

SCVPN TN Launcher

Quick Reference Guide 2 August 2022

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A. Overview

Sabre Customer Virtual Private Network Launcher (SCVPN Launcher) is a standalone application used to launch and use **Sabre Customer Virtual Private Network (SCVPN)** to establish a secure connection directly from a customer's Internet connected computer. The SCVPN Service allows access to Sabre's Dedicated NOFEP which is the primary access point to Sabre's Reservation System.

The new **SCVPN Launcher** provides a more secure and reliable launch point into the Sabre Reservation System, and for ease of use, comes packaged with its own Java install so Java installation is not required. Log File Encryption for PCI / GDPR security, along with other enhancements have been added to provide higher security, reliability, and functionality.

For detailed information on items in this QRG and other functionality, please refer to the "SCVPN Launcher User's Guide" in the Windows' "Start", SCVPN Launcher folder.



B. SCVPN Launcher Requirements

Recommended Operating Requirements for the computer where SCVPN Launcher will be installed and running.

Certified Operating Systems

- Windows 7 64-bit
- Windows 8.1 64-bit
- Windows 10 64-bit

Java™ Runtime Environment

OpenJDK JRE Version 17 and Open Java FX Version 17. (Java is included with the SCVPN Launcher installation.)

Hardware

- **Processor** - Intel Core2 Duo or Higher
- **RAM** - 4 GB or Higher
- **Video Resolution** - 1024 x 768 or Higher
- **Hard disk space** - 300 MB of free disk space

Network

Internet access is required on the computer where SCVPN Launcher is installed and running.

Firewall Considerations

- Firewall Administrator 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.

C. 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).

D. Install SCVPN Launcher

1. Right click on the SCVPN Launcher installation executable file, then click on the "Run as administrator" menu item and then click on the "Yes" button on the "User Account Control" window if it appears.
2. After file extraction completes, the SCVPN Launcher "Setup Wizard" window will appear, click on and the "I accept the terms in the License Agreement" check box and then click on the "Install" button.
3. The "Installing SCVPN Launcher TN x.x (x.x.x) x86" window will appear. Click on the "Cancel" button if you need to cancel the installation.
4. The "Completed the SCVPN Launcher TN x.x (x.x.x) x86 Setup Wizard" window will appear. Click on the "Finish" button to complete the install.

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E. Repair SCVPN Launcher

1. Right click on the SCVPN Launcher installation executable file and then select the **“Run as administrator”** menu item and then click on the **“Yes”** button on the **“User Account Control”** window if it appears.
2. After file extraction completes the **“Welcome to the SCVPNLauncher TN x.x (x.x.x) x86 Setup Wizard”** window will appear, click on and the **“Next”** button.
3. The **“Change, repair, or remove installation”** window will appear. 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”** window will appear. Click on the **“Repair”** button to execute the repair procedure.
5. If the **“Files in Use”** window appears, click on the **“Close the applications and attempt to restart them.”** radio button and then click on the **“OK”** button.
6. The **“Installing SCVPNLauncher TN x.x (x.x.x) x86”** window will appear. Click on the **“Cancel”** button if you need to cancel the repair procedure.
7. The **“Completed the SCVPNLauncher TN x.x (x.x.x) x86 Setup Wizard”** window will appear. Click on the **“Finish”** button to complete the repair.

F. Remove SCVPN Launcher

1. Right click on the SCVPN Launcher installation executable file and then select the **“Run as administrator”** menu item and then click on the **“Yes”** button on the **“User Account Control”** window if it appears.
2. After file extraction completes the **“Welcome to the SCVPNLauncher TN x.x (x.x.x) x86 Setup Wizard”** window will appear, click on and the **“Next”** button.
3. The **“Change, repair, or remove installation”** window will appear. Click on the **“Remove”** button to remove the SCVPN Launcher installation.
4. After clicking on the **“Remove”** button, the **“Ready to remove SCVPNLauncher TN x.x (x.x.x) x86”** window will appear. Click on the **“Remove”** button to execute the remove procedure.

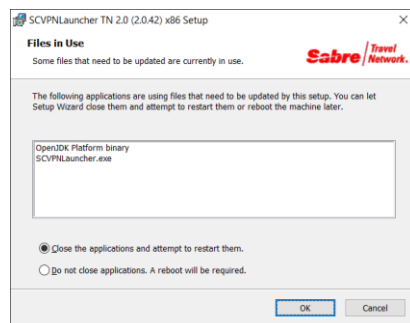


5. If the **“Files in Use”** window appears, click on the **“Close the applications and attempt to restart them.”** radio button and then click on the **“OK”** button.
6. The **“Removing SCVPNLauncher TN x.x (x.x.x) x86”** window will appear. Click on the **“Cancel”** button if you need to cancel the remove procedure.
7. The **“Completed the SCVPNLauncher TN x.x (x.x.x) x86 Setup Wizard”** window will appear. Click on the **“Finish”** button to complete remove.

G. Uninstall SCVPN Launcher

SCVPN Launcher can also be uninstalled from the Windows’ **“Start”** menu. Please make sure that all applications that use SCVPN are shutdown prior to uninstalling SCVPN Launcher.

1. Click on the Windows’ **“Start”** menu and then navigate to and click on the **“SCVPN TN Launcher 2.1”** folder. Right click on the **“Uninstall SCVPN Launcher 2.1”** menu item, then hover over the **“More”** menu item and then click on the **“Run as administrator”** menu item.
2. The **“User Account Control”** window will appear. Click on the **“Yes”** button.
3. The **“Windows Installer”** window will appear. Click on the **“Yes”** button.
4. 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”** window closes SCVPN Launcher has been uninstalled.

H. Run SCVPN Launcher

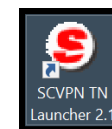
SCVPN Launcher can be started with the following steps from the Windows’ **“Start”** menu or **“SCVPN TN Launcher 2.1”** Desktop Icon.

Windows’ “Start” Menu:

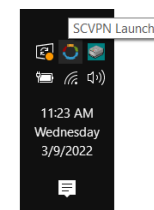
Click on the Windows’ **“Start”** menu and then navigate to and click on the **“SCVPN TN Launcher 2.1”** folder. Then click on the **“SCVPN TN Launcher 2.1”** menu item.

SCVPN Launcher Desktop Icon:

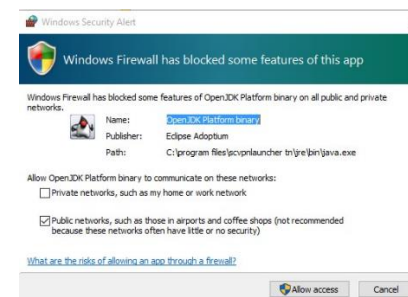
Double click on the **“SCVPN TN Launcher 2.1”** icon on the desktop.



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.



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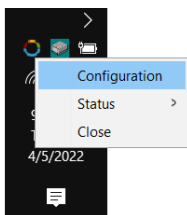
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3. Right click on the SCVPN Launcher Windows' System Tray Icon to open the SCVPN Launcher's menu.

Menu Items:

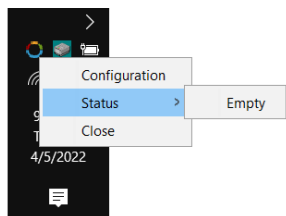
Configuration Menu Item:

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:

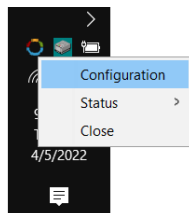
The "**Close**" menu item will close SCVPN Launcher.

I. Configure SCVPN Launcher Proxy

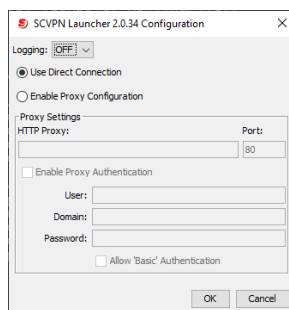
Note: If the SCVPN launcher's configuration dialog appears to have missing elements or artifact issues, it may be due to windows scaling changes made during the user's session. To fix the issue, restart the computer after the scaling changes have been made.



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 x.x.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, and Password.
- "**Allow 'Basic' Authentication**"
Allows 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).

3. After configuring your proxy settings, click on the "**OK**" button.

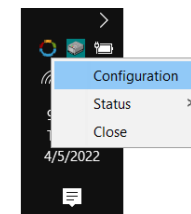
J. Shut Down SCVPN Launcher

1. First, shut down all applications that make use of SCVPN.
2. Next, right click on the SCVPN Launcher Windows' System Tray Icon and then click on the "**Close**" menu item. This will close SCVPN Launcher.

K. Enable SCVPN Launcher Logging

If an issue arises during use of SCVPN Launcher, your Sabre Representative may ask you to collect log files on the operation of SCVPN Launcher. The "**Configuration**" menu item provides the ability to configure SCVPN Launcher for logging. Please follow the steps below.

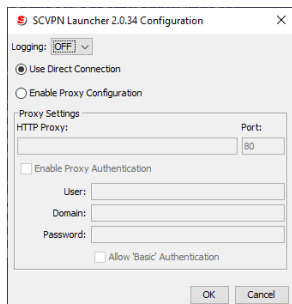
1. Right click on the SCVPN Launcher Windows' System Tray Icon to open the SCVPN Launcher's menu and then click on the "**Configuration**" menu item.



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2. The “SCVPN Launcher x.x.xx Configuration” window will appear.

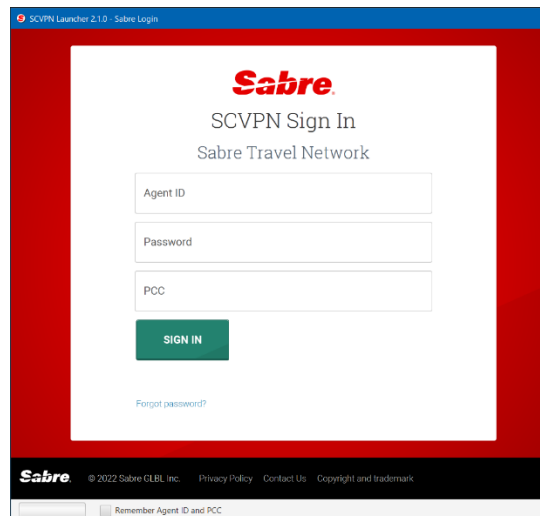


3. Click on the “Logging” dropdown menu, click on the “ON” menu item and then click on the “OK” button.

L. Use SCVPN Enabled Applications

This section describes the process 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.xx - 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.



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. Type credentials into the fields and then click on the “SIGN IN” button.
3. To verify the 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.

