

Galileo DesktopSM 2.2

Installation Guide



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Notes:

In This Guide

This guide includes the following sections:

- Getting Started: Includes introduction, software and hardware requirements and installation overview.
- Install Products – Galileo DesktopSM: Includes a guide to the installation of the Galileo Desktop.
- Browse CD: Includes What's New, the Installation Guide, and ViewpointTM 5.0 Quick Tips.

Note: We recommend you back up your data files before installing Galileo DesktopSM.

Interactive Install

This installation guide applies to the interactive install. The interactive install uses the CD Browser to determine if pre-requisites exist, and provides the option to load missing software to complete the installation.

When the pre-requisites are fulfilled, the CD Browser will launch InstallShield loading the new Galileo DesktopSM. You are no longer required to remove the older version of Viewpoint® before installing the latest version.

Getting Started

The Galileo DesktopSM, is a travel sales management solution offering both Focalpoint® and Viewpoint. The Galileo Desktop has been developed to work in standardized Windows® software environment.

Software and Hardware Requirements

Note: Please install Galileo DesktopSM under the supervision of someone with a working knowledge of your office hardware.

Software Requirements

- Windows® 2000 (Service Pack 4), or Windows® XP (Home or Professional Edition), Windows® Vista.
- Microsoft® Internet Explorer 6.0 and above.
- Microsoft.Net Framework 1.1

Citrix® Options:

This installation is fully compatible with most Citrix® application servers currently supported by Citrix and is available for Microsoft® Terminal Service users.

- NT 2000 Terminal Server
- NT 2000 Microsoft® Terminal Server with Citrix® MetaFrame XP 1.0&XPe 1.0 both Windows® client and NFuse Portal Server.
- Citrix Presentation Server 4.0 on Windows Server 2003.

Hardware Requirements

Requirement	Minimum	Recommended
Processor	266Mhz Pentium	1Ghz
RAM	128MB	512MB
Temp hard drive space	400MB	
Permanent disk space	200MB	Note: Additional space is required for Internet Explorer and the .NET framework
Resolution	800x600	1024x768 (16bit color or higher color is recommended as well.

The installation determines the Windows® platform as well as the version of MS Internet Explorer you are using. You may need to know the CD-ROM drive letter designation if you intend to access this application from a CD-ROM drive that is shared.

Procedures documenting the workstation installation of Galileo DesktopSM are outlined in the section titled: Install Products – Galileo Desktop.

Install Products – Galileo DesktopSM

This section includes the following topics:

- **Primary Checks**
Make the following checks before you begin.
- **Starting the interactive install from a CD:**
Defines the interactive installation process using installation defaults from the Galileo DesktopSM installation CD.
- **Install Galileo DesktopSM 2.0.**
- **Changing the system default directory settings:**
Defines how to change system default directory settings during the installation.
- **Changing the TCP/IP configuration settings:**
Defines how to change the TCP/IP configuration settings.
- **Modify the Installation:**
Discusses how to modify the installation after it has taken place.
- **Rollback to Focalpoint® 3.5:**
Discusses what you need to do if you want reload Focalpoint 3.5.

Primary Checks

Before the installation begins, the following primary system checks are made. If your operating system fails to meet any one of these checks, the installation will abort.

- Do you require/have administrative privileges?
- Is the resolution set to at least 1024x768?
- Is the color depth at least 256 colors?
- Is there sufficient disk space?
- Is the operating system Windows® 2000 SP4 or higher?
- Is Microsoft® Internet Explorer 6.0 or higher present on your desktop?
If not, you will be prompted to upgrade.

Before you begin

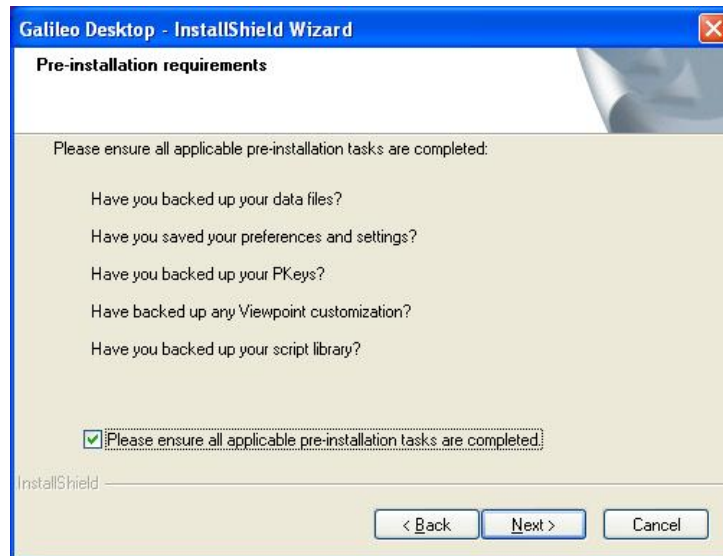
- If you are running Focalpoint® 3.2, or Focalpoint® 3.0.18A, remove the icon from your desktop (right-click the icon and select Delete).
- Make a note of your Client ID and IP configuration settings. Go to the Control Panel/Galileo TCP/IP settings for this information.
- Disable any anti-virus software you may have running. Anti-virus software may prevent registries from being updated.

Before you begin in the ASIA Region

A new version of Custom Viewpoint Scripts is required for Galileo Desktop 2.0. If the workstation you are upgrading has any of these products installed, they must be removed using Add/Remove programs in Control Panel before the install process is started. The new versions of these products can then be installed once the upgrade is complete.

Pre-installation requirements

During the installation, you will encounter the Pre-installation requirements dialog, and must check the box at the bottom before you can proceed with the installation. The tables below will help you find the files you want to backup. When the installation is complete, you are reminded to reinstate these files.



Note: If you are not familiar with how to backup files, please check with your manager/IT manager.

File locations for each question are listed below.

Have you backed up your data files?

File Type	If you are installing over Focalpoint® 3.5	If you are installing over Galileo Desktop SM
Replay Files	\FP\REPLAY*.*	\FP\REPLAY*.*
Relay Files		
Scriptwriter Plus Files	\FP\DATADIR\SWPLUS\SCRIPTS*.*	\FP\DATADIR\SWPLUS\SCRIPTS*.*
Browser Script Files	\FP\DATADIR\SCRIPTS*.*	\FP\DATADIR\SCRIPTS*.*

Have you saved your preferences and settings?

File Type	If you are installing over Focalpoint® 3.5	If you are installing over Galileo Desktop SM
Focalpoint Config File		\FP\DATADIR\WSTN\focalpoint.config.xml \FP\DATADIR\USER\users\focalpoint.config.xml
Scriptwriter Run Group	\FP\DATADIR\WSTN\GRP*.SWR	

Have you backed up your Pkeys?

File Type	If you are installing over Focalpoint® 3.5	If you are installing over Galileo Desktop SM
Apollo® Keys	\FP\DATADIR\PKEYS*.ALC	
Galileo® Keys	\FP\DATADIR\PKEYS*.CPR	
Galileo Desktop SM		\FP\DATADIR\PKEYS*.PKEYS.XML

Have you backed up any Viewpoint Customization?

File Type	If you are installing over Focalpoint® 3.5	If you are installing over Galileo Desktop SM
		I have modified non Version Controlled files, what steps do I need to take? (ie I have added a right click menu into the pnr.html file which launches one of my files). Take a copy of the code that has been added to the file and after the installation, this code can be added back into the appropriate file within Galileo Desktop SM . The Galileo Desktop file structure has changed so it is important to ensure that the correct file is being edited.

Have you backed up your script library?

File Type	If you are installing over Focalpoint® 3.5	If you are installing over Galileo Desktop SM
Galileo Java Script Library		\FP\SWDIR\CustomViewpointGalileo\CustomViewpointGalileo
Java Script Library Val Files		\FP\SWDIR\CustomViewpointGalileo\CustomViewpointGalileo\gdia_ValFiles

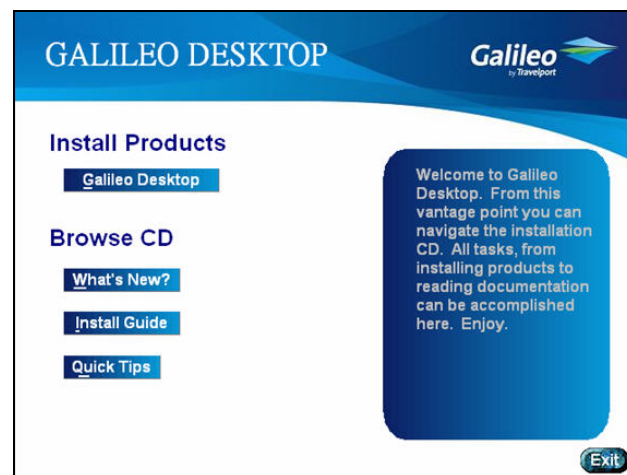
Starting the interactive install from a CD

Read Before you begin on the previous page, then follow the steps below to install Galileo DesktopSM from a CD. The process is generally the same if you download from Galileo 360.

1. Close any open windows, especially Focalpoint® or Viewpoint™, if running.
2. Insert the Galileo DesktopSM Installation Disk CD into the CD-ROM drive of the workstation.
3. To launch the Galileo DesktopSM installation, click START, RUN.
4. Type X:\Setup.exe in the Command Line box, then, click OK. Replace X with your designated CD-ROM drive letter.
5. Click OK.

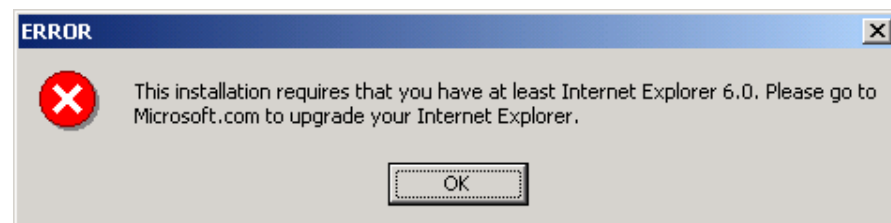
If your workstation meets installation requirements, the Galileo DesktopSM main menu screen appears with a menu of selections under two headings:

- Install Products
- Browse CD



If your desktop does not have the required software, a message appears advising you of this and prompting you to install the required software.

For example, for MS Internet Explorer, the message will look like this:



When a message appears, click OK. You will need to go to Microsoft.com or install the required software.

After you have added or updated required software, you can proceed with the Galileo Desktop installation.

Install the Galileo DesktopSM

When your workstation meets installation requirements, the following screen appears. This installation will load both ViewpointTM 5.0, and Focalpoint[®] 5.0.

Follow these steps to install Galileo DesktopSM.

- Click Galileo DesktopSM under the heading Install Products.

Note: We recommend that you print out a copy of What's New?, the Install Guide, and a copy of Viewpoint Quick Tips before you begin the installation. Refer to the section in this document called "Browse CD" for instructions, or simply click the item you are interested in.



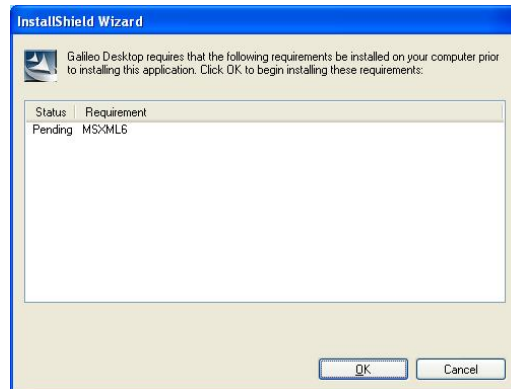
InstallShield prepares the install. A progress box may appear.

MSXML 6.0 Update (Required if not loaded)

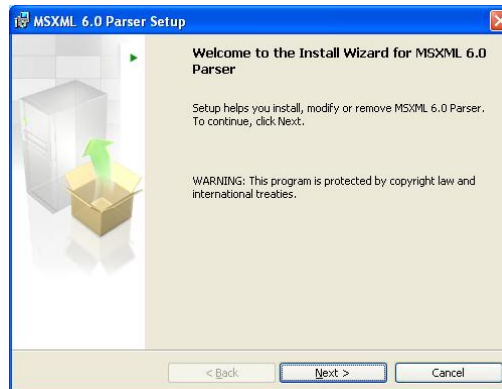
Galileo DesktopSM now requires MSXML 6.0.

The install will check to ensure it is installed. If it is not present on your workstation, the Galileo DesktopSM installation will begin to install MSXML 6.0 first.

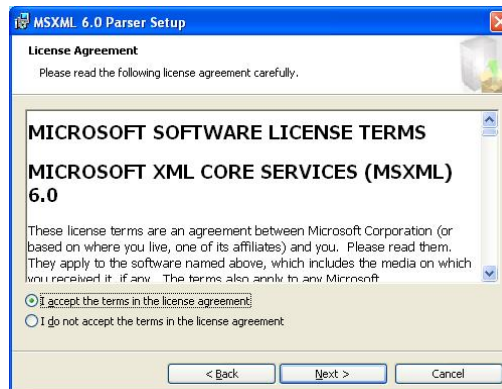
The following screens appear.



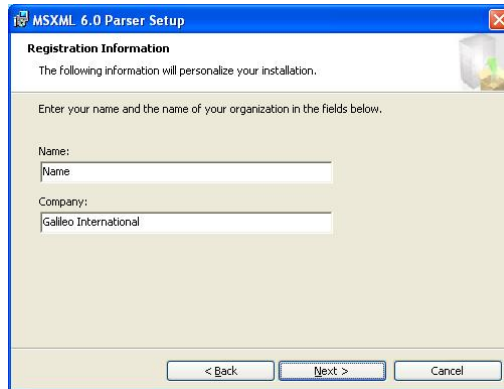
1. Click OK to begin the installation.
2. Click Next.



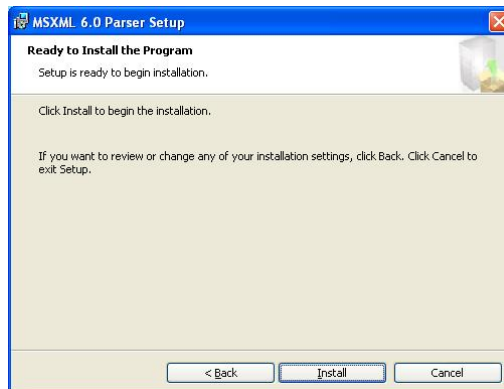
3. Click Next.



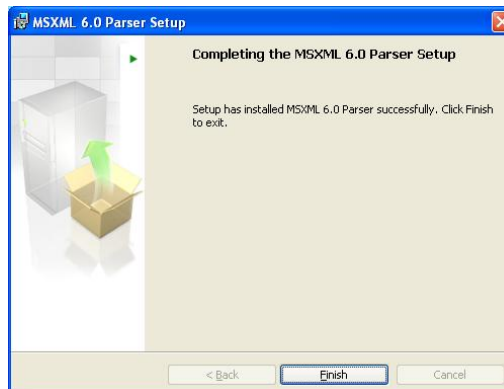
4. Click Next



5. Enter your Name and Company Name.



6. Click Install.

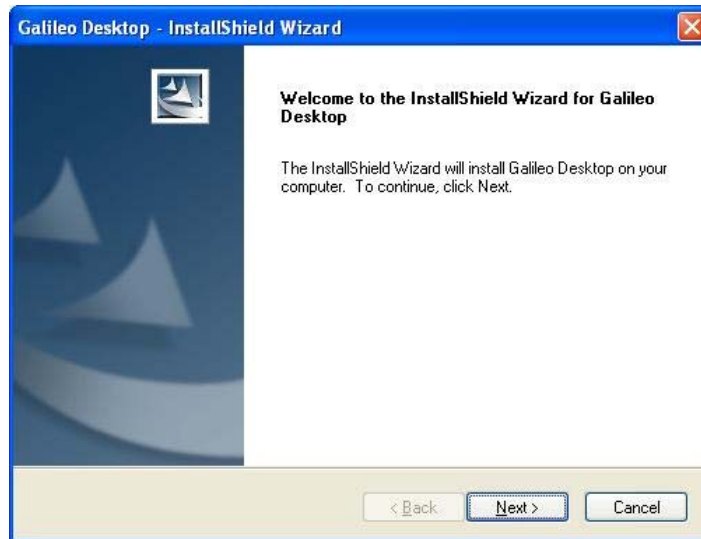


7. Click Finish.

The installation can now begin.

The Install Begins

When the Galileo DesktopSM is ready to begin the installation, the Welcome screen appears. Instructions are on the screen.



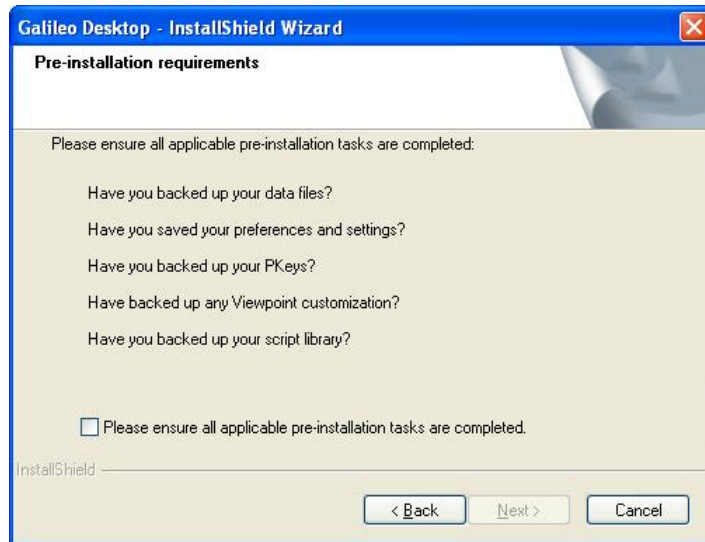
1. Click Next to continue.

The License Agreement screen appears.



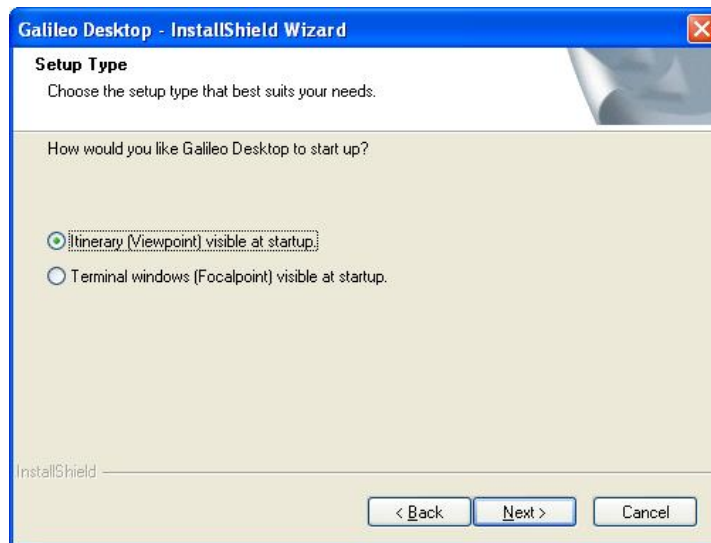
2. Click Yes to accept the agreement and proceed with the installation.

The Pre-installation requirements dialog appears. For additional information on these pre-installation tasks, see the section titled: **Back Up Your Data Files and Settings.**



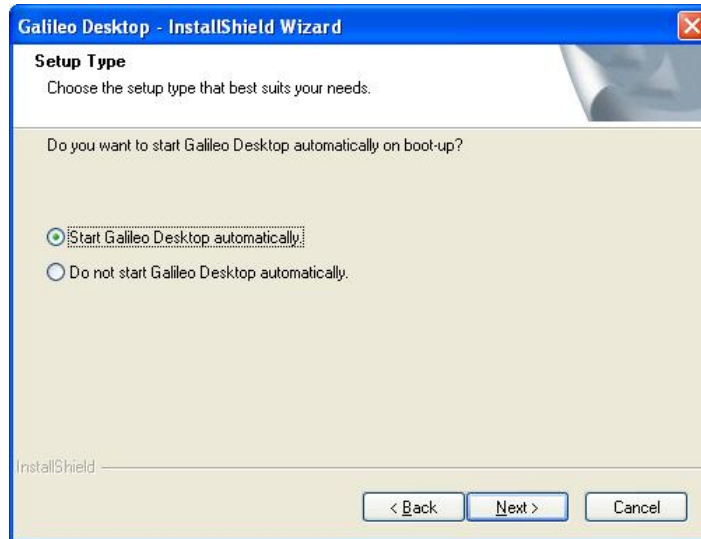
3. Click the Please ensure all applicable pre-installation tasks are completed box and click Next.

The Setup Type dialog appears.



4. Make the selection that best suits your needs and click Next to continue.

The Setup type dialog box for the Galileo DesktopSM appears.



5. Click to select the option you want, and click Next to continue.
6. The Language Selection screen appears.



7. Click a language name to select it. Hold down the Ctrl key and click several languages, if desired.

All selected languages appear in the Please select the default language for Galileo DesktopSM, drop-down

8. Click the drop-down arrow and your default language from the list.
Any language selected is available for use in Galileo DesktopSM.
9. Click Next to continue.

The Install Settings dialog box appears identifying the system default settings associated with the Galileo DesktopSM installation.



From this dialog you can:

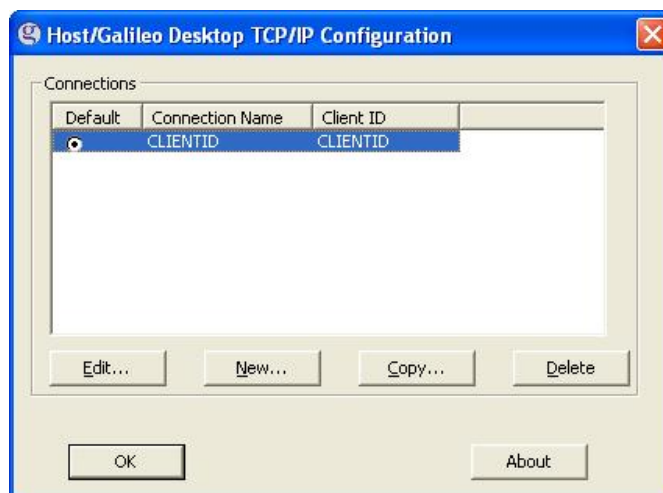
- Edit Default Directories
- Select Internet Options

For additional information, see the topic titled:
Changing the system default directory settings.

10. When you are satisfied with the defaults, click Next to continue.
 - If you are installing over Focalpoint® 3.5 or Galileo DesktopSM 1.01:

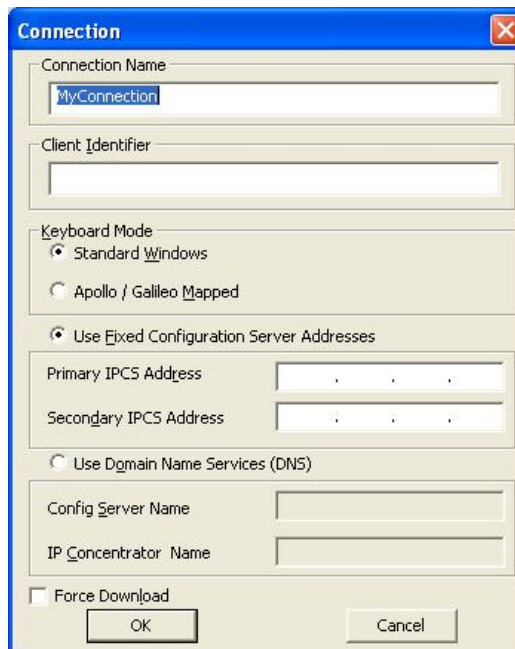
The Host/Galileo Desktop TCP/IP Configuration dialog box appears.
Go to Step 11.

For additional information on how to Edit, Add or Delete Focalpoint TCP/IP Configuration settings, see the topic titled:
Changing the TCP/IP configuration settings.

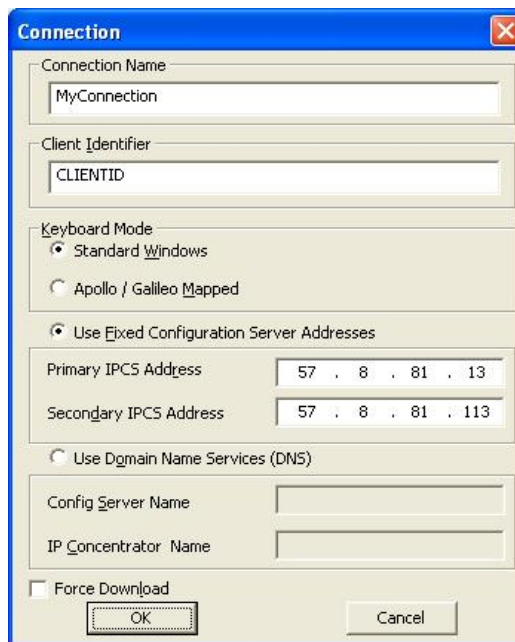


- If you are installing Galileo DesktopSM for the first time:

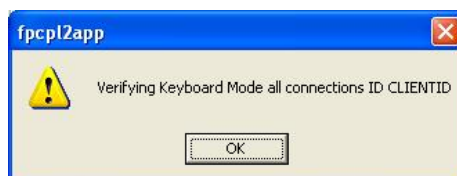
- a. The Connection screen appears.



- b. Enter your Client Identifier, Primary IPCS and Secondary IPCS Addresses, and click OK.
Your setting will look similar to the example below.

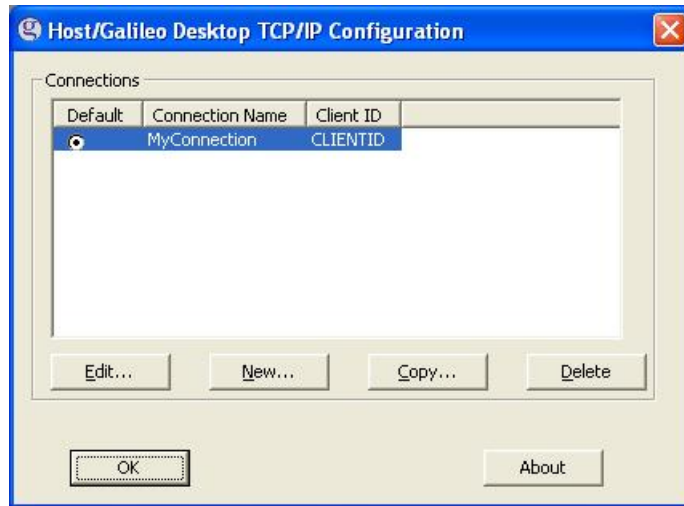


The verify keyboard mode message appears.



- c. Click OK.

The Host/Galileo Desktop TCP/IP Connection dialog appears displaying your connection.

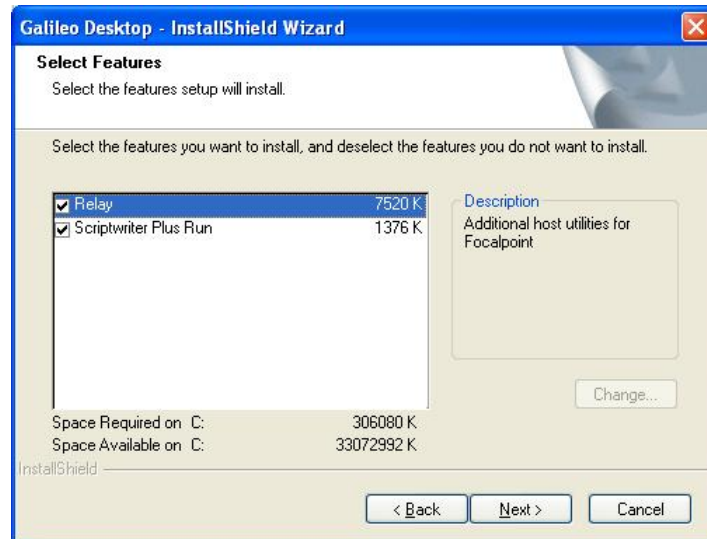


For additional information on how to Edit, Add or Delete Focalpoint TCP/IP Configuration settings, see the topic titled: Changing the TCP/IP configuration settings.

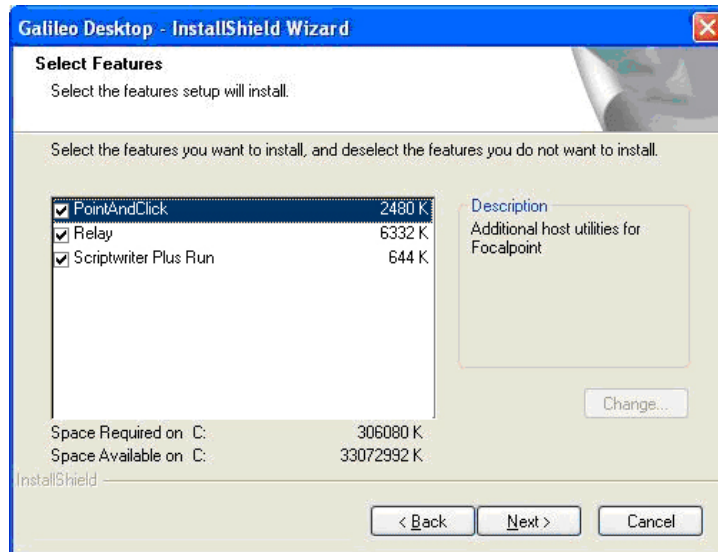
11. Click OK to accept the Host-Focalpoint TCP/IP Configuration.

The Select Features dialog box appears.

RelayTM and Scriptwriter PlusTM Run are selected by default for Apollo[®] users.



Point and Click, RelayTM and Scriptwriter PlusTM Run are selected by default for Galileo[®] users.

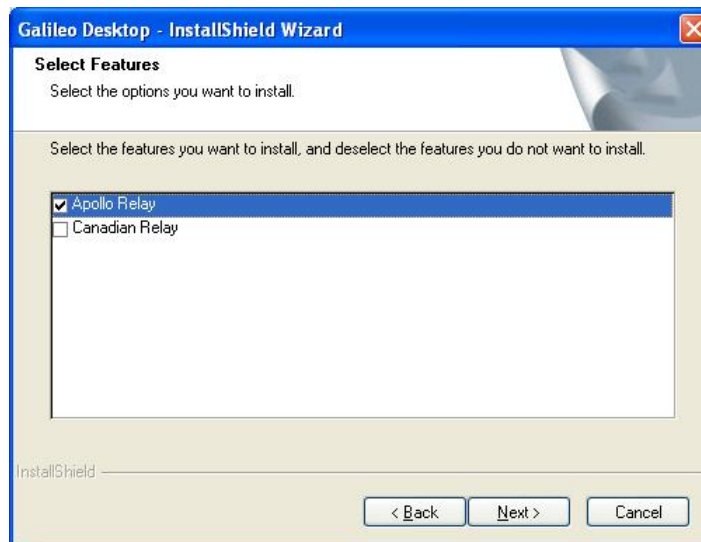


12. Clear the check box for the items you *do not* want to install. Click Next to continue.

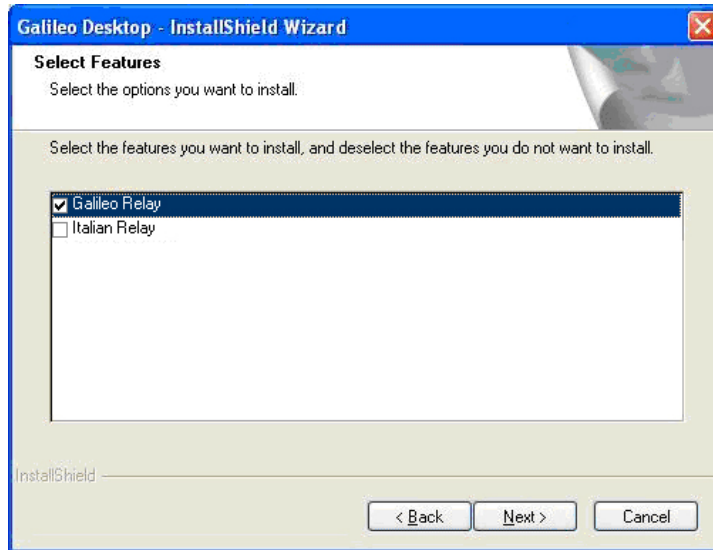
The (RelayTM) Select Features dialog box appears if you selected RelayTM in Step 11.

– If you did not select RelayTM, go to Step 15.

Apollo[®] users see these options.



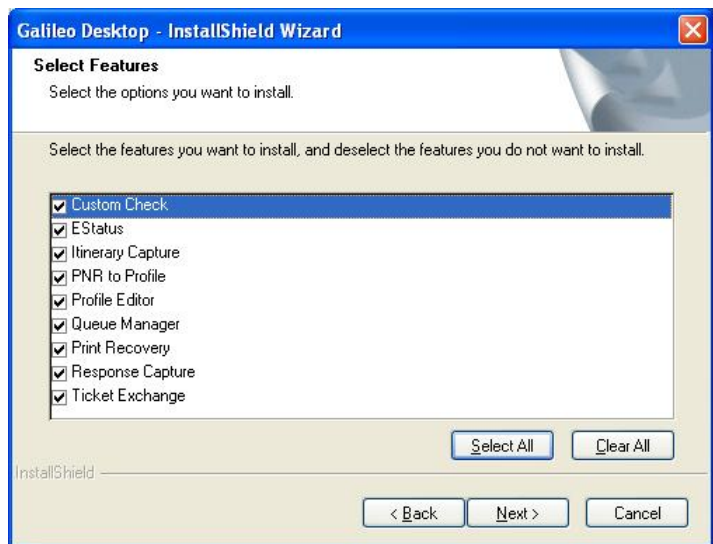
Galileo® users see these options:



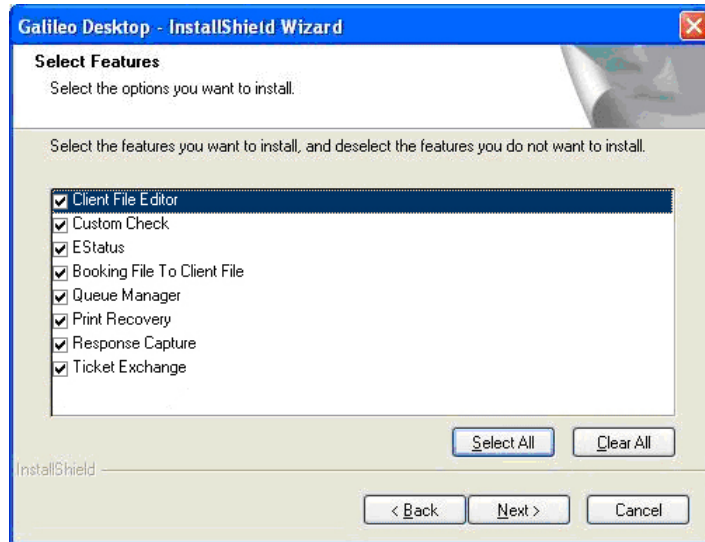
13. Click to select the version of Relay™ applicable to your system and click Next to continue.

The (Relay™) Select Features dialog box appears showing all Relay™ options selected.

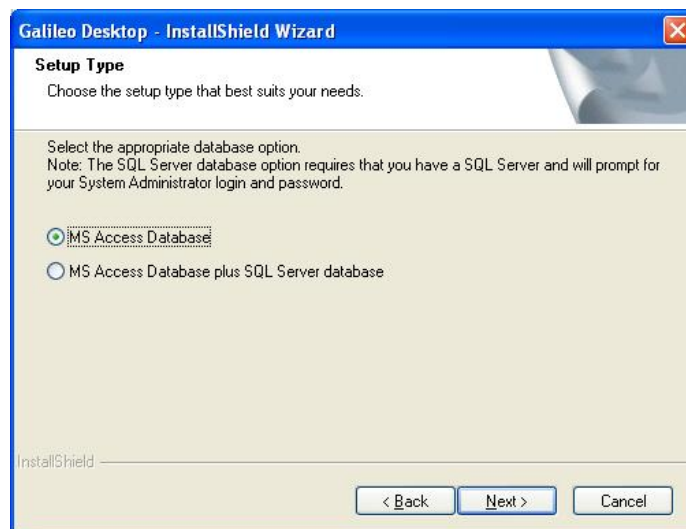
Apollo® users see these options.



Galileo® users see these options.



14. Click Next to accept the default (all selected), or clear the check box for any feature you do not want to install and click Next.
15. The installation begins processing your Setup selections. During the Setup process, the Setup Type dialog appears. Click to select the database option that applies to your agency.



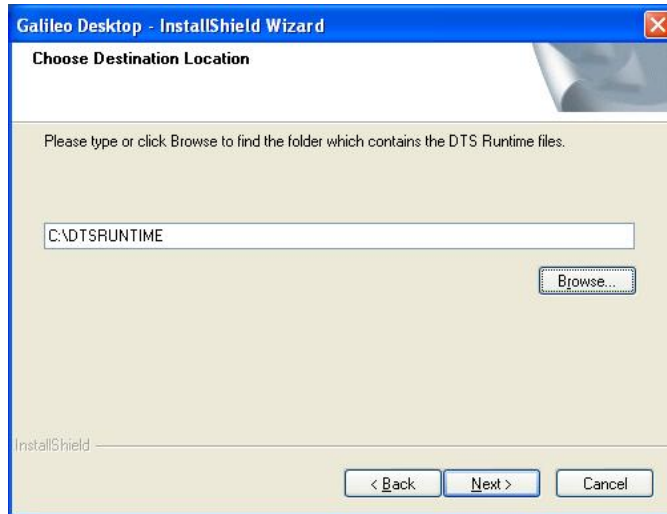
If you select:

- **MS Access Database:** This is the default connection to travel information loaded on your local drive.
 - Click Next to continue. Go to step 16.
- **MS Access Database plus SQL Server database:** When you make this selection you are setting it up to point to an SQL database.

Your agency IT department or agency manager should be able to provide you with the answers needed to follow this path.

- a. Click Next to continue.

The Choose Destination Location dialog appears. This is the location of the DTS Runtime files.



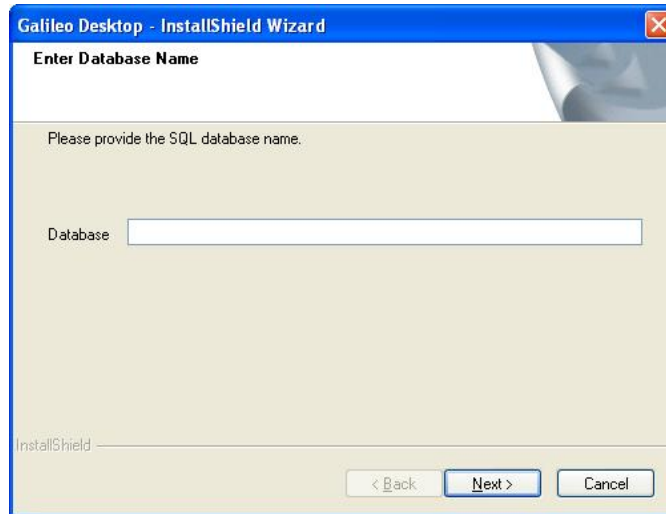
- b. Follow the on-screen instructions. When the path has been entered, click Next.

The Database Server dialog appears.



- c. Follow the on-screen instructions and click Next to continue.

The Enter Database Name dialog appears.



d. Follow the on-screen instructions and click Next to continue.

While this is running, a DOS window appears and you will see the migration as it occurs. When complete, follow the online instructions.

Note: After the installation is complete, these settings can be modified using Viewpoint Options (Tools/Options-Database Options tab).

The InstallShield Wizard Complete dialog box appears. This dialog reminds you to complete the tasks listed.

16. Click Finish.



The Galileo DesktopSM installation is now complete. You may begin using Focalpoint® and/or Viewpoint™ immediately.

Change the system default directory settings

During the installation, you have the opportunity to change the default directory settings. We recommend that you do this under the supervision of someone at your agency with a working knowledge of software installation procedures, and local agency practices.

From this dialog you can:

- Edit Default Directories
- Select Internet Options

Edit Default Directories

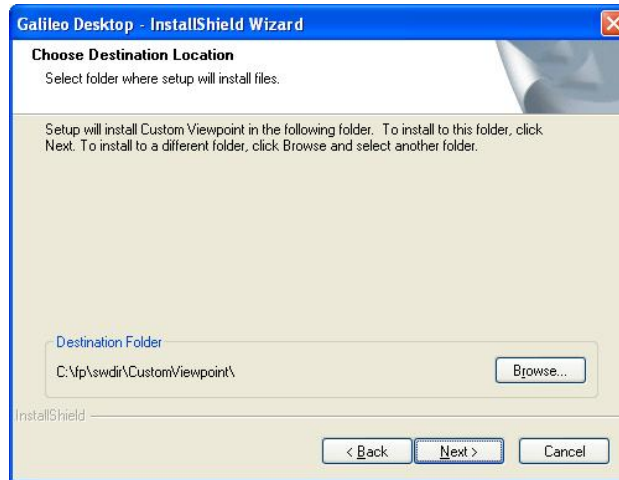
The screen below appears at Step 9 during the Galileo DesktopSM while installing Galileo DesktopSM installation.



To change any of the default directory folders, follow these steps:

1. Click to highlight the path to be changed and click Edit.

The Choose Destination screen appears.



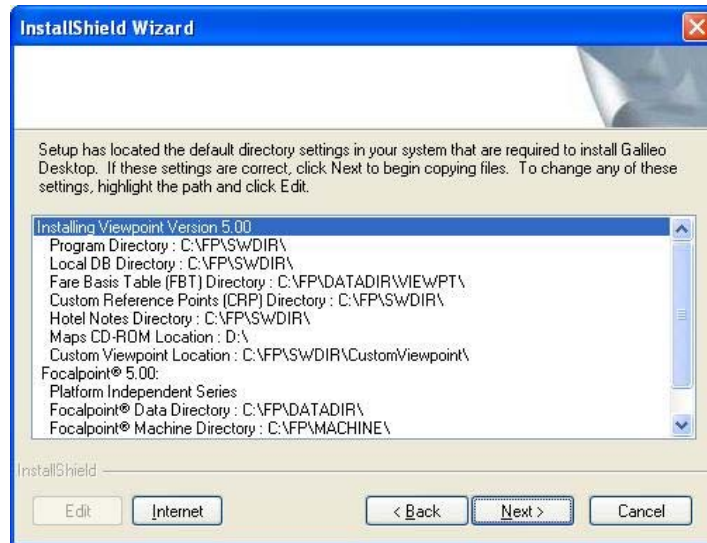
2. Click the Browse button to find and select the directory where you want the item to be located.



3. Click OK. You are returned to the Install Settings dialog box. For additional changes, repeat these steps.
4. When you are satisfied with the defaults, click Next to continue. The TCP/IP Configuration dialog or Connection dialog appears.
5. Continue to Step 10 of the Galileo DesktopSM installation.

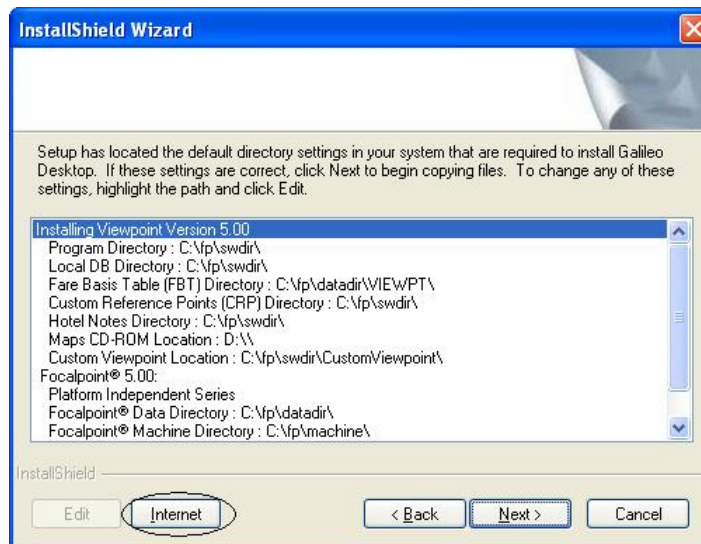
Edit Internet Options

The screen below appears at Step 9 during the Galileo DesktopSM installation.



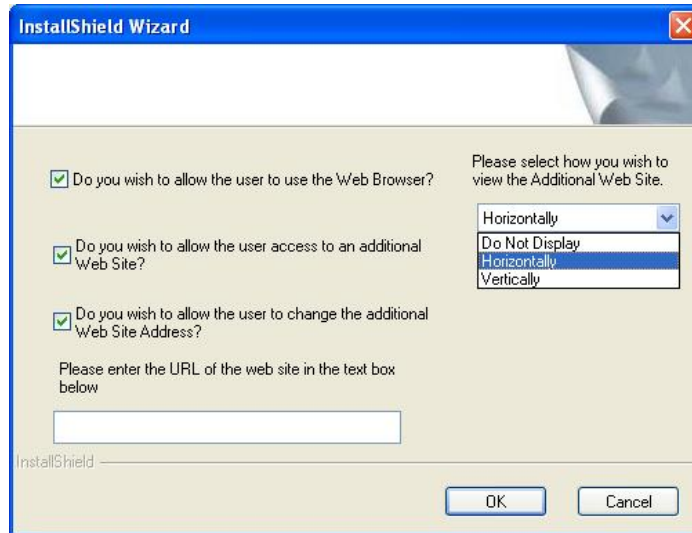
Follow these steps to Edit Internet Options:

1. Click Internet to view Internet options.



2. Click to select the applicable Internet option.

The Internet Options dialog box appears.



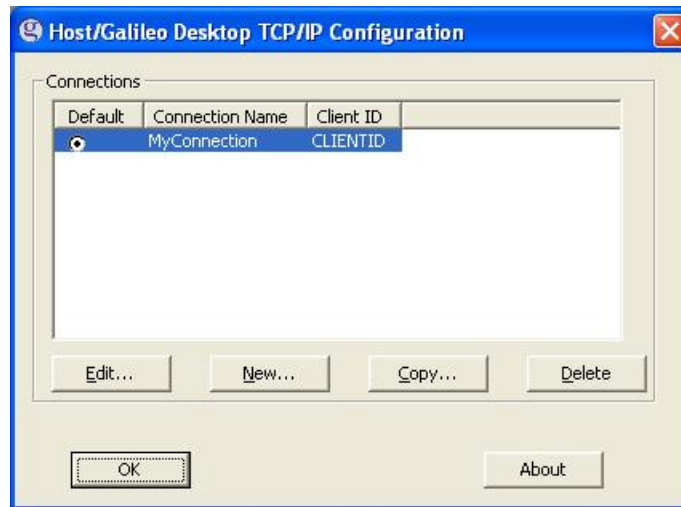
- To cancel an Internet option, clear the checkbox for the option.
 - To cancel user access to an additional Web site, clear the checkbox for the option.
 - To cancel user access to change the additional Web site address, clear the check box.
3. Enter the URL of the Web site in the text box provided.
 4. Select how you want to view the additional Web site. (Do Not Display, Horizontally, Vertically.)
 5. Click OK. The Install Settings dialog box re-appears.
 6. Click Next to continue. The TCP/IP Configuration dialog box appears.
 7. Continue to Step 10 of the Galileo DesktopSM installation.

Change the TCP/IP configuration settings

The Focalpoint TCP/IP Configuration settings dialog is used to add, edit, and delete your configuration settings. The configuration contains the default connection and attributes associated with your agency. If you wish to view or change the default settings, such as your keyboard mode, you can use this dialog to do so. You can also use this dialog to set up another host connection.

If you want to make changes later, access to the Focalpoint TCP/IP Configuration settings dialog is always available through the Windows[®] Control Panel.

The Host/Galileo Desktop TCP/IP Configuration dialog box appears at Step 10 during the Galileo DesktopSM installation.



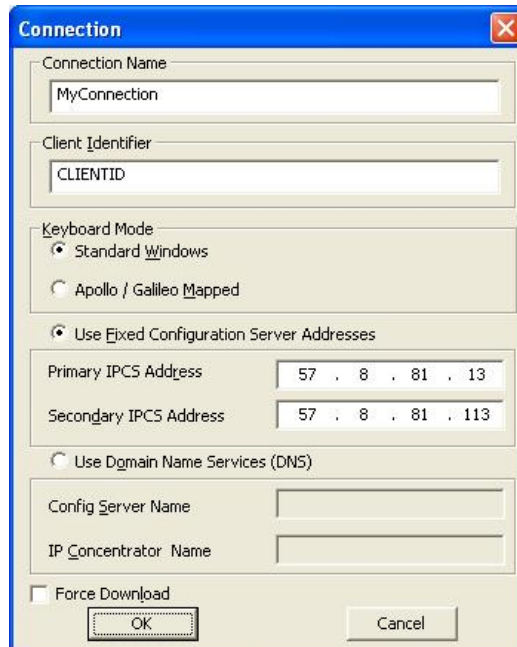
Edit a configuration

To edit a configuration, follow these steps:

From the Host/Galileo Desktop TCP/IP Configuration dialog box:

1. Click to select and highlight the connection you want to edit.
2. Click Edit.

The Connection dialog box is displayed.



3. Make your changes, for example, you might want to change the connection name, or change from Standard Windows characters, to the Apollo/Galileo Mapped keyboard.
4. Click OK

The Host/Galileo Desktop TCP/IP Configuration dialog box appears. If you renamed your connection, the new name will appear.

5. Click OK.

Create an additional (new) connection

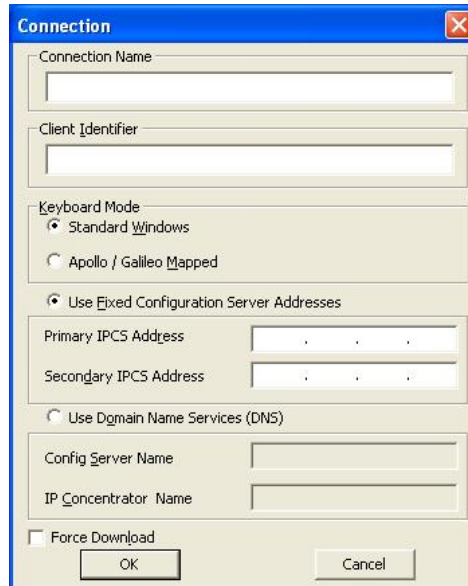
You can create more than one type of connection. Doing so will make it possible for you to switch between connections when using Focalpoint®. For example, you may want access to both Apollo® and Galileo®. Use this dialog to setup both connections, and then create separate windows in Focalpoint® using each connection. Viewpoint™ uses your default connection.

To create an additional connection, follow these steps:

From the Host/Galileo Desktop TCP/IP Configuration dialog box:

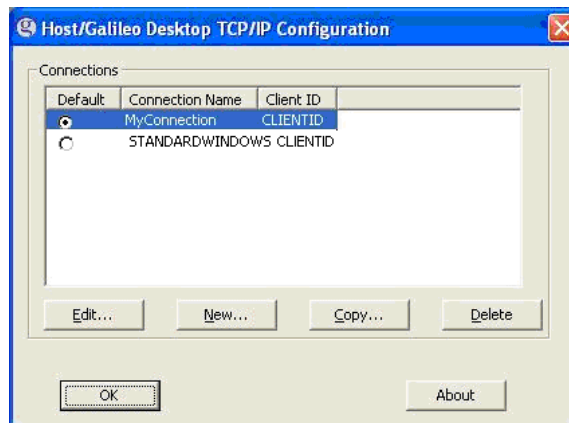
1. Click New.

The Connection dialog box is displayed.



2. Type a Connection Name into the text box provided (e.g. ApolloWindow, GalileoWindow, a Pseudo City code). No spaces are permitted in the Connection Name.
3. Type the applicable Client Identifier into the text box provided.
4. Select your preferred Keyboard Mode.
5. Type the Primary/Secondary IPCS Address.
6. Make other selections based on the type of connection you are setting up.
7. Click OK.

The Host/Galileo Desktop TCP/IP Configuration dialog box appears with the new connection listed.



8. Click to select your desired Default connection.
9. Click OK again.
10. Proceed with Step 11 of the Galileo DesktopSM installation.

Copy a connection

To copy a connection, follow these steps:

From the Host/Galileo Desktop TCP/IP Configuration dialog box.

1. Click to select and highlight the connection you want to copy.
2. Click Copy.

The Connection dialog box is displayed.

3. Type a new Connection Name into the text box provided (e.g. ApolloWindow, GalileoWindow, a Pseudo City code). No spaces are permitted in the Connection Name.
4. Type a Client Identifier (if different) into the text box provided.
5. Select your preferred Keyboard Mode.
6. Type the Primary IPCS Address (if different).
7. Make other selections based on the type of connection you are setting up.
8. Click OK.

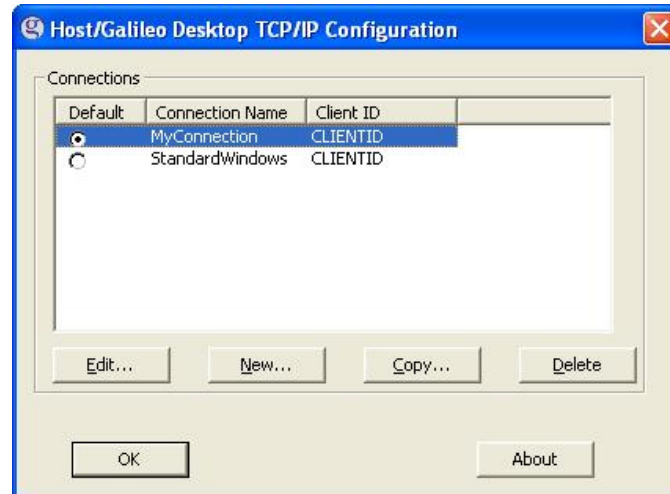
The Host/Galileo Desktop TCP/IP Configuration dialog box appears with the new connection listed.

9. Click to select your desired default connection.
10. Click OK again.
11. Proceed with Step 11 of the Galileo DesktopSM installation.

Delete a connection

To delete a connection, follow these steps:

From the Host/Galileo Desktop TCP/IP Configuration dialog box.



1. Click to select/highlight the connection you want to delete.
2. Click Delete.
3. Click OK.
4. Proceed with Step 11 of the Galileo DesktopSM installation.

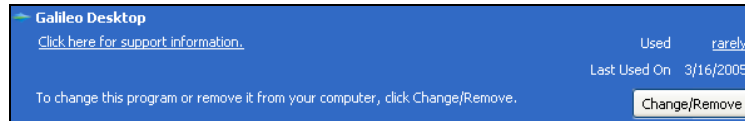
Modify the Installation

If you want to modify the installation, you must have access to the original source files. If you installed from a CD, you must have the CD on hand. If you downloaded from the Galileo 360 portal (downloads), you must have your agency pseudo city code and pin. You can make changes using the Add or Remove programs icon in your Windows® Control Panel.

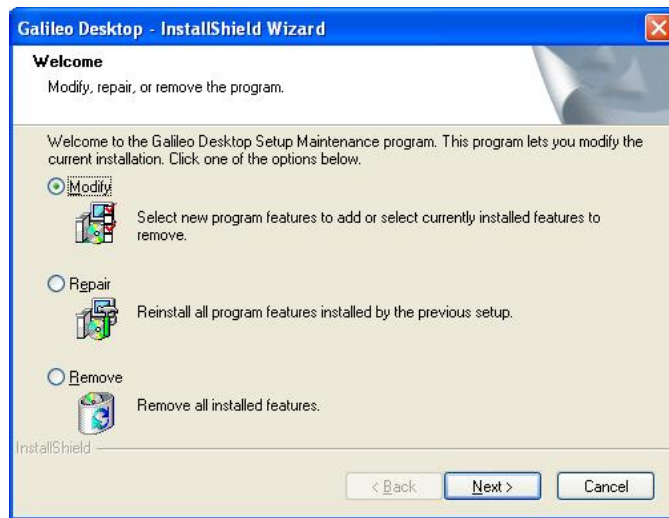
You can use Installation Modify if you have installed Galileo DesktopSM without companions such as RelayTM or ScriptwriterTM Plus but want to add them now. Follow the instructions below to make these changes.

To modify the installation, follow these steps:

1. Close out of the Galileo DesktopSM.
2. Access the Control Panel from your desktop.
3. Double-click the Add or Remove Programs icon.
4. The Add or Remove Programs screen appears.
5. In the list box, find and click Galileo DesktopSM.



6. Click Change / Remove. The InstallShield Wizard prepares the install. The Welcome-Modify, repair or remove programs screen appears. Modify is selected by default.



7. Click Next to Modify.
You see the same installation options that were available during your original installation.
8. Click to select or clear features based on the changes you want to make.
9. Continue to click next until you reach the Maintenance Complete screen.



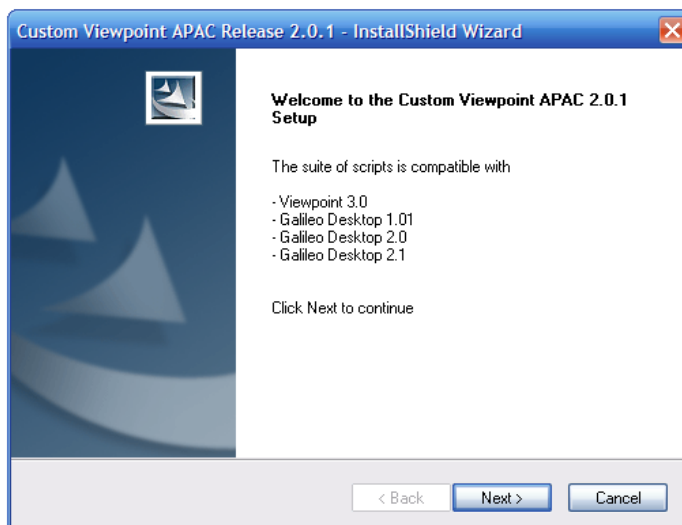
10. Click Finish.
Your changes have been installed

Installing the APAC Custom Viewpoint Scripts V2.8

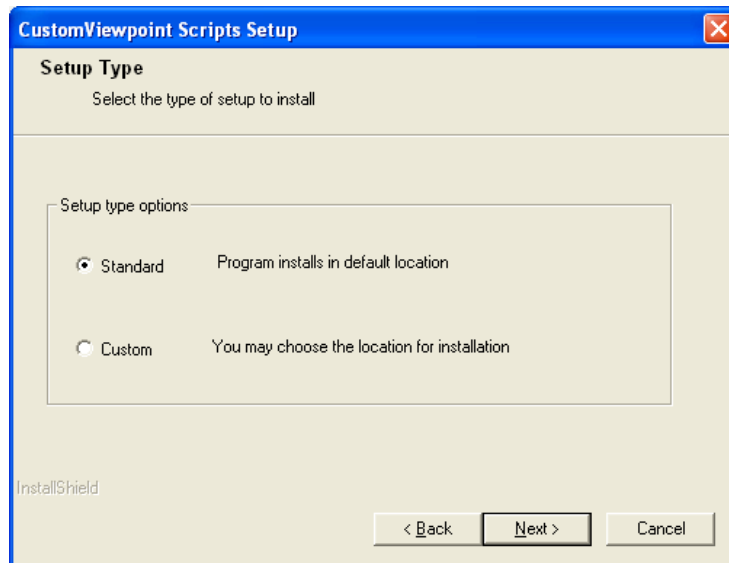
There is a standard set of Custom Viewpoint Scripts supplied with Galileo DesktopSM.

To install the APAC Custom Viewpoint Scripts, follow these steps:

1. Close any open windows, especially DesktopSM, if running.
2. Insert the Galileo DesktopSM Installation CD into the CD-ROM drive of the workstation.
3. To launch the APAC Custom Viewpoint Scripts installation, click START, RUN.
4. Type X:\apac -setup.exe in the Command Line box, then, click OK. Replace X with your designated CD-ROM drive letter.
The program will start and the Setup screen will be displayed



5. Click Next to continue.
The Setup Type screen appears.

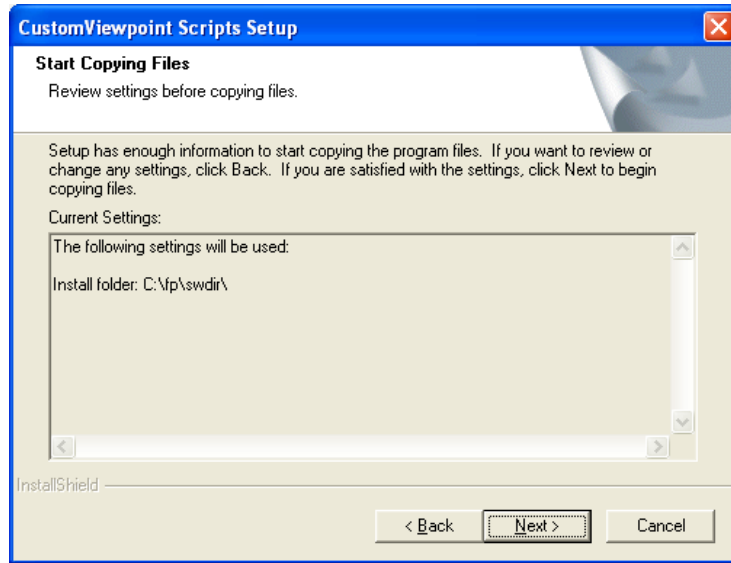


If you select:

- **Standard:** This will install to the default location and the current Custom Scripts menu will be replaced by the EMEA one.
 - Click Next to continue. Go to step 9.

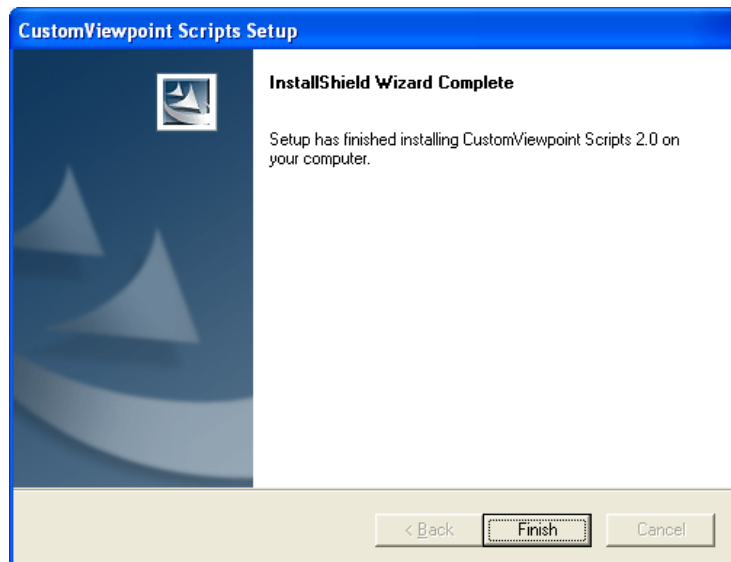
- **Custom:** This will install to a location of your choice and you can choose on which menu the scripts appear. This option is normally used if you are using other Custom Viewpoint scripts either designed by your agency or a 3rd party vendor.
Your agency IT department or agency manager should be able to provide you with the answers needed to follow this path.
 - Click Next to continue.

6. The Start Copying Files screen appears.



Click Next to continue.

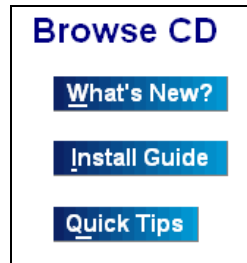
7. The files are installed onto the PC and when complete the following screen appears.



Click Finish to complete the installation.

Browse CD

From the Galileo DesktopSM main menu, under the heading Browse CD, you can choose to view three helpful documents including What's New, the Install Guide, or ViewpointTM Quick Tips.



Click a name to open the document.

What's New

Describes new functionality included in this version of Galileo DesktopSM. This feature requires that you have a browser installed.

To view this document:

1. Click What's New?

The language menu appears.



2. Click to select a language.

What's New appears in your browser. What's new also appears with the ViewpointTM start up. An option to turn this off can be found in Viewpoint Options.

Install Guide

Click Install Guide to view an online version of the Installation Guide.

The document displays in a Word viewer. We recommend that you print this

document for reference.

Quick Tips

Quick Tips provides a quick reference to ViewpointTM shortcut entries. You will need a browser to view Quick Tips.

Click Quick Tips to view an online version of Quick Tips. If you are unfamiliar with ViewpointTM, a print option is available in the browser file menu.

Roll Back to Focalpoint 3.5

In the event you need to return to Focalpoint® 3.5, use the following steps:

1. Close Focalpoint®
2. Click Start, Control Panel, Add/Remove Programs.
3. Click Galileo Desktop and follow the uninstall process.
4. When the uninstall has completed, install Focalpoint 3.5.

Focalpoint Mapped Characters (9) after Roll Back

When you begin to work in Focalpoint 3.5 you may see a box (9) in place of some Apollo®/Galileo® mapped characters such as the SOM.

This occurs because a file called Fontres.fon is installed with Galileo DesktopSM, but not removed during the installation.

To delete the Fontres.fon file, follow these steps:

1. Begin from Windows Explorer. Navigate to the Windows Fonts folder on the main hard drive (usually drive C:).
2. On Windows XP, the Fonts default location is C:\\Windows\\Fonts
3. On Windows 2000/XT, the Fonts default location is C:\\Winnt\\Fonts
4. Delete the Fontres.fon file.

Note: Deleting this file can cause a problem for other installed software that may be using it. If unsure, copy the Fontres.fon file to another folder before deleting it.

5. Restart the computer.

Notes: