

Galileo Desktop v2.60 Travelport Smartpoint v7.0

Technical Installation Guide

Version 1.0

15 February 2016

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Installation Quick Reference

The steps for installation Galileo Desktop 2.6 / Smartpoint v7.0 differ depending on your current configuration. Refer to the appropriate section below for your configuration.

Upgrading Galileo Desktop and Smartpoint

1. Close existing, installed products and applications.
Note: When upgrading from a version prior to Galileo v2.4 it may be necessary to manually remove the application before installing the current version.
2. Check compatibility with existing add-on applications before upgrading to a newer Galileo Desktop, Travelport Smartpoint bundled version.
3. Follow the steps in *Pre-installation Requirements* (page 5) to back up your data files.
4. Follow the steps in *Upgrading from an Earlier Version* (page 8).

First-time Installation

1. Refer to hardware and software requirements to ensure your configuration meets the minimum requirements (page 2).
2. Install Secure Socket Layer (page 4), if it is not already installed.
3. Ensure that your firewall is configured to allow access to Travelport (page 7).
4. Follow the steps in *Installing for the First Time* (page 8).

Other Installation Configurations

For any of the above installations, the following configurations are available:

- To configure the application to automatically open Galileo Desktop in the Terminal Window mode at startup, follow the steps in *Terminal Window Startup Installation* (page 23).
- For Citrix/MTS installation instructions, refer to page 26.

Interactive Install

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

When the pre-requisites are fulfilled, InstallShield will install the updated Galileo Desktop software and Travelport Smartpoint. You are not required to remove the older versions before installing the latest versions.

Note:

Existing installed products and applications should be closed before attempting to upgrade. Please also check compatibility with existing add-on applications before upgrading to a newer Galileo Desktop, Travelport Smartpoint bundled version.

The user should check the application compatibility with the provider before upgrading to a newer Galileo Desktop version. **Galileo Desktop** add-on applications should be verified after upgrading.

When upgrading from a version prior to Galileo v2.4 it may be necessary to manually remove the application before installing the current version.

Software and Support Documentation

Refer to your regional portal for the latest version of the Galileo Desktop and Smartpoint bundled installation file.

Download the installation file and installation guide from your regional portal.

- Installation file is located in *Galileo/Software/Basic Software/Galileo Desktop*.
- Installation guide is located in *Galileo/Software/Installation Manuals/Galileo Desktop*.

Software and Hardware Requirements

Client Installation

Supported Operating System

Windows Server 2003 SP2
Windows Server 2008 (not supported on Server Core Role)
Windows 7
Windows Server 2008 R2 (not supported on Server Core Role)
Windows 7 SP1
Windows Server 2008 R2 SP1
Windows 8

Supported Architectures

x86
x64

Hardware Requirements

Minimum processor: Pentium 1 GHz or higher
Minimum memory: 512 MB RAM or more
Minimum disk space:
 x86 – 850 MB
 x64 – 2 GB
Recommended processor: Pentium 2 GHz or higher
Recommended memory: 2 GB RAM or more
Recommended disk space: 3 GB
Recommended graphics processor supporting DirectX 9

Prerequisites

Windows Installer 3.1 or later
Internet Explorer 7.0 or later
Galileo Desktop

Terminal/Remote Desktop Services/Citrix XenApp Installation

Supported Operating System

Windows Server 2003 SP2 with Terminal Services
Windows Server 2008 with Terminal Services
Windows Server 2008 R2 or higher with Remote Desktop Services
Citrix XenApp 5.0 or higher

Supported Architectures

x64

Hardware Requirements

Hardware requirements are highly dependent upon user profiles, number of concurrent users and other applications running on the server. The following are minimal guidelines.

Minimum processor: Xeon 1.8 GHz dual core
Minimum memory: 8 GB RAM or more
Minimum disk space: 2 GB

Prerequisites

Windows Installer 3.1 or later
Internet Explorer 7.0 or later
Galileo Desktop

Prerequisites

Introduction

Galileo Desktop is a global reservation system providing access to tools for shopping and booking all air, hotel, car rental and other travel-related products available through the Galileo global distribution system (GDS).

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

Secure Socket Layer Requirements

SSL (Secure Sockets Layer) is a commonly used protocol for managing the security of a message transmission on the Internet. This installation requires that SSL is installed on the system. If you do not already have SSL installed refer to ASK Travelport [Answer ID 15294](#) for information on completing the install process.

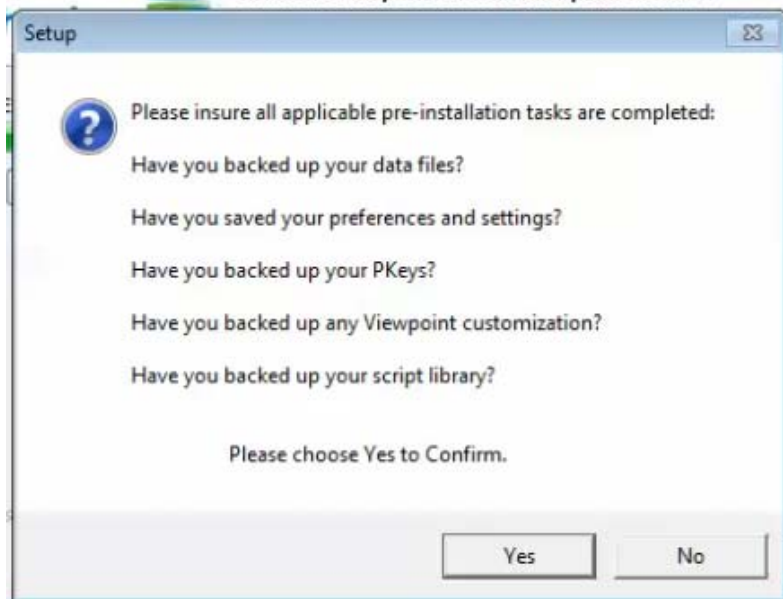
Before You Begin

- If you are running Focalpoint 3.2, or Focalpoint 3.0.18A, remove the icon from your desktop (right-click the icon and select Delete).
- Make a note of your Client ID and IP configuration settings. Go to the Control Panel/Galileo TCP/IP settings for this information.
- Disable any anti-virus software you may have running. Anti-virus software may prevent registries from being updated.
- Do you require/have administrative privileges?
- Is the resolution set to at least 1024x768?
- Is the color depth at least 256 colors?
- Is there sufficient disk space?
- Close Galileo Desktop and Smartpoint before beginning installation.

Pre-installation Requirements

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

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

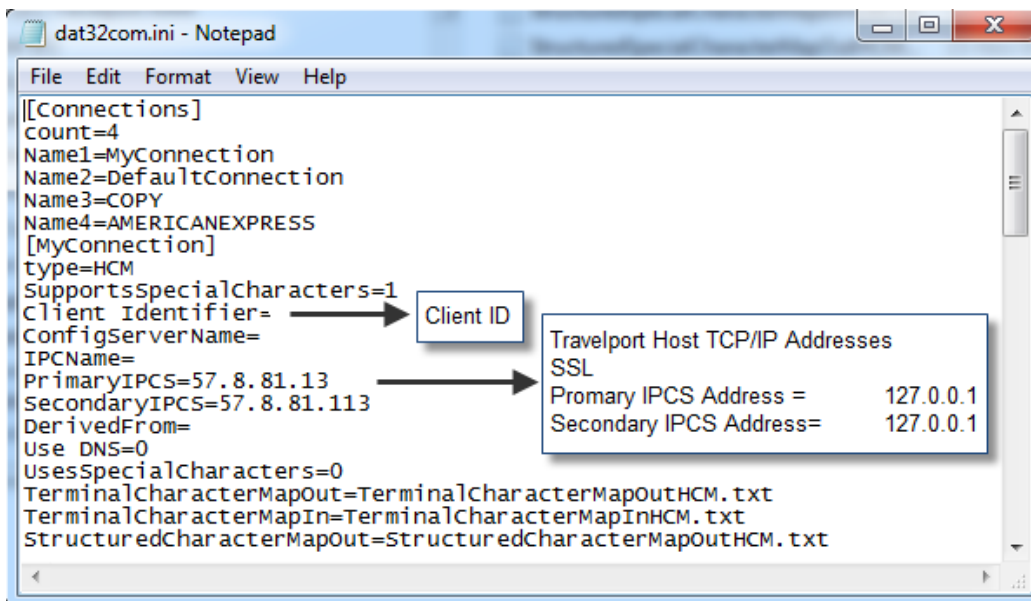


The sections below will help you find the files you want to backup. When the installation is complete, you are reminded to reinstate these files.

File locations for each question are listed below.

C:\FP\machine - dat32com.ini file

The Machine directory contains a file called *dat32com.ini*, which contains the user's Client ID.



Have you backed up your data files?

File Type	Location
Replay Files	\\FP\REPLAY*.*
Relay Files	These files are stored in multiple places. <ul style="list-style-type: none"> QManager scheduler dat file will be in \\fp\datadir\users\xx (where X is the user ID in the splash screen), or \\fp\datadir\wstn when not used. Queue Distribution lists, end with a .QDL extension and are typically stored in \\fp\swdir.
Scriptwriter Plus Files	\\FP\DATADIR\SWPLUS\SCRIPTS*.*
Browser Script Files	\\FP\DATADIR\SCRIPTS*.*

Have you saved your preferences and settings?

File Type	Location
Focalpoint Config File	\\FP\DATADIR\WSTN\focalpoint.config.xml \\FP\DATADIR\USER\users\focalpoint.config.xml
Scriptwriter Run Group	These are typically store in \\fp\datadir\users\xx (where X is the user ID in the splash screen) or \\fp\dataid\wstn when not. These files are typically named grpX.swr (where X is the # of groups created)

Have you backed up your Pkeys?**C:\FP\Datadir**

The Datadir directory usually contains the Programmable Keys and the User Profile configuration. The User Profile setting should be saved under a Profile Name, as failure to enter a name will result in the default directory (WSTN) being modified and potentially corrupted.

Note: The location refers to the default location and customized install locations may vary.

File Type	Location
Apollo Keys	\\FP\DATADIR\PKEYS*.PKEYS.XML
Galileo Keys	\\FP\DATADIR\PKEYS*.PKEYS.XML
Galileo Desktop	\\FP\DATADIR\PKEYS*.PKEYS.XML

Have you backed up any Viewpoint Customization?

I have modified non-version controlled files, what steps do I need to take? (For example, I have added a right-click menu into the pnr.html file which launches one of my files.)

Take a copy of the code that has been added to the file. After the installation, this code can be added back into the appropriate file within Galileo Desktop. The Galileo Desktop file structure has changed so it is important to ensure that the correct file is being edited.

Have you backed up your script library?**C:\FP\swdir\CustomViewpoint\LocalScripts**

Note: Customized script locations may vary.

File Type	Location
Galileo Java Script Library	\\FP\SWDIR\CustomViewpointGalileo\CustomViewpointGalileo
Java Script Library Val Files	\\FP\SWDIR\CustomViewpointGalileo\CustomViewpointGalileo\gdia_ValFiles

Firewalls

Firewalls and routers must permit the following in order to access Travelport's Apollo and Galileo hosts in a production environment.

UDP and TCP traffic from Galileo Desktop to and from the following Travelport networks:

- 57.8.81.0 255.255.255.0 (24 bit mask)
- UDP ports 5068 and 5069
- TCP ports 2748 and 2749

Note: If you need access to "copy" or "test" Apollo or Galileo hosts, you need to permit access to the following in addition to the networks and ports listed above:

- 57.8.72.0 255.255.255.0 (24 bit mask)
- TCP port 22748 and 22749

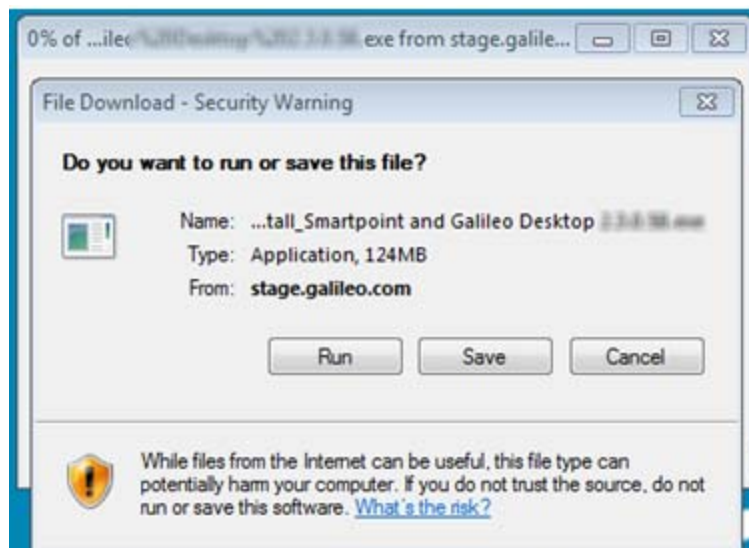
For more information about firewall specifications, refer to your regional portal.

Galileo Desktop / Travelport Smartpoint – Installing For the First Time or Upgrading from an Earlier Version

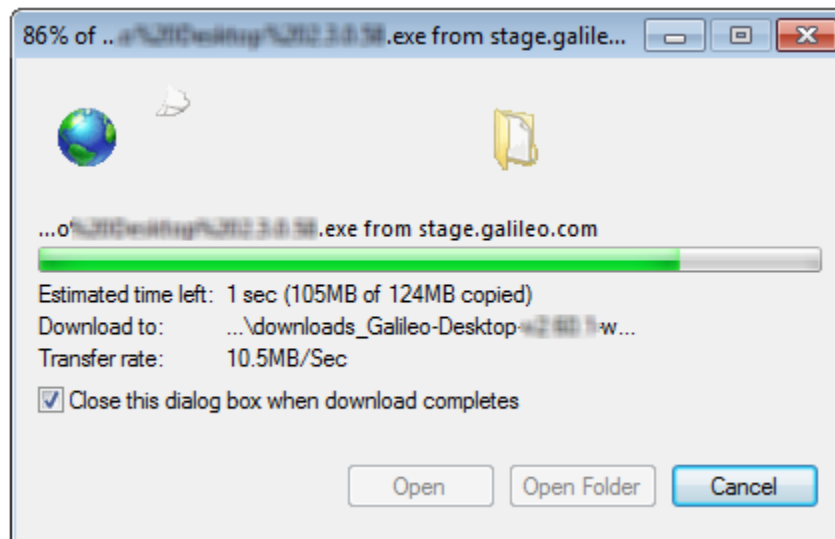
Note: SSL Client must be installed before installing for the first time. Refer to *Secure Socket Layer Requirements* (page 4).

Download the Smartpoint and Galileo Desktop bundled installation file from your regional portal.

1. Click **Save** and then select the location to save to.



Save progress screen.



2. From the saved location, click on file name (or icon if saved to the desktop) to install.

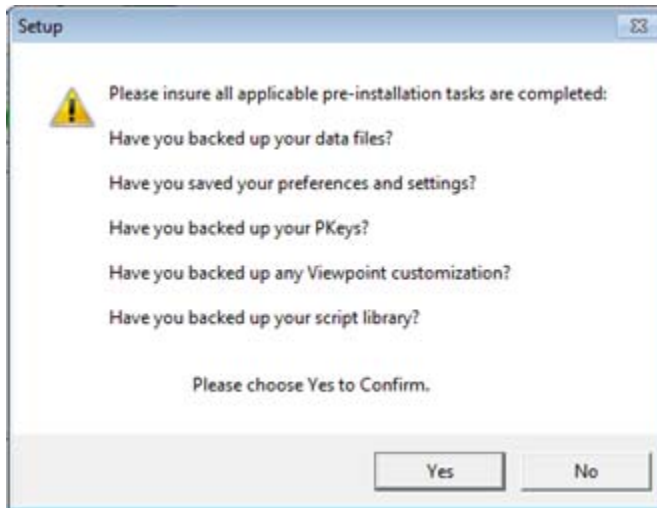
3. Click **I Agree** to accept the License Agreement.



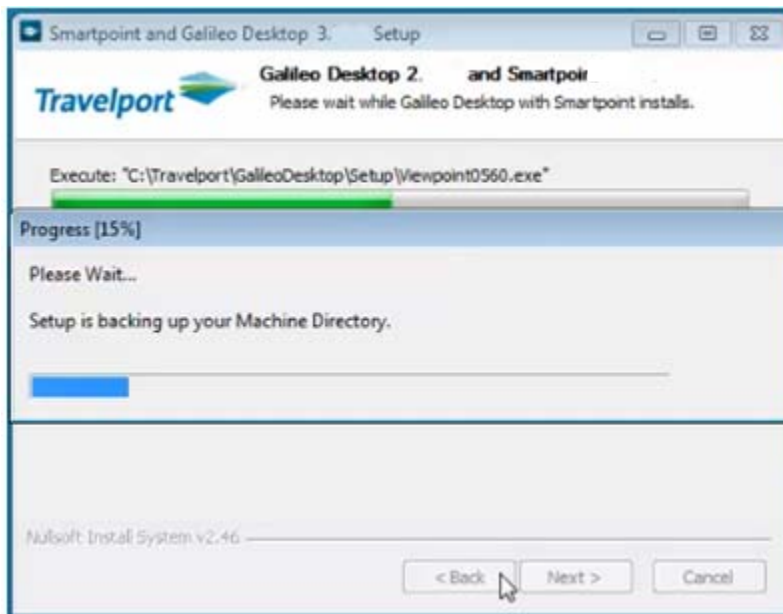
Installation progress screen is displayed.



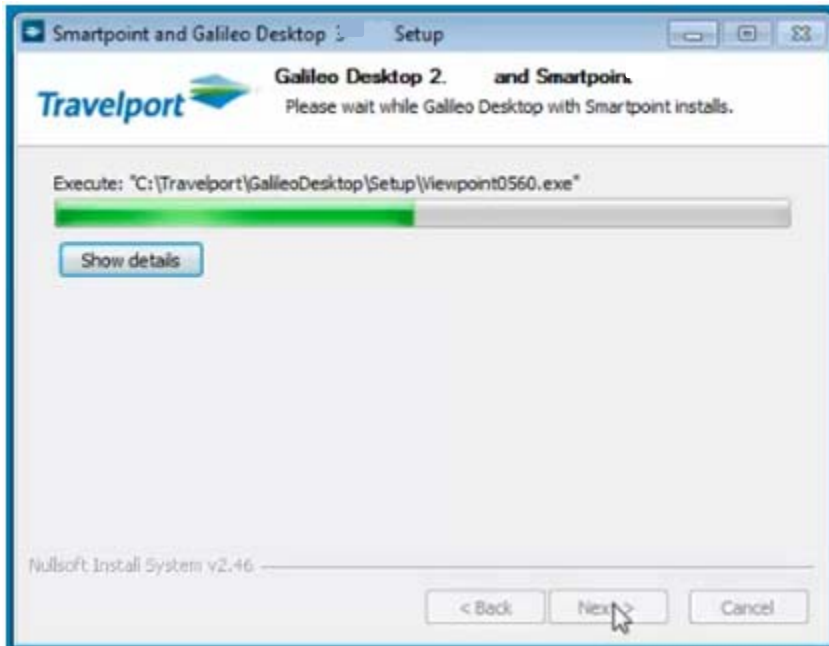
4. Pre-installation task list is presented. Click **Yes**. Refer to [Pre-installation Requirements](#) for more information.



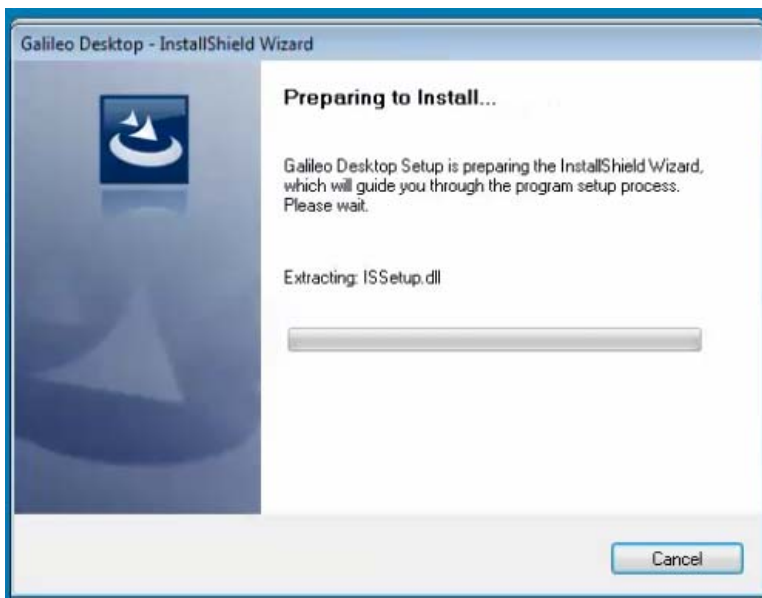
Preparing to Install... progress screen is displayed.



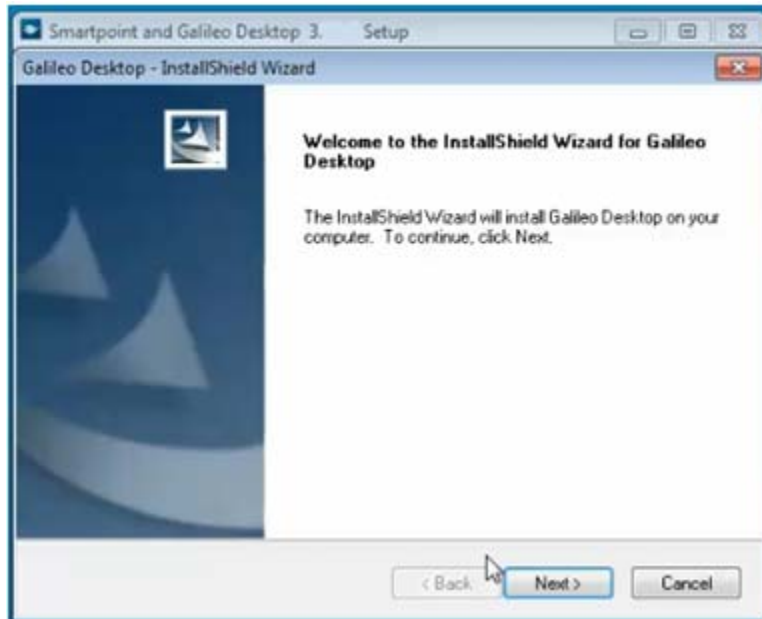
Installation progress continues.



InstallShield Wizard Preparing to Install... screen is displayed.



5. Click **Next**.



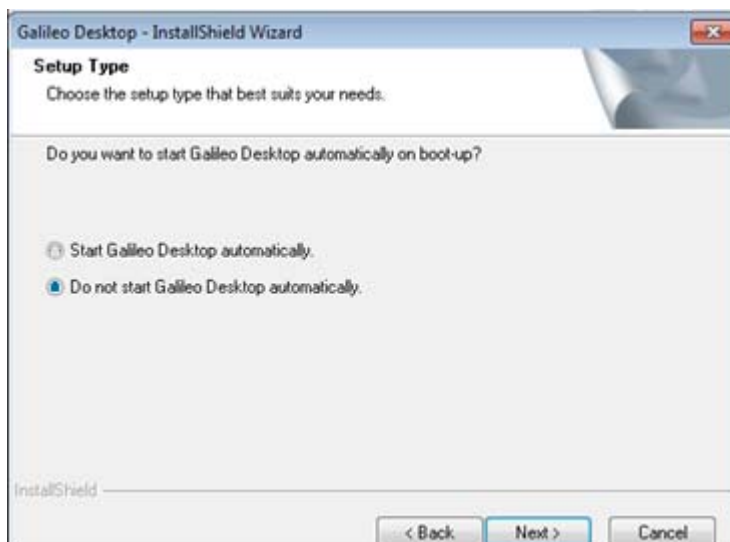
6. Click **Yes** to accept the License Agreement.



7. Choose start up preference and click **Next**. For more information about Terminal startup, refer to *Terminal Window Startup Installation* on page 23.



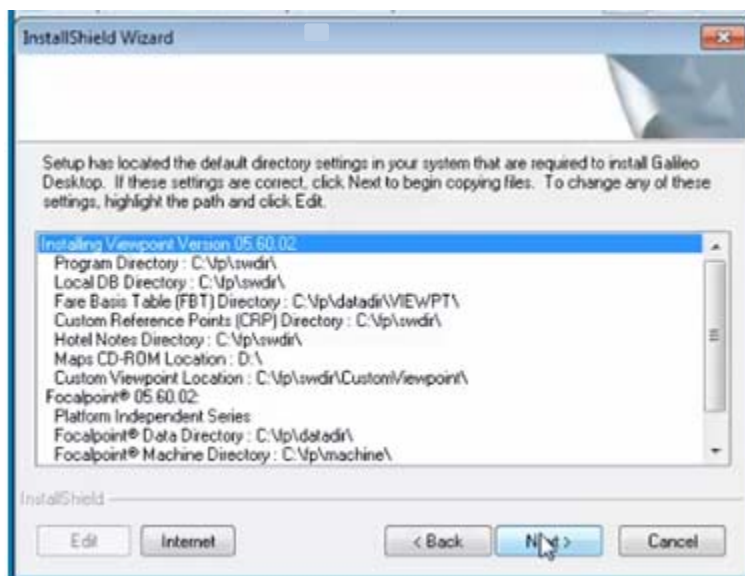
8. Choose boot-up preference and click **Next**.



- Highlight desired language(s) and click **Next**. You can select multiple languages by holding the CTRL key and selecting additional languages from the list.



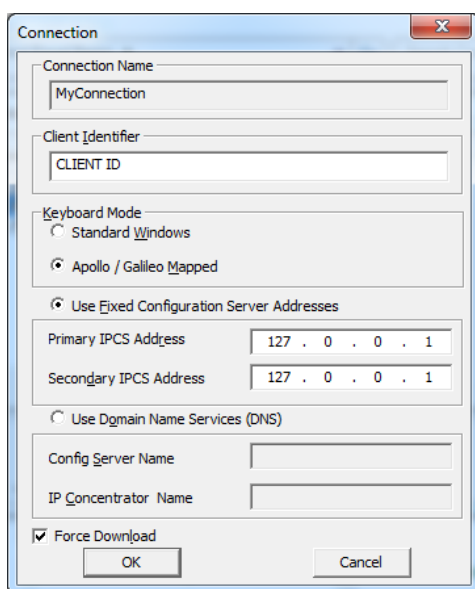
- Use default directory settings and click **Next**. To configure Internet settings, first select the Internet button.



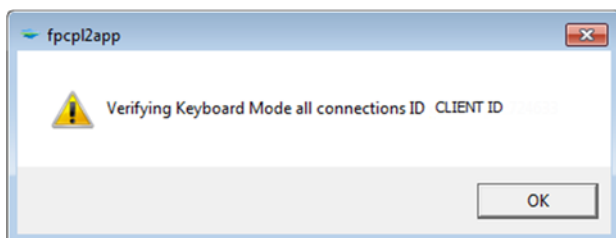
11. Complete the connection information if not previously configured.
 - a. Enter the Client Identifier. A Client ID is required per workstation. Please contact your Travelport Account Manager to order new Client IDs.
 - b. For Keyboard Mode, select *Apollo / Galileo Mapped*.
 - c. For the Configuration Server address, enter the addresses based on your connection type.

SSL	Primary IPCS Address = 127.0.0.1 Secondary IPCS Address = 127.0.0.1
CMVPN	Primary IPCS Address = 57.8.81.13 Secondary IPCS Address =57.8.81.113 Primary=198.177.164.151 Secondary=198.177.164.152

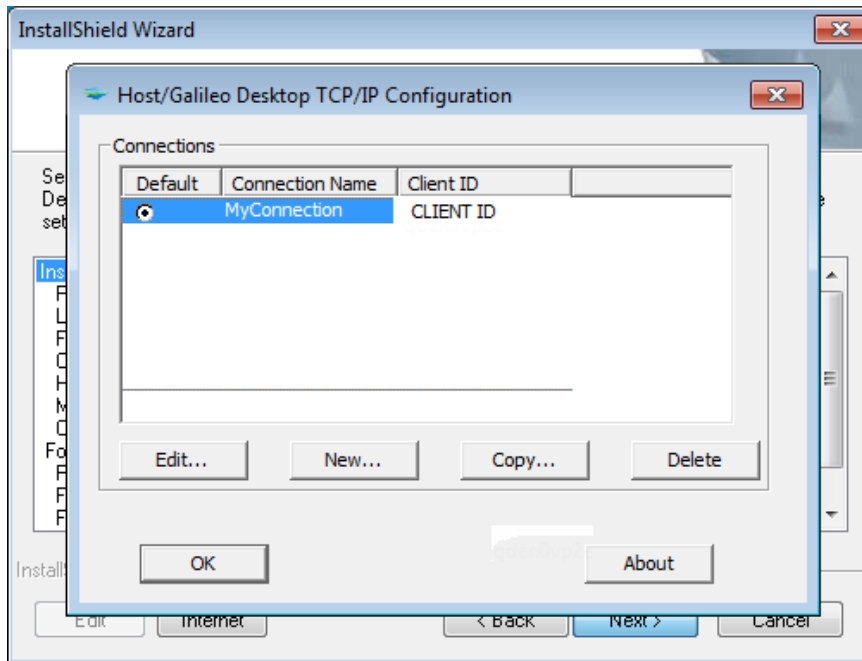
- d. Click **OK**.



12. Click **OK**.



13. Click **OK**.

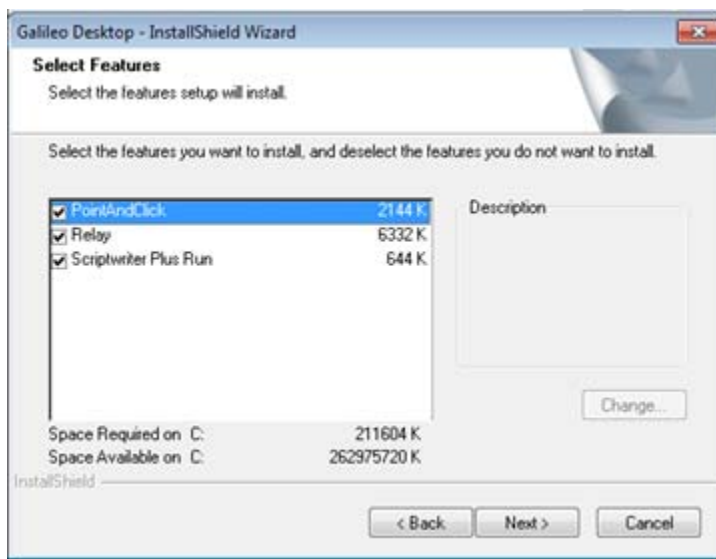


Please note: The following three Select Features screens differ depending on which system, Galileo or Apollo, the agent is using. Examples have been given for both.

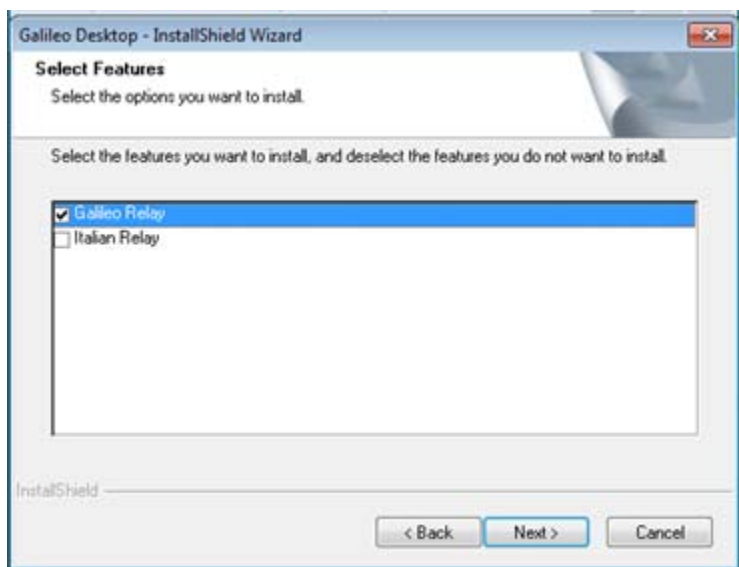
Once past the three Select Features screens, at the configuration screen, both Galileo and Apollo follow the same path.

For Galileo® users

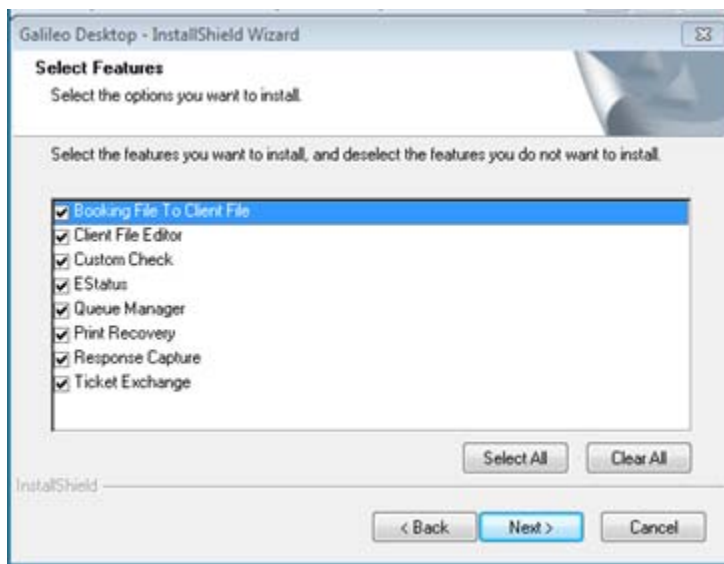
a. Click **Next**.



b. Click **Next**.

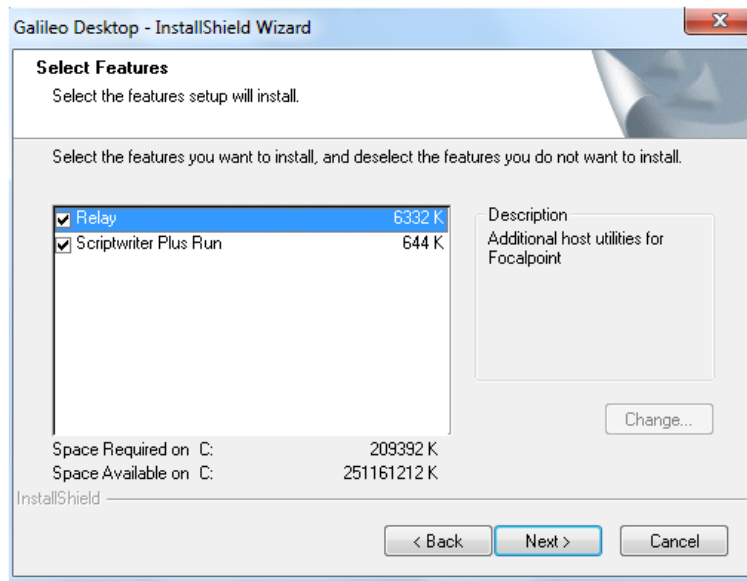


c. Click **Next**.

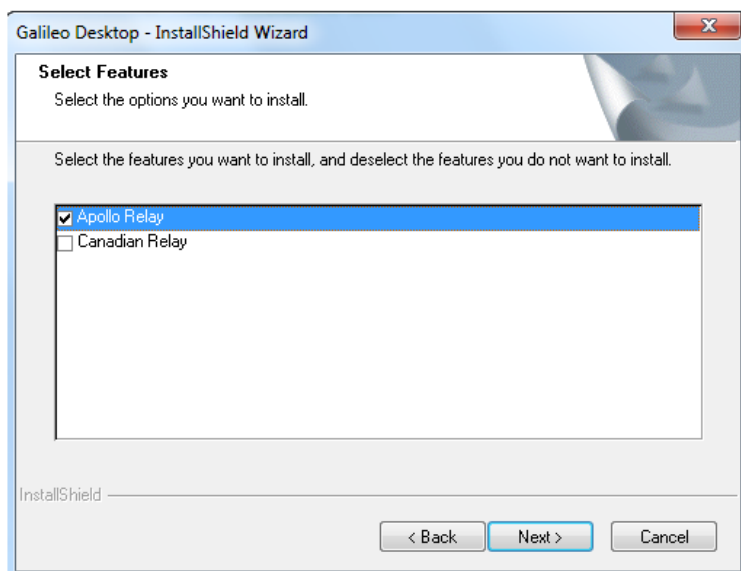


For Apollo users

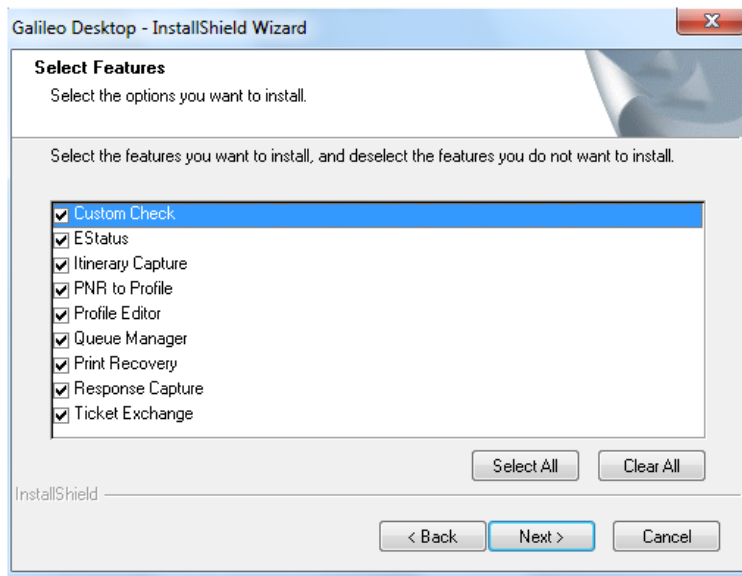
- a. Click **Next**.



- b. Click **Next**.



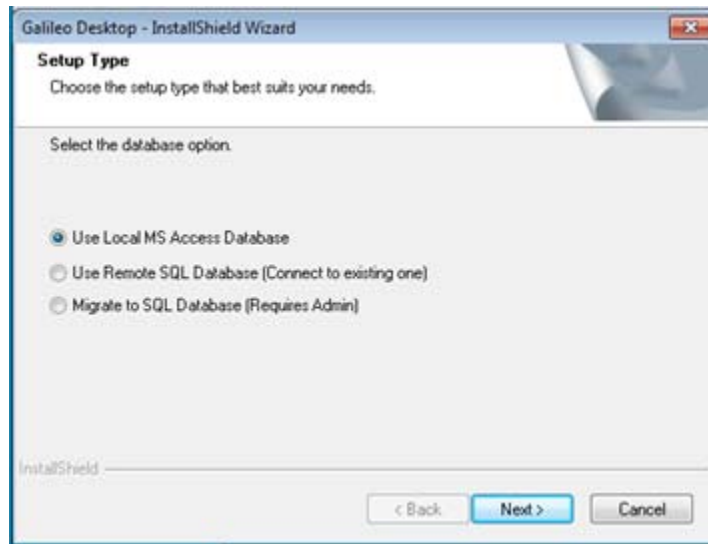
c. Click **Next**.



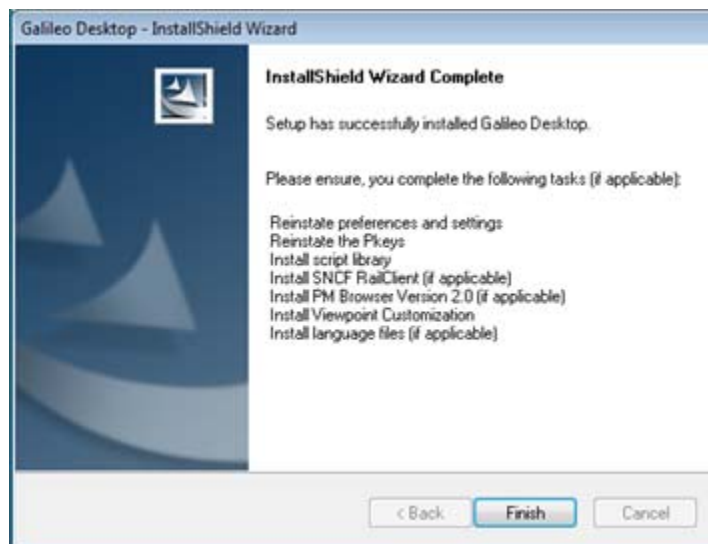
The software begins to install for either Galileo or Apollo.



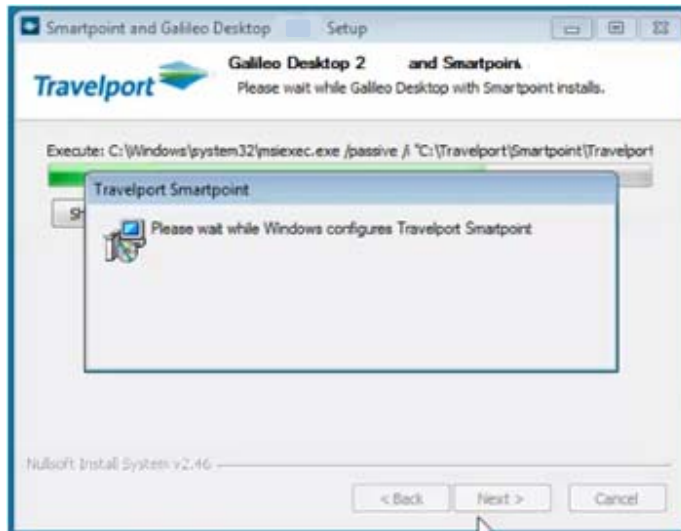
14. Click **Next**.



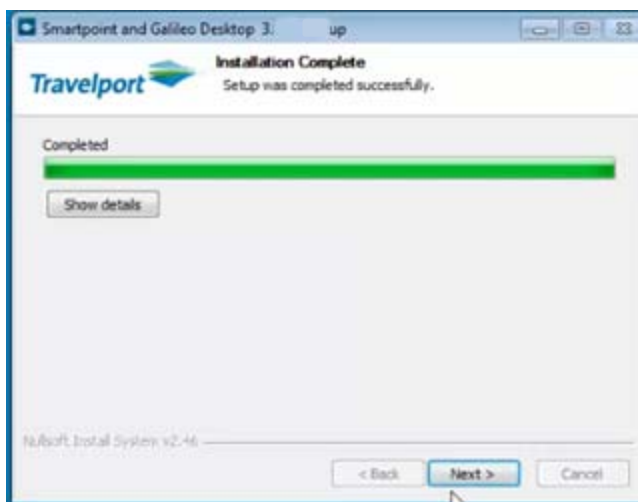
15. Click **Finish**.



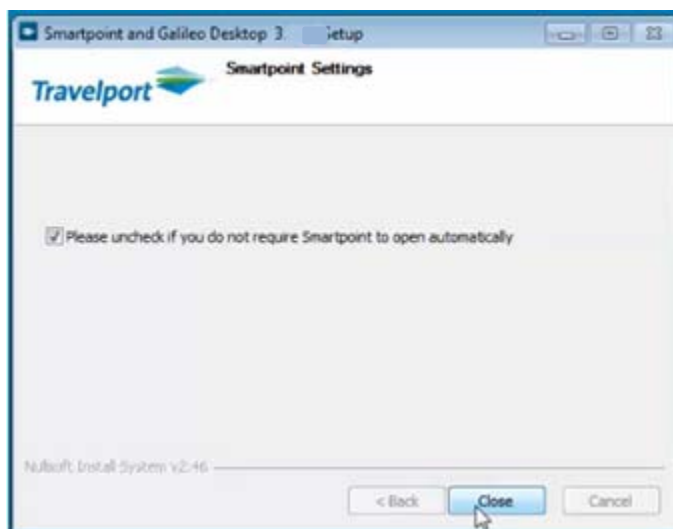
Installation progress screens are displayed.



16. Click **Next**.



17. Make setting selection and click **Close**.



18. Click **OK** then, restart your computer as directed.



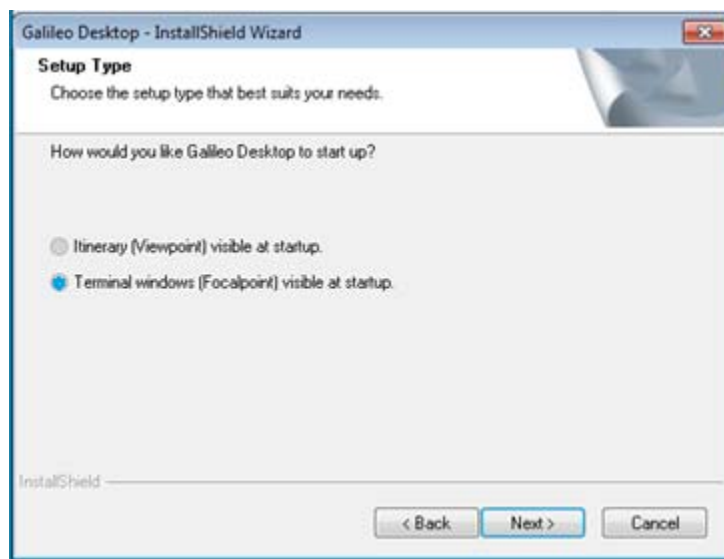
Terminal Window Startup Installation

The Terminal Window Startup Installation is an advanced installation option that automatically opens Galileo Desktop in the Terminal Window mode on startup. This option disables the display of the splash and logon screens, which display by default during the Galileo Desktop startup.

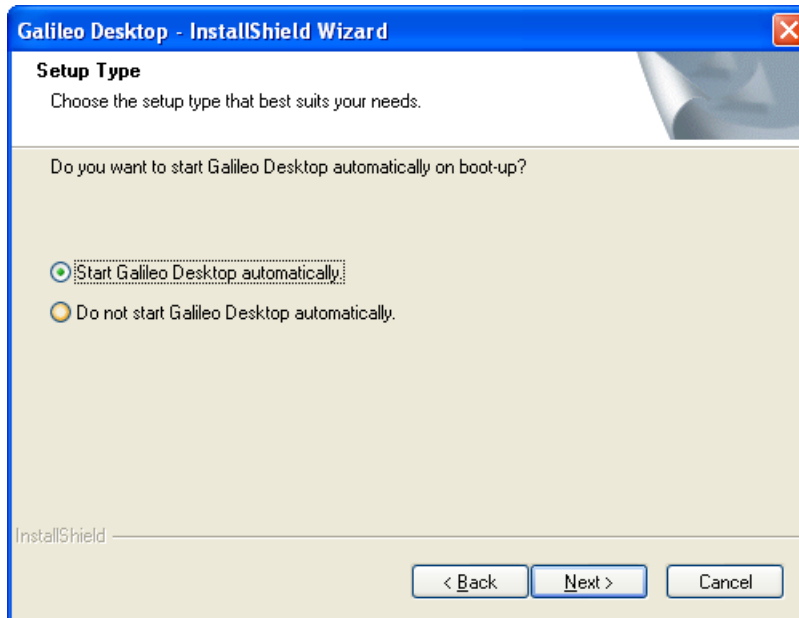
This installation option can be used if a customized startup script is used, or any functionality is modified in Galileo Desktop that conflicts with the use of the splash screen or logon screen.

This installation uses the same basic process as the Basic Installation. However, certain installation selections are required, as well as additional steps to configuring the Viewpoint Options menu.

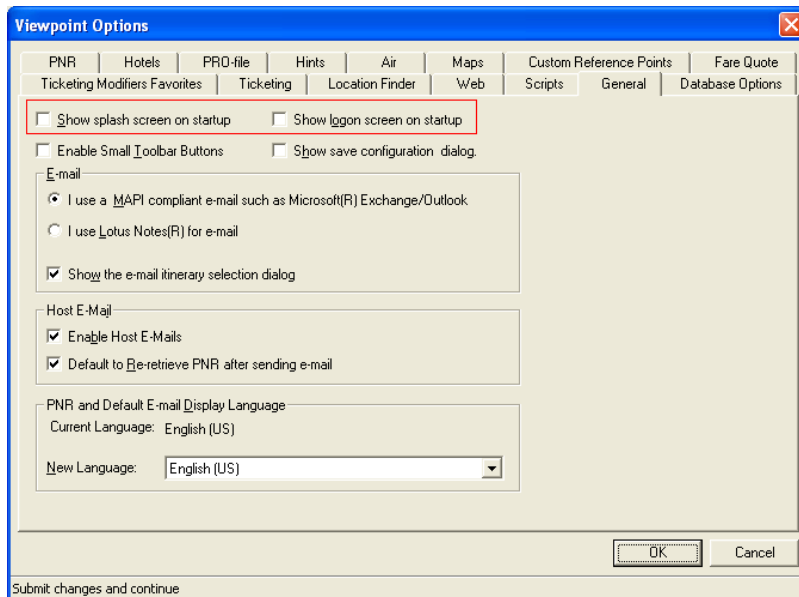
1. Complete Steps 1–6 of the *Galileo Desktop / Travelport Smartpoint – Installing For the First Time* (page 8).
2. For Step 7 of the *Galileo Desktop / Travelport Smartpoint – Installing For the First Time*, select the Terminal windows (Focalpoint) visible at startup option.



- For Step 8 of the *Galileo Desktop / Travelport Smartpoint – Installing For the First Time*, select the Start Galileo Desktop automatically option.

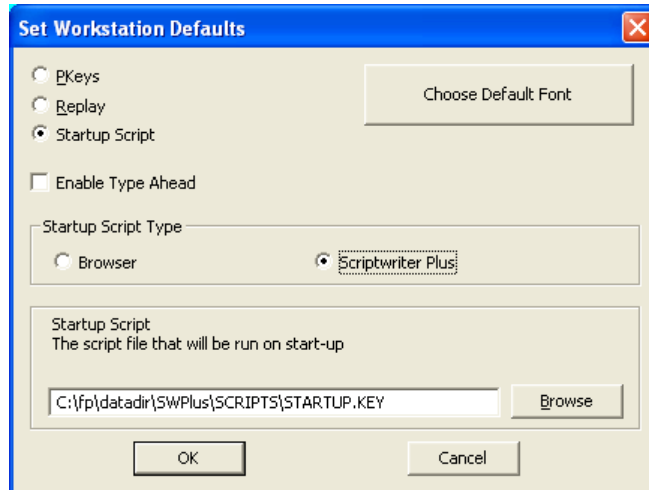


- Complete the rest of the *Galileo Desktop / Travelport Smartpoint – Installing For the First Time* steps.
- After installed, display the Itinerary Window (Viewpoint) mode.
- From the **Tools** menu, select **Options** to display the Viewpoint Options window.
- Select the **General** tab.

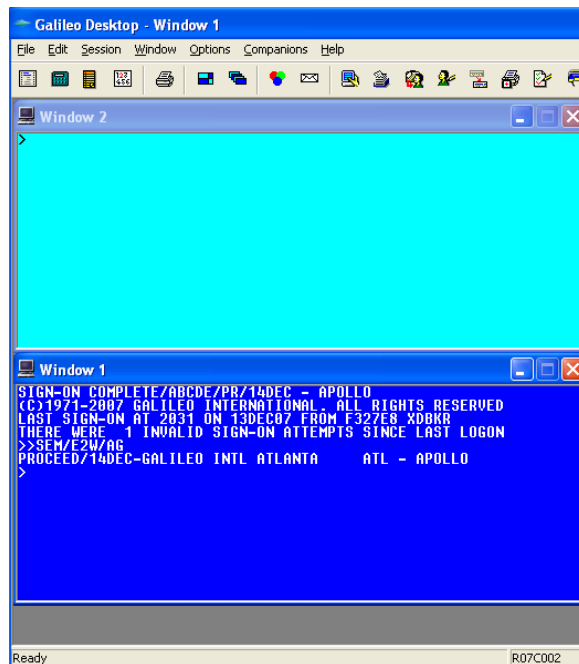


- Clear both the *Show splash screen on startup* and *Show logon screen on startup* check boxes.

9. If a startup script is desired, change from Viewpoint to the Terminal Window (Focalpoint) mode, and select **Set Workstation Defaults** from the **Options** menu.
10. In the Set Workstation Defaults dialog box, browse or enter the path for the path for the Startup Script.



11. From the **File** menu, select **Save** to save the new settings.
12. The Terminal Window displays, and the startup script launches and runs.



Citrix/MTS Installation

The following instructions are intended as an aid for installing and configuring Galileo Desktop v2.6 / Travelport Smartpoint, to function in a multi-user environment from a Citrix Server or Microsoft Terminal Server (MTS).

These procedures will vary depending on site requirements and server administration differences.

Note: This guide was created in response to customer requests. Citrix Server and Microsoft Terminal Server are not supported in Galileo Desktop/ Travelport Smartpoint; however, these environments may be supported by customers, vendors, or NDCs/SMOs. Contact your regional support organization for more details.

Requirements

These instructions support the installation of Galileo Desktop/ Travelport Smartpoint in a Citrix and MTS environment for either:

- Thin-client terminals (if used).
- Windows-based workstations or other clients supported by Citrix client software.

The following hardware and networking must be installed and functioning before Galileo Desktop is installed and configured:

- Citrix MetaFrame Presentation Server 4.0.
 - Microsoft® Windows® 2003 or higher.
 - Windows 2003 Server or Advanced Server.
 - Windows Terminal Server with MetaFrame Presentation Server, Version 4.0 or higher.
- Note:** If using thin-client terminals, MetaFrame must be installed.

Assumptions

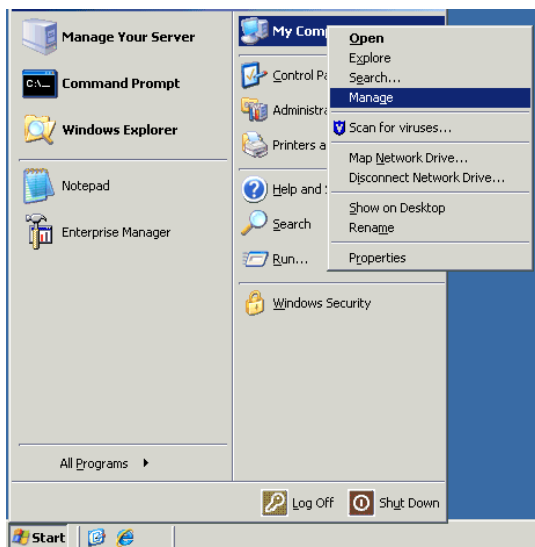
This guide is intended to document the process for installing a Citrix server in most environments. However, these procedures cannot duplicate the process that will be required for every installation. This guide assumes that:

- Galileo Desktop/ Travelport Smartpoint will be installed on the Citrix server.
- The drive locations will vary depending on the server environment. For this document, the following standards apply:
 - Drive *C* designates the local drive of the Citrix server.
 - Drive *A* designates the floppy drive.
 - Drive *D* designates the CD-ROM drive.
 - *WINDOWS* designates the Windows directory on the Citrix server.

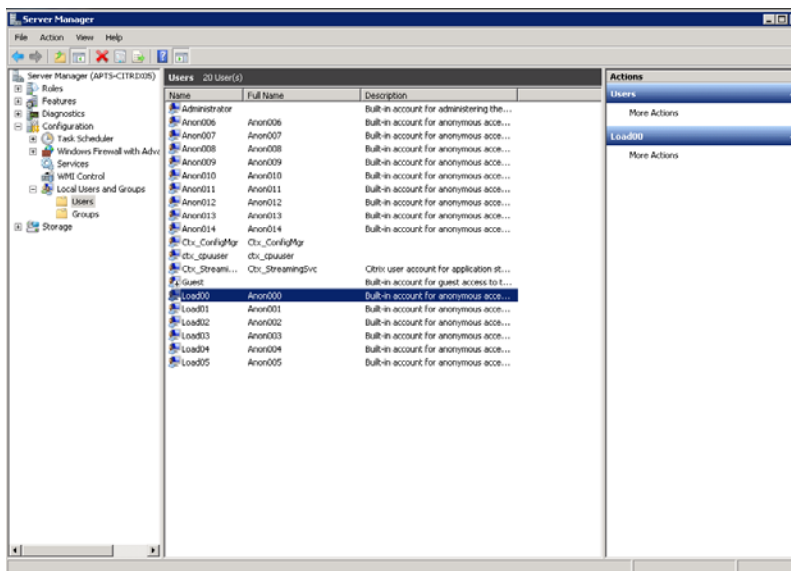
Preparing the Citrix Server

To prepare the Citrix server for the Galileo Desktop/ Travelport Smartpoint installation, you must be logged on with Administrative authority to the server itself. This procedure also assumes that the Citrix environment is already running.

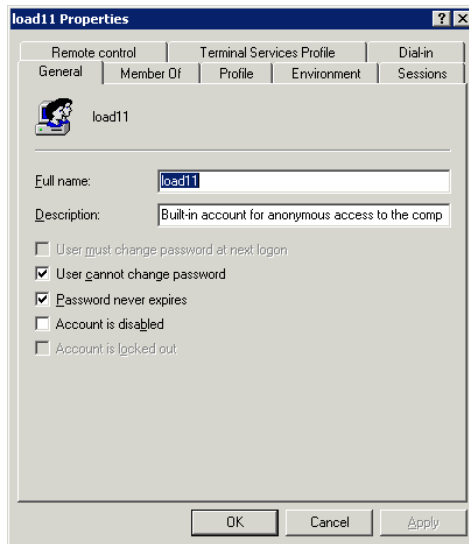
1. Right-click **My Computer** on the Windows Server Desktop.



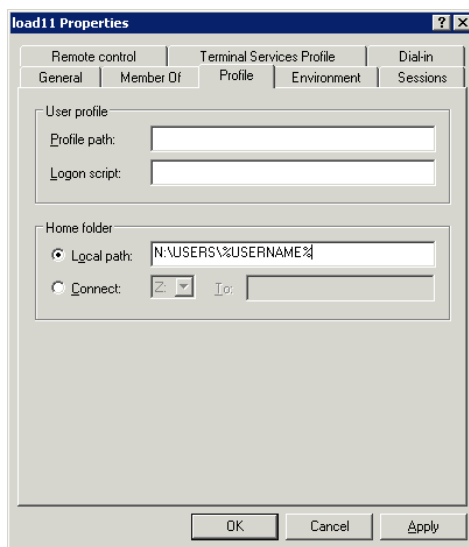
2. Select **Manage**. The Computer Management window displays.
3. Select **Local Users and Groups** then, select **Users** to display the user list. The following example shows default remote user names of *Remote00* through *Remote14*.



4. Double-click on the user name for each user who will share Galileo Desktop/ Travelport Smartpoint to display the User Properties dialog for that user.

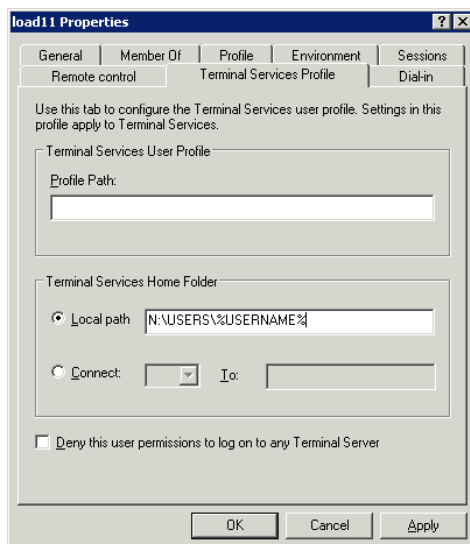


5. Click the **Profile** tab.



6. In *Home folder*, select Local path. The location of the Local Path field will vary depending on your administration.
7. In *Local Path*, enter C:\USERS*<username>*, where *<username>* is the actual user name.
Note: You must repeat step 7 for all users that require profiles.

- Click the **Terminal Services Profile** tab.



- In *Local Path*, enter `C:\USERS\<username>`.
- Click **OK** to redisplay Computer Management.
- Repeat this procedure for each Galileo Desktop client workstation.

Preparing the Client Package on the Citrix Server

The procedure for configuring the client workstation depends on whether a thin client workstation, Windows workstation, or Web client is used.

If you are configuring *Galileo Desktop / Travelport Smartpoint* for a thin client workstation or a Web client, you may need to install the Citrix Presentation Server Client Package Version 10.0, depending on your environment. The required type of client may also vary depending on your specific connectivity requirements.

You can download the Client Package from your source, if available. However, it is recommended to download the client directly from citrix.com to obtain the most current version of the Client Package.

Installing *Galileo Desktop / Travelport Smartpoint*

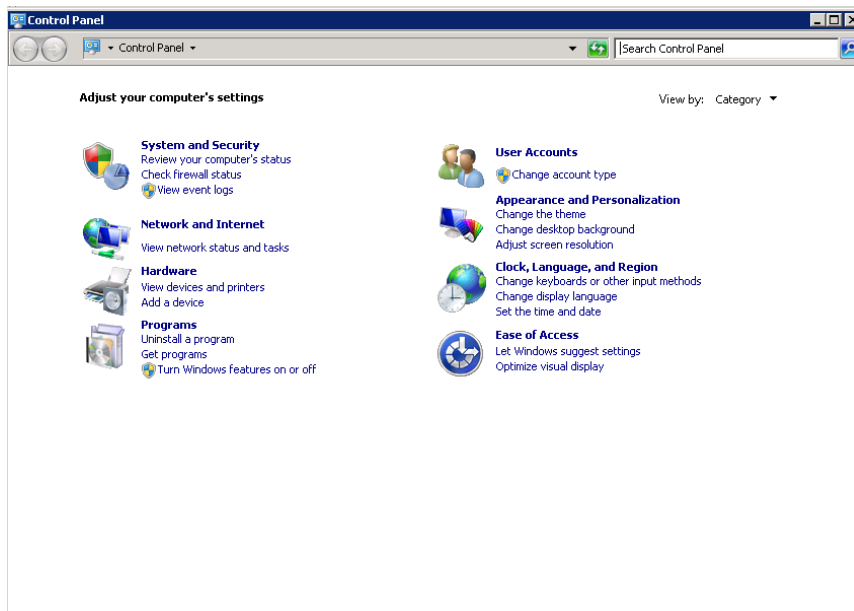
In Citrix environments, *Galileo Desktop* *must* be installed through the Add or Remove Programs feature to ensure that is registered as a shared application. Do not use the Command Prompt method described in the Basic Installation.

Note: Screen shots may vary depending on whether you are installing for Apollo or Galileo.

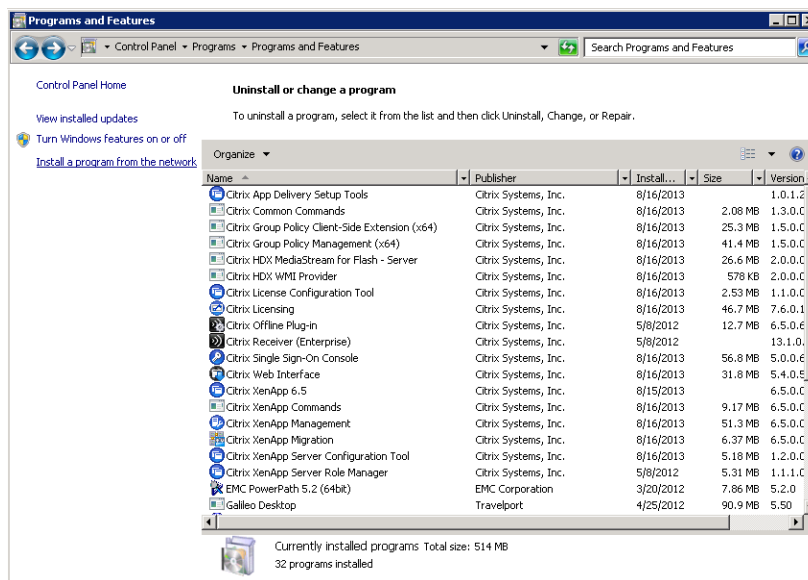
To install *Galileo Desktop / Travelport Smartpoint*:


- Insert the *Galileo Desktop / Travelport Smartpoint* CD into the appropriate server drive or download from a location provided by your administrative contact or your Apollo or Galileo account representative.

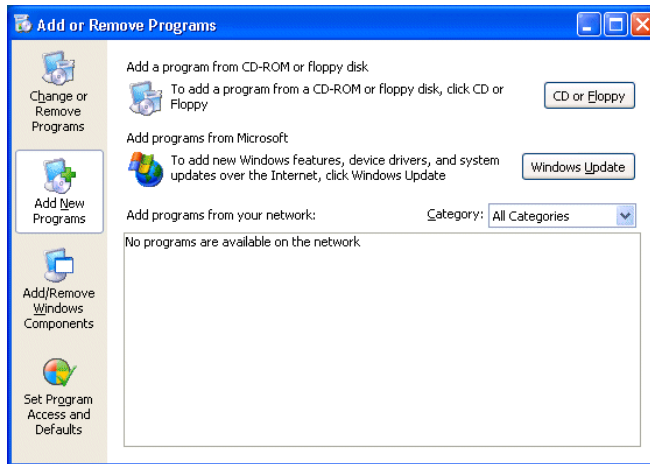
2. Click **Start** on the Windows Desktop, then click **Control Panel**.



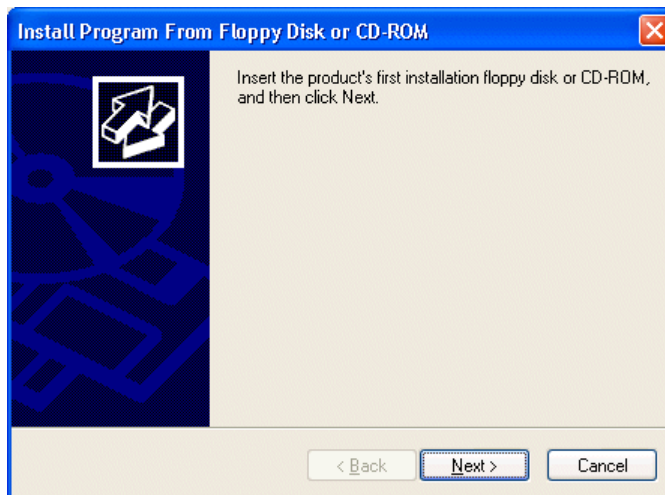
3. In the Control Panel folder, double-click the **Add or Remove Programs** icon to display the Add or Remove Programs dialog box.



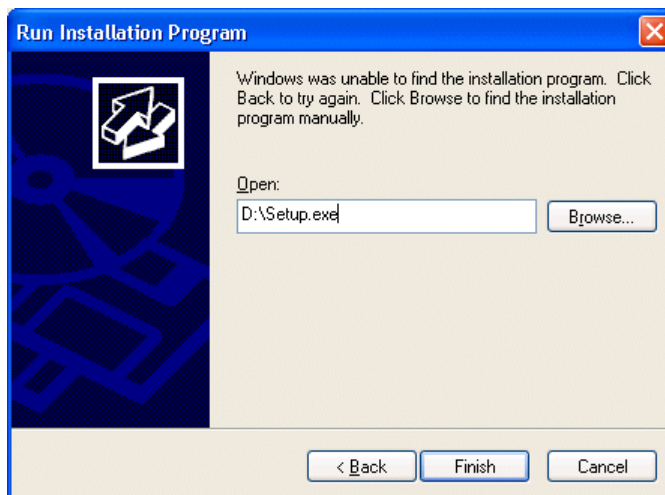
4. Select **Add New Programs**  icon to display the Add New Programs dialog box.



5. Click CD to display the Installation Program from CD-ROM dialog box.



6. Click **Next** to display the Run Installation Program dialog box.



- In Open, type the path to Setup.exe *Galileo Desktop / Travelport Smartpoint CD*.

Notes:

- The CD-ROM or disk drive may be different for your workstation.
- The CD can be run from a server when necessary.

- Click **Finish**. The *Galileo Desktop / Travelport Smartpoint* Installer displays.
- Click **Next** to run the *Galileo Desktop / Travelport Smartpoint* installation. The Install Products window displays.



- Click Galileo Desktop to display the Welcome window.

Notes:

If a previous version of Galileo Desktop is installed on your workstation, this version will be uninstalled before the Welcome window displays.

It is highly recommended that in a Citrix environment all required software is previously installed prior to installing Galileo Desktop; therefore, there is no need to select additional software.

- Continue with the Basic Installation.
- When you have completed the Basic Installation, launch *Galileo Desktop / Travelport Smartpoint* on the Citrix server to ensure it is functioning correctly.
- Continue with the following sections of the Citrix/MTS Installation.

Configuring Galileo Desktop / Travelport Smartpoint

Galileo Desktop / Travelport Smartpoint must be configured on the server to permit use by client machines. Configuration involves copying Galileo Desktop / Travelport Smartpoint directory information into the User home directory of each client workstation, and confirming or modifying the networking information.

Setting Up User Accounts for Configuration

Configuring user accounts for Galileo Desktop varies depending on the status of the account. Follow these procedures to prepare user accounts for configuration.

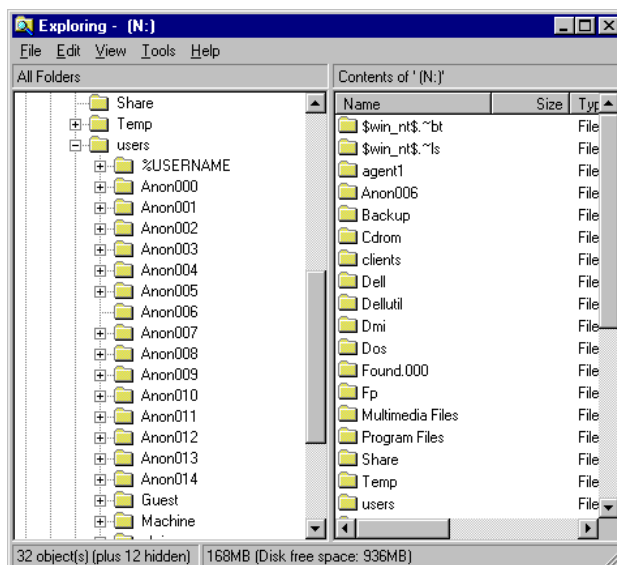
- If the client workstation is new and has not been logged on to the Citrix server, log on from the workstation before configuring Galileo Desktop / Travelport Smartpoint. Logging on to the server will create a Windows directory for that user.
- If the client workstation has been logged on to the Citrix server, before Galileo Desktop / Travelport Smartpoint was installed, the Windows directory has already been created for that user. However, slightly different modifications are needed for the files in the window directory.

Configuring the Directory Structure for Galileo Desktop / Travelport Smartpoint

Within this procedure, *ANON12* is used at the sample username and indicates the Windows 2003 identification for an individual client machine. *User subdirectory* designates the home directory for any client machine.

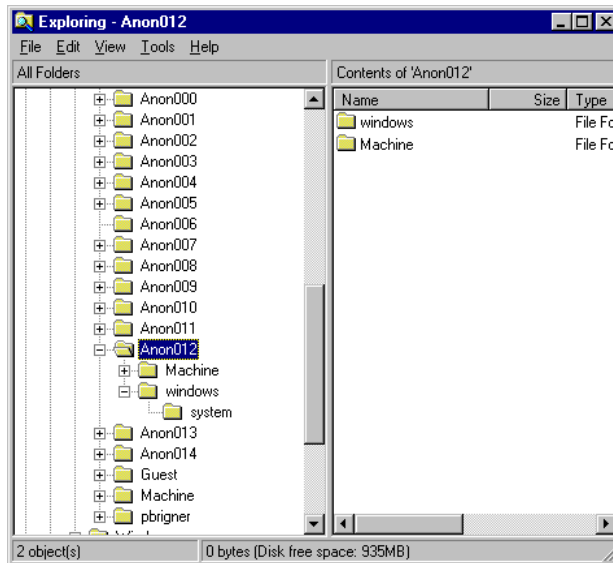
Duplicating the Machine Directory

1. In the Windows 2003 Explorer window, locate the *C:\USERS* subdirectory. This subdirectory should contain the user directories for client machines that were created when MetaFrame was configured on the Citrix server. In the graphic below, the 15 users display the default names *Anon000* through *Anon14*.



2. Right-click on *C:\FPWACHINE* and select **Copy**.

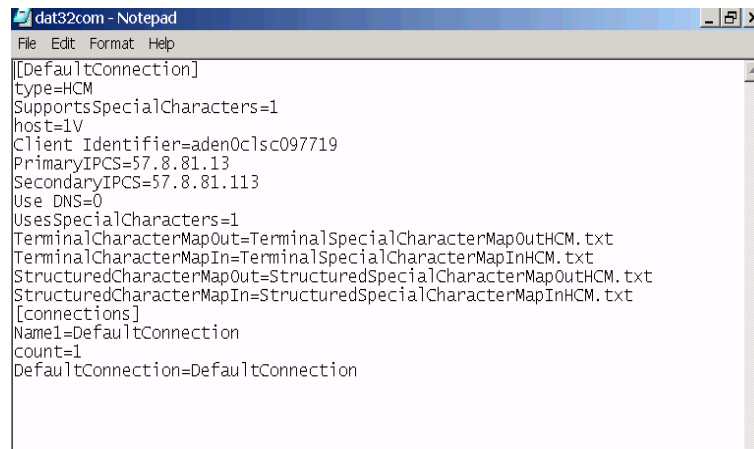
- Open the User subdirectory of the first client machine. The graphic below displays the *Anon012* User subdirectory as an example.



- Right-click within the User subdirectory and select **Paste**, to duplicate the Machine subdirectory.
- Repeat the copy process for each remote user.

Modifying *DAT32COM.INI*

- Open the first Machine subdirectory that you have just copied to the User subdirectory.
- Double-click **DAT32COM.INI** to display the file in Notepad format.



- The Client Identifier line should list the client identification entered during installation. This procedure uses XXXXXX as the client identifier.
- Change both Client Identifier = XXXXXX lines to the user's client identification. This defines the connections you set up when you installed Galileo Desktop.
- Select **Save** from the **File** menu.
- Close the file.

7. Repeat the procedure for each remote client.

Modifying WIN.INI

1. Open the Windows directory in the `C:\USERS\ subdirectory where <username> is the actual user name.
Note: There will be no Windows directory in the <username> subdirectory if the client has not already logged in to the Citrix server. The user must log into the Citrix server at least once before you can modify the win.ini. See Setting Up User Accounts for Configuration (page 33) for more information.`
2. Open WIN.INI.

```

win.ini - Notepad
File Edit Format View Help
m1v=MPEGvideo
m3u=MPEGvideo
mp2=MPEGvideo
mp2v=MPEGvideo
mp3=MPEGvideo
mpa=MPEGvideo
mpe=MPEGvideo
mpeg=MPEGvideo
mpg=MPEGvideo
mpv2=MPEGvideo
snd=MPEGvideo
wax=MPEGvideo
wm=MPEGvideo
wma=MPEGvideo
wmv=MPEGvideo
wmx=MPEGvideo
wpl=MPEGvideo
wvx=MPEGvideo
[Mail]
MAPI=1
[Focalpoint Startup]
[Focalpoint]
SwDIR=C:\fp\swdir
DATADIR=C:\fp\datadir
MACHINEDIR=C:\fp\machine
SingleFrame=vp
CommandWindow=True
LogonEnabled=2
GDVersion=2.0
Host=Apollo
Language=ENU

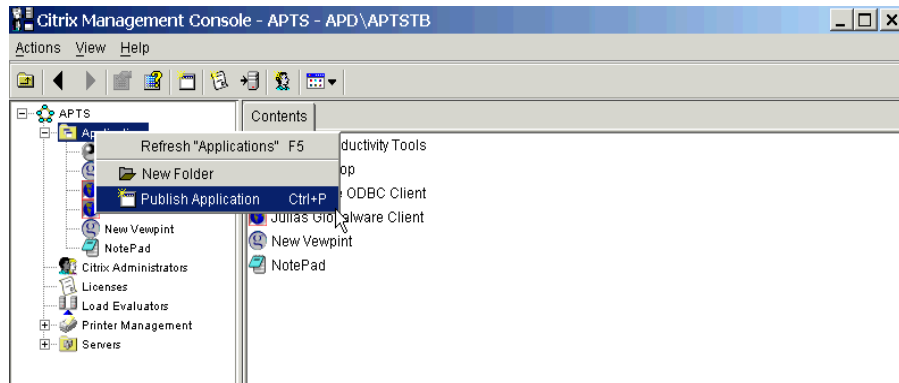
```

3. Copy all of the Focalpoint information from the WIN.INI (`C:\WINDOWS\WIN.INI`) to the client's WIN.INI. The information to be duplicated is shaded in the graphic above. Continue to Step 16 when the duplication is completed. If the client was logged in to the server after Galileo Desktop was installed, all of the Focalpoint information should already be in the client's WIN.INI.
4. The Machinedir line displays `C:\USERS\MACHINE\`. Enter the individual client identification into the path. For example, the Anon012 user name should display as `C:\USERS\ANON012\MACHINE`
5. Confirm that the paths to the Galileo Desktop directories match the paths displayed in step 10 (page 14) of the installation procedure. In the sample graphic, `C:\FP\SWDIR` and `C:\FP\DATADIR` display.
6. Select **Save** from the **File** menu.
7. Close the file.
8. Repeat the WIN.INI modification for each remote user.

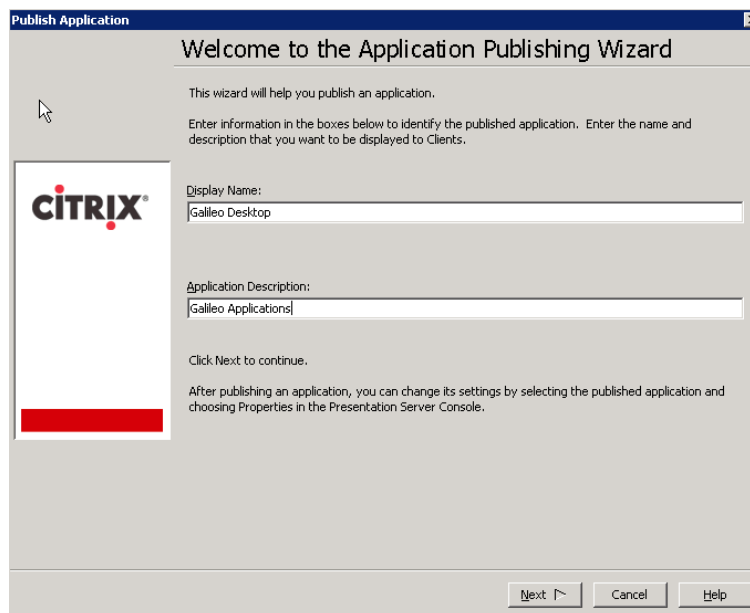
Publishing Galileo Desktop / Travelport Smartpoint

Use the following procedure to publish Galileo Desktop / Travelport Smartpoint on both Windows Server 2003 Standard and also MetaFrame Presentation Server 4.0.

1. Log on to the Citrix Farm at **Programs > Citrix > Management Consoles > Presentation Server Console**.
2. Under the current farm, right-click **Applications**, and select **Publish Application**.

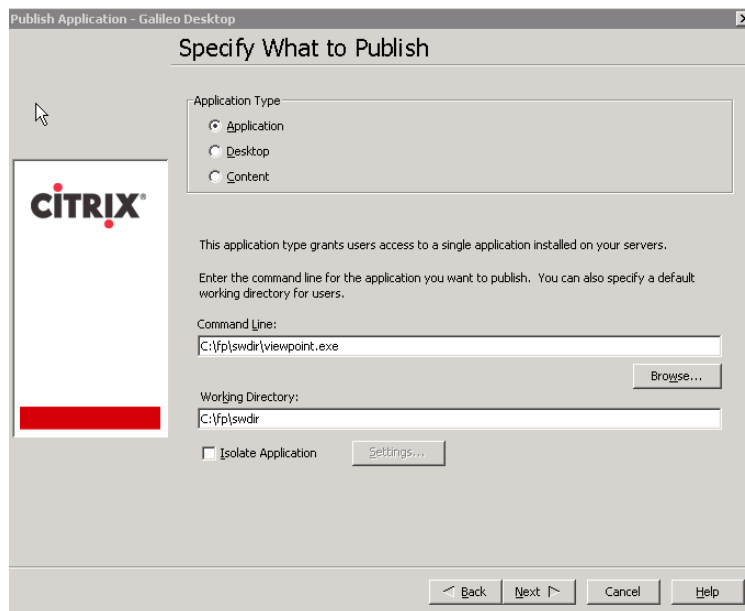


3. The Application Publishing Wizard displays.

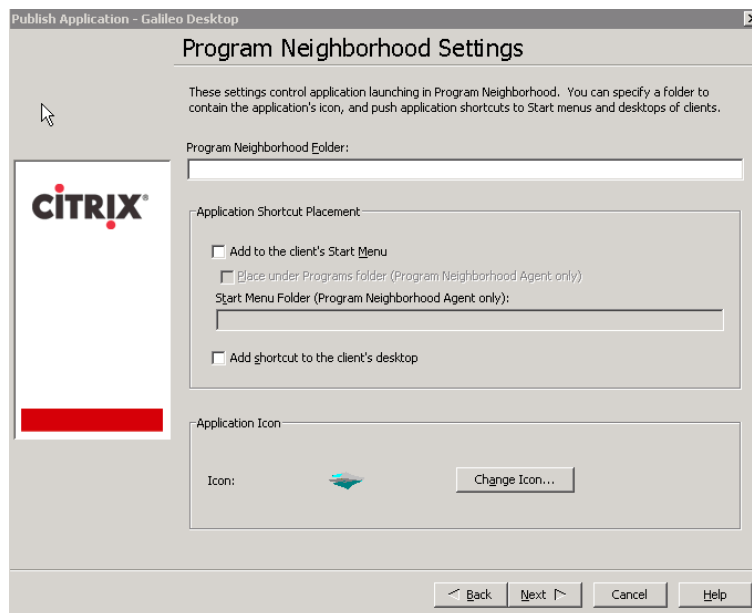


4. In Display Name and Application Description, enter the desired name and description for Galileo Desktop.

- Click **Next** to display the Specify What to Publish dialog box.

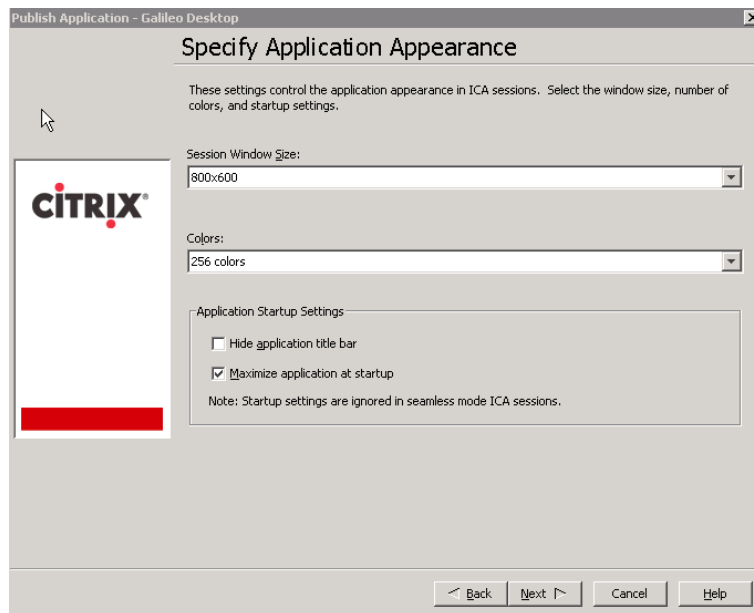


- Select **Application**.
- In Command Line, enter the path for Viewpoint.exe, or click **Browse** to locate the executable. In this example, the executable is located in: *C:\FPI\$WDIR\VIEWPOINT.EXE*.
- The Working Directory field automatically displays as *C:\FPI\$WDIR*.
- Click **Next** to display the Program Neighborhood Settings dialog box.

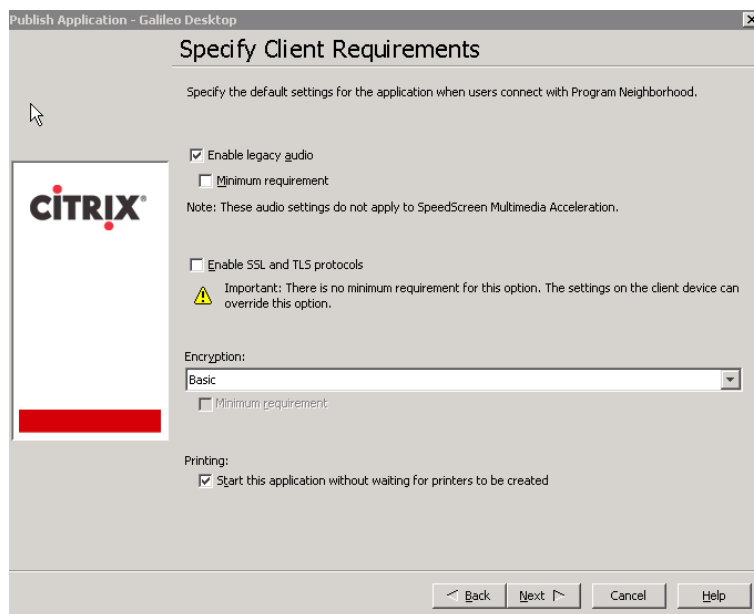


- Specify a neighborhood folder or Start Menu and shortcut options, as desired.

11. Click **Next** to display the Specify Application Appearance dialog box.

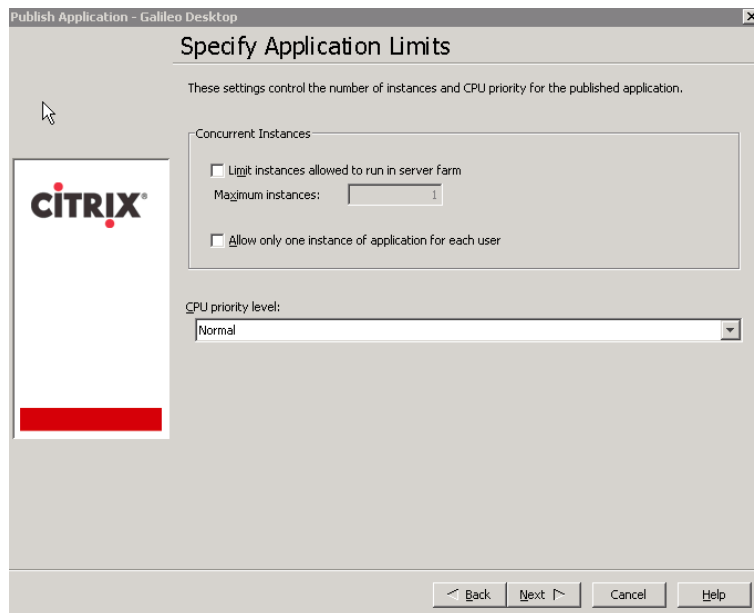


12. Click the Session Window Size arrow, and select *800x600* or greater.
13. Modify colors and application startup settings, as desired.
14. Click **Next** to display the Specify Client Requirements dialog box.



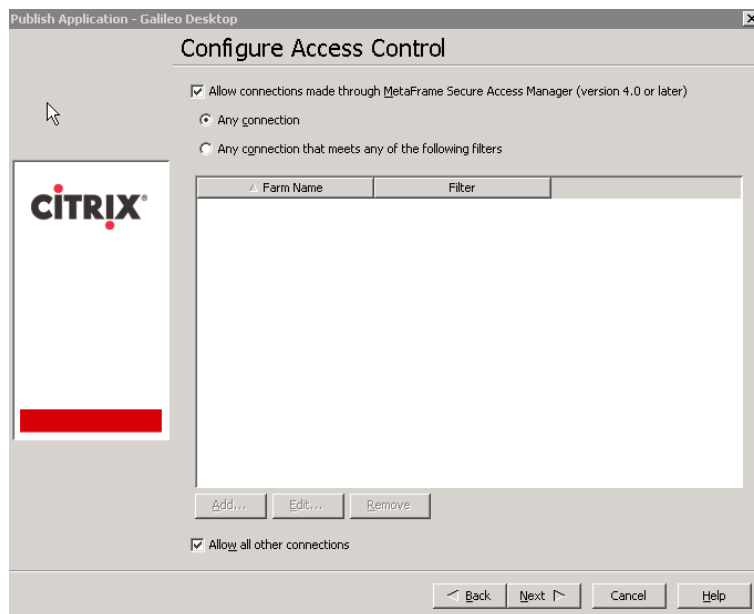
15. Unless modified settings are preferred, do not modify this dialog box.

16. Click **Next** to display the Specify Application Limits dialog box.

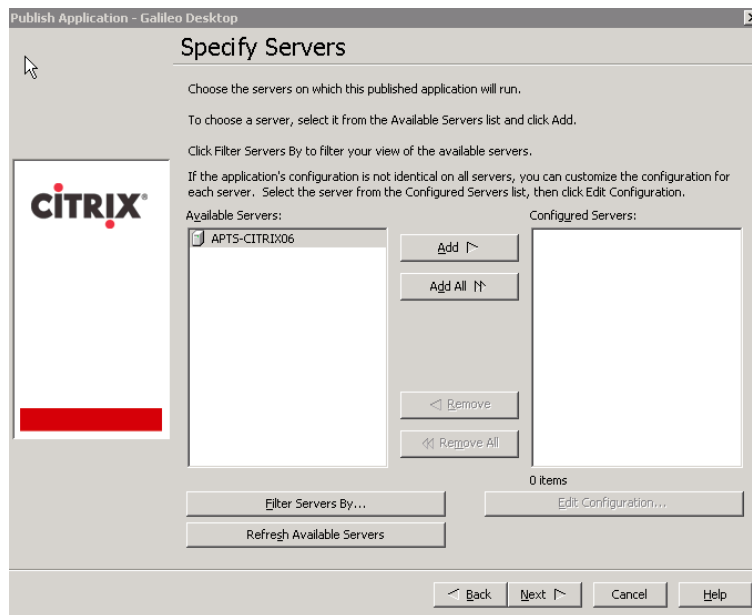


17. Unless different settings for concurrent instances or the CPU priority level are desired, do not change the default settings.

18. Click **Next** to display the Configure Access Control dialog box.



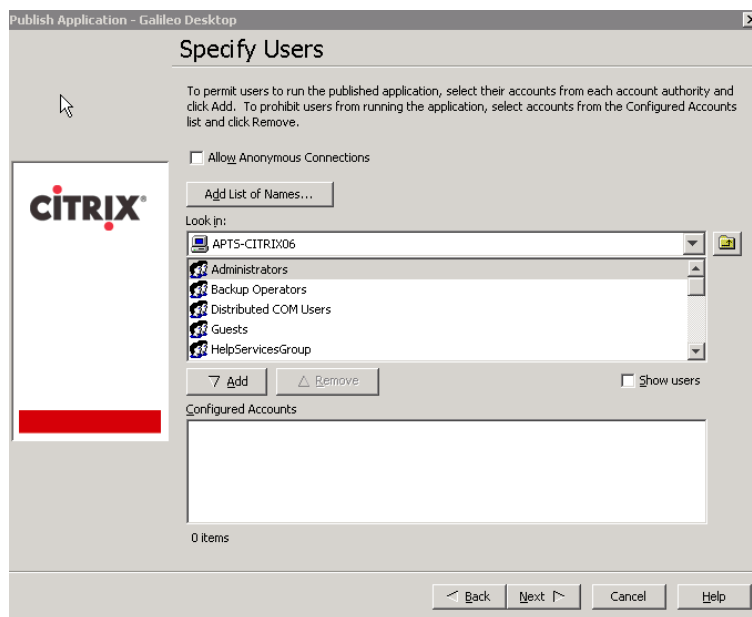
19. Click **Next** to display the Specify Servers dialog box.



20. From the list of Available Servers, select the servers to be run for Galileo Desktop / Travelport Smartpoint.

21. Click **Add** to move the selected servers to the Configured Servers column.

22. Click **Next** to display the Specify Users dialog box.

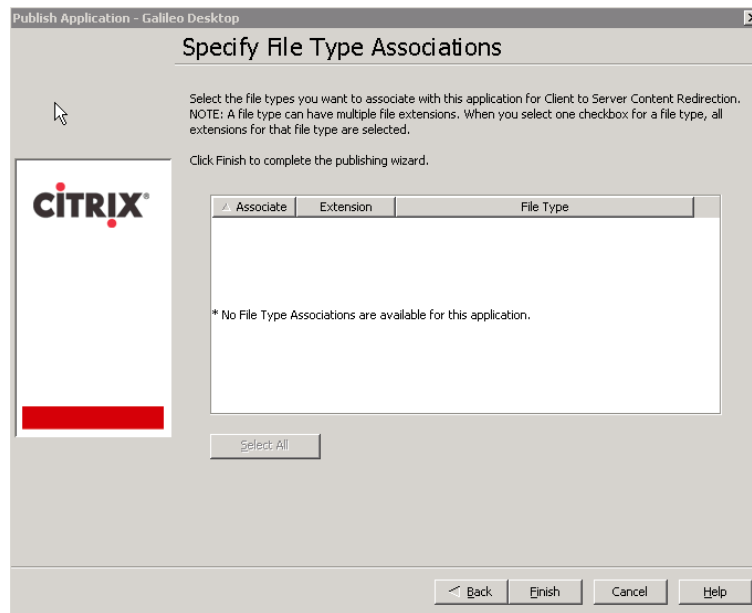


23. Click the Look in arrow to select the desired domain or server.

24. Select the users for that domain or server, and click **Add** to display the users in the Configured Accounts list. These users now have permission to access Galileo Desktop.

25. Repeat Steps 21–22, as necessary, for all servers or domains associated with Galileo Desktop.

26. Click **Next** to display the Specify File Type Associations dialog box.



27. Click **Finish** to complete publishing Galileo Desktop.

Confirming Galileo Desktop / Travelport Smartpoint Connectivity

There are two ways confirm connectivity:

1. Launch an Internet Explorer browser and test Galileo Desktop / Travelport Smartpoint via the Web Client by entering the Citrix server name. The Citrix Web interface displays. If the Web Client is not installed, you can download it off the server or directly from Citrix.com.
2. Open a Galileo Desktop / Travelport Smartpoint session from the client workstation.

If the connection was successful a *Download Successful* message displays at the lower left in the status bar to confirm that the HCM has connected to the IPC.

If the connection was not successful, a *Failed to Open* message displays.

Mapping the bundled installer for use in APAC

1. Installation of ESD bundle (ie GD2.6 and SP2.4),
 - a. Checks the requirement eg. Service packs and DotNet
 - b. Backing up existing data

***Assuming item 1a and 1b are already completed for now.**

2. Install APAC CVP Scripts and localization settings
 - a. Checks the Region (Asia or Pacific)
 - i. If Asia, select installation country – China, Hong Kong, Malaysia, Philippines, Singapore and Taiwan
 1. Install the APAC CVP scripts (CVP201_APAC_Release_28.exe)
 2. Install the new toolbar (C:\FP\SWDIR\vptoolbar.xml)
 3. Install the localization stuff eg. Pkeys, additional vptoolbar.xml or scripts or applications eg Ticket Wizard used in Hong Kong, China and Taiwan.

***Assuming that SMO provides the zip of the localization stuff so that we can append the required items onto C:\FP folder.**

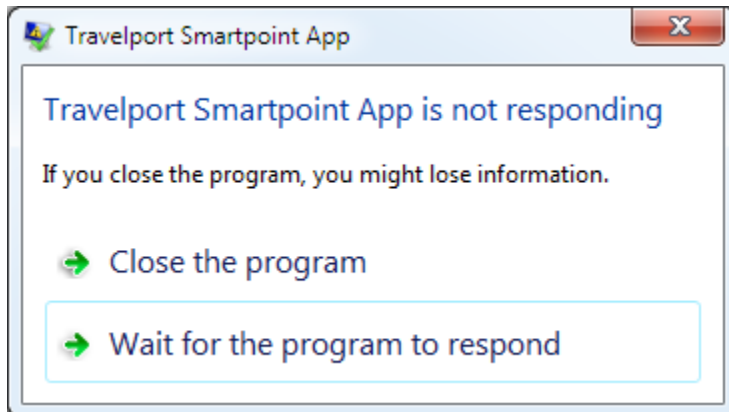
3. Install SSLVPN
4. Option to install GPM.
5. Delete temporarily files and restart.

Troubleshooting

Smartpoint App Not Responding

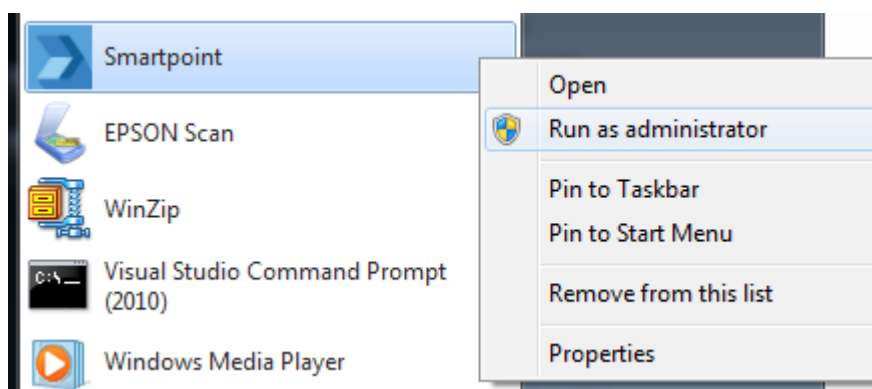
In some cases, when you download a Smartpoint installation file (the setup.exe file or a zip file) from the internet, it becomes blocked on the computer. This is a Windows security feature that sometimes occurs when files are downloaded. When this occurs, you can double-click on the .exe file to run the installer and Smartpoint will install successfully, but all files installed in the Smartpoint application directory will be blocked.

After this blocked installation, when you try to run Smartpoint you will see this error after start-up:



There could possibly be other reasons why this error might appear, so it cannot be automatically assumed that it was from a blocked installation file. Verify the following:

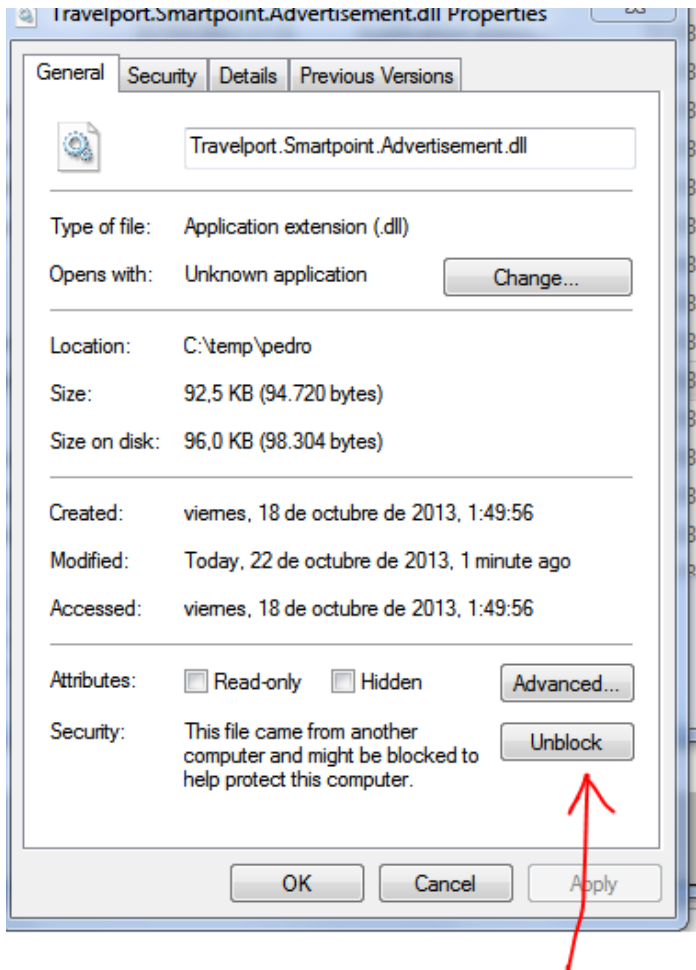
1. Does the error occur soon after Smartpoint starts (for example, after you sign on to the host)?
2. If you start Smartpoint using "Run as administrator" (you *may* require assistance from a user with administrative rights to do this), does this resolve the problem for this single use of Smartpoint?



3. If both of these are true, then as a final check, right-click and select "Properties" for one of the DLL files (e.g. "0100.00.AirAvailability.dll") found within the Smartpoint application folder located here:

C:\Program Files\Travelport\Smartpoint
or
C:\Program Files (x86)\Travelport\Smartpoint

If the resulting dialog includes an “Unblock” button, as shown here, then this confirms the problem:



To resolve this, it will be necessary to uninstall Smartpoint, and then re-install using a setup.exe file that you have confirmed is not blocked. Confirm the executable file is not blocked by right-clicking on the file and select **Properties**. Then, if present, click the **Unblock** button.