

Galileo DesktopTM

Version 2.5

Installation Guide



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Notes:

In This Guide

This guide includes the following sections:

- **Getting Started:** Includes introduction, software and hardware requirements and installation overview.
- **Install Products – Galileo Desktop™:** Includes a guide to the installation of the Galileo Desktop.
- **Browse CD:** Includes What's New, the Installation Guide, and Viewpoint™ 5.0 Quick Tips.

Note: We recommend you back up your data files before installing Galileo Desktop™.

Interactive Install

This installation guide applies to the interactive install. The interactive install checks to determine if pre-requisites exist. If not, the installation will notify the user and terminate.

When the pre-requisites are fulfilled, InstallShield will install the new Galileo Desktop™ software. You are no longer required to remove the older version of Viewpoint™ before installing the latest version.

Getting Started

Galileo Desktop™, is a travel sales management solution offering both Focalpoint® and Viewpoint. The Galileo Desktop has been developed to work in standardized Windows® software environment.

Software and Hardware Requirements

Note: Please install Galileo Desktop™ under the supervision of someone with a working knowledge of your office hardware.

Software Requirements

- Windows XP SP3
- All versions of Windows Vista (32-bit and 64-bit)
- All versions of Windows 7 (32-bit and 64-bit)
- Windows Terminal Services 2003 and above
- Windows Server 2003 and above with currently released Citrix software
- Microsoft® Internet Explorer 7.0 and above.
- Microsoft.Net Framework 1.1
- MSXML 6.0

Hardware Requirements

- CPU and Memory appropriate for the version of Windows selected. Check with Microsoft and Citrix for specifics.
- Approximately 250MB of hard drive space is required to download and install Galileo Desktop. The final installation will occupy approximately 125-175MB depending upon related customer files such as scripts, PKEYs and other add-ons.

The installation determines the Windows® platform as well as the version of MS Internet Explorer you are using. You may need to know the CD-ROM drive letter designation if you intend to access this application from a CD-ROM drive that is shared.

Procedures documenting the workstation installation of Galileo Desktop™ are outlined in the section titled: Install Products – Galileo Desktop.

Install Products – Galileo Desktop™

This section includes the following topics:

- Primary Checks
Make the following checks before you begin.
- Starting the interactive install from a CD:
Defines the interactive installation process using installation defaults from the Galileo Desktop™ installation CD.
- Install Galileo Desktop™ 2.5.
- Changing the system default directory settings:
Defines how to change system default directory settings during the installation.
- Changing the TCP/IP configuration settings:
Defines how to change the TCP/IP configuration settings.
- Modify the Installation:
Discusses how to modify the installation after it has taken place.
- Rollback to previous version of Focalpoint®:
Discusses what you need to do if you want to reload a previous version of Focalpoint.

Primary Checks

Before the installation begins, the following primary system checks are made. If your operating system fails to meet any one of these checks, the installation will abort.

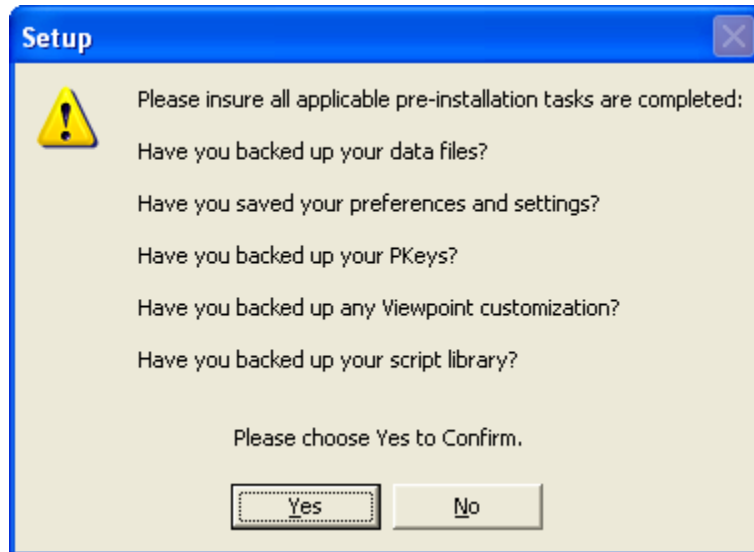
- Do you require/have administrative privileges?
- Is the resolution set to at least 1024x768?
- Is the color depth at least 256 colors?
- Is there sufficient disk space?
- Is the operating system Windows® XP (SP3) or higher?
- Is Microsoft® Internet Explorer 7.0 or higher present on your desktop? If not, you will be prompted to upgrade.

Before you begin

- If you are running Focalpoint™ 3.2, or Focalpoint™ 3.0.18A, remove the icon from your desktop (right-click the icon and select Delete).
- Make a note of your Client ID and IP configuration settings. Go to the Control Panel/Galileo TCP/IP settings for this information.
- Disable any anti-virus software you may have running. Anti-virus software may prevent registries from being updated.

Pre-installation requirements

During the installation, you will encounter the Pre-installation requirements dialog, and must click Yes to Confirm before you can proceed with the installation.



Note: If you are not familiar with how to backup files, please check with your manager/IT manager.

The tables below will help you find the files you want to backup. When the installation is complete, you are reminded to reinstate these files.

File locations for each question are listed below.

Have you backed up your data files?

File Type	If you are installing over Focalpoint™ 3.5	If you are installing over Galileo Desktop™
Replay Files	\\FP\REPLAY*.*	\\FP\REPLAY*.*
Relay Files		
Scriptwriter Plus Files	\\FP\DATADIR\SWPLUS\SCRIPTS*.*	\\FP\DATADIR\SWPLUS\SCRIPTS*.*
Browser Script Files	\\FP\DATADIR\SCRIPTS*.*	\\FP\DATADIR\SCRIPTS*.*

Have you saved your preferences and settings?

File Type	If you are installing over Focalpoint™ 3.5	If you are installing over Galileo Desktop™
Focalpoint Config File		\\FP\DATADIR\WSTN\focalpoint.config.xml \\FP\DATADIR\USER\users\focalpoint.config.xml
Scriptwriter Run Group	\\FP\DATADIR\WSTN\GRP*.SWR	

Have you backed up your Pkeys?

File Type	If you are installing over Focalpoint™ 3.5	If you are installing over Galileo Desktop™
Apollo® Keys	\\FP\DATADIR\PKEYS*.ALC	
Galileo® Keys	\\FP\DATADIR\PKEYS*.CPR	
Galileo Desktop™		\\FP\DATADIR\PKEYS*.PKEYS.XML

Have you backed up any Viewpoint Customization?

File Type	If you are installing over Focalpoint™ 3.5	If you are installing over Galileo Desktop™
		I have modified non Version Controlled files, what steps do I need to take? (ie I have added a right click menu into the pnr.html file which launches one of my files). Take a copy of the code that has been added to the file and after the installation, this code can be added back into the appropriate file within Galileo Desktop™. The Galileo Desktop file structure has changed so it is important to ensure that the correct file is being edited.

Have you backed up your script library?

File Type	If you are installing over Focalpoint™ 3.5	If you are installing over Galileo Desktop™
Galileo Java Script Library		\FP\SWDIR\CustomViewpointGalileo\CustomViewpointGalileo
Java Script Library Val Files		\FP\SWDIR\CustomViewpointGalileo\CustomViewpointGalileo\gdia_ValFiles

Starting the interactive install from a CD

Read Before you begin on the previous page, then follow the steps below to install Galileo Desktop™ from a CD. The process is generally the same if you download from Galileo 360.

1. Close any open windows, especially Focalpoint™ or Viewpoint™, if running.
2. Insert the Galileo Desktop™ Installation Disk CD into the CD-ROM drive of the workstation.
3. To launch the Galileo Desktop™ installation, click START, RUN.
4. Type X:\Setup.exe in the Command Line box, then, click OK.
Replace X with your designated CD-ROM drive letter.
5. Click OK.

If your workstation meets installation requirements, the Galileo Desktop™ main menu screen appears with a menu of selections under two headings:

- Install Products
- Browse CD



If your desktop does not have the required software, a message appears advising you of this and prompting you to install the required software.

When a message appears, click OK. You will need to go to Microsoft.com or install the required software.

After you have added or updated required software, you can proceed with the Galileo Desktop installation.

Install the Galileo Desktop™

When your workstation meets installation requirements, the following screen appears. This installation will load both **Viewpoint™ 5.5, and Focalpoint™ 5.5.**

- If loading from CD-ROM, click Galileo Desktop™ under the heading Install Products.

Note: We recommend that you print out a copy of What's New?, the Install Guide, and a copy of Viewpoint Quick Tips before you begin the installation. Refer to the section in this document called "Browse CD" for instructions, or simply click the item you are interested in.

- If downloading from an Apollo or Galileo support site, click the link to start the download.



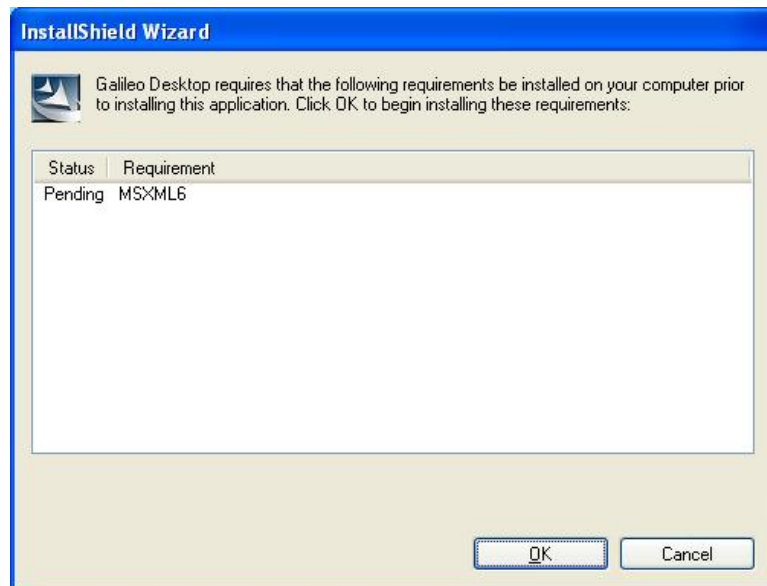
InstallShield prepares the install. A progress box may appear.

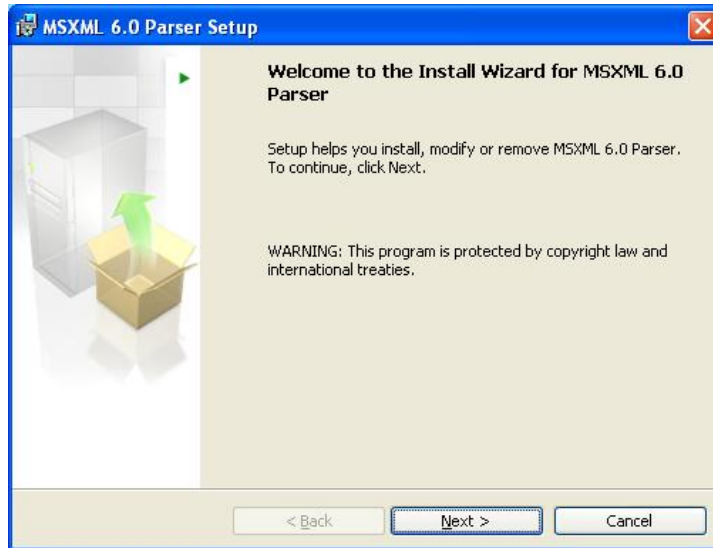
MSXML 6.0 Update (Required if not loaded)

Galileo Desktop™ requires MSXML 6.0. The install will check to ensure it is installed. If it is not present on your workstation, the Galileo Desktop™ installation will begin by installing MSXML 6.0 first.

The following screens appear during the MSXML update.

1. Click OK to begin the installation.

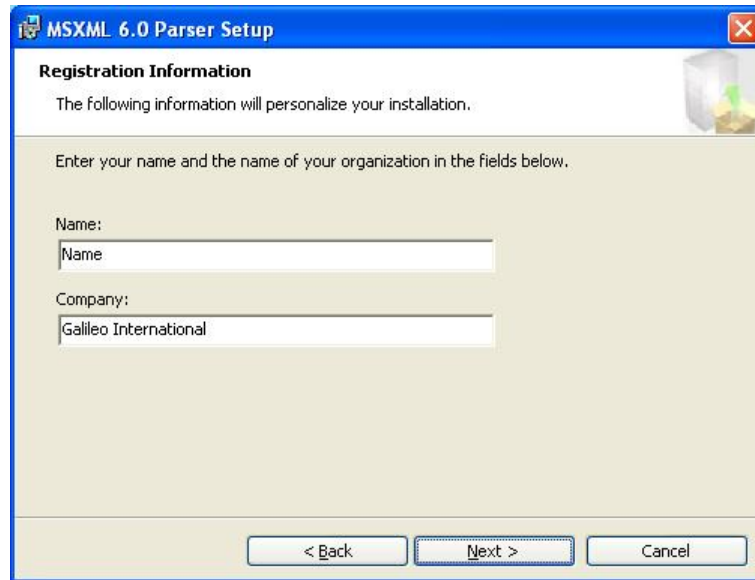




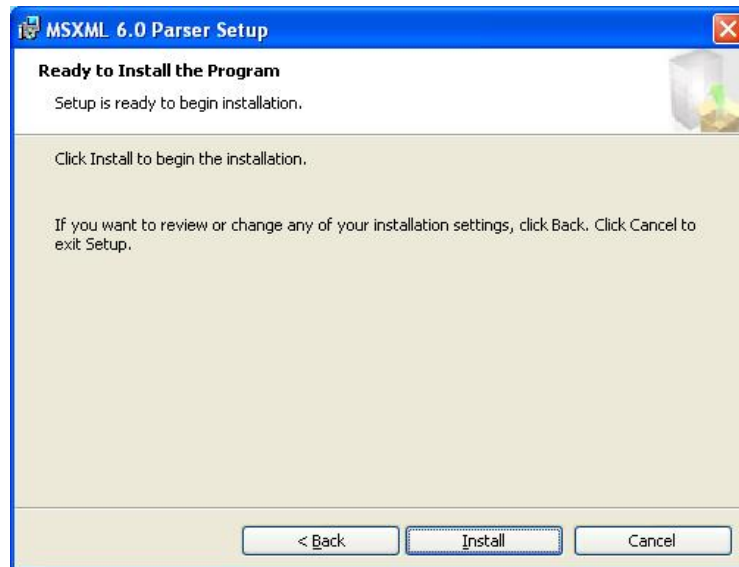
2. Click Next.
3. Click I accept the terms in the license agreement button.



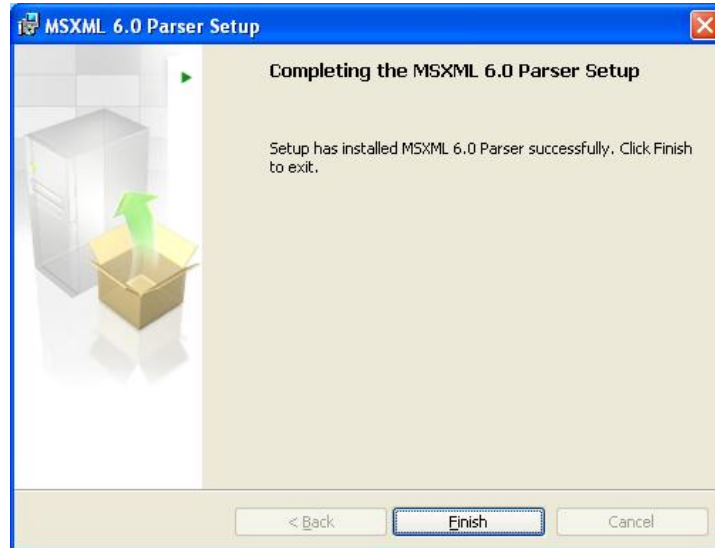
4. Click Next



5. Enter your Name and Company Name and click Next.



- Click Install.



- Click Finish.

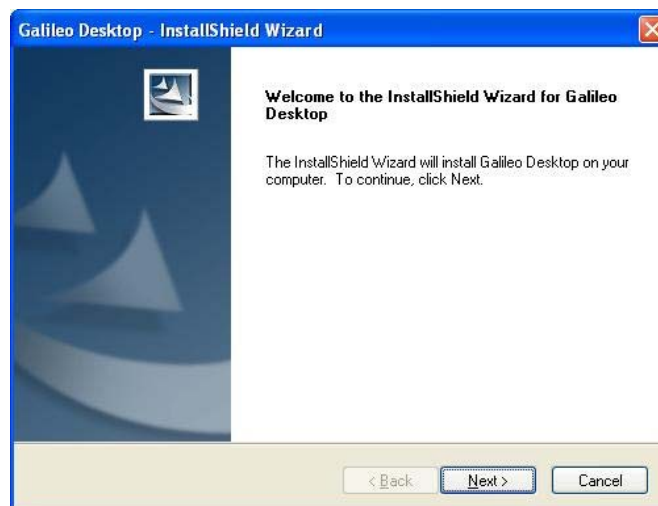
The MSXML update is finished and the Galileo Desktop installation can now begin.

The Installation Process

You may see a dialog telling you that InstallShield is preparing the installation.. A progress box will appear.

When the Galileo Desktop™ is ready to begin the installation, the Welcome screen opens. Instructions are on the screen.

- Click Next to continue.

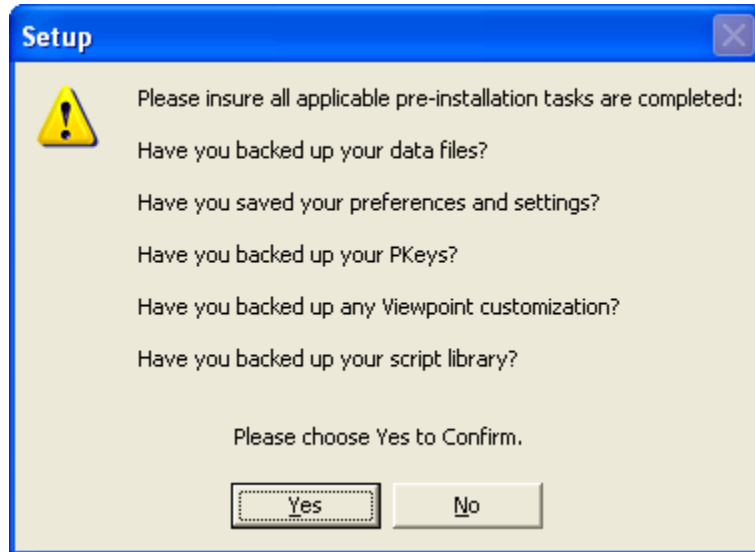


The License Agreement screen appears.



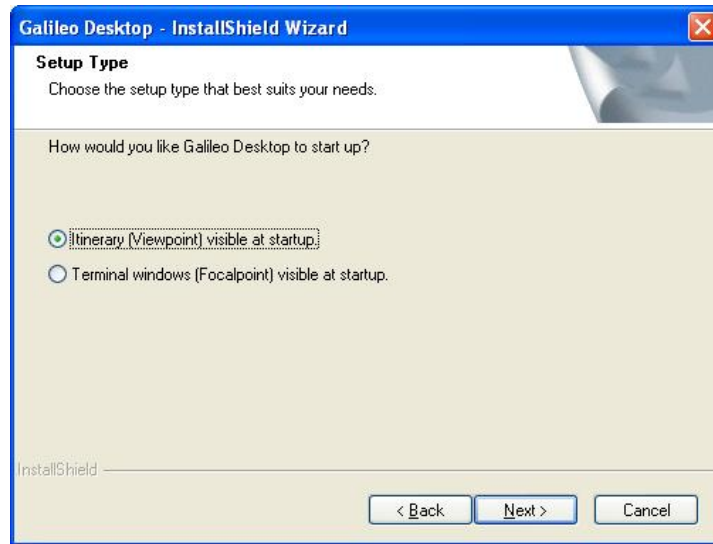
2. Click Yes to accept the agreement and proceed with the installation.

The Pre-installation requirements dialog appears. For additional information on these pre-installation tasks, see the section titled: *Back Up Your Data Files and Settings*.



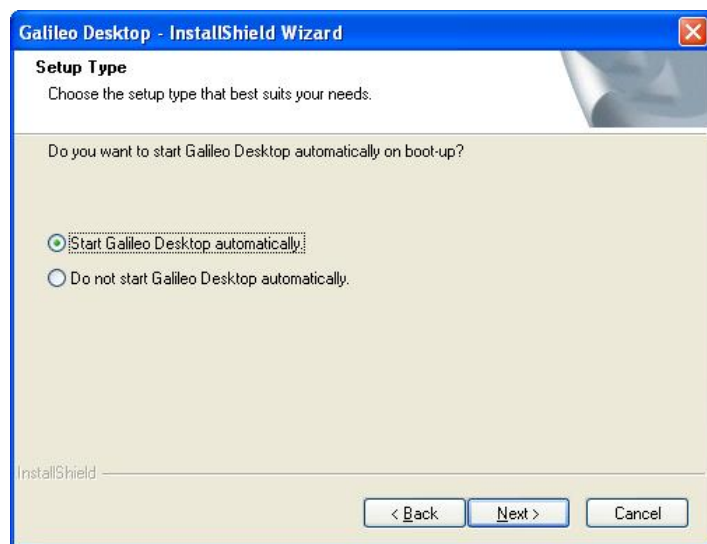
3. Click the Please ensure all applicable pre-installation tasks are completed box and click Next.

The Setup Type dialog appears.



4. Make the selection that best suits your needs and click Next to continue.

Another Setup Type dialog box appears.



5. Click to select the option you want, and click Next to continue.

The Language Selection screen appears.



6. Click a language name to select it. Hold down the Ctrl key and click several languages, if desired.

All selected languages appear in the Please select the default language for Galileo Desktop™, drop-down

7. Click the drop-down arrow and select your default language from the list.

Any language selected is available for use in Galileo Desktop™.

8. Click Next to continue.

The Install Settings dialog box appears identifying the system default settings associated with the Galileo Desktop™ installation.



From this dialog you can:

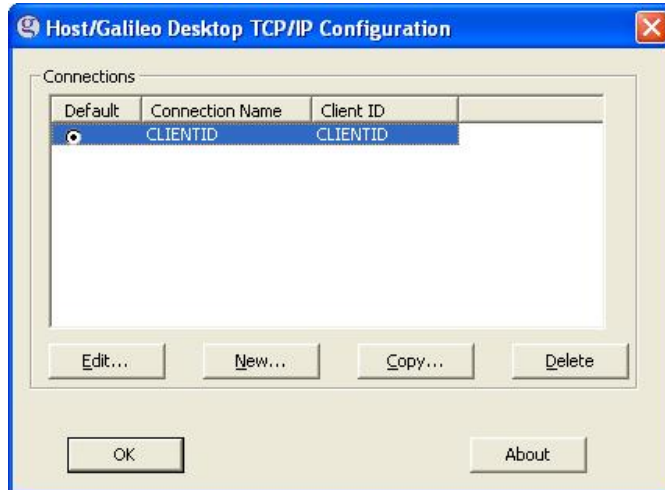
- Edit Default Directories
- Select Internet Options

**For additional information, see the topic titled:
Changing the system default directory settings, below.**

9. When you are satisfied with the defaults, click Next to continue.

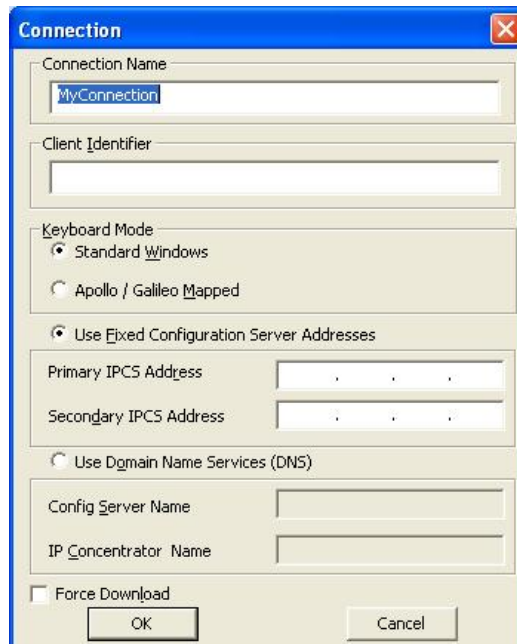
TCPIP Settings (during the installation)

- If you are installing over Focalpoint™ 3.5 or Galileo Desktop™ 1.0, the Host/Galileo Desktop TCP/IP Configuration dialog box appears. Go to Step 10.



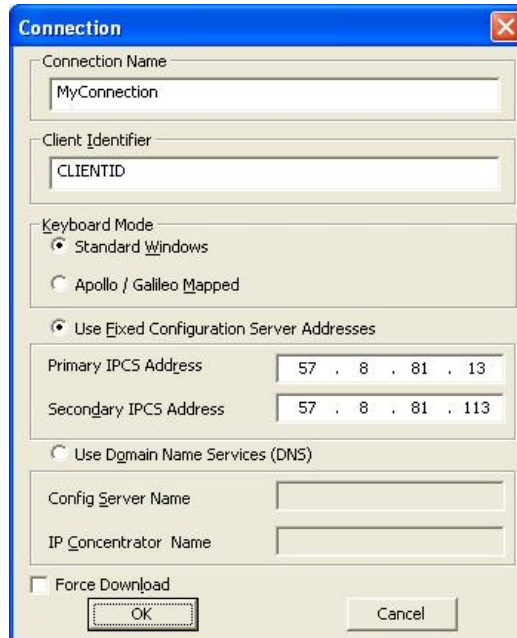
For additional information on how to Edit, Add or Delete Focalpoint TCP/IP Configuration settings, see the topic titled: *Changing the TCP/IP configuration settings.*

- If you are installing Galileo Desktop™ *for the first time:*
The Connection screen appears.

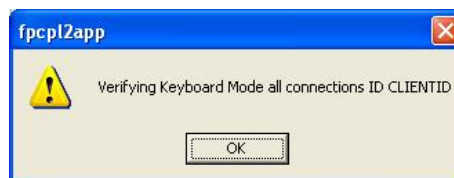


- a. Enter your Client Identifier, Primary IPCS and Secondary IPCS Addresses, and click OK.

Your setting will look similar to the example below.

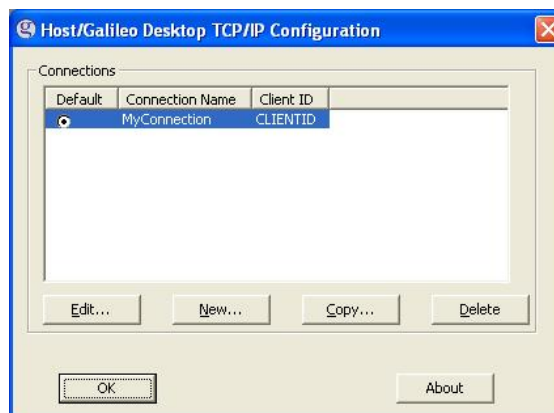


The verify keyboard mode message appears.



- b. Click OK.

The Host/Galileo Desktop TCP/IP Connection dialog appears displaying your connection.



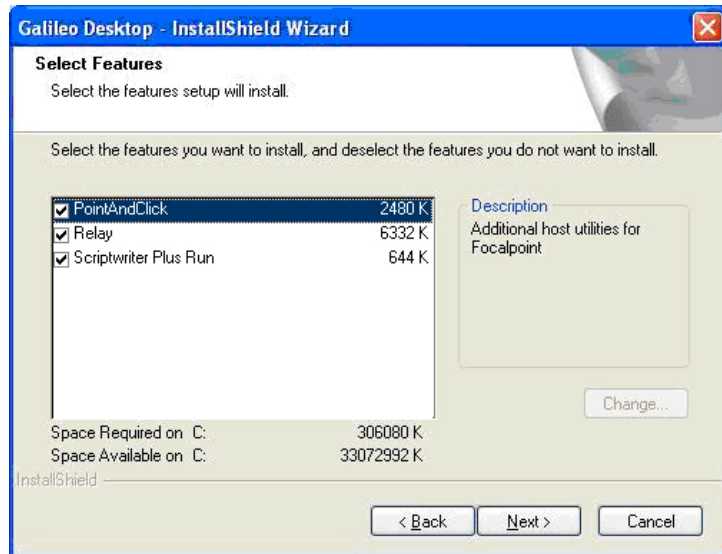
10. Click OK to accept the Host-Focalpoint TCP/IP Configuration.

The Select Features dialog box appears.

- For Apollo® users: Relay™ and Scriptwriter Plus™ Run are selected by default.



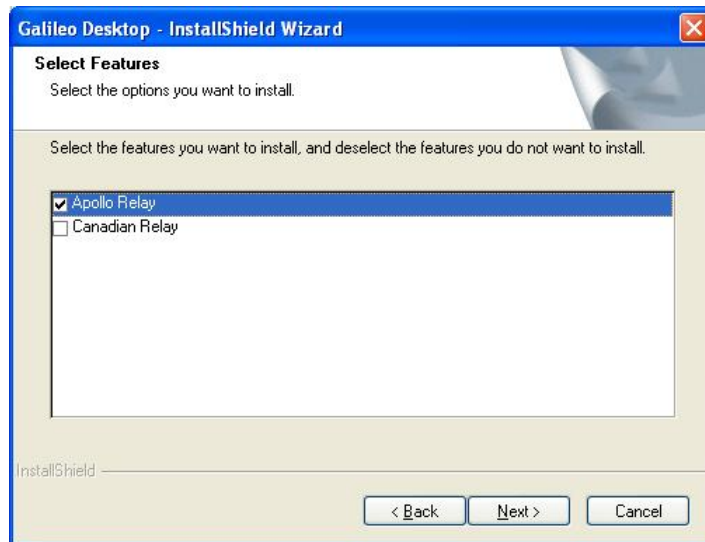
- For Galileo® users, Point and Click, Relay™ and Scriptwriter Plus™ Run are selected by default.



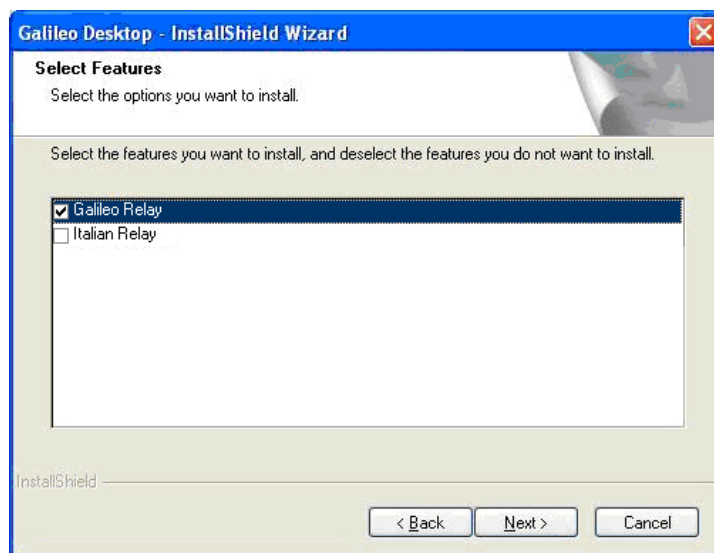
11. Clear the check box for the items you *do not* want to install. Click Next to continue.

12. The (Relay™) Select Features dialog box appears if you selected Relay™ in Step 10. If you did not select Relay™, go to Step 15.

- Apollo® users see these options.



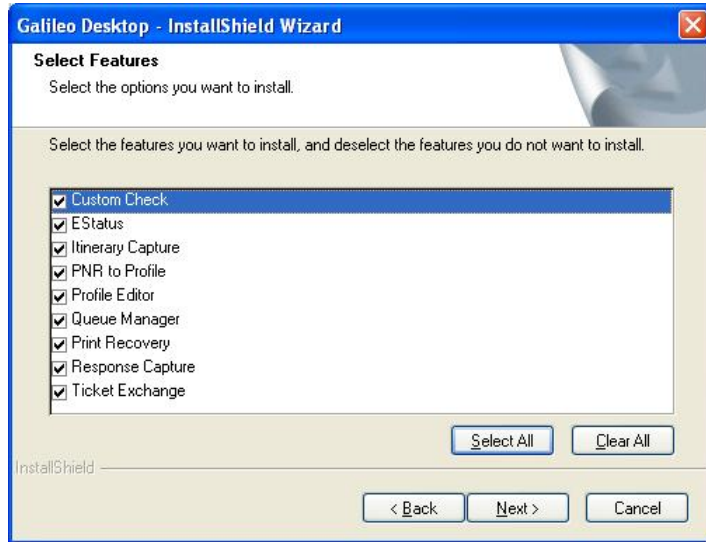
- Galileo® users see these options:



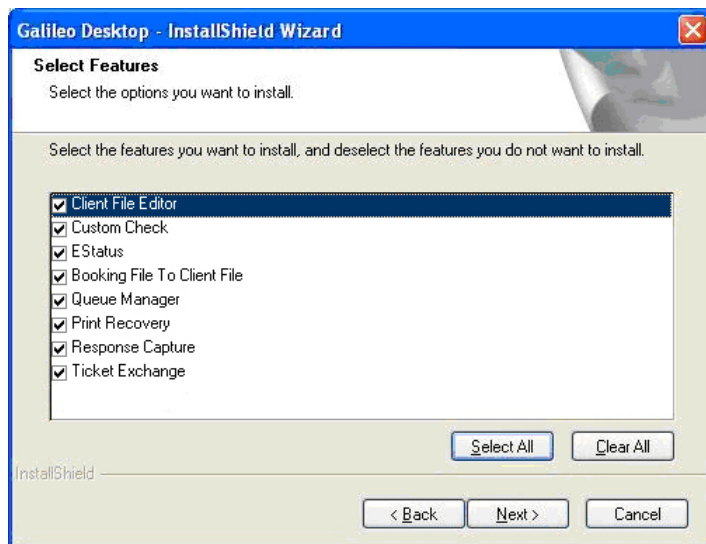
13. Click to select the version of Relay™ applicable to your system and click Next to continue.

The (Relay™) Select Features dialog box appears showing all Relay™ options selected.

- Apollo® users see these options.

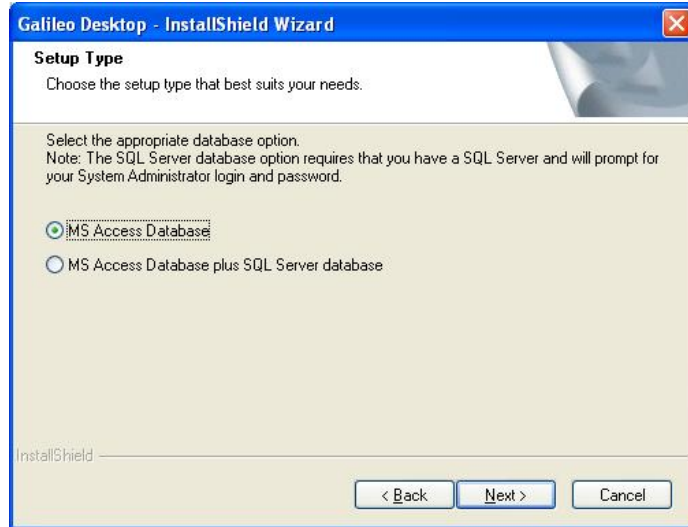


- Galileo® users see these options.



14. Click Next to accept the default (all selected), or clear the check box for any feature you do not want to install and click Next.

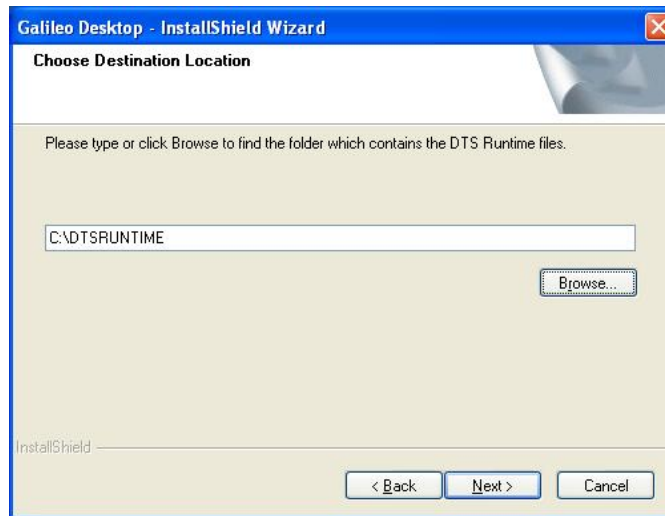
15. The installation begins processing your Setup selections. During the Setup process, the Setup Type dialog appears. Click to select the database option that applies to your agency



If you select:

- **MS Access Database:** This is the default connection to travel information loaded on your local drive.
 - Click Next to continue. Go to step 16.
- **MS Access Database plus SQL Server database:** When you make this selection you are setting it up to point to an SQL database. *Your agency IT department or agency manager should be able to provide you with the answers needed to follow this path.*
 - a. Click Next to continue.

The Choose Destination Location dialog appears. This is the location of the DTS Runtime files.



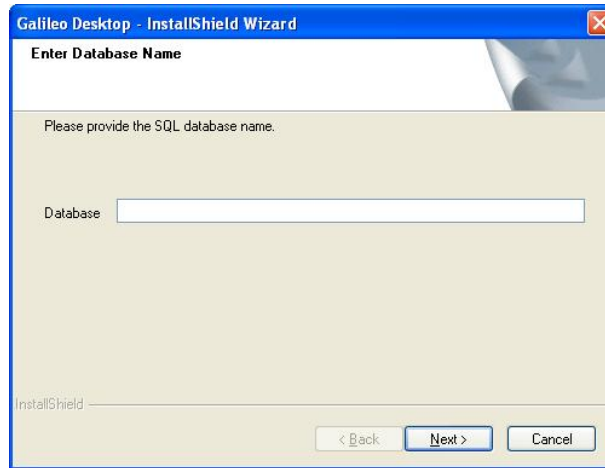
- b. Follow the on-screen instructions. When the path has been entered, click Next.

The Database Server dialog appears.



- c. Follow the on-screen instructions and click Next to continue.

The Enter Database Name dialog appears.



- d. Follow the on-screen instructions and click Next to continue.
- e. While this is running, a DOS window appears and you will see the migration as it occurs. When complete, follow the online instructions.

Note: After the installation is complete, these settings can be modified using Viewpoint Options (Tools/Options-Database Options tab).

16. The InstallShield Wizard Complete dialog box appears. This dialog reminds you to complete the tasks listed. Click Finish.



The Galileo Desktop™ installation is now complete. You may begin using Focalpoint™ and/or Viewpoint™ immediately.

Change the system default directory settings

During the installation, you have the opportunity to change the default directory settings. We recommend that you do this under the supervision of someone at your agency with a working knowledge of software installation procedures, and local agency practices.

From this dialog you can:

- Edit Default Directories
- Select Internet Options

Edit Default Directories

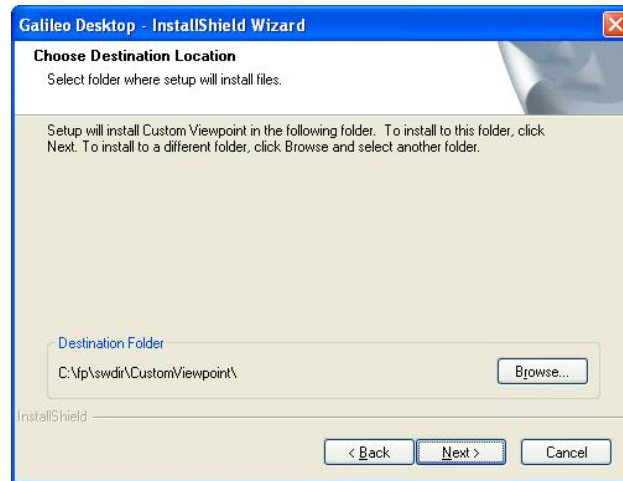
The screen below appears at Step 8 during the Galileo Desktop™ while installing Galileo Desktop™ installation.



To change any of the default directory folders, follow these steps:

1. Click to highlight the path to be changed and click Edit.

2. The Choose Destination screen appears.



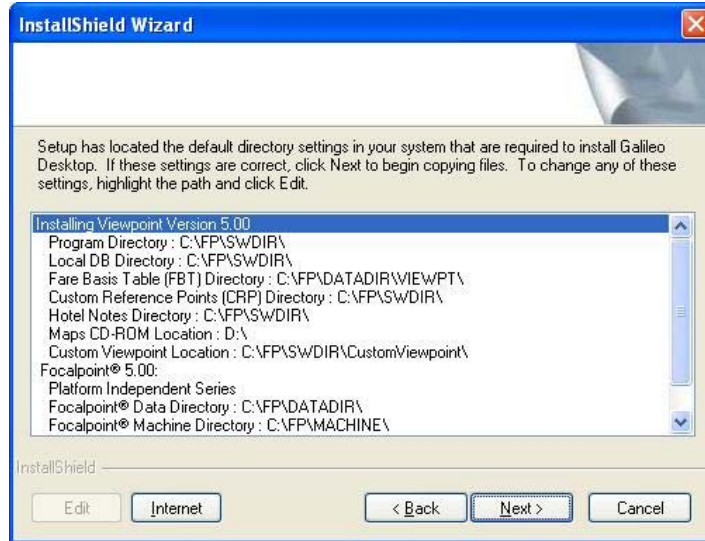
3. Click the Browse button to find and select the directory where you want the item to be located.



4. Click OK. You are returned to the Install Settings dialog box. For additional changes, repeat these steps.
5. When you are satisfied with the defaults, click Next to continue.
The TCP/IP Configuration dialog or Connection dialog appears.
6. Continue to Step 9 of the Galileo Desktop™ installation.

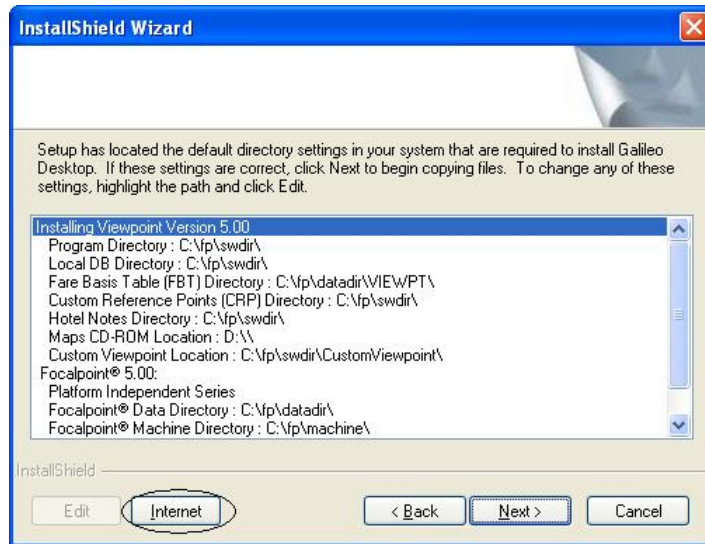
Edit Internet Options

The screen below appears at Step 8 during the Galileo Desktop™ installation.



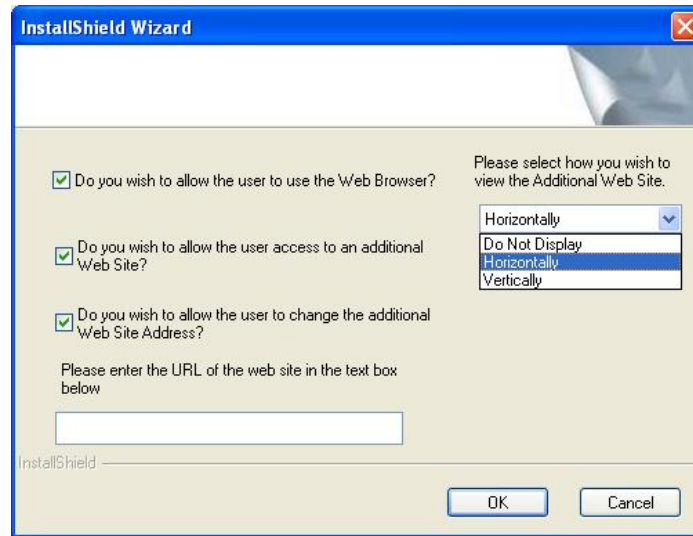
Follow these steps to Edit Internet Options:

1. Click Internet to view Internet options.



2. Click to select the applicable Internet option.

The Internet Options dialog box appears.



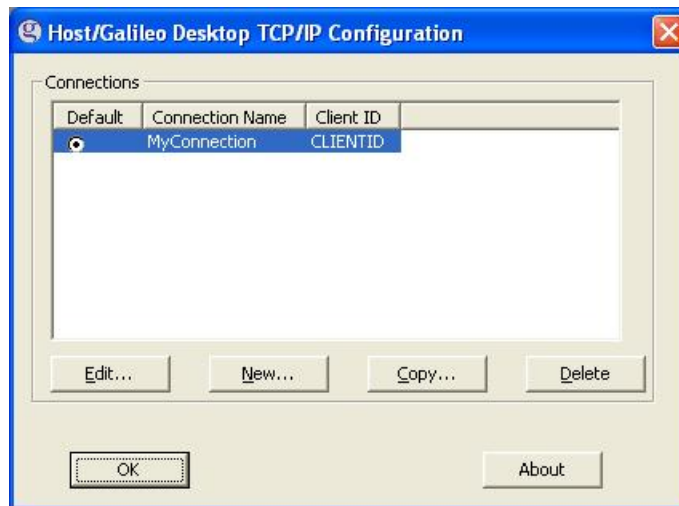
- To cancel an Internet option, clear the checkbox for the option.
 - To cancel user access to an additional Web site, clear the checkbox for the option.
 - To cancel user access to change the additional Web site address, clear the check box.
 - Enter the URL of the Web site in the text box provided.
 - Select how you want to view the additional Web site. (Do Not Display, Horizontally, Vertically.)
3. Click OK. The Install Settings dialog box re-appears.
 4. Click Next to continue. The TCP/IP Configuration dialog box appears.
 5. Continue to Step 9 of the Galileo Desktop™ installation.

Change the TCP/IP configuration settings

The Focalpoint TCP/IP Configuration settings dialog is used to add, edit, and delete your configuration settings. The configuration contains the default connection and attributes associated with your agency. If you wish to view or change the default settings, such as your keyboard mode, you can use this dialog to do so. You can also use this dialog to set up another host connection.

If you want to make changes later, access to the Focalpoint TCP/IP Configuration settings dialog is always available through the Windows® Control Panel.

The Host/Galileo Desktop TCP/IP Configuration dialog box appears at Step 10 during the Galileo Desktop™ installation.



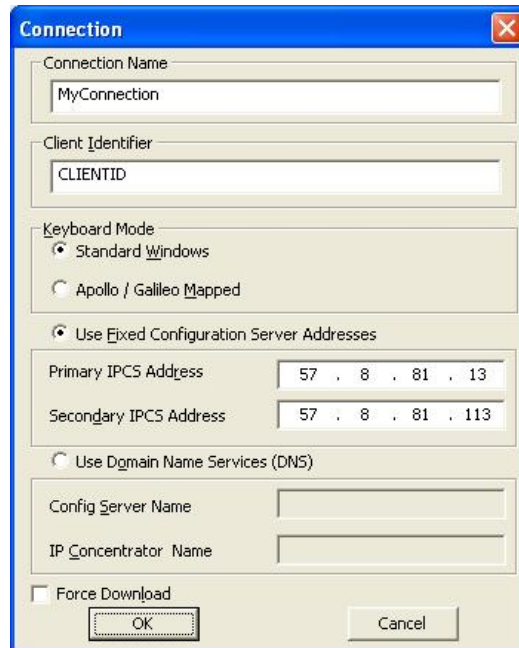
Edit a configuration

To edit a configuration, follow these steps:

From the Host/Galileo Desktop TCP/IP Configuration dialog box (pictured above):

1. Click to select and highlight the connection you want to edit.
2. Click Edit.

The Connection dialog box displays.



3. Make your changes, for example, you might want to change the connection name, or change from Standard Windows characters, to the Apollo/Galileo Mapped keyboard.
4. Click OK
5. The Host/Galileo Desktop TCP/IP Configuration dialog box appears. If you renamed your connection, the new name will appear.
6. Click OK.

Create an additional (new) connection

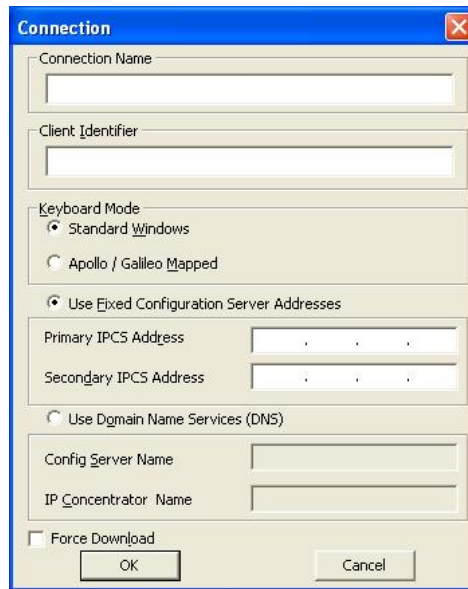
You can create more than one type of connection. Doing so will make it possible for you to switch between connections when using Focalpoint™. For example, you may want access to both Apollo® and Galileo®. Use this dialog to setup both connections, and then create separate windows in Focalpoint™ using each connection. Viewpoint™ uses your default connection.

To create an additional connection, follow these steps:

From the Host/Galileo Desktop TCP/IP Configuration dialog box:

1. Click New.

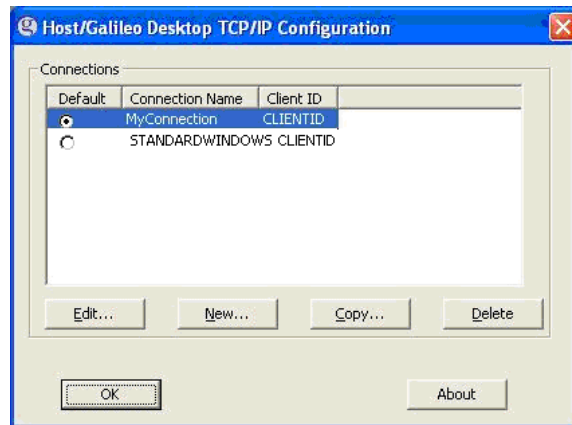
The Connection dialog box displays.



- Type a Connection Name into the text box provided (e.g. ApolloWindow, GalileoWindow, a Pseudo City code). No spaces are permitted in the Connection Name.
- Type the applicable Client Identifier into the text box provided.
- Select your preferred Keyboard Mode.
- Type the Primary/Secondary IPCS Address.
- Make other selections based on the type of connection you are setting up.

2. Click OK.

The Host/Galileo Desktop TCP/IP Configuration dialog box appears with the new connection listed.



3. Click to select your desired Default connection.
4. Click OK again.
5. Proceed with Step 10 of the *Galileo Desktop™* installation.

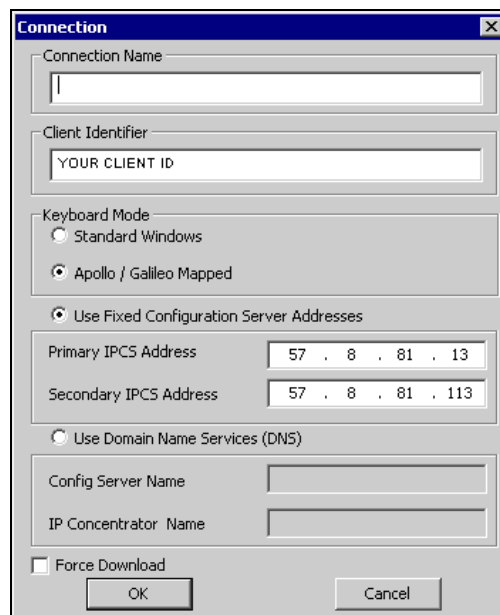
Copy a connection

To copy a connection, follow these steps:

From the Host/Galileo Desktop TCP/IP Configuration dialog box.

1. Click to select and highlight the connection you want to copy.
2. Click Copy.

The Connection dialog box displays.



- Type a new Connection Name into the text box provided (e.g. ApolloWindow, GalileoWindow, a Pseudo City code). No spaces are permitted in the Connection Name.
 - Type a Client Identifier (if different) into the text box provided.
 - Select your preferred Keyboard Mode.
 - Type the Primary IPCS Address (if different).
 - Make other selections based on the type of connection you are setting up.
3. Click OK.

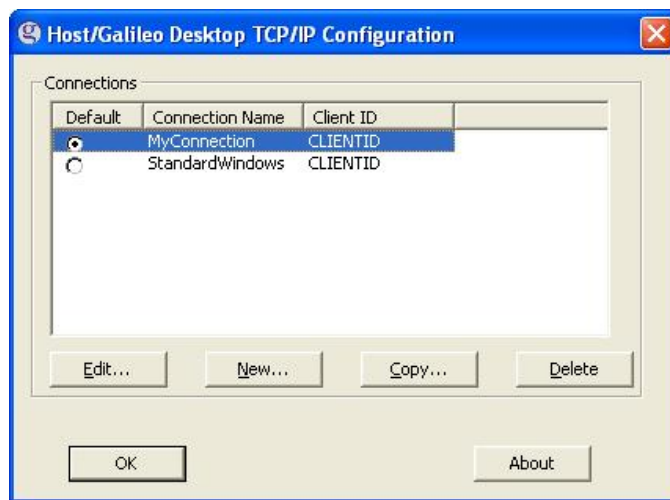
The Host/Galileo Desktop TCP/IP Configuration dialog box appears with the new connection listed.

4. Click to select your desired default connection.
5. Click OK again.
6. Proceed with Step 10 of the Galileo Desktop™ installation.

Delete a connection

To delete a connection, follow these steps:

From the Host/Galileo Desktop TCP/IP Configuration dialog box (pictured below).



1. Click to select/highlight the connection you want to delete.

2. Click Delete.
3. Click OK.
4. Proceed with Step 10 of the Galileo Desktop™ installation.

Modify the Installation

If you want to modify the installation, you must have access to the original source files. If you installed from a CD, you must have the CD on hand. If you downloaded from the Galileo 360 portal (downloads), you must have your agency pseudo city code and pin. You can make changes using the Add or Remove programs icon in your Windows® Control Panel.

You can use Installation Modify if you have installed Galileo Desktop™ without companions such as Relay™ or Scriptwriter™ Plus but want to add them now. Follow the instructions below to make these changes.

To modify the installation, follow these steps:

1. Close out of the Galileo Desktop™.
2. Select the Control Panel from your desktop Start Menu.
3. Select Add or Remove Programs.

The Add or Remove Programs screen appears.

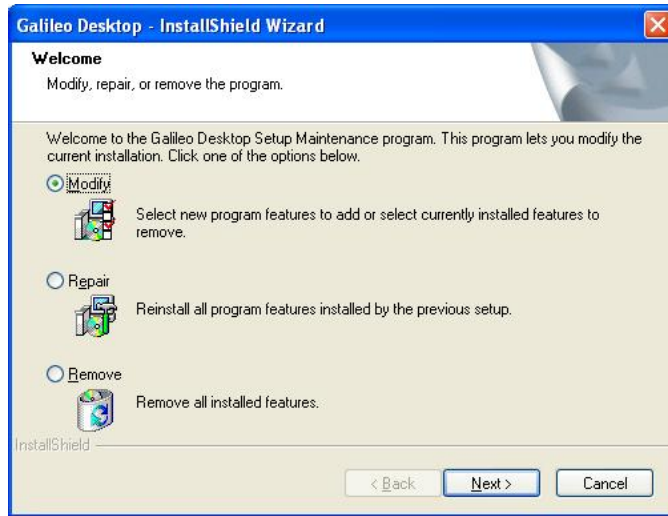
4. In the list box, find and click Galileo Desktop™.



5. Click the Change / Remove button. The InstallShield Wizard prepares the install.

The Welcome-Modify, repair or remove programs screen appears.

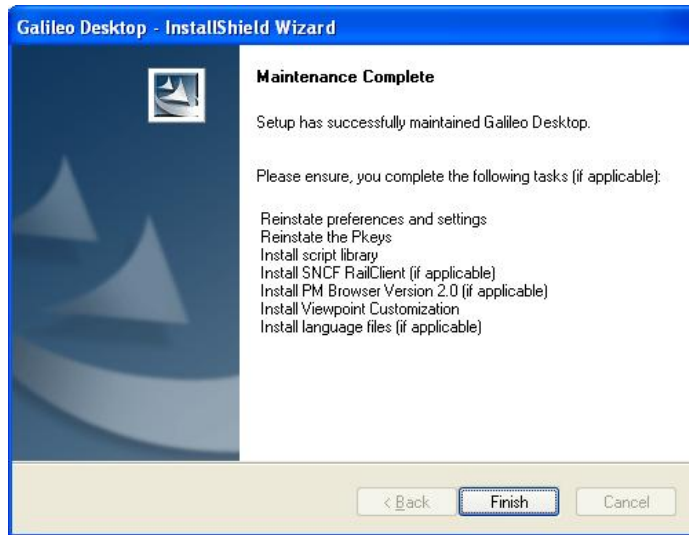
Modify is selected by default.



6. Click Next to Modify.

You see the same installation options that were available during your original installation.

7. Click to select or clear features based on the changes you want to make.
8. Continue to click next until you reach the Maintenance Complete screen.



9. Click Finish.

Your changes have been installed

Browse CD

From the Galileo Desktop™ main menu, under the heading Browse CD, you can choose to view three helpful documents including What's New, the Install Guide, or Viewpoint™ Quick Tips.

- Click a name to open the document.



What's New

What's New describes new functionality included in this version of Galileo Desktop™. This feature requires that you have a browser installed.

To view this document:

1. Click What's New?

The language menu appears.



2. Click to select a language.

What's New appears in your browser. What's new also appears with the Viewpoint™ start up. An option to turn this off can be found in Viewpoint Options.

Install Guide

Click Install Guide to view an online version of the Installation Guide.

The document displays in a Word viewer. We recommend that you print

this document for reference.

Quick Tips

Quick Tips provides a quick reference to Viewpoint™ shortcut entries. You will need a browser to view Quick Tips.

Click Quick Tips to view an online version of Quick Tips. If you are unfamiliar with Viewpoint™, a print option is available in the browser file menu.

Roll Back to Focalpoint 3.5

In the event you need to return to Focalpoint 3.5 , follow these steps:

1. Close Focalpoint™
2. Click Start, Control Panel, Add/Remove Programs.
3. Click Galileo Desktop and follow the uninstall process.
4. When the uninstall has completed, install Focalpoint 3.5.

Focalpoint Mapped Characters after Roll Back

When you begin to work in Focalpoint 3.5 you may see a 'box' in place of some Apollo®/Galileo® mapped characters such as the SOM.

This occurs because a file called Fontres.fon is installed with Galileo Desktop™, but not removed during the installation.

To delete the Fontres.fon file, follow these steps:

1. Begin from Windows Explorer. Navigate to the Windows Fonts folder on the main hard drive (usually drive C:).
2. On Windows XP, the Fonts default location is C:\\Windows\\Fonts
3. On Windows 2000/XT, the Fonts default location is C:\\Winnt\\Fonts
4. Delete the Fontres.fon file.

Note: Deleting this file can cause a problem for other installed software that may be using it. If unsure, copy the Fontres.fon file to another folder before deleting it.

5. Restart the computer.