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amadeus

FareXpert Filing Platform

FAQ - Troubleshooting

06/12/2019

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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

amadeus
Your technology partner

New Password Request

Dear Lorenzo [redacted]

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

Organization: 1A
UserID: [redacted]
Login: [redacted]
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:

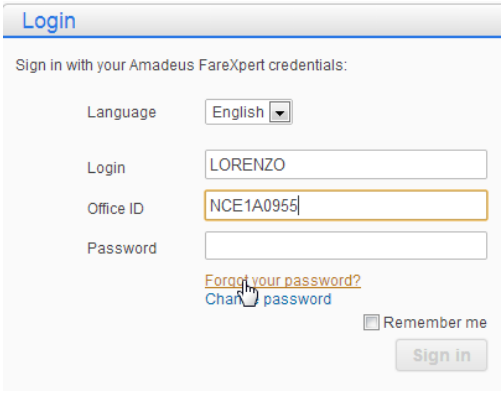
If you have an internet acccess, please use the following link
https://www.security.test-service.amadeus.com/1ASIHLSS/reset/resetpassword?IMode=U&IOrganization=1A&IUserID=LORENZO&ILogin=LORENZ(

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=LORENZ(

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.



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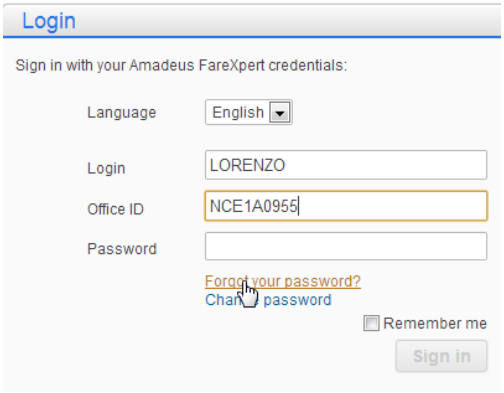
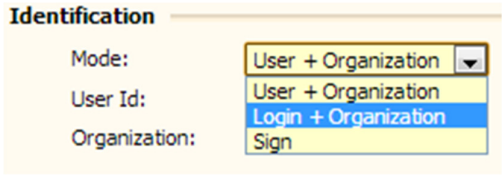
2.2 I have lost my password, what can I do?

Click on the forgot password link



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

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



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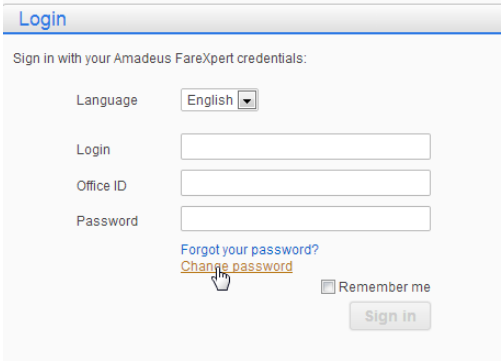
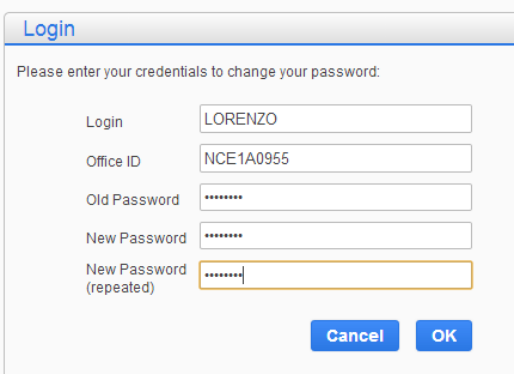
2.3 My password has expired, how do I change it?

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

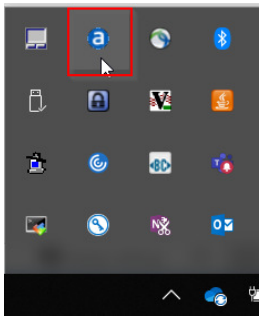


A self-explanatory page will allow you to change your password



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:



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.

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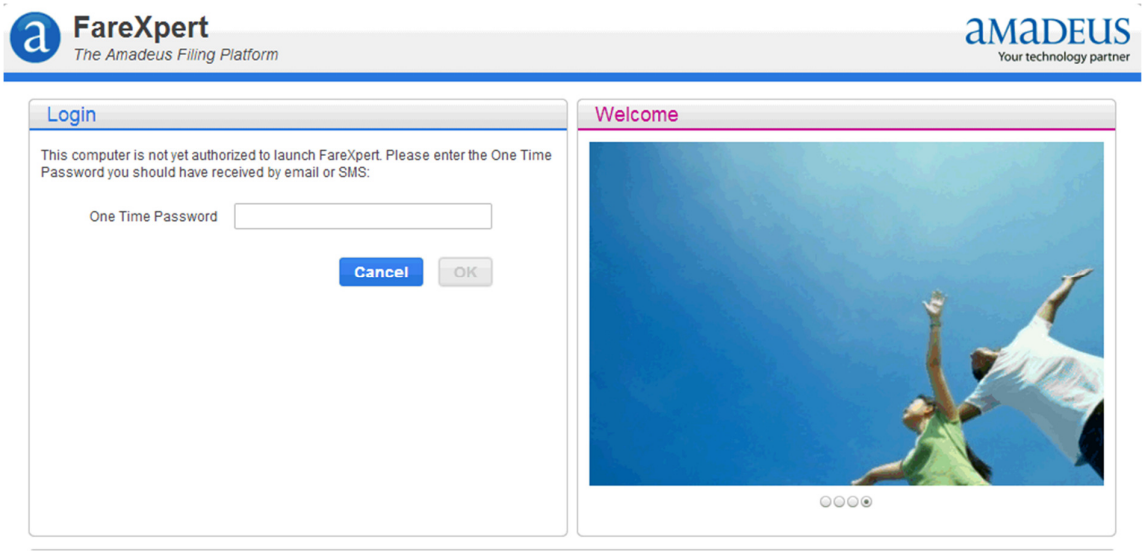
2.5 What is the One Time Password?

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

amadeus

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

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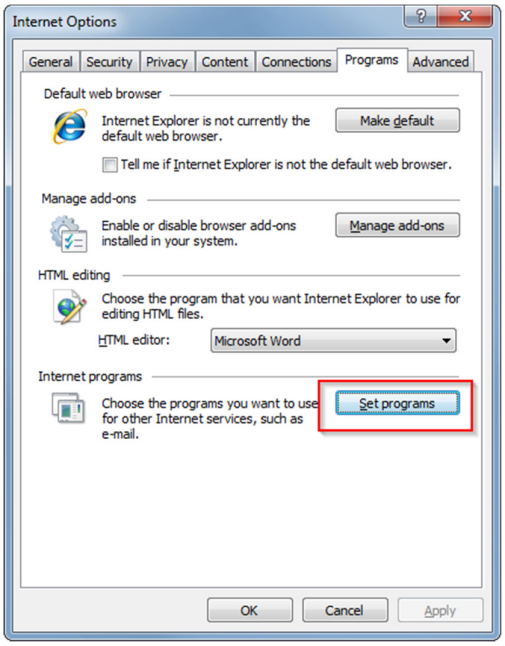
2.6 What are the browser specificities?

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.



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

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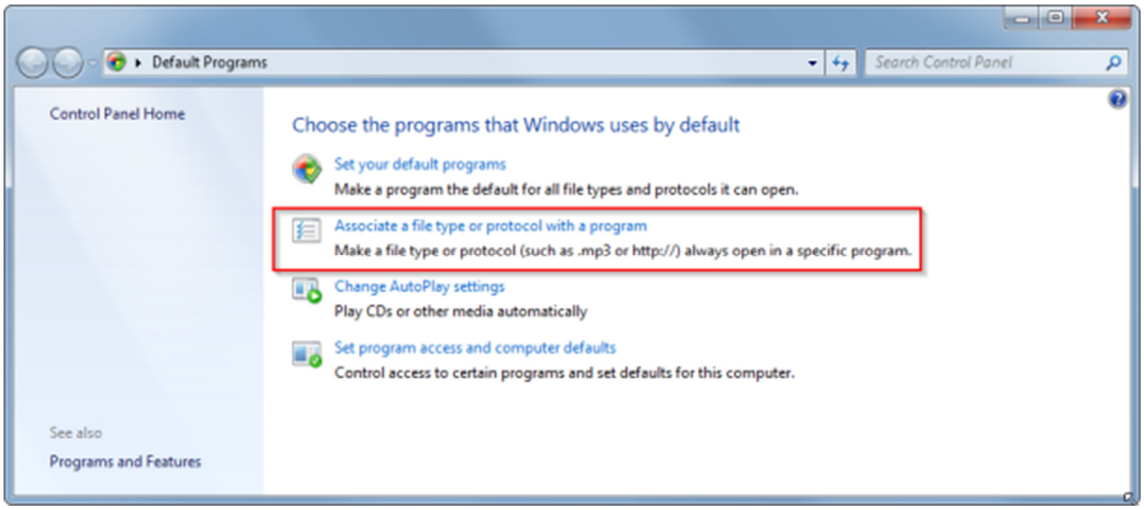
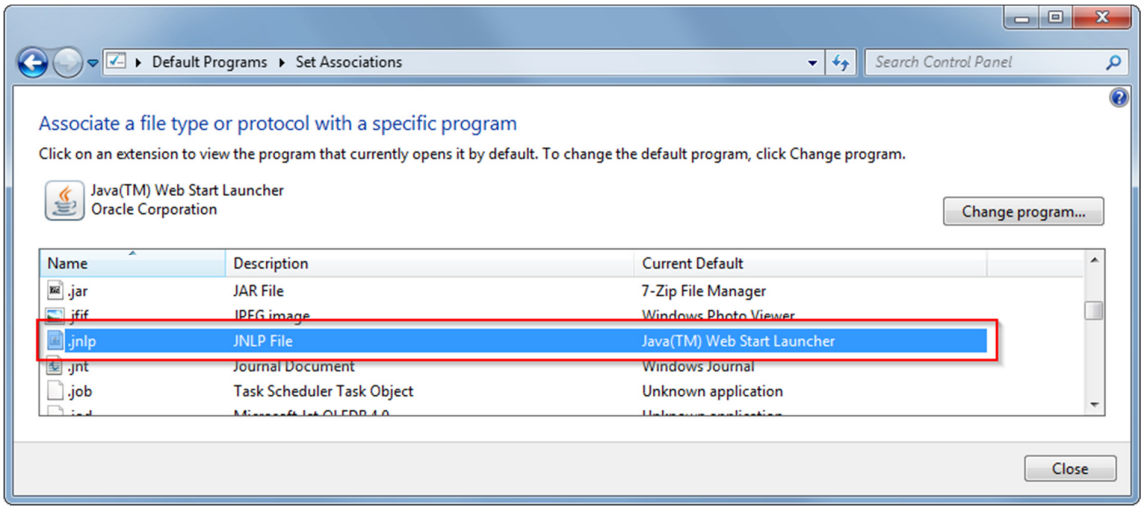


Then, set up Java Web Start as the program associated with the .jnlp extension.



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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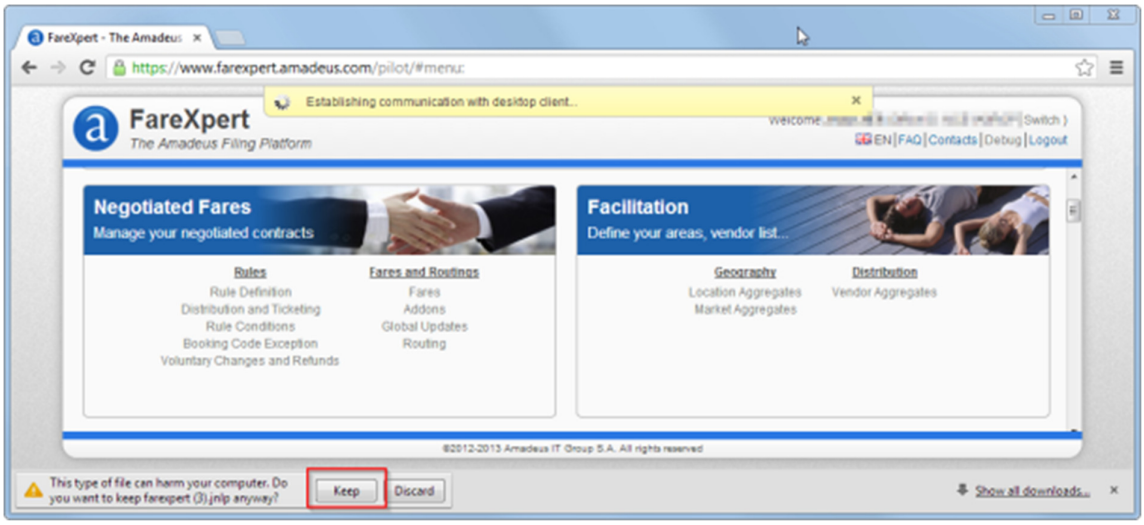
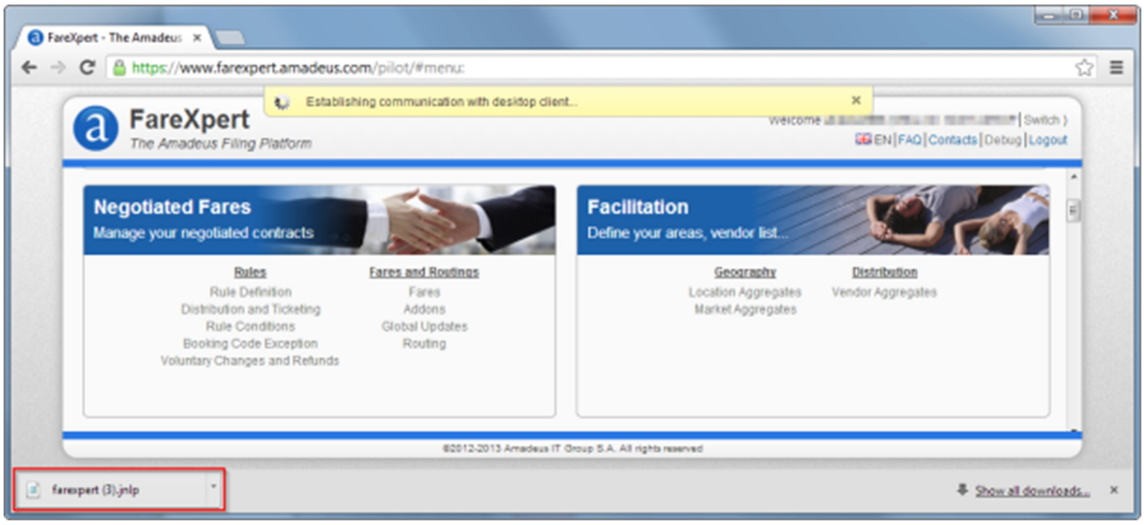


and then click on the downloaded JNLP file to launch it:



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

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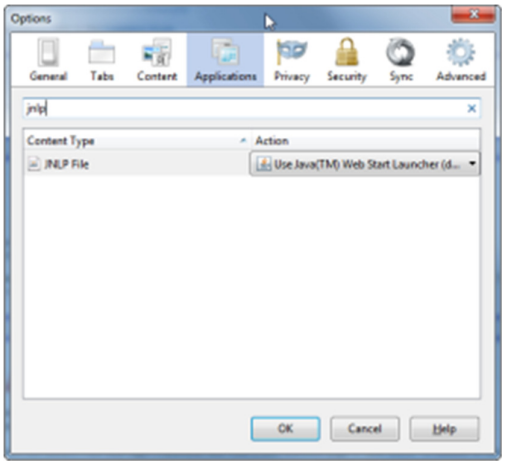
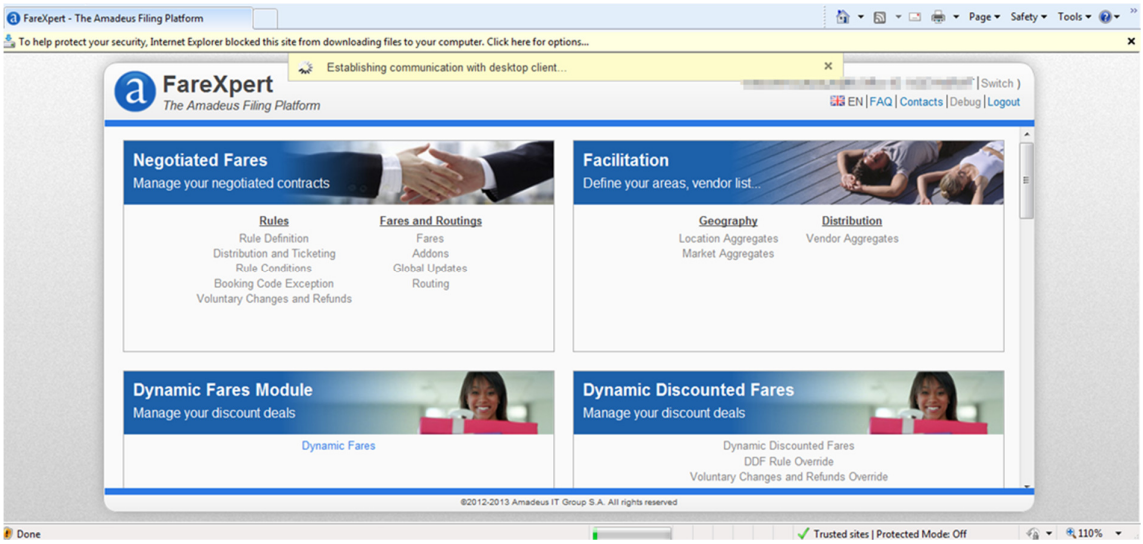


2.7 I have some problems with Internet Explorer

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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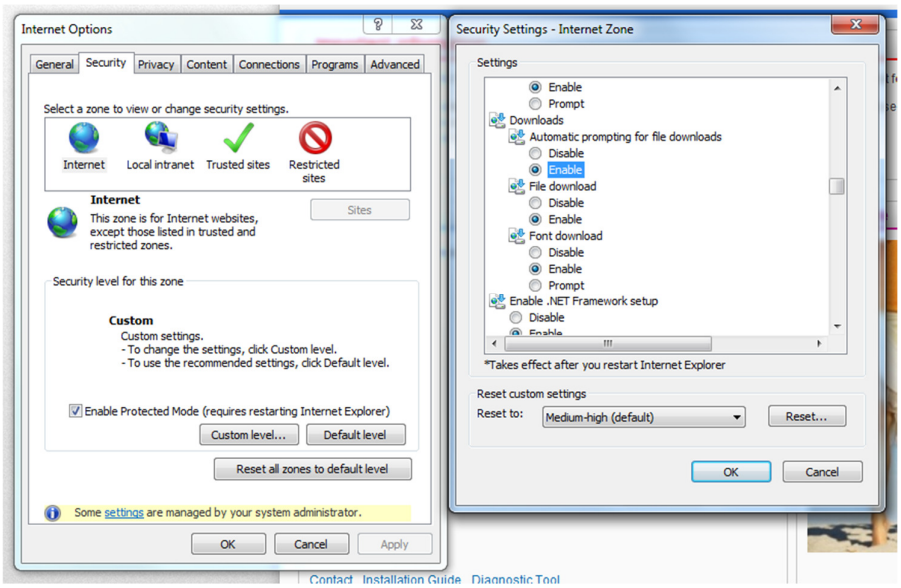

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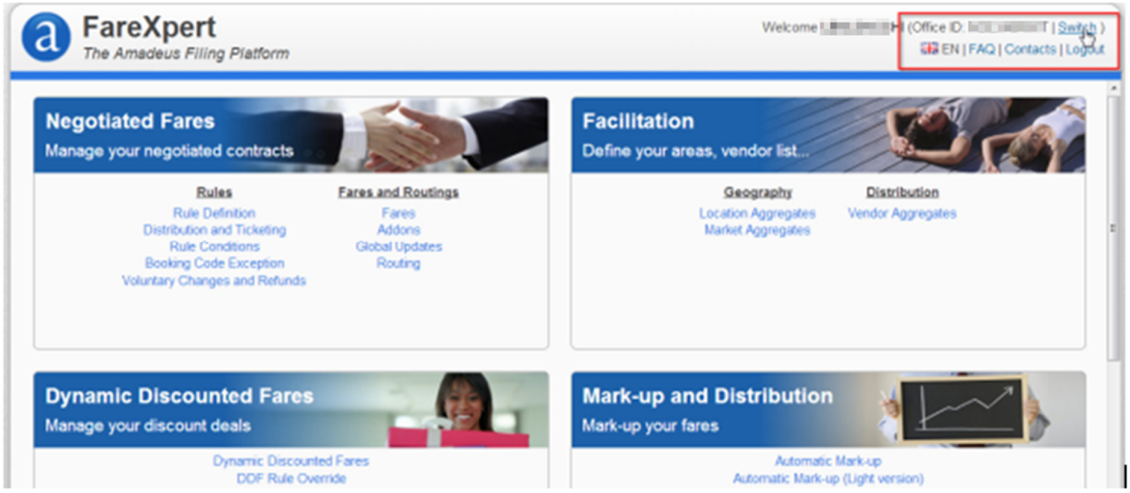
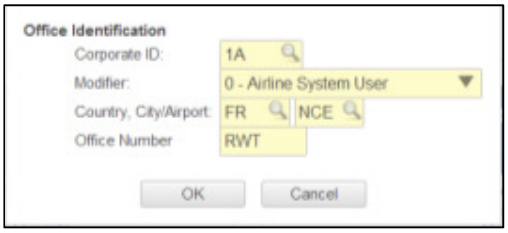
2.8 Why cannot I switch anymore?

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



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



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.

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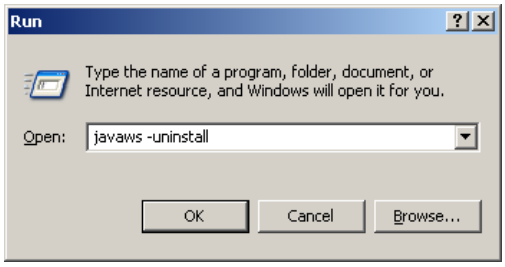
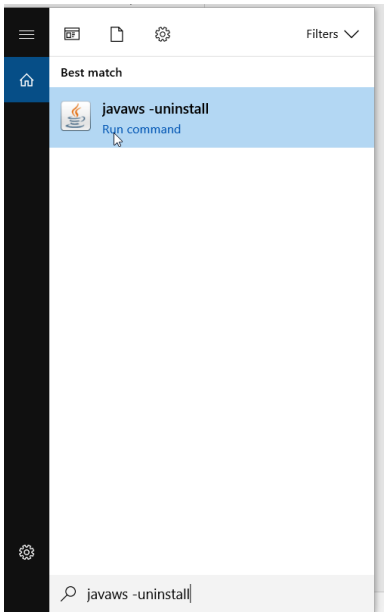
- Alternatively, if on a Windows version anterior to windows 10, you can click on the menu Start , then click on "Run…" and enter the following command: "javaws -uninstall".



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



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.

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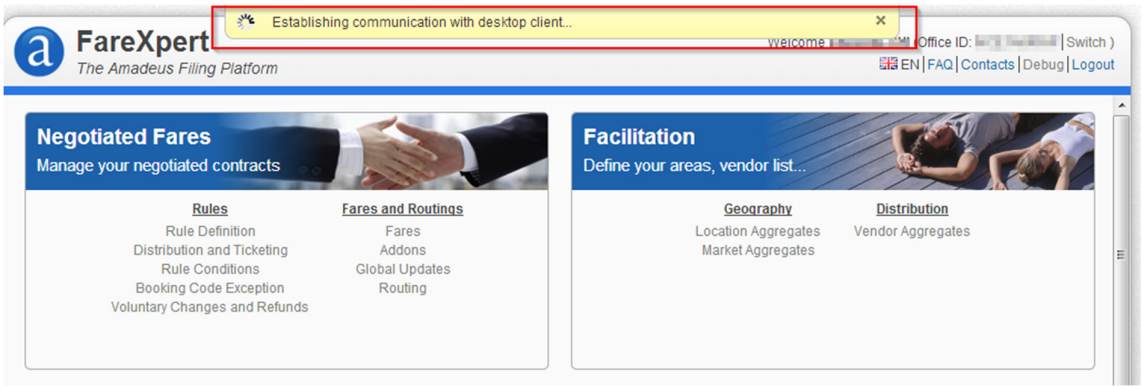
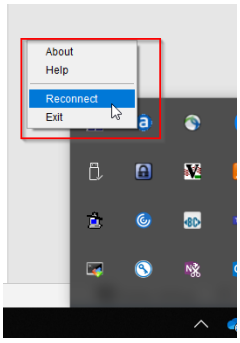


In this case, check if Java started, and if you have a FareXpert icon in the tray area.

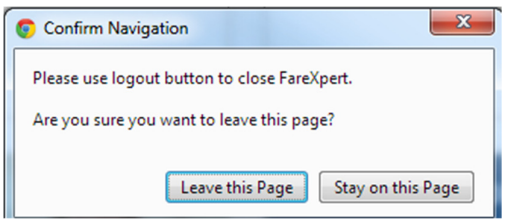
- If Java didn't start and you don't have any FareXpert icon, check the chapter of this document about your browser's specificities to make sure Java correctly starts when you log in.
- If you have a FareXpert icon, just right click on it and then click on Reconnect.



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



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

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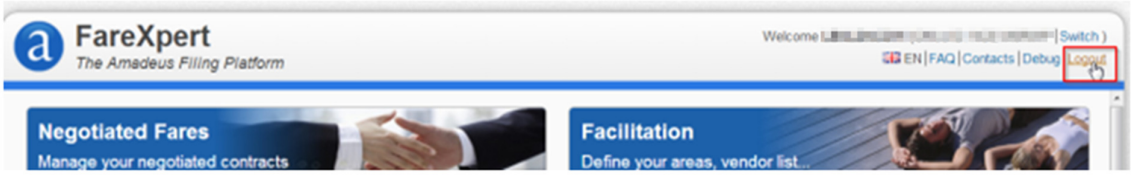
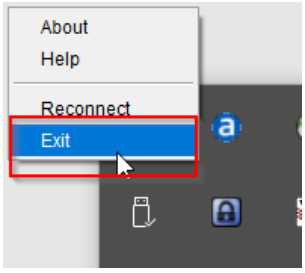


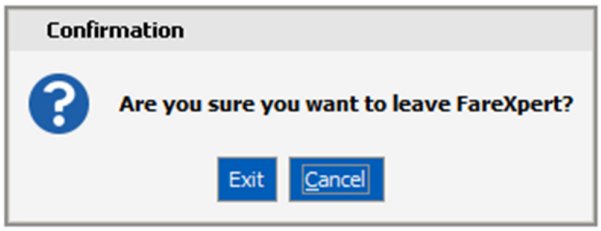
This will bring you back to the login page and will close the java components (the icon in the notification area disappears)

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)

1. 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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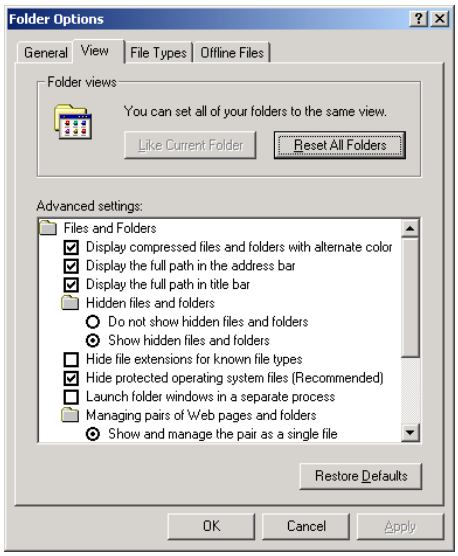
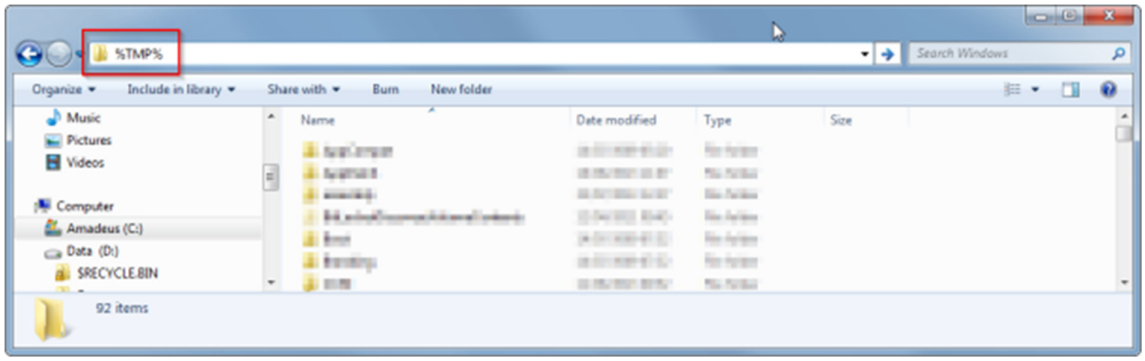
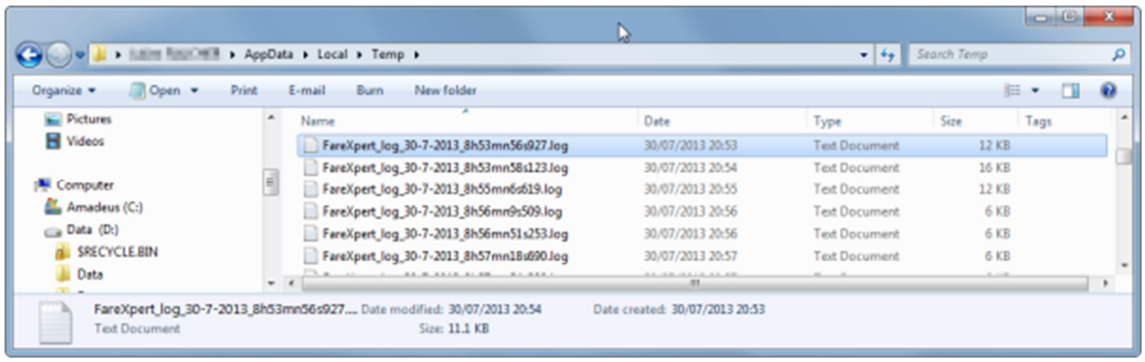


2.13.2 Search for the FareXpert log files:

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.



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.



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5. Attach the corresponding files to your PTR.

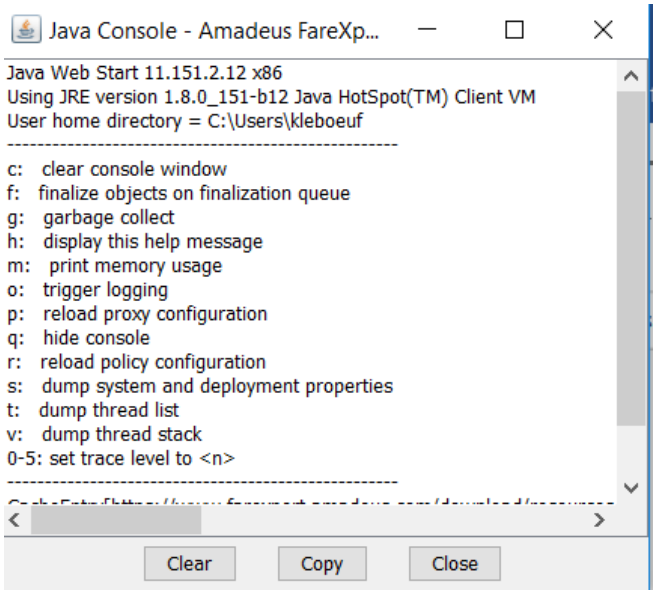
2.14 How can I provide the content of my console?

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:



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

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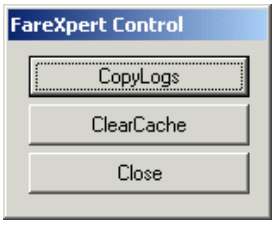
2.15 Notes for Citrix users

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:



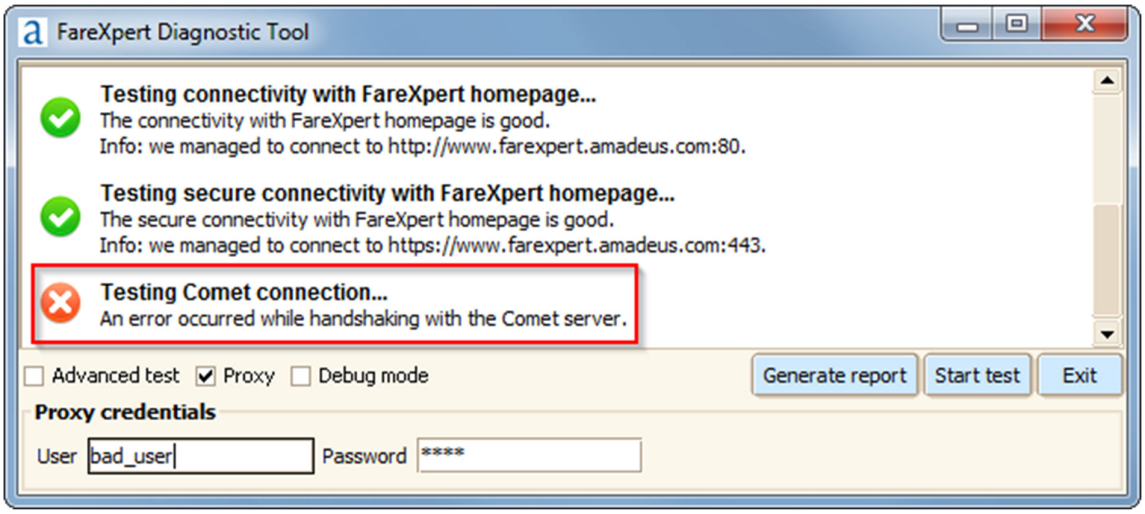
The *CopyLogs* button allows copying the XML FareXpert logs to the user's H drive, so that they can be provided to Amadeus support for analysis.

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.



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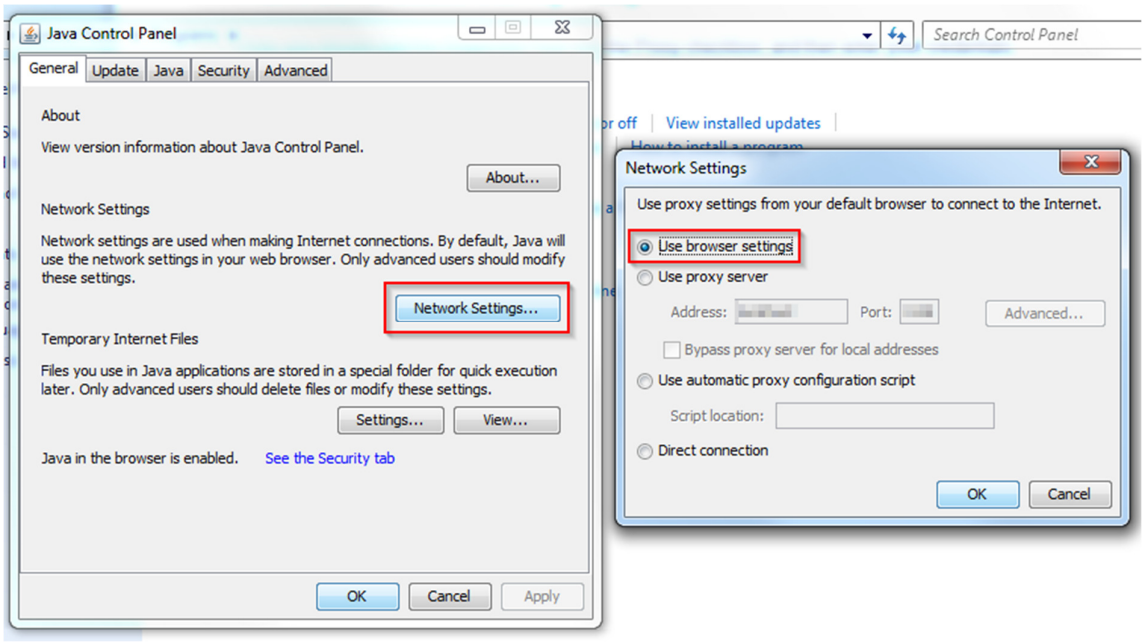
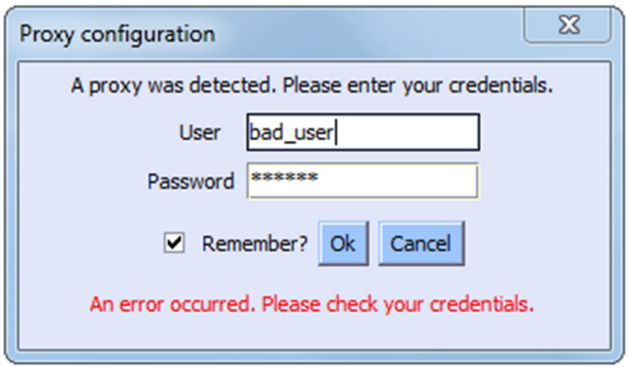
You should also make sure Java is correctly configured. In Java Control Panel, go to Network settings:



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:



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

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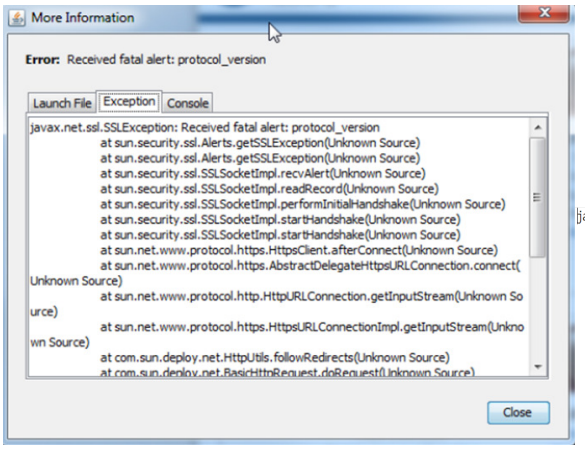
2.17 How do I enable TLS 1.2 Protocol

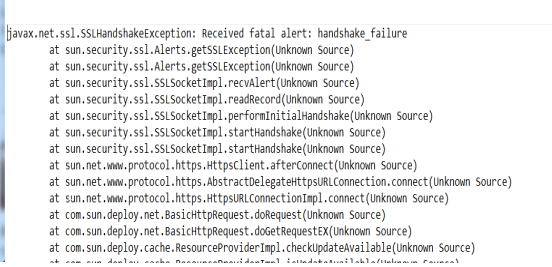
To offer the safest possible environment, Amadeus migrated to TLS 1.2 cryptographic protocol. This migration should be totally seamless as the vast majority of browsers supports this protocol natively:

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
2. 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

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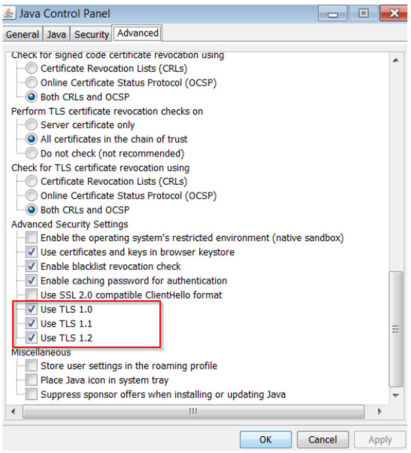

5. Restart FareXpert. Error should be fixed

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