Galileo® Print Manager™

Installation Guide

24 November 2003

GALILEO™
INTERNATIONAL

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Introduction

The Focalpoint® system uses Galileo® Print Manager™ (GPM) to add ticket, itinerary, and MIR link capability. This guide describes how to install and configure GPM.

This product was formerly known as Focalpoint® Print Manager™ (FPM), and supported Focalpoint. Galileo Print Manager now supports the Galileo Desktop® product release.

Before You Begin

Depending on the setup of your PC, you may be required to insert your Windows® CD-ROM during the GPM installation.

Hardware Requirements

The minimum hardware requirements are:

- Pentium or higher
- 32MB RAM (or what the OS requires)
- 15MB Hard Disk Space
- Token Ring or Ethernet Network Adapter Card

Software Requirements

The minimum software requirements are:

- Windows 98, Windows NT 4.0, Windows 2000, or Windows XP operating system.
- Windows Network Interface Card (NIC) and Microsoft TCP/IP Protocol Stack.

Network Connection

Before installing GPM, set the local IP Address.

Set Local IP Address

5. Navigate to the Windows **Control Panel**.
6. View your Network settings:
   - Windows 9x and NT: Double-click the Network icon.
   - Windows 2000: Double-click Network and Dial-Up Connections.
   - Windows XP:
     a. *Category View*: Click Network and Internet Connections > Network Connections.
     b. *Classic View*: Double-click **Network Connections**.
7. View your properties:
   - Windows 9x: Click the **Configurations** tab in the **Network** dialog box.
   - Windows NT: Click the **Protocols** tab.
   - Windows 2000 and XP: Right-click **Local Area Connection**. Select **Properties**.
8. Select the TCP/IP component associated with your Local Area Network card from the list of network components.
9. Click **Properties**.
10. Go to the IP Address Settings:
    - Windows 9x: Click the IP Address tab in the TCP/IP Properties dialog box. Click Specify an IP Address.
    - Windows NT: Select Specify an IP Address.
    - Windows 2000, and XP: Click Use the following IP address.
11. Set the TCP/IP Properties:
    - Windows 9x: Enter the IP Address and Subnet Mask supplied by your Galileo International representative. Click the Gateway tab. Enter the Default Gateway supplied by your Galileo representative.
    - Windows NT, 2000 and XP: Enter the IP Address, Subnet Mask, and Default Gateway supplied by your Galileo representative.
12. Click **OK**. If prompted to restart, click **OK** to restart the computer.

NOTE: See *Appendix A* or *B* (depending on your router type) in the *Focalpoint Installation Guide* to reserve IP addresses for GPM.

Communication (COM) Ports

Personal computers generally provide two COM ports and one LPT port. Internal modems may be configured to use COM3, thereby reserving COM1 and COM 2 for ticket, itinerary, and/or Machine Interface Record (MIR) print devices. Your configuration may require an A/B switch or a serial port expander, if you need to support three print devices. Based on your configuration, you may need a COM port for each of the following print devices:

- Ticket printer
- MIR interface
- Dial-up modem
- Serial itinerary printer

Client Identification

To install and use GPM, you need one Client ID and one Global Terminal Identifier (GTID) for each print device you use. Your Galileo International representative provides you with the Client ID and the GTIDs. You use these for the GPM installation and for connecting to the Galileo or Apollo host systems.

Installing Galileo Print Manager

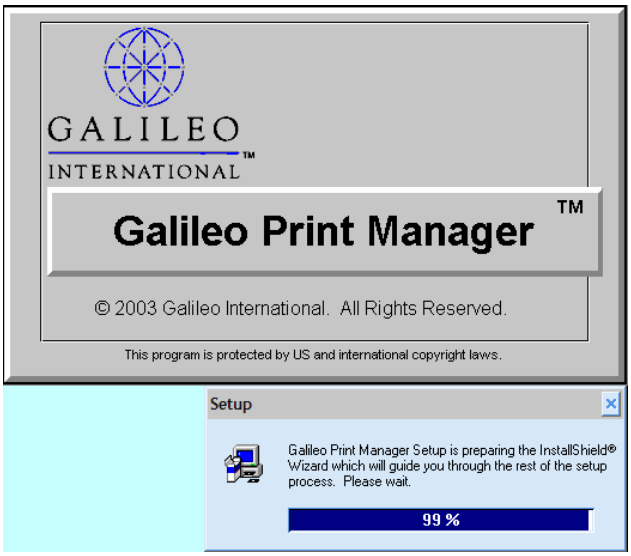
Follow the instructions below to install Galileo Print Manager.

Galileo Print Manager

If you are reinstalling Galileo Print Manager, or upgrading from a previous version, the Galileo Desktop Installer will remove the previous version. To remove an older version of Focalpoint Print Manager manually, see *Removing Galileo Print Manager* (page 50) for more information.

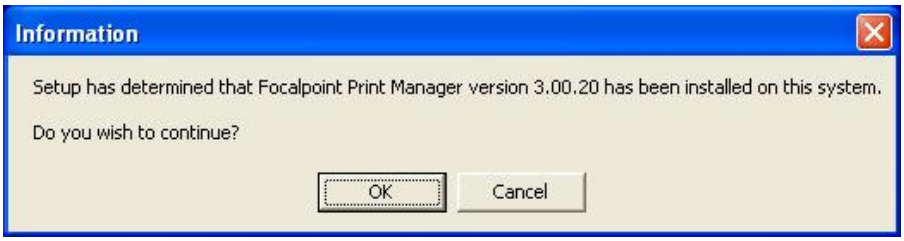
1. Insert the Galileo Print Manager CD-ROM into the CD-ROM drive.
2. Click **Start** on the Windows taskbar then select **Run**.
3. Click **Browse** to select the CD-ROM drive, and double-click the drive.

   See Windows Help if you need more information about locating files using the Browse feature.
4. Double-click **setup.exe**.

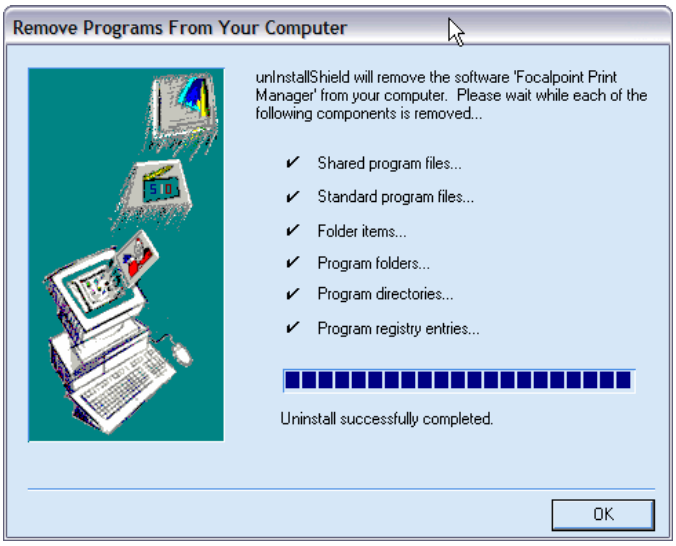


5. The Galileo Print Manager Setup window displays. Click **Next**.

6. If you have a previous version of Focalpoint Print Manager installed, the following screen displays. Click **OK**.

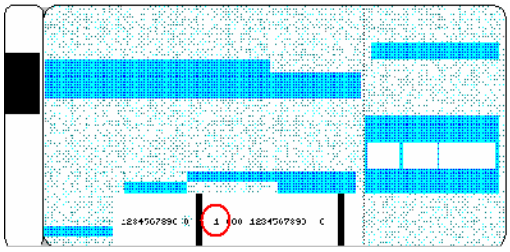


7. The uninstaller removes the previous version. Click **OK**.

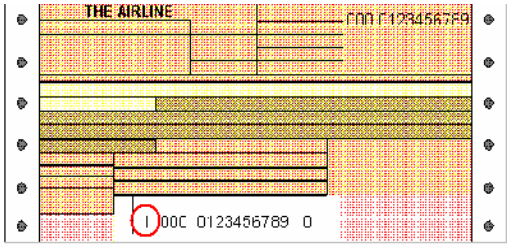


Typical Setup

8. The **Setup Type** dialog displays. Your setup type depends on your type of ticketing.
   a. Use the following examples to determine whether you use Typical ATB or Typical OPTAT for ticketing.

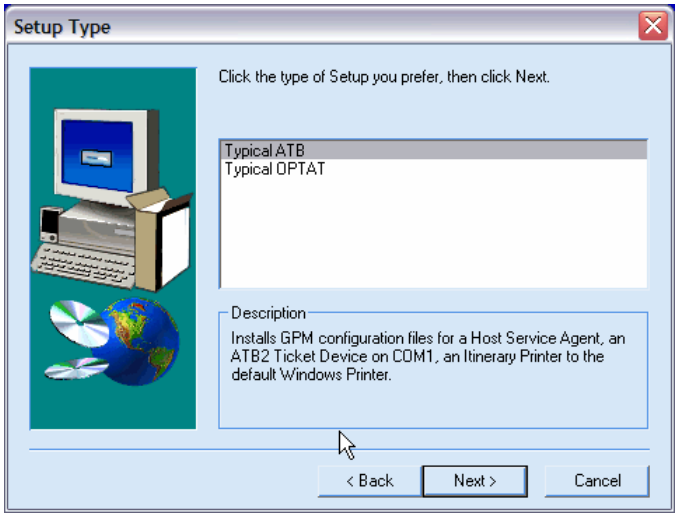


Typical ATB

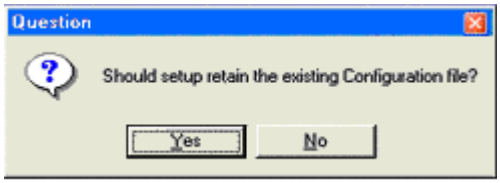


Typical OPTAT

   b. Select your type of ticketing (**Typical ATB** or **Typical OPTAT**), and click **Next**.

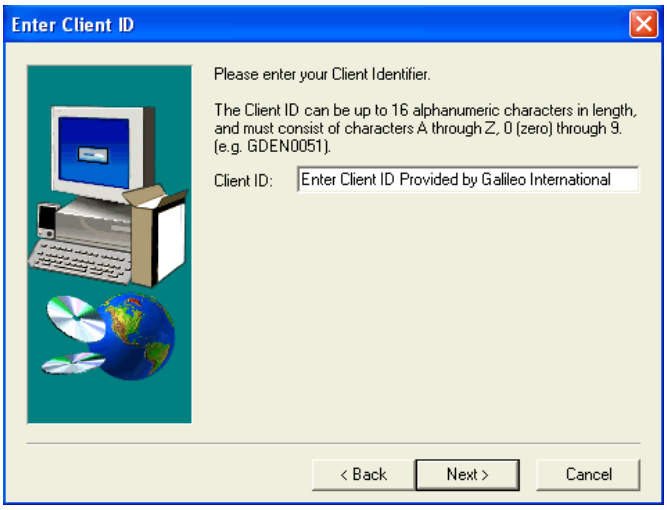


   c. If you had a previous version was installed, the following screen displays. Click **Yes**.

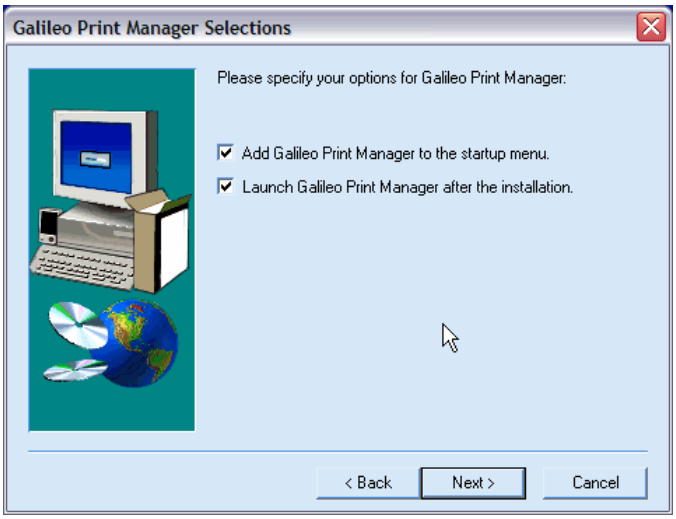


9. The **Enter Client ID** dialog displays. Type your **Client ID** and click **Next**.

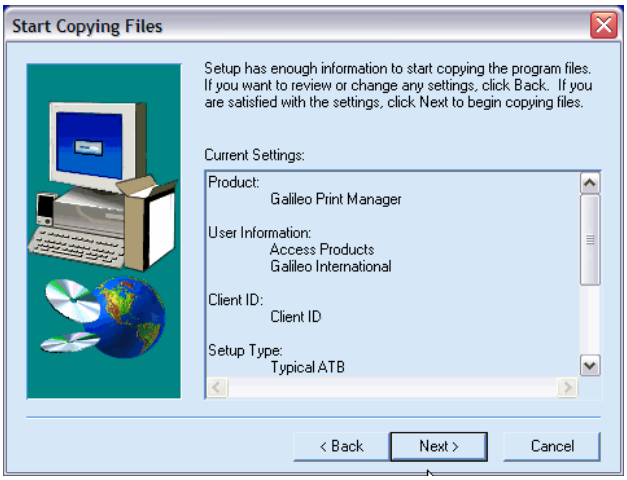
   Note: Your Galileo representative supplies you with your Client ID.



10. The **Galileo Print Manager Selections** dialog displays. Select the desired boxes and click **Next**.



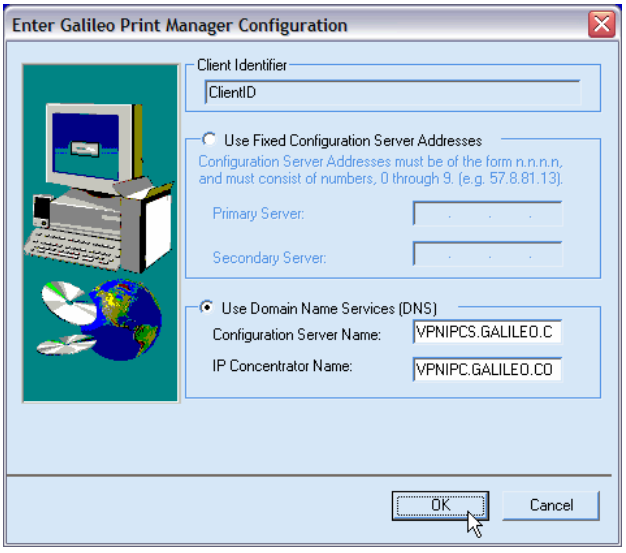
11. The **Start Copying Files** dialog displays. Click **Next** to start copying files to your hard disk.



12. After the files are copied, the **Enter Galileo Print Manager Configuration** dialog displays.

- **For dedicated TCP/IP circuit installations**
  a. Verify your Client Identifier.
  b. Select **Use Fixed Configuration Server Address.**
  c. In the *Primary Server* field, type the primary IP address supplied by the Configuration sheet or your Galileo representative. For example, **`57.8.81.13`**.
  d. In the *Primary Server* field, type the secondary IP address supplied by the Configuration sheet or your Galileo representative. For example, **`57.8.81.113`**.
- **For FocalpointNet (DSL or Cable modem ISP) installations**
  a. Verify your Client Identifier.
  b. Select **Use Domain Name Services (DNS)**.
  c. In the *Configuration Server Name* field, type **`VPNIPCS.GALILEO.COM`**.
  d. In the *IP Concentrator Name* field, type **`VPNIPC.GALILEO.COM`**.

13. Click **OK**.



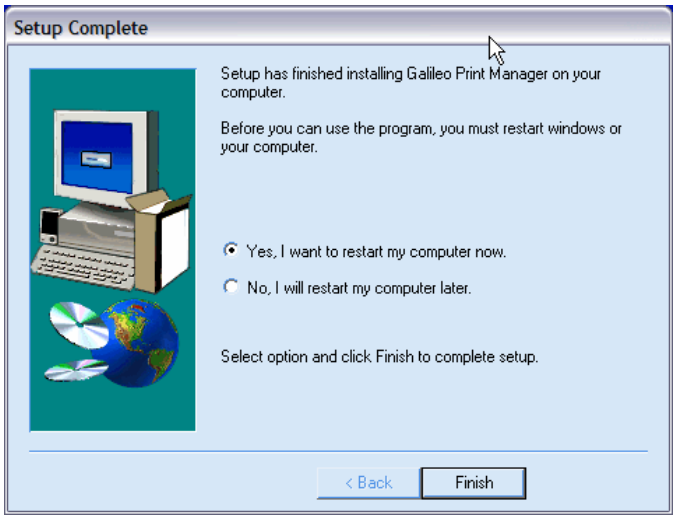
14. The next steps of the installation vary, depending on whether you have installed the MQClient software for use with the Galileo Rail – SNCF product (page **Error! Bookmark not defined.**).

    - If you have not installed MQClient, the **Setup Complete** dialog displays. Click **Finish** to complete GPM installation.

      Note: If you are prompted to restart your computer, click **No**.

15. Click **OK**.

16. The **Setup Complete** dialog displays. Select **Yes, I want to restart my computer now**.
17. Click **Finish** to complete the Galileo Print Manager installation.



Configuring Galileo Print Manager

After GPM is installed, the printing devices need to be configured. Determine which of the following devices apply to your installation and follow the instructions for each of the devices.

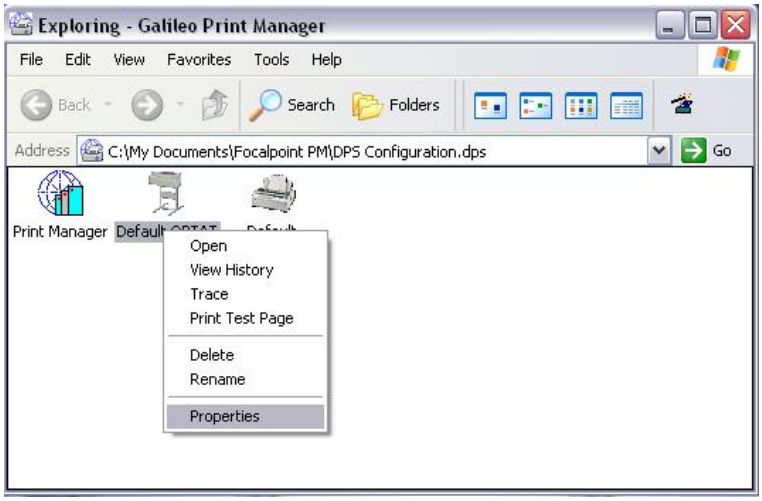
- Ticketing setup
- Itinerary setup
- MIR device setup

Ticketing Printer Setup

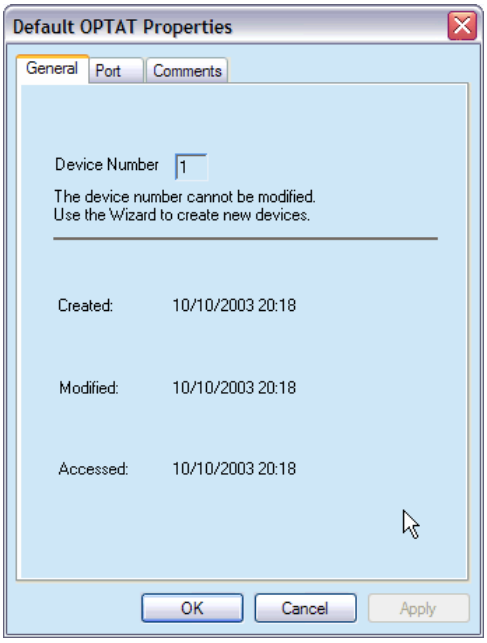
The following procedures explain how to configure the GPM software for ticketing on a single workstation.

1. From the Windows taskbar, choose **Start** > **All Programs** > **Galileo Print Manager** > **Configurations**.

2. The **Exploring Galileo Print Manager** configuration dialog displays. Right-click the **Default ATB** or the **Default OPTAT** icon. Select **Properties**.



3. The **Default ATB Properties** or the **Default OPTAT** dialog displays. Click the **Port** tab. This example is for OPTAT Properties.



4. Click the **Port** tab.

Note: The steps for configuring the Ticketing Printer are different for Windows 98/NT and Windows 2000/XP (page 14), respectively. Both sets of steps follow.

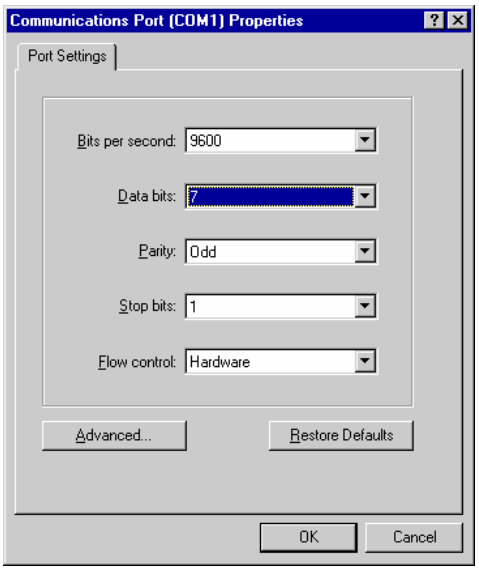
Windows 98 and Windows NT

1. Under **Available ports**, select the appropriate COM port for the ticket printer connection. In this example, it is COM1. Click **Configure Port**.

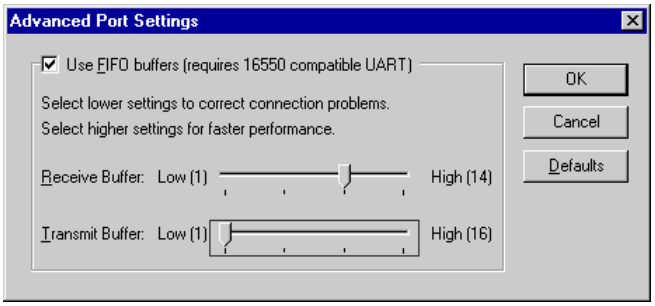
   Note: The Ticket Printer must be installed on a COM port; not on an LPT port.

2. The **Port Settings** dialog box displays. Click each drop-down arrow to select the following recommended settings:
   - Bits per second: 9600
   - Data bits: 7
   - Parity: Odd
   - Stop bits: 1
   - Flow Control: Hardware

   Note: <u>These settings must match those of the printer.</u>
3. Click **Advanced**.



4. The **Advanced Port Settings** dialog displays. Set the **Transmit Buffer** slider to **Low**. Click **OK**.



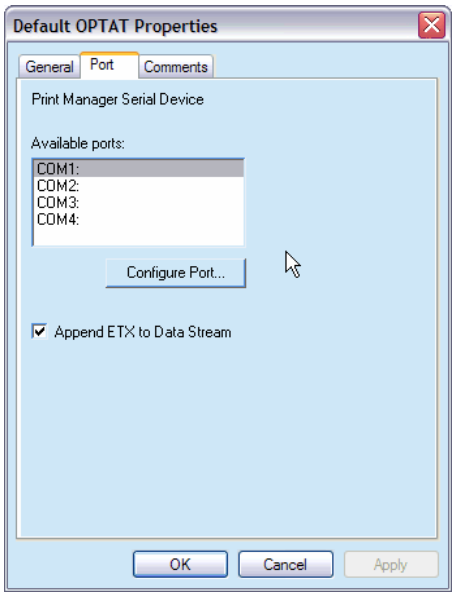
5. Click **OK** through the dialog boxes to return to the **Galileo Print Manager** dialog box.

   The ticketing setup is now complete. To configure the Itinerary Printer, continue to the next section.

Windows 2000 and Windows XP

1. Under **Available ports**, select the appropriate COM port for the ticket printer connection. In this example, it is COM1. Click **Configure Port**.

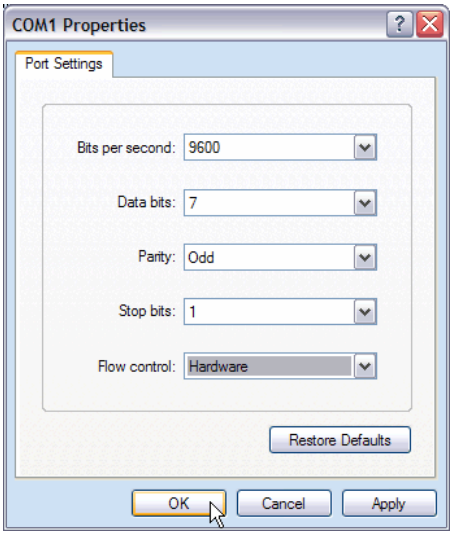
   Note: The Ticket Printer must be installed on a COM port; not on an LPT port.



2. The *Port* Properties dialog box displays. Click each drop-down arrow to select the following recommended settings:

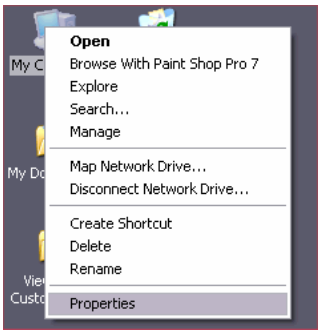
   - Bits per second: 9600
   - Data bits: 7
   - Parity: Odd
   - Stop bits: 1
   - Flow Control: Hardware

   Note: <u>These settings must match those of the printer.</u>

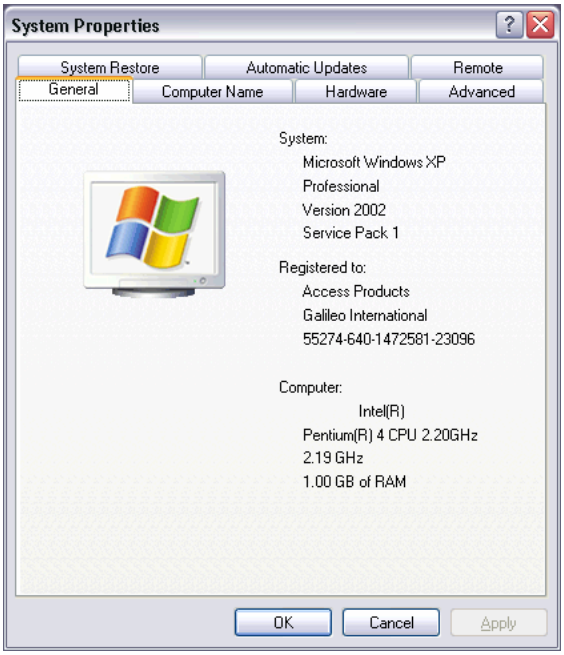


3. Click **OK**, then click **OK** again to close the dialog box.

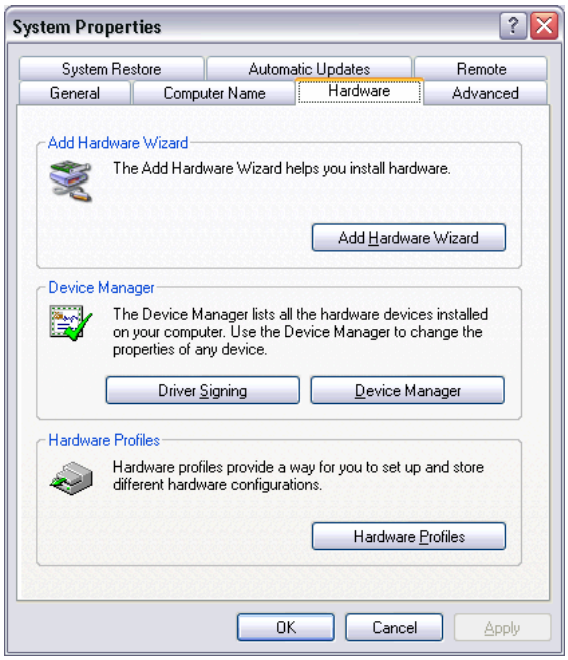
4. From the Desktop, right-click **My Computer** and select **Properties**.



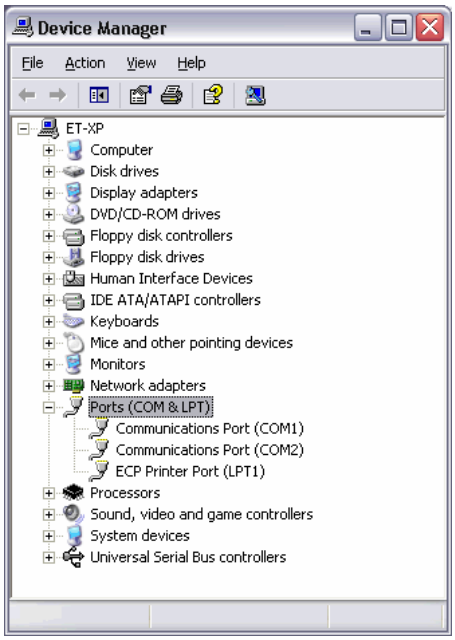
5. The System Properties dialog box displays. Click the **Hardware** tab.



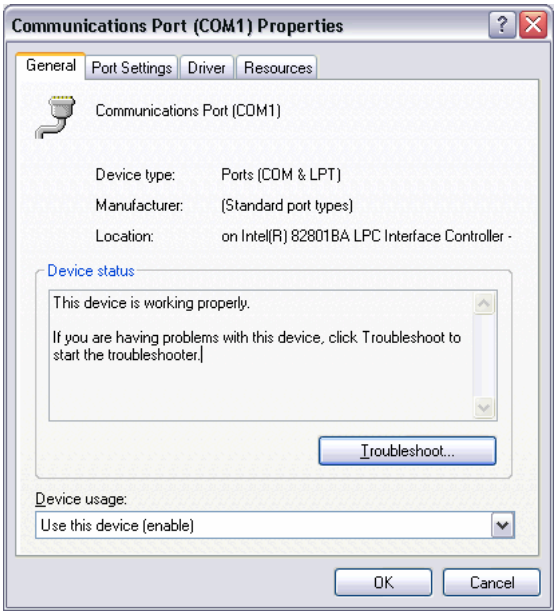
6. The **Hardware** dialog box displays. Click **Device Manager**.



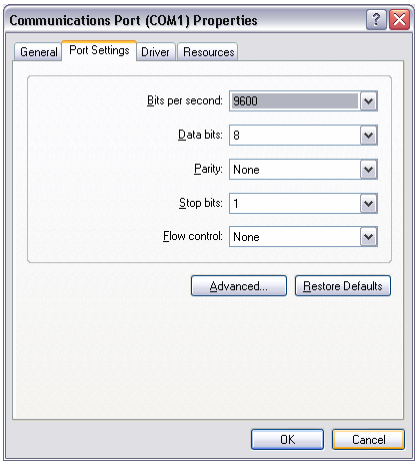
7. The **Device Manager List** displays. Expand **Ports (COM & LPT)** to display the available ports.



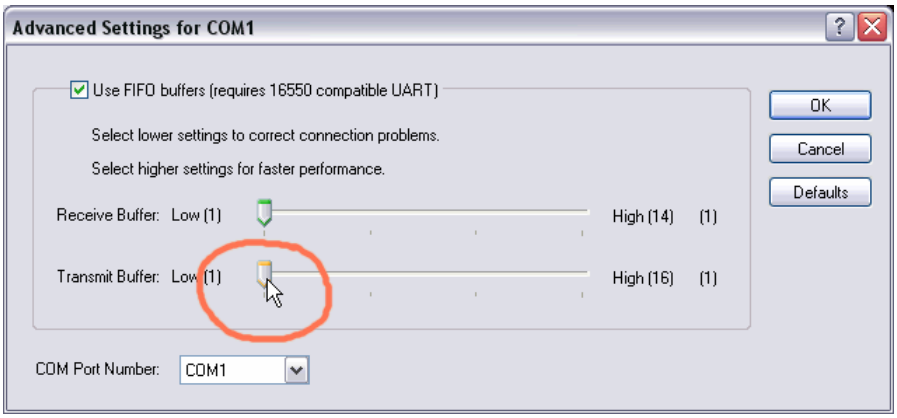
8. Double-click the desired Ticketing Printer port to display the **Communications Port Properties** dialog box.



9. Click the **Port Settings** tab to display the **Port Settings** dialog box.



10. Click **Advanced** button to display the **Advanced Settings** dialog box. Set the **Transmit Buffer** slider to **Low**. Click **OK**.



11. Click **OK** through the dialog boxes then close the System Properties.

    The ticketing setup is now complete. To configure the Itinerary Printer, continue to the next section.

Itinerary Printer Setup

If you are continuing from the previous section, the **Galileo Print Manager Configuration** window is already displayed. If it is not displayed, from the Windows taskbar, choose **Start** > **Programs** > **Galileo Print Manager** > **Configuration** to view the **Galileo Print Manager** configuration window.

Types of Itinerary Printers

The following instructions detail configuration for the itinerary printer driver. However, in some cases, a DYO (*Design Your Own*) printer driver may be required to reconcile line-setting issues if non-standard paper sizes are used.

Because line settings for page breaks are assigned by the Apollo or Galileo CRS (not the printer) the page length settings may be incorrect if another paper size is used. The DYO printer driver can be used to reconcile pagination issues. In addition, the DYO driver offers a font size feature.

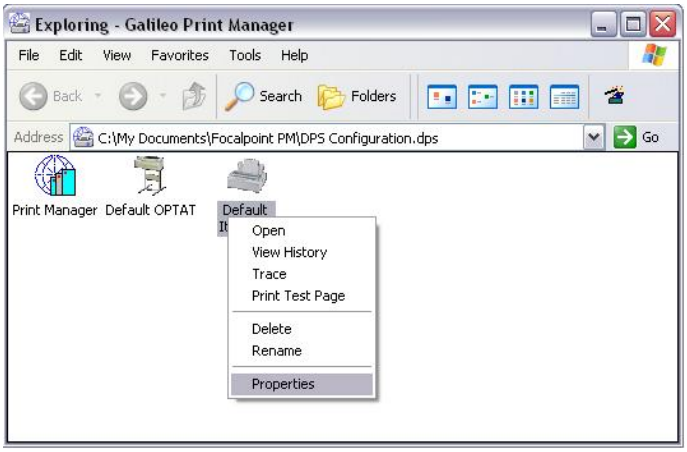
It is recommended to configure the Default printer first, and only use the DYO printer driver if necessary. If a DYO printer driver is required, see *Creating a DYO Printer Driver* (page 34) for instructions.

Note: The steps for configuring the itinerary printer are different for Windows 98/NT and Windows 2000/XP, respectively. Both sets of steps follow.

Setting Up the Itinerary Printer

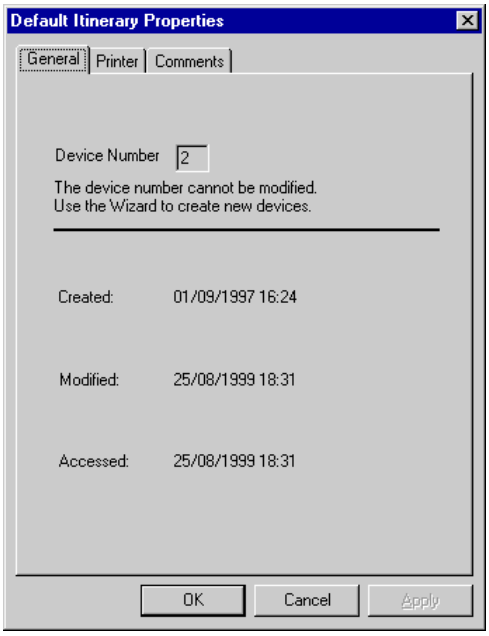
Windows 98 and Windows NT

1. Right-click the **Default Itinerary** icon. Select **Properties**.

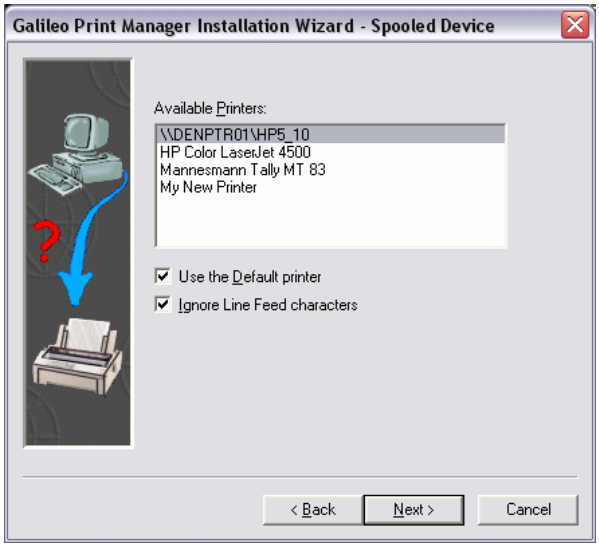


2. The Default Itinerary Properties dialog box displays.

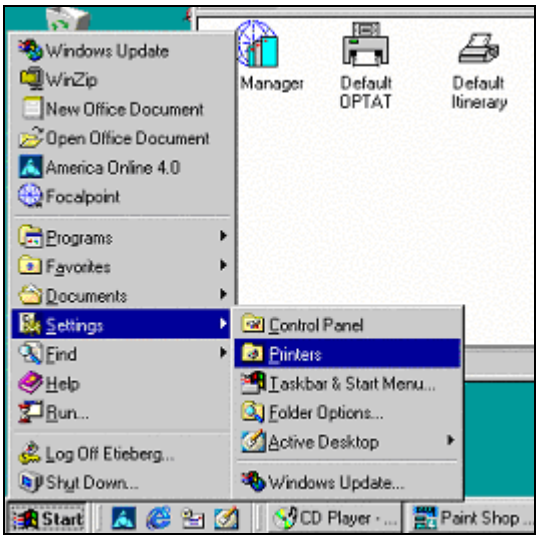
   Note: The Device Number defaults to *2*.



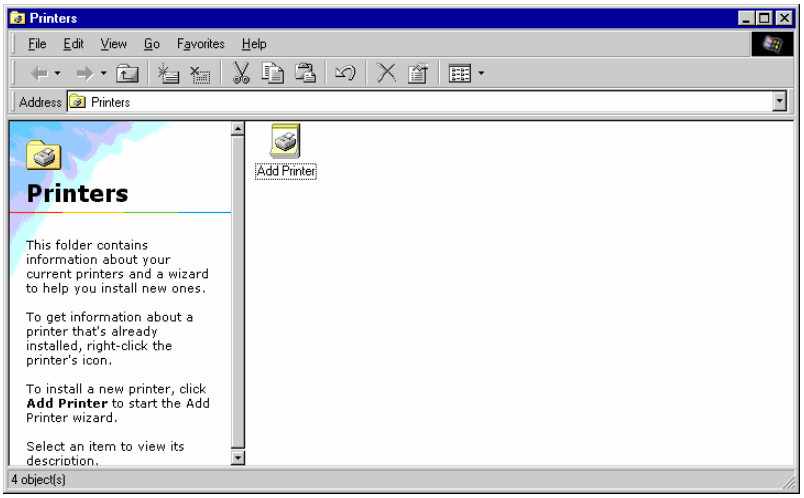
3. Click the **Printer** tab. This tab displays all the printers installed on this machine.
   a. If your printer name displays, proceed to step 16 in this section.
   b. If your printer name does not display, click **Cancel** and continue to step 4 on the next page.



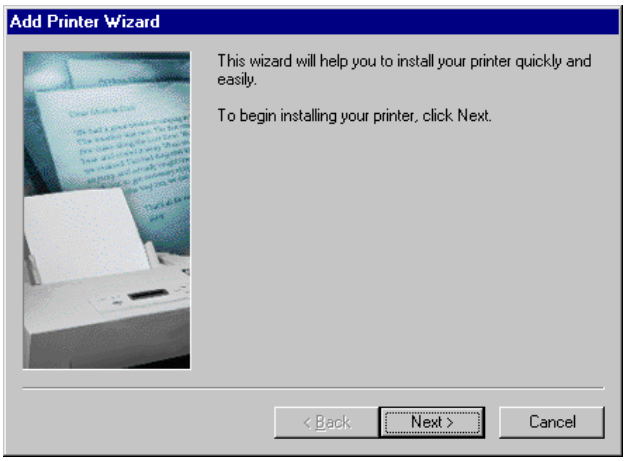
4. On the Windows taskbar, choose **Start** > **Settings** > **Printers**.



5. Double-click the **Add Printer** icon.



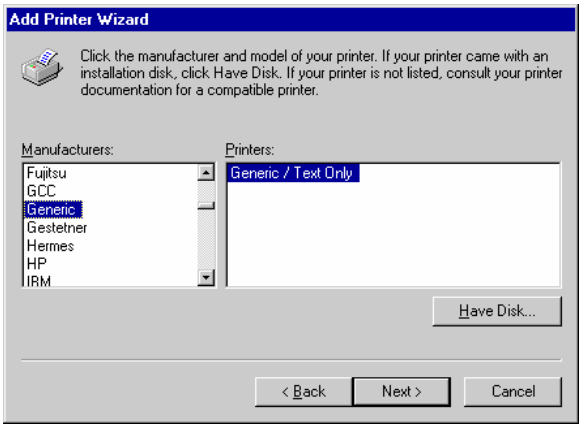
6. Click **Next**.



7. Select **Local Printer** or **Network Printer**, and click **Next**. A local printer is physically attached to the machine. A Network Printer is any printer you have access to via the network.

   Note: The network printer only displays if you have a network card installed in your PC. Select your printer manufacturer and printer type. Click **Next**.

   Note: This example shows an itinerary printer provided by Galileo in the US market, and may be different from the printer you are using.



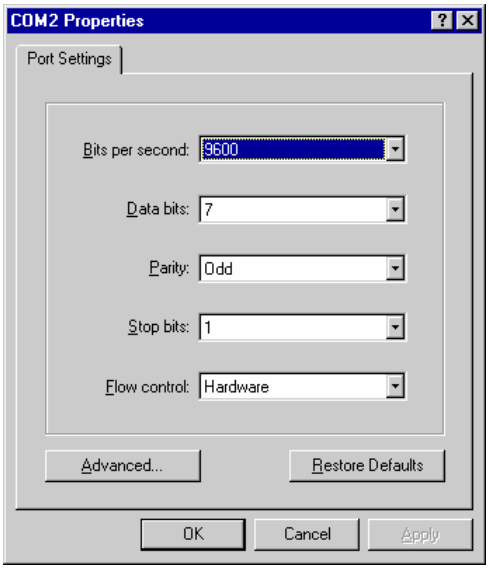
TI810 printer (Generic-Generic Text Only)

8. Follow the prompts until the **Add Printer Wizard** asks you to select a port. Select the appropriate port from the **Available Ports** list.

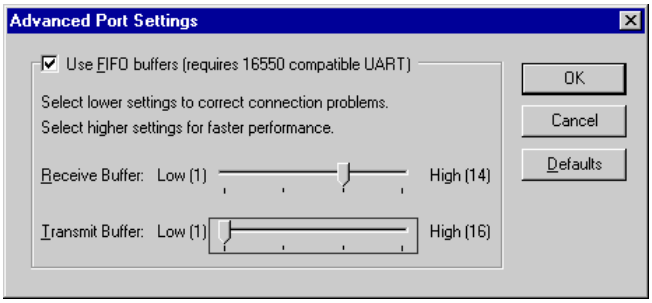
   - If you select a COM port, click **Configure Ports**.
   - If you select a LPT1 port, proceed to step 17 in this section.

9. The **COM Properties** dialog box displays:
   - Click each drop-down arrow to select the following settings:
     a. *Bits per second:* **9600**
     b. *Data bits:* **7**
     c. *Parity:* **Odd**
     d. *Stop bits:* **1**
     e. *Flow control:* **Hardware**
   - Click **Advanced**.

   Note: <u>COM2 is used in this example. These settings must match the printer settings.</u>

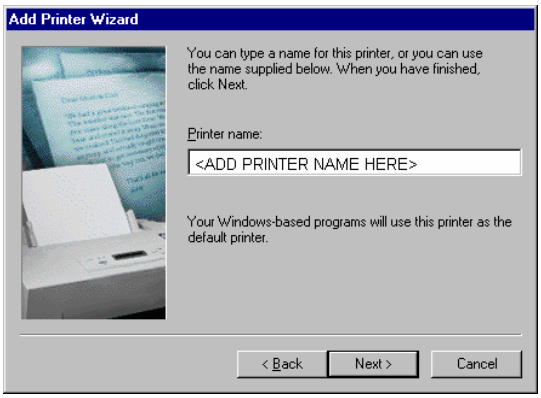


10. The **Advanced Port Settings** dialog box displays. Set the **Transmit Buffer** slider to **Low**. Click **OK**.

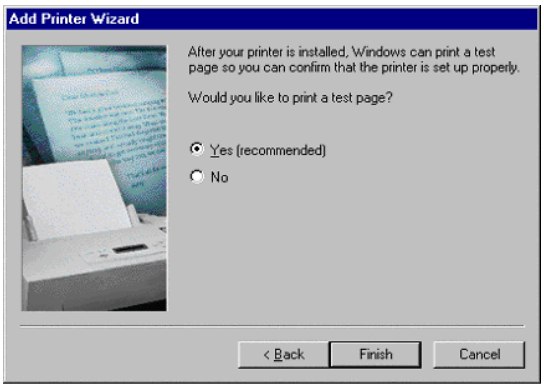


11. Click **OK** through the dialog boxes to return to the **Add Printer Wizard Available Ports** dialog box. Click **Next**.

12. The **Add Printer Wizard** dialog box displays. Type the name of your printer in the *Printer Name* field. Click **Next**.

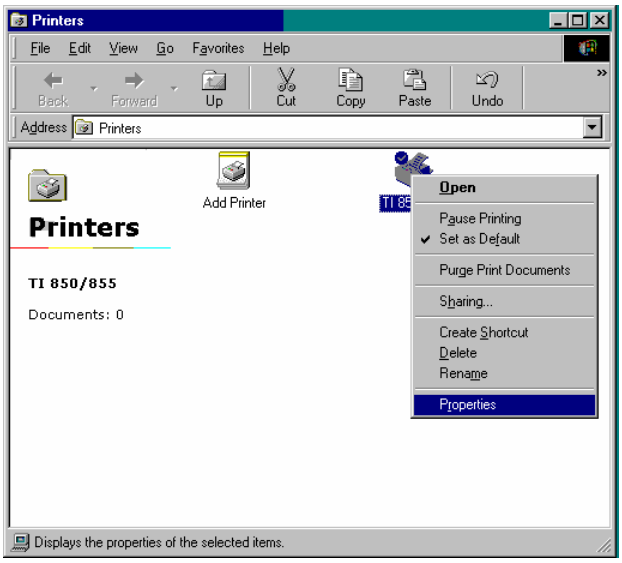


13. If you are prompted to print a test page, select **Yes** and click **Finish**.



14. Close the **Printers** window.
15. Return to step 1 in the Itinerary Printer Setup section.
16. Select the printer you want to use for itinerary printing.
    a. Deselect the **Use the Default** printer check box.
    b. Click **Apply**.
    c. Click **OK**.
    d. If you are prompted to print a test page, select **Yes**.
    e. Click **OK** through the dialog boxes to return to the Galileo Print Manager Configuration Server window.
17. On the Windows taskbar, choose **Start > Settings** > **Printers**.

18. Right-click the printer icon. Select **Properties**.

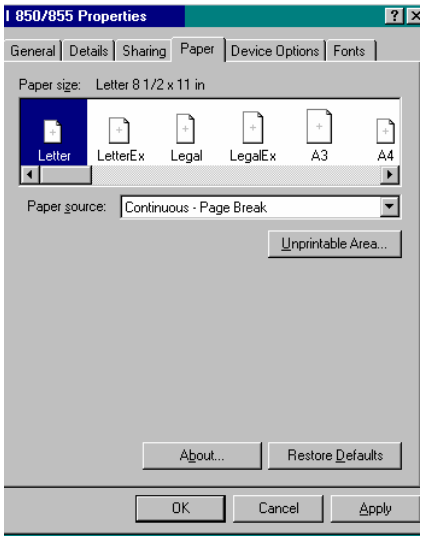


19. Click the **Paper** tab.

    a. Select the appropriate paper size for the itinerary forms that you will be using and click **Apply**.

       Note: Legal size is 14 inches and letter size is 11 inches.

    b. Click **OK**.

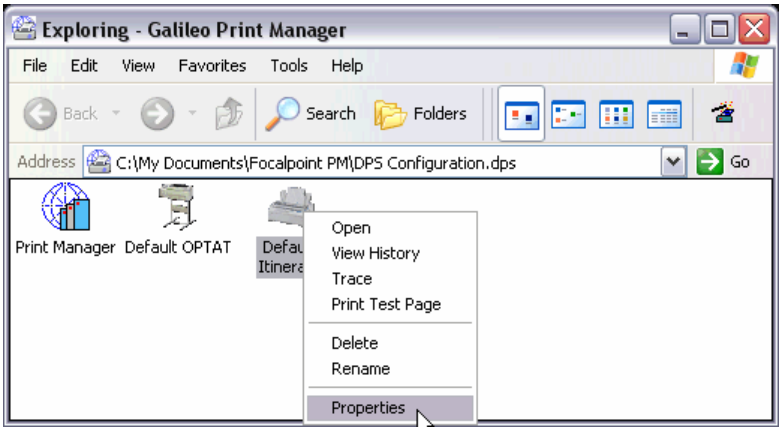


20. Close the **Printers** window.

Windows 2000 and Windows XP

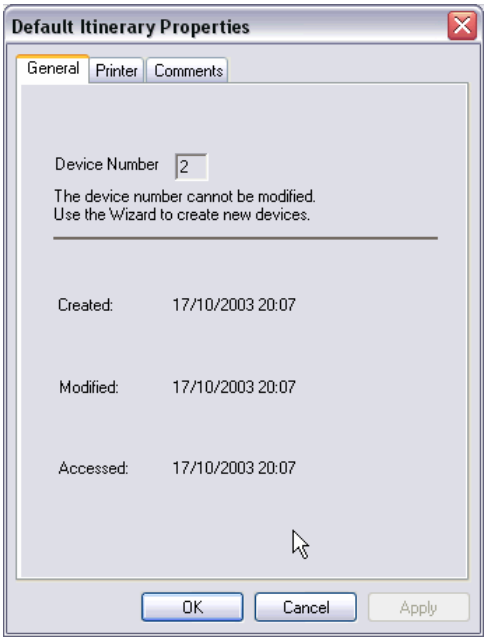
The following steps detail instructions for configuring a local printer. The process differs slightly for network printers.

1. Right-click the **Default Itinerary** icon. Select **Properties**.



2. The **Default Itinerary Properties** dialog box displays.

   Note: The Device Number defaults to *2*.



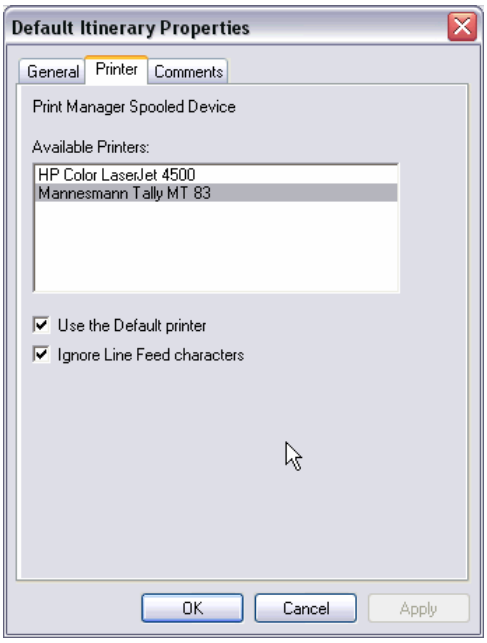
3. Click the **Printer** tab. This tab displays all the printers installed on this machine.

   a. If your printer name displays, select the name and click **OK**. Proceed to step 16 in this section.

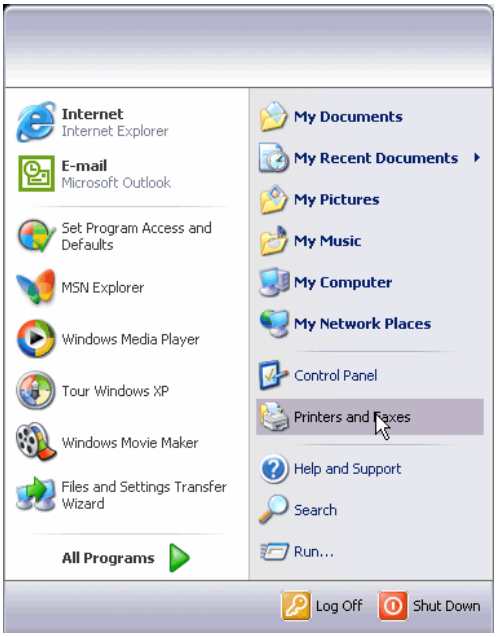
   b. If your printer name does not display, click **Cancel** and continue to step 4 below.

   Note: By default, the **Ignore Line Feed characters** option is selected.

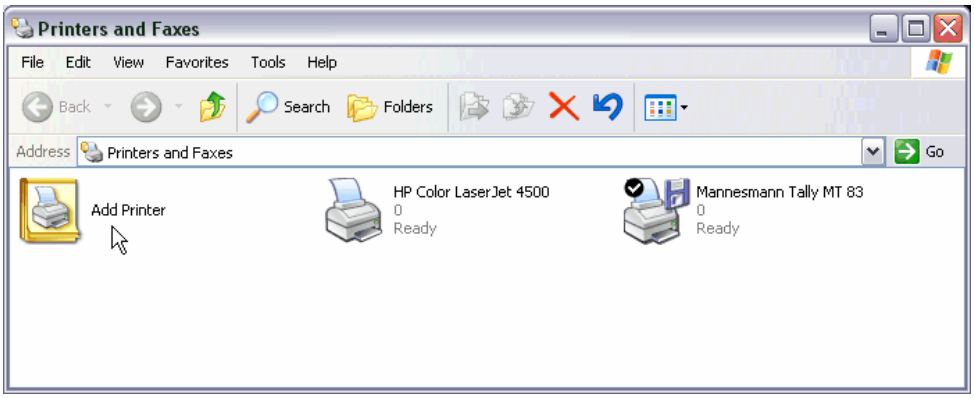
   The Apollo and Galileo hosts use Carriage Return characters to create new lines. Certain other applications, such as Notepad, use Line Feed characters to create new lines. In some environments, GPM printers that are shared with these applications can cause double lines to print on tickets. This option prevents double-line printing. There should be no affect if this option remains selected in all printer environments.



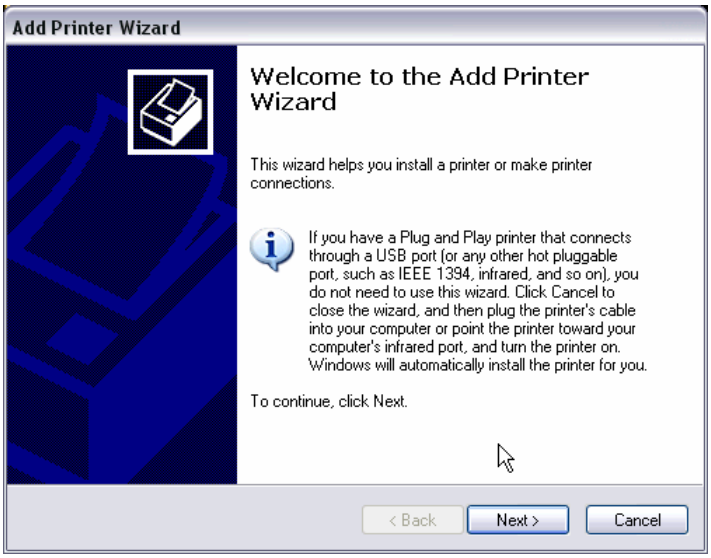
4. On the Windows taskbar, choose **Start** > **Settings** > **Printers and Faxes**.



5. Double-click the **Add Printer** icon to display the Add Printer Wizard.



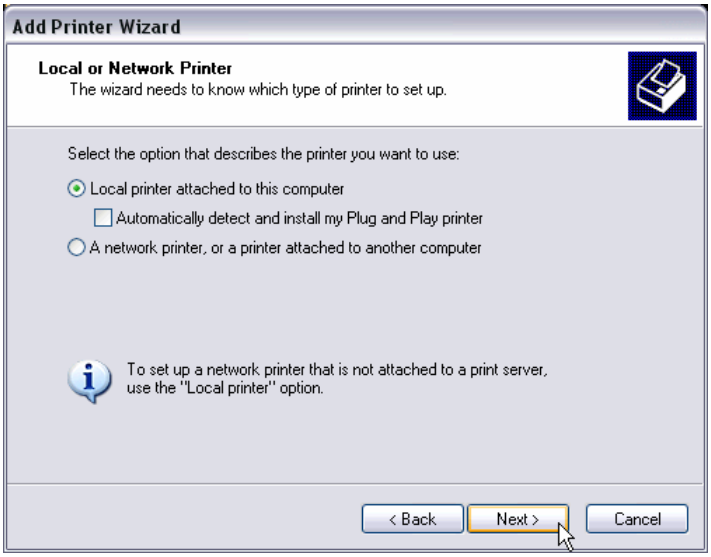
6. Click **Next**.



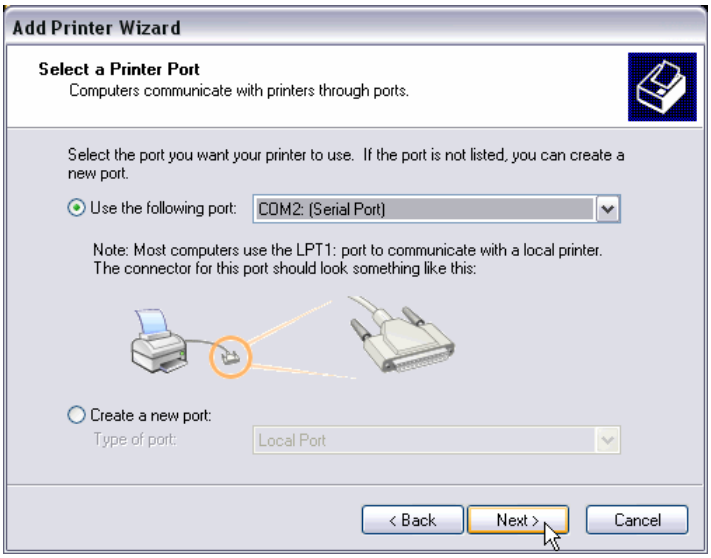
7. Select **Local printer attached to this computer** or a **network printer…**, and click **Next**.

   Note: The network printer only displays if you have a network card installed in your PC.

   - If you select the **network printer** option, you are prompted to browse or enter the path for the printer.
   - If you select the **local printer** option, and also select **Automatically detect and install my Plug and Play printer**, your system automatically searches for any local printers. If no local printers are located, you are prompted to manually install the printer, as described in step 9.
   - If you select the **local printer** option, but do NOT select **Automatically detect and install my Plug and Play printer**, you are prompted to manually install the printer, as described in step 9.

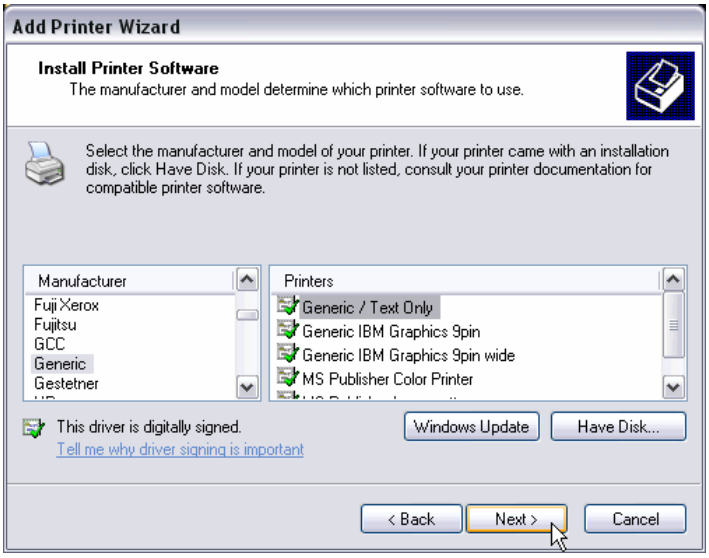


8. The Select a Printer Port dialog box displays. Select the appropriate port from the **Available Ports** list.
   - If you select a COM port, click **Configure Ports**.
   - If you select a LPT1 port, proceed to step 14 in this section.



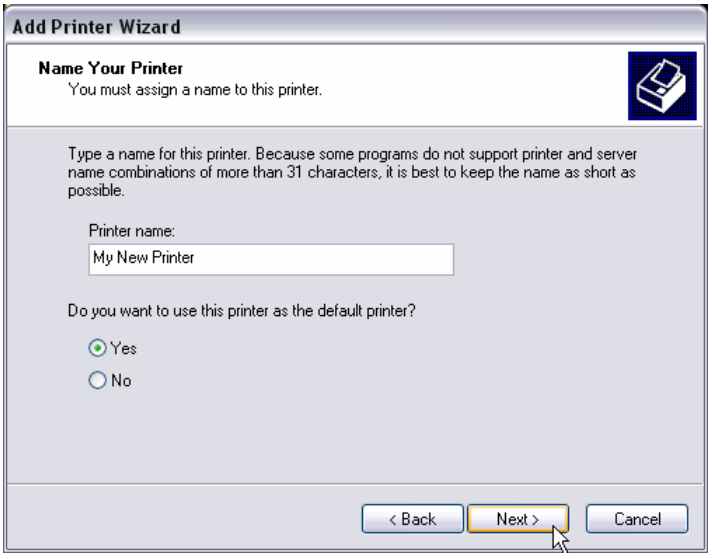
9. If you are manually installing a local printer, the **Install Printer Software** dialog box displays. Select the printer manufacturer and printer type. Click **Next**.

Note: This example is an itinerary printer provided by Galileo in the US market, and may be different from the printer you are using.



TI810 printer (Generic-Generic Text Only)

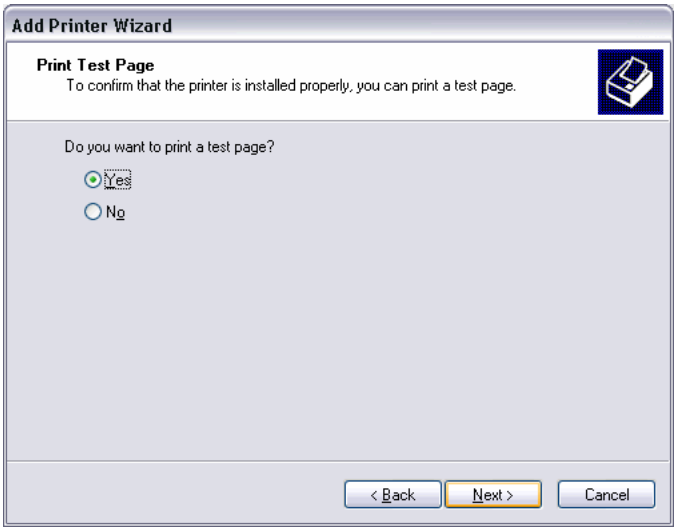
10. The **Name Your Printer** dialog box displays. In **Printer Name**, type a name for your printer, or use the default name.
11. In **Do you want to use this printer as your default printer**, select *No*. Click **Next**.



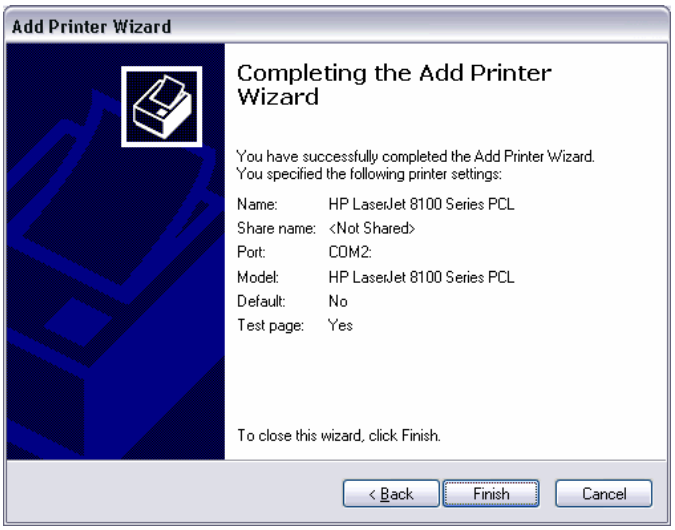
This screenshot should show the “No” selection

12. The **Printer Sharing** dialog box displays. If desired, enter a share name to allow other users on your network to share this printer. Click **Next**.

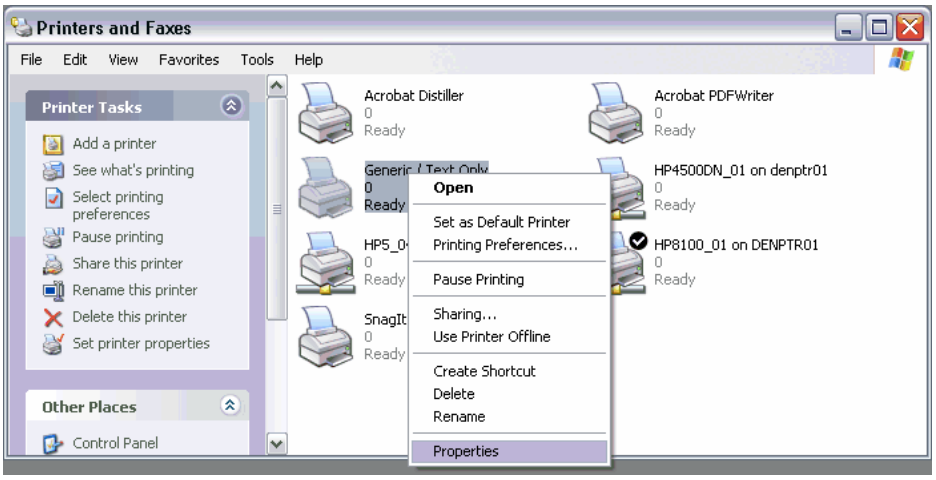
13. If the Print Test Page dialog box displays, select **Yes**, then click **Next**.



14. The Completing the Add Printer Wizard window displays. Click **Finish** to complete the installation.



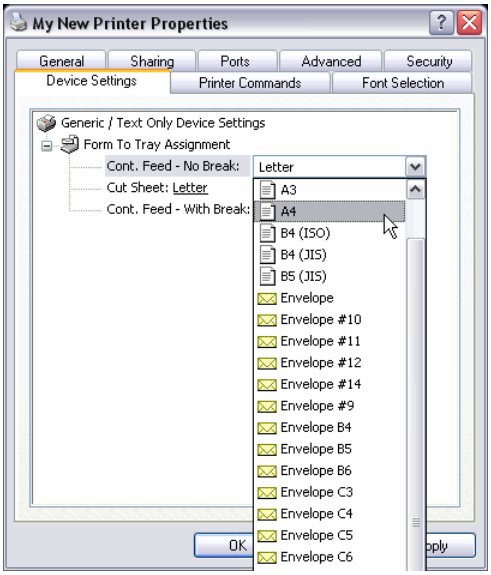
15. On the Windows taskbar, choose **Start > Settings** > **Printers and Faxes**.
16. Right-click the Itinerary printer icon. Select **Properties**.



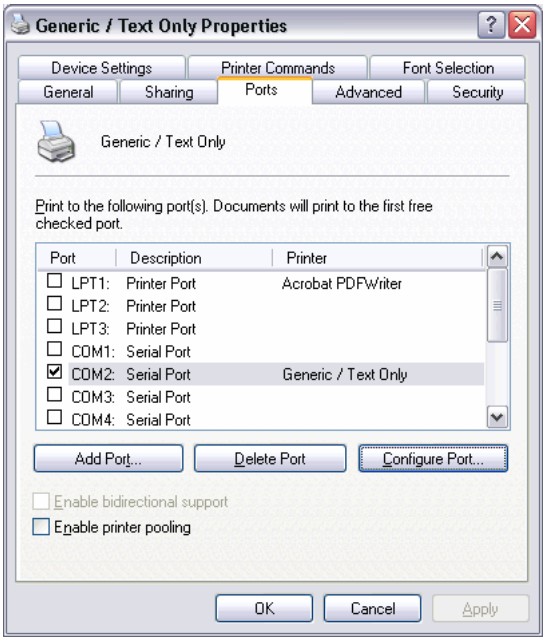
17. Click the **Device Settings** tab.
    a. Click the **Cont. Feed – No Break** arrow, and select the desired paper size.

       Note: Legal size is 8 ½ x 14 inches and letter size is 8 ½ x 11 inches.

    b. Click **OK**.

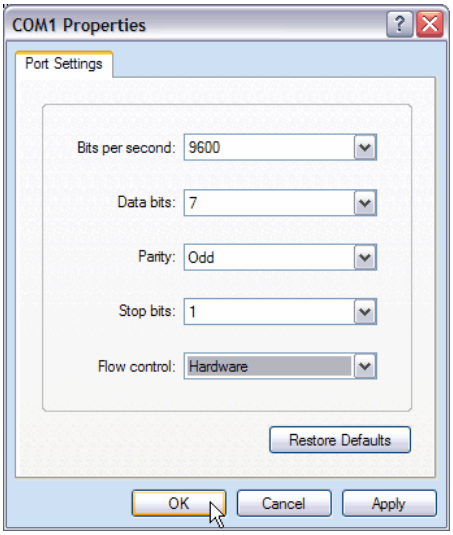


18. Click the **Ports** tab, then click the **Configure Port** button.



19. The ***Port* Properties** dialog box displays. Click each drop-down arrow to select the following recommended settings:
    - Bits per second: 9600
    - Data bits: 7
    - Parity: Odd
    - Stop bits: 1
    - Flow Control: Hardware

    Note: <u>These settings must match those of the printer.</u>



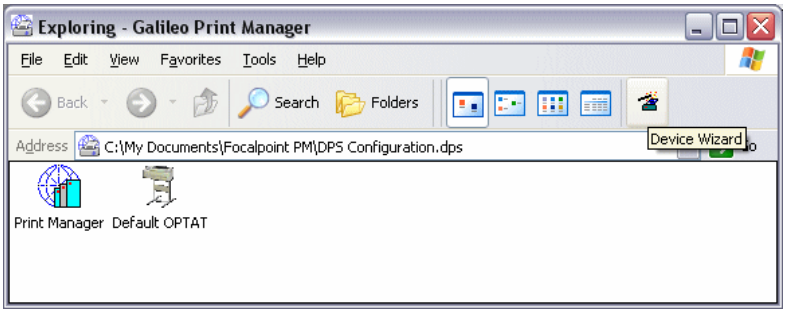
20. Click **OK** through the dialog boxes close the System Properties.
    The ticketing setup is now complete. To configure the Itinerary Printer, continue to the next section.

Creating a DYO Printer Driver

The *Default* printer driver is the standard printer driver for printing itineraries, as discussed in *Types of Itinerary Printers* (page 19). However, a DYO (*Design Your Own*) printer driver can be used to reconcile line-setting issues when using DYOs are used to print itineraries.

To create a DYO printer driver:

1. Click **Start** and navigate to the Programs folder.
2. Select **Galileo Desktop**, and then select **Configuration**. The Galileo Print Manager Configuration folder displays.
3. Click the **Device Wizard** icon.



4. The Device Selection dialog box displays.

   c. Type the appropriate device number (typically **`2`**) in the **Device Number** field.

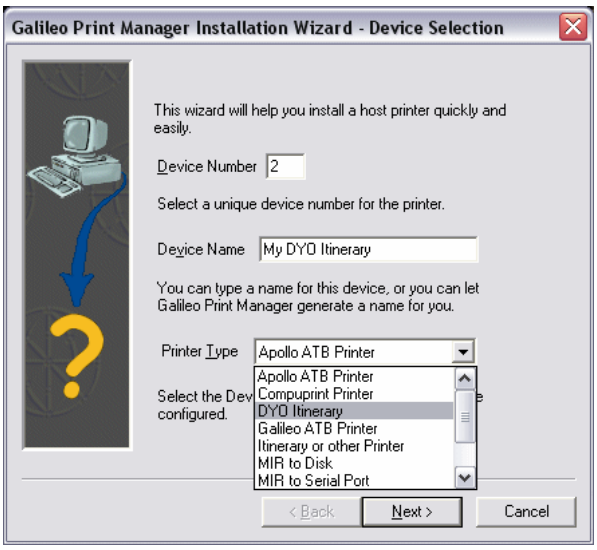
      Note: The number 2 assumes the GTID being used for itineraries is the second listed GTID.

   d. Type **`My DYO Itinerary`** or a similar name in the **Device Name** field.

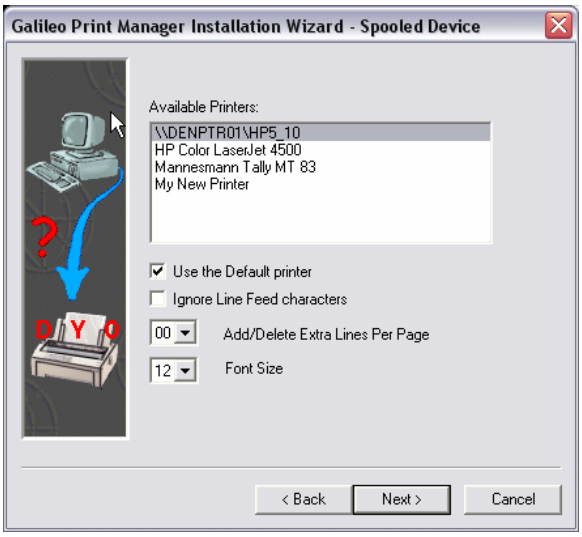
      Note: This text box is not case-sensitive.

   e. Click the **Printer Type** arrow and select *DYO Itinerary*.

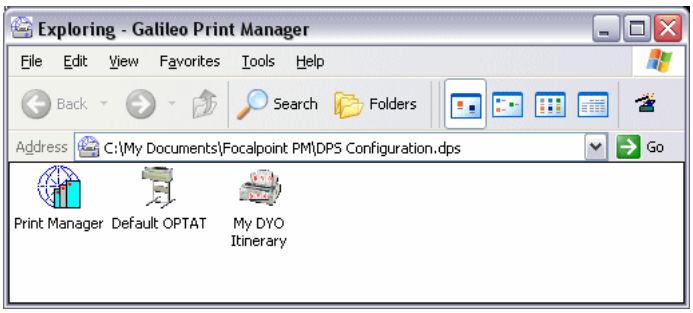
   f. Click **Next**.



5. The **Spooled Device** dialog box displays:
   a. Select the appropriate printer in the Available Printers list.
   b. If desired, select **Use the Default printer**.
   c. If your printer has an issue with printing double lines, select **Ignore Line Feed characters**.
   d. Click the **Add/Delete Extra Lines Per Page** arrow to add or delete lines to adjust the print for the itinerary.
   e. If desired, click the **Font Size** arrow to select another font size for itineraries.
   f. Click **Next**.



6. The **Comment** dialog box displays. If desired, add a description and comments about the printer. Click **Next**.
7. The **Confirmation** dialog box displays. Click **Finish** to redisplay the Galileo Desktop Configuration folder.



   The DYO Itinerary icon displays.
8. Set up the DYO printer using the same instructions used for the Default printer. See *Setting Up the Itinerary Printer* on page 19.

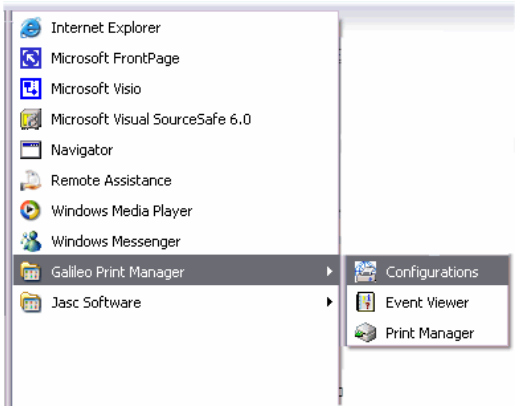
MIR Device Setup

There are two types of MIR devices: MIR to Serial Port and MIR to Disk. Determine which MIR device you are using and proceed to the configuration instructions for that device.

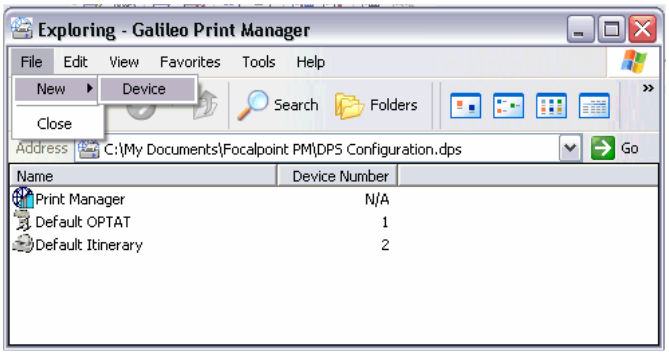
- If you are sending MIRs directly to a back office, you need to configure the MIR to Serial Port device.
- If you are saving MIRs to a hard disk, you need to configure the MIR to Disk device.

Configuration Instructions for MIR to Serial Port

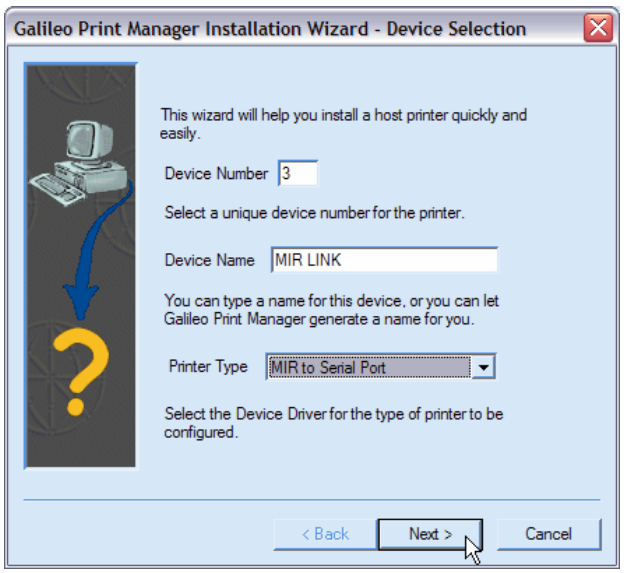
1. On the Windows taskbar, choose **Start** > **Programs** > **Galileo Print Manager** > **Configuration**.



2. Choose **File** > **New** > **Device**.



3. The Galileo Print Manager Installation Wizard-Device Selection dialog box displays.
   a. Type **3** in the **Device Number** field.
   b. **Note:** The number 3 assumes the GTID being used for the MIR is the third listed GTID.
   c. Type **MIR LINK** in the **Device Name** field.
   d. **Note:** This text box is not case-sensitive.
   e. Click the **Printer Type** arrow and select *MIR to Serial Port*.
   f. Click **Next**.



4. The Galileo Print Manager Installation Wizard - MIR to Serial Port dialog box displays:

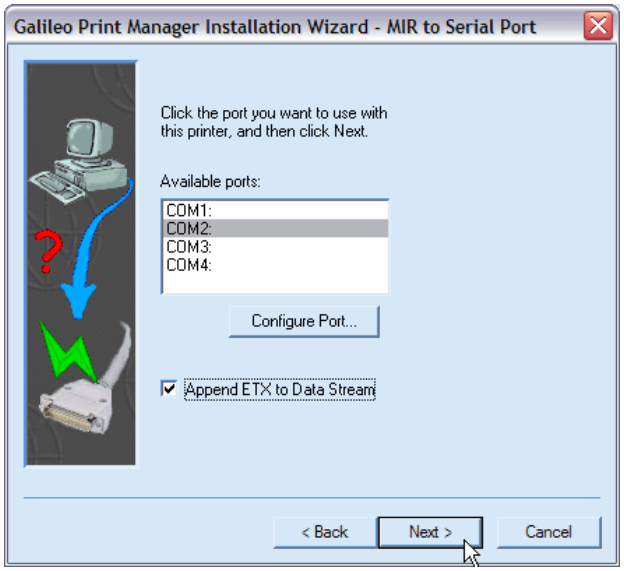
   a. Select the appropriate COM port in the **Available ports** list.

      Note: On a single workstation, you may require an A/B switch if two devices, such as itinerary and MIR, are sharing a COM Port. Or you may need a serial port expander if you have an external modem.

   b. If you are targeting the Apollo host, select the **Append ETX to Data Stream** check box.

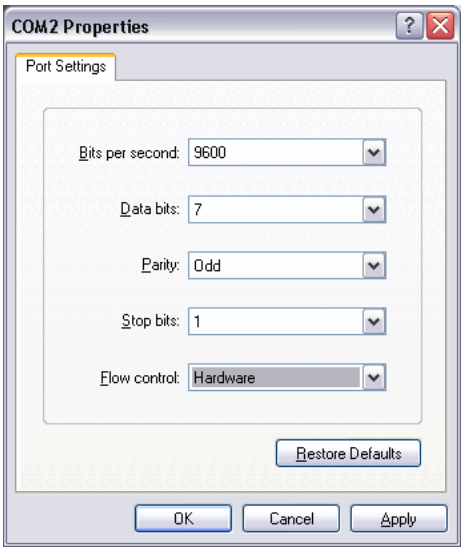
      Note: It is important to establish with the back office system provider whether they use ETX (end of text) or not, before you proceed.

   c. Click **Configure Port**.

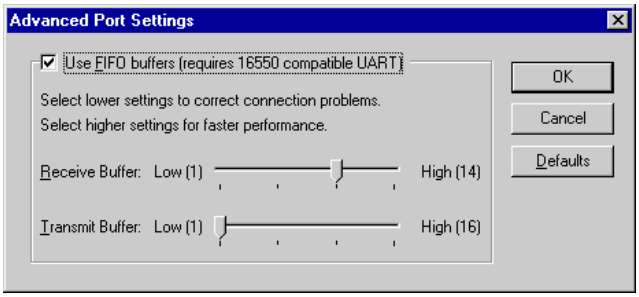


5. The COM Properties dialog box displays. Click each drop-down arrow to select the following settings:
   - *Bits per second:* **9600**
   - *Data bits:* **7**
   - *Parity:* **Odd**
   - *Stop bits:* **1**
   - *Flow Control:* **Hardware**

   Note: **<u>These settings need to match the Back Office settings.</u>**



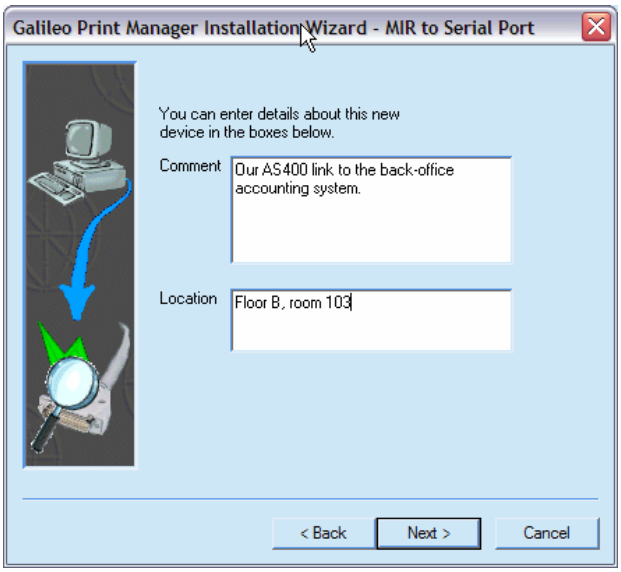
6. Set the Transmit Buffer performance. The steps for setting the buffer are slightly different for Windows 98/NT and Windows 2000/XP, respectively.
   - Windows 98/NT
     a. Click **Advanced**.
     b. The **Advanced Port Settings** dialog box displays. Set the **Transmit Buffer** slider to *Low* and click **OK**.



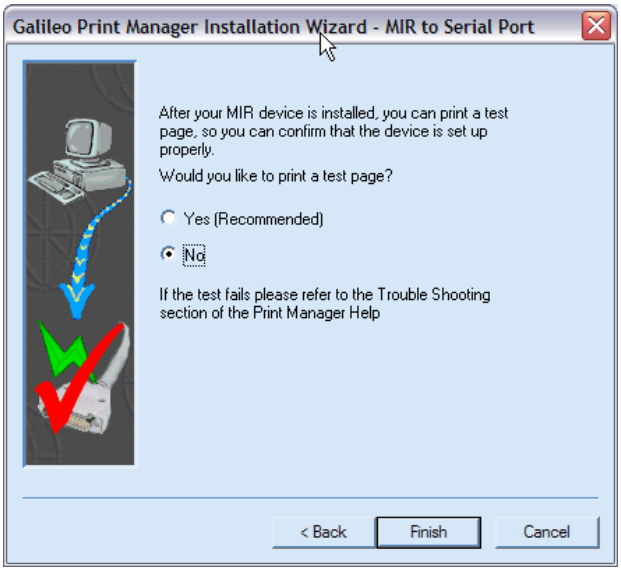
     c. Click **OK** to display the **Galileo Print Manager – MIR to Serial Port** dialog box.
   - **Windows 2000/XP**

     Skip this step for now, and continue to step 7.

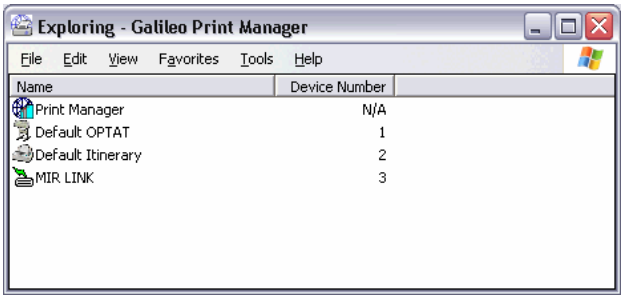
7. If desired, type in Comments and Location information for the new printer, and click **Next**.



8. When prompted to print a test page, select **No** and click **Finish**.

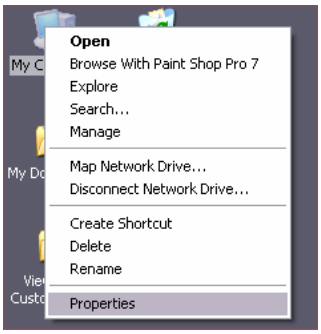


The MIR Link icon displays on the **Galileo Print Manager** configuration window.

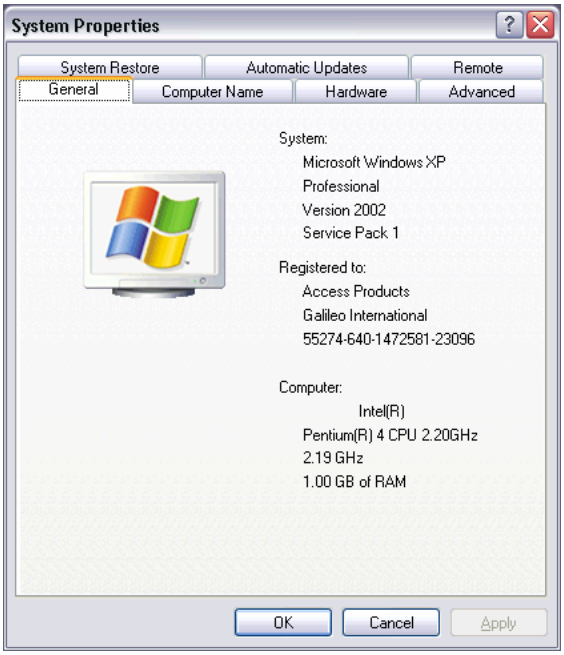


Windows 98/NT users have now completed the process. Windows 2000/XP users continue to step 9 to set the Transmit Buffer.

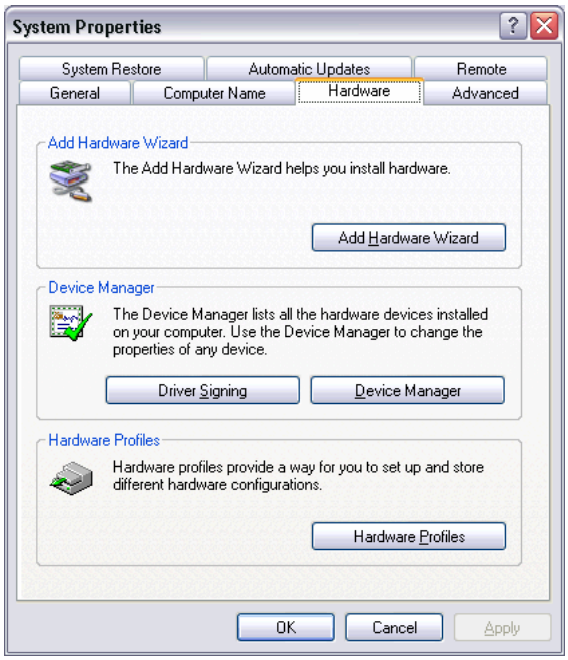
9. From the Desktop, right-click **My Computer** and select **Properties**.



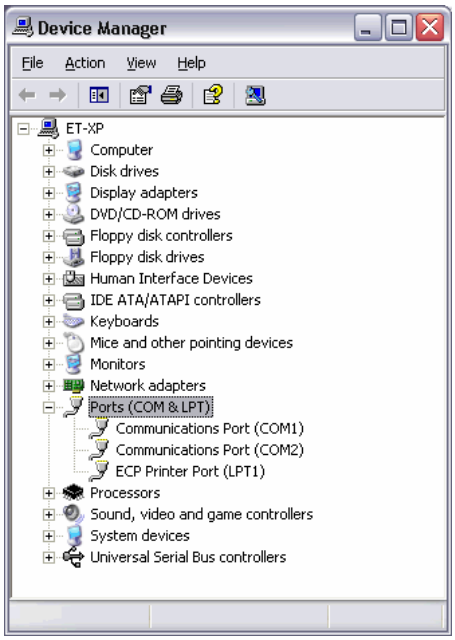
10. The System Properties dialog box displays. Click the **Hardware** tab.



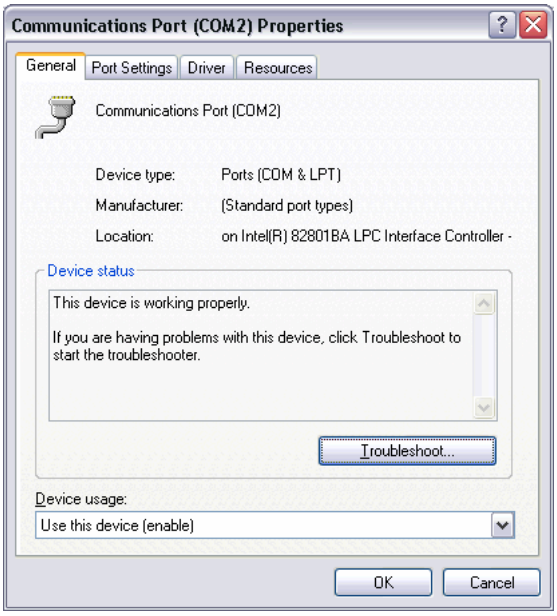
11. The Hardware dialog box displays. Click **Device Manager**.



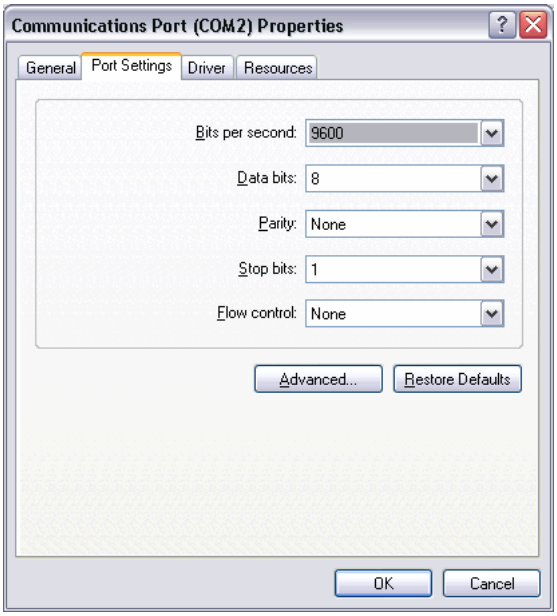
12. The Device Manager List displays. Expand **Ports (COM & LPT)** to display the available ports.



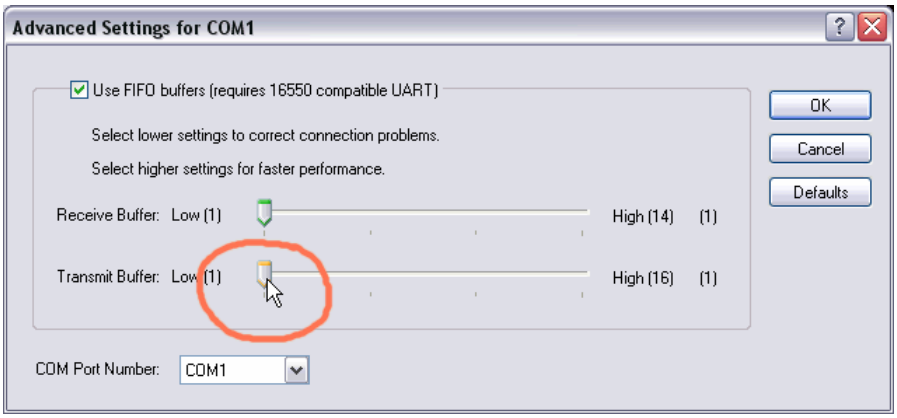
13. Double-click the desired Ticketing Printer port to display the **Communications Port Properties** dialog box.



14. Click the **Port Settings** tab to display the **Port Settings** dialog box.

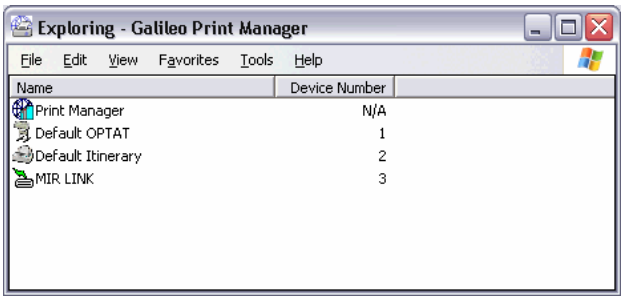


15. Click **Advanced** button to display the **Advanced Settings** dialog box. Set the **Transmit Buffer** slider to **Low**. Click **OK**.



16. Click **OK** through the dialog boxes to close the System Properties.

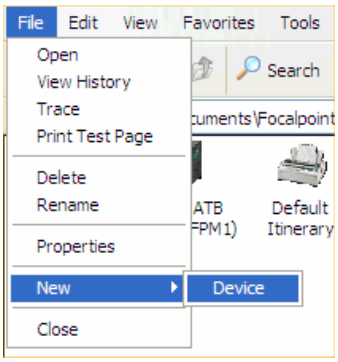
    The MIR Link icon displays on the **Galileo Print Manager** configuration window.



Configuration Instructions for MIR to Disk

If you are continuing from the previous section, the Galileo Print Manager Configuration window already displays. If it is not displayed, from the Windows taskbar, choose **Start > Programs > Galileo Print Manager > Configuration** to view the Galileo Print Manager window.

1. Choose **File** > **New** > **Device**.



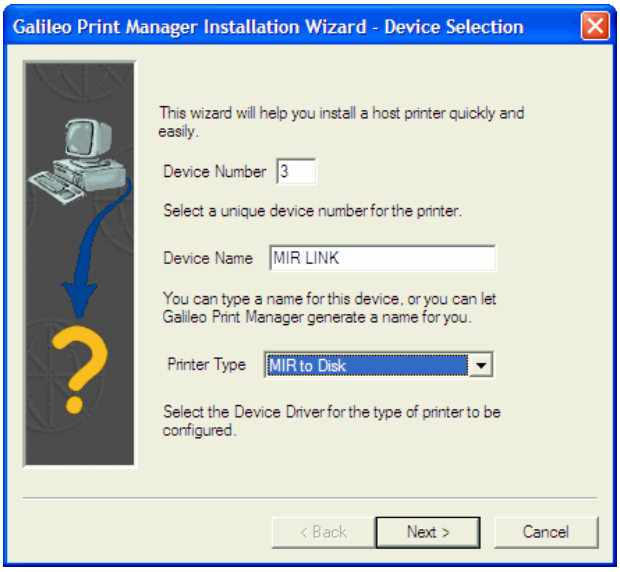
2. The Galileo Print Manager Installation Wizard-Device Selection dialog displays.
   a. Type **3** in the Device Number field.

      Note: The number 3 assumes the GTID being used for the MIR is the third listed GTID.

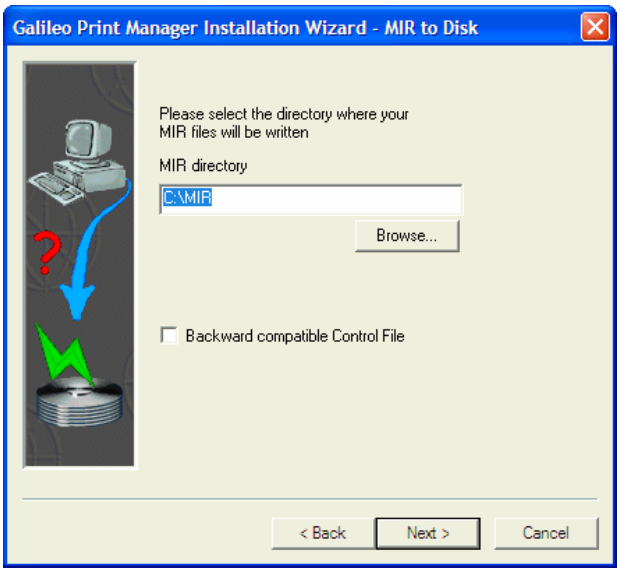
   b. Type **MIR LINK** in the Device Name field.

      Note: This text box is not case-sensitive.

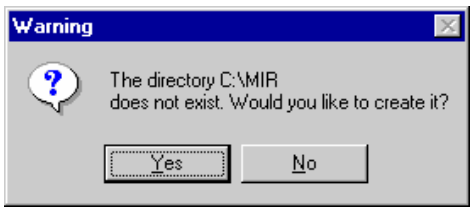
   c. Click the Printer Type drop-down arrow and select *MIR to Disk*.
3. Click **Next**.



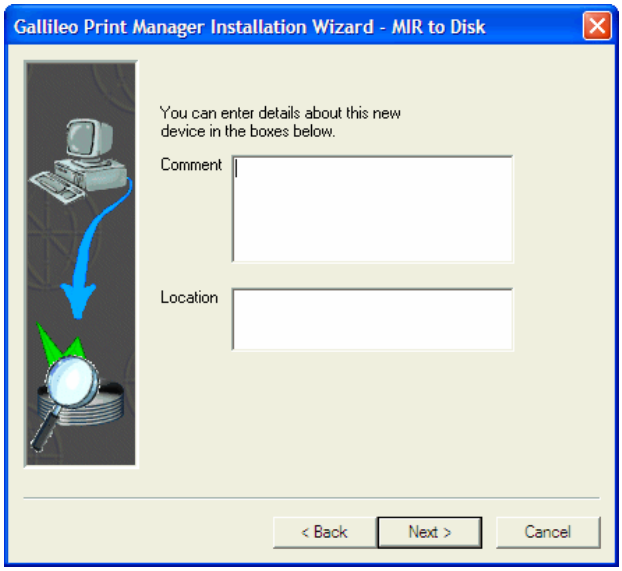
4. The Galileo Print Manager Installation Wizard-MIR to Disk dialog box displays. Click **Next**.



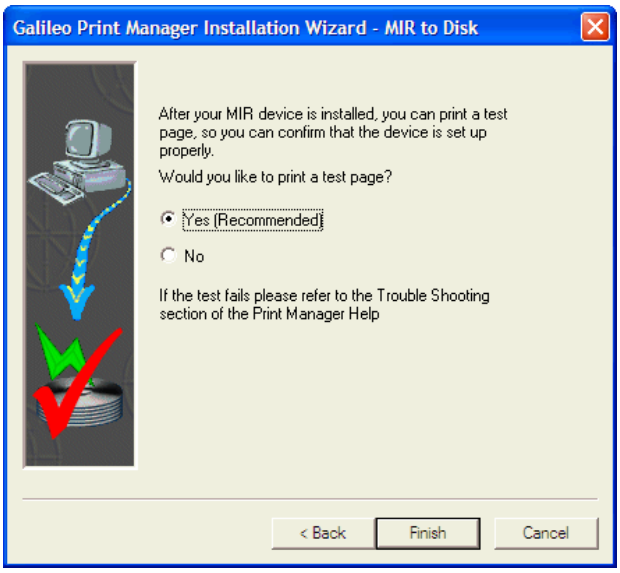
Note: If you receive a Warning message, click **Yes**.



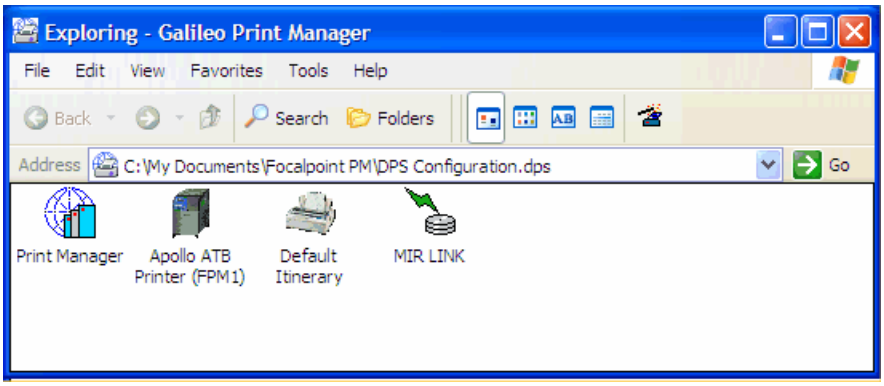
5. Click **OK** to display the **Galileo Print Manager – MIR to Disk** dialog box.
6. If desired, type in Comments and Location information for the new printer, and click **Next**.



7. When prompted to print a test page, select **Yes** and click **Finish**.



The MIR Link icon displays on the **Galileo Print Manager** configuration window.

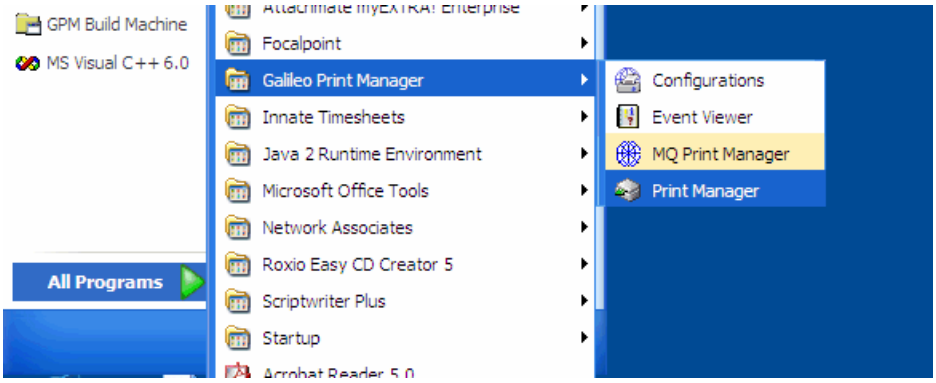


8. Close the **Galileo Print Manager** configuration window. All print devices have been configured.

Getting Started with Galileo Print Manager

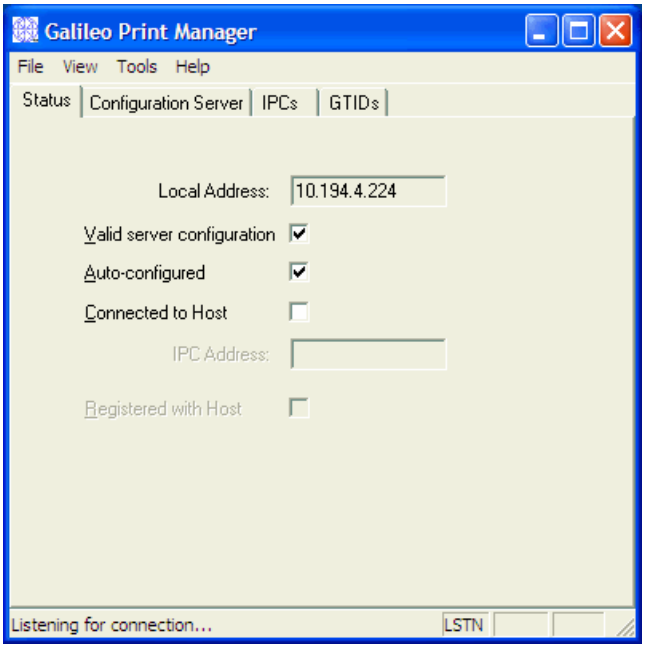
GPM is now installed and configured. You are ready to begin using the Galileo Print Manager.

1. Open Focalpoint and sign on to begin your Focalpoint session.
2. If Galileo Print Manager is not currently open, choose **Start** > **Programs** > **Galileo Print Manager** > **Print Manager**.



3. The **Galileo Print Manager** window displays.

   Note: The Galileo Print Manager application must remain open to run tickets. However, you can minimize the window to the System tray.



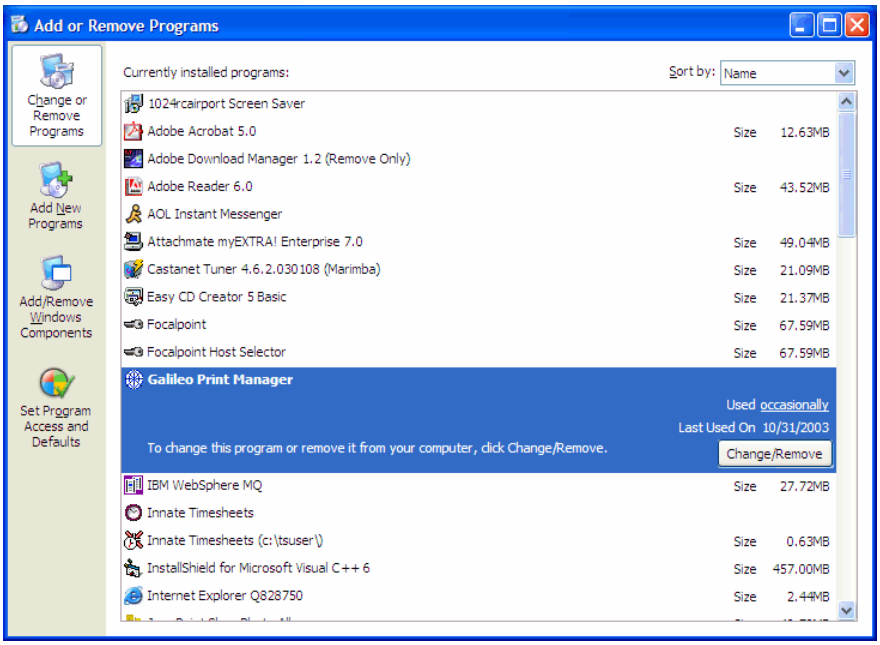
Removing Galileo Print Manager

GPM uses the standard **Add/Remove Program** feature for Windows.

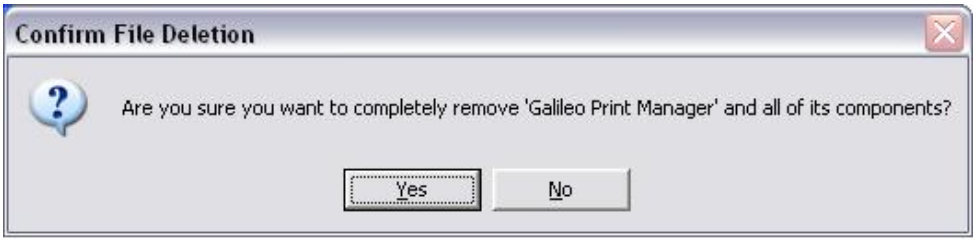
Removing Galileo Print Manager

If you are reinstalling GPM, you must completely remove the current GPM software. Do not install GPM over an existing version.

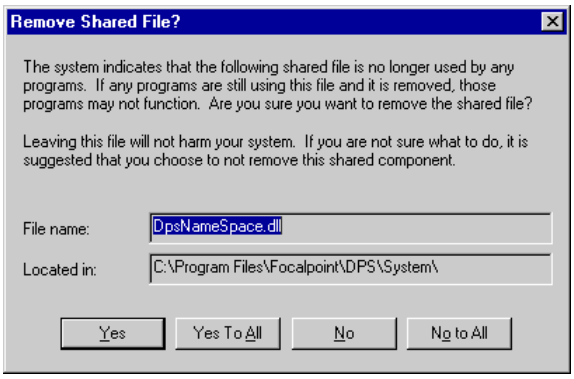
1. Choose **Start** > **Settings > Control Panel**. The Control Panel folder displays.
2. Double-click the **Add/Remove Programs** icon. The **Add/Remove Programs Properties** dialog box displays.



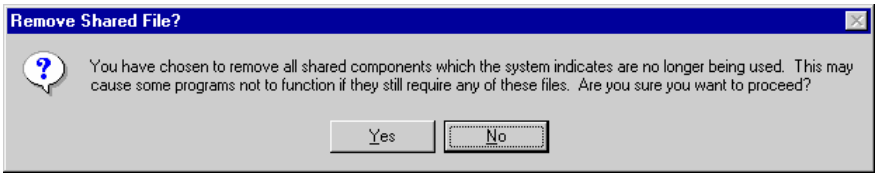
3. Select **Galileo Print Manager** from the software list.
4. Click **Add/Remove**.
5. Click **Yes**, when prompted to remove Galileo Print Manager.



6. If prompted to remove one or more shared files, click **Yes to All**.



7. If prompted to confirm the removal of the shared files, click **Yes**.



8. The removal process displays on the **Remove Programs from Your Computer** window. When the process is completed, click **OK**.

9. In the **Add/Remove Programs Properties** dialog box, click **OK** to close the dialog.
10. After Galileo Print Manager is removed, if prompted click **OK** then restart your computer.