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#### amadeus

## 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 <u>PMpro common runtime</u> 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 <u>registry settings</u> 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 <u>chapter 4</u> for more information.

# 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.**

	Bl	uetooth & devices > Printers & scanners		
	ļ	Add a printer or scanner	2	Add device
3.	Cli	ck on Add Manually		
		Bluetooth & devices > Printers & scanners		
		Add a printer or scanner		Refresh
		The printer that I want isn't listed	3	Add manually
	<b>.</b>	TATE FOR THE TATE OF THE TATE OF THE AT		

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

<	ᡒ 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	
	O 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 Cance	

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

			X
$\leftarrow$	🥪 Add Printer		
	Choose a printer port		
	A printer port is a type of cor printer.	nection that allows your computer to exchange information with a	
	OUse an existing port:	LPT1: (Printer Port)	$\sim$
	• Create a new port:		
	Type of port:	Local Port	$\sim$
		Next Can	cel

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.

, ,	U	
Port Name		×
Enter a port name:	(	ОК
C:\Temp\Example.pdf	6	Cancel
Enter a port name: C:\Temp\Example.pdf	6	OK Cancel

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**.

<i> i</i> Add P	rinter		
Install t	he printer driver		
	Choose your printer from t	he list. Click Windows Update to see more	e models.
	To install the driver from an	n installation CD, click Have Disk.	
Manufac	turer	Printers	
Manufac Generic	turer	Printers	Î
Manufac Generic Microsof	turer	Printers Microsoft MS-XPS Class Driver 2 Microsoft OpenXPS Class Driver	Î
Manufac Generic Microsof	turer t 7	Printers Microsoft MS-XPS Class Driver 2 Microsoft OpenXPS Class Driver Microsoft OpenXPS Class Driver 2	Î
Manufac Generic Microsof	turer t 7	Printers Microsoft MS-XPS Class Driver 2 Microsoft OpenXPS Class Driver Microsoft OpenXPS Class Driver 2 Microsoft PCL6 Class Driver	Î
Manufac Generic Microsof	turer t 7	Printers Microsoft MS-XPS Class Driver 2 Microsoft OpenXPS Class Driver Microsoft OpenXPS Class Driver 2 Microsoft PCL6 Class Driver Microsoft PS Class Driver	Î
Manufac Generic Microsof	turer t 1	Printers Microsoft MS-XPS Class Driver 2 Microsoft OpenXPS Class Driver 2 Microsoft OpenXPS Class Driver 2 Microsoft PCL6 Class Driver Microsoft PS Class Driver Windows Update	Have Disk
Manufac Generic Microsof	turer t 2 driver is digitally signed. ne why driver signing is imp	Printers Microsoft MS-XPS Class Driver 2 Microsoft OpenXPS Class Driver 2 Microsoft OpenXPS Class Driver 2 Microsoft PCL6 Class Driver Microsoft PS Class Driver Windows Update portant	Have Disk
Manufac Generic Microsof	turer t <b>2</b> driver is digitally signed. ne why driver signing is imp	Printers Microsoft MS-XPS Class Driver 2 Microsoft OpenXPS Class Driver 2 Microsoft OpenXPS Class Driver 2 Microsoft PCL6 Class Driver Microsoft PS Class Driver Windows Update portant	Have Disk
Manufac Generic Microsof	turer t <b>2</b> driver is digitally signed. ne why driver signing is imp	Printers Microsoft MS-XPS Class Driver 2 Microsoft OpenXPS Class Driver 2 Microsoft OpenXPS Class Driver 2 Microsoft PCL6 Class Driver Microsoft PS Class Driver Windows Update portant	Have Disk

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



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

Printer Sharing         If you want to share this printer, you must provide a share name. You can use the suggested nar or type a new one. The share name will be visible to other network users.         Image: Domot share this printer         Image: Share this printer so that others on your network can find and use it         Share name:         Location:         Comment:	<i>s</i> Add Printer		
If you want to share this printer, you must provide a share name. You can use the suggested nar or type a new one. The share name will be visible to other network users.	Printer Sharing		
Do not share this printer   Share this printer so that others on your network can find and use it     Share name:   Location:   Comment:	If you want to share this pri or type a new one. The shar	ter, you must provide a share name. You can use the suggested name will be visible to other network users.	name
Share this printer so that others on your network can find and use it         Share name:         Location:         Comment:	Do not share this printer		
Share name: Location: Comment:	○ Share this printer so that	others on your network can find and use it	
Location:	S <u>h</u> are name:		
<u>C</u> omment:	Location:		
	<u>C</u> omment:		

11. Click **Print a test page** (skip this step if the driver **Microsoft Print to PDF** was unavailable) and click **Finish**.

[		X
÷	🥪 Add Printer	
	You've successfully added PMS PDF2	
0	To check if your printer is working properly, or to see troubleshooting information for the printer, print a test page.	
	Finish Cance	

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. Bluetooth & devices > Printers & scanners > PMS PDF

PMS PDF	
Printer status: Idle	Remove
Printer settings	
Open print queue	[7]
	U
Print test name	[7]
	0
Run the troubleshooter	[7]
	0
Printer properties	[7]
	0

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**.



16. Repeat step 12.

#### 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**:

Reports: Statistics			[	23			
Description			Start				
Forecast occupancy and revenue per Market							
Forecast occupancy and revenue per Market-SQ	L		Close				
Forecast occupancy and revenue per Rate Code							
Forecast occupancy and revenue per Rate Code	_SQL		OPreview				
Forecast occupancy and revenue per Room			OPrint				
Forecast occupancy and revenue per Room SQL							
Forecast occupancy and revenue per Room Type	e		Ofered				
Forecast occupancy and revenue per Room Typ		_			_		
Forecast occupancy and revenue per Source		🧰 20	211124_160837	'43_Manager_st	× -	+	
Forecast occupancy and revenue per Source SQ		,					
Forecast occupancy and revenue SQL	$\leftarrow$	C	i) File	C:/AMADEUS	S/10.2	144.1	202/Tm
E Forecast products							
Forecast reservations per forecast group	:=	1	of 1 Q		_	+	$\bigcirc$
Manager forecast	•		011 ×			'	2
Manager statistics			Manageretation				
Manager statistics (compare)			Manager statist	(ICS (_MG00100)			
			Date	23/11/2021	-		
			Userid	_SYSTEM_	Prin	ted	

## 4. Possible errors

The following error can occur when printing invoices or reports:

a Amadeus Problem Report	<b>—</b>	
PM PRO encountered a Please report this proble	problem from which it cannot recover automatically em to your Amadeus dealer.	Microsoft Visual FoxPro
We are very sorry for any Detail The error 'OLE error code 0x80 1426 occurred in procedure 'pr	y inconvenience we may have caused. OK <>Detail 04006a: Invalid clipboard format' with number ntbill' on line number 51.	Fatal error: Exception code= C0000005 @ 05/09/2022 06:26:08 PM. Error log file: C:\Program Files (x86)\Common Files\Microsoft Shared\VFP\vfp9rerr.log Called from - main line 244 {C:\Amadeus\10.2.144.1202\programs\main.prg c\amadeus\10.2.144.1202\hotel8.exe}
		followed by
Problem		
Message	= OLE error code 0x8004	006a: 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 <u>chapter 2</u>.