

# Galileo NZ ETR User Guide

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## 1. To run the Galileo NZ ETR Application

### 1.1. Run from Viewpoint Custom Toolbar

After installing (Refer Installation manual for install guide of the GALILEO NZ ETR application) the GALILEO NZ ETR Application, a new button (refer Figure 1) will be added / created in the Viewpoint Custom Toolbar of your Galileo Desktop.

To run the GALILEO NZ ETR application,

- a. Sign-in to Galileo Desktop
- b. Retrieve the PNR
- c. Then click on the GALILEO NZ ETR button to run the GALILEO NZ ETR application.

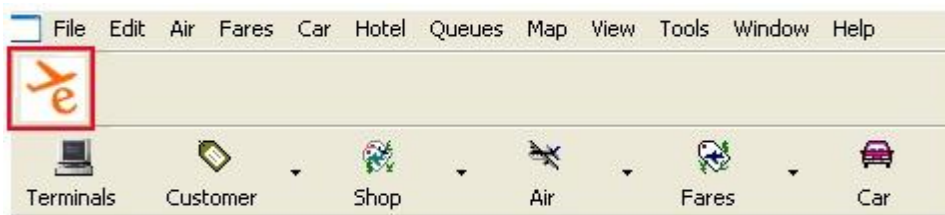


Figure 1


Refer section “3.1. To manually add the button / menu item for the GALILEO NZ ETR application” for how to create a Viewpoint Custom Toolbar button.


**Note:** If you are using Focal point 3.5, then use “Companions” – “ETR” to execute the application.


### 1.2. Pre-requisites to starting the GALILEO NZ ETR Application.

- a. The user should be signed in to Focalpoint 3.5/Viewpoint 3.0/Galileo Desktop1.x/2.0/2.1/2.2/2.3.
- b. The PNR / Booking file should be retrieved in Galileo Desktop
- c. The PNR should have all the required information to generate the PDF for GALILEO NZ ETR. Refer appendix on page 17 for the list of mandatory data fields
- d. The logged in user should have access to ticketing information. (Refer Figure 2 and 3)


 **Stored Fares**



 **Documents**

 Document Numbers

 TESTA/TESTA AUD 176.01

Ticket number	0869900427479
Electronic Ticket Display	TKT: 086 9900 427479 NAME: TESTA/TESTA ISSUED: 17MAR09 FOP:CASH PSEUDO: 0AR8 PLATING CARRIER: NZ ISO: NZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN VOID NZ 101 K 17AUG AKLSYD 0700 OK KSMART 1 FARE NZD 159.00 TAX 24.21 WY TAX 12.90 IA TAX 10.90 KK TOTAL AUD 176.01 EQUIV AUD 128.00 NONEND/NONREF/NZ ONLY AKL NZ SYD 82.94 NUC82.94END ROE1.916981 RLOC 1G S3RN9C NZ EFIXH
Itinerary/Invoice Number	
Stock control number	

 **Ticketing Arrangement**

-  Ticketing Arrangement: XDB 17MAR0614Z VS AG
-  Review Booking File

**Figure 2**


If the user is not able to Process Electronic Ticket data as per Image below then GALILEO NZ ETR application would not be able to generate PDF.



 **Stored Fares**

 **Document Numbers**

 TESTA/TESTA AUD 176.01

Ticket number	0869900427479
Electronic Ticket Display	UNABLE TO PROCESS ELECTRONIC TICKET - DISPLAY
Itinerary/Invoice Number	
Stock control number	

 **Ticketing Arrangement**

-  Ticketing Arrangement: XDB 17MAR0614Z VS AG
-  Review Booking File

**Figure 3**

## 2. Messages returned by the GALILEO NZ ETR Application

### 2.1. Please Sign In

This message is displayed when the user clicks on the Viewpoint Custom toolbar GALILEO NZ ETR button to initiate the scripts and if the user is not signed in to Galileo Desktop. (Figure 2)



Figure 4

The error message is returned because the user is not signed in to Galileo Desktop.

Click "OK" to close the error window and then

- a. Sign-in to Focalpoint 3.5/ Viewpoint 3.0/Galileo Desktop1.x/2.0/2.1/2.2/2.3
- b. Retrieve the PNR
- c. Then click on the GALILEO NZ ETR button to run the GALILEO NZ ETR application again.

### 2.2. GALILEO NZ ETR Application is already running. Do you want to close existing instance and start a new instance?

This message is displayed when the GALILEO NZ ETR application is already running & the user clicks on the GALILEO NZ ETR button again. The following screen will be displayed.

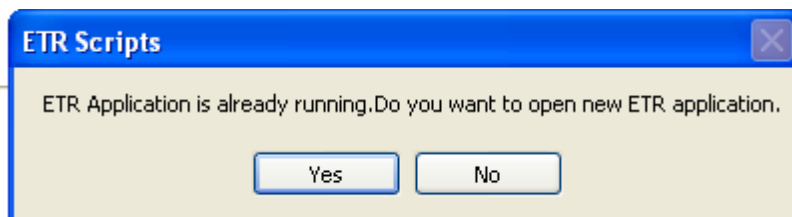


Figure 5

If the user clicks "Yes", existing instance will close.

If the user clicks "No", the error message will close.

### 2.3. Any Unsaved changes to the Booking File will be lost. Do you want to continue?

This message is displayed when the agent clicks on the GALILEO NZ ETR application from Viewpoint Custom toolbar button to initiate the scripts.

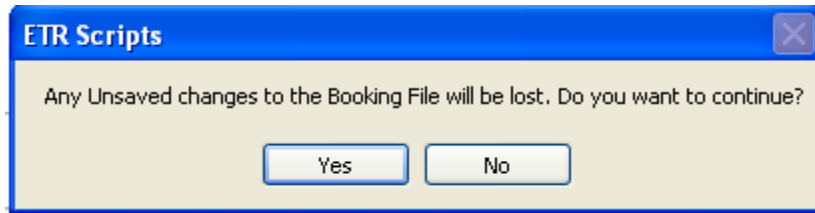


Figure 6

If the user clicks “Yes”, then the GALILEO NZ ETR application would start. It would first Ignore & Redisplay the PNR and then continues to create the PDF for the GALILEO NZ ETR.

If the user clicks “No”, the application would abort and return back to Galileo Desktop. There will be no change in the PNR.

#### 2.4. Booking File not found. Please retrieve a Booking File.

This message is displayed when there is no Active PNR in Galileo Desktop.

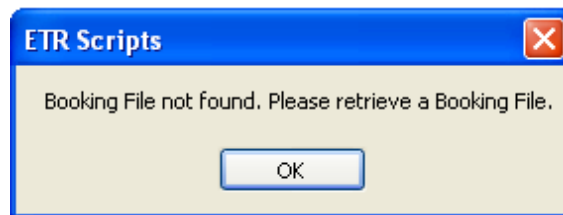


Figure 7

Click “OK” to close the error window and then

- a. Retrieve the PNR
- b. Then click on the GALILEO NZ ETR button to run the GALILEO NZ ETR application again.

#### 2.5. Please Wait....Generating ETR....

This message is displayed when the GALILEO NZ ETR application is working to generate the PDF for the GALILEO NZ ETR.



Figure 8

#### 2.6. Fare doesn't exist

This message is displayed when there is an Active PNR in Galileo Desktop, but it doesn't have a stored fare.

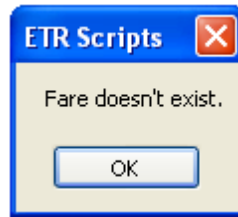


Figure 9

**2.7. Unable to Update the Cabin Class XML File. Default Cabin Class will be used.If the problem persists please contact the Help Desk.**

This message is displayed when the application fails to create/update the cabin class xml file for the GALILEO NZ ETR by calling TCT (Travel Codes Translator) web service.

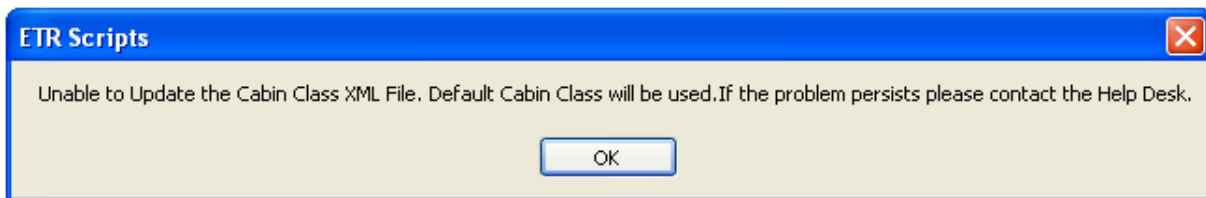


Figure 10

When user click on “OK” then GALILEO NZ ETR application execute the host command “GC\*200/11” for cabin class name and continues to generate PDF.

**2.8. Booking File does not contain mandatory ETR data.**

This message is displayed when the active Booking File does not contain all the required data to generate the PDF for the GALILEO NZ ETR.

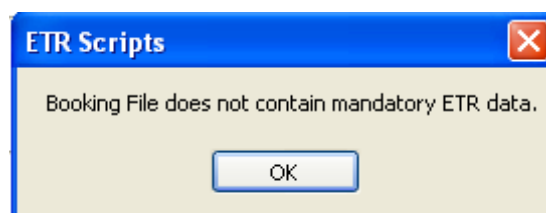


Figure 11

Refer appendix for the list of mandatory GALILEO NZ ETR data.

**2.9. Error occurred while trying to generate the Ticket Receipt. Please try again later. If the problem persists please contact the help desk.**

This message is displayed when the application fails to generate the PDF for the GALILEO NZ ETR. This could be due to various reasons like, inability to retrieve PNR information from Galileo Desktop, network problems, etc.



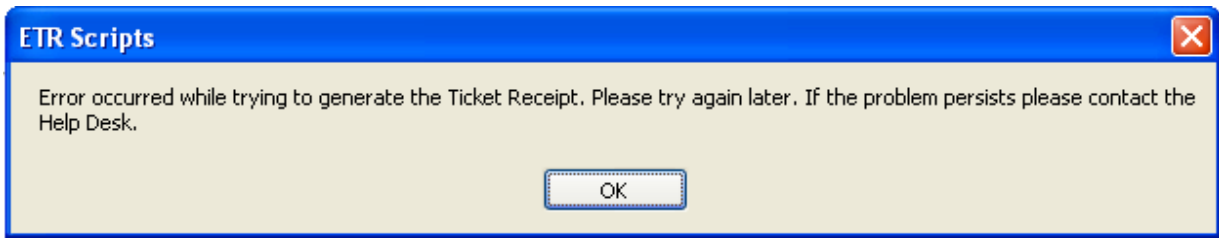


Figure 12

Retry to generate the PDF for GALILEO NZ ETR after sometime. If the problem persists, then contact Travelport Helpdesk.

## 2.10. PDF generation error message

This message is displayed when a user is trying to generate a PDF for the GALILEO NZ ETR without closing the previously generated PDF file for the same PNR / Booking File.

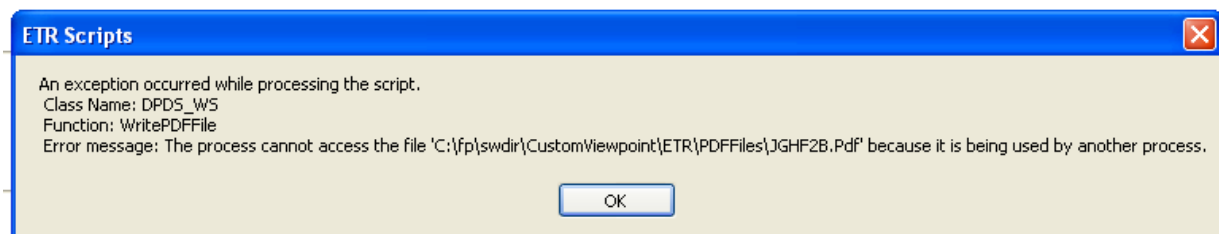


Figure 13

Click "OK" to close the error window and then

- a. Close the PDF file
- b. Then click on the GALILEO NZ ETR button to run the GALILEO NZ ETR application again.

## 2.11. GALILEO NZ ETR PDF

When the GALILEO NZ ETR PDF is generated successfully, then the PDF is displayed in a PDF Reader.

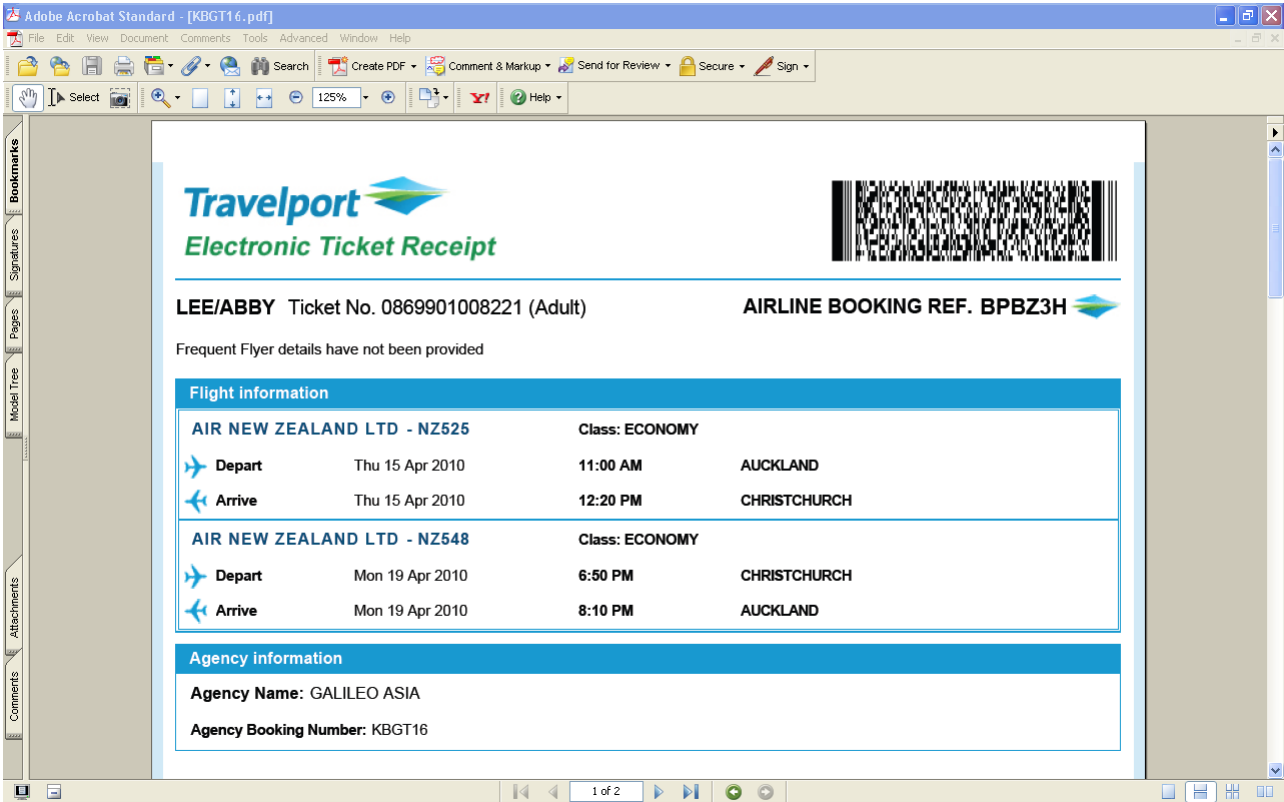


Figure 14

## 3. Configuring the GALILEO NZ ETR application

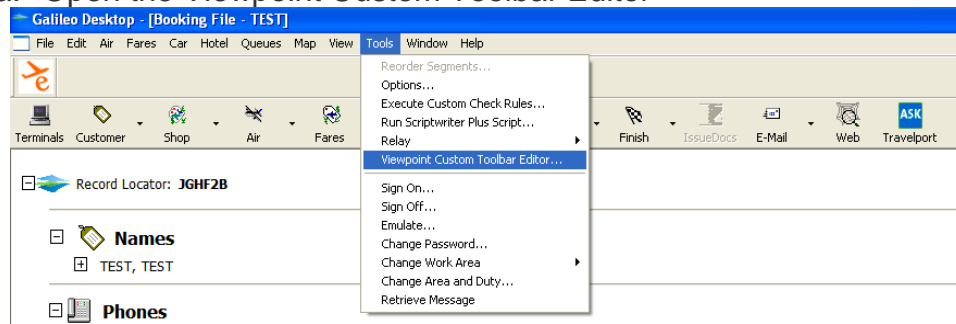
**Note:** In most cases for normal operation of the application you would not be required to change any of the default settings. Please change the settings only when required or instructed to do so.

### 3.1. To manually add the button / menu item for the GALILEO NZ ETR application

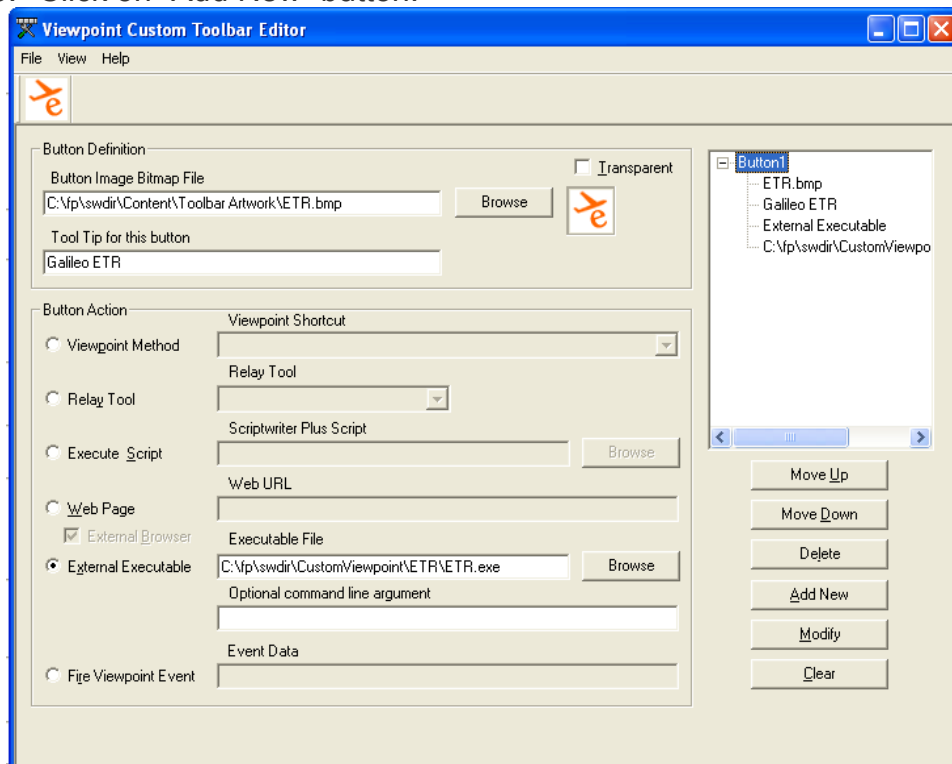
#### 3.1.1. For Galileo Desktop 1.x above and Viewpoint 3.x

Viewpoint Custom Toolbar Editor can be used to manually add the button for the GALILEO NZ ETR application in the Viewpoint Custom Toolbar. (Only applicable for Galileo Desktop 1.x /2.0/2.1/2.2/2.3 & and Viewpoint 3.x)

##### a. Open the Viewpoint Custom Toolbar Editor



##### b. Click on "Add New" button.



##### c. Specify the following parameters for the corresponding field.

- **Button Image Bitmap File:** <Drive Letter>:\fp\swdir\Content\Toolbar Artwork\ETR.bmp
  
- **Tool Tip for this button:** Galileo ETR
  
- **External Executable:** <Drive Letter>:\fp\swdir\CustomViewpoint\ETR\ETR.exe

**Note:** Where <Drive Letter> represents where your drive where Galileo Desktop has been installed.

- d. Click on “Modify” to update
- e. Click on “File” – “Save” to save the toolbar settings
- f. Click on “File” – “Exit” to exit.

### 3.1.2. For Focalpoint 3.5

Open “cvtvedisp.ini” in notepad or any text editor. This file located in “<Drive Name>:\FP\DATADIR\WSTN”, where the <Drive Name> is the drive where Galileo Desktop is located. (Please take a backup of the file before making any changes to it.)

- a. Under the section “[FRAME\_COMPANIONS]” add “ETR=exe”
- b. Find the parameter MenuOffset in the file. There would be multiple values for this parameter. Take the maximum value amongst it.
- c. Add a new section “[ETR]” and enter the following text under this section

```
Exe=C:\FP\SWDIR\ETR\ETR.exe
Menu=ET&R \tCtrl+E
MenuOffset=5
OneInstance=Yes”
```

**Note:** The value for MenuOffset can vary. It should be equal to one plus the existing maximum value for MenuOffset in the file.

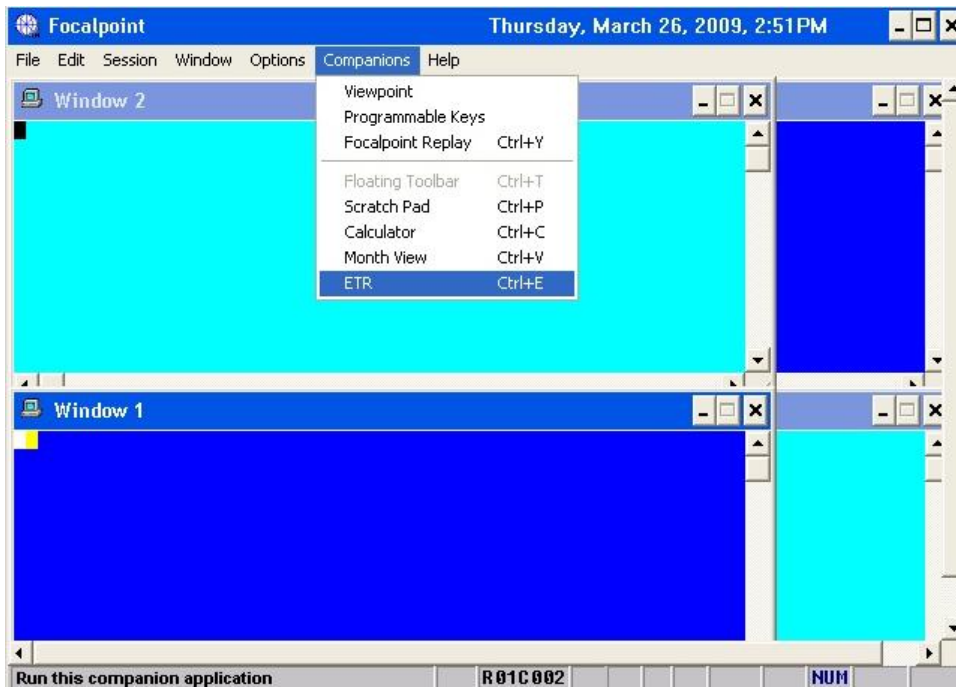


Figure 15

### 3.2. To change the DPDS Web Service Timeout

Open “ETR.exe.config” in notepad or any text editor. This file located in “<Drive Name>: \FP\SWDIR\CustomViewpoint\ETR”, where the <Drive Name> is the drive where Galileo Desktop is located.

Change the value of the key “DPDS\_WS\_TimeOut” in the file.

```
<add key="DPDS_WS_TimeOut" value="2" />
```

### 3.3. To change the DPDS/SSL Web Service URL

Open “ETR.exe.config” in notepad or any text editor. This file located in “<Drive Name>: \FP\SWDIR\CustomViewpoint\ETR”, where the <Drive Name> is the drive where Galileo Desktop is located.

Change the value as highlighted below.

```
<applicationSettings>
  <ETR.Properties.Settings>
    <setting name="ETR_DPDSWebService_ServiceClass" serializeAs="String">
      <value>http://10.7.95.22/DPDSService/DPDSService.svc</value>
    </setting>
    <setting name="ETR_TCT_TravelCodesTranslator" serializeAs="String">
      <value>https://americas.webservices.travelport.com/B2BGateway/service/TravelCodesTranslator</value>
    </setting>
  </ETR.Properties.Settings>
</applicationSettings>
```

### 3.4. To change the DPDS/B2B Web Service URL

Open “ETR.exe.config” in notepad or any text editor. This file located in “<Drive Name>: \FP\SWDIR\CustomViewpoint\ETR”, where the <Drive Name> is the drive where Galileo Desktop is located.

Change the value as highlighted below.

```
<applicationSettings>
  <ETR.Properties.Settings>
    <setting name="ETR_DPDSWebService_ServiceClass" serializeAs="String">
      <value>
https://apac.webservices.travelport.com/B2BGateway/connect/DPDS/DPDSService.svc
      </value>
    </setting>
    <setting name="ETR_TCT_TravelCodesTranslator" serializeAs="String">
      <value>https://americas.webservices.travelport.com/B2BGateway/service/TravelCodesTranslator</value>
    </setting>
  </ETR.Properties.Settings>
</applicationSettings>
```

### 3.5. To change the TCT (Travel Codes Translator) Web Service URL

Open “ETR.exe.config” in notepad or any text editor. This file located in “<Drive Name>: \FP\SWDIR\CustomViewpoint\ETR”, where the <Drive Name> is the drive where Galileo Desktop is located.

Change the value as highlighted below.

```
<applicationSettings>
  <ETR.Properties.Settings>
    <setting name="ETR_DPDSWebService_ServiceClass" serializeAs="String">
      <value>http://10.7.95.22/DPDSService/DPDSService.svc</value>
    </setting>
    <setting name="ETR_TCT_TravelCodesTranslator" serializeAs="String">
      <value>https://americas.webservices.travelport.com/B2BGateway/service/TravelCodesTranslator</value>
    </setting>
  </ETR.Properties.Settings>
</applicationSettings>
```

### 3.6. To change the Identity Details (used for communicate the host while using XML API)

Open “ETR.exe.config” in notepad or any text editor. This file located in “<Drive Name>: \FP\SWDIR\CustomViewpoint\ETR”, where the <Drive Name> is the drive where Galileo Desktop is located.

Change the value as highlighted below.

```
<add key="XMLAPI_VendorId" value="XMDL" />
<add key="XMLAPI_VendorType" value="G" />
<add key="XMLAPI_SourceId" value="GASCTS" />
<add key="XMLAPI_SourceType" value="G" />
```

## 4. Frequently Asked Questions (FAQs)

- 1) **I keep getting “Error occurred while trying to generate the Ticket Receipt. Please try again later. If the problem persists please contact the help desk.” When I try to generate the PDF for GALILEO NZ ETR.**

One of the probably causes for this error message is a slow network or no network connection.

*Slow Network:* The application has a pre set time for which it waits for the PDF file to be generated. If the PDF file is not generated by that time, then the Time out happens and this error is displayed. If you feel you have a slow network, you can try to increase the Time out period. Refer section “3.4. To change the DPDS Web Service Timeout” for more details.

*No Network:* If there is a breakage in the network connectivity, then the application would return this error. Check your network connectivity and try again.

If the above does not help you, then please contact Travelport Help desk for more troubleshooting.

- 2) **I get the following error when I try to run the GALILEO NZ ETR application. An exception occurred while processing the script  
Class Name: DPDS\_WS  
Function: WritePDFFile  
Error message: The process cannot access the file 'C:\fp\swdir\CustomViewpoint\ETR\PDFFiles\JGHFD3.Pdf" because it is being used by another process.**

Refer section “2.10. PDF generation error message” for more details.

- 3) **Setup did not create the button for the GALILEO NZ ETR application.**

Refer section “3.1. To manually adds the button / menu item for the GALILEO NZ ETR application” for more details.

- 4) **What are the pre requisites for installing and running the GALILEO NZ ETR application?**

Refer the Installation Manual for more details for the Installation pre requisites. Refer section “1.2. Pre-requisites to starting the GALILEO NZ ETR Application” for more details for the pre requisites for executing the GALILEO NZ ETR application.

- 5) **The PDF file is not opening on my system.**

You need to have Adobe Acrobat Reader 6.x above or a compatible PDF reader installed on your system in order to view the PDF file.

**6) When I used the application for the first time, the PDF file took a long time to generate on my system.**

The first time when you try to create the PDF for GALILEO NZ ETR, it may take a little longer. This is because when you use the application for the first time, the application configures itself and the configuration activity can take some time.



## 5. Appendix

### 5.1. Mandatory GALILEO NZ ETR data

The PNR / Booking File should contain the following data to be able to successfully generate the PDF for GALILEO NZ ETR.

- a. Passenger Name
- b. Filed Fare
- c. Departure Date
- d. Arrival Date
- e. Flight Number
- f. From City Airport Code
- g. To City Airport Code
- h. Departure Time
- i. Arrival Time
- j. Booking class code
- k. Operating carrier PNR Code / Vendor Record Locator
- l. Ticket type electronic (E)
- m. Ticket Number
- n. Ticket Issue Date
- o. Airline code of Ticket issuer
- p. Airline code (2 character code)
- q. Airline Numeric Code (3 digit numeric airline code)
- r. PCC
- s. Galileo PNR
- t. Agency name