Sabre Red Workspace™

ADVANCED INSTALLATION GUIDE

Version 1.1
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1.1 Overview

This document provides detailed instructions for advanced installation scenarios, typically completed by an IT administrator rather than the end user. For the standard installation instructions, please reference the Sabre Red Workspace Basic Installation Quick Reference Guide.

Sabre Red Workspace offers different possibilities for installing the software to account for the needs of customers with different operating environments and network security policies. While the basic installation guide states that users should start from https://my.sabre.com, that site only serves as a location for downloading the Sabre Red Workspace installation software and the site from which MySabre user preferences are collected to synchronize for users that are upgrading to the Workspace. For advanced installation scenarios, it is recommended that the installation software be downloaded once, and re-used within an agency to save time and reduce the amount of network traffic.

1.2 Support Contacts

Should you have any issues with the installation of Sabre Red Workspace, please contact our support desk. Please refer to the following links to access the Help Desk contact information:

Agency eServices: https://eservices.sabre.com/support/hwhd/default.asp

From within Sabre Red Workspace: From the Main Menu bar at the top, click on Help > Contact Us

1.3 System Specifications

A guiding principle for Sabre Red Workspace specifications is that an existing user of MySabre should not require a change of hardware to upgrade to Sabre Red Workspace.

- Sabre Red Workspace Minimum Specifications

1.4 User Privileges

Sabre Red Workspace will only install files to specific directories selected during the installation process. No changes are needed to the Registry, system variables, or any other settings that will require Administrator privileges on the workstation. The Workspace will read from the system variables to determine the appropriate default install directories that are presented to the user by the installation program, but some of these can be adjusted as specified in section 2.2. For a standard installation, the user must have read/write privileges to the following directories:
<table>
<thead>
<tr>
<th>Variable</th>
<th>Purpose</th>
</tr>
</thead>
</table>
| AppLocation | Directory where program files are installed. The default location for this directory is determined from the Operating System application directory. For Windows XP, this is typically the program files directory:  
  - C:\Program Files  
For Windows Vista and Windows 7 this is typically the AppData directory within Users directory.  
  - C:\Users\<WindowsLogin>\AppData\Roaming  
  - C:\Users\<WindowsLogin>\AppData\Local |
| User Preferences Directory | Directory where user preferences are installed. By default, this location is the @user.home directory setting from the operating system:  
This is typically the subdirectory of the users’ own Windows Login within C:\Documents and Settings\ in Windows XP.  
Refer to section 2.3 for instructions on customizing this location at the time of install |
| Configuration file | Sabre Red Workspace will place a .locator file in the %WINDIR% directory to state where all installations of the software on that particular workstation should be placed.  
Refer to section 2.2, 2.3, and 2.6 for more details on using this file |
| Sabre VPN Host File (Only for those who use Sabre Red Workspace with Sabre VPN on Windows 7 and Windows Vista) | Due to additional restrictions for a non-administrator user in Windows 7 and Windows Vista, read/write privileges must be granted for the directory where the Sabre VPN host file resides. Sabre has created a utility that can be run prior to install of Sabre Red Workspace that will automatically adjust the settings so that Sabre Red Workspace with Sabre VPN will work properly.  
  - [Download and run Sabre VPN utility](#) |
1.5 Network Connectivity

The Sabre Red Workspace system requires connectivity to key systems to manage the authentication, connectivity to content sources, and system update components. This information should be used to ensure that any firewalls or proxies are configured correctly. No direct connections to these systems outside of the Sabre Red Workspace should be attempted, and any such attempts may be a violation of Sabre’s security policies.

<table>
<thead>
<tr>
<th>Function</th>
<th>URL</th>
<th>Port</th>
<th>IP Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Authentication:</td>
<td>auth.my.sabre.com</td>
<td>80, 443</td>
<td>151.193.54.8</td>
</tr>
<tr>
<td>Authenticates the user credentials to let the proper user configuration to be loaded, and to manage single-sign on with other Siteminder protected sites and applications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>User Configuration Server</strong></td>
<td>provisioning.my.sabre.com</td>
<td>80, 443</td>
<td>151.193.54.9</td>
</tr>
<tr>
<td>Downloads the most recent user configuration blueprint to determine if any files for new system features need to be downloaded or used.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Update Provisioning Server</strong></td>
<td>updatesite.my.sabre.com</td>
<td>80</td>
<td>N/A – Sabre uses a wide range of IP addresses for increased capacity</td>
</tr>
<tr>
<td>Location to download binary files. For advanced configurations where the user handles the process of making binary files available to each end user, it would not be necessary to have a direct connection to this site</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Workspace Web Services</strong></td>
<td>mysabregxws.my.sabre.com</td>
<td>80, 443</td>
<td>151.193.54.10</td>
</tr>
<tr>
<td>Used to manage connections to several content sources</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Workspace System Logging</strong></td>
<td>logginggx.my.sabre.com</td>
<td>80, 443</td>
<td>151.193.54.13</td>
</tr>
<tr>
<td>Transmission of system log files to centralized servers to allow for automated and centralized troubleshooting of MySabre system issues.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Workspace Configuration Tool Server</strong></td>
<td>config.my.sabre.com</td>
<td>80, 443</td>
<td>151.193.54.11</td>
</tr>
<tr>
<td>Site used to for the Agency administration tools. These are only used by select users that request access to this advanced feature.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Workspace Utilities Services</strong></td>
<td>utilserlets.sabre.com</td>
<td>80, 443</td>
<td>151.193.180.225</td>
</tr>
<tr>
<td>Validates the ability for an application to use the MySabre API to connect to the emulator session. Without this validation, the API will return errors that it could not establish a connection. Additionally this provides services for handling S02 errors.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In addition to the sites listed above, connectivity would be needed for any integrated web sites and web services which provide more Agency Desktop features.
1.6 User Preferences Location

User preferences are all located on the client side in Sabre Red Workspace. The portal profile is no longer used to store part of the user's preferences. All the preference settings are contained within a series of folders in the user directory, and can be automatically populated with the data from the MySabre portal profile immediately after completing the installation, and during the first launch of Sabre Red Workspace.

Refer to section 2.3 for customizing the location of the user preferences.

Should an administrator wish to pre-load any or all of these settings, they can modify the data in the collection of user preference and place them in the appropriate directory prior to any end user's first launch of the Sabre Red Workspace application.

Within the specified user preferences root directory (refer to section 1.6 for details) a folder named “Sabre Red Workspace” is created. A further subdirectory is created for each individual user that has run the Sabre Red Workspace on the workstation.

Example: C:\Documents and Settings\ABC1234\Sabre Red Workspace \Settings\ABCD_1234

Where ABC1234 = Windows Login ID, ABCD = the user’s PCC, and 1234 = the user’s EPR.

Note: Modifying these files directly may cause the system to become unstable if there is any invalid data entered. It is recommended to only modify these files with the user interface for setting preferences, which is found in the Tools > Options menu within the Sabre Red Workspace.

The relevant contents of the Sabre Red Workspace User preferences directory are as follows:

<table>
<thead>
<tr>
<th>Folder or Filename</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;root&gt;</td>
<td>The main directory is the location of emulator, JCSAPI, and MySabre GX client (Edge.X)log files. Unique log files are captured for each user's instance of running Sabre Red Workspace.</td>
</tr>
<tr>
<td>.metadata\plugins\com.sabre.edge.app.marketingmessages</td>
<td>Stores a XML file with the cache of end user messages displayed automatically at application startup. This allows the prior messages to be available even if the live link to the content system is not available.</td>
</tr>
<tr>
<td>.metadata\plugins\com.sabre.edge.app.regionalcontent</td>
<td>Stores a XML file with the cache of regional content links downloaded at application launch. This allows the links to be available even if the live link to the content system is not available.</td>
</tr>
<tr>
<td>Setting</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>.metadata\plugins\org.eclipse.core.runtime\settings</td>
<td>Collection of properties files that store specific end user preferences that are set in Sabre Red Workspace via the Tools Menu &gt; Options. Information related to the emulator connection settings, including the LNIATA and connection type is stored in the file com.sabre.edge.platform.optional.gdscon.sabre.settings.</td>
</tr>
<tr>
<td>emulator_files`</td>
<td>The location of the emulator.properties file. Please note that the emuapi.dll file (MySabre API) is held here temporarily and copied to the location specified in the Registry when the user first launches the Workspace. This is also the location where the emulator override files should be located: <strong>emulatorDefault.properties</strong> – for setting default values of any potentially not yet specified users’ properties. <strong>emulatorOverride.properties</strong> – for setting any values that should always override users’ own properties values.</td>
</tr>
</tbody>
</table>
Advanced Installation

2.1 Introduction

This section provides some instructions for alternative ways to install *Sabre Red Workspace* in environments where the end user will not download directly from the internet or install with default settings. These instructions are more guidelines than step-by-step, as the scenarios below are intended to offer flexibility to administrators who have proprietary network, desktop security, and user account configurations.

2.2 Control the Installation Directory

A .locator file tells the installation program where to place all the *Sabre Red Workspace* system files. If this file exists on the workstation, in the location specified in section 1.4, prior to installation, it will automatically force the installer to use the specific directories.

This will avoid redundant copies of common system files from being stored on the workstation, and prevent the user from selecting an unapproved directory for the installation of the *Sabre Red Workspace*.

To set the installation directory, change the path in `.sabreredworkspace.locator` prior to running the installation program. The entry should be the literal path to the root of the system installation. The entry within this file is as follows:

```
com.genuitec.pulse.client.basedir.location.override=C:\Program Files\Sabre Red Workspace
```

If this file does not exist when the user starts the installation program, it will prompt for a directory as the first step.

![Setup Information Window](image)

It is also possible to add an entry to the .locator file to remove the step of the install process where the end user can choose unique directories for the system profile install location and
common directory install location. The following entry should be included in the .locator file prior to install:

```
com.genuitec.pulse.client.bypass.launch.prompt=true
```

The following popup will then not be displayed to the user during the installation process:

![Installation popup](image)

This will give greater control to the administrator to prevent the end user from selecting an unapproved install location, and to reduce the screens which require user input during first launch or installation.

### 2.3 Control the Location of User Preferences

A .locator file tells the installation program where to store user preferences. If this .locator file exists on the workstation, in the location specified in section 1.4, prior to installation, it will automatically force the installer to use the directories specified in the .locator file. If the .locator file does not exist when the user starts the installation program, it will use the default location (user home directory).

To set the location for user preferences, insert a line in `.sabreredworkspace.locator` with the literal path to the location you want to use as the root location for any installations of the workspace running on the particular workstation.

**Note**  If you want to specify a different location but the .locator file does not exist, you must create the file and place it in the Windows directory.

Here is an example of specifying a location on a D: drive:

```
com.sabre.edge.prov.client.customizer.userpreferences.location.override=D:\\SabreRedWorkspace\\UserPreferences
```
If the path in the .locator file cannot be found, or if the user does not have read/write access to this folder, the Workspace will display a prompt during installation that user preferences were stored in the default location (the user home directory) instead of the specified location.

### 2.4 Installation with Proxy

*Sabre Red Workspace* uses connections to the sites listed in section 1.5 of this document to complete the installation process, and for the client application to work correctly. If a proxy or firewall is in place, which prevents a direct connection, the user must enable proxy settings by clicking on the **Proxy Settings** link on the login popup. This will open up a separate Proxy Settings dialog.

![Proxy Settings Dialog](image)

The user enters the information for their specific proxy to allow the Workspace to connect. This information is stored in the config file within profile\configuration directory for each installed user. These settings are retained and used throughout the application to enable a connection.

### 2.5 Installing with a Low Bandwidth Connection

Customers that have slow or unstable connections to the Internet have the option to use a pre-packaged *Sabre Red Workspace* installer where all possible Workspace system files are included, so that none need to be downloaded directly from the Internet to each user’s workstation during the installation. The pre-packaged installation file should first be downloaded from a location with sufficient network speed, as the installer file can be up to 700MB, and then re-used at each workstation on which the *Sabre Red Workspace* will be installed.

This installer will still require an Internet connection to authenticate the user, download their secure blueprint configuration file (which describes which features of *Sabre Red Workspace* should be made available to the specific user), and log the completion of installation steps.
However, no system files, such as plug-ins and other Java components will be downloaded. This will result in a minimal size of files downloaded before the user is able to launch *Sabre Red Workspace*.

To access this version of the installation software, click on a link labeled **Setup Files for Administrators** at the top-right corner of the main installation website. This will take you to a page where alternate versions of the installer are available. Choose the link beneath the label **Sabre Red Workspace Setup File with Prepackaged Plugins**.

After the download is complete, and the file copied to the targeted end users’ workstations, the installation process is the same as the standard installation software, with one difference. At the step where the system confirms the installation options and the size of files to be downloaded, the screen will indicate the remaining files as “**None**”.

![Disk space needed: 20.5 MB](Image)

For step-by-step instructions on how to complete the installation, refer to the *Sabre Red Workspace Basic Installation Quick Reference Guide*, starting with the step **RUN SABRE RED WORKSPACE INSTALL PROGRAM**.

### 2.6 Seed User Install

A Seed user install is the process of cloning the install of one user for distribution to other Client users. The intent of a Seed user install is to minimize Client user input and bandwidth requirements. The Seed user can be any valid EPR for the office. The Client’s unique user blueprint and exe will download to the PC after logging in using the Seed user's exe.

Because many of the properties files statically point to the install directory, the Seed install and Client installs must have the same path.

Steps:

1. Install Sabre Red Workspace on a computer using the Seed user ID.

   **Note**  
   Be sure to install to the folder that you wish the Client users to utilize for their install directory (example C:\SRW). Client users will require Full Access to the folder

2. Browse to the Sabre Red Workspace installation folder. Depending on the OS and any customization during the install the folder name may vary.

   ![Folder Tree](Image)
3. Copy the entire directory to a share drive or removable media. This should include the folders: Common, Profiles, and Pulse Explorer.

4. Push the Sabre Red Workspace folder to the user PC. Be certain to use the same file path as the Seed user install.

   **Example:** Seed PC install folder was C:\Program Files\Sabre Red Workspace, Client PC install folder must be C:\Program Files\Sabre Red Workspace

![Image of C:\Program Files\Sabre Red Workspace]

   **Example:** Seed PC install folder was C:\SRW, Client PC install folder must be C:\SRW

![Image of C:\SRW]

5. Execute the mysabre.exe of the Seed user.

![Image of C:\Program Files\Sabre Red Workspace\Profiles\3YAB_3333]

6. Login to Sabre Red Workspace using the Client EPR, Password, and PCC.

7. Click to accept the license agreement then Click Next.

8. Existing MySabre users will have their preferences migrated automatically. New Sabre users may be required to fill out Agency Preferences and Connectivity information.

9. If the user has not set up their Password Management Tool questions they will be prompted to do so as well.

10. If the profile is set to SVPN a security warning may appear. Click Run.


12. When it is finished loading Sabre Red Workspace should switch to the Sign in A prompt. At this point **Sabre Red Workspace** is installed and ready to use.
2.7 Shared Cache

Shared Cache allows for multiple users in a single network or office to use the same directory for distribution of core system files. These binaries must be downloaded by the Workspace each time there is a system update, but using Shared Cache can minimize the amount of network traffic that is used to transfer these files from the server to each workstation. This process is intended for locations that have servers and a robust intranet network connection, and desire to minimize the amount of locations that must be updated with new Sabre Red Workspace.

Shared Cache can be downloaded from the administrator install page. After logging into https://my.sabre.com, click on the link Setup Files for Administrators. There you will see a link Download Shared Cache Deployment File.

This compressed .zip file will provide the latest set of all possible plug-ins that can be used with an installation of Sabre Red Workspace. This file must be extracted to a location that is available to each installation of the Workspace. This should be a file server that is mapped from each end user workstation.

The entry to specify the location of the shared cache is the .sabreredworkspace.locator file (see section 2.2). The file path for the shared cache should follow the entry for the root system directory, using the following syntax:

```
com.genuitec.pulse.client.sharedcache.location=H:\\sabre\\workspace\\shared_cache
```

With each release of the Workspace, a new version of the shared cache will also be available for download from https://my.sabre.com. The administrator should keep the files in the shared cache directory current to avoid unwanted downloads from the client workstation. If any plug-ins are not the shared cache, the workspace system update in the client application will automatically attempt download the latest versions of the plug-ins direct from the Sabre update server, using an internet connection.

2.8 Terminal Services and Citrix Installation

Sabre Red Workspace is fully supported on environments using Terminal Services, including Citrix. There are several possible ways to complete an installation in this environment, depending on the user settings and network connectivity. The instructions below provide Sabre’s recommended installation process and are the only methods of installing the Workspace in a Terminal Services environment that can be supported by Sabre should there be any technical issues.

One restriction with Terminal Services installations is that Sabre VPN connections are not supported. There must be a dedicated (Private) connection in place to connect the client application to the Sabre system.
1. Create or allocate a folder for the install on the server side. Grant Full Control to the folder for Remote Desktop users who will be running *Sabre Red Workspace*.

Run the installation program. This can be done by running the executable directly or with Add/Remove Programs in Control Panel. If the Add/Remove Programs function is used, “All Files” will need to be selected to see the Installer. On Server 2008 the executable will need to be set to Windows XP Compatibility mode for the local user.

2. When prompted, change the install directory to the folder that was created or specified with Remote Desktop users having Full Control.

3. Login with a valid *Sabre* EPR (user ID). This will be our “Seed User” for installing the Remote Desktop “Client Users”. Continue with the installation making no further changes to the default settings.

4. Complete the installation, preference migration, and any other steps to arrive at the application’s main screen. The common files and the Profile for the “Seed User” user are now installed on the server. Meaning that the only additional files that must be installed are those unique to each user.

5. Steps for installing additional client users vary by platform:

**Desktop Virtualization (Server 2003 and 2008):**

Each Remote Desktop user (Client User) will need to run the mysabre.exe of the Server user (Seed User) to install their unique user profile (includes unique mysabre.exe). Though logic exists to locate and execute the correct profile from an incorrect exe this may result in a delay in the launch and it is preferred to utilize the correct profile shortcut. To install the Workspace on each Remote Desktop user two options exist:

- Script so that the mysabre.exe on the server for the “Seed User” will Run Once for each user on next login
- Push a shortcut to the mysabre.exe of the “Seed User” to each desktop and instruct the Remote Desktop users to execute it for their first launch.

Server 2008 users will need to set compatibility mode of all mysabre.exe under all users for all users. This may be done manually as users install or proactively by creating a .reg file with all users included. In the example below we will say PCC A123 has 2 users 1234 and 4321. Assuming the install folder used was C:\Users\Public\GX the registry file would look as follows:

Windows Registry Editor Version 5.00 (example below assumes the application is installed to C:\Users\Public\Workspace)

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\AppCompatFlags\Layers]
"C:\\Users\\Public\\WORKSPACE\\Profiles\\A123_1234\\mysabre.exe"="WINXPSP2"
"C:\\Users\\Public\\WORKSPACE\\Profiles\\A123_4321\\mysabre.exe"="WINXPSP2"
```
Application Virtualization (Citrix and RemoteApp):

The mysabre.exe of the “Seed User” may be published for browser access or distributed as an RDP. Though the mysabre.exe accessed points to the initial “Seed User” profile, every Sabre Red Workspace user accessing the server will create their own profile (including a unique mysabre.exe). Users may continue to access the link to the original mysabre.exe and error checking will launch the appropriate profile with no further intervention.

Server 2008 users will need to set compatibility mode of all mysabre.exe under all users for all users. See Server 2008 notes above under Desktop Virtualization.
3.1 **Overview**

Should there be any issues with the installation of *Sabre Red Workspace*; the information below provides instructions on how to overcome the common potential problems. Once the installations of *Sabre Red Workspace* is completed, please refer to the user guide for detail on how to use various features of *Sabre Red Workspace* and for troubleshooting problems with related to the use of the application.

3.2 **A “Pulse Communication Wizard” Popup is displayed during installation**

An error popup is sometimes shown when a connection to the server cannot be established by the *Sabre Red Workspace* installation program.

Please try by leaving **Automatic Detection** selected, then clicking the **Next** button to try to establish a connection. If that does not solve the problem, contact an IT administrator for further assistance, as it typically means that there are network security settings (e.g., proxies, firewalls) preventing your workstation from establishing a connection with the services needed to download and install *Sabre Red Workspace*.

3.3 **Pulse-Explorer Error**

The components of *Sabre Red Workspace* will attempt to authenticate the user’s *Sabre* account and then determine which components the user should be able to access. Should any of the system components not be available at the time of user login, the Pulse utility will display that an error has occurred and provide the path to the log file.

It’s common that this error will be temporary, and the user should repeat the request a few times to ensure that the problem wasn’t related to the network being unavailable for a small amount of time. If the problem persists, the log file referenced should be provided to the *Sabre* Help Desk to support further troubleshooting.

3.4 **Sabre Red Workspace Files Remain After Uninstall**

*Sabre Red Workspace* includes an uninstall program to remove system files from a workstation, however some files will be left behind for any potential future installations. These files do not execute any instructions and will not conflict with any other programs on a workstation after *Sabre Red Workspace* is uninstalled.

The Uninstall Program offers choices to determine which files are removed. If none of the options are selected when the user presses **Uninstall**, no files will be removed.
Additionally, as the application does not create any registry entries or other system default settings, it is also possible to uninstall *Sabre Red Workspace* by manually deleting all the folders and files mentioned in section 1.4 of this document.

### 3.5 Multiple Shortcut Icons on the Desktop

The *Sabre Red Workspace* application installs a user profile, and shortcut for each unique user. The system is designed so that if you install multiple users with the same Windows login, you will get all the icons on the same Windows desktop.

The common scenario where users share workstations, especially at call centers where agents move between workstations, is that they have their own unique Windows login. When the user installs the software with their own Windows login, they will only see the icons for their installation.

### 3.6 Filename or Extension Too Long

Windows XP is limited to 255 characters for any file path locations. So if an installation directory is chosen that exceeds this length, Windows will display an error prompt similar to the one below. Using the .locator file specified in section 2.2, a directory should be selected that won't exceed this character limit.

![Error Copying File or Folder](image)

### 3.7 Custom Scribe Scripts using JDBC not functioning

Some customer-developed Scribe scripts that connect to a database use Java Data Base Connectivity (JDBC). A .jar file is commonly used to provide JDBC capabilities, which must be placed in the extensions (ext) directory of the Java Runtime Engine (JRE). If the .jar file is not present, the Scribe script will not function correctly.

Customers that previously used these types of scripts with MySabre must make sure the .jar file is also in the ext folder of the JRE used by Sabre Red Workspace, as these two locations are different.

The Sabre Red Workspace installs its own JRE bundled with the application, and isolated from other applications on the workstation that might also run Java. From the Sabre Red Workspace root directory (refer to the app location setting in section 1.4), the extensions JRE for the workspace is located at:

`\Common\binary\com.sun.java.jre.<Java version type & number>\lib\ext`
3.8 TA Sharing not functioning

For installations that use TA sharing, the user must have jnireg.dll in the appropriate system directory prior to launching the workspace to allow for the SABSERV component to function correctly. The purpose of jnireg.dll is to write the session information to the HOTKEY\LOCAL MACHINE\SOFTWARE\THE SABRE GROUP registry key. Additionally, the end user must have read/write access to that part of the registry for TA sharing to function correctly.