**MySabre Installation Guide**

**Introduction**

The *MySabre* Installation process has been automated to provide you with a smooth installation and migration to Sabre’s new desktop platform. This document was created to provide you with a comprehensive set of instructions to reference when installing or migrating to *MySabre*.

**Before Installing**

1. You have an Internet connection.
2. Verify the workstation(s) meets or exceeds *MySabre*’s minimum requirements that are found in Appendix A of this document.
3. You have a valid Sabre Sign-in, Password, and Psuedo City Code. If not contact your manager or Sabre representative.
4. You have a valid Sabre Workstation Address or LNIATA. If not contact your manager or Sabre representative.

*Important Notice for Sabre eVoya WebTop agents:* We are unable to automatically transfer the Sabre workstation address or LNIATA from eVoya WebTop to *MySabre* due to issues with browser cookies. You or your installer will have to manually configure the *MySabre* desktop with your LNIATA.

If you do not know your LNIATA, you can obtain this information from your eVoya WebTop desktop through the Option tool. You may want to write this information down so that you can use at the end of the MySabre installation.

**Installation**

Before installing or migrating to *MySabre*, it is suggested that you close down any open applications.

*Note:* Sabre eVoya WebTop customers must exit the eVoya portal and shut down the browser before starting the MySabre installation.

1. From your browser go to [https://my.sabre.com](https://my.sabre.com)
2. At the *MySabre* sign in screen provide a valid *Sabre Sign In* (EPR), *Password* and *Psuedo City Code* and then click on the *Sign in* button.

- *If you are a new agency to Sabre this information will have been provided to you in an e-mail or letter from Sabre.*
- *If you are a new agent, your agency manager can supply you with this information.*

3. The Welcome Screen will appear. Additional information including FAQ’s, Bulletins, Downloads, and other useful information can be found at this resource center.

4. Click on **Next**

5. Click on **Install MySabre**

6. The installation routine will verify and report which operating system you are currently on.

   ![Operating System Identification](image)

   **We have identified the operating system on your workstation as:**

   - Windows 95 or above
   - Linux
   - Apple / Mac
   - OS2
   - We were unable to identify your computer operating system. Please click next for information on system requirements for *MySabre*.

7. Click on **Next**

8. The installation routine will use an active X plug-in to check your system to ensure that it meets the minimum requirements including the workstations Processor (CPU), RAM, Hard Drive space, and Video settings.
If all items *Pass*, continue with step number 9.

If all items *Fail* and have Active X Failure in the “Your System” column, this is due to the browser not being able to run the active X plug-in. Directions on how to enable the active X plug-in are located in appendix B. Once this has been resolved, return to step 8 above.

If the Video Resolution is the only item that failed, this is probably due to the workstation’s current video resolution setting and can be corrected very easily. Directions for changing the resolution are located in appendix C and once resolved, return to step 8 above.

If there are any other hardware components that do not meet the minimum requirements, the installation will no longer continue.

1. If your equipment was provided and is currently maintained by Sabre, a message will be sent to the Sales and Service team advising them that your equipment did not meet the MySabre minimum requirements. A Sabre representative will follow up with you within two weeks regarding next steps.
2. If your equipment was provided and or is maintained by a vendor other than Sabre, a message will be sent to the Sales and Service team advising them that your equipment did not meet the MySabre minimum requirements. Please contact your IT manager, vendor, or computer service center for assistance.

9. Click on Next.

10. The installation routine will check to ensure that you are Java Plug-in compliant. The minimum version is 1.3.1_03. All versions above that except for version 1.4.0.X are supported.

11. If the workstation is compliant it will respond with You are Java Plug-in Compliant! Please continue... Continue on step 20.

You are Java Plug-in Compliant! Please continue...

12. If the workstation is not compliant it will start downloading the Java Plug-in. Click on Yes to continue and obtain a compatible version of the Java Plug-in from Sun Microsystems.
13. The download from the Sun Microsystems web site will start. The Java Plug-in is approximately 5 to 8MB depending on your region. The amount of time required to download the Java Plug-in will vary depending on your Internet connection.

14. Click on Yes to continue.
15. Click on **Next** to continue.

16. If the Microsoft Internet Explorer box is checked, **un-check** it.
17. Once installed, the installation will advise that the system is compliant.

You are Java Plug-in Compliant! Please continue...

18. **Click here when Complete** to continue the installation.

19. The Java Plug-in Security Warning screen will appear. Click on the **Grant always** button to continue.
20. The installation routine will check the system for any existing Sabre applications.

STOP  
Sabre Cruise Director is not currently available for installation. If there is a check mark beside it please click it once to remove it.

- If this workstation has existing Sabre applications, the corresponding boxes will be checked and the applications will be upgraded. Click on Next and proceed to step 21.

- If this workstation has existing Sabre applications and you do not wish to upgrade them because they are no longer required, unselect the applications. Click on Next and proceed to step 30.

Note: By de-selecting or choosing not to upgrade an application will not remove it from the workstation. The removal of the application can only be done through the Add/Remove function in Control Panel.
If this workstation does not have existing Sabre applications and you wish to install additional applications, you can select applications at this time. Select the applications. Click on Next and proceed to step 21.

If this workstation does not have existing Sabre applications and you do not wish to install additional applications click on Next and proceed to step 30.

21. The installation routine will then display the total download size and the estimate time it will take to download the applications. Select Download and Install and click on Next.

22. The installation routine will download and start the installation process for upgrading or adding applications.

23. The list of applications to be downloaded and installed is displayed. This list includes any supporting applications/ files for the applications chosen. Click on Next.

24. The installation routine will prompt for the location of the applications. Click on 1.Internet to continue.
Note: If the software has been downloaded previously to another workstation, you can select options 2. Scan LAN or 3. Specify WS to save downloading software a second time. If the software is not found, the installation routine will automatically obtain it from the Internet.

25. Click on OK to start the download.

26. A progress of the download will be displayed.

27. Once the applications are downloaded, the installation routine will install the applications.
28. After all the installations are complete, **restart the computer**.

29. After the workstation has rebooted, return to [https://my.sabre.com](https://my.sabre.com) to access the portal and complete the migration and configuration of *MySabre*.

**First Time users to *MySabre***

Before accessing *MySabre* for the first time, the installation routine will perform some additional tasks including the migration of your existing Sabre preferences from your legacy Sabre desktop.

30. To migrate your legacy Sabre desktop preferences to *MySabre*, select the system you were previously using.
31. Choose the Network protocol for your workstation.

- If migrating from Sabre Net Platform or Sabre for Windows, the LNIATA section will be filled in automatically.
- If migrating from Sabre eVoya WebTop, the LNIATA section will have to be filled in by the agent or installer.
- If you are new to Sabre or adding a workstation, fill in the LNIATA with the information supplied to you by Sabre.

32. Complete the Agent profile screen.

33. Click on Save Profile.
34. When complete you will be able to access MySabre. Congratulations!

Appendix A – System Minimum Requirements

**MySabre System Requirements**

**Hardware**

- 266 MHz processor or higher
- 64 MB RAM minimum. (128 MB or higher recommended)
- 128 MB RAM minimum on computers running Sabre P-Module
- 1024 x 768/16-bit (High Color) video resolution
- 17" monitor or higher recommended
- 100 MB of free disk space

**Operating System Software**

- Windows 95B
- Windows 98 Second Edition
- Windows ME
- Windows 2000
- Windows XP Home or Professional
- Windows NT 4 with Service Pack 6

**Browsers**

- Microsoft Internet Explorer version 5.5 or higher

**Sun Microsystems® Java™ Runtime Environment**

- Java 2 Platform, Standard Edition 1.3.1_03 or higher
or

- Java 2 Platform, Standard Edition 1.4.1.X or higher

Note: The 1.4.0 version of the Java 2 Platform is not supported by Sabre

**Network**

**Public Connection** - Customer supplied Internet connection

- 56K Analog Dial-Up
- DSL / Cable
- ISDN
- T1

Note: Ports 443 & 80 are required for MySabre™

**Private Connection** - Sabre Travel Network supplied dedicated connection

- Legacy Frame Relay
- Managed Network Services (Frame or DSL)
- Vendor Access Room connections

Note: Ports 443, 80, 30031, 30032, 30051 are required for MySabre™
Appendix C – Video Issues

The *MySabre* installation has detected that your video resolution did not meet the minimum requirements for *MySabre*. *MySabre* is best viewed and requires a resolution of 1024 X 768 with 16-bit High Color resolution.

The resolution can be simply changed in a few steps and you can then continue the installation.

1. Click on the Start button.
2. Click on Settings
   
   *Note: Windows XP users depending on their settings may skip this step and go straight to step #4.*
3. Click on Control Panel
4. Double click on the Display icon.
5. Click on the Settings tab
6. Change the settings to
7. Click on Apply

8. Windows may ask you to either restart the computer or to apply changes without restarting. Choose Apply Changes Without Re-Starting.

9. Windows will make the changes and prompt you to keep your settings. Click on Yes to accept the new settings.

10. Click on OK to exit the Display properties

11. Click on the Next button below to re-check your hardware and continue with the installation. Return to step 8 in the MySabre instructions.