

Travelport Smartpoint v7.1

Quick Installation Guide

Version 1.0

19 July 2016

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Introduction

This guide provides instructions to install and uninstall Travelport Smartpoint v7.1.

This guide specifically supports desktop installation of Smartpoint for travel agents. For more detailed installation instructions, including network installations, please refer to the *Technical Installation Guide* for Smartpoint v7.1.

Technical Requirements

Please confirm the following software, hardware, and system requirements before installing Travelport Smartpoint v7.1.

Requirements for Desktop Users

The following minimum and recommended requirements apply to desktop installation of Smartpoint.

Operating System	Microsoft Windows® 7 or later. Note: Microsoft no longer supports Windows® XP; Travelport does not guarantee functionality for Smartpoint installations on Windows XP.
Minimum Processor	Performance is based on RAM and CPU speed. Smartpoint has been tested successfully to work well on a Pentium IV 1.8GHz. ▪ Most of the modern hardware is using Core Duo processors or above. ▪ Travelport Smartpoint supports GPU Acceleration.
Minimum Memory	Smartpoint has been tested successfully on PCs with 512MB RAM.
Recommended Memory	1 GB RAM
Recommended Disk Space	3 GB

Requirements for Citrix Users

Smartpoint has been tested successfully on Citrix servers for some customers. However, individual variances may apply for each installation; therefore, we recommend thorough testing for each Citrix installation at a customer site.

Smartpoint has been tested with the following system configuration for Citrix installations.

Operating System	MS Windows Server 2003 R2 Standard with Windows Service Pack 2
Processor	2.8 GHZ CPU2, 2 GB RAM.
Application Virtualization Service	Citrix XenApp 5.0
Software Framework	Smartpoint uses Microsoft .NET 4.0, and Windows Presentation Foundation 4.0 (WPF 4), therefore as long as that underlying technology is supported, Smartpoint should work.
Minimum Memory	Smartpoint has been tested successfully on PCs with 512MB RAM.
Recommended Memory	A minimum of 150Mbytes RAM per Smartpoint Instance with the current setup. It is recommended to allocate more memory per user for future use (plugins).
Browser	Internet Explorer 7

Prerequisites

Before you install Travelport Smartpoint v7.1, please confirm that:

- Galileo Desktop 2.5 or later is installed and working on your PC; Galileo Desktop 2.6 is recommended. Smartpoint must be installed in conjunction with Galileo Desktop.
Travelport Smartpoint checks to ensure that Galileo Desktop 2.5 or later, and it will not install on earlier versions of Galileo Desktop.
- Galileo Desktop is closed.
-  **If Galileo Desktop is running on your PC, please close it before installing or updating Travelport Smartpoint.**

Accessing the Installation Files

Depending on your version of Smartpoint and your installation environment, you may access the Smartpoint installation files in one of several ways:

- From the Automatic Update feature in Smartpoint.
- From Travelport Marketplace.
- Via a software push from your local portal or an automatic push from the Travelport ESD (Electronic Software Distribution) site.
- Manual updates.

The installation typically contains two files: *setup.exe* and the *.msi* installer. You must run *setup.exe* first to confirm the presence of Microsoft .Net 4.0 Client Profile.

- If .NET 4.0 was not previously installed, **the .NET 4.0 Installation may require the PC to be rebooted several times.**
- If .NET 4.0 is installed, the *.msi* installer automatically runs. Follow the Setup Wizard instructions on page 11.

Automatic Updates in Smartpoint

If you are using Travelport Smartpoint v2.3 or later, you can download new versions of Smartpoint automatically:

To automatically install Smartpoint updates:

1. From the **Tools** menu, select **Automatic Update Options**.
2. Click **CHECK NOW**.
3. Click **UPDATE**.
4. Click **OK** to confirm the installation.

Travelport Marketplace

To access Smartpoint installations from Travelport Marketplace:

1. Go to www.travelportmarketplace.com.



2. Click **Sign In** to enter your ASK Travelport user name and password. If you do not have ASK Travelport credentials, click **Register** to request registration instructions.
3. To locate the Smartpoint 7.1 installation icon, either:
 - In **Search Marketplace**, enter *Smartpoint 7.1* and click the search icon.

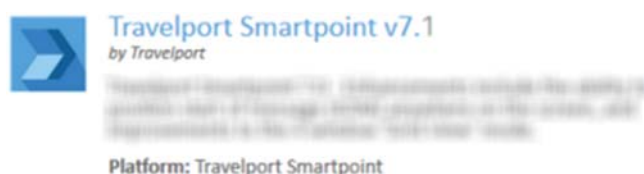
Search Marketplace 

- Click **BROWSE PRODUCTS** and select Travelport Smartpoint from the Platform list.

Browse Products

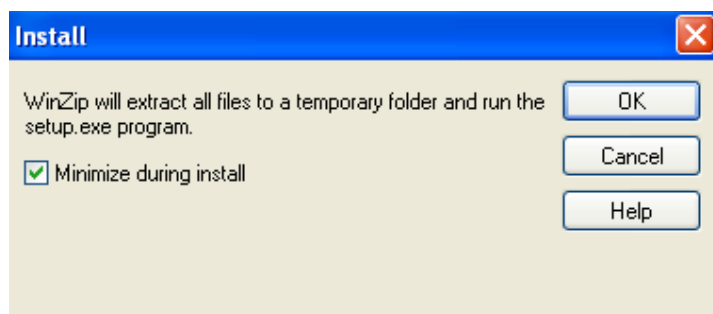
ALL	MORE MONEY	HAPPIER AGENTS	IMPROVED QUALITY	ENGAGED TRAVELERS	FEATURED PRODUCTS
PLATFORM ☒ Travelport Smartpoint ☐ Travelport Universal Desktop ☐ Mobile ☐ Stand Alone/Services					
GDS ☐ Travelport Galileo ☐ Travelport Apollo ☐ Travelport Worldspan					
PRODUCT CATEGORIES ☐ System and Content Setup ☐ Booking and Quotations ☐ Upselling ☐ Fulfillment and Financials ☐ Customer Communication ☐ Reporting					

4. Click the **Travelport Smartpoint 7.1** installation link to begin the download process.



Distributed Updates from ESD or a Network Servers

Smartpoint installation files may be obtained from your local portal or an automatic push from the Travelport ESD (Electronic Software Distribution) site. With this distribution, the Installation file may include extraction of the files as part of the installation.



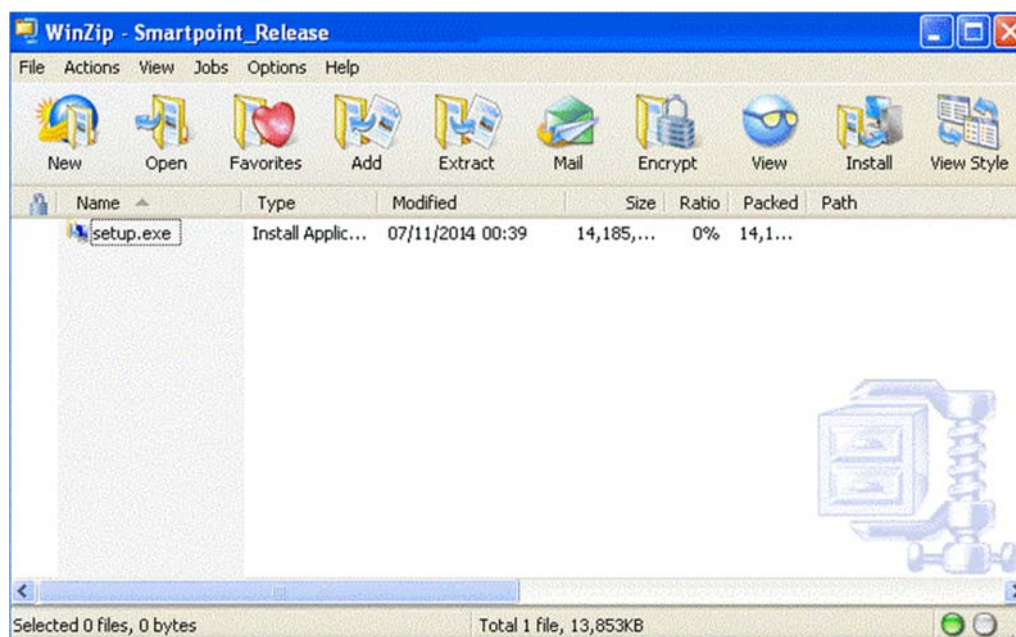
Manual Updates

The Smartpoint installation files are typically distributed as a compressed Zip (.zip) file contains two files: *setup.exe* and the *.msi* installer. Before you install, you will need to:

- Extract the installation files from the Zip file.
- Confirm that your installation files are not encrypted.

Extracting the Installation Files

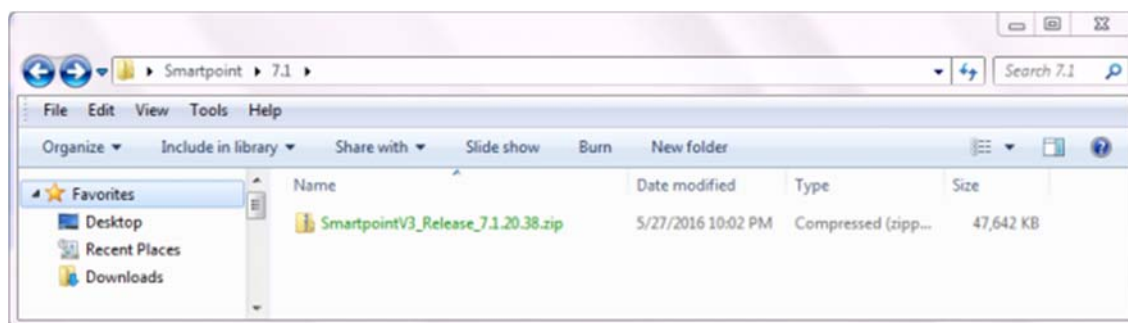
1. Open the **Zip** file.



2. Click the **Extract** icon or click **Extract all files** from the menu.
3. Click **OK** to extract all files in the folder and begin the installation. Follow the Setup Wizard instructions on page 11.

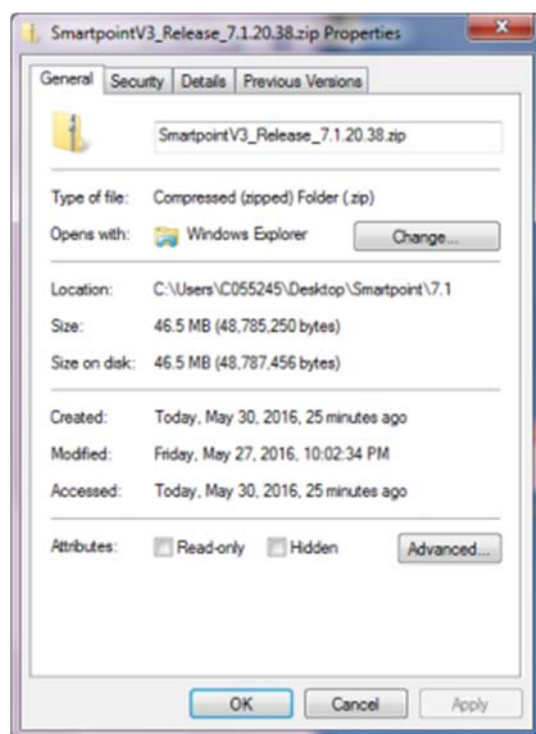
Unencrypting the Installation Files

Internal Travelport employees may have had their files encrypted. Before you begin the installation, confirm that your installation files are not encrypted; these folders and files display in **green**.



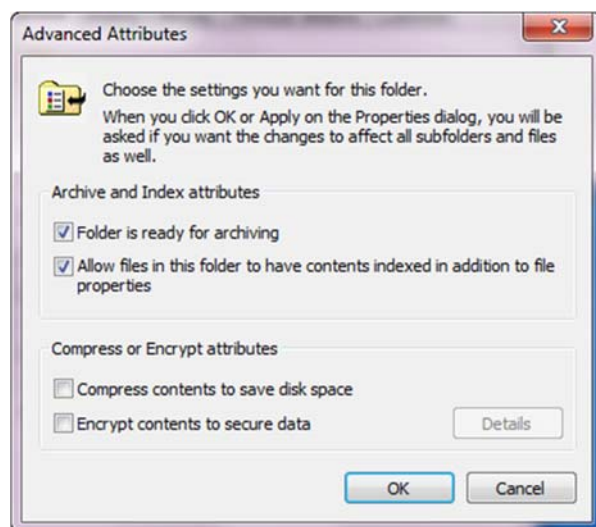
To unencrypt folders:

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



2. Click the **Advanced** button.

The Advanced Attributes dialog box is displayed.



3. Clear the **Encrypt contents to secure data** check box.
4. Click **OK** to display the Confirm Attribute Changes warning.



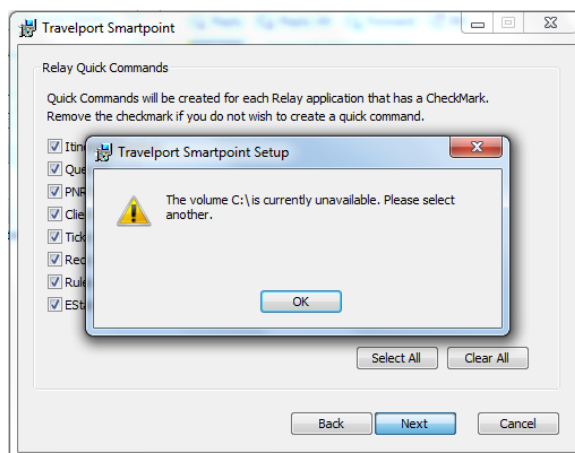
5. Select **Apply changes to this folder, subfolders and files**.
6. Click **OK**.

Disabling User Access Control

This step may be required if your machine has User Access Control (UAC) enabled or if you do not have administrative rights to your machine.

If one of following issues occurs, you will need to install Smartpoint manually as an administrator and/or disable User Access Control.

- While installing Smartpoint, this error message is displayed: *The volume C:\ is currently unavailable. Please select another.*



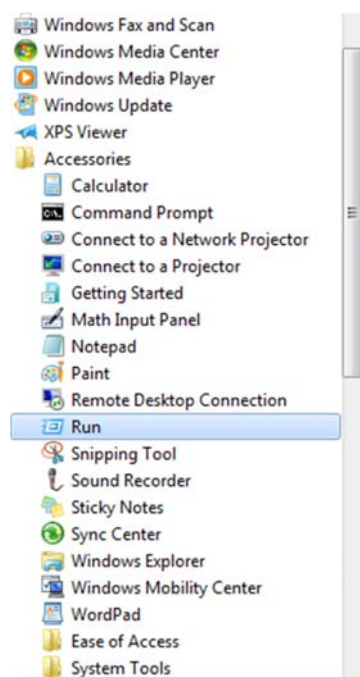
- While signing on to Galileo Desktop or Smartpoint fails to connect to the Apollo or Galileo host system.

A flashing message displays on the status bar in the bottom left corner of Galileo Desktop. The message indicates that Galileo Desktop is trying to connect to the Apollo or Galileo host system, but eventually fails.

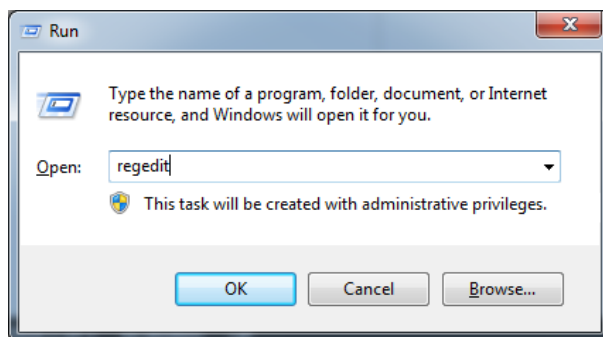
Error, Host Re-Connect Failed. Press CTRL+R to unlock keyboard.

To disable User Access Control (UAC):

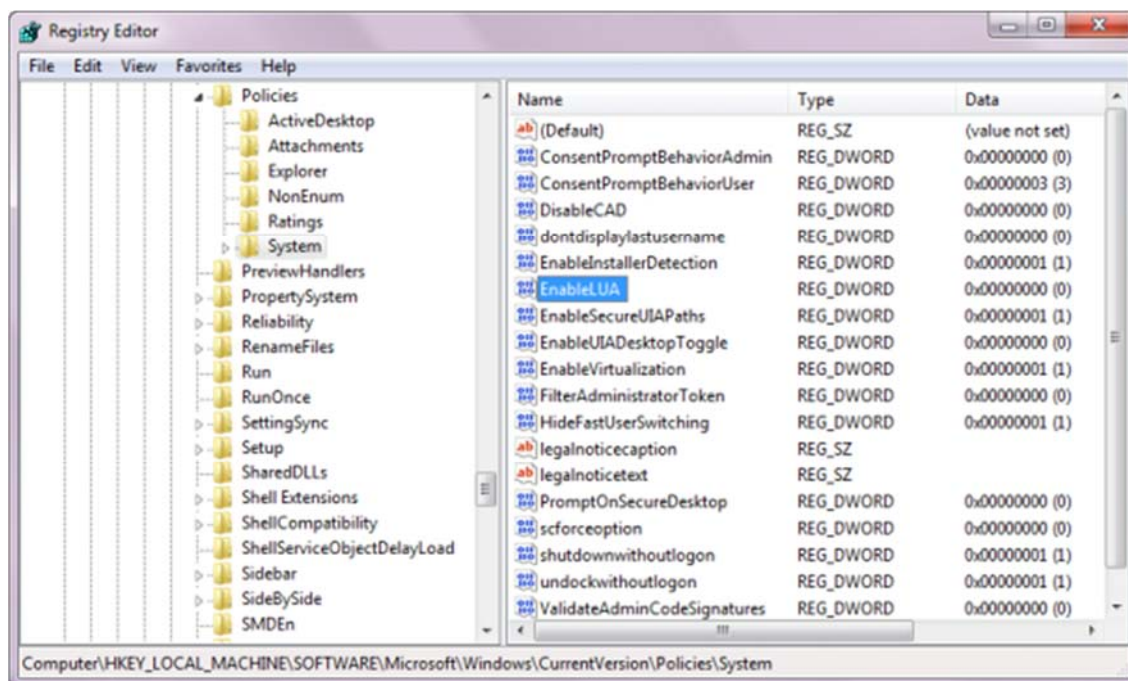
- Open the Run dialog box by either:
 - Pressing the **Windows + R** keys.
 - From the **Start** menu, selecting **Accessories**, then selecting **Run**.



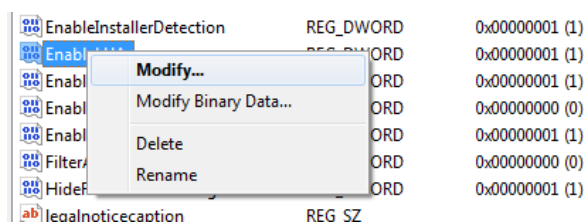
The Run dialog box is displayed.



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

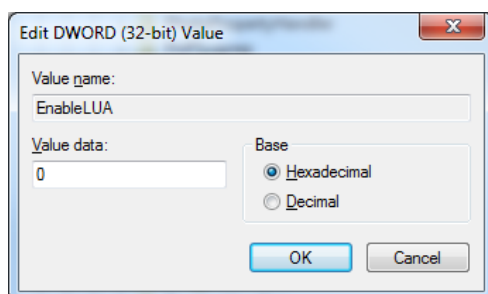


- Expand the tree on the left pane to browse to the registry field
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Policies\System.



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

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



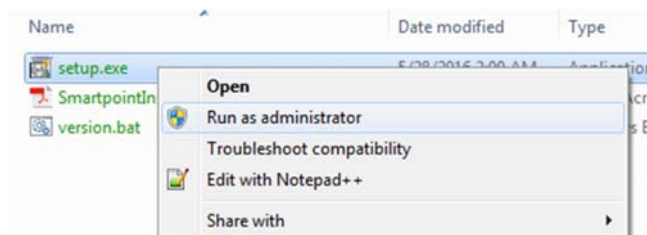
6. In **Value data**, enter **0**.
7. When prompted, restart your computer to apply the update.

Running the Manual Installation

In the extracted installation folder, run the installation executable.

1. *Optional.* If you do not have administrator access to your Program Files folder, you may need to specify setup.exe to be run with administrator access. If you are unsure if you have administrator access, also run setup.exe with administrator access.

Right-click **setup.exe** and select **Run as administrator**.

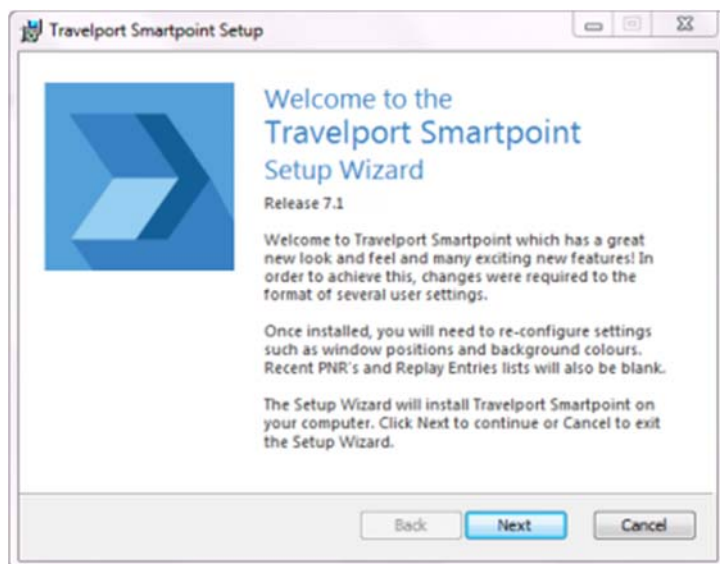


2. Double click the **setup.exe** file. (Ignore the msi file, which is called by the setup file.)
3. Follow the Setup Wizard instructions on page 11.

Installing Travelport Smartpoint

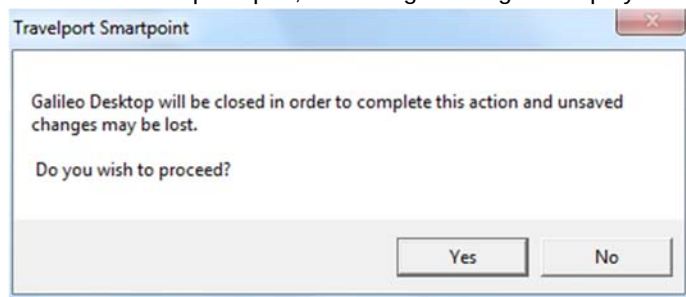
After you open the installation files, the Welcome window of the Travelport Smartpoint Setup Wizard is displayed.

- ⚠ You do not need to uninstall your previous version of Smartpoint. The previous version is uninstalled during the installation of Smartpoint v.7.1.



1. Click **Next**.

If Galileo Desktop is open, a warning message is displayed.



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

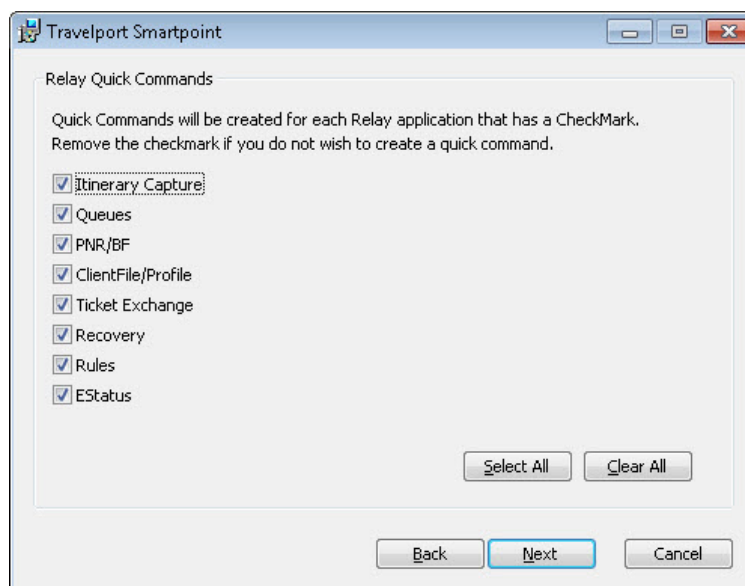
The License User Agreement dialog box is displayed.



3. Select **I accept the terms in the License Agreement**.
4. Click **Next**.

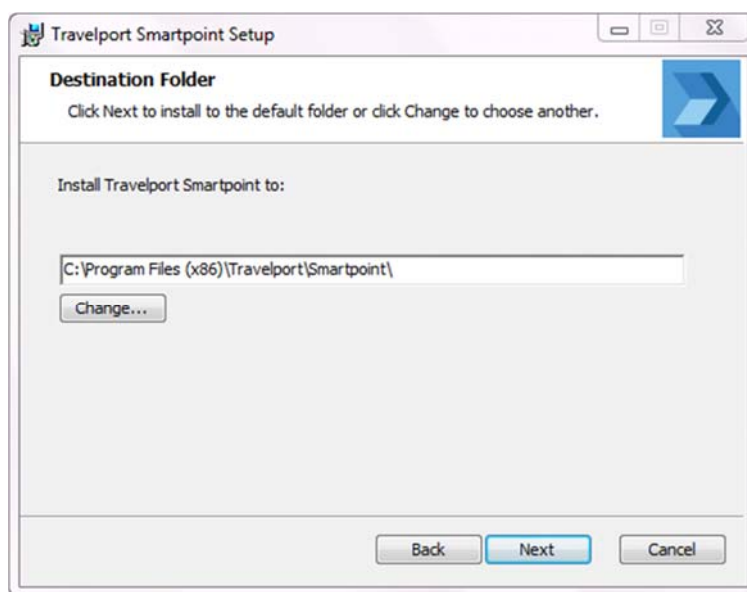
If Relay Quick Commands were previously installed on your desktop (via Galileo Desktop), the following dialog box is displayed.

Smartpoint v2.3 and later includes Relay. However, Relay is not installed in this Smartpoint installation. If Relay was not previously installed via Galileo Desktop, this dialog box does not display.



5. By default, all **Relay Quick Command** options are selected. Clear check boxes for any Relay applications that you do not want to load into Quick Commands.

The Destination Folder dialog box is displayed.



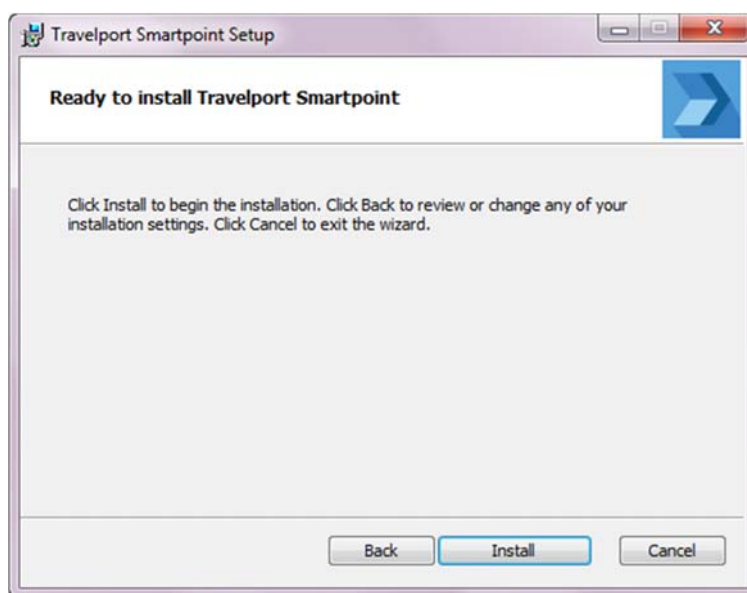
6. Select the location for the Smartpoint files.

- Click **Next** to install the Smartpoint files in the default folder. The usual location is in the **Program Files\Travelport** folder.

User data is stored in **the user\Local Settings\Application Data\Travelport_inc** and **user\Local Settings\Application Data\Travelport** folder, which is derived and not hard-coded to C: These locations typically work in Citrix environments.

- Click **Change** to browse for another location. After the location is selected, click **Next**.

The Travelport Smartpoint Installation window is displayed.

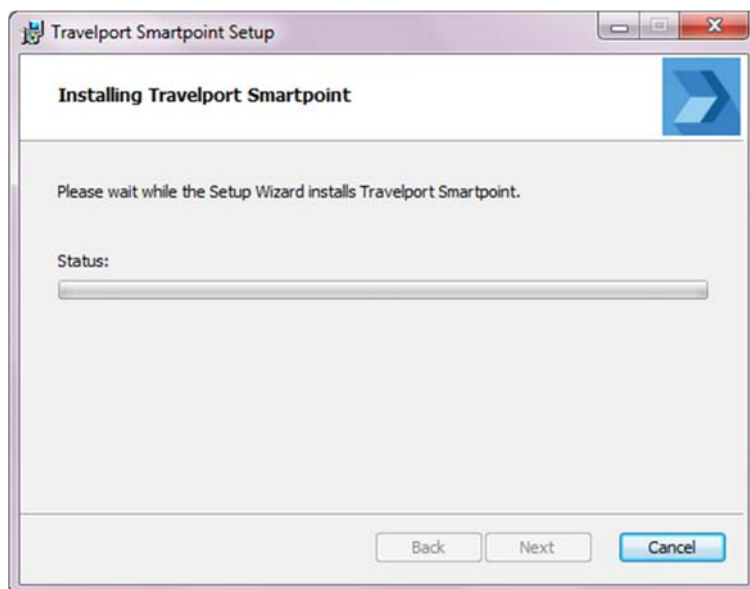


7. Click **Install**.

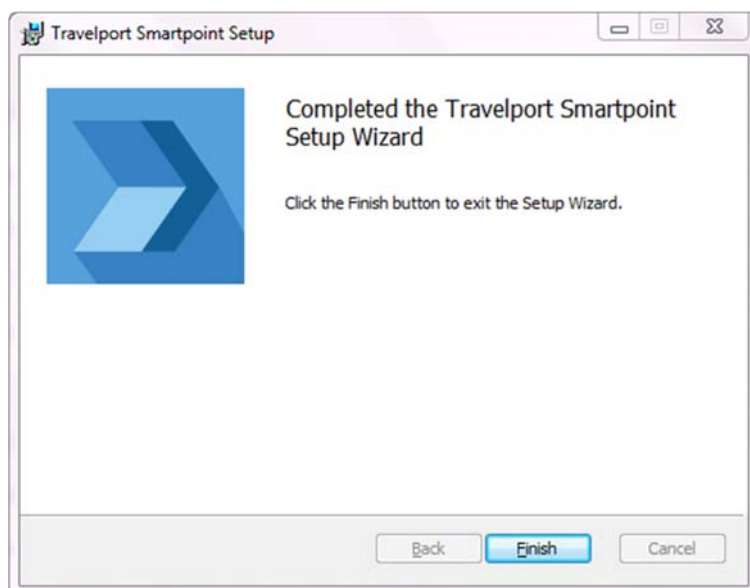
- ⚠ On Windows 7, you may receive a message to confirm the installation. Click **Yes** to accept the Smartpoint installation.

- ⚠ If the Setup Wizard determines that Microsoft .NET 4.0 or later must be installed, you may be required to reboot your PC several times during the .NET installation process.

The Status bar for the installation is displayed.



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



8. Click **Finish** to complete the installation and close the Setup Wizard.
9. Run Galileo Desktop. By default, you should see two windows at the top of Galileo Desktop: the PNR Viewer and the main Terminal Emulator screen.
10. When Focalpoint Windows is visible, click the new **Travelport**  icon in the toolbar. A new Desktop shortcut and Galileo Desktop toolbar button are created.

- ⚠ Because the .NET Framework needs to load in the memory, there may be a slight delay each time that you run Smartpoint after you boot up your PC.

⚠ If a previous version of Smartpoint was installed, a pop-up warning message may indicate that a corrupt file exists. Accept the message and launch Smartpoint again.

11. If desired, you can resize and adjust your windows. From the **Application** menu, select **Save Windows Positions** to store your new layout.
12. You can also change the fonts and other display items, and even add more terminal windows. From the **Application** menu, select **Application Settings**. After you change your settings, click **Save** to store your changes.

Testing the Smartpoint Installation

To test your Smartpoint installation:

1. Sign on to Galileo Desktop or to the Smartpoint Framework.
2. Make sure you are emulated to a valid PCC (Pseudo City Code). Typically, agents are preset to a particular PCC. To confirm your PCC, type **>QCA** to display the PCC.
3. Test point-and-click functionality to ensure that the Smartpoint Framework can properly access its internal database
 - a. Type any air availability command such as: **ABCNMAD**.
 - b. When air response is displayed, click on the airport codes and to confirm that they are decoded properly.

⚠ If no version of the .NET Framework existed on your machine before installation, you may see an error when you try to execute certain entries in Smartpoint:

Unable to load DLL 'sqlceme.dll'

To fix this problem, download and install the *Microsoft Visual C++ 2005 Redistributable* at:
<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=200b2fd9-ae1a-4a14-984d-389c36f85647&displaylang=en>

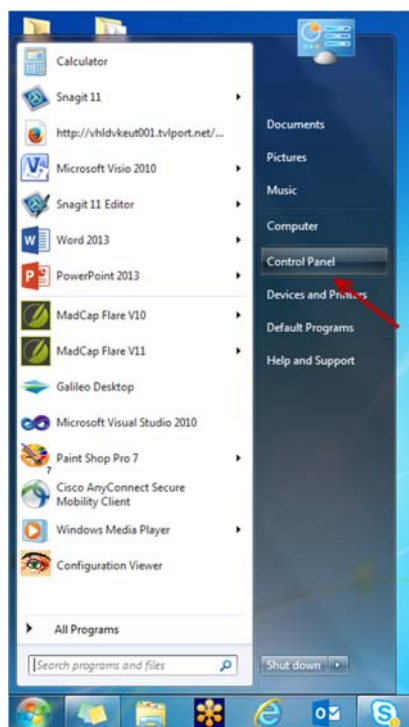
⚠ If Galileo Desktop is uninstalled and then re-installed on your machine, you will also then need to uninstall and re-install Smartpoint.

Uninstalling Travelport Smartpoint from Your Desktop

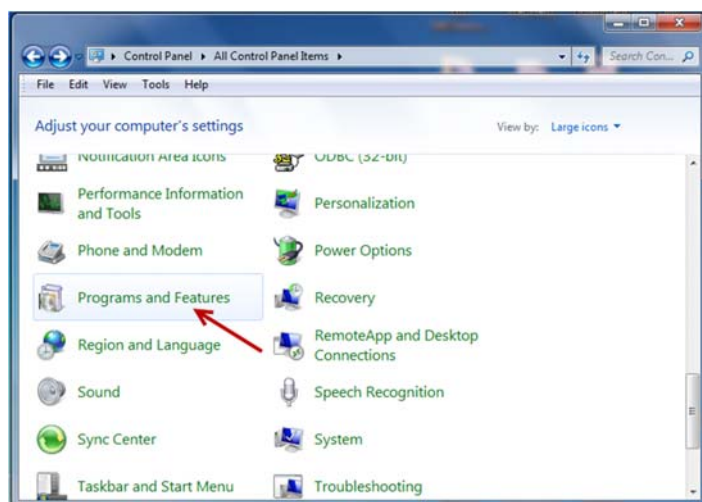
The process for uninstalling Travelport Smartpoint may vary slightly depending on your operating system. The following instructions apply to Microsoft Windows® 7.

To uninstall Travelport Smartpoint:

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

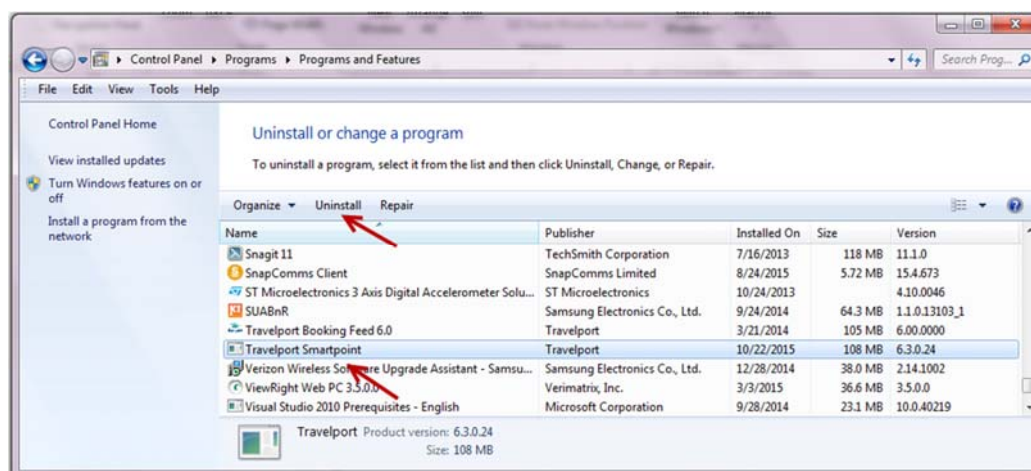


2. From the Windows **Start** menu, select **Control Panel** to display the Windows Control Panel. The Control Panel may display icons or categories, depending on your selected Control Panel view option.



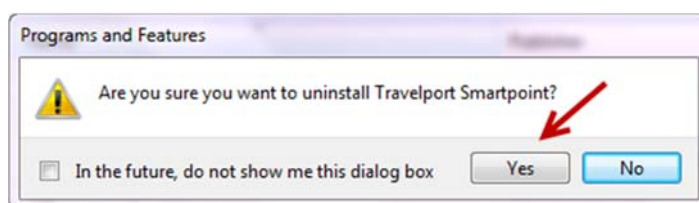
3. Click **Programs and Features**.

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



5. From the program list, select **Travelport Smartpoint**.

6. Click **Uninstall** to display the warning message.



7. Click **Yes** to confirm uninstalling Travelport Smartpoint.