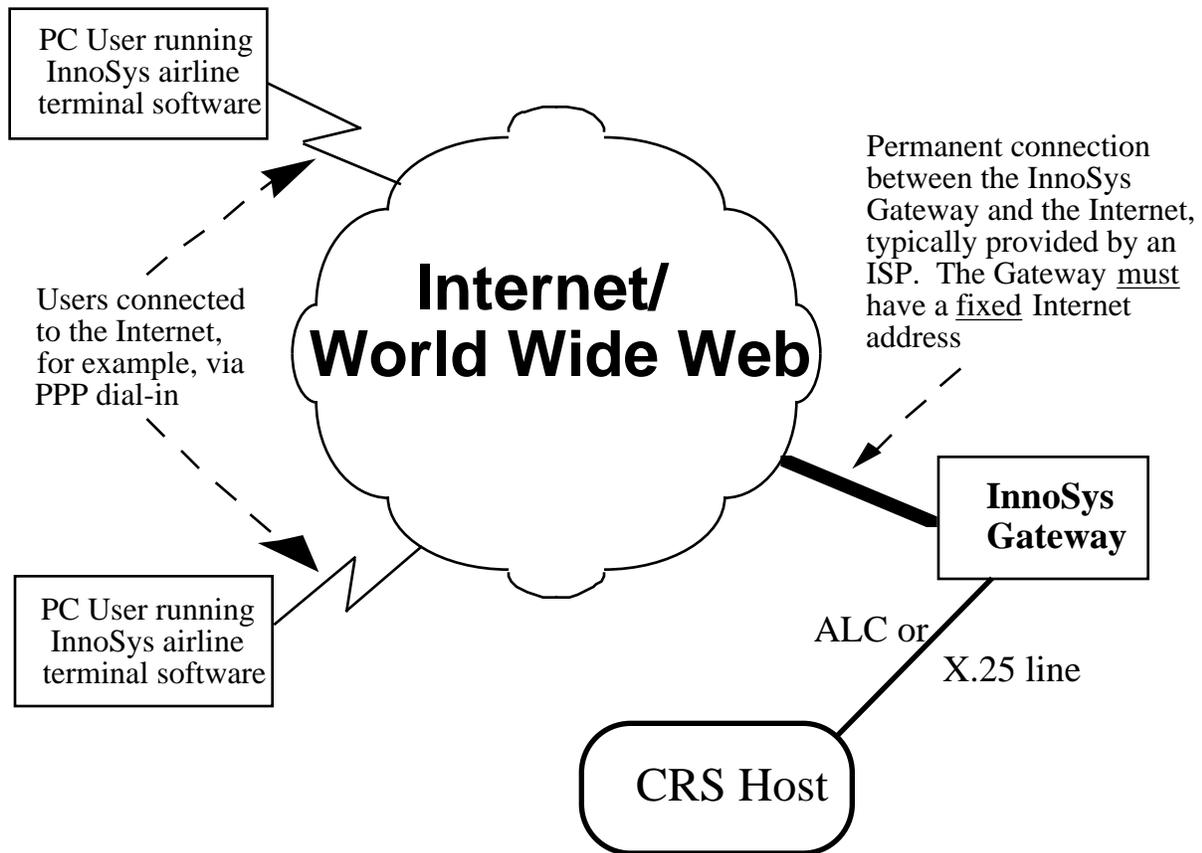


Travel Agent access to a CRS Gateway via the Internet

InnoSys IATE technology allows travel agents to access a CRS gateway over the Internet. Agents connecting over the Internet use the same “professional” CRS terminal emulation software that agents use in regular travel agency offices.



Background

The design of InnoSys IATE Technology allows the gateway to be completely independent of the location or the connection method of workstation users. This design allows an InnoSys Gateway to service a user who connects via the Internet the same way the Gateway services a user running on the local LAN. In fact, the gateway cannot tell whether a user is running:

- on the same PC as the gateway,
- on the same local area network as the gateway,
- somewhere on the same corporate Intranet as the gateway, or
- somewhere on the Internet.

This independence is possible because InnoSys gateways and workstation software use the same industry-standard connectivity methods that are used by the Internet.

What do you need to make it work?

There are four requirements to implement this kind of connectivity:

- 1) An InnoSys Gateway. Either the InnoSys NT, Sun, or Macintosh gateway can be used.
- 2) A TCP/IP network. The gateway should be configured with the default NT, Sun, or Macintosh TCP/IP protocol stack. A number of different workstation TCP/IP protocol stacks can be used by workstation clients.
- 3) InnoSys workstation software. The standard InnoSys airline terminal software for Windows (either Windows 3.1, Windows for Workgroups, Windows 95, or Windows NT), Macintosh, DOS, or Unix must be used. The airline terminal software's configuration must include:
 - i) the Internet TCP/IP address of the CRS gateway
 - ii) the CRS terminal address that the user will access.
- 4) A fixed Internet TCP/IP address for the Gateway. Many different kinds of Internet connections can be used to connect the Gateway to the Internet; however the fundamental requirement is that **THE GATEWAY MUST HAVE A FIXED INTERNET ADDRESS**. While this is **EXACTLY** the same kind of connection that would be used by a web server, a web server is **NOT** required. (Just as a web server must have a permanent, fixed address on the Internet so that Internet users can find the web server, the InnoSys gateway must have a permanent, fixed address on the Internet so that the InnoSys airline terminal software can find the Gateway). A connection to an Internet Service Provider ("ISP") can be installed where the InnoSys Gateway is located, or the InnoSys Gateway can be located at an ISP's office so the Gateway can be directly connected to the Internet.

How does a travel agent use it?

Once the address of the InnoSys Gateway has been registered on the Internet and the CRS line is installed, the procedure for travel agents who wish to access the Gateway via the Internet is:

- 1) the travel agent dials into an Internet service provider via PPP, ISDN, etc;
- 2) instead of (or in addition to) starting their web browser, the travel agent starts the InnoSys airline terminal emulator software. Since the InnoSys airline terminal emulator software is configured with the Internet TCP/IP address of the InnoSys Gateway, the terminal emulator software can "find" the InnoSys gateway using the Internet's default address resolution services.

Security

The IATE Products can encode the data passing between the gateway and the workstations to prevent plain text from passing over the Internet. If the gateway is located inside the corporate firewall, it may be necessary to reconfigure the firewall so that connection requests and reservation traffic can pass through it.