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| http://diagnostic.amadeus.com/travelagencies/images/icons/icon_0a.png **Machine environment**Click to collapse this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_0a.png **Client browser**Click to collapse this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png Version: 7.0. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Additional information: 9.10.9200.17609. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Language: it-IT. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png No popup blocker detected. Help on this section http://diagnostic.amadeus.com/travelagencies/images/icons/icon_0a.png **Internet Explorer Settings**Click to collapse this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Internet sites: IE Security Settings: Download of files (Enabled). http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Internet sites: IE Security Settings: Download of signed ActiveX (Prompt). http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Internet sites: IE Security Settings: Run ActiveX Control and Plug-ins (Enabled). http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Internet sites: IE Security Settings: Script ActiveX Control market safe for scripting (Enabled). http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Internet sites: IE Security Settings: Access Data sources across domain (Disabled). http://diagnostic.amadeus.com/travelagencies/images/icons/icon_0a.png **IE Advance Settings : Check for publisher certificate revocation (Checked).**http://diagnostic.amadeus.com/travelagencies/images/icons/icon_0a.png **IE Advance Settings : Check for Server certificate revocation (Checked).**http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Trusted sites: IE Security Settings: Download of files (Enabled). http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Trusted sites: IE Security Settings: Download of signed ActiveX (Prompt). http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Trusted sites: IE Security Settings: Run ActiveX Control and Plug-ins (Enabled). http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Trusted sites: IE Security Settings: Script ActiveX Control market safe for scripting (Enabled). http://diagnostic.amadeus.com/travelagencies/images/icons/icon_0a.png **Trusted sites: IE Security Settings: Access Data sources across domain (Disabled).**http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Trusted sites: IE Security Settings: Require Server verification (https) for all sites of this zone (Not checked). http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Internet Explorer 7 Settings Click to expand this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Scriptlets Settings Click to expand this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Scriptlets component enabled. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Scriptlets in Local Machine zone enabled. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Scriptlets in Trusted Sites zone enabled. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Is IE7 automatic download activated? Not Available (Not blocked) http://diagnostic.amadeus.com/travelagencies/images/icons/toola.png http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png Trusted sites settings Click to collapse this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Trusted sites:  Click to expand this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png http://amadeus.com http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png http://diagnostic.amadeus.com http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png http://diagnostic.1a.amadeus.net http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png http://\*.amadeuscruise.com http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png http://\*.amadeusferry.com http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png http://\*.amadeusproweb.com http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png http://amadeusvista.com http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png http://\*.amadeusvista.com http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png http://\*.extranet.it.amadeusvista.com http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png http://certificates.amadeusvista.com http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png https://russotravel.sharepoint.com http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png https://russotravel-admin.sharepoint.com http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png https://russotravel-my.sharepoint.com http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png Diagnostic site MAY NOT BE in your trusted sites list; but this result could be wrong because the access data sources across domain is disabled Help on this section http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png http://amadeuscruise.com is not in trusted sites list. Help on this section http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png http://amadeusproweb.com is not in trusted sites list. Help on this section http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png http://amadeusferry.com is not in trusted sites list. Help on this section http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png https://amadeusvista.com is not in trusted sites list. Help on this section http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png \*.amadeus.com is not in trusted sites list. Help on this section http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png \*.amadeus.net is not in trusted sites list. Help on this section http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png Security options Click to collapse this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png SSL Mode: Not detected. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png An error occured during this test (error description:Autorizzazione negata) http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Operating system properties Click to expand this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Version: Windows NT4.0. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Additional information: . http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Language: it-IT. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Free Disk Space: 154. GB on drive C. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Physical memory: 4000 MB. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Free TLS: 996. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Citrix information not found because ActiveX AutoUpdate.AutoUpdateSrv not available.*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png An error occured during this test (error description:Il server di automazione non può creare l'oggetto) Help on this section http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png An error occured during this test (error description:Il server di automazione non può creare l'oggetto) Help on this section http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png JavaScript versions supported: 1.1, 1.2, 1.3. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png VBScript.DLL Version: 5.8.17609. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png MDAC-ADO installed (version 6.1). http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png XML properties. Click to collapse this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png MsXML: installed (versions V1.0 V2.0 V3.0 V4.0 ). http://diagnostic.amadeus.com/travelagencies/images/icons/icon_2a.png GZip-XML: test file not zipped by server (Content-Encoding=). http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png No proxy used. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png HTTP 1.1 used. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Port(s)*Click to collapse this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Port test not run.*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Port test not run.*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Online: true - The system is in global online mode. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Bandwidth test: you can download at [please select bandwidth test size]. Help on this section          Modify bandwidth test size: http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png File System: NTFS. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png CPU: x86 - x86 Compatible processor (Intel, Cyrix, AMD, etc...).. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Security policy: Property not supported or blank!. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png System date: Sat Apr 2 10:30:39 UTC+0200 2016. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png System GMT date: Sat, 2 Apr 2016 08:30:39 UTC. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Connection type: lan - You are connected via a network. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png LAN Configuration Click to expand this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Host Name: RT-Viaggi4. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png IP Address: 10.141.17.71. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png undefined. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png undefined. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_0a.png **DirectX**Click to collapse this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_0a.png **DirectX not installed.**http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Version not displayed because DirectX is not installed or SGDia DLL not available*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png User information Click to expand this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Login: marica.rega http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Belongs to: NoneEveryoneAccount locale e membro del gruppo AdministratorsSophosAdministratorSophosUserAdministratorsUsersINTERACTIVEACCESSO CONSOLEAuthenticated UsersQuesta organizzazioneAccount localeLOCALEAutenticazione NTLMLivello obbligatorio alto http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Security Gateway*Click to collapse this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *HWID*Click to collapse this section Click to refresh this section http://diagnostic.amadeus.com/travelagencies/images/icons/toola.png  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *HWID information not found because ActiveX AutoUpdate.AutoUpdateSrv not available.*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png HWID is not virtual. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *HWID1 value not available.*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png HWID2 value: wgCh/PbDsm4DXAZC. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *HWID Data from Web Config*Click to collapse this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *No security configuration test because HWID1 value not available or problem on the webconfig server (SGDia also needed for this test).*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *WebConfig HWID2 value not available because HWID1 value not available or problem on the webconfig server.*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *WebConfig HWID status not available because HWID1 value not available or problem on the webconfig server.*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Security Gateway Mode Click to expand this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Machine mode: Normal. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png User mode: Normal. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Security Gateway Traces Click to expand this section Click to refresh this section http://diagnostic.amadeus.com/travelagencies/images/icons/toola.png  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Machine trace: inactive. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png User trace: active. http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Security Gateway Registry Keys Click to expand this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Pending Registry Keys Click to expand this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Registration Keys Click to expand this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Current User http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Migration: Your PC is not considered as migrated http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *CACLS Status concerns W2K or XP clients only or Pb with SGDia DLL or AU version<2.4*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Shared Memory Click to expand this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Shared Memory V1 Data: NO SHARED MEMORY V1 DATA TO SHOW http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Shared Memory V2 Data: NO SHARED MEMORY V2 DATA TO SHOW http://diagnostic.amadeus.com/travelagencies/images/icons/icon_0a.png **Automatic Update**Click to collapse this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_0a.png **ATL: not installed.**http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Version: test not run because ActiveX AutoUpdate.AutoUpdateSrv not available.*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Automatic Update test not run because ActiveX AutoUpdate.AutoUpdateSrv not available.*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Automatic Update state test not run because ActiveX AutoUpdate.AutoUpdateSrv not available or Automatic Update not running.*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Test not run because Automatic Update version is not correct.*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Web Configurator Server: Test not run because ActiveX AutoUpdate.AutoUpdateSrv not available.*http://diagnostic.amadeus.com/travelagencies/images/icons/toola.png http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Web Configurator: was not run(Required ActiveX Component is not available).*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *CID used for deployement is not available because ActiveX AutoUpdate.AutoUpdateSrv not available or Automatic Update not running.*http://diagnostic.amadeus.com/travelagencies/images/icons/toola.png http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *CID used for test is not available because ActiveX AutoUpdate.AutoUpdateSrv not available or Automatic Update not running.*http://diagnostic.amadeus.com/travelagencies/images/icons/toola.png http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Automatic Update Merge status is not available because ActiveX AutoUpdate.AutoUpdateSrv not available or Automatic Update not running.*http://diagnostic.amadeus.com/travelagencies/images/icons/toola.png http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *CID(s)*Click to collapse this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Physical Certificate(s) not available because HWID1 is not available or pb with XML or pb with server*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_3a.png Certificate(s) From HWID1 in WebConfig http://diagnostic.amadeus.com/travelagencies/images/icons/icon_99a.png Other Certificate(s) http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Products*Click to collapse this section Click to refresh this section  http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Deployed products*http://diagnostic.amadeus.com/travelagencies/images/icons/icon_1a.png *Installed products***Please wait while loading...** |
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| **Expand all** | **Collapse all** | **Refresh diagnostic  Click to refresh all results** | **Send diagnostic  Click to send all results** |

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