

TRAVELPORT SMARTPOINT 11.2

Quick Installation Guide

Version 1.0

July 20, 2023

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INTRODUCTION

This guide provides instructions to install and uninstall Travelport Smartpoint 11.2 for Travelport+ (1G), formerly Galileo, or Apollo (1V) 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 2 for more information about the installation options.

WHAT'S NEW

Between Smartpoint 11.1 and Smartpoint 11.2, the following updates apply.

Installation Updates

There are no changes to the process for the Smartpoint 11.2 installation.

However, after the Smartpoint 11.2 release, a software change is planned for the Smartpoint NDC Web Plugin. This software update will improve web browser functionality, but will not change the features of the NDC plugin. Please note that first time the plugin is opened after this update, there may be a slight delay in display as the new software is automatically installed.

Advisories will be sent out before this update is implemented.

Technical Audiences: For the Smartpoint NDC Web Plugin, functionality for CefSharp will be replaced with a runtime installation of WebView2. For more information, see “What’s New” in the *Smartpoint 11.2 Technical Installation Guide*.

Feature Updates

Updates and fixes to features and functionality were added to the Smartpoint product for the Smartpoint 11.2 release.

For details, see *PA 4254 Travelport Smartpoint 11.2* in the [Advisory List](#) on [MyTravelport](#).



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 guides are available in three locations:

- The *Smartpoint 11.2 Quick Installation Guide* is included with the Smartpoint 11.2 installation.
- Installation guides and downloads for the **latest version of Smartpoint** are available in the respective product pages in [Travelport Marketplace](#). Click the SUPPORT tab, which is displayed after you log in.
 - [Travelport Smartpoint 11.2](#) (updates only)
 - [Travelport Smartpoint 11.2 Bundled Installer](#) (initial installation of Galileo Desktop/Smartpoint bundle)
- Installation guides for **all currently supported versions of Smartpoint** are available in the [Travelport Knowledge Base](#).
 - [Installation Guides for Travelport Smartpoint](#)
 - [Installation Guide for the Galileo Desktop/Smartpoint Bundled Installation](#)

Note: Both Travelport Marketplace and the Travelport Knowledge Base require MyTravelport credentials. Depending on your agency's preferences, you may be able to self-register for MyTravelport or need to contact your agency's Smartpoint Administrator for credentials.



Installation	Description	Installation Guide
Bundled Galileo Desktop/Smartpoint Installation	<p>Installation for both Galileo Desktop 2.60.3 and Travelport Smartpoint 11.2.</p> <p>Installing Galileo Desktop is a prerequisite for installing Travelport Smartpoint, so use this installation if you:</p> <ul style="list-style-type: none">• Do not have either Galileo Desktop or Travelport Smartpoint installed on your computer.• Have an earlier version Galileo Desktop installed on your computer.	<p>Three guides support this installation.</p> <ul style="list-style-type: none">• For agents, there are two guides to provide instructions for installing the bundled installation on a single desktop:<ul style="list-style-type: none">– The <i>Welcome Installation Guide</i> provides basic information for new users of Travelport+ (1G) only.– The <i>Bundled Installation Guide</i> provides more detailed information for both Travelport+ (1G) and Apollo (1V).• For technical audiences, The <i>Technical Installation Guide</i> provides detailed technical instructions, which include implementing Smartpoint in network environments (MTS or Citrix) and creating silent installations.
Quick Desktop Installation	<p>Installs or updates Travelport Smartpoint for computers that already have Galileo Desktop installed.</p> <p>Use this installation if you:</p> <ul style="list-style-type: none">• Are installing Travelport Smartpoint on a single computer desktop.• Want to install only the default settings and options.	<p>This guide supports the Quick Installation of Travelport Smartpoint and provides minimal installation instructions.</p> <p>See the <i>Standard Desktop Installation Guide</i> for more information about installing Travelport Smartpoint on a desktop.</p>
Standard Desktop Installation	<p>Installs or updates Travelport Smartpoint for computers that already have Galileo Desktop installed.</p> <p>Use this installation if you:</p> <ul style="list-style-type: none">• Are installing Travelport Smartpoint on a single computer desktop.• Want to change the default settings or installation options.	<p>Two guides support this installation:</p> <ul style="list-style-type: none">• For agents and technical audiences, the <i>Standard Desktop Installation Guide</i> provides more detailed information for requirements, pre-installation tasks, and installation options.• For technical audiences, the <i>Technical Installation Guide</i> provides detailed technical instructions.
Network installations and other technically detailed installations	<p>Both the bundled Galileo Desktop/Smartpoint and Travelport Smartpoint installations can be installed in distributed environments and through mass installations.</p>	<p>For technical audiences, the <i>Technical Installation Guide</i> provides detailed technical instructions, which include implementing Smartpoint in network environments (MTS or Citrix) and creating silent installations.</p>



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 16).

File Locations	All installed files are copied to the default destination folder on your hard drive: <ul style="list-style-type: none">• 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	<p>Personal settings from earlier versions of Travelport Smartpoint are retained, including:</p> <ul style="list-style-type: none">• Customized Quick Commands• Customized Programmable Keys (PKeys)• Screen layout• Theme (Classic or Flex Windows)• Preferred font and color scheme <p>All Relay Quick Commands for Travelport+ (1G) or Travelport Apollo are automatically installed:</p> <ul style="list-style-type: none">• Itinerary Capture (Apollo only)• Queues• PNR/BF• Client File/Profile• Ticket Exchange• Recovery• Rules• Estatus
Galileo SSL Client	<p>If applicable, Galileo SSL Client 3.0.3.1 is automatically installed.</p> <ul style="list-style-type: none">• 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 Guide* 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 12 for more information.
- Connection software is already installed with either:
 - [Galileo SSL Client 3.0.3.1](#) or later, which supports 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 11.2, including Microsoft .NET Framework 4.8 or later.
 - [Standalone 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 the *Smartpoint Technical Installation Guide*.

Note: You do not need to uninstall your previous version of Travelport Smartpoint. The previous version is uninstalled during the installation of Smartpoint 11.2.

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



Uninstalling Custom Trip Quote

This task applies only to agents that have the [Custom Trip Quote](#) plugin installed from [Travelport Marketplace](#). Because your agency may choose to automatically uninstall Custom Trip Quote, confirm with your agency's Smartpoint Administrator before you manually uninstall Custom Trip Quote.

In Smartpoint 10.0 and later, the existing Trip Quote feature within Smartpoint has been enhanced to include new functionality. All of the functionality that is currently available in the [Custom Trip Quote](#) plugin is also included in the Trip Quote enhancements, as well as additional features.


If the Custom Trip Quote plugin is installed on your machine, you are encouraged to uninstall Custom Trip Quote.

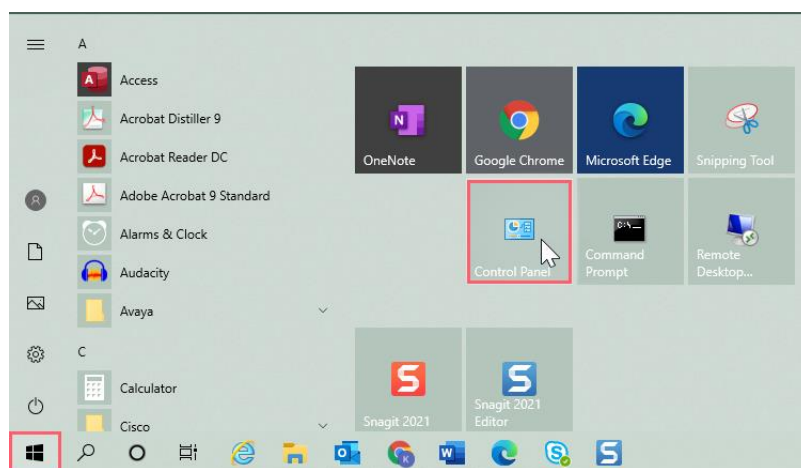
To uninstall Custom Trip Quote:

The process for uninstalling Custom Trip Quote may vary depending on your operating system and specific system configuration. The following instructions apply to Microsoft Windows 10.

1. *Optional.* Export any existing settings in Custom Trip Quote. These settings can be imported into the enhanced Trip Quote in Smartpoint 11.0 or later.
2. *Optional.* Save any stored quotes from the Retrieve tab in Custom Trip Quotes. You can save these quotes locally on your computer using the **PDF** button. These saved quotes cannot be retrieved in the enhanced Trip Quote.

See the [Custom Trip Quote User Guide](#) for instructions to export settings and save quotes. [Trip Quote](#) topics in the [Smartpoint User Guide](#) contain information for importing settings.

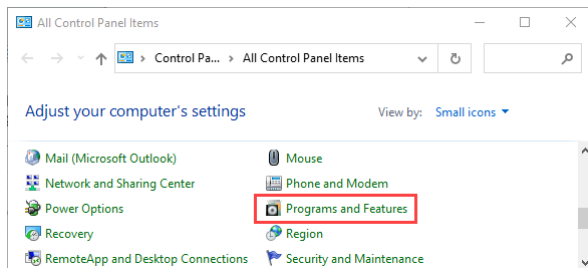
3. Click the **Start**  icon to open the Windows Start menu.



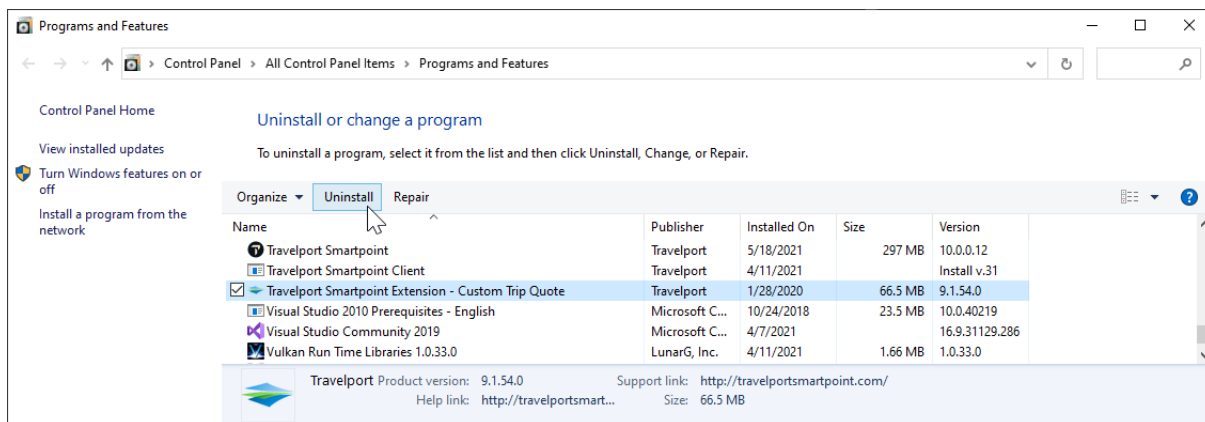
4. From the Start menu, select **Control Panel** to display the Windows Control Panel. The Control Panel is also located in the table of contents in W > Windows System.



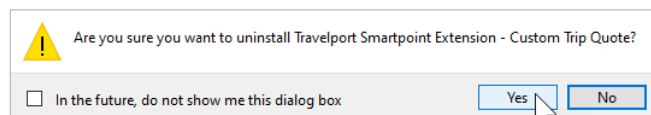
The Control Panel may display icons or categories, depending on your selected Control Panel view option.



5. Click **Programs and Features** to display the Programs and Features window.



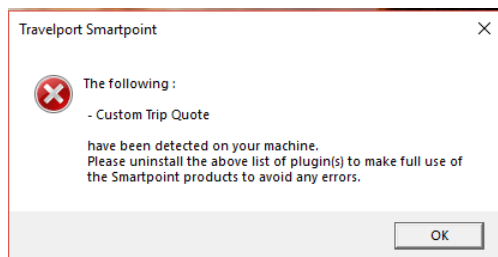
6. From the program list, select **Travelport Smartpoint Extension - Custom Trip Quote**. A confirmation message is displayed.



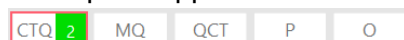
7. Click **Yes** to confirm. An uninstall window displays briefly, but does not require any additional interaction.

Note: If you do not uninstall Custom Trip Quote, you can continue to use the plugin. However:

- The following warning message is displayed each time that you launch Smartpoint.



- The **#CTQ** command now displays enhanced Trip Quote. The CTQ icon at the bottom of the Smartpoint application screen can continue to be used to access Custom Trip Quote.






Uninstalling the Travelport NDC Web Plugin

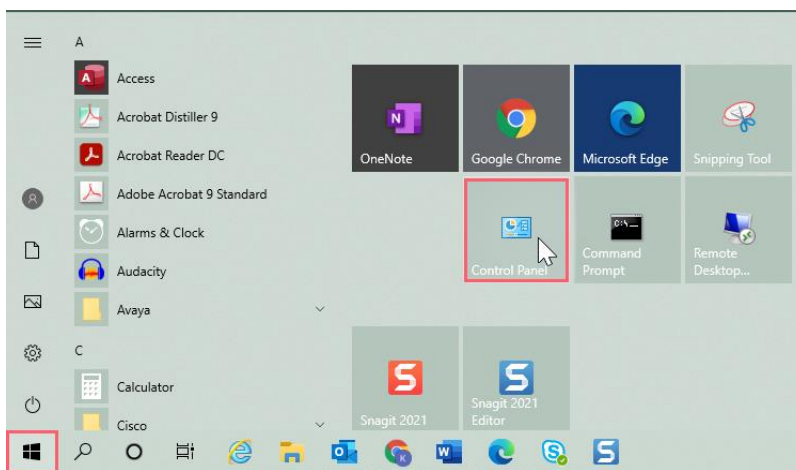
May be required for updates from Smartpoint 9.1 and earlier.

The [Travelport NDC Web Plugin](#), which was formerly installed as a separate plugin from Travelport Marketplace, is included in the main Smartpoint installation in Smartpoint 10.0 and later.

The existing plugin (version 1 or 2) is automatically uninstalled by the newer version of Smartpoint. However, in limited situations, the NDC plugin may not uninstall automatically, and must be uninstalled manually.

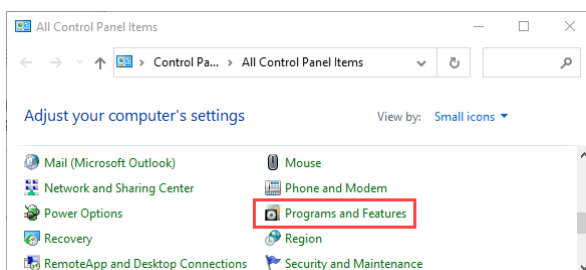
To uninstall the NDC Web Plugin:

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



2. From the Start menu, select **Control Panel** to display the Windows Control Panel. The Control Panel is also located in the table of contents in W > Windows System.

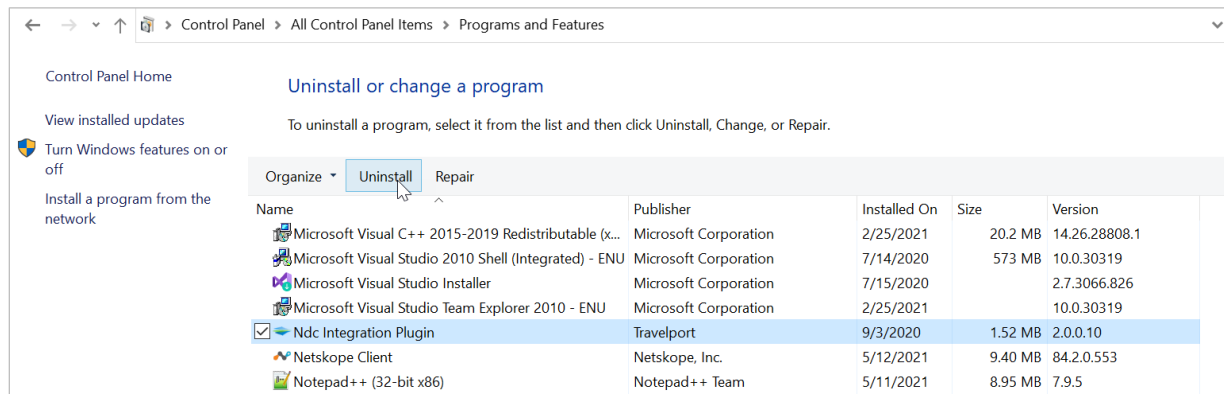
The Control Panel may display icons or categories, depending on your selected Control Panel view option.



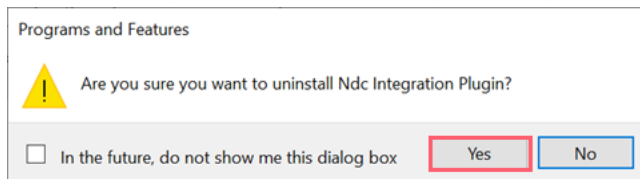
3. Click **Programs and Features**.



The Programs and Features window is displayed.



4. From the program list, select **Ndc Integration Plugin**. A confirmation message is displayed.



5. Click **Yes** to confirm.



Agency Actions Required

Depending on the version of Travelport Smartpoint that you are upgrading from, your agency may need to perform pre-installation activities.

Upgrades from All Previous Versions of Smartpoint

In Smartpoint 10.0, CefSharp 75.1.143 was updated to CefSharp 88.2.90. This update enhances functionality for a number of Smartpoint plugins, including Bing Maps in Hotel Retail, Smartpoint Quick Commands, Smartpoint Rail, and launching MyTravelport.

The CefSharp 88.2.90 upgrade is installed during run-time as part of the Smartpoint installation, and should not require changes to agency firewall settings. However, any custom Smartpoint plugins should be tested for compatibility with CefSharp 88.2.90.

Technical Audiences: CefSharp is now being installed during run-time through an Akamai CDN. The DNS hostname is <https://akamaicdn.travelport.com>. Permissions should not be required for this endpoint, but access should be confirmed if the installation fails. More information about this upgrade is available in the *Technical Installation Guide for Smartpoint 11.2*.

Upgrades from Smartpoint 9.0 and Earlier

The following agency actions are required for upgrades from Smartpoint 9.0 and earlier:

- Uninstalling obsolete Smartpoint plugins that conflict with Smartpoint Assisted Ticketing.
- Permitting access in their firewall settings for the **edge-smartpoint.travelport.com** DNS hostname.

Updates for Assisted Ticketing

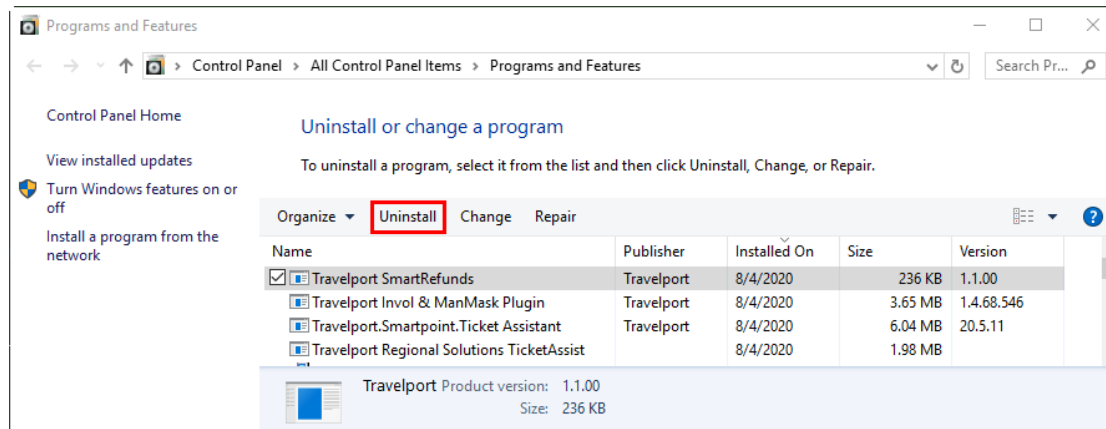
To ensure that Assisted Ticketing (SAT), formerly known as Smartpoint Assisted Ticketing, works correctly, agencies need to remove any the following standalone Smartpoint plugins that were previously installed. The Assisted Ticketing feature in Smartpoint fully replaces the functionality of these plugins, which were previously available in Travelport Marketplace:

- Smartpoint Ticket Assistant
 - Note:** The Smartpoint Assisted Ticketing feature in Smartpoint 10.0 and later is an updated version of Smartpoint Ticket Assistant, which was a separate plugin available on Travelport Marketplace.
- Ticket Assist
- Travelport Invol+ManMask
- Smart Refund Mask for Travelport+ (1G)

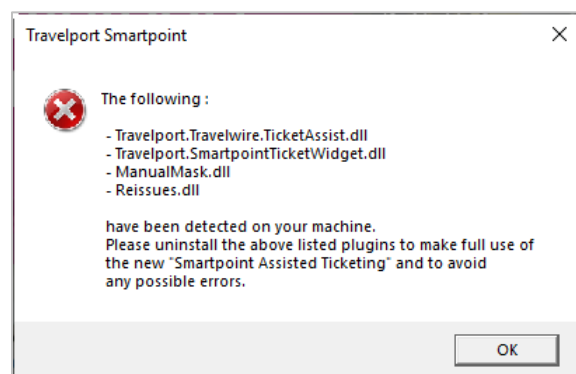
The Programs and Features display in the Windows Control Panel can be used to remove the listed software. See “Uninstalling Custom Trip Quote” on page 6 for instructions to access the Programs and Features display.



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



If the obsolete plugins are not removed, Smartpoint 11.2 installs correctly. However, a warning message displays one or more of the conflicting plugins when Smartpoint is launched.



Access for Edge Proxy

Travelport's Edge Proxy improves 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.

Agencies must permit access in their firewall settings for the **edge-smartpoint.travelport.com** DNS hostname. Typically, access to firewall settings is limited to agency technical personnel.

For more information, see the *Smartpoint Technical Installation Guide* in [Installation Guides for Travelport Smartpoint](#) in the [Travelport Knowledge Base](#). Log on to the Knowledge Base with a [MyTravelport](#) username and password.



TECHNICAL REQUIREMENTS

Please confirm the following software, hardware, and system requirements before installing Travelport Smartpoint 11.2. 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. See the *Smartpoint 11.2 Technical Installation Guide* for requirements for installation requirements for Smartpoint on servers or other distributed environments.

As a general guideline:

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

Architecture	Supported architectures: <ul style="list-style-type: none">• x86• x64
Processor	Performance is based on RAM and CPU speed. <ul style="list-style-type: none">• 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:<ul style="list-style-type: none">– Low: Quad Core– Medium: Quad Core with hyperthreading– Heavy: 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: <ul style="list-style-type: none">• Low: 16 GB RAM• Medium: 16 GB RAM• Heavy: 32 GB RAM Note: A minimum of 2 GB RAM is required per instance of Smartpoint.
Recommended Disk Space	<ul style="list-style-type: none">• 32-bit: 64 GB available hard disk space• 64-bit: Available hard disk space:<ul style="list-style-type: none">– Low: 12 GB storage– Medium: 32 GB storage– Heavy: 64 GB storage
Software Framework	Microsoft .NET Framework 4.8 or later. If the Smartpoint installation detects an earlier version, the option to install .NET Framework 4.8 is included in the installation.



Operating System	<p>The Microsoft® Windows operating system must:</p> <ul style="list-style-type: none">• Support Microsoft .NET Framework 4.8 or later.• Be currently supported by Microsoft. <p>The following lists contain general information about recommended, compatible, and incompatible operating systems. More detailed information is available in “Software and Hardware Guidelines” section in the <i>Technical Installation Guide</i>.</p> <p>Recommended Operating Systems</p> <p>These operating systems are recommended for individual machine installations:</p> <ul style="list-style-type: none">• Windows 10 22H2 (2022 Update)• Windows 11 <p>Compatible Operating Systems</p> <p>These systems are compatible with Smartpoint 11.2, but are no longer supported by Microsoft. Lack of Microsoft support and security updates should be considered when implementing with Smartpoint.</p> <ul style="list-style-type: none">• Windows 7• Windows 8.1. A free update from Windows 8.0 to Windows 8.1 is available.• The following versions of Windows 10:<ul style="list-style-type: none">– Are compatible, but require an update to .NET Framework 4.8. (included in the Smartpoint installation): Windows 10 Anniversary, Windows 10 Creators, Windows 10 Fall Creators, 10 April 2018 Update, and 10 October 2018 Update– Are compatible and include .NET Framework 4.8: Windows 10 19H1 (May 2019) through Windows 10 21H2 (May 2021) <p>Incompatible Operating Systems</p> <p>The following versions of Windows10 are NOT compatible with Smartpoint.</p> <ul style="list-style-type: none">• Windows 10 Student (10S)• Windows 10 version 1507 (29 July 2015)• Windows 10 version 1511 (10 November 2015) <p>Recommended Servers</p> <ul style="list-style-type: none">• Windows 2016 Server• Windows 2019 Server• Windows 2022 Server <p>Note: Windows Server version 1709 is not supported.</p> <p>Compatible Servers</p> <p>Compatible with the Smartpoint installation, but no longer supported by Microsoft:</p> <ul style="list-style-type: none">• Windows Server 2008 R2• Windows 2012 and Windows 2012 R2
Screen Resolution	<p>Minimum: 1360 x 768</p> <p>Recommended: 1920 x 1080</p>
Recommended Graphics Processor	<p>Supports DirectX 9</p>



OPTIONS FOR DOWNLOADING AND INSTALLING

Depending on your installation environment, you may access your installation of Travelport Smartpoint 11.2 from:

- The Automatic Updates Options feature in Smartpoint.
- An automated alert in 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.

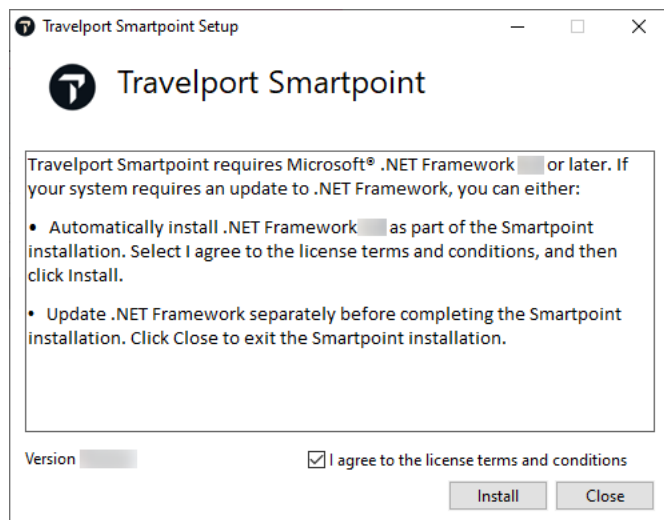
See “Manually Installing Travelport Smartpoint” in the *Standard Desktop Installation Guide* for more information.



INSTALLING TRAVELPORT SMARTPOINT

 You do not need to uninstall your previous version of Smartpoint. The previous version is uninstalled during the installation of Smartpoint 11.2.

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

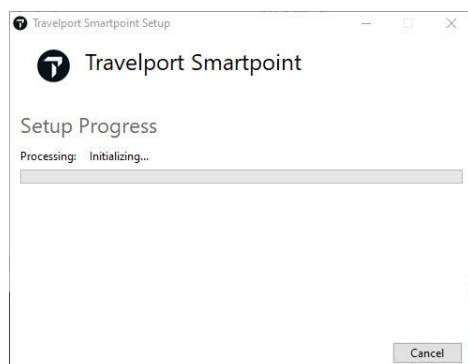


Smartpoint 11.2 includes a software update the Microsoft .NET Framework to version 4.8. If .NET Framework 4.8 or later was not previously installed on your system, you will need to update .NET Framework.

1. Choose your .NET Framework installation option. You can either:
 - Install .NET Framework 4.8 as part of the Travelport Smartpoint installation. Select **I agree to the license terms and conditions**. Then, click **Install**.
 - Install .NET Framework 4.8 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 the Smartpoint installation detects that:

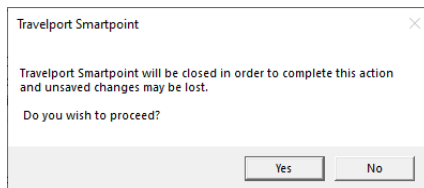
- An update is not required, the End-User License Agreement in Step 2 is displayed.
- An update is required, the setup progress screen is displayed.



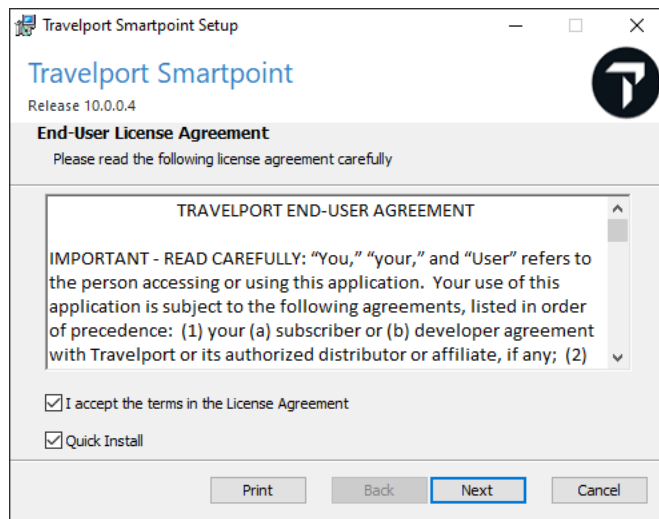


Notes for .NET Framework Updates:

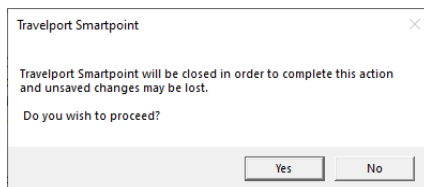
- The .NET Framework installation may require your computer to be rebooted several times.
- If your system is missing a requirement for NET Framework 4.8, such as an upgrade to your operating system, a warning message indicates the missing requirement.
- If Travelport Smartpoint or Galileo Desktop is open, a warning message is displayed. If all of your work is saved, click **Yes** to continue with the installation.



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



Tip! If Travelport Smartpoint or Galileo Desktop is open, a warning message is displayed. If all of your work is saved, click **Yes** to continue with the installation.



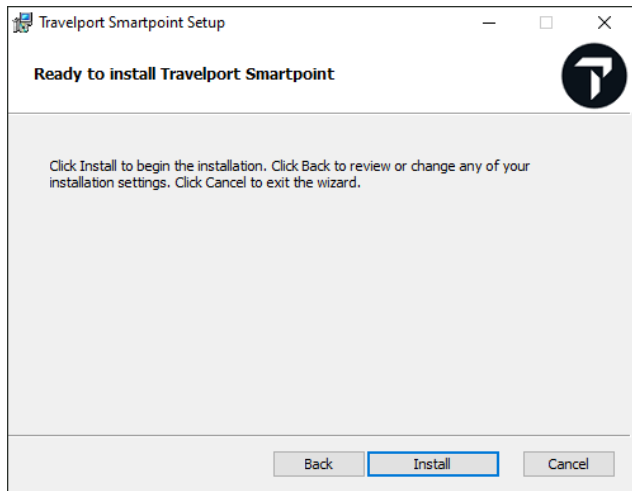
2. Select **I accept the terms in the License Agreement**.
3. Confirm that **Quick Install** is selected.

If you clear the **Quick Install** check box, the installation wizard displays the Standard Desktop installation, which provides all available installation options.

4. Click **Next**.

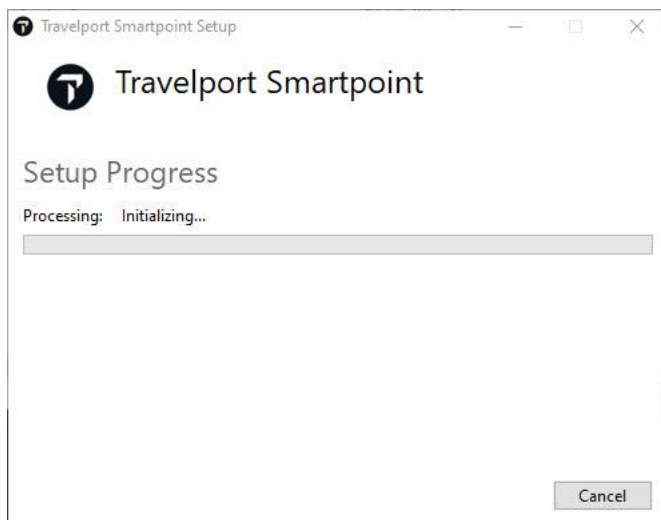


The Travelport Smartpoint Installation window is displayed.



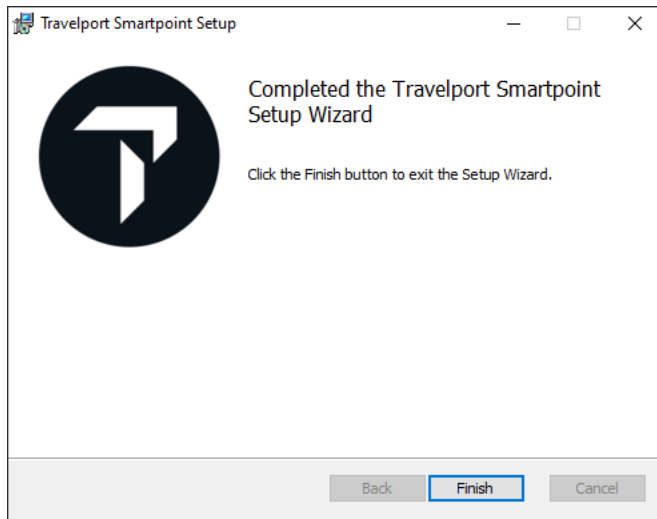
5. Click **Install** to display the Status bar.

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.



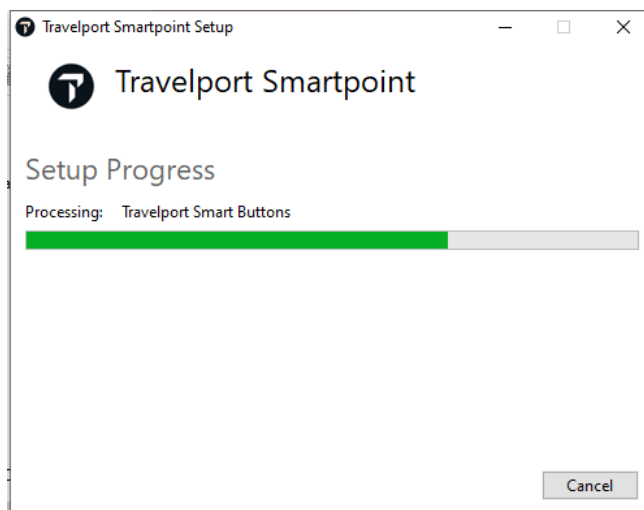
6. Click **Finish** to complete the installation of Travelport Smartpoint 11.2.

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 Transport Layer Security (TLS) 1.2, which is 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.

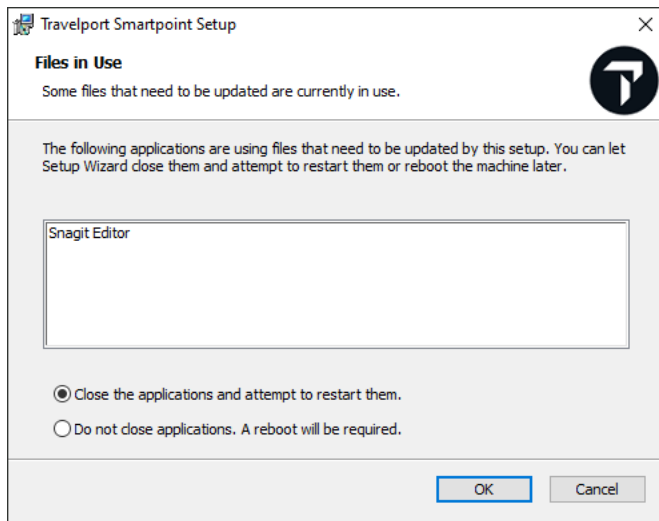
The installation progress screen displays components as they are installed.



Note: Smart Buttons, shown in this example, is bundled with the Smartpoint installation, but is installed as a separate application.



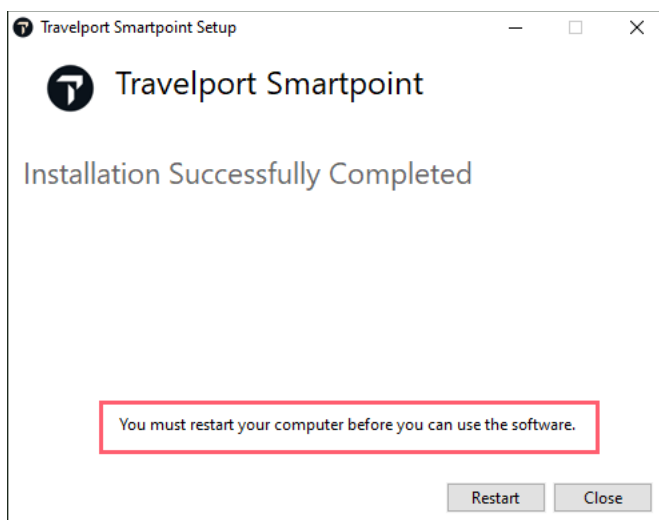
7. *If applicable.* If the Smartpoint installation detects files or software that are currently open that may conflict with the installation, a screen indicates the software.



You can select either:

- **Close the applications and attempt to restart them.** to close the applications during the Smartpoint installation. If you select this option, you do not need to restart your computer after Smartpoint is installed.
- **Do not close the applications. A reboot will be required.** to keep the applications open. If you select this option, you need to restart your computer after Smartpoint is installed.

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





-
8. Depending on your setup requirements you may or may not receive if a message to restart your computer:
- If the restart message is displayed, click **Restart** to restart your computer.
Tip! If you do not want to immediately restart your computer, you can click **Close**. However, the Smartpoint 11.2 installation will not be complete until you restart your computer.
 - If the restart message is *not* displayed, click **Close** to exit the Setup Wizard. You can immediately begin using Smartpoint 11.2 without restarting your computer





LAUNCHING SMARTPOINT FOR THE FIRST TIME

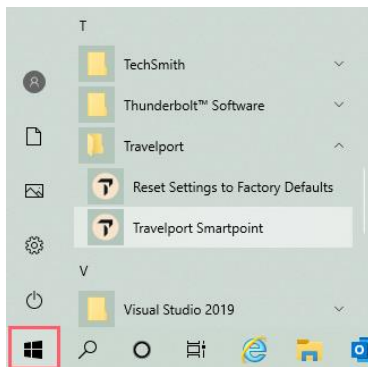
After you install Smartpoint, you can run the newly installed software. This step varies if standalone Smartpoint is activated for your implementation of Travelport Smartpoint.

- ⚠ 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.

To launch Smartpoint:

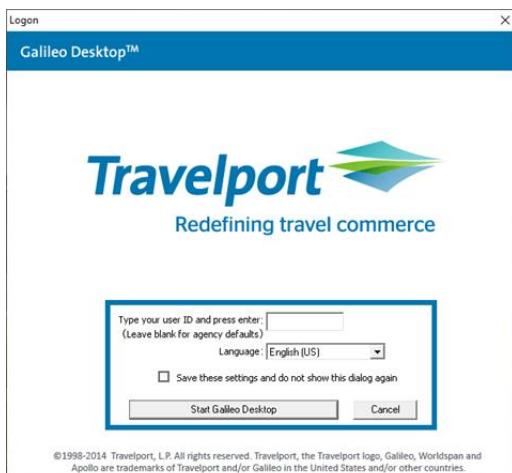
1. Open Smartpoint by either:

- Clicking the **Travelport Smartpoint**  shortcut on your Windows Desktop.
- Click the **Start**  icon to open the Windows Start menu. Then, select **Travelport** and **Travelport Smartpoint**.



The Logon window for Galileo Desktop is displayed.

If your agency is configured to use [standalone Smartpoint](#), this screen may not display again after your first sign on. You are automatically configured for standalone Smartpoint for the first time after you sign out and sign in again. For more information, see [Launching Smartpoint with Galileo Desktop Hidden](#) in the [Smartpoint Help](#).





2. *Optional.* In **Type your user ID**, enter your assigned User ID. Then press **ENTER**.
3. *Optional.* Click the **Language** arrow to select another language if you have installed more than one language. You can also change the language displayed at any time from the Smartpoint Application Settings.
4. Click **Start Galileo Desktop** to display the Smartpoint Sign On window.

Sign On

Galileo

Sign-On: Password: PCC: Optional

☐ Change Password

Apollo

Sign-On: Password: PCC: Optional

☐ Change Password

[Forgotten or Locked Password?](#)

OK CANCEL

5. Sign on to Travelport+ (1G) or Apollo (1V).

When you sign on for the first time, you need to enter additional information, such as your email address and a permanent password.

- For a tutorial, see *Enhanced sign-on for Smartpoint 9* in [LEARNING Smartpoint Snippets](#) in the [Travelport Knowledge Base](#). Log on to the Knowledge Base with a [MyTravelport](#) username and password.
- For instructions, see [Signing On for the First Time](#) in the [Smartpoint Help](#).

TESTING THE SMARTPOINT INSTALLATION FOR CONNECTIVITY

To test your Travelport Smartpoint installation for access to Travelport+ (1G) or Apollo (1V):

1. [Sign on](#) to Smartpoint.
2. Make sure you are emulated to a valid PCC (Pseudo City Code). Typically, agents are preset to a specific 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 to confirm that they are decoded properly.

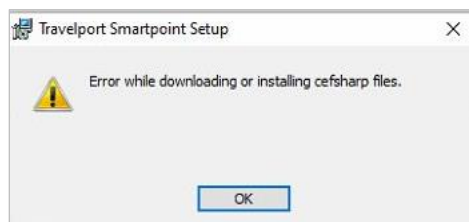


COMMON WARNINGS AND ERRORS

The following warnings and errors may occur during Smartpoint installation, launch, or sign on.

CefSharp Installation Error

When installing, a limited number of agencies may receive the following CefSharp error message.



If this error occurs, you can download the offline version of Smartpoint at [Travelport Smartpoint 11.2-Offline](#) in [Travelport Marketplace](#).

Note: If your Travelport Marketplace permissions do not allow access to this page, please contact Travelport to request the offline installation.

User Access Control Errors

The following errors may occur if your machine has User Access Control (UAC) enabled:

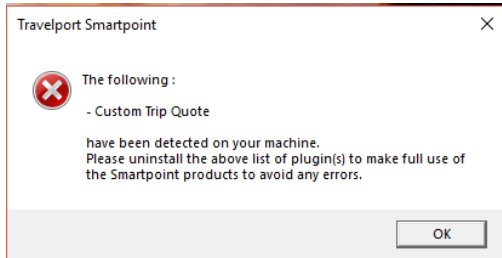
- While installing Travelport Smartpoint, this error message is displayed: *The volume C:\ is currently unavailable. Please select another.*
- While signing on, Galileo Desktop or Travelport Smartpoint fails to connect to the Apollo (1V) or Travelport+ (1G) host system.
A flashing message is displayed on the status bar in the bottom left corner of Galileo Desktop: *Error, Host Re-Connect Failed. Press CTRL+R to unlock keyboard.*

You will need to install Travelport Smartpoint manually as an administrator and/or disable User Access Control. See “Disabling User Access Controls” in the *Smartpoint Standard Desktop Installation Guide* for instructions.



Custom Trip Quote Warning

If the [Custom Trip Quote](#) plugin is detected on your system, a warning message is displayed when you launch Smartpoint.



See “Uninstalling Custom Trip Quote” on page 6 for more information.

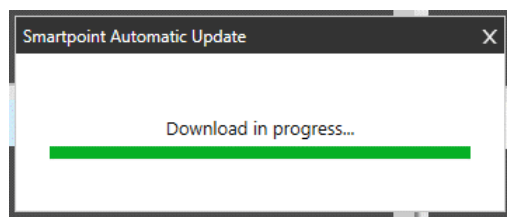
Windows Administrator Mode for Upgrades from Smartpoint 11.0.0.34

Note: *This error occurs only if you are updating from the first release of Smartpoint 11.0 (11.0.0.34). This error does NOT apply to:*

- *Upgrades from later versions of Smartpoint 11.0 or Smartpoint 11.1 or later.*
- *Upgrades from Smartpoint 10.1 and earlier.*


Microsoft Windows administrative rights are required for all Smartpoint installations. However, changes to Windows security may also require you to manually run the Administrator mode before updating from [Automatic Update Options](#) or [automated alerts](#).

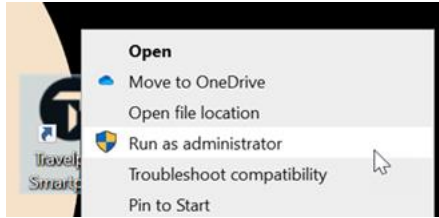
If Administrator mode is required, the following *Download in progress* screen displays after you click UPDATE.



The screen closes within a few minutes without installing the update, and an error message is not displayed.


To update Smartpoint in Windows Administrator mode:

1. If open, close Smartpoint.
2. Right-click the **Smartpoint**  shortcut icon or other file that you use to open Smartpoint.

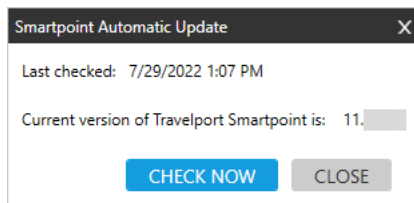


3. Select **Run as administrator**.

Note: If the *Run as administrator* menu item is not displayed, your system is not configured for administrative rights. See [Updating Travelport Smartpoint](#) in the [Smartpoint Help](#) for more information about Windows administrative rights.

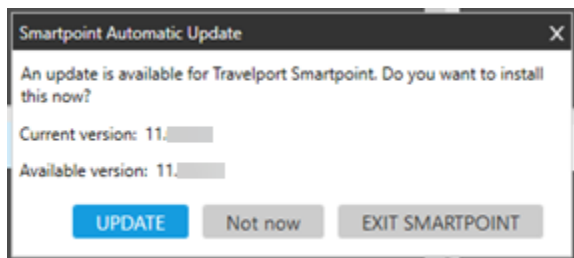
4. Open Smartpoint.
5. Run **Automatic Update Options**.
 - *Classic Windows*. From the TOOLS menu, select **Automatic Update Options**.
 - *Flex Windows*. Click the **Tools**  icon to select **Automatic Update Options**.

The Smartpoint Automatic Update screen is displayed.



6. Click **CHECK NOW**.

Smartpoint displays your current version.



7. If you do not have the latest version of Smartpoint, click **UPDATE** to begin the installation.

Connectivity Errors

If you have issues with connectivity after installation, see [APOLLO/GALILEO ERRORS - Communication and Connectivity](#) in the [Travelport Knowledge Base](#).



GETTING STARTED WITH SMARTPOINT 11.2

For more information, about using Travelport Smartpoint, see:

- The Product Advisory, *PA 4254 Travelport Smartpoint 11.2*, in the [Advisory List](#) on [MyTravelport](#) for details about the latest enhancements.
- The [Learning Portal](#) to find training demonstrations, tutorials, webinars, and other training information.

Tip! Be sure to log in to the Learning Portal with your MyTravelport username and password.


- If you are new to Travelport+ (1G), see:
 - [Travelport+ Format Guide](#), including format conversions.
 - [Setting Keyboard Mapping](#) in the [Smartpoint Help](#).
 - [Setting GDS Language](#) to translate common formats.

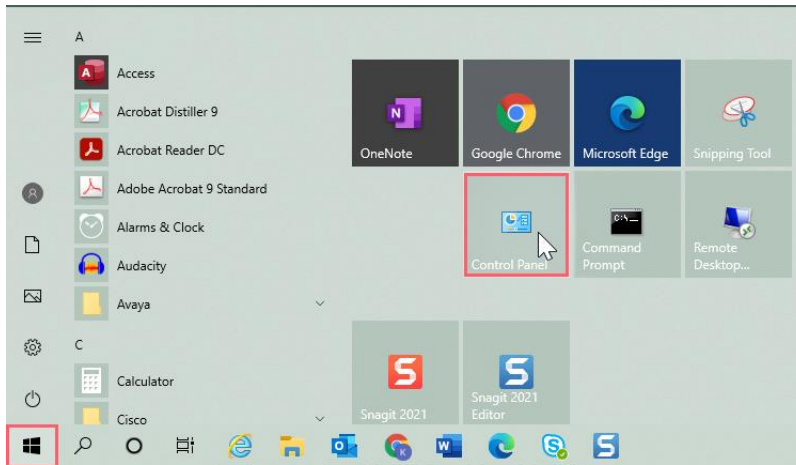


UNINSTALLING SMARTPOINT

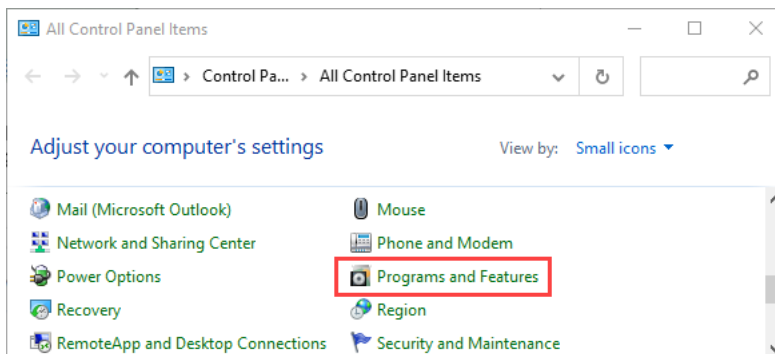
The process for uninstalling Travelport Smartpoint may vary depending on your operating system and specific system configuration. The following instructions apply to Microsoft Windows 10.

To uninstall Travelport Smartpoint:

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

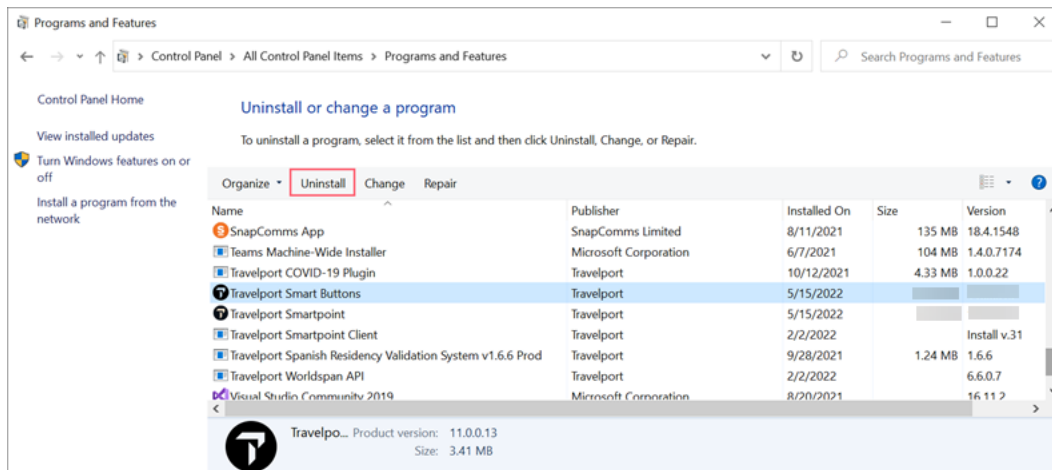


2. From the Start menu, select **Control Panel** to display the Windows Control Panel. The Control Panel may display icons or categories, depending on your selected Control Panel view option.



3. Click **Programs and Features**.

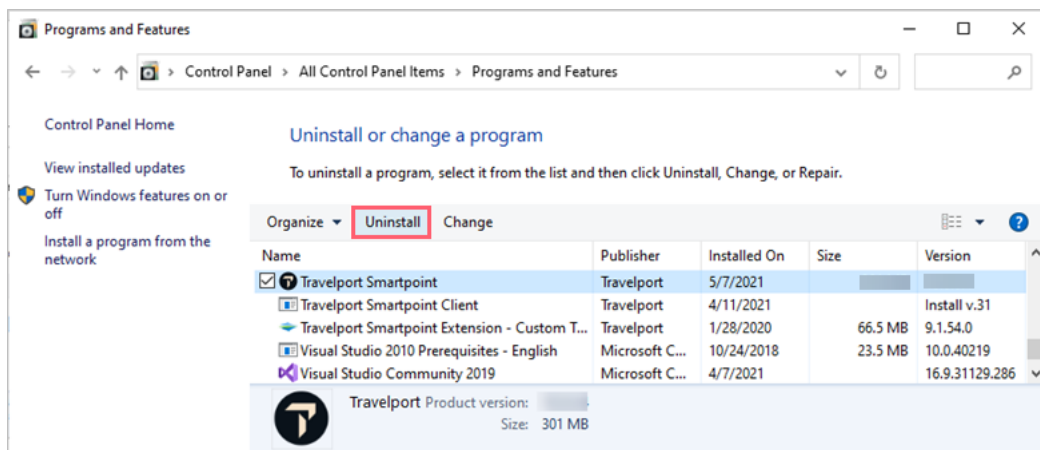
The Programs and Features window is displayed.



- From the program list, select **Travelport Smart Buttons**.
- Click **Uninstall** to display the confirmation message.



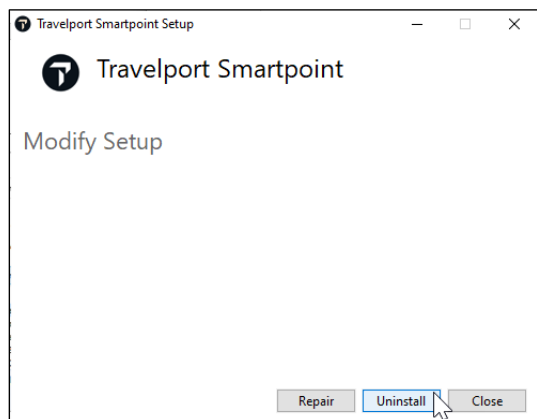
- Click **Yes** to uninstall the integrated Smart Buttons feature in Smartpoint.



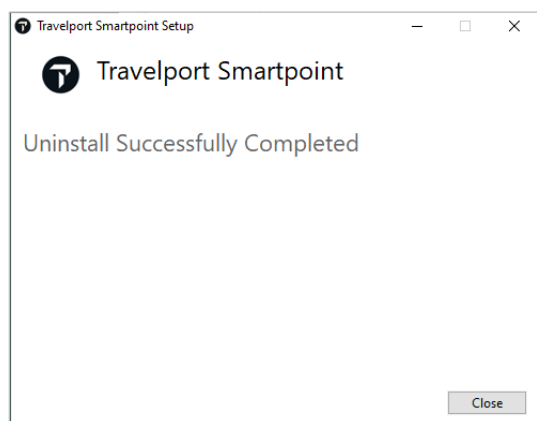
- From the program list, select **Travelport Smartpoint**.
- Click **Uninstall**.



The Modify Setup window is displayed.



9. Click **Uninstall**.



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