Help at hand when link is down

1. Error Message - XX ETKT LINK DOWN - RETRY IN 2 MINS

Explanation

You may receive this error message when attempting to issue an Electronic Ticket (**E-TKT**) and the airline's link is down

What to do now?

1. Verify if the link is down by trying to display an already issued E-TKT on the same airline using the **TWD** entry.

Example: TWD/TKTxxx-1234567890 (where xxx is the airline's number)

2. If you receive the same error response, the airline's E-TKT link is down. Please contact your Amadeus Help Desk.
3. If you are able to display the existing E-TKT, there may be a problem with the PNR you are trying to ticket. Please contact your Amadeus Help Desk and advise them of all the steps you have taken to troubleshoot.

2. Error Message - LINK IS DOWN

Explanation

You may receive this error message when working with PNRs, e.g. passenger list.

What to do now?

This error message may be received when the link between Airline and GDS server or airline Inventory is down.

1. Re-enter the request
2. If the problem persists, please contact your Airline Help Desk.

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3. Error Message - <u>CT RJT: xx TIME OUT - VERIFY ETKT STATUS</u>

Explanation
This error message may be received when attempting to issue or reissue an electronic ticket (input TTP or TTP/ET or TTP/EXCH)

During the system processing, a timeout may have happened due to various reasons that prevent the airline to timely respond to Amadeus or stop the message before reaching Amadeus. Time outs can be due to:

- Link down problems
- The PNR may contain incorrect information, such as an invalid credit card expiration date or invalid manual approval code
- The airline e-ticket server cannot process all the information in a timely manner.

What to do now?
When reissuing an e-ticket, try first to display the ticket to exchange. If the ticket cannot be retrieved, contact your Amadeus Help Desk with the record locator and the exact entry you typed. If you can display the e-ticket, go to step 2.

1. Check the following:
   - The form of payment, frequent flyer number, approval code and TST are correct.
   - There are no special characters, such as ! # $ % & ? < > , in the fare elements. Remove them if necessary.

If you are trying to issue tickets for several passengers in the same TTP transaction, the message transmitted to the airline may overload the airline e-ticket server and cause a timeout. Try to issue the tickets passenger by passenger using the passenger select format: TTP/P1, TTP/EXCH/P1.

2. If you are still unable to issue the ticket, please contact your Amadeus Help Desk. They need the record locator and the exact entry you used.

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4. Error Message - <u>COMMUNICATIONS NOT AVAILABLE - RETRY LATER</u>

Explanation

This error is received when using an Amadeus Direct Access entry and a link problem occurred on the network side.

What to do now?

Try the Direct Access entry again. If you receive the same error message, contact your Amadeus Help Desk providing them with the exact entry that produced the error response.

5. Error Message - <u>LINK DOWN. SOLD IN STANDARD ACCESS</u>

Explanation

You may receive this error message appended when trying to sell a flight segment.

When this response is appended to a flight segment, it means that the airlines do not have an Amadeus Direct Access link, therefore, the Amadeus system defaults to Standard Access. This problem is caused by a communications problem between Amadeus and the airline.

What to do now?

1. Please wait for some time and retry the sale
2. Problem still persists, please contact your Airline desk and verify booking
3. Contact Amadeus Help Desk.

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