

Travelport Smartpoint v7.5

Quick Installation Guide

Version 1.0

11 November 2017

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Introduction

This guide provides instructions to install and uninstall Travelport Smartpoint v7.5.

The *Quick Installation Guide* specifically supports desktop installation of Smartpoint for travel agents. For more detailed installation instructions, including network installations, please refer to the *Technical Installation Guide* for Smartpoint.

What's New

You must upgrade to Travelport Smartpoint 7.5 by 28 February 2018. Earlier versions of Smartpoint will not be able to access Travelport Apollo or Travelport Galileo as of 01 March 2018.

This release installation includes updates that are required to maintain Payment Card Industry Data Security Standard (PCI DSS) compliance. This set of security standards is designed to ensure that all companies that accept, process, store, and/or transmit card information maintain a secure environment. The payment industry's focus on PCI DSS is continually evolving to become more stringent in the application of the rules.

Currently, Travelport is PCI DSS compliant. However, to comply with new guidelines for 2018, Travelport must make some changes to their applications and communication protocols.

To support the PCI DSS-compliant updates, the new installation for Smartpoint:

- Requires an update to **Microsoft® .NET Framework 4.6.2 or later**. .NET Framework 4.6.2 is included as an optional part of the Smartpoint installation.
- May require an update your **Windows operating system**. If necessary, your operating system must be updated BEFORE you install .NET Framework 4.6.2.
- If your agency uses an SSL connection, may require an update to **(Secured Socket Layer) SSL 3.0 and Transport Layer Security (TLS) 1.2**. This software is provided in Galileo SSL Client v3.0.0, which is available on Travelport Marketplace.

Note: The update to Galileo SSL Client v3.0.0 is not required to run Smartpoint v7.5. However, this update is also required by 28 February 2018 for PCI DSS compliance.

- May require your agency to **test uncertified plug-ins or other uncertified Smartpoint companion software**.

See “Before You Begin” on page 4 for instructions and more information about these requirements.

If you need more detailed technical information about PCI DSS Compliance, see the *Technical Installation Guide* for Smartpoint.

Technical Requirements

Please confirm the following software, hardware, and system requirements before installing Travelport Smartpoint v7.5.

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

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

Operating System	<p>The Microsoft® Windows operating system must support Microsoft .NET Framework 4.6.2 or later:</p> <ul style="list-style-type: none"> ▪ Windows 7 Service Pack 1 ▪ Windows Server 2008 R2 ▪ Windows 8.0 or Windows 8.1 <p>Windows 8.1 is recommended. A free update from Windows 8.0 to Windows 8.1 is available.</p> <ul style="list-style-type: none"> ▪ Windows 10 <p>These Windows 10 updates are recommended:</p> <ul style="list-style-type: none"> – 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) <p>Note: Windows 10 Student (10 S) is NOT compatible with Smartpoint.</p> <ul style="list-style-type: none"> ▪ Windows 2012 or Windows 2012 R2 <p>Important!</p> <p>Other versions of Microsoft Windows, including Windows XP and Windows Vista, are NOT compatible with Microsoft .NET Framework 4.6.2 or later. The Smartpoint 7.5 installation will stop if an unsupported version of Windows.</p> <p>See the “Software and Hardware Guidelines” section for Client Installations in the <i>Travelport Smartpoint 7.5: Technical Installation Guide</i> for more detailed information about compatibility for specific operating systems and updates.</p> <p>See page 5 for instructions to confirm your operating system.</p>
Software Framework	<p>Microsoft® .NET Framework 4.6.2 or later. (.NET Framework 4.6.2 is included in the Smartpoint installation.)</p>

Processor	<p>Performance is based on RAM and CPU speed.</p> <ul style="list-style-type: none">▪ 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:<ul style="list-style-type: none">▪ Low: 2 GHz▪ Medium: Dual Core▪ High: Quad Core or greater▪ Travelport Smartpoint supports GPU Acceleration.
Memory	<p>Minimum recommended memory varies by environment. Smartpoint has been tested successfully on PCs with:</p> <ul style="list-style-type: none">▪ 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

Before You Begin

Tip! You can use the **Am I Ready?** tool to check the status of your updates for PCI DSS compliance before installing Smartpoint 7.5. See *Testing the Smartpoint Installation for PCI DSS Compliance* on page 24 for more information.

Before you install Travelport Smartpoint v7.5, please confirm that:

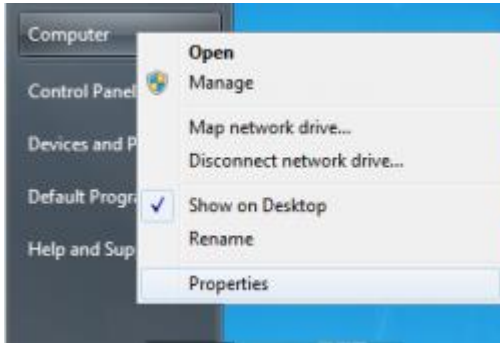
- Your computer is running a supported operating system.
 - If necessary, your operating system must be updated BEFORE you install .NET Framework 4.6.2.
 - See page 5 for instructions to confirm your current operating system.
 - See “Technical Requirements” on page 2 for a list of operating systems that are compatible with Smartpoint 7.5 and .NET Framework 4.6.2.
- Your computer is running Microsoft® .NET Framework 4.6.2 or later.
 - .NET Framework 4.6.2 is included as an optional part of the Smartpoint installation. (Page 16)
 - .NET Framework 4.6.2 is available from Microsoft at <https://www.microsoft.com/en-us/download/details.aspx?id=53344> if you choose to install separately.
- If you are using an SSL connection, your computer is updated to Secured Socket Layer (SSL) 3.0 and Transport Layer Security (TLS) 1.2.
 - Install Galileo SSL Client v3.0.0 to update SSL and TLS. Galileo SSL Client v3.0.0 to update SSL is available on Travelport Marketplace at www.travelportmarketplace.com.
Note: The update to Galileo SSL Client v3.0.0 is not required to run Smartpoint v7.5. However, this update is also required by 28 February 2018 for PCI DSS compliance.
 - For best practice, the Galileo SSL Client should be installed AFTER any updates to your operating system and .NET Framework.
 - The Galileo SSL Client is not required if your connection is a customer-managed VPN.
- You have the correct version of Galileo Desktop 2.60.3 already installed on your system. (Page 5)
- Your agency has tested any third-party plug-ins or other Smartpoint companion software that are not certified by Travelport to ensure that they are compatible with the .NET Framework update.

Travelport has already tested plug-ins and other software that is created by Travelport or offered by certified third parties through Travelport Marketplace.
- Your implementation of Smartpoint may hide Galileo Desktop. If you plan to use Smartpoint with Galileo Desktop hidden, you will need to test your third-party applications to ensure that they remain compatible when Galileo Desktop is not displayed. (Page 6)
- If you are updating from Smartpoint 7.1 or earlier, you have manually removed the old ConfigurationServiceClient plug-in. (Page 6)

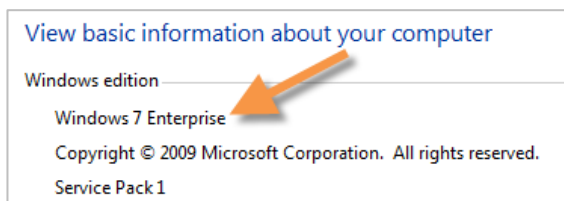
Confirming Your Operating System

To find your operating system:

1. Click **Start**  menu.
2. Right-click **Computer**.



3. Select **Properties** to display the Windows operating system.



See “Technical Requirements” on page 2 for a list of operating systems that are compatible with Smartpoint 7.5 and .NET Framework 4.6.2.

Confirming Your Galileo Desktop Version

Before you install Travelport Smartpoint v7.5, please confirm that:

- Galileo Desktop 2.5 or later is installed and working on your PC; Galileo Desktop 2.60.3 is recommended. Smartpoint must be installed in conjunction with Galileo Desktop.

Travelport Smartpoint checks to ensure that Galileo Desktop 2.5 or later, and will not install on earlier versions of Galileo Desktop.

- Galileo Desktop is closed.

⚠ If Galileo Desktop is running on your PC, please close it before installing or updating Travelport Smartpoint.

Testing Third-Party Software for Standalone Smartpoint or Hide Galileo Desktop

Smartpoint can be implemented to hide Galileo Desktop and display only Smartpoint. There are two ways to hide Galileo Desktop:

- Activating standalone Smartpoint

As of Smartpoint 7.2, standalone Smartpoint activation is available to automatically hide Galileo Desktop.

Standalone Smartpoint must be enabled with the proper configuration settings in Travelport Marketplace. A terminal command is also required after installation to activate standalone Smartpoint. Please confirm with your agency's Smartpoint administrator if your implementation of Smartpoint will be activated for standalone Smartpoint.

For more information about configuring your agency for standalone Smartpoint, please contact your account executive.

- Enabling Hide Galileo Desktop

If Smartpoint is installed to display Galileo Desktop, you have the option to hide or display Galileo Desktop using the Hide Galileo Desktop feature in the Application Settings.

For both of these options, it is **strongly recommended** that you test any third-party applications with Galileo Desktop hidden before beginning to install Smartpoint. Please work with your agency Smartpoint administrator to confirm that any customized plug-ins or other customized software will continue to be compatible to Smartpoint.

To test customized and third-party applications:

1. Using your current version of Smartpoint, hide Galileo Desktop.
 - a. From the **Application** menu, select **Application Settings**.
 - b. In the General Settings section, select **Hide Galileo Desktop** check box.
 - c. Click **SAVE**.
2. Confirm that all scripts and third-party applications, including custom plug-ins, continue to work in Smartpoint.
3. If a third-party application does not work, your agency should contact the third party and work with them to make the software compatible with Smartpoint.

Note: If you have previously installed standalone Smartpoint as an add-on feature, you do not need to re-confirm compatibility for third-party software for this release.

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

Upgrading Standalone Smartpoint from Smartpoint 7.1 or Earlier

Standalone Smartpoint was added as part of the main Smartpoint installation in Smartpoint 7.2. However, you may be using Smartpoint 7.1 or earlier with the configuration plug-in for standalone Smartpoint installed separately.

If you upgrade from Smartpoint 7.1 or earlier directly to Smartpoint 7.5, your system will continue to use the old plug-in even after you upgrade to version 7.5.

To ensure that the current version of the standalone configuration plug-in is used, you must either:

- (Recommended) Upgrade from Smartpoint 7.1 or earlier to Smartpoint 7.2 or 7.3 *before* installing Smartpoint 7.4.
- Manually remove the old **ConfigurationServiceClient** plug-in from Smartpoint 7.1 or earlier.

Accessing Installation Files

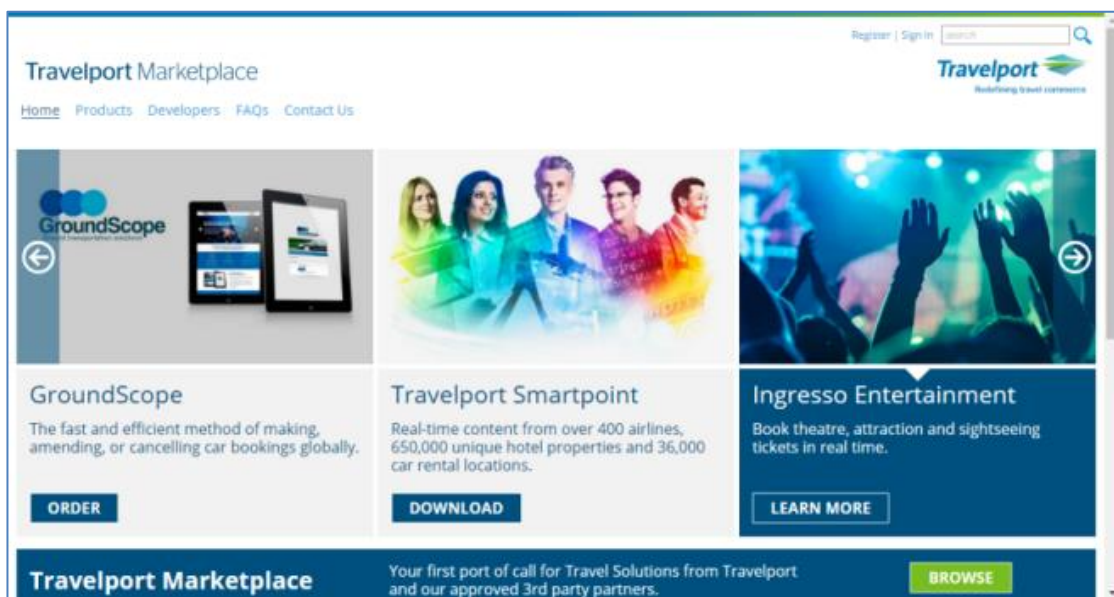
Depending on your installation environment, you may access your first installation of Smartpoint 7.5 files in one of several ways:

- From Travelport Marketplace.
- Via a software push from your local portal or an automatic push from the Travelport ESD (Electronic Software Distribution) site.
- Manual updates.

Installing from Travelport Marketplace

To access Smartpoint installations from Travelport Marketplace:

1. Go to www.travelportmarketplace.com.

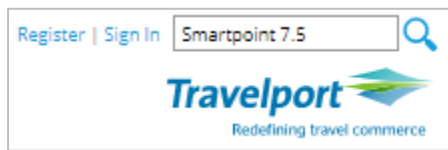


2. Click **Sign In** to enter your ASK Travelport user name and password. If you do not have ASK Travelport credentials, click **Register** to request registration instructions.

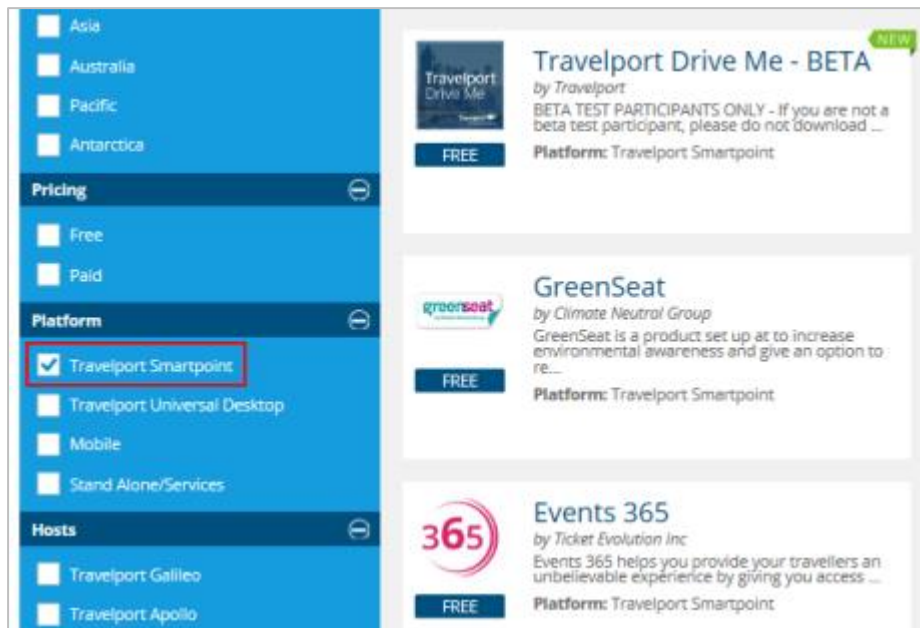
The screenshot shows the 'ASK Travelport™ Sign In' form. It has a blue header with the Travelport logo and 'Employee Sign In >'. The form contains fields for 'Username' and 'Password', a 'Remember Me' checkbox, and 'SIGN IN' and 'CANCEL' buttons. At the bottom, there are links for 'Register' and 'Forgot username or password?'.

3. To locate the Smartpoint 7.5 installation, either:

- In Search text box in the upper right corner, enter **Smartpoint 7.5** and click the Search icon.

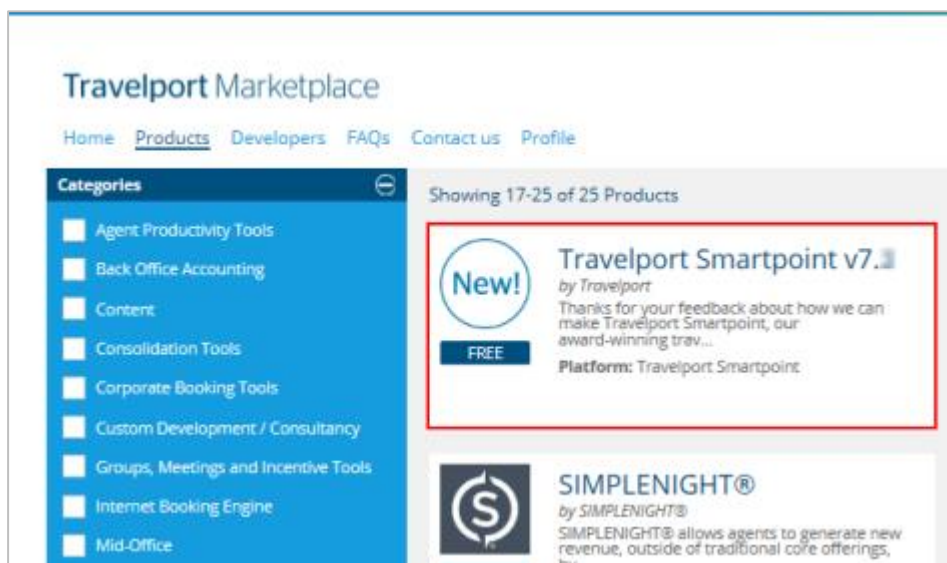


- Click **BROWSE** and select **Travelport Smartpoint** from the Platform list.

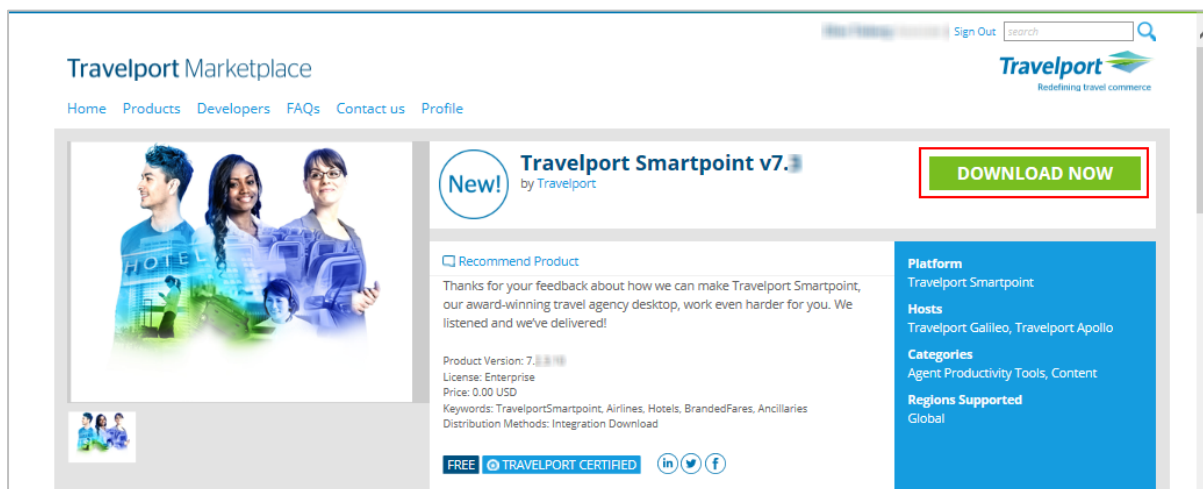


A list of available options is displayed.

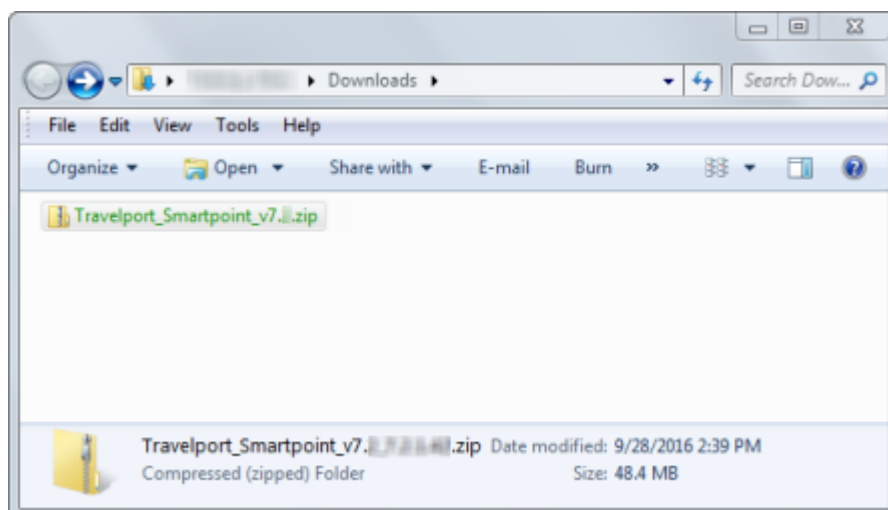
Note: Smartpoint v7.5 is displayed only if you sign on to Travelport Marketplace with a Travelport employee account or a third-party developer account with specified permissions. This test version of Smartpoint should not be made available to external customers.



- From the list of available options, click **Travelport Smartpoint v7.5** to open the download page.



- Click **DOWNLOAD NOW** to download the Travelport Smartpoint Zip file to your computer. By default, the files are saved to the *Downloads* folder on the Windows Desktop.



Travelport Smartpoint downloads the installation files with a Zip file.

See “Installing from Distributed Updates from ESD or Network Servers

Smartpoint installation files can be obtained from your local portal or an automatic push from the Travelport ESD (Electronic Software Distribution) site.

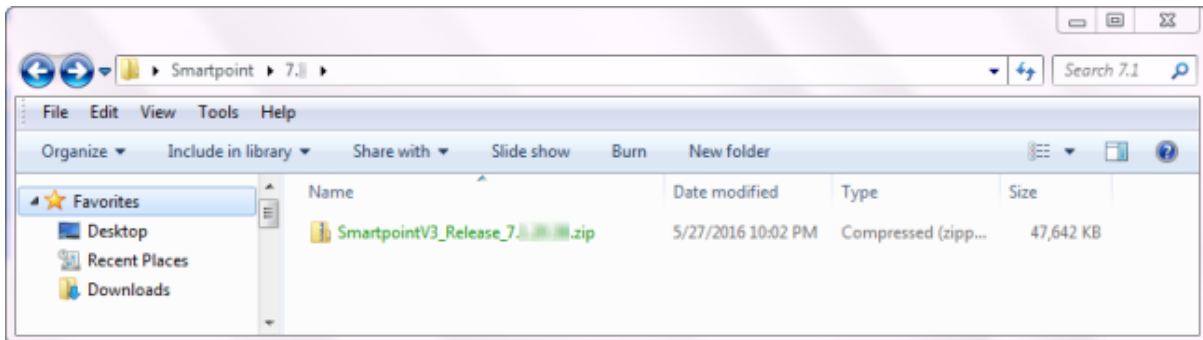
With this distribution, the Installation file may include extraction of the files as part of the installation.

Manually Installing Smartpoint” on page 11 for information to:

- Extract the installation files from the Zip file.
- Confirm that your installation files are not encrypted.
- Disable User Access Control (UAC) if your machine has UAC enabled or if you do not have administrative rights to your machine.

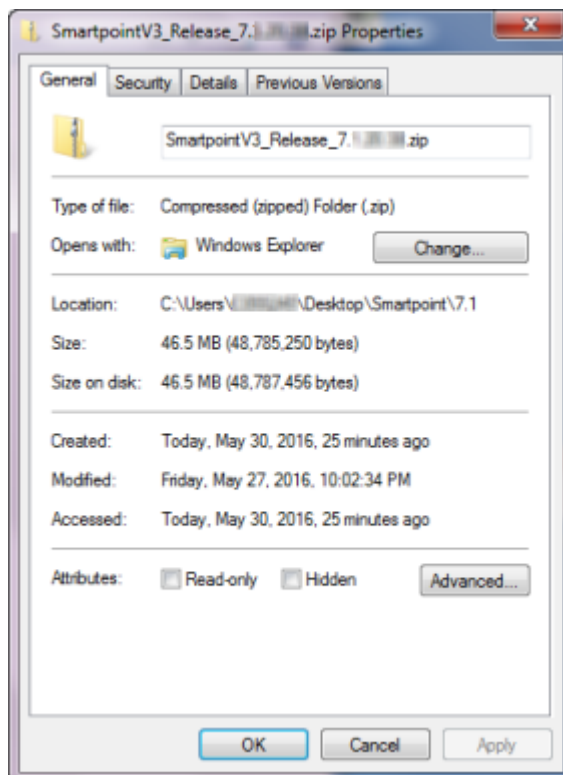
Unencrypting the Installation Files

Internal Travelport employees may have had their files encrypted. Before you begin the installation, confirm that your installation files are not encrypted; these folders and files display in **green**.



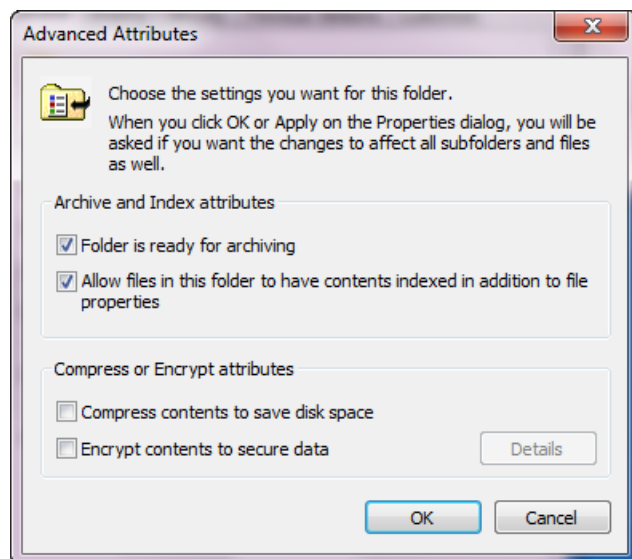
To unencrypt folders:

1. Right-click on the installation folder and select **Properties** to display the Properties dialog box.

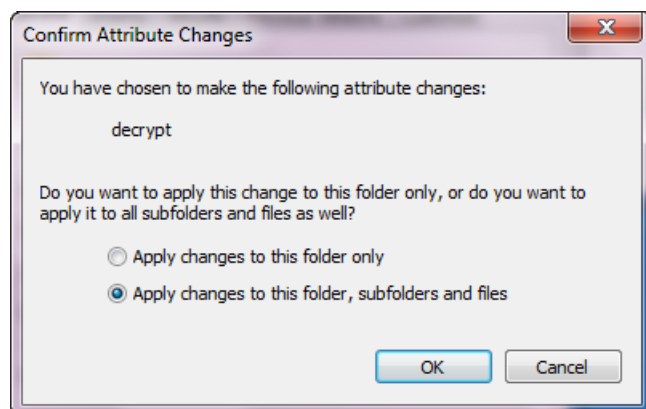


2. Click the **Advanced** button.

The Advanced Attributes dialog box is displayed.



3. Clear the **Encrypt contents to secure data** check box.
4. Click **OK** to display the Confirm Attribute Changes warning.

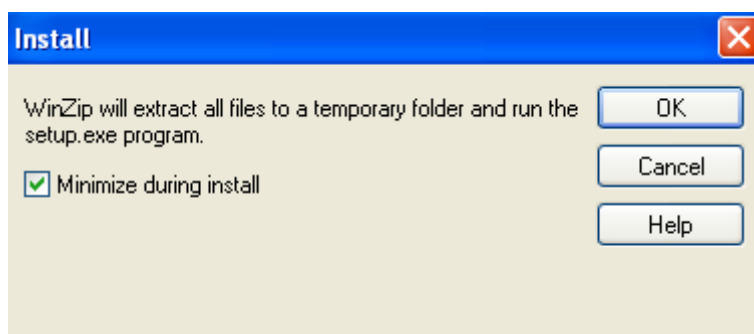


5. Select **Apply changes to this folder, subfolders and files**.
6. Click **OK**.

Installing from Distributed Updates from ESD or Network Servers

Smartpoint installation files can be obtained from your local portal or an automatic push from the Travelport ESD (Electronic Software Distribution) site.

With this distribution, the Installation file may include extraction of the files as part of the installation.



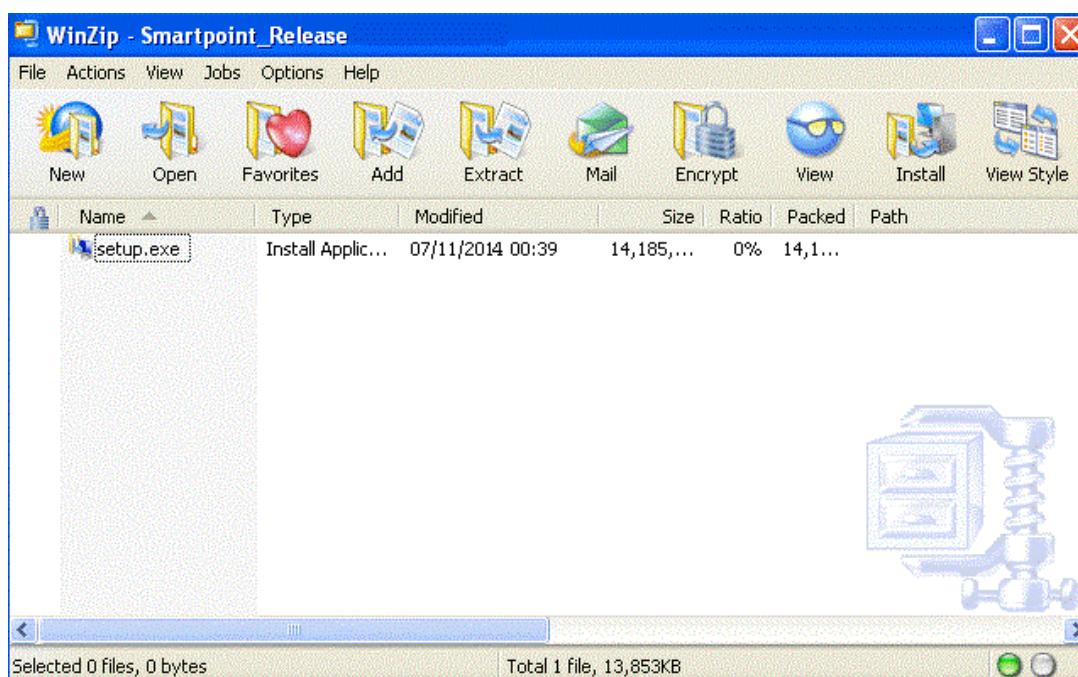
Manually Installing Smartpoint

The Smartpoint installation files are typically distributed as a compressed Zip (.zip) file. Before you install, you will need to:

- Extract the **setup.exe** installation file from the Zip file.
- Confirm that your installation file is not encrypted.
- Disable User Access Control (UAC) if your machine has UAC enabled or if you do not have administrative rights to your machine.

Extracting the Installation Files

1. Open the **Zip** file.



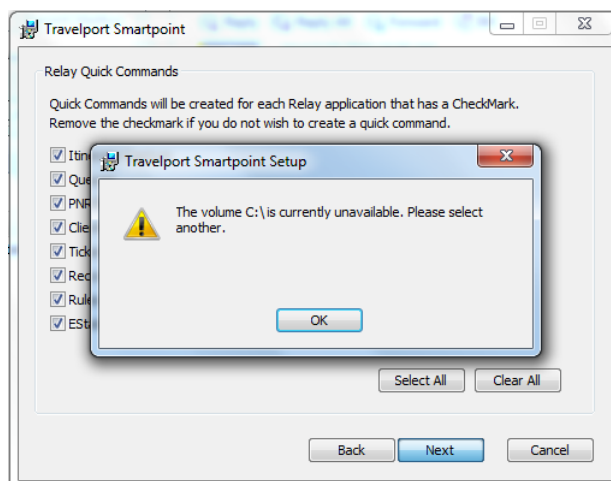
2. Click the **Extract** icon or click **Extract all files** from the menu.
3. Click **OK** to extract all files in the folder and begin the installation. Follow the Setup Wizard instructions on page 7.

Disabling User Access Control

This step may be required if your machine has User Access Control (UAC) enabled or if you do not have administrative rights to your machine.

If one of following issues occurs, you will need to install Smartpoint manually as an administrator and/or disable User Access Control.

- While installing Smartpoint, this error message is displayed: *The volume C:\ is currently unavailable. Please select another.*



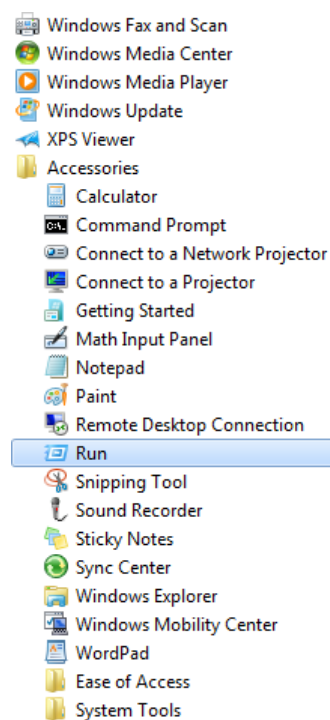
- While signing on to Galileo Desktop or Smartpoint fails to connect to the Apollo or Galileo host system.

A flashing message displays on the status bar in the bottom left corner of Galileo Desktop. The message indicates that Galileo Desktop is trying to connect to the Apollo or Galileo host system, but eventually fails.

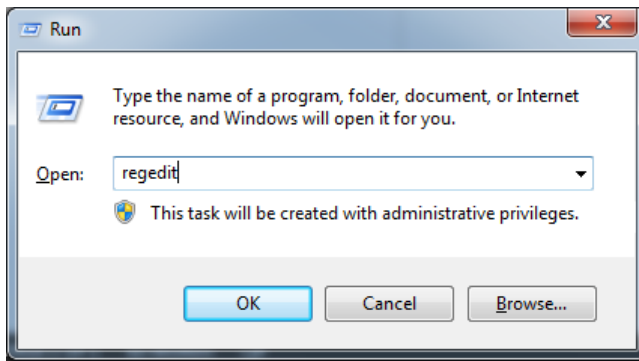
Error, Host Re-Connect Failed. Press CTRL+R to unlock keyboard.

To disable User Access Control (UAC):

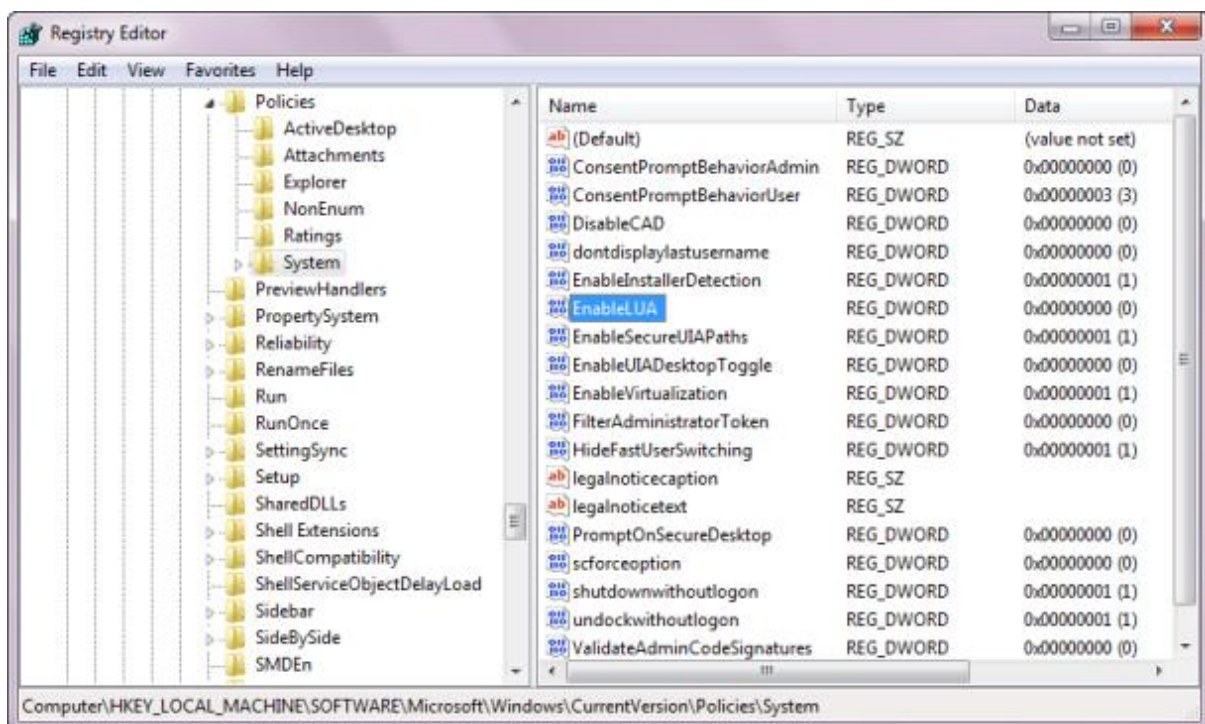
- Open the Run dialog box by either:
 - Pressing the **Windows + R** keys.
 - From the **Start** menu, selecting **Accessories**, then selecting **Run**.



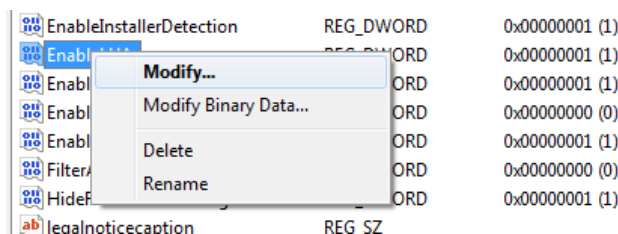
The Run dialog box is displayed.



2. In the **Open** text box, enter **regedit**.
3. Click **OK** to display the Registry Editor.

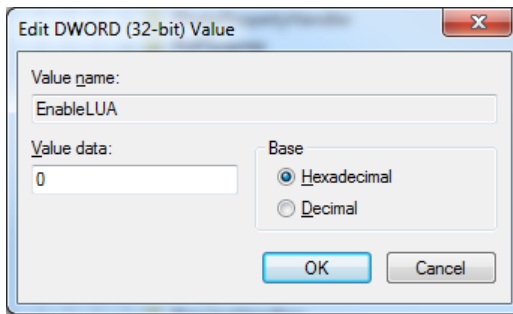


4. Expand the tree on the left pane to browse to the registry field **HKEY_LOCAL_MACHINE\SoftwareMicrosoft\Windows\CurrentVersion\Policies\System**.



5. Right-click on **EnableLUA** and select **Modify**.

The Edit DWORD (32-bit) Value dialog box is displayed.



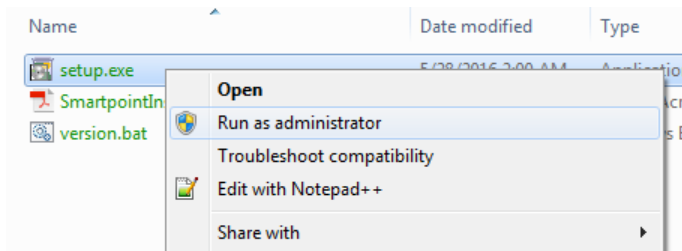
6. In **Value data**, enter **0**.
7. When prompted, restart your computer to apply the update.

Running the Manual Installation

In the extracted installation folder, run the installation executable.

1. *Optional.* If you do not have administrator access to your Program Files folder, you may need to specify setup.exe to be run with administrator access. If you are unsure if you have administrator access, also run setup.exe with administrator access.

Right-click **setup.exe** and select **Run as administrator**.

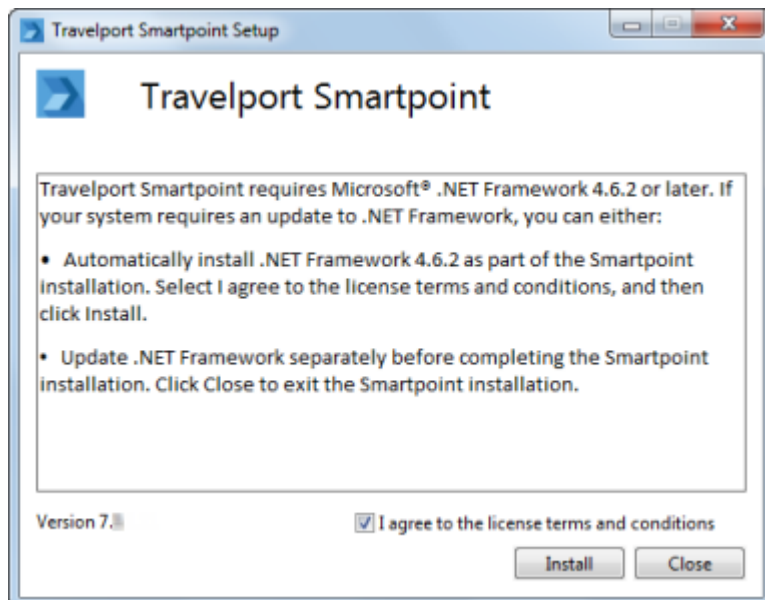


2. Double click the **setup.exe** file. (Ignore the msi file, which is called by the setup file.)
3. Follow the Setup Wizard instructions on page 7.

Installing Travelport Smartpoint

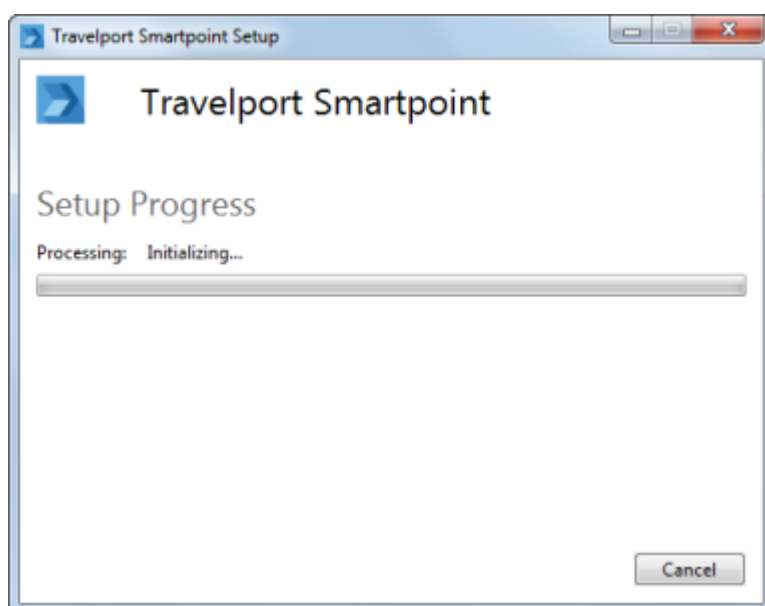
⚠ You do not need to uninstall your previous version of Smartpoint. The previous version is uninstalled during the installation of Smartpoint v.7.5.

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

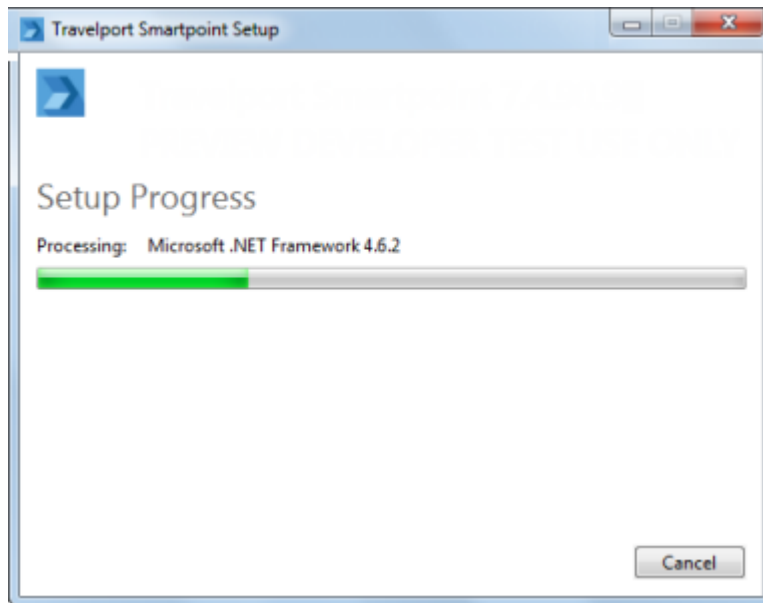


Smartpoint v7.5 includes a software update the Microsoft® .NET Framework to version 4.6.2. If .NET Framework 4.6.2 or later was not previously installed on your system, you will need to update .NET Framework.

1. Choose your .NET Framework installation option. You can either:
 - Install .NET Framework 4.6.2 as part of the 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.

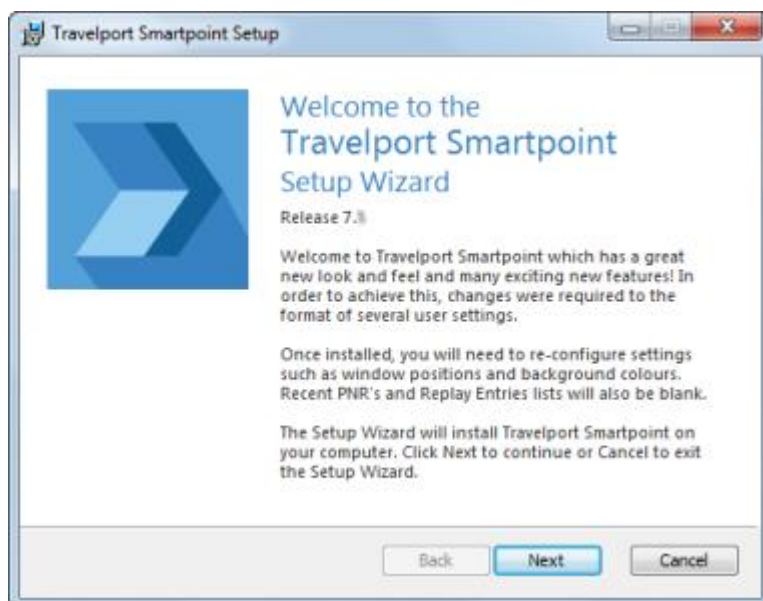


The setup process begins. If Microsoft .NET Framework 4.6.2 is included, this installation is indicated in the setup progress.



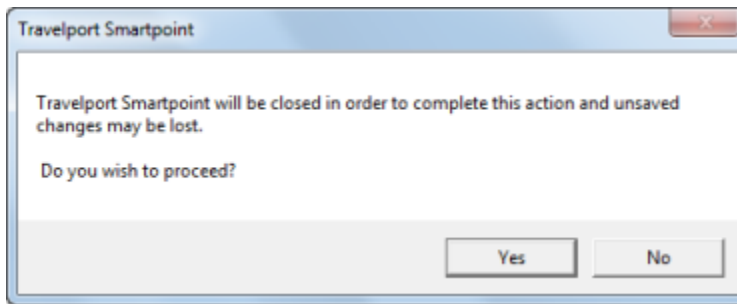
- ⚠ If .NET Framework 4.6.2 was not previously installed, the installation may require your computer to be rebooted several times.
- ⚠ If your system is missing a requirement for NET Framework 4.6.2, such as an upgrade to your operating system, a warning message indicates the missing requirement.

After the Smartpoint installation determines your system requirements, the Welcome window of the Travelport Smartpoint Setup Wizard is displayed.



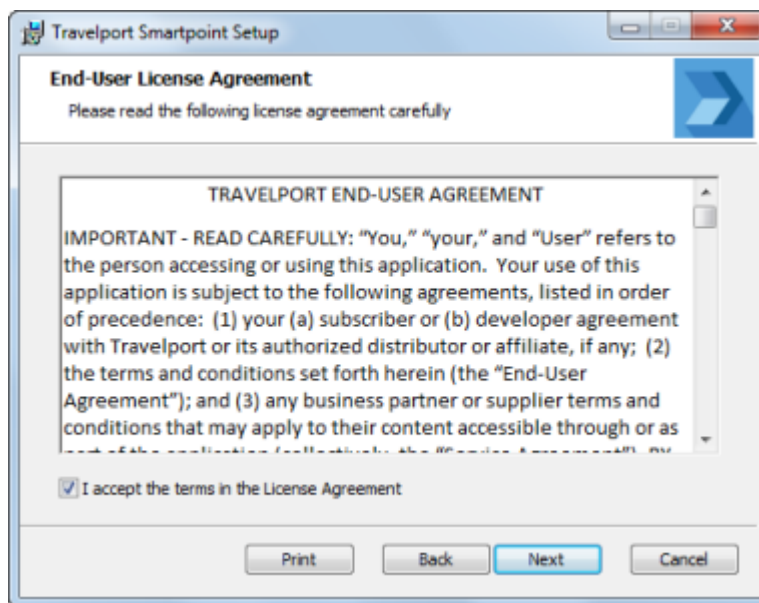
2. Click **Next**.

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



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

The License User Agreement dialog box is displayed.

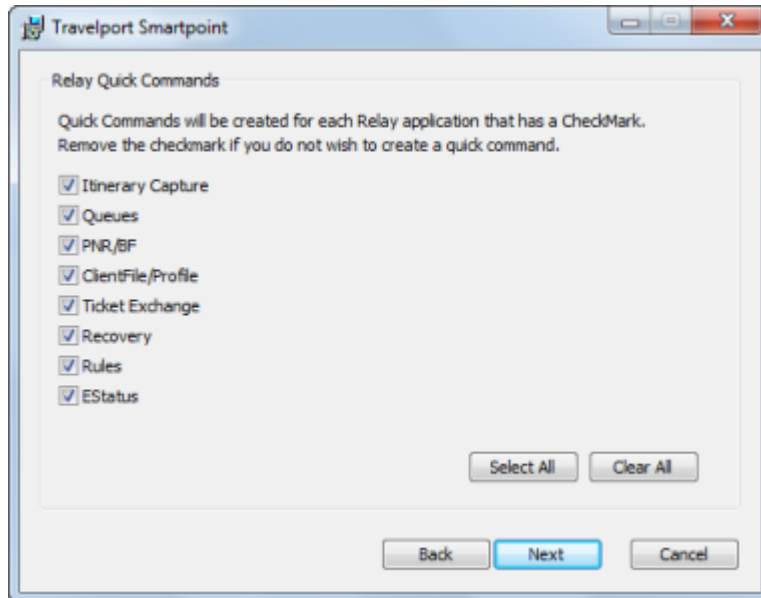


4. Select **I accept the terms in the License Agreement**.

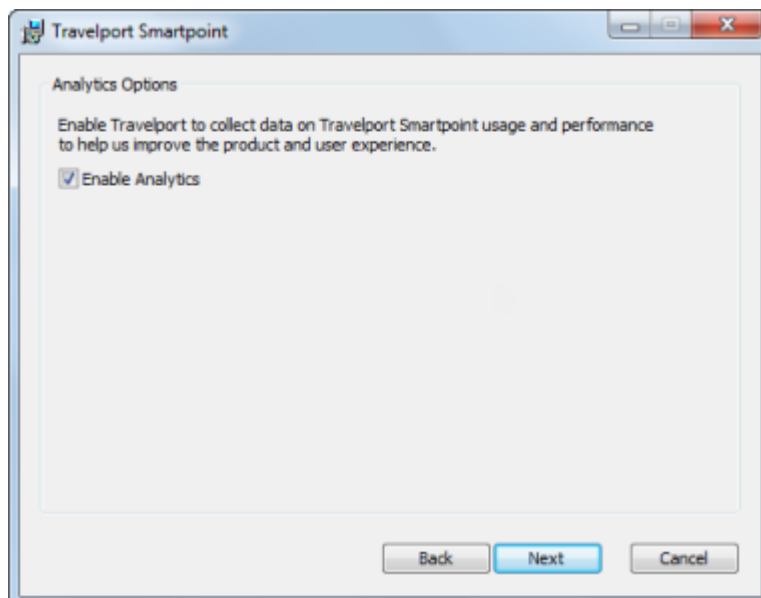
5. Click **Next**.

If Relay Quick Commands were previously installed on your desktop (via Galileo Desktop), the following dialog box is displayed.

- ⚠ **Smartpoint v2.3 and later includes Relay. However, Relay is not installed in this Smartpoint installation. If Relay was not previously installed via Galileo Desktop, this dialog box does not display.**

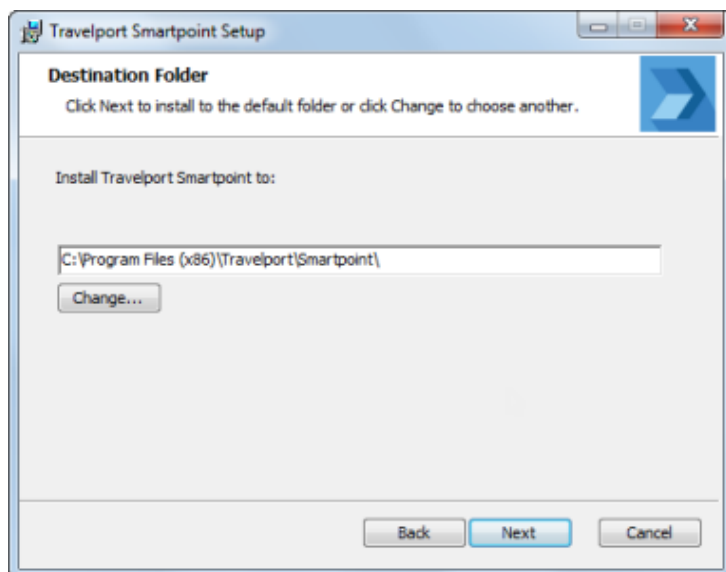


6. By default, all **Relay Quick Command** options are selected. Clear check boxes for any Relay applications that you do not want to load into Quick Commands.
7. Click **Next** to display the Analytics Options dialog box is displayed...



8. By default, usage and performance information is sent to Travelport. If you do not want to send this information to Travelport, clear **Enable Analytics**.
9. Click **Next**.

The Destination Folder dialog box is displayed.

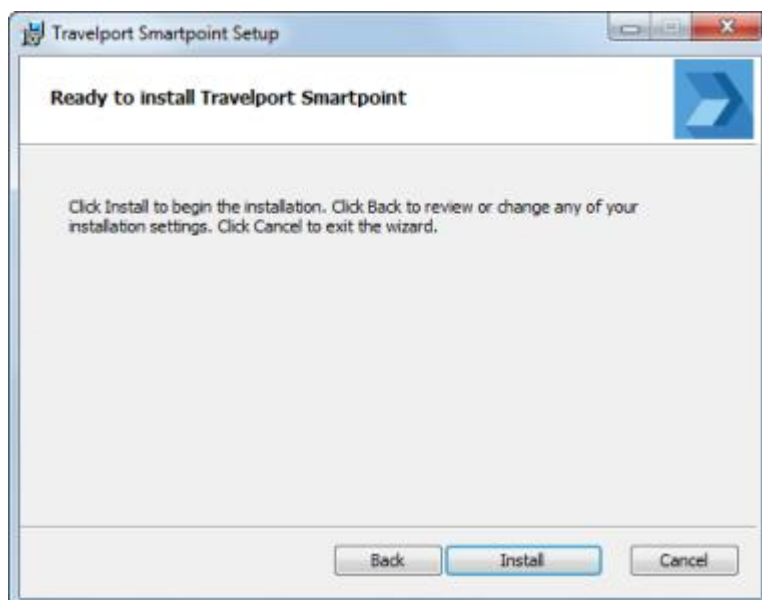


10. Select the location for the Smartpoint files.

- Click **Next** to install the Smartpoint files in the default folder. The usual location is in the **Program Files\Travelport** folder.

User data is stored in the **user\Local Settings\Application Data\Travelport,_inc** and **user\Local Settings\Application Data\Travelport** folder, which is derived and not hard-coded to C: These locations typically work in Citrix environments.

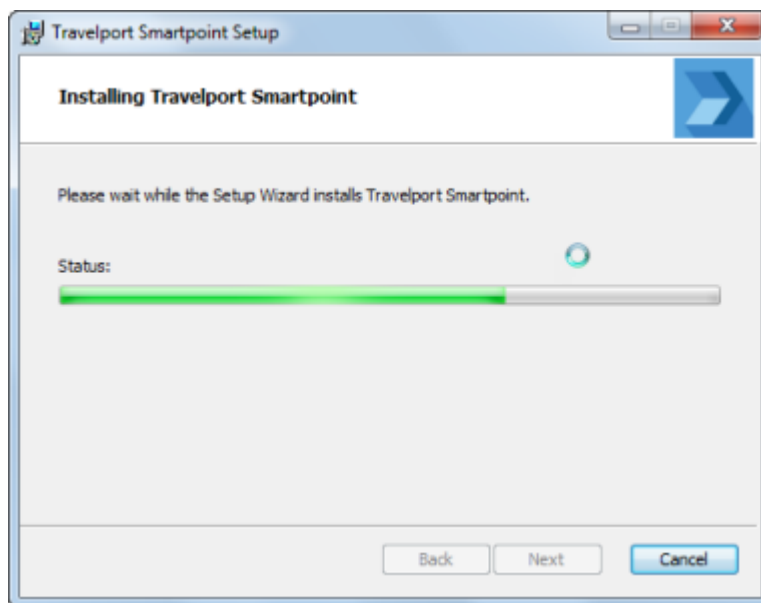
- Click **Change** to browse for another location. After the location is selected, click **Next** to display the Travelport Smartpoint Installation window.



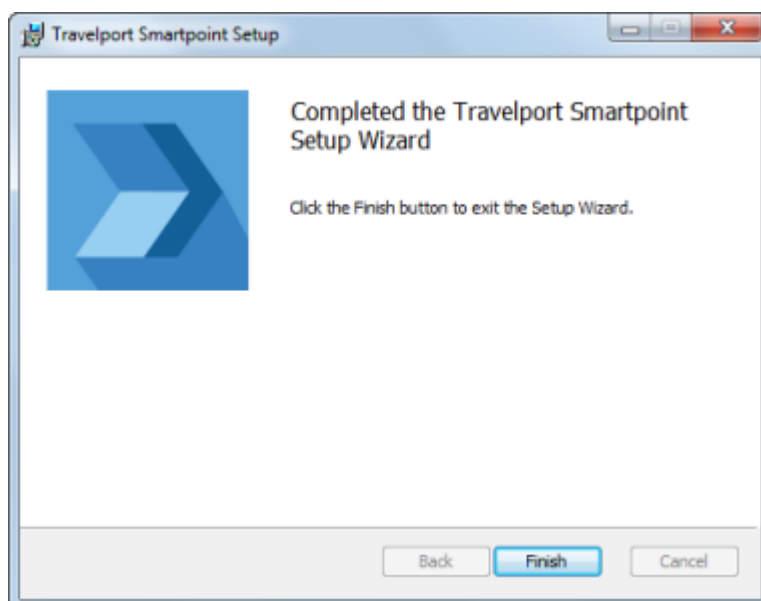
11. Click **Install**.

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

The Status bar for the installation is displayed.

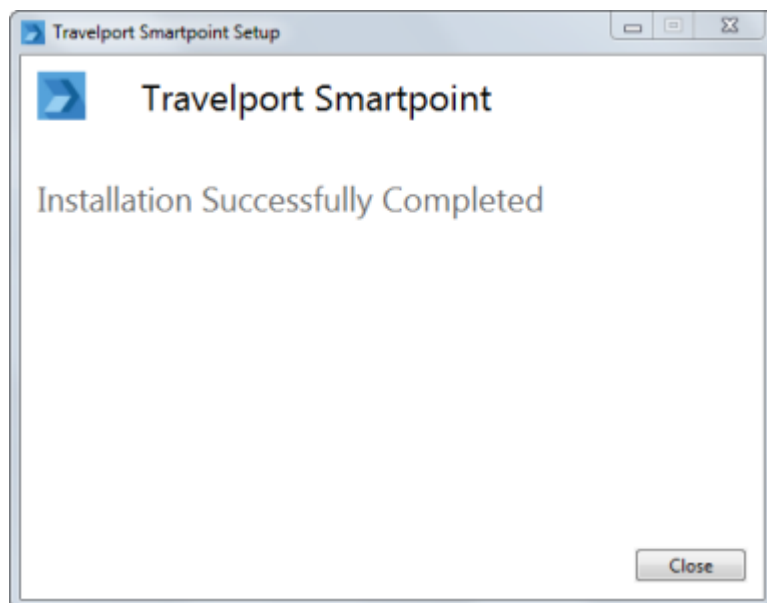


When the installation is complete, the Completed Setup Wizard window is displayed.




12. Click **Finish** to complete the installation.

After the installation is complete, the screen displays a success message.




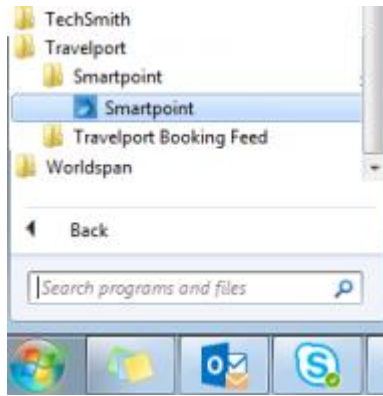
13. Click **Close** to exit the Setup Wizard.
14. Run the newly installed software. This step varies on whether your implementation of Smartpoint has standalone Smartpoint activated.
 - ⚠ Because the .NET Framework needs to load in the memory, there may be a slight delay each time that you run Smartpoint after you restart your computer.
 - ⚠ If a previous version of 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:

- a. Open Smartpoint by either:
 - Clicking the **Smartpoint**  icon on your Windows Desktop.
 - From the Windows Start Menu, clicking **All Programs**. Select **Travelport**, then select **Smartpoint**.
-



- 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.

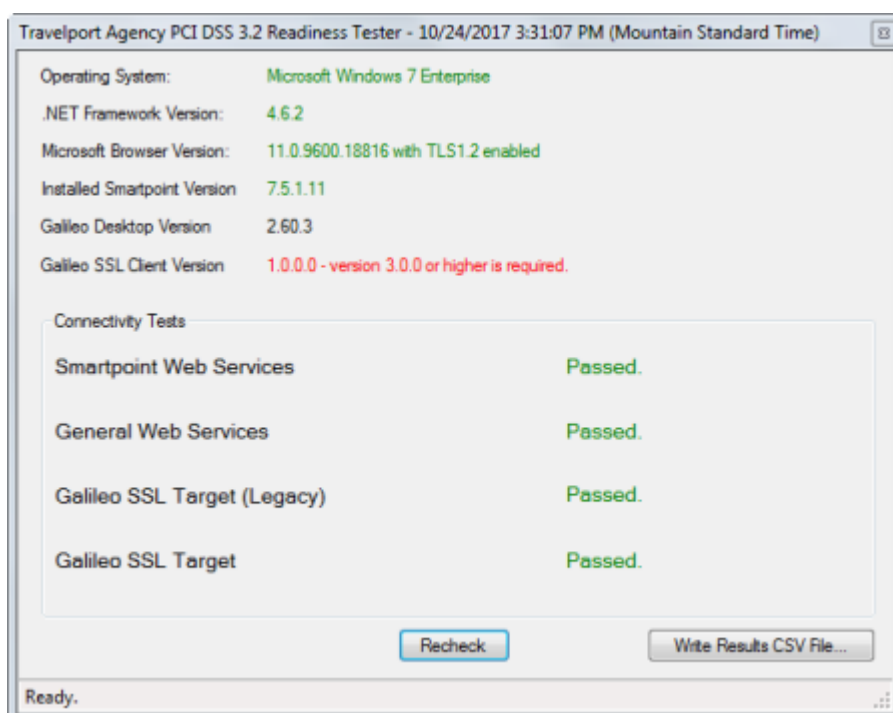
15. *Optional.* You can resize and adjust your windows. From the **Application** menu, select **Save Windows Positions** to store your new layout.
16. *Optional.* You can also change the fonts and other display items, and even add more terminal windows. From the **Application** menu, select **Application Settings**. After you change your settings, click **Save** to store your changes.

Testing the Smartpoint Installation for PCI DSS Compliance

After you install Smartpoint 7.5, you can use the **Am I Ready?** tool to check the status of your updates for PCI DSS compliance. This tool tests your connectivity for Smartpoint, displays your current software versions, and confirms PCI DSS compliance for your:

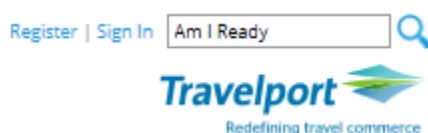
- Operating system
- Microsoft .NET Framework version
- Galileo SSL Connection
- Smartpoint and Galileo Desktop versions
- Browser version (required only if you also use Smartpoint Worldspan)

For example, the following test results indicate that all software is compliant except the Galileo SSL Client.



To download the Am I Ready? tool:

1. Go to Travelport Marketplace at www.travelportmarketplace.com.
2. Click **Sign In** to enter your ASK Travelport user name and password. If you do not have ASK Travelport credentials, click **Register** to request registration instructions.
3. Enter **Am I Ready** in the Search field.



4. Select the Am I Ready? page from the results.
5. Follow the download instructions on the Am I Ready? tool page.
6. See the *Am I Ready? User Guide* on the download page for detailed instructions.

Testing the Smartpoint Installation for Connectivity

To test your 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 Smartpoint.



Travelport Marketplace Integration for Travelport Smartpoint

The installations for Smartpoint 7.2 and 7.3 had an option to integrate Smartpoint with Travelport Marketplace to:

- Automatically update minor versions of Smartpoint.
- Download and install custom plug-ins and other solutions specific to your agency.

Changes to Travelport Marketplace Integration

As of Smartpoint 7.4, several changes were made to Travelport Marketplace integration to better support specific agency needs:

- Integration with Travelport Marketplace is determined by your agency Administrator. Your Administrator is able to assign custom solutions to individual travel agents, PCCs, or agency groups via Marketplace.
 - By default, Travelport Marketplace is enabled and the **Marketplace**  icon is automatically displayed when you install Smartpoint 7.5.
 - If your Administrator has disabled Travelport Marketplace, the icon is not displayed.
- Automatic updates for minor versions of Smartpoint are discontinued. In Smartpoint 7.5, a message notifies you when an update is available, but does not automatically install the update. You can then update Smartpoint at your convenience using the Automatic Update Options tool.
- Downloading and installing custom plug-ins and other solutions specific to your agency continues to be available via the **Marketplace**  icon.
- Issues with the file path for uncertified third-party plug-ins have been resolved. Uncertified plug-ins are applications that are not created by Travelport or by certified Travelport partners.
 - In Smartpoint 7.2 and 7.3, Smartpoint plug-ins used with Travelport Marketplace integration used a new path for plug-ins:
C:\Users\<username>\AppData\Roaming\Travelport\Smartpoint\Core.
 - Smartpoint 7.4 with Smartpoint Marketplace integration reverts to the original path for plug-ins: C:\Program Files (x86)\Travelport\Smartpoint.

Exceptions for Travelport Marketplace Integration

Marketplace integration is not supported for:


- Citrix/Terminal Services environments.
- Sign-on identifiers that do not have an associated primary PCC:
 - NDC sign-on identifiers that begin with **N**.
 - Training sign-on identifiers that begin with **M**.

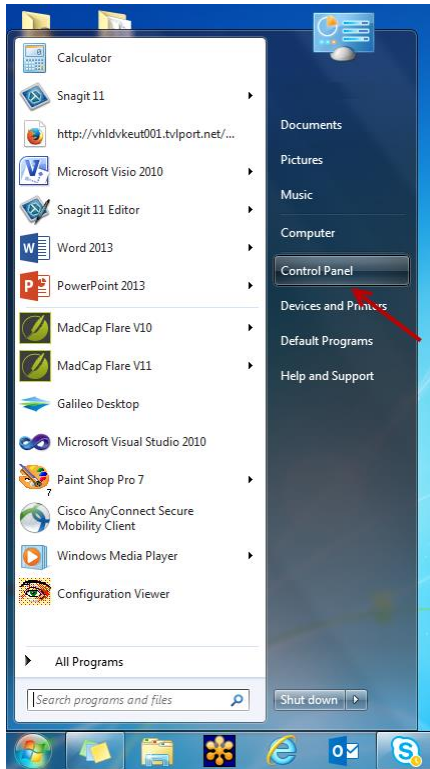
For these exceptions, please go directly to Travelport Marketplace www.travelportmarketplace.com to download plug-ins.

Uninstalling Travelport Smartpoint from Your Desktop

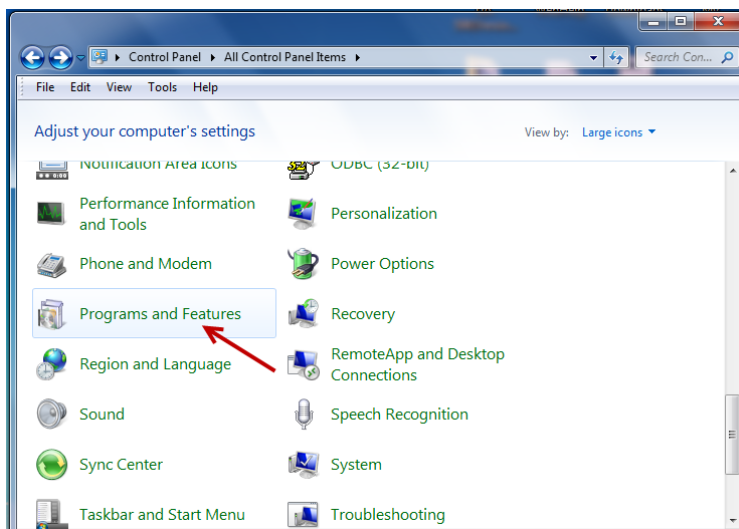
The process for uninstalling Travelport Smartpoint may vary slightly depending on your operating system. The following instructions apply to Microsoft® Windows 7.

To uninstall Travelport Smartpoint:

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

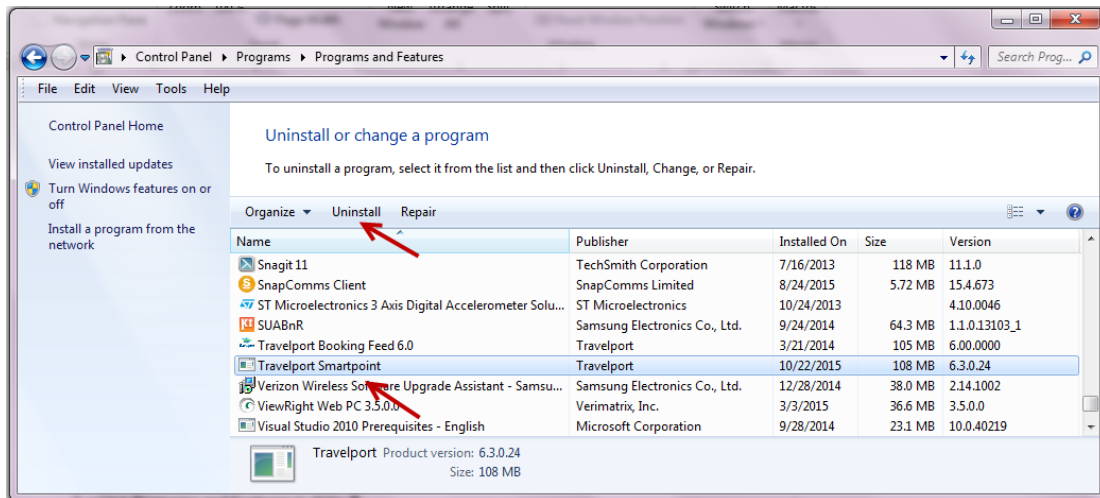


2. From the Windows **Start** menu, select **Control Panel** to display the Windows Control Panel. The Control Panel may display icons or categories, depending on your selected Control Panel view option.

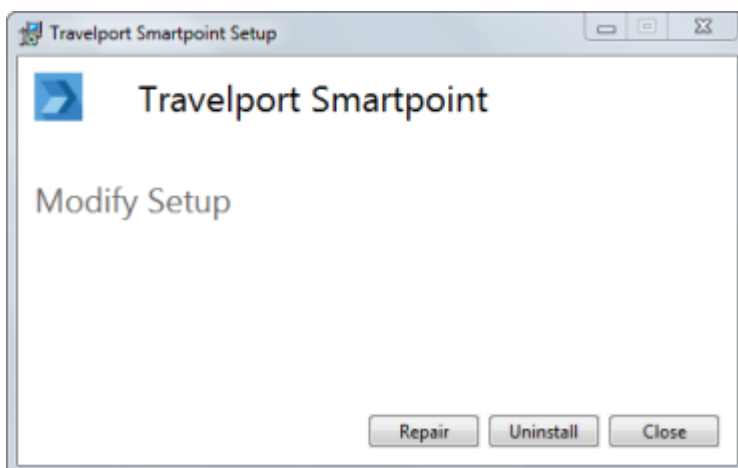


3. Click **Programs and Features**.

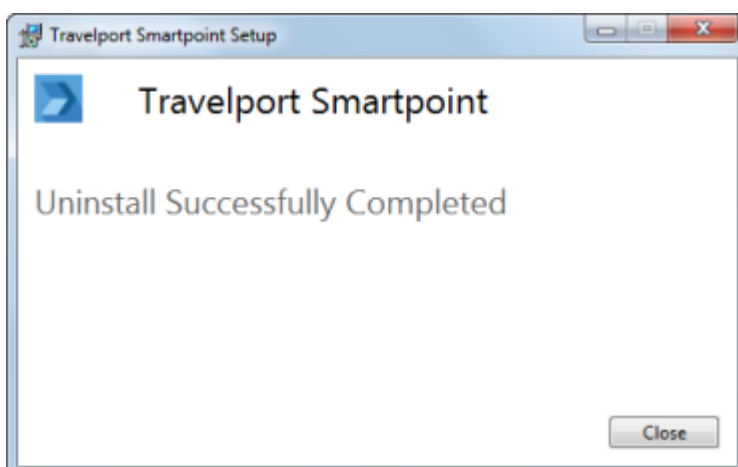
- If necessary, click **Uninstall a program** to display the program list.



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



- Click **Uninstall**.



- After Smartpoint is uninstalling, click **Close** to exit the Setup window.