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Sabre Online

Application Requirements

Product Marketing & Platform

Document
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TABLE OF CONTENTS

1.0   Introduction

The Sabre Online Booking Engine is an online browser based solution developed by Sabre Pacific specifically for the Australasian travel agency industry. It incorporates Sabre's world leading content with local Low Cost Carrier search and booking functionality - all within a technology platform that can be customised to each customer's unique online needs

The purpose of this document is to provide the Sabre Online end user with the requirements and configuration necessary to successfully run the Sabre Online application

It includes:

- Minimum workstation requirements

- Software requirements

- Recommended settings

- Troubleshooting

2.0   Minimum Recommended Requirements

2.1   Minimum recommended workstation requirements

Sabre Online is a browser based internet application which has been designed to work with Microsoft's Internet Explorer versions 8 and 9. As such the minimum recommended Operating Systems are Microsoft Windows XP, Windows Vista, Windows 7 and Windows 8.

Other operating systems such as Linux and Apple Mac OS and their associated browsers are <u>not</u> supported.

The URL to access the Sabre On-line application is https://obe.sabrepacific.net.au

Although the following specifications are the minimum recommended, the higher the specifications of the PC the better the performance will be. It should be understood that if other applications are running on the PC, additional RAM may be required to avoid affecting the performance of Sabre Online.

Terminal Server Environments

Sabre Online is available for use in Terminal Server environments, however due to the number of possible configurations we are unable to provide full certification within individual environments

Desktop Environments

For SOL use, all desktop environments will require a 1.5 GHz processor or above, a screen resolution of 1024 x 768 or higher and at least 200 MB of free disk space. Additionally, each operating system requires:

Windows XP

- 512MB RAM minimum (additional RAM required if running other applications).
- Service Pack 3
- Internet Explorer 8 or 9 (32 bit)

Windows Vista

- 1GB RAM minimum (additional RAM required if running other applications)
- Service Pack 2
- Internet Explorer 8 or 9 (32 bit)

Windows 7

- 1GB RAM minimum (additional RAM required if running other applications)
- Windows 7 SP1
- Internet Explorer 8, 9 or 10 (32 bit)

Windows 8

- 2GB RAM minimum (additional RAM required if running other applications)
- Windows 7 SP1
- Internet Explorer 10 (32 bit)

Note: To use Sabre Online on a 64bit operating system, you will be required to use a 32bit version of the browser (Internet Explorer x86). 64bit operating systems also require more RAM and will accordingly affect Sabre Onilne.

2.2   Internet Access

Sabre Online requires broadband internet connectivity. To help you choose a plan that best suits your internet requirements you should contact one of the many Internet Service Providers. The table in 2.3 provides a guide as to the number of workstations and the recommended bandwidth required.

The only ports required for Sabre Online to function are Ports 80 and 443.

2.3   Bandwidth specifications

These specifications are listed for only running Sabre Online. If other applications are also using the internet then faster connections may be required.

Number of workstations	Recommended bandwidth
1 - 2 Workstations	Entry Level Bandwidth - 256kbPS
3 - 5 Workstations	512kbPS
7 - 9 Workstations	768kbPS
10+ Workstations	1mg or higher

2.4   Recommended Browser requirements

Sabre Online has been designed to work with Microsoft Internet Explorer when it is set to the default values. However Sabre Pacific recognises that many users do not wish to run their browsers in this mode for one reason or another. To assist in configuring your browser the following browser settings should be taken into consideration when running Sabre Online.

Sabre Online has been tested and certified to work with the following browsers only:

> - Internet Explorer 8
> - Internet Explorer 9
> - Internet Explorer 10
> - Internet Explorer 11

Please note: Internet Explorer 6 & 7 are no longer supported

Although other browsers such as Firefox and Chrome and Safari are able to access Sabre Online they are not supported at this time and may not display data correctly.

The following section details recommended browser settings for the various versions of Internet Explorer currently supported. Please note however that these setting may change between different revisions of each version depending on the Service Pack installed and the various Microsoft security patches.

2.4.1 Internet Explorer

Sabre Online is fully certified for Internet Explorer 8, 9, 10 and 11.

Internet Explorer has the default Security level for the Internet Zone is set to medium-high. This level allows Sabre Online to work without any configuration changes.

Should you choose to change the security settings to a higher level you will need to add the following URLs as trusted sites https://obe.sabrepacific.net.au and https://*.sabrepacific.net.au. You will also need to ensure the following settings are set to enable (or prompt where indicated).

Trusted sites Zone

ActiveX controls and plug-ins
Binary and Script Behaviours = **Enable**
Download signed ActiveX controls = **Prompt** or **Enable**
Run ActiveX controls and plug-ins = **Enable**
Script ActiveX controls marked safe for scripting = **Enable**

Scripting
Active scripting = **Enable**

2.4.2 Mobile phone and tablets

Sabre Online offers view booking and authorisation features on mobile phone and tablet devices.   These features are compatible with mobile devices that offer HTML 5.

These include:
- Apple iPhone
- Apple iPad
- Android devices
- Blackberry Torch

3.0 Troubleshooting

3.1 Email Delivery Fails:

Sabre Online sends emails to travellers, travel arrangers and/or travel authorisers. The emails occur for various processes, including;

- Password reset
- Confirmation of travel arrangements
- Authorisation notice and reminders

The emails are sent from Sabre Pacific's e-mail servers. In order to send the email on behalf of the Travel Agency, the Sabre Pacific email servers spoof the travel agency email addresses so that travellers know the reply address of the travel agency that is sending the e-mail and can reply to the consultant directly.

Some company's e-mail servers treat these types of emails as SPAM emails because it appears that an unknown sender is sending the email using another company's domain name. This is usually an SPF filter that allows email administrators to specify which hosts are allowed to send mail from a given domain. In these cases, recipients will not receive the genuine email.

Any companies that use an SPF filter will need to make an exception to allow emails to be sent from the following Sabre Pacific IP addresses:

- MX01.sabrepacific.com.au – 202.139.144.190
- MX02.sabrepacific.com.au – 202.139.144.179

3.2 Unable to log in

Check the following:

- Check that the correct URL is being used. https://obe.sabrepacific.net.au
- Check your sign in (email address) is correct.
- Check that the correct password is being entered, passwords are case sensitive.
- Check that the user is web-enabled in their individual SAM profile.
- Check that the company is OBE enabled.

If you are experiencing the following messages

- *The credentials you provided cannot be determined to be authentic means the user has entered the incorrect username and/or password. If* you are sure your login credentials are correct you may want to get your password reset by using the "forgot password" feature.
- *Your credentials are not linked to a security ID. Please contact your agency to advise accordingly* this error is as a result of the user being disassociated with the SOL Master PCC, it is not a password related issue.

3.3 Toolbars

Some 3rd party toolbars such as Yahoo7 & Google can cause unpredictable results within Sabre Online such as auto-completing some of the fields. Disabling or Un-installing the toolbar usually fixes this problem. Resetting Internet Explorer to default settings will remove these toolbars automatically; however this should be done with caution. Microsoft recommends you only do this if your browser is in an unusable state.

3.4   Reset Security Zones to default settings

Consider the situation: You've been troubleshooting a problem for a while, have adjusted setting after setting and disabled add-ons left and right. Not only are you still experiencing your original issue, but you've introduced another annoyance that you can't solve. Internet Explorer provides the option to reset the security zone level to the default settings applied when Internet Explorer was first installed. To do this you would go to **Tools > Internet Options > Security** and select the security zone you would like to reset. Then click on the *"Default Level"* Option. Internet Explorer versions 8 and 9 also provide the option to reset all security zones at once using the option "Reset all zones to default level".

Please note: If you use other applications that require specific configurations you may need to re-apply these settings after resetting.

3.5   Firewalls & proxies

Ensure that any firewall or proxy that you access the internet through will allow access to the urls:
https://obe.sabrepacific.net.au, https://*.sabrepacific.net.au and the ports 80 and 443.

3.6   Trouble accessing https://obe.sabrepacific.net.au

In some cases if you experience accessing the above URL or links within Sabre Online, try adding https://obe.sabrepacific.net.au and https://*.sabrepacific.net.au to the trusted sites list.

3.7   Internal Server error

An error similar to that shown below indicates that you are unable to connect to the Sabre Online application and there is most likely a problem with the web site. Please contact your Sabre support centre.

3.8   Clearing Cache

If you are still experiencing problems such as 'Internal Server Error' and you have be informed by the support centre that you should be able to access the site. You should clear Internet Explorer's cached files.

This can be done using the following steps:

Internet Explorer
1. Select **Tools** from the menu,
2. Select **Internet Options**,
3. Select the **General** Tab,
4. Select **Delete** under the heading of 'Browsing History'
5. Ensure Temporary Internet Files and cookies are select then click on the **Delete** button.

3.9   Page Rendering Appears Slow

Slowness in page rendering can be caused by many things. One thing in your browser that you can check is to ensure that the "Check for newer version of stored pages" is set to Automatic.

To achieve this, select **Tools** from the menu, select **Internet Options**, select the **General** Tab, select **Settings**, under 'Browsing history' select **automatically** and save the selection by pressing **OK.**

3.10   Add-ons

There are many add-ons available for Internet Explorer 7 and 8 some of which may potentially cause problems with Sabre Online. To determine if an add-on is causing an issue Internet Explorer can be run without add-ons. Alternatively you can disable specific add-ons manually through **Tools > Manage add-ons**

To run Internet Explorer without add-ons please do the following:

1. Go to **Start** > **Programs** > **Accessories** > **System Tools** (for Vista/Windows 7" Programs" is now seen as "All Programs")
2. Select **Internet Explorer (No Add-ons)**

3.11   Internet Explorer – Non supported Browser message

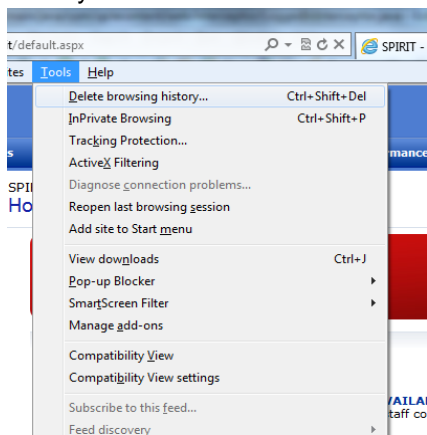You may receive this message when trying to log into Sabre Online for two reasons:

1.   If you are using Internet Explorer 7 or below, you will need to use another browser or upgrade.
2.   If you are using Internet Explorer 8 or above, follow the below steps to remove Compatibility View.
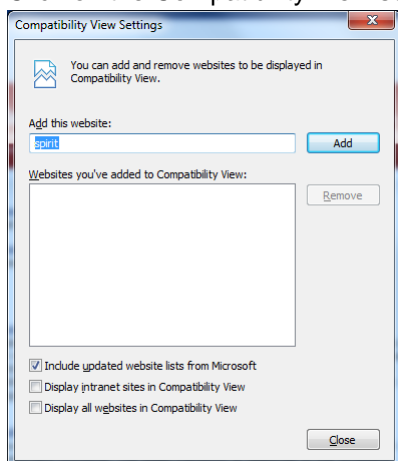

1.   From your Browser select Tools <alt>-T.

1.   Click on the Compatibility View settings, you will see :

2.   Check the settings here, make sure the option "Display all websites in Compatibility View" is unchecked, and that https://obe.sabrepacific.net.au is not listed in the websites added to the compatibility view.
3.   If you made changes to this screen, it might be advantageous to close and restart your browser.