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Travelport Southern Africa – Advanced SSL External Troubleshooting / Installation- Removal Guide

This guide is provided for Galileo Southern Africa users only. This Document is provided 'as is', there is no guarantee it will work in all situations.

Galileo SSL Troubleshooting Checks

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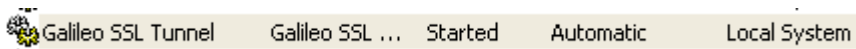
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1.1 Is the SSL software Installed Correctly?

Is the service is installed and Started?

Click Start – Run, In the Run box type **services.msc**

Browse the list of services, search for **Galileo SSL Tunnel Service**



Check the Service is **Started**:

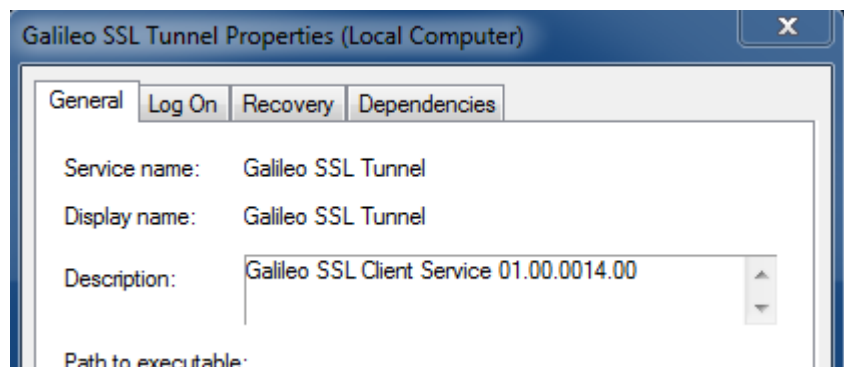
Restart the SSL Tunnel Service (Stop it, then Start it, sometimes better than using restart)

or

(Right click on the **Galileo SSL Tunnel Service**, left click **Restart**)

Check the SSL version is correct

(Right click on the **Galileo SSL Tunnel Service**, left click on **Properties**, then examine the Description)



Alternatively the version can be seen from the **Add/Remove Programs** in the **Control-Panel** or **appwiz.cpl** from the run box.



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1.2 Have you updated the CA (Certificate Authority) on your Workstation?

Once you have installed the SSL software and you still don't get a download for Galileo Desktop (or GPM), you may need to update your [Microsoft Windows root certificate program updates](#)

Get the Windows Updates for SSL here, please apply, then REBOOT your PC!

If You have **Windows XP** click [here](#)

If you have **Windows 7** click [here](#)

SSL Certificates provide important security protection for our customers. As part of ongoing security Travelport will be renewing SSL certificates for (DNS: gdssl-atl.galileo.com) on August 9th 2012 at 0100GMT. **Any customer who does not use windows update to keep their computer systems patched or otherwise does not accept a new CA (Certificate Authority) trust can have connectivity issues.** This would impact such applications as Galileo Desktop, GIDS, GPM or any product that connects via the Galileo SSL connection.

Microsoft has published a document for updating your system to comply with worldwide SSL standards:

Details of the Microsoft Windows root certificate program updates:

<http://support.microsoft.com/kb/931125>

Update for Windows XP:

<http://www.microsoft.com/en-us/download/details.aspx?id=29434>

Update for Windows 7:

<http://www.microsoft.com/en-us/download/details.aspx?id=29965>



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1.3 Is the Internet working?



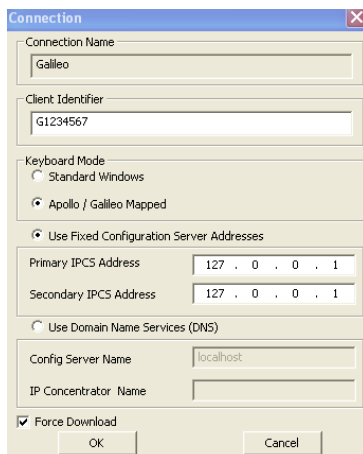
Ensure your Internet is functional or check your email is able to send and receive.

1.4 Is the configuration correct in the GalileoTCP/IP configuration?

(From the Control-panel)

Open the **GalileoTCP/IP** icon

Click on **Edit**



Ensure the **ClientID** is correct for your installation

Ensure the **Keyboard mode** is Apollo / Galileo Mapped

Ensure **Fixed Configuration** is used

Primary IPCS Address = **127.0.0.1**

Secondary IPCS Address = **127.0.0.1**

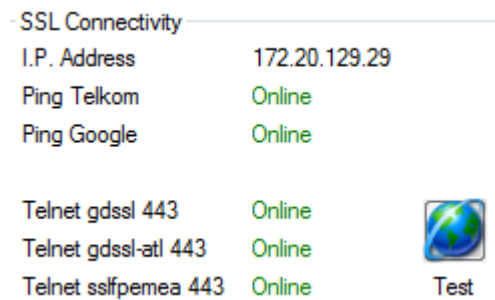
Force Download should be Checked if you have problems



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1.5 Can you telnet into gdssl.galileo.com 443 ?

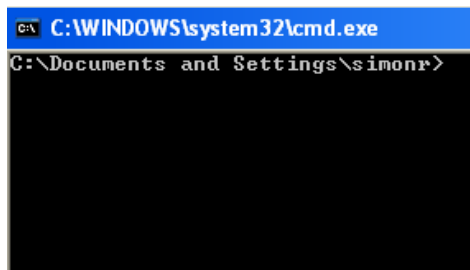
(Windows 7 may not have Telnet command enabled, please use the Desktop 2.5.0.3 Installer instead) – or enable Telnet client from the Control Panel. (Program's and Features)



Ensure you can do the following

Click on Start – Run - type **cmd**, click **OK**

This will take you to the Windows Shell (Dos Prompt)



Type in the following Command:

telnet gdssl.galileo.com 443, then **Enter**

The following should appear:



If there a flashing cursor then you have connected to the port, if not, the following will appear:

Connecting To gdssl.galileo.com...Could not open connection to the host, on port 443: Connect failed

The above can also be tried with the following servers if required:



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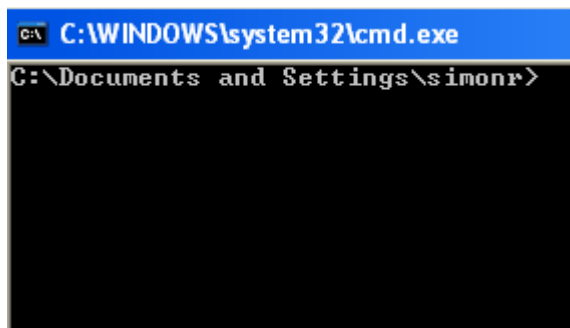
gdssl-atl.galileo.com and **sslfpemea.galileo.com**

1.6 Can you ping **gdssl.galileo.com** ? (Ignore, if you can telnet ☺)

Optional connectivity test if you are desperate

Click on Start – Run - type **cmd**, click **OK**

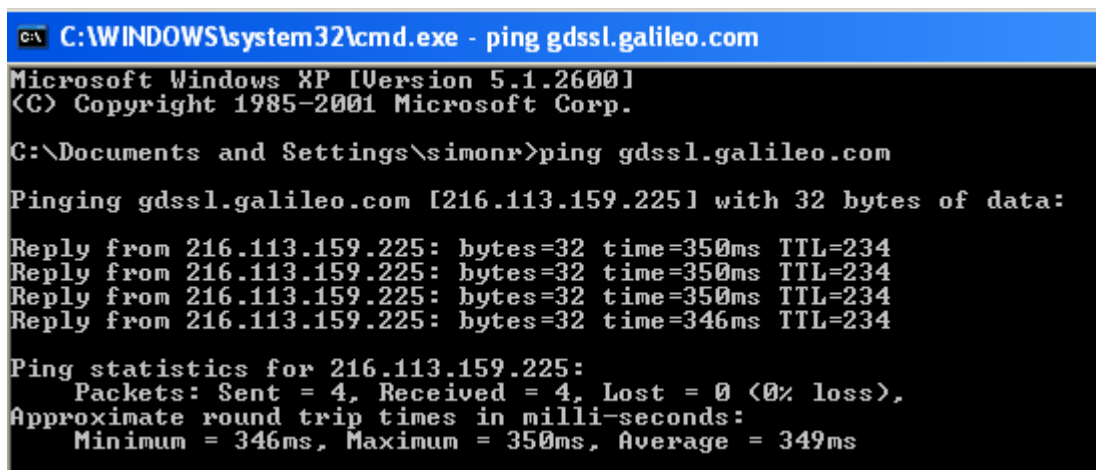
This will take you to the Windows Shell (Dos Prompt)

A screenshot of a Windows Command Prompt window. The title bar reads "C:\WINDOWS\system32\cmd.exe". The command prompt shows the current directory as "C:\Documents and Settings\simonr>".

Type in the following Command:

ping gdssl.galileo.com, then **Enter**

The following should appear:

A screenshot of a Windows Command Prompt window showing the results of a ping command. The title bar reads "C:\WINDOWS\system32\cmd.exe - ping gdssl.galileo.com". The output shows the command prompt path, the ping command, and four successful replies from 216.113.159.225 with response times between 346ms and 350ms. Ping statistics are also displayed, showing 0% loss and an average response time of 349ms.

```
C:\WINDOWS\system32\cmd.exe - ping gdssl.galileo.com
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\simonr>ping gdssl.galileo.com

Pinging gdssl.galileo.com [216.113.159.225] with 32 bytes of data:

Reply from 216.113.159.225: bytes=32 time=350ms TTL=234
Reply from 216.113.159.225: bytes=32 time=350ms TTL=234
Reply from 216.113.159.225: bytes=32 time=350ms TTL=234
Reply from 216.113.159.225: bytes=32 time=346ms TTL=234

Ping statistics for 216.113.159.225:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 346ms, Maximum = 350ms, Average = 349ms
```

The above can also be tried with the following servers if required:

gdssl.galileo.com - (216.113.159.225)

gdssl-atl.galileo.com - (216.113.159.226)

sslfpemea.galileo.com - (216.113.159.227)



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1.7 Has the ClientID been reset by the Galileo CSC?

If you are unable to get a download from Galileo Desktop after all the above, please contact the Galileo CSC and request that the ClientID be reset.

Resetting an SSL Client config (Galileo CSC Helpdesk function only)

Examining the SSL log file for help on connecting to Galileo

Open up the SSL log file, it can be found here: **c:\SSLClientService.log**

It may be long, please read from the bottom of the file (Ctrl-End, to get to the bottom of the file), this file can get lengthy. (Extracts below as examples)

```
SSLClient Critical: 4000 : ----- Trace Level changed to "Warning". -----  
ProcessId=2236  
DateTime=2011-08-25T06:46:47.458000Z
```

This is Normal (above), Galileo Desktop should have Connected OK

```
SSLClient Error: 304 : ServerConnection.Connect() - SocketException thrown: No such  
host is known  
ProcessId=2236  
DateTime=2011-08-25T06:48:55.8486250Z
```

Your Internet is down (above), the SSL service cannot connect to the Galileo SSL servers or resolve DNS names properly

```
SSLClient Error: 313 : UDPHandler.ReceivedClientData_Handler() - Exception thrown:  
Cannot access a disposed object.
```

```
Object name: 'System.Net.Sockets.Socket'.
```

```
ProcessId=2236
```

```
DateTime=2011-08-25T07:22:57.5048750Z
```

```
SSLClient Critical: 4000 : ----- Trace Level changed to "Warning". -----
```

```
ProcessId=1980
```

```
DateTime=2011-08-25T08:28:11.6093750Z
```

```
SSLClient Error: 308 : ServerConnection.Send() - Exception thrown: Unable to read data  
from the transport connection: A connection attempt failed because the connected  
party did not properly respond after a period of time, or established connection failed  
because connected host has failed to respond.
```

Your Internet connection is BAD, you are probably getting timeouts, Internet is UP but will be VERY SLOW, check your connection, Galileo will not connect or timeouts will occur. Check your connection.



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1.8 Q. Set the Time and Date correctly

In some strange cases the SSL connection is not made until the Time and date are correct, please ensure you have the correct time, date and Time zone is set correctly on the workstation.

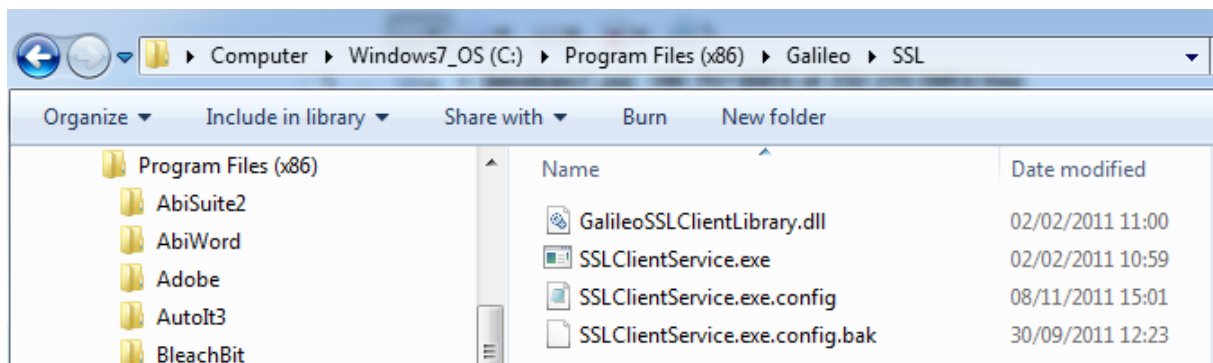
1.9 Q. I've tried everything, SSL still does not connect, what can I try now ?

After you have exhausted all avenues and Galileo Desktop still won't connect, please try out the following, it may just solve the problem

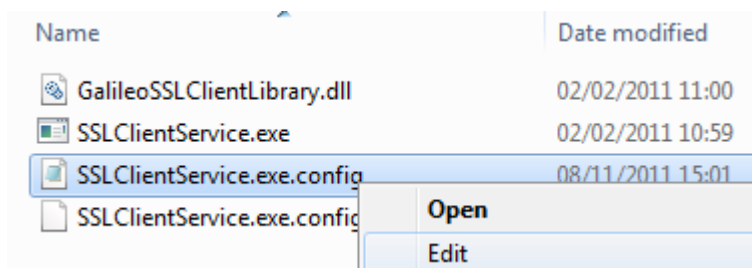
- Close all open applications
- Stop the **Galileo SSL Tunnel Service**
- Navigate to the following directory

C:\Program Files\Galileo\SSL (Windows XP), or, Windows 7 below

c:\Program Files (x86)\Galileo\SSL



Edit the **SSLClientService.exe.config** file, open with Notepad if asked



The text below is an example, your file may appear differently, but find the **<appSettings>** section and modify the **SSL Server Address** value from **gdssl.galileo.com** to **gdssl-atl.galileo.com** as per below



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```
<appSettings>
  <add key="SSL Server Port" value="443" />
  <add key="Keepalive Seconds" value="120" />
  <add key="Trace Level Override" value="Warning" />
  <add key="SSL Server Address" value="gdssl-atl.galileo.com" />
</appSettings>
```

- Restart the SSL service and try it again.

1.10 Q. Help me remove SSL completely, so I can do a CLEAN install

This guide is for internal Galileo Southern Africa use only. This document is provided as is, there is no guarantee it will work in all situations.

Sometimes SSL has a problem connecting, when you try remove it or re-install it, it just comes up with an error, or just will not connect using Galileo Desktop, try this below to do a clean installation, it requires changing the registry.

If you are able, use **Add/Remove** from the control panel or **appwiz.cpl** from the Run box to remove the SSL client software. Then after removal, if the following two keys exist below, remove them from the registry.

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Products\CC7941BE1D9C13549B2F475FE8BD197D (Your key will be different),

just search for the "**Galileo SSL**" string from
HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Products

Or / and

Remove the offending key from here:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall



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1.11 Q. We can't connect with SSL, It looks like there is a proxy server

Manual Configuration For Customer Proxy Servers

The Galileo SSL proxy service will usually connect through customer proxy servers. However, in the case where the service does not connect, the following changes may be required.

- Use Notepad to open and edit **c:\program files\galileo\ssl\SSLClientService.exe.config**
- Locate the **<appSettings>** section of the file
- Add the following two lines to the end of the **<appSettings>** section
<add key="Proxy Server Address" value="your.proxy.server's.name.here" />
<add key="Proxy Server Port" value="port#.for.https.here" />
- Use the name or IP address of your proxy server on the first line
- Enter the port # your proxy server uses for forward SSL (https) traffic on the second line
- Note, the syntax is CRITICAL, including spaced, quotes ("), etc.

Note, this information is provided as a courtesy only and is not recommended for use, configuring these options may then require a complete removal and re-installation of Galileo Desktop and Galileo SSL software.

For additional information and situations when you have an office proxy server and an additional connection that does not require the proxy server, please refer to SSLSelect on the Mamba Server