

XML Select™ Technical Support Contact Procedures

Web: API Technical Support Online Reporting System

Phone: 303-397-6100

Hours: 6am - 6pm (MST) Monday to Friday

Due to the detailed information needed in most inquiries, the Online Question and Problem Reporting System (ORS) is the preferred communications path for all your support needs.

Once you have submitted your request, you will receive a Service Request Tracking number. It is important that anytime you are communicating with us on an existing inquiry that you use this reference number so that we can quickly access your information. In addition, in order to facilitate a quicker response to your Service Request we ask that you include the following information:

- For Registry, Configuration and Connectivity inquiries please include a copy of your Registry.
- For Transaction related inquiries please include the Request/Response XML data and your HCM log if active.
- For all inquiries please provide your contact phone number and the Windows OS platform you are working with.

The API Technical support team provides XML Select support that includes the following:

XML Select Product

- XML message formats
- Development tools
- Installation
- Configuration on various windows platforms
- General questions regarding XML Select

Production/Test Environment

- GTID/Client ID Configuration
- Internal security files such as AAT, UAT, structured data access and sign-on profiles
- Production system application problem identification and resolution
- Test system application problem identification

Structured Data Transactions

- Investigate perceived problems regarding functionality
- General questions on using structures (as pertains to XML Select)
- Reporting enhancement requests

Network

- Coordinate reported network connectivity or configuration problems with Network Operations and IP/Network engineering
- VPN configuration on approved windows platforms

Consultation

- Client applications source code as it pertains to the XML Select SUTA interface
- Clients applications source code C++, Visual Basic, Visual C++ and Java
- Travel industry business processes
- General questions on approved windows platforms

XML Select pre-requisite

XML Select developers must possess knowledge of:

- Galileo™ host data content for both commands and responses
- A programming language that supports XML Select Automation or COM
- The XML Select Automation interface or COM

Note: The API Technical Support Team is dedicated to providing the highest quality level of support. Although they are the single point of contact to address the areas described, it should be realized that in some areas the support team may make a decision as to request another Travelport department to take ownership of the problems. This may include areas of Network outages/configuration, Test system maintenance issues, Implementation support, and consultation services.

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