are in addition to the workstation requirements detailed above.

Category	Requirements
Operating System:	OS X Lion
Virtual Machine:	Parallels® Desktop or VMWare® Fusion. A licensed copy of Microsoft Windows is required for the virtual machine installation. The virtual machine installation must meet current DaaS system requirements and configurations (see above).
Other:	(Optional) Coherence Mode in Parallels Desktop or Unity Mode in VMWare Fusion can be activated to enhance the seamless integration. For more information, go to:
	http://www.parallels.com/products/desktop/
	http://www.vmware.com/products/fusion/overview.html

Network Requirements

| Category	Requirements
Bandwidth: IPs & Ports:	50 kpbs or better per active user session recommended Daylight: TCP: port 80 (HTTP) outbound to http://daylightasp.newmarketinc.com Delphi ASP: TCP port 80 (HTTP) outbound to http://delphiasp.newmarketinc.com Daylight and Delphi ASP: TCP port 3389 (RDP) outbound to ANY destination (Customers that require a specific destination IP address range should contact their Newmarket Project Manager.) Delphi DaaS: TCP port 443 (HTTPS) outbound to https://daas.newmarketinc.com TCP port 443 (HTTPS) outbound to https://rdg.newmarketinc.com TCP port 443 (HTTPS) outbound to https://rdg100.newmarketinc.com (Delphi DaaS does not require TCP port 3389)
Latency:	150 ms or less round trip between workstation and the Amadeus Data Center recommended. Packet loss must be less than 1%.
DNS:	For properties outside of North America, Internet hosts must be resolved locally. This means that the DNS server resolving SRIP.NET and Amadeus.com must see the local site's external IP address as the source.

Additional Requirements

_ These requirements are the minimum guidelines.
_ If the requirements are not met, the customer assumes responsibility of performance and compatibility issues as a result thereof.
_ The customer assumes responsibility for the ongoing maintenance, virus protection2, data backup, and security of their client workstations.

Monitoring Requirements

Prior to going live with a hosted solution, Amadeus will install a service that monitors the performance of the application on a per location basis. The primary goal of the monitoring is to determine if network latency will adversely affect the application's performance.

The monitoring service is enabled by configuring a dedicated workstation (POP machine) that communicates to the hosted environment (test harness) over the Internet and executes predefined application actions. Data is continuously collected on the performance of these actions. At the conclusion of the five-day monitoring period, Amadeus will present a data analysis report.
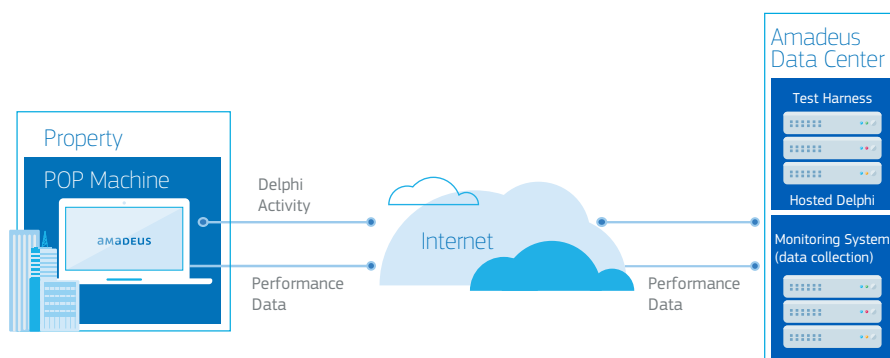
*All testing is based on Delphi transactions.

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Printing Requirements

Amadeus has found that most printer models function properly. Amadeus does not have application constraints with respect to printing in the hosted environment as long as the printer is supported by the local Windows client

Printing Best Practices

- When purchasing a new printer, consider a current HP LaserJet 1000 or 4000 series printer as Amadeus has experienced favorable results with them.
- The printer should support the HP PCL driver format.
- The printer should be a network printer (not connected to the local workstation).
- Set the printer to be used with the hosted solution as the default printer prior to establishing the terminal services session.
- Use the latest supported drivers available for the local workstation's operating system.
- For Mac OS X users, if VMWare Fusion is installed, the printer must be configured within the Windows WM. Failure to do so may result in needing to provide authentication for every print job or printing hundreds of pages of invalid data.

Workstation Configuration

The following procedures describe how to configure workstations to optimize the performance of the hosted solutio

Internet Explorer Configurations – REQUIRED

1. Add and configure the hosted solution as a trusted site.

    a. Open Internet Explorer. Click Tools > Internet Options > Security > Trusted Sites > Sites to open the Trusted Sites window.

    b. Clear the Require Server Verification check box.

    c. In the Add This Website to the Zone field, enter http://delphiasp.newmarketinc.com and https://daas.newmarketinc.com for Delphi, or http://daylightasp.newmarketinc.com for Daylight.

    d. Click the Add button.

    e. Click Close to return to the Internet Options window.

    f. Click the Custom Level button to open the Security Settings window.

        • Daylight Only - Scroll down to the ActiveX Controls section and enable all of them.
        • Daylight and Delphi - Scroll down to the Downloads section, and enable Automatic Prompting for File Downloads.

    g. Click OK to return to the Internet Options window.

    h. Click Apply and OK to save and exit.

2. Turn off pop-up blockers.

    a. In Internet Explorer, navigate to http://delphiasp.Amadeus.com/(yourcompanyname) and https://daas. Amadeus.com for Delphi, or navigate to http://daylightasp.Amadeus.com/(yourcompanyname) for Daylight. Contact Amadeus if the specific company URL is unknown.

    b. Click Tools > Pop Up Blocker > Turn Off Pop-Up Blocker.

3. Set the compatibility view display.

    a. In Internet Explorer, click Tools > Compatibility View Settings to open the Compatibility View Settings window.

    b. In the Add This Website field, enter http://delphiasp.Amadeus.com and http://daas.Amadeus.com for Delphi, or http://daylightasp.Amadeus.com for Daylight.

General Configurations

4. Disable power management on the NIC (failure to do so will result in application "disconnects").

5. Set the screen resolution to 1024 x 768 or higher.

General Performance Configurations

6. Update the NIC driver to the latest version.

7. Update virus definitions and scan for viruses/spyware.

8. Use the default Windows theme (no live desktops or transitioning desktop wallpapers).

9. Set Windows visual effects to Adjust for Best Performance.

10. Set virtual memory to Automatically Manage Paging File Size.

11. Ensure a minimum of 15% free disk space.

12. Adjust performance settings to optimize performance for foreground applications.

Reference the following Microsoft best practices for improving workstation performance:

Windows XP

http://support.microsoft.com/kb/308417

http://www.microsoft.com/resources/documentation/windows/xp/all/proddocs/ en-us/computer_maint_perf_mgmt. mspx?mfr=true

Windows Vista

http://windows.microsoft.com/en-US/windows-vista/Optimize-Windows-Vista-for-better-performance

Windows 7

http://windows.microsoft.com/en-US/windows7/Optimize-Windows-7-for-better-performance

Endnotes

Go to: http://support.microsoft.com/kb/969084 for
download and additional information regarding the RDC 7.0 client. Additionally,
Go to: http://support.microsoft.com/kb/951608 for information on turning on CredSSP for Windows XP.
This is required for Delphi Single Sign-On

Amadeus Antivirus Policy: This policy is designed to protect Amadeus customers from intrusion, viruses, and other malware that may be present on their client devices. Amadeus recommends an enterprise class antivirus package with automatic definition updates for any client device connecting to a Amadeus hosted application. The client device may be subject to scanning, cleaning, quarantining, and/or removal of any files identified as infected by the Amadeus antivirus system. Files that are quarantined or removed will not be recoverable.

Adapt

Differentiate

Share Success

Amadeus is a technology innovator that connects the entire travel ecosystem at every stage of the journey. Amadeus offers the hospitality industry solutions for reservations, sales and catering, property management and operations, all focused on a better end-to-end experience for guests, employees, managers, owners and partners.

Find out more
For further information, visit **amadeus-hospitality.com** or speak to your Amadeus Account Manager today.