



Frankfurt, 07.12.2017

Update of your technical infrastructure

Dear RailMaster User

Due to higher security requirements in the travel industry when using software such as the Travelport RailMaster, it is necessary to have the latest technical infrastructure in place.

If your technical infrastructure does not meet the below mentioned requirements, you need to upgrade by 15 January 2018, otherwise you will **not** be able to work with the RailMaster after 01 March 2018!

Please review your technical infrastructure and follow the described steps in the table below:

Step 1:

No.	Requirement to the technical infrastructure	What you have to do	Outcome
1	Operating System: <ul style="list-style-type: none">Windows 7.1 incl. ServicePack 1 or newerWindows 8.1Windows 10 incl. Anniversary or Creators or Fall Creators Update	Please check which Windows version is installed on those PCs which have the RailMaster and the Web Print Manager software installed.	If none of the mentioned systems are installed => Update Operating System to one of the mentioned ones
2	.NET Framework <ul style="list-style-type: none">.NET Framework 4.6.2 or higher	Please check which version of .NET Framework is used on those PCs which have the RailMaster and the Web Print Manager software installed	If none of the mentioned .NET Framework systems are installed => Update to .NET Framework 4.6.2 or higher

You can easily check which Windows and .NET Framework version are currently installed by using this document:

http://railmaster.galileo.de/InfoCenter/Guideline_Update_of_your_technical_infrastructure_EN.pdf

If your technical infrastructure does not meet the requirements mentioned under Step 1 (see above table), you will have to install the mentioned systems! We will not be able to support you in this matter. It is completely up to you to make the necessary changes.

Once the preconditions described under Step 1 have been fulfilled, kindly send an email to the RailMaster Helpdesk (railmasterhelpdesk@dbdialog.de) with the following text:

Dear RailMaster Helpdesk,

I herewith confirm to have installed Windows __ and .NET Framework 4.__ on all PCs which work with the RailMaster as well as the Web Print Manager.

Agency XY / PCC / Phone number

IMPORTANT:

You will have to notify the RailMater Helpdesk before 15 January 2018! Without your positive feedback we will not be able to start with Step 2 which means we will not be able to guarantee that you still can work with the RailMaster in future!

Step 2:

Once the RailMaster Helpdesk has received your written confirmation before 15 January 2018, you will be contacted by our technical support team. In addition to the activities of Step 1 a new version of Galileo SSL as well as the Web Print Manager (GPM) needs to be installed. As you will not be able to install these yourself, we will be happy to assist you. A technical support team member will access your PC via Team Viewer and will install remotely.

Timeline:

Below are all timelines which have to be respected to be able to continue working with the RailMaster after 28 February 2018.

When?	What?	Who?
Before 15.01.2018	Update/Installation of the technical infrastructure and feedback email to RailMaster Helpdesk	Agency owner
From 15.01.2018 to 28.02.2018	Installation of Galileo SSL as well as Web Print Manager (GPM)	Agency together with Travelport Technical Support Team

We thank you for your cooperation and are looking forward to continuing our successful partnership!

Kind regards

Travelport Team / RailMaster Helpdesk