

Amadeus e-Power: What to do if your Staging Portal fails to publish to Production

The Amadeus e-Power Staging Portal becomes inaccessible and you receive a system outage error at the end of the publishing to Production process.

Solution

1. Go to e-Power *Admin tool* > *Staging (Edit Mode)*
2. Go to *Menu Admin* > *Portal Version Manager* > *History*
 - 2.1. Check if Portal Setting is successfully loaded
 - 2.2. Check if Portal UI is successfully loaded
3. If the above settings are correct, please check the Agency settings in Production
 - 3.1. Log out from staging Edit Mode and log into *Admin tool* > *Production (View Mode)*
 - 3.2. Go to *Agency* > *Agency Search*: make sure the Agency organisation is correctly loaded on Production.
4. If the Agency is not correctly linked to Production, please contact your Amadeus Help Desk and request that *Market Settings* be Published in Production.

Amadeus e-Power: Recommended setting for "Instant e-ticket Resume Time in GMT"

The **Instant e-ticket Resume Time in GMT** is the time at which instant e-ticketing can resume. We recommend that you set this time to just after midnight (e.g. hhmm = 0015). This means you will not be ticketed until midnight the next day and so gives you time to react in the case of a fraudulent booking.

Amadeus e-Power: What to do if an e-Ticket cannot be issued due to technical difficulties

A reservation was successfully created, but the e-ticket could not be issued due to technical difficulties.

Example:

Flight PNRNo : 7DDTD6
Ip Number : 213.186.180.204
Sub Agency : amadeus
Dear Mr. Mustafa Mustafa,
Your reservation has been completed successfully. Unfortunately, your e-Ticket has not been issued due to technical difficulties.
Our agents will issue your ticket manually and contact you very shortly.
Please do not hesitate to contact us in case

Possible cause:

- The Internet Office ID is not configured as a secondary office for your IATA number.

Solution

Contact your Amadeus Help Desk to update your office profile.

SMS verification does not work properly

You may receive this error message in Amadeus e-Power after successfully activating the Customer SMS Verification module.

Possible cause:

- The SMS setting(s) in the Amadeus e-Power Portal Wizard is/are incorrect

Solution

1. Activate *Customer SMS Verification module*.
2. Go to *Admin panel > Portal Wizard > Office Profile Parameters section*
3. Populate the SMS setting(s).

Maximum four different cities allowed

You may get this error in a multi-leg search in Amadeus e-Power.

Possible cause:

- System limitation. Amadeus e-Power offers the multi-leg search feature, however, this feature can search for itineraries with up to six legs and four different airports.

Solution

1. Decrease the number of cities or airports in the segments, or
2. Divide the search into two pieces, and try again.

No Calendar in Search Result

You may receive this error when clicking on the My Dates Are Flexible option, leading to an empty Search Result page (completely blank) or only some TravelBoard results without the calendar.

Possible cause:

- Your Calendar feature has not yet been activated by the Web Part Administrator

Solution

1. Try again, and change the languages to make sure the problem is the same regardless of the language.

Note: The calendar feature must be applied to the Default Language if you need to see it in any of the available languages.

2. If the problem persists:

2.1. Go to *Portal Search > Flight Settings > Master Pricer Calendar Display*, make sure the value is correct.

2.2. Log-in with your Web Part Administrator account on your Portal (if any) and add the *Flight Calendar Result* web part in the Flight Results page.

3. If the problem persists, contact your Amadeus Help Desk.