Travelport Smartpoint Release 7.5 for Travelport Apollo and Travelport Galileo

Supporting you towards PCI DSS compliance

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**Product Advisory number:** 3221

**Version:** 01

**Load to production:** 11-Nov-17

With fraud and hacking costing the industry an estimated $1bn annually and growing, the protection of your customer data security is paramount. Maintaining a set of security standards to combat this criminal activity is critical when dealing with customer credit card information. That is why the Payment Card Industry Data Security Standards (PCI DSS) have been developed. In its latest version, a more secure encryption protocol, Transport Layer Security (TLS) 1.2 or higher, will be required in order to meet the PCI DSS compliance obligations from 30th June 2018.

IATA has also issued a resolution stating that any IATA agent that accepts card transactions against its own merchant agreement or issues Billing and Settlement Plan (BSP) card transactions will fall under the PCI DSS compliance obligations. It has stated that failure to comply with these by 01st March 2018 will result in the issuance of an administrative non-compliance and could lead to the removal of card as a form of payment.

**High level description:**

**Supporting you on your journey towards PCI DSS compliance**

We each have responsibilities to ensure compliance of the new PCI DSS standard and IATA Resolution. Travelport is serious about data security, so to ensure you continue to be fully PCI DSS compliant with the new protocol, we will be releasing new versions of Galileo SSL and Travelport Smartpoint for agents in early November 2017. You will need to upgrade to the latest version of Galileo SSL 3.0.0 (if you use SSL in your configuration) and Travelport Smartpoint 7.5, prior to 01st March 2018 in order to be ready for the new security standards.

Please also be aware that you may need to upgrade the version of your Microsoft Operating System and the .NET Framework.

**Maintaining your compliance**

To help you meet the criteria for IATA compliance, Travelport has partnered with SecurityMetrics, a leading provider and innovator in data security, who offer PCI DSS Certification services. As a Travelport customer you can obtain PCI DSS Certification services at preferential rates via our unique referral program. We will share more information on how you can access these services over the coming weeks.
To ensure that Travelport and our customers maintain PCI DSS (Payment Card Industry Data Security Standard) compliance, all Travelport Apollo and Travelport Galileo users must take the following actions prior to 01st March 2018, in order to continue to be able to access Travelport Apollo or Travelport Galileo. This impacts all Travelport Galileo Desktop and Travelport Smartpoint users.

**Required actions include:**

1) Upgrade to supported Operating system (Windows 7+SP1 or higher)  
2) Upgrade to .NET 4.6.2 Microsoft Framework (or higher)  
3) Upgrade to Travelport Smartpoint 7.5  
4) Upgrade to Galileo SSL 3.0.0 for Galileo Desktop customers using SSL is also required.

The Travelport Smartpoint release 7.5 includes the upgrade to the .NET 4.6.2 Microsoft Framework for Travelport Smartpoint and a number of Travelport Smartpoint defect fixes.

**Impact summary:**

Effective 01st March 2018, sign-in to Travelport Apollo and Travelport Galileo will be restricted to users who:

- Use a supported operating system (Windows 7 + SP (Service Pack) 1, or higher)
- Use .NET 4.6.2 (or higher)
- Have installed Travelport Smartpoint version 7.5
- Upgraded to Galileo SSL 3.0.0 (for those customers using SSL)

**Reason for issue:** First notification

**Impacted customers:**
- ☒ Agency customers
- ☒ Airline customers
- ☒ eCommerce customers
- ☒ Car, hotel, rail or cruise customers

**System:**
- ☒ Travelport Galileo
- ☒ Travelport Apollo
- □ Travelport Worldspan

**Load to pre-production:** 10-Nov-17 16:00 EST 21:00 GMT

**Web services:** (API and Messaging) Not applicable

**Issue history:** Version: 01 issue date: 30-Oct-17
Overview

This Travelport Smartpoint release version 7.5 is designed to run on the .NET 4.6.2 (or higher) Microsoft Framework required to support PCI DSS compliance. All Travelport Smartpoint users must install this version of Travelport Smartpoint after they have satisfied the Operating system requirement and the upgrade to Galileo SSL 3.0.0 (for those customers using SSL).

Installing Travelport Smartpoint release version 7.5 will automatically update the .NET Framework version to 4.6.2 if an earlier version of .NET Framework is detected during the installation process.

Travelport Smartpoint release version 7.5 must be installed and running prior to 01st March 2018. The release is available exclusively on Travelport Marketplace. Travelport Smartpoint release version 7.5 is not available as an ‘Auto-Update’ option at this time.

You can access Travelport Marketplace at www.travelportmarketplace.com
Sign into Travelport Marketplace with your ASK Travelport credentials. Please refer to ASK Travelport answer AN14725 for additional information about Travelport Marketplace.

Please Note: From 01st March 2018, customers that have not satisfied the Operating system requirements, have not installed Travelport Galileo SSL 3.0.0 (for customer that use SSL), and are not yet on Travelport Smartpoint version 7.5 on the .NET 4.6.2 (or higher) Framework will no longer have access to Travelport Smartpoint.

In addition to the .NET Framework upgrade, Travelport Smartpoint release version 7.5 also includes key defect fixes for Seats and EMDs.

Customer benefit

Travelport is serious about data security and we’re committed to ensuring our customer’s business also operates within a secure environment. The steps outlined in our communications will ensure that agents maintain their data security, are using the latest PCI DSS compliant versions of the Travelport Point of Sale solutions, operate to the latest PCI DSS protocols and can obtain PCI DSS certification from SecurityMetrics to satisfy IATA and can continue to trade effectively.

Detail

The following are addressed in this Travelport Smartpoint 7.5 release:

1. Travelport Smartpoint on the .NET 4.6.0 Microsoft Framework

At the time of installation, Travelport Smartpoint will check the operating system of the PC. If the operating system does not support .NET framework version 4.6.2 or higher, the installation will abort with an error. If the operating system is supported, but the .NET framework is not 4.6.2 or higher, Travelport Smartpoint will offer to install it.

Note: From 01st March 2018, all versions of Travelport Smartpoint lower than 7.4.4 will no longer work.

Customers must use a supported Microsoft Operating system, Windows 7 with Service Pack 1 or higher.
Customers will not be able to use Windows XP or Windows Vista. Refer to the table for additional details.
<table>
<thead>
<tr>
<th>Operating System</th>
<th>Supported OS</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 2000 or older</td>
<td>No</td>
<td>Not compatible with Microsoft .NET Framework 4.6.2 or higher. The Travelport Smartpoint 7.5 installation will not complete on this version of Windows.</td>
</tr>
<tr>
<td>Windows ME</td>
<td>No</td>
<td>Not compatible with Microsoft .NET Framework 4.6.2 or higher. The Travelport Smartpoint 7.5 installation will not complete on this version of Windows.</td>
</tr>
<tr>
<td>Windows XP</td>
<td>No</td>
<td>Not compatible with Microsoft .NET Framework 4.6.2 or higher. The Travelport Smartpoint 7.5 installation will not complete on this version of Windows.</td>
</tr>
<tr>
<td>Windows Server 2003</td>
<td>No</td>
<td>Not compatible with Microsoft .NET Framework 4.6.2 or higher. The Travelport Smartpoint 7.5 installation will not complete on this version of Windows.</td>
</tr>
<tr>
<td>Windows Server 2003 R2</td>
<td>No</td>
<td>Not compatible with Microsoft .NET Framework 4.6.2 or higher. The Travelport Smartpoint 7.5 installation will not complete on this version of Windows.</td>
</tr>
<tr>
<td>Windows Vista</td>
<td>No</td>
<td>Not compatible with Microsoft .NET Framework 4.6.2 or higher. The Travelport Smartpoint 7.5 installation will not complete on this version of Windows.</td>
</tr>
<tr>
<td>Windows Server 2008 (not R2)</td>
<td>No</td>
<td>Not compatible with Microsoft .NET Framework 4.6.2 or higher. The Travelport Smartpoint 7.5 installation will not complete on this version of Windows.</td>
</tr>
<tr>
<td>Windows 7</td>
<td>Yes*</td>
<td>*Requires Service Pack 1 (SP1) or newer.</td>
</tr>
<tr>
<td>Windows Server 2008 R2</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Windows 8</td>
<td>Yes**</td>
<td>**Upgrade to Windows 8.1 is recommended. Free upgrade to Windows 8.1</td>
</tr>
<tr>
<td>Windows 8.1</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Windows Server 2012</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Windows Server 2012 R2</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Windows 10</td>
<td>Yes***</td>
<td>***Recommended Windows 10 updates: Windows 10 Anniversary Windows 10 Creators Windows 10 Fall Creators</td>
</tr>
<tr>
<td>Windows 10 – S</td>
<td>No</td>
<td>The Travelport Smartpoint 7.5 installation will not complete on this version of Windows.</td>
</tr>
</tbody>
</table>
2. **Defect Fixes included in this Travelport Smartpoint 7.5 release**

- Allow EMD-A to be issued for no cost (0.00) when using EMD Manager. ([PR1933340 / PR1957572])

- Expand the maximum number of taxes supported by EMD Manager from three (3) to twenty (20) by clicking on the Show More+ line on the EMD Manager Services Edit Details screen.

- Intermittently the Seat Map was not available. ([PR 1933340 / PR 1957572])

- Unable to retrieve a PNR when using selective access or branching. ([PR1933397 / PR1947014 / PR1953007])

For a full guide on issuing EMD-A, please refer to ASK Travelport [AN13978](#) for Travelport Galileo and ASK Travelport [AN13986](#) for Travelport Apollo.

For a full guide on issuing EMD-S, please refer to ASK Travelport [AN8618](#) for both Travelport Galileo and Travelport Apollo.

**Glossary**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>BSP</td>
<td>Billing and Settlement Plan</td>
</tr>
<tr>
<td>EMD-A</td>
<td>Electronic Miscellaneous Document - Associated</td>
</tr>
<tr>
<td>EMD-S</td>
<td>Electronic Miscellaneous Document - Standalone</td>
</tr>
<tr>
<td>PCI DSS</td>
<td>Payment Card Industry Data Security Standard</td>
</tr>
<tr>
<td>PNR</td>
<td>Passenger Name Record</td>
</tr>
<tr>
<td>SSL</td>
<td>Secure Sockets Layer</td>
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<tr>
<td>TLS</td>
<td>Transport Layer Security</td>
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