

# Travelport Smartpoint v7.5 Quick Installation Guide

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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<sup>®</sup> .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	The Microsoft <sup>®</sup> Windows operating system must support Microsoft .NET Framework 4.6.2 or later:
	<ul> <li>Windows 7 Service Pack 1</li> </ul>
	<ul> <li>Windows Server 2008 R2</li> </ul>
	<ul> <li>Windows 8.0 or Windows 8.1</li> </ul>
	Windows 8.1 is recommended. A free update from Windows 8.0 to Windows 8.1 is available.
	<ul> <li>Windows 10</li> </ul>
	These Windows 10 updates are recommended:
	<ul> <li>Windows 10 Anniversary (includes .NET Framework 4.6.2)</li> <li>Windows 10 Creators (includes .NET Framework 4.7)</li> <li>Windows 10 Fall Creators (includes .NET Framework 4.7.1)</li> </ul>
	<b>Note:</b> Windows 10 Student (10 S) is NOT compatible with Smartpoint.
	<ul> <li>Windows 2012 or Windows 2012 R2</li> </ul>
	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 Smartpoint 7.5 installation will stop if an unsupported version of Windows.
	See the "Software and Hardware Guidelines" section for Client Installations in the <i>Travelport Smartpoint 7.5: Technical Installation</i> <i>Guide</i> for more detailed information about compatibility for specific operating systems and updates.
	See page 5 for instructions to confirm your operating system.
Software Framework	Microsoft <sup>®</sup> .NET Framework 4.6.2 or later. (.NET Framework 4.6.2 is included in the Smartpoint installation.)

Processor	Performance is based on RAM and CPU speed.
	<ul> <li>Smartpoint has been tested successfully to work well with an I5, I7, or Xeon class or equivalent dual/quad core processor.</li> </ul>
	<ul> <li>Minimum available capacity varies by environment:</li> </ul>
	• Low: 2 GHz
	Medium: Dual Core
	High: Quad Core or greater
	<ul> <li>Travelport Smartpoint supports GPU Acceleration.</li> </ul>
Memory	Minimum recommended memory varies by environment. Smartpoint has been tested successfully on PCs with:
	Low: 3 GB RAM
	Medium: 4 GB RAM
	<ul> <li>High: 8 GB RAM or greater</li> </ul>
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<sup>®</sup> .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 <u>https://www.microsoft.com/en-us/download/details.aspx?id=53344</u> 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 <u>www.travelportmarketplace.com</u>.
    - **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.

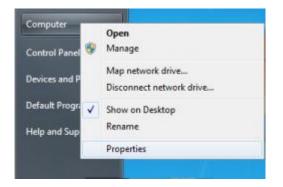
Travelport has already tested plug-ins and other software that is created by Travelport or offered by certified third parties through Travelport Marketplace.

- □ 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.

View basic information about your computer
Windows edition
Windows 7 Enterprise
Copyright © 2009 Microsoft Corporation. All rights reserved.
Service Pack 1

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 <u>AN15596</u> 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

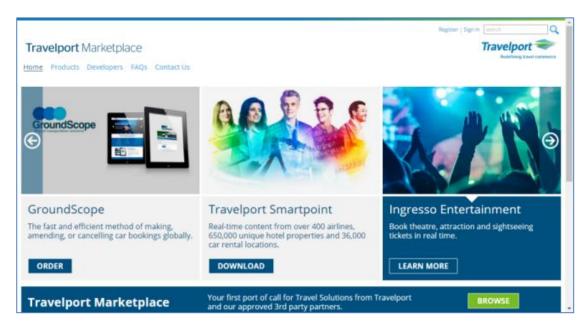
Depending on your installation environment, you may access your first installation of Smartpoint 7.5 files in one of several ways:

- 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 <u>www.travelportmarketplace.com</u>.



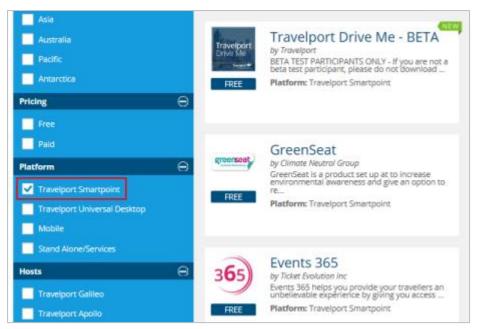
2. Click **Sign In** to enter your ASK Travelport user name and password. If you do not have ASK Travelport credentials, click **Register** to request registration instructions.

Travelport Travelport Travelport	×
ASK Travelport™ Sign In	
Username	
Password	
Remember Me	
SIGN IN CANCEL	
Register   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.

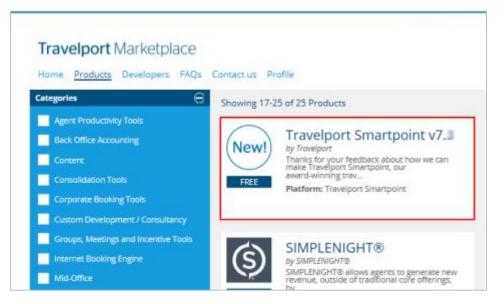
Register   Sign In	Smartpoint 7.5	Q
		-

Click BROWSE and select Travelport Smartpoint from the Platform list.

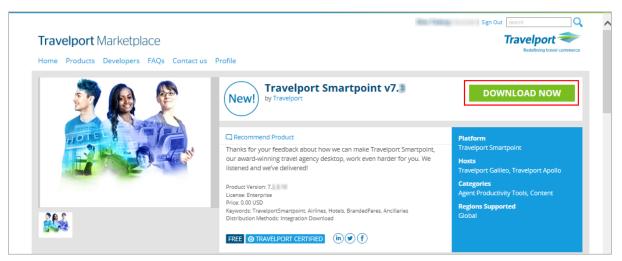


A list of available options is displayed.

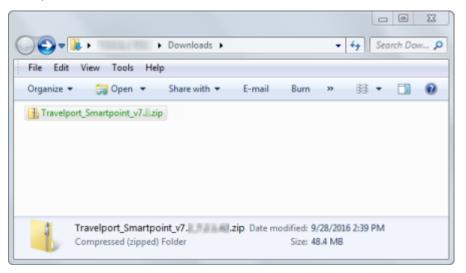
**Note:** Smartpoint v7.5 is displayed only if you sign on to Travelport Marketplace with a Travelport employee account or a third-party developer account with specified permissions. This test version of Smartpoint should not be made available to external customers.



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



5. 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.

C C マ → Smartpoint → 7.   →				• 49 Search 7.	1 ,0
File Edit View Tools Help Organize  Include in library  Share with	<ul> <li>Slide show Burn</li> </ul>	New folder		l≡ • П	0
▲ ★ Favorites	* Side show burn	Date modified	Туре	Size	w
Desktop     SmartpointV3     Recent Places     Downloads	Release_7. zip	5/27/2016 10:02 PM	Compressed (zipp	47,642 KB	

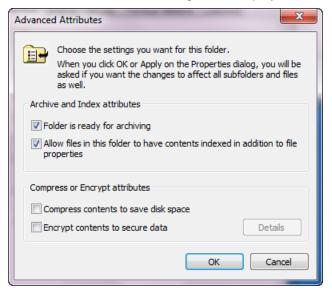
#### To unencrypt folders:

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

🔥 Smartpoint\	/3_Release_7.1
General Secu	utty Details Previous Versions
	SmartpointV3_Release_7.
Type of file:	Compressed (zipped) Folder (.zip)
Opens with:	😭 Windows Explorer Change
Location:	C:\Users\\Desktop\Smartpoint\7.1
Size:	46.5 MB (48,785,250 bytes)
Size on disk:	46.5 MB (48,787,456 bytes)
Created:	Today, May 30, 2016, 25 minutes ago
Modified:	Friday, May 27, 2016. 10:02:34 PM
Accessed:	Today, May 30, 2016, 25 minutes ago
Attributes:	Read-only Hidden Advanced
	OK Cancel Apply

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.

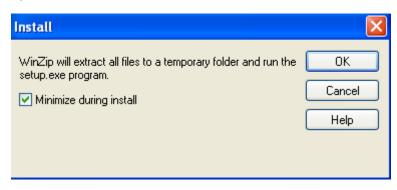


- 5. Select Apply changes to this folder, subfolders and files.
- 6. Click **OK**.

#### 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.

💐 WinZip - Smartpo	int_Release	and the second				
File Actions View Job	os Options Help					
New Open	Favorites	Extract	Mail End	rypt View	Install	View Style
🐴 Name 🔺	Туре	Modified	Size	Ratio Packed	Path	
	Install Applic	07/11/2014 00:39	14,185,	0% 14,1		
<	101					>
Selected O files, O bytes		Total 1	file, 13,853KB			00

- 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.* 

ġ	Travelport Smartpoint       Ξ       Σ3         Relay Quick Commands       Quick Commands will be created for each Relay application that has a CheckMark.         Remove the checkmark if you do not wish to create a quick command.
	Itim       Itim       Itim       Itim         Image: Constraint of the second s
	Back Next Cancel

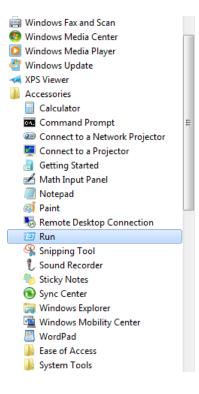
 While signing on to Galileo Desktop or Smartpoint fails to connect to the Apollo or Galileo host system.

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):

- 1. 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.

📼 Run	
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	regedit
	This task will be created with administrative privileges.
	OK Cancel <u>B</u> rowse

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

ile Edit View	Favorites Help					
ile Edit View	Policies ActiveDesktop Attachments Explorer NonEnum Ratings System PreviewHandlers PropertySystem Reliability RenameFiles Run RunOnce SettingSync Setup SharedDLLs Shell Extensions ShellCompatibility	*	Name (Default) (Default) (ConsentPromptBehaviorAdmin ConsentPromptBehaviorUser DisableCAD dontdisplaylastusername EnableInstallerDetection EnableInstallerDetection EnableUAD EnableSecureUIAPaths EnableVirtualization FilterAdministratorToken HideFastUserSwitching Iegalnoticecaption Begalnoticetext PromptOnSecureDesktop Scforceoption	Type REG_SZ REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_SZ REG_SZ REG_SZ REG_DWORD	Data           (value not set)           0x00000000 (0)           0x00000000 (0)           0x00000000 (0)           0x00000000 (0)           0x00000000 (0)           0x00000000 (1)           0x00000000 (0)           0x00000000 (1)           0x0000000 (0)           0x0000000 (0)           0x0000000 (0)           0x0000000 (0)	E
	ShellServiceObjectDelayLoad		shutdownwithoutlogon     undockwithoutlogon     ValidateAdminCodeSignatures	REG_DWORD REG_DWORD REG_DWORD	0x00000001 (1) 0x00000001 (1) 0x00000000 (0)	,

4. Expand the tree on the left pane to browse to the registry field HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Policies\System.

BableInstallerDetection		REG_DWORD	0x00000001 (1
跑 Enabl		ORD	0x00000001 (1
👪 Enabl 📃	Modify	ORD	0x00000001 (1
👪 Enabl	Modify Binary Data	ORD	0x00000000 (
👪 Enabl	Delete	ORD	0x00000001 (
👪 Filter/	Rename	ORD	0x00000000 (
👪 HideF	Rename	ORD	0x00000001 (
ab legalnoti	cecantion	REG SZ	

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

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

Edit DWORD (32-bit) Value	×
Value <u>n</u> ame:	
EnableLUA	
<u>V</u> alue data:	Base
0	<u>H</u> exadecimal
	Decimal
	OK Cancel

- 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.

Name		^	Date modified	Туре
setup.exe		Open	E/20/2016 2.00 ANA	Ation
version.bat	۲	Run as administrator		s B.
	2	Troubleshoot compatibil Edit with Notepad++	lity	
		Share with		+

- 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

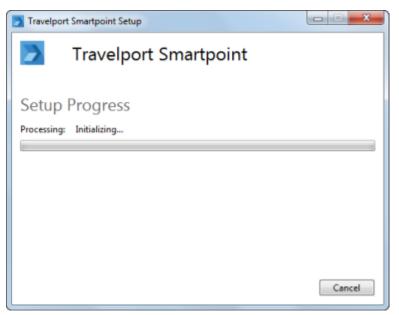
▲ You do not need to uninstall your previous version of Smartpoint. The previous version is uninstalled during the installation of Smartpoint v.7.5.

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

Travelport Smartpoint Setup	- • ×	
Travelport Smartpoint		
Travelport Smartpoint requires Microsoft <sup>®</sup> .NET Framework 4.6 your system requires an update to .NET Framework, you can eit		
<ul> <li>Automatically install .NET Framework 4.6.2 as part of the Smartpoint installation. Select I agree to the license terms and conditions, and then click Install.</li> </ul>		
<ul> <li>Update .NET Framework separately before completing the Sr installation. Click Close to exit the Smartpoint installation.</li> </ul>	martpoint	
Version 7. I agree to the license terms and Install	d conditions	

Smartpoint v7.5 includes a software update the Microsoft<sup>®</sup> .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.

Travelport Smartpoint Setup	
Setup Progress	
Processing: Microsoft .NET Framework 4.6.2	
	Cancel

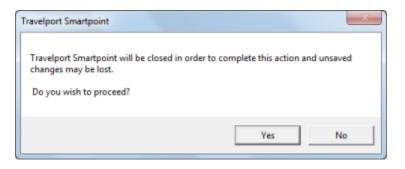
- If .NET Framework 4.6.2 was not previously installed, the installation may require your computer to be rebooted several times.
- ▲ If your system is missing a requirement for NET Framework 4.6.2, such as an upgrade to your operating system, a warning message indicates the missing requirement.

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

 Welcome to the
Travelport Smartpoint
Setup Wizard
Release 7.3
Welcome to Travelport Smartpoint which has a great new look and feel and many exciting new features! In order to achieve this, changes were required to the format of several user settings.
Once installed, you will need to re-configure settings such as window positions and background colours. Recent PNR's and Replay Entries lists will also be blank
The Setup Wizard will install Travelport Smartpoint on your computer. Click Next to continue or Cancel to exit the Setup Wizard.

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.

Travelport Smartpoint Setup	x
End-User License Agreement Please read the following license agreement carefully	>
TRAVELPORT END-USER AGREEMENT	<b>^</b>
IMPORTANT - READ CAREFULLY: "You," "your," and "User" refers to the person accessing or using this application. Your use of this application is subject to the following agreements, listed in order of precedence: (1) your (a) subscriber or (b) developer agreement with Travelport or its authorized distributor or affiliate, if any; (2) the terms and conditions set forth herein (the "End-User Agreement"); and (3) any business partner or supplier terms and conditions that may apply to their content accessible through or as	•
☑ I accept the terms in the License Agreement	
Print Back Next Can	cel

- 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.

😸 Travelport Smartpoint
Relay Quick Commands
Quick Commands will be created for each Relay application that has a CheckMark. Remove the checkmark if you do not wish to create a quick command.
V Itinerary Capture
✓ Queues
V PNR/BF
ClentFile/Profile
☑ Ticket Exchange
Recovery
✓ Rules
✓ EStatus
Select All Clear All
Back Next Cancel

- 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...

😸 Travelport Smartpoint	
Analytics Options Enable Travelport to collect data on Travelport Smartpoint usage and performance to help us improve the product and user experience. © Enable Analytics	
Back Next Cancel	

- 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.

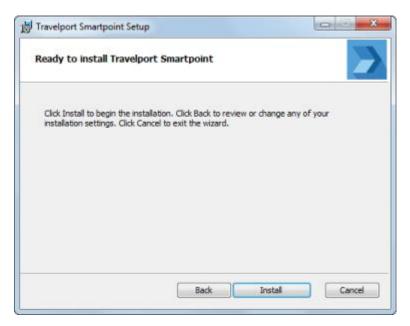
The Destination Folder dialog box is displayed.

H Travelport Smartpoint Setup
Destination Folder Click Next to install to the default folder or click Change to choose another.
Install Travelport Smartpoint to:
C:\Program Files (x86)\Travelport\Smartpoint\ Change
Back Next Cancel

- 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.

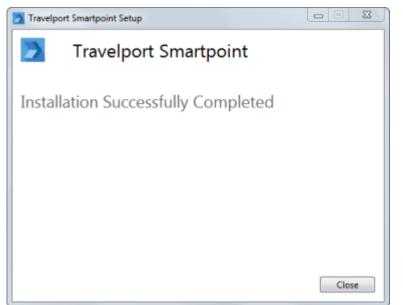
討 Travelport Smartpoint Setup	
Installing Travelport Smartpoint	
Please wait while the Setup Wizard installs Travelport Smartpo	int.
Status:	0
-	
Back	Next Cancel

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

H Travelport Smartpoint Setup	
	Completed the Travelport Smartpoint Setup Wizard Click the Finish button to exit the Setup Wizard.
	Back Finish Cancel

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.
  - A 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.

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	3	Smar	tpoin	t		
V	Tra /orld		rt Boo	king I	eed	100
1	Bac	k				
Se	arch	progri	ams a	nd file	5	ρ
					140	 - 1

- 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 reenter 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 <u>AN15596</u> 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.

Travelport Agency PCI DSS 3.	2 Readiness Tester - 10/24/2017 3:31	:07 PM (Mountain Standard Time)
Operating System:	Microsoft Windows 7 Enterprise	
.NET Framework Version:	4.6.2	
Microsoft Browser Version:	11.0.9600.18816 with TLS1.2 enabled	
Installed Smartpoint Version	7.5.1.11	
Galileo Desktop Version	2.60.3	
Galileo SSL Client Version	1.0.0.0 - version 3.0.0 or higher is requir	ed.
Connectivity Tests		
Smartpoint Web Serv	rices	Passed.
General Web Service	35	Passed.
Galileo SSL Target (I	Legacy)	Passed.
Galileo SSL Target		Passed.
	Recheck	Write Results CSV File
Ready.		

#### To download the Am I Ready? tool:

- 1. Go to Travelport Marketplace at <u>www.travelportmarketplace.com</u>.
- 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 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**.

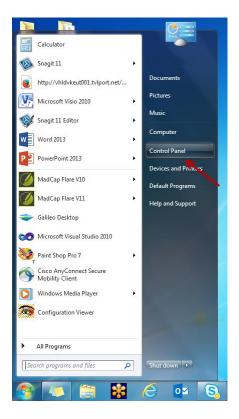
For these exceptions, please go directly to Travelport Marketplace <u>www.travelportmarketplace.com</u> to download plug-ins.

# Uninstalling Travelport Smartpoint from Your Desktop

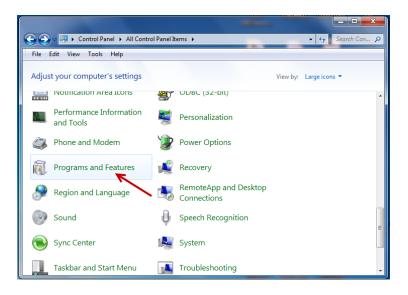
The process for uninstalling Travelport Smartpoint may vary slightly depending on your operating system. The following instructions apply to Microsoft<sup>®</sup> Windows 7.

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.

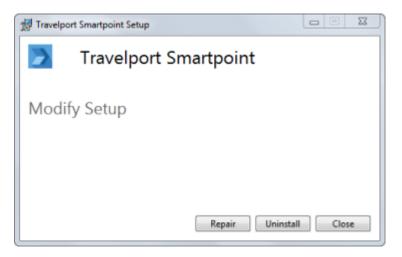


3. Click **Programs and Features**.

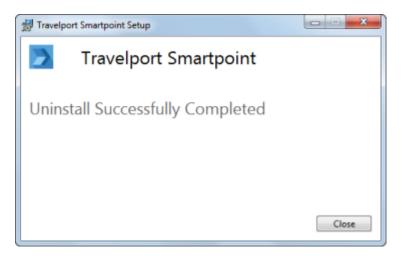
4. If necessary, click Uninstall a program to display the program list.

			_			~	
🗿 🔵 🗢 🖾 🕨 Control Panel 🕨	Programs    Programs and Features				✓ ✓ Search Pro	)g	
File Edit View Tools Help	)						
Control Panel Home	Uninstall or change a program						
View installed updates	To uninstall a program, select it from the list and then	click Uninstall, Change, or Repair.					
💡 Turn Windows features on or	· -						
off	Organize 🔻 Uninstall Repair						
Install a program from the network	Name	Publisher	Installed On	Size	Version	_	
	Snagit 11	TechSmith Corporation	7/16/2013	118 MB	11.1.0		
	SnapComms Client	SnapComms Limited	8/24/2015	5.72 MB	15.4.673		
	🖅 ST Microelectronics 3 Axis Digital Accelerometer Solu	ST Microelectronics	10/24/2013		4.10.0046		
	KI SUABnR	Samsung Electronics Co., Ltd.	9/24/2014	64.3 MB	1.1.0.13103_1		
	Travelport Booking Feed 6.0	Travelport	3/21/2014	105 MB	6.00.0000		
	Travelport Smartpoint	Travelport	10/22/2015	108 MB	6.3.0.24		
	🔂 Verizon Wireless Software Upgrade Assistant - Samsu	Samsung Electronics Co., Ltd.	12/28/2014	38.0 MB	2.14.1002		
	C ViewRight Web PC 3.5.0.0	Verimatrix, Inc.	3/3/2015	36.6 MB	3.5.0.0		
	📧 Visual Studio 2010 Prerequisites - English	Microsoft Corporation	9/28/2014	23.1 MB	10.0.40219		
	Travelport Product version: 6.3.0.24 Size: 108 MB						

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



7. Click Uninstall.



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