

## Setting Up Amadeus Cruise

---

Amadeus welcomes you to our innovative and easy to use cruise booking tool. Amadeus Cruise is a state-of-the-art solution where you can book cruise packages along with flights, cars, hotels, and other travel services. The secure Internet site gives you the ability to book cruise inventory from your desktop, regardless of the GDS you use in your office. Use this application to “point-and-click” your way through easy-to-read cruise booking screens for multiple cruise lines.

Amadeus Cruise provides you with a comprehensive package of tools, information, and resources that help you to confidently meet the challenge of today’s travel environment.

### Before you Begin

To access Amadeus Cruise, you need to set up your browser, register your PC with the Security Gateway using an Amadeus Certificate (CID), and install the Amadeus Cruise software.

### Setting up the Internet Browser

1. Right-click the Internet Explorer icon on your desktop.
2. Select **Properties**.
3. Click the **Advanced** tab.
4. Scroll down to Security and deselect **Check for publisher’s certificate revocation** and **Check for server certificate revocation**.  
**Note:** If you are using Windows® XP SP2 operating system, ensure that **Allow Active content to run files in my Computer** is selected.
5. Click **Apply**.
6. Click the **Security** tab.
7. Click on **Trusted Sites** then click the **Sites** button.
8. Deselect **Require server verification (https) for all sites in this zone**.
9. Add these trusted sites (separate each site by a comma), based on the platform you are installing, in the *Add this Web site to the zone* field:

#### **Amadeus Vista**

\*.amadeusvista.com  
\*.amadeuscruise.com  
\*.amadeusproweb.com  
\*.agentnet.com  
\*.amadeus.com  
\*.webconfig.amadeus.com

10. Click **OK**.
11. Click the **Default Level** button.
12. Click **Apply**.
13. Click the **Custom Level** button.

14. Select **Enable** for the first five options:
  - Download signed ActiveX controls
  - Download unsigned ActiveX controls
  - Initialize and script ActiveX controls not marked as safe
  - Run ActiveX controls and plug-ins
  - Script ActiveX controls marked as safe for scripting

**Note:** These settings are applicable only to the Trusted Sites listed/added in step 9.

15. Click **OK** and then click **Yes** to change the settings.
16. Click **OK** to close Internet Properties.

## Getting Support

- For technical issues call the Amadeus Technical Center (ATC) at 800-327-3618. If calling from Miami Dade County, call 305- 592-8104.
- For functional issues call Amadeus Customer Support at 305-468-5300 (English).

## Disabling Pop-up Blockers

If you have pop-up blocker software or the Download Accelerator program installed on your PC, please disable them while using Amadeus Cruise.

## Registering Your PC with the Amadeus Security Gateway

When installing Amadeus Cruise, you must first download the CID then download the software. To ensure a successful installation:

- Verify the PC contains the hardware, software, and network requirements necessary to use Amadeus Cruise (see *Installation Requirements*).
- Ensure your agency is registered with the cruise lines participating in Amadeus Cruise.
- Contact the cruise lines and inform them you will be using Amadeus Cruise.
- Provide the cruise lines with the Amadeus office ID and ARC or pseudo ARC number.

If you are not registered, contact the cruise line sales representatives.

For security purposes, and before installing Amadeus Cruise, you need to register your PC with the Amadeus Security Gateway, using your Amadeus 12-digit CID number. As part of the order fulfillment process, the CID is sent to you via e-mail ahead of time. If you do not have the CID, please contact your Amadeus Sales Manager. If you are at a remote location, you must contact your home office for the CID information.

**Note:** To download a CID and install the cruise software, some operating systems require that you sign in as the administrator or a user with Power User rights. Be sure the clock on your PC displays the correct time and date.

## Installation Requirements

This information outlines the requirements needed to install Amadeus Cruise. Compliance with the requirements is required to implement and support Amadeus Cruise.

### Recommended Software

- Windows® 2000 + SP4, Windows XP Professional SP1
- Microsoft® Internet Explorer 5.5 SP2 or Internet Explorer 6.0 SP 1 MDAC 2.8
- Microsoft® Windows® Installer 1.1 or higher
- Amadeus CID (for each PC)
- XML Parser MS XML4 SP2

### Network

- Amadeus provided data circuit or active Internet access

## Registering Your Certificate (CID) and Downloading the Cruise Software

To help you install Amadeus Cruise and receive future upgrades, Auto Update is automatically installed on your computer. It allows Amadeus to deliver software upgrades over the Internet directly to your desktop, eliminating the need for CD-ROMs.

**Note:** If you are running anti-virus software, please disable it to allow a smooth installation. Once the installation is complete, you can then re-enable the software. During the installation, or when launching Amadeus Cruise, the anti-virus software may generate a warning to stop a script. Select **Authorize this script** to permit access in the future to Amadeus Cruise without receiving a subsequent warning.

1. Open Internet Explorer and enter **http://certificates.amadeusvista.com/sgwadmin** in the address field.
2. Enter your **Amadeus CID** and your **Amadeus Office ID** in the appropriate fields.

<b>Amadeus CID:</b> Example: 123456789012	<input type="text" value="123456789012"/>
<b>Amadeus Office ID:</b> Example: MIA1S21V1	<input type="text" value="MIA1S21V1"/>
<input type="button" value="Submit request"/>	

3. Click **Submit Request** to download and install the Amadeus Automatic Update software.
4. If you receive a Security Warning screen, click **Yes** to install Automatic Update.

When the registration process is complete, a *"Security Gateway Registration Succeeded"* message is displayed.

The Amadeus Cruise software is downloaded automatically and an Amadeus Automatic Update-Configuration Update notification message is displayed when the process is complete.

5. Continue and accept the prompts as instructed in the dialog boxes.

## Verifying Access to Amadeus Cruise

After downloading your certificate and installing the Amadeus Cruise software, verify that you are able to access Amadeus Cruise.

1. Open Internet Explorer and enter **http://amadeuscruise.com** in the *address* field.
2. Launch Amadeus Cruise.
3. Enter **0001** in *Agent Sign* field, **AA** in the *Agent Initials* field, and **SU** in the *Duty Code* field. Leave the *Password* field blank.
4. Click **Sign In**.
5. Close the information screen.

When the Amadeus Cruise menu is displayed, you have successfully installed Amadeus Cruise.

## Available Cruise Documentation

Amadeus Cruise documents are available in the Amadeus e-University® Campus online.

To access the Amadeus e-University Campus:

1. Enter **https://www.us.amadeus.com** or **http://www.ca.amadeus.com** in your Internet Explorer Address bar.
2. Click **e-university** in the resources column.
3. Enter your **ARC number** and Amadeus **Office ID** and click **SUBMIT**.
4. Click **AeU Campus>Library>Product Documentation>Amadeus Products>Amadeus Cruise**.

A list of Amadeus Cruise documents is displayed.

VISTACUSLTRV4