Travelport Smartpoint v8.2

Quick Installation Guide

Version 1.0

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Introduction

This guide provides instructions to install and uninstall Travelport Smartpoint v8.2 for Galileo or Apollo using the default-only Quick Installation.

As of Travelport Smartpoint 8.2 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 new *Standard Desktop Installation Guide* supports the full installation options of Travelport Smartpoint and provides full installation details.**

  Please note that the previous *Quick Installation Guide* supported the full desktop installation in previous releases.

If you are not sure which installation to use, see *Which Installation and Guide Do I Need?* on page 2 for more information about the installation options.

What's New

Between Travelport Smartpoint v8.1 and Travelport Smartpoint v8.2:

- The following updates apply to the Travelport Smartpoint v8.2 installation:
  - Two options are available for desktop installation for Travelport Smartpoint. These options use the same installation file (executable):
    - The **Quick Installation** installs only default options for the desktop installation of Travelport Smartpoint.

      See *What Is the Quick Installation?* on page 4 for more information about what is installed and not installed in the Quick Installation.
    - The **Standard Desktop Installation** provides the full set of installation options for the desktop installation of Travelport Smartpoint.
  - For both the Quick Installation and Standard Desktop Installation, analytics are automatically enabled and sent to Travelport. Usage and performance information is used to help improve Travelport Smartpoint.
- New features and functionality were also added to the Travelport Smartpoint product for the 8.2 release. See the Product Advisory for Travelport Smartpoint v8.2 for details.

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. You may receive an update message in Travelport Smartpoint. Or, 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 both Galileo Desktop 2.60.3 and Travelport Smartpoint 8.2. 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, search for **Smartpoint 8.2 Bundled Installer**.	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 at **Smartpoint 8.2 Bundled Installer**. Click the **SUPPORT** tab, which is displayed after you log in. ▪ In ASK Travelport /MyTravelport.
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.**	In Travelport Marketplace, search for **Smartpoint 8.2**. 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 search for **Smartpoint 8.2**. Click the **SUPPORT** tab, which is displayed after you log in. ▪ In ASK Travelport /MyTravelport.

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 setting or installation options.**	In Travelport Marketplace, search for **Smartpoint 8.2**. The Quick Installation uses the same installation file as the Standard Desktop 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.	On Travelport Marketplace, search for **Smartpoint 8.2**. ▪ Click the **SUPPORT** tab, which is displayed after you log in. ▪ In ASK Travelport /MyTravelport.

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.

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-out ▪ Theme (Classic or Flex Windows) ▪ Preferred font and color scheme All Relay Quick Commands for Travelport Galileo or Travelport Apollo are automatically installed: ▪ Itinerary Capture (Apollo only) ▪ Queues ▪ PNR/BF ▪ Client File/Profile ▪ Ticket Exchange ▪ Recovery ▪ Rules ▪ Estatus
Hotel Retail Plug-In	Hotel Retail integrates the hotel shopping and booking workflow to provide all relevant hotel information in one place. The Hotel Retail plug-in is automatically included in the Quick Installation. However, the installed Hotel Retail software only displays if your agency chooses to activate the installed plug-in in Travelport Marketplace. If activated by your agency, the Hotel Retail icon is displayed: – Classic Windows: – Flex Windows: For more information, see Hotel Retail in the online *User Guide* for instructions or AN16156 in ASK Travelport/My Travelport.
Galileo SSL Client	If applicable, Galileo SSL Client 3.0.1.47 is automatically installed, if applicable. ▪ 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* for more information.

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 5 for more information.
- Connection software is already installed with either:
  - Galileo SSL Client v3.0.0 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
- Your agency has tested third-party plug-ins or other third-party companion software to confirm that they are:
  - Compatible with Travelport Smartpoint 8.2.
  - Compatible with Standalone Travelport Smartpoint, if applicable.
  - Compatible with the Galileo Desktop Hidden feature, if applicable.

⚠ You do not need to uninstall your previous version of Travelport Smartpoint. The previous version is uninstalled during the installation of Travelport Smartpoint v.8.2.

Technical Requirements

Please confirm the following software, hardware, and system requirements before installing Travelport Smartpoint v8.2. 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: ▪ Windows 7 Service Pack 1 ▪ Windows Server 2008 R2 ▪ Windows 8.0 or Windows 8.1 Windows 8.1 is recommended. A free update from Windows 8.0 to Windows 8.1 is available. ▪ Windows 10 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) **Note:** Windows 10 Student (10 S) is NOT compatible with Travelport Smartpoint. ▪ Windows 2012 or Windows 2012 R2 **Important!** Other versions of Microsoft Windows, including Windows XP and Windows Vista, are NOT compatible with Microsoft .NET Framework 4.6.2 or later. The Travelport Smartpoint v8.2 installation will stop if the version of Windows is not support. See the "Software and Hardware Guidelines" section for Client Installations in the *Travelport Smartpoint v8.2: 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. (.NET Framework 4.6.2 is included in the Travelport Smartpoint 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:** 2 GHz ▪ **Medium:** Dual Core ▪ **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:** 3 GB RAM ▪ **Medium:** 4 GB RAM ▪ **High:** 8 GB RAM or greater
Recommended Disk Space	16 GB available hard disk space (32-bit) or 20 GB (64-bit)
Minimum Screen Resolution	1024 x 768
Recommended Graphics Processor	Supports DirectX 9

Options for Downloading and Installing Travelport Smartpoint

Depending on your installation environment, you may access your installation of Travelport Smartpoint v8.2 files from:

- The Automatic Updates Options feature in Travelport Smartpoint.
- An automated alert in Travelport Smartpoint.
- Travelport Marketplace.
- A software push from your local portal or an automatic push from 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 Travelport Smartpoint. The previous version is uninstalled during the installation of Travelport Smartpoint v.8.2.

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

Travelport Smartpoint v8.2 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.

- 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.

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**.

   ⚠ On Windows 7, you may receive a message to confirm the installation. Click **Yes** to accept the Travelport Smartpoint installation.

The Status bar for the installation is displayed.

Note: The installation may take up to 10 minutes, depending on the files installed. If the installation does fail, the Status bar may continue to pulse but does not move.

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

7. Click **Finish** to complete the installation of Travelport Smartpoint v8.2.

   If an earlier version of Galileo SSL Client is detected in your system, Galileo SSL Client 3.0.1.47 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 3.0.1.47 is NOT automatically installed if:

   - If your system is already running the current 3.0.1.47 version of Galileo SSL Client.

     Galileo SSL Client 3.0.1.47 is also available as a separate installation on Travelport Marketplace at https://www.travelportmarketplace.com/Product/-Galileo-SSL-301.

   - 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.

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

8. Click **Close** to exit the Setup Wizard.
9. Run the newly installed software. This step varies on whether your implementation of Travelport Smartpoint has standalone Smartpoint activated.

   ⚠ 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.

   ⚠ If a previous version of Travelport Smartpoint was installed, a pop-up warning message may indicate that a corrupt file exists. Accept the message and launch Smartpoint again.

If you are NOT activating standalone Smartpoint:

a. Run Galileo Desktop. By default, two windows display at the top of Galileo Desktop: the PNR Viewer and the main Terminal Emulator screen.

b. When Focalpoint Windows is visible, click the new **Travelport** icon in the toolbar. A new Desktop shortcut and Galileo Desktop toolbar button are created.

If you are activating standalone Smartpoint, you must update your configuration settings. You can either:

- Sign out and sign in again to Travelport Smartpoint. (Recommended)
- Set the configuration from within Travelport Smartpoint.

  a. Open Smartpoint by either:

  – Clicking the **Smartpoint** icon on your Windows Desktop.

  – From the Windows Start Menu, select **Travelport**, then select **Smartpoint**.

  Note: For some operating systems, you may need to select **All Programs** before selecting **Travelport**.

  b. Sign on to Galileo or Apollo.

  c. In the Terminal Window, enter **#CONFIGPLUGINON**. A confirmation message is displayed.

  Note: If you have previously activated standalone Smartpoint, you do not need to re-enter the #CONFIGPLUGINON command**.**

  d. Confirm that Galileo Desktop is hidden by either:

  - Entering **#updatesettings** to verify that the configuration plug-in is set to “true”.
  - Confirming in the Application Settings that the **Hide Galileo Desktop** check box is not displayed.

See AN15596 in ASK Travelport (ask.travelport.com) for more information about standalone Smartpoint.

10. *Optional.* You can resize and adjust your windows. From the **Application** menu, select **Save Windows Positions** to store your new layout.

11. *Optional.* You can also change the fonts and other display items, and even add more terminal windows. From the **Application** menu, select **Application Settings**. After you change your settings, click **Save** to store your changes.

Testing the Travelport Smartpoint Installation for Connectivity

To test your Travelport Smartpoint installation for access to Galileo or Apollo:

1. Sign on to Galileo Desktop or to the Smartpoint Framework.
2. Make sure you are emulated to a valid PCC (Pseudo City Code). Typically, agents are preset to a particular PCC. To confirm your PCC, type **>QCA** to display the PCC.
3. Test point-and-click functionality to ensure that the Smartpoint Framework can properly access its internal database.
    a. Type any air availability command such as: **ABCNMAD**.
    b. When air response is displayed, click on the airport codes and to confirm that they are decoded properly.

If Galileo Desktop is uninstalled and then re-installed on your machine, you will also need to uninstall and re-install Travelport Smartpoint. Use the Galileo Desktop/Smartpoint Bundled Installation, which is available at Travelport Marketplace. Search for **Smartpoint 8.2 Bundled Installer**.