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# TECHNOLOGY GUIDE FOR ATPCO CUSTOMERS



## WORKING WITH ATPCO'S SYSTEMS AND TECHNOLOGIES

Working with ATPCO's systems and technologies is easy. The information included here provides an overview of what is needed to connect to ATPCO's systems and is intended to make sure that you have a positive experience when working with ATPCO's industry solutions.

The first section of this guide is a description of ATPCO's FareManager suite of applications, their system requirements, and requirements for connectivity and optimal performance. The second section is a description of ATPCO's data exchange solutions, their system requirements, requirements for receiving data from and pushing data to ATPCO, and requirements for connectivity.

The ATPCO team stands ready to assist with any questions regarding connectivity and technology. To contact the ATPCO Customer Marketing Director for your region, see the information on the last page.

## OVERVIEW OF FAREMANAGER

Integrating ATPCO's ever-expanding portfolio of products and services, FareManager is one of the most comprehensive fare management tools in the industry. Not only is it the key to easy data maintenance, but it was also specifically designed to help users navigate through the complex tasks of monitoring, analyzing, and distributing pricing initiatives.

## CONSENT TO THE ATPCO PRIVACY POLICY

By using our site, systems, or services, you agree that ATPCO can collect, use, and disclose personal information provided to ATPCO in accordance with our Privacy Policy.

## APPLICATIONS

### Pricing

- Distribution
- Fares
- Footnotes
- Linked Alliance Fares
- Routings
- Rules
- Answer Tables

### Contract Solutions

- Express Contracts
- Simplified Rules

### Monitoring and Analysis

- Market View
- Total Price Comparison
- Service Fees Analysis
- Government Filing System (GFS)
- Total Price Beta
- Monitoring & Analysis
- FareMaster

### Merchandising

- Branded Fares
- Optional Services
- Baggage Calculator

### Taxes & Fees

- Taxes
- Carrier-Imposed Fees
- Itinerary & Ancillary Tax
- Passenger Facility Charges (PFC)
- Answer Tables

### Revenue Accounting

- Passenger Interline Pricing/Prorate System (PIPPS)
- Sales Data Exchange
- Sales Data Exchange Code Share Report

## REQUIREMENTS FOR CUSTOMERS TO PUSH DATA TO ATPCO'S SFTP SERVER

- URL ftpin.atpco.net allowed through firewall
- Authentication methods:
  - Valid ATPCO user ID and password or
  - Valid ATPCO user ID and RSA key
- SFTP client that supports altering IBM file attributes; otherwise, zipped files are recommended
- Use of ATPCO's proper file naming convention
- Notice to ATPCO if the file will be sent compressed and how it will be compressed.

## REQUIREMENTS FOR ATPCO TO PUSH DATA TO CUSTOMERS' SFTP SERVER

- URL ftpout.atpco.net allowed through firewall
- Customer SFTP Server IP address
- Authentication methods:
  - Provide ATPCO with a user ID and password or
  - Provide ATPCO with a user ID and ATPCO provides RSA key
- Any specific directory to place the file, if required
- Notice to ATPCO if the file should be compressed and how it should be compressed

## NETWORK TRANSFER OPTIONS FOR DATA EXCHANGE

Data can be transferred through the Internet.

## RECOMMENDATIONS FOR IMPROVED PERFORMANCE AND SECURITY DURING DATA EXCHANGE

- Compress file before transfer
- Compress file with password protection (optional)
- Compress file with encryption (optional)
- Use TLS/SSL or SFTP protocols for authentication encryption

## MORE INFORMATION

If you have questions or want to learn more about ATPCO technology services, please send e-mail to [customerservice@atpco.net](mailto:customerservice@atpco.net).

## REQUIREMENTS FOR FTP TLS/SSL

In line with ATPCO's IT security best practices, ATPCO does not support non-secure clear text inbound data transfer methods and protocols. All inbound file transfers will be through a data transmission protocol that has the ability to encrypt all authentication information.

ATPCO supports a security-enhanced version of FTP TLS/SSL that provides authentication and encryption facilities. ATPCO supports only the following inbound cipher suites:

- CIPHERSUITE SSL\_3DES\_SHA
- CIPHERSUITE SSL\_AES\_128\_SHA
- CIPHERSUITE SSL\_AES\_256\_SHA

## REQUIREMENTS FOR CUSTOMERS TO PUSH DATA TO ATPCO'S FTP TLS/SSL SERVER

- URL ftpin.atpco.net allowed through firewall
- Valid ATPCO FTP user ID and password
- Port 21 (command port) and ports 10000–10019 (data ports) allowed through customer firewall
- FTPS client that supports altering IBM file attributes; otherwise, zipped files are recommended
- FTPS client that supports Extended Passive Mode (EPSV) and Explicit FTP
- Use of ATPCO's proper file naming convention
- ATPCO's Public Certificate verification (request certificate from dnettsw@atpco.net)
- Implicit Port 990 is not supported
- Notice to ATPCO if the file will be sent compressed and how it will be compressed

## REQUIREMENTS FOR ATPCO TO PUSH DATA TO CUSTOMERS' FTP TLS/SSL SERVER

- Customer-provided user ID and password for ATPCO
- URL ftpout.atpco.net allowed through customer firewall
- Customer's FTPS Server IP address
- Specific directory to place the file, if customer requires
- Customer-provided public certificate and any other related certificates such as Issuer and Intermediate certificates (a well-known CA certificate is not required)
- FTPS Server must support Extended Passive Mode (EPSV) and Explicit FTP
- File can be zipped normally or with password protection or with encryption with password, if required
- Password is up to 50 alphanumeric characters (upper and lowercase are supported) and contains some random characters (ATPCO can generate one for you upon request)
- Implicit Port 990 is not supported
- Notice to ATPCO if the file should be compressed and how it should be compressed

## FAREMANAGER RECOMMENDED SYSTEM CONFIGURATION

FareManager is an Internet-enabled application which may be accessed from a PC that meets the following hardware and software configuration recommendations:

Platform	PC
Operating System	Microsoft® Windows 7, 8, 8.1, and 10 (64-bit)
Processor Speed	Multi-core Intel I5 processor or better (or equivalent AMD processor)
Browser	<p>Internet Explorer 11.0 running in 32-bit mode (Microsoft Edge or any other browser is not supported)</p> <p>The following must be enabled in your browser options:</p> <ul style="list-style-type: none"><li>• Download signed ActiveX controls</li><li>• Run ActiveX controls and plug-ins</li><li>• Allow per-session cookies (not stored)</li><li>• Submit non-encrypted form data</li><li>• Enable Active scripting</li><li>• Use HTTP 1.1</li><li>• Use HTTP 1.1 through proxy connections</li></ul> <p>Note that the Internet Explorer zoom setting should be set to 100% and text size should be set to medium, or ATPCO applications may not display properly.</p> <p>ATPCO recommends that the FareManager Home tab (labeled FM Home) is the only tab open in your IE browser when you are using FareManager applications. This will ensure that navigation to and from the FareManager Home page works correctly.</p> <p>The following settings are also necessary to avoid repeated security prompts from Internet Explorer:</p> <ul style="list-style-type: none"><li>• Enable "Allow Programmatic clipboard access"</li></ul> <p>For security reasons, it may be beneficial to add the ATPCO domain (*.atpco.net) to your list of Trusted sites in Internet Explorer's security settings. All configuration changes should then be completed within the Trusted sites zone instead of the general Internet zone. Please consult your network and/or security administrator for the best approach on implementing these browser settings in your organization.</p>
Special Requirements for FareManager Routings	In order to use FareManager Routings, you must have Java Runtime Environment (JRE) 1.8 (32-bit) installed on your system.
Display	SVGA (1024x768) with at least 65,536 colors
Disk Space	20 GB of available hard disk space
Input	Microsoft Mouse, IntelliMouse, or compatible pointing device
Other	If there is a pop-up blocker enabled on the computer, it will prevent FareManager applications from functioning properly. Please configure your pop-up blocker to allow pop-up windows from ATPCO.

## FAREMANAGER CONNECTIVITY RECOMMENDATIONS AND PERFORMANCE CONSIDERATIONS

FareManager requires an Internet connection. Each concurrent FareManager user must have 128 Kbps of available bandwidth. *Concurrent users* are defined as the number of users simultaneously pressing Enter or requesting a new page. The total FareManager bandwidth requirements for your site can be measured as the number of concurrent users multiplied by 128 Kbps.

Note that high network latency will have a detrimental impact on end user response time even if these recommendations are met. If you are accessing ATPCO from geographies or networks that typically experience high latency, you may need to add bandwidth beyond the above recommendations or explore alternative networking options to reduce your latency. Contact ATPCO if you have additional questions.

Your network configuration must allow HTTP compression. If your connection to FareManager is via a proxy server, the proxy must support HTTP 1.1 and allow HTTP compression.

## FAREMANAGER FIREWALL CONFIGURATION REQUIREMENTS

All FareManager applications use standard HTTP and HTTPS ports. Access to the URLs listed below must be allowed through your firewalls and proxy servers.

ATPCO FareManager Environment	URL
Production	faremanager.atpco.net
Training	training.atpco.net
Gold Release	goldfaremanager.atpco.net

## ECONNECT FIREWALL CONFIGURATION REQUIREMENTS

To permit access to ATPCO eConnect applications, the following URLs must be allowed through your firewalls and proxy servers on ports 443 and 60000:

Port	URL
eConnect port 443 (HTTPS)	econnect.atpco.net
eConnect port 60000 (TN3270)	tn3270.atpco.net

atpco.net

CONTACT:  
contact@atpco.net



## ECONNECT TN3270 CLIENT DOWNLOAD REQUIREMENTS

Browser: Internet Explorer 8.0 or greater.

Operating System: Microsoft® Windows XP SP3, Windows Vista, Windows 7, Windows 8, Windows Server 2003, or Windows Server 2008. You must open the IE browser using "Run as Administrator" to be able to download the client.

Security requirements:

- Windows default security settings
  - Power User Permissions or higher

or

- Custom security settings, Including
  - The ability to install software
  - The ability to run ActiveX Controls
  - The ability to write to \Temp
  - The ability to write to \My Documents

## OVERVIEW OF DATA EXCHANGE WITH ATPCO

Customers receive data from ATPCO and send data to ATPCO. The ATPCO exchange offers you the ability to receive automated feeds of data on a predetermined schedule throughout the day.

The incoming transmission process allows you to send data to ATPCO for processing. These transmissions increase the speed and accuracy with which the data is updated, presented to governments, and distributed to computer reservations systems and global distribution systems.

## HOW TO EXCHANGE DATA WITH ATPCO

For both the exchange processes, ATPCO supports FTP (outbound from ATPCO only), FTPS (TLS/SSL), and SFTP.

ATPCO will push the data to the your server, and highly recommends this method because it is more time-efficient when sending data on a predetermined schedule. ATPCO does not pull data from the your site; you must push the data to ATPCO.

ATPCO can accept and send compressed files in .zip and .gzip format. With .zip compression, password protection, encryption, or both are permitted.

We also ask you to provide information for a contact person to discuss any account or connection issues. Please provide the person's name, phone number, and e-mail address.

**North America**

Washington Dulles  
International Airport  
45005 Aviation Drive  
Dulles, VA 20166 USA

**Europe, Middle East, Africa**

1 Lampton Road  
Hounslow, Middlesex TW3 1HY  
United Kingdom

**Latin America**

2525 Ponce de León Boulevard  
Suite 300  
Coral Gables, FL 33134 USA

**Asia Pacific**

30 Raffles Place  
#23-00 Chevron House  
Singapore 048622

**atpco.net**

**CONTACT**

contact@atpco.net

