

TRAVELPORT SMARTPOINT 12.0

Quick Installation Guide

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December 11, 2025

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INTRODUCTION

This guide provides instructions to install and uninstall Travelport Smartpoint 12.0 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 3 for more information about the installation options.

WHAT'S NEW

Between Smartpoint 11.7 and Smartpoint 12.0, the following updates apply.

Installation Updates

The following updates affect the installation process for Smartpoint 12.0.

Sign On with Multi-Factor Authentication (Travelport+ Only)

MFA is a two-step verification process designed to keep your account safer. As part of this process, a code is sent to your associated email address to authenticate your login.

While previous versions of Smartpoint Desktop required MFA for access to certain features and functions, Smartpoint 12.0 **requires** MFA access to sign on to Travelport+ (1G).

Note that the look-and-feel of the sign on screen is changed for Travelport Apollo (1V). However, MFA is not implemented for Apollo, and there is no change to sign on process.

Single Sign-On Access

Logging in to Smartpoint Desktop through your MyTravelport account allows you to access without any additional . When you log in, you automatically:

- Sign on to Travelport+ (1G).
- Access Smartpoint Desktop features that previously required a separate login, such as the Flight Search (NDC) plugin and European Rail.



- Access to support features in MyTravelport, including:
 - Automated reset for passwords and Client IDs (SSL thumbprints).
 - MyLearning tutorials and training registration, knowledge base articles, and community forums.
 - Online chats and case management.

Changes to Installation and Sign On

Using MFA in Smartpoint 12.0:

- Requires a unique email associated to an individual account in MyTravelport. See “Creating a MyTravelport Account” on page 7 for details.
If you do not already have a MyTravelport account, it is **strongly recommended** to create an account before you begin to install Smartpoint 12.0 because your account needs to be approved before use.
- Adds a new confirmation screen to the Smartpoint Desktop installation (page 22).
- Adds a new step to the first-time sign-on process to set up your credentials and default PCC. See “Signing On for the First Time” on page 29.
- Requires two new permitted addresses for firewalls or other security systems: **<https://spdauth.travelport.com>** and **<https://spdauth-pp.travelport.com>**.
For most agencies, technical personnel will need to permit these addresses. See “Setting Permitted Addresses” on page 13 for more information.

WebView2 (Technical Audiences only)

WebView2 is replacing CefSharp for browser controls in Smartpoint 12.0. If WebView2 cannot be used, browsers will back up to CefSharp.

See the [Technical Installation Guide](#) for Smartpoint 12.0 for more information.

Confirming Updated Drivers

Important! Always ensure that all Microsoft Windows drivers are updated before installing Smartpoint Desktop. Outdated drivers can cause issues with some features and functionality, including the NDC plugin.

For instructions and more information, see these options in the [Microsoft Support](#) site:

- [Update drivers manually in Windows](#)
- [Automatically get recommended drivers and updates for your hardware](#)

Note: Your agency may limit permissions to driver updates, or your agency’s technical support team may manage these updates. Be sure to confirm with your technical support team before updating.

Feature Updates

Updates and fixes to features and functionality were added to the Smartpoint product for the Smartpoint 12.0 release. For details, see *PA 4569: (Internal Only) Travelport Smartpoint 12.0* 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 Quick Installation Guide* is included with the Smartpoint 12.0 installation.
- Installation guides and downloads for the **latest version of Smartpoint** are available on the respective product pages in [Travelport Marketplace](#). Click the SUPPORT tab, which is displayed after you log in.
 - [Travelport Smartpoint 12.0](#) (updates only)
 - [Travelport Smartpoint 12.0 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 Guides for the Galileo Desktop/Smartpoint Bundled Installation](#)

Note: Both Travelport Marketplace and the Travelport Knowledge Base require a MyTravelport username, password, and multi-factor authentication (MFA) code to access. 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	Installation for both Galileo Desktop 2.60.3 and Travelport Smartpoint 12.0. 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.	Three guides support this installation. • For agents, there are two guides to provide instructions for installing the bundled installation on a single desktop: – 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	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.	This guide supports the Quick Installation of Travelport Smartpoint and provides minimal installation instructions. See the <i>Standard Desktop Installation Guide</i> for more information about installing Travelport Smartpoint on a desktop.
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.	Two guides support this installation: • 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	Both the bundled Galileo Desktop/Smartpoint and Travelport Smartpoint installations can be installed in distributed environments and through mass installations.	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.



WHAT IS THE QUICK INSTALLATION?

The Quick Installation is a 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 24).

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 • Theme (Classic or Flex Windows) • Preferred font and color scheme All Relay Quick Commands for Travelport+ (1G) 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 Guide* for more information.

Note: You do not need to uninstall your previous version of Travelport Smartpoint. The previous version is uninstalled during the installation of Smartpoint 12.0.

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](#).

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 16 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 12.0, 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*.



- All Microsoft Windows drivers are updated before installing Smartpoint Desktop. Outdated drivers can cause issues with some features and functionality, including the NDC plugin. For instructions and more information, see these options in the [Microsoft Support](#) site:
 - [Update drivers manually in Windows](#)
 - [Automatically get recommended drivers and updates for your hardware](#)

Note: Your agency may limit permissions to driver updates, or your agency's technical support team may manage these updates. Be sure to confirm with your technical support team before updating.

Creating a MyTravelport Account

Multi-factor authentication (MFA) is new to Smartpoint Desktop 12.0. MFA is a two-step verification process designed to keep your account safer. As part of this process, a code is sent to your associated email address to authenticate your login.

While previous versions of Smartpoint Desktop required MFA for access to certain features and functions, version 12.0 **requires** MFA access to sign on to Travelport+ (1G), as well as access to MyTravelport and other products that use Travelport's universal login.

Because your MyTravelport account needs to be approved before use, it is **strongly recommended** to create a MyTravelport account before you begin to install Smartpoint 12.0.

Tip! You can use the email prompt in recent versions of Smartpoint Desktop to add your email address.

Confirming Your Agency's Registration Method

Depending on your agency's preference, you may or may not be able to create your own MyTravelport account.

- If your agency does not permit self-registration, your agency has a MyTravelport administrator with permissions to create agent accounts. This administrator should provide your MyTravelport credentials.
- If your agency permits self-registration, you can create your own account. However, depending on your agency's preference, an agency administrator may need to approve your self-registration.

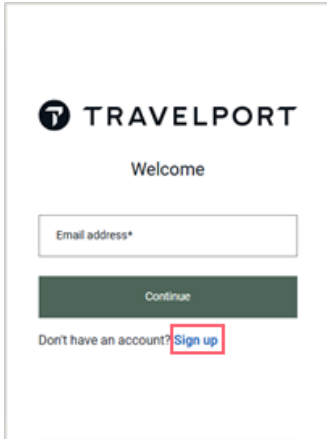


Self-Registering for MyTravelport

If your agency allows self-registration, you may or may not need confirmation from your agency's MyTravelport administrator.

To self-register a MyTravelport account:

1. Go to <https://my.travelport.com>.



2. From the Welcome screen, click **Sign up**.

For additional instructions on registering with or without an administrator, see [Access MyTravelport](#) in the [MyTravelport Help](#).

Important! The email address of your new MyTravelport account must be:

- A unique address that is not used by any other agent.
If you do not have an individual email address or are unsure of the address to use, please contact your agency administrator or your Travelport representative.
- A work email address with the domain of your agency or organization.
- The same address that is associated to your Smartpoint Desktop account.

See the [Smartpoint Desktop Help](#) for instructions to [view or change your email address](#).



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.

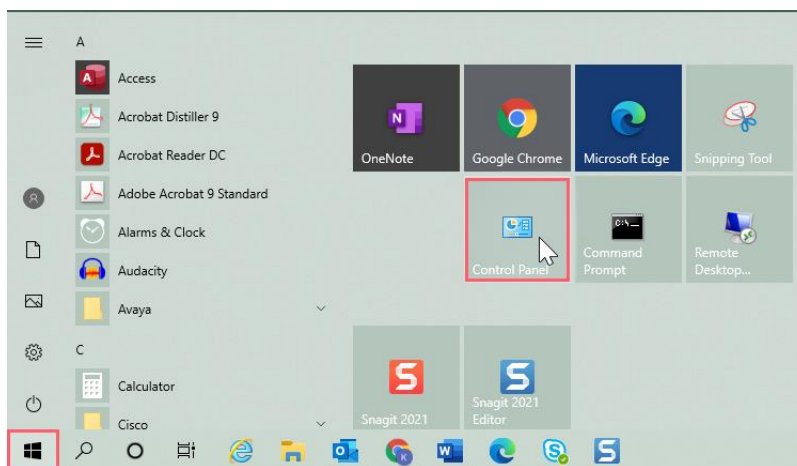
To uninstall Custom Trip Quote:

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.

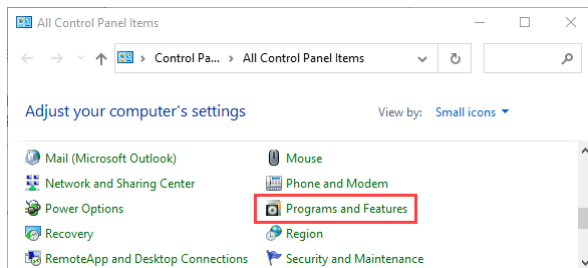
3. Click the **Start**  icon to open the Windows Start menu.



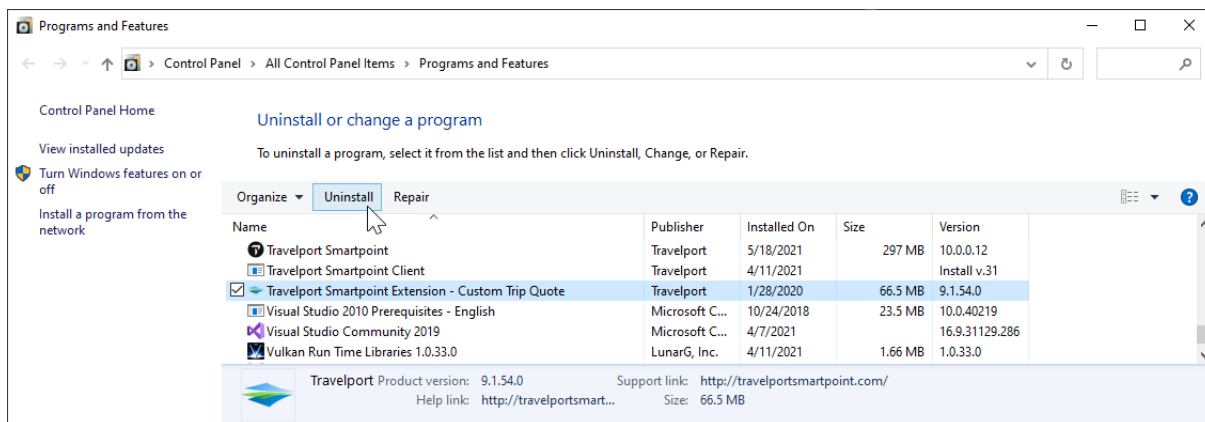
4. From the Start menu, select **Control Panel** to display the Windows Control Panel. The Control Panel is also located in the table of contents in W > Windows System.



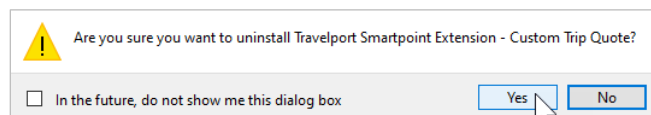
The Control Panel may display icons or categories, depending on your selected Control Panel view option.



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



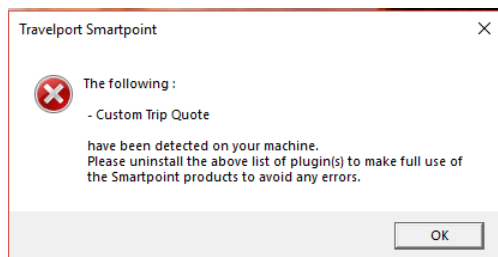
6. From the program list, select **Travelport Smartpoint Extension - Custom Trip Quote**. A confirmation message is displayed.



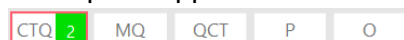
7. Click **Yes** to confirm. An uninstall window displays briefly, but does not require any additional interaction.

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

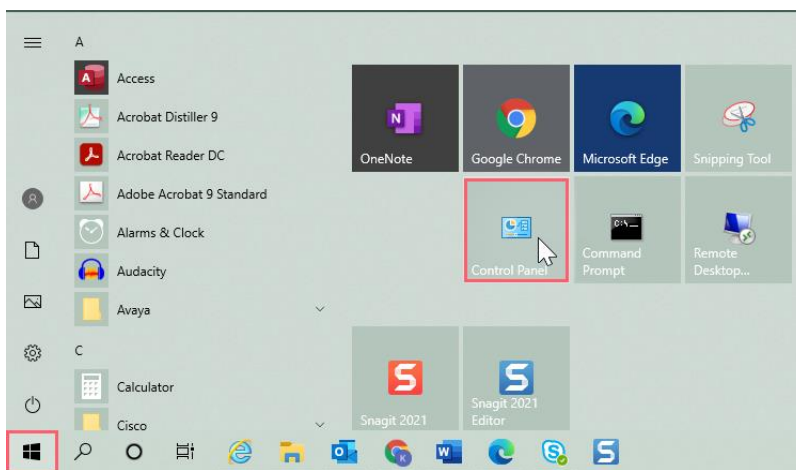
May be required for updates from Smartpoint 9.1 and earlier.

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.

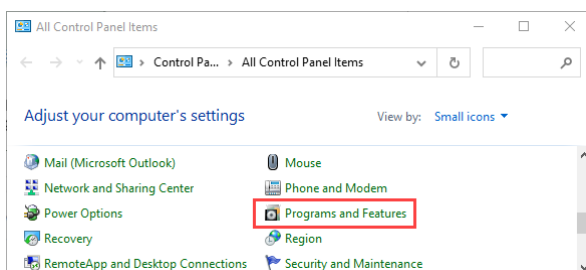
To uninstall the NDC Web Plugin:

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.

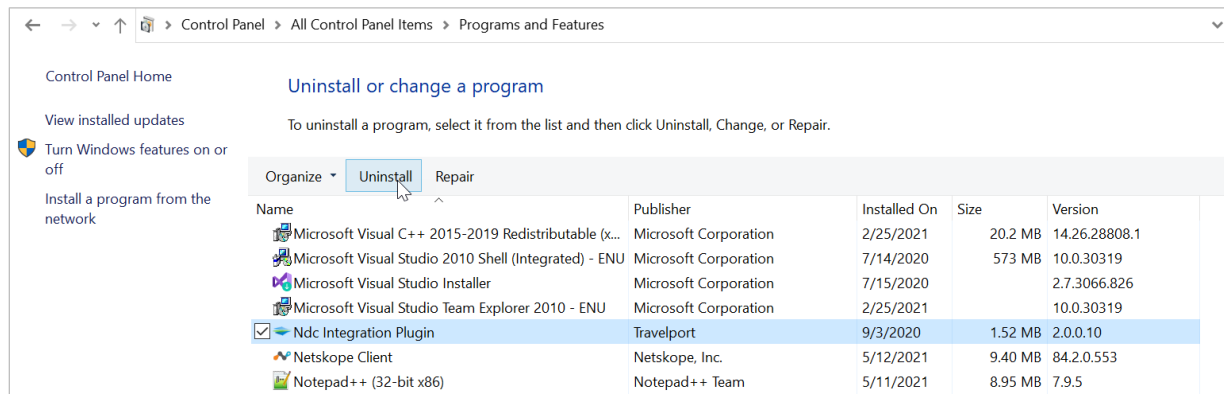
The Control Panel may display icons or categories, depending on your selected Control Panel view option.



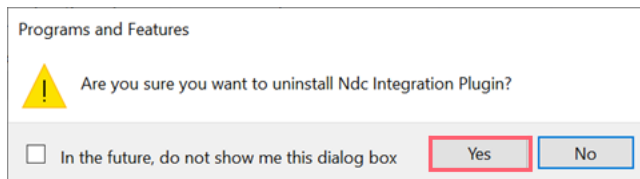
3. Click **Programs and Features**.



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.

Setting Permitted Addresses

Agencies should ensure that the following URLs are permitted with unrestricted access for firewalls or other security systems. For most agencies, technical personnel will need to permit these addresses.

For more information, see the “Destinations Used by Smartpoint” section in the *Technical Installation Guide* for Smartpoint 12.0.

- *.travelportmarketplace.com
- *.galileo.com
- *.travelport.com
- *.wspan.com
- *.vfmii.com
- *.iceportal.com
- *.usertrust.com
- *.comodo.net
- *.comodoca.com
- *.sectigo.com
- *.digicert.com
- dc.services.visualstudio.com
- dc.applicationinsights.microsoft.com
- edge-smartpoint.travelport.com
- edge.webservices.travelport.com
- api.tripadvisor.com
- a-zonconnect.hotelzon.com
- travelport.leonardocontentcloud.com
- virtualearth.net
- platform.maps.glb dns2.microsoft.com
- maps.googleapis.com
- https://whatfix.com/*
- https://cdn.whatfix.com/*
- https://cdn.whatfix.com/org_desktop_release/4780a405-b588-404b-9d6b-831f9fc17ff3/manifest.json
- https://spdauth-pp.travelport.com
- https://spdauth.travelport.com

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 12.0.



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.

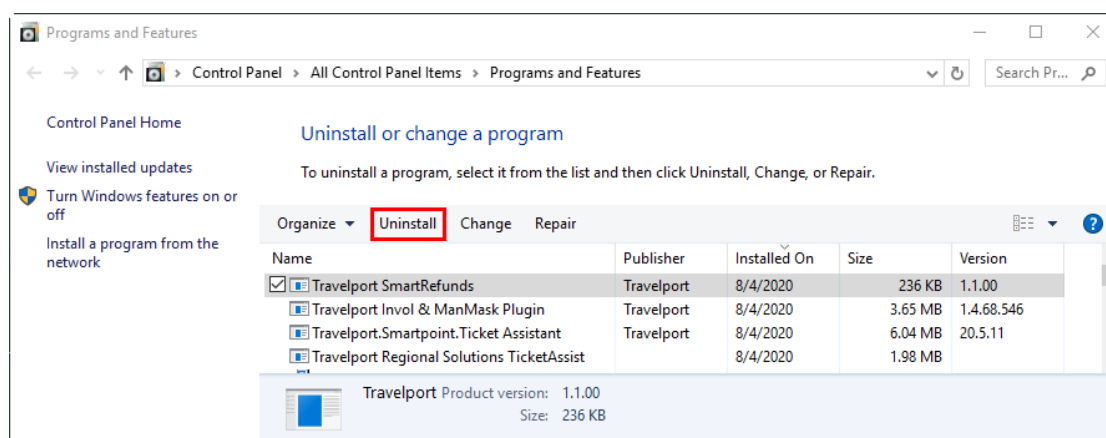
Updates for Assisted Ticketing

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)

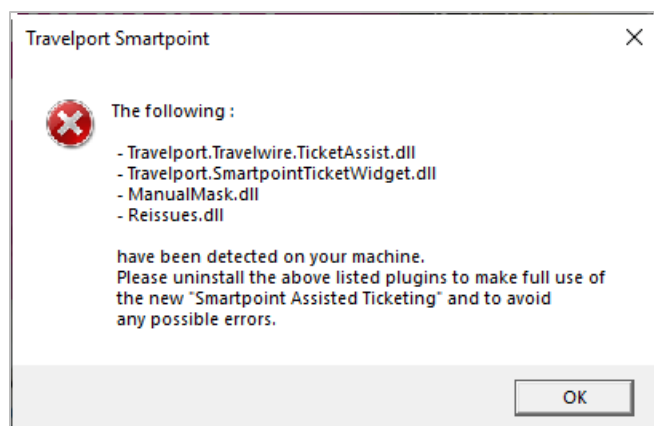
The Programs and Features display in the Windows Control Panel can be used to remove the listed software. See “Uninstalling Custom Trip Quote” on page 9 for instructions to access the Programs and Features display.

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





If the obsolete plugins are not removed, Smartpoint 12.0 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, password, and multi-factor authentication code (MFA).



TECHNICAL REQUIREMENTS

Please confirm the following software, hardware, and system requirements before installing Travelport Smartpoint 12.0. 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 *Technical Installation Guide* for Smartpoint 12.0 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: • x86 • x64
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: 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: • 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	• 32-bit: 64 GB available hard disk space • 64-bit: Available hard disk space: – 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.



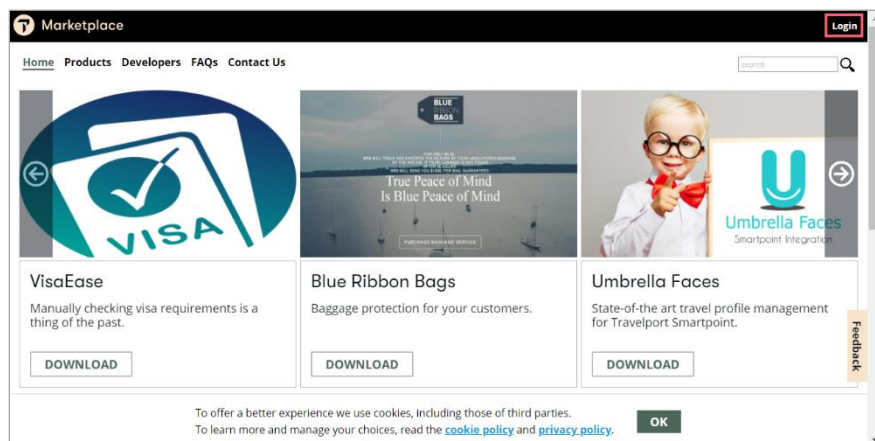
Screen Resolution	Minimum: 1360 x 768 Recommended: 1920 x 1080
Recommended Graphics Processor	Supports DirectX 9
Operating System	The Microsoft® Windows operating system must: • Support Microsoft .NET Framework 4.8 or later. • Be currently supported by Microsoft. The following lists contain general information 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>. Recommended Operating Systems These operating systems are recommended for individual machine installations: • Windows 10 22H2 (2022 Update) • Windows 11, all versions except Windows 11 Student (11SE) Obsolete Operating Systems These systems are no longer supported by Microsoft. Travelport does not test these systems, and cannot guarantee full functionality. • Windows 7 • Windows 8.0 and 8.1 • Versions of Windows 10 earlier than 22H2 (2022 Update) Incompatible Operating Systems The following operating systems are NOT compatible with Smartpoint. Travelport does not support these systems, and cannot guarantee full functionality. • Parallels Desktop® for Mac • Windows 10 Student (10S) • Windows 11 Student (11SE) Recommended Servers • Windows 2016 Server • Windows 2019 Server • Windows 2022 Server Note: Windows Server version 1709 is not supported. Obsolete Servers These servers are no longer supported by Microsoft. Travelport does not test on these servers, and cannot guarantee full functionality. • Windows Server 2008 R2 • Windows 2012 and Windows 2012 R2



DOWNLOADING TRAVELPORT SMARTPOINT

Note: The beta release of Travelport Smartpoint 12.0 is available only as a download from Travelport Marketplace.

1. Go to www.travelportmarketplace.com.



2. Click **Login** to display the Welcome screen.

TRAVELPORT

Welcome

Email address*

Continue

Don't have an account? [Sign up](#)

3. In **Email address**, enter the email address associated to your [MyTravelport](#) account.
4. Click **Continue** to display the Password screen.

TRAVELPORT

Enter Your Password

Password*

Continue

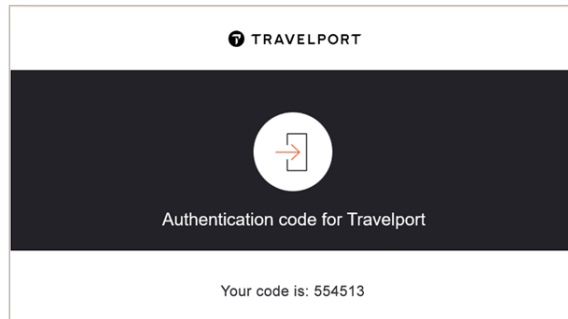
[Forgot password?](#)
[Having problems logging in?](#)

Don't have an account? [Sign up](#)

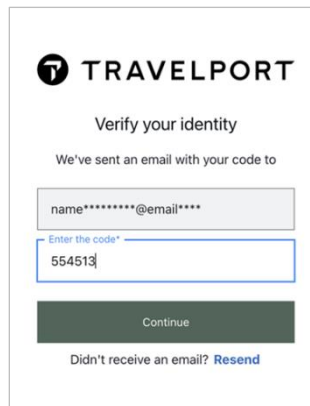


5. In **Password**, enter the password for your MyTravelport account.

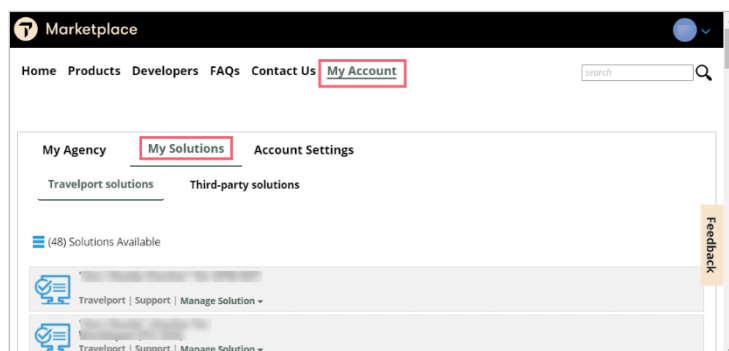
Travelport sends an email to the email address associated with your MyTravelport profile. The subject line of the email is: *Your authentication code*.



The Verify screen is displayed in Travelport Marketplace.



6. In **Enter the code**, enter the six-digit multi-factor authentication code (MFA) from the email.
7. Click **Continue** to redisplay the Travelport Marketplace home page.
8. To locate the Travelport Smartpoint 12.0 Beta installation, either:
 - Link directly to the installation page on Travelport Marketplace at: <https://www.travelportmarketplace.com/Product/Travelport-Smartpoint-120-Beta>.
 - Click **My Account**, then click **My Solutions**. Then, select **Travelport Smartpoint 12.0 Beta** from the list of available options.

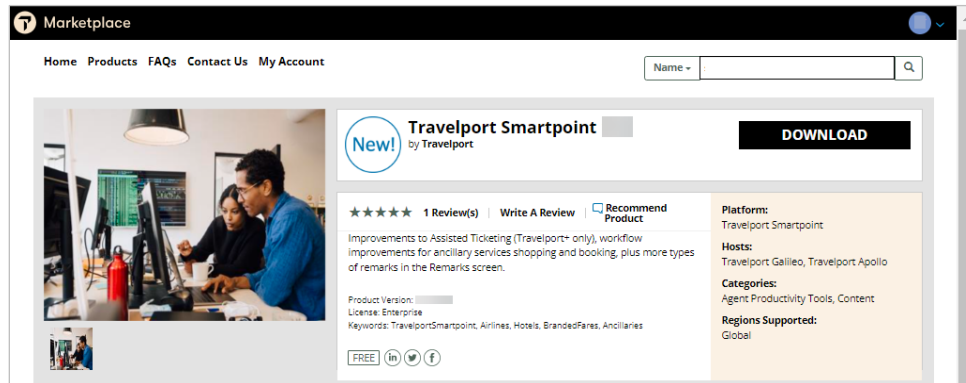




Tips!

- If *Travelport Smartpoint 12.0 Beta* is not displayed in the Travelport solutions list, your Travelport Smartpoint Administrator may not have ordered the installation for your agency.
- You may be directed by your agency to download from another regional or custom installation for Smartpoint 12.0.

The Travelport Smartpoint 12.0 Beta download page is displayed.

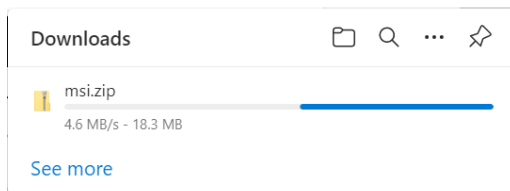


9. If your Travelport Smartpoint Administrator has ordered the new version of Smartpoint, click **DOWNLOAD NOW** to open or download the Travelport Smartpoint Zip file to your computer.

Tip! If you see ORDER NOW instead of DOWNLOAD NOW, either:

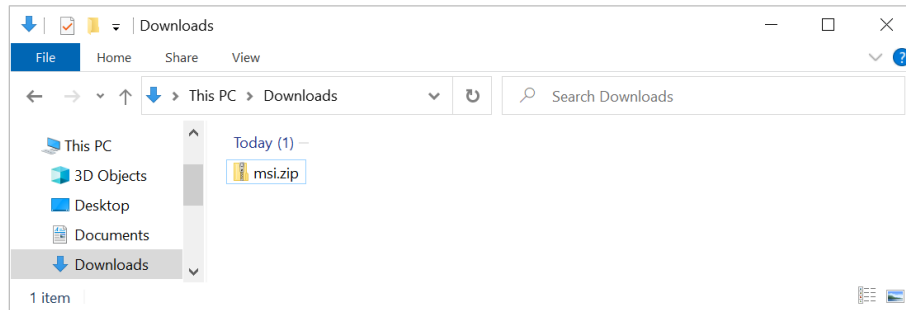
- You are not signed in to Travelport Marketplace.
- Your Travelport Smartpoint Administrator has not ordered this Smartpoint update for your agency.

An option to open or save the download files may display. Depending on your browser, these download options may vary.





10. By default, the files are saved to the *Downloads* folder on the Windows Desktop.



Travelport Smartpoint downloads the installation files with a Zip file.

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

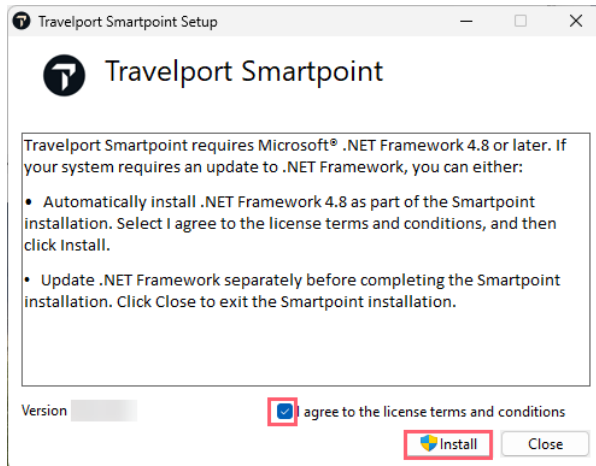
- Extracting the installation files from the Zip file.
- Confirming that your installation files are not encrypted.
- Disabling User Access Control (UAC) if your machine has UAC enabled or if you do not have administrative rights to your machine.



INSTALLING TRAVELPORT SMARTPOINT

⚠ You do not need to uninstall your previous version of Smartpoint. The previous version is uninstalled during the installation of Smartpoint 12.0.

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



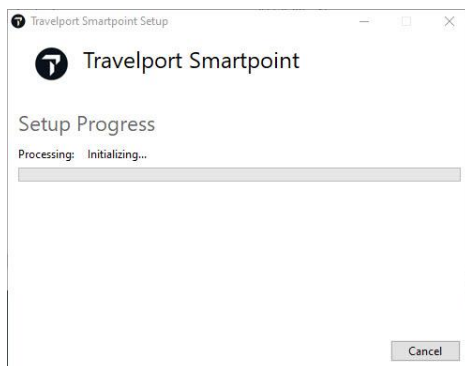
Smartpoint 12.0 includes a software update for Microsoft .NET Framework to version 4.8. If .NET Framework 4.8 or later was not previously installed on your system, you will need to update .NET Framework.

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.

If the Smartpoint installation detects that:

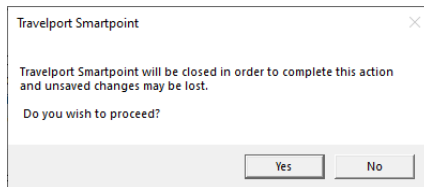
- An update is not required, the End-User License Agreement in Step 2 is displayed.
- An update is required, the setup progress screen is displayed.



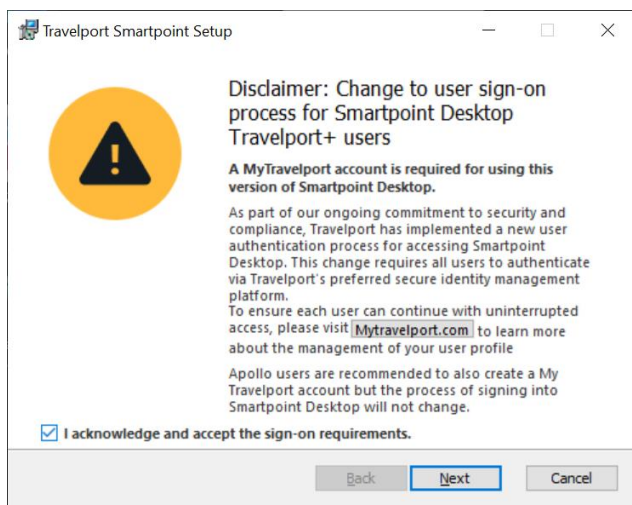
Notes for .NET Framework Updates:



- 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.



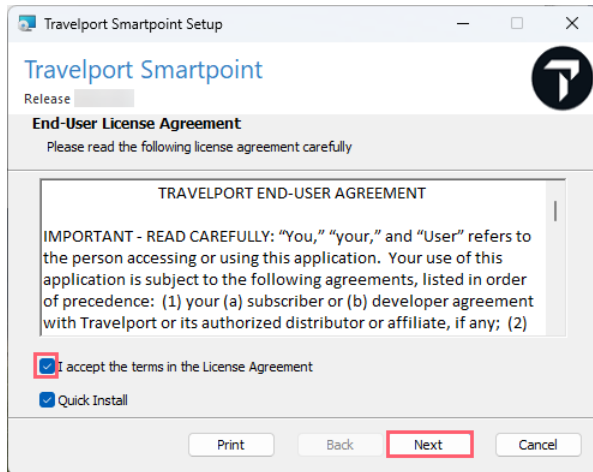
After the Travelport Smartpoint installation determines your system requirements, the Disclaimer screen is displayed.



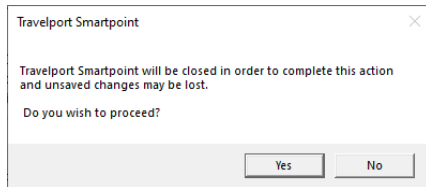
2. *If you have not yet created an account on MyTravelport.* Click the **MyTravelport.com** link in the disclaimer message to learn more about registration.

However, because your MyTravelport account needs to be approved before use, it is **strongly recommended** to create a MyTravelport account BEFORE you begin to install Smartpoint 12.0. For more information, see “Creating a MyTravelport Account” on page 7.

3. Select **I acknowledge and accept the sign-on requirements** to confirm that you understand the new multi-factor authentication (MFA) requirements for signing on.
4. Click **Next** to display the License User Agreement dialog box.



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.

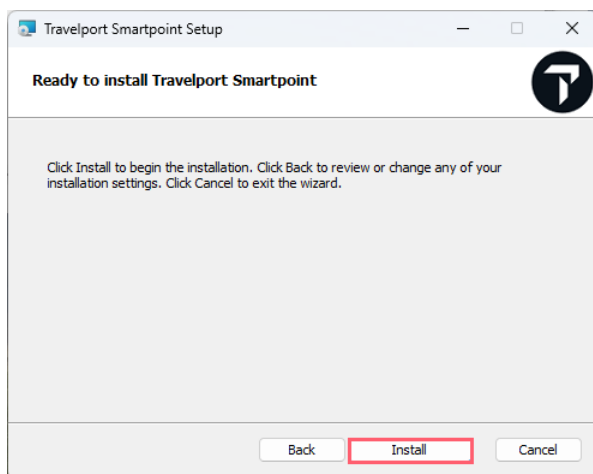


5. Select **I accept the terms in the License Agreement**.
6. Confirm that **Quick Install** is selected.

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

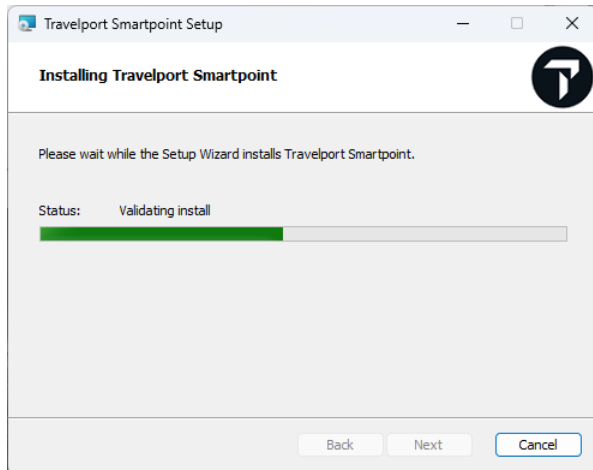
7. Click **Next**.

The Travelport Smartpoint Installation window is displayed.

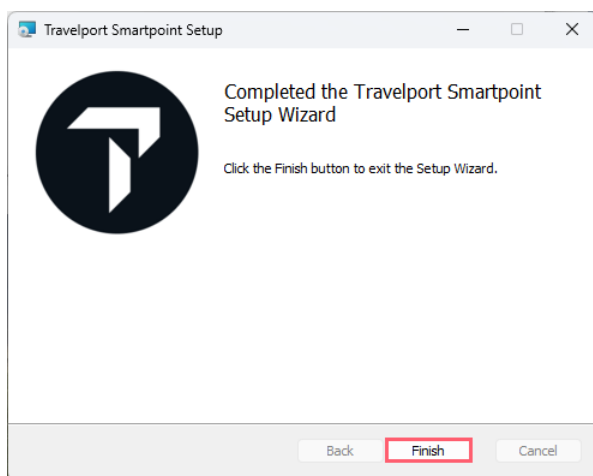


8. Click **Install** to display the Status bar.

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.



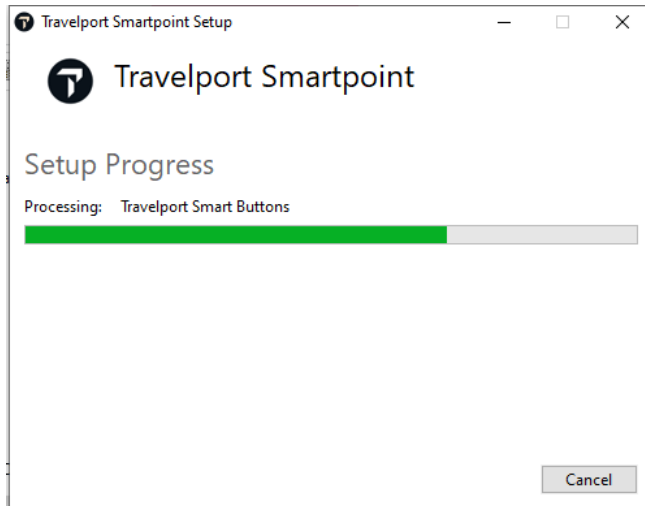
9. Click **Finish** to complete the installation of Travelport Smartpoint 12.0.

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:

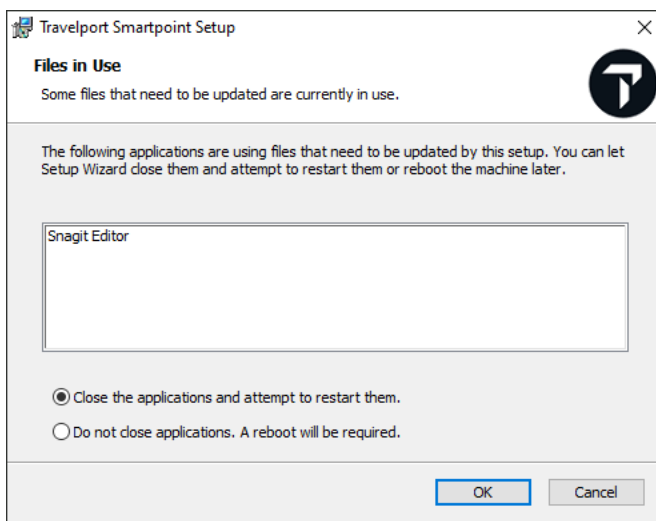
- If your system is already running the current 3.0.3.1 version of Galileo SSL Client. Galileo SSL Client 3.0.3.1 is also available as a separate installation on Travelport Marketplace at <https://www.travelportmarketplace.com/Product/Galileo-SSL-3031>.
- No versions of Galileo SSL Client are detected 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.

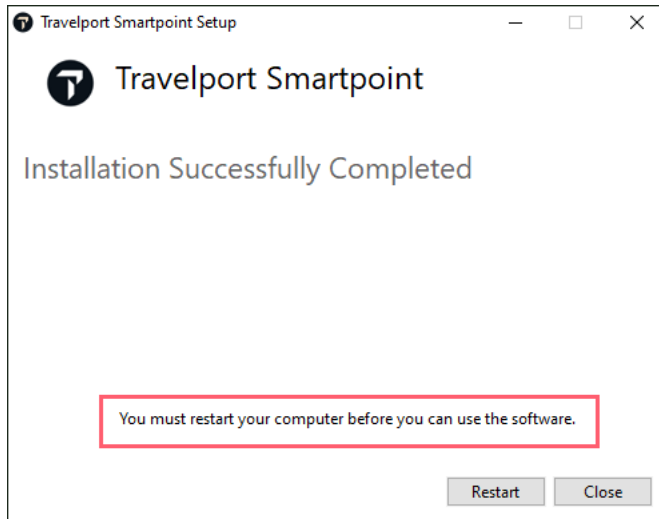
10. *If applicable.* If the Smartpoint installation detects files or software that are currently open that may conflict with the installation, a screen indicates the software.



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.



11. Depending on your setup requirements you may or may not receive 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 12.0 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 12.0 without restarting your computer



LAUNCHING SMARTPOINT FOR THE FIRST TIME

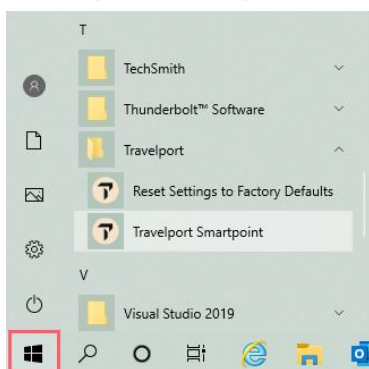
After you install Smartpoint, you can run the newly installed software. This step varies if standalone Smartpoint is activated for your implementation of Travelport Smartpoint.

- ⚠ 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:

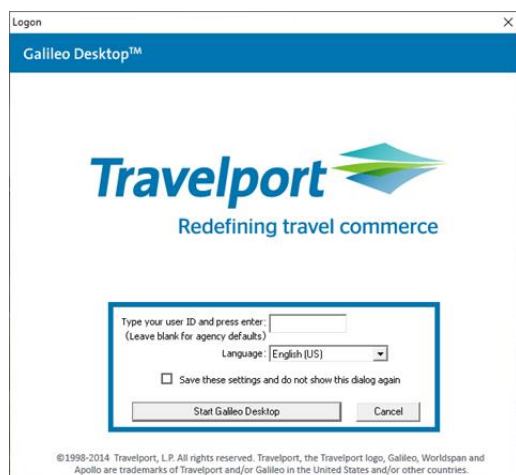
12. Open Smartpoint by either:

- 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](#).





13. *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.

14. Click **Start Galileo Desktop** to display the Smartpoint Sign On window.

Note that the Sign On window differs in Smartpoint 12.0 for Travelport+ and Apollo sign on.

SIGNING ON FOR THE FIRST TIME

The initial sign on process for Smartpoint 12.0 differs between Travelport+ (1G) and Apollo (1V).

Signing On with Apollo

After launch Smartpoint Desktop, the sign on screen is displayed. For Smartpoint 12.0, the sign on screen has a new look, but the functionality is the same.

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

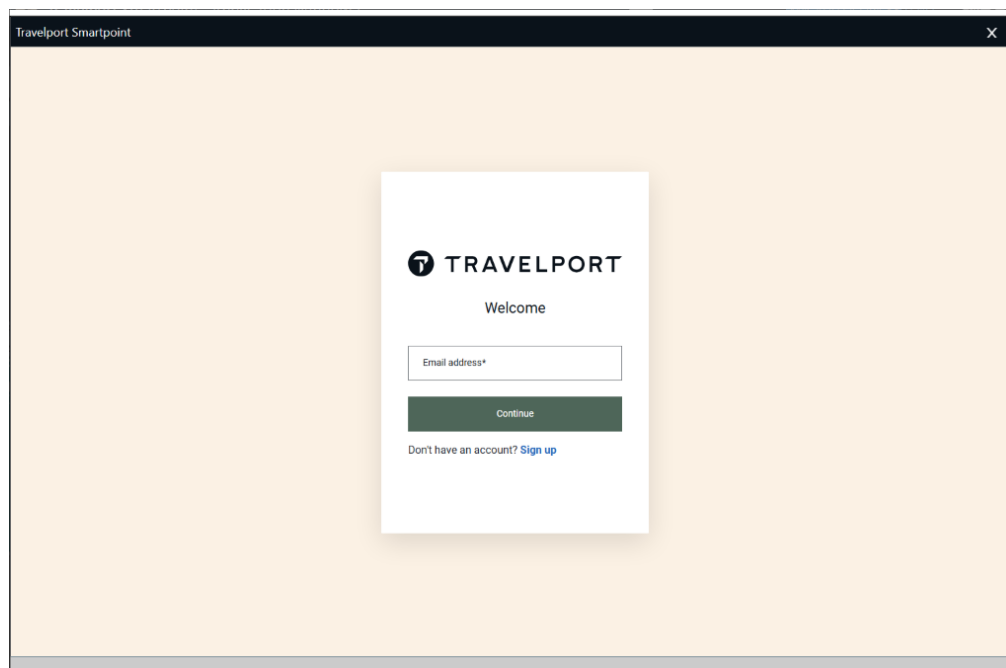
- For a tutorial, see *Enhanced sign-on for Smartpoint 9* in [LEARNING Smartpoint Snippets](#) in the [Travelport Knowledge Base](#). Log on to the Knowledge Base with a [MyTravelport](#) username, password, and multi-factor authentication code (MFA).
- For instructions, see [Signing On for the First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



Signing On with Travelport+

For Travelport+, a new initial sign-on workflow accommodates MyTravelport credential requirements for multi-factor authentication (MFA).

1. After you launch Smartpoint 12.0 for the first time after installation, the Welcome screen is displayed.



2. In **Email address**, enter the email address associated with your MyTravelport account.
You must have a unique email address that is a work address, typically with your agency's domain name.
3. *If applicable*. If you do not already have a MyTravelport account, can click **Sign up** to register.
Tip! You can complete the installation without a MyTravelport account. However, you will not be able to sign on until your registration is complete. Because of the time required for account approval, it is strongly recommended to pre-register to avoid interruption in access. See “Creating a MyTravelport Account” on page 7.
4. Click **Continue** to send a one-time password (OTP) to your email address.
Currently, an email OTP is the only authentication method offered for Smartpoint 12.0, although additional authentication methods are planned for future releases.

Note: There is an exception to an email (OTP) as the method for authentication. If your agency shares the same Identity Provider as Travelport, and you have the same email address for both Travelport and your agency, your agency's default authentication method may override.



The Verify your identity screen is displayed.

The screenshot shows a 'Verify your identity' screen with the Travelport logo at the top. Below the logo, it says 'Verify your identity' and 'Enter the one-time password sent to your registered email'. An email address '*****@travelport.com' is displayed. There is a text input field for the 'One-time password' and a 'Continue' button. A link 'Request a new one-time password' is at the bottom.

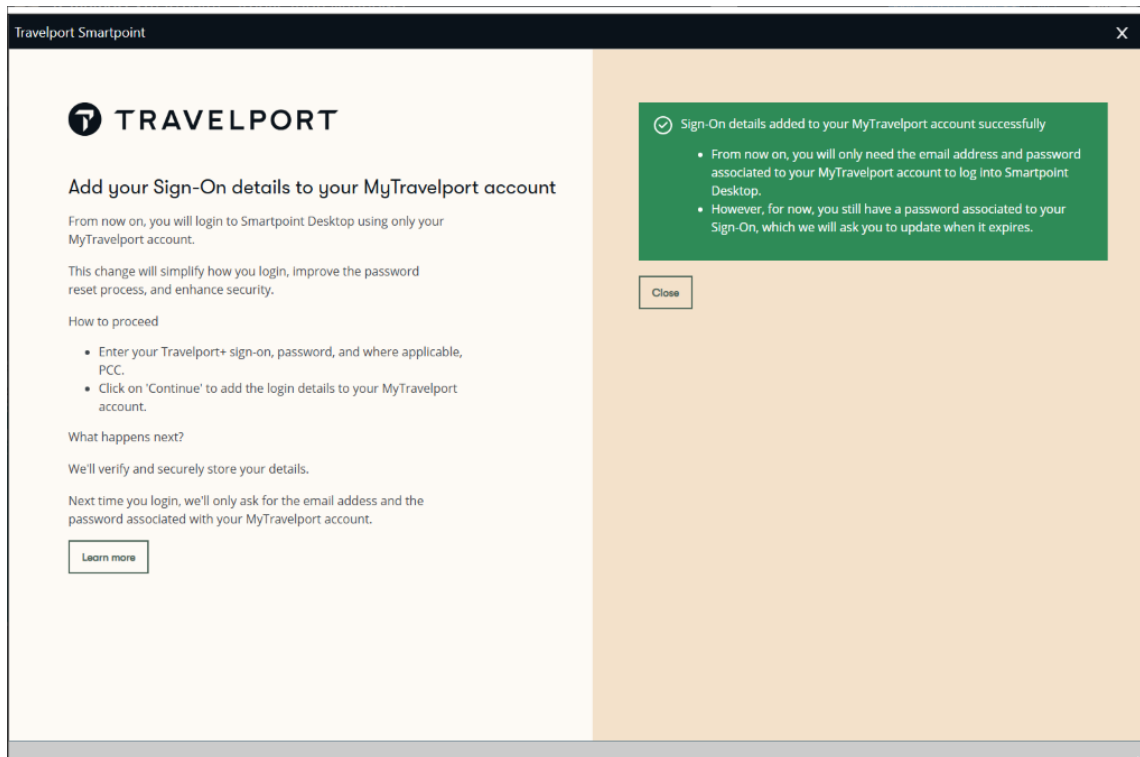
5. In **One time password**, enter the six-digit passcode from the email.
6. Click Continue to display the *Enter your Sign-On details* screen.

The screenshot shows a 'Travelport Smartpoint' window with a title bar. The main content area is split into two columns. The left column has the Travelport logo and the heading 'Add your Sign-On details to your MyTravelport account'. It contains text explaining the login change and a 'How to proceed' section with two bullet points. Below this is a 'What happens next?' section and a 'Learn more' button. The right column has a yellow 'Action required' banner, the heading 'Enter your Sign-On details', and the sub-heading 'MyGalileoCopy'. It contains two text input fields: 'Travelport+ Sign-on ID' and 'Password'. There is a 'Continue' button and a 'Change password' checkbox. A link 'Forgotten password or locked sign in' is at the bottom.

7. In **Travelport Sign-on ID**, enter the Travelport+ host sign on ID.
8. In **Password**, enter the corresponding host password.
9. *Optional.* Click **Learn more** to display the [Travelport log-in, account management and set-up help page](#) for FAQs and troubleshooting information.
10. Click **Continue**.



The success message is displayed.



11. Click **Close** to exit the success screen.

After your sign on is validated, your host sign-on credentials are associated to your MyTravelport login credentials and stored in your profile.

Your sign on defaults to your assigned PCC. If your Client ID is associated to more than one PCC, your sign on defaults to your primary PCC, and you must manually emulate after sign on using **SEM/PCC/AG**.

12. *If applicable*. If you have more than one host connection, you can duplicate the host sign on details for additional connections using the same email address. However, whenever you open a new connection, you must log in again with your MyTravelport credentials.

For more information about signing on with MFA, see [Sign on to Smartpoint Desktop with multi-factor authentication \(MFA\)](#) in the [Travelport Knowledge Base](#).



TESTING THE SMARTPOINT INSTALLATION FOR CONNECTIVITY

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

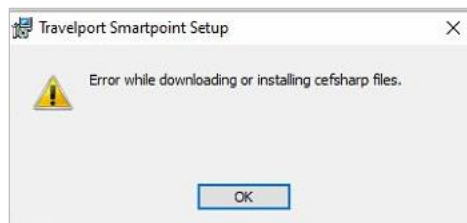
1. [Sign on](#) to Smartpoint.
2. Make sure you are emulated to a valid PCC (Pseudo City Code). Typically, agents are preset to a specific PCC. To confirm your PCC, type **OP/W*** to display the PCC.
3. Test point-and-click functionality.
 - a. Type any air availability command such as: **ABCNMAD**.
 - 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 12.0-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:

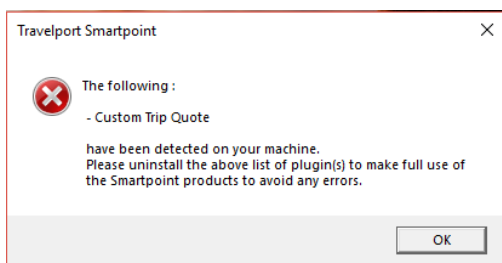
- While installing Travelport Smartpoint, this error message is displayed: *The volume C:\ is currently unavailable. Please select another.*
- While signing on, Galileo Desktop or Travelport Smartpoint fails to connect to the Apollo (1V) or Travelport+ (1G) host system.

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 9 for more information.



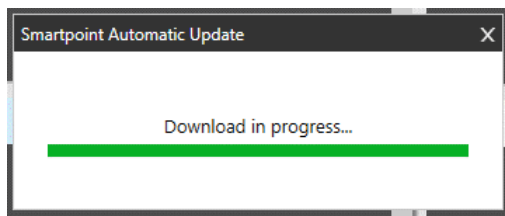
Windows Administrator Mode for Upgrades from Smartpoint 11.0.0.34

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](#).

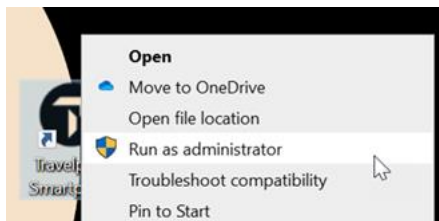
If Administrator mode is required, the following *Download in progress* screen displays after you click UPDATE.



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.



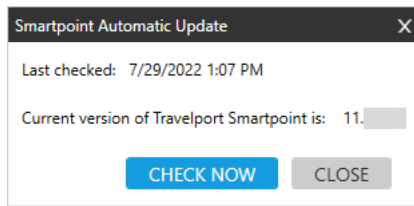
3. Select **Run as administrator**.

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**.

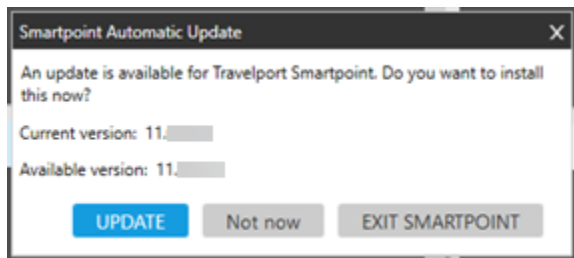


The Smartpoint Automatic Update screen is displayed.



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

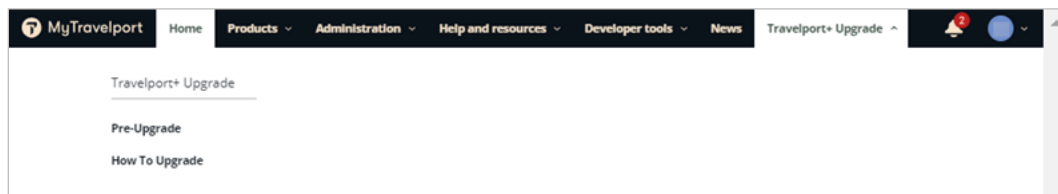
If you have issues with connectivity after installation, see [APOLLO/GALILEO ERRORS - Communication and Connectivity](#) in the [Travelport Knowledge Base](#).



GETTING STARTED WITH SMARTPOINT 12.0

For more information about using Travelport Smartpoint, see:

- The Product Advisory, *PA 4569: (Internal Only) Travelport Smartpoint 12.0*, in the [Advisory List](#) on [MyTravelport](#) for details about the latest enhancements.
- The [Learning Portal](#) in MyTravelport to find training demonstrations, tutorials, webinars, and other training information.
- If you are new or upgrading to Travelport+ (1G), see:
 - [Travelport+ Format Guide](#), including format conversions.
 - [Setting Keyboard Mapping](#) in the [Smartpoint Help](#).
 - [Setting GDS Language](#) to translate common formats.
 - The **Travelport+ Upgrade** menu in [MyTravelport](#) for steps, tutorials, and conversion information.



Tip! Be sure to log in to MyTravelport with your username, password, and multi-factor authentication (MFA) code. This code is sent to the email address associated with your MyTravelport profile.

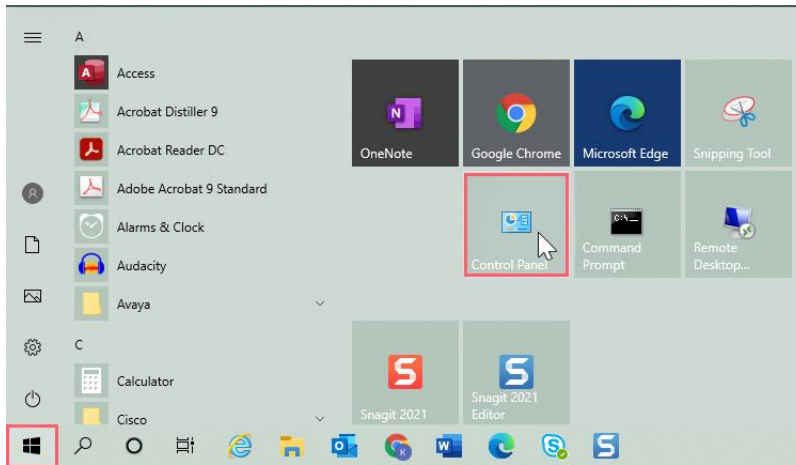


UNINSTALLING SMARTPOINT

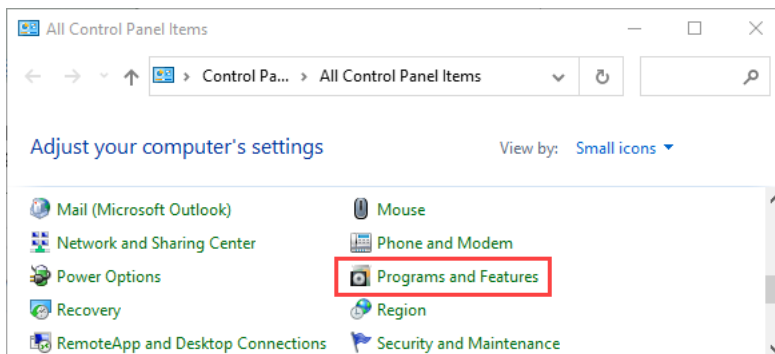
The process for uninstalling Travelport Smartpoint may vary depending on your operating system and specific system configuration. The following instructions apply to Microsoft Windows 10.

To uninstall Travelport Smartpoint:

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

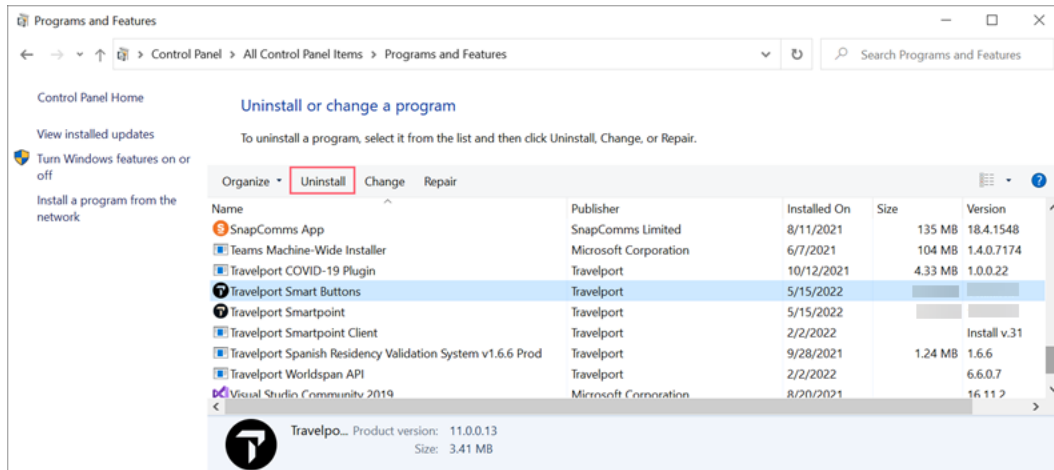


2. From the Start menu, select **Control Panel** to display the Windows Control Panel. The Control Panel may display icons or categories, depending on your selected Control Panel view option.



3. Click **Programs and Features**.

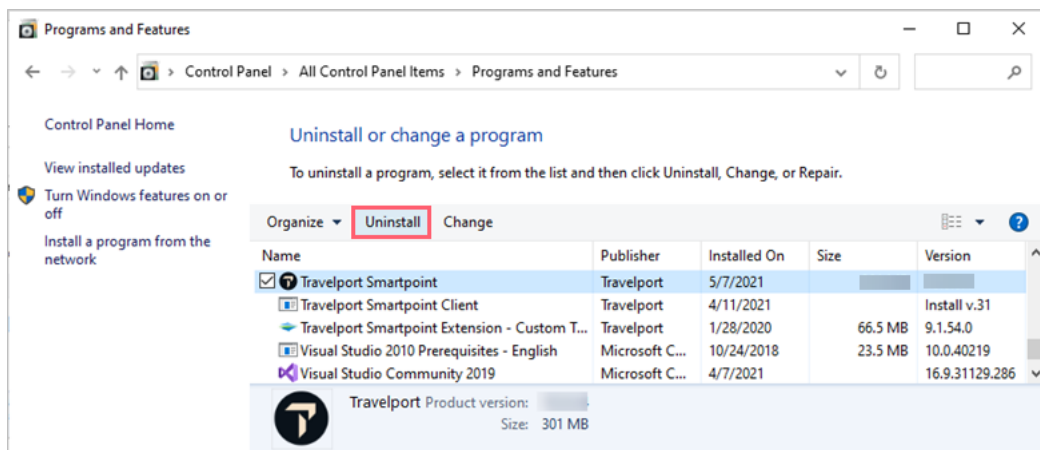
The Programs and Features window is displayed.



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



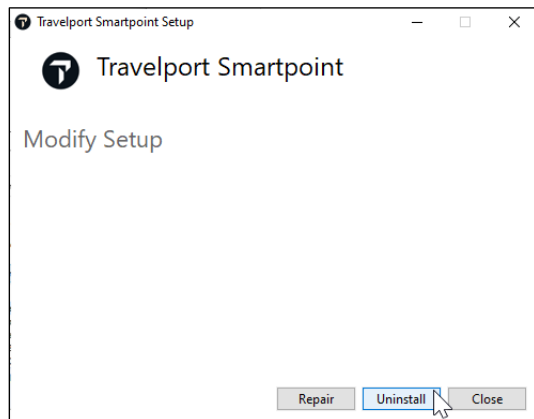
- Click **Yes** to uninstall the integrated Smart Buttons feature in Smartpoint.



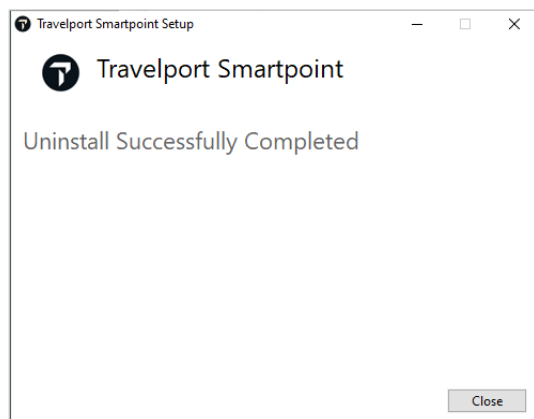
- From the program list, select **Travelport Smartpoint**.
- Click **Uninstall**.



The Modify Setup window is displayed.



9. Click **Uninstall**.



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