

IHG specific Auto Update Process for roll out 10.2.138

Requirements for Auto Update PMpro for the Roll out of the
Guest Arrival Experience version 10.2.138.xxxx

Index

- _ General Requirements 3
- _ Automatic Backup 'Copy and Compress' 4
- _ Web access 5
- _ User rights 6
- _ Switch off User Account Control (UAC) on server 8
- _ **Important note!**..... 9

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General Requirements

The auto update interface UpdatePMpro.exe is installed in the PMS\IFC folder on the server. To save time when updating and maintaining the data base the updates must be executed on the server. The SQL Server must be on installed the server as well for possible updates.

[The automatic data save has to be active. No data save, no update.](#)

[Web access has to be granted to night audit workstation and server.](#)

[User rights have to be granted for 'Notify' and 'Update'](#)

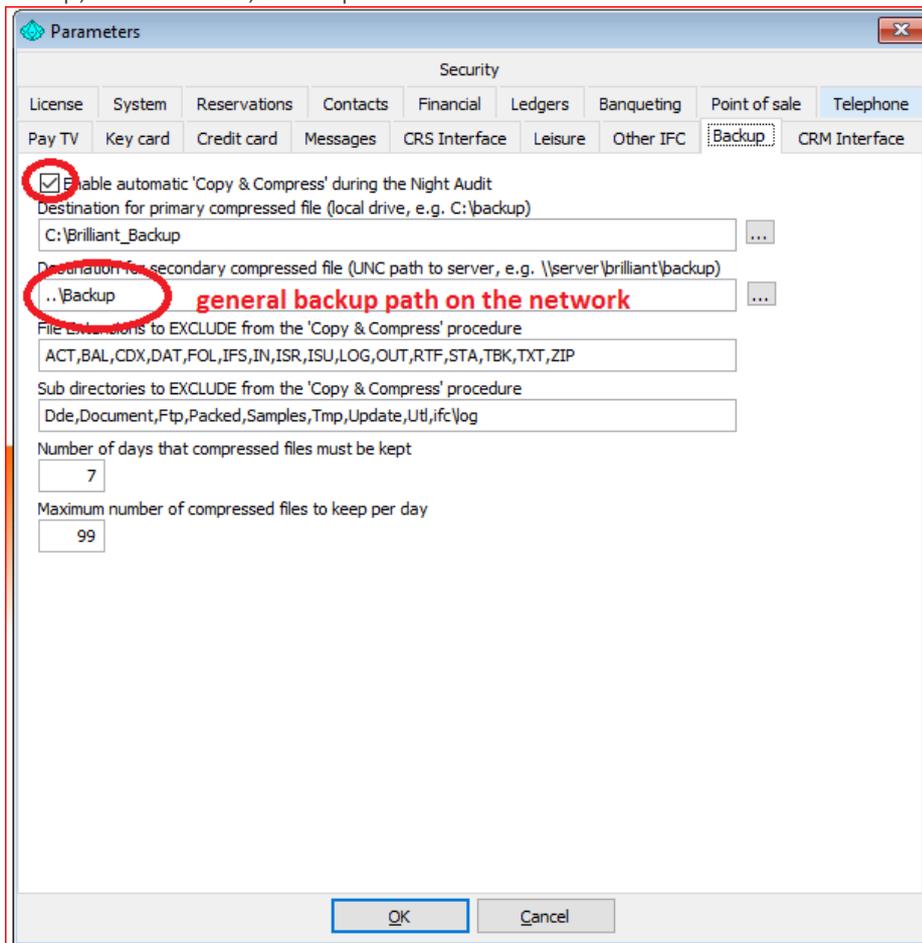
[User Access Control has to be deactivated on the server](#)

Details for these requirements are in the appropriate chapters

Automatic Backup 'Copy and Compress'

For the UpdatePMpro.exe (AutoupdateInterface) to work the automatic backup 'Copy and Compress' during the night audit must be enabled. If there is no recent data save the update will not be executed.

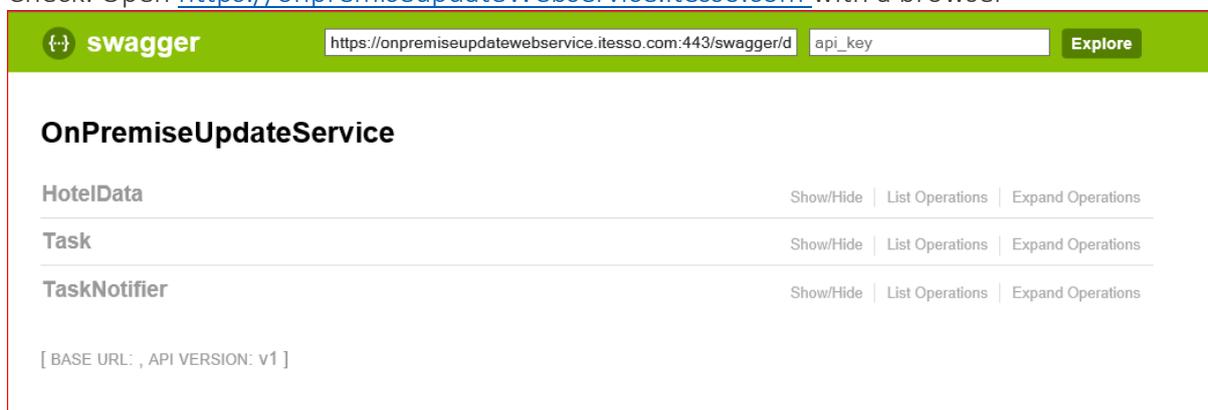
Setup, Preferences, Backup



Web access

The access to <https://onpremiseupdateWebservice.itesso.com> and <FTP://Onpremiseupdate.itesso.com> must be granted on the server and on the workstation where the night audit is executed!

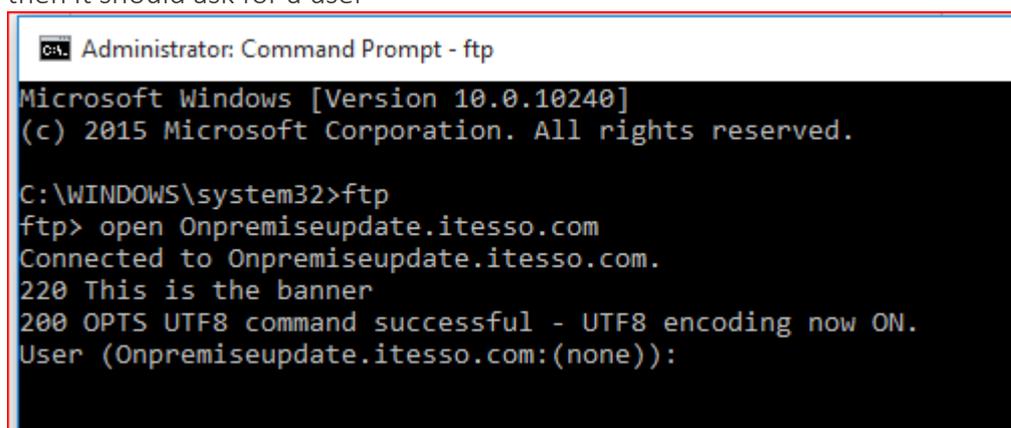
Check: Open <https://onpremiseupdateWebservice.itesso.com> with a browser



This screen should be displayed

For the FTP server go to the command prompt (CMD) and enter:

FTP
open Onpremiseupdate.itesso.com
then it should ask for a user



This is how it should look like

User rights

Double check that the appropriate users have the option 'Notify' and/or 'Update' activated. If no user has the option 'Notify' activated, no actions will be created to inform you that an update is available or ready to be executed.

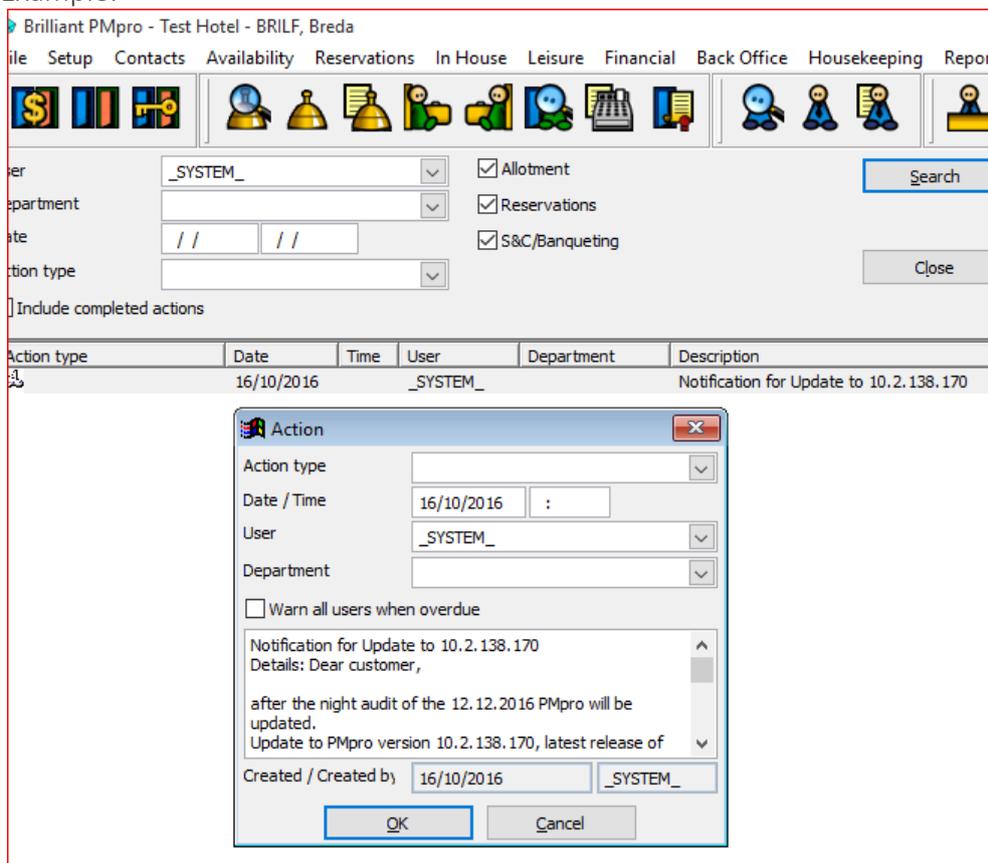
It is recommended that a user with option 'Notify' activated also has the 'Update' function activated.

Please note that if any of these options is activated, the field Email address becomes mandatory!

The actions will pop up, when a user is logging in.

An action is created, when a notification for an update is sent (usually 2 weeks in advance. If urgent fixes are applied, it may be on shorter notice)

Example:



An action is created when an update is available for download. (Will be executed after the next night audit if the option 'Always update' is chosen in the preferences).

Example:

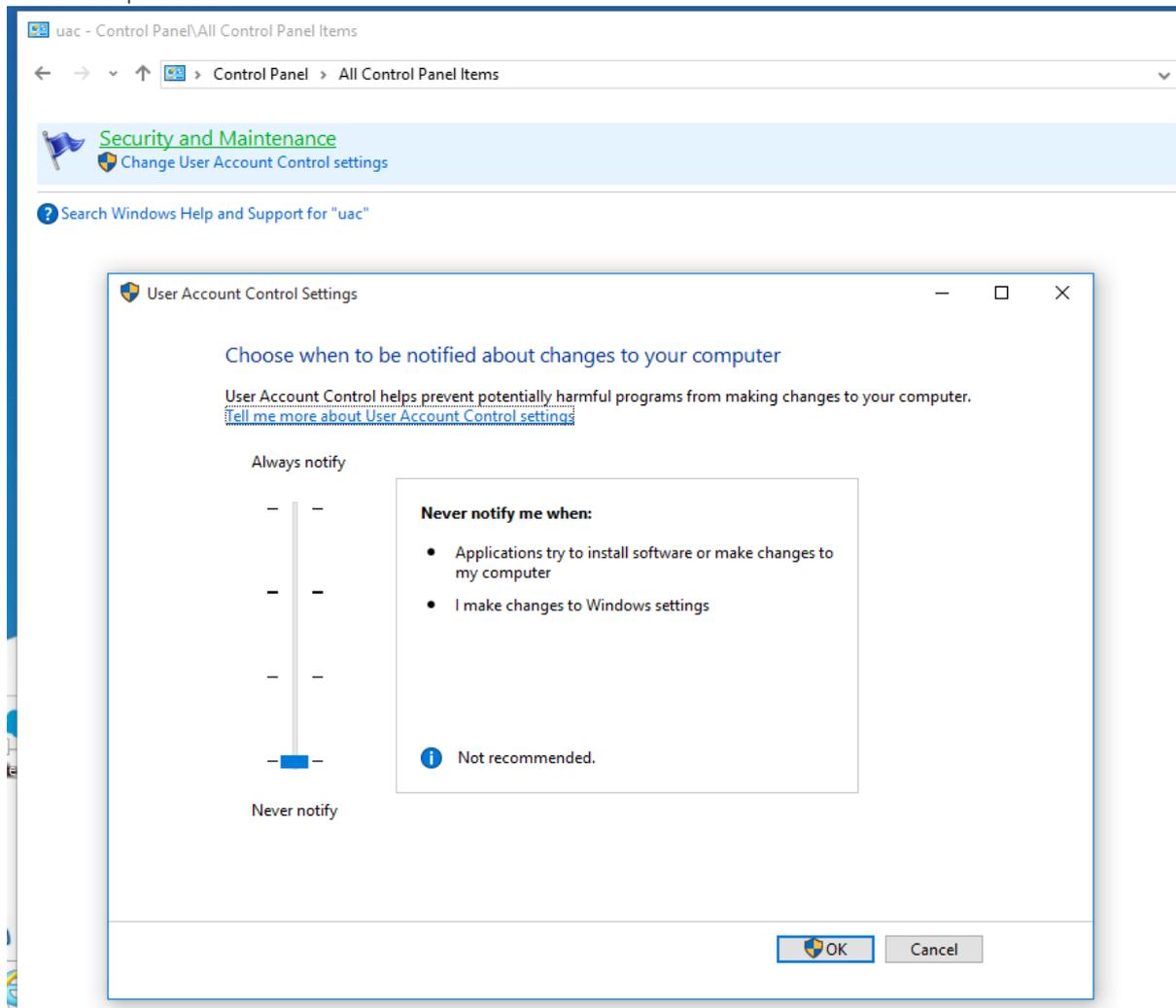
The screenshot shows the Amadeus PMpro interface with a red border. At the top, it says "Brilliant PMpro - Test Hotel - BRILF, Breda" and "!!! CRS interface not responding !!!". The menu bar includes File, Setup, Contacts, Availability, Reservations, In House, Leisure, Financial, Back Office, Housekeeping, Reports, and CRS. Below the menu is a toolbar with various icons. The main area has several input fields: User (dropdown), Department (dropdown), Date (// //), and Action type (dropdown). There are checkboxes for Allotment, Reservations, and S&C/Banqueting. A Search button and a Close button are also present. Below these fields is a table with columns: Action type, Date, Time, User, Department, and Description. The table contains two rows of data. An "Action" dialog box is open in the foreground, showing the details of the selected action: Action type (dropdown), Date / Time (16/10/2016 :), User (_SYSTEM_), Department (dropdown), Warn all users when overdue (checkbox), and a description: "Update to hotel8.exe version 10.2.138.170 with taskid 217 available. Details: Update to latest GAE version, fix for Arrival Alert Update to PMpro version 10.2.138.170, latest release of the Guest Arrival Experience. Simple exchange of exe-file, no change of data base files." The dialog also shows "Created / Created by" as 16/10/2016 and _SYSTEM_.

An action is created when an update has been executed successfully.

The screenshot shows the Amadeus PMpro interface with a red border. At the top, it says "Brilliant PMpro - Test Hotel - BRILF, Breda" and "!!! CRS interface not responding !!!". The menu bar includes File, Setup, Contacts, Availability, Reservations, In House, Leisure, Financial, Back Office, Housekeeping, Reports, and CRS. Below the menu is a toolbar with various icons. The main area has several input fields: User (dropdown, set to _SYSTEM_), Department (dropdown), Date (// //), and Action type (dropdown). There are checkboxes for Allotment, Reservations, and S&C/Banqueting. A Search button and a Close button are also present. Below these fields is a table with columns: Action type, Date, Time, User, Department, and Description. The table contains two rows of data. An "Action" dialog box is open in the foreground, showing the details of the selected action: Action type (dropdown), Date / Time (16/10/2016 :), User (_SYSTEM_), Department (dropdown), Warn all users when overdue (checkbox), and a description: "PMpro was updated successfully for taskid: 217." The dialog also shows "Created / Created by" as 14/10/2016 and _SYSTEM_.

Switch off User Account Control (UAC) on server

Switch off user access control on server! Otherwise there will be problems during the automatic update as the question whether to execute the update has to be answered on the server to proceed.



Important note!

If the user Account Control is NOT deactivated or any other requirement is not met, choose the option 'Download only'! The customer has to log onto the server into PMpro and execute the update manually (!) via 'Tools' and 'Update PMpro'. The windows user **MUST** have the right to install (preferably as an Administrator!) for all manually triggered updates.

Setup, Preferences, System tab, no other users may be in PMpro when changing

The screenshot shows the 'Parameters' dialog box with the 'Security' tab selected. The 'Update type' dropdown at the bottom is set to 'Download only'. Other visible settings include: System date: 24/07/2016; Date format: 09/08/2016; Number of decimals: 2; Date separator: /; Decimal separator character: ,; Century in date: checked; Last night audit: 28/07/2016 04:12:36 PM; Min. interval (hours) between audits: 0; CRS interface: Holidex 2Way; Status at check in: Dirty; Status at check out: ; Status for night audit (occupied): ; Status for night audit (days free): 0; Keep user log (days): 0; Update type: Download only.

Please keep in mind that the option 'Always update' is mandatory for IHG installs!