

IDPMS v3.16.9.1

Customer release notes

Index

- Overview 4
 - PCI v3.2 ready 4
 - New look 4
 - Update schedule 4
- New features 6
 - A new name, logo and colors 6
 - New colors and logo and colors on the main screen 6
 - IDPMS Support web site and release notes 6
- IDPMS Help Menu 7
- Security Enhancements 7
 - IDPMS Lock & Auto log off 7
 - User passwords 9
 - IDPMS User Group Level 9
 - Example of User Group Level use 10
 - Data Encryption Key (DEK) renewal 10
 - DEK renewal process steps 10
 - Starting a DEK renewal 11
- New features 13
 - Training mode colors 13
 - Setting “Publish” in Article* 13
 - Extra type 14
- Hurdle rate on packages* 15
 - Maintenance & Services 16
 - What is Amadeus HotSOS? 16
 - Maintenance and Services IDPMS - HotSOS 17
 - Reservation information 17

- Room status IDPMS –HotSOS 17
- Set up of maintenance services..... 17
- Creating a Maintenance and Service ticket. 18
- Indicative icon..... 18
- _ Summary of changes & improvements..... 19
- Solved Bugs..... 19
- New functionality or changed functionality 21

Document control				
Security level	Public			
Company	Amadeus IT Group SA			
Department	Amadeus Hospitality Property Management IDPMS			
Author	Dennis van Hilten			
Reviewed by	[Name]	Date	[dd/mm/yyyy]	
Approved by	[Name]	Date	[dd/mm/yyyy]	
Version	Date	Change	Comment	By
0.1	10-01-2017	Initial version		DvH
0.2	19-05-2017	Draft version		DvH
1.0	12-07-2017	Final version		DvH

Overview

IDPMS release version 3.16.9.1 is all about security and our new look! It also contains other, more visible features, enhancements and bug fixes.

PCI v3.2 ready

We have reviewed all security aspects of IDPMS and have integrated the new PCI v3.2 standards and requirements into this version. Therefore this IDPMS version 3.16.9 is PA-DSS ready.

Once version 3.16.9 has been certified and registered with the PCI Council, the next official PCI certified release will be IDPMS v4.1.

Visit the [PCI Council webpages](#) for more information about PCI.

New look

With the change to Amadeus Hospitality in 2015, we have also taken the opportunity to restyle IDPMS to reflect the Amadeus style guide, use of colors and logo's.

Update schedule

IDPMS version 3.16.9 is delivered to your hotel through the IDPMS Onpremise Update Module (OPU) that was introduced in version from IDPMS version 3.16.4. For hotels running IDPMS v3.16.4 or higher, the deployment is announced via the IDPMS e-mail module for selected users about a week prior the official release.

The time between announcement and actual update may vary per hotel, as the deployment is done in smaller batches of hotels. If you are not running IDPMS v3.16.4 or higher as your current version, support will contact your hotel to plan the update.



! Note:

- Hotels that have the Onpremise Update (OPU) Setting not set to "Full Install" are NOT updated automatically.

- Multi property environments or hotels that have IDPMS running on a terminal server environment are also NOT updated automatically.

If the above applies to your hotel, please contact the Amadeus Support Team to schedule an update.

New features

The following pages describe the new features and other enhancements of version 3.16.9. A detailed list of all changes and fixes in this version is available at the end of this document.

A new name, logo and colors

Hotel Concepts - IDPMS has a new name and colors! As of version 3.16.9, the official name is “**Amadeus Property Management – IDPMS**”. Besides the name, we have also adopted the Amadeus colors and logo. We hope you like it! You can expect more changes to the look and feel early next year.

New colors and logo and colors on the main screen

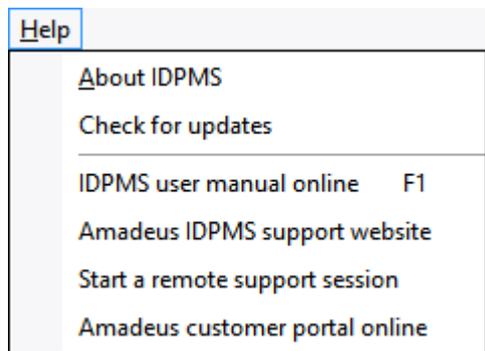


IDPMS Support web site and release notes

This release note and the release notes of previous and future versions are also available from the [Amadeus IDPMS support micro site](#). Here you can also find a link to the IDPMS Online manual, the IDPMS system requirements and the IDPMS Implementation Guide.

IDPMS Help Menu

The IDPMS help menu has been updated with direct access to the Amadeus support portal, release notes and to start a remote support session.



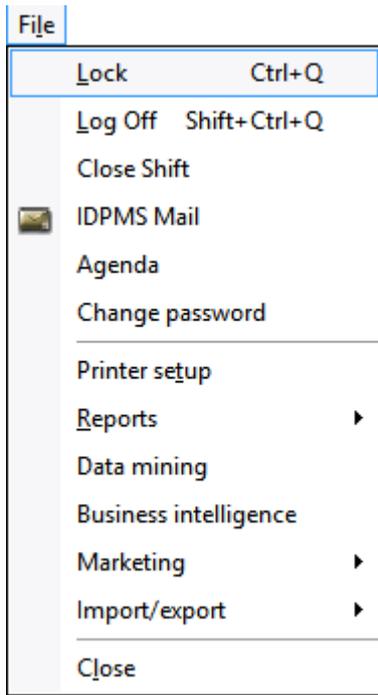
- About IDPMS. Shows the IDPMS version number.
- Check for updates. Restricted to specific users and checks if updates are available for IDPMS.
- IDPMS user manual Online. The online user manual has been restyled to Amadeus colors and we are currently working hard on getting the manual up to date.
- Amadeus Support Website. Direct access to the support web site
- Start a remote session. This menu option will download the Fast Viewer support client for “one time” remote access. The support team will instruct you when and how to use it.
- Amadeus customer portal online. Through this link, you can directly log a case with our support team. This requires your account to be enabled for access to the portal. Please contact our support team for more details.

Security Enhancements

IDPMS Lock & Auto log off

A new option added to the IDPMS File menu that allows the user to “Lock” the active IDPMS session. Secondly, after 15 minutes of idle time IDPMS will now Lock the user instead of Logging off.

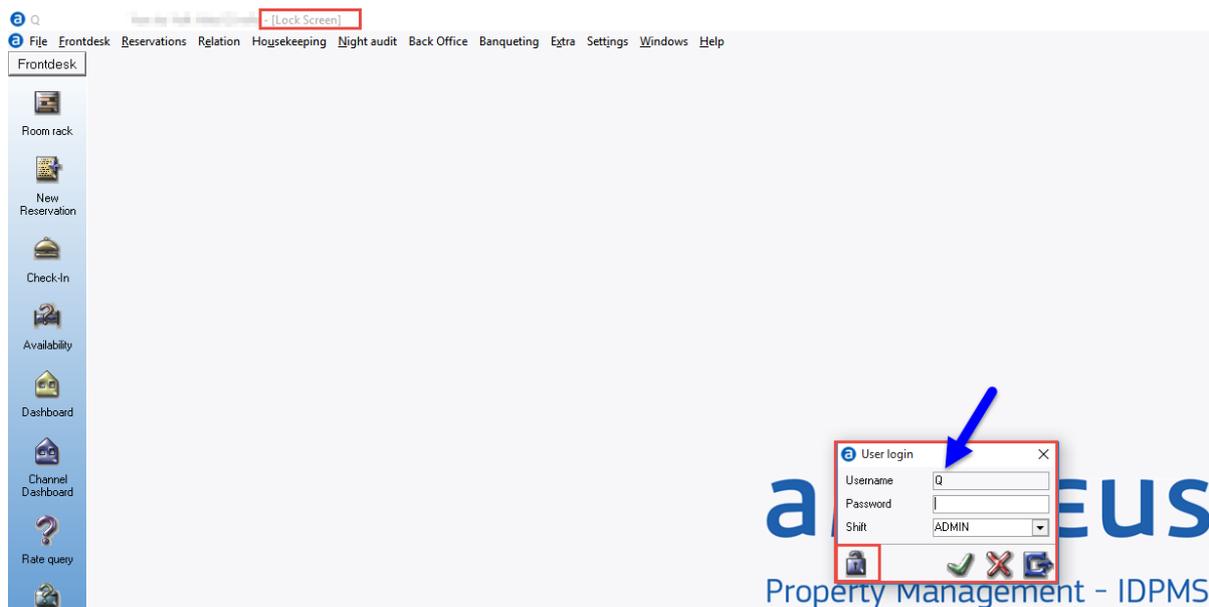
Note that the previous short cut key combination for Log Off “CTRL+Q” will now “Lock” the IDPMS session and that the User Log off action has been changed to “SHIFT+CTRL+Q”.



When IDPMS is locked the active screens the user is working in are no longer closed but stay active. Instead a Lock screen is displayed on top of the active screens.

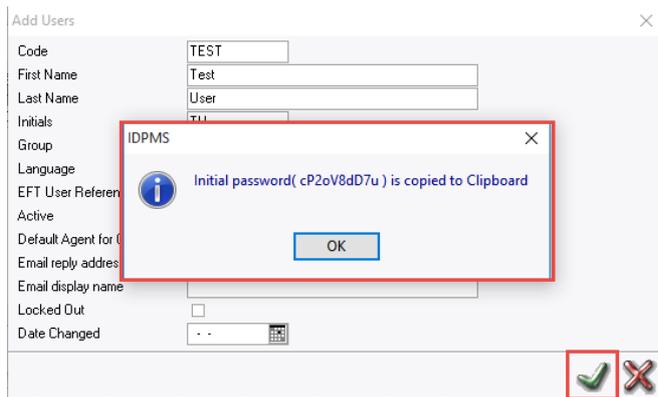
When locked, the user login screen displays the current logged in user and only this user can unlock the active session by re-entering their user password.

With the padlock icon in the bottom left corner of the login screen the user that locked the session is logged off. In that case, all active IDPMS screens are closed and a new user can log in. Note that any unsaved data from the previous user (that locked the session) is not saved.

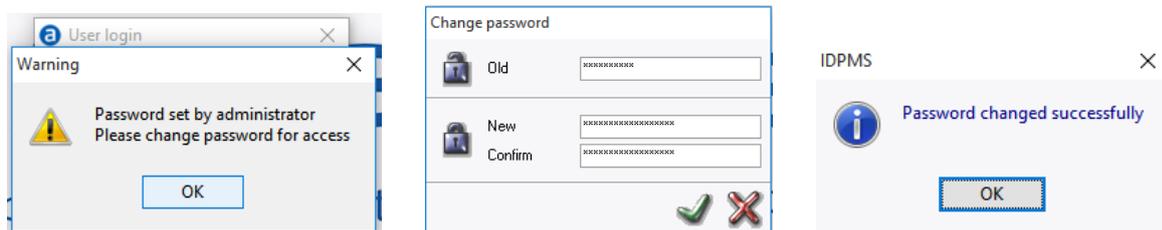


User passwords

Due to PCI v3.2 regulations, IDPMS user login codes cannot be created with empty passwords anymore. When creating or resetting a password for a new or existing user, a temporary password is generated and displayed on the screen. Secondly, this temporarily password is copied to the clipboard. This is a onetime password and must be used for the first login.

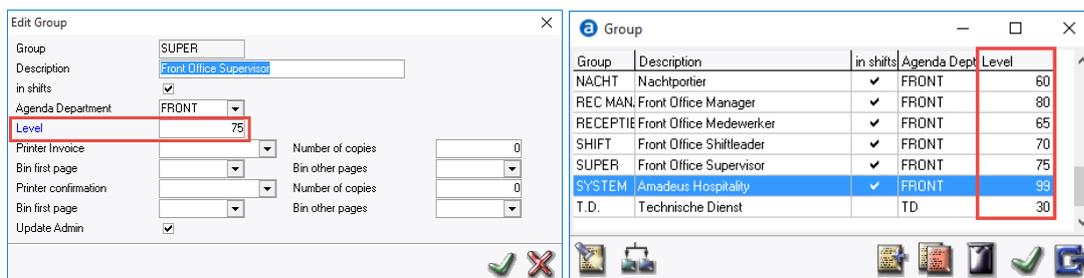


The temporarily password can be presented to the IDPMS user. On login with this temporarily password the user is requested to change this temporarily password and create a new password.



IDPMS User Group Level

The field Level in the user group configuration is now a mandatory field. It must contain a value between 1 and 9999. This value differentiates each level from another level. The higher the access of a user group the higher the number should be.



The number entered in the Level field itself does not directly controls access to IDPMS program parts. It makes sure that IDPMS users assigned to a specific user group cannot

elevate their own rights or assign elevated right to themselves other users higher than their own access level from the user group they are assigned to.

Example of User Group Level use.

- User A is Front Office Supervisor and is allowed to reset user passwords or create new IDPMS users. From the above example, the Level assigned to the Front Office Supervisor group is 75.
- If this user A creates a new IDPMS user for a new FO Employee for example, the highest access group this new user can be assigned to is SUPER because the creating user A is in that group/level. The newly created user can be assigned to any group that has level 75 or lower.

Data Encryption Key (DEK) renewal

IDPMS has been encrypting credit card information with a Data Encryption key (DEK) for many years. Each hotel has its own unique DEK. Best practice is to renew the DEK at least once a year. IDPMS now offers the hotel an option to initiate a DEK renewal themselves.

DEK renewal process steps

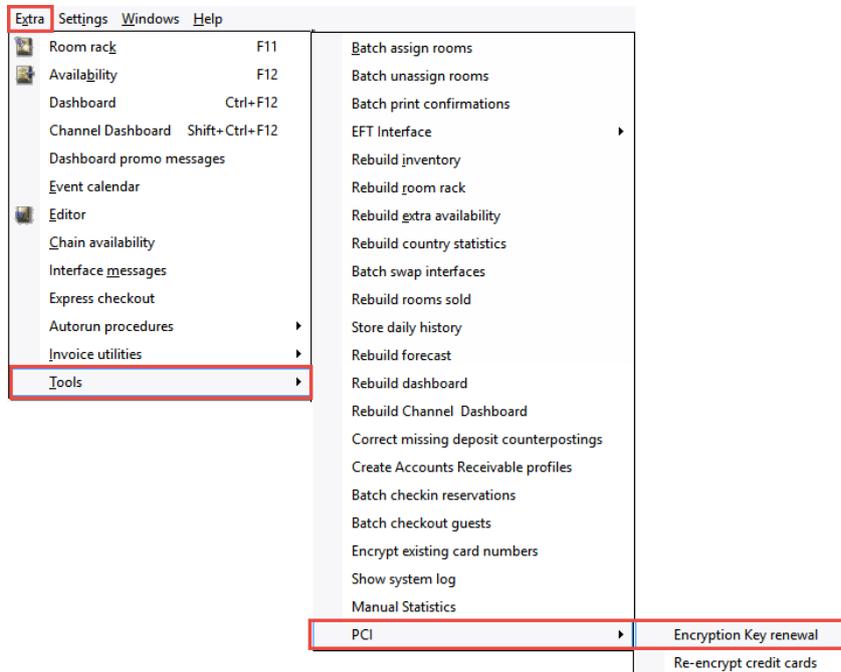
- Creation of a new DEK
- Decryption of the existing credit card data with the old DEK
- Re-encryption of the credit card data with the new DEK

! Important note:

- During the DEK renewal and credit card data re-encryption process, IDPMS users can continue their work. For successful re-encryption, it is not required to log off all IDPMS users prior to starting this process.
- All interfaces **must be switched off** prior to starting the DEK renewal process.

Starting a DEK renewal

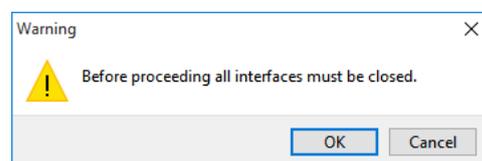
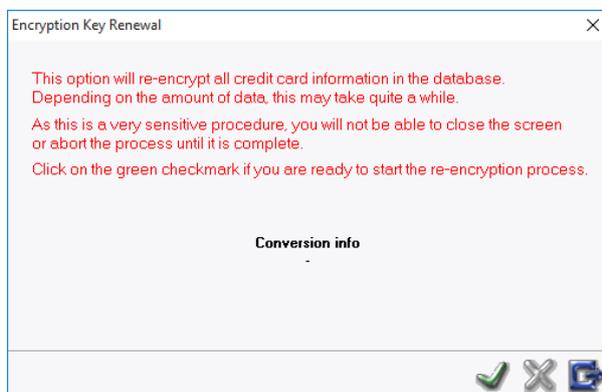
The DEK renewal is started from the IDPMS Extra/Tools/PCI menu.



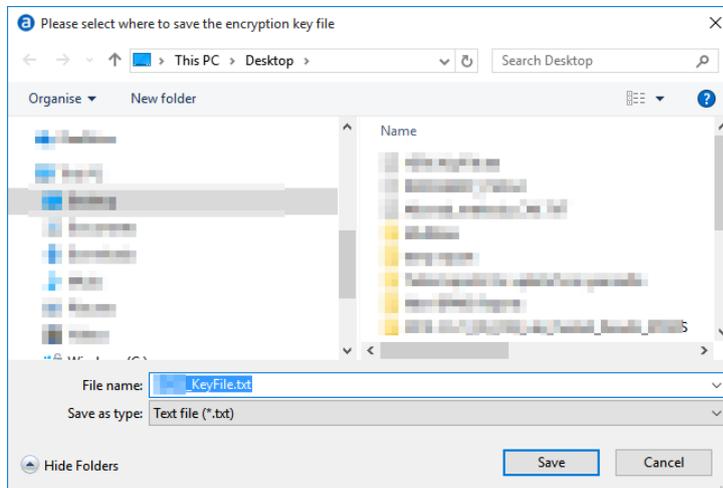
After choosing the Encryption Key renewal option, additional warning messages are displayed if the user really wants to start the DEK renewal process.



The following screens inform the user of the process steps.



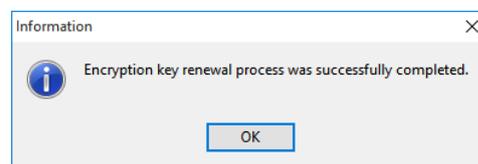
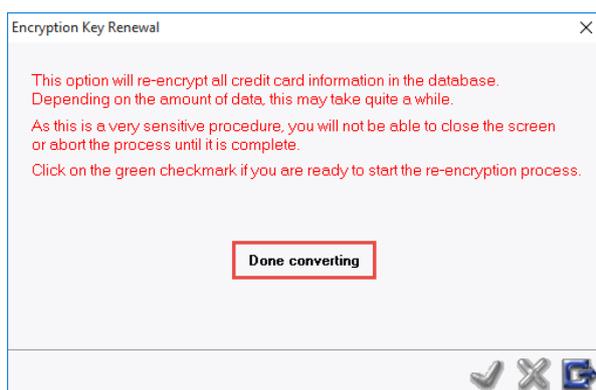
If the user chooses to continue the DEK renewal process, IDPMS will ask to save a Key File to disk.



! Note:

- This file is not the actual DEK but a file with random data from which IDPMS can re-create the DEK.
- This Key file must be kept in safe storage! If for some reason the DEK itself is lost or damaged, this saved Key file is the only way to recover encrypted credit card data.
- Save this file to a USB key and store in a safe place!

After the Key file has been saved, the DEK renewal process is started. Depending on the amount of data, this can take up to one hour and cannot be interrupted. After the process has finished all interface must be started.



New features

Training mode colors

When IDPMS is switched to training mode the colors schema has been changed. The “Amadeus Blue” is changed to “Amadeus Ruby” and a text “Training Version” is added to the logo. In addition, the title bar has a training indicator. <<TRAINING>>



! Important note:

- Do not switch your IDPMS production version to Training mode yourself.
- If a training version is needed, please contact the Amadeus Hospitality support team

Setting “Publish” in Article*

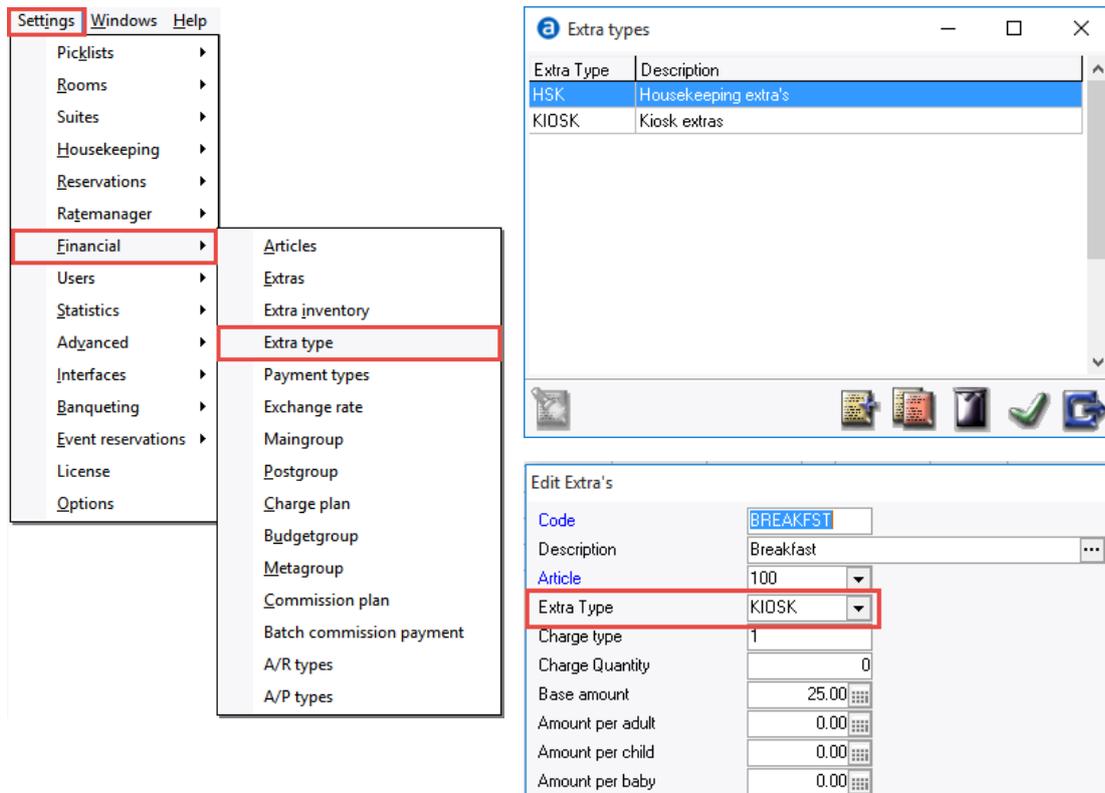
The IDPMS article setup is enhanced with a setting called “Publish”. This setting is used in combination with RezExchange and CWI (Customer Web Interface).

Articles marked as “Publish” can be called and used for online applications to post revenue or payments to guest folios. For example, an application that enables guests a mobile checkout via smartphone or tablet.

*Connection with Amadeus RezExchange required and for future use.

Extra type

The IDPMS Extra configuration has been expanded with an option to group an extra into Extra types. Examples of Extra types are, Extra's related to Housekeeping or Extra's that are only used in combination with a self-check in kiosk for example.

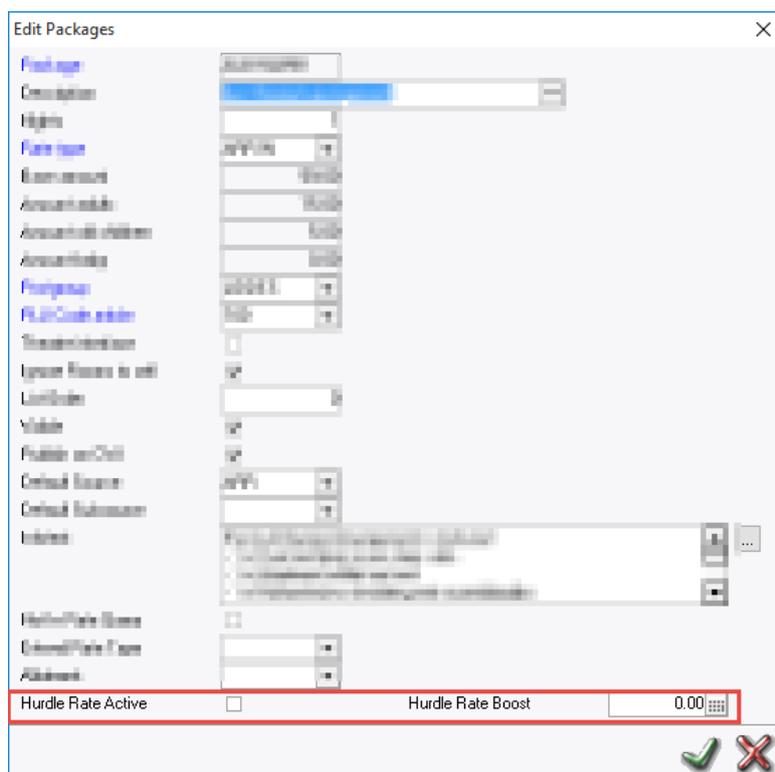


Hurdle rate on packages*

The package setup in IDPMS now supports setting of hurdle rates. If hurdle rules are active, IDPMS will also consider any available packages when calculating rates and availability.

Also in combination with revenue management systems like IDeaS this option can be used and the same logic applies as the current hurdle rate calculation on Rate type.

The hurdle rate value is calculated on the total package amount and not only the room component of the package!



*Additional Hurdle activation license required.

Maintenance & Services

The existing Maintenance module in IDPMS has been expanded. It is now called “Maintenance and Services”. This module has been enhanced and adapted in order to better integrate with Amadeus HotSOS but also for non-integrated systems, the module is improved for offline / non-interfaced use.

What is Amadeus HotSOS?

Amadeus HotSOS is a cloud-based, service optimization enterprise solution empowering over 70% of global hotel brands in over 70 countries. As part of the Amadeus Service Optimization solutions, HotSOS helped save hotels over \$100 million in 2015 by reducing guest incidents, optimizing requests and scheduling preventative maintenance.

For more information about HotSOS integration for IDPMS, contact your local sales representative or click link below.

<https://www.amadeus-hospitality.com/amadeus-service-optimization/hotsos/>

Maintenance and Services IDPMS - HotSOS

In case IDPMS is connected to Amadeus HotSOS, Maintenance and Service tickets created in IDPMS are sent to HotSOS. If a maintenance ticket has been handled/closed in HotSOS, the ticket is updated and closed in IDPMS as well.

Reservation information

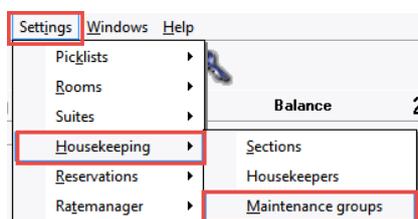
Besides Housekeeping and Maintenance information, also reservation information is sent to HotSOS in order to improve guest service optimization.

Room status IDPMS –HotSOS

Another feature of the IDPMS – HotSOS integration is the exchange of room statuses for housekeeping. If a room status changes in IDPMS that change is sent to HotSOS. If a room status is changed in HotSOS, room is clean, this is sent back to IDPMS.

Set up of maintenance services

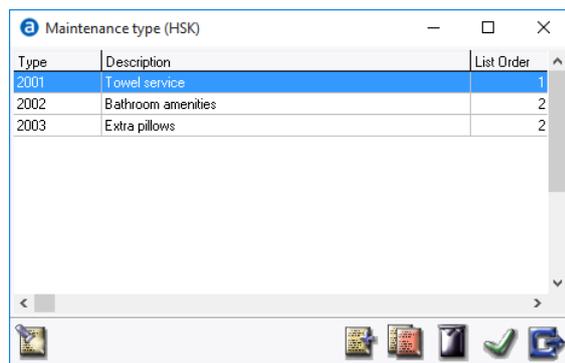
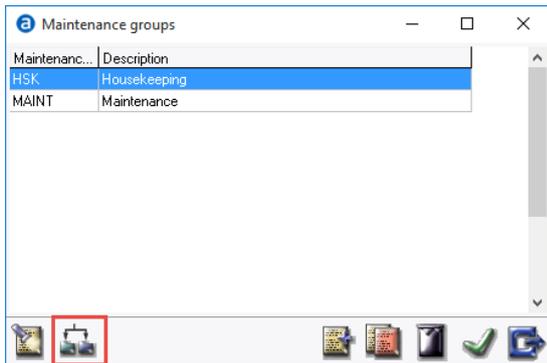
Additionally to the Maintenance group that was already available, a set of services can be added to each Maintenance group or Maintenance category.



Each maintenance group can now be split into sub-services by clicking the split icon.

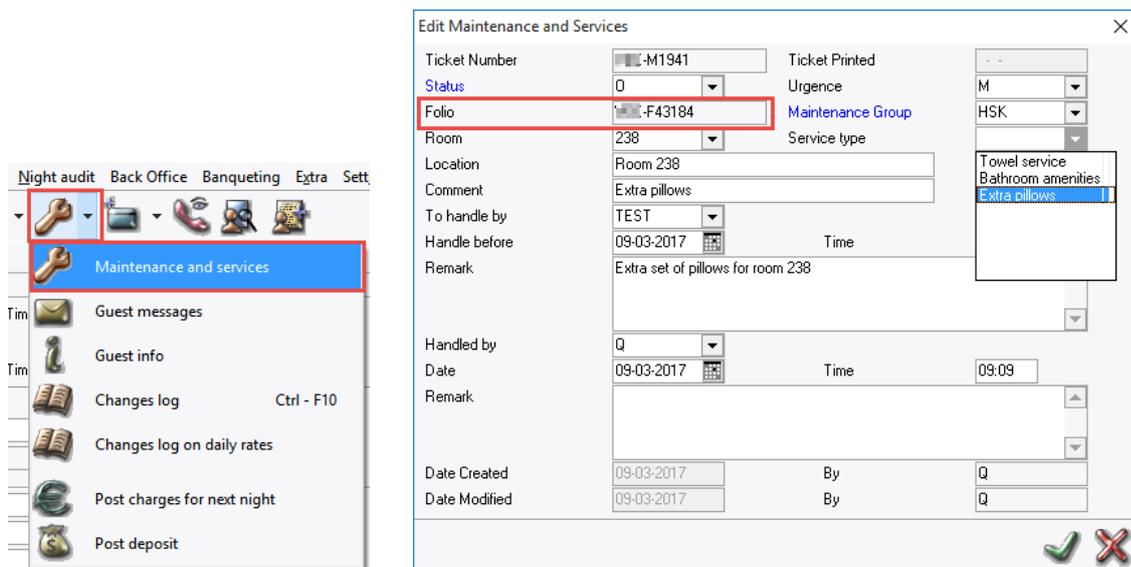
For example:

1. Maintenance group HSK (Housekeeping)
 - 1.1. Towel service
 - 1.2. Bathroom amenities
 - 1.3. Extra pillows



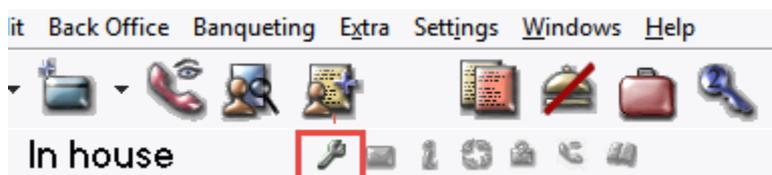
Creating a Maintenance and Service ticket.

From the Tools menu in IDPMS a new ticket can be opened for the required maintenance category. If a maintenance ticket is created from the folio, a link with the folio is created.



Indicative icon

In case a Maintenance and Service ticket is linked to a folio, an indicative icon is lit up in the indicator bar in the folio.



Summary of changes & improvements

Solved Bugs

- 24105. A bug has been fixed that prevented the credit card number from being saved in a guest profile when a mandatory field warning was displayed to the user.
- 24115. A bug has been fixed that changed the manually set price of an Extra back to the default Extra price value when a reservation was split. (master/slave)
- 24164. Invoice / posting lines were not translated when the connected POSTGROUP was not set to a consolidation type. Now the article translation is used when no consolidation type has been configured in the POSTGROUP.
- 24165. A bug has been fixed where the incorrect IDPMS user was used in the changes log of an Event reservation when a linked folio or group folio was cancelled. The user that initially created the Event reservation was used instead of the user that cancelled the folio's
- 24118. A bug has been fixed where the incorrect user was used in the reservation changes log for reservations cancelled through the SynXis interface. The last user from the changes log was used to register the cancellation instead of the actual user that cancelled the reservation.
- 24169. The reservation browse screens displayed the Booker number instead of the Booker name. This has been fixed.
- 24171. A bug was fixed that in some situations could throw a "qrResfol exception 'FOLIO' or 'ARRIVAL_DATE' not found" message on save of a folio.
- 24554. A bug has been fixed that kept the relation icon in the folio disabled when a folio with locked/frozen fields was passed when browsing through the folio's using the TAB key.
- 28642. When moving an OOO or OOI room from today's date to a future date, the housekeeping status of that room was not released back into vacant/dirty status. This has been fixed.
- 30910. A bug was fixed that caused an unwanted link between non-related Reservations and Event reservations. When a new Event reservation was started from a (group) folio and this Event reservation was not saved / finished, then any new Event reservation would get a link with the (group) folio number that was remembered from the previous unfinished Event reservation.
- 32600. A bug has been fixed in the Suite logic module where a Suite reservation could not be saved because no room number could be assigned while room numbers were available.
- 31730. When sending an e-mail from IDPMS using a local e-mail client / Outlook in some occasions the new e-mail screen was not opened. This has been fixed.

- 31549. A bug was fixed that updated an already hashed password with a new time stamp. Password history checking was made impossible by this.
- 31877. A bug has been fixed in the IDPMS policy grid. If a guarantee plan was less than eight digits in length it was not recognized in the policy grid evaluation.
- 27722. Availability stack chart could grow outside the screen boundaries of the IDPMS dashboard. This has been fixed.
- 29364. A bug was fixed that caused an endless loop when checking in a late arrival on a room rate type combination that triggered an overbooking/restriction warning. When caught in that loop, IDPMS could only be closed via the Windows Task manager.
- 29498. When configuration changes were made to an existing Room Type Group, an error was thrown and record could not be saved. This has been fixed.
- 27722. Y-axis of the Dashboard too short. Max inventory line was displayed outside the graph. This has been fixed.
- 28072. "Parameter object is improperly defined. Inconsistent or incomplete information was provided" error when sending a report from IDPMS through e-mail. This has been fixed.
- 29678. Restoring the setting in the IDPMS settings / Security TAB to enable writing of IDPMS logging to the local Windows Event Log.
- 32874, 33726 and 33733. Automatic room number assignment did not use the last depart date anymore. Improved room number sort order and room feature evaluation on automatic room number assignment.
- 35256. Booker column in reservation browse screens has been moved to after the Travel agent column to prevent the Travel agent column from falling outside the view in case lower resolution monitors are used.
- 33159. Booker added to the search guest in house search parameters. It was not present since booker was introduced.
- 36168. Bug fixed where IDPMS could go into an infinite loop when database connectivity was interrupted.
- 24119. A bug was fixed that caused a security infringement when user access right were copied from one user group to the other user group.
- 24148. A bug was fixed that use an incorrect value for saving the cash room number in combination with the XMLPOS interface.
- 32172. The Room Type Group setting introduced in version 3.16.8 had the option to assign a room type to multiple Room Type Groups. This is no longer possible as a room type can only belong to one Room Type Group.

- 28649. Bug fixed that caused an Access Violation when accessing the guest list.

New functionality or changed functionality

- 23708. Rebranding to Amadeus brand colors
- 24138. Password creation or resetting has been redesigned. A temporarily password is generated by IDPMS. When the user uses this password to login, the user is forced to change their password.
- 24153. For existing users the existing passwords are automatically hashed upon first login in the new version.
- 24150. A new menu item has been created that allows creation of Extra Types. This allows grouping of Extra's for use in a Kiosk or other integration environment where only selected Extra's should be made available.
- 24163. A change has been made in the sender / from name of the mail messages generated by the IDPMS automated update system. This used to be the active user at time of the update announcement message, usually the night auditor. Now the sender / from is always Amadeus Hospitality Support
- 24523. The IDPMS splash screen (first screen that is displayed at start up) has been changed to Amadeus colors.
- 28487. The SQL mailing module does not allow harmful SQL statements in order to prevent possible SQL injection threads.
- 29293. A progress bar has been added to the Package Rate Grid.
- 29296 A progress bar has been added to the Channel Grid.
- 24458. The existing 3CPayment/Sixcards credit card interface has been adapted to communicate over HTTPS protocol instead of TCP/IP. Also minor improvements to the overall interface logic
- 24123. Internet passwords in the relation profiles are now hashed instead of encrypted.
- 30688. IDPMS will now warn the IDPMS users that are part of the Update Admin user group when it is advised to start the Data Encryption Key (DEK) renewal procedure. The DEK is used to encrypt Credit Card data. A DEK renewal is advised once a year minimum.

30 days prior to the last DEK renewal, IDPMS will start sending messages via the IDPMS Mail module to the IDPMS users that are member of the IDPMS user group marked as Update Admin. 10 days prior DEK expiry an addition message is displayed at the start of the night

audit. This will continue until the encryption keys are renewed.

Note that IDPMS will continue to work as normal but will keep warning the users to renew the DEK. It is the responsibility of the hotel to renew the encryption keys at least once a year.

- 31015. All search fields in IDPMS have been reviewed for SQL injection threads. Where needed this has been fixed by using full parameterization of the search input value.

- 31226. The SPID (SQL Server Process ID) number has been added to the IDPMS splash screen. The SPID number can be used in the SQL profiler for support purposes.

- 31274. A new table has been added to the database that holds the definition of all IDPMS tables.

- 29307. Hurdles added to packages.

- 23708. IDPMS has been rebranded following the Amadeus style guide for use of colors and logo's

- 24107. As a result of updated PCI regulations, IDPMS now has a function to switch off the EFT Debug log (credit card interface log) automatically after a configurable number of days (max 15). After it has been switched off automatically, the EFT Debug log is securely erased.

- 24153. IDPMS user passwords are now hashed instead of encrypted when stored in the database. A Hash is irreversible way of storing data as where Encrypting can always be decrypted when the used encryption method is known. By hashing the password this is no longer possible.

- 24138. The creation or resetting of user passwords has been changed. Upon creation of a new IDPMS user, a temporary password is issued. When the new user logs in with this temporary password a password change is enforced. For existing users a random temporary password can be created. When user logs in, a password change is also enforced.

This method reduces the risk of anyone other than the user can know the new user password.

- 24148. The Cash Paymaster room setting for the XMLPOS interface is now correctly saved when configured through IDPMS Interfaces / XMLPOS mapping menu.

- 24138. For compatibility reasons and after IDPMS is updated to 3.16.9, compatibility logic has been added to support both encrypted and hashed user passwords. IDPMS will recognize if a password is still encrypted when a user logs in. When the password is valid, IDPMS will convert an encrypted password into a hashed password automatically.

- 28487. The IDPMS SQL Mailing module now has checks to prevent execution of harmful SQL statements.

- 28618. The Quick log off function has been changed to "Lock" function. A user is now able to lock IDPMS without closing open screens. Only that same user can unlock IDPMS and return to the screen that was open when the session was locked. The automated log off after 15

minutes of idle time will now also lock the session instead of a user Log Off. A Locked IDPMS can also be logged off so a different user can use IDPMS on that workstation

— 28620. A new report has been added to Report/Settings/User. This report displays the menu access right per user group and assigned user.

— 28649. A bug was fixed when using the search icon from the reservation guest list. This resulted in an error message.

— 29690. The logging to the IDPMS System Log has been extended with:

- * Creating new IDPMS user groups
- * Changes in IDPMS user groups
- * Deletion of IDPMS user groups

— 28663. User access to the IDPMS System log is now added to the IDPMS System Log. Extra/Tools/Show System Log.

— 28656. Changes to the IDPMS User Groups are now logged to the IDPMS System Log. Extra/Tools/Show System Log.

— 29072. A new method has been added to the HCCrypto.dll to support BCrypt for hashing of all password fields in IDPMS. Until now passwords were encrypted. Hashing is more secure.

— 29181. When the automatic log off timer has expired and IDPMS normally would log off the logged in user, it will now Lock IDPMS instead. All open work is kept open and IDPMS is locked. IDPMS will no longer close open screens.

— 29301. The field "Special Discount" has been removed from the package grid screen. It has not further functionality.

— 33027. The field "Special Discount" has been removed from the package grid screen. It has not further functionality.

— 29566. The IDPMS user manual online has a new URL. It now points to the updated version of the Online IDPMS manual.

— 29570. New menu items added and changes to the IDPMS Help menu.

- * Direct link to the Amadeus Support website
- * A link to start a remote Fast Viewer session
- * Removed Hotel Concepts naming to Amadeus

— 29858. The room type sort order is now also used in pick boxes where room types can be selected

— 30418. Improved integrity checks on the HCCrypto.dll and ItessoKeygen.dll. These files are used for encryption of passwords and password hashing.

- 30817. The label “Auto Log Off” in the IDPMS security settings has been changed to “Auto Lock time”
- 31015. All user search input is now parameterized for send to the database. This means no direct search input text is passed to the database and search for the requested data. This prevents unwanted search input being used that may lead to harmful SQL injections.
- 31178. All IDPMS program Exception messages / errors that may occur during daily operations are now uniformed into generic error messages. Each error message has its own unique error number and starts with a “Q”. For example Q12345. This number can be used by support as a reference to track the root cause of the error message.
- 31206. A new report has been added to File/Reports/Settings/Users. It displays IDPMS user password changes history.
- 31226. The SPID (Service Process ID) number of the active database connection has been added to the HC_RUNNING_INTERFACE table. It can be used for support to specifically monitor or trace a specific database thread.
- 31271. The field Access Level in the IDPMS user groups is now a mandatory field. It prevents user from elevating their user access or assigning user rights to another IPDMS user to a higher level than their own level.
- 31237. A new table has been added to the IDPMS database to log any changes made to the IDPMS configuration / setup. Future version will give access to this table from IDPMS. In this version, this option is not enabled yet.
- 32714. The IDPMS Editor supported a function to retrieve the full readable card number from the reservation and display this in the conformation letters. This function has been changed and now only returns a masked number (xxxx xxxx xxxx 1234)
- 34511. Added check box “Publish” to article
- 34940. The training mode colors have been changed.