TRAVELPORT

TRAVELPORT SMARTPOINT 10.0

Quick Installation Guide

Version 1.0

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TRAVELPORT

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INTRODUCTION

This guide provides instructions to install and uninstall Travelport Smartpoint 10.0 for Travelport+ (1G), formerly Galileo, or Apollo (1V) using the default-only Quick Installation.

There are two options for the Travelport Smartpoint installation for desktops. You have the option to choose between the:

- **Quick Installation**, which installs only default options for the desktop installation of Travelport Smartpoint. This guide supports the Quick Installation of Travelport Smartpoint and provides minimal installation instructions.
- **Standard Desktop Installation**, which provides the full set of installation options for the desktop installation of Travelport Smartpoint. The *Standard Desktop Installation Guide* supports the full installation options of Travelport Smartpoint and provides full installation details.

If you are not sure which installation to use, see “Which Installation and Guide Do I Need?” on page 3 for more information about the installation options.

WHAT’S NEW

Between Smartpoint 9.1 and Smartpoint 10.0, the following updates apply:

- Changes to Travelport branding, including our new logo.
- The existing Trip Quote feature within Smartpoint has been enhanced to include new functionality.

  Current users of the Custom Trip Quote are encouraged to uninstall the plugin and use the enhanced Trip Quote feature. See “Uninstalling Custom Trip Quote” on page 7 for more information and instructions.
- The Travelport NDC Web Plugin, which was formerly installed as a separate plugin from Travelport Marketplace, is now part of the main Smartpoint installation.
  - The existing plugin (version 1 or 2) is automatically uninstalled during the Smartpoint 10.0 installation.

    In limited situations, the NDC plugin may not uninstall automatically, and must be uninstalled manually. See “Uninstalling the Travelport NDC Web Plugin” on page 9 for instructions.
  - Customers who are currently provisioned through Smartpoint can continue to access the NDC Flight Shopping Search feature (ALT + A) in Smartpoint.
  - Customers who are not currently provisioned should contact their Travelport representative for more information about accessing NDC content. NDC Flight Shopping is available through Travelport+ (1G) only.

- An update from CefSharp version 75.1.143 to version 88.2.90. This update enhances functionality for a number of Smartpoint plugins. See “Upgrades from All Previous Versions of Smartpoint” on page 11 for more information.

  Note: A forthcoming update of Smartpoint will move from CefSharp to Microsoft Edge WebView2 to support plugins and applications. To support this update, agencies should begin planning to:

  - Update operating systems to the Windows 10 Anniversary Update (version 1607) or later.
  - Test custom plugins for compatibility with WebView2.
- Additional features and functionality were also added to the Smartpoint product for the version 10.0 release. For details, see the Product Advisory for *Travelport Smartpoint 10.0* in the Advisory List on MyTravelport.

WHICH INSTALLATION AND GUIDE DO I NEED?

There are several types of installation options and corresponding Installation Guides for Travelport Smartpoint.
Please Note: Access to installation files and guides may vary depending on your agency's preferences and settings. For example:

- You may receive an update message in Travelport Smartpoint.
- Your agency or Travelport regional support may make these files available from additional locations.

Installation	Description	Installation Location	Installation Guide	Guide Locations
Bundled Galileo Desktop/ Travelport Smartpoint Installation	Installation for both Galileo Desktop 2.60.3 and Travelport Smartpoint 10.0. Installing Galileo Desktop is a prerequisite for installing Travelport Smartpoint, so use this installation if you: • Do not have either Galileo Desktop or Travelport Smartpoint installed on your computer. • Have an earlier version Galileo Desktop installed on your computer.	In Travelport Marketplace on the *Travelport Smartpoint 10.0 Bundled Installer* page.	Two guides support this installation: • The *Bundled Installation Guide* provides brief installation instructions for agents who are installing the bundled installation on a single desktop. • The *Technical Installation Guide* provides detailed installation instructions for technical audiences. These instructions include implementing Travelport Smartpoint in network environments (MTS or Citrix) and creating silent installations.	• In Travelport Marketplace on the *Travelport Smartpoint 10.0 Bundled Installer* page. Click the **SUPPORT** tab, which is displayed after you log in. • In the Travelport Knowledge Base at KB0024184.
Quick Desktop Installation	Installs or updates Travelport Smartpoint for computers that already have Galileo Desktop installed. Use this installation if you: • Are installing Travelport Smartpoint on a single computer desktop. • **Want to install only the default settings and options.**	The Quick Installation uses the same installation file as the Standard Desktop installation, but requires the selection of the **Quick Install** check box during installation.	**This guide supports the Quick Installation of Travelport Smartpoint and provides minimal installation instructions.** See the *Standard Desktop Installation Guide* for more information about installing Travelport Smartpoint on a desktop.	• In the Travelport Smartpoint installation files. • In Travelport Marketplace on the *Travelport Smartpoint 10.0* page. • In the Travelport Knowledge Base at KB0016425.

Installation	Description	Installation Location	Installation Guide	Guide Locations
Standard Desktop Installation	Installs or updates Travelport Smartpoint for computers that already have Galileo Desktop installed. Use this installation if you: • Are installing Travelport Smartpoint on a single computer desktop. • **Want to change the default settings or installation options.**	In Travelport Marketplace on the *Travelport Smartpoint 10.0* page. The Standard Desktop Installation uses the same installation file as the Quick Installation, but requires you to clear the **Quick Install** check box during installation.	Two guides support this installation: • The *Standard Desktop Installation Guide* provides more detailed information for requirements, pre-installation tasks, and installation options. • The *Technical Installation Guide* provides detailed installation instructions for technical audiences. These instructions include implementing Travelport Smartpoint in network environments (MTS or Citrix) and creating silent installations.	• In Travelport Marketplace on the *Travelport Smartpoint 10.0* page. Click the **SUPPORT** tab, which is displayed after you log in. • In the Travelport Knowledge Base at KB0016425.
Network installations and other technically detailed installations	Both the bundled Galileo Desktop/Smartpoint and Travelport Smartpoint installations can be installed in distributed environments and through mass installations.	In Travelport Marketplace on the product pages: • *Travelport Smartpoint 10.0 Bundled Installer* • *Travelport Smartpoint 10.0*	*Technical Installation Guide*, which provides detailed installation instructions for technical audiences. Includes installing in MTS and Citrix environments, creating silent installations, and detailed troubleshooting.	• On the respective product pages in Travelport Marketplace. Click the **SUPPORT** tab, which is displayed after you log in. • In the Travelport Knowledge Base at KB0016425.

WHAT IS THE QUICK INSTALLATION?

The Quick Installation is a new installation feature that provides a faster way to install updates for Travelport Smartpoint. However, this installation installs default options only.

If you do not want to use the default options, please install Travelport Smartpoint using the Standard Desktop Installation by clearing the *Quick Install* check box in Step 4 of the installation (page 18).

File Locations	All installed files are copied to the default destination folder on your hard drive: • 32-bit location: \Program Files\Travelport\Smartpoint\ • 64-bit location: \Program Files (x86)\Travelport\Smartpoint\
Analytics	Analytics are automatically enabled. Usage and performance information is used to help improve Travelport Smartpoint.
Personal Settings	Personal settings from earlier versions of Travelport Smartpoint are retained, including: • Customized Quick Commands • Customized Programmable Keys (PKeys) • Screen layout • Theme (Classic or Flex Windows) • Preferred font and color scheme All Relay Quick Commands for Travelport+ (1G) or Travelport Apollo are automatically installed: • Itinerary Capture (Apollo only) • Queues • PNR/BF • Client File/Profile • Ticket Exchange • Recovery • Rules • Estatus
Galileo SSL Client	If applicable, Galileo SSL Client 3.0.3.1 is automatically installed. • The Galileo SSL Client is updated only if an earlier version of the Galileo SSL Client is detected in your system. • If no version of the Galileo SSL Client is detected in your system, Galileo SSL Client is not installed. For example, if your agency uses its own customer-managed VPN for connectivity, Galileo SSL Client is not installed.

BEFORE YOU BEGIN

This Installation Guides assumes that the following tasks are complete before you begin this installation. If these prerequisites are **not** complete, see the *Standard Desktop Installation Guide* or *Technical Installation Guide* for more information.

Assumptions

The Quick Installation assumes that:

- Galileo Desktop 2.60.3 or later is installed.
- Minimum technical requirements are met for hardware and software.
  See “Technical Requirements” on page 13 for more information.
- Connection software is already installed with either:
  - Galileo SSL Client 3.0.3.1 or later, which supports Secured Socket Layer (SSL) 3.0 and Transport Layer Security (TLS) 1.2.
  - A customer-managed VPN (virtual private network).
- The computer is signed on with administrative rights to the Microsoft Windows operating system.

  Depending on an agency’s computer and network setups, agents may or may not sign on to their computer with administrator access. If you do not have administrative rights or do not know the status of your sign on, please contact your agency’s Travelport Smartpoint Administrator or technical support for assistance.
- **Important!** Your agency has tested third-party (custom) plugins or other third-party companion software to confirm that they are compatible with:
  - Travelport Smartpoint 10.0, including Microsoft .NET Framework 4.6.2 or later.
  - Standalone Travelport Smartpoint, if applicable.
  - The Galileo Desktop Hidden feature, if applicable.
  - In the Classic Windows and Flex Windows themes, as applicable.

  Travelport has already tested plugins and other software that is created or reviewed by Travelport through Travelport Marketplace for compatibility. However, support for custom plugins that are not created or reviewed by Travelport are the sole responsibility of the agency. Technical personnel can find more information in the Smartpoint SDK and the *Smartpoint Technical Installation Guide*.

Note: You do not need to uninstall your previous version of Travelport Smartpoint. The previous version is uninstalled during the installation of Smartpoint 10.0.

Exception: If Galileo Desktop is uninstalled and then re-installed on your machine, you also need to uninstall and re-install Smartpoint. Use the Galileo Desktop/Smartpoint Bundled Installation, which is available in Travelport Marketplace.

Uninstalling Custom Trip Quote

This task applies only to agents that have the Custom Trip Quote plugin installed from Travelport Marketplace. Because your agency may choose to automatically uninstall Custom Trip Quote, confirm with your agency's Smartpoint Administrator before you manually uninstall Custom Trip Quote.

In Smartpoint 10.0, the existing Trip Quote feature within Smartpoint has been enhanced to include new functionality. All of the functionality that is currently available in the Custom Trip Quote plugin is also included in the Trip Quote enhancements, as well as additional features.

If the Custom Trip Quote plugin is installed on your machine, you are encouraged to uninstall Custom Trip Quote.

To uninstall Custom Trip Quote:

The process for uninstalling Custom Trip Quote may vary depending on your operating system and specific system configuration. The following instructions apply to Microsoft Windows 10.

1. *Optional.* Export any existing settings in Custom Trip Quote. These settings can be imported into the enhanced Trip Quote in Smartpoint 10.0.
2. *Optional.* Save any stored quotes from the Retrieve tab in Custom Trip Quotes. You can save these quotes locally on your computer using the **PDF** button. These saved quotes cannot be retrieved in the enhanced Trip Quote.

   See the Custom Trip Quote User Guide for instructions to export settings and save quotes. After Smartpoint 10.0 is released, the Trip Quote topics in the Smartpoint User Guide will contain information for importing settings.

3. Click the **Start** icon to open the Windows Start menu.

4. From the Start menu, select **Control Panel** to display the Windows Control Panel. The Control Panel is also located in the table of contents in W > Windows System.

The Control Panel may display icons or categories, depending on your selected Control Panel view option.

5. Click **Programs and Features** to display the Programs and Features window.

6. From the program list, select **Travelport Smartpoint Extension - Custom Trip Quote**. A confirmation message is displayed.

7. Click **Yes** to confirm. An uninstall window displays briefly, but does not require any additional interaction.

Note: If you do not uninstall Custom Trip Quote, you can continue to use the plugin. However:

- The following warning message is displayed each time that you launch Smartpoint 10.0.

- The **#CTQ** command now displays enhanced Trip Quote. The CTQ icon at the bottom of the Smartpoint application screen can continue to be used to access Custom Trip Quote.

Uninstalling the Travelport NDC Web Plugin

The Travelport NDC Web Plugin, which was formerly installed as a separate plugin from Travelport Marketplace, is now part of the main Smartpoint installation in Smartpoint 10.0.

The existing plugin (version 1 or 2) is automatically uninstalled during the Smartpoint 10.0 installation. However, in limited situations, the NDC plugin may not uninstall automatically, and must be uninstalled manually.

To uninstall the NDC Web Plugin:

1. Click the **Start** icon to open the Windows Start menu.

2. From the Start menu, select **Control Panel** to display the Windows Control Panel. The Control Panel is also located in the table of contents in W > Windows System.

   The Control Panel may display icons or categories, depending on your selected Control Panel view option.

3. Click **Programs and Features**.

The Programs and Features window is displayed.

4. From the program list, select **Travelport Smartpoint Extension - Custom Trip Quote**. A confirmation message is displayed.

5. Click **Yes** to confirm.

Agency Actions Required

Depending on the version of Travelport Smartpoint that you are upgrading from, your agency may need to perform pre-installation activities.

Upgrades from All Previous Versions of Smartpoint

In Smartpoint 10.0, CefSharp 75.1.143 was updated to CefSharp 88.2.90. This update enhances functionality for a number of Smartpoint plugins, including Bing Maps in Hotel Retail, Smartpoint Quick Commands, Smartpoint Rail, and launching MyTravelport.

The CefSharp 88.2.90 upgrade is installed during run-time as part of the Smartpoint installation, and should not require changes to agency firewall settings. However, any custom Smartpoint plugins should be tested for compatibility with CefSharp 88.2.90.

Technical Audiences: CefSharp is now being installed during run-time through an Akamai CDN. The DNS hostname is https://akamaicdn.travelport.com. Permissions should not be required for this endpoint, but access should be confirmed if the installation fails. More information about this upgrade is available in the *Technical Installation Guide for Smartpoint 10.0*.

Upgrades from Smartpoint 9.0 and Earlier

The following agency actions are required for upgrades from Smartpoint 9.0 and earlier:

- Uninstalling obsolete Smartpoint plugins that conflict with Smartpoint Assisted Ticketing.
- Permitting access in their firewall settings for the **edge-smartpoint.travelport.com** DNS hostname.

Updates for Smartpoint Assisted Ticketing

To ensure that Smartpoint Assisted Ticketing works correctly, agencies need to remove any the following standalone Smartpoint plugins that were previously installed. The Assisted Ticketing feature in Smartpoint fully replaces the functionality of these plugins, which were previously available in Travelport Marketplace:

- Smartpoint Ticket Assistant
  Note: The Smartpoint Assisted Ticketing feature in Smartpoint 10.0 is an updated version of Smartpoint Ticket Assistant, which was a separate plugin available on Travelport Marketplace.
- Ticket Assist
- Travelport Invol+ManMask
- Smart Refund Mask for Travelport+ (1G)

The Programs and Features display in the Windows Control Panel can be used to remove the listed software. See “Uninstalling Custom Trip Quote” on page 7 for instructions to access the Programs and Features display.

All four plugins are displayed in this example, and Smart Refunds is selected to uninstall.

If the obsolete plugins are not removed, Smartpoint 10.0 installs correctly. However, a warning message displays one or more of the conflicting plugins when Smartpoint is launched.

Access for Edge Proxy

Travelport's Edge Proxy improves traffic handling for transactions such as air availability, fare shopping, seat map, ancillaries, and pricing. Improved response times become more noticeable for agencies with:

- An increased distance from Travelport's Data Center in Atlanta, Georgia.
- Low internet bandwidth.

Agencies must permit access in their firewall settings for the **edge-smartpoint.travelport.com** DNS hostname. Typically, access to firewall settings is limited to agency technical personnel.

For more information, see the *Smartpoint Technical Installation Guide* at in the Travelport Knowledge Base at KB0016425.

TECHNICAL REQUIREMENTS

Please confirm the following software, hardware, and system requirements before installing Travelport Smartpoint 10.0. Please note that these requirements meet all current requirements for PCI DSS Compliance.

The following minimum and recommended requirements apply to desktop installation of Travelport Smartpoint. Recommended specifications vary based on the environment in which Travelport Smartpoint is deployed.

As a general guideline:

- **Low** specifications assume that Travelport Smartpoint is running alone.
- **Medium** specifications assume that Travelport Smartpoint is running with other typical office products.
- **High** specifications assume that Travelport Smartpoint is running with numerous other software products.

Operating System	The Microsoft® Windows operating system must: • Support Microsoft .NET Framework 4.6.2 or later. • Be currently supported by Microsoft. Supported systems include: • Windows 8.1 is recommended. A free update from Windows 8.0 to Windows 8.1 is available. • Windows 10 **Please Note!** A forthcoming update of Smartpoint to support WebView2 will require operating systems to be updated to Windows 10 Anniversary Update (version 1607) or later. Agencies should begin to plan for this upgrade. These Windows 10 updates are recommended: – Windows 10 Anniversary (includes .NET Framework 4.6.2) – Windows 10 Creators (includes .NET Framework 4.7) – Windows 10 Fall Creators (includes .NET Framework 4.7.1) – 10 April 2018 Update (includes .NET Framework 4.7.2) – 10 October 2018 Update (includes .NET Framework 4.7.2) – Windows 10 updates that include .NET Framework 4.8: 10 May 2019, November 2019, May 2020, October 2020, and May 2021 **Note:** Windows 10 Student (10 S) is NOT compatible with Travelport Smartpoint. – Windows 2012 or Windows 2012 R2 – Windows 2016 Server – Windows 2019 Server

Operating System (continued)	**Important!** • Other versions of Microsoft Windows, including Windows XP, Windows Vista, are NOT compatible with Microsoft .NET Framework 4.6.2. The Smartpoint installation will stop if the version of Windows is not supported. • Windows 7 and Windows Server 2008 R2 are compatible with the Smartpoint installation, but are no longer supported by Microsoft. See the "Software and Hardware Guidelines" section for Client Installations in the *Technical Installation Guide* for more detailed information about compatibility for specific operating systems and updates.
Software Framework	Microsoft .NET Framework 4.6.2 or later. If the Smartpoint installation detects an earlier version, the option to install .NET Framework 4.6.2 is included in the installation.
Processor	Performance is based on RAM and CPU speed. • Travelport Smartpoint has been tested successfully to work well with an I5, I7, or Xeon class or equivalent dual/quad core processor. • Minimum available capacity varies by environment: – **Low:** Dual Core 2 GHz – **Medium:** Dual Core with hyperthreading – **High:** Quad Core or greater • Travelport Smartpoint supports GPU Acceleration.
Memory	Minimum recommended memory varies by environment. Travelport Smartpoint has been tested successfully on PCs with: • **Low:** 4 GB RAM • **Medium:** 8 GB RAM • **High:** 8 GB RAM or greater
Recommended Disk Space	64 GB available hard disk space (32-bit) or 20 GB (64-bit)
Screen Resolution	**Minimum:** 1360 x 768 **Recommended:** 1920 x 1080
Recommended Graphics Processor	Supports DirectX 9

OPTIONS FOR DOWNLOADING AND INSTALLING

Depending on your installation environment, you may access your installation of Travelport Smartpoint 10.0 from:

- The Automatic Updates Options feature in Smartpoint.
- An automated alert in Smartpoint.
- Travelport Marketplace. See the *Standard Desktop Installation Guide* for more information.
- A software push from your local portal.
- Your agency through the Travelport ESD (Electronic Software Distribution) site.

For some of these methods of installation, you may need to perform additional tasks to manually complete the installation.

- Extracting the installation files.
- Unencrypting installation files.
- Disabling user access control.

See “Manually Installing Travelport Smartpoint” in the *Standard Desktop Installation Guide* for more information.

Installing Travelport Smartpoint

⚠ You do not need to uninstall your previous version of Smartpoint. The previous version is uninstalled during the installation of Smartpoint 10.0.

After you open the installation file, the Travelport Smartpoint Setup window is displayed.

Smartpoint 10.0 includes a software update the Microsoft .NET Framework to version 4.6.2. If .NET Framework 4.6.2 or later was not previously installed on your system, you will need to update .NET Framework.

1. Choose your .NET Framework installation option. You can either:
   - Install .NET Framework 4.6.2 as part of the Travelport Smartpoint installation. Select **I agree to the license terms and conditions**. Then, click **Install**.
   - Install .NET Framework 4.6.2 or later separately. Click **Close** to exit the Smartpoint installation, install .NET Framework from another source, and then resume the Smartpoint installation.

   The setup process begins. If Microsoft .NET Framework 4.6.2 is included, this installation is indicated in the setup progress.

Notes:

- If .NET Framework 4.6.2 was not previously installed, the installation may require your computer to be rebooted several times.
- If your system is missing a requirement for NET Framework 4.6.2, such as an upgrade to your operating system, a warning message indicates the missing requirement.

If Travelport Smartpoint or Galileo Desktop is open, a warning message is displayed.

2. If all of your work is saved, click **Yes**.

   After the Travelport Smartpoint installation determines your system requirements, the License User Agreement dialog box is displayed.

Tip! If Travelport Smartpoint or Galileo Desktop is open, a warning message is displayed. If all of your work is saved, click **Yes** to continue with the installation.

3. Select **I accept the terms in the License Agreement**.
4. Confirm that **Quick Install** is selected.

   If you clear the **Quick Install** check box, the installation wizard displays the Standard Desktop installation, which provides all available installation options.

5. Click **Next** to display the Travelport Smartpoint Installation window.

6. Click **Install** to display the Status bar.

   Note: The installation may take up to 10 minutes, depending on the files installed.

After the installation is complete, the Completed Setup Wizard window is displayed.

7. Click **Finish** to complete the installation of Travelport Smartpoint 10.0.

   If an earlier version of Galileo SSL Client is detected in your system, Galileo SSL Client 3.0.3.1 is automatically installed. Galileo SSL Client 3.0.1.47 supports Secured Socket Layer (SSL) 3.0 and Transport Layer Security (TLS) 1.2, which are required for PCI DSS Compliance.

   Galileo SSL Client 3.0.3.1 is NOT automatically installed if:

   - If your system is already running the current 3.0.3.1 version of Galileo SSL Client. Galileo SSL Client 3.0.3.1 is also available as a separate installation on Travelport Marketplace at https://www.travelportmarketplace.com/Product/Galileo-SSL-3031.
   - No versions of Galileo SSL Client are detected on your system. Agencies that use a customer-managed VPN for connectivity do not require Galileo SSL Client.

   The installation progress screen is displayed.

8. *If applicable.* If the Smartpoint installation detects files or software that are currently open that may conflict with the installation, a screen indicates the software.

You can select either:

- **Close the applications and attempt to restart them.** to close the applications during the Smartpoint installation. If you select this option, you do not need to restart your computer after Smartpoint is installed.
- **Do not close the applications. A reboot will be required.** to keep the applications open. If you select this option, you need to restart your computer after Smartpoint is installed.

After the check is complete, a success message is displayed.

9. Depending on your setup requirements you may or may not receive if a message to restart your computer:
   - If the restart message is displayed, click **Restart** to restart your computer.

     Tip! If you do not want to immediately restart your computer, you can click **Close**. However, the Smartpoint 10.0. installation will not be complete until you restart your computer.
   - If the restart message is *not* displayed, click **Close** to exit the Setup Wizard. You can immediately begin using Smartpoint 10.0 without restarting your computer

LAUNCHING SMARTPOINT FOR THE FIRST TIME

After you install Smartpoint, you can run the newly installed software. This step varies if standalone Smartpoint is activated for your implementation of Travelport Smartpoint.

⚠ Because the .NET Framework needs to load in the memory, there may be a slight delay each time that you run Travelport Smartpoint after you restart your computer.

To launch Smartpoint:

1. Open Smartpoint by either:
   - Clicking the **Travelport Smartpoint**

shortcut on your Windows Desktop.
   - Click the **Start** icon to open the Windows Start menu. Then, select **Travelport** and **Travelport Smartpoint**.

2. Sign on to Travelport+ (1G) or Apollo (1V).
3. If you are opening standalone Smartpoint with Galileo Desktop hidden for the first time, you need to activate standalone Smartpoint:
   a. In the Terminal Window, enter **`#CONFIGPLUGINON`**. A confirmation message is displayed.
   b. Confirm that Galileo Desktop is hidden by either:
      - Entering **`#updatesettings`** to verify that the configuration plugin is set to “true”.
      - Confirming in the Application Settings that the Hide Galileo Desktop check box is not displayed.

   Note: If you previously activated standalone Smartpoint, you do not need to re-enter the `#CONFIGPLUGINON` command**.** See Launching Travelport Smartpoint in the Smartpoint online help for more information.

Tip! If the Custom Trip Quote plugin is detected on your system, a warning message is displayed when you launch Smartpoint.

See “Uninstalling Custom Trip Quote” on page 7 for more information.

TESTING THE SMARTPOINT INSTALLATION FOR CONNECTIVITY

To test your Travelport Smartpoint installation for access to Travelport+ (1G) or Apollo (1V):

1. Sign in to Smartpoint.
2. Make sure you are emulated to a valid PCC (Pseudo City Code). Typically, agents are preset to a specific PCC. To confirm your PCC, type **`OP/W*`** to display the PCC.
3. Test point-and-click functionality.
   a. Type any air availability command such as: **`ABCNMAD`**.
   b. When air response is displayed, click on the airport codes to confirm that they are decoded properly.

GETTING STARTED WITH SMARTPOINT 10.0

For more information, about using Travelport Smartpoint, see:

- The Product Advisory for *Travelport Smartpoint 10.0* in the Advisory List on MyTravelport for details about the latest enhancements.
- What’s New, Getting Started and Personalizing Travelport Smartpoint in the Smartpoint online help (User Guide).
- The Travelport Learning Portal for training demonstrations, tutorials, and calendars for online webinars.

UNINSTALLING SMARTPOINT

The process for uninstalling Travelport Smartpoint may vary depending on your operating system and specific system configuration. The following instructions apply to Microsoft Windows 10.

To uninstall Travelport Smartpoint:

1. Click the **Start** icon to open the Windows Start menu.

2. From the Start menu, select **Control Panel** to display the Windows Control Panel. The Control Panel may display icons or categories, depending on your selected Control Panel view option.

3. Click **Programs and Features**.

The Programs and Features window is displayed.

4. From the program list, select **Travelport Smartpoint**.
5. Click **Uninstall** to display the Modify Setup window.

6. Click **Uninstall**.

7. After Travelport Smartpoint is uninstalled, click **Close** to exit the Setup window.