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Your smile will open more doors...



...than any key ever will!

## Why TechTips?

- Keep abreast of important information, updates, features and enhancements to the suite of Hudson and **ALERT** products
- Troubleshoot your own questions and issues
- Find new ideas on how to more effectively manage your fleet, staff and business

TechTips edited by:

R Lyndon Burnham Jr

Product Development, Documentation & Marketing

## Track-It with *TripIt*!

The Hudson Group introduces its newest strategic partner **TripIt**. Designed to offer an enhanced booking and travel experience "TripIt is an online service that helps people organize all their travel plans – flights, hotels, rental cars, trains, cruises – no matter where they booked." Using TripIt is simple, quick, automated and FREE!

TripIt, like eBay, Facebook and LinkedIn will revolutionize the way we do business and stay connected. TripIt is the next online solution designed to help manage information and make life easier for those who travel. Providing you with cutting edge technology solutions, The Hudson group has integrated TripIt into its suite of reservation systems. At the conclusion of their booking experience on a Hudson web system, your clients simply click the TripIt icon and their confirmation details are electronically forwarded to their TripIt profile.

Travelers login to [TripIt.com](http://TripIt.com) using their email address. Here they can manage their profile, and all travel information is in one central location. From here travelers can do online seat

selection and check-in for flights, track the status of flight(s), display maps of a destination city, confirm rental car arrangements, get driving directions, view weather conditions, obtain city guides and much more.

TripIt also allows your clients

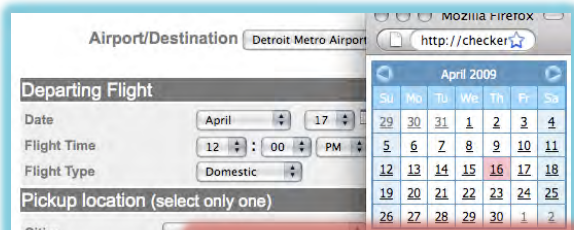
to share this information with others: co-workers, travel coordinators, friends or



family members. As the traveler's plans change, others can see and track their arrangements, the status of flights and more. With "TripIt Mobile" travelers can "access all their travel plans from the convenience of their mobile devices."

Hudson has already added TripIt functionality to the confirmation screens for Hudson clients with version 2.67 of HWeb Reservations manager; who must also be on the new "skins" (see pg 3).

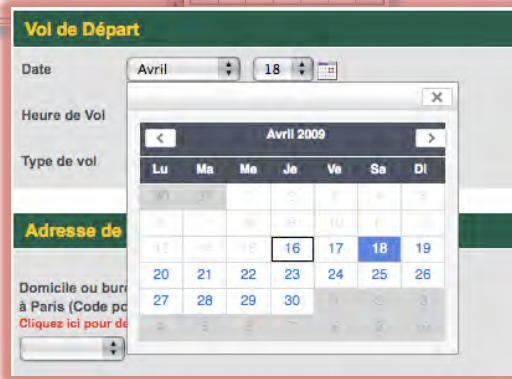
Not sure which version you have? Open your web reservation site, right click the page, and select View Source. Your version number is at the very bottom of the page.



The Old



And...  
The  
NEW!



**New Calendar added to HWeb Reservations Manager!**

Version 2.67 of the Hudson Web Reservations Manager includes a new and improved calendar function:

- Modern appearance – matches the “skins” (see pg 3)
- Larger: easier to read and use
- Tightly integrated to screen - Pop-up window is gone
- Supports English, French, Spanish, German and Italian
- Dates selectable are limited to valid travel dates only!

**ALERT Corner**



Since merging with ALERT early this year, Hudson developers have been working with ALERT co-founder David Linforth to provide new features and functionality. We are pleased to report two new features that are currently available to all ALERT users:

**Internet Reservations ~** The Hudson Group has integrated its Internet web reservations system – HWeb Reservations Manager with ALERT. Passengers can now book and manage their reservations online and have their reservations immediately downloaded into the ALERT back office system.

**Online Credit Card Processing~** Whether recorded online or directly inside the ALERT application, ALERT users may now process credit cards via the Internet with approved Hudson processors. Cards may be authorized or charged instantly from within the application without having to launch and manage PC Charge!

**Recent Additions**

The Hudson Development Staff are continually seeking and producing enhancements to the functionality of all HWeb products. We are pleased to profile here some of the recent additions to the suite:

**Trip Affecting Change – Warning Evaluation Strings (v1.90) ~**

An enhancement to HWeb Dispatcher is the ability to define *WHEN* a fleet manager will be notified of changes to reservations that will/have resulted in modifications to the trip it is routed to. As an example, modifications to trips more than 2 days into the future may not be of consequence, as they may not have been assigned to drivers or vehicles. However, trips within the next 2 days that experience reservation detail changes SHOULD be brought to the manager’s attention and reviewed. The warning evaluation string that supports this criteria could look something like this:

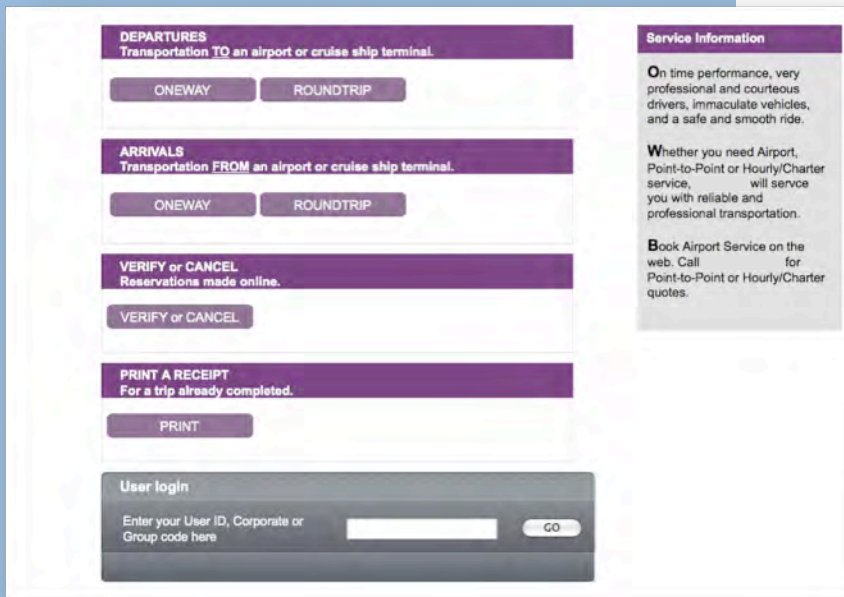
```

#%PICKUPTOD%#<INT(#%NOW%#)+2|#%ORGPI
CKUPTOD%#<INT(#%NOW%#)+2|"%"TRIPSTATUS
V%"="R2"
    
```

Translated, this string indicates: if the new pickup time of the reservation is before midnight 2 days from the current day, OR the original pickup time is before midnight 2 days from the current day, OR the current reservation trip status is Routed 2, then the manager will be warned that a trip affecting change is about to occur. Tech Support would be pleased to build the evaluation strings for you, and add to your configuration as long as you can define when you wish the message(s) to occur.

**Reservation Audits (v1.90)–** A new table in the SQL database is dedicated to tracking reservation history. While historical edits have always been available by opening a reservation, clients may now report on common historical events, such as when a group of reservations were marked paid. Additional history tracking is now possible as well, such as the ability to track when all drivers, vehicles, employees are assigned to or removed from reservations!

For a full list of the most recent enhancements, visit the Hudson Release Tracker. Many features may require complimentary updates to your system database and/or software. If any of the above are features you would like to utilize, send an email to: [support@hudsonltd.com](mailto:support@hudsonltd.com) and request a software and database update.



## HWeb Reservations Manager Gets a Face Lift

HWeb Reservations Manager is the name of Hudson’s Web Reservation system. You may not have known it, but this core system was Hudson’s very first application and it was developed by Mark Ustik and (very talented developer) Lynn Millard, both still with Hudson, over 10 years ago! While the features and functionality of this system have evolved over the years, its appearance had changed very little... until last year.

The Hudson Web Team gave the system a makeover and has “re-skinned” the screens to have a more contemporary look and feel. An example of the new format is displayed above. If you would like to have the newer “skins” please email us at [support@hudsonltd.com](mailto:support@hudsonltd.com). While there is no fee to update to the newer look, requests are being handled on a first-come, first-served basis. In addition to an improved appearance, there are some new features with regard to your ability to enhance and further customize portals. Color schemes defined in the site, as well as customized portal configurations, follow through the entire booking process, and are not just limited to a welcome screen.

## Hudson Forum

For information, questions and sharing of ideas, please visit :



<https://forums.hudsonltd.com>

## Question & Answer

**Q:** What are Tech Support Credits, how are they used and where can I get them?

**A:** When a Hudson client has a request or need that is outside of the free / included support structure (such as custom development requests), additional support fees may be requested. Tech Support Credits may be purchased at any time, never expire, and may be “banked” or saved for future use. Tech Support Credits may now be purchased online, by credit card at:

<http://buysupport.hudsonltd.com>

Now you have the ability to visit the site above, prior to calling for a billable support service, buy the necessary credit(s) and then provide your confirmation number to the support technician when you call. Support credits are currently available in 1, 3 and 5-hour packages and the cost per credit hour drops when you purchase the credits in larger quantities. Hudson Tech Support will provide you with a history of billable support events if ever needed.



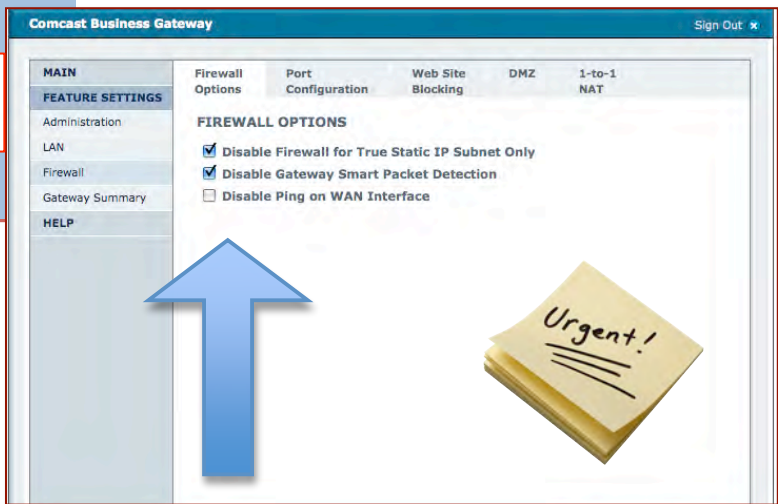


### Hudson Celebrates First Decade!

Hudson office staff gathered recently for an impromptu celebratory lunch consisting of gourmet pizza, Champagne and cake. The celebration was a surprise congratulations party for Mark Ustik – commemorating the end of Hudson’s first decade in business. After many stories about the “early days,” all thanked Mark for keeping the “vision” alive!



## Got Comcast?



Hudson Tech Support has seen issues with clients who are using Comcast business services for Internet connectivity. The specific problem is that Hudson HWeb Bridge applications (which download web reservations, control HWeb InfoView, FlightView, capacity checking and profile handling) can sometimes be interpreted as passing risky data. The application is then blocked from completing and processing data transfers.

The culprit appears to be a feature in the Comcast network router / modem called "Smart Packet Detection." The good news is that the solution is simple: disable the Smart Packet Detection feature in the router. Your network administrator should be able to do this. The proper configuration settings are displayed above. If you are unsure how to proceed, you may contact Comcast who also can disable the feature for you. Hudson Tech Support is glad to answer additional questions you may have.

**Can I run Hudson software on a Mac?**

Where can I learn more about network and Internet security?

**My hard drive failed – What can I do about it?**

**You've got questions....**

**Find your answers at the Forum!**

<http://forums.hudsonltd.com>

What Windows and other security patches should I be installing on my workstations? Can it be done automatically?

I'm looking for a special report. Where can I find...



# The Presidents View

Mark Ustik

The Hudson Group observes a milestone in 2009– celebrating ten years in business! At a recent office gathering we celebrated our first decade of service to our clients with a champagne toast. I looked around our conference room at the faces of the many dedicated people who work to make our products and services the very best they can be. I am often logged in to our network early in the morning and again late at night. I see other staff also connected, very often working to answer a support call or to improve or enhance our applications. Most amazing to me is that these staff members are working above and beyond what is asked or expected of them – they do it simply because they want to and because they take a personal interest in our clients. While I am always appreciative of our clients and their continued support, I want to publicly thank my incredibly talented and dedicated Hudson staff for getting us to this important milestone. I look forward to our next decade together at your service!

**HWeb** ~ A suite of products, configured to obtain maximum performance and return from your people, your fleet and your infrastructure while making it easy and pleasant for your clients to do business with you. Review our offerings and let us know what more we can do for you:

- HWeb Admin**
- HWeb Agent**
- HWeb Bridge**
- HWeb Bugzilla**
- HWeb Dispatcher**
- HWeb Flight**
- HWeb Exchange**
- HWeb Forum**
- HWeb InfoView**
- HWeb Kiosk**
- HWeb KnowledgeBase**
- HWeb Mail**
- HWeb MDT**
- HWeb Mobile Tracking**
- HWeb Quick**
- HWeb Release Tracker**
- HWeb Reservations Mgr.**
- HWeb SafetyNet**
- HWeb Systems Monitor**
- HWeb Utilities**
- HWeb VIA**
- HWeb Web Services**

## New Servers & New Security

The number of clients who are migrating to Hudson’s online hosted solution continues to grow every week. They realize a reduced overhead for IT infrastructure in their business while virtually eliminating hardware and networking obsolescence. By having Hudson host their applications and data on state of the art servers, clients only need worry about having a reliable Internet connection in order to manage their business. To support the increasing number of hosted clients, Hudson

Engineers have just finished configuring 3 new terminal servers capable of supporting over thirty users each!

At our clients’ request, to ensure that servers remain secure, Hudson has implemented secure Internet proxy settings; restricting the sites that users can browse to. Intended to keep users from going to non-work related sites that may propagate malware and viruses. Hudson will gladly add a business website to your approved site list. Contact [Support@hudsonltd.com](mailto:Support@hudsonltd.com) with your site listing requests.

**Contact**

The Hudson Group  
 PO Box 335  
 North Andover MA 01845  
 I: [TheHudsonGroup.com](http://TheHudsonGroup.com)  
 T: (001)978.531.1115  
 E: [info@hudsonltd.com](mailto:info@hudsonltd.com)

**Support**

Phone:  
 (001)978.531.1115 x1  
 E-Mail:  
[support@hudsonltd.com](mailto:support@hudsonltd.com)  
 Online:  
<http://kb.hudsonltd.com>  
<http://forums.hudsonltd.com>