

Galileo SSL

SSL FAQ

Galileo SSL Client v01.00.0013

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# Introduction

SSL (Secure Sockets Layer) is a commonly used protocol for managing the security of a message transmission on the Internet. Galileo SSL enables agencies to use their existing computers and print servers to access the Apollo® and Galileo® Computer Reservation Systems (CRS) over the public Internet via an encrypted, secured connection.

This guide demonstrates how to determine your Client ID, your current SSL Client version, and, how to install the latest version of the SSL Client. The minimum version of SSL supported is Version 12 (01.00.0012.00).

# Minimum Software Requirements

The following requirements are needed for the SSL installation:

* A supported product.
* Internet access.
  + Allow SSL service on port 443 through Firewall or other customer infrastructure.
  + Set idle timeouts on port 443 connections at 3600 seconds or higher.
  + If using an HTTP proxy, ensure the proxy idle timeout on port 443 is set to 3600 seconds or higher.
* Windows 2000 Professional®, Windows XP® (all versions), Windows Vista® (all versions), and Windows 7® (all versions).   
  **Note**: It is possible to support a Legacy OS in Gateway Mode.
* Microsoft .NET Framework® version 2.0 (x86) or later needs to be installed. If .NET Framework is not present, the installation process automatically downloads this software from Microsoft and completes this portion of the installation.
* Microsoft Installer 3.1 v2 (KB893803)  
  If Microsoft XP is installed, Microsoft Installer 3.1 v2 or later must be installed.

**Notes**:

* The installer must have Administrative rights
* Install SSL connection under the supervision of someone with a working knowledge of your office hardware.
* ISP must provide minimum bandwidth as legacy leased-line providers. Ensure you monitor ISP connection utilization and increase the bandwidth when utilization grows close to saturation. Most agencies discover that the bandwidth to support GDS access is extremely low.

# Frequently Asked Questions

***Why are we having do replace this software?***

Travelport has launched a new version of the software and Travelport must fulfil certain requirements under US report licenses regulations when software is encrypting data. Galileo SSL Client Version 01.00.0012 or higher meets these requirements and therefore we are obligated to only support version 01.00.0012 or higher.

***Why are we calling it a replacement not an upgrade?***

To ensure we are meeting all obligations, the older versions have to be deleted and a new version installed, this is a replacement. The installation routine removes the previous software and installs a new SSL client, this being version 01.00.0012 or higher.

***Can I support a customer who is connected via a lower SSL version and is asking about Galileo Host issues, for instance a ticketing format?***

Yes. You can continue to support customers with all issues as long as they are not related to SSL. Customers calling about a PNR locator, name change, or “How Do I” related to Host entries can be supported as usual. If the support conversation mentions the associated SSL connection, ensure the customer is on version 12 or higher before continuing the support call.

***What if the customer refuses to replace their lower version SSL Client?***

If the customer refuses to replace their lower version SSL Client then you must explain that you are unable to offer support on SSL. This should be recorded in the Helpdesk call tracking system for future record. Escalate to your local manager as you would with any customer complaint.

***What if the customer requires help to replace their lower version SSL Client?***

Please follow your standard support process to assist the customer. The installation documentation should be followed.

***Where does the customer download the software from?***

Go to the following URL in your internet browser and follow the instructions:

<http://support.travelport.com/SGC/APS/softlib/GalileoDesktopSSL.htm>

***How will the customer know how to do this?***

The information can be found in Ask Travelport. Answer 15294.

***How long should the installation process take?***

The installation process typically takes less than 30 minutes, depending on the environment.

***If the customer asks for support about any SSL issue what do I do?***

Ensure first that the customer is connecting via “Version 12” or higher. If not, instruct the customer to replace their lower version with the current version. If yes, then support should be managed per existing support procedures.

***What if an account manager asks me to help a customer?***

The above still applies, whereby we must first ensure that the user is connecting via “Version 12” or higher.

***What do I do if the customer did not write down their Client ID and now requires this to complete their installation?***

Customers who did not maintain their Client IDs must contact their Travelport account representative.

***How do I escalate support issues?***

Existing support and escalation procedures apply. Please ensure that the customer’s SSL Client version, 12 or higher, is included within any ticket escalated into Level 2 (GSO). If not version 12 or higher, have the customer version up before escalating ticket.

***Is there a cost to the customer for the new version?***

This does not affect the customer contract; we are merely replacing the SSL software with the latest version. So as long as the customer is not adding Client ID’s then they can replace like for like.

***How can I tell what version the customer is using of SSL?***

Customers will need to view the Properties of their Galileo SSL Tunnel service. Details on this can be found in Ask Travelport Answer 10528.

***Can a customer install this new version themselves?***

Yes, very clear and detailed installation documentation has been created and the customer should be referred to that documentation. This is available via Ask Travelport Answer 9314. The Installation Guide is also available at

<http://support.galileo.com/downloads/ASMWEb/GalileoDesktopSSL/SSL_Connection_Install_Guide.doc>

***Should we arrange a site visit to install for the customer?***

No, we expect this to be self installable. Should the customer require a site visit then this should be chargeable in line with your local practice/costs.

***Does this affect Worldspan customers?***

No. This is only applicable to Galileo GDS users who connect via SSL.

***Does this affect the hardware software requirements that the customer may need?***

No, the software does not require any greater specification than the previous versions.