Travelport
Redefining travel commerce

Travelport Smartpoint 9.0.2

Quick Installation Guide

Version 1.1

22 August 2020

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Contents

Introduction 1
What's New 1
Smartpoint Assisted Ticketing 1
Performance Improvements 2
Which Installation and Guide Do I Need? 3
What Is the Quick Installation? 5
Before You Begin 6
Assumptions 6
Agency Actions Required 7
Smartpoint Assisted Ticketing 7
Edge Proxy 7
CefSharp Upgrade 8
Technical Requirements 9
Options for Downloading and Installing Travelport Smartpoint 11
Installing Travelport Smartpoint 12
Launching Travelport Smartpoint for the First Time 17
Testing the Travelport Smartpoint Installation for Connectivity 18
Uninstalling Travelport Smartpoint from Your Desktop 18

Introduction

This guide provides instructions to install and uninstall Travelport Smartpoint 9.0.2 for Galileo or Apollo using the default-only Quick Installation.

There are two options for the Travelport Smartpoint installation for desktops. You have the option to choose between the:

- **Quick Installation,** which installs only default options for the desktop installation of Travelport Smartpoint. **This guide supports the Quick Installation of Travelport Smartpoint and provides minimal installation instructions.**
- **Standard Desktop Installation**, which provides the full set of installation options for the desktop installation of Travelport Smartpoint. **The *Standard Desktop Installation Guide* supports the full installation options of Travelport Smartpoint and provides full installation details.**

If you are not sure which installation to use, see “Which Installation and Guide Do I Need?” on page 3 for more information about the installation options.

What’s New

Between Smartpoint 9.0 and Smartpoint 9.0.2, the following updates apply.

Smartpoint Assisted Ticketing

Smartpoint Assisted Ticketing is a full user interface that allows the agent to make changes quickly and easily without entering Galileo formats. Available to Galileo agents, Smartpoint Assisted Ticketing includes tabs for key ticketing functionality.

Tab	Functionality
Issue My Ticket	Assists with updating the Filed Fare and issuing a ticket.
Ticket List	Displays a list of electronic tickets in a PNR/Booking File.
Ticket Revalidation	Helps the agent revalidate a ticket when the flight details have changed.
Ticket Void	Allows the agent to void one or more tickets at the same time.
Ticket Refund	Allows the agent to do a full or partial refund, or cancel a refund.
Manual Fare Builder	Assists the agent in creating a manual fare.
Involuntary Change	Helps the agent process an involuntary change.

Smartpoint Assisted Ticketing incorporates functionality from several previous standalone Smartpoint plugins. All of the functionality previously available in these plugins is now available through Smartpoint Assisted Ticketing.

- Smartpoint Ticket Assistant
  Please Note: Smartpoint Assisted Ticketing is an updated version of Smartpoint Ticket Assistant, which is a separate plugin available on Travelport Marketplace.
- Ticket Assist
- Travelport Invol+ManMask
- Smart Refund Mask for Galileo (1G)

Before installing Smartpoint 9.0.2, any existing plugins must be removed. See “Agency Actions Required” on page 7 for more information.

Performance Improvements

Travelport has added three new performance improvements, which are available for Galileo and Apollo agents:

- Edge Proxy to improve traffic handling for transactions such as air availability, fare shopping, seat map, ancillaries, and pricing. Improved response times become more noticeable for agencies with:
  - An increased distance from Travelport's Data Center in Atlanta, Georgia.
  - Low internet bandwidth.
- Upgrading CefSharp to version 75. This update enhances functionality for a number of Smartpoint plugins, including the Travelport NDC Web Plugin, Bing Maps in Hotel Retail, Smartpoint Quick Commands, Smartpoint Rail, and launching MyTravelport.
- Improved the speed of agent sign on, which reduces the lag time between signing on and being able to begin work.

All of these enhancements are seamless and do not affect the agent workflow. However, to support the first two enhancements, agencies will need to permit access in their firewall settings for the following DNS hostnames:

- edge-smartpoint.travelport.com
- smartpointstorageactprod.blob.core.windows.net

In addition, agencies that are using the Travelport NDC Web Plugin will need to upgrade from NDC version 1.x to the latest version 2.x *after* installing Smartpoint 9.0.2. For agencies who are alpha testing the NDC Web Plugin 2.x, please contact to your Travelport Account Manager **BEFORE** downloading Smartpoint 9.0.2.

See "Agency Actions Required" on page 7 for more information. For technical audiences, see the *Smartpoint Technical Installation Guide* at in the Travelport Knowledge Base at KB0016425.

Which Installation and Guide Do I Need?

There are several types of installation options and corresponding Installation Guides for Travelport Smartpoint.

Please Note: Access to installation files and guides may vary depending on your agency's preferences and settings. For example:

- You may receive an update message in Travelport Smartpoint.
- Your agency or Travelport regional support may make these files available from additional locations.

Installation	Description	Installation Location	Installation Guide	Guide Locations
Bundled Galileo Desktop/ Travelport Smartpoint Installation	Installation for both Galileo Desktop 2.60.3 and Travelport Smartpoint 9.0.2. Installing Galileo Desktop is a prerequisite for installing Travelport Smartpoint, so use this installation if you: ▪ Do not have either Galileo Desktop or Travelport Smartpoint installed on your computer. ▪ Have an earlier version Galileo Desktop installed on your computer.	In Travelport Marketplace on the Travelport Smartpoint 9.0.2 Bundled Installer page.	Two guides support this installation: ▪ The *Bundled Installation Guide* provides brief installation instructions for agents who are installing the bundled installation on a single desktop. ▪ The *Technical Installation Guide* provides detailed installation instructions for technical audiences. These instructions include implementing Travelport Smartpoint in network environments (MTS or Citrix) and creating silent installations.	▪ In Travelport Marketplace on the Travelport Smartpoint 9.0.2 Bundled Installer page. Click the **SUPPORT** tab, which is displayed after you log in. ▪ In the Travelport Knowledge Base at KB0024184.
Quick Desktop Installation	Installs or updates Travelport Smartpoint for computers that already have Galileo Desktop installed. Use this installation if you: ▪ Are installing Travelport Smartpoint on a single computer desktop. ▪ **Want to install only the default settings and options.**	The Quick Installation uses the same installation file as the Standard Desktop installation, but requires the selection of the **Quick Install** check box during installation.	**This guide supports the Quick Installation of Travelport Smartpoint and provides minimal installation instructions.** See the *Standard Desktop Installation Guide* for more information about installing Travelport Smartpoint on a desktop.	▪ In the Travelport Smartpoint installation files. ▪ In Travelport Marketplace on the Travelport Smartpoint 9.0.2 page. ▪ In the Travelport Knowledge Base at KB0016425.

Installation	Description	Installation Location	Installation Guide	Guide Locations
Standard Desktop Installation	Installs or updates Travelport Smartpoint for computers that already have Galileo Desktop installed. Use this installation if you: ▪ Are installing Travelport Smartpoint on a single computer desktop. ▪ **Want to change the default settings or installation options.**	In Travelport Marketplace on the Travelport Smartpoint 9.0.2 page. The Standard Desktop Installation uses the same installation file as the Quick Installation, but requires you to clear the **Quick Install** check box during installation.	Two guides support this installation: ▪ The *Standard Desktop Installation Guide* provides more detailed information for requirements, pre-installation tasks, and installation options. ▪ The *Technical Installation Guide* provides detailed installation instructions for technical audiences. These instructions include implementing Travelport Smartpoint in network environments (MTS or Citrix) and creating silent installations.	On Travelport Marketplace, search for **Smartpoint 9.0.2**. ▪ Click the **SUPPORT** tab, which is displayed after you log in. ▪ In the Travelport Knowledge Base at KB0016425.
Network installations and other technically detailed installations	Both the bundled Galileo Desktop/Smartpoint and Travelport Smartpoint installations can be installed in distributed environments and through mass installations.	In Travelport Marketplace on the product pages: ▪ Travelport Smartpoint 9.0.2 Bundled Installer ▪ Travelport Smartpoint 9.0.2	*Technical Installation Guide*, which provides detailed installation instructions for technical audiences. Includes installing in MTS and Citrix environments, creating silent installations, and detailed troubleshooting.	▪ On the respective product pages in Travelport Marketplace Click the SUPPORT tab, which is displayed after you log in. ▪ In the Travelport Knowledge Base at KB0016425.

What Is the Quick Installation?

The Quick Installation is a new installation feature that provides a faster way to install updates for Travelport Smartpoint. However, this installation installs default options only.

If you do not want to use the default options, please install Travelport Smartpoint using the Standard Desktop Installation by clearing the *Quick Install* check box in Step 4 of the installation (page 14).

File Locations	All installed files are copied to the default destination folder on your hard drive: ▪ 32-bit location: **\Program Files\Travelport\Smartpoint** ▪ 64-bit location: **\Program Files (x86)\Travelport\Smartpoint**
Analytics	Analytics are automatically enabled. Usage and performance information is used to help improve Travelport Smartpoint.
Personal Settings	Personal settings from earlier versions of Travelport Smartpoint are retained, including: ▪ Customized Quick Commands ▪ Customized Programmable Keys (PKeys) ▪ Screen layout-out ▪ Theme (Classic or Flex Windows) ▪ Preferred font and color scheme All Relay Quick Commands for Travelport Galileo or Travelport Apollo are automatically installed: ▪ Itinerary Capture (Apollo only) ▪ Queues ▪ PNR/BF ▪ Client File/Profile ▪ Ticket Exchange ▪ Recovery ▪ Rules ▪ Estatus
Galileo SSL Client	If applicable, Galileo SSL Client 3.0.3.1 is automatically installed. ▪ The Galileo SSL Client is updated only if an earlier version of the Galileo SSL Client is detected in your system. ▪ If no version of the Galileo SSL Client is detected in your system, Galileo SSL Client is not installed. For example, if your agency uses its own customer-managed VPN for connectivity, Galileo SSL Client is not installed.

Before You Begin

This Installation Guides assumes that the following tasks are complete before you begin this installation. If these prerequisites are **not** complete, see the *Standard Desktop Installation Guide* or *Technical Installation* for more information.

Assumptions

The Quick Installation assumes that:

- Galileo Desktop 2.60.3 or later is installed.
- Minimum technical requirements are met for hardware and software. See “Technical Requirements” on page 9 for more information.
- Connection software is already installed with either:
  - Galileo SSL Client 3.0.3.1 or later, which supports Secured Socket Layer (SSL) 3.0 and Transport Layer Security (TLS) 1.2.
  - A customer-managed VPN (virtual private network).
- The computer is signed on with administrative rights to the Microsoft Windows operating system.

  Depending on an agency’s computer and network setups, agents may or may not sign on to their computer with administrator access. If you do not have administrative rights or do not know the status of your sign on, please contact your agency’s Travelport Smartpoint Administrator or technical support for assistance.
- **Important!** Your agency has tested third-party (custom) plugins or other third-party companion software to confirm that they are compatible with:
  - Travelport Smartpoint 9.0.2, including Microsoft .NET Framework 4.6.2 or later.
  - Standalone Travelport Smartpoint, if applicable.
  - The Galileo Desktop Hidden feature, if applicable.
  - In the Classic Windows and Flex Windows themes, as applicable.

  Travelport has already tested plugins and other software that is created or reviewed by Travelport through Travelport Marketplace for compatibility. However, support for custom plugins that are not created or reviewed by Travelport are the sole responsibility of the agency. Technical personnel can find more information in the Smartpoint SDK and *Technical Installation Guide for Smartpoint 9.0.2*.

⚠ You do not need to uninstall your previous version of Travelport Smartpoint. The previous version is uninstalled during the installation of Smartpoint 9.0.2.

Exception: If Galileo Desktop is uninstalled and then re-installed on your machine, you will also need to uninstall and re-install Smartpoint. Use the Galileo Desktop/Smartpoint Bundled Installation, which is available in Travelport Marketplace.

Agency Actions Required

The following updates are required before upgrading to Smartpoint 9.0.2.

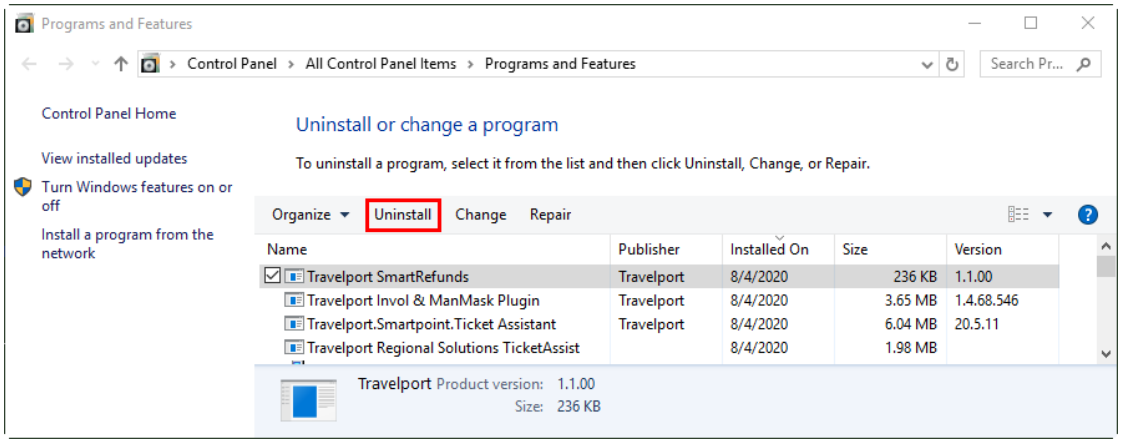
Smartpoint Assisted Ticketing

To ensure that Smartpoint Assisted Ticketing works correctly, agencies need to remove any the following standalone Smartpoint plugins that were previously installed. The new Smartpoint Assisted Ticketing fully replaces the functionality of these plugins from Travelport Marketplace:

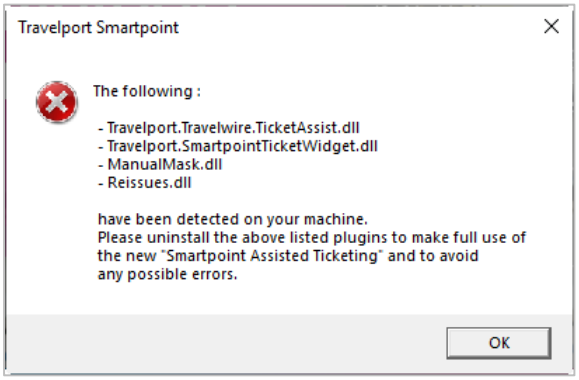
- Smartpoint Ticket Assistant
  Please Note: The Smartpoint Assisted Ticketing feature in Smartpoint 9.0.2 is an updated version of Smartpoint Ticket Assistant, which is a separate plugin available on Travelport Marketplace.
- Ticket Assist
- Travelport Invol+ManMask
- Smart Refund Mask for Galileo (1G)

The Programs and Features display in the Windows Control Panel can be used to remove the listed software. See “Uninstalling Travelport Smartpoint from Your Desktop” on page 18 for instructions to access the Programs and Features display.

All four plugins are displayed in this example, and Smart Refunds is selected to uninstall.



If the obsolete plugins are not removed, Smartpoint 9.0.2 installs correctly. However, a warning message displays one or more of the conflicting plugins when Smartpoint is launched.



Edge Proxy

To support Edge Proxy for improved traffic handling, agencies need to permit access in their firewall settings for the **edge-smartpoint.travelport.com** DNS hostname.

For more information, see the *Smartpoint Technical Installation Guide* at in the Travelport Knowledge Base at KB0016425.

CefSharp Upgrade

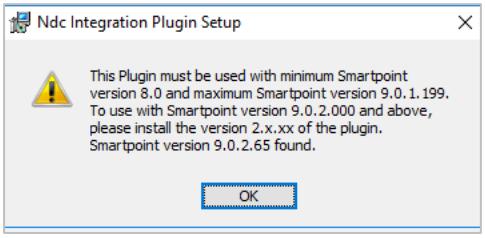
To support the CefSharp upgrade for improved plugin functionality, agencies need to:

- Permit access in their firewall settings for the **smartpointstorageactprod.blob.core.windows.net** DNS hostname.

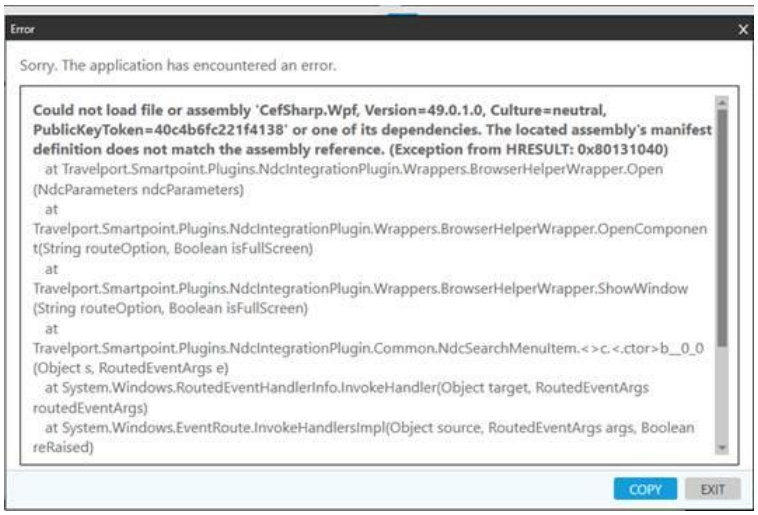
  For more information, see the *Smartpoint Technical Installation Guide* at in the Travelport Knowledge Base at KB0016425.

- *If applicable.* Upgrade the Travelport NDC Web Plugin from NDC version 1.x to the latest version 2.x after installing Smartpoint 9.0.2. For agencies who are alpha testing the NDC Web Plugin 2.x, please contact to your Travelport Account Manager **BEFORE** downloading Smartpoint 9.0.2.

  If you attempt to download version 1.x from Travelport Marketplace, a warning message is displayed.



  If you launch Smartpoint 9.0.2 with an obsolete NDC 1.x version, an error message is displayed.



  If you upgrade to NDC version 2.x, but remain on versions of Smartpoint earlier than 9.0.2, an error message is displayed.

Technical Requirements

Please confirm the following software, hardware, and system requirements before installing Travelport Smartpoint 9.0.2. Please note that these requirements meet all current requirements for PCI DSS Compliance.

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

As a general guideline:

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

Operating System	The Microsoft® Windows operating system must: ▪ Support Microsoft .NET Framework 4.6.2 or later. ▪ Be currently supported by Microsoft. Supported systems include: ▪ Windows Server 2008 R2 **Note:** Windows Server 2008 will no longer be supported by Microsoft as of January 2020 and is not tested by Travelport. ▪ Windows 8.0 or Windows 8.1 Windows 8.1 is recommended. A free update from Windows 8.0 to Windows 8.1 is available. ▪ Windows 10 These Windows 10 updates are recommended: – Windows 10 Anniversary (includes .NET Framework 4.6.2) – Windows 10 Creators (includes .NET Framework 4.7) – Windows 10 Fall Creators (includes .NET Framework 4.7.1) **Note:** Windows 10 Student (10 S) is NOT compatible with Travelport Smartpoint. ▪ Windows 2012 or Windows 2012 R2 ▪ Windows 2016 Server ▪ Windows 2019 Server **Important!** ▪ Other versions of Microsoft Windows, including Windows XP, Windows Vista, are NOT compatible with Microsoft .NET Framework 4.6.2 or later. The Smartpoint installation will stop if the version of Windows is not supported. ▪ Windows 7 is compatible with the Smartpoint installation, but is no longer supported by Microsoft. See the “Software and Hardware Guidelines” section for Client Installations in the *Smartpoint 9.0.2 Technical Installation Guide* for more detailed information about compatibility for specific operating systems and updates.
Software Framework	Microsoft® .NET Framework 4.6.2 or later. (.NET Framework 4.6.2 is included in the Travelport Smartpoint installation.)

Processor	Performance is based on RAM and CPU speed.
	▪ Travelport Smartpoint has been tested successfully to work well with an I5, I7, or Xeon class or equivalent dual/quad core processor.
	▪ Minimum available capacity varies by environment:
	  ▪ **Low:** Dual Core 2 GHz
	  ▪ **Medium:** Dual Core with hyperthreading
	  ▪ **High:** Quad Core or greater
	▪ Travelport Smartpoint supports GPU Acceleration.

Memory	Minimum recommended memory varies by environment. Travelport Smartpoint has been tested successfully on PCs with: ▪ **Low:** 4 GB RAM ▪ **Medium:** 8 GB RAM ▪ **High:** 8 GB RAM or greater
Recommended Disk Space	64 GB available hard disk space (32-bit) or 20 GB (64-bit)
Screen Resolution	**Minimum:** 1360 x 768 **Recommended:** 1920 x 1080
Recommended Graphics Processor	Supports DirectX 9

Options for Downloading and Installing Travelport Smartpoint

Depending on your installation environment, you may access your installation of Travelport Smartpoint 9.0.2 files from:

- The Automatic Updates Options feature in Travelport Smartpoint.
- An automated alert in Travelport Smartpoint.
- Travelport Marketplace. See the *Standard Desktop Installation Guide* for more information.
- A software push from your local portal.
- Your agency through the Travelport ESD (Electronic Software Distribution) site.

For some of these methods of installation, you may need to perform additional tasks to manually complete the installation.

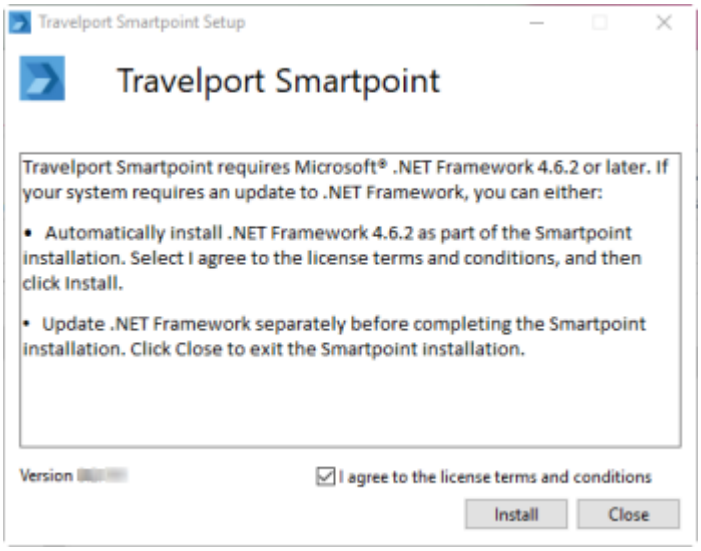
- Extracting the installation files.
- Unencrypting installation files.
- Disabling user access control.

See “Manually Installing Travelport Smartpoint” in the *Standard Desktop Installation Guide* for more information.

Installing Travelport Smartpoint

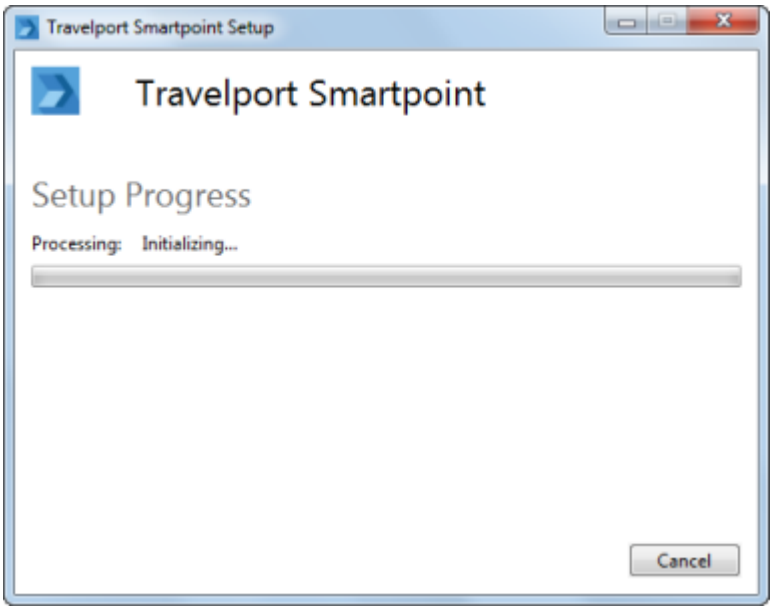
⚠ You do not need to uninstall your previous version of Travelport Smartpoint. The previous version is uninstalled during the installation of Travelport Smartpoint 9.0.2.

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

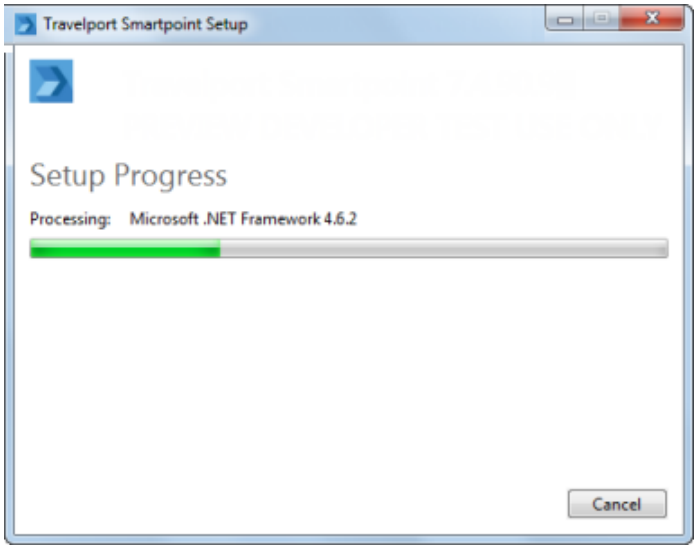


Travelport Smartpoint 9.0.2 includes a software update the Microsoft® .NET Framework to version 4.6.2. If .NET Framework 4.6.2 or later was not previously installed on your system, you will need to update .NET Framework.

1. Choose your .NET Framework installation option. You can either:
   - Install .NET Framework 4.6.2 as part of the Travelport Smartpoint installation. Select **I agree to the license terms and conditions**. Then, click **Install**.
   - Install .NET Framework 4.6.2 or later separately. Click **Close** to exit the Smartpoint installation, install .NET Framework from another source, and then resume the Smartpoint installation.



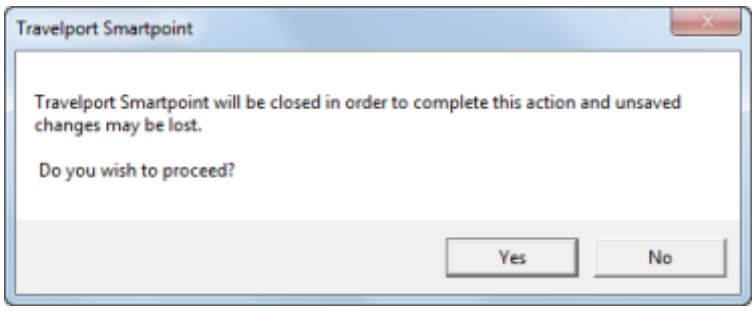
The setup process begins. If Microsoft .NET Framework 4.6.2 is included, this installation is indicated in the setup progress.



⚠ If .NET Framework 4.6.2 was not previously installed, the installation may require your computer to be rebooted several times.

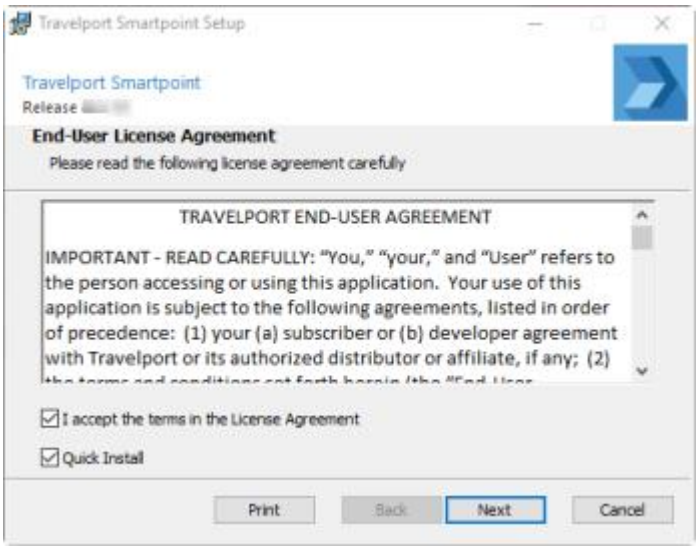
⚠ If your system is missing a requirement for NET Framework 4.6.2, such as an upgrade to your operating system, a warning message indicates the missing requirement.

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



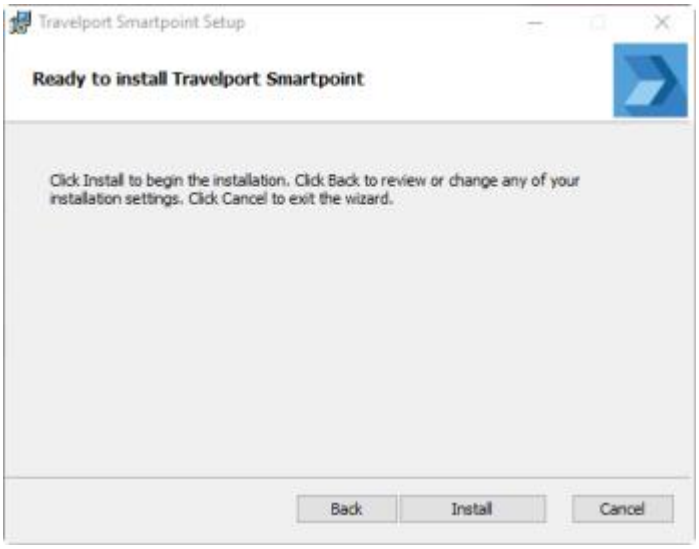
2. If all of your work is saved, click **Yes**.

After the Travelport Smartpoint installation determines your system requirements, the License User Agreement dialog box is displayed.



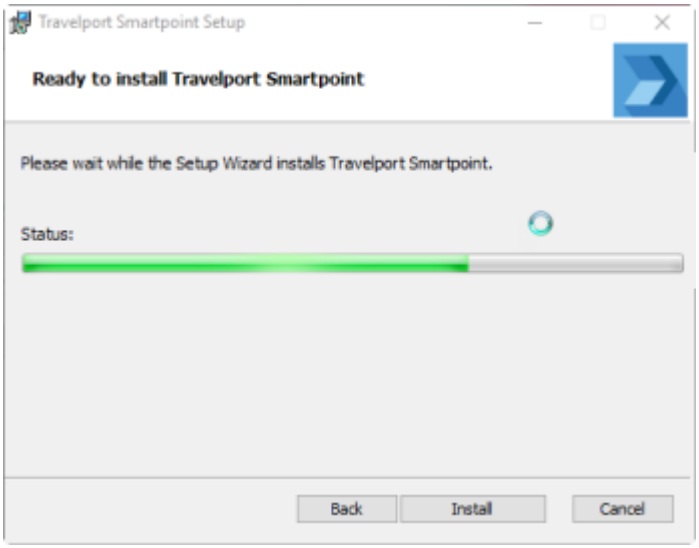
3. Select **I accept the terms in the License Agreement**.
4. Confirm that **Quick Install** is selected.

   If you clear the **Quick Install** check box, the installation wizard displays the Standard Desktop installation, which provides all available installation options.
5. Click **Next** to display the Travelport Smartpoint Installation window.

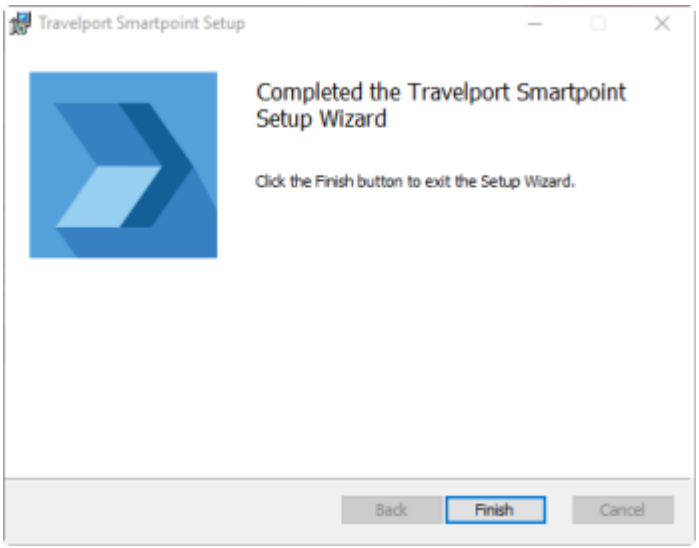


6. Click **Install**. The Status bar for the installation is displayed.

   Note: The installation may take up to 10 minutes, depending on the files installed.



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



7. Click **Finish** to complete the installation of Travelport Smartpoint 9.0.2.

   If an earlier version of Galileo SSL Client is detected in your system, Galileo SSL Client 3.0.3.1 is automatically installed. Galileo SSL Client 3.0.1.47 supports Secured Socket Layer (SSL) 3.0 and Transport Layer Security (TLS) 1.2, which are required for PCI DSS Compliance.

   Galileo SSL Client 3.0.3.1 is NOT automatically installed if:

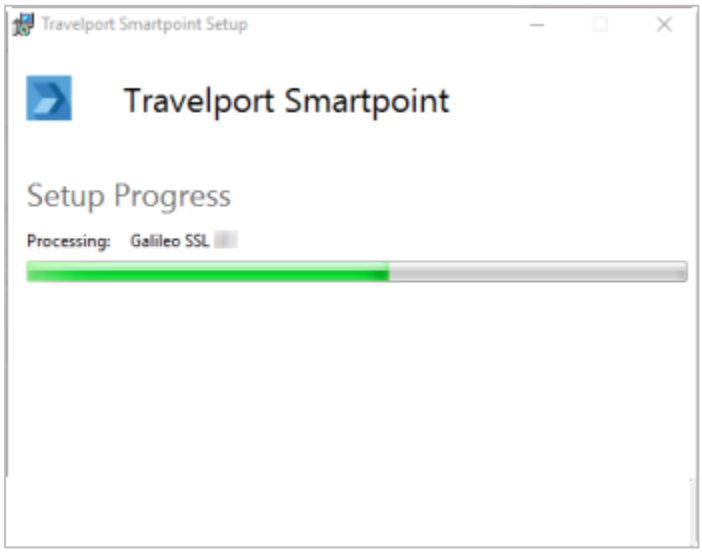
   - If your system is already running the current 3.0.3.1 version of Galileo SSL Client.

     Galileo SSL Client 3.0.3.1 is also available as a separate installation on Travelport Marketplace at https://www.travelportmarketplace.com/Product/Galileo-SSL-3031.

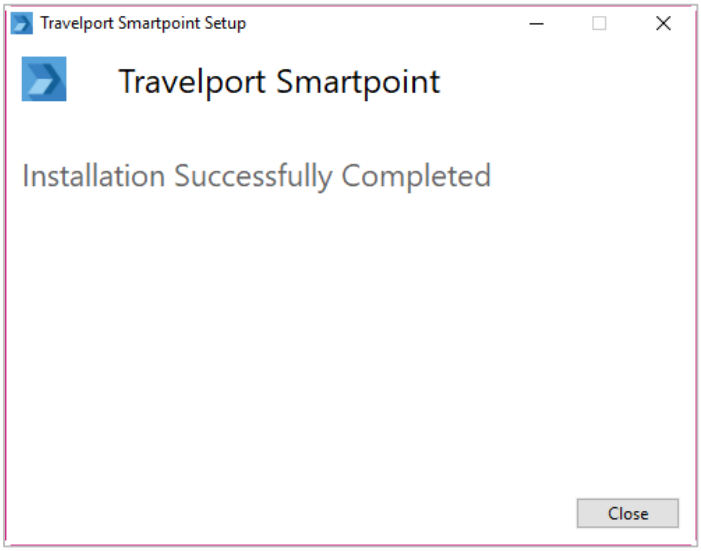
   - No versions of Galileo SSL Client are detected on your system.

     Agencies that use a customer-managed VPN for connectivity do not require Galileo SSL Client.

   The installation progress screen is displayed.



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



8. Click **Close** to exit the Setup Wizard.

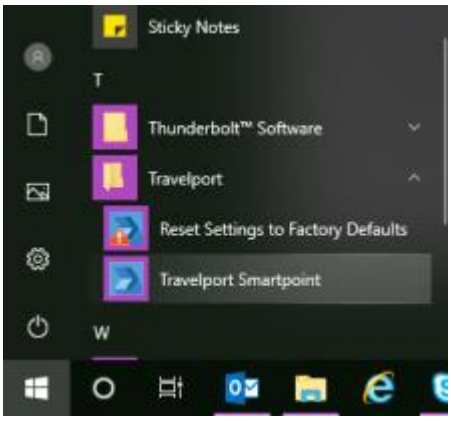
Launching Travelport Smartpoint for the First Time

After you install Smartpoint, you can run the newly installed software. This step varies on whether your implementation of Travelport Smartpoint has standalone Smartpoint activated.

- Because the .NET Framework needs to load in the memory, there may be a slight delay each time that you run Travelport Smartpoint after you restart your computer.
- If a previous version of Travelport Smartpoint was installed, a pop-up warning message may indicate that a corrupt file exists. Accept the message and launch Smartpoint again.

To launch Smartpoint:

1. Open Smartpoint by either:
   - Clicking the **Smartpoint** icon on your Windows Desktop.
   - From the Windows Start Menu, selecting **Travelport**, then selecting **Travelport Smartpoint**.



2. Sign on to Galileo or Apollo.
3. If you are opening standalone Smartpoint with Galileo Desktop hidden for the first time, you need to activate standalone Smartpoint:
   a. In the Terminal Window, enter **#CONFIGPLUGINON**. A confirmation message is displayed.
   b. Confirm that Galileo Desktop is hidden by either:
      - Entering **#updatesettings** to verify that the configuration plugin is set to “true”.
      - Confirming in the Application Settings that the **Hide Galileo Desktop** check box is not displayed.

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

   See Launching Travelport Smartpoint in the Smartpoint online *User Guide* for more information.
4. *Optional.* See Personalizing Travelport Smartpoint for more information about setting up Smartpoint to meet your needs.

Testing the Travelport Smartpoint Installation for Connectivity

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

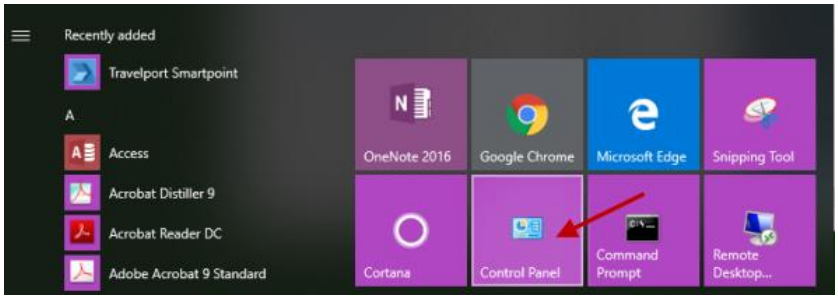
1. Sign in to Smartpoint.
2. Make sure you are emulated to a valid PCC (Pseudo City Code). Typically, agents are preset to a particular PCC. To confirm your PCC, type **`OP/W*`** to display the PCC.
3. Test point-and-click functionality.
   a. Type any air availability command such as: **`ABCNMAD`**.
   b. When air response is displayed, click on the airport codes and to confirm that they are decoded properly.

Uninstalling Travelport Smartpoint from Your Desktop

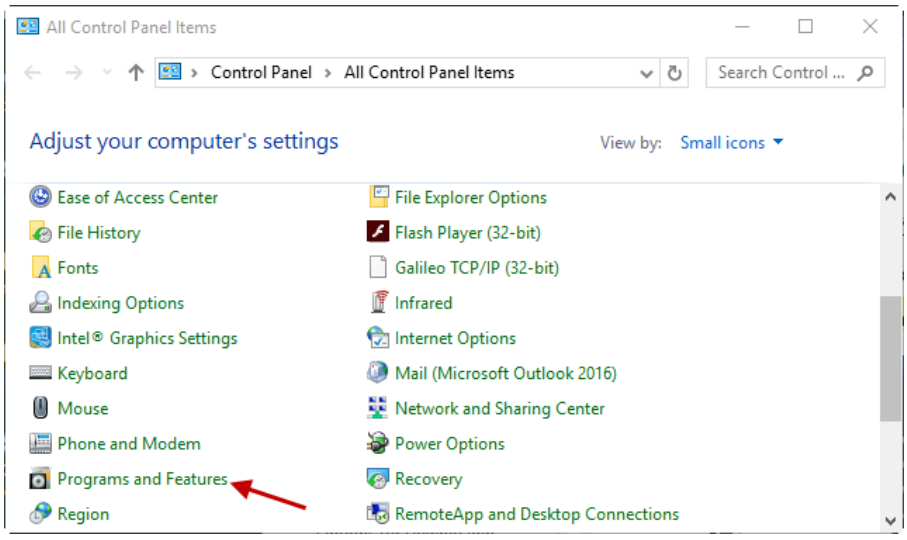
The process for uninstalling Travelport Smartpoint may vary depending on your operating system and specific system configuration. The following instructions apply to Microsoft® Windows 10.

To uninstall Travelport Smartpoint:

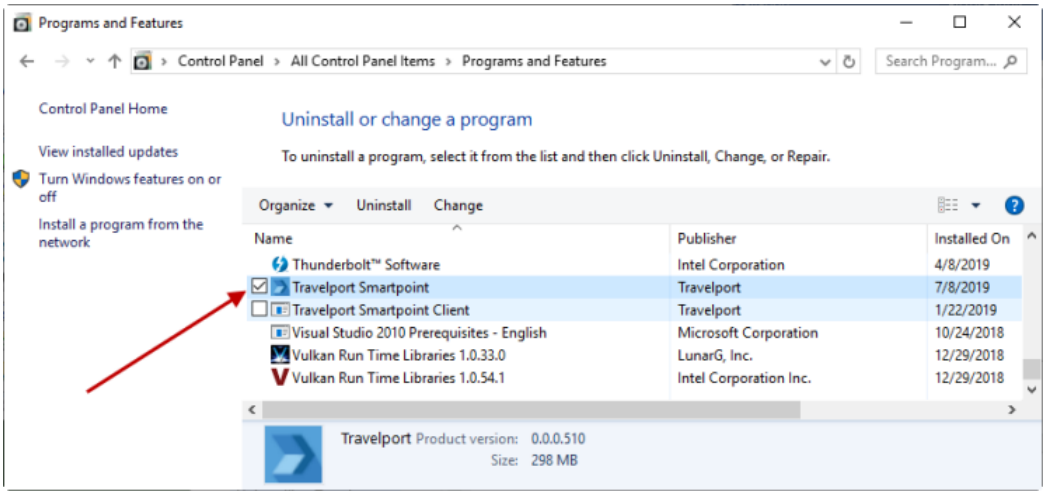
1. Click the **Start** icon to open the Windows Start menu.



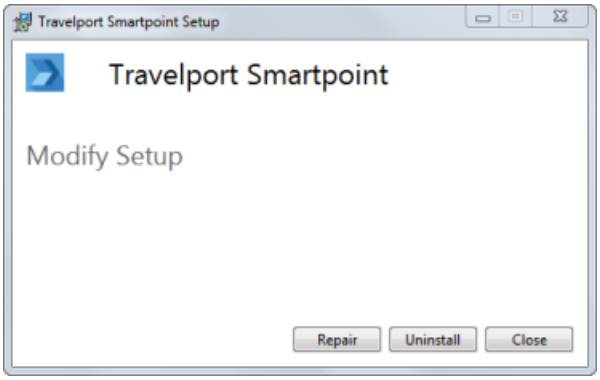
2. From the Windows **Start** menu, select **Control Panel** to display the Windows Control Panel. The Control Panel may display icons or categories, depending on your selected Control Panel view option.



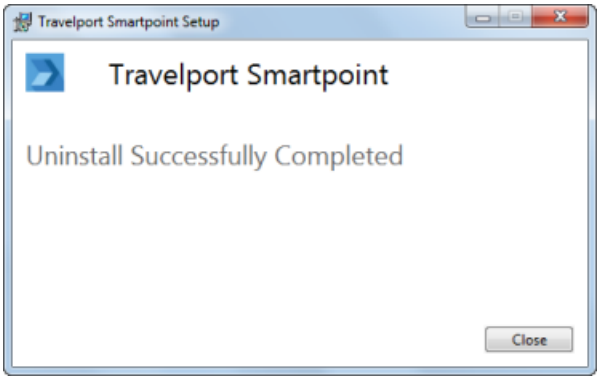
3. Click **Programs and Features**.



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



6. Click **Uninstall**.



7. After Travelport Smartpoint is uninstalled, click **Close** to exit the Setup window.