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### PRODUCTS AFFECTED:

- Focalpoint v3.50.21
  - Apollo and Galileo host systems
  - Windows version independent
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### DESCRIBE ISSUE:

There may be a need to have access to two separate GTIDs (Global Terminal Identifiers) from a single installation of Focalpoint. As an example, a “2<sup>nd</sup> GTID” would enable a Galileo’s customers internal help desk personal to work with both “Agency” and “Service Bureau” STDs (Sign Table Display) and passwords without using two different PCs, or switching back and forth between two different Client IDs. The “2<sup>nd</sup> GTID” can also be “mapped” to a GTID on a different Galileo host or “core”. Example, an Apollo agent may need to work with a Galileo branch office. Their “2<sup>nd</sup> GTID” could be mapped to the pseudo city code for the Galileo branch, effectively allow a Focalpoint user to emulate pseudo city codes in both Apollo and Galileo without closing Focalpoint, changing Client IDs, and restarting Focalpoint to switch between the Apollo and Galileo hosts.

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### SOLUTION:

At the desktop level, Focalpoint’s configuration is tied to a “Client ID”. Much like printer, robotics and XML Select Client IDs, a regular Focalpoint Client ID can be provisioned with multiple GTIDs. Unlike Focalpoint Print Manager, robotics like Cornerstone’s ResQCX and XML Select, the Focalpoint application will only support two (2) GTIDs.

Ordering a “2<sup>nd</sup> GTID” for an existing Client ID, or ordering a new Client ID with 2 GTIDs requires opening a “database only project”. In the remarks section of the project, “provisioning” should be provided with the details of the order to include, but not necessarily limited to, the following information.

- Special order Client ID
- Order is for one (1) Client ID with either two (2) Apollo GTIDs..or.. two (2) Galileo GTIDs\*\*
- How you want the GTID(s) initialized, e.g., “agency” or “service bureau”. You can provision one for ‘agency’ use and the other for “service bureau” use. You could also have both provisioned as “agency” but in different pseudo city codes, or as “service bureau” with different service bureau pseudo city codes. Be careful about agency relationships before you order something that might allow a single agent access to two different companies’ data.

\*\*Note, you cannot provision a Client ID with one GTID in Apollo and the 2<sup>nd</sup> one in Galileo. If you require access to both Apollo and Galileo from the same Focalpoint installation, additional steps must be taken that are beyond the scope of this document. Apollo’s Advanced Solutions Managers can assist with this type of request.

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## Focalpoint Configuration:

For a new Focalpoint/Viewpoint installation, follow standard installation procedures. An online guide to these procedures, including software downloads can be found at [http://support.galileo.com/aps/Online\\_Installation\\_Guide.htm](http://support.galileo.com/aps/Online_Installation_Guide.htm)

To add the “2<sup>nd</sup> GTID” to Focalpoint;

- Start the Focalpoint application if its not already running
- Click File, New Window
- Enter something meaningful in the Window Title box (Window 5 – Service Bureau for example)
- Click the “down arrow” at the end of the Window Type control, and select Apollo2 (this ties your ‘new window to your 2<sup>nd</sup> GTID”
- Click OK
- Repeat the process until you have as many “new windows” created as you need. Focalpoint can be configured with as many as sixteen (16) ‘windows’. Use ‘titles’ for each new window that are meaningful, example Window 5 – Service Bureau, Window 6 – Service Bureau, Window – Pseudo 12AB. These “titles” will appear at the top of the “window” when Focalpoint is running, allowing the agent to keep track of which GTID they are using; which pseudo they are in, if they are working in ‘service bureau mode’ or ‘agency mode’. There are no ‘right’ or ‘wrong’ titles, they should just make sense to the person using Focalpoint.
- Click File, Save to save your changes.

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## HOW TO ORDER/CONTRACT:

Contact your Apollo or Galileo Sales Representative or Account Manager

### SAMPLE PROJECT REQUEST EMAIL:

Database Only Project Request For:

Customer: ACE Travel Service

Contracting Pseudo Code: 11AB

Provisioning Mnemonic: CHIUAA

Please order #\_\_\_ - Multi-session Client ID(s) – IP Address with two (2) GTIDs per Client ID (*use for new Client ID*)

Please order one (1) additional GTID to be added to (each of) the following existing Client ID(s) (*use to add a GTID to existing Client ID. Supply the list of existing Client IDs*)

GTID(s) to be initialized as: (pseudo city code XXXX) or (service bureau using service pseudo XXXX)

Price GTIDs as: Rack Rate / Unbundled (select one)

Notes to pricing: put comments here

Contract Specialist;

Notes to be included in project remarks: put comments here