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Amadeus PMpro & Windows 11

Guideline on how to install PMpro on a Windows 11 pc

From version 10.2.144.1202

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1. Introduction

As of September 5, 2022, Amadeus PMpro has been tested to work with Windows 11. This means that you can fully work, print, and print to PDF in Windows 11. This document explains how to install PMpro on a Windows 11 terminal.

All tests have been done on version 10.2.144.1202 and 10.2.144.2023 which is the latest released version. Older versions of PMpro have not been tested.

2. PMpro installation:

1. Download the PMpro common runtime and extract to **Amadeus\Setups\Common runtime Windows 11** (or **Brilliant\Setups\Common runtime Windows 11**).
2. Run the common runtime by right clicking on **Amadeus\Setups\Common runtime Windows 11\Setup.exe** and clicking on 'Run as administrator'.
3. Download the registry settings and extract to **Amadeus\Setups\Registry settings Windows 11** (or **Brilliant\Setups\ Registry settings Windows 11**).
4. Double click on **Amadeus\Setups\Registry settings Windows 11\bitmap.reg** (administrator rights needed).
5. Double click on **Amadeus\Setups\Registry settings Windows 11\ paint.picture.reg** (administrator rights needed).

These last two steps are needed to prevent errors with printing/previewing reports that have a bmp picture in it (most reports and invoices). See chapter 4 for more information.
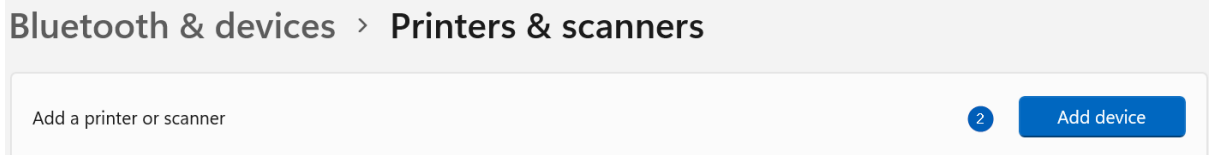
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3. Print to PDF
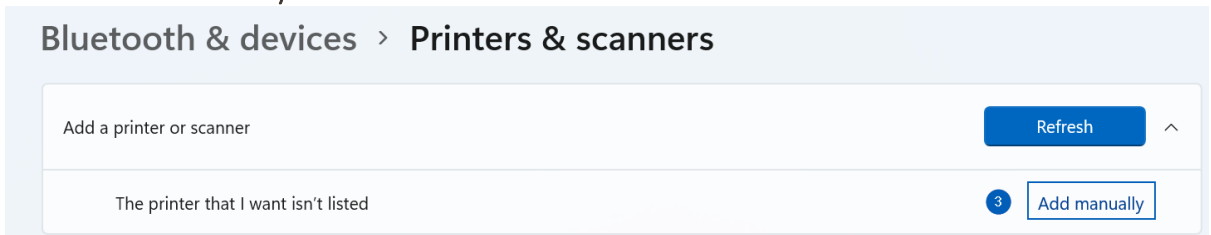
3.1 Setup PDF printer

In Windows 11, we are no longer able to use the Amyuni printer driver. We can use **Microsoft print to PDF** instead.
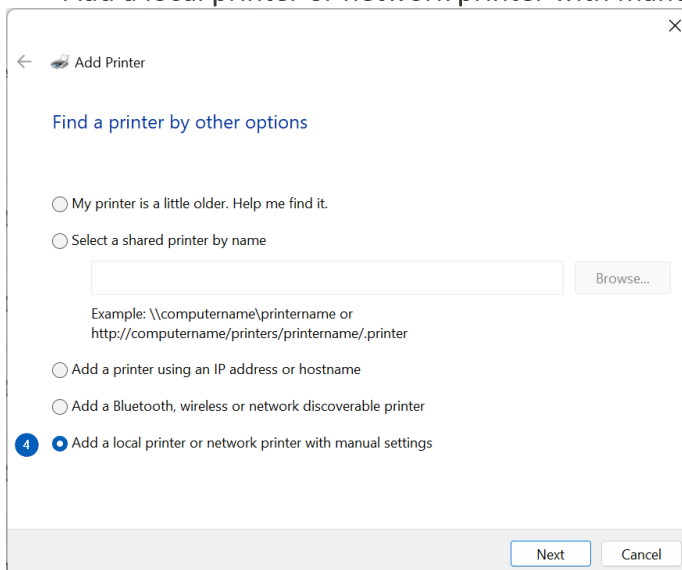
Follow these steps to set this up:

1. Make sure **Microsoft print to PDF** is available on each pc. If this is not available, IT needs to install it via **Turn Windows Features on or off**.
2. Create a dedicated copy of the Windows 11 PDF printer by clicking **Add Device** in **Devices and Printers.**

Bluetooth & devices › **Printers & scanners**

Add a printer or scanner   ②   Add device

3. Click on **Add Manually**

Bluetooth & devices › **Printers & scanners**

Add a printer or scanner   Refresh ∧

    The printer that I want isn't listed   ③   Add manually

4. Tick **Add a local printer or network printer with manual settings** and click **Next**.

Add Printer

Find a printer by other options

○ My printer is a little older. Help me find it.

○ Select a shared printer by name

    [   ]   Browse...

    Example: \\computername\printername or
    http://computername/printers/printername/.printer

○ Add a printer using an IP address or hostname

○ Add a Bluetooth, wireless or network discoverable printer

④ ● Add a local printer or network printer with manual settings

      Next   Cancel

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5. Tick **Create a new port** and select **Local Port**. Click **Next**.
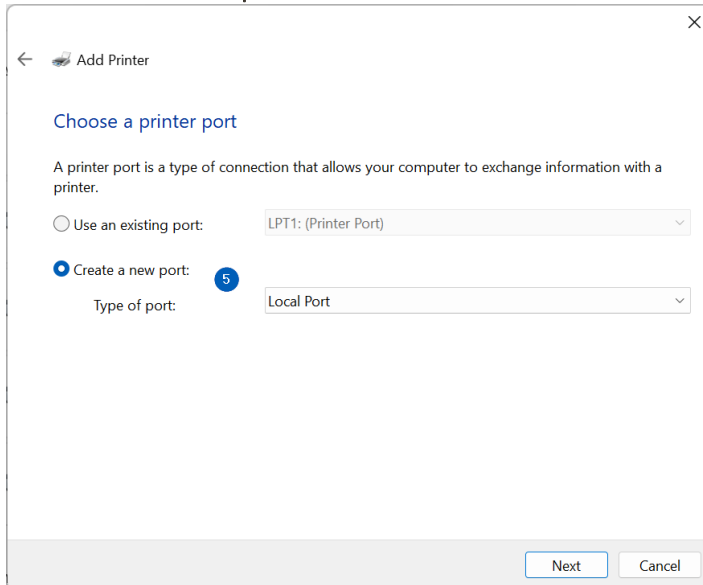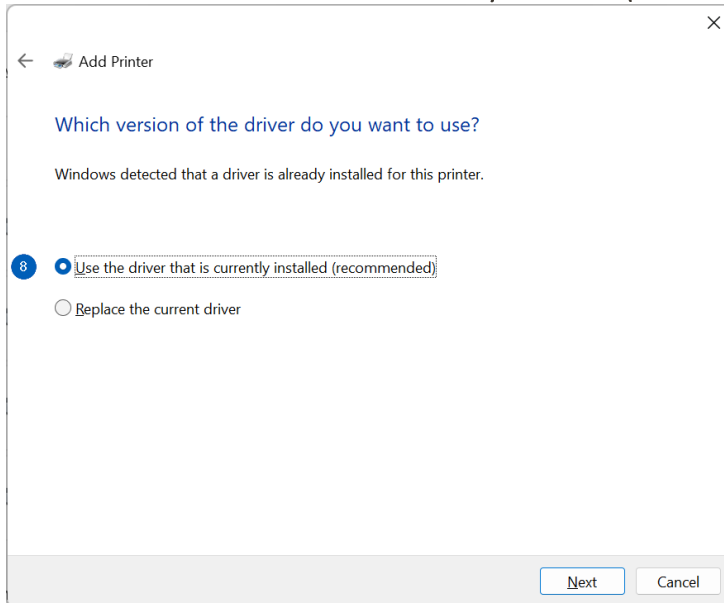

6. Enter a port name: **C:\Temp\Example.pdf** (name and location can be different but the location must be local, and the extension must be pdf). Please note that all users must have **read, write, and remove** rights on this folder. Click **OK**.
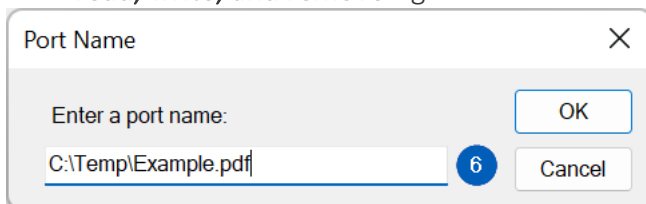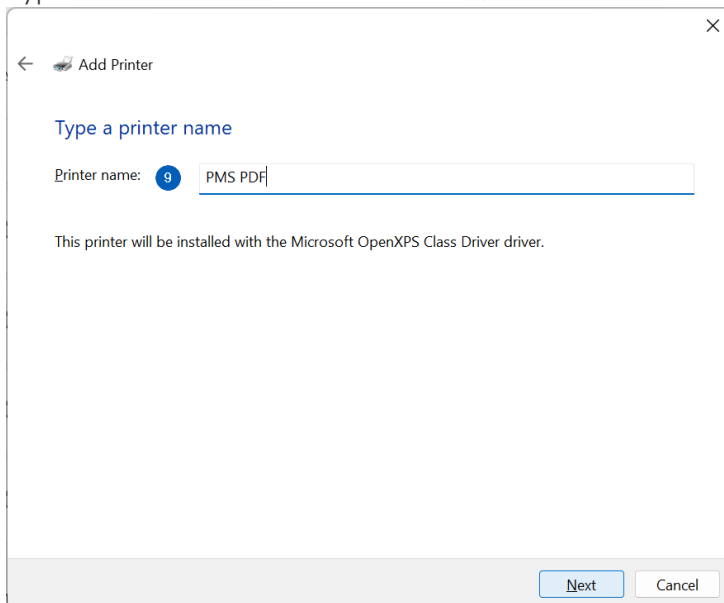

7. Select **Microsoft** in **Manufacturer** and **Microsoft print to PDF** in **Printers**. If **Microsoft print to PDF** is unavailable, choose any other printer (e.g., Microsoft OpenXPS Class driver) and add an extra step later (STEP 13). Click **Next**.

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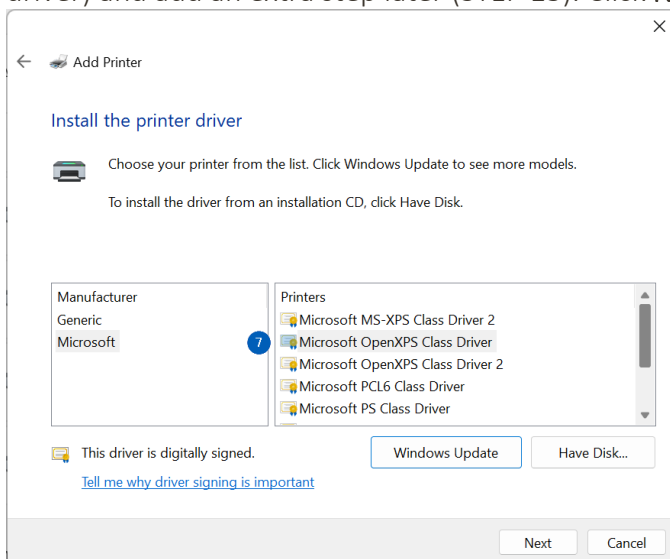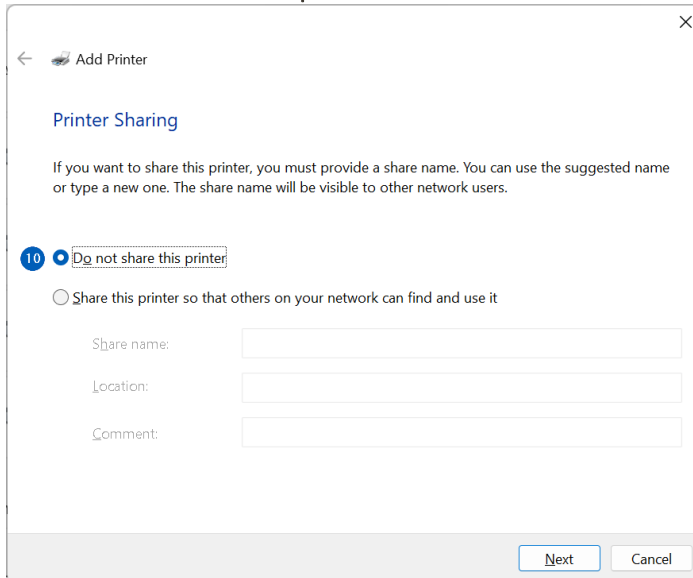
8. Choose **Use the driver that is currently installed (recommended)** and click **Next**.

9. Type the name: **PMS PDF** and click **Next**.

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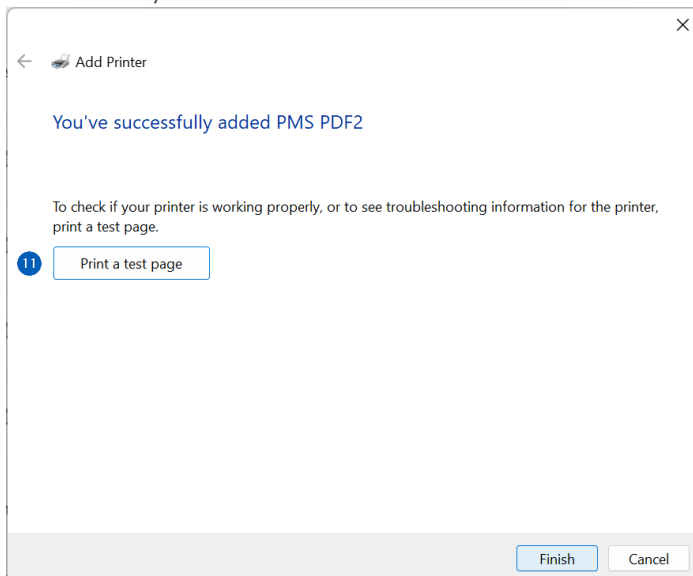
10. Click **Do not share this printer** and click **Next.**

11. Click **Print a test page** (skip this step if the driver **Microsoft Print to PDF** was unavailable) and click **Finish.**
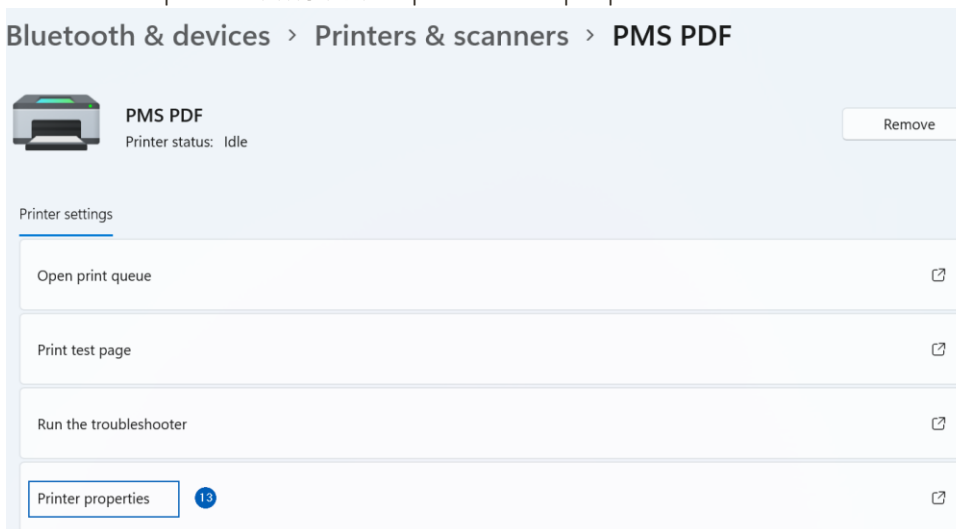
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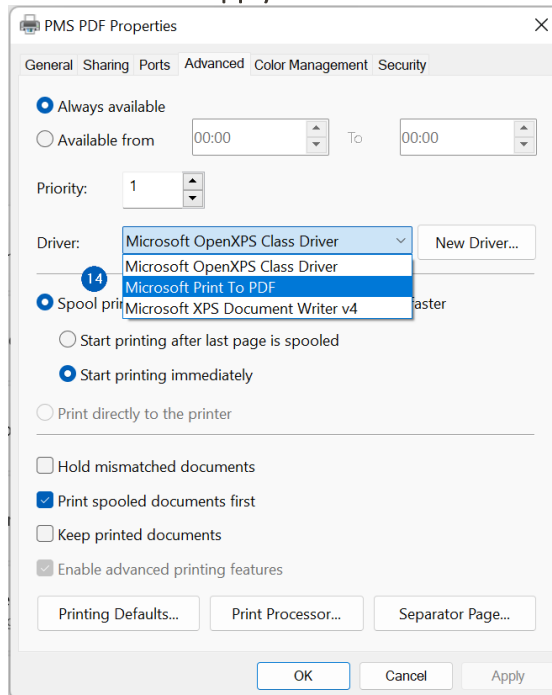12. Check the location that you've selected in the port and see if the pdf can be opened.
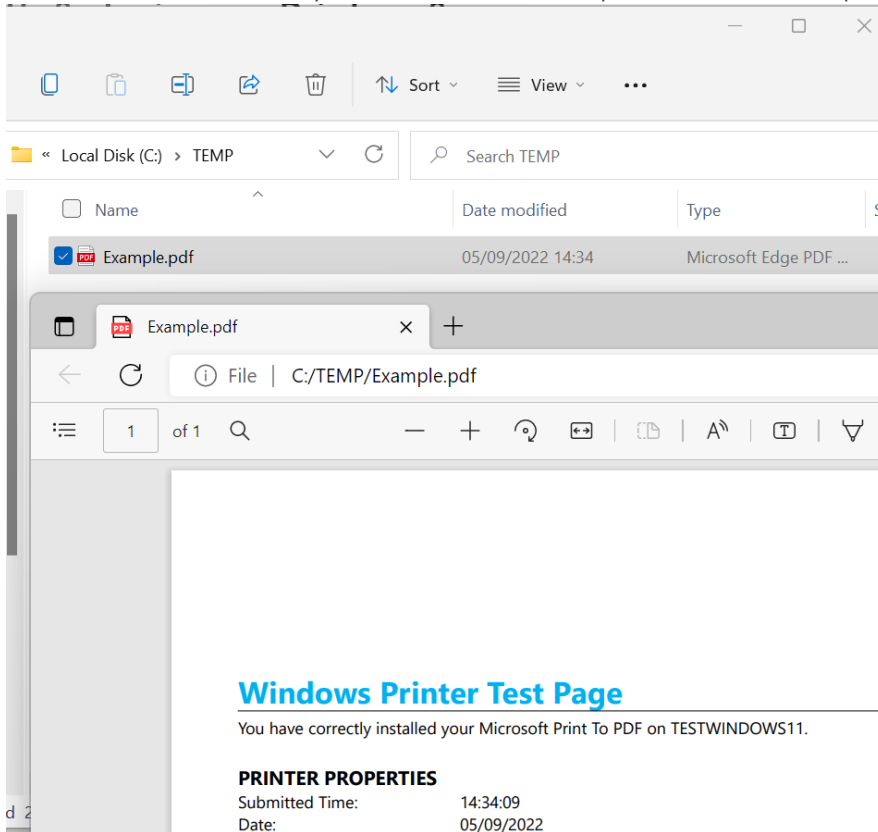
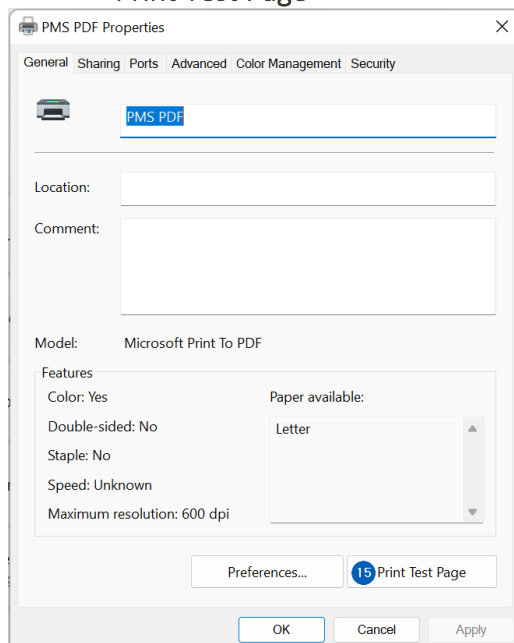Additional steps to take if **Microsoft to PDF** was unavailable:

13. Click on the printer **PMS PDF**. Open Printer properties in the next screen.

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14. Click on the tab **Advanced** and choose the driver **Microsoft Print to PDF** in the drop down. Click on **Apply** and click on the tab **General**.
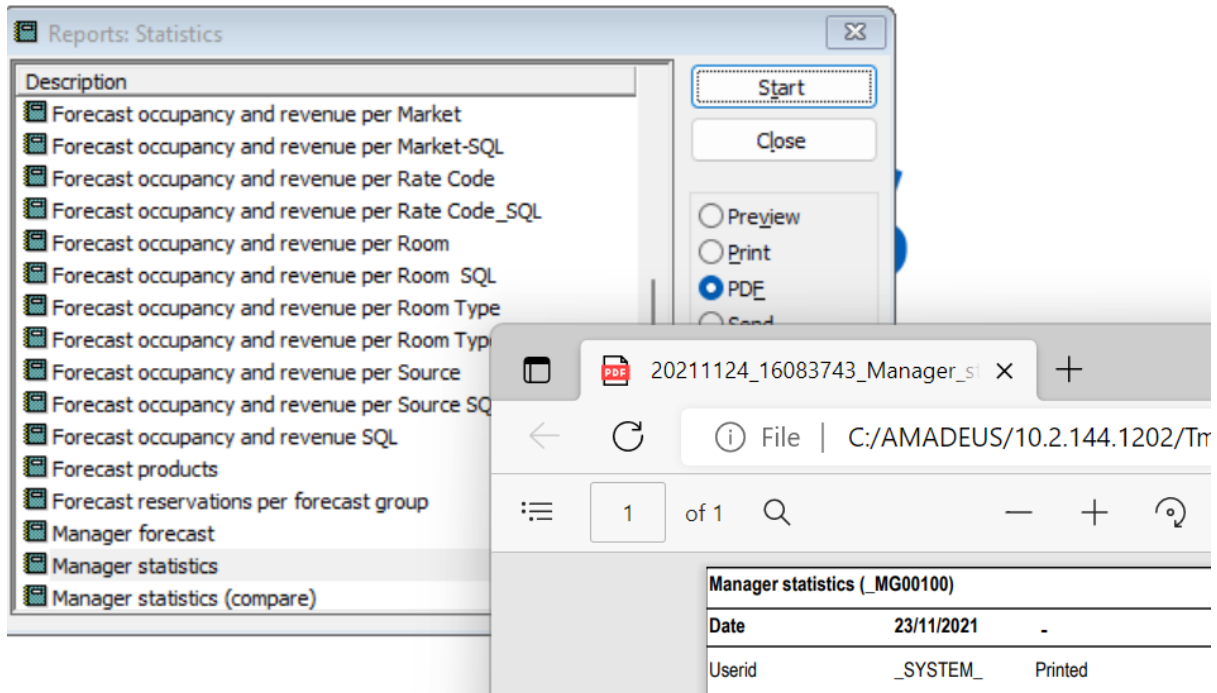

15. Click on **Print Test Page**.
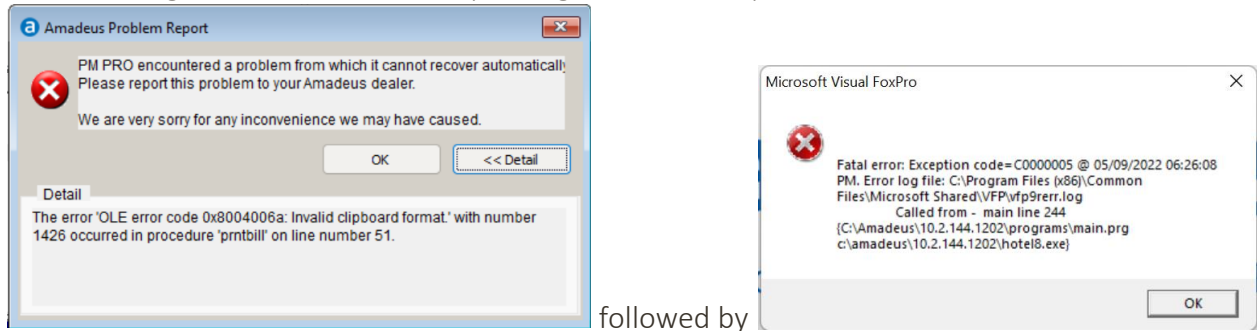

16. Repeat step 12.

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3.2 Test in PMpro

After the setup of the printer, start PMpro and test if the option **Print to PDF** is working by starting a report with output **PDF**:

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4. Possible errors

The following error can occur when printing invoices or reports:

 followed by

Problem	
Message	= OLE error code 0x8004006a: Invalid clipboard format.
Number	= 1426
Procedure	= prtreport
Line Number	= 51

This issue is resolved by changing the registry as directed in step 4 and 5 of chapter 2.