HitchHiker
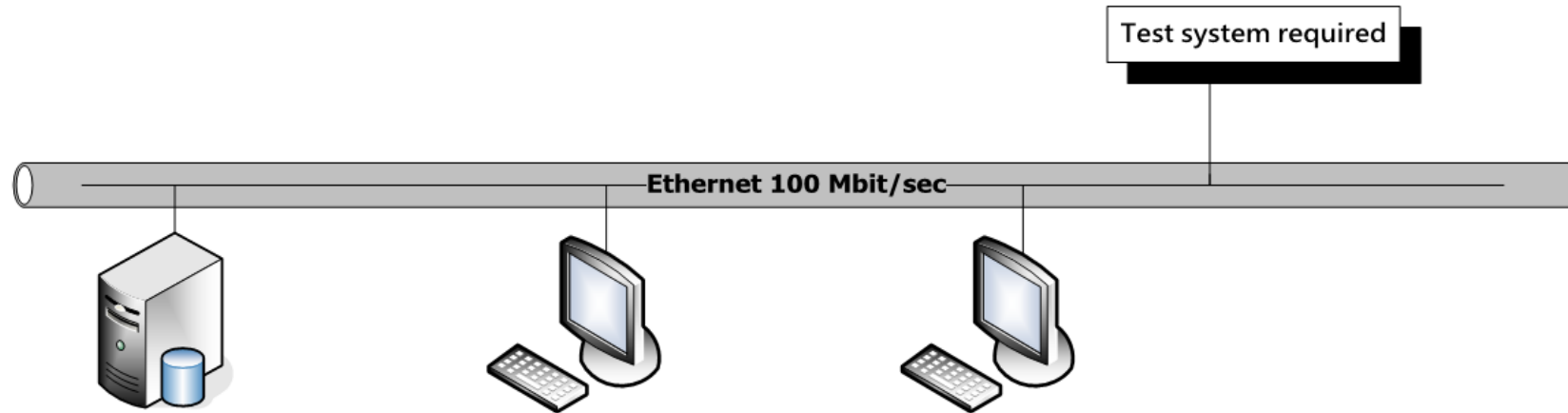# Systems Requirements

Version of 03rd April 2017

Requirements for HitchHiker Entry and Ticket Automation

Test system required

Ethernet 100 Mbit/sec

SQL Server

Required:
OS: Win2012 R2
CPU: Intel E5 series or higher
RAM: 32GB
HD: 500GB SSD
Microsoft .NET framework 4.6.2

SQL: MS SQL Server 2014 or higher, hh-permission: dbowner

A shared drive is required for DB- im-/export on the SQL-Server. HH requires full permissions into this share

Automator / Ticketing Workstation

- Link to HitchHiker Application Path

Required:
OS: Windows 10 Pro x64
CPU: Intel Core-i-Series
RAM: 8 GB
HD: 250 GB
Microsoft .NET framework 4.6.2

Need access to IP
212.19.51.184
Port 6500

File Server / Entry Workstation

- HitchHiker Entry
- HitchHiker Automation
- HitchHiker Ticketing

Required:
OS: Windows 10 Pro x64
CPU: Intel Core-i-Series
RAM: 8 GB
HD: 250 GB
Microsoft .NET framework 4.6.2

General requirements

The diagrams on the previous page serve as an overview on both: required hardware and software. Please note that you should notify us in advance, when the infrastructure and required GDS connection is expected to be delivered and installed, so that we can guarantee a quick and smooth implementation.
Please note the following general requirements for all above-mentioned servers and workstation, on which HitchHiker software is going to be installed:

- Administration rights on all machines upon which software from HitchHiker is going to be installed.

- The OS language requirement is: ENGLISH, US also the keyboard needs to be ENGLISH, US or GERMAN, DE.

- Whatever OS is in use or will be installed, the latest Service Packs and security patches must be installed as well. Subsequent updates need to be done by the customer.

- The standard regional and language options need to be set to ENGLISH, US and the short date format needs to be set to: DDMMYYYY, with the separator: »/«

- Supported browsers: latest version of Microsoft Edge, Microsoft Internet Explorer, Google Chrome or Mozilla Firefox. Data Encryption Standard TLS 1.2 needs to be supported.

- The actual decimal separators for the thousands and for the fractional numbers shall be different. However, they must be represented in the same way on each machine. Example: 10.000,00

- A network interface card is required on the file server.

- Web server and Webfare Engine needs to have a sufficient Internet connection (depends on the amount of LCC), with open ports for HTML and SSL.

- The Automator Workstation requires the ability to contact HitchHiker IP 212.19.51.184 Port 6500. A GDS Terminal Software shall be installed.

- If regularly files or file exports will be sent to the HitchHiker FTP server, an FTP-client has to be installed on the customer database server.

- Branch-/ or selective access is needed for exchanging of PNRs on each GDS for support issues.

- HitchHiker does not support the availability of the GDS connection. E.G. restart the VPN to a GDS, which is down.

- Specific Data needs to be excluded from any virus checking:
  - HitchHiker Entry   all XXX.dat and all XXX.idx files
  - HitchHiker Automator   the folder …\PNR_DATA

- Hitchhiker recommends an adequate back-up on a daily basis. Ask our IT support team for details.

Remote Access:

Most HitchHiker-Applications can be installed via remote access from our support department. The benefits of this type of installation: There are no travel and accommodation fees. With Remote Access, HitchHiker can provide regular technical support on the customer system, and perform HitchHiker software version upgrades as required.

Remote Support Requirements

Remote Access Application – Preferred: HitchHiker to all customer computers: Microsoft Terminal Server connection or TeamViewer.

Remote Access Network – Minimum: Directly over the Internet with a static accessible IP address and an adequate bandwidth (>512kb/s).

Remote Access Network – Alternative: VPN Tunnel (MS pptp) over the Internet with an accessible static IP address and an adequate bandwidth (>512kb/s).

GDS Connection

Automator:

GDS	API or product description which needs to be ordered	Lines/Connection via	Supported OS for GDS connection
AMADEUS	Amadeus Webservices	IP (Internet)	According to the GDS requirements
AMADEUS	Amadeus XML V2 API (Within a »CAU« only the "Traditional Interface **Cryptic**" is needed)	IP (Internet)	-
GALILEO	Galileo Desktop 1.01 or higher (Terminal view) with a **Robotic GTID**	PPTP or IPsec (VPN), leased line	According to the GDS requirements
SABRE	Sabre Web Services, customer will need the "Downline Agency Contract".	IP(Internet)	According to the GDS requirements
WORLDSPAN	Go 4.x UCI	IP (Internet)	According to the GDS requirements

GDS-XML Feed:

GDS	API or product description which needs to be ordered	Lines/Connection via	Supported OS for GDS connection
AMADEUS	XML V2 Nego 2 data base	IP (Internet)	According to the GDS requirements

Flight API:

GDS	API or product description which needs to be ordered	Lines/Connection via	Min. TA's	Supported OS for GDS connection
AMADEUS	Web Services (The »CAU« needs to be ordered)	IP		-
GALILEO	Web Services	IP	50	-
SABRE	Sabre Web Services, customer shall order "Downline Agency Contract" from Sabre.	IP(Internet)	50	-
WORLDSPAN	WORLDSPAN XML Pro	IP	50	-

Please contact HitchHiker for detailed GDS requirements.