



FareXpert Filing Platform

FAQ - Troubleshooting







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1 Introduction

FareXpert is composed of a set of modules, each of them addresses a specific fare filing need. Together these modules form one of the most complete and flexible fare filing solutions available in the market and ensure that you benefit from an impressive set of advantages.

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2 FAQ – Troubleshooting

2.1 Has my user been created?

If you have received the following email from fnd@amadeus.com



New Password Request

Dear Lorenzo

Your user has been successfully created. You can see below your user information:

Organization: 1A UserID: Login: Office: NCE1A0955 Sign: 92705S

To activate your account please select a password by connecting to one of the secures URL below according to your network access:

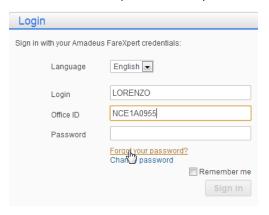
If you have an internet acccess, please use the following link https://www.security.test-service.amadeus.com/1ASIHLSS/reset/resetpassword?IMode=U&IOrganization=1A&IUserID=LORENZO&ILogin=LORENZC

If you have an intranet access, please use the following link https://www.security.test-service.amadeus.com/1ASIHLSS/reset/resetpassword?IMode=U&IOrganization=1A&IUserID=LORENZO&ILogin=LORENZC

Once your account is activated, please wait two hours before accessing your new applications.

Then yes, your account has been created. You simply have to activate it by clicking on the URL.

If you deleted the email, or you haven't received it, click on the "forgot password" link, ask for password reset in production and follow the steps to activate your account.





2.2 I have lost my password, what can I do?

Click on the forgot password link

Login	
Sign in with your Amadeus	FareXpert credentials:
Language	English
Login	LORENZO
Office ID	NCE1A0955
Password	
	Forget your password? Chan password
	🔲 Remember me
	Sign in

You will have to choose the password and activate it by email.

Amadeus Logon and Security Server

You are about to	change password in: TEST (PDT)
entification	
Mode:	Login + Organization
Login:	LORENZO
Organization:	1A
ew password	
New Password:	
Confirmation:	

Remember to specify Login + Organization option in the Mode dropdown list

Identification	
Mode:	User + Organization
User Id:	User + Organization Login + Organization
Organization:	Sign



2.3 My password has expired, how do I change it?

If your password has expired you can change it by clicking on Change password

Login	
Sign in with your Amadeus	FareXpert credentials:
Language	English
Login	
Office ID	
Password	
	Forgot your password? Change password
	C Remember me
	Sign in

A self-explanatory page will allow you to change your password

Login	
Please enter your credentia	Is to change your password:
Login	LORENZO
Office ID	NCE1A0955
Old Password	
New Password	••••••
New Password (repeated)	
	Cancel OK

2.4 Why cannot I access any application?

If the links on the FareXpert welcome page do not open the respective application ensure you have downloaded all the necessary java files by checking the presence of the FareXpert icon in your notification area:

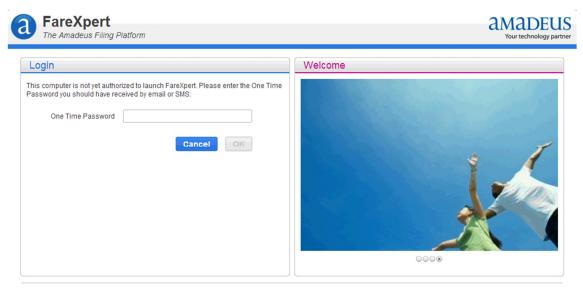
	a	۲	8
۵	a	V	
È	٢	8D	16
a	8	N%	<mark>0</mark> ⊠
		^	~

Please remember that FareXpert still relies on Java, so ensure your browser downloads and opens correctly the jnlp files. Please check the next chapter depending on your browser.



2.5 What is the One Time Password?

When you are proposed to input a one-time password



Go check the mailbox associated to your account, you should have received an email similar to the following:

Dear JOHN DOE,

Your request to obtain a temporary password has been taken into account.

You have to enter the following temporary password in the login panel of your Amadeus product within 15 minutes to finalize the login process:

YRACNZ

If you have not been prompted to enter a temporary password, please contact your Help Desk.

Best regards, The Amadeus Security Team

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Input the received password in FareXpert to continue with your login.

You will be asked to enter a one-time password every time you connect to FareXpert:

- from a new computer
- with a new browser
- after having cleaned your browser cache



2.6 What are the browser specificities?

FareXpert supports the 3 major browsers: Google Chrome, Mozilla Firefox and Internet Explorer. However each of them has its own specificities. If you have any issue with any of the procedures, you should first contact your local IT support to get assistance, as it's a standard manipulation.

If you use Internet Explorer, you will need to associate the .jnlp files with Java Web Start.

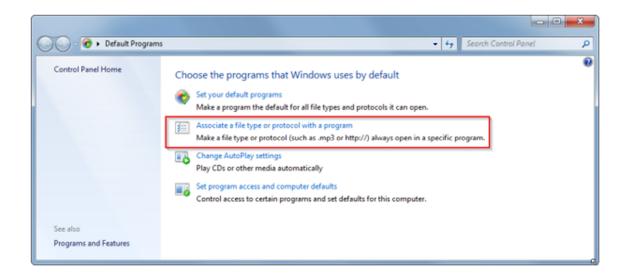
To do so, open Internet Explorer and open the Internet Options. Then click on the Set programs button in Programs tab.

Internet Options		
General Security Privacy Content Connections Programs Advanced		
Default web browser		
Internet Explorer is not currently the Make default default web browser.		
Tell me if Internet Explorer is not the default web browser.		
Manage add-ons		
Enable or disable browser add-ons Manage add-ons installed in your system.		
HTML editing		
Internet Options Content Connections Programs Advanced Default web browser Internet Explorer is not currently the Make default Image add-ons Image add-ons Image add-ons Installed in your system. Image add-ons Manage add-ons Image add-ons Image add-ons Image add-ons Image add-ons I		
HTML editor: Microsoft Word		
Internet programs		
for other Internet services, such as		
OK Cancel Apply		

Then select "Associate a file type or protocol with a program"

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Then, set up Java Web Start as the program associated with the .jnlp extension.

			- • ×
C→	Default Programs Set Associations	✓ 4y Search Control Pan	el 🔎
	e type or protocol with a specific program ion to view the program that currently opens it by defau	It. To change the default program, click Change program.	0
Java(TM) V Oracle Cor	Web Start Launcher rporation	Chang	ge program
Name	Description	Current Default	•
💌 .jar	JAR File	7-Zip File Manager	
jfif	IPEG image	Windows Photo Viewer	
🧾 .jnlp	JNLP File	Java(TM) Web Start Launcher	
🛃 .jnt	Journal Document	Windows Journal	
job	Task Scheduler Task Object	Unknown application	
L B :	Misses & Lat OLEDD 4.0	Universe explication	•
			Close

If you use **Google Chrome** you will need first to associate the .jnlp extension with Java Web Start as you would do for Internet Explorer.

However, when you start FareXpert, Chrome will not automatically launch Java Web Start, you have to click on "Keep" to start the Java download:

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BraveXport - The Amadeus X	
← → C 🔒 https://www.farexpert.amadeus.com/pilot/#menu:	☆ ≡
FareXpert Establishing communication with desidop client The Amadeus Filing Platform	Welcome Switch)
Negotiated Fares Manage your negotiated contracts	Facilitation Define your areas, vendor list
Rules Fares and Routings Rule Definition Fares Distribution and Ticketing Addons Rule Conditions Global Updates Booking Code Exception Routing Voluntary Changes and Refunds	Geography Distribution Location Aggregates Vendor Aggregates Market Aggregates
62012-2013 Amadeus IT Gro	up 5A. All rights reserved
A This type of file can harm your computer. Do you want to keep fareupert (3) jnip anywey? Discard	- Show all downloads ×

and then click on the downloaded JNLP file to launch it:

EN FAQ Contacts Debug Logo
Facilitation Define your areas, vendor list
Geography Distribution Location Aggregates Vendor Aggregates Market Aggregates

If you use **Firefox**, you need to associate the .jnlp extension with Java Web Start within the browser options, as shown below:





2.7 I have some problems with Internet Explorer

0	FareXpert The Amadeus Filing Platform		Switch)		
	otiated Fares ge your negotiated contracts		Facilitation Define your areas, vendor list		
	Rules Rule Definition Distribution and Ticketing Rule Conditions Booking Code Exception Voluntary Changes and Refunds	Fares and Routings Fares Addons Global Updates Routing	Geography Location Aggregates Market Aggregates	Distribution Vendor Aggregates	
	amic Fares Module ge your discount deals		Dynamic Discounted Fares Manage your discount deals		
	Dynamic Fa	ires	Dynamic Disc DDF Rule Voluntary Changes a	Override	

If you don't manage to download the JNLP file, and get such warnings:

Try the following procedure:

- From Internet Explorer, click Tools, and then click Internet Options. The Internet Options dialog box appears.
- _ Click the Security tab. The Internet Options dialog box shows your security levels and zones.
- _ Select the Internet zone, and then click Custom Level. The Security Settings dialog box appears.
- _ Scroll down to Downloads, and then select the Enable option for "Automatic prompting for file downloads".

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ernet Options V 25	Security Settings - Internet Zone	
Seneral Security Privacy Content Connections Programs Advanced	Settings	
	Enable	~
Select a zone to view or change security settings.	Prompt	
	Downloads	
	Automatic prompting for file downloads	
Internet Local intranet Trusted sites Restricted	Disable	
sites	Enable	
Internet	🛃 File download	
This zone is for Internet websites,	O Disable	
except those listed in trusted and	Enable	
restricted zones.	Disable	
	Disable Disable Disable	
Security level for this zone	Prompt	
	Enable .NET Framework setup	
Custom	Disable	
Custom Custom settinas,	Fnable	*
- To change the settings, click Custom level.		•
 To use the recommended settings, dick Default level. 	*Takes effect after you restart Internet Explorer	
	Reset custom settings	
Enable Protected Mode (requires restarting Internet Explorer)	Reset to: Medium-high (default)	Reset
Custom level Default level		
Reset all zones to default level	ОК	Cancel
Some settings are managed by your system administrator.		
Johne securitys are managed by your system duministrator.		
OK Cancel Apply		

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2.8 Why cannot I switch anymore?

As you may notice the switch button inside the application preferences was removed.

To be able to switch filing Office Id you have to click on the switch button in the top-right corner of the welcome page

Welcome	FI (Office ID: International Switch SIZ EN FAQ Contacts Logou
, vendor list	
	stribution or Aggregates
Distribution s	
s	Automatic Mark-up Automatic Mark-up (Light

This will open a popup allowing you to switch Office Id.

Corporate ID:	1A S	
Modifier:	0 - Airline System User	٧
Country, City/Airpor	t FR Q NCE Q	
Office Number	RWT	
OK	Cancel	

2.9 What does "clear the Java cache" mean?

Sometimes the Amadeus help desk could ask you to clean the java cache in order to ameliorate the investigation.

To do this there are two simple methods:

You need to click on "Start", then on "Settings", "Control Panel" and "Java".
 Or if on Windows 10, you can type "Control Panel" on the Windows Search box.
 In the "Temporary Internet Files" box, you have a button named "Settings". If you click on it, a popup will appear. Click on "Delete Files" button, tick all the boxes and click OK several times to apply and close all windows.



_ Alternatively, if on a Windows version anterior to windows 10, you can click on the menu Start , then click on "Run..." and enter the following command: "javaws -uninstall".

Run	<u>? x</u>
-	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	javaws -uninstall
	OK Cancel Browse

With Windows 7/ Windows 10 you can type the command directly in the search box of the start menu

≡		Filters 🗸
ώ	Best match	
	javaws -uninstall	
ŝ		
	𝒫 javaws -uninstall	

2.10 Never stopping running wheel?

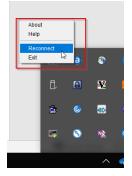
Sometimes it may happen that the *Awaiting connection* wheel does never stop running, and the applications are not clickable.

amadeus

FareXpert Establishing The Amadeus Filing Platform	nt weicome #		ntacts Debug Logo	
Negotiated Fares		Facilitation Define your areas, vendor list		
Rules Fit Rule Definition Distribution and Ticketing Distribution and Ticketing Rule Conditions Booking Code Exception Voluntary Changes and Refunds	ares and Routings Fares Addons Global Updates Routing	<u>Geography</u> Location Aggregates Market Aggregates	<u>Distribution</u> Vendor Aggregates	

In this case, check if Java started, and if you have a FareXpert icon in the tray area.

- _ If Java didn't start and you don't have any FareXpert icon, check the chapter of this document about your browser's specificities to make sure Java correctly starts when you log in.
- _ If you have a FareXpert icon, just right click on it and then click on Reconnect.



This will force FareXpert to reconnect to the browser and should solve the issue. If it still doesn't help, select Exit to close the Java application, logout from the FareXpert login page in your browser as well, and then try again to login.

2.11 Please remember to Logout

If you try to close the FareXpert window a confirmation popup will appear

Confirm Navigation	J
Please use logout button to close FareXpert.	
Are you sure you want to leave this page?	
Leave this Page Stay on this Page	

To correctly disconnect from FareXpert you have to click on the logout button

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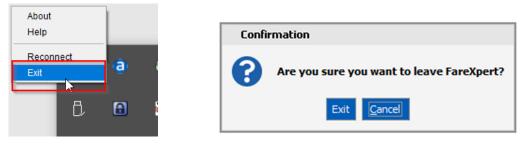


This will bring you back to the login page and will close the java components (the icon in the notification area disappears)

2.12 And ensure you effectively logged out

Sometimes it may happen that the FareXpert icon does not disappear when closing the FareXpert windows.

In such case you have to manually close it: right click on the icon, click on exit and confirm your choice:



2.13 How to find the local log files?

In case of issue your support center could ask you for FareXpert logs. In this case please follow the below steps to obtain these logs.

Note: for Citrix users, please refer to the dedicated section below.

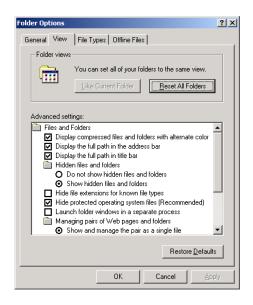
2.13.1 Your "hidden files and folders" need to be "shown":

Open the Control Panel (On a Windows version anterior to windows 10, Start -> Settings -> Control Panel. On Windows 10 you can type "Control Panel" on the Windows Search box)

- Go to "Folder options" or "File Explorer Options" (if you do not find it, it is under the "Tools" menu);
- 2. Click on the "View" tab;
- 3. Make sure that under "Files and Folders/Hidden files and folders", the "Show hidden files and folders" option is selected (see after);

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2.13.2 Search for the FareXpert log files:

- 1. Open a Windows Explorer (Start -> Programs -> Accessories -> Windows Explorer or File Explorer on Windows 10)
- 2. Open the temporary files folder: it is enough to enter the %TMP% path in the windows explorer address bar.

Size		•
Size		ć

- 3. Scroll down until you find the FareXpert log files
- 4. Check the files mentioning dates coherent with your problem. Sorting them by modification date could ease your research.

🕽 🕗 🔹 🕨 tatin fascheit 🕨	AppDat	a 🖡 Local 🖡 Temp 🖡		• 4 7	Search Temp	
Organize 👻 📓 Open 👻 🛛 Pi	rint	E-mail Burn New folder)II • 🛄	
E Pictures	*	Name	Date	Туре	Size Tags	
Videos Videos		FareXpert_log_30-7-2013_8h53mn56s927.log	30/07/2013 20:53	Text Document	12 KB	
		FareXpert_log_30-7-2013_8h53mn58s123.log	30/07/2013 20:54	Text Document	16 KB	
💻 Computer	=	FareXpert_log_30-7-2013_8h55mn6s619.log	30/07/2013 20:55	Text Document	12 KB	
🚢 Amadeus (C:)		FareXpert_log_30-7-2013_8h56mr9s509.log	30/07/2013 20:56	Text Document	6 KB	
👝 Data (D:)		FareXpert_log_30-7-2013_8h56mn51s253.log	30/07/2013 20:56	Text Document	6 KB	
SRECYCLE.BIN		FareXpert_log_30-7-2013_8h57mn18s690.log	30/07/2013 20:57	Text Document	6 KB	
🍌 Data	-	· · · · · · · · · · · · · · · · · · ·			A 118	



5. Attach the corresponding files to your PTR.

2.14 How can I provide the content of my console?

Support team can ask you to provide the content of your Java console.

- 1. Exit FareXpert or any other Java application
- 2. If on a Windows version anterior to windows 10, click on the menu Start > Settings > Control Panel > Java to open the Java Control Panel

For Windows 10, click on Search/Configure Java to open the Java Control Panel

- 3. Go the "Advanced" tab
- 4. In the Java console, select Show console, and validate
- 5. Restart FareXpert. The Java console should automatically pop up:

퉬 Java Console - Amadeus FareXp 🗕 🛛 🗙	
Java Web Start 11.151.2.12 x86 Using JRE version 1.8.0_151-b12 Java HotSpot(TM) Client VM User home directory = C:\Users\kleboeuf	^
 c: clear console window f: finalize objects on finalization queue g: garbage collect h: display this help message m: print memory usage o: trigger logging p: reload proxy configuration q: hide console r: reload policy configuration s: dump system and deployment properties t: dump thread list 	
v: dump thread stack 0-5: set trace level to <n> </n>	~
Clear Copy Close	

- 6. Reproduce the error you are reporting
- 7. Copy/paste the content of the Java console into a Word or text file.



2.15 Notes for Citrix users

Citrix users can't have a direct access to their local log files and Java Web Start cache, thus a special control has been implemented.

When launching FareXpert through Citrix, the following dialog should pop-up:

FareXpert Control	
CopyLogs	
ClearCache	
Close	

The *CopyLogs* button allows copying the XML FareXpert logs to the user's H drive, so that they can be provided to Amadeus support for analysis.

The *ClearCache* button allows clearing the Java Web Start cache when requested to do so by Amadeus support.

2.16 I have some issues with my Proxy

First, you should start the Diagnostic Tool, tick the *Proxy* checkbox, and then enter your credentials.

If they are wrong, you will get an error at the *Comet connection* test.

a FareXpert Diagnostic Tool	
Vertice Testing connectivity with FareXpert homepage The connectivity with FareXpert homepage is good. Info: we managed to connect to http://www.farexpert.amadeus.com:80.	
Testing secure connectivity with FareXpert homepage The secure connectivity with FareXpert homepage is good. Info: we managed to connect to https://www.farexpert.amadeus.com:443.	
An error occurred while handshaking with the Comet server.	
Advanced test ✓ Proxy Debug mode Generate report Proxy credentials User bad_user Password	ort Start test Exit



You should also make sure Java is correctly configured. In Java Control Panel, go to Network settings:

🛃 Java Control Panel		✓ 4→ Search Control Panel
General Update Java Security Advanced		
About View version information about Java Control Panel. Network Settings Network settings are used when making Internet connections. By defa use the network settings in your web browser. Only advanced users s these settings. Temporary Internet Files Files you use in Java applications are stored in a special folder for quic later. Only advanced users should delete files or modify these settings	should modify ettings	View installed updates How to install a program Network Settings Use proxy settings from your default browser to connect to the Internet. Image: Setting Settin
OK Cancel	Apply	

Then you probably want to select the "*Use browser settings*" box. For advanced users, you can also check with your local IT that can give you the proxy server address and port, and then use the "*Use proxy server*" box, and fill in the information.

Note that if you enter bad credentials in FareXpert when asking for the proxy credentials, you will get an error such as this one:

Proxy configuration		
A proxy was detected. Please enter your credentials.		
User bad_user		
Password *****		
Remember? Ok Cancel		
An error occurred. Please check your credentials.		

You won't be able to start FareXpert until you enter the correct credentials.



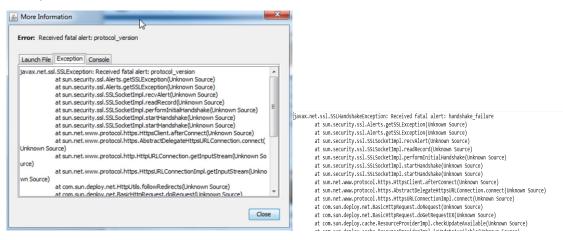
2.17 How do I enable TLS 1.2 Protocol

To offer the safest possible environment, Amadeus migrated to TLS 1.2 cryptographic protocol. This migration should be totally seamless as the vast majority of browsers supports this protocol natively:

Browser	Compatibility notes
Microsoft Edge	Compatible by default
Internet Explorer 11	Compatible by default
Internet Explorer 9 and 10	Compatible in Windows 7 but must be enabled
Firefox 27 and higher	Compatible by default
Firefox 23 to 26	Compatible but must be enabled
Google Chrome 38 and higher	Compatible by default
Google Chrome 22 to 37	Compatible but must be enabled

Any other browser is not supported and will no longer allow connections to FareXpert.

TLS 1.2 is enabled by default on java 8 versions but needs to be manually activated on java 7 versions. In case TLS 1.2 is not enabled, following Java errors can occur when launching FareXpert:



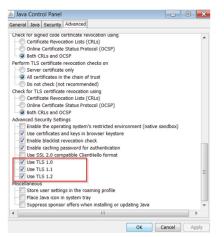
To solve this issue when using java 7, TLS 1.2 must be manually activated:

- 1. Exit FareXpert or any other Java application
- For a Windows version prior to windows 10, click on the menu Start > Settings > Control Panel
 > Java to open the Java Control Panel

For Windows 10, click on Search/Configure Java to open the Java Control Panel

- 3. Go the "Advanced" tab
- 4. Select all TLS versions on Advanced Security Settings and validate





5. Restart FareXpert. Error should be fixed

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