



Sabre Customer Virtual Private Network Launcher (SCVPN Launcher)

User's Guide

Sabre Travel Network

This document provides detailed information for the install/uninstall, operation, configuration and troubleshooting of SCVPN Launcher in the Sabre Travel Network environment.

USER'S GUIDE

16 August 2022

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General Information

1

1.1 Purpose

This document is a detailed guide for the install, uninstall, operation, configuration, and support of the **Sabre Customer Virtual Private Network Launcher (SCVPN Launcher)**.

Note 1: SCVPN Launcher is not intended for and does not support 24/7 unattended use. If connectivity is lost the user can be required to enter login credentials for Sabre Sign In. If 24/7 unattended use is required, then B2B VPN would be the solution.

Note 2: For PCI and Security, SCVPN Launcher maintains a 15-minute Idle Timeout. If using SJPM, it will send keep-alives to maintain the connection. With this, SJPM's connection is never idle for more than 1 minute (unless there is a network outage that lasts longer than 15 minutes). In the case of a connectivity outage for more than 15 minutes, sign in will be required.

Note 3: For PCI and Security, SCVPN Launcher also maintains a 13-Hour ATK Session Timeout. If an SCVPN connection remains active (i.e., not idle for more than 15 minutes) then SCVPN will continue using the same ATK that it received from a previous EPR credential authentication for any reconnects, however, if there is any need for SCVPN to reconnect and that ATK is no longer valid at that time, then SCVPN Launcher will prompt for a new sign in to get a new ATK.

1.2 Certified and Supported Operating Systems

The Sabre Customer Virtual Private Network Launcher (SCVPN Launcher) has been tested and certified for use with the following operating systems. If the operating system is not listed below then it is not certified nor supported at this time. However, SCVPN Launcher should function on any operating system even though not certified on them.

- **Windows 7 64Bit**
- **Windows 8.1 64 Bit**
- **Windows 10 64 Bit**

2.1 Installation

2.1.1 SCVPN Launcher's Java Utilization

The SCVPN Launcher's installation includes OpenJDK JRE Version 17 and Open Java FX Version 17. The use of SCVPN Launcher's Java is dependent on the "SCVPN_Launcher_JAVA_HOME" environment variable setting.

Java Home: SCVPN_LAUNCHER_JAVA_HOME

- If this is set, SCVPN Launcher will use the JRE installed at this location. This directory must be the root folder of the external JRE to use.
- If this is not set, SCVPN Launcher will use its built in JRE under the "jre" directory inside the SCVPN Launcher's root directory.

Java FX Home: SCVPN_LAUNCHER_JFX_HOME

- If this is set, SCVPN Launcher will use the JFX libraries installed at this location. This directory must contain the JFX libraries to be used. This is usually the lib directory under the JFX root directory.
- If this is not set, then the JFX libraries to use will be located under the "external" folder under the configured JRE being used (either the default JRE or the one set by the "SCVPN_LAUNCHER_JAVA_HOME" environment variable).

2.1.2 Firewall Configuration

If SCVPN Launcher is using an internet connection through a firewall, some firewall configuration changes may need to be made for SCVPN Launcher to communicate with SCVPN. The following domain names and ports must be open on outbound TCP connections.

Contact your Network Administrator to configure these rules. Network Administrators should verify that all firewall configurations allow the following traffic types.

Outbound TCP Connections To:

scvpn.havail.sabre.com
scvpn.cert.havail.sabre.com

Outbound HTTPS Connections To:

accounts.cert.havail.sabre.com
accounts.havail.sabre.com

TCP Port:

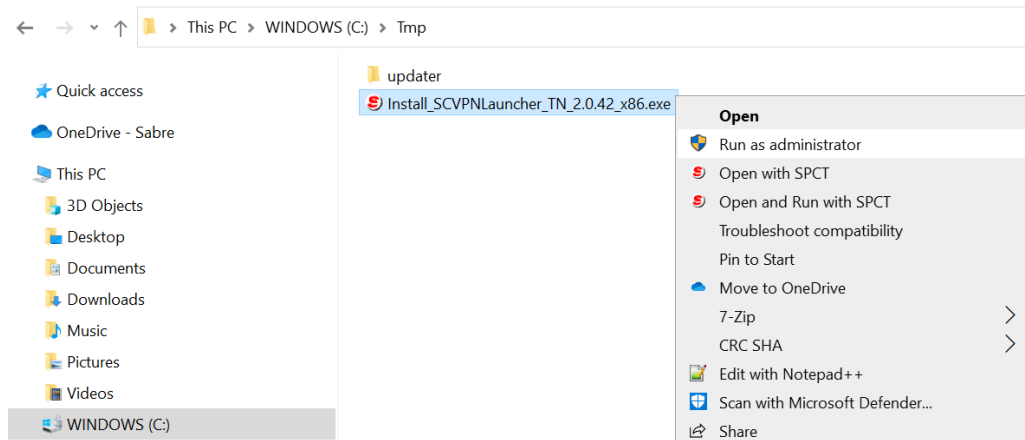
443

Note: If you are using SCVPN Launcher in the APAC Region then please contact your APAC Support Team.

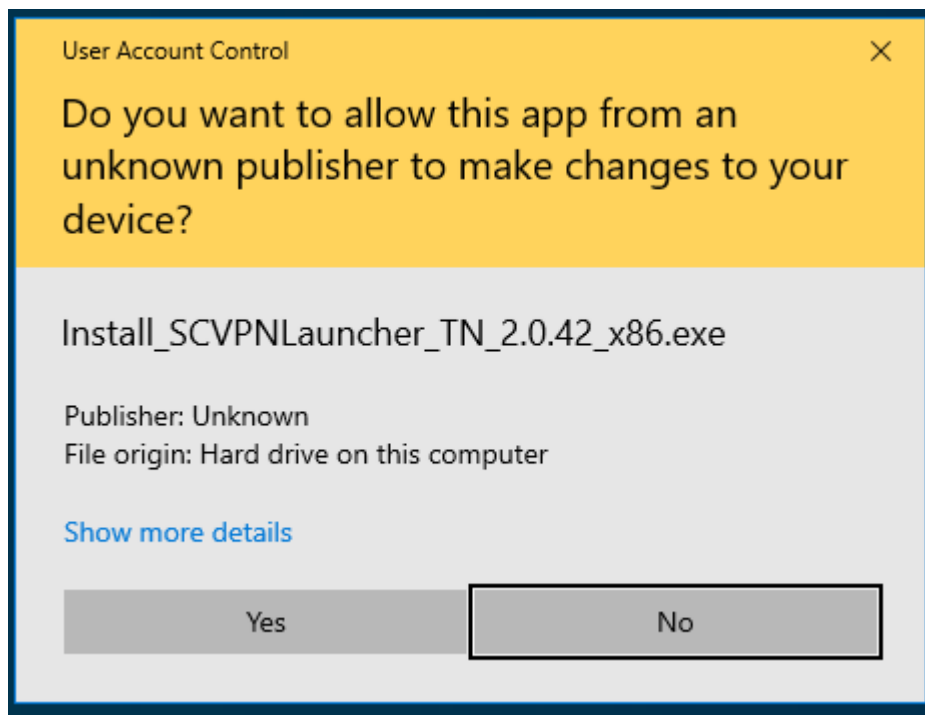
2.1.3 Installation

This section describes the procedure to install SCVPN Launcher.

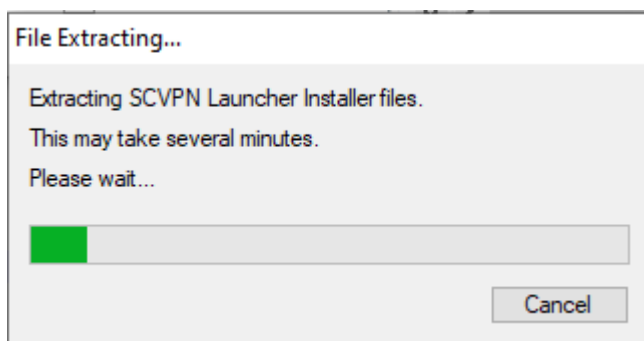
1. Right click on the Sabre Customer Virtual Private Network Launcher (SCVPN Launcher) installation executable file (Example: “**Install_SCVPNLauncher_TN_x.x.x_x86.exe**”) and then click on the “**Run as administrator**” menu item.



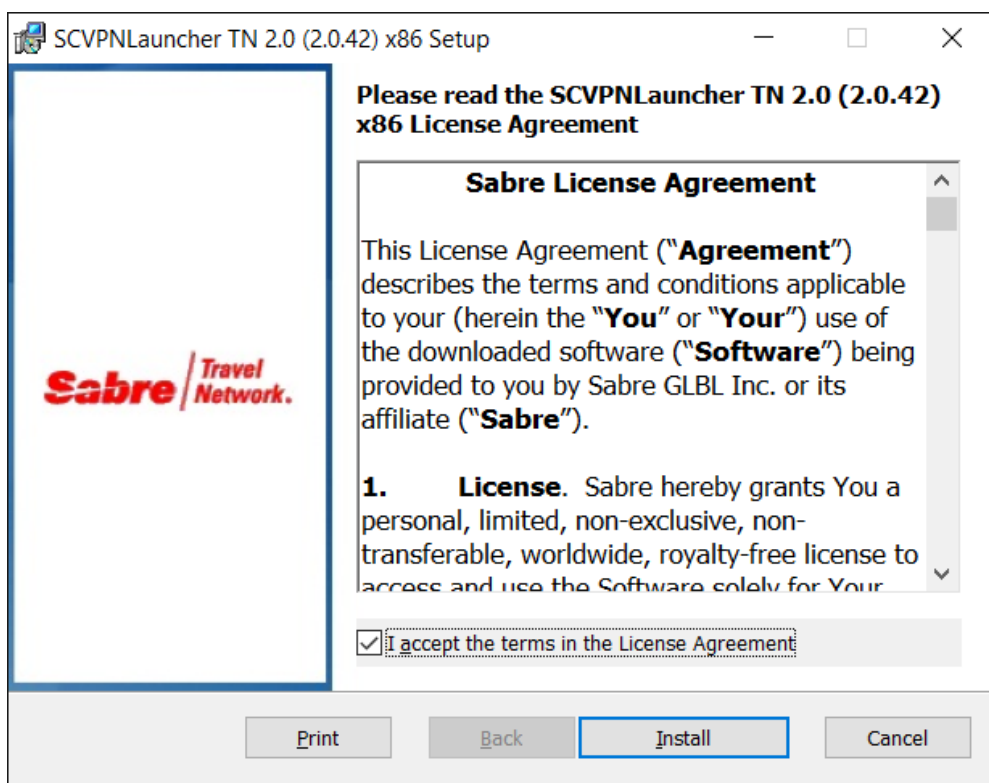
If the “**User Access Control**” window appears, click on the “**Yes**” button.



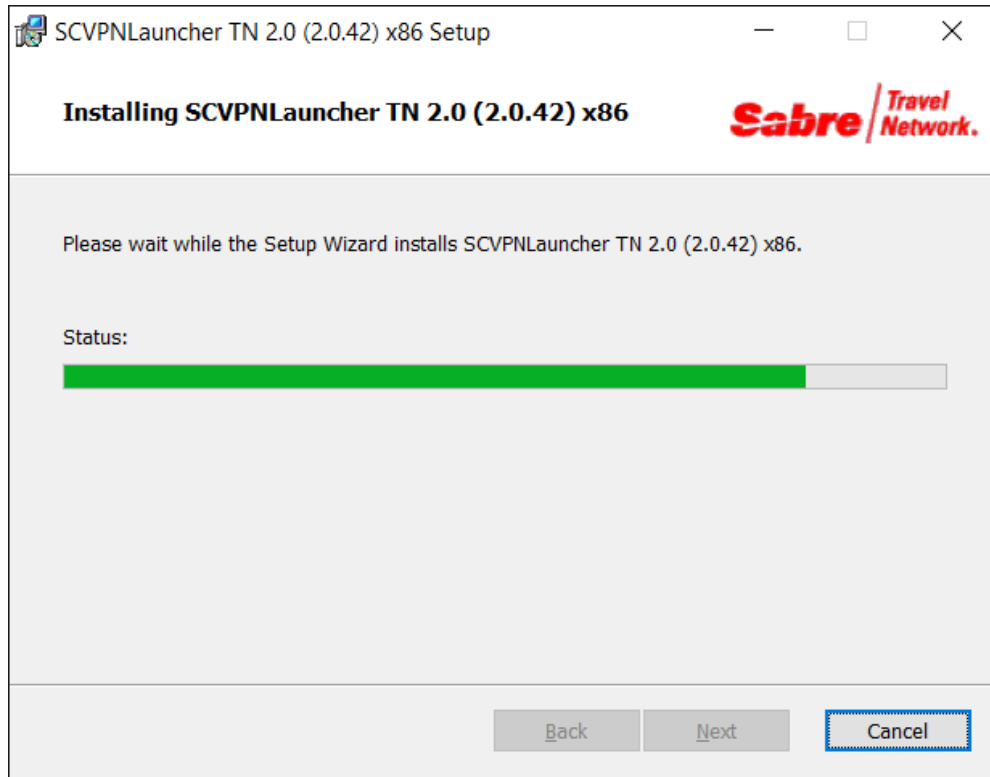
The “**File Extracting...**” window and then “**Windows Installer**” window will appear.



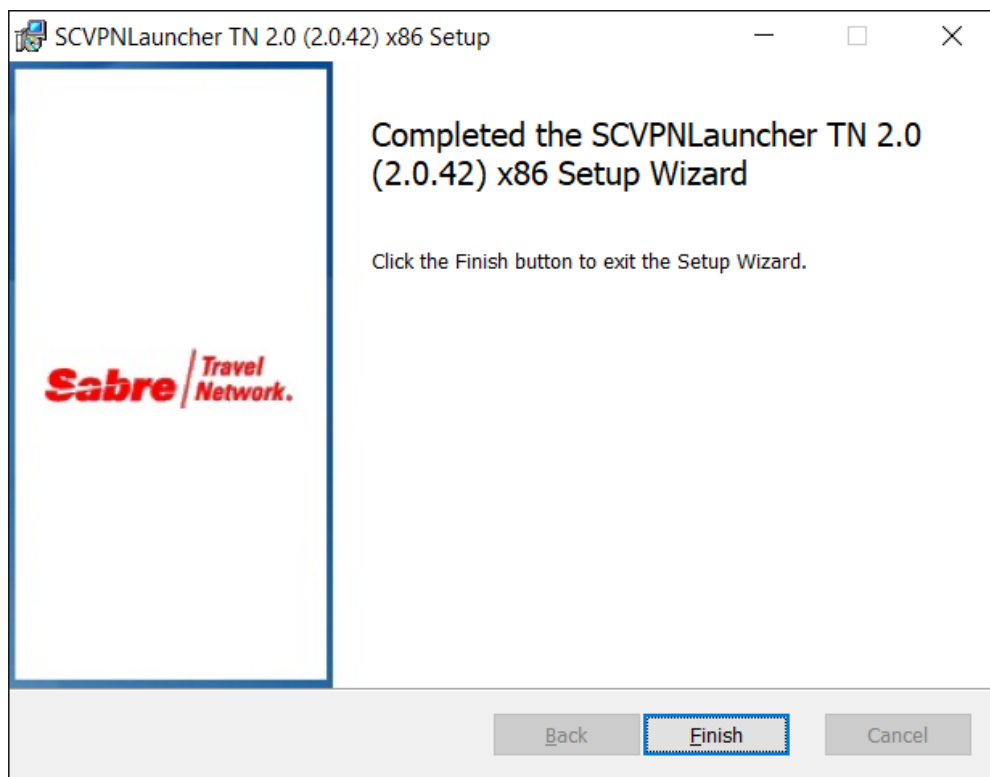
2. After file extraction and installation preparation the “**Please read the SCVPNLauncher TN x.x (x.x.x) x86 Bit License Agreement**” window will appear. Click on the “**I accept the terms in the License Agreement**” checkbox and then click on the “**Install**” button.



3. The “**Installing SCVPNLauncher TN x.x (x.x.x) x86 Bit**” window will appear. Click on the “**Cancel**” button to cancel the installation.



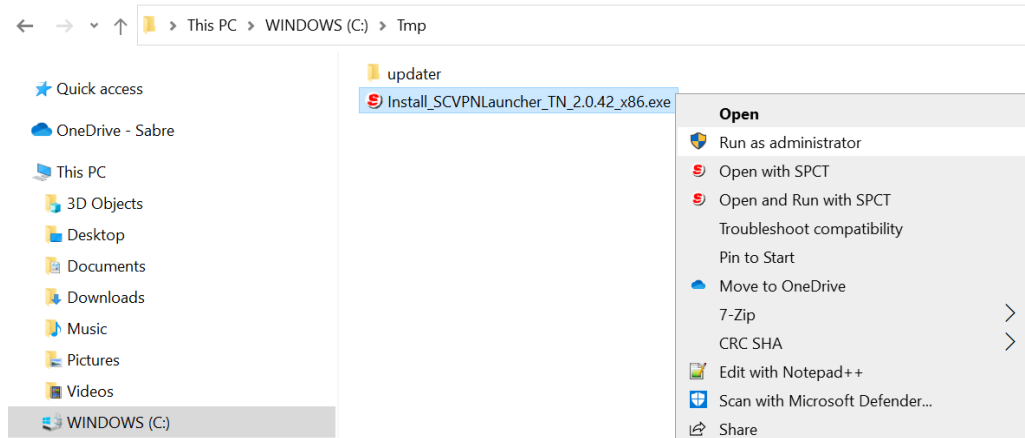
4. The “**Completed the SCVPNLauncher TN x.x (x.x.x) x86 Bit Setup Wizard**” window will appear. Click on the “**Finish**” button to complete the installation.



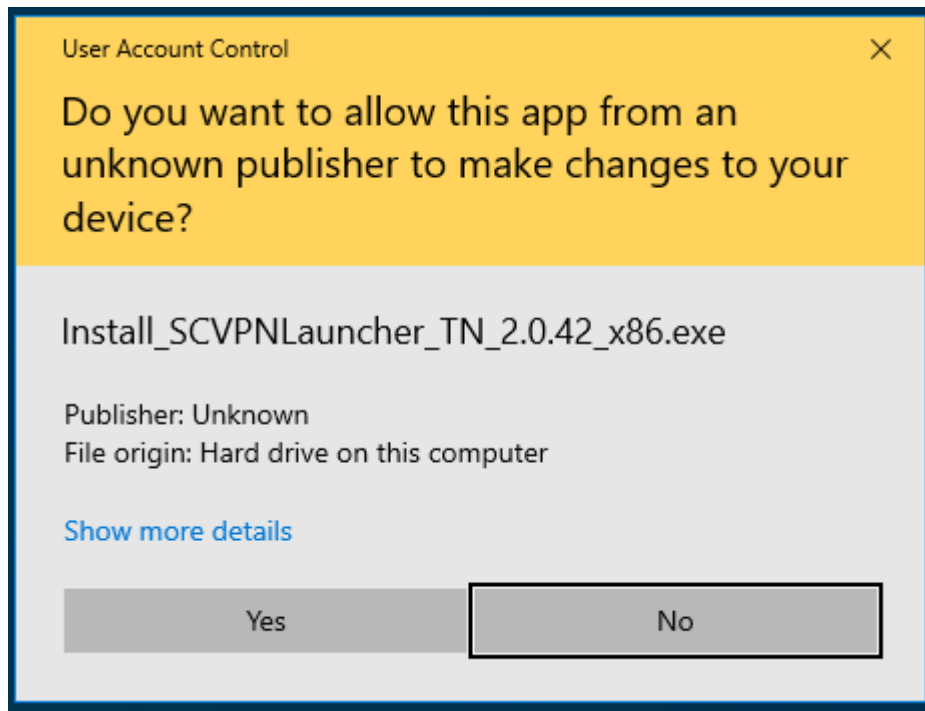
2.1.7 Installation Repair

This section describes SCVPN Launcher’s “**Repair**” procedures. After initial installation, if SCVPN Launcher becomes unstable or unresponsive, a repair from the SCVPN Launcher installer can be performed to attempt to correct issues.

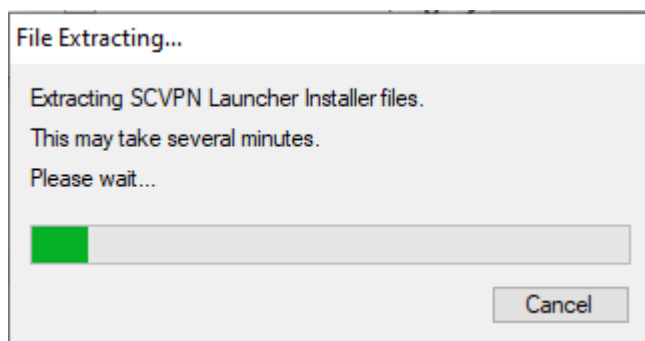
1. Right click on the Sabre Customer Virtual Private Network Launcher (SCVPN Launcher) installation executable file (Example: “**Install_SCVPNLauncher_TN_x.x.x_x86.exe**”) and then click on the “**Run as administrator**” menu item.



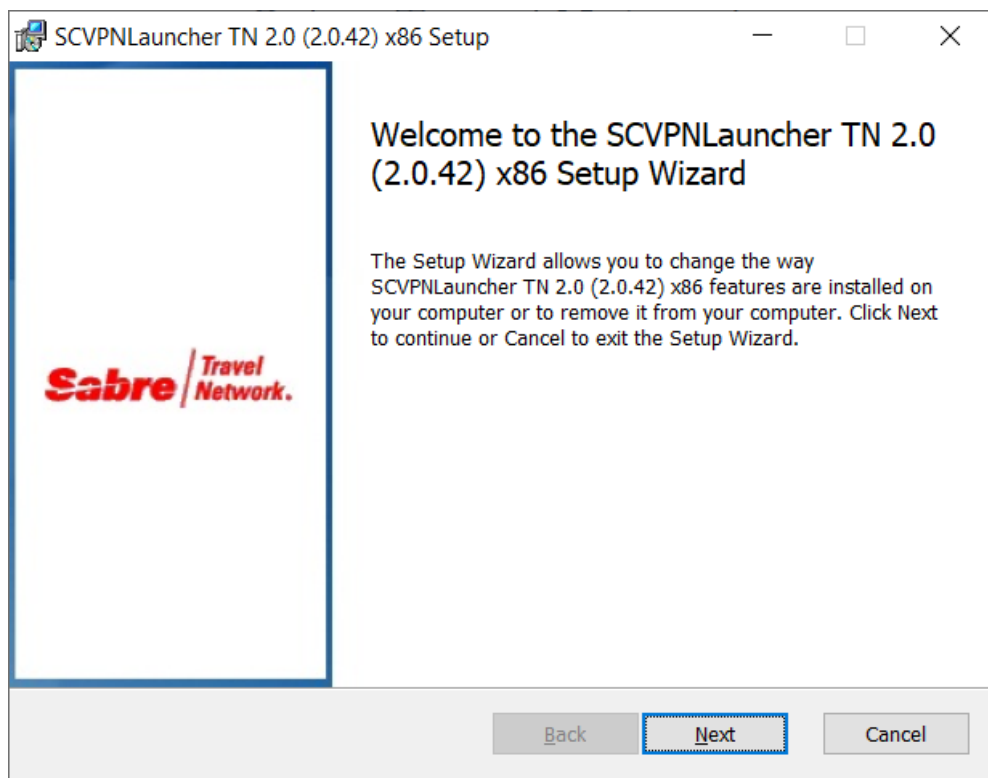
If the “**User Access Control**” window appears, click on the “**Yes**” button.



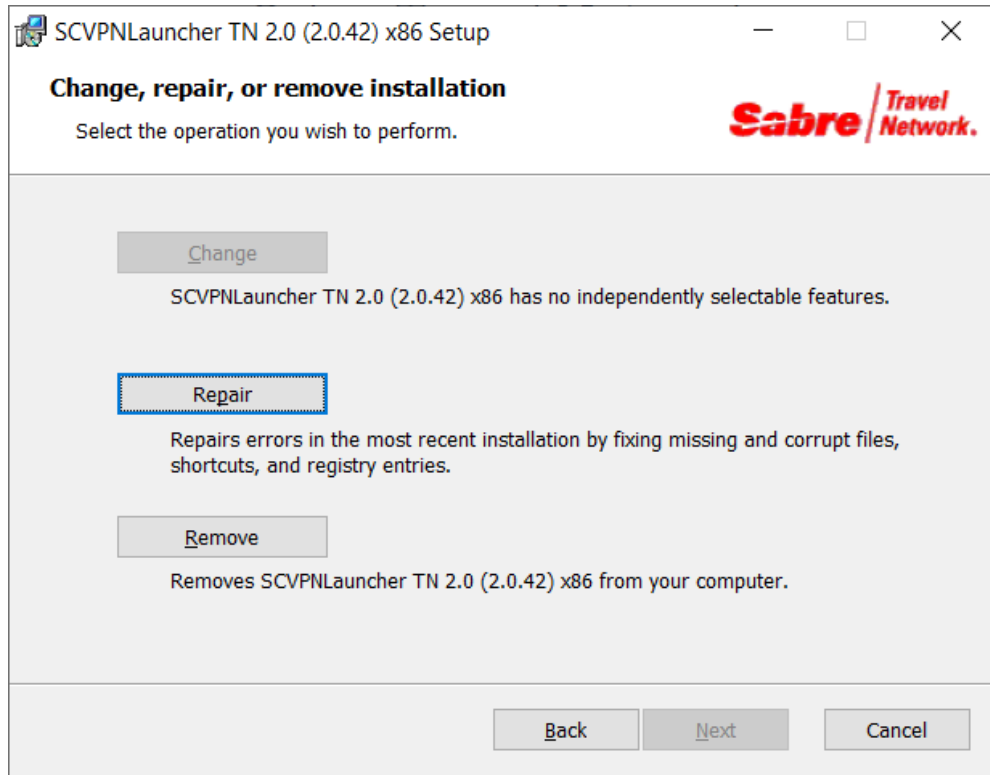
The “**File Extracting...**” window and then “**Windows Installer**” window will appear.



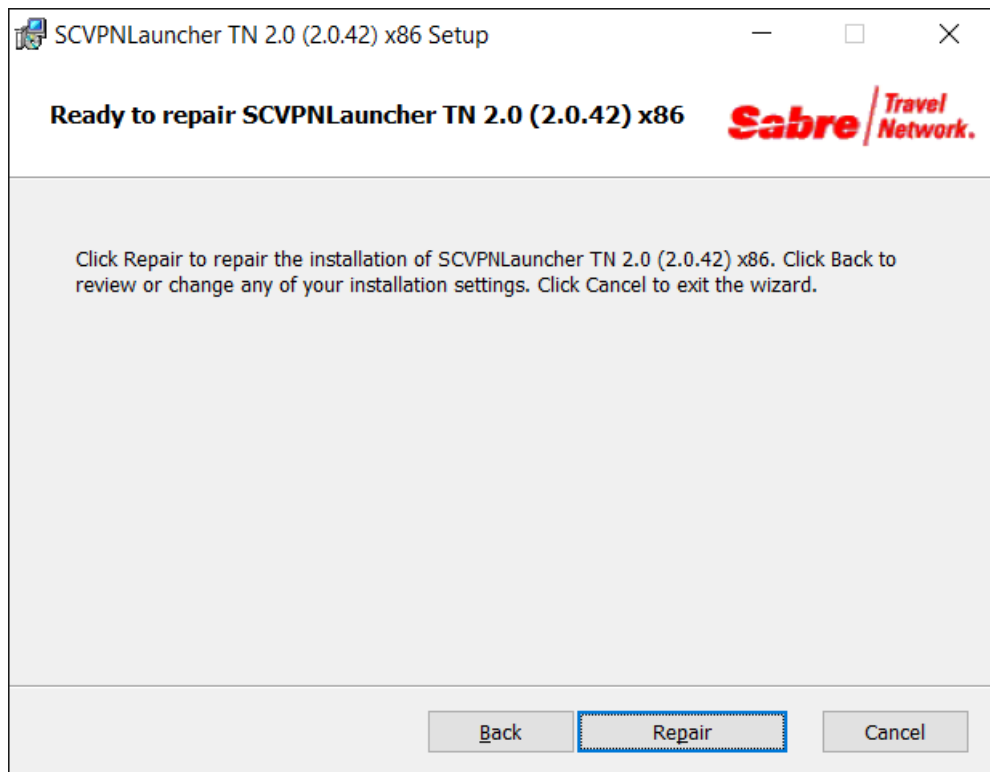
2. The “**Welcome to the SCVPNLauncher TN x.x (x.x.x) x86 Bit Setup Wizard**” window will appear. Click on the “**Next**” button.



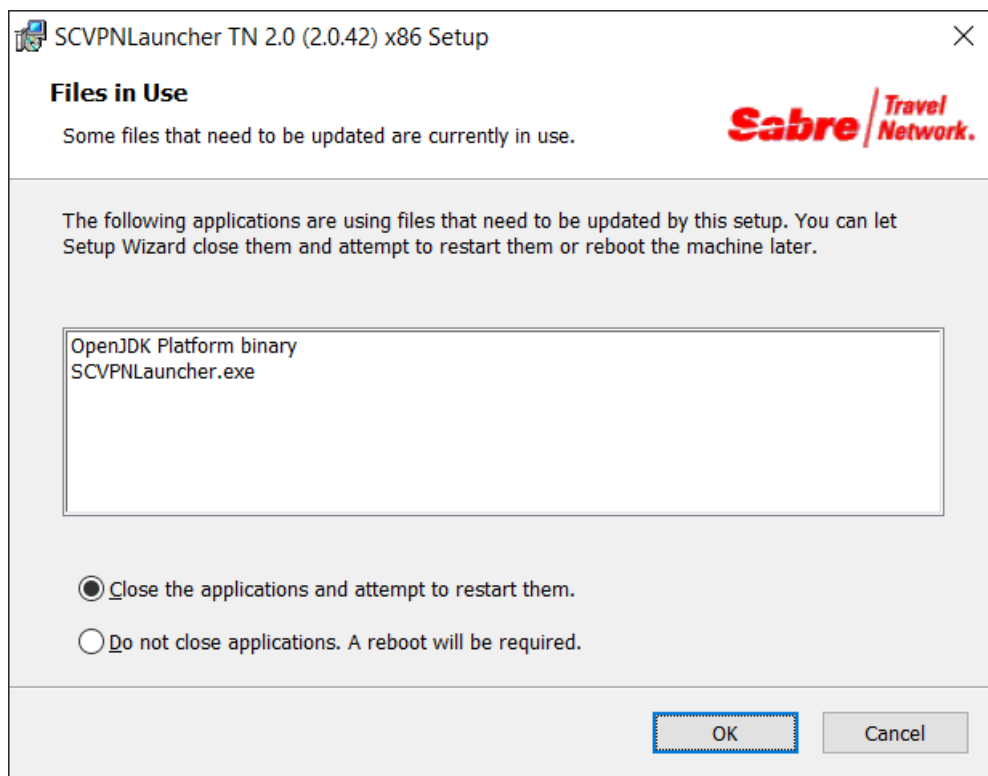
3. The “**Change, repair, or remove installation**” window will appear. For **Repair**, click on the “**Repair**” button to repair the SCVPN Launcher installation.



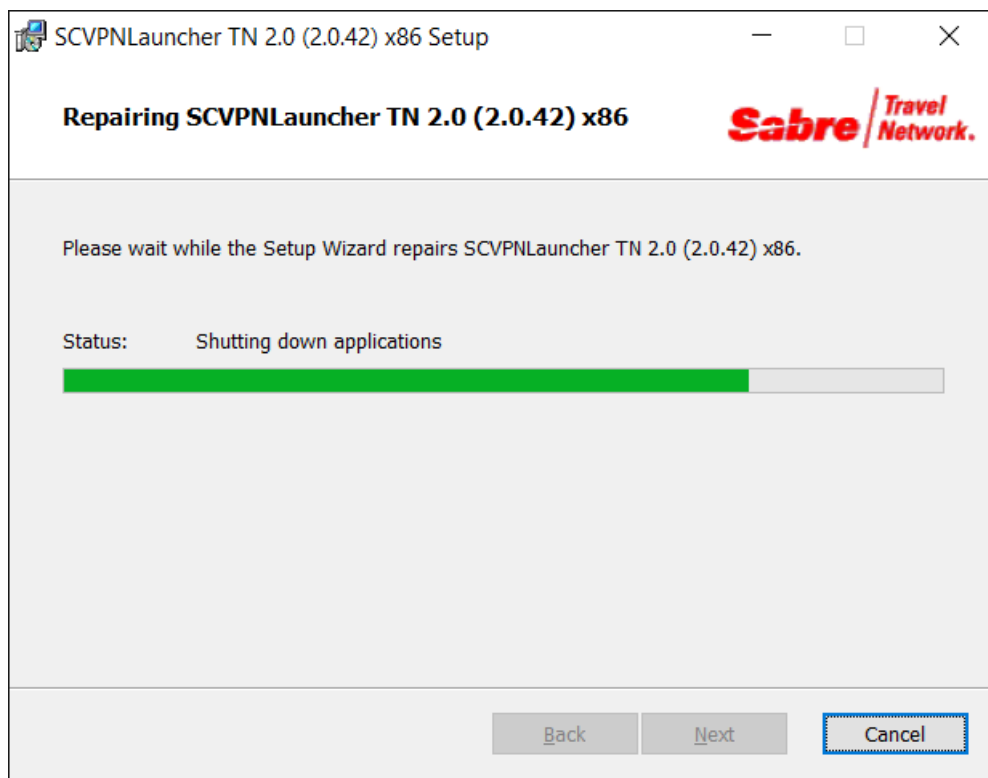
4. After clicking on the “**Repair**” button, the “**Ready to repair SCVPNLauncher TN x.x (x.x.x) x86 Bit**” window will appear. Click on the “**Repair**” button to execute the repair procedure.



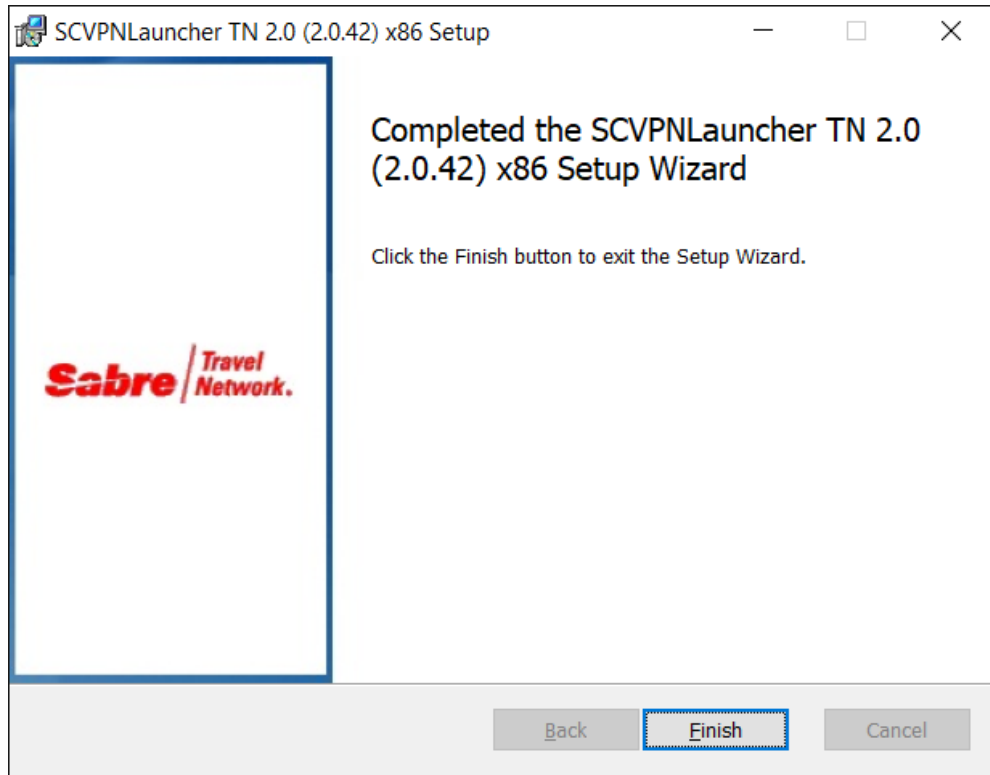
5. If the “Files in Use” window appears, click on the “**C**lose the applications and attempt to restart them.” radio button and then click on the “**O**K” button.



6. The “Installing SCVPNLauncher TN x.x (x.x.x) x86 Bit” window will appear. Click on the “**C**ancel” button to cancel the installation.



7. The “**Completed the SCVPNLauncher TN x.x (x.x.x) x86 Bit Setup Wizard**” window will appear. Click on the “**Finish**” button to complete the installation.



Uninstalling

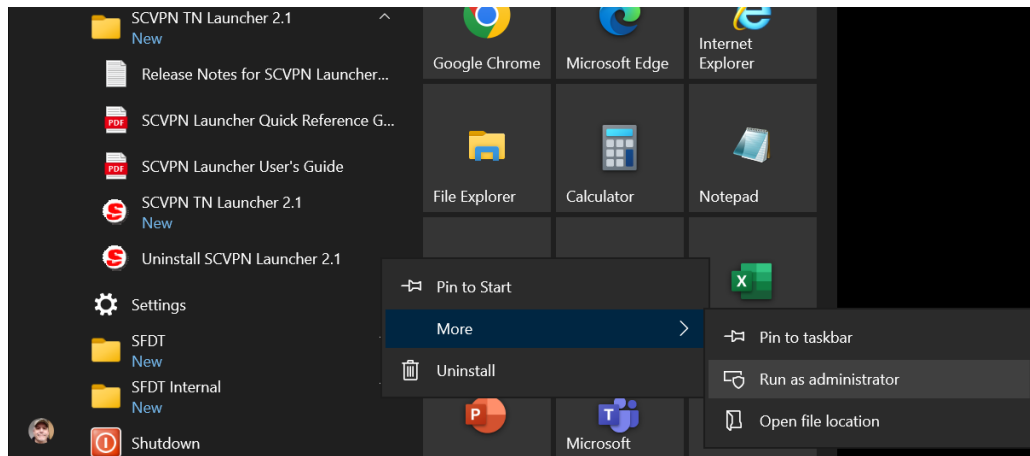
3

3.1 Uninstalling

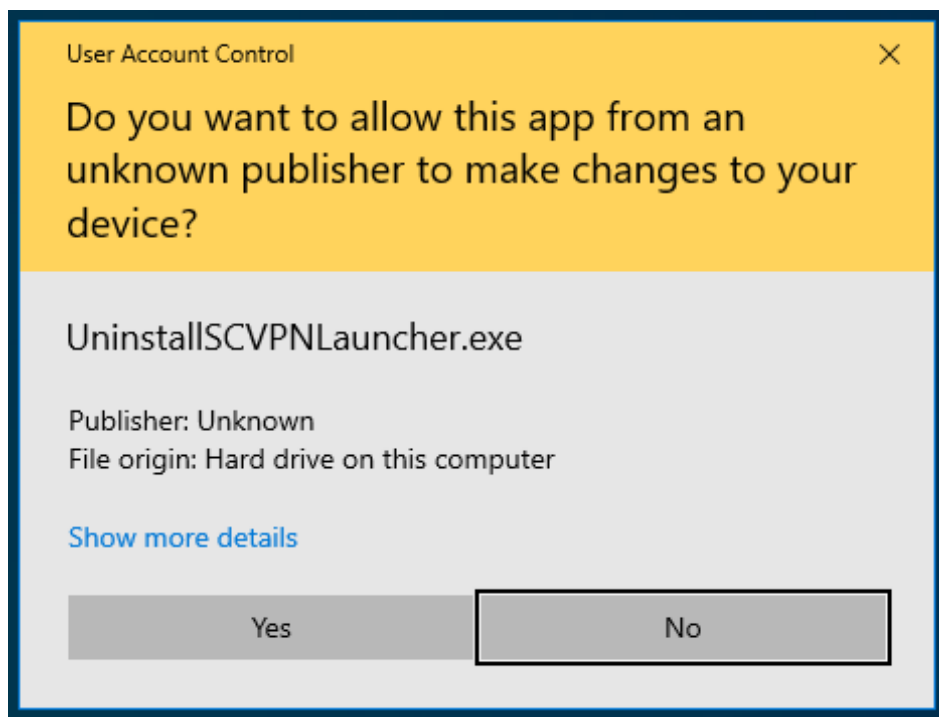
SCVPN Launcher can be uninstalled from the Windows' **"Start Menu"** for Windows 7 64bit and Windows 10 64 bit. Make sure all applications that use SCVPN Launcher are shut down prior to uninstalling SCVPN Launcher.

3.1.1 Windows' Start Menu Uninstall

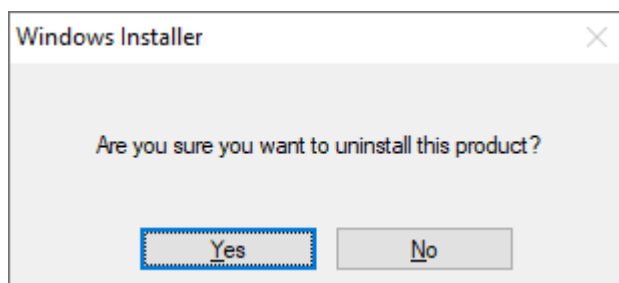
1. Click on the Windows' **"Start"** menu and then navigate to and then click on the **"SCVPN TN Launcher 2.1"** folder. Right click on the **"Uninstall SCVPN Launcher 2.1"** menu item and then click on the **"Run as administrator"** menu item.



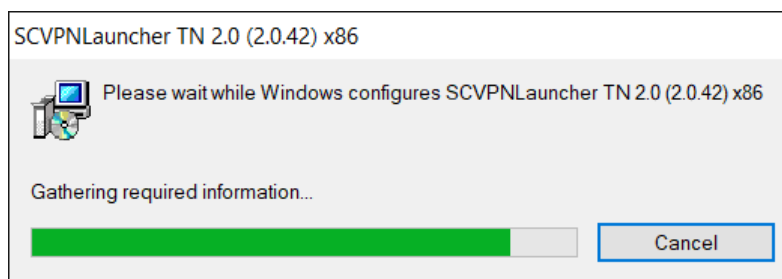
If the “**User Access Control**” window appears, click on the “**Yes**” button.



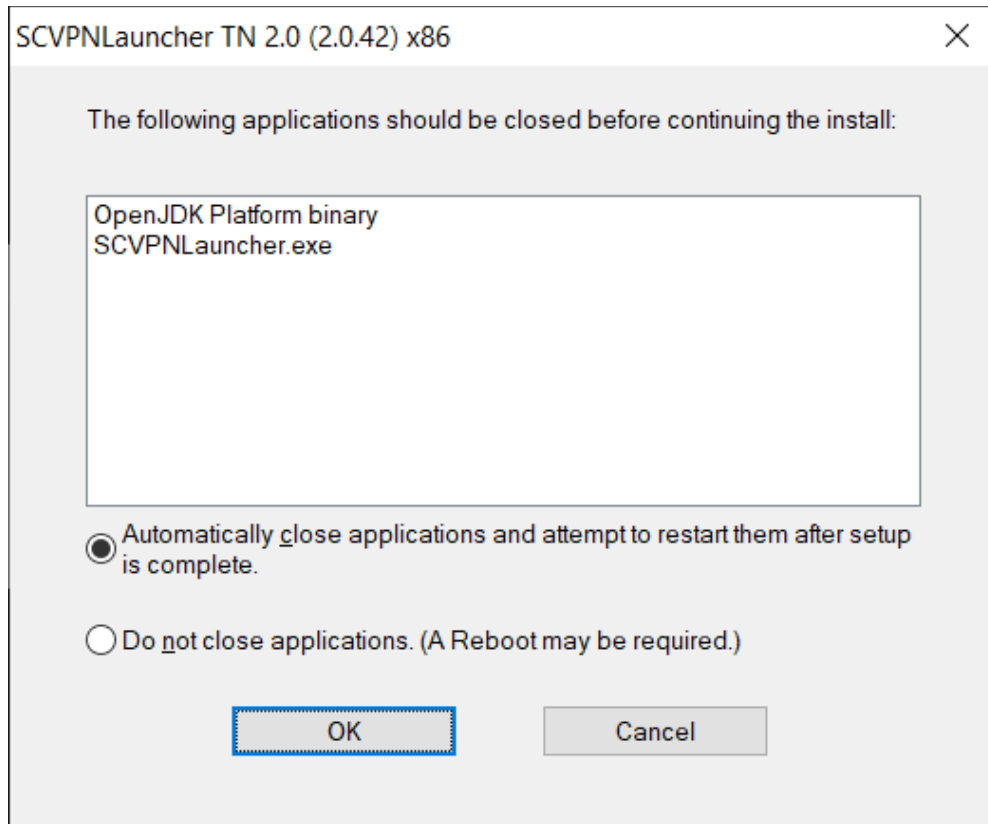
2. The “**Windows Installer**” window will appear. Click on the “**Yes**” button.



The following windows will appear. Click “**Cancel**” to cancel the uninstall.



3. If the following window appears, click on the “**Automatically close applications and attempt to restart them after setup is complete.**” radio button and then click on the “**OK**” button.

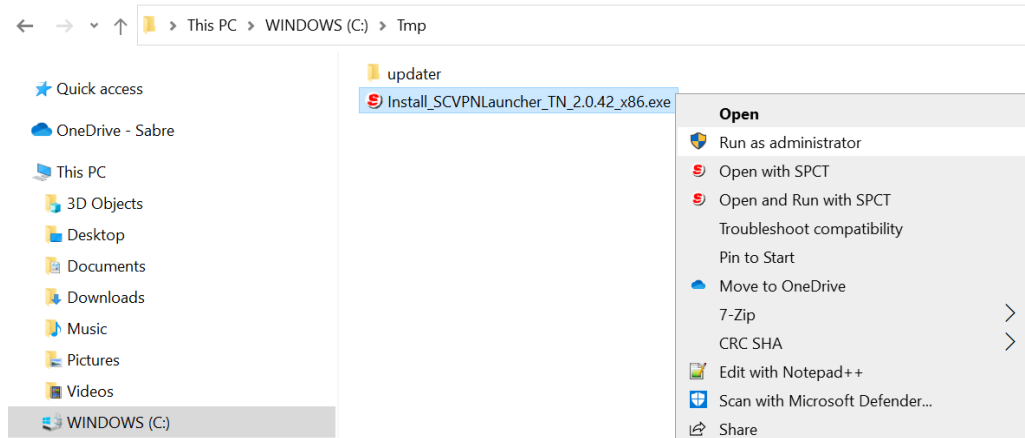


When the “**SCVPNLauncher TN x.x (x.x.x) x86 Bit**” window closes SCVPN Launcher has been uninstalled.

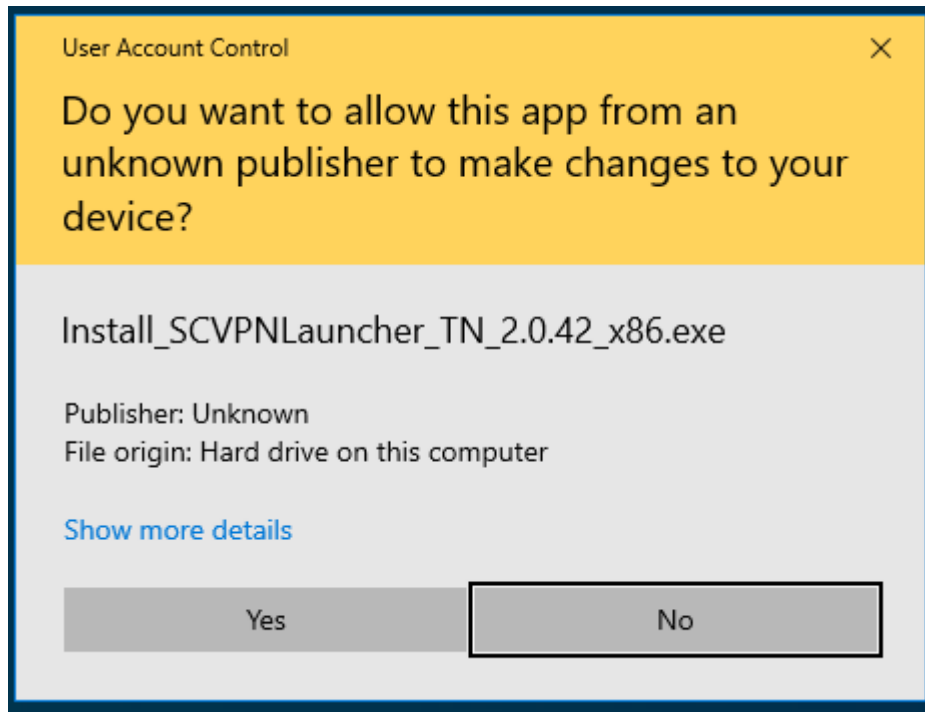
3.1.2 SCVPN Launcher's Installation Remove

This section describes SCVPN Launcher's “**Remove**” procedures from the SCVPN Launcher's installer.

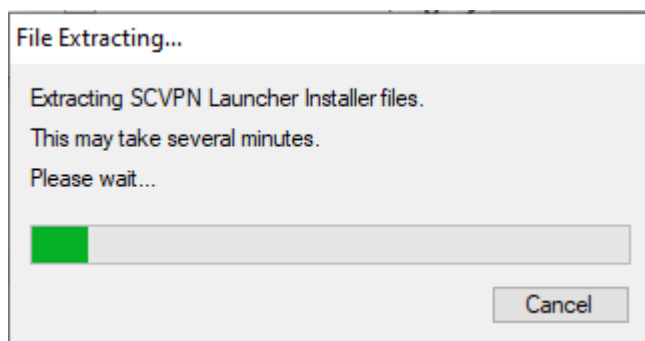
1. Right click on the Sabre Customer Virtual Private Network Launcher (SCVPN Launcher) installation executable file (Example: “**Install_SCVPNLauncher_TN_x.x.x_x86.exe**”) and then click on the “**Run as administrator**” menu item.



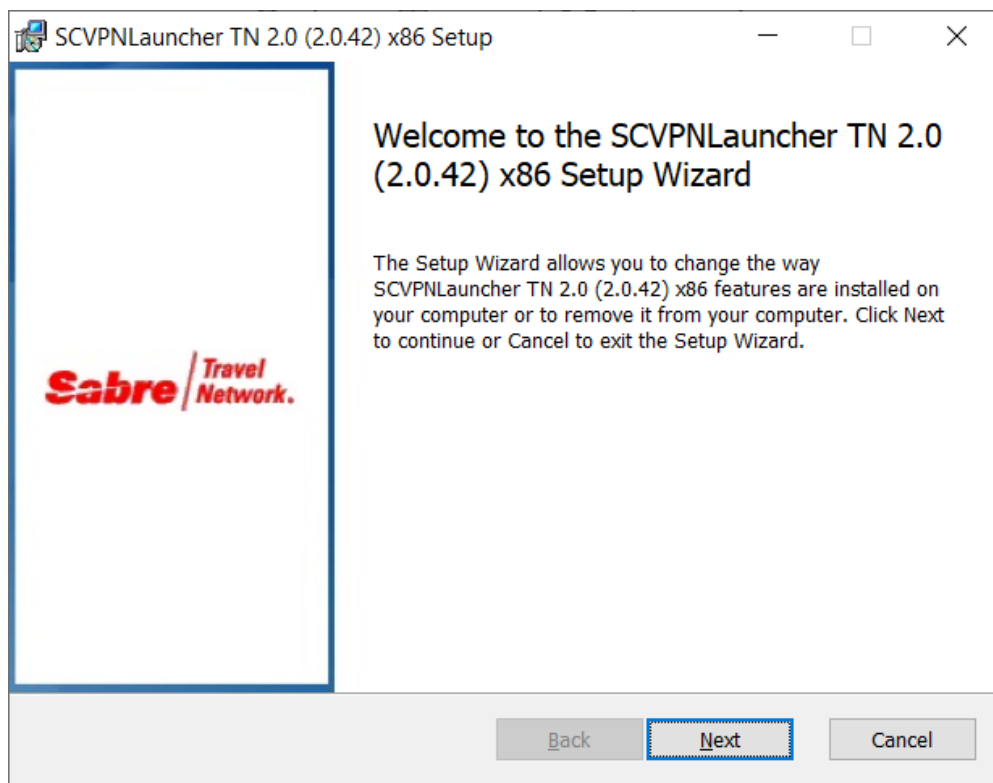
If the “**User Access Control**” window appears, click on the “**Yes**” button.



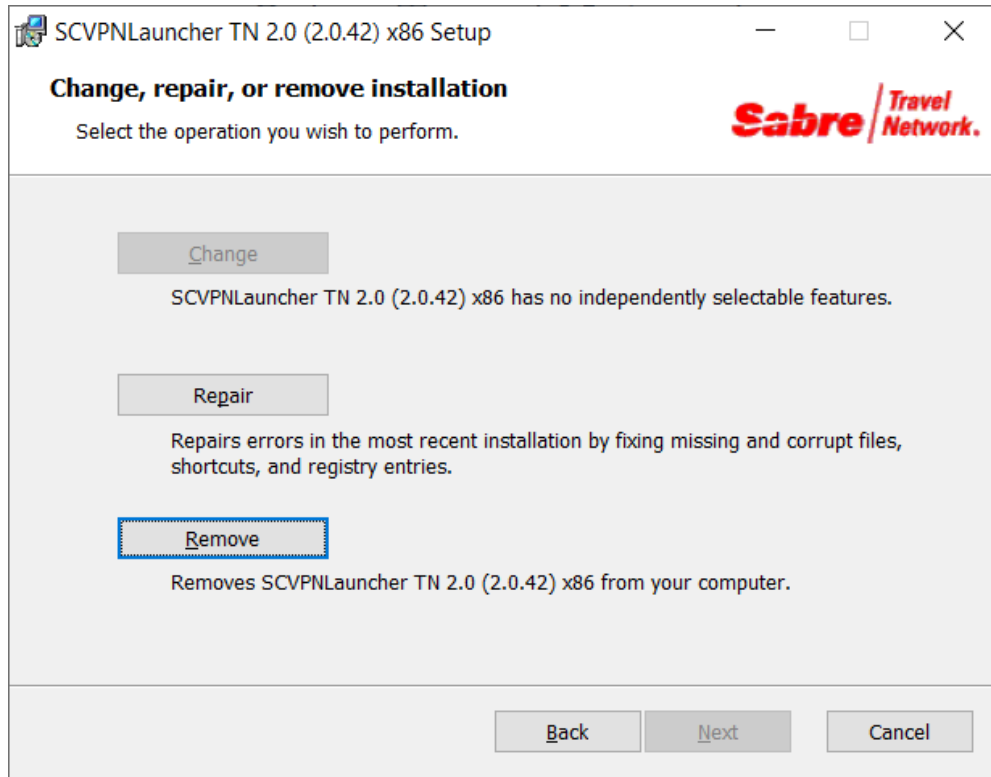
The “**File Extracting...**” window and then “**Windows Installer**” window will appear.



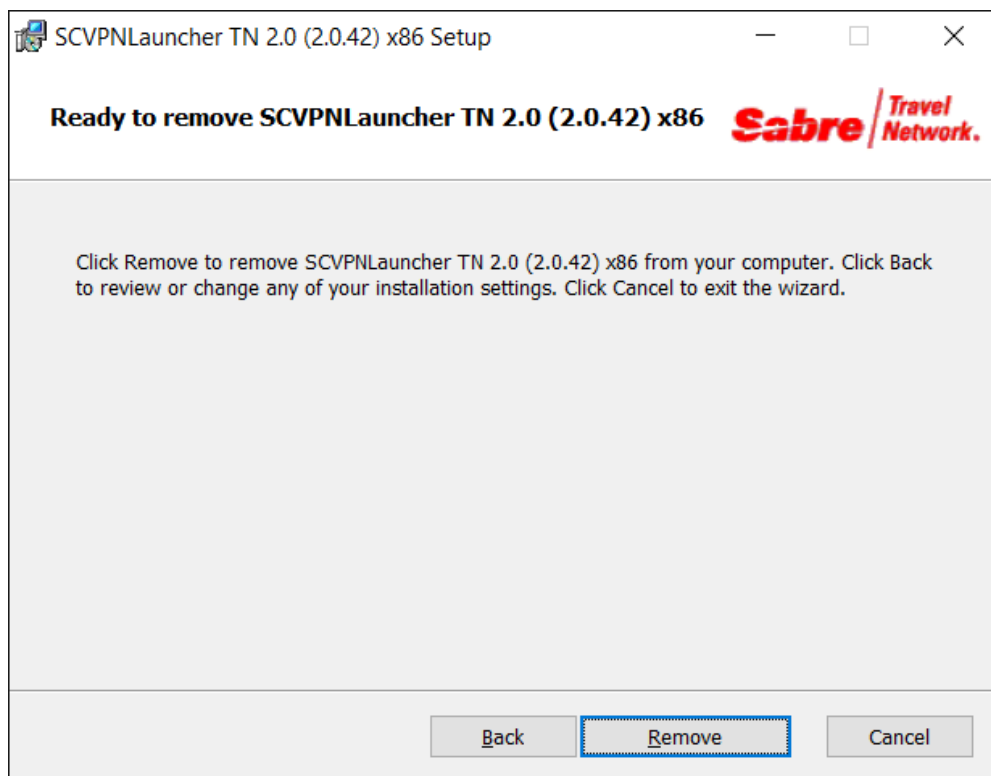
2. The “**Welcome to the SCVPNLauncher TN x.x (x.x.x) x86 Bit Setup Wizard**” window will appear. Click on the “**Next**” button.



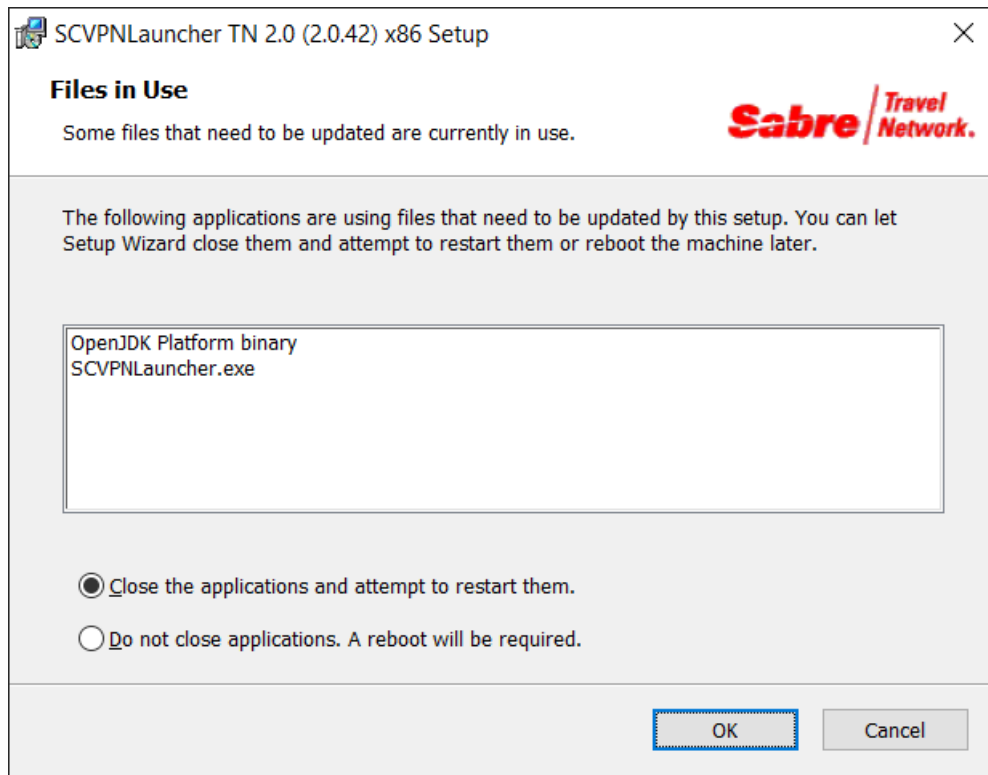
3. The “**Change, repair, or remove installation**” window will appear. To remove the SCVPN Launcher installation, click on the “**Remove**” button.



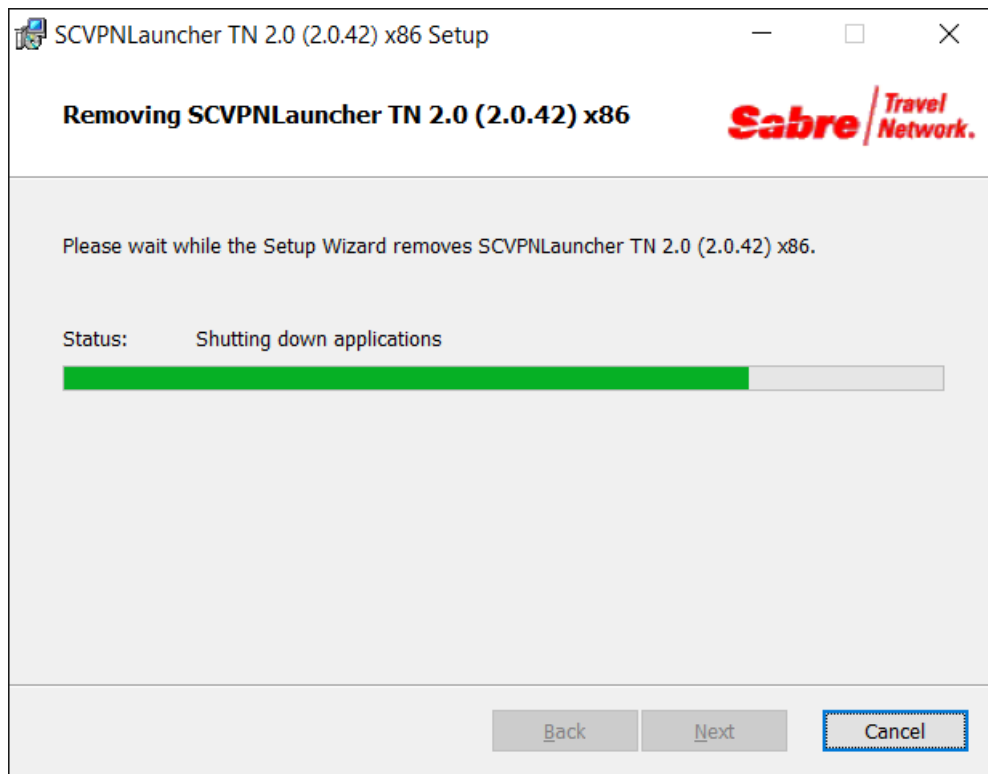
4. After clicking on the “**Remove**” button, the “**Ready to remove SCVPNLauncher TN x.x (x.x.x) x86 Bit**” window will appear. Click on the “**Remove**” button to execute the removal procedure.



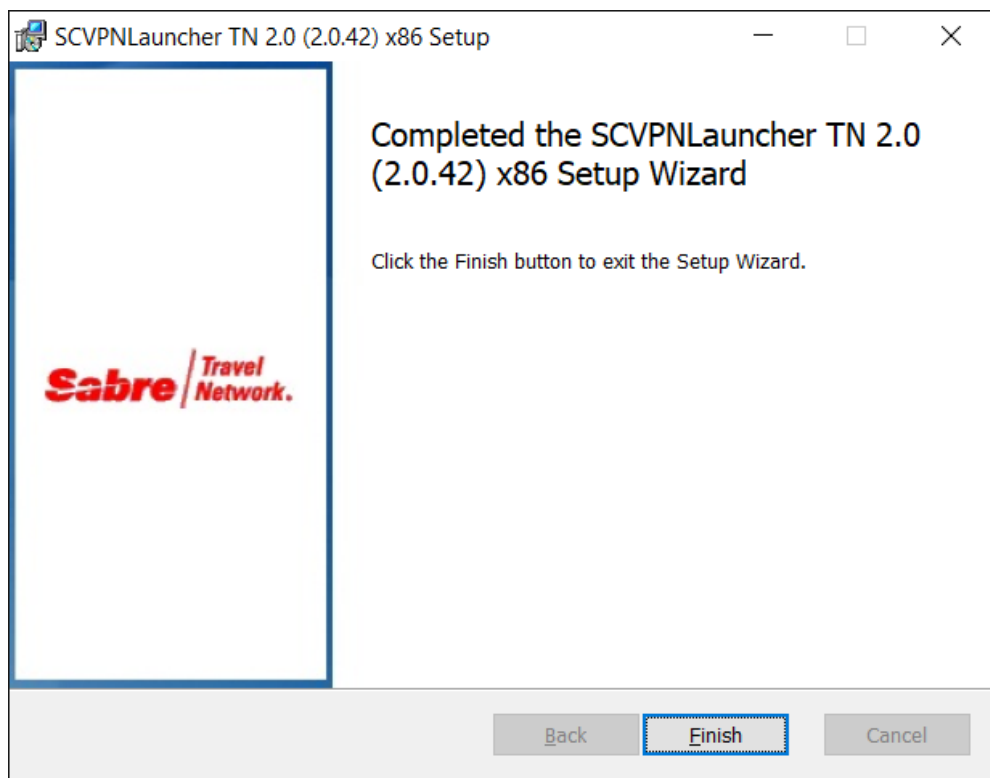
5. If the “**Files in Use**” window appears, click on the “**C**lose the applications and attempt to restart them.” radio button and then click on the “**OK**” button.



6. The “**Removing SCVPNLauncher TN x.x (x.x.x) x86 Bit**” window will appear.



7. The “**Completed the SCVPNLauncher TN x.x (x.x.x) x86 Bit Setup Wizard**” window will appear. Click on the “**Finish**” button to complete.



Using SCVPN Launcher

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4.1 Running SCVPN Launcher

This Section describes the procedure for running the SCVPN Launcher.

SCVPN Launcher can be started with the following steps from the Windows' "Start" menu or from the "SCVPN TN Launcher 2.1" Desktop Icon.

Run From Windows' "Start" Menu:

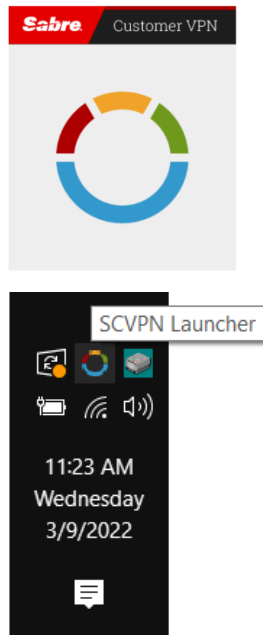
Click on the Windows' "Start" menu and then navigate to and click on the "SCVPN TN Launcher 2.1" folder. Then click on the "SCVPN TN Launcher 2.1" menu item.

Run From SCVPN Launcher Desktop Icon:

Double click on the "SCVPN TN Launcher 2.1" icon on the desktop.



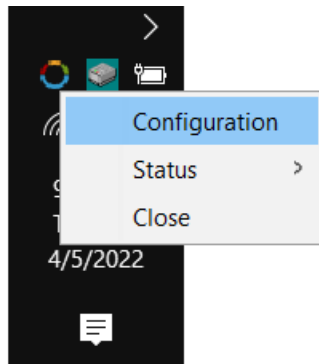
1. The following Splash Screen will briefly appear and then the SCVPN Launcher Icon will appear in the Windows' System Tray.



2. The first time SCVPN Launcher is run, the “**Windows Security Alert**” window may appear. Select the type of network you are on and then click on the “**Allow Access**” button.



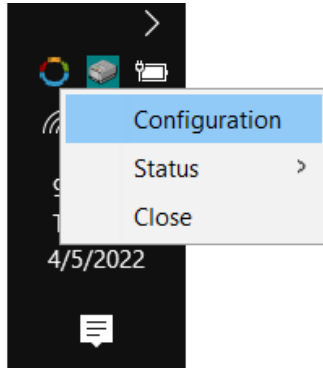
3. Right click on the SCVPN Launcher Windows’ System Tray Icon to open the SCVPN Launcher’s menu.



Menu Items:

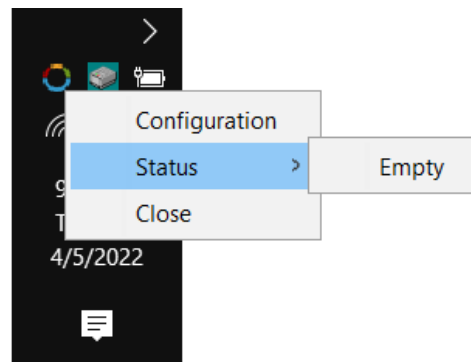
Configuration Menu Item:

The “**Configuration**” menu item provides the ability to configure SCVPN Launcher’s Connection, Proxy, and Logging.



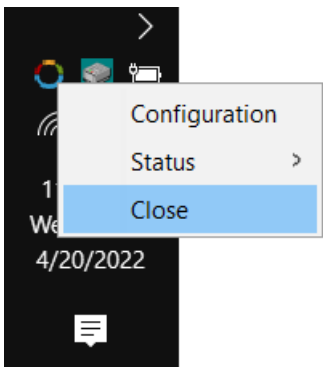
Status Menu Item:

The “**Status**” menu item will display the applications that have connected through SCVPN and their connection status.



Close Menu Item:

The “**Close**” menu item will close SCVPN Launcher.

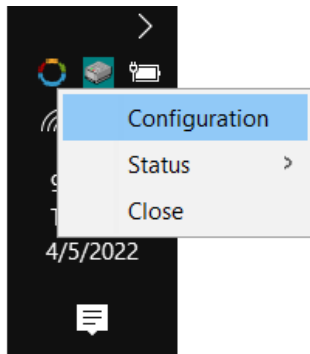


4.2 Configure SCVPN Launcher Proxy

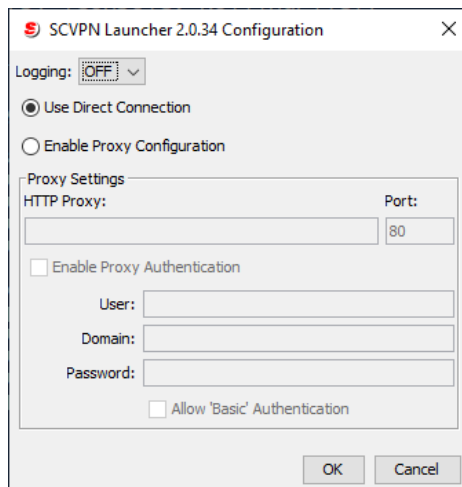
This Section describes the procedure for configuring a Proxy in the SCVPN Launcher application.

Note: If the SCVPN launcher's configuration dialog appears to have missing elements or artifact issues, it may be due to windows scaling changes made during the user's session. To fix the issue, restart the computer after the scaling changes have been made.

1. Right click on the SCVPN Launcher Windows' System Tray Icon to open the SCVPN Launcher's menu and then click on the **"Configuration"** menu item.



2. The **"SCVPN Launcher 2.1.xx Configuration"** window will appear.

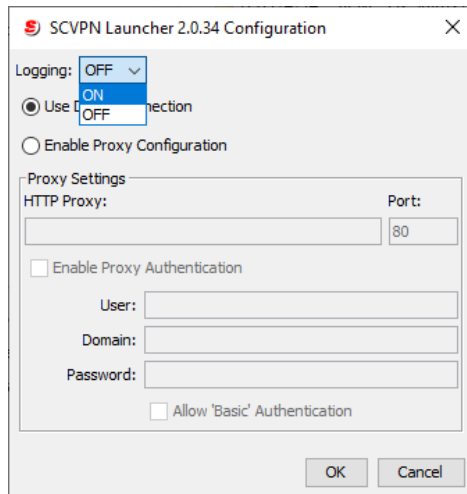


- **"Use Direct Connection"**
No proxy is used.
- **"Enable Proxy Configuration"**
Configure the Proxy Server directly with HTTP Proxy Address and Port.
- **"Enable Proxy Authentication"**
Configure the Proxy Server with User, Domain (optional, can be left blank), and Password.
- **"Allow 'Basic' Authentication"**
Allows for "Basic" proxy authentication if the configured proxy server requests 'Basic' authentication.

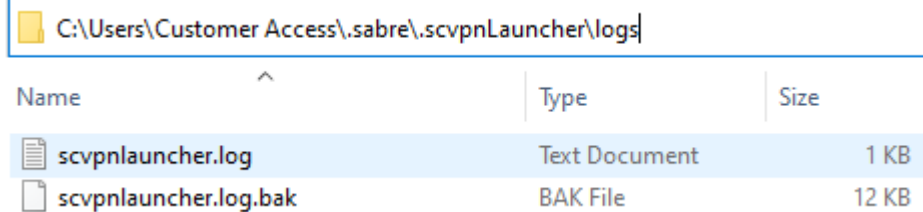
4.2.1 Configuring Logging

This section describes the procedure for configuring logging in the SCVPN Launcher's configuration window.

1. Use the “**Logging**” drop down menu to select logging, either “**ON**” or “**OFF**”. Click on the “**OK**” button to confirm the changes or click on the “**Cancel**” button to cancel the changes.



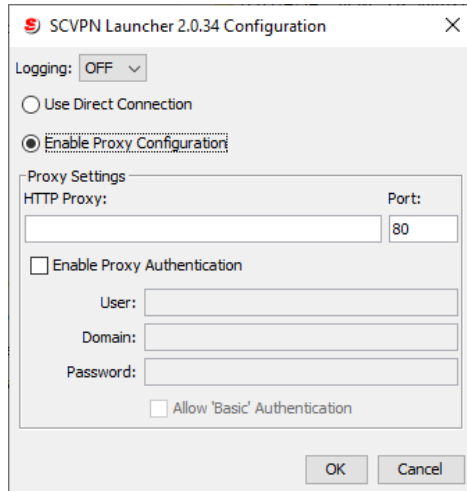
2. If logging is set to “**ON**”, open a Windows Explorer window and navigate to the “**C:\Users\<UserName>\.sabre\scvpnLauncher\logs**” directory to view the log files.



4.2.2 Configuring Proxy

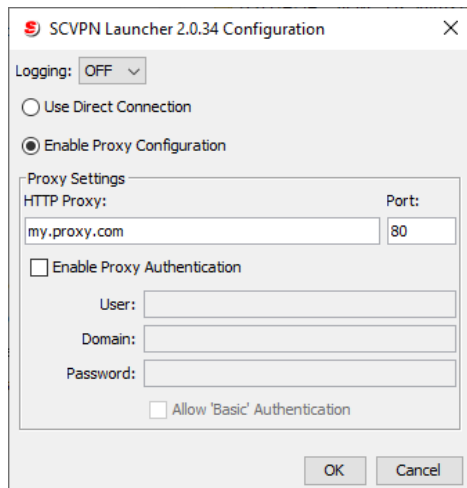
This section describes the procedure for configuring Proxy Settings in the SCVPN Launcher's configuration window.

1. Click on the **“Enable Proxy Configuration”** radio button to enable Proxy Settings.



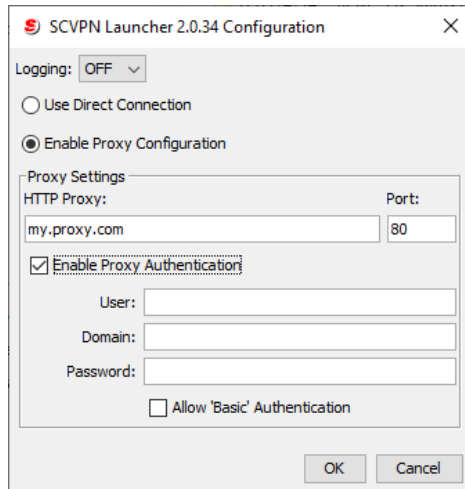
The image shows the 'SCVPN Launcher 2.0.34 Configuration' window. At the top, there is a 'Logging:' dropdown menu set to 'OFF'. Below it are two radio buttons: 'Use Direct Connection' (unselected) and 'Enable Proxy Configuration' (selected). The 'Enable Proxy Configuration' option is highlighted with a dashed border. Below the radio buttons is a 'Proxy Settings' section. It contains an 'HTTP Proxy:' text field and a 'Port:' text field with the value '80'. There is also an 'Enable Proxy Authentication' checkbox (unchecked), followed by 'User:', 'Domain:', and 'Password:' text fields. At the bottom of the 'Proxy Settings' section is an 'Allow 'Basic' Authentication' checkbox (unchecked). At the bottom of the window are 'OK' and 'Cancel' buttons.

2. Enter the proxy host into the **“HTTP Proxy”** field and then the port number into the **“Port”** field.



The image shows the same 'SCVPN Launcher 2.0.34 Configuration' window as before, but now the 'HTTP Proxy:' text field contains the text 'my.proxy.com'. The 'Port:' text field still contains '80'. All other elements, including the selected radio button and checkboxes, remain the same.

3. If the proxy requires authentication, click on the “**Enable Proxy Authentication**” checkbox.



SCVPN Launcher 2.0.34 Configuration

Logging: OFF

☐ Use Direct Connection

☒ Enable Proxy Configuration

Proxy Settings

HTTP Proxy: my.proxy.com Port: 80

☒ Enable Proxy Authentication

User:

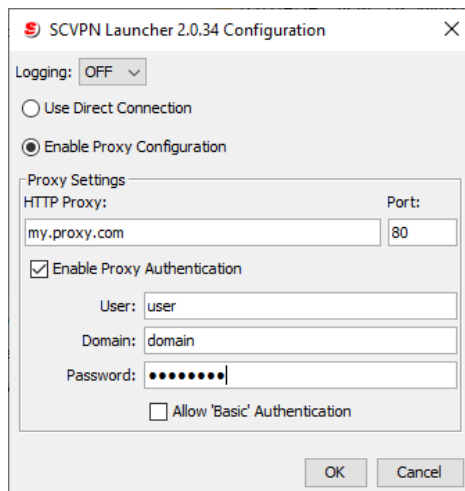
Domain:

Password:

☐ Allow 'Basic' Authentication

OK Cancel

4. Enter the proxy user into the “**User**” field, then the optional domain into the “**Domain**” field (this field can be left blank if no domain parameter is required for the proxy), and then the proxy password for the “**Password**” field.



SCVPN Launcher 2.0.34 Configuration

Logging: OFF

☐ Use Direct Connection

☒ Enable Proxy Configuration

Proxy Settings

HTTP Proxy: my.proxy.com Port: 80

☒ Enable Proxy Authentication

User: user

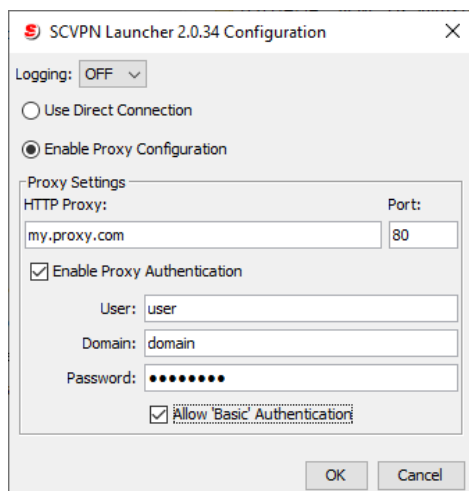
Domain: domain

Password:

☐ Allow 'Basic' Authentication

OK Cancel

5. Check the “**Allow ‘Basic’ Authentication**” checkbox for “**Basic**” proxy authentication if the configured proxy server requests ‘Basic’ authentication.



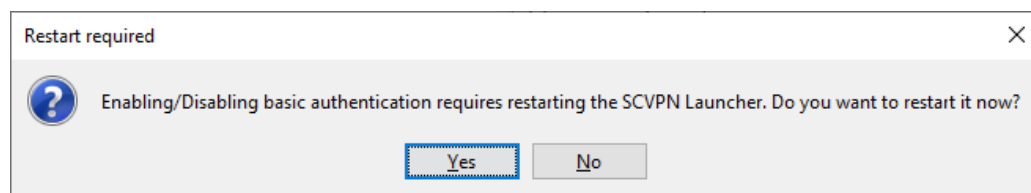
If the configured proxy only allows for Basic authentication and this checkbox is not checked, the proxy authentication will fail.

Note: This is a less secure method of proxy authentication that is normally disabled in Java. If your proxy server uses this form of authentication, enable this checkbox. It is recommended to leave this setting unchecked and use a different form of proxy authentication (Digest or NTLM).

6. Click on the “**OK**” button to confirm the changes or the “**Cancel**” button to discard the changes.

If the “**Allow ‘basic’ Authentication**” checkbox was changed, the SCVPN Launcher will require a restart. The following window will appear.

Click on the “**Yes**” button to restart the SCVPN Launcher or “**No**” to save the changes and restart later. Enabling/Disabling ‘Basic’ authentication will only be completed after a restart of the SCVPN Launcher.



4.3 Use SCVPN Enabled Applications

This section describes the procedure for using SCVPN enabled applications with SCVPN (For example: SJPM version 1.7.22 and later are compatible with SCVPN.).

1. After an SCVPN enabled application launches and it attempts to connect to Sabre, the “**SCVPN Launcher x.x.x - Sabre Login**” window will appear.
 - a. Type credentials into the “**Agent ID**”, “**Password**”, and “**PCC**” fields.
 - b. Click on the “**Remember Agent ID and PCC**” checkbox to retain these on future logins.
 - c. Click on the “**SIGN IN**” button.

SCVPN Launcher 2.1.0 - Sabre Login

Sabre

SCVPN Sign In
Sabre Travel Network

Agent ID

Password

PCC

SIGN IN

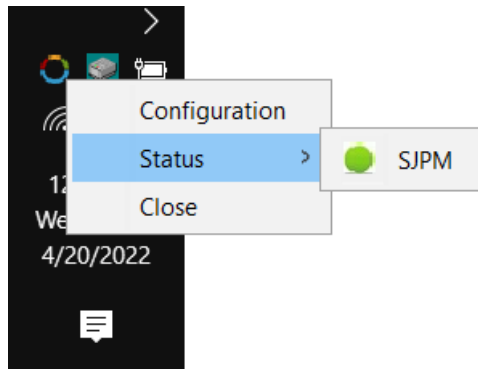
[Forgot password?](#)

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☐ Remember Agent ID and PCC

Note: After an application sends a request to sign into SCVPN, the user has 60 seconds to sign in before the dialog times out and closes. The application requesting the SCVPN sign in will retry after a short period, showing the sign in dialog again.

2. To verify an application is using SCVPN, right click on the SCVPN Launcher Windows' System Tray Icon and then click on the “**Status**” menu item. Verify the application executed is listed under the “**Status**” menu item and green.



4.3.1 Temporary Password Reset

This section describes the procedure for resetting a password if an account was set with a temporary password. This scenario appears when a user has received a temporary password.

1. After an SCVPN enabled application launches and it attempts to connect to Sabre, the “**SCVPN Launcher x.x.x - Sabre Login**” window will appear. Type credentials into the fields and then click on the “**SIGN IN**” button.
2. After a successful sign in, the following window will appear. Enter the temporary password into the “**Current Password**” field, then the new password to be used in the “**New Password**” and “**Confirm Password**” fields. Click on the “**Submit**” button to confirm the change.

A screenshot of the 'SCVPN Launcher 2.0.33 - Sabre Login' window. The window displays the Sabre logo at the top, followed by the text 'Enterprise Sign In' and 'Sabre Travel Network'. Below this, a message states: 'Your password expired! Please change password.' There are three input fields: 'Current Password', 'New Password', and 'Confirm Password'. At the bottom of the form area are two buttons: 'BACK' and 'SUBMIT'. Below the buttons is a row of ten small square icons, the first of which is a shield. The footer of the window contains the Sabre logo, copyright information '© 2022 Sabre GBLBL Inc.', and links for 'Privacy Policy', 'Contact Us', and 'Copyright and trademark'.

3. After a password reset, the login page will display with the information that the password has been successfully changed.

SCVPN Launcher 2.1.0 - Sabre Login

Sabre

SCVPN Sign In
Sabre Travel Network

Agent ID

Password

PCC

SIGN IN

[Forgot password?](#)

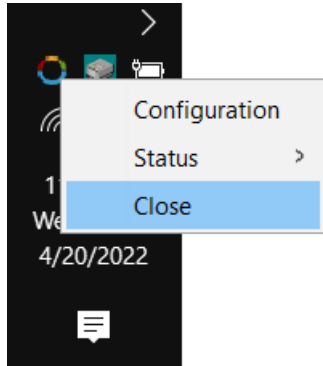
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☐ Remember Agent ID and PCC

4.4 Shutting Down SCVPN Launcher

This section describes the procedure to shut down SCVPN Launcher.

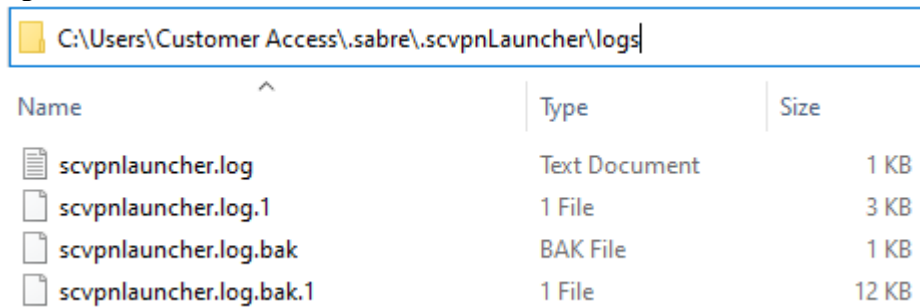
1. Shut down all applications that make use of SCVPN.
2. Right click on the “**SCVPN Launcher**” icon in the Windows’ System Tray and then click on the “**Close**” menu item. This will close SCVPN Launcher.



5.1 Collect SCVPN Launcher logging

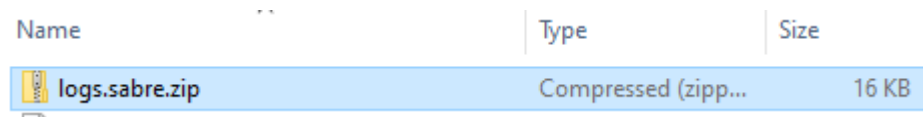
If issues arise during SCVPN Launcher execution, your Sabre Representative may ask you to collect debug logging on the startup of the SCVPN Launcher. Follow the steps below to run SCVPN Launcher and enable startup debug logging.

1. Refer to “[Section 4.2.1](#)” to configure logging.
2. After log collection is completed, shut down SCVPN Launcher (Refer to “[Section 4.4](#)”).
3. Navigate to the “C:\Users\<UserName>\.sabre\scvpnLauncher\logs” directory to view the log files.



Name	Type	Size
scvpnlauncher.log	Text Document	1 KB
scvpnlauncher.log.1	1 File	3 KB
scvpnlauncher.log.bak	BAK File	1 KB
scvpnlauncher.log.bak.1	1 File	12 KB

4. Zip up the contents of the directory and send it to your Sabre representative. Make sure the file's extension is “.sabre.zip”.



Name	Type	Size
logs.sabre.zip	Compressed (zipp...	16 KB