

IDPMS - Amadeus Hardware and Installation requirements

Overview

The IDPMS Hardware and Installation requirements 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. Advise the hotel to contact their Amadeus Account Manager for a custom recommendation or for larger installations.

IDPMS databases run on 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 and 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 [IDPMS - Amadeus Hardware and Installation requirements#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. These requirements are intended for new installations and might not apply to existing installations that are being migrated.

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.

Database server

	Hotel with up to 200 rooms	Hotel with more than 200 rooms
Processor	Dual Core	Quad Core
Memory	4 GB (expandable)	8 GB (expandable)
Operating System	See list of supported Windows Server versions below	See list of supported Windows Server versions below
Database software	See list of supported SQL Server versions below	See list of supported SQL Server versions below
Hard disk	<ul style="list-style-type: none">• 200 GB• 2 x disk set with:<ul style="list-style-type: none">• OS/Installation disk (Raid 1)• Data/Logfile disk (Raid 5)	<ul style="list-style-type: none">• 400 GB• 3 x disk set with:<ul style="list-style-type: none">• OS/Installation disk (Raid 1)• Data file disk (Raid 5)• Log file disk (Raid 1)

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. Installations of 10 hotels and larger need to have DPA from Solarwinds installed (<https://www.solarwinds.com/database-performance-monitoring-software>). This will increase the capabilities for performance troubleshooting.

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 1024.
- Installation of all the latest Service packs, cumulative updates 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.

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 Windows Client versions

- Windows 11 / 22H2
- Windows 11 / 21H2
- Windows 10 / 22H2
- Windows 10 / 21H2

The type of Windows installation (Home, Pro, Workstation or Enterprise) has no effect on the IDPMS Client application.

Please note for Microsoft Office Outlook only 32bit version is supported by IDPMS.

Supported Windows Server versions

- Windows Server 2022 x64
- Windows Server 2019 x64
- Windows Server 2016 x64

Supported SQL Server versions

	RTM (No SP)	SP1	SP2	SP3	CU
SQL Server 2022	16.0.1000.6				Click here for more information
SQL Server 2019	15.0.2000.5				Click here for more information
SQL Server 2017	14.0.1000.169				Click here for more information
SQL Server 2016	13.0.1601.5	13.0.4001.0 or 13.1.4001.0	13.0.5026.0 or 13.2.5026.0	13.0.6300.2 or 13.3.6300.2	

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

 **Please note that in case of server migrations, the SQL server version must be at least the same version or a later version in order for the migration to be possible. Databases cannot be migrated from a later SQL server version to a version that precedes it.**

Starting with SQL Server 2017 Microsoft will no longer be releasing service packs but instead will release (more frequent) Cumulative Updates (CU).

Important information about Installing SQL Server on a Domain Controller

For security reasons, we recommend that you do not install SQL Server 2016 or later 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.
- 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 Backup

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 8 GB
*Operating System	Windows 10 (No home Editions)	Windows 2012 Server Standard or later
Serial Ports	Depending on the number of serial interfaces	Depending on the number of serial interfaces
*Web-service interfaces	Full feature installation of IIS7 + .NET Framework 4.8 or higher	Full feature installation of IIS7 + .NET Framework 4.8 or higher

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

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

Interfaces

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

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 2016 Server x64 or later
Hard disk	Minimum 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 or Thin client with RDP /Citrix support

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

Remote Desktop Clients

IDPMS will work correctly when using the default Windows Remote Desktop Client. Clientless RDP solutions might work but are not supported. In case an alternative solution is required, please contact us to discuss the options.

Remote Support

For remote support, Amadeus only supports the Fastviewer Remote Support application (<http://fastviewer.com/en/>). During the IDPMS installation, Amadeus will install the Fastviewer Remote Client application on the designated IDPMS support server. It is important that a connection can be made to remote.iteesso.com & remote2.iteesso.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.

Please refer to the support agreement for more information on remote support.

Compatibility

Sending emails from IDPMS

Reports, correspondence or confirmation letters can be sent directly by e-mail from IDPMS. IDPMS uses SMTP, MAPI or direct Outlook connection. In case of MAPI, such as Microsoft Office or other mail clients, this will be done by calling the Mapi.dll. As of Microsoft Office

2013 / 2016 the 64-bit version are not compatible. The 32 bits versions of Microsoft Office 2013/2016 and up are 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.

Minimal screen resolution

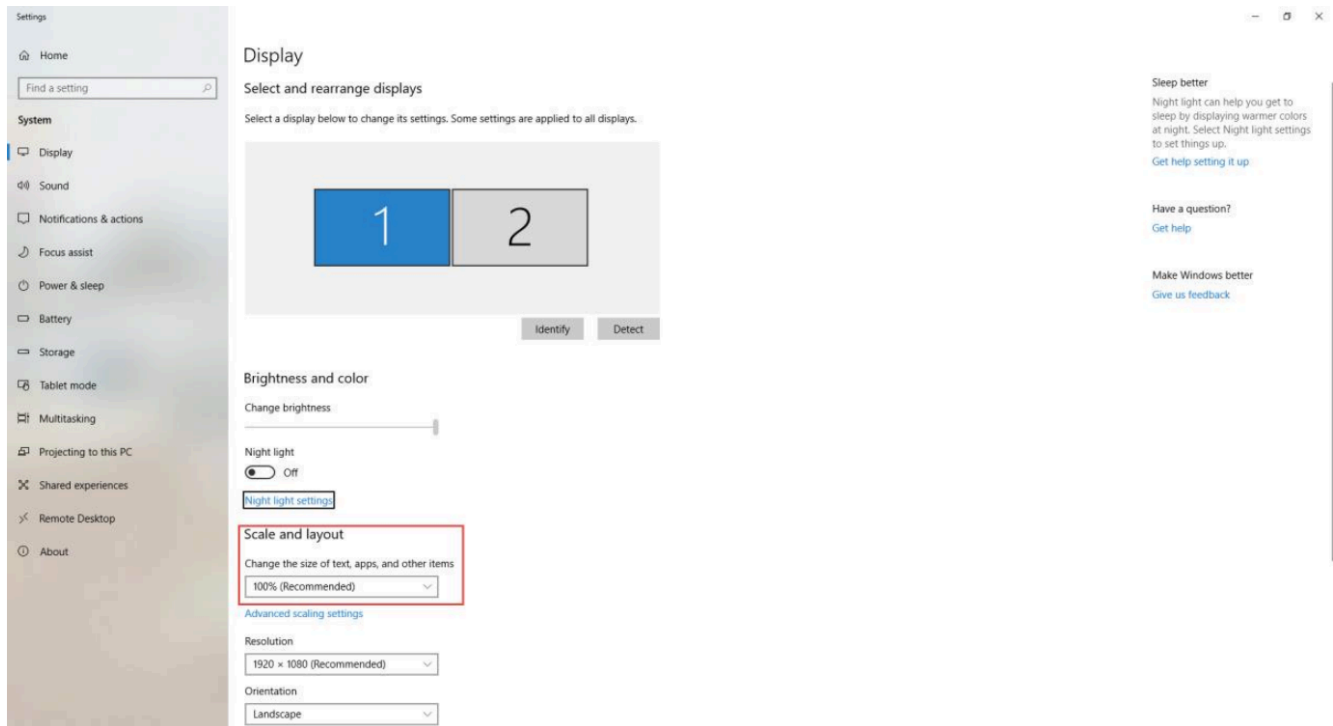
The minimal screen resolution for running IDPMS is 1280 x 1024.

Eastern European languages

For hotels using an Eastern European language the correct language for non-unicode should be used on all workstations and interface servers. On workstations without the correct language set, Eastern European characters will be stored in the database incorrectly.

Windows scaling

IDPMS does not work correctly when using window scaling. Although IDPMS does start, form layouts will appear incorrect and further errors might occur. Please use the recommended setting (100%) on workstations that are running IDPMS.



Note: you can find the latest versions of: IDPMS Release Notes, IDPMS Hardware and Installation requirements and IDPMS PA-DSS implementation guide on the micro webpage idpms.amadeus-hospitality.net.