

# 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**

- 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 prerequisites 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

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 <u>Answer ID 15294</u> 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.

Setup		23
2	Please insure all applicable pre-installation tasks are completed:	
•	Have you backed up your data files?	
	Have you saved your preferences and settings?	
	Have you backed up your PKeys?	
	Have you backed up any Viewpoint customization?	
	Have you backed up your script library?	
	Please choose Yes to Confirm.	
	Yes No	1

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.

	dat32com.ini - Notepad			x	
	File Edit Format View Help				
	File Edit Format View Help [Connections] count=4 Name1=MyConnection Name3=COPY Name4=AMERICANEXPRESS [MyConnection] type=HCM SupportsSpecialCharacters=1 Client Identifier= ConfigServerName= IPCName= PrimaryIPCS=57.8.81.13 SecondaryIPCS=57.8.81.113 DerivedFrom= USe DNS=0 Use SpecialCharacters=0	Travelport Host TCP/IP Address SSL Promary IPCS Address = Secondary IPCS Address=	es 127.0.0.1 127.0.0.1		
н	TerminalCharacterMapOut=TerminalCharacterMapIn=TerminalCharacterMapIn=TerminalCharacterMapOut=StructuredCharacterMapOut	terMapInHCM.txt			
	<	,	Þ		đ

### Have you backed up your data files?

File Type	Location	
Replay Files	\FP\REPLAY\*.*	
Relay Files	<ul> <li>These files are stored in multiple places.</li> <li>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.</li> <li>Queue Distribution lists, end with a .QDL extension and are typically stored in \fp\swdir.</li> </ul>	
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	\FP\DATADIR\WSTN\focalpoint.config.xml
File	\FP\DATADIR\USER\users\focalpoint.config.xml
Scriptwriter Run	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.
Group	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.

86% of	anny 🖘 💷 💷 exe from stage.galile 💼 🗉 💌
۵	
	.exe from stage.galileo.com 1 sec (105MB of 124MB copied) \downloads_Galileo-Desktop- 10.5MB/Sec
	g box when download completes Open Open Folder Cancel

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.

Smartpoint and Galileo	Desktop 3	Setup			-25-
Travelport	Please ret	Agreement view the licence te solvop 3.	rms before installin	ng Smartpoint a	and
Press Page Down to see t	he rest of the	agreement.			
[RAVELPORT CLIOC-WRA IMPORTANT - READ CAR using or initiating the inst associated software or d Travelport distributor or a terms and conditions set subscriber agreement; wit 'License Agreement,' vo applicable Travelport GDS and your account is in go BY DOWNLOADING, INST	EFULLY: "You, allation of this ocumentation affiliate, as ap forth herein ( th Travelport ( ou may only un system under od standing, B	, "your," and "Lice s Software. Your of provided by Trave ppicable (together the "Click-Wrap Ac (together with the se this software if er a current, writte BY CLICKING THE	use of this software elport or an author , Travelport') is s greement'') and in y Click-Wrap Agreen you are a subscrib on agreement with 'ACCEPT'' BUTTON	e and any ized abject to the your nent, the er to the Travelport BELOW, OR	
If you accept the terms of agreement to install Smart	tpoint and Gal		o continue. You mu	st accept the	
Nullsoft Instal System v2.46			I Agree	Carc	zel 📄

Installation progress screen is displayed.

racted	1 1000	
THE WARE STR. ITTER THE WAR	and the strategic descent	
	_	
	THE WARE STREET TO AN A THE WARE	vacted. tracts the files needed to install Galileo y take a few moments.

4. Pre-installation task list is presented. Click **Yes**. Refer to <u>Pre-installation Requirements</u> for more information.

Setup	8
4	Please insure all applicable pre-installation tasks are completed:
-	Have you backed up your data files?
	Have you saved your preferences and settings?
	Have you backed up your PKeys?
	Have you backed up any Viewpoint customization?
	Have you backed up your script library?
	Please choose Yes to Confirm.
	Ver No.
	Yes No

Preparing to Install... progress screen is displayed.

Smartpoint and Galileo	Desktop 3.	Setup	[	
Travelport 🗢	Galileo Desi Please wait w	top 2. and 5 hile Galileo Desktop	martpoir with Smartpoint	instals.
Execute: "C:\Travelport\c	SalleoDesktop\Se	tup (Viewpoint0560.	exe*	
Progress [15%]				
Please Wait				
Setup is backing up your l	Machine Directo	ny.		
_				
Nulsoft Instal System v2.46				
and the second of sources of the second s		< Back	Next >	Cancel

Installation progress continues.

Smartpoint and Galileo	Desktop 5 Setup	
Travelport	Galileo Desktop 2. and Please wait while Galileo Deskto	Smartpoin. p with Smartpoint installs.
Execute: "C:\Travelport)	GalileoDesktop \Setup \Viewpoint0560	.exe*
Show details		
Nullsoft Instali System v2.46		
	< Back	Nex Cancel

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

Galileo Desktop - InstallShield	Wizard
	Preparing to Install
0	Galileo Desktop Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.
	Extracting: ISSetup.dll
The second second	
	Cancel

#### 5. Click Next.



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

License Agreement		1	San /
Please read the following license agree	ment carefully.		-
These items are subject to U.S. export Administration Regulations, 15 C.F.R.F reexport of these items by any means is other authorization from the U.S. Gove	Parts 730 et seq. ("EAF s prohibited without a lie	"]. Any	
			Ŧ
Do you accept all the terms of the preci- select No, the setup will close. To inst			Print
this agreement. alt5hield			

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

Galileo Desktop - InstallShield Wizard	
Setup Type Choose the setup type that best suits your needs.	A.
How would you like Galileo Desktop to start up?	
Itinerary (Viewpoint) visible at startup.	
Terminal windows (Focalpoint) visible at startup.	
InstalSheld -	
( Back	Next > Cancel

8. Choose boot-up preference and click Next.

Galileo Desktop - InstallShield Wizard		
Setup Type Choose the setup type that best suits your need	s.	A.
Do you want to start Galleo Desktop automatic	ally on boot-up?	
Start Galleo Desktop automatically.		
Do not start Gailleo Desktop automatically.		
InstallShield		
	K Back New	t> Cancel

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

Please select the desired languages to install	Please select the default language for
for Galleo Desktop (including email).	Galileo Desktop.
Arabic Chinese(Simple) Chinese(Traditional)	English
Czech	
French(Canadian) French(European) German Greek Hungarian	
Italian Japanese *	

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

installShield Wizard	
Setup has located the default directory settings in your system that are required. Desktop. If these settings are correct, click Next to begin copying files. To settings, highlight the path and click Edit.	
Instaling Veryoont Version 05 60.02 Program Directory : CVp/swdr\ Local DB Directory : CVp/swdr\ Fare Basis Table (FBT) Directory : CVp/datadir(VIEWPT\ Custom Reference Points (CRP) Directory : CVp/swdr\ Hotel Notes Directory : CVp/swdr\ Maps CD-ROM Location : D:\ Custom Viewpoint Location : CVp/swdr\Custom/viewpoint\ Focalpoint® Dsta Directory : CVp/swdr\Custom/viewpoint\ Focalpoint® Data Directory : CVp/datadir\ Focalpoint® Machine Directory : CVp/machine\	
Edit Internet CBack Nig	Cancel

- 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.

Connection	X		
Connection Name			
MyConnection			
Client Identifier			
CLIENT ID			
<u>Keyboard Mode</u> Standard <u>Wi</u> ndows			
Apollo / Galileo Mapped     Use Eixed Configuration Server Addresses			
Primary IPCS Add <u>r</u> ess	127 . 0 . 0 . 1		
Secondary IPCS Address	127 . 0 . 0 . 1		
O Use Domain Name Services (DNS)			
Config <u>S</u> erver Name			
IP <u>C</u> oncentrator Name			
Force Download	Cancel		

12. Click OK.

🗢 fpcpl2a	ipp 💌
<b></b>	Verifying Keyboard Mode all connections ID CLIENT ID
	ОК

13. Click **OK**.

InstallShield Wizard	x
- Host/Galileo Desktop TCP/IP Configuration	X
Connections	
Se Default Connection Name Client ID setCLIENT ID	•
	^
	Ш
Fo Fo Fo Fo Fo	
F Install: OK About	*

**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.

Same 2 A
atures you do not want to install.
Description
Change

b. Click Next.

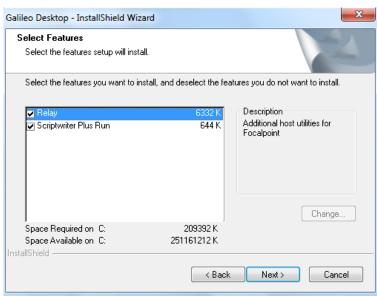
lileo Desktop - InstallShield Wizard Select Features	
Select the options you want to install.	
Select the features you want to install, and deselect the features	you do not want to install.
🖌 Galico Relay	
🗌 Italian Relay	
1	
sl5hield	

c. Click Next.

ileo Desktop - InstallShield Wizard	
Select Features	
Select the options you want to install.	
Select the features you want to install, and deselect the feat	tures you do not want to install.
Booking File To Client File	
Client File Editor	
Custom Check	
EStatus	
Queue Manager	
Print Recovery	
Response Capture	
Ticket Exchange	
	Select All Clear All
stal/Shield	tamous and tamous and
< Back	Next > Cancel

#### For Apollo users

a. Click Next.



b. Click Next.

Galileo Desktop - InstallShield Wizard
Select Features Select the options you want to install.
Select the features you want to install, and deselect the features you do not want to install.
Apollo Relay Canadian Relay
InstallShield Cancel

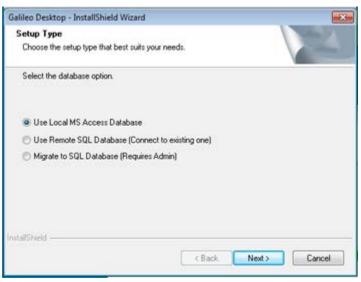
c. Click Next.

lileo Desktop - InstallShield Wizard	×
Select Features	and the second se
Select the options you want to install.	
Select the features you want to install,	and deselect the features you do not want to install.
Custom Check	
✓ EStatus	
Itinerary Capture	
PNR to Profile	
Profile Editor	
🔽 Queue Manager	
Print Recovery	
Response Capture	
Ticket Exchange	
1	Select All Clear All
	Select All Clear All
tallShield ————	< Back Next > Cancel

The software begins to install for either Galileo or Apollo.

	10000	_
Galileo Desktop - InstallShield Wizard		×
Setup Status		4
Galileo Desktop is configuring your new software installation.		
Updating component registration		
Instal/Shield	Car	cel

14. Click Next.



15. Click Finish.

Galileo Desktop - InstallShiel	ld Wizard
2	InstallShield Wizard Complete
<u>M</u>	Setup has successfully installed Galileo Desktop.
	Please ensure, you complete the following tasks (# applicable):
2	Reinstate preferences and settings Reinstate the Pikeys Install script library Install SNCF RailCient (if applicable) Install PM Browser Version 2.0 (if applicable) Install Viewpoint Customication Install Viewpoint Customicable)
	Kack Finish Cancel

Execute: C	Windows/syst	em32\msiexec.	exe /passive	e /i "C:\Travelp	ort'Smartpo	int(Travelp
St Tra	elport Smartp	oint				-
1	Please wal	t while Window	s configures	Travelport Sm	atpoint	
soft Instal	System v2.46 -					
			1	Back N	< tas	Cance
				Back N	est>	Cance
Smartpoi	t and Galileo I	Desktop	Setup	Back N	est>	Cance
	-	Galileo Des	Setup	and Smart	point 3.	-) e
	-	Galileo Des	Setup	ľ	point 3.	-) e
ravelp	ort 🗢	Galileo Des Please wait tem32\msiexec.	Setup ktop 2. while Galileo	and Sman Desktop with	point 3.	c C
ravelp	Windows\pyst	Galileo Des Please wait tem 32'(msiexec. point	Setup <b>ktop 2</b> while Galileo exe /passiv	and Senan Desktop with e / "C:\Travelp	point 3, Smartpoint i cort/Smartpo	c C
Execute: (	Windows\pyst	Galileo Des Please wait tem32\msiexec.	Setup <b>ktop 2</b> while Galileo exe /passiv	and Senan Desktop with e / "C:\Travelp	point 3, Smartpoint i cort/Smartpo	c C
Execute: (	Windows\pyst	Galileo Des Please wait tem 32'msiexec. point t while Window	Setup <b>ktop 2</b> while Galileo exe /passiv	and Senan Desktop with e / "C:\Travelp	point 3, Smartpoint i cort/Smartpo	c C
Execute: (	ort 🗢 : Windows (syst velport Smartp Please wai	Galileo Des Please wait tem 32'msiexec. point t while Window	Setup <b>ktop 2</b> while Galileo exe /passiv	and Senan Desktop with e / "C:\Travelp	point 3, Smartpoint i cort/Smartpo	c C

Installation progress screens are displayed.

#### 16. Click Next.

Smartpoint and Galileo	Desktop 3. up	0 8 3
Travelport	Installation Complete Setup was completed successfully.	
Completed		
Show details		
NuRsoft Instal System v2.46		
Terrer a posti pysicy scritti		Next > Cancel

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

Smartpoint and Galileo Desktop 3ietup	
Travelport Smartpoint Settings	
Please uncheck if you do not require Smartpoint to open auto	matcally
(2) Lenne austration is been on user and an about in other and	
Nudsoft Instal System v2.46	
< Back	Cancel

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

Smartpoint and Galileo Desktop 3. Setu	
	Q5
Smartpoint and Galileo Desktop 3.	5 Setup
The Galileo Desktop and Smartpoint inst It is recommended that you restart your complete the installation of Smartpoint	computer in order to successfully
	CK.
Nulsoft Instal System v2.46.	< Back Oose Cancel

### **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.



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

Galileo Desktop - InstallShield Wizard	
Setup Type Choose the setup type that best suits your needs.	N.
Do you want to start Galileo Desktop automatically on boot-up?	
Start Galileo Desktop automatically.	
🔘 Do not start Galileo Desktop automatically.	
InstallShield	
< <u>B</u> ack <u>Next &gt;</u>	Cancel

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

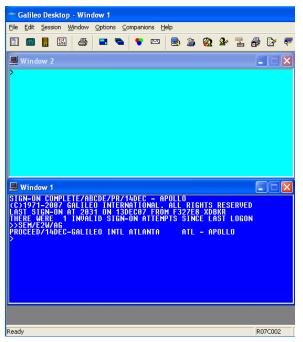
Viewpoint Options				
PNR Hotels PRO-file Hints Air Maps Custom Reference Points Fare Quote Ticketing Modifiers Favorites Ticketing Location Finder Web Scripts General Database Options				
Show splash screen on startup				
Enable Small <u>T</u> oolbar Buttons 🔲 S <u>h</u> ow save configuration dialog.				
<u>E-mail</u>				
I use a MAPI compliant e-mail such as Microsoft(R) Exchange/Outlook				
C I use Lotus Notes(R) for e-mail				
✓ Show the e-mail itinerary selection dialog				
Host E-Majl				
🔽 Ena <u>b</u> le Host E-Mails				
✓ Default to <u>Re-retrieve PNR</u> after sending e-mail				
PNR and Default E-mail Display Language				
Current Language: English (US)				
New Language: English (US)				
Submit changes and continue				

8. 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.

Set Workstation Defaults	
C <u>P</u> Keys C <u>R</u> eplay C Startup Script	Choose Default Font
🔲 Enable Type Ahead	
Startup Script Type	
C Browser C 5cr	iptwriter Plus
Startup Script The script file that will be run on start-up	
C:\fp\datadir\SWPlus\SCRIPTS\STARTUP.#	EY Browse
ОК	Cancel

- 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<sup>®</sup> Windows<sup>®</sup> 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.
  - o 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*.

🐟 🖄 🔝 🗙 🔝 🍛 🛔 Server Manager (APTS-CITRD05)	Users 20 User(s)			Actions	
Roles				 	
Features	Name	Full Name	Description	Users	
Diagnostics	Administrator		Built-in account for administering the	More Actions	
Configuration	Anon006	Anon006	Built-in account for anonymous acce		
(     Task Scheduler	Anon007	Anon007	Built-in account for anonymous acce	Load00	
🗉 🔐 Windows Firewall with Adva	Anon008	Anon008	Built-in account for anonymous acce	More Actions	
Services	Anon009	Anon009	Built-in account for anonymous acce		
WMI Control	🗩 Anon010	Anon010	Built-in account for anonymous acce	1	
Local Users and Groups	Anon011	Anon011	Built-in account for anonymous acce	1	
Cloers Users	Anon012	Anon012	Built-in account for anonymous acce		
Croups	Anon013	Anon013	Built-in account for anonymous acce	1	
🔄 Storage	Anon014	Anon014	Bult-in account for anonymous acce	1	
	Ctx_ConfigMgr	Ctx_ConfigMgr		1	
	stx courser	ctx_cpuuser		1	
	Ctx Streami	Otx_Streaming5vc	Otrix user account for application st	1	
	Guest		Built-in account for guest access to t		
	Load00	Anon000	Built-in account for anonymous acce	1	
	Load01	Anon001	Built-in account for anonymous acce	1	
	Juad02	Anon002	Built-in account for anonymous acce	1	
	Load03	Anon003	Built-in account for anonymous acce	1	
	M Load04	Acion004	Built-in account for anonymous acce	1	
	Second 05	Acon005	Built-in account for anonymous acce	1	
	5 L08005	Anon005	Built-in account for anonymous acce	1	
				1	
				1	
				1	
				1	
				1	
				1	
				1	
				1	
				1	

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.

load11 Properties ? 🗙				
Remote control Terminal Services Profile Dial-in General Member Of Profile Environment Sessions				
Solution International Solution				
Eull name: [bad11				
Description: Built-in account for anonymous access to the comp				
User must change password at next logon				
User cannot change password				
Password never expires				
Count is disabled				
C Account is locked out				
OK Cancel Apply				

5. Click the **Profile** tab.

load11 Properties				? ×
Remote control General Mer	 nber Of	Terminal Serv Profile	vices Profile	Dial-in Sessions
User profile Profile path: Logon script:			• · · · ·	
Home folder C Local path: C Connect:	N:\USE	RS\%USERN	IAME얿	
		OK	Cancel	Apply

- 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.

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

load11 Properties ? 🗙
General Member Of Profile Environment Sessions Remote control Terminal Services Profile Dial-in
Use this tab to configure the Terminal Services user profile. Settings in this profile apply to Terminal Services.
Terminal Services User Profile
Profile Path:
□ Terminal Services Home Folder
Terminal Services Home Folder
Local path N:\USERS\%USERNAME%
C Connect
C Connect:
Deny this user permissions to log on to any Terminal Server
E Deny tris user permissions to log on to any reminal server
OK Cancel Apply

- 9. In Local Path, enter C:\USERS\<username>.
- 10. Click **OK** to redisplay Computer Management.
- 11. 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 <u>citrix.com</u> 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:

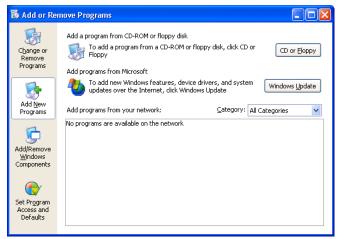
 Insert the Galileo Desktop / Travelport Smartpoint CD into the appropriate server drive or download from a location provided by your administrative contact or your Apollo or Galileo account representative. 2. Click Start on the Windows Desktop, then click Control Panel.



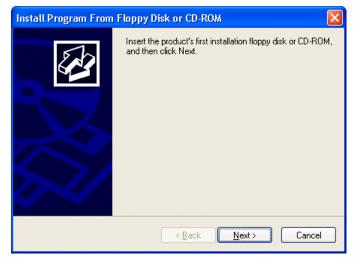
3. In the Control Panel folder, double-click the **Add or Remove Programs** icon to display the Add or Remove Programs dialog box.

🗲 🕞 🖉 🔹 Control Panel 🝷 Pr	rograms 🝷 Programs and Features	- 🛂	Search Programs and Features	
Control Panel Home	Uninstall or change a program			
View installed updates	To uninstall a program, select it from the list ar	nd then click Uninstall, Change,	, or Repair.	
Turn Windows features on or off				
·	Organize 🔻			= - (
Install a program from the network		- Publisher	Install ▼ Size	1.1
	Name  Citrix App Delivery Setup Tools	Citrix Systems, Inc.	8/16/2013	Versio 1.0.1
	Citrix Common Commands	Citrix Systems, Inc.	8/16/2013 2.081	
	Citrix Group Policy Client-Side Extension (x64)	Citrix Systems, Inc.	8/16/2013 25.31	
	Citrix Group Policy Client-Side Extension (x64)	Citrix Systems, Inc.		MB 1.5.0
	Citrix HDX MediaStream for Elash - Server	Citrix Systems, Inc.	8/16/2013 26.61	
	Citrix HDX WMI Provider	Citrix Systems, Inc.	8/16/2013 578	
	Citrix License Configuration Tool	Citrix Systems, Inc.	8/16/2013 2.531	
	Citrix Licensing	Citrix Systems, Inc.		MB 7.6.0
	Citrix Offline Plug-in	Citrix Systems, Inc.	5/8/2012 12.7	
	Citrix Receiver (Enterprise)	Citrix Systems, Inc.	5/8/2012	13.1.
	Citrix Single Sign-On Console	Citrix Systems, Inc.	8/16/2013 56.81	4B 5.0.0
	Citrix Web Interface	Citrix Systems, Inc.	8/16/2013 31.8	MB 5.4.0
	Citrix XenApp 6.5	Citrix Systems, Inc.	8/15/2013	6.5.0
	Citrix XenApp Commands	Citrix Systems, Inc.	8/16/2013 9.17	MB 6.5.0
	Citrix XenApp Management	Citrix Systems, Inc.	8/16/2013 51.3	MB 6.5.0
	Citrix XenApp Migration	Citrix Systems, Inc.	8/16/2013 6.371	MB 6.5.0
	Citrix XenApp Server Configuration Tool	Citrix Systems, Inc.	8/16/2013 5.18	MB 1.2.0
	🔁 Citrix XenApp Server Role Manager	Citrix Systems, Inc.	5/8/2012 5.31	MB 1.1.1
	🙀 EMC PowerPath 5.2 (64bit)	EMC Corporation	3/20/2012 7.86	MB 5.2.0
	🛄 Galileo Desktop	Travelport	4/25/2012 90.91	4B 5.50

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.

Run Installation Program 🛛 🛛 🔀		
	Windows was unable to find the installatior Back to try again. Click Browse to find the program manually.	n program. Click installation
	<u>O</u> pen:	
	D:\Setup.exe	Browse
	< <u>B</u> ack Finish	Cancel

7. 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.
- 8. Click Finish. The Galileo Desktop / Travelport Smartpoint Installer displays.
- 9. Click **Next** to run the *Galileo Desktop / Travelport Smartpoint* installation. The Install Products window displays.

	Galileo
Install Products Galileo Desktop	Welcome to Galileo Desktop. From this vantage point you can
Browse CD <u>W</u> hat's New? Install Guide	navigate the installation CD. All tasks, from installing products to reading documentation can be accomplished here. Enjoy.
Quick Tips	Ext

10. 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.

- 11. Continue with the Basic Installation.
- 12. When you have completed the Basic Installation, launch *Galileo Desktop / Travelport Smartpoint* on the Citrix server to ensure it is functioning correctly.
- 13. 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*.

<u>File E</u> dit <u>V</u> iew <u>T</u> ools <u>H</u> elp			
All Folders		Contents of ' (N:)'	
Share	-	Name	Size Typ
🕀 💼 Temp		🚞 \$win_nt\$.~bt	File
		🚞 \$win_nt\$.~ls	File
🕀 🧰 🕲 SUSERNAME		🚞 agent1	File
🗄 🧰 Anon000		🚞 Anon006	File
⊡ • • • • • • • • • • • • • • • • • • •		🚞 Backup	File
⊡ — <u>—</u> Anon002		Cdrom	File
⊡ — — — Anon003		i clients	File
⊞ — <u>Anon004</u>		Dell	File
⊞ — <u>Anon005</u>		🚞 Dellutil	File
Anon006		Dmi	File
⊞ — Anon007 ⊞ — Anon008		Dos	File
Anon009		Found.000	File
Anon000		Fp	File
E Anon011		Multimedia Files	File
⊕ in Anon012		Program Files	File
⊕ 📄 Anon013		Share	File
🗄 🧰 Anon014		Temp	File
🕀 🧰 Guest			File ,
🕀 🧰 Machine			

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

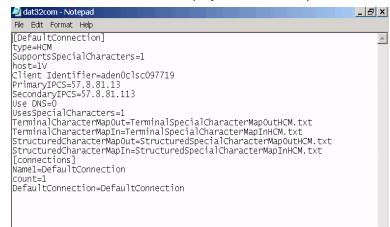
3. Open the User subdirectory of the first client machine. The graphic below displays the *Anon012* User subdirectory as an example.

💐 Exploring - Anon012				-	
<u>File E</u> dit <u>V</u> iew <u>T</u> ools	<u>H</u> elp				
All Folders			Contents of 'Anon012'		
🕀 🧰 庄 🗎 😥	0		Name	Size	Туре
🕀 🧰 Anon00	1		🚞 windows		File Fo
🕀 🧰 Anon00	2		🚞 Machine		File Fo
🕀 🧰 Anon00	3				
🕀 🧰 Anon00	4				
🕀 🧰 Anon00	5				
- 🧰 Anon00	6				
🕀 🧰 Anon00	7				
🕀 🧰 Anon00	8				
🕀 🧰 庄 😥	9				
🕀 🧰 Anon01	0				
🕀 🧰 Anon01	1				
🖨 🔄 Anon01	2				
🕀 🧰 Mac	chine				
😑 🧰 win	dows				
	system				
🕀 🧰 Anon01	3				
🕀 🧰 Anon01	4				
🕀 🧰 Guest					
🕀 🧰 Machine	e				
🗄 🦲 pbrigner	r		4		
L L L 📥 🗔 i - T					
2 object(s)	0 bytes (Disk fre	e spa	ace: 935MB)		

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

#### Modifying DAT32COM.INI

- 1. Open the first Machine subdirectory that you have just copied to the User subdirectory.
- 2. 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.
- 4. Change both Client Identifier = XXXXX lines to the user's client identification. This defines the connections you set up when you installed Galileo Desktop.
- 5. Select **Save** from the **File** menu.
- 6. Close the file.

7. Repeat the procedure for each remote client.

#### Modifying WIN.INI

1. Open the Windows directory in the C:\USERS\<username> 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.

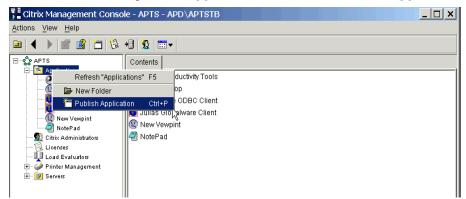
📕 win.ini - Notepad	
<u>File E</u> dit F <u>o</u> rmat <u>V</u> iew <u>H</u> elp	
MACHINEDIR=C:\fp\machine\ SingleFrame=vP Commandwindow=True LogonEnabled=2 GOVersion=2.00 Host=Apollo Language=ENU	<b>•</b>

- 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:\USERSWACHINE\. 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.

Publish Application	×
	Welcome to the Application Publishing Wizard
\$	This wizard will help you publish an application. Enter information in the boxes below to identify the published application. Enter the name and description that you want to be displayed to Clients.
<b>CİTR</b> IX <sup>®</sup>	Display Name: Gailieo Desktop
	Application Description: [Galileo Applications]
	Click Next to continue.
	After publishing an application, you can change its settings by selecting the published application and choosing Properties in the Presentation Server Console.
	Next I∼   Cancel   Help

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

5. Click Next to display the Specify What to Publish dialog box.

Publish Application - Galile	eo Desktop	ĸ
	Specify What to Publish	
Gitrix.	Application Type	
	Command Line: C:\fp\swdir\viewpoint.exe	
	Brogge	
	C:\fp\swdir	
	Isolate Application	

- 6. Select Application.
- 7. 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:\FP\SWDIR\VIEWPOINT.EXE.
- 8. The Working Directory field automatically displays as C:\FP\SWDIR.
- 9. Click Next to display the Program Neighborhood Settings dialog box.

Publish Application - Gal	ileo Desktop	×
	Program Neighborhood Settings	
k ₽	These settings control application launching in Program Neighborhood. You can specify a folder to contain the application's icon, and push application shortcuts to Start menus and desktops of clients.	
	Program Neighborhood <u>F</u> older:	
<b>CİTRIX</b> °	Application Shortcut Placement	
	Add to the dient's Start Menu	
	Elace under Programs folder (Program Neighborhood Agent only)	
	Start Menu Folder (Program Neighborhood Agent only):	
	Add shortcut to the client's desktop	
	-Application Icon	
	Icon: Change Icon	
	< <u>Back</u> <u>N</u> ext ► Cancel <u>H</u> elp	

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

Publish Application - Galil	eo Desktop 🛛
	Specify Application Appearance
<b>⊳</b>	These settings control the application appearance in ICA sessions. Select the window size, number of colors, and startup settings.
	Session Window Size:
	800×600 💌
	·
	Colors:
	256 colors
	Application Startup Settings
	Filde application title bar
	I Maximize application at startup
	Note: Startup settings are ignored in seamless mode ICA sessions.
	<u> </u>

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.

Publish Application - Galile	o Desktop 🔀			
	Specify Client Requirements			
R	Specify the default settings for the application when users connect with Program Neighborhood.			
	🔽 Enable legacy audio			
	Minimum requirement			
CITRIX	Note: These audio settings do not apply to SpeedScreen Multimedia Acceleration.			
	Enable SSL and TLS protocols			
	Important: There is no minimum requirement for this option. The settings on the client device can override this option.			
	Encryption:			
	Basic			
	Minimum requirement			
	Printing: ↓ Start this application without waiking for printers to be created			
	< Back Next ▷ Cancel Help			

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

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

o Desktop	×
Specify Application Limits	
These settings control the number of instances and CPU priority for the published application.	
Concurrent Instances	
Limit instances allowed to run in server farm	
Maximum instances: 1	
<u>Allow only one instance of application for each user</u>	
⊆PU priority level:	_
Normal	<u> </u>
<u> </u>	
	Specify Application Limits These settings control the number of instances and CPU priority for the published application. Concurrent Instances Utingt instances allowed to run in server farm Magimum instances: Allow only one instance of application for each user CPU priority level: Normal

- 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.

Publish Application - Galile	o Desktop		×
	Configure Access	Control	
<b>⊳</b>	<ul> <li>Allow connections made throug</li> <li>Any connection</li> <li>Any connection that meets and</li> </ul>	-	ager (version 4.0 or later)
•	∠ Farm Name	Filter	
CİTRIX			
	<u>A</u> dd <u>E</u> dit <u>R</u>	emove	
	Allow all other connections		
		< Back Next	Cancel Help

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

Publish Application - Galil	eo Desktop	×	
N	Specify Servers		
4	Choose the servers on which this published application will run.		
	To choose a server, select it from the	Available Servers list and click Add.	
	Click Filter Servers By to filter your vie	w of the available servers.	
CITDIX		identical on all servers, you can customize the configuration for he Configured Servers list, then click Edit Configuration.	
CITRIX	A <u>v</u> ailable Servers:	Configured Servers:	
	D APTS-CITRIX06	✓1 bbA ✓1 llA bbA	
		⊲ <u>R</u> emove	
,		≪ Remove All	
	,	0 items	
	Eilter Servers By	Edit Configuration	
	Refre <u>s</u> h Available Servers		
		<u> ⊴ B</u> ack <u>N</u> ext ト Cancel <u>H</u> elp	

- 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.

Publish Application - Galile	eo Desktop 🔀
	Specify Users
R	To permit users to run the published application, select their accounts from each account authority and click Add. To prohibit users from running the application, select accounts from the Configured Accounts list and click Remove.
	Allow Anonymous Connections
	Add List of Names
	Look in:
	APTS-CITRIX06
	🚮 Administrators
	🕵 Backup Operators
	💯 Distributed COM Users
	🖉 Guests
	🚮 HelpServicesGroup
	✓ Add         △ Remove         □ Show users
	Configured Accounts
	0 items
	✓ Back Next ▷ Cancel Help

- 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.

Publish Application - Galile	eo Desktop		×
	Specify File Ty	pe Associations	
Ŀ,		multiple file extensions. When y are selected.	tion for Client to Server Content Redirection. ou select one checkbox for a file type, all
	🛆 Associate 🛛 Ext	ension	File Type
	* No File Type Associati	ons are available for this applica	ition.
]	Select All		
		< <u>B</u> ack	Einish Cancel Help

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:

- 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 <u>Citrix.com</u>.
- 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.

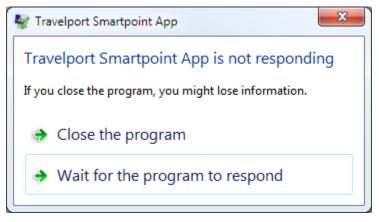
- 3. Install SSLVPN
- 4. Option to install GPM.
- 5. Delete temporarily files and restart.

# 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 starts 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?

Smartpoint		
		Open
EPSON Scan	0	Run as administrator
WinZip		Pin to Taskbar Pin to Start Menu
Visual Studio Command Prompt (2010)		Remove from this list
Vindows Media Player		Properties

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:

eneral Secu	rity Details Previous Versions			
0)	Travelport.Smartpoint.Advertisement.dll			
Type of file:	Application extension (.dll)			
Opens with:	Unknown application Change			
Location:	C:\temp\pedro			
Size:	92,5 KB (94.720 bytes)			
Size on disk:	96,0 KB (98.304 bytes)			
Created:	viernes, 18 de octubre de 2013, 1:49:56			
Modified:	Today, 22 de octubre de 2013, 1 minute ago			
Accessed:	viernes, 18 de octubre de 2013, 1:49:56			
Attributes:	Read-only Hidden Advanced			
Security:	This file came from another computer and might be blocked to help protect this computer.			
	OK Cancel Apply			

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.