

Required Update to the Latest Version of Travelport Smartpoint

Advisory number:	PA-4352		
Version:	02		
Effective date:	October 25, 2023	10pm	EDT
High level description:	Agents using Travelport+ (1G) on all previous versions of Travelport Smartpoint will be prompted to update to the latest version of Travelport Smartpoint (11.2.1.19).		
Impact summary:	Agents will avoid any potential risk by installing the latest version of Travelport Smartpoint.		
Reason for issue:	Additional details added regarding Travelport Apollo (1V) only users. The full release number of the latest version of Travelport Smartpoint has also been added. All updates to this Advisory are highlighted in yellow throughout.		
Impacted customers:	<input type="checkbox"/> Internal only Advisory <input checked="" type="checkbox"/> Agency customers <input checked="" type="checkbox"/> eCommerce customers	<input checked="" type="checkbox"/> Developers <input checked="" type="checkbox"/> Airline customers <input checked="" type="checkbox"/> Car, hotel, rail, cruise customers	
System(s):	<input checked="" type="checkbox"/> Travelport+ (1G) <input checked="" type="checkbox"/> Travelport Apollo (1V) <input type="checkbox"/> Travelport Worldspan (1P)		
Load to pre-production:	October 19, 2023	10pm	EDT
Web services: (API and Messaging)	Not applicable		
Issue history:	Version 01 issue date: October 23, 2023 (Issued to Travelport+ users only) Version 02 issue date: November 6, 2023 (Issued to both Travelport+ and Travelport Apollo users)		

Note: Text highlighted in yellow indicates new or updated text since the prior Advisory version.



Overview

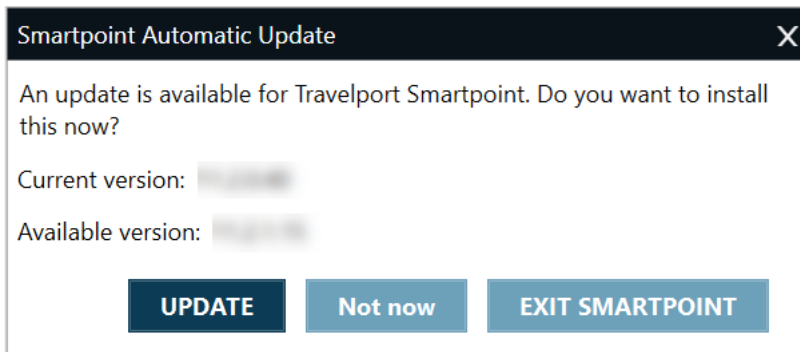
Travelport recently identified an issue with Travelport Smartpoint that could potentially impact Travelport+ (1G) customers. It is **extremely important** that agents install the latest version of Travelport Smartpoint immediately in order to correct the issue and to avoid any potential risk. **The latest version is currently 11.2.1.19.** No personal data has been compromised from any Travelport systems.

Customer Benefit

Agents will avoid any potential risk by installing the latest version of Travelport Smartpoint **(11.2.1.19)**.

Detail and Customer Examples

To facilitate this update, agents using Travelport Smartpoint will receive a Smartpoint Automatic Update alert that prompts them to update to the latest version of Travelport Smartpoint.



Alternatively, agents can update directly from the [Travelport Smartpoint 11.2](#) product page in [Travelport Marketplace](#). A [login](#) to Travelport Marketplace with a [MyTravelport](#) user name and password is required.

While the fixed issue only impacts users of Travelport+, Travelport Apollo (1V) users will also receive the same Smartpoint Automatic Update alert. The update is optional for those users who only use Travelport Apollo, and do not use Travelport+.

Note:

This Travelport Smartpoint update requires administrative rights to Microsoft Windows. Depending on an agency's computer and network setups, agents may or may not sign on to their computer with administrator access.

If agents do not have Microsoft Windows administrative rights to install software on their computer, they will need to contact their agency's software administrator to install the latest version of Travelport Smartpoint.

For more information, see [Updating from Travelport Smartpoint from an Automated Alert](#) in the [Smartpoint online user guide](#).



Glossary

Term	Definition
1G	Travelport+ (Previously known as Travelport Galileo)
1V	Travelport Apollo
Microsoft Windows Administrative Rights	<p>To install the Travelport Smartpoint product, you must be signed on with administrative rights to your computer. Depending on an agency's computer and network setups, agents may or may not sign on to their computer with administrator access.</p> <p>These administrative rights refer to your level of access to files or tasks on your computer (PC) and in your Microsoft Windows operating system. In this context, administrative rights do NOT refer to your sign on level to Travelport+ (1G), or to MyTravelport.</p>
Travelport+	Previously known as Travelport Galileo (1G)

Travelport Advisories Listing

The full Travelport Advisory Listing is viewable within [MyTravelport > Help and resources > Resources > Travelport Advisories](#). At a minimum, the last 24 months of Advisories will be displayed. You can easily **sort** the Advisory Listing by any of the data columns presented, in ascending or descending order. You may also use the **filter** in order to filter and sort the Advisory Listing, as required. Advisories are **searchable** from this same screen — you may wish to search for Advisories by specific Advisory number, or by specific key words. When searching by number; remember to include 'PA' and the hyphen/dash in front of the relevant four digit Advisory number (e.g. PA-1234). If wishing to search for Developer Advisories; remember to include 'DA' and the hyphen/dash in front of the relevant three digit Advisory number (e.g. DA-123).

A **PDF copy** of this Advisory is attached to this Advisory record within [MyTravelport](#).

Travelport Customer Voice Panel

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- Inform our roadmap with your ideas
- Help us build better products by sharing your experience
- Help us tackle industry challenges by participating in customer research
- Gain a better understanding of how we prioritize our features with visibility of peer feedback
- Get early access to new products by participating in customer alpha programs

[Join the Customer Voice Panel](#) or [Find out more](#)

Please note that all research and activities on the Customer Voice Panel will be conducted in English.



Issue History Information

Version 01 issue date: October 23, 2023 *(Issued to Travelport+ users only)*

Version 02 issue date: November 6, 2023 *(Issued to both Travelport+ and Travelport Apollo users)*

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