TigerTMS Application Specifications

RECOMMENDED SPECIFICATION OF OPERATING SYSTEMS & HARDWARE FOR

MULTI-TENANT / PROPERTY SYSTEMS – TigerTMS APPLICATIONS (July 2023)

Supported Operating Systems	iCharge Enterprise	innLine IP / 2020	iLink
Windows Server 2016 – Standard or Data Centre versions only	Yes	Yes	Yes
Windows Server 2019 – Standard or Data Centre Versions only	Yes	Yes	Yes
Windows Server 2022 – Standard or Data Centre Versions only	Yes	Yes	Yes
VMWare ESXi 6.x & 7.x or Hyper-V	Yes	innLine IP Only	Yes

PLEASE BE AWARE THAT TIGERTMS SOFTWARE RUNS AS APPLICATIONS, SO THE SYSTEM WILL NEED TO BE LOGGED IN PERMANENTLY. (Please see Note 3)

Installation of iCharge and innLine IP on virtual platforms is possible. The specification of the virtual server should be the same as our recommended Hardware. For Virtualised platforms, the MAC Address of all NIC's attached to the VM must be set to static.

Microsoft Azure & Amazon Web Services (AWS) both supported when running Windows Server 2012 R2 x64 or later

innLine 2020 cannot be virtualised due to the need for physical hardware to provide analogue or digital lines.

Hardware Requirement Recommendation	Processor	Memory	Hard Disk Drive
iCharge Enterprise	4 Cores / 4 vCPU	8GB	200GB
innLine IP / 2020	4 Cores / 4 vCPU	8GB	200GB
iLink	4 Cores / 4 vCPU	8GB	200GB
Combination of iCharge Enterprise and innLine IP / 2020 on same machine	4 Cores / 4 vCPU	8GB	200GB
For virtual machines only	4 Cores / 4 vCPU	8GB	100GB (thin provisioned)

Important Notes

WE RECOMMEND THAT THE TIGERTMS SOFTWARE IS INSTALLED ON A DEDICATED PC AND NOT WITH OTHER SOFTWARE. IF IT IS INSTALLED ON A PC USED FOR OTHER SOFTWARE, WE CANNOT GUARANTEE THAT IT WILL BE COMPATABLE.

Multi-Tenant/Property Specifics

Each instance can support up to 8 Properties or 5000 Guest rooms per server, whichever comes first.

For example, one system may have 8 Hotels all with 200 rooms each for a total of 1000 rooms. Another system may have 1 hotel with 5000 rooms.

Cloud Connections

Site-to-Site VPN connections can be used when apps are hosted in the cloud to connect to on premise solutions in a secure manner, for example the PMS, PBX or IPTV systems.

Bandwidth requirements for iCharge are 512Kbps bidirectional. For innLine, 0.1Mbps is required per voice channel port, bidirectional.

For example, with iLink and an 8 port innLine system, an 0.8Mbps peak connection would be required for innLine, plus 0.5Mbps for iLink for a total requirement of a bidirectional 1.3Mbps connection.

Note 1: Please supply Internet access to ALL servers. This will ensure that we can deliver the most efficient installation and aftercare service.

Note 2: Bitdefender, Trend Micro and McAfee Firewall and Antivirus can cause serious problems with database access and system performance. It is recommended that is removed from any TigerTMS servers. TigerTMS have not experienced any serious problems with ANY other virus scanner application; although cannot guarantee that all third-party applications are compatible with TigerTMS Products.

Note 3: TigerTMS Applications, iCharge Call Accounting & innLine Software are Windows based applications that do not currently run as a service, they require the Windows user account that they are installed under to be constantly running, this means that if the physical server or virtual machine is rebooted (either planned or otherwise) then the Windows user account must be logged back in at which point all applications will then automatically start-up.

Note 4: For customers requiring the application to start automatically without intervention, autologin can be enabled however this introduces security considerations that require review and risk acceptance. Example mitigations could include running in a virtualised environment with authenticated remote access being the only available method of access. E.g. VMWare client or appropriate RDP.

Where configuring autologin is not permitted, rebooting the server or virtual machine must be accompanied by physical intervention from the customer to log the user account back in.

Queries should be directed to the TigerTMS Projects Team:

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