

# Galileo Troubleshooting: commands and how-to

Errors, missing bookings, Timatic, travel restrictions and where to get help.  
The entries with their forms, then every step-by-step answer of this part  
of GateRoam's Galileo guide.

**18**

entries

**6**

step-by-step answers



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GateRoam's own guide, written in our own words with the help of AI tools. It is not official Travelport documentation and has not been reviewed or approved by Travelport. It can contain mistakes: try every entry in a Travelport+ training PCC first, or check Travelport's own help, before you use it on a live booking. Some rules differ by market and by office.

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# Troubleshooting

Errors, missing bookings, Timatic, travel restrictions and where to get help.

## Entries

**\*HVL** Show the vendor locator history.

INTERMEDIATE

|      |                       |
|------|-----------------------|
| *HVL | Of the vendor locator |
|------|-----------------------|

Step by step: [What do I do when the airline has no record in Galileo?](#)

**GC\*** Open a GIS chapter by name, number or airline code.

BASIC

|             |                                            |
|-------------|--------------------------------------------|
| GC*JU       | Opens an airline's GIS chapter by its code |
| GC*         | The current chapter again                  |
| GC*CURRENCY | Opens a chapter by name                    |
| GC*550      | By number                                  |
| GC*12/20    | Of chapter 12                              |

Step by step: [Where do I find airline information in Galileo?](#) · [How do I find help for an entry in Galileo?](#)

**H/** Help: alone after an error, or with a keyword.

BASIC

|         |                                                               |
|---------|---------------------------------------------------------------|
| H/      | Right after a refused entry: opens the help page that fits it |
| H/AVAIL | The help page of one function, e.g. H/TT, H/DCT, H/TIMATIC    |
| H/A     | Index of help subjects starting with A                        |

Step by step: [What do common Galileo error messages mean?](#) · [How do I report a Galileo problem to the help desk?](#) · [How do I find help for an entry in Galileo?](#)

**RJ\*** Show the travel restriction table, all or per country.

INTERMEDIATE

|     |                                                        |
|-----|--------------------------------------------------------|
| RJ* | Lists the countries and vendors that have restrictions |
|-----|--------------------------------------------------------|

Step by step: [How do I check travel restrictions in Galileo?](#)

**RJV\*** Show travel restrictions for a vendor such as an airline.

INTERMEDIATE

|            |                                                                              |
|------------|------------------------------------------------------------------------------|
| RJV*OU/AIR | Shows restrictions for an airline (OU here only as an example of the format) |
|------------|------------------------------------------------------------------------------|

Step by step: [How do I check travel restrictions in Galileo?](#)

**TI-** TIMATIC menu; TI-MV, TI-MH, TI-MA open fill-in screens.

BASIC

|       |                         |
|-------|-------------------------|
| TI-   | Opens the TIMATIC menu  |
| TI-MV | Fill-in screen for visa |
| TI-MH | Health                  |
| TI-MA | Visa and health         |

Step by step: [How do I check visa and passport rules in Galileo?](#)

## **TI-DFT** TIMATIC full text of one section for a country.

BASIC

|                      |                                                                                                         |
|----------------------|---------------------------------------------------------------------------------------------------------|
| <b>TI-DFT/LHR/PA</b> | Full text of one section for a country, named by a city code (here LHR for the UK, section PA passport) |
|----------------------|---------------------------------------------------------------------------------------------------------|

Step by step: [How do I check visa and passport rules in Galileo?](#)

## **TI-RGL** TIMATIC group lists, e.g. the Schengen countries.

BASIC

|                    |                              |
|--------------------|------------------------------|
| <b>TI-RGL/SCHN</b> | Lists the Schengen countries |
|--------------------|------------------------------|

Step by step: [How do I check visa and passport rules in Galileo?](#)

## **TI-RV** TIMATIC visa request by nationality, destination and transit lines.

BASIC

|              |                                                                             |
|--------------|-----------------------------------------------------------------------------|
| <b>TI-RV</b> | Visa request by nationality (city or country code), destination and transit |
|--------------|-----------------------------------------------------------------------------|

Step by step: [How do I check visa and passport rules in Galileo?](#)

## **TIMA** TIMATIC visa and health rules from booking file segments.

BASIC

|                    |                                                                |
|--------------------|----------------------------------------------------------------|
| <b>TIMA/1-2/BA</b> | Visa and health rules for a Bosnian national on the same route |
|--------------------|----------------------------------------------------------------|

Step by step: [How do I check visa and passport rules in Galileo?](#)

## **TIMC** TIMATIC country information for a segment's destination.

BASIC

|               |                                                      |
|---------------|------------------------------------------------------|
| <b>TIMC/2</b> | Country information for the destination of segment 2 |
|---------------|------------------------------------------------------|

Step by step: [How do I check visa and passport rules in Galileo?](#)

## **TIME** TIMATIC customs information for a segment's destination.

BASIC

|               |         |
|---------------|---------|
| <b>TIME/2</b> | Customs |
|---------------|---------|

Step by step: [How do I check visa and passport rules in Galileo?](#)

## **TIMP** TIMATIC passport information for a segment's destination.

BASIC

|               |          |
|---------------|----------|
| <b>TIMP/2</b> | Passport |
|---------------|----------|

Step by step: [How do I check visa and passport rules in Galileo?](#)

## **TIMV** TIMATIC visa rules from booking file segments.

BASIC

|                    |                                                                         |
|--------------------|-------------------------------------------------------------------------|
| <b>TIMV/1/SI</b>   | Visa rules for a Slovenian national going to the off point of segment 1 |
| <b>TIMV/1-2/SI</b> | The same, destination at the end of segment 2, transit after segment 1  |

Step by step: [How do I check visa and passport rules in Galileo?](#)

## **TIPB** TIMATIC: previous page.

BASIC

|             |      |
|-------------|------|
| <b>TIPB</b> | Back |
|-------------|------|

Step by step: [How do I check visa and passport rules in Galileo?](#)

**TIPF** TIMATIC: first page.

BASIC

TIPF First

Step by step: [How do I check visa and passport rules in Galileo?](#)

**TIPL** TIMATIC: last page.

BASIC

TIPL Last page

Step by step: [How do I check visa and passport rules in Galileo?](#)

**TIPN** TIMATIC: next page.

BASIC

TIPN Next

Step by step: [How do I check visa and passport rules in Galileo?](#)

## Step by step

### What do common Galileo error messages mean?

Type H/ straight after an error for its help page. NO LINKAGE: no ticket printer linked. NAME CHANGES NOT ALLOWED: the airline refuses. UC, UN or HX on a segment: not confirmed, or cancelled by the airline.

#### When

Travelport+ answers with a message you do not understand. First step, always: **H/** straight after the refused entry opens the help page for it.

#### Responses you will meet

| Response                                           | Meaning                                                                                                                        | What to do                                                                                                                           |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| NAME CHANGES NOT ALLOWED                           | The airline does not take this name change after the booking file was ended.                                                   | Ask the airline; an unauthorised change can get the flights cancelled ( <b>Names for adults, children and infants</b> ).             |
| NO LINKAGE                                         | No ticket printer is linked to your terminal.                                                                                  | Link one, then issue ( <b>Link your terminal to the ticket printer (NO LINKAGE)</b> ).                                               |
| Duplicate Filed Fares exist                        | The booking file holds filed fares that duplicate each other.                                                                  | Cancel the extra one, e.g. <b>FX3</b> ( <b>Cancel a filed fare (FX) and clear ticketed ones</b> ).                                   |
| ALERT - ELECTRONIC TICKETING TRANSACTION CANCELLED | The e-ticket request failed: the airline link timed out or the airline refused. The lines below it give the reason and advice. | Redisplay the booking file, fix what is named, try again ( <b>Issue e-tickets with TKP</b> ).                                        |
| ITIN RMKS XLD UNLESS REASSOC                       | You cancelled a segment that had itinerary remarks attached.                                                                   | Attach them again before end transact, or they are lost ( <b>Remarks — which kind goes where (itinerary, notepad, accounting)</b> ). |
| RESTRICTED                                         | You tried to add a confidential notepad item in a booking file your PCC does not own.                                          | Only the owning PCC can ( <b>Notepad (NP.) and postscript (PS.) — internal notes</b> ).                                              |
| CONFIDENTIAL                                       | Shown in place of another PCC's confidential notepad items.                                                                    | Nothing to fix.                                                                                                                      |
| *CHAPTER NOT FOUND*                                | The airline has no GIS information page.                                                                                       | Use the airline's website ( <b>Airline information — GIS chapters and MyTravelport keywords</b> ).                                   |
| ERROR 340 - TICKET DESIGNATOR IS TOO LARGE         | Ticket designator plus fare basis longer than 15 characters.                                                                   | US (ARC) and Canadian PCCs only — not met on a European BSP PCC.                                                                     |

| Response                                 | Meaning                                                                                  | What to do                                                                                                                    |
|------------------------------------------|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| UC · UN · US · UU · NO · HX on a segment | Not confirmed · not operating · waitlisted · no action taken · cancelled by the airline. | See <b>Segment status codes (HK, KK, HL, UC, TK, HX ...)</b> and <b>what to do</b> ; such files land on queues 20, 21 and 23. |
| SENT                                     | The print job went to the printer.                                                       | Nothing — success.                                                                                                            |
| *                                        | The entry was accepted.                                                                  | Nothing — success.                                                                                                            |

## Steps

| # | Entry  | What it does                               | Why                                                  |
|---|--------|--------------------------------------------|------------------------------------------------------|
| 1 | H/     | Help page for the error you just got.      | The right format is usually there.                   |
| 2 | Ctrl+↑ | Brings back your last entry to correct it. | Fix one character instead of retyping.               |
| 3 | Alt+C  | Shows and copies the full response.        | Send the exact text to a colleague or the help desk. |

## Traps

- **Never "fix" an error by working under a colleague's sign or with an override entry** — find the cause.
- The exact wording matters: copy it, do not retell it.

Online: [gateroam.com/galileo-guide/common-errors](https://gateroam.com/galileo-guide/common-errors)

## What do I do when the airline has no record in Galileo?

Look for a duplicate with \*LH1456/20NOV-NOVAK, then check the segment status (\*IA: HX = cancelled by the airline), the airline locator (\*VL), the history (\*HIA) and the ticket. Don't rebook before you know why.

## When

At check-in or on the phone the airline says it has no booking for your client, or its booking differs from your booking file (another flight, status or name).

## Check first

- You are looking at the right booking file: name, date and flight match what the client holds.
- The flight was really booked through Travelport+: passive segments (**AK, BK, YK**) only record a booking made elsewhere.

## Steps

| # | Entry                       | What it does                                                | Why                                                                                                      |
|---|-----------------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| 1 | *LH1456/20NOV-NOVAK         | Finds booking files with that name on that flight and date. | Shows whether more than one booking file exists for the passenger.                                       |
| 2 | *IA                         | Shows the air segments with their status.                   | <b>HX</b> = cancelled by the airline · <b>UC/UN</b> = never confirmed · <b>HK</b> = confirmed.           |
| 3 | *VL                         | Shows the airline's record locator.                         | No locator: the airline may never have taken the booking (queue 7 collects files still waiting for one). |
| 4 | *HIA · *HVL                 | History of the air segments · of the vendor locator.        | Who changed or cancelled what, and when.                                                                 |
| 5 | *VR                         | Messages sent to and received from the airline.             | The airline may have explained a cancellation.                                                           |
| 6 | *HTE →<br>*TE/0811234500012 | Ticket data in the booking file · the ticket record itself. | Check that a ticket exists and what status its coupons have.                                             |
| 7 | call the airline            | Give the airline locator, the ticket number and the flight. | Ask the airline to check its own record under its locator.                                               |

## Check it worked

The airline confirms the booking under its locator, and your booking file shows the same flights with **HK**.

## Traps

- **Do not book the passenger again before you know what happened** — check the airline's rules on duplicate bookings first.
- **@ALL** removes **HX** segments; read the history first, so you can show what the airline did.
- Changes made directly with the airline may not show in your booking file — ask whether the client called the airline themselves.
- Travel date already passed? Use the past date booking file (**Retrieve a past date booking file (PQ)**).

Online: [gateroam.com/galileo-guide/airline-no-record](https://gateroam.com/galileo-guide/airline-no-record)

## How do I check visa and passport rules in Galileo?

From a booking file **TIMV/1 - 2/SI** gives visa rules for a Slovenian national, **TIMA** adds health and **TIMP/2** passport rules; **TI-MV** opens the visa fill-in screen. Always add the nationality. **TIPN** pages on.

### When

The client asks whether they need a visa, how long their passport must be valid, or which health rules apply at the destination or a transit point.

### Check first

- The passenger's **nationality** (and passport type, if not ordinary) and every transit point.
- With a booking file on screen the rules can be read per segment; without one, use the fill-in screens.

### Steps

| #  | Entry                                                                      | What it does                                                                                             | Why                                        |
|----|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|--------------------------------------------|
| 1  | <b>TI-</b>                                                                 | Opens the TIMATIC menu.                                                                                  | Start here when unsure.                    |
| 2  | <b>TI-MV · TI-MH · TI-MA</b>                                               | Fill-in screen for visa · health · visa and health.                                                      | No booking file needed.                    |
| 3  | <b>TIMV/1/SI</b>                                                           | Visa rules for a Slovenian national going to the off point of segment 1.                                 | Straight from the booking file.            |
| 4  | <b>TIMV/1 - 2/SI</b>                                                       | The same, destination at the end of segment 2, transit after segment 1.                                  | Transit points count.                      |
| 5  | <b>TIMA/1 - 2/BA</b>                                                       | Visa and health rules for a Bosnian national on the same route.                                          | Both in one go.                            |
| 6  | <b>TIMP/2 · TIME/2 · TIMC/2</b>                                            | Passport · customs · country information for the destination of segment 2.                               | Passport validity, what may be brought in. |
| 7  | <b>TI-RV</b> , then <b>NA SKP · DE LHR · TR VIE</b> , each on its own line | Visa request by nationality (city or country code), destination and transit.                             | Any trip, no booking file.                 |
| 8  | <b>TI-DFT/LHR/PA</b>                                                       | Full text of one section for a country, named by a city code (here LHR for the UK, section PA passport). | Read the whole rule.                       |
| 9  | <b>TIPN · TIPB · TIFP · TIPL</b>                                           | Next · back · first · last page.                                                                         | TIMATIC has its own scrolling.             |
| 10 | <b>TI-RGL/SCHN</b>                                                         | Lists the Schengen countries.                                                                            | Schengen questions.                        |

Full-text sections: **GE** geography · **HE** health · **TX** airport tax · **PA** passport · **PV** passport and visa · **VI** visa · **CS** customs (pets included) · **CY** currency. After the nationality, **/ALL** shows every type of entry requirement and **/TYPE** the rules for a government duty passport.

### Check it worked

The answer names the nationality, destination and transit you meant — if not, defaults were used.

### Traps

- **Without a nationality, TIMATIC assumes the country of the first departure city.** Always add it.
- Transit points can need a visa too — include them in the segment range or on the **TR** line.

- **MD** does not page TIMATIC; use **TIPN**.
- An Australian ETA can no longer be requested from the terminal (switched off in April 2022); the traveller applies in the Australian government's app.
- Tell the client to confirm entry rules with official sources too.

Online: [gateroam.com/galileo-guide/timatic-visa-passport](https://gateroam.com/galileo-guide/timatic-visa-passport)

## How do I check travel restrictions in Galileo?

RJ\* lists the countries and vendors with restrictions, RJ\* plus a country code shows one country and RJV\*OU/AIR an airline. Nothing listed is not a clearance: follow your agency's policy.

### When

Before you sell travel to or from a country under restrictions, or on an airline you are not sure you may sell, check what Travelpart+ lists for it.

### Steps

| # | Entry                                     | What it does                                                                  | Why                            |
|---|-------------------------------------------|-------------------------------------------------------------------------------|--------------------------------|
| 1 | RJ*                                       | Lists the countries and vendors that have restrictions.                       | See what is listed at all.     |
| 2 | RJ* + 2 - letter country code, e.g. RJ*IR | Shows the restrictions for that country.                                      | Read the rule before you sell. |
| 3 | RJV*OU/AIR                                | Shows restrictions for an airline (OU here only as an example of the format). | Check a carrier.               |

### Check it worked

The response shows what the table holds for that country or airline.

### Traps

- **Nothing listed is not a clearance.** Follow your agency's policy and ask your manager when in doubt.
- Entry rules for the traveller (visa, passport) are a separate question: **Visa, passport and health rules (TIMATIC)**.

Online: [gateroam.com/galileo-guide/travel-restrictions](https://gateroam.com/galileo-guide/travel-restrictions)

## Where do I find airline information in Galileo?

GC\* plus the airline code (GC\*JU) opens its information chapter, if there is one; GP\*2/ lists the paragraph headings. These pages are not kept up to date by the airlines, so check the airline's website too.

### When

A question depends on one airline's own practice — e-ticket handling, revalidation, EMDs, contacts — and you want what Travelpart+ holds about it.

### Steps

| # | Entry                                    | What it does                                 | Why                                  |
|---|------------------------------------------|----------------------------------------------|--------------------------------------|
| 1 | GC*JU                                    | Opens an airline's GIS chapter by its code.  | The airline's page, if there is one. |
| 2 | GP*2/                                    | Paragraph headings of page 2 of the chapter. | Find the part you need.              |
| 3 | GP*3 · GP*                               | Page 3 · the current page again.             | Move through the chapter.            |
| 4 | GC*                                      | The current chapter again.                   | Back after another entry.            |
| 5 | P-GC* + chapter and page, e.g. P-GC*10/2 | Prints that page.                            | A copy for the file.                 |

| # | Entry                                                                   | What it does                                                                                   | Why                                 |
|---|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|-------------------------------------|
| 6 | MyTravelport, keyword <b>ETKT</b> + airline code (e.g. <b>ETKT OS</b> ) | The airline's e-ticket information, e.g. whether it allows revalidation and which ID it needs. | Check before an after-sales action. |
| 7 | MyTravelport, keyword <b>EMD</b> + airline code                         | The airline's EMD information.                                                                 | Before you issue an EMD.            |

### Check it worked

The chapter opens; **\*CHAPTER NOT FOUND\*** means the airline has no GIS page.

### Traps

- **GIS airline pages are not updated by the airlines.** For anything current — bags, fees, name changes — check the airline's own website.
- If an airline page and the fare rules seem to disagree, ask the airline before you act (**Read fare rules (fare notes) — from a fare display or a quote**).

Online: [gateroam.com/galileo-guide/airline-information](https://gateroam.com/galileo-guide/airline-information)

## How do I report a Galileo problem to the help desk?

First try H/ and #RESTART. Then open an incident on my.travelport.com, or your agency's help desk, with your PCC, sign-on ID, terminal ID (KGB), record locator and the exact entry and response. Never send passwords.

### When

Something in Travelport+ or Smartpoint fails and it is not your entry: Smartpoint keeps crashing, a printer fails, an e-ticket request fails again and again, or you cannot sign on.

### Check first

- H/ after the error, and the matching card (**Common Galileo responses and what they mean**) — most refusals are a format question.
- Smartpoint misbehaving: **#RESTART** (you stay signed on), then **#DELETEPLUGIN CACHE**.
- Forgotten password: reset it on my.travelport.com.
- An airline problem (no record, refused change) goes to the airline, not to Travelport (**The airline has no record of the booking (NoRec checks)**).

### Steps

| # | Entry                                  | What it does                                          | Why                                           |
|---|----------------------------------------|-------------------------------------------------------|-----------------------------------------------|
| 1 | <b>KGB</b>                             | Shows your work area, sign-on and terminal ID (GTID). | Have the terminal ID ready.                   |
| 2 | <b>+J · OP/WL</b>                      | The GTID only (+J does not work in Smartpoint Cloud). | Same, shorter.                                |
| 3 | Alt+C on the response                  | Copies the full response as text.                     | The exact wording, not a retelling.           |
| 4 | Ctrl+↑                                 | Brings back the entry that failed.                    | Paste exactly what you typed.                 |
| 5 | my.travelport.com → create an incident | Opens a support request.                              | Or use your agency's usual help desk channel. |

Give them: PCC, your sign-on ID (never the password), GTID, record locator (e.g. K7P2QX), the entry, the full response and when it happened.

### Check it worked

Keep the reference you get for the incident, and note it in your own log or the booking file's notepad.

### Traps

- **Never send passwords or full card numbers** in an incident or an email.

- A printer failure during ticketing has its own fallback and recovery process (**Printer failure — fallback and recovery of documents in the buffers**).
- The feedback buttons on Travelport's online help pages do not reach the help desk.

Online: [gateroam.com/galileo-guide/help-desk](https://gateroam.com/galileo-guide/help-desk)

## Ask your AI assistant instead

This document is GateRoam's Galileo guide. Inside GateRoam your AI assistant reads the whole guide and answers in your own words, step by step, in Claude or ChatGPT. Free during early access, no Travelport keys needed.

[gateroam.com/connect-ai](https://gateroam.com/connect-ai) · more free PDFs: [gateroam.com/galileo-guide/downloads](https://gateroam.com/galileo-guide/downloads)

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