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

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Company	Amadeus IT Group SA									
Department	QA									
Author	Peter Szymanek									
Reviewed by	Peter Szymanek		Date	19.12.2016						
Approved by	[Name]		Date	[dd/mm/yyyy]						
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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

I Parameters													
Security													
License System Reservations Contacts Financial Ledgers Banqueting Point of sale Telephon													
Pay TV Key card Credit card Messages CRS Interface Leisure Other IFC Backup CRM Interface													
	Able automatic 'Copy & Compress' during the Night Audit												
Destinat	Destination for primary compressed file (local drive, e.g. C: (backup)												
C:\Brilli	ant_Backup												
Decenar	uum for seco	ndary compress	ed file (UNC p	oath to server,	e.g. \\serve	er \brilliant \back	up)						
	up	general I	backup p	ath on th	ie netw	ork	•••						
ACT,B	AL,CDX,DAT	FOL, IFS, IN, ISF	LISU,LOG,OL	JT,RTF,STA,TB	K,TXT,ZIP								
Sub dire	ctories to E)	CLUDE from the	e 'Copy & Con	npress' procedu	ure								
Dde,Do	cument,Ftp	,Packed,Sample	s,Tmp,Updat	e,Utl,ifc\og									
Number	of days tha	t compressed fil	es must be ke	pt									
7													
Maximu	n number of	compressed file	s to keep per	day									
99													
			<u>c</u>	<u>o</u> ĸ	<u>C</u> ancel								

Web access

The access to <u>https://onpremiseupdateWebservice.itesso.com</u> and <u>FTP://Onpremiseupdate.itesso.com</u> 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

Explore
Expand Operations
Expand Operations
Expand Operations

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

Administrator: Command Prompt - ftp

Microsoft Windows [Version 10.0.10240] (c) 2015 Microsoft Corporation. All rights reserved. C:\WINDOWS\system32>ftp ftp> open Onpremiseupdate.itesso.com Connected to Onpremiseupdate.itesso.com. 220 This is the banner 200 OPTS UTF8 command successful - UTF8 encoding now ON. User (Onpremiseupdate.itesso.com:(none)):

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)



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:

слаттр	ie.												
🚸 Brilliant P	Mpro - Test H	Hotel - BRIL	F, Breda	!!! CR	6 interfac	e not resp	onding !!	!					
File Setup	Contacts	Availability	Reserv	vations li	n House	Leisure	Financi	al Back	Office	Housek	eeping	Reports	CRS
S		₿.	Å	<u>}</u>) 🥰					<u>&</u> [<mark> </mark>	\$ @
User				\sim	A	llotment				[Sei	arch	
Department				\sim	R	eservation	s						
Date	11	1	/		√ S	&C/Banque	ting			r			
Action type				\sim							Cļ	ose	
Include com	pleted actions												
Action type		Date	Ti	me User		Departm	ent	Descript	ion				
51		16/10/2	016	SYS	TEM			Notificat	ion for L	Jodate to	10.2.138	3.170	
54		16/10/2	016	SYS	TEM_			Update (to hotel8	B.exe ver:	sion 10.2	. 138. 170 w	<i>i</i> ith
	Action type Date / Time User Department Update to I available. Details: Up Update to S the Guest / Simple exch Created / Cr	16/10/20 _SYSTEM_ overdue rersion 10 st GAE ver n 10.2.12 ience. =-file, no o 16/10/20	16 : - .2. 138. 170 rsion, fix for 38. 170, late change of d 16	with taski Arrival A st release ata base t	Id 217 A lert files. V								
		<u>0</u> K		<u>C</u> ano	el								

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

🚸 B	rilliant	PMpro -	Test Hot	tel - BRILF	, Breda	!!! CRS	interfac	e not resp	onding	!!!					
File	Setu	p Conta	acts Av	/ailability	Reservation	ons In	House	Leisure	Finan	cial Ba	ck Office	House	keeping	Reports	CR
	3		9	<u>_</u>	<u>å</u>	6) 🐔		₫	ļ		<u>&</u> [~	Ş
User			_SYSTE	м_		\sim	A	lotment					Sei	arch	
Depar	rtment					\sim	R	eservation	s						
Date			11	- 11			🗹 St	&C/Banque	ting						
Actior	n type					\sim							Cļ	ose	
🗌 In	dude co	ompleted a	actions												
Acti	on type	2		Date	Time	User		Departm	ent	Desc	ription				
<u>5</u> 4	(🚮 Actio	n					[23]		PMpr	o was upda	ated succ	esfully for	taskId: 21	19.
535 N		Action tw	1 0							Notif	ication for l	Jpdate to	10.2.138	3.170	
فترج		Data / Tin		1011			1			Upda	ate to hotel	8.exe ver	rsion 10.2	.138.170 v	with
		Date / Tin	le	16/1	0/2016	:									
		User		_SYS	TEM_			~							
		Departme	ent			\sim									
		Warn	all users	when over	due										
		PMpro w	as updat	ed succesf	ully for taskI	d: 217.		^							
		Created	Crantad	by set	-										
		Created /	Created	0 14/1	0/2016		_SYSTEM	<u> </u>							
				<u>о</u> к	Q	ancel									

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.

uac - Control Panel\All Control Panel Items		
→ 👻 ↑ 🖭 > Control Panel > All Con	ntrol Panel Items	
Security and Maintenance Change User Account Control setting:	5	
Search Windows Help and Support for "uac"		
Vser Account Control Settings		- 🗆 X
Choose when to b User Account Control I Ifell me more about Us	be notified about changes to your computer <u>elps prevent potentially harmful programs from making changes to</u> <u>er Account Control settings</u>) your computer.
Always notify		1
	 Never notify me when: Applications try to install software or make changes to my computer I make changes to Windows settings 	
	1 Not recommended.	
Never notify		
	ОК	Cancel

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 <u>man-</u> <u>ually (!)</u> via 'Tools' and 'Update PMpro'. The windows user MUST have the right to install (preferably as an Administrator!) for all manually triggered updates.

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Sellin	Preferences	SVSIPINIA	ה הה הו	iner lisers i	may ne in	PIVINIO W/Ner	manoino
Jetup,	riciciculous,	System tu	o, no o	unci ascisi			
		/	,		,		0 0

🛞 Parameters 💽											
				Security							
Pay TV	Key card	Credit card	Messages	CRS Interface	e Leisure	Other IFC	Backup	CRM Interface			
License	System	Reservations	Contacts	Financial	Ledgers	Banqueting	Point of sa	ale Telephone			
System da	te		24/07/	2016 Dat	te format 09,	/08/2016	OMY	\sim			
Number of	decimals		2	Dat	te separator		\sim				
Decimal se	parator cha	racter	, ~		Century in d	ate					
Last night	audit		28/07/	2016 04:12:36	PM	Color weel	kdays				
Min. interv	al (hours) b	etween audits	0]		Monday					
Custom re	port group 1	1		1		Tuesday					
Custom re	port group 2	2				Wednesda	у 🗌				
Custom re	port group 3	3		Thursday							
CRS interf	ace		Holidex	2Way	~	Friday					
Interface	for wake-up	s		Saturday							
Interface	for message	s		Sunday							
Interface	for room sta	tus		Elush record buffers							
Status at	check in		Dirty		ess printer dialog						
Status at	check out			✓ Enable extra menu							
Status for	night audit	(occupied)			\sim	User log	9				
Status for	night audit	(days free)			~ 0	Keep user	log (days)	0			
Temporary	files folder										
Time serve	er name										
Keep comp	eted action	ns (days)									
Update ty	Update type Download only										
			Q	<u>)</u> K	<u>C</u> ancel						

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