

HOW TO GUIDE

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**Smart Keys**

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Fax: INT + 33 4 97 15 40 11

Email: [ess.doc@amadeus.net](mailto:ess.doc@amadeus.net)

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# Welcome

Smart Keys are automated lists of Amadeus commands that you can use to quickly perform your most commonly used tasks in Amadeus Vista and Pro Web (versions 2.0 or greater). This How To Guide shows you how to use the Smart Key editor to create, copy, update, run, and delete Smart Keys. It also provides you with an explanation of the definition buttons and a syntax list for the Smart Key language.

Amadeus Pro Tempo users, if you are about to migrate to Amadeus Vista or Pro Web, the last section of this guide is for you! A step-by-step procedure shows you how you can easily convert your existing Host Keys to the Smart Keys environment, both at office and user level, without needing to rewrite them.

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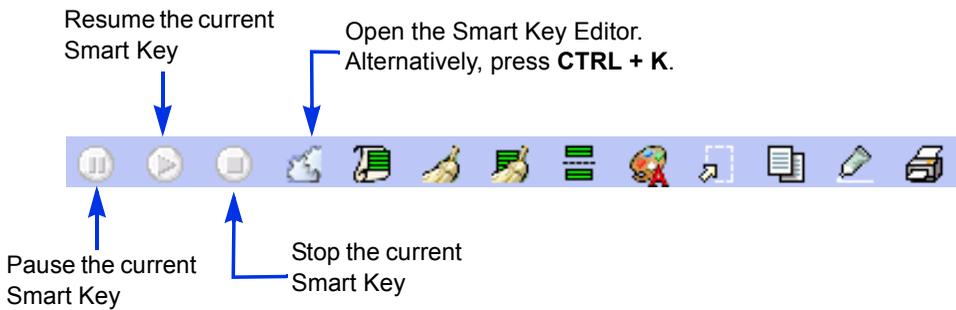
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# Getting Started

## The Command Page Toolbar

If you are using Amadeus Vista, click first on the Command Page tab .

Only the first four Command Page toolbar buttons are applicable to the Smart Keys feature:



## Getting Help

If you need help on using the Smart Keys, click on  at the top-right corner of your screen, or press **F1**.

## Smart Key Categories

The Amadeus Smart Keys are listed under three categories, with different access rights and permissions properties.

### Public Smart Keys

Public Smart Keys are managed by administrators who have access to the Web Configurator. They are distributed on a large scale at any level: Amadeus, vendor code or NMC, group, office and even CID level. They are available for use by all users in the published level and all lower levels. They can be run, copied, printed, but not deleted or modified in the Smart Key editor.

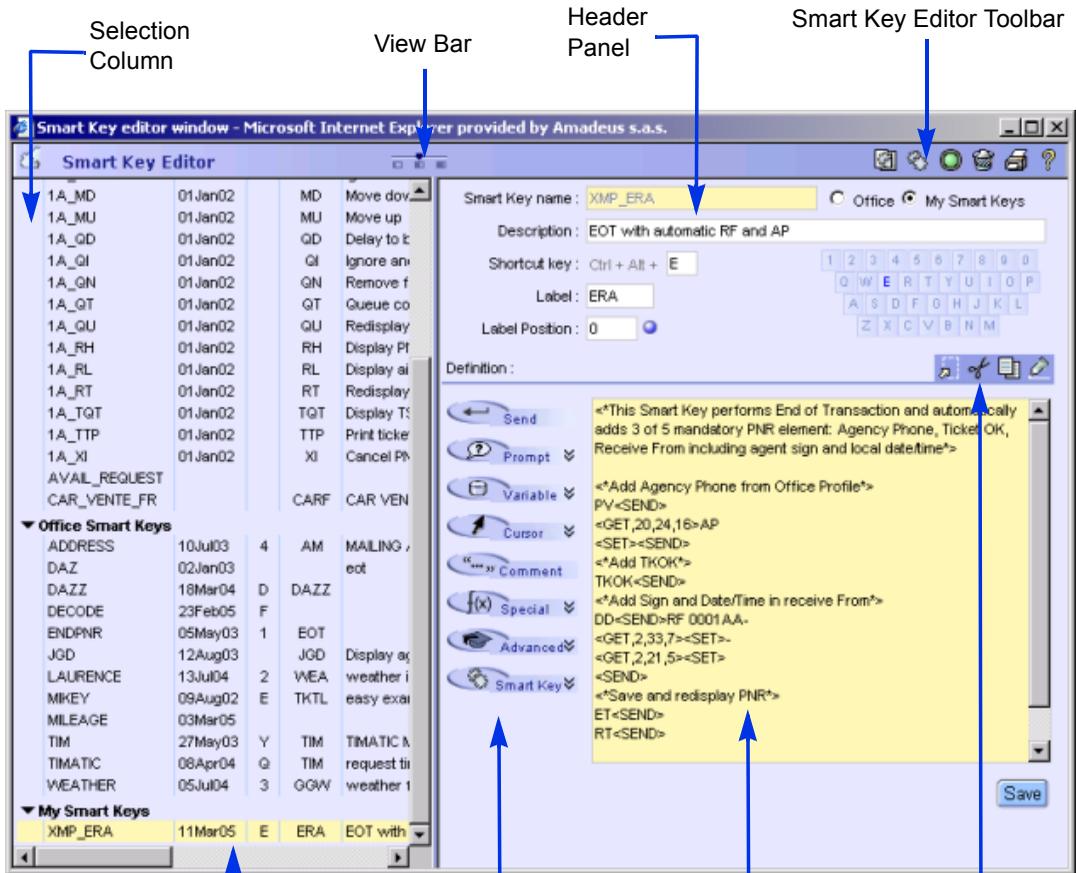
### Office Smart Keys

Office Smart Keys are created at office level by users whose duty sign code is **SU**. They are available for use by all users in this office.

### My Smart Keys

My Smart Keys are created at user level. Only the user who created these private Smart Keys can see, use, modify, or delete them.

# Working with the Interface



Smart Keys List:

- Public Smart Keys (created by Amadeus or the Vendor)
- Office Smart Keys (created by an office supervisor)
- My Smart Keys (created by you)

Definition Buttons

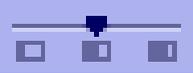
Smart Key Text Window

Text Window Toolbar

*The Smart Key Editor*

# The Toolbar



Icon	Explanation	Keyboard Shortcut
	Customizes the Smart Key Editor view. Click on one of the icons to choose your preferred display.	
	Copies an existing Smart Key.	<b>CTRL + N</b>
	Creates a new Smart Key	<b>CTRL + W</b>
	Runs a Smart Key	<b>CTRL + R</b>
	Deletes the selected items	<b>CTRL + Delete</b>
	Prints the selected items	<b>CTRL + P</b>
	Launches the Smart Key help	<b>CTRL + H</b>

# The Smart Key Structure

You create or modify the Smart Key structure in two panels: the Header panel, and the Definition panel.

## The Header Panel

In the Header panel, you enter basic information about the Smart Key, such as its name, its description, or the associated shortcut key. Mandatory fields are highlighted in yellow.

In This Field	Enter:
Smart Key Name	The name of your Smart Key (1 to 32 characters). <b>Example:</b> 1A_ARNK.
Level	Select either Office to create a Smart Key that can be used by all users in your office (only if your duty code is SU), or My Smart Keys to create your own Smart Key.
Description	A description of the Smart Key which explains its function. <b>Example:</b> EOT with automatic RF and AP.
Shortcut Key	The keyboard shortcut that will be used to launch this Smart Key from the Command Page. Alternatively, you can double-click on an available letter or number from the keyboard image. <b>Note:</b> Letters and numbers that are already used are shown in red. There are two sets of shortcuts: Shift+Alt+x for Office Smart Keys, or Ctrl+Alt+x for My Smart Keys, x being any letter or number.
Label	The one- to four-characters button label identifying the Smart Key. You can easily run the Smart Key by pressing this button from the Command Page toolbar. <b>Example:</b> TKTL. <b>Note:</b> If you assign a button label to the Smart Key, you must also enter a shortcut key.
Label Position	The position of this Smart Key in the Command Page toolbar. <b>Example:</b> 4 (fourth button from the left). <b>Note:</b> To view the existing buttons and their position on the toolbar, click on  .

## The Definition Panel

You use the Definition panel to create or modify the syntax of the Smart Keys. It is composed of two main features: the Text window, and the Definition buttons.

### Text Window

The Text window is an editor where you enter the Smart Key commands using the programming language. This section is mandatory. It corresponds to the actual body of the Smart Key.

The toolbar provides you with the following editing features: Select All, Cut, Copy, and Paste. When you click on the Save button, you store the Smart Key in the Smart Keys database. You can immediately see the new or modified Smart Key from the Smart Keys list at the left-hand side of the screen.

### Definition Buttons

By using the Definition buttons located to the left of the Text window, you can enter the most useful commands to create Smart Keys by clicking on the corresponding button. The following table describes each button:

Button	Explanation
Send	Inserts the Send command, which sends the information to the system.
Prompt	Inserts a user prompt, which asks the user for information needed to make an entry.
Variable	Once you have created a variable using a prompt, you can insert the variable name again in the same Smart Key.
Cursor	Inserts commands that affect the position of the cursor.
Comment	Inserts a comment into the Smart Key, for informational purposes only.
Special	Inserts special keys on the keyboard. <b>Example:</b> PF1.
Advanced	Inserts advanced commands. <b>Example:</b> CLEAR or TODAY.
Smart Key	Inserts another Smart Key to be run within this Smart Key.

# Working with Smart Keys

## How to Create a Smart Key

- 1 Click on  from the Smart Key editor toolbar.
- 2 In the Smart Key Name field, enter the name of your Smart Key. **Example:** XMP\_ERA.
- 3 Select whether this Smart Key is for use by your entire office, or is one of your personal Smart Keys.

---

*Note: To create an office Smart Key, you must be signed in with a supervisor (SU) sign.*

---

- 4 Enter a description of what the Smart Key does. **Example:** EOT with automatic RF and AP.
- 5 To create a keyboard shortcut, either enter the character (number or letter) in the Shortcut Key field (**Example:** E), or select a character from the keyboard.
- 6 To create a toolbar button for your Smart Key, enter a label (up to four characters).
- 7 Enter the position in which you want the button to be displayed.
- 8 In the Text window, type the formats and programming information to send when the Smart Key is run, or click on the Definition buttons to automatically include the formats.
- 9 Click on Save.

## How to Copy a Smart Key

- 1 From the Smart Key list, select an existing Smart Key that you want to use as a base for a new one.
- 2 Click on .
- 3 In the Smart Key Name field, enter the name of your new Smart Key.
- 4 Modify the options as required.
- 5 Click on Save.

## How to Modify a Smart Key

- 1 From the Smart Key list, double-click on the Smart Key that you want to modify.
- 2 Modify the options as required.
- 3 Click on Save.

## How to Delete a Smart Key

- 1 Click in the select column to the left of the name in the Smart Key list. A check mark appears to the left of each item selected. You can also deselect a Smart Key by clicking on it again.
- 2 Click on .

---

*Note: Nobody in the office can delete a Public Smart Key, whereas an Office Smart Key can be deleted by anyone whose duty sign code is **SU**. At user level, you can only delete a Smart Key that you have created.*

---

- 3 At the prompt, click on Yes to confirm the deletion.

## How to Run a Smart Key

There are three different ways of running a Smart Key:

### From the Editor

Double-click on the Smart Key that you want to run from the list, then click on .

### From the Keyboard

If you assigned the Smart Key to a keyboard shortcut, press the Shift and Alt keys for Office Smart Keys, or the Ctrl and Alt keys for My Smart Keys, plus the character assigned to the Smart Key. **Example:** Ctrl +Alt +E.

### From the Toolbar

If you added the Smart Key to the toolbar, click on the button representing the Smart Key.

## How to Print a Smart Key

You can print a Smart Key listing that shows the Smart Key name, its description and security level, the keyboard shortcut assigned to it, the date when it was last modified or used, and its definition.

- 1 Click in the select column to the left of the name in the Smart Key list. A check mark appears to the left of each item selected. You can also deselect a Smart Key by clicking on it again.
- 2 Click on .
- 3 Check the printer's settings, then click on OK.

# Smart Key Examples

## Completing a PNR

```

AP AGENCY: SKI- NICE;
AP BOOKED BY CECILE 32 3 1234 567;
RM*1234567;
RF CECILE;
RIR*** S.K.I. WISHES YOU A NICE TRIP!!!!***;
RIR ASSISTANCE HOT LINE: 32 1234 999;
RIR FIND UP TO DATE INFORMATION ON WWW.SKI.COM;
<SEND>

```

## Sending Information Through Amadeus E-mail

```

APE-<?Enter Customer's E-mail@Email>;
RF Bob - +33 496122223 Smart Keys Inc. Sophia Antipolis;
ER<SEND>
IEP-EML<SEND>

```

## Adding a Queue and Renaming It

This example shows you how to create variables and reuse them within the same Smart Key.

```

QA<?Enter Queue Number@Queue_No>
C<?Enter Queue Category@Queue_Category><SEND>
QAC<@Queue_No>C<@Queue_Category>
-@Queue_Category><SEND>
QAQ<@Queue_No><?Enter Queue Name><SEND>
QTQ<SEND>

```

## Processing an Automatic Refund

This example shows you how to use prompts for complex entries.

```

TRF<?Enter airline code>-<?Enter ticket number><SEND>
TRFU/CP<?Enter amount and add A or enter percentage>
<SEND>
TRFP<SEND>

```

# Understanding the Smart Key Language

## Basic Smart Keys Rules

All the Amadeus system commands can be used to build the Smart Key language.

The system accepts both upper case and lower case.

Element	Rule
Smart Key name or Variable name	A Smart Key name or a variable name should only contain the following character set [A-Z] or [a-z] or [0-9] or underscore. Any other character is not accepted as part of a Smart Key name. <b>Note:</b> The name must contain between 1 and 32 characters.
Prompt text	Prompt text must not contain special characters such as: <> \ [ ] @ % unless they are prefixed by a back slash (\) which converts them into a literal.
Special characters	The following characters are special characters, and as such they are reserved: <> \ [ ] @ %. If you want to use one of these characters in a user prompt or in a free-flow text, add a back slash (\) before the character. <b>Example:</b> \>.

## The Smart Key Syntax

Syntax	Explanation
<SEND>	<p>Sends the data preceding the &lt;SEND&gt; tag to the host. The data sent is either:</p> <ul style="list-style-type: none"> <li>▶ Between the previous &lt;SEND&gt; and the &lt;SEND&gt; tag</li> <li>▶ Between the previous tag that generates a transmit or a clear command (<b>Example:</b> &lt;CLEAR&gt;, &lt;PAx&gt;, &lt;PFx&gt;, &lt;Attention&gt;) and the &lt;SEND&gt; tag</li> <li>▶ Between the beginning of the Smart Key and the &lt;SEND&gt; tag</li> </ul> <p><b>Example:</b></p> <hr/> <pre>FP CASH&lt;SEND&gt;</pre> <hr/> <pre>TK OK&lt;SEND&gt;</pre> <hr/>
<?prompt>	<p>Allows data input from the user. The user prompt may display some text (in read-only mode) to guide the user through the data input process. Each user prompt is displayed in a separate input area.</p> <p><b>Example:</b></p> <hr/> <pre>AN&lt;?Enter a date&gt;MIASEA</pre> <hr/> <p>If you don't want to write customized user prompts, you should at least use the following default text: "Enter data". <b>Note:</b> Entering data in a user prompt is mandatory unless prompt bypass is applied.</p> <p><b>Example:</b></p> <hr/> <pre>AN&lt;?&gt;MIALON</pre> <hr/>
<?prompt &@variable name>	<p>Allows a variable name to be associated to the data input. A variable name is mandatory when "@" is used in the Smart Key syntax. If the variable name is missing, the system returns an error message when you want to save the Smart Key. If the variable name exists already, only the last input is stored in the variable. The variable name can only be placed after the prompt text.</p> <p><b>Example:</b></p> <hr/> <pre>AN&lt;?enter a city@city&gt; creates a variable called "city".</pre> <hr/> <pre>AN&lt;?enter a city@&gt; is incorrect. It generates an error message: "Variable name missing".</pre> <hr/>

Syntax	Explanation
<p>[text&lt;?prompt&gt;] or [&lt;?prompt&gt;text] or [text&lt;?prompt&gt;text]</p>	<p>Allows either an optional entry or command to be created, or an entry with one or several optional fields.</p> <p><b>Note:</b> Entering data in an optional bypass is not mandatory. If no data is entered, the entire text is bypassed.</p> <p>An optional bypass must contain only one user prompt. The text in an optional bypass can be placed before or after, or before and after the user prompt. (An optional bypass does not have to contain text.) Text can be free-flow text, or any tags (<b>Example:</b> &lt;SEND&gt; or &lt;TODAY&gt;). However, you can't insert the prompt tag, the imbedded Smart Key tag or the comment tag.</p> <p>Adding a variable name in a optional bypass prompt will apply the same behavior as a regular prompt.</p> <p><b>Example 1:</b></p> <hr/> <p>[RM First remark &lt;?Enter additional info in remark&gt;] generates a remark if the user enters some additional info.</p> <hr/> <p><b>Example 2:</b></p> <hr/> <p>ANMIASEA[/A&lt;?Enter an airline code&gt;] generates ANMIASEA/Axx if an airline is entered. It generates ANMIASEA if there is no input.</p> <hr/> <p><b>Example 3:</b></p> <hr/> <p>[RM First remark &lt;?Enter car rules&gt;&lt;TODAY&gt;] generates RM First remark ONE WAY ALLOWED 31DEC if a car rule is entered (today's date being 31DEC).</p> <hr/> <p><b>Example 4:</b></p> <hr/> <p>AN[&lt;?&gt;]MIALON could be used when the date is optional.</p> <hr/>

Syntax	Explanation
<@variable name>	<p>Uses a variable defined in a previous user prompt. The variable contains the data entered in the prompt. When variable names are similar, the variable will contain the last input data. When no variable is specified, the input associated to the last variable is used.</p> <p><b>Example 1:</b></p> <hr/> <p>AN&lt;?Enter a date @depdate&gt;BRUSYD creates a variable called @depdate  CASEA&lt;@depdate&gt;-2/ARR-9A-6P uses the variable called @depdate.</p> <hr/> <p><b>Example 2:</b></p> <hr/> <p>AN12JULBRU&lt;?Enter arrival city @arrcity&gt; creates a variable called @ARRCITY  CA&lt;@&gt;/ARR-10A-10A uses the input from variable @arrcity</p> <hr/> <p>The Smart Key syntax is checked when you want to save it. The system checks if the variable names exist, and displays a warning message if not. If you don't change the variable name, the system won't return any value when you run the Smart Key.</p>
<%Smart Key name,office>	<p>Embeds a Smart Key into another Smart Key, and executes the embedded Smart Key from the current Smart Key. If you embed a Public Smart Key, the owner office ID is automatically appended if you use the Smart Key Definition button. Otherwise, you have to enter the office ID in addition to the embedded Smart Key name.</p>
<*comment*>	<p>Adds comments into the Smart Key. These comments do not generate any command when the Smart Key is run.</p> <p><b>Example:</b></p> <hr/> <p>&lt;*This section concerns the creation of a PNR for a group*&gt;</p> <hr/>
<PAx> <ATTENTION> <PFx>	<p>Inserts a special key into the Smart Key, and executes it. Special keys are:</p> <ul style="list-style-type: none"> <li>- Program Attention key, where x comprises between 1 and 3.</li> <li>- Attention key</li> <li>- Program Function key PFx where x comprises between 1 and 24.</li> </ul> <p><b>Note:</b> The Program Function keys are only available under 3270 emulation mode.</p>

## Cursor Handling

Syntax	Explanation
<BOL>	Moves to the beginning of the line where the cursor is inserted.
<BOS>	Moves to the beginning of the screen response where the cursor is inserted.
<EOL>	Moves to the end of the line where the cursor is inserted.
<EOS>	Moves to the end of the screen response where the cursor is inserted.
<NEXT FIELD>	<p>Tabs to the next editable field (Emulation mode).</p> <p>Moves to the next line (= field) without insert (History mode).</p>
<PREVIOUS FIELD>	<p>Tabs to the previous editable field (Emulation mode).</p> <p>Moves to the beginning of the previous line (= field) without insert (History mode).</p>
<COLUMN,n> <LINE,n>	<p>&lt;COLUMN,n&gt; moves the cursor to the "n" position of the line.</p> <p>&lt;LINE,n&gt; moves the cursor to the "n" line of the last output from the last transaction in the Amadeus system, wherever the response fits on the screen.</p> <p><b>Note:</b> The system displays an error message when the number is not valid according to the current screen size. The user can either stop the Smart Key or proceed with its execution.</p>
<LEFT ARROW>	Moves the cursor one character to the left
<RIGHT ARROW>	Moves the cursor one character to the right.
<UP ARROW>	Moves the cursor one character up.
<DOWN ARROW>	Moves the cursor one character down.

## Advanced Functions

Syntax	Explanation
<NEWLINE>	Moves to the first non-protected field of the next line that contains a non-protected field. It skips the lines in which there is no non-protected field. <b>Note:</b> This never inserts a new line except when the cursor is after any prompt inside the history on the Command Page (request area).
<CLEAR>	Clears the current screen.
<SWITCH WINDOW>	Switches from one window to another split window.
<DELETE>	Deletes the character to the right of the cursor insertion point.
<BACKSPACE>	Deletes the character to the left of the cursor insertion point.
<CLEAR TO EOL>	Clears to the end of the line.
<TODAY>	Gets the current system date using the standard Amadeus format DDMMM (today is 8th February 2005).  <b>Example:</b> AN<TODAY>NCEPAR creates AN08FEBNCEPAR.
<WAIT FOR "response string", timeout>	Allows the Smart Key execution to be suspended until the "response string" string is received in response to a previous command. The default timeout is set to 10 seconds, but this time is configurable in the "timeout" parameter. When the timeout is reached, a warning message is displayed with the possibility to stop the Smart Key or proceed with its execution.  <b>Example:</b> <WAIT FOR "ALPHA 3 - MODE 3270",15> Error message: Searched criteria not found in due time: Verify the search criteria and/or the timeout value.

Syntax	Explanation
<p>&lt;GET,ln,col,len&gt;</p>	<p>Copies data from a specific position into the clipboard, either to be reused in the Smart Key or in another application. The data is copied from the last output from the last transaction to the Amadeus system wherever the response fits on the screen.</p> <p>The data is copied from a line number (ln), a column number (col), or a length (len). The maximum length is the one of the buffer from the given position of the line/col.</p> <p><b>Note:</b> An error message is displayed when the column or line numbers or length are not valid according to the current screen size. You can either stop the Smart Key or proceed with its execution.</p> <p><b>Example:</b></p> <hr/> <p>&lt;GET,3,10,15&gt;</p> <hr/> <p>Error message: INVALID COLUMN NUMBER #</p> <hr/> <p>or INVALID LINE NUMBER #</p> <hr/> <p>or INVALID LENGTH "length value"</p> <hr/>
<p>&lt;SET&gt;</p>	<p>Pastes the last copied data from the clipboard into the Smart Key.</p> <p><b>Example:</b></p> <hr/> <p>FPCC&lt;SET&gt;&lt;SEND&gt;</p> <hr/>

Syntax	Explanation
<CHOOSE>	<p>Creates a multiple choice statement. The user will select an option from the ones that you propose. When the user enters the option's keyword, the system launches the action that you defined. Keywords can contain 1 to 32 characters. The action can include conditional statements, embedded smart keys, comments, the send or any other command. If the user enters an incorrect keyword, the CHOOSE statement will restart and display the window text.</p> <p>To create the CHOOSE statement in guided mode, click on the Advanced button from the Smart Key editor. The Choose window appears.</p> <p><b>Syntax:</b>  &lt;CHOOSE &lt;window text for choose statement&gt;  keyword1 &lt;action if user enters keyword1&gt;  keyword2 &lt;action if user enters keyword2&gt;  keyword3 &lt;action if user enters keyword3&gt; &gt;</p> <p><b>Example:</b></p> <hr/> <CHOOSE<Select an option: <hr/> Air: description for keyword 'Air' <hr/> Car: description for keyword 'Car'> <hr/> Air <AN<enter date><enter city pair><send>> <hr/> Car <CA<enter city><enter dat><enter number of days><send>>>

Syntax	Explanation
<REPEAT UNTIL>	<p>Creates a statement that repeats an action until the user enters the keyword that has been designed to stop the loop process. The loop also contains a multiple choice statement from which a user will enter a keyword to perform an action (like a CHOOSE statement).</p> <p>Keywords (whether to stop the REPEAT statement or to perform an action) can contain 1 to 32 characters.</p> <p>Each action can include conditional statements, embedded smart keys, comments, the send or any other command.</p> <p>If the user enters an incorrect keyword, the REPEAT statement will loop and display the window text.</p> <p><b>Syntax:</b>            &lt;REPEAT UNTIL &lt;keyword to end loop&gt;            &lt;window text to repeat&gt;            keyword1 &lt;action if user enters keyword1&gt;            keyword2 &lt;action if user enters keyword2&gt;            keyword3 &lt;action if user enters keyword3&gt; &gt;</p> <p><b>Example:</b></p> <hr/> <REPEAT UNTIL<e> <hr/> <Enter AIR for air availability <hr/> or CAR for car availability <hr/> or HTL for hotel availability <hr/> or E to exit> <hr/> AIR <<%T_AIR>> <hr/> CAR <<%T_ACAR>> <hr/> HTL <<%T_HOTEL>> > <hr/>

Syntax	Explanation
<pre>&lt;IF...THEN... ELSE...&gt;</pre>	<p>Creates a true-or-false conditional statement so that different actions are performed when the condition is true and when it is false. If the condition is true, the action after THEN is performed. If the condition is false, the action after ELSE is performed. The ELSE statement is optional.</p> <p>The condition is a comparison between two elements using an operator, for example 22mar=@vardate.</p> <p>Operators can be: equal to (=), less than (&lt;), less than or equal to (&lt;=), greater than (&gt;), and greater than or equal to (&gt;=).</p> <p>You can use three types of elements in the condition statement: keywords (1-32 characters with no spaces and no special characters), variables (for example @date), and free-flow enclosed by double-quotes (for example "try again").</p> <p>The THEN and ELSE actions can contain any valid action or actions, including CHOOSE, REPEAT UNTIL SEND, comments and user-defined variables.</p> <p><b>Syntax:</b>  <pre>&lt;IF &lt;condition&gt; THEN &lt;action or actions if true&gt; ELSE &lt;action or actions if false&gt; &gt;</pre></p> <p><b>Example:</b></p> <pre>&lt;IF&lt;@airline=AF&gt; THEN &lt;FM10&lt;send&gt;&gt; ELSE&lt;FM0&lt;send&gt;&gt;&gt;</pre>

# Automatic Migration of Host Keys to Smart Keys

This section is only applicable to Amadeus Pro Tempo users:

- ▶ Who are about to migrate to either Amadeus Vista or Amadeus Pro Web.
- ▶ Who want to be able to reuse their Agency and User Host Keys in the new working environment, without having to recreate them.
- ▶ Who are responsible for the migration process. The migration can be performed either by an individual agent, or more likely by an office administrator. In fact, the same person can migrate all Agency and all User Host Keys.

The Host Keys to Smart Keys migration tool is accessible through a Web site. Please contact your NMC first for access details.

## Phase 1: Saving Your Host Keys

### Prerequisites

- ▶ You must save the Host Keys before uninstalling Pro Tempo, or before users' PCs are upgraded.
- ▶ You should delete any unused Agency and User Host Keys before the migration.
- ▶ The Agency Host Keys must be saved only once per office. The backup procedure for Agency Host Keys can be performed from any PC.
- ▶ Each user's Host Keys must be saved only once, either for each machine, or for each user ID. The backup procedure must be performed from every PC in the office where User Host Keys files are stored.
- ▶ The storage of all Host Keys should preferably be made on a network drive, a diskette, or any external device. If you plan to migrate all users in the same agency or group, it is also important to save all the Host Keys on the same directory, at agency and user level.

---

*Note: If an upgrade of the users' machines is planned, don't save the Host Keys on the C: drive. You will lose all data.*

---

## Procedure

- 1 Connect to the URL that your NMC provided.
- 2 From the Welcome Page, read the notes related to Phase 1, then click on Save Tempo Host Keys.
- 3 Enter the name of the directory where you want to save the Host Keys, then click on Next. Alternatively, click on Browse to find the directory's path. **Example:** H:\HKBackup.
- 4 Enter your office ID, then click on Next. **Example:** NCE3A0950.

---

*Note: If some Host Keys have already been saved on the same directory, the system assumes that your office ID remains the same, so you don't have to enter it again.*

---

- 5 Click on Backup Host Key Files, then confirm the operation by clicking on Launch Backup from the pop-up window that appears.

---

*Note 1: If the backup directory that you entered does not exist, the system prompts you to create it before launching the backup process.*

---

---

*Note 2: If the system detects that you want to save User Host Keys that already exist on the directory, you need to confirm whether you really want to overwrite the existing backup file.*

---

- 6 Once the Host Keys have been successfully saved, the system displays an information message, and redisplay the Welcome Page. If you want to check how the migration process went, click on  to open the migration log report.

---

*Note: Here is a list of possible problems during Phase 1:*

1. While creating the backup directory.  
*The diskette may be full or damaged, or your access rights to this directory are restricted.*
  2. While copying Host Keys files.  
*The destination drive may have a problem.*
-

## Phase 2: Migrating to the Smart Keys Environment

### Prerequisites

- ▶ Vista or Pro Web must be installed on the machine driving the migration process, and the application must have been launched at least once.
- ▶ The Office ID linked to the Vista or Pro Web certificate installed on your machine should be the same as the office ID that was saved in the log file during Phase 1.
- ▶ You can perform the migration to the Smart Keys environment for the Agency and all User Host Keys from one single PC.

### Procedure

- 1 Connect to the URL that your NMC provided.
- 2 From the Welcome Page, read the notes related to Phase 2, then click on Migrate to Smart Keys.
- 3 Enter the name of the backup directory where you saved the Host Keys, then click on Next. Alternatively, click on Browse to find the directory's path. **Example:** H:\HKBackup.

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*Note: If you performed Phase 1 from the same machine, this field should already be filled in.*

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- 4 Check the office ID, then click on Confirm from the pop-up window that appears.

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*Note: The system automatically checks the office ID saved in the log file for Phase 1, and the office ID linked to the Vista or Pro Web certificate installed on your machine. Different situations can then occur:*

- 1. If both office IDs match, this field is already filled in. Click on Confirm to go to the next step.*
- 2. If the Vista or Pro Web certificate is linked to an office ID different to the one saved in the log file, the migration process is stopped. You must contact your Help Desk.*
- 3. If the system cannot read the office ID saved in the log file, and if there is only one office ID linked to your Vista or Pro Web certificate, you will be prompted to confirm that you want to proceed with the existing office ID.*

*4. If the system cannot read the office ID saved in the log file, and if there are several Vista or Pro Web certificates linked to different office IDs, you must select one from the drop-down list, click on Next, then confirm again that you want to proceed with this one.*

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- 5** Select the check boxes corresponding to the Host Keys that you want to migrate. By default, all the User Host Keys are selected.

*Note: The system shows you the office ID for Agency Host Keys, the user name for User Host Keys, and the number of Host Keys to migrate. When there are no Host Keys to migrate, the fields are grayed out.*

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You must enter the sign-in code for each user you want to migrate to the Smart Keys environment. **Example:** 0001AA.

*Note: The Agency Smart Keys become Office Smart Keys. The User Host Keys become User My Smart Keys.*

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- 6** Click on Start Migration, then validate your choice by clicking on Migrate again. A pop-up windows appears once the migration has been successfully performed. You can then start to migrate the remaining Host Keys if there are any.

*Note: If some Host Keys have already been migrated, the system doesn't overwrite them, but only migrates Host Keys that have not been migrated yet. A warning message in the migration log file for Phase 2 is displayed next to the Host Key file to advise that the Smart Key already exists.*

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## Expert Mode

If you are responsible for the migration of a group of agencies, your NMC may allow you to proceed with Phase 2 in Expert mode. In this case, you connect to a different URL to the standard one. Expert mode allows you to bypass any error message related to office and certificate IDs restrictions that you may receive from the system. For example, if the office ID saved in the log file for Phase 1 does not match any of the office IDs linked to the Vista or Pro Web certificates, you will still be able to migrate your Host Keys to a different office.

## Migration Log File

You can display the migration log file by clicking on  at the top right corner of your screen. The log file is automatically created by the system to record all operations performed during the migration. It is used by support teams only.

### Example:

```
I NCE1A0950 : Copy of the Host Key files beginning
I Copy of a:\backup\!Agency\HOSTKEY\HOSTKEY.1AB ...done
I Copy of a:\backup\Admin\HOSTKEY\HOSTKEY.1AB ...done
E E2008 NCE1A0950 : Copy of the Host Key files abandoned. A problem
occurred while creating backup directories in a:\backup. The floppy disk may not
be inserted in its drive or may be full, write-protected or damaged.
```

There is one log file for Phase 1 (logPhase1.txt), and one log file for Phase 2 (logPhase2.txt), both saved in the backup directory. Log files are used by your Help Desk, in order to troubleshoot any event that could have caused the migration failure.

## Log Database

Different log records are saved into a log database during Phase 1 and Phase 2 of the migration. They are used for information only to enable administrators to run statistics about the migration process. The table that tracks any log data is called KHK2SMK. Here are the components of this table:

- HK2SMK\_OFFICEID contains the office ID
- HK2SMK\_USERID contains the Tempo user ID.
- HK2SMK\_NBPHASE1 the number of times the phase 1 was done
- HK2SMK\_NBPHASE2 the number of times the phase 2 was done
- HK2SMK\_SIGNCODE the Vista or Pro Web Sign Code
- HK2SMK\_VENDORCODE the vendor associated to the office ID\*

\* Not yet available at document publication date.

HK2SMK\_OFFICEID and HK2SMK\_USERID are the primary key.  
HK2SMK\_SIGNCODE and HK2SMK\_VENDORCODE can be null and are initialized in Phase 2.

When the information is about an Agency's Host Keys, the HK2SMK\_USERID will be the same as HK2SMK\_OFFICEID and the Sign Code will be "". If the system encounters problems writing into the database, this is reported in 'logPhase1.txt' or in 'logPhase2.txt'.

Notes:





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