Delphi 2013 SP2

Terminal Server System Requirements

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Delphi 2013 SP2 Terminal Server System Requirements Based on Active Concurrent Users

Users	Category	Server Requirements
Up to 20	Processor	2.0 GHZ Quad Core
	Memory	4 GB
	Disk Subsystem	20 GB free hard drive space RAID Controller
Up to 40	Processor	Dual 3.0 GHz Quad Core
	Memory	8 GB
	Disk Subsystem	40 GB free hard drive space RAID controller
Up to 60	Processor	Dual 3.0 GHz Quad Core
	Memory	16 GB
	Disk Subsystem	40 GB free hard drive space RAID controller
61+	Multiple load balanced Terminal Servers are required	

Additional Terminal Server Requirements

Category	Additional Terminal 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
Network Protocol	TCP/IP
NIC Speed	1 Gbps

Development

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Category	Additional Terminal Server Requirements
Supported Citrix® Versions	Citrix XenApp™ 6.0 and above (optional)
Browser	Internet Explorer 11.0 Note : 1. Internet Explorer 8.0, 9.0 and 10.0 browser is not supported by Microsoft®
Internet Access	Required. For use with the dynamic URL Delphi feature, MeetingBroker Reports (RFP Comparison & RFP Recap reports)
Microsoft Office®	Office® 2007 (32 bit only) Office 2010 (32 bit only) Office 2013 (32-bit only) [i] Note: • 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).
Miscellaneous	Antivirus, UPS recommended
Remote Access	Refer to the Remote Access Statement below
Regional Settings/Foreign OS	Contact Amadeus Support to determine if the customer location regional settings are supported
Terminal Services	Licensing required

Optional Delphi Components

Category	Note
DelphiSync	DelphiSync is not supported
Crystal Reports®	Crystal Reports XI is not supported
SSRS Reports	Windows Domain Support: All Delphi clients

Category	Note
	and server(s) must be in trusted domains

Remote Terminal Server Workstation Requirements

Category	Remote Workstation Requirements
Hardware Requirements	Please see Microsoft® RDP or Citrix ICA client requirements.
Network Protocol	TCP/IP
Default Network Ports	ICA (port 1494), RDP (port 3389)
Network Bandwidth/Latency	42 Kbps or better per active user session and <200 ms latency between client and terminal server
Video Resolution	1024 x 768 (minimum)
Remote Access	Refer to the Remote Access Statement below.

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 to 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 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.

[1] 64-bit Office 2010 and Office 2013 are not supported.