

GALILEO 360° LEARNING

INSTALLATION GUIDE

Galileo® Print Manager



GALILEO
A CENDANT COMPANY

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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.
- If you plan to print tickets for a Galileo Rail product (e.g., SNCF – Rail, SNCB – Rail, RENFE, etc.) you must use a separate MQ Print Manager product. To use MQ Print Manager, you must install IBM® MQSeries Client™ (MQClient) **before** installing the Galileo Rail product. See *Appendix A* for more information.

The following information is provided on your Configuration Sheet or through your Galileo representative:

- MQ Manager Name
- MQ Channel Name
- MQ Answerback Queue
- MQ Server

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.

IBM MQSeries Client

Before you begin, determine whether you need to install the IBM® MQSeries Client™ (MQClient) software, which creates an MQ Print Manager feature that works in conjunction with GPM to provide ticketing capability for several Galileo products, including SNCF -Rail, DB Rail, SNCB - Rail, SIGMA, and RENFE. If you are planning to install and print tickets from Galileo Rail, you must install MQClient *before* you install GPM. See *Appendix A*. If you do not plan to install a Galileo Rail product, you do not need to install IBM MQSeries Client.

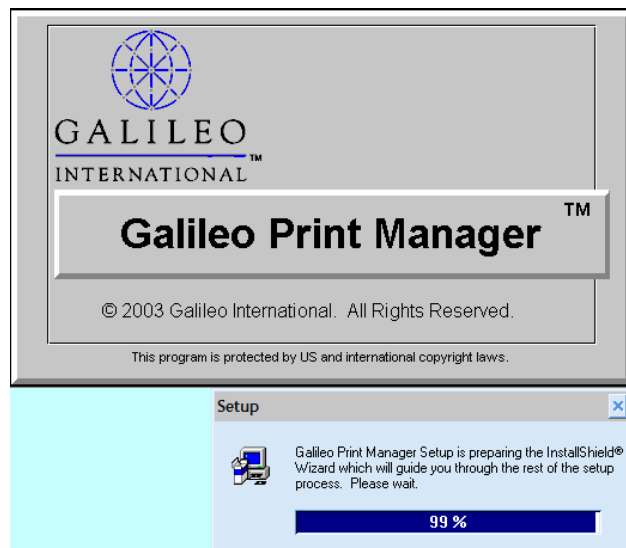
Galileo Print Manager

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 54) 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.

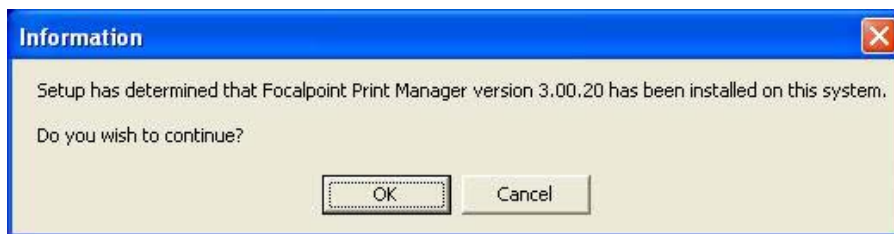
4. Double-click **setup.exe**.



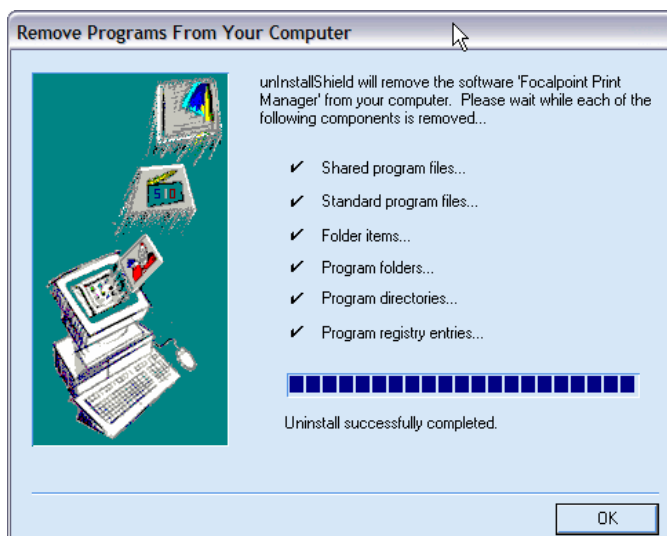
5. The Galileo Print Manager Setup window displays. Click **Next**.



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

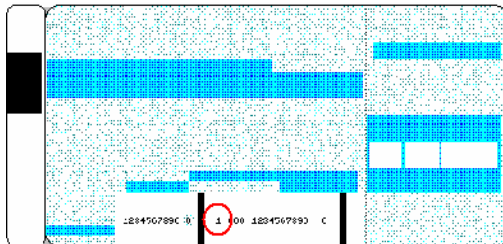


7. The uninstaller removes the previous version. Click **OK**.

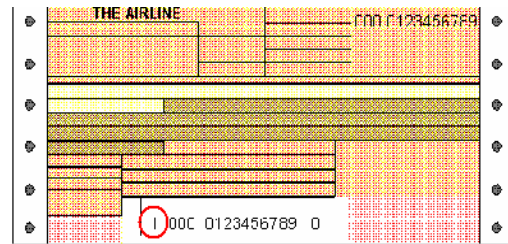


Typical Setup

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.

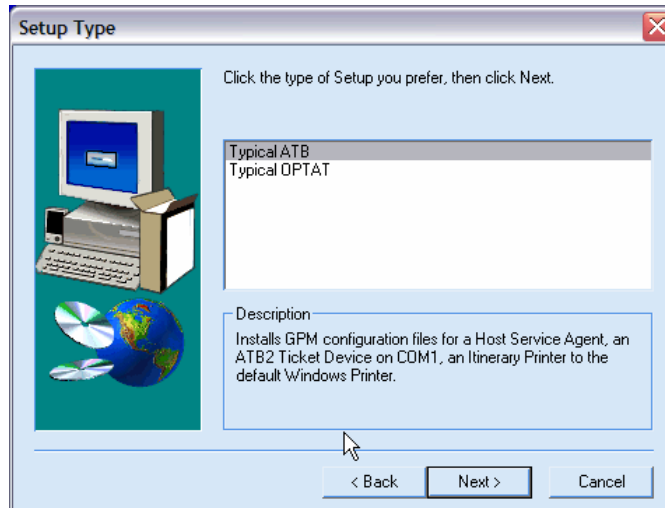


Typical ATB

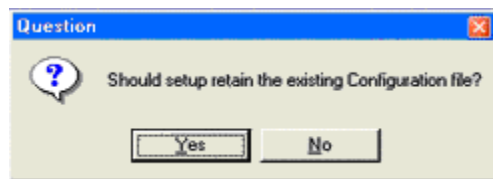


Typical OPTAT

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

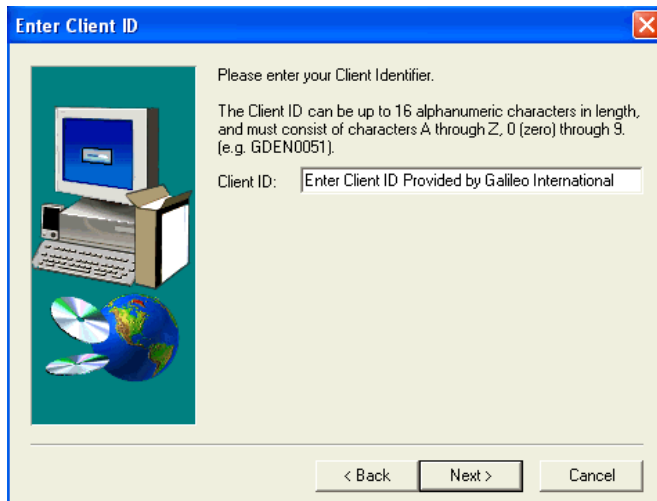


- c. If you had a previous version was installed, the following screen displays. Click **Yes**.

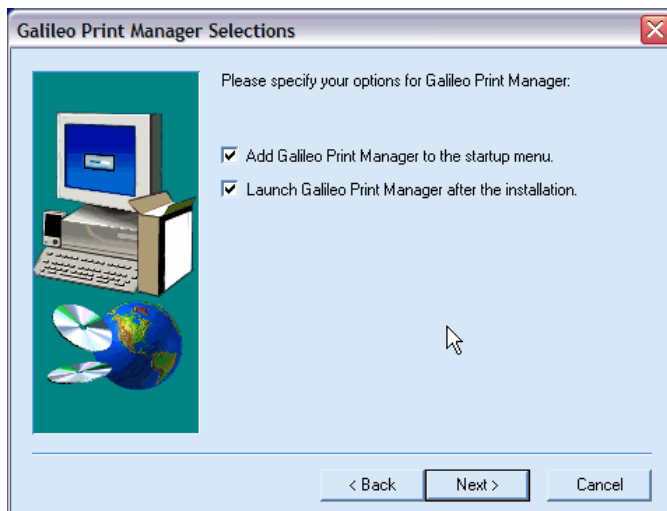


9. The **Enter Client ID** dialog displays. Type your **Client ID** and click **Next**.

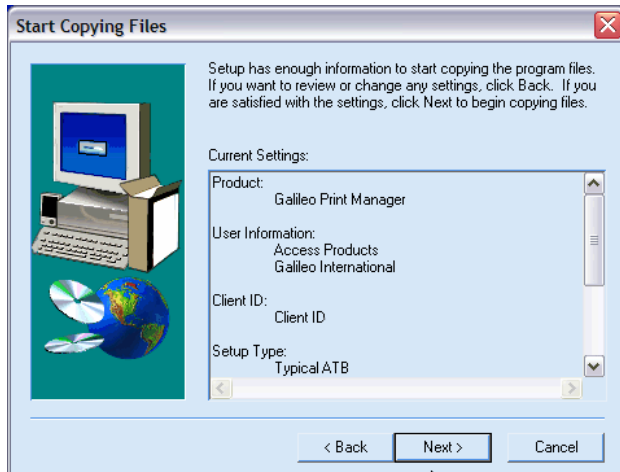
Note: Your Galileo representative supplies you with your Client ID.



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



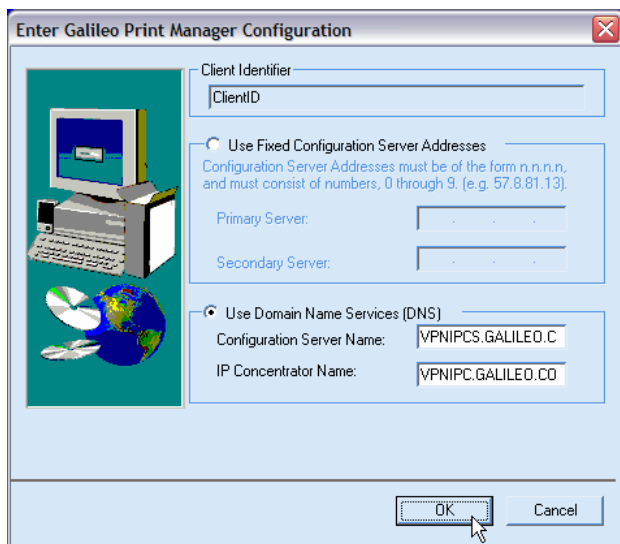
11. The **Start Copying Files** dialog displays. Click **Next** to start copying files to your hard disk.



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

- **For TCP/IP 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 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 1).
- 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**.

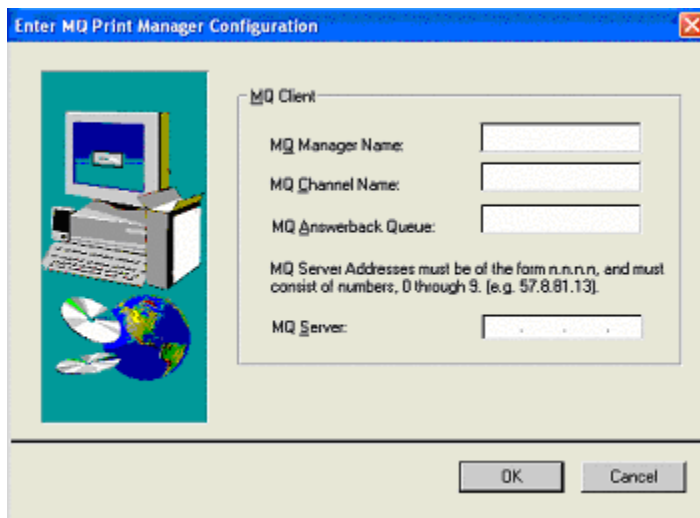
- If you have installed MQClient, continue to step 15.

15. If you have previously installed MQClient, the **Enter MQ Print Manager Configuration** dialog box displays. Enter the MQ Series Client values supplied by your configuration sheet or by your Galileo representative for the following fields.

Note: These values are case-sensitive.

- **MQ Manager Name**
- **MQ Channel Name**
- **MQ Answerback Queue**
- **MQ Server**

16. Click **OK**.



Enter MQ Print Manager Configuration

MQ Client

MQ Manager Name:

MQ Channel Name:

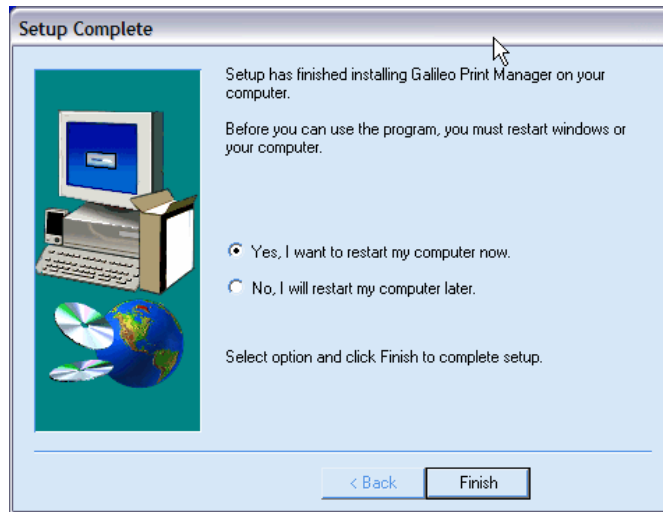
MQ Answerback Queue:

MQ Server Addresses must be of the form n.n.n.n, and must consist of numbers, 0 through 9. (e.g. 57.8.81.13)

MQ Server:

OK Cancel

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



Configuring Galileo Print Manager

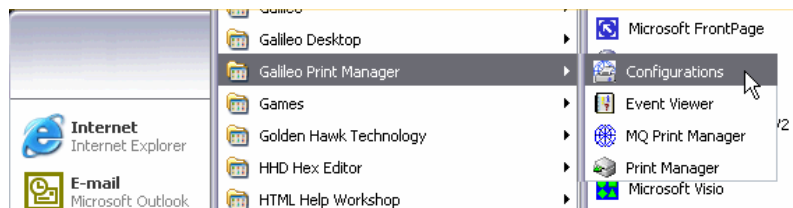
After GPM is installed, the printing devices need to be configured. Determine which of the following devices apply to your installation and follow the instructions for each of the devices.

- Ticketing setup
- Itinerary setup
- MIR device setup

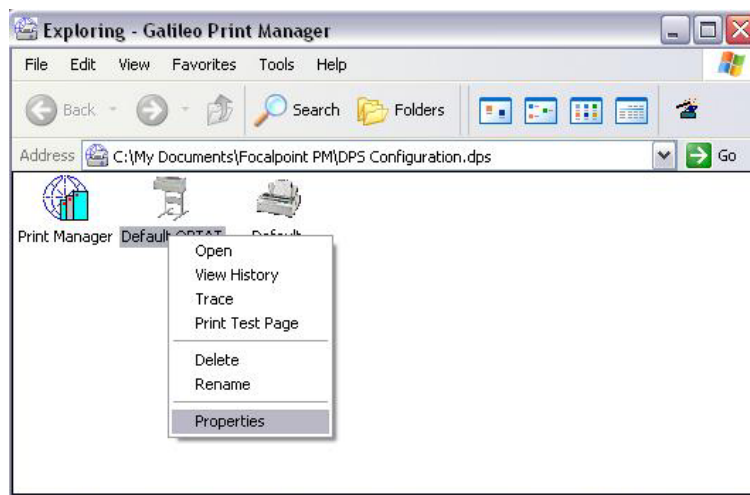
Ticketing Printer Setup

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

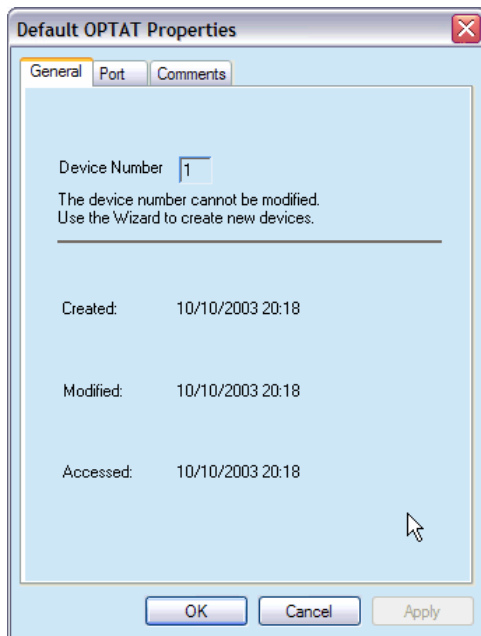
1. From the Windows taskbar, choose **Start > All Programs > Galileo Print Manager > Configurations**.



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.



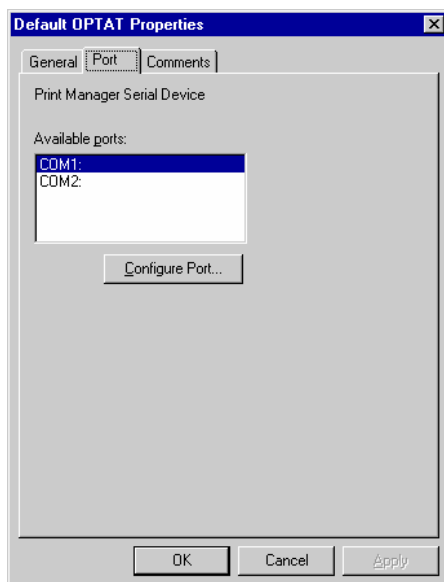
4. Click the **Port** tab.

Note: The steps for configuring the Ticketing Printer are different for Windows 98/NT and Windows 2000/XP (page 16), 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**.

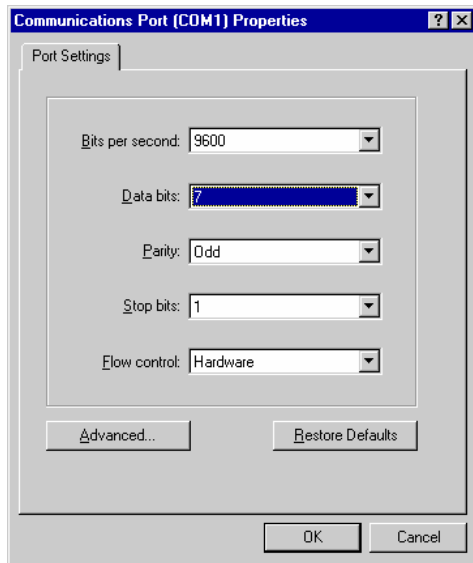
Note: The Ticket Printer must be installed on a COM port; not on an LPT port.



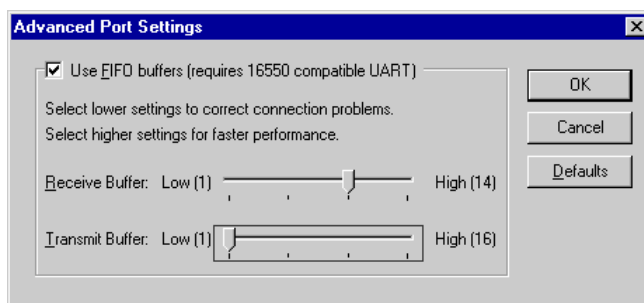
2. The **Port Settings** dialog box displays. Click each drop-down arrow to select the following recommended settings:
 - Bits per second: 9600
 - Data bits: 7
 - Parity: Odd
 - Stop bits: 1
 - Flow Control: Hardware

Note: These settings must match those of the printer.

3. Click **Advanced**.



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



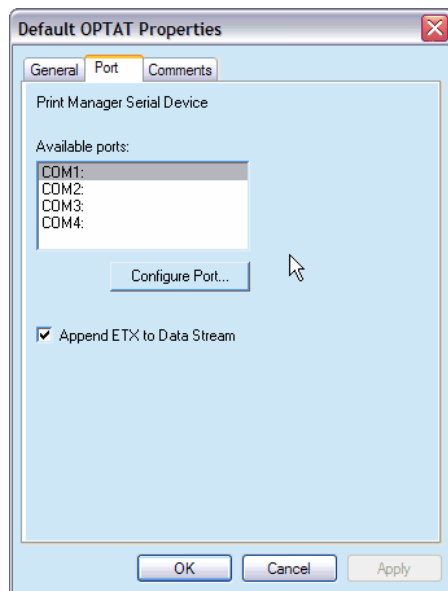
5. Click **OK** through the dialog boxes to return to the **Galileo Print Manager** dialog box.

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**.

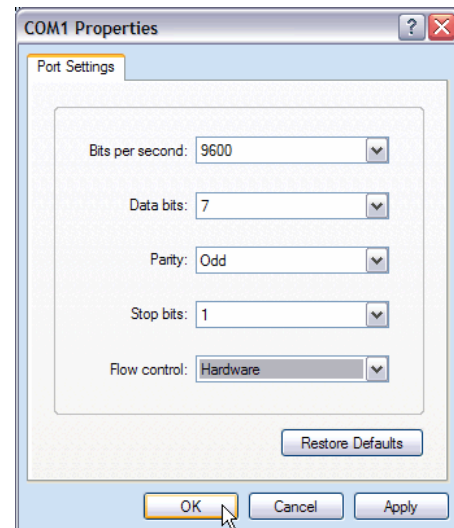
Note: The Ticket Printer must be installed on a COM port; not on an LPT port.



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

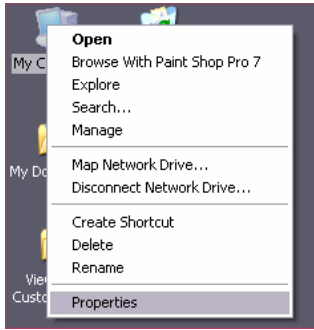
- Bits per second: 9600
- Data bits: 7
- Parity: Odd
- Stop bits: 1
- Flow Control: Hardware

Note: These settings must match those of the printer.

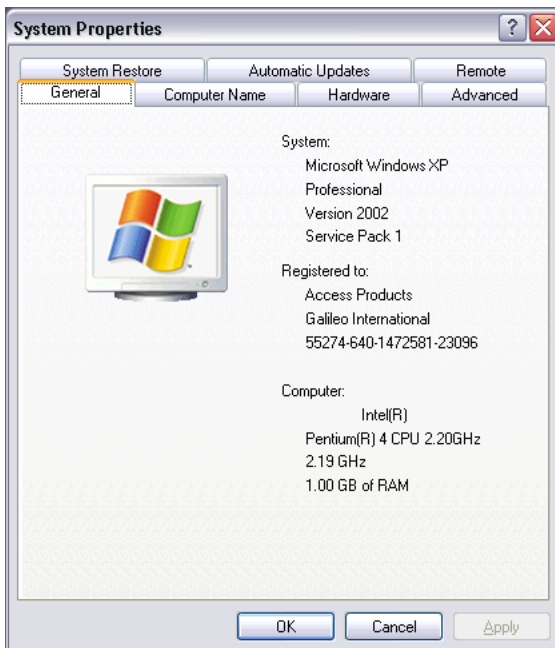


3. Click **OK**, then click **OK** again to close the dialog box.

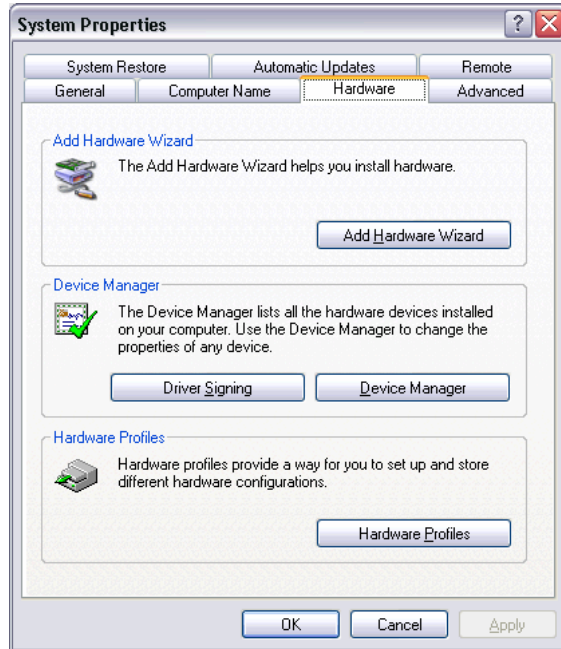
4. From the Desktop, right-click **My Computer** and select **Properties**.



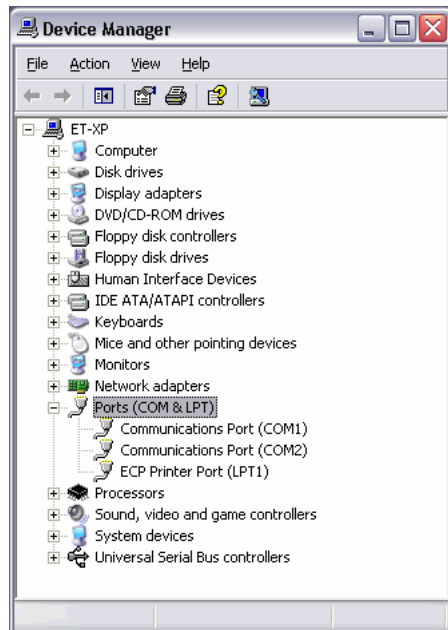
5. The System Properties dialog box displays. Click the **Hardware** tab.



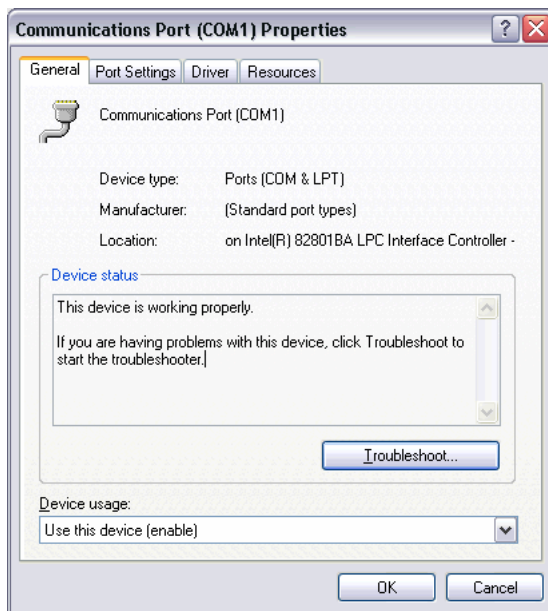
6. The **Hardware** dialog box displays. Click **Device Manager**.



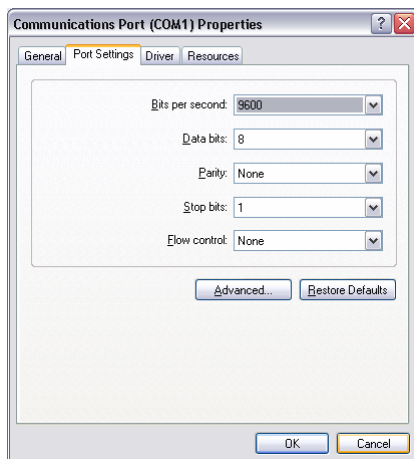
7. The **Device Manager List** displays. Expand **Ports (COM & LPT)** to display the available ports.



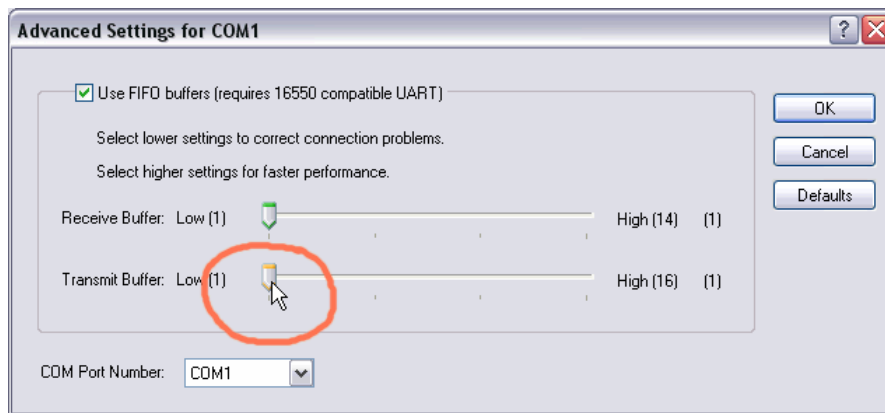
8. Double-click the desired Ticketing Printer port to display the **Communications Port Properties** dialog box.



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.

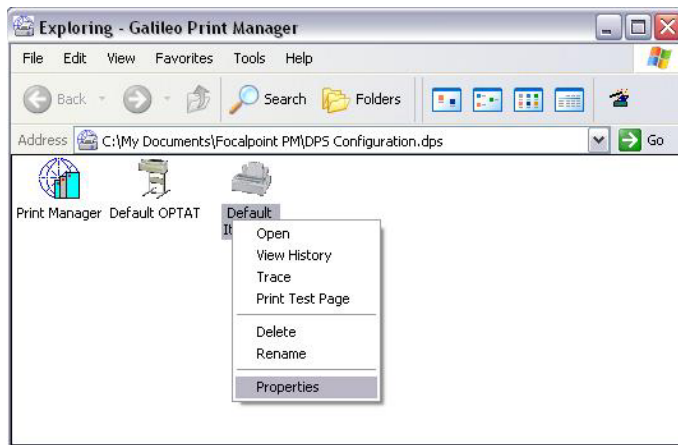
It is recommended to configure the Default printer first, and only use the DYO printer driver if necessary. If a DYO printer driver is required, see *Creating a DYO Printer Driver* (page 36) for instructions.

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

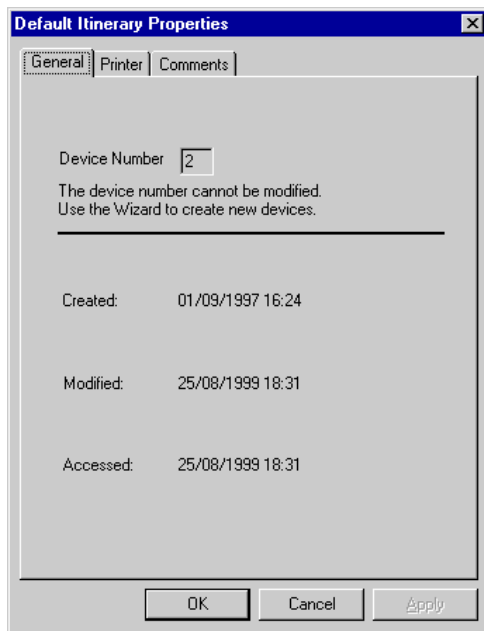
Windows 98 and Windows NT

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

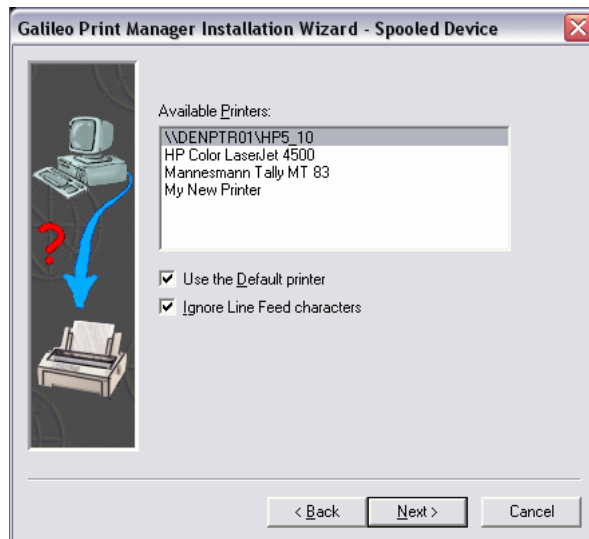


2. The Default Itinerary Properties dialog box displays.

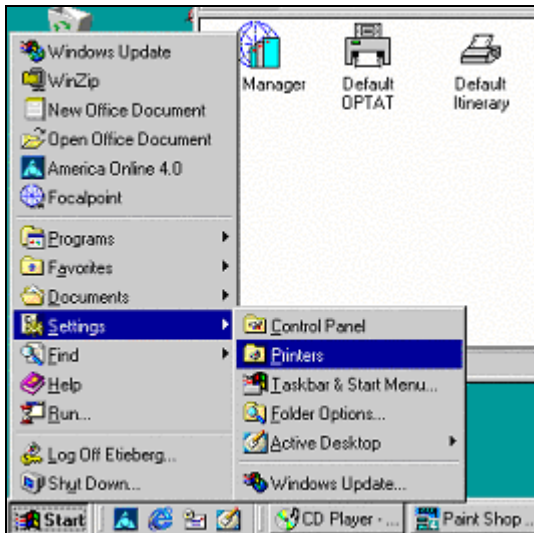
Note: The Device Number defaults to 2.



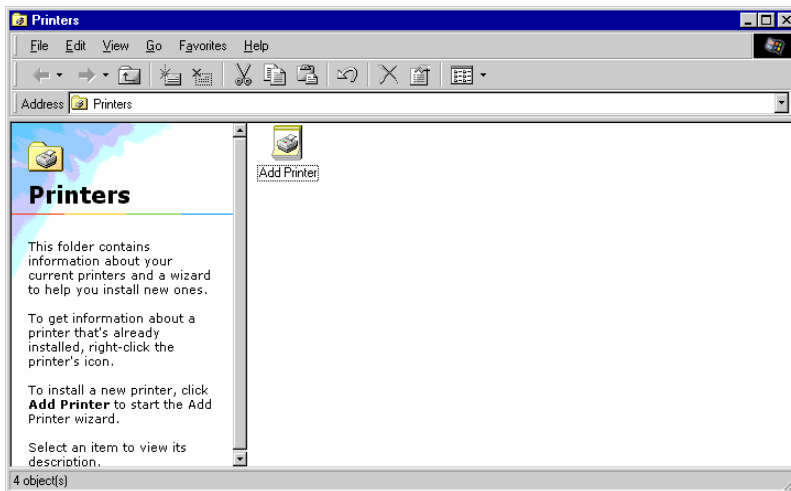
3. Click the **Printer** tab. This tab displays all the printers installed on this machine.
 - a. If your printer name displays, proceed to step 16 in this section.
 - b. If your printer name does not display, click **Cancel** and continue to step 4 on the next page.



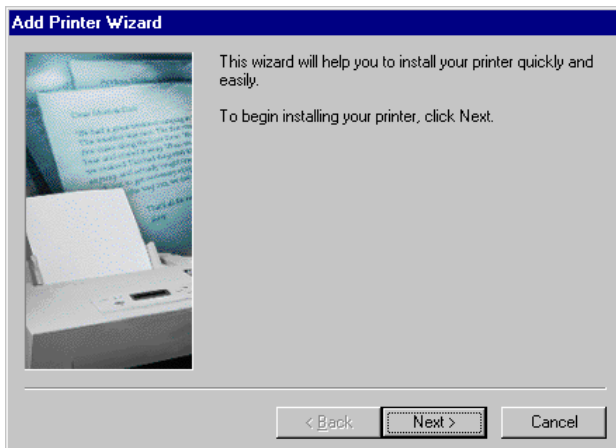
4. On the Windows taskbar, choose **Start > Settings > Printers**.



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



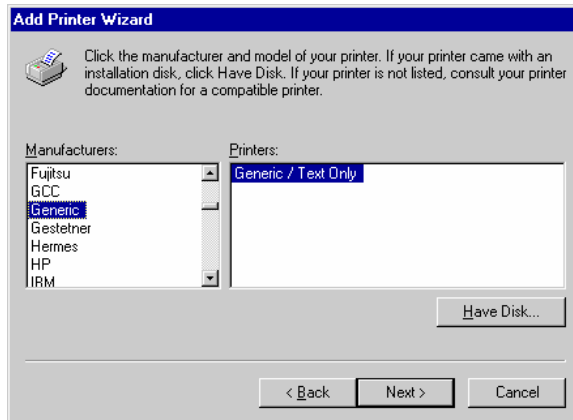
6. Click **Next**.



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.

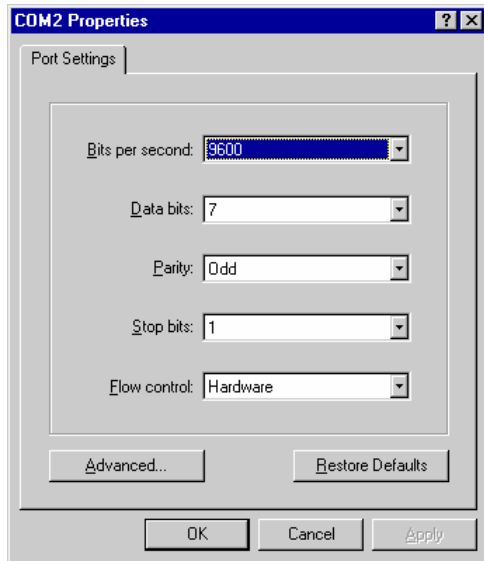


TI810 printer (Generic-Generic Text Only)

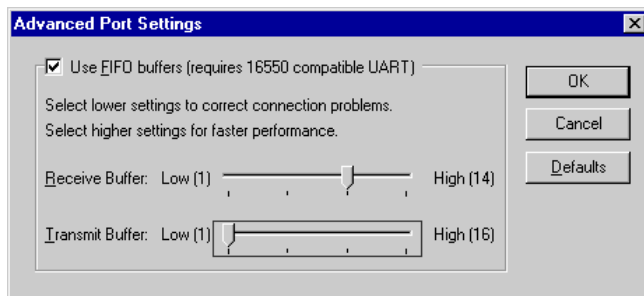
8. Follow the prompts until the **Add Printer Wizard** asks you to select a port. Select the appropriate port from the **Available Ports** list.
- If you select a COM port, click **Configure Ports**.
 - If you select a LPT1 port, proceed to step 17 in this section.

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: COM2 is used in this example. These settings must match the printer settings.



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

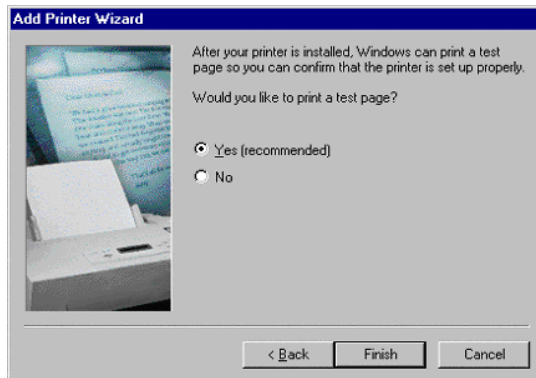


11. Click **OK** through the dialog boxes to return to the **Add Printer Wizard Available Ports** dialog box. Click **Next**.

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

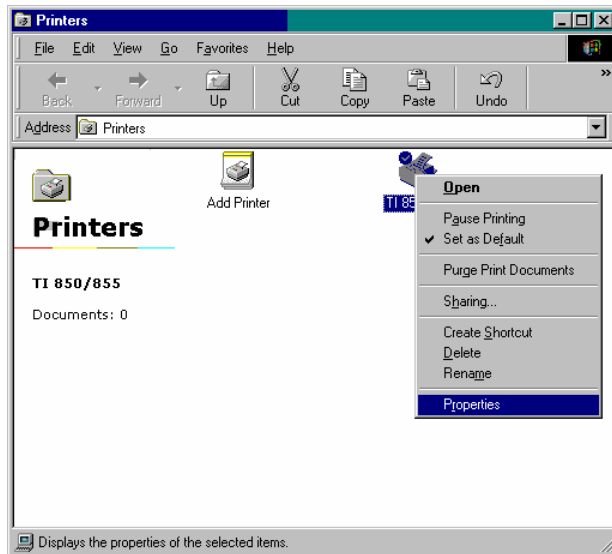


13. If you are prompted to print a test page, select **Yes** and click **Finish**.



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.
- Deselect the **Use the Default** printer check box.
 - Click **Apply**.
 - Click **OK**.
 - If you are prompted to print a test page, select **Yes**.
 - 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**.

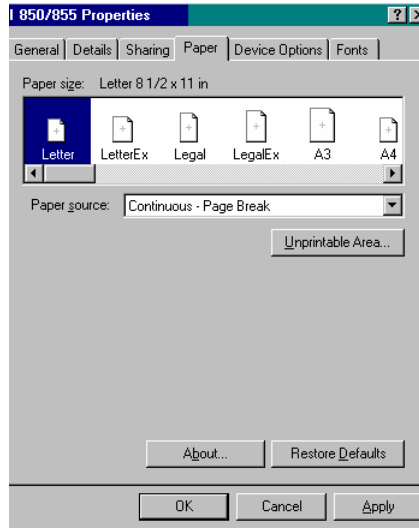


19. Click the **Paper** tab.

- 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**.

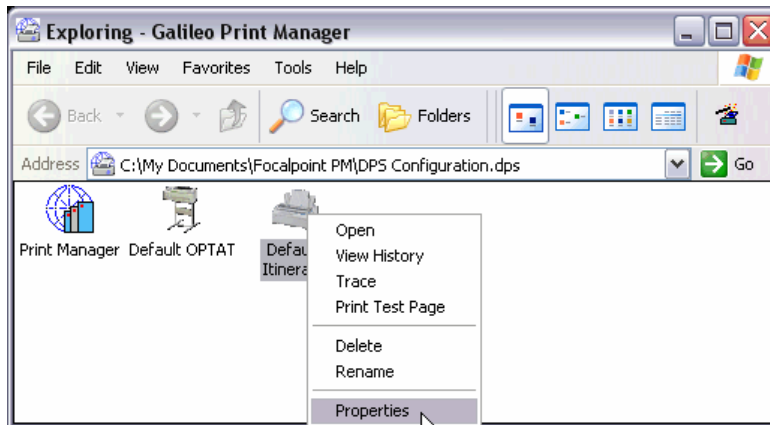


20. Close the **Printers** window.

Windows 2000 and Windows XP

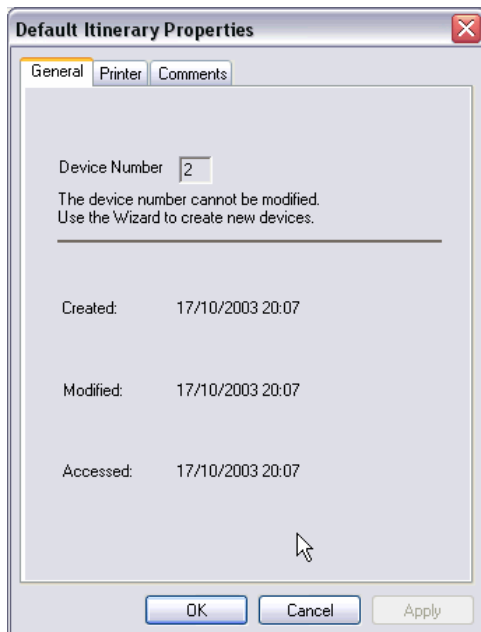
The following steps detail instructions for configuring a local printer. The process differs slightly for network printers.

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



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

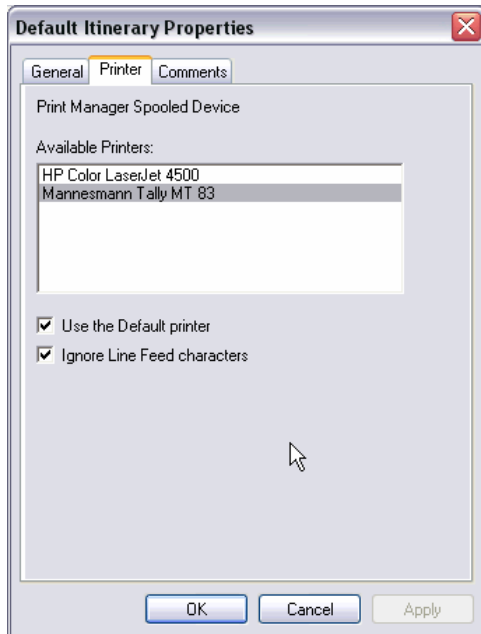
Note: The Device Number defaults to 2.



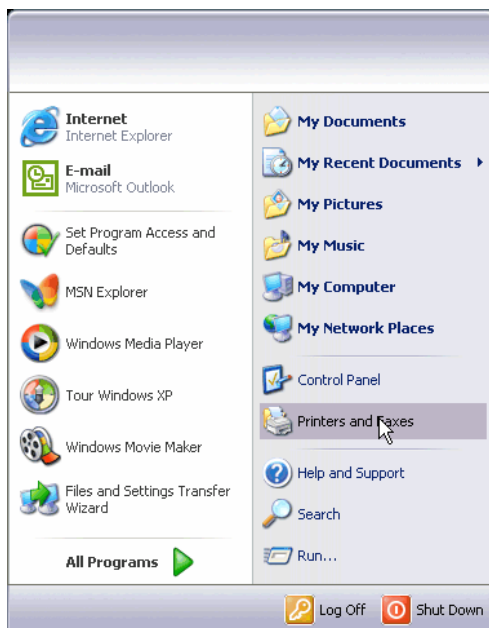
3. Click the **Printer** tab. This tab displays all the printers installed on this machine.
 - a. If your printer name displays, select the name and click **OK**. Proceed to step 16 in this section.
 - b. If your printer name does not display, click **Cancel** and continue to step 4 below.

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

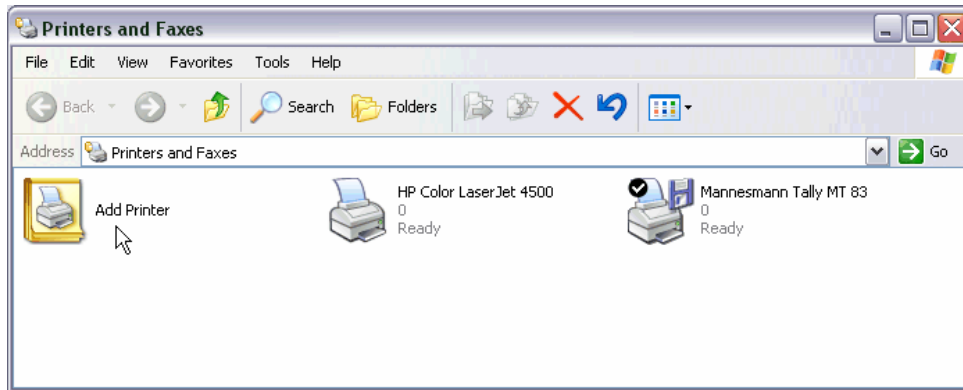
The Apollo and Galileo hosts use Carriage Return characters to create new lines. Certain other applications, such as Notepad, use Line Feed characters to create new lines. In some environments, GPM printers that are shared with these applications can cause double lines to print on tickets. This option 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.



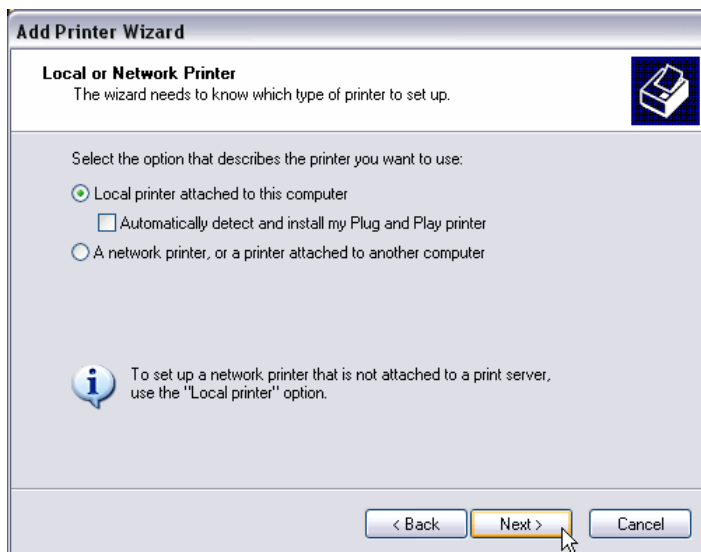
6. Click **Next**.



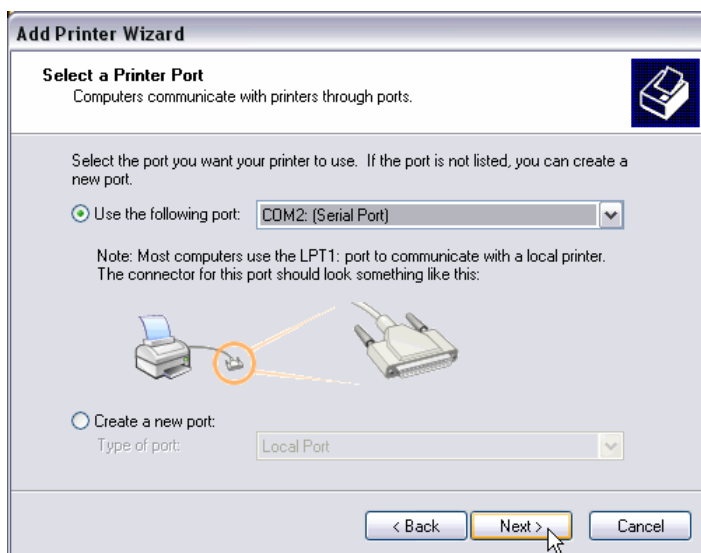
7. Select **Local printer attached to this computer** or a **network printer...**, and click **Next**.

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.

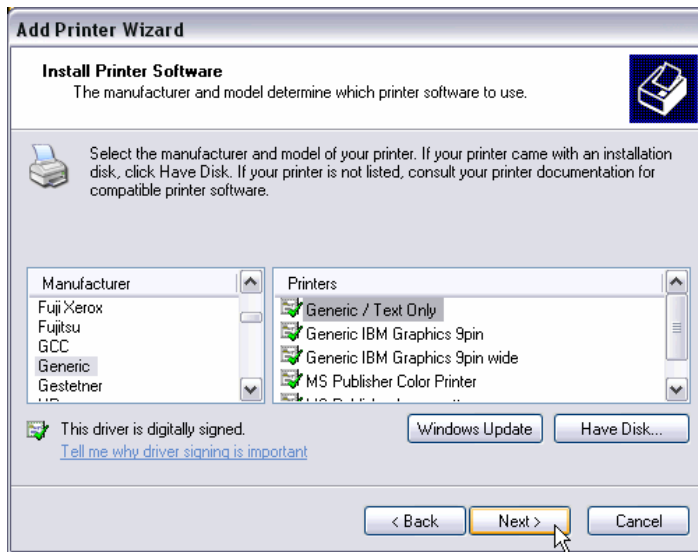


8. The Select a Printer Port dialog box displays. Select the appropriate port from the **Available Ports** list.
 - If you select a COM port, click **Configure Ports**.
 - If you select a LPT1 port, proceed to step 14 in this section.



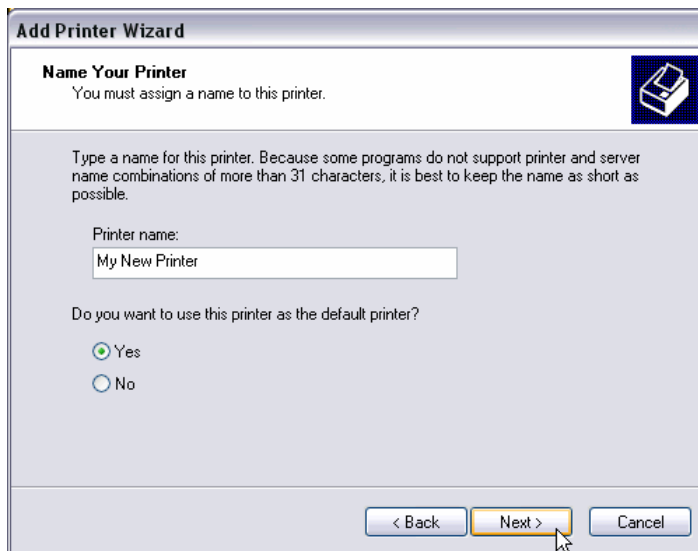
9. If you are manually installing a local printer, the **Install Printer Software** dialog box displays. Select the printer manufacturer and printer type. Click **Next**.

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



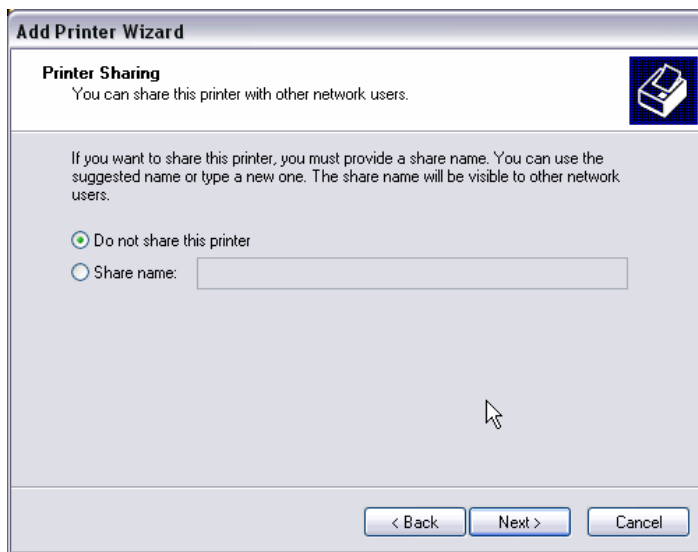
TI810 printer (Generic-Generic Text Only)

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**.

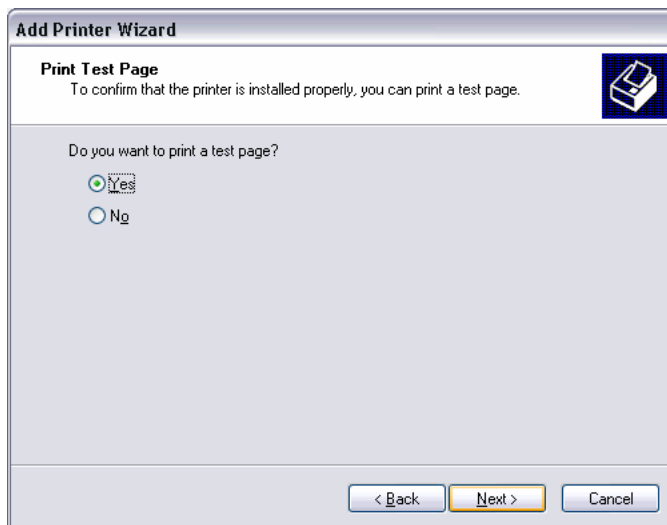


This screenshot should show the “No” selection

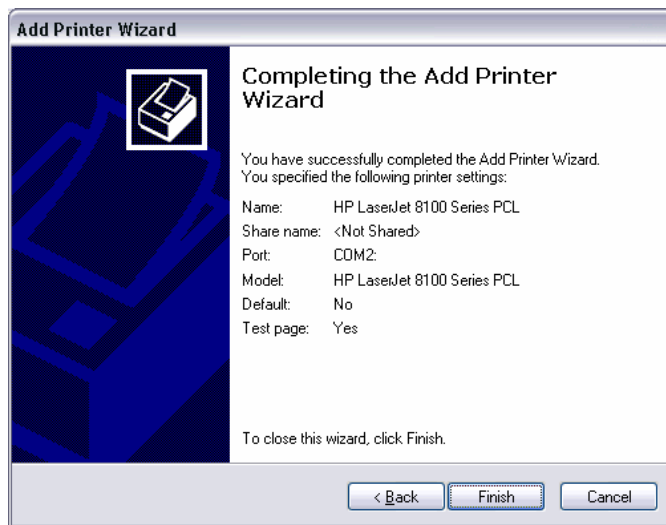
12. The **Printer Sharing** dialog box displays. If desired, enter a share name to allow other users on your network to share this printer. Click **Next**.



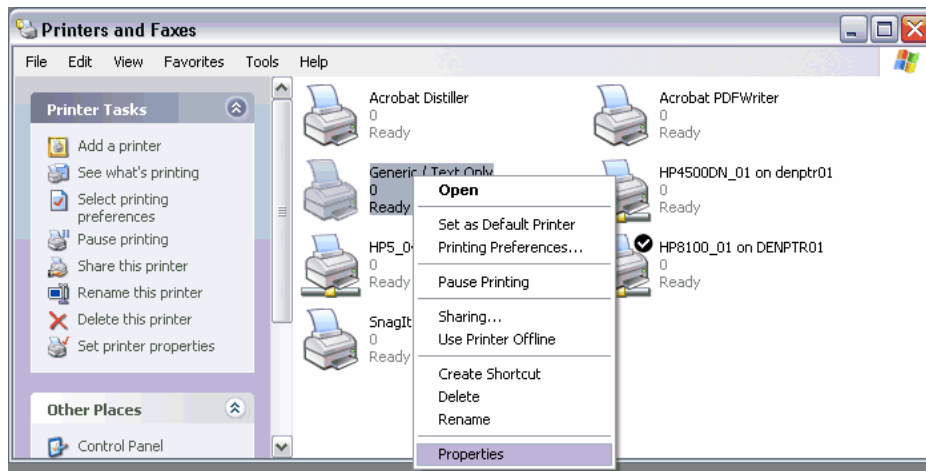
13. If the Print Test Page dialog box displays, select **Yes**, then click **Next**.



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**.

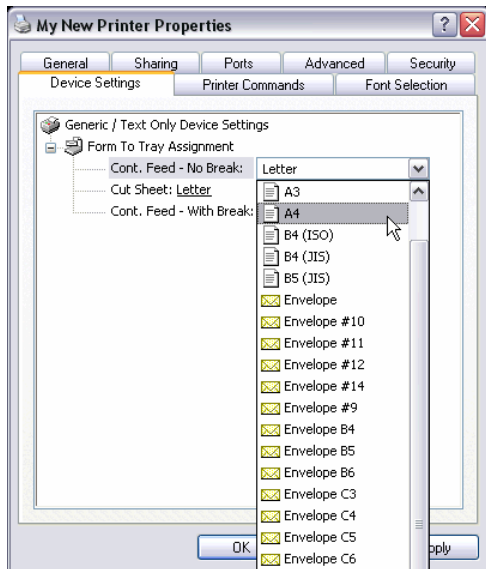


17. Click the **Device Settings** tab.

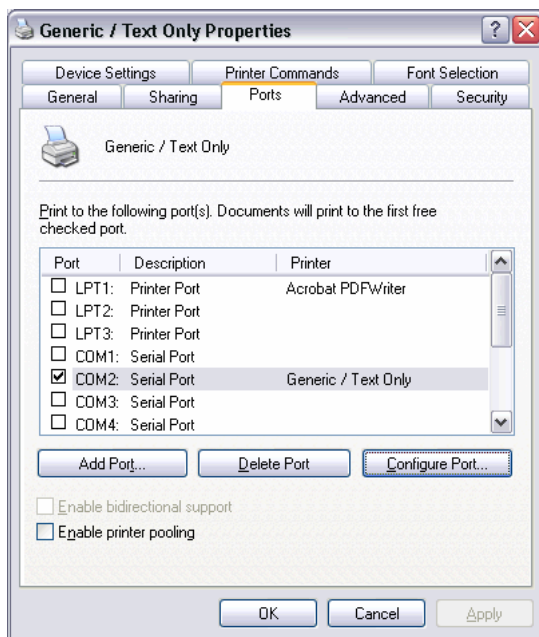
a. Click the **Cont. Feed – No Break** arrow, and select the desired paper size.

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

b. Click **OK**.



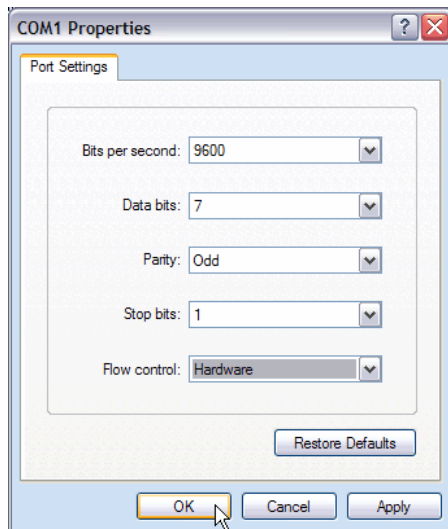
18. Click the **Ports** tab, then click the **Configure Port** button.



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: These settings must match those of the printer.



20. Click **OK** through the dialog boxes close the System Properties.

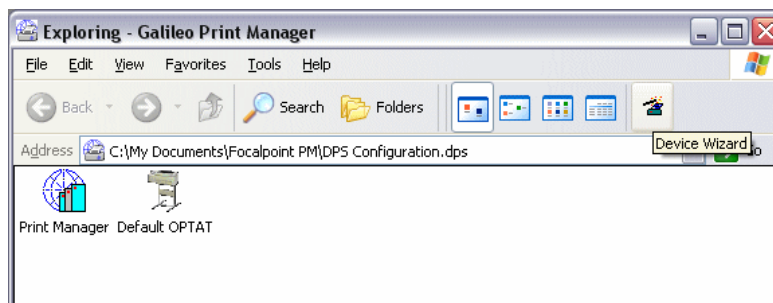
The ticketing setup is now complete. To configure the Itinerary Printer, continue to the next section.

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 21). However, a DYO (*Design Your Own*) printer driver can be used to reconcile line-setting issues when using DYO's are used to print itineraries.

To create a DYO printer driver:

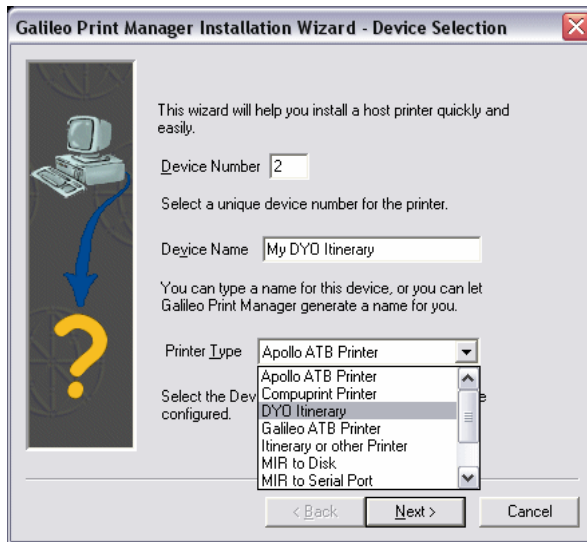
1. Click **Start** and navigate to the Programs folder.
2. Select **Galileo Desktop**, and then select **Configuration**. The Galileo Print Manager Configuration folder displays.
3. Click the **Device Wizard** icon.



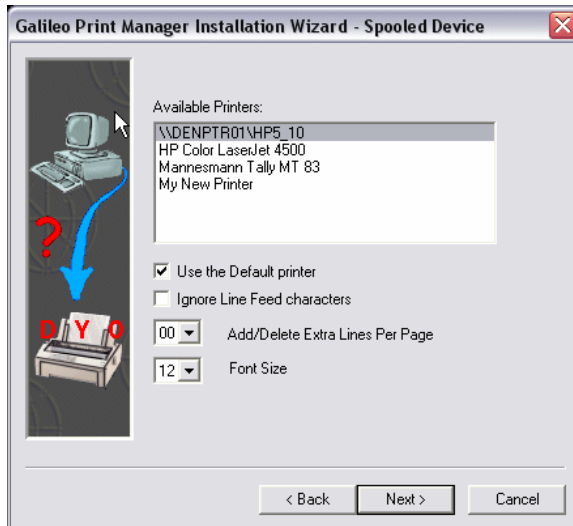
4. The Device Selection dialog box displays.
 - c. Type the appropriate device number (typically **2**) in the **Device Number** field.

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.

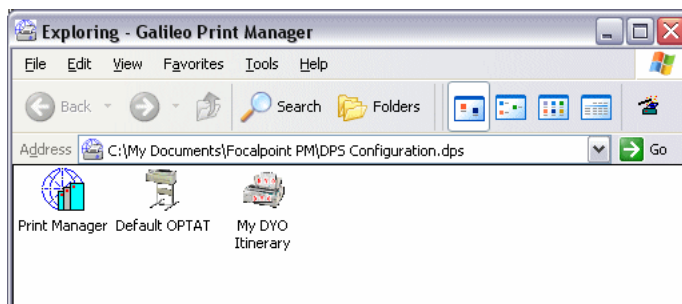
Note: This text box is not case-sensitive.
 - e. Click the **Printer Type** arrow and select *DYO Itinerary*.
 - f. Click **Next**.



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 21.

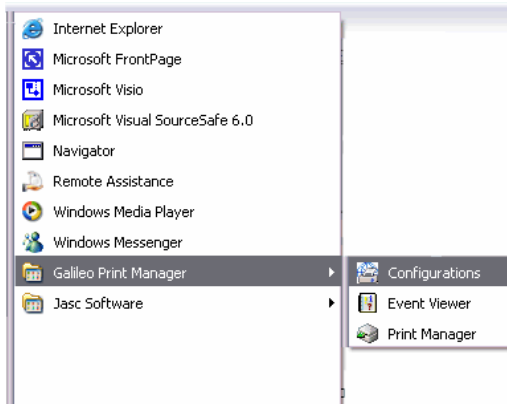
MIR Device Setup

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.

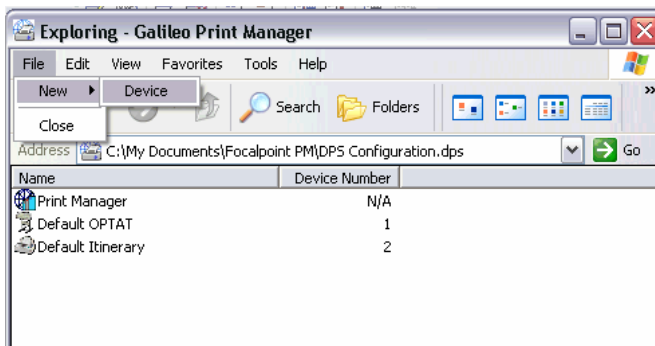
- If you are sending MIRs directly to a back office, you need to configure the MIR to Serial Port device.
- If you are saving MIRs to a hard disk, you need to configure the MIR to Disk device.

Configuration Instructions for MIR to Serial Port

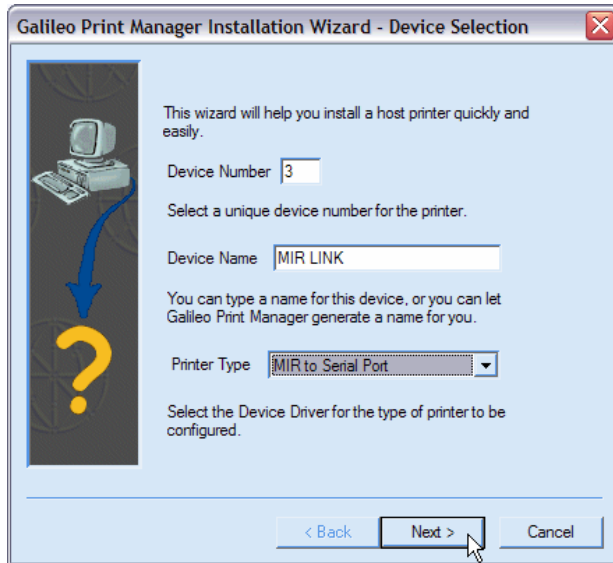
1. On the Windows taskbar, choose **Start > Programs > Galileo Print Manager > Configuration**.



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



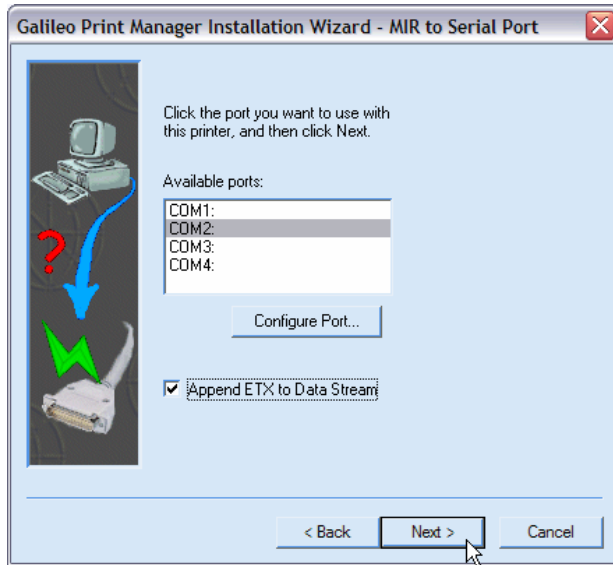
3. The Galileo Print Manager Installation Wizard-Device Selection dialog box displays.
 - a. Type **3** in the **Device Number** field.
 - b. **Note:** The number 3 assumes the GTID being used for the MIR is the third listed GTID.
 - c. Type **MIR LINK** in the **Device Name** field.
 - d. **Note:** 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.

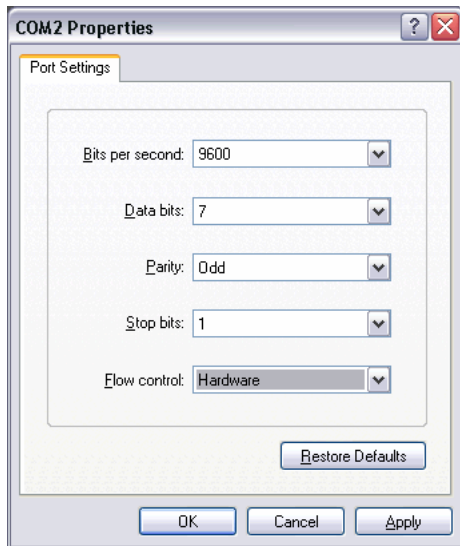
Note: On a single workstation, you may require an A/B switch if two devices, such as itinerary and MIR, are sharing a COM Port. Or you may need a serial port expander if you have an external modem.
 - b. If you are targeting the Apollo host, select the **Append ETX to Data Stream** check box.

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**.

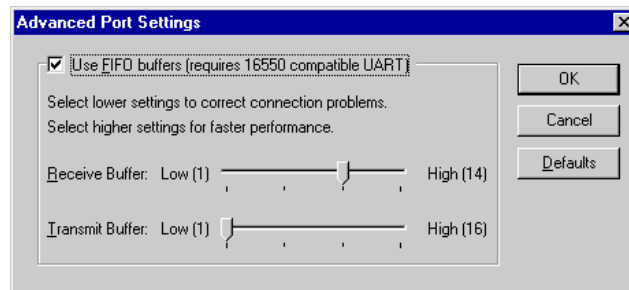


5. The COM Properties dialog box displays. Click each drop-down arrow to select the following settings:
- *Bits per second:* **9600**
 - *Data bits:* **7**
 - *Parity:* **Odd**
 - *Stop bits:* **1**
 - *Flow Control:* **Hardware**

Note: These settings need to match the Back Office settings.



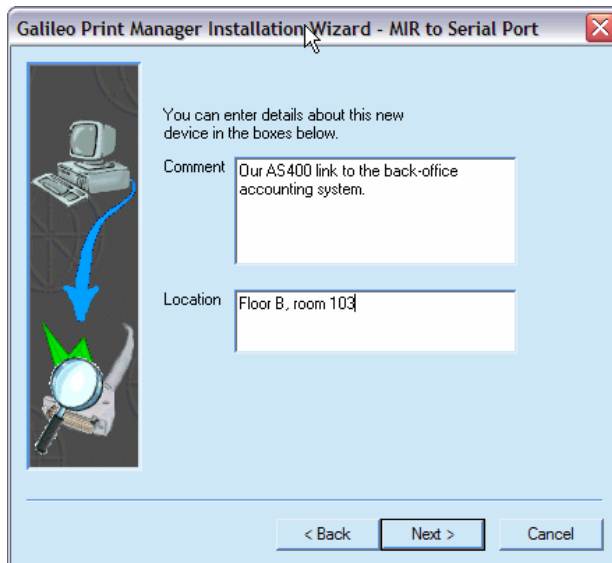
6. Set the Transmit Buffer performance. The steps for setting the buffer are slightly different for Windows 98/NT and Windows 2000/XP, respectively.
- Windows 98/NT
 - a. Click **Advanced**.
 - b. The **Advanced Port Settings** dialog box displays. Set the **Transmit Buffer** slider to *Low* and click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



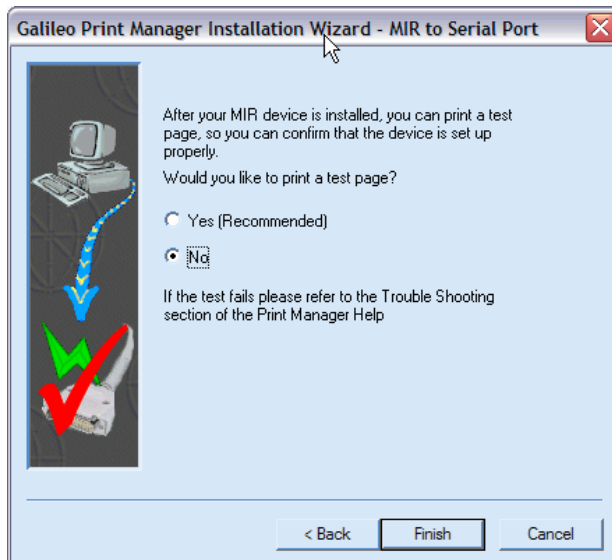
- c. Click **OK** to display the **Galileo Print Manager – MIR to Serial Port** dialog box.
- **Windows 2000/XP**

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

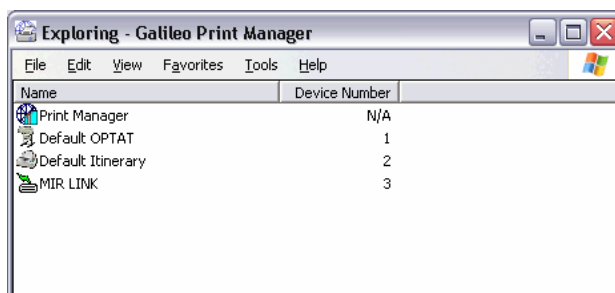
7. If desired, type in Comments and Location information for the new printer, and click **Next**.



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

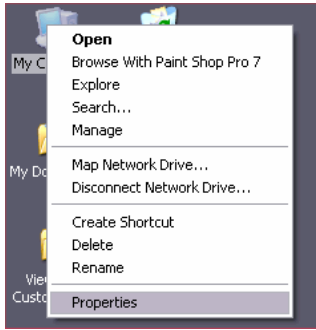


The MIR Link icon displays on the **Galileo Print Manager** configuration window.

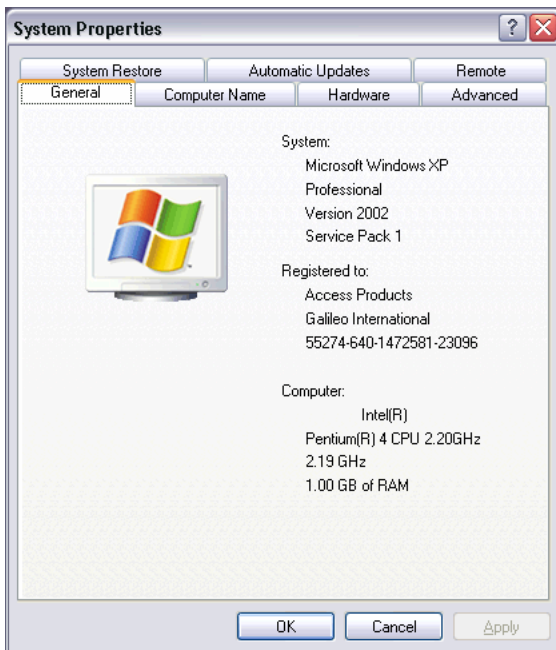


Windows 98/NT users have now completed the process. Windows 2000/XP users continue to step 9 to set the Transmit Buffer.

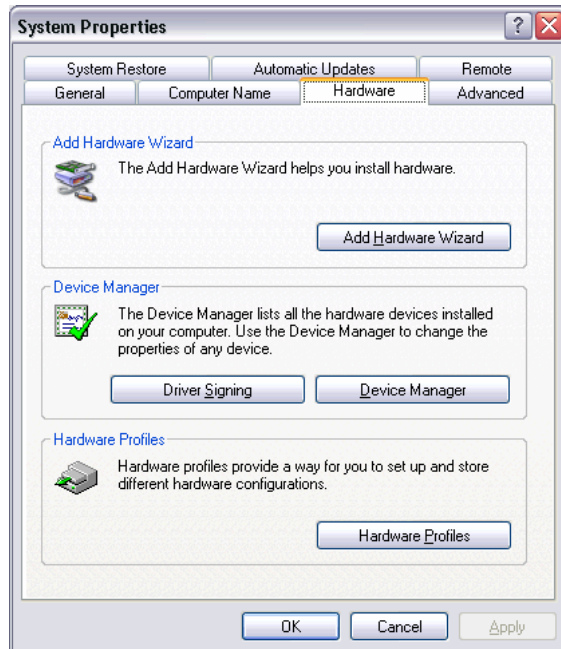
9. From the Desktop, right-click **My Computer** and select **Properties**.



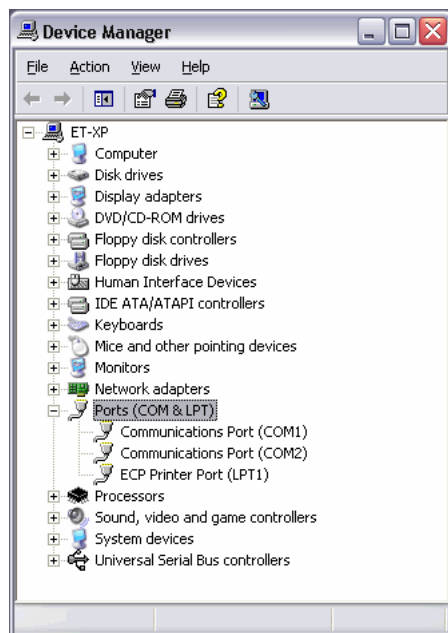
10. The System Properties dialog box displays. Click the **Hardware** tab.



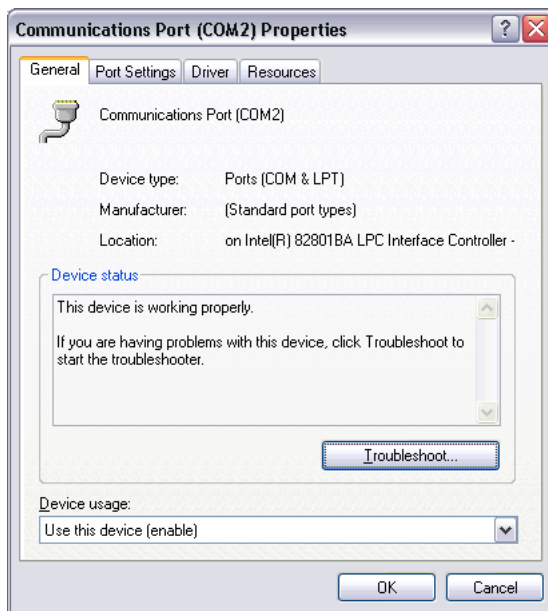
11. The Hardware dialog box displays. Click **Device Manager**.



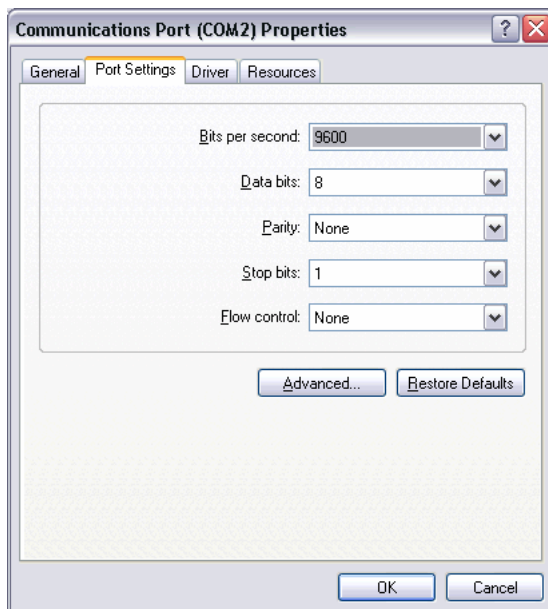
12. The Device Manager List displays. Expand **Ports (COM & LPT)** to display the available ports.



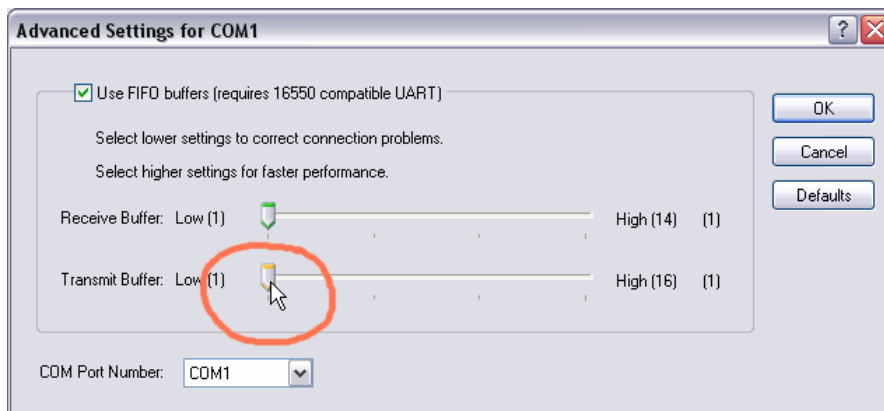
13. Double-click the desired Ticketing Printer port to display the **Communications Port Properties** dialog box.



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

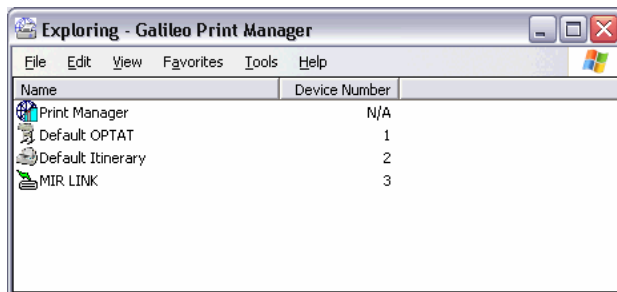


15. Click **Advanced** button to display the **Advanced Settings** dialog box. Set the **Transmit Buffer** slider to **Low**. Click **OK**.



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

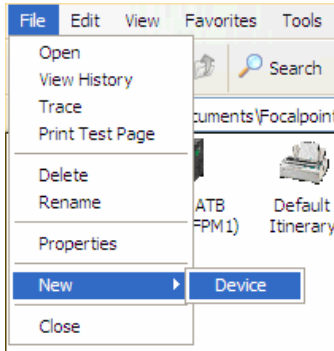
The MIR Link icon displays on the **Galileo Print Manager** configuration window.



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.

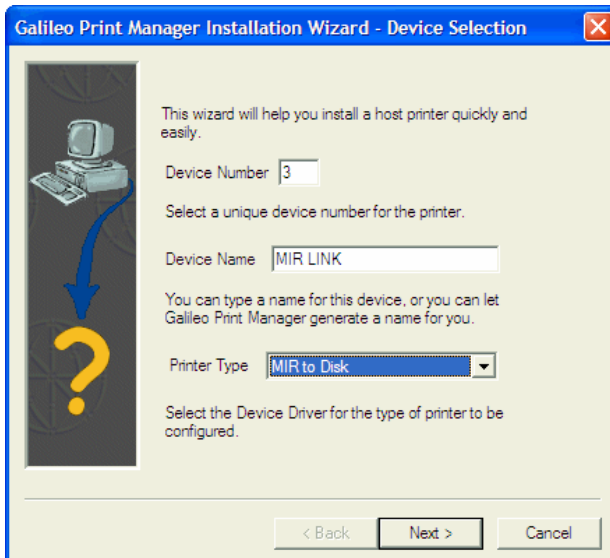
Note: The number 3 assumes the GTID being used for the MIR is the third listed GTID.

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

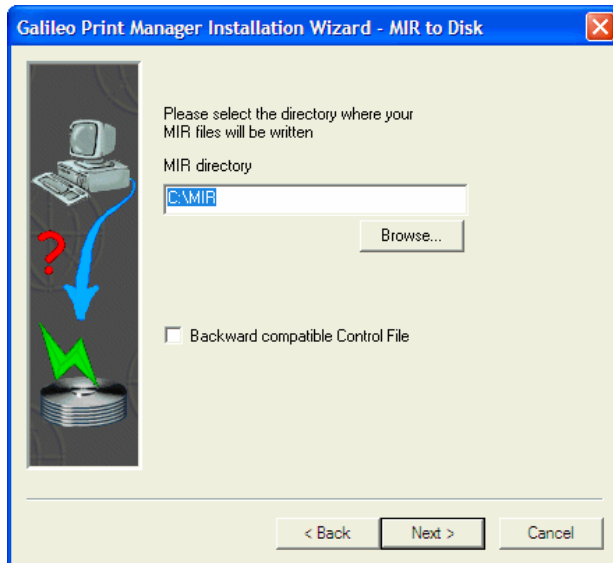
Note: This text box is not case-sensitive.

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

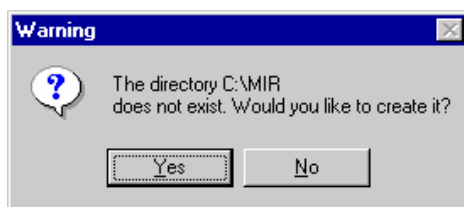
3. Click **Next**.



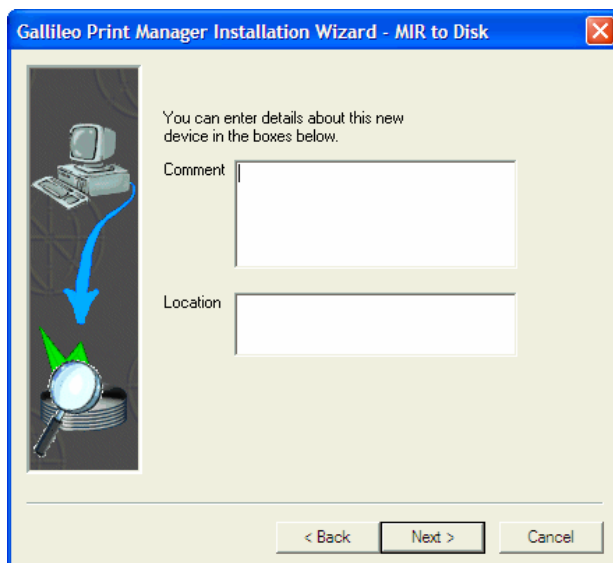
4. The Galileo Print Manager Installation Wizard-MIR to Disk dialog box displays. Click **Next**.



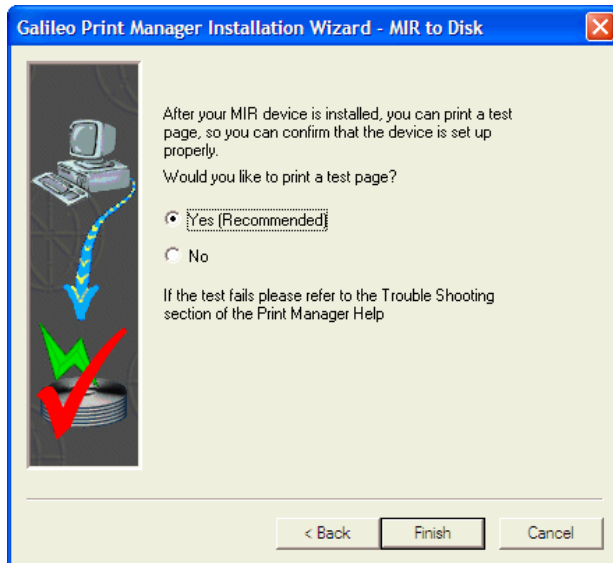
Note: If you receive a Warning message, click **Yes**.



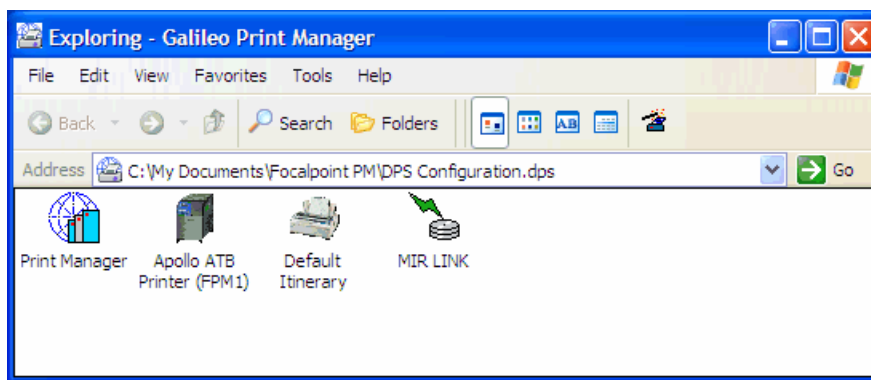
5. Click **OK** to display the **Galileo Print Manager – MIR to Disk** dialog box.
6. If desired, type in Comments and Location information for the new printer, and click **Next**.



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



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

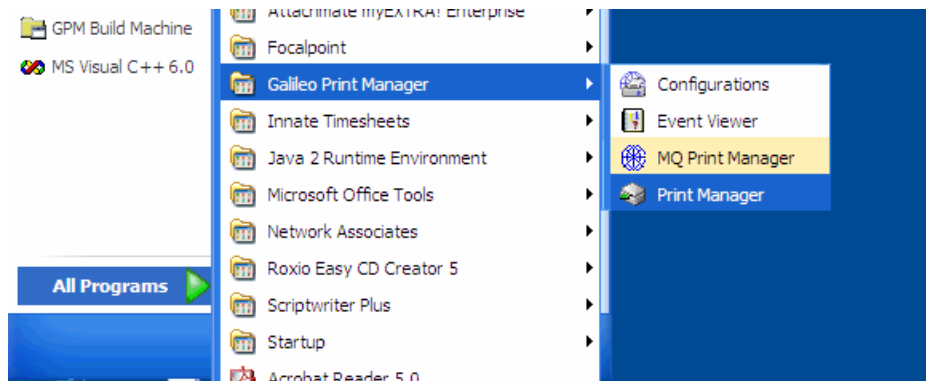


- Close the **Galileo Print Manager** configuration window. All print devices have been configured.

Getting Started with Galileo Print Manager

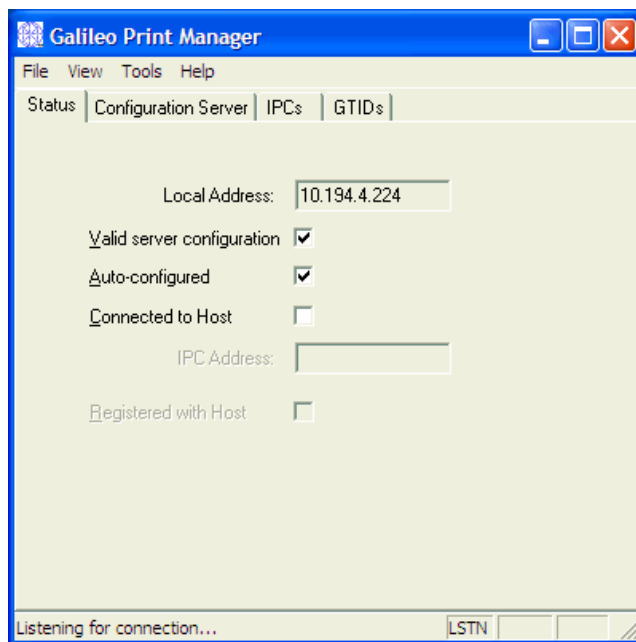
GPM is now installed and configured. You are ready to begin using the Galileo Print Manager.


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**.

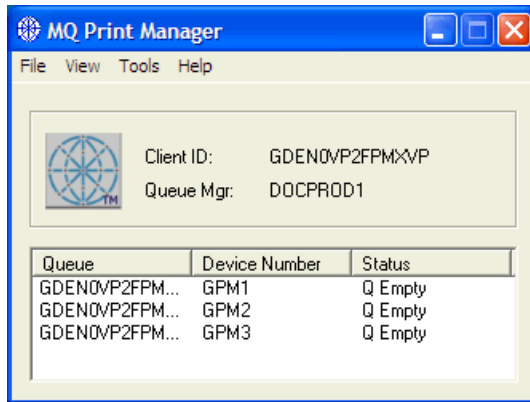


3. The **Galileo Print Manager** window displays.

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



4. If you plan to use GPM in conjunction with a Galileo Rail product, you must also open the MQClient application.
 - If MQClient is currently running, click the MQClient  icon on the Windows taskbar.
 - If MQClient is not currently running, choose **Start > Programs > Galileo Print Manager > MQ Print Manager** to display the **MQClient** dialog box. Minimize the dialog box.



5. *Optional.* Adjust MQ Polling settings.

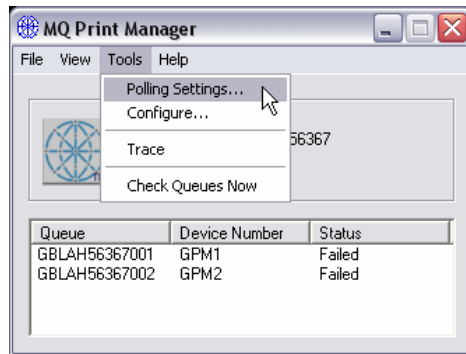
The MQClient determines if there are available tickets to print by *polling*, or sending requests to the Apollo or Galileo host at regular intervals. For most agencies, the default polling interval is appropriate. However, in some instances, agencies may want to adjust the polling interval.

For example, agencies that print tickets only once a day, and manually disable queues for the rest of the day, do not need to poll regularly for tickets. These agencies can reduce the polling time, which frees network bandwidth, without adversely affecting their business operations.

However, adjusting the polling settings should be approached with caution. For example, there is a three-second maximum setting for polling frequency. However, using this maximum setting will not necessarily print tickets more quickly. In some cases, network bandwidth that is used for ticketing can be reduced because that bandwidth has been diverted to supported increased polling requests. All network requirements should be considered before adjusting polling settings.

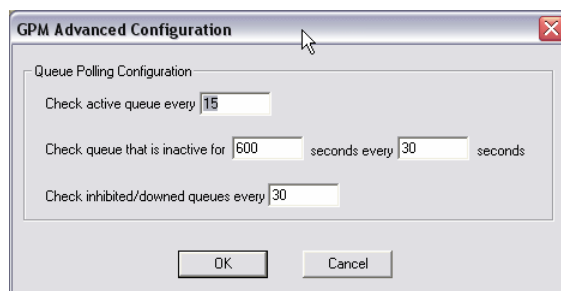
To adjust the MQ Polling Settings:

- a. Click **Tools**, and select **Polling Settings**.



- b. The **GPM Advanced Configuration** dialog box displays. Enter the desired settings for each type of queue.

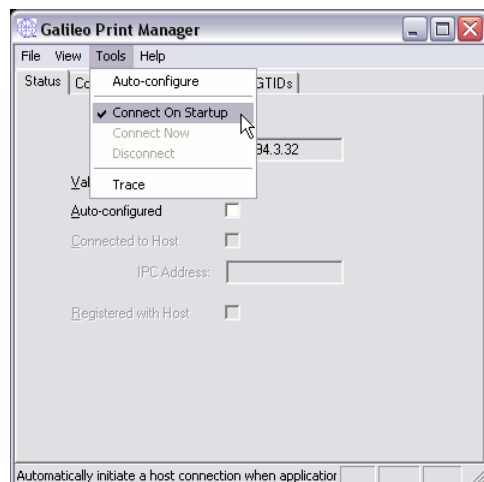
Note: The *inactive* polling period overrides all other polling if the inactivity time is reached.



6. *Optional.* Setting MQClient to connect on startup. MQClient can be set to automatically connect to the Apollo or Galileo host when a client server or workstation is started up. However, this option is available if the system is already fully configured.

To connect MQClient on startup:

Click **Tools**, then select **Connect on Startup**.



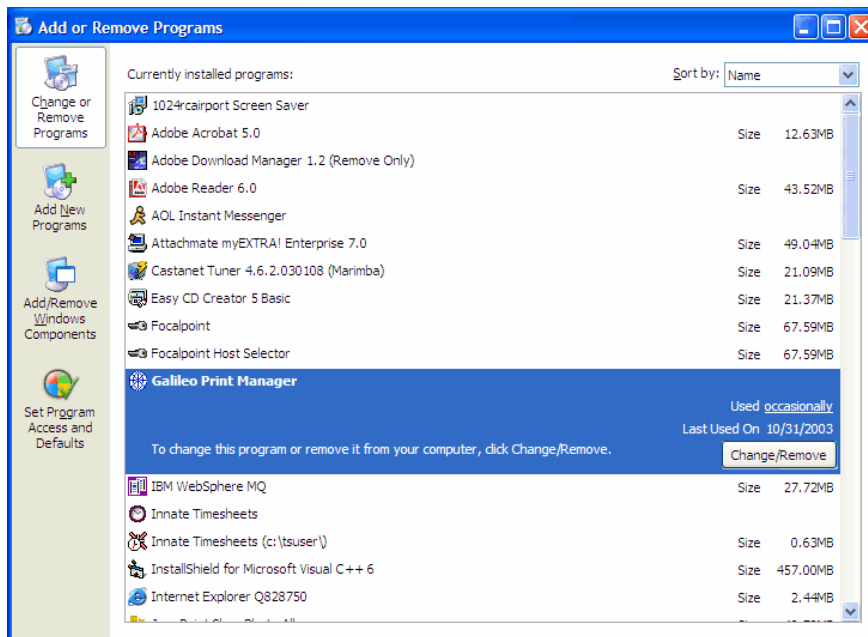
Removing Galileo Print Manager

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.

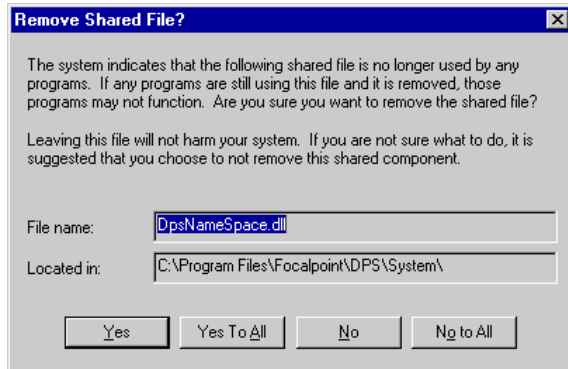
1. Choose **Start > Settings > Control Panel**. The Control Panel folder displays.
2. Double-click the **Add/Remove Programs** icon. The **Add/Remove Programs Properties** dialog box displays.



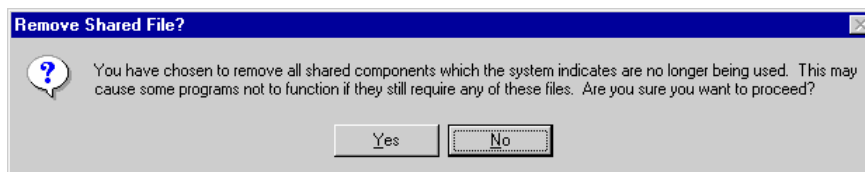
3. Select **Galileo Print Manager** from the software list.
4. Click **Add/Remove**.
5. Click **Yes**, when prompted to remove Galileo Print Manager.



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



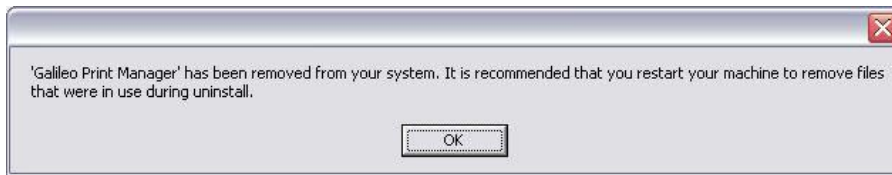
7. If prompted to confirm the removal of the shared files, click **Yes**.



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.



Appendix A: Installing and Uninstalling IBM MQSeries Client

The IBM® MQSeries Client (MQClient) software creates an MQ Print Manager feature, which works in conjunction with GPM to provide ticketing printing capability for a Galileo Rail and other non-air products.

Installing IBM MQSeries Client

These products include DB Rail, SNCF Rail, SNCB Rail, SIGMA, and RENFE. If you are planning to install and print tickets from a Galileo Rail product, you must install MQClient **before** you install GPM.

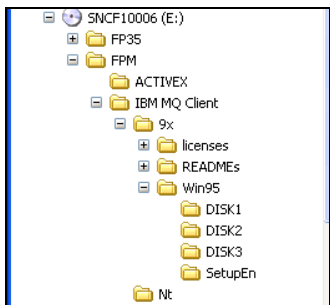
Prior to installing MQClient, your configuration sheet or your Galileo representative will provide the following information:

- MQ Manager Name
- MQ Channel Name
- MQ Answerback Queue
- MQ Server

Note: If you have previously installed GPM and are now planning to install a Galileo Rail product, you must uninstall GPM. After uninstalling the Print Manager, you must install MQClient, install the Galileo Rail product, and then reinstall GPM. The following example will use Galileo Rail – SNCF.

To install MQSeries Client:

1. Insert the Galileo Rail – SNCF CD-ROM into the CD-ROM drive.
2. Right-click the **Start** menu on the Windows taskbar and click **Explore**.
3. Select your **CD-ROM** drive, which displays the product title.

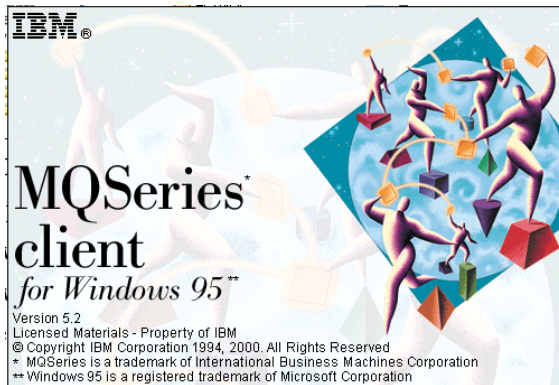


4. Select the GPM folder.
5. Select the **IBM MQ Client** folder.
6. Select the appropriate folder for installation:
 - For Windows 9x (95 or 98): Choose **9x** > **Win95** > **SetupEn**.
 - For Windows NT, 2000, or XP: Select **Nt**.
7. Double-click **Setup.exe**.

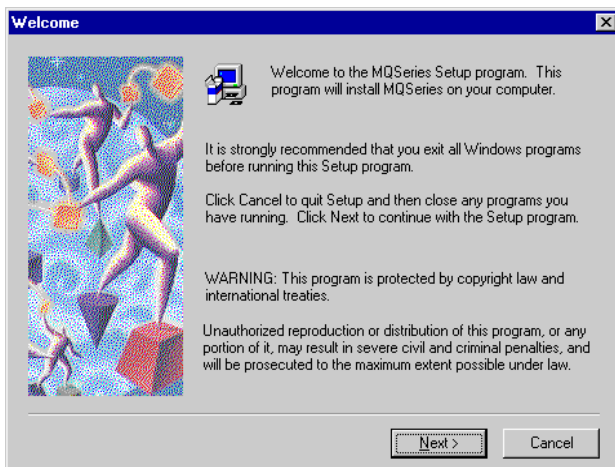
For Windows 9x, go to the **Windows 9x** section. For Windows NT, 2000, or XP, go to the **Windows NT, 2000, or XP** section.

Windows 9x

The MQ Series client for Windows 95 screen displays.

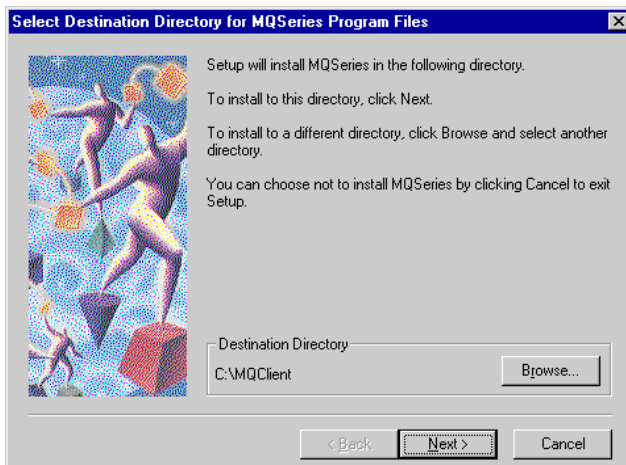


1. The **Welcome** dialog box displays. Click **Next**.

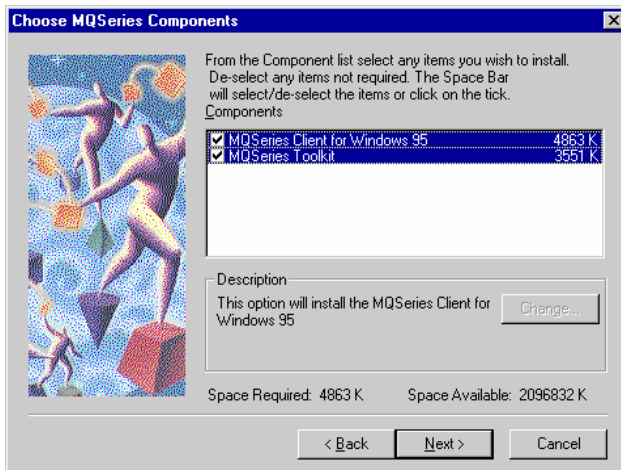


2. The **Select Destination Directory** dialog displays. Click **Next** to confirm the directory for the MQClient files.

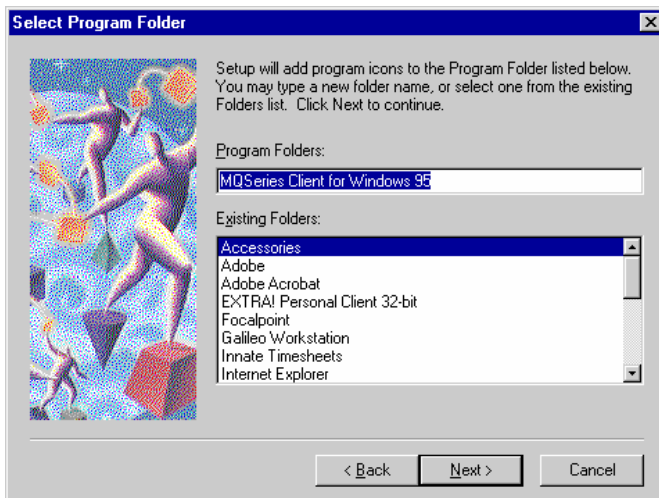
Note: If you do not want to save the files to the default directory, use the Browse feature to select another directory.



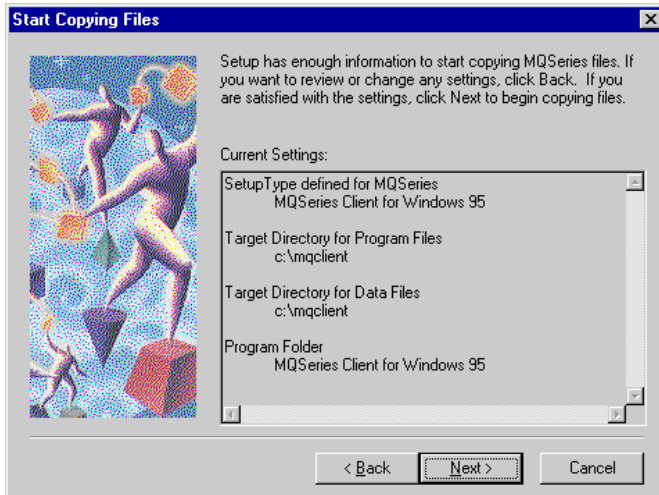
3. The Choose MQ Series Components dialog displays.
 - a. Ensure that MQClient for Windows and MQSeries Toolkit are checked.
 - b. Click Next.



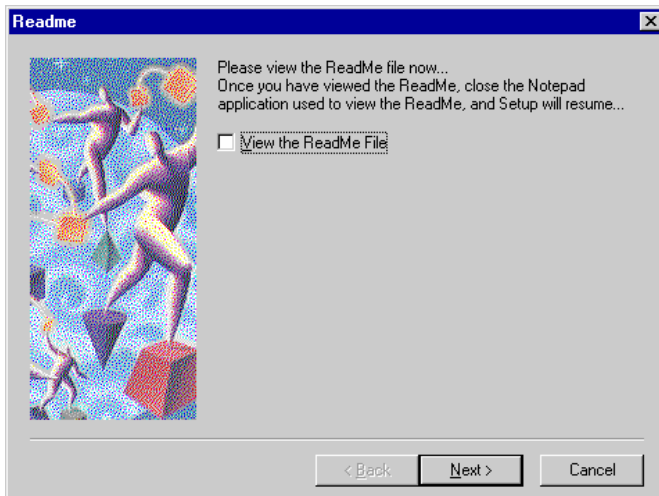
4. The **Select Program Folder** dialog box displays. Click **Next** to confirm the program folder name.



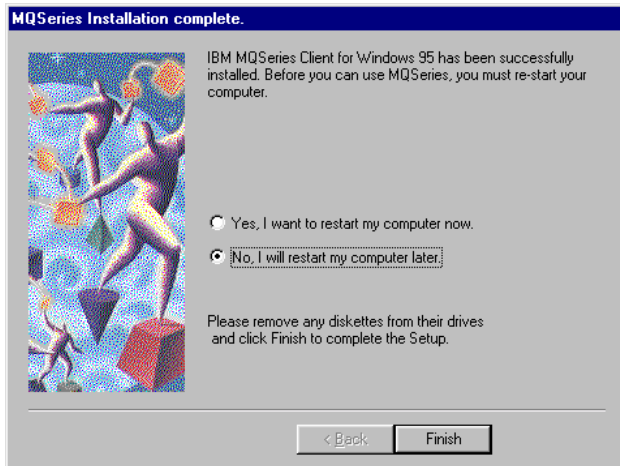
5. The **Start Copy Files** window displays. Click **Next**.



6. The **Readme** window displays. Uncheck **View the ReadMe File** and click **Next**.

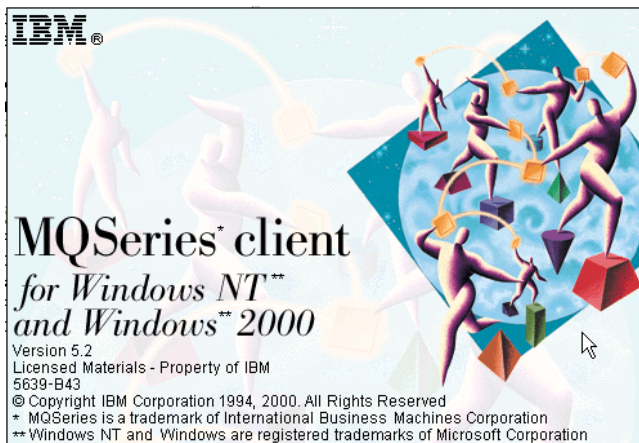


7. The MQSeries Installation complete window displays.
 - a. Click **No, I will restart my computer later.** It is not necessary to restart your system before installing Galileo Print Manager.
 - b. Click **Finish.**

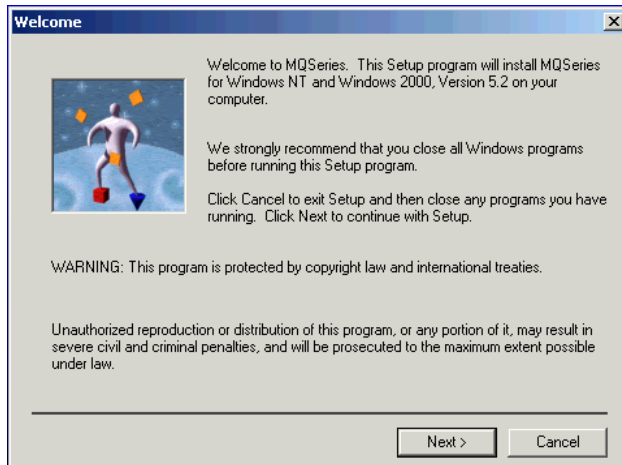


Windows NT, 2000, XP

The MQ Series client for Windows NT and Windows 2000 displays.



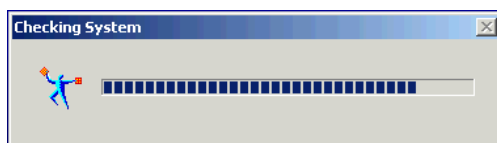
1. Click **Next** in the **Welcome** dialog box.



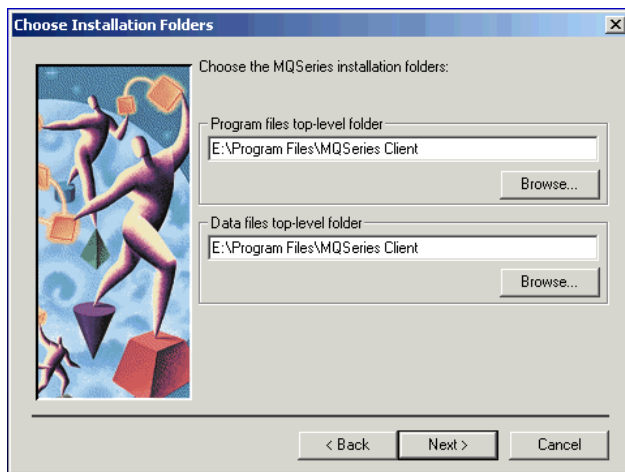
1. Click **Yes** in the **Read License Conditions** dialog box. (make this 2)



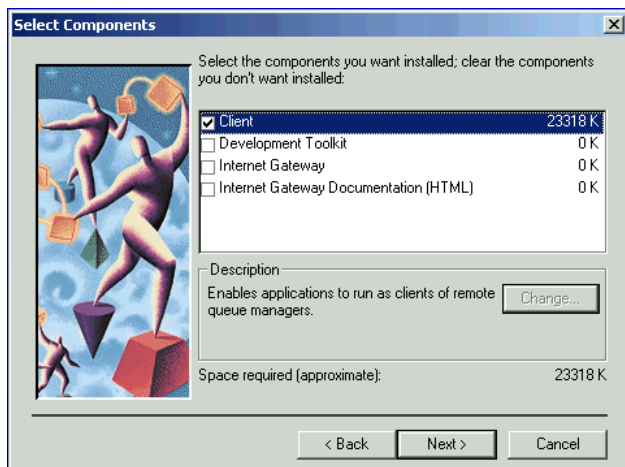
2. MQSeries checks your system for installed components.



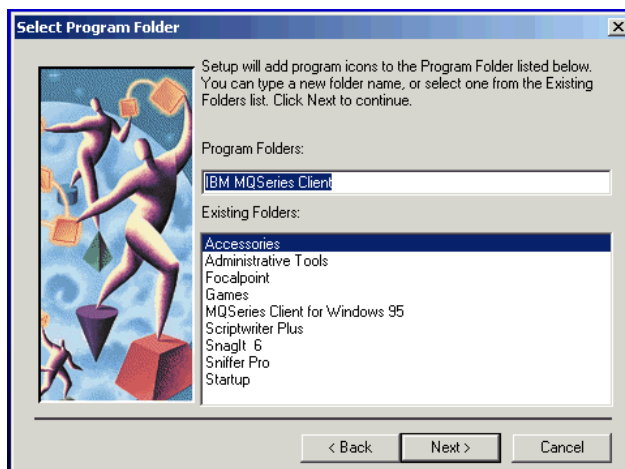
3. Click **Browse** to select the installation destination folders in the **Choose Installation Folders** dialog box. Click **Next**.



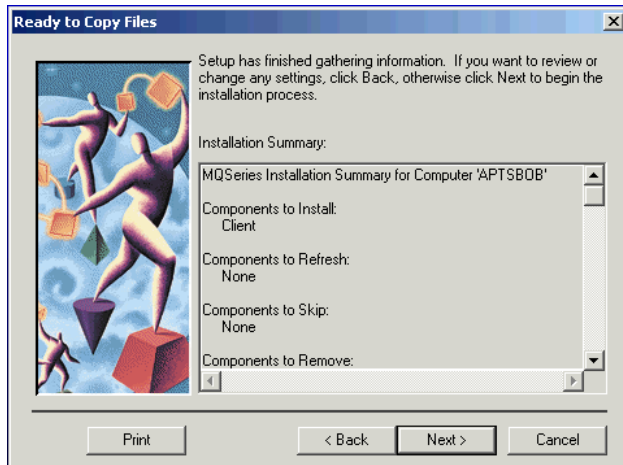
4. Select the options you would like to install in the **Select Components** dialog box:
 - **Client:** Enables applications to run as clients of remote queue managers. At minimum, you must install this.
 - **Development Toolkit:** Installs the files you need to develop MQ Series Applications.
 - **Internet Gateway:** Provides access to MQ Series applications via HTML and CGI.
 - **Internet Gateway Documentation (HTML):** The Internet Gateway documentaton in HTML.



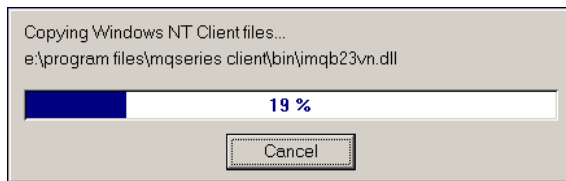
5. Click **Next** in the **Select Program Folder** dialog box.



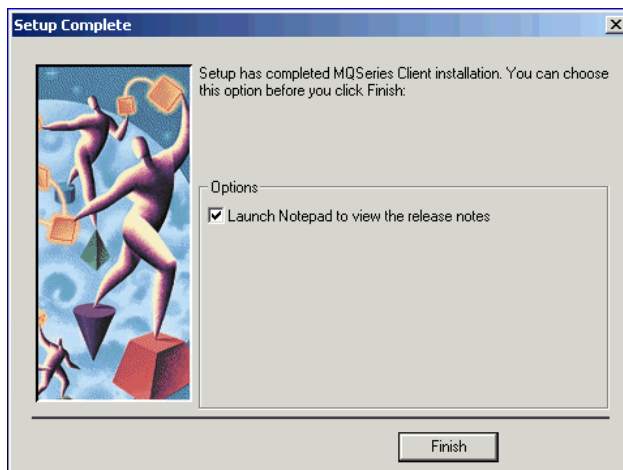
- Click **Next** in the **Ready to Copy Files** dialog box.



NT Client files are copied to your computer.



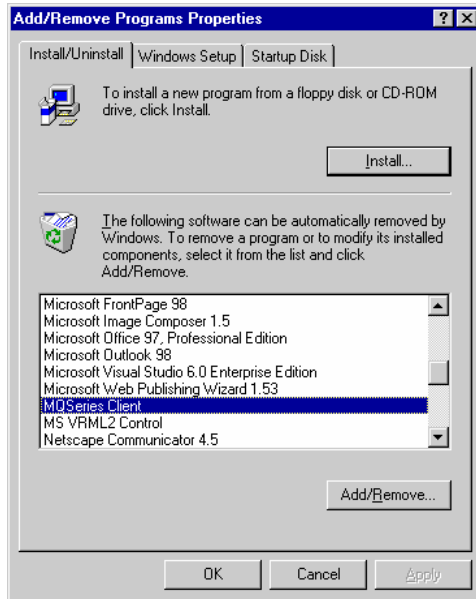
- Click **Finish** in the **Setup Complete** dialog box.



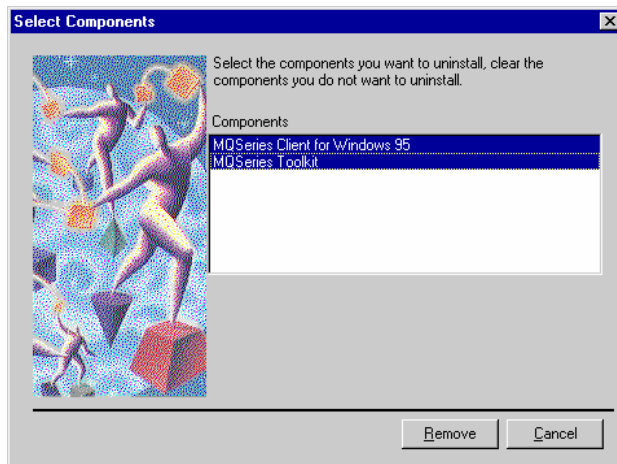
Uninstalling IBM MQSeries Client

Windows 9x

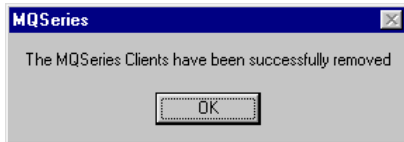
1. Choose **Start > Settings > Control Panel**. The Control Panel folder displays.
2. Double-click the **Add/Remove Programs** icon. The **Add/Remove Programs Properties** dialog box displays.



3. Select **MQSeries Client** from the software list.
4. Click **Add/Remove**.
5. The Select Components dialog displays. Select **MQSeries Client for Windows** and **MQSeries Toolkit** in the Components list. Click **Remove**.



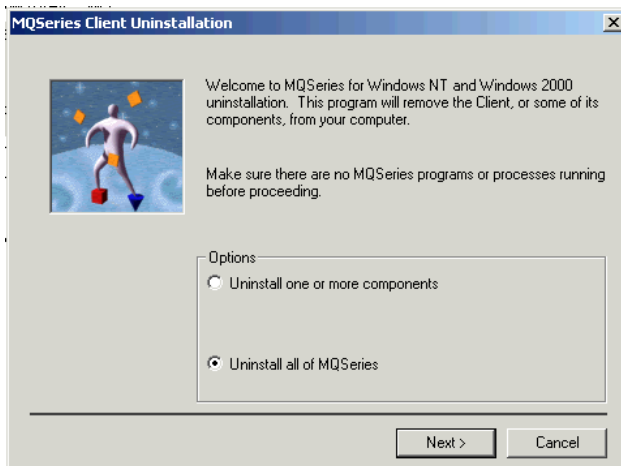
6. After the removal is completed, a confirmation window displays. Click **OK**.



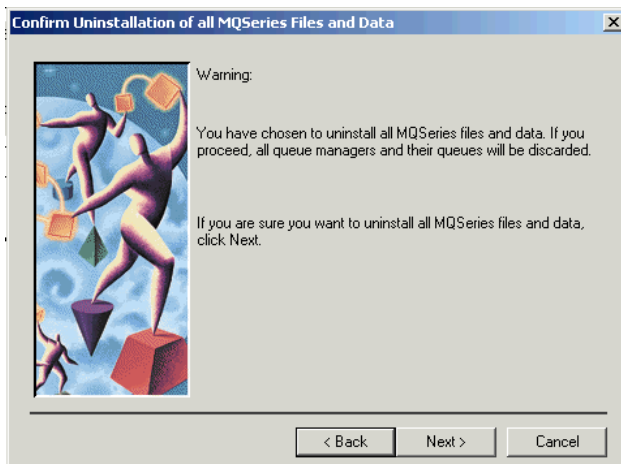
7. In the **Add/Remove Programs Properties** dialog box, click **OK** to close the dialog, or select another software application to remove.

Windows NT, 2000, XP

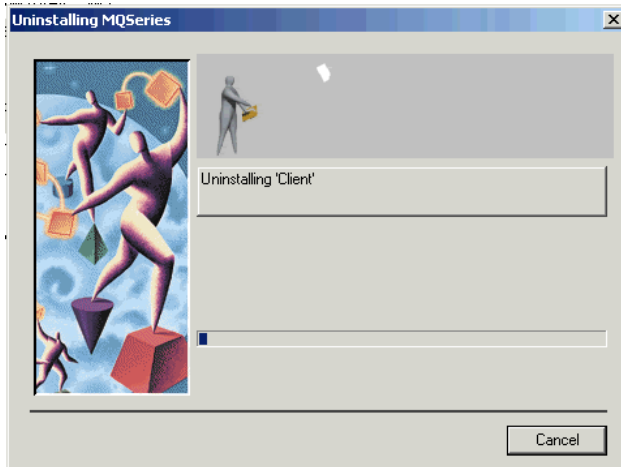
1. Choose Start > Control Panel.
2. Double-click Add / Remove Programs.
3. Select IBM MQ Series.
4. Click Remove.
5. Select Uninstall all of MQSeries in the MQSeries Client Uninstallation dialog box.



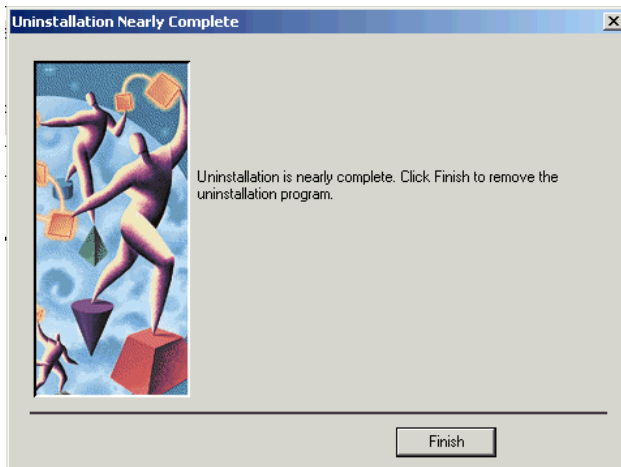
6. Click Next in the Confirm Uninstallation of all MQSeries Files and Data dialog box.



The **Uninstalling MQSeries** screen displays.



7. Click **Finish** in the **Uninstallation Nearly Complete** dialog box.



*Acknowledgement: This quick reference was published by Galileo International, Training and Development.
For questions or comments, please send a message to training.development@galileo.com*

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