CrossCheck Travel (CCT) Ver 3.1 Quick Upgrade Instructions

The following steps contain summarized instructions for the installation of the CCT V3.1 Server and Workstation Patches. There are three main steps involved:

1. *Logout all users and ensure the database is running*

2. *Install the Database Server upgrade, once only on the Server or Server/Workstation*

3. *Install the Client Workstation Upgrade on all computers operating CCT*

For a more detailed explanation of these instructions, please refer to the document titled *CCT V3.1 Detailed Installation Instruction Guide* which is also available from the CrossCheck Travel 3.1 Software Updates web page:

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

Step 1   Logout all Users and Ensure the CCT Database is Running

Ensure **users log out of CCT,** including the "Server-Workstation" if applicable**.** Consultants may still use Galileo or other applications such as Word or Outlook but it is vitally important that CrossCheck Travel is not accessed during the upgrade process, – this includes the downloading of Booking Files into CCT.

Also make sure that the database is running before proceeding. 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 computer, usually located in the back room, which only operates as a File Server. That is, CCT is never operated from this computer. While a "Server-Workstation" is a workstation in your office which holds the CCT database Server and is also used as an active CCT workstation.

If your agency is running a **"Server\Workstation",** it is the only CrossCheck Travel machine requiring both patches to be run.
- First run the "Server" Upgrade patch
- Then, upgrade the CCT "Workstation" by running the CCT 3.1 Workstation Upgrade Patch (as described in Step 3).

On the "Dedicated Server" or "Server–Workstation", if you look in the system tray of this machine (next to the system clock) you should be able to see the following *SQL* icon:
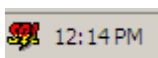
If it is visible, move onto Step 2.
If you cannot see it, refer to the CCT V3.1 Detailed Installation Instruction Guide Pages 3 & 4.

Step 2 Database Server Upgrade

On the Server or Server/Workstation machine, access this web page on the Galileo Southern Cross Support Site:

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

Select **Open** to directly run the CCT 3.1 Server patch OR
Select **Save** (to download the SETUP file to your local disk) then locate the file and **Double Click or** choose **Open** to run the CCT 3.1 Server patch (this is the preferred method of running the upgrade patch).

Install the Version 3.1Server Upgrade by following the prompts as they appear on screen. When the 'Welcome' screen appears press [Next >] to continue or [Cancel] to exit the Installation.
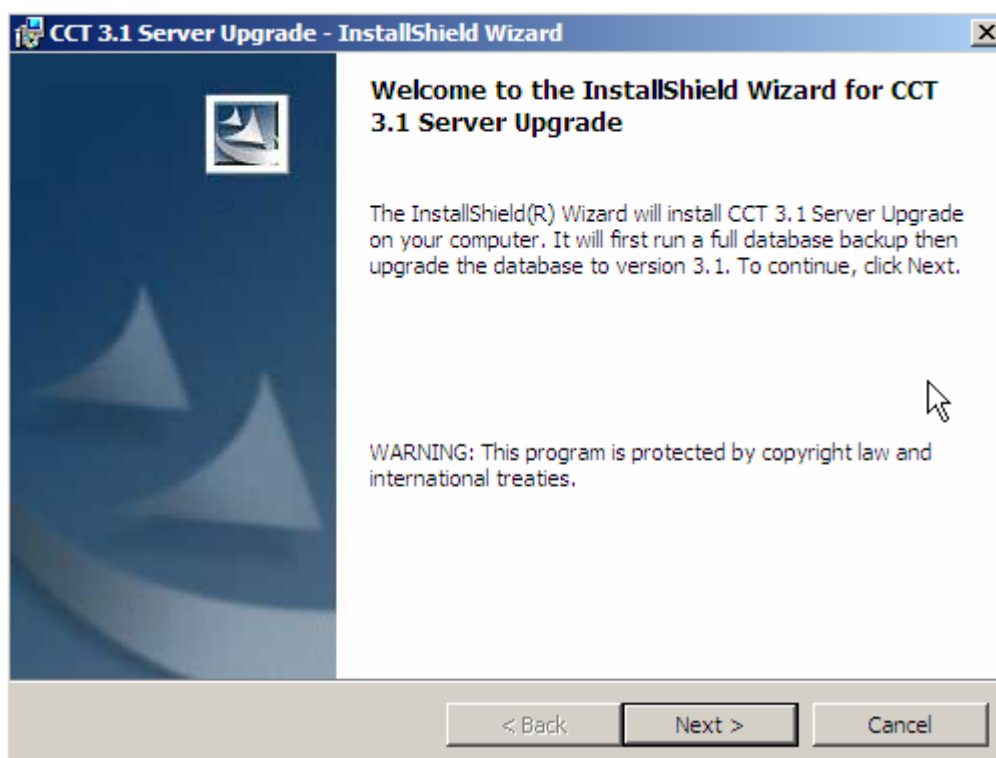
In the best interests of database security, the upgrade process will create a backup of your data (cct.db and cct.log files) into your *C:\Program Files\GalileoSouthernCross\CrossCheckTravel\DBBACKUP* Folder. When this backup is occurring, a screen will appear displaying the percentage of the backup that has been completed:
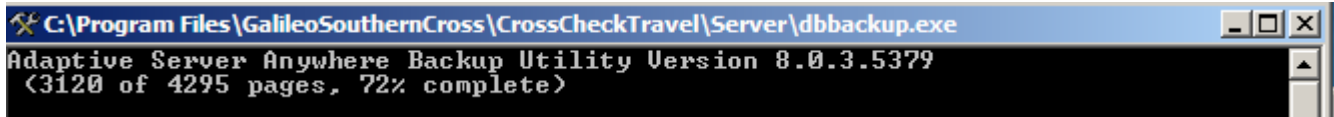
Depending on the size of your database, this backup process may take up to 10 – 15 minutes to complete. Please allow this procedure to finalise as it is very important that a full backup is completed prior to the Server upgrade patch being implemented.

Can anything go wrong at this point?

If you do unintentionally press the X (Close) button to exit during the database backup or if the Upgrade Patch can't locate the database, an 'Error 1721' or 'Error 1722' message may display as per this example;
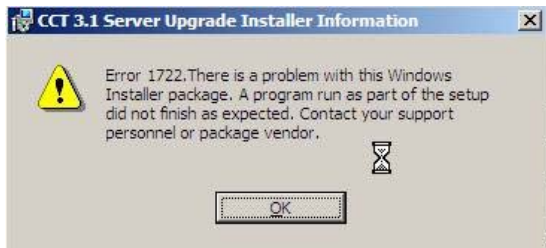
An hourglass will remain on screen but the message can be closed by moving your mouse to the Close button.

After the message above has been Closed, the *CCT Server Install Wizard* will then respond with a message, alerting you that the Server Upgrade did not complete.
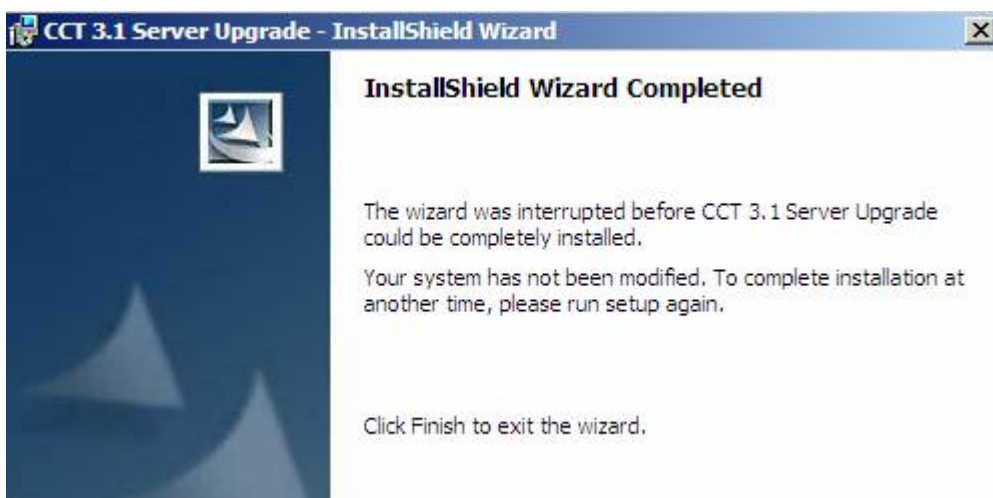
If the message appeared because the database was not found by the Upgrade Patch, it is likely that you attempted to run the Installation on a workstation that is NOT the Server computer. In that case, move over to the Server machine and run the CCT31_SERVER_UPGRADE_setup.exe file again.

It is possible that your Server File and/or Database are residing on a local disk drive in your agency which is not the default C:\ Drive. In these situations, refer to the Detailed Installation Guide for instructions on how to change the Server Installation to successfully update the Server components.

If you had stopped the process by exiting from the Backup process, just startup the CCT31_SERVER_UPGRADE_setup.exe on the same computer and allow the backup to complete.
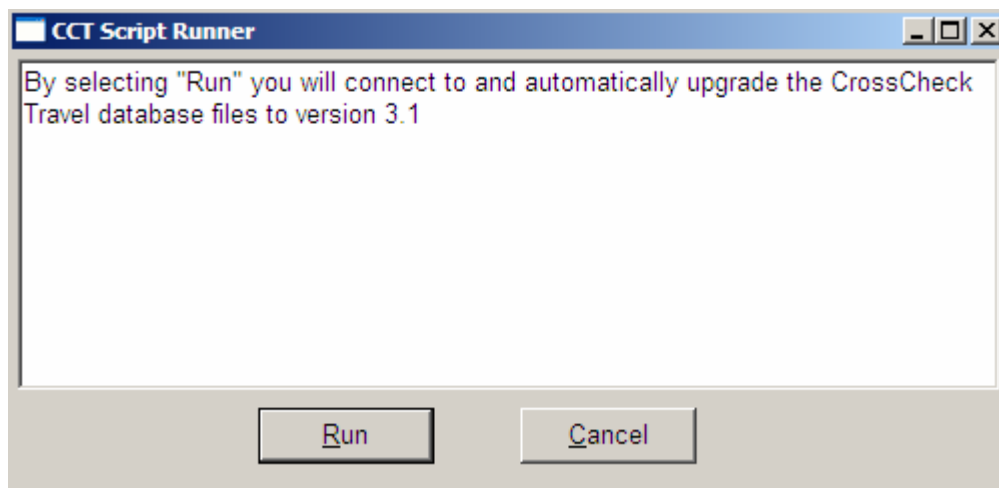
After the Backup Successfully Completes

When the backup completes, prompts will appear that will require you to press
[Next >] , [Next >] then [Install] to move to the *CCT Script Runner* screen.

At this point of the upgrade, when the following screen appears, you will be required to press the [Run] button

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CCT Script Runner _ □ ×

By selecting "Run" you will connect to and automatically upgrade the CrossCheck Travel database files to version 3.1

[Run]   [Cancel]

After *Run* has been selected, a screen will display showing various updates occurring on your database. This make take some time to complete but **Do Not press** [Stop] under any circumstances.
If this process happens to be taking anything over ten minutes, the mostly likely cause will be that a user has logged into CCT during the upgrade. If this is the situation, log them out and the upgrade should then continue to completion. If this is not the cause, please call the Galileo Service Centre for advice on further trouble shooting the cause of the problem.

When the Server Upgrade completes, you will be prompted to press [OK] and then click on [Finish] 'Read Me' file will appear to remind you to then run the Client Workstation upgrade on all Crosscheck Travel terminals in your office.

Step 3　　　Client Workstation Upgrade

From the CrossCheck Travel 3.1 Software Updates page from the Galileo Southern Cross Support Site, click on the link to *CCT 3.1 Client Workstation Upgrade.*

Select **Save** (to download the SETUP file to a common directory on your server or local disk) then **Open** to run the CCT 3.1 Workstation patch from each Workstation. (By first saving the SETUP file to a common directory this will avoid having to download the file from the web site to each workstation). Alternatively. select **Open** to download and run the CCT 3.1 Workstation patch from each Workstation

During this section of the upgrade process you will be asked to decide whether the upgrade is for a workstation running *Galileo Desktop* or *Galileo Viewpoint Version 3*. To determine your current Galileo installed product:

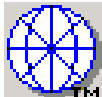If using Galileo Desktop, this icon will be displayed on your workstation Desktop;

　　　　　is for ***Galileo Desktop***

If using Viewpoint 3, either the Viewpoint 3 or Focalpoint icon will be displayed on your workstation:
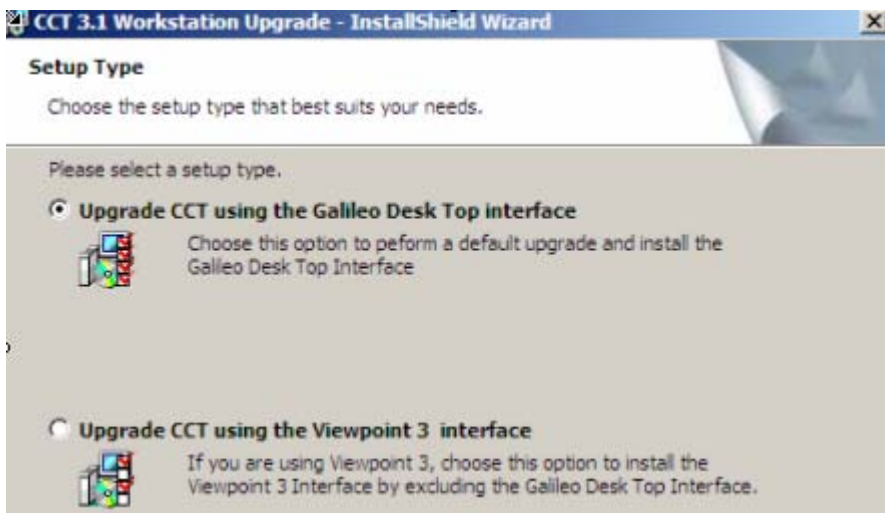
　　　is for ***Viewpoint 3***

　　　or this **Focalpoint** icon might be displayed.

When the following screen appears, depending on your current Galileo access product as above, you will need to either accept the default option of ***Upgrade CCT using the Galileo Desktop Interface*** or select ***Upgrade CCT using the Viewpoint 3 Interface.***

Accepting the default option of Galileo Desktop by pressing the Next button. This will then move you onto the 'Wrap Up' screen (example on the next page) for completing the upgrade. If you are upgrading a workstation that uses Galileo Desktop, go straight to the section titled *'Wrap Up' Screen* on Page 7 to continue the install.

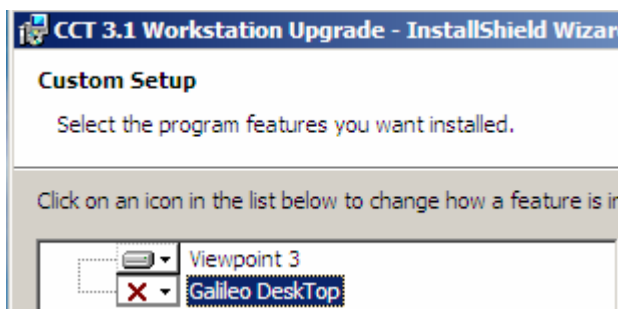**If using Viewpoint 3 on the workstation**, these entries are required:

In the next screen, click on the Galileo Desktop option (as this is the software you DO NOT HAVE).
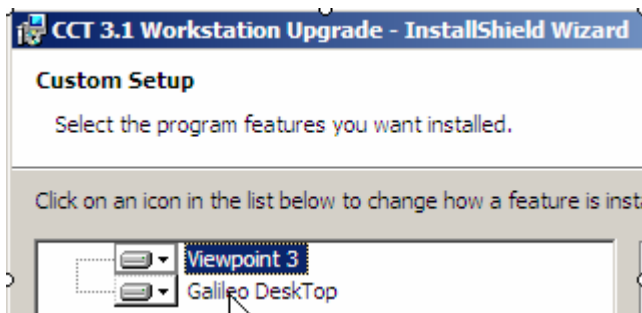
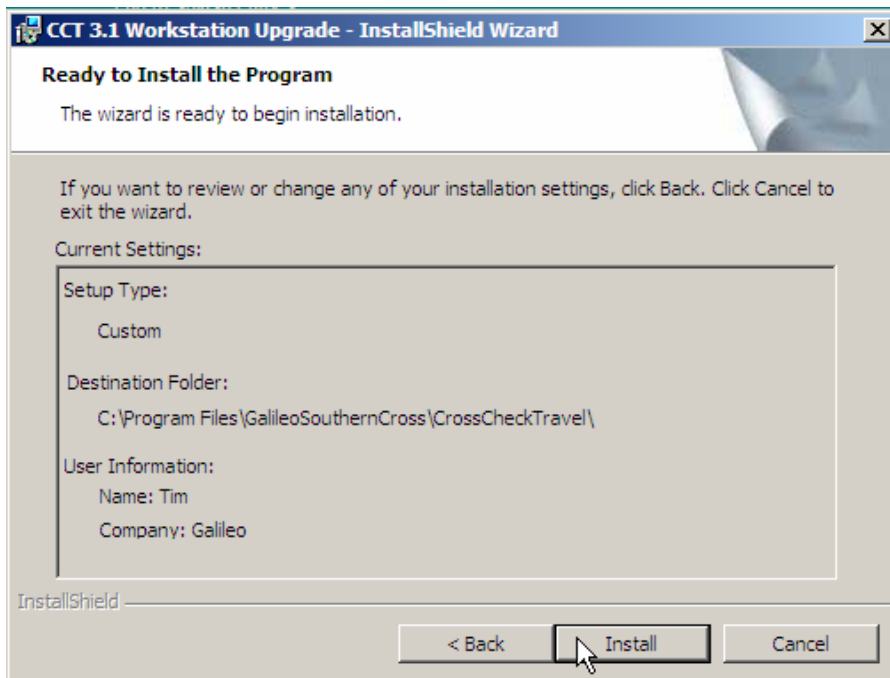This will display a list of further options and then select, *This feature will not be available*:
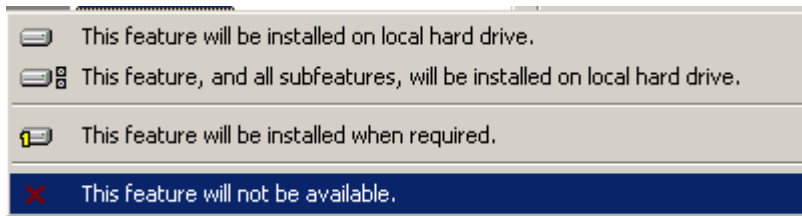
After making this selection the **Custom Setup** screen will be displayed as per the following example:

Then Click on Next.

'Wrap Up' Screen

The preceding screen example is known as a '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.

When logging in to CrossCheck Travel, the system will now check that the workstations are the same version as your database. If they are the same version the login will complete successfully. If a message appears with a title *'Version Mismatch',* as per the example below, it means that either the Workstation or Server upgrades were not completed successfully.

OR
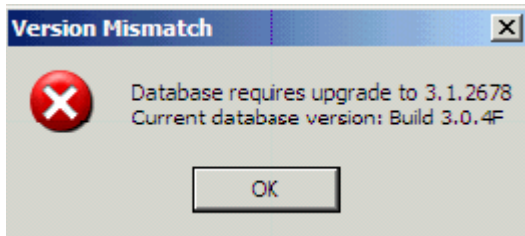
To rectify either situation, the best solution is to re-run both the Server and Workstation upgrades then try logging into Crosscheck Travel.

If logging back on to the upgraded CrossCheck Travel 3.1 was successful, **CONGRATULATIONS !!!**

You have successfully upgraded CrossCheck Travel to version 3.1. If wanting to double check that your workstation(s) are running the latest Version of CrossCheck Travel, go to Help > About and the screen below should display the *Version* and *Database* of **3.1.2687** and a *Date* of **28/06/2006** as per below:

When all the workstations in the agency have been upgraded, all users can start using this new version of CrossCheck Travel. For an explanation of the new features contained in this upgrade please download the ***CCT V3.1 Enhancements Guide*** from the Galileo Support Website.

Troubleshooting and Rollback Procedures

The CCT 3.1 Detailed Installation Guide (See Galileo Support Website) contains many pages of instructions on Troubleshooting any problems that may occur and it also contains notes on how to rollback the database in the unlikely event a major problem occurred during the upgrade process.