

# CrossCheck Travel 3.1

Detailed Installation Guide





## CrossCheck Travel 3.1 Upgrade Patches Installation Instructions

### Introduction

Welcome to the latest upgrade of your CrossCheck Travel mid-back office application. As we want to insure that the CCT 3.1 upgrade will be quick, easy to perform and successful, please follow the step by step instructions here below.

The upgrade is performed in two stages: CCT Server Upgrade and CCT Workstation Upgrade. These are to be performed in the same order and are not mutually exclusive, meaning that they both must be performed successfully to be able to access and use the upgraded CrossCheck Travel 3.1 application.

For your peace of mind, in this version of the CCT Upgrade patches (3.1) we have introduced an automated database backup procedure. We know how religiously you look after your CCT backups. However, the automated backup procedure included with the installer will create an “up to the last transaction” CCT database backup in:

\\Program Files\GalileoSouthernCross\CrossCheckTravel\DBBackup “on the fly” on your CCT server Hard Disk Drive.

By creating the db backup you can roll back to the previous CCT version in case something goes wrong during the upgrade. More details on this in the “Roll back in case of failure” section of this document.

### Download the CrossCheck Travel 3.1 Upgrade Patches from the Galileo web site

The CrossCheck Travel 3.1 Upgrade patches are available for download from:


<http://support.galileo.com/SGC/GSC/Mid+-+Back+Office/CrossCheck+Travel+3/Software+Updates+3.1.htm>

Two patches are necessary for download:

CCT 3.1 Server Upgrade patch  
CCT 3.1 Workstation Upgrade patch

We suggest downloading at least the CCT 3.1 Workstation Upgrade patch on a “common” network drive. A common network drive is a Server folder shared with all the workstations connected the office network. Files saved in this “common” folder will be visible and accessible from each workstation, giving you the opportunity to run the upgrade patch from and on each workstation, but downloading it only once saving time and download allowance.





It is not necessary to do the same for the CCT 3.1 Server Patch as it is run only once and on the CCT Server only.

## CrossCheck Travel 3.1 Server Upgrade

The first step is to identify the CrossCheck Travel Server machine. Depending on your office network configuration, it could be a “Dedicated” Server or a “Server-Workstation”.

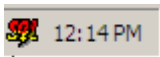
A “Dedicated” Server is a machine, usually located in the back room, which only works as CCT and File Server.

While a “Server\Workstation” is a machine in your office which serves as CCT database “peer to peer” Server and also as normal CCT workstation.

### IMPORTANT NOTE:

The “Server\Workstation” is the only CrossCheck Travel machine requiring both patches to be run. Logically, first run the “Server” Upgrade patch and then upgrade the CCT “Workstation” portion of this machine by running the CCT 3.1 Workstation Upgrade Patch as shown in the next section.

If you look in the system tray of this machine, next to the system clock, you should be able to see the following icon:

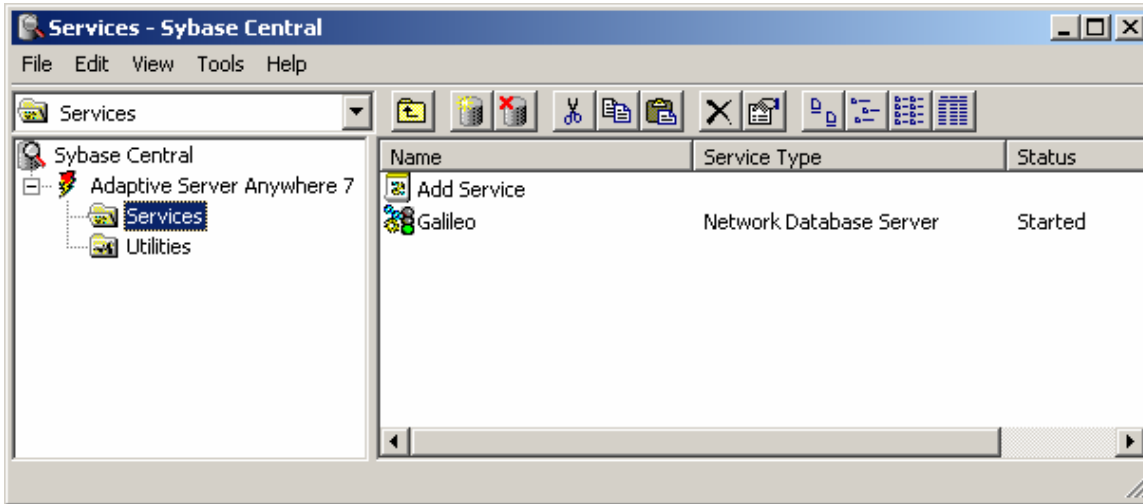


If you cannot see it, then you must do the following to make sure you are on the correct machine and the CCT Database server is running:

On the machine desktop look for the CCT 3 DBMS icon



Double-click it to open Sybase Central, the Database Management System.



To display the "Galileo" service on the right-hand side window, expand Adaptive Server Anywhere 7 on your left-hand side and click on the "Services" folder. The "Galileo" service should be your "Network Database Server" and its status should be "Started". This is indicated also by the "green" traffic light like icon next to the Server name.


If the traffic light icon is red or the "Status" is "Stopped", right-click the "Galileo" service and select "Start" to start it up. Once started, the traffic light like icon should turn to "green".

You are now ready to upgrade your CrossCheck Travel Server to version 3.1.

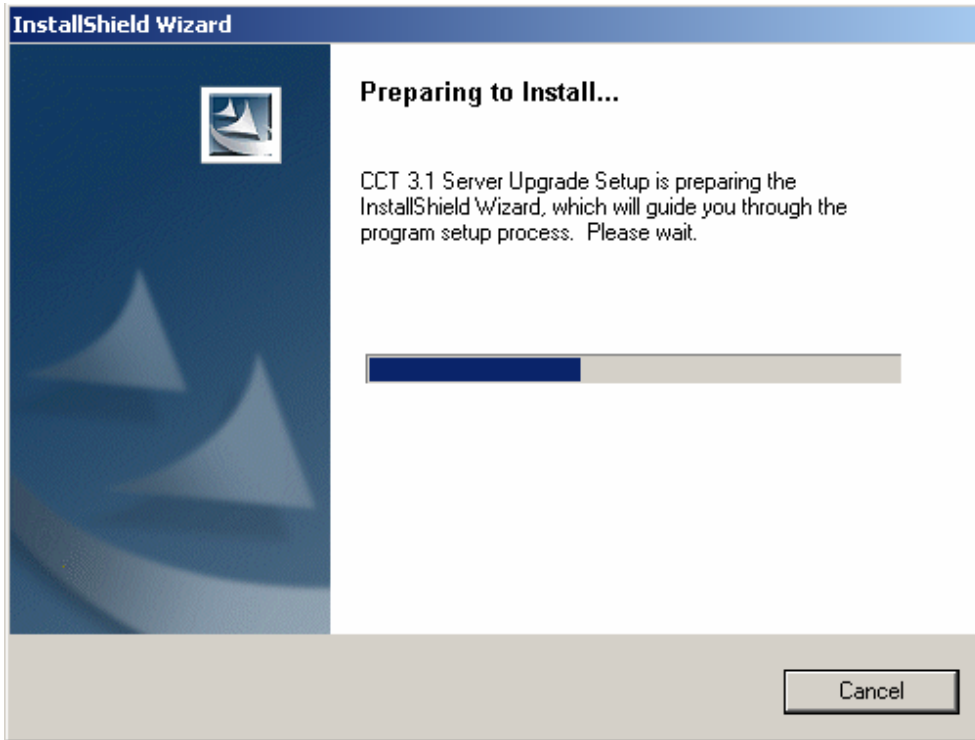
Please download the CCT 3.1 Upgrade Patches from the Galileo web site on this machine and save them in the "common" office drive as per paragraph above.

Once downloaded the two patches, make sure you are accessing the CCT 3.1 Server Upgrade patch, and then double-click the "**Setup.exe**" file to start the upgrade.

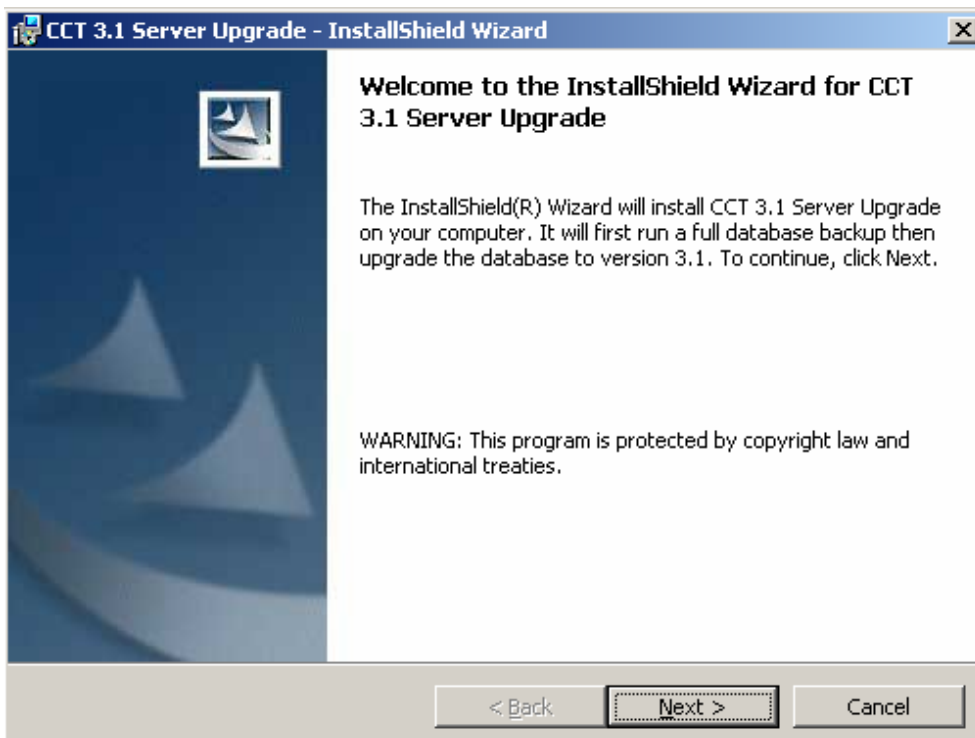





You will see the following preparation screen:



Then the CrossCheck Travel 3.1 Server Upgrade “Welcome” screen will display.





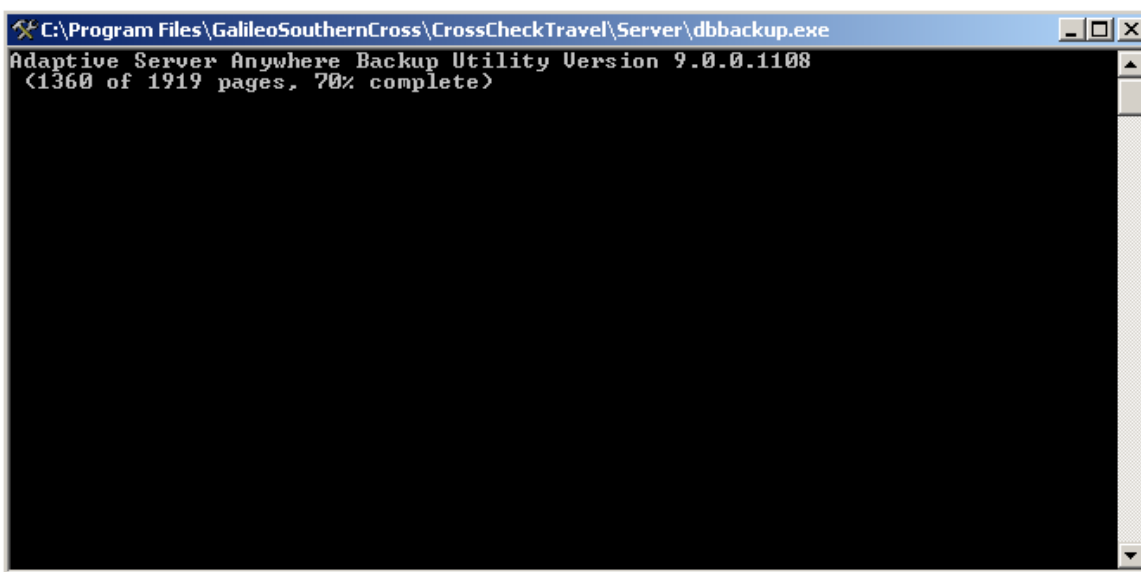
This screen offers a brief explanation of what the InstallShield Wizard will do when you select “Next” to continue.

First it will run an automated CrossCheck Travel database backup and place the backup of your CCT db files in \Program files\Galileosoutherncross\Crosschecktravel\DBBACKUP. This is to accelerate the procedure by giving you the peace of mind of having a CCT database backup, up to the very last transaction, created on the fly.

Prior to starting the upgrade and running this automatic database backup, you might consider moving or renaming the current CCT db files existing in the DBBACKUP directory.

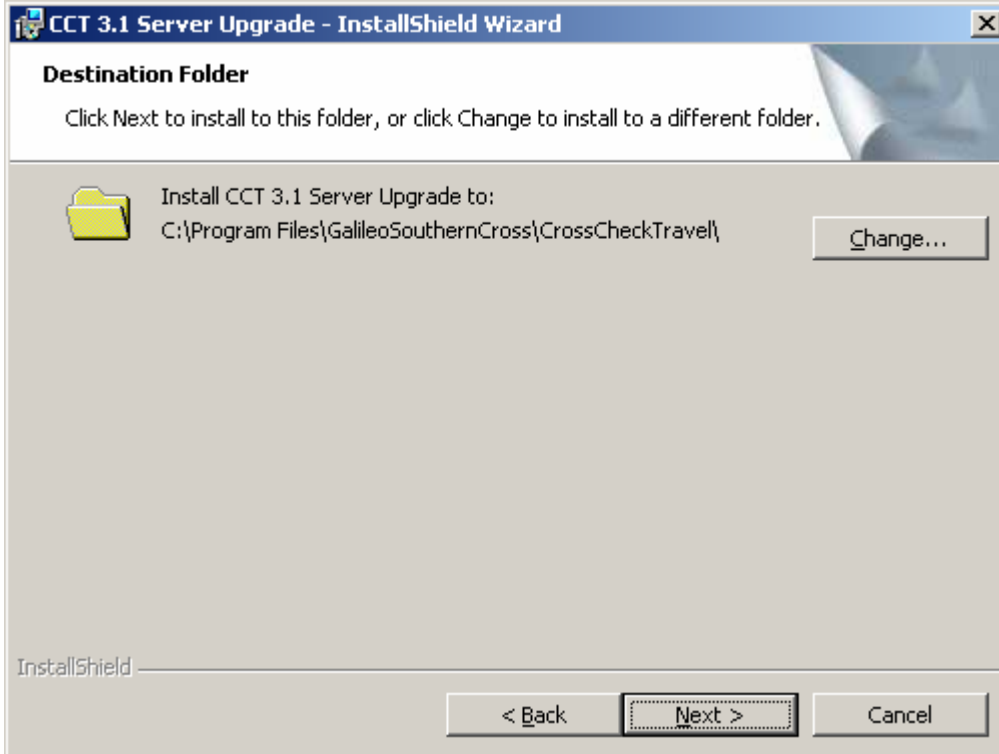
In the remote case of something going wrong with the CCT Server upgrade, you will still have the opportunity of rolling back the failed upgrade and quickly reset the previous, working version of the application. See the section: “How to roll back in case of failure” for further details.

As soon as you select “Next” the dbbackup tool will be fired up and a command window will open starting the database backup procedure.



Once the database files are backed up, the InstallShield Wizard will take you to the an installation screen where you are given the opportunity of changing the installation target directory. This would only be actioned if your CrossCheck Travel application was installed on drives other than C: (Root directory).





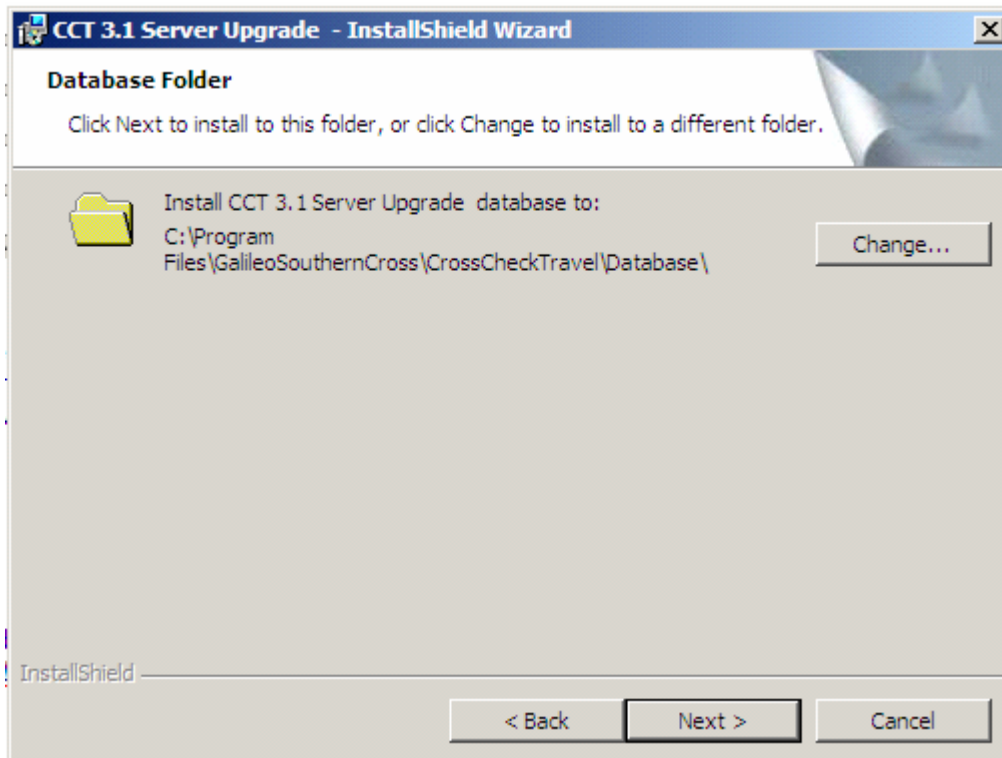
If you have a “default” installation of CCT, just select “Next” on this window:

Or just click on “Change” to open a directory browser window from where you can navigate to and select the target installation directory for your custom CrossCheck Travel installation. Once the target directory is established and selected, continue with the upgrade by selecting “Next”.

**Please Note:** There are limitations to the options available in the Installation to *Change* from the default directories for the Database and Server components. Attempting to change the installation from the default directory *C:\Program Files\GalileoSouthernCross\CrossCheckTravel\SERVER* will only find the destination if the original Server installation was made to that specified non default drive. That is, if the Server files have been manually moved after the original install, the upgrade won’t be able to locate the necessary files to complete the upgrade. In these rare circumstances, the agent will need to call the Service Centre to be talked through the Server Installation process.



The following screen to appear will allow the choice of selecting the default 'C:\ Drive ' location of your **CCT Database** or finding the database via the 'Change' option.



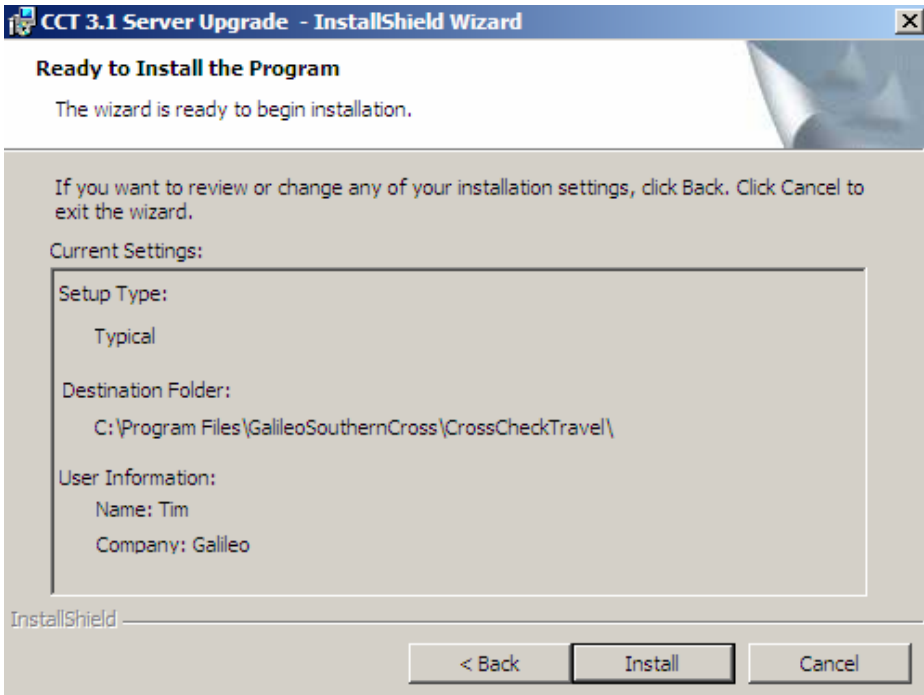
If you have a standard installation of CCT, just select "Next" on this window:

Otherwise, click on "Change" to open a directory browser window from where you can navigate to and select the target installation directory for your custom CrossCheck Travel installation. Once the target directory is established and selected, continue with the upgrade by selecting "Next".

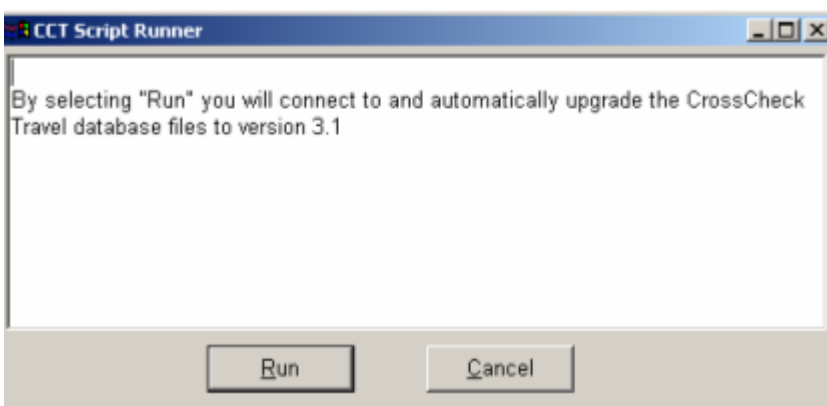
A "review set up details" window will then appear. Check the details to make sure your choices were correct and select "**Install**" to continue or "Back" if you need to go back and change any upgrade detail.






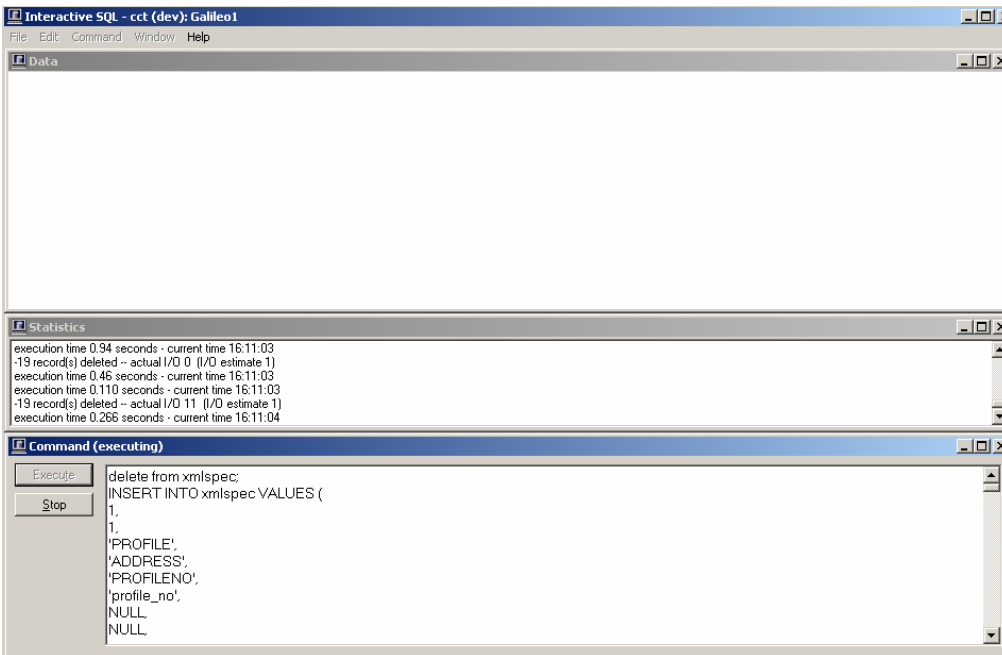


You will be taken to the “Script Runner” window as per example below:  
If you are ready to start the Database upgrade process, just hit the “Run” button and your CCT database will be upgraded to version 3.1.

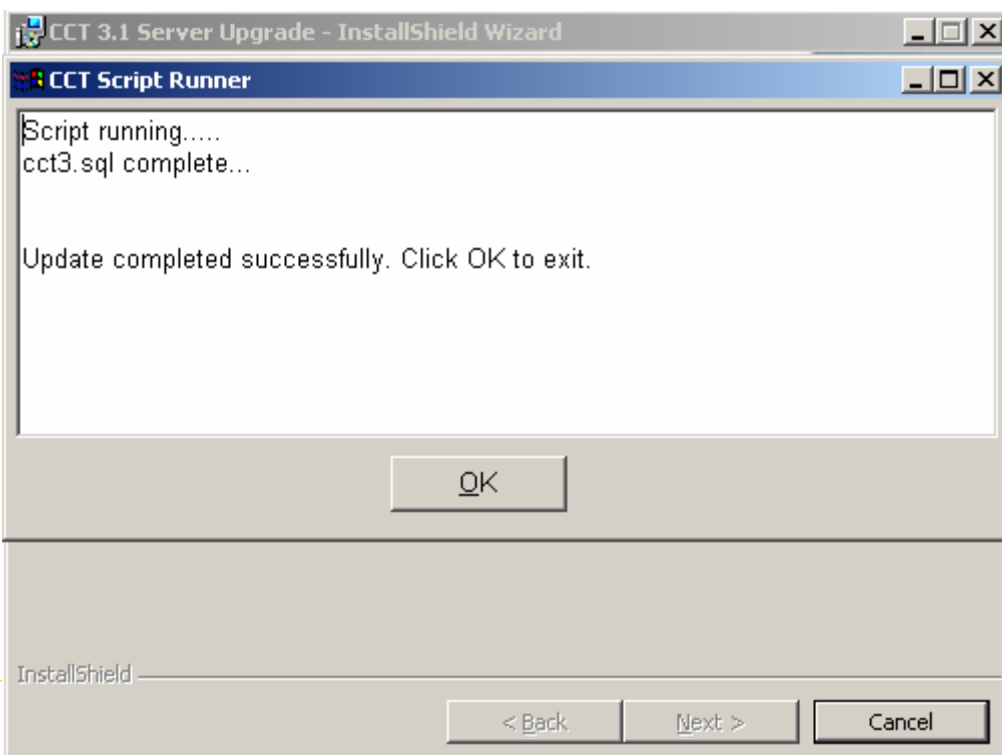





Script Runner will connect to the CCT database and automatically run the up-script to upgrade it to version 3.1. This is what you are going to see:



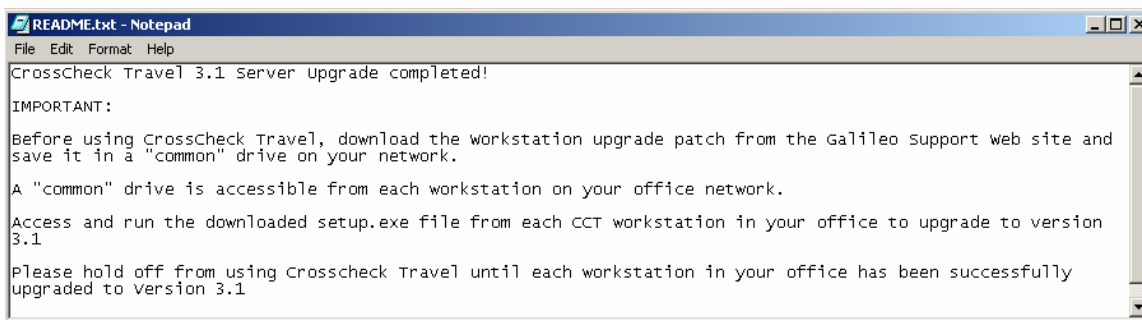
Look in the mid and lowest box of the SQL interface to see the up-script running. It will take a few minutes, depending on the physical size of your database files. Once ScriptRunner has finished, you will be presented with a wrap-up screen as per example below:





The InstallShield Wizard will now take over again, performing the finalization of your upgrade and will take you to the “Installation Complete” window, where you can leave the “Show Read Me File” check box to view the “Read Me” file .“Finish” or de-select it to go directly to the end of the procedure.

Here below is the content of the “Read Me” file:



```
README.txt - Notepad
File Edit Format Help
CrossCheck Travel 3.1 Server upgrade completed!
IMPORTANT:
Before using CrossCheck Travel, download the workstation upgrade patch from the Galileo Support web site and save it in a "common" drive on your network.
A "common" drive is accessible from each workstation on your office network.
Access and run the downloaded setup.exe file from each CCT workstation in your office to upgrade to version 3.1
Please hold off from using Crosscheck Travel until each workstation in your office has been successfully upgraded to version 3.1
```

It reiterates the fact that you will need to **upgrade each workstation in your office** before accessing the upgraded CCT 3.1 application and suggests how to do it with the least effort.

Your CrossCheck Travel Server database is now upgraded to version 3.1



## CrossCheck Travel 3.1 Workstation Upgrade

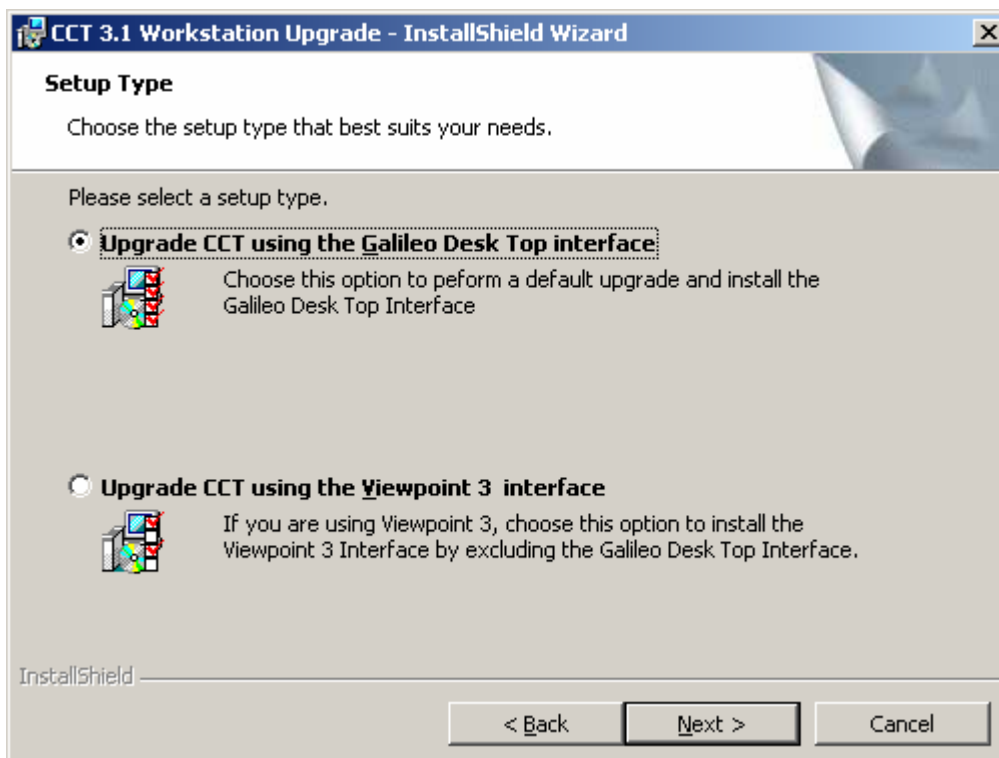
Upgrading all the CCT workstations in your office will be now an easy task.

Go to each CCT workstation and navigate to the “common” folder where the CrossCheck Travel 3.1 Workstation Upgrade patch was saved.

Start the upgrade by double-clicking the “setup.exe” file.

You will be presented with the usual “Preparation” window and then with the “Destination Folder” window where, as per Server Upgrade here above, you are given the opportunity of selecting a target installation directory “other” than the default which is usually C:\Program Files\GalileoSouthernCross\CrossCheckTravel.

Once the target installation directory is established and selected, click “Next” to access the “Set up type” window.



**WARNING:** Please, read and select your option carefully according to the “Galileo Host” interface used in your office:

Select the first option to install the Galileo Desktop  Interface by default

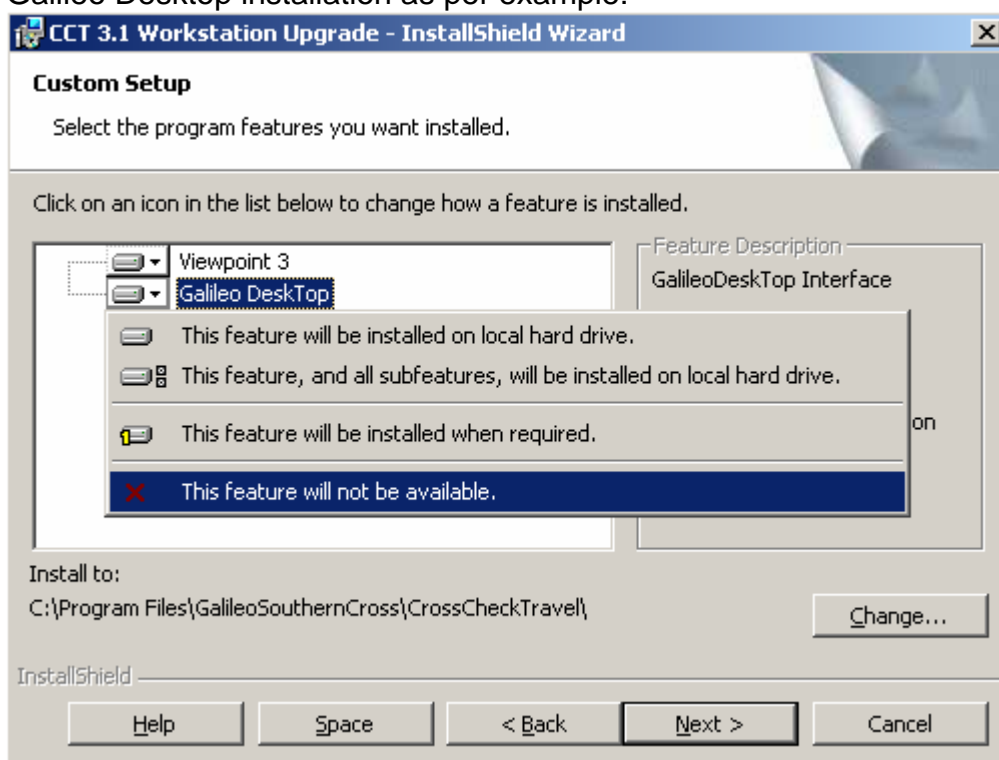




Or the second option to install the Focalpoint/Viewpoint  or  interface by excluding the Galileo Desktop interface as per example below.

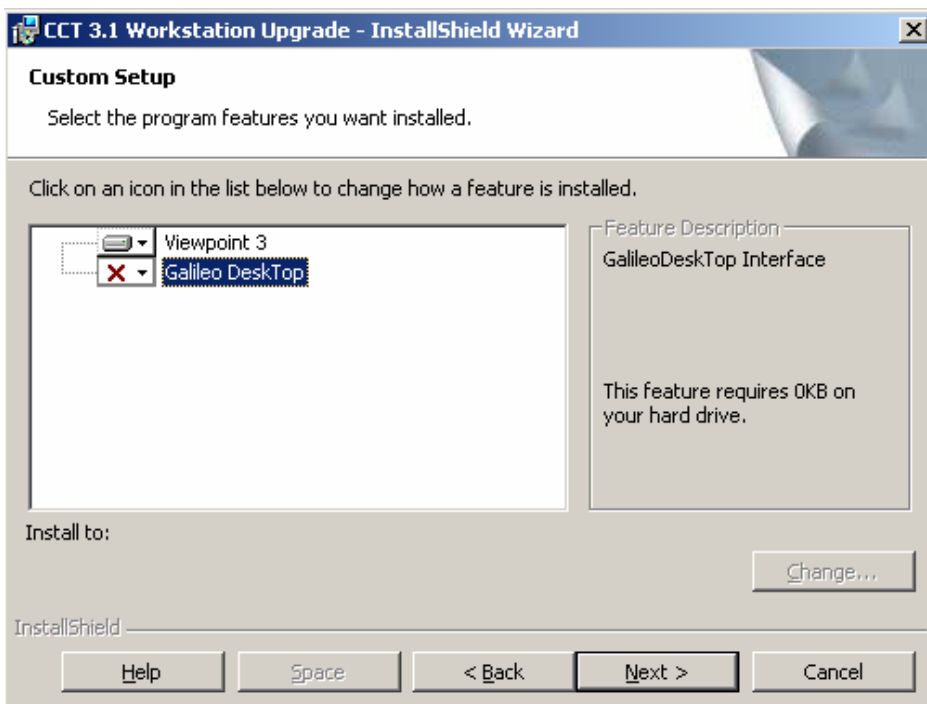
If you select the option to install the Galileo Desktop, just click on next to start the installation.

If you select the option to install the Viewpoint 3 interface, you will have to exclude the Galileo Desktop interface installation in the next window. Select next and de-select the Galileo Desktop installation as per example:



This is how this window should look like if you have opted for the Viewpoint 3 interface installation:





Once satisfied with your selection, select “Next” to continue.

You will be presented with the ‘wrap up” window. This is your last opportunity to change your selections before starting the upgrade. Select “Back” if you wish to change anything or “Install” if you are ready to upgrade.

The CCT 3.1 Workstation Upgrade should complete fairly quickly. After completion, just wait a few seconds for the system to register the new files and then test the application by logging on as usual with your CCT user name and password.

As soon as you are logged in, go to Help\About and check the application and database versions:



Your Help\About window should look like the example here below.



If logging back on to the upgraded CrossCheck Travel 3.1 was successful and the Help\About window matches the above:

**CONGRATULATIONS !!!**

You have successfully upgraded CrossCheck Travel to version 3.1.



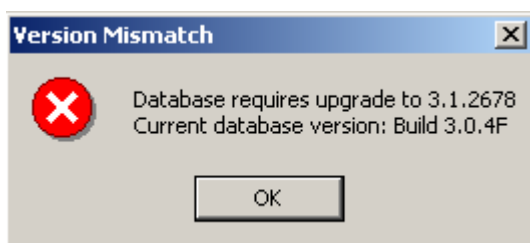


## Troubleshooting

### Version Mismatch

The most common issue encountered when performing the CCT 3.1 Upgrade, is having upgraded only the Workstation component and receiving a “Version Mismatch” error.

As the application performs a check on start up to ascertain if all components are at the same level, you will be presented with the following window if they are not:



This means that you will have to leave the workstation and go back to the beginning of the procedure and upgrade the Server component of the application.

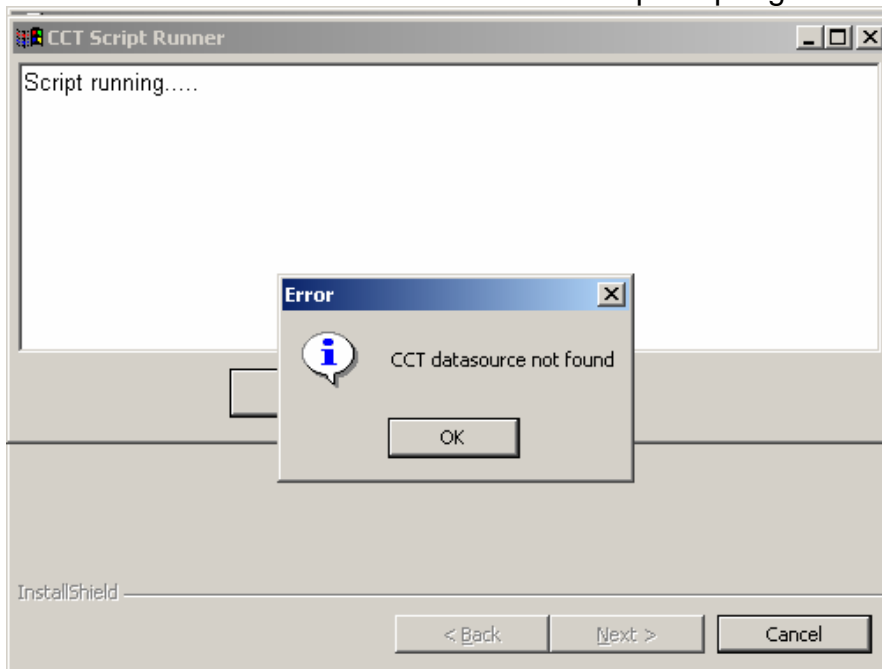
Once the Server component is upgraded, you should be able to log on to CrossCheck Travel successfully.





## Data Source not found

The “Data Source Not Found” is also a common issue happening when Script Runner is connection to the CCT database to run the up-script against it.



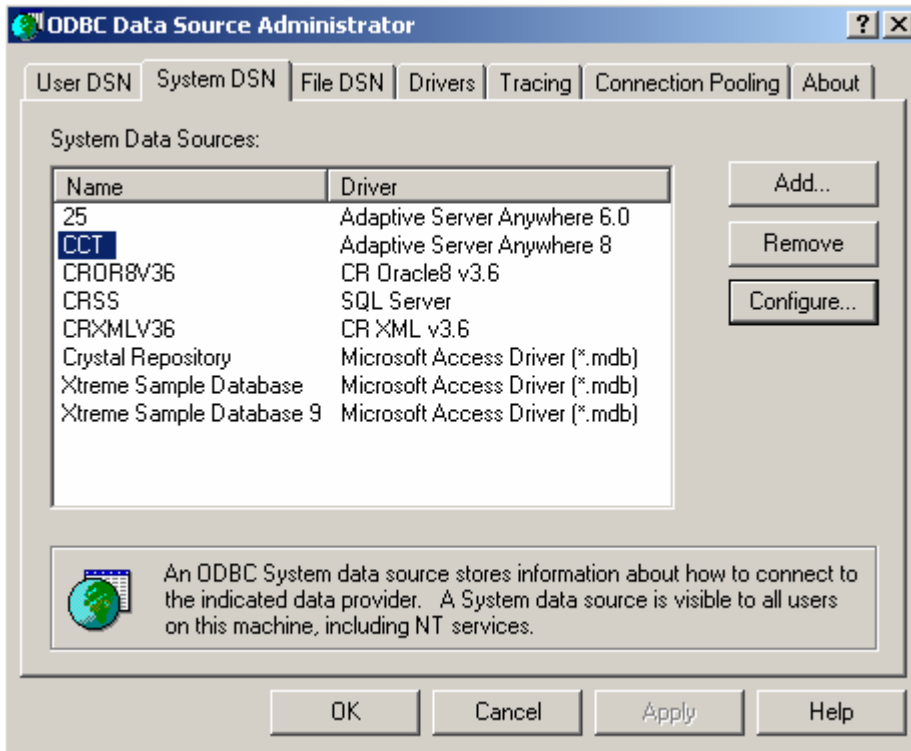
To correct the issue, just select OK.  
The installer will go directly to the “Finish” window. Just close it down.

Now go to Start\Settings\Control Panel\Administrative Tools\Data Sources (ODBC) if you are running an OS other than Windows XP.

For XP, just go to Start\Control panel\Administrative Tools\Data Sources (ODBC). Double-click the applet to open the ODBC manager window and then select the “System DSN” tab.



In System DSN, you should be able to see a “CCT” data source.



Highlight it and then select “Configure” to open the CCT data source configuration.

On the CCT dsn configuration window select the “Database” tab.

Most likely the “Database file” box is blank in your configuration. This is the reason why Script Runner fails. It cannot find where your CCT database files are in your system.

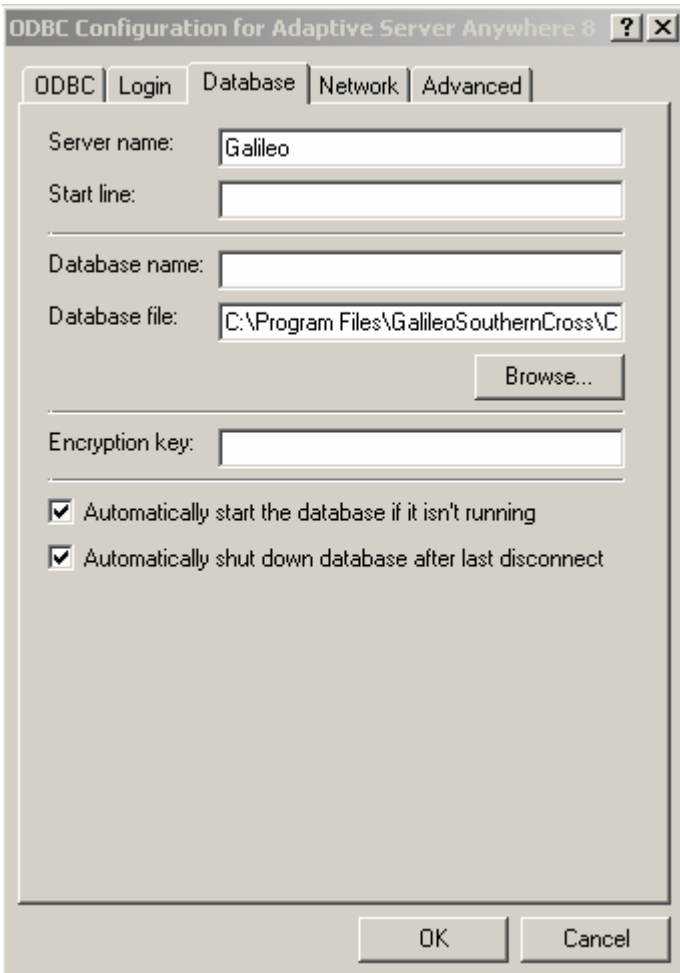
To correct, just click on “Browse” under the “Database file” box and navigate to the location of the CCT database files.

By default they are located in:

C:\Program Files\GalileoSouthernCross\CrossCheckTravel\Database



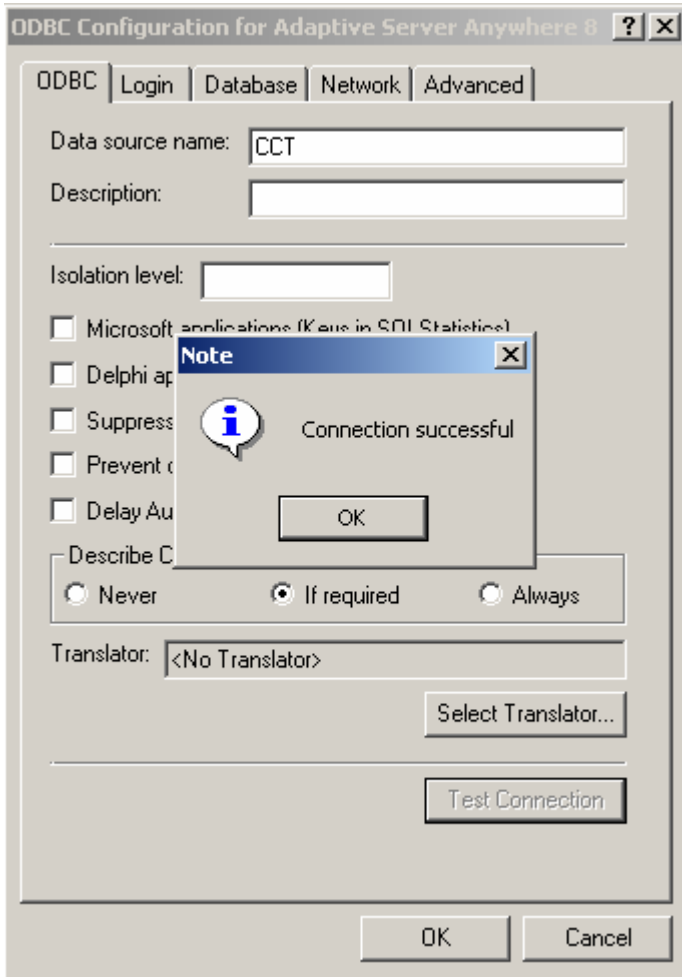
Once there, just select the “cct.db” file to enter its path into the CCT dsn Database window as per example:



Once the Database path has been entered in the “database file” box, just select the ODBC tab to access the “Test Connection” button.



When you click on it, you should get the following:



If you do not and you are positive you have followed the procedure correctly, please call the Galileo Service Centre for assistance.

Once the “Connection Successful” is obtained, go back to the CCT 3.1 Server Upgrade Patch and double-click the setup.exe to restart the upgrade.



## Failed Upgrade? Roll Back to previous version.

As described in the CCT 3.1 Server Upgrade procedure, the installer takes an automated backup of your CCT database files and places it in the DBBACKUP folder under \Program Files\GalileoSouthernCross\CrossCheckTravel

This way, in case of a failed upgrade you still have the opportunity to roll back to the previous CCT version and keep on working while Galileo Support ascertains and solves the problem.

First of all open Sybase Central as shown in the procedure on page 3 of this document. Then right-click on the “Galileo” service and select “STOP”. Wait until the traffic-light like icon turns to red.

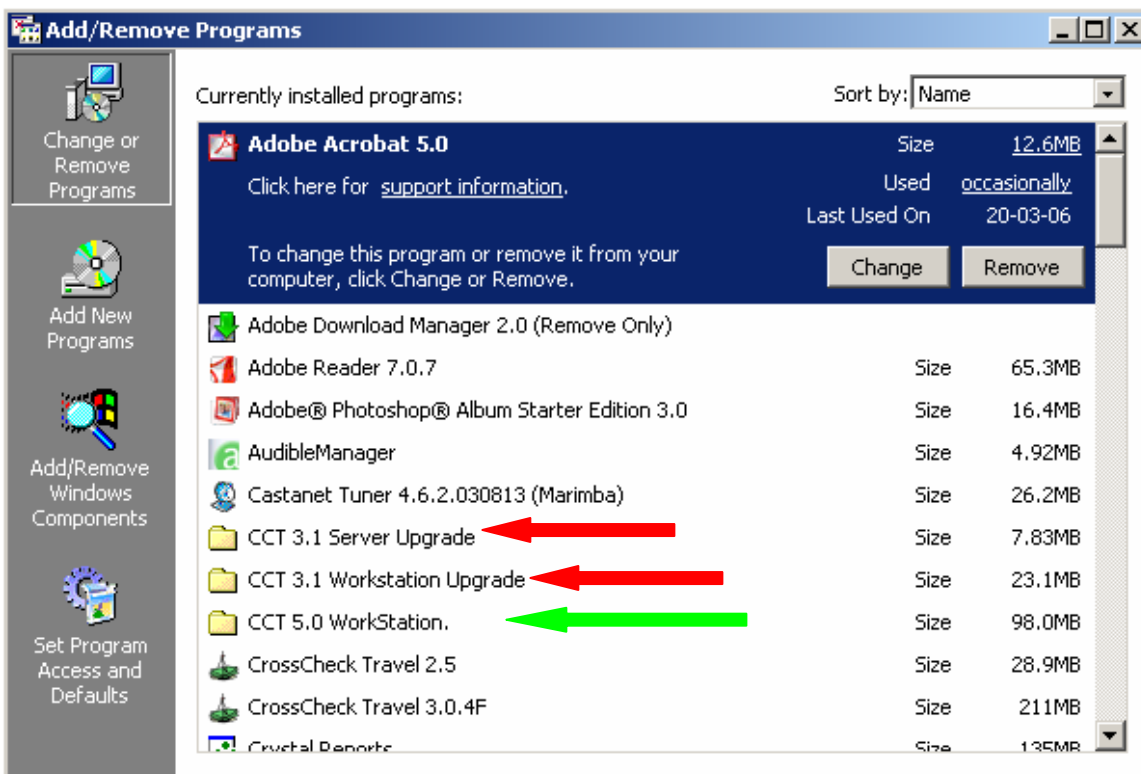
### WARNING:

If you skip the above step, you will not be able to re-install the original database files.

Now access the Add/Remove programs applet in the CCT Server or Server-Workstation Control panel and remove the CCT 3.1 upgrade(s).

As a matter of fact you will have to remove only the Server Upgrade patch if you are on the “Dedicated” CCT server and both if you are on a Server\Workstation.

The example represents a Server\Workstation scenario:





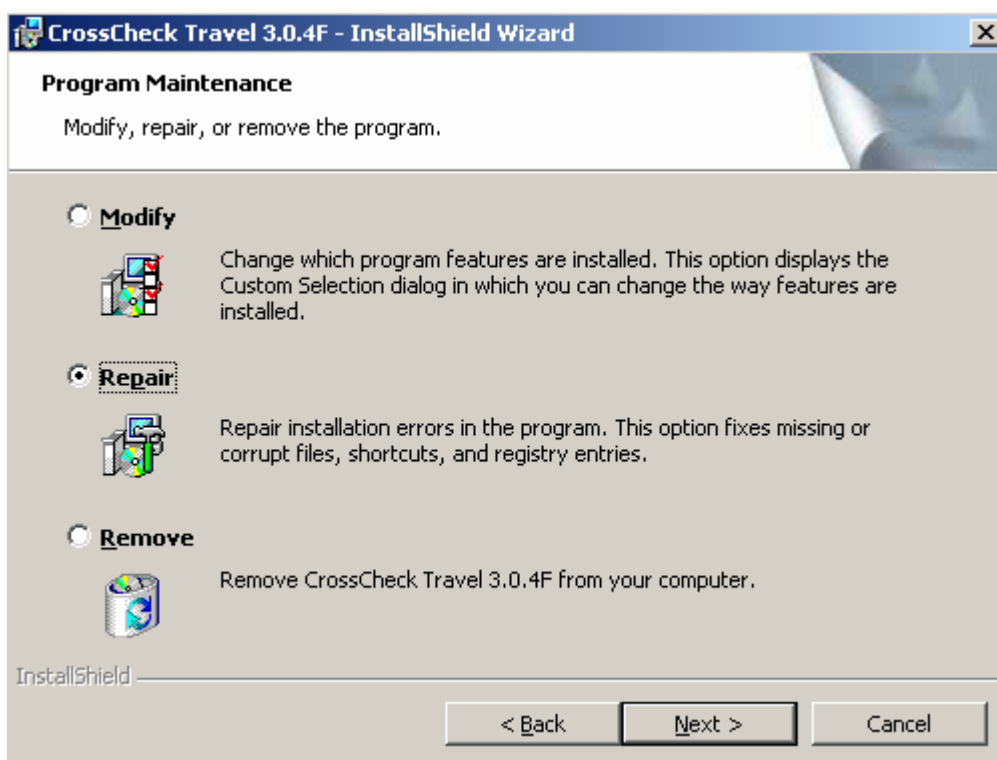
Just highlight the CCT 3.1 Server Upgrade first and select “Remove”. This will be enough if you are on a “Dedicated” CCT Sever.

On the Server\Workstation you will have to uninstall the CCT 3.1 WorkStation upgrade as well. Once the CCT 3.1 patches are cleanly uninstalled, look for you basic CrossCheck Travel installation (green arrow). It could be any of the Version 3 family.

Once found, highlight it by clicking on it and then select “Change”.

You will be presented with the “Welcome” window for the application installer. Select “Next” to continue.

The “Program maintenance” window will appear




Select the “Repair” function by checking the appropriate radio button and select Next.

The Installer will take you to the “Ready to repair program” window.

Just select “Install” to repair your CCT installation and bring it back to the original version.

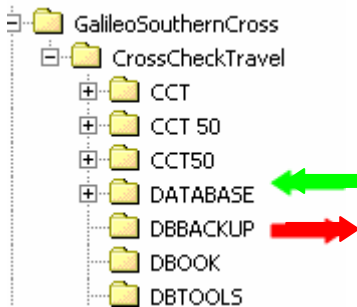
The “Repair” function is similar to the actual installation. Follow the prompts and select “Finish” when prompted. **DO NOT REBOOT the machine when asked.**





Once the “Repair” is done, just navigate to the DBBACKUP folder where the back up of your original database files was saved.

Copy the cct.db and cct.log files and paste them in the “Database” folder under  
\\Program Files\GalileoSouthernCross\CrossCheckTravel



Delete the old files from the Database folder first or select YES when asked to overwrite the old files.

When the original database files are placed in the correct location, the “Database” folder under CrossCheckTravel, close your Explorer window and go back to the desktop.

Find and select the CCT 3 DBMS icon as per Server Upgrade procedure on page 3 of this document.

This will open Sybase Central (CCT 3 DBMS) from where you can access the “Galileo” service.

Again, right-click the “Galileo” service and select “START”.  
Wait until the traffic light like icon turns green.

The Server or Server\Workstation portions of the applications are now successfully rolled back.

Please, perform the same procedure to “Repair” CrossCheck Travel on each workstation in your office that was eventually already upgraded to 3.1 to roll them back to your original version.





**NOTE:**

On workstations only the “Client” component of CrossCheck Travel will be repaired. No other operation is required after that.

Once each upgraded workstation repair has successfully finished, log on to CrossCheck Travel as per usual and test.

If any further issue is reported, please call the Galileo Service Centre on:

Australia	1300 555 000
New Zealand	0800 425 453

