Sabre Customer Virtual Private Network Launcher (SCVPNLauncher)

User's Guide

Sabre Travel Network

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

USER'S GUIDE

10 February 2016

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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** (SCVPNLauncher).

1.2 Certified and Supported Operating Systems

The Sabre Customer Virtual Private Network Launcher (SCVPNLauncher) 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.

SCVPNLauncher should function on any operating system even though not certified on them all.

- **Windows 7 32Bit**
- **Windows 7 64Bit**
- **Windows 8 64 Bit**
- **Windows 8.1 64 Bit**

Installation

2

2.1 Installation

2.1.1 SCVPNLauncher's Java Utilization

The Sabre Customer Virtual Private Network Launcher (SCVPNLauncher) installation includes Java. The use of SCVPNLauncher's installed Java is to launch the Java Web Start application with an always compatible version of Java.

2.1.2 SCVPNLauncher's Installation Options

SCVPNLauncher is a simple install with all required components and contains no installation options.

2.1.3 SCVPNLauncher's Upgrade Functionality

When installing a newer version of SCVPNLauncher; SCVPNLauncher's automatic upgrade functionality eliminates the need to uninstall the previous version of SCVPNLauncher.

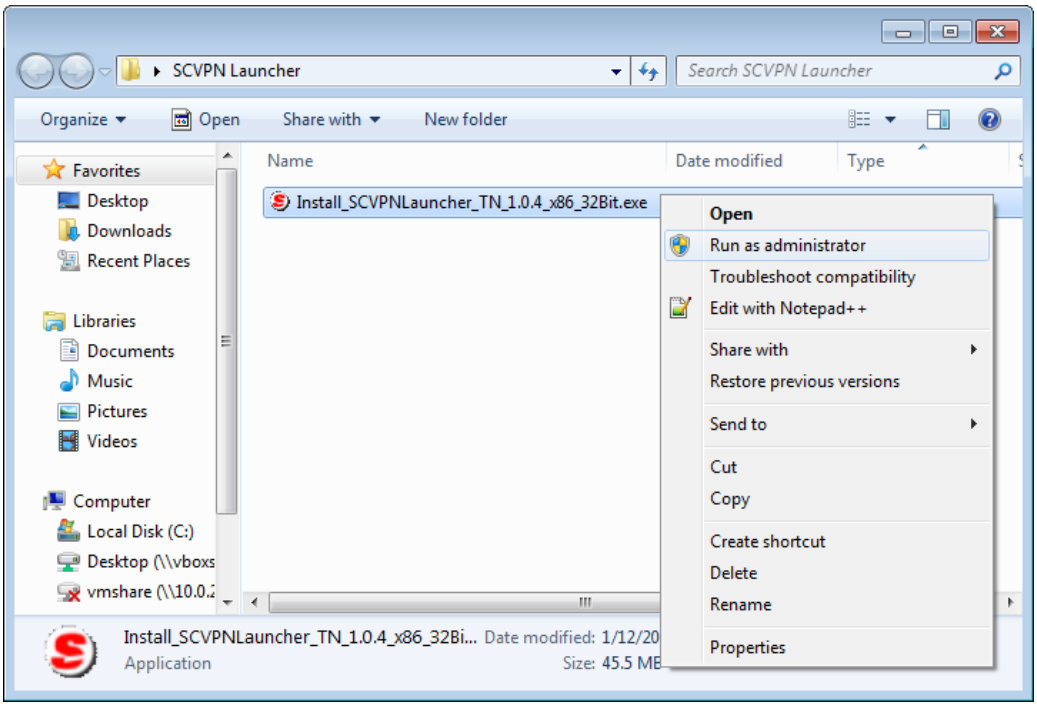
2.1.4 Running the SCVPNLauncher Installation as an Administrator

In certain cases, e.g. when the current user is not an Administrator, SCVPNLauncher must be installed as an Administrator using the Windows "**Run as administrator**" feature. This section describes the process for **Windows 7 32 Bit / 64 Bit** and **Windows 8/8.1 64 Bit**.

2.1.4.1 Windows 7 32 Bit / 64 Bit and Windows 8/8.1 64 Bit

To run the SCVPNLauncher installation exe (**Example:** "**Install_SCVPNLauncher_TN_x.x.x_x86_32Bit.exe**") as an Administrator on **Windows 7** 32 Bit / 64 Bit and **Windows 8/8.1** 64 Bit, perform the following steps:

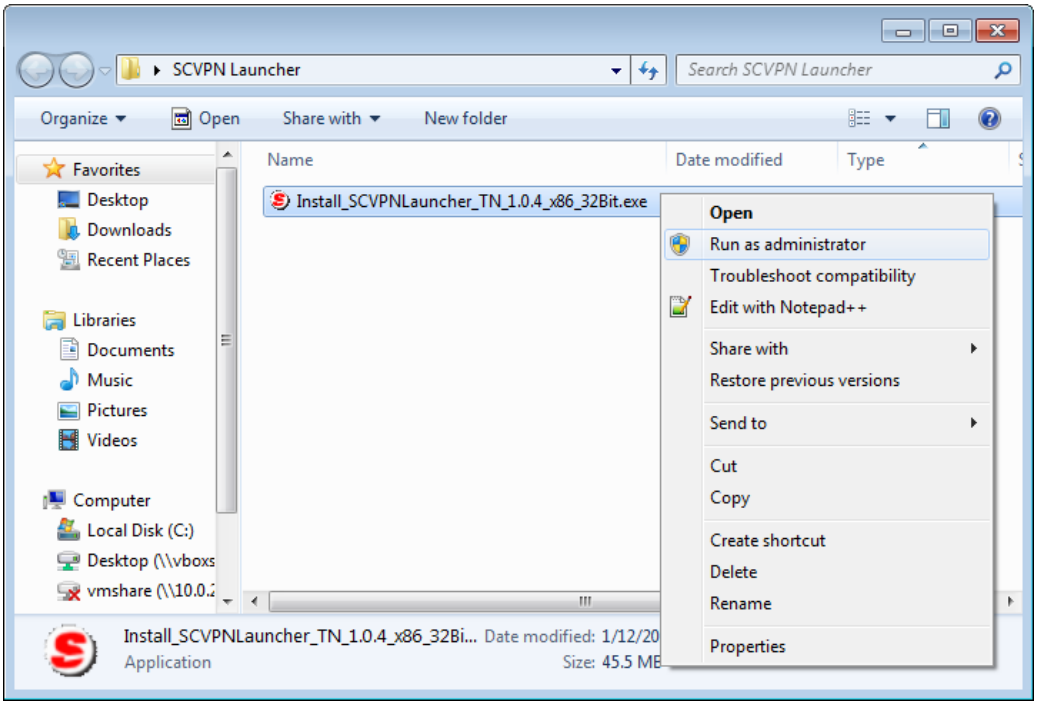
1. Right click on the SCVPNLauncher installation exe file and then left click on the "**Run as administrator**" menu item.



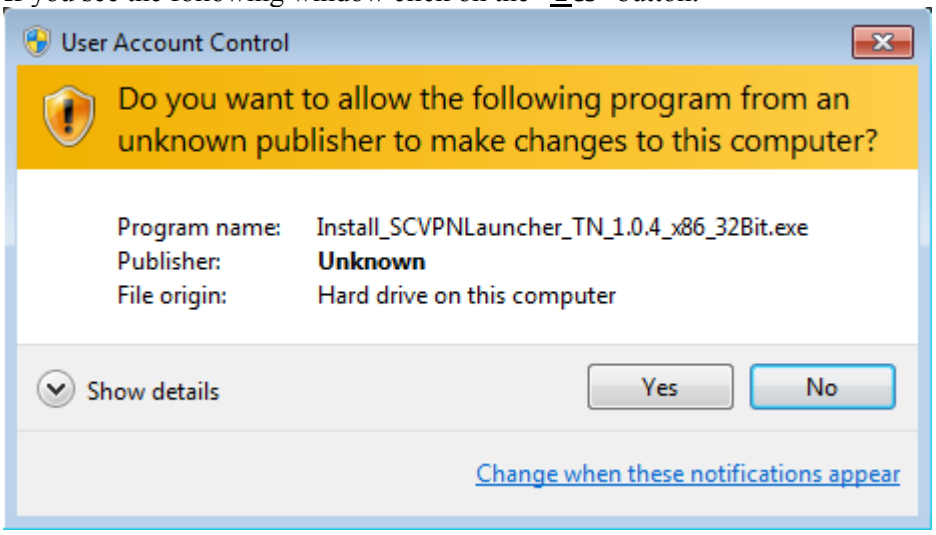
2.1.5 Installation

This section describes SCVPNLauncher's installation.

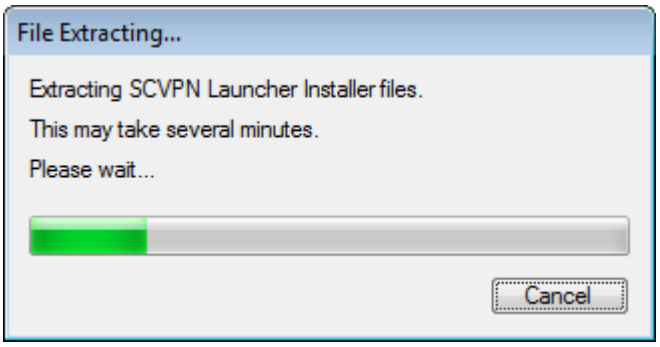
1. Right click on the Sabre Customer Virtual Private Network Launcher (SCVPNLauncher) installation executable file (**Example:** "**Install_SCVPNLauncher_TN_x.x.x_x86_32Bit.exe**") and then select the "**Run as administrator**" menu item.

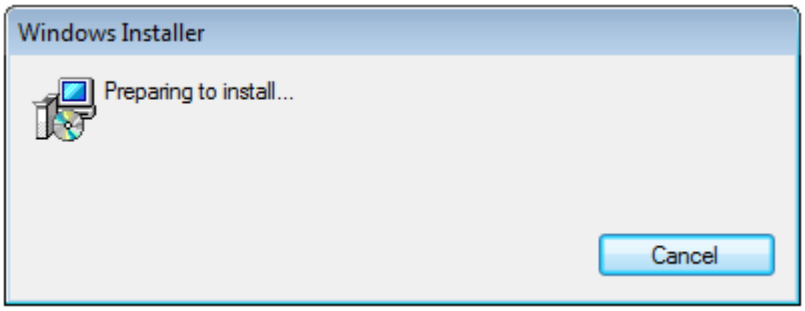


Windows 7 and Windows 8 Operating Systems:
If you see the following window click on the "**Yes**" button:

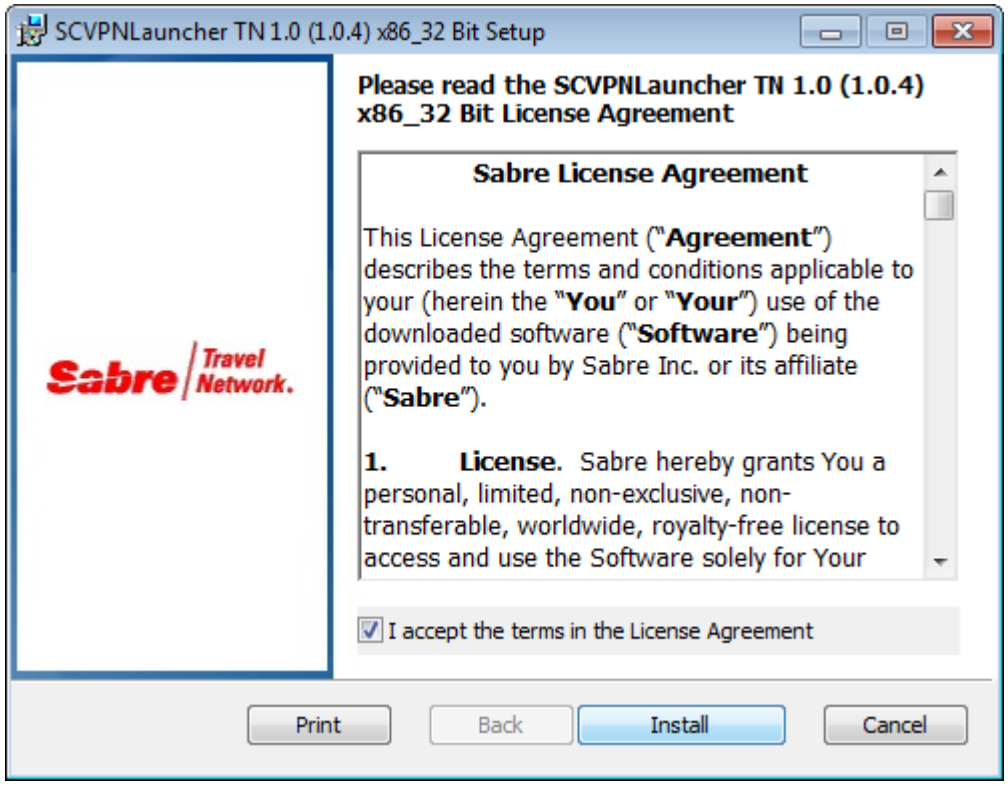


The "**File Extracting…**" window and then "**Windows Installer**" window will appear will appear.

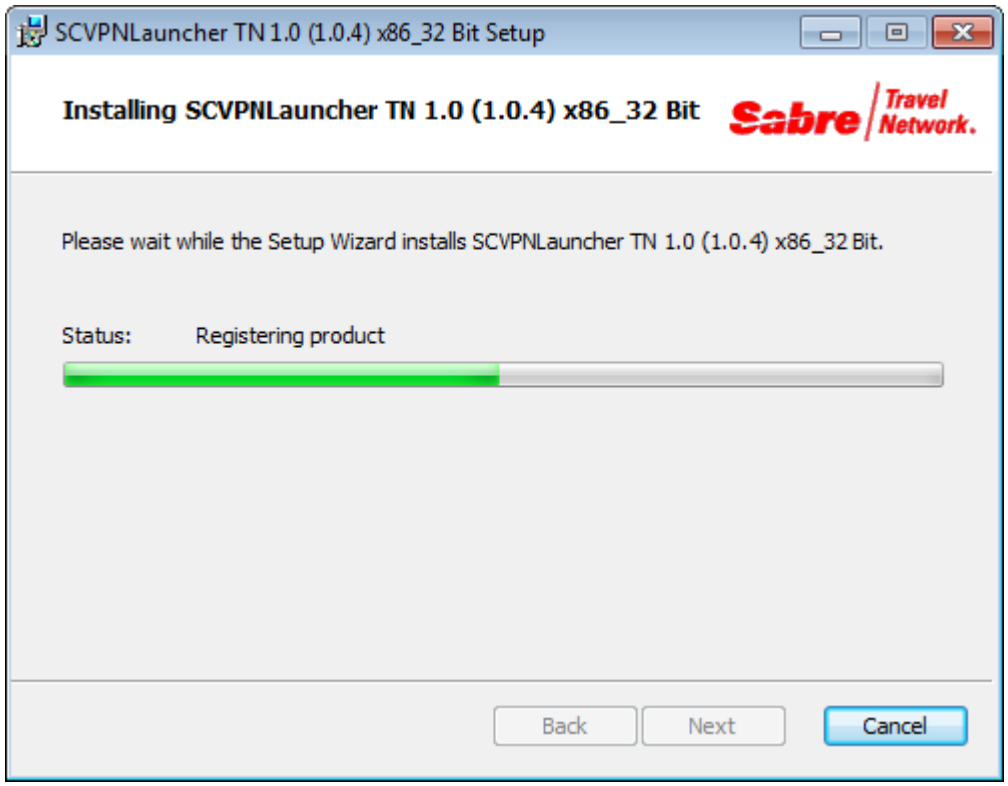




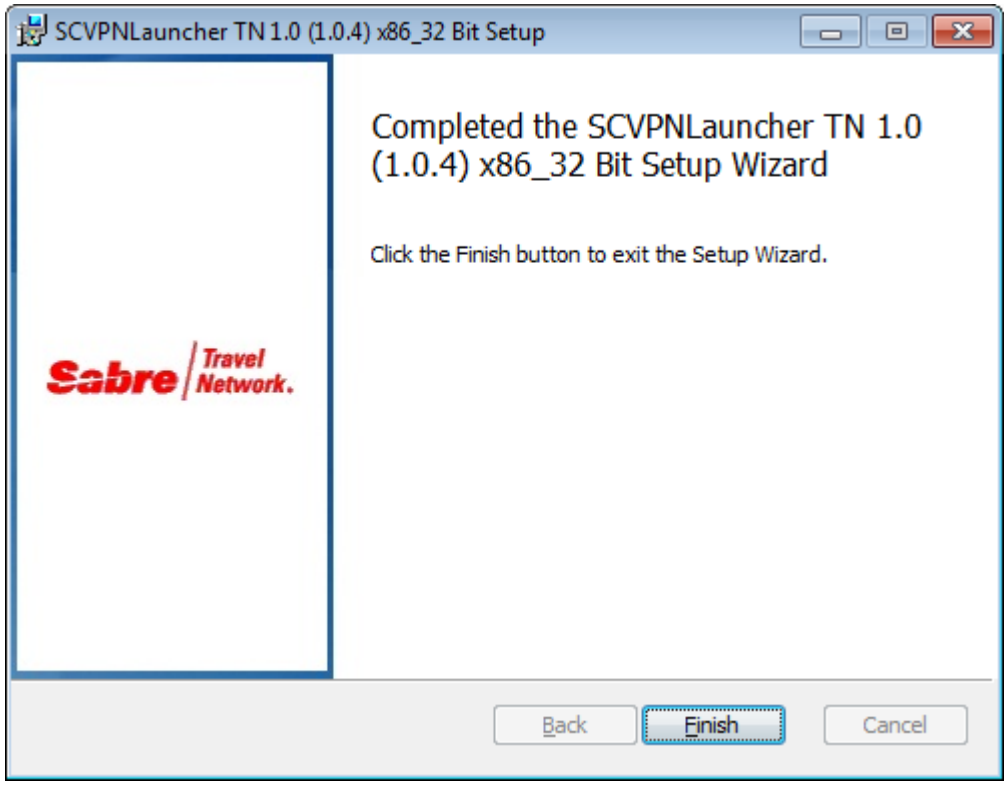
2. After file extraction and installation preparation the "**Please read the SCVPNLauncher TN x.x (x.x.x) x86_32 Bit License Agreement**" window will appear. Click on the "**I accept the terms in the License Agreement**" check box and then click on the **"Install"** button.



3. The "**Installing SCVPNLauncher TN x.x (x.x.x) x86_32 Bit**" window will appear. Click on the "**Cancel**" button if you need to cancel the installation.



4. The "**Completed the SCVPNLauncher TN x.x (x.x.x) x86_32 Bit Setup Wizard**" window will appear. Click on the "**Finish**" button to complete the installation.

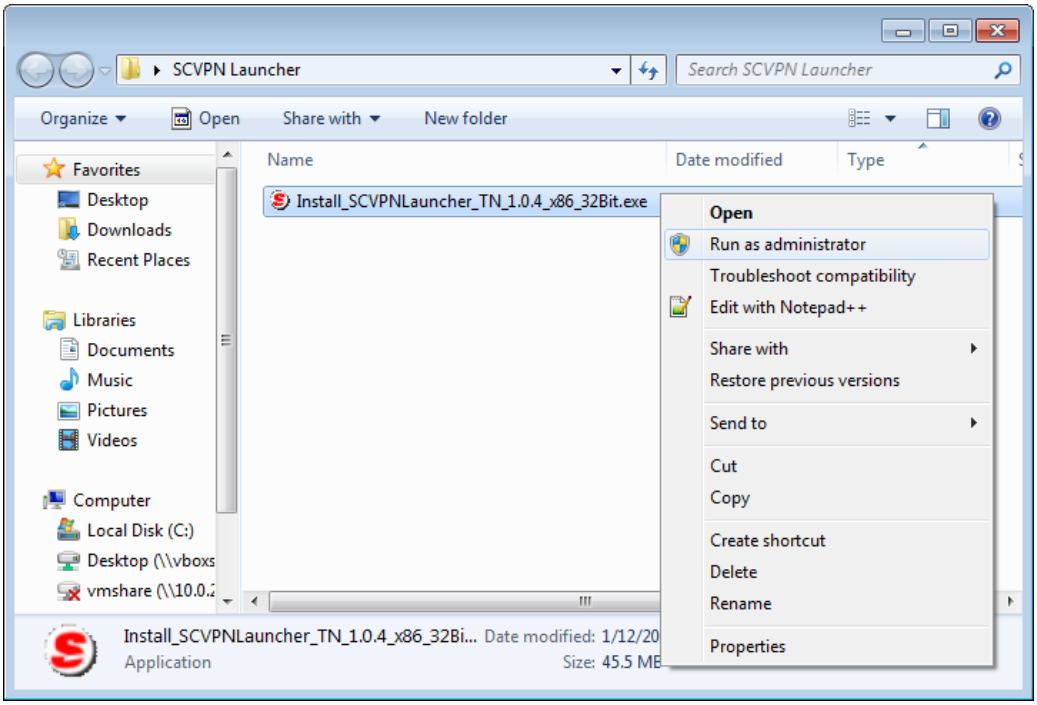


2.1.6 Installation Repair/Removal

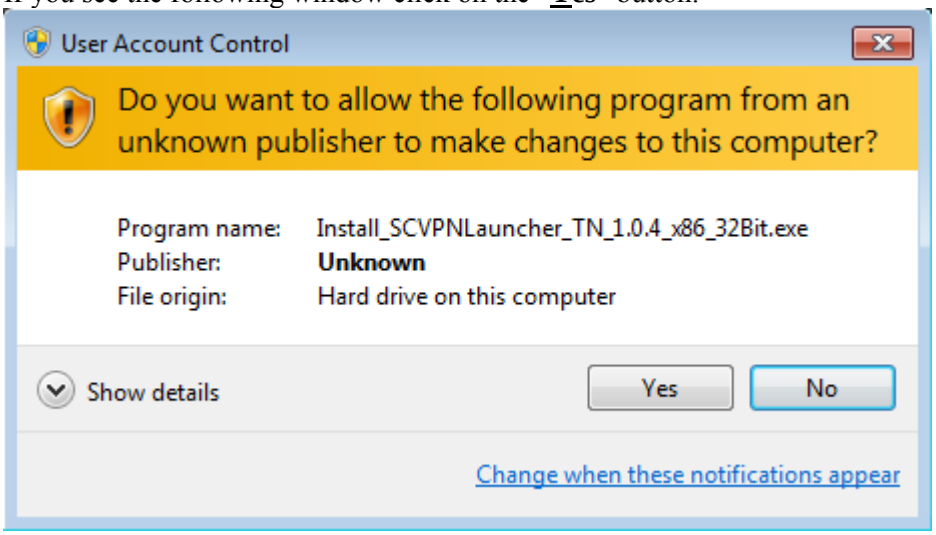
This section describes SCVPNLauncher's Repair/Removal procedures. After initial installation, if the SCVPN Launcher becomes unstable or unresponsive, a repair from the installer can be performed to attempt to correct the issues.

Additionally, the SCVPN Launcher can be removed from the system by running the installer and selecting the remove option.

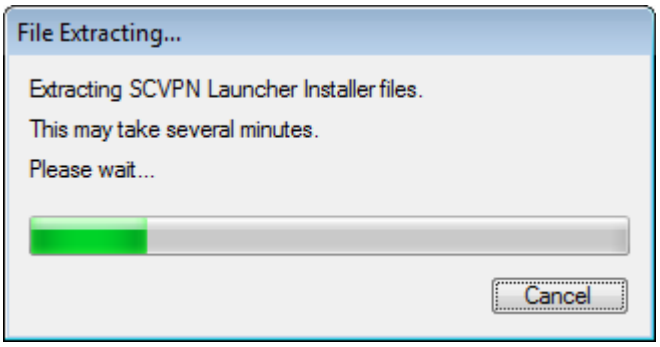
1. Right click on the Sabre Customer Virtual Private Network Launcher (SCVPNLauncher) installation executable file (**Example:** "**Install_SCVPNLauncher_TN_x.x.x_x86_32Bit.exe**") and then select the "**Run as administrator**" menu item.

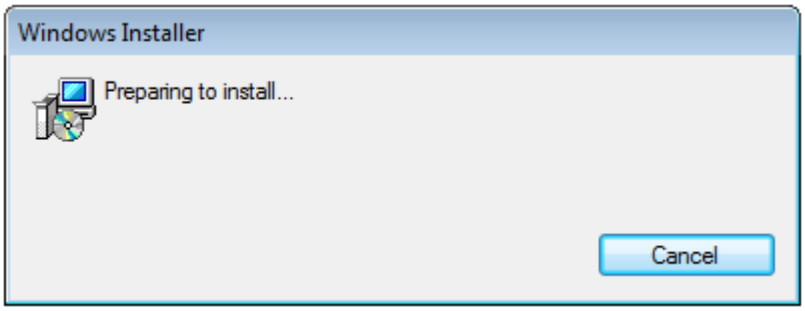


Windows 7 and Windows 8 Operating Systems:
If you see the following window click on the "**Yes**" button:

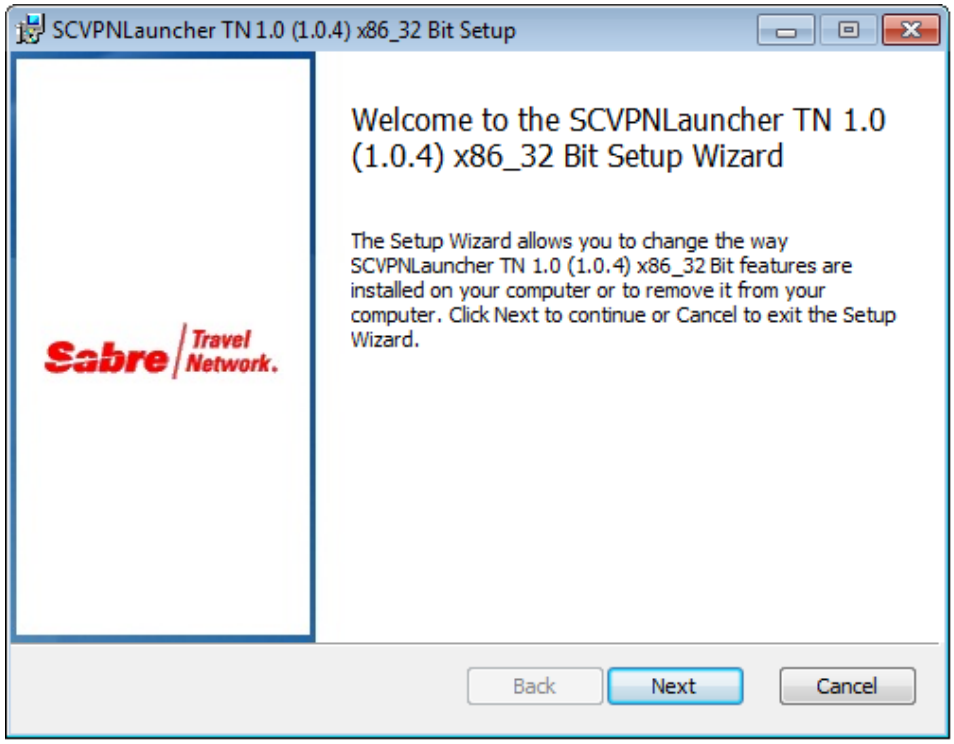


The "**File Extracting…**" window and then "**Windows Installer**" window will appear will appear.

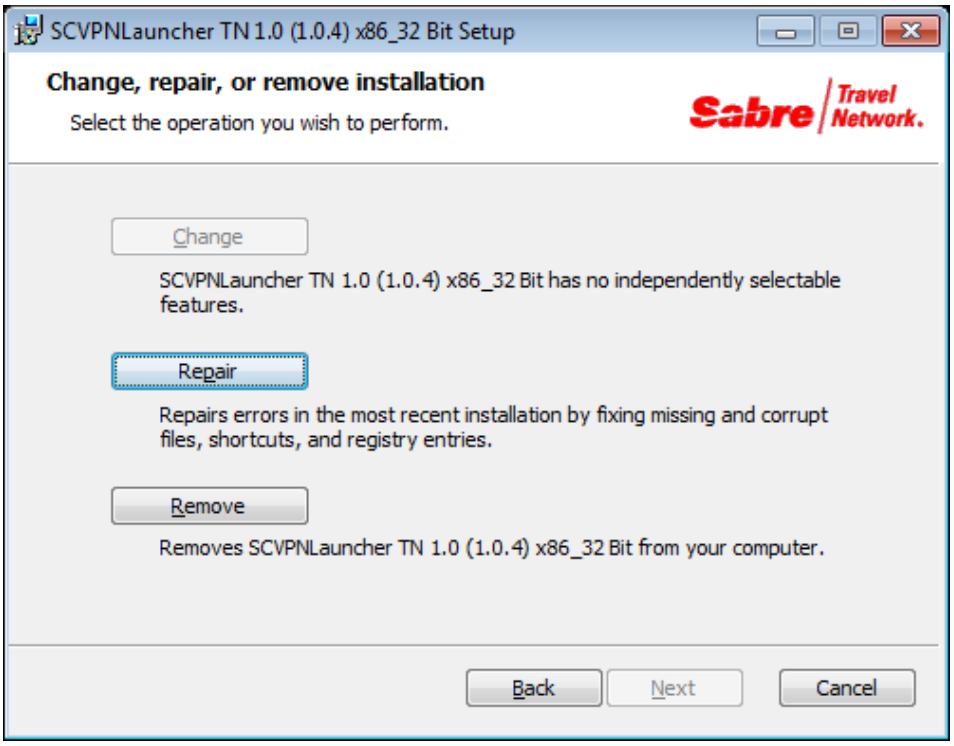




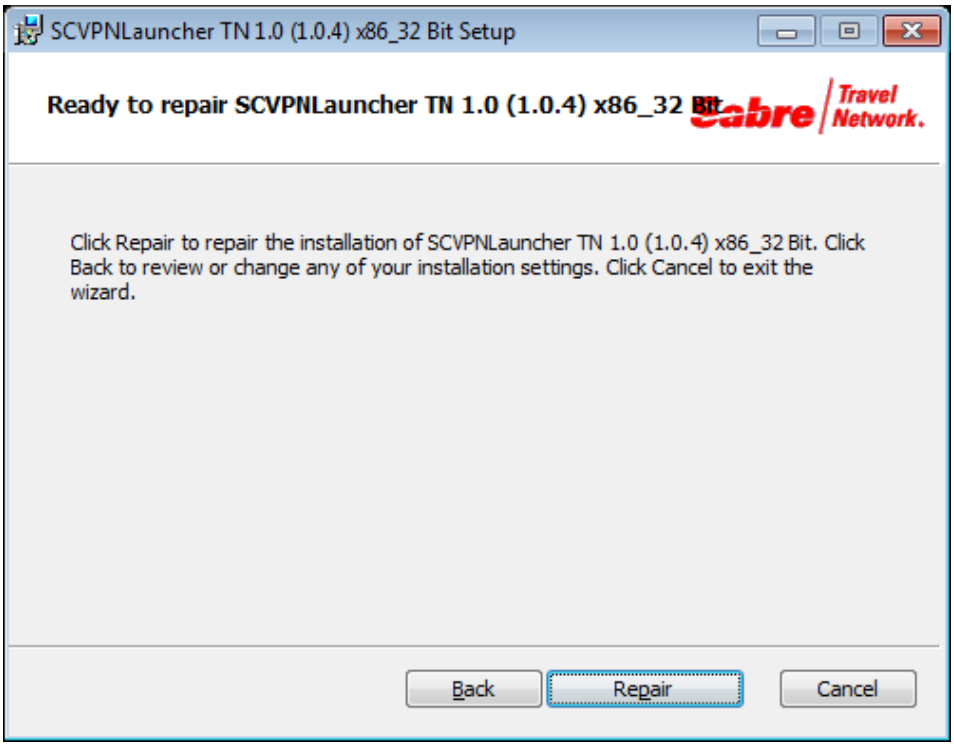
2. The "**Welcome to the SCVPNLauncher TN x.x (x.x.x) x86_32 Bit Setup Wizard**" window will appear. Click on the "**Next**" button.



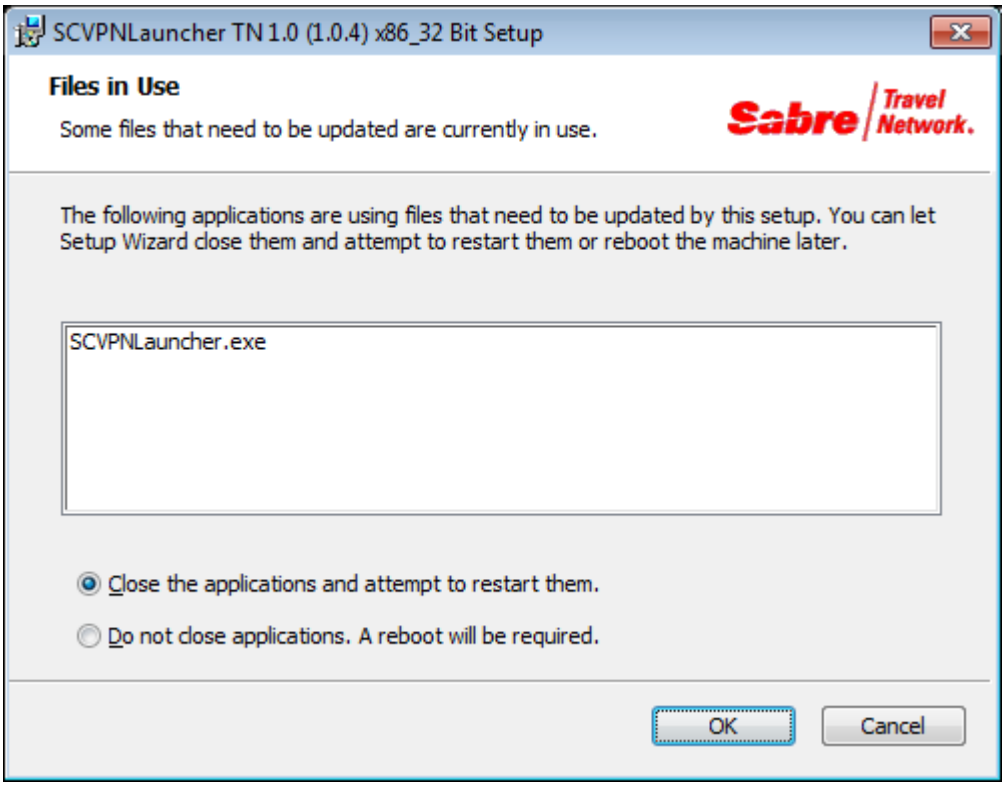
3. The "**Change, repair, or remove installation**" window will appear. For repair, click on the "**Repair**" button to repair the SCVPNLauncher installation.



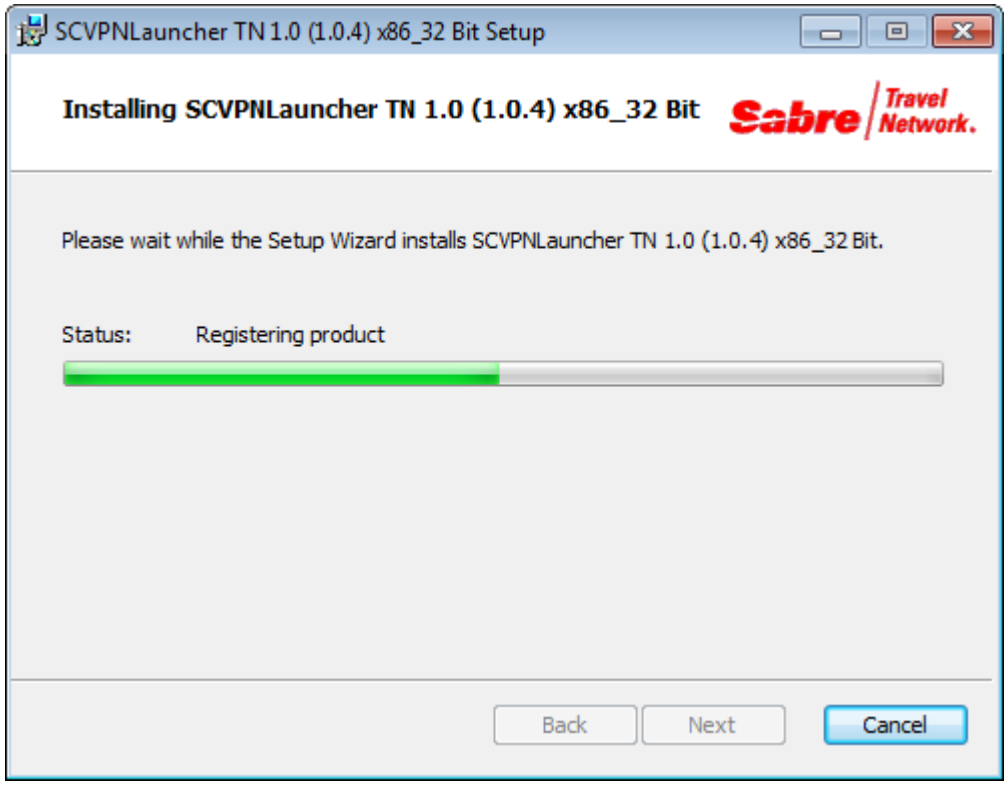
4. After clicking on the "**Repair**" button, the "**Ready to repair SCVPNLauncher TN x.x (x.x.x) x86_32 Bit**" window will appear. Click on the "**Repair**" button to execute the repair procedure.



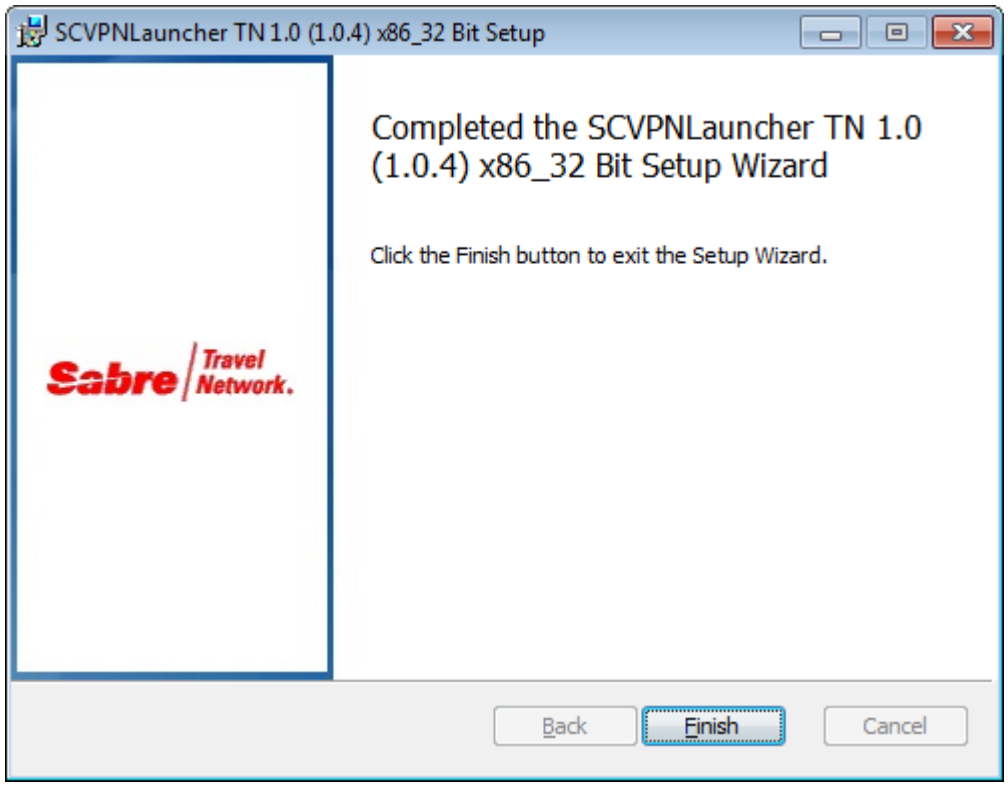
5. If the "**Files in Use**" window appears, select the "**Close the applications and attempt to restart them.**" radio button and then click on the "**OK**" button.



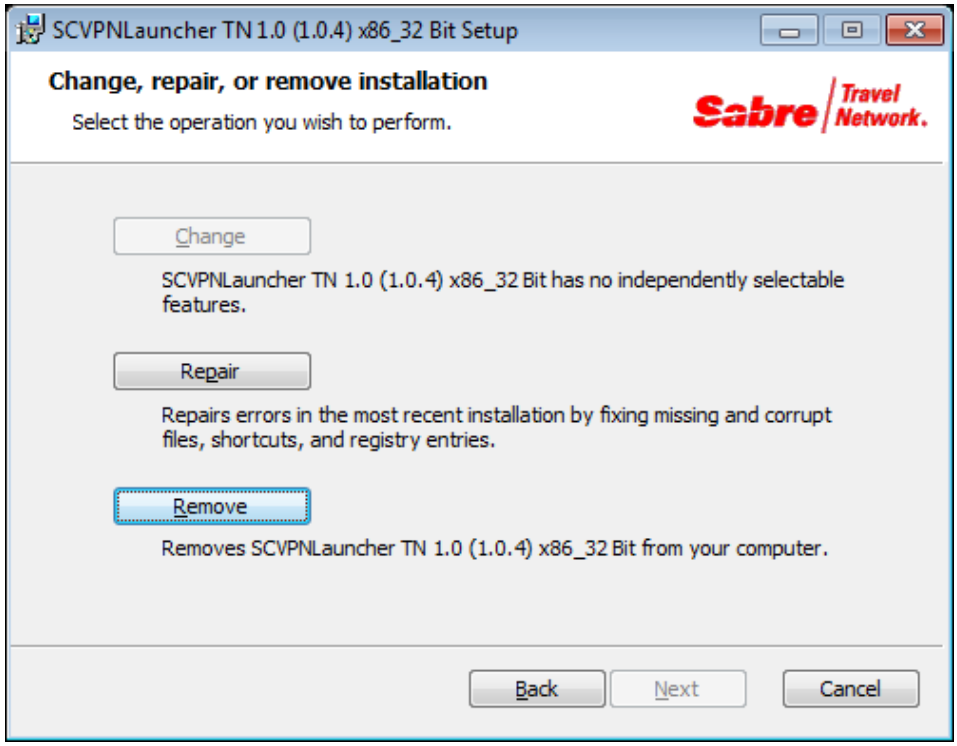
6. The "**Installing SCVPNLauncher TN x.x (x.x.x) x86_32 Bit**" window will appear. Click on the "**Cancel**" button if you need to cancel the installation.



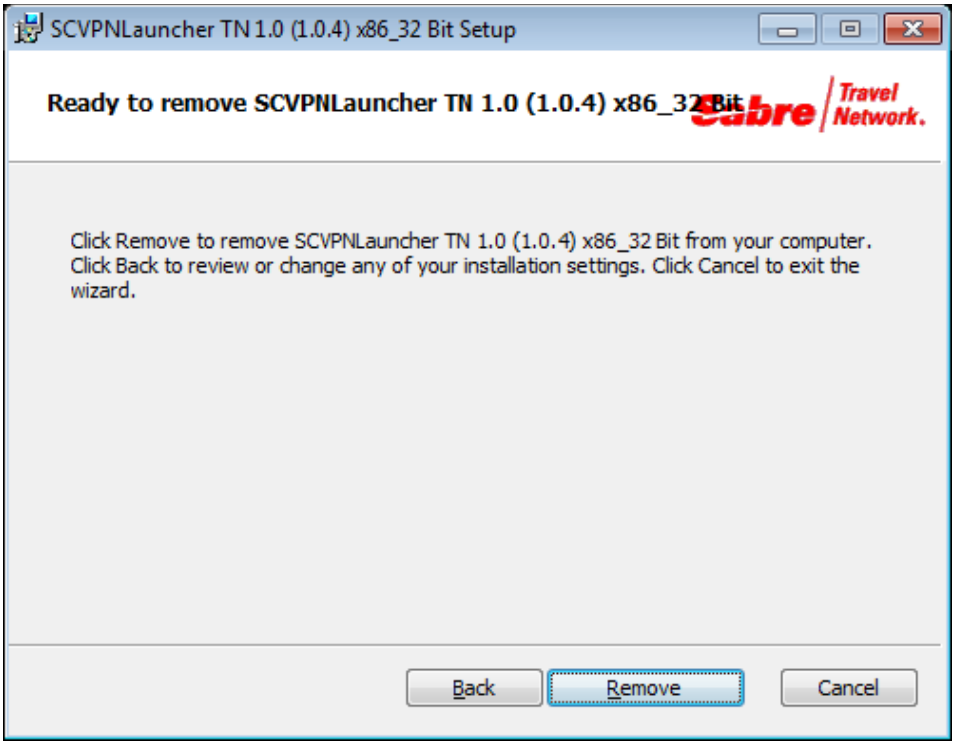
7. The "**Completed the SCVPNLauncher TN x.x (x.x.x) x86_32 Bit Setup Wizard**" window will appear. Click on the "**Finish**" button to complete the installation.



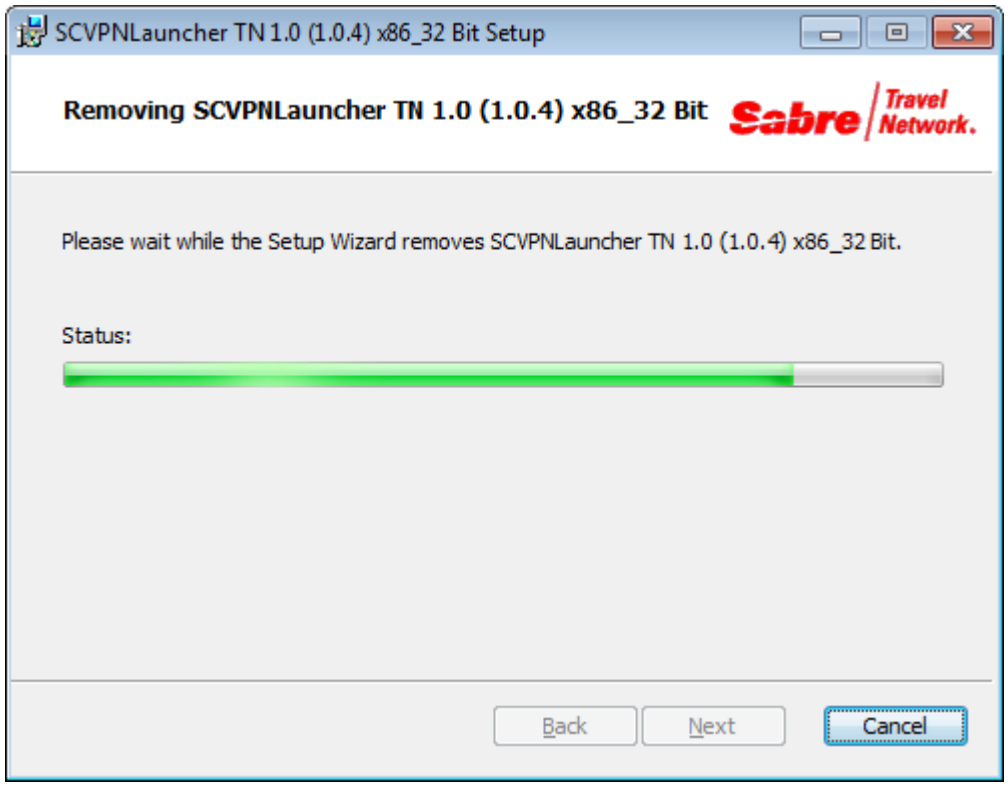
8. The "**Change, repair, or remove installation**" window will appear. To remove the SCVPNLauncher installation, click on the "**Remove**" button.



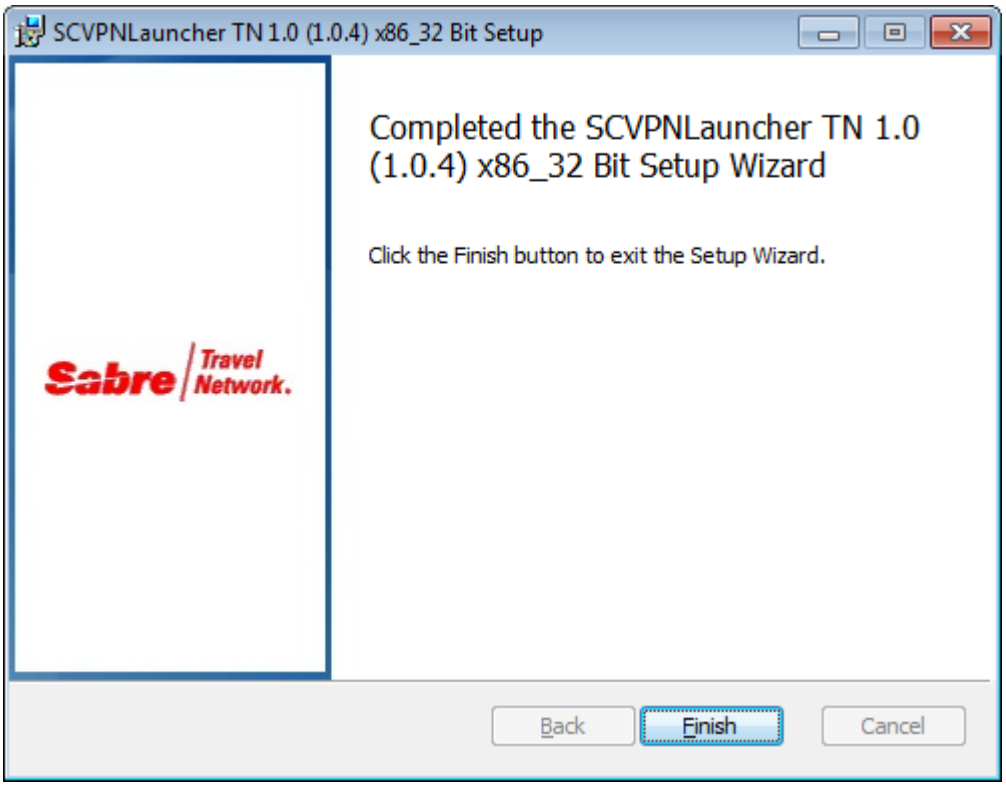
9. After clicking on the "**Remove**" button, the "**Ready to remove SCVPNLauncher TN x.x (x.x.x) x86_32 Bit**" window will appear. Click on the "**Remove**" button to execute the removal procedure.



10. The "**Removing SCVPNLauncher TN x.x (x.x.x) x86_32 Bit**" window will appear.



11. The "**Completed the SCVPNLauncher TN x.x (x.x.x) x86_32 Bit Setup Wizard**" window will appear. Click on the "**Finish**" button to complete.



Uninstallation

3

3.1 Uninstallation

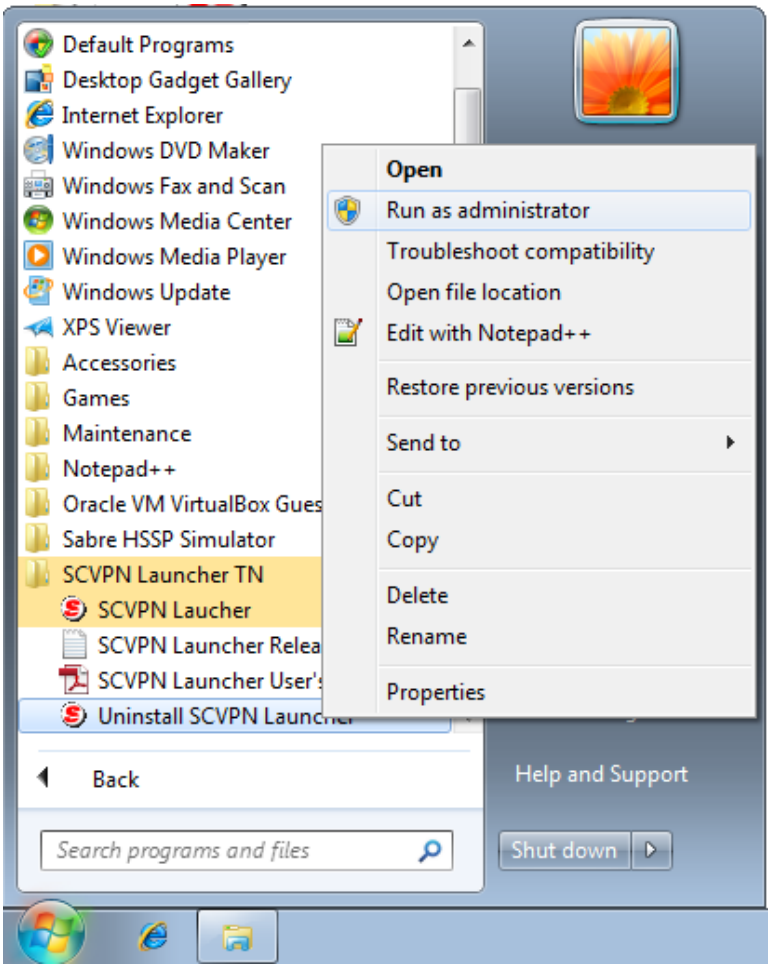
SCVPNLauncher can be uninstalled from the Windows' "**Start Menu**" for Windows 7, Windows 8 and Windows 8.1.

Please make sure that all applications that use SCVPN are shutdown prior to uninstalling SCVPNLauncher.

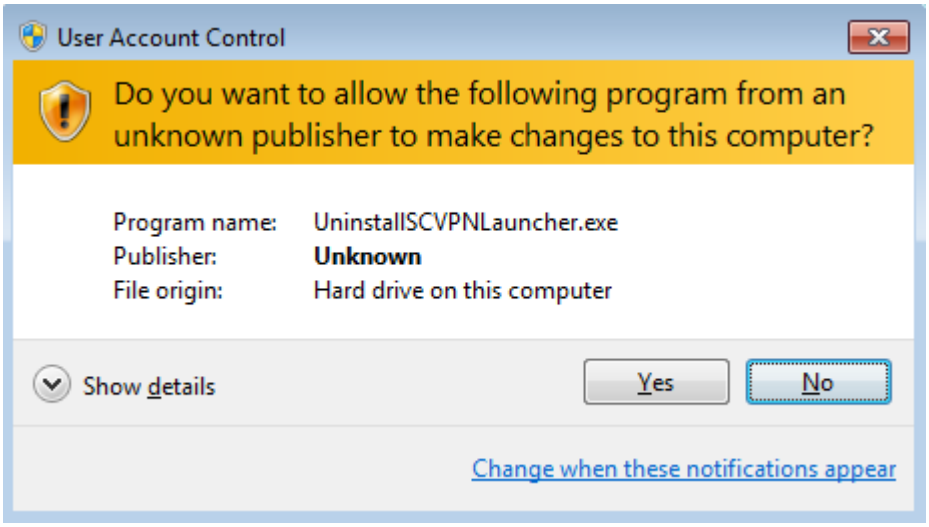
3.1.1 Windows 7 Uninstallation

This section describes the process for running the SCVPNLauncher uninstaller from the Windows' "**Start**" menu for **Windows 7**.

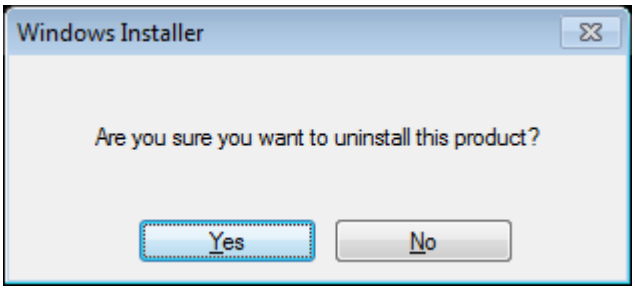
1. Click on the Windows "**Start**" menu and then click on "**All Programs**". Click on the "**SCVPN Launcher TN**" folder and then right click on the "**Uninstall SCVPN Launcher**" menu item. Click on the "**Run as administrator**" menu item.



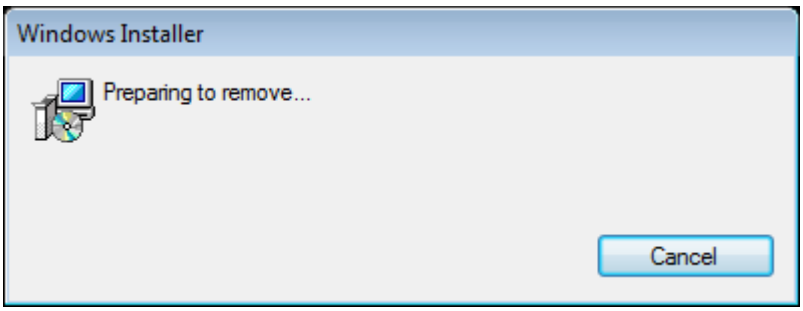
2. The "**User Account Control**" window will appear. Click on the "**Yes**" button.

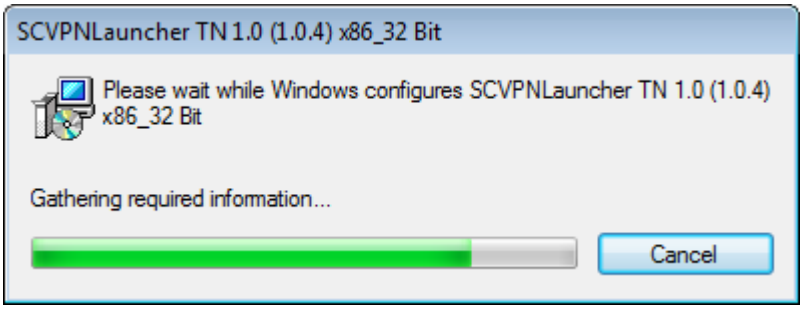


3. The "**Windows Installer**" window will appear. Click on the "**Yes**" button.

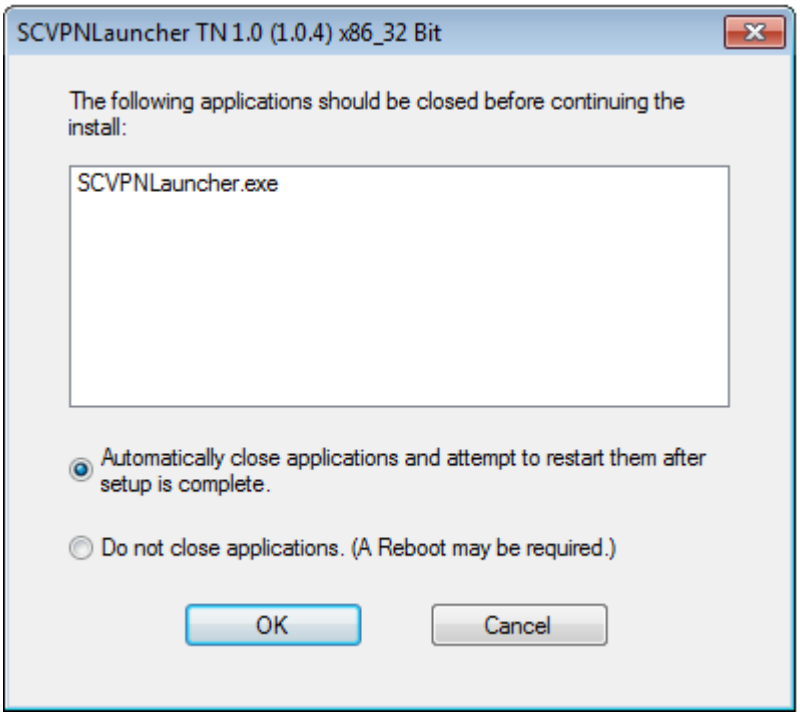


The following windows will appear. Click "**Cancel**" to cancel the uninstall.





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

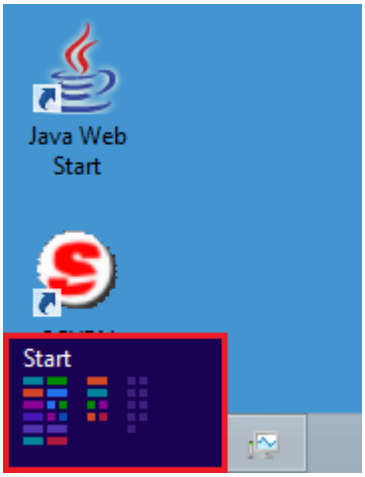


When the "**SCVPNLauncher TN x.x (x.x.x) x86_32 Bit**" window closes SCVPNLauncher has been uninstalled.

3.1.2 Windows 8 Uninstallation

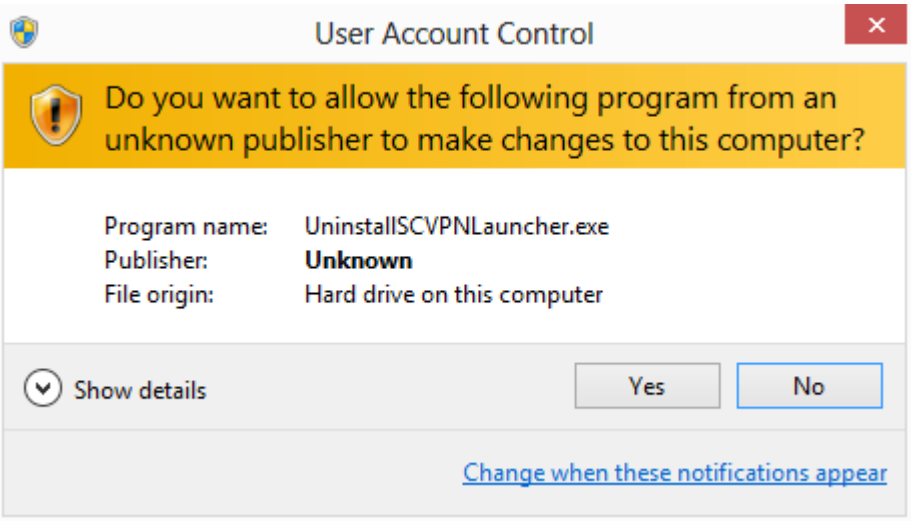
This section describes the process for running the SCVPNLauncher uninstaller from the Windows' "**Start**" menu for **Windows 8**

1. Move the mouse pointer to the bottom left hand corner of the screen and click on the Windows "**Start**" menu and then click on the "**Start**" menu button when it appears. The "**Start**" menu will open. On the "**Start**" menu, find the "**Uninstall SCVPN Launcher**" icon.



2. Right click on the "**Uninstall SCVPN Launcher**" icon. This will put a check mark on the "**Uninstall SCVPN Launcher**" icon and a menu will appear across the bottom of the screen. Click on the "**Run as administrator**" icon on the bottom menu.

3. The "**User Account Control**" window will appear. Click on the "**Yes**" button.



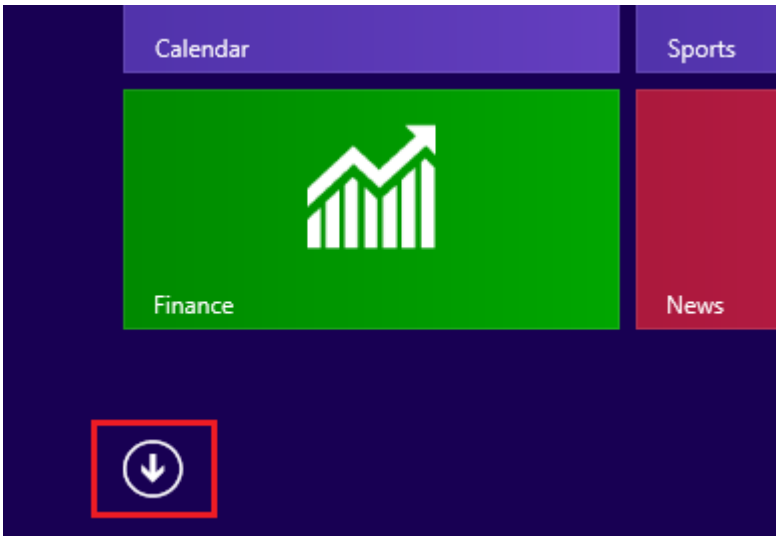
4. Continue to **Section 3.1.4: Performing Uninstallation** to complete the uninstallation.

3.1.3 Windows 8.1 Uninstallation

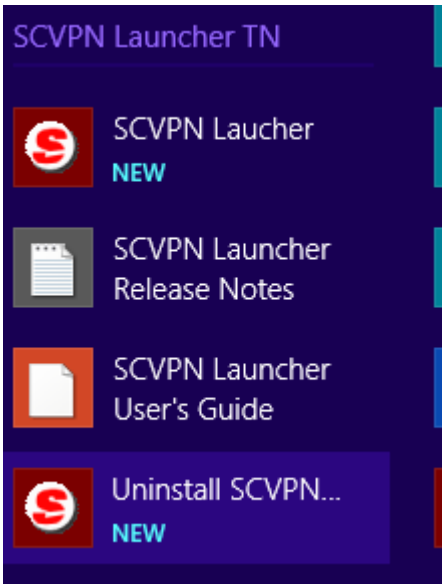
This section describes the process for running the "**SCVPNLauncher"** uninstaller from the Windows' "**Start**" menu for **Windows 8.1**.

1. Click the Windows "**Start**" icon in the bottom left hand corner of the screen. The "**Start**" menu will appear.

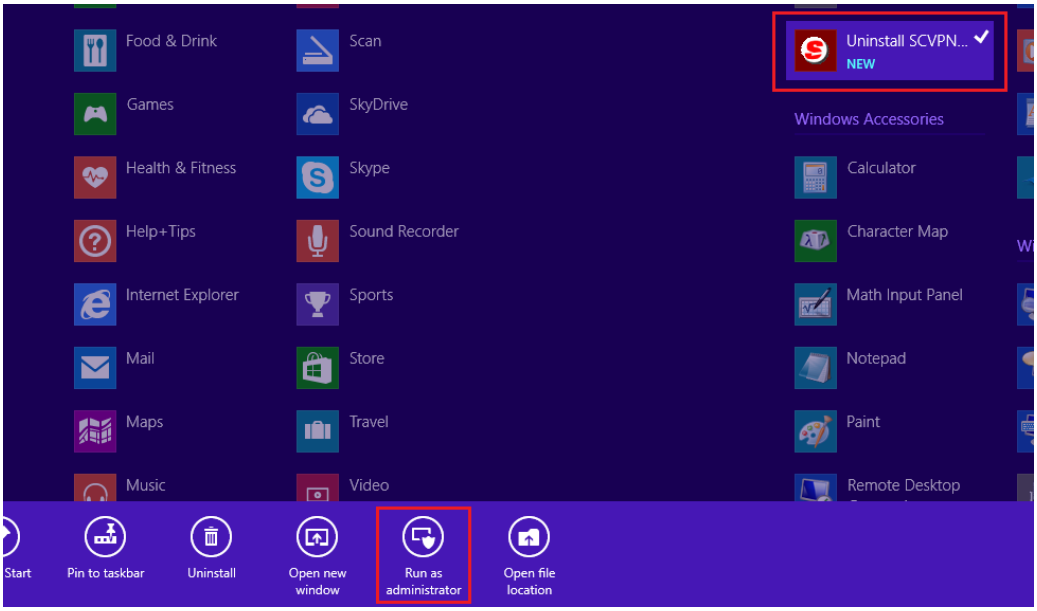
2. Click the down pointing arrow at the bottom left hand corner of the "**Start**" menu screen to show all apps.



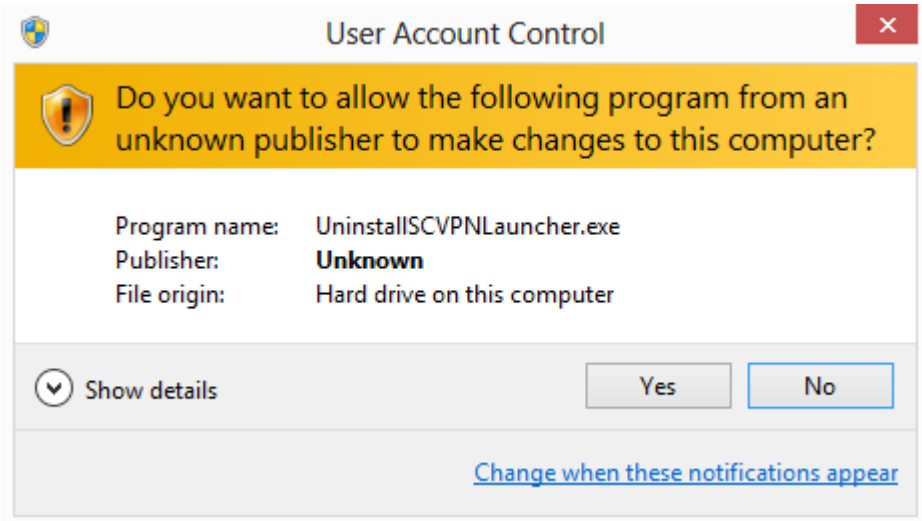
3. Locate the "**Uninstall SCVPN Launcher**" application under the SCVPN Launcher TN application group.



4. Right click on the "**Uninstall SCVPN Launcher**" icon. This will put a Check mark next to the "**Uninstall SCVPN Launcher**" icon and a menu will appear across the bottom of the screen. Click on the "**Run as administrator**" icon on the bottom menu.



5. The "**User Account Control**" window will appear. Click on the "**Yes**" button.

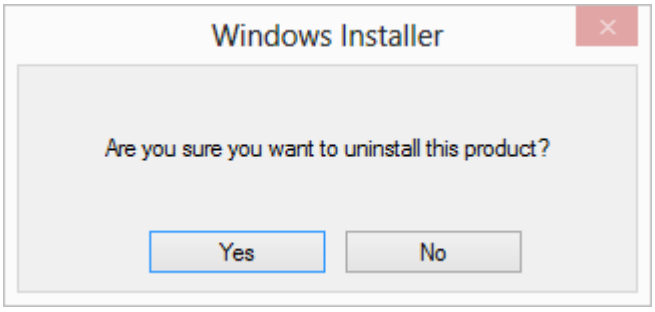


6. Continue to **Section 3.1.4: Performing Uninstallation** to complete the uninstallation.

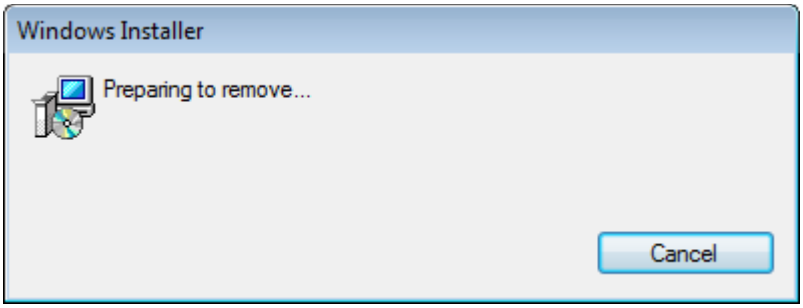
3.1.4 Performing Uninstallation

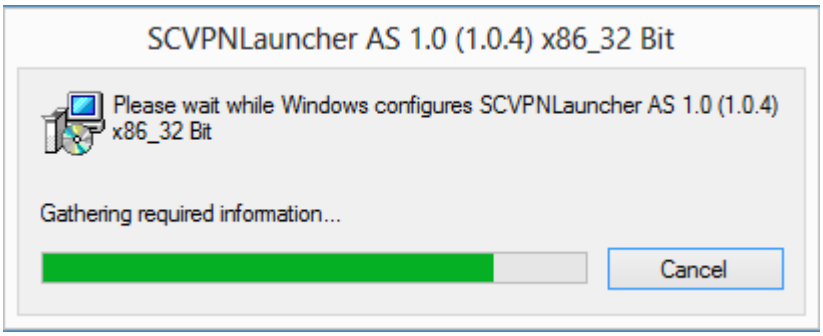
This section describes the process for uninstallation of the SCVPNLauncher after the uninstaller has been started in sections **3.1.2** and **3.1.3**.

The "**Windows Installer**" window appears, click on the "**Yes**" button.

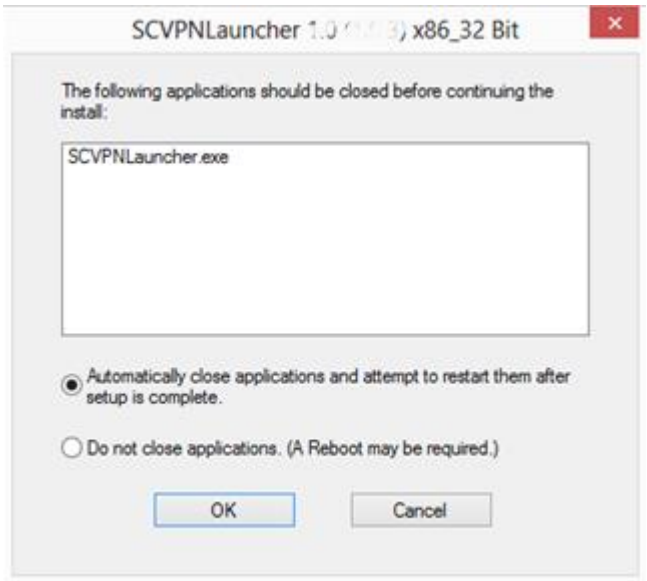


1. The "**Windows Installer**" and "**SCVPNLauncher TN x.x (x.x.x) x86_32 Bit**" windows will appear if "**Yes**" was clicked. Click on the "**Cancel**" button if you need to cancel the uninstall process.





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



When the windows close, the uninstallation will be complete and the program will no longer exist on the system.

Running SCVPNLauncher

4

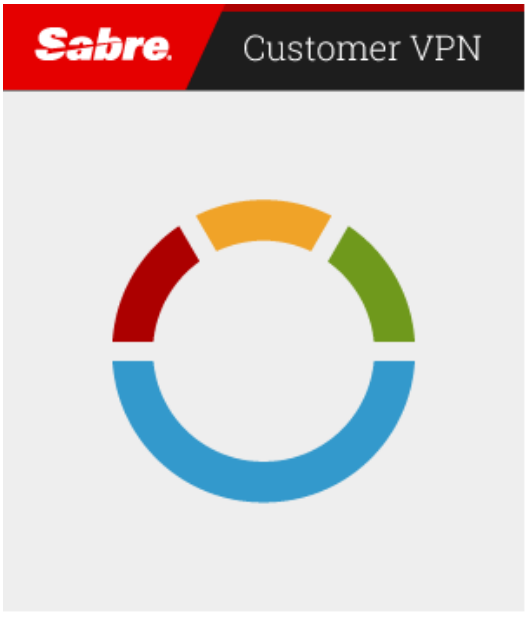
4.1 Running the SCVPNLauncher

Sabre Customer Virtual Private Network Launcher (SCVPNLauncher) can be started with the following steps. SCVPNLauncher can also be run from the Windows' "**Start**" menu.

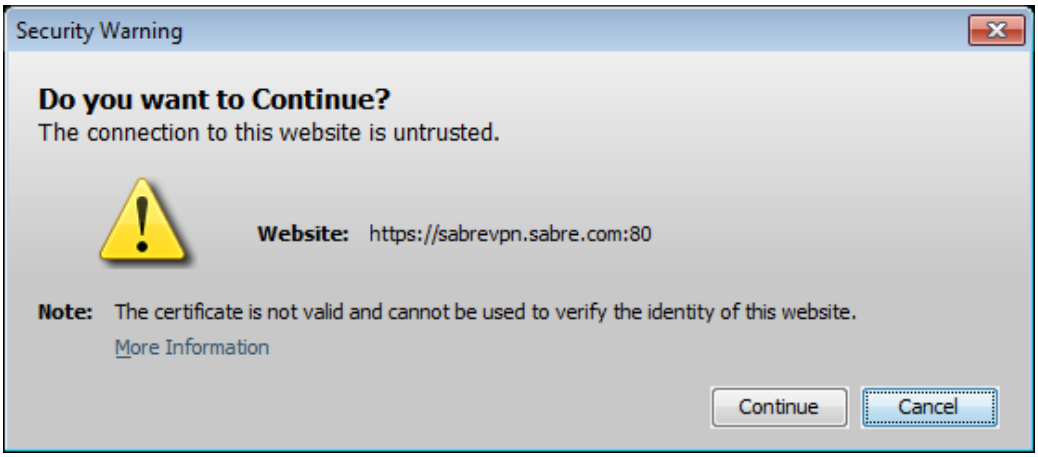
1. Double click on the "**SCVPN Launcher TN**" icon on the desktop.

2. The following Java window will appear when the SCVPNLauncher is run for the first time.

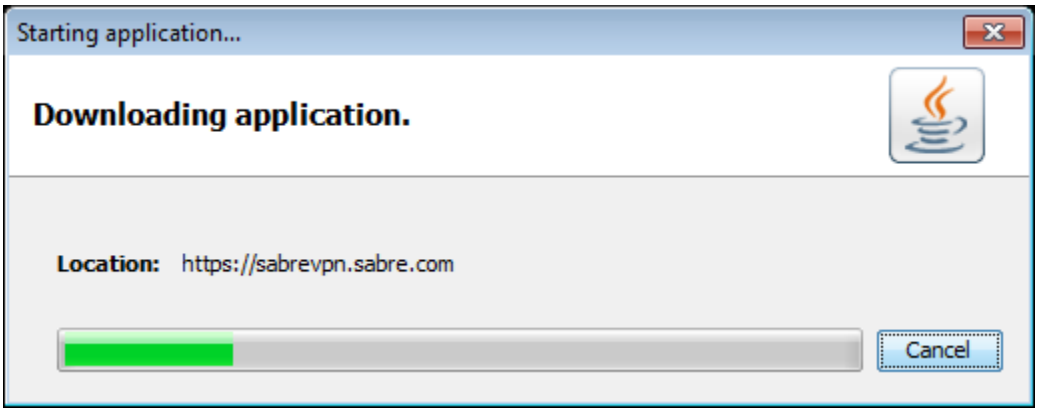
3. If SCVPN is being started after already running for the first time, the following startup dialog will be shown.



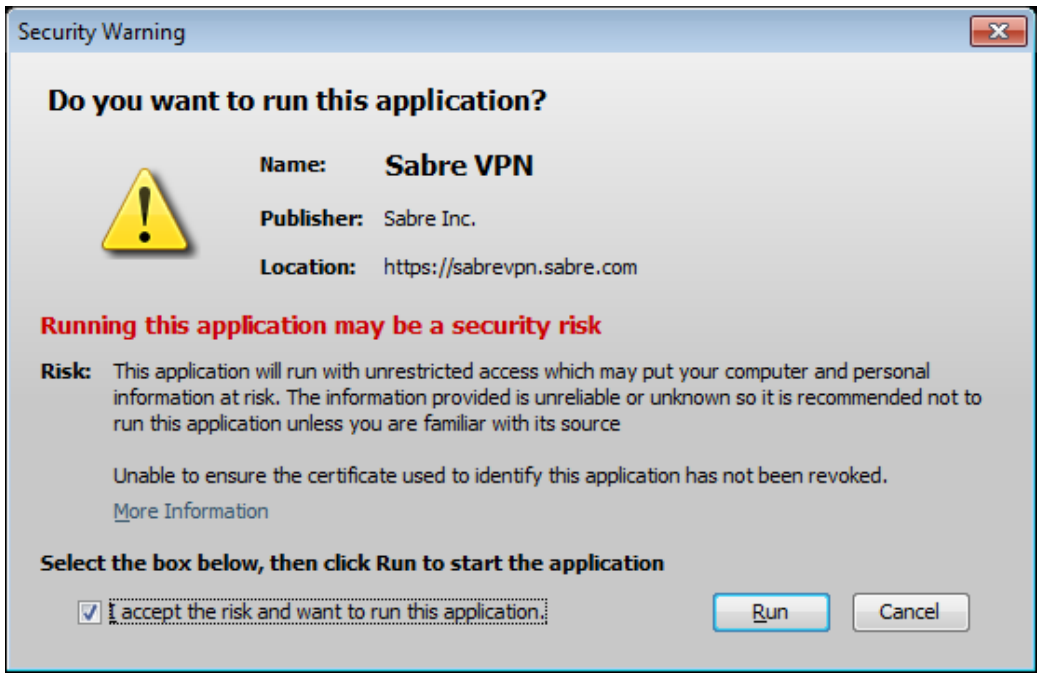
4. The "**Security Warning**" window will appear. Click on the "**Continue**" button.



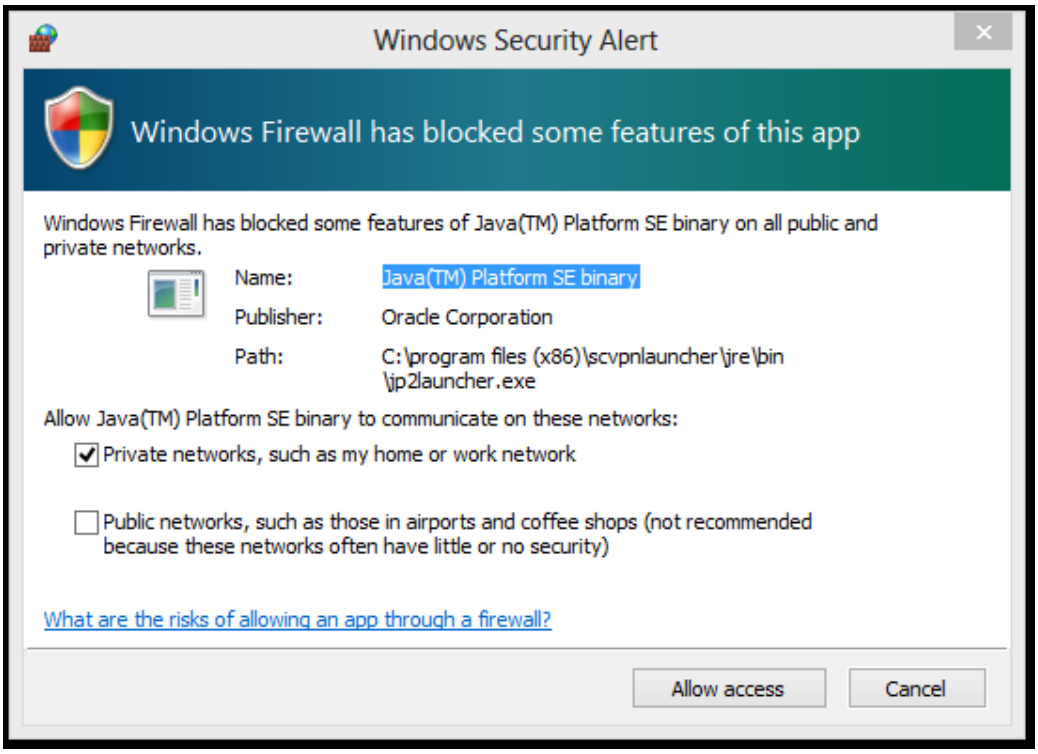
5. On initial startup, the "**Starting application…**" window will appear showing the progress.



6. If the "**Security Warning**" window appears during installation, check the "**I accept the risk and want to run this application.**" checkbox and then click on the "**Run**" button.

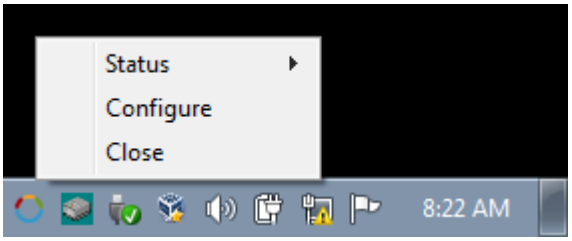


7. The first time SCVPNLauncher is run, the "**Windows Security Alert**" window may appear. Select the type of network you are on and then click on the "**Allow Access**" button.

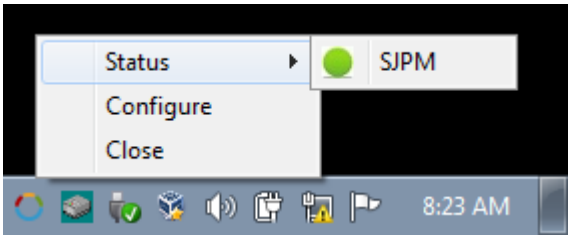


8. After installation has completed, the SCVPN icon will appear in the Windows' System Tray.

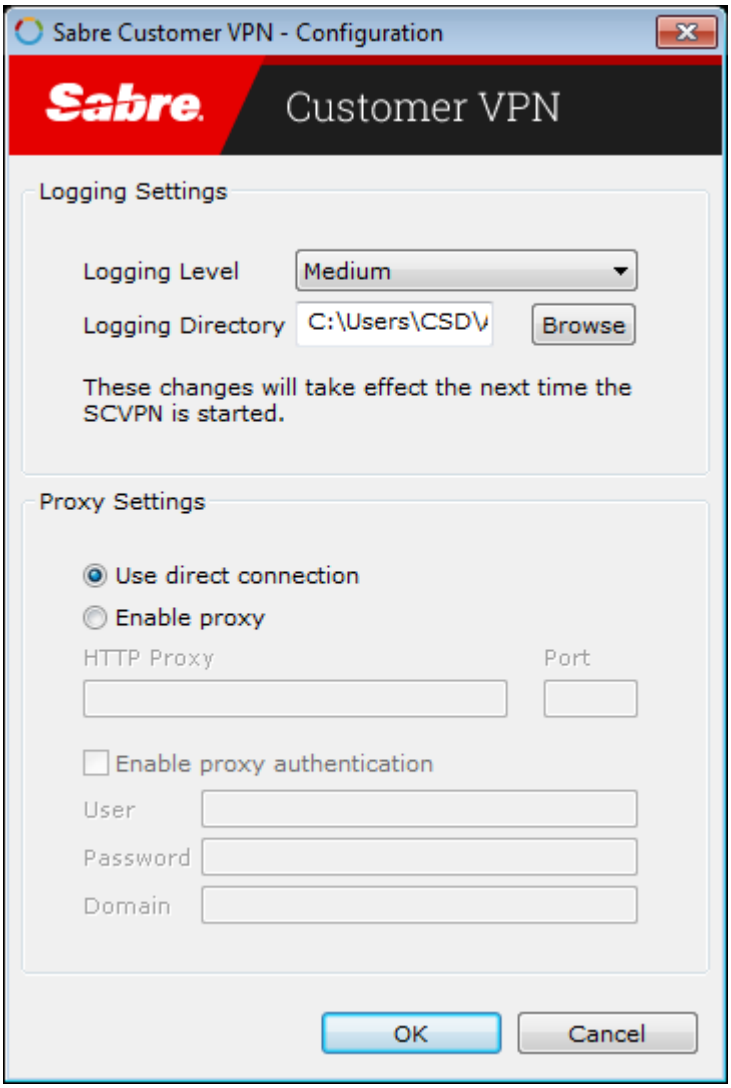
Right click on the SCVPN icon to open the menu.



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



The "**Configure**" menu item provides the ability to configure SCVPN.

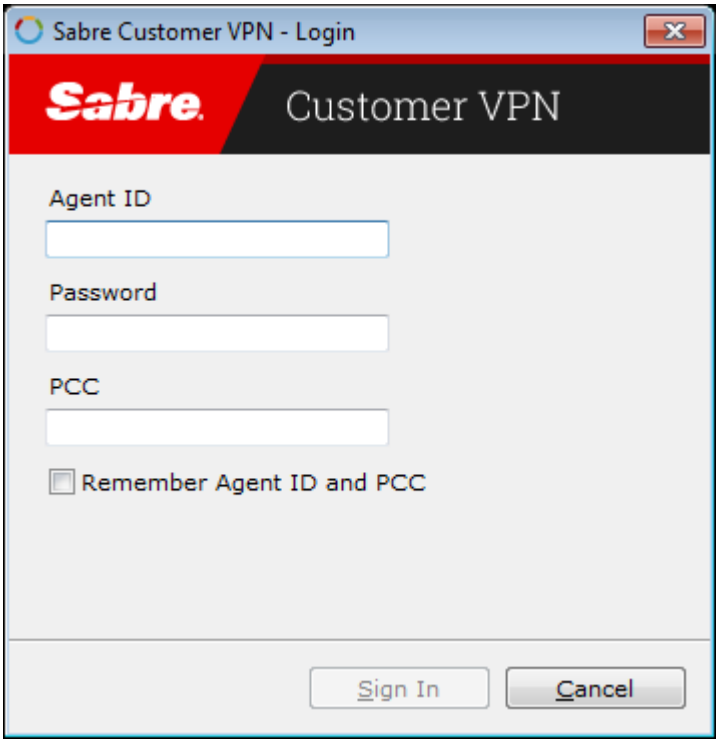


The "**Close**" menu item will close SCVPN.

4.2 Using SCVPN Enabled Applications

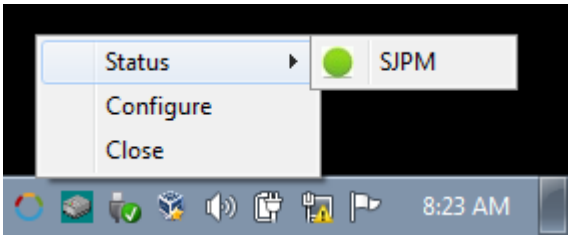
This section describes the process for using SCVPN enabled applications with the SCVPN Launcher (For example: SJPM version 1.7.21 and SNTE version 2.3.33 and later are compatible with SCVPN).

1. After a SCVPN enabled application launches and it attempts to connect to Sabre, the "**Sabre Customer VPN – Login**" window will appear.



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 select the "**Status**" menu item. Verify the application executed is listed under the status and green.

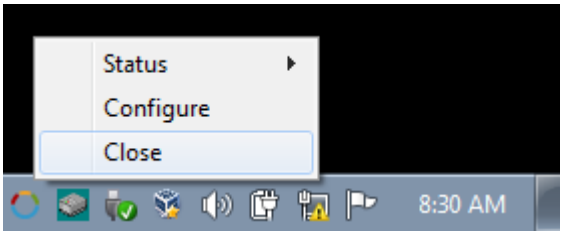


4.3 Shutting down SCVPNLauncher

This section describes the process to shut down the SCVPNlauncher.

1. Shut down all applications that make use of the SCVPNlauncher.

2. Right click on the "**SCVPNLauncher**" icon in the Windows' System Tray and then click on the "**Close**" menu item. This will close SCVPNlauncher.



Troubleshooting

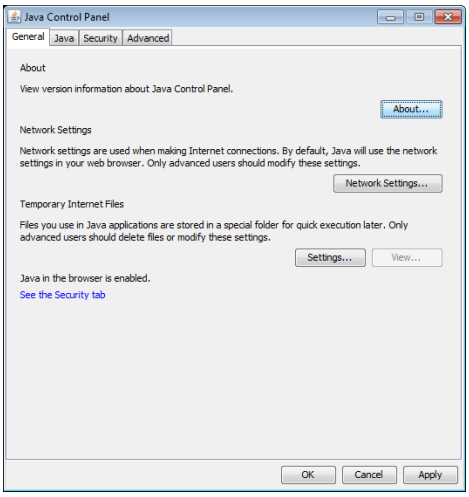
5

5.1 Enable SCVPNLauncher Logging

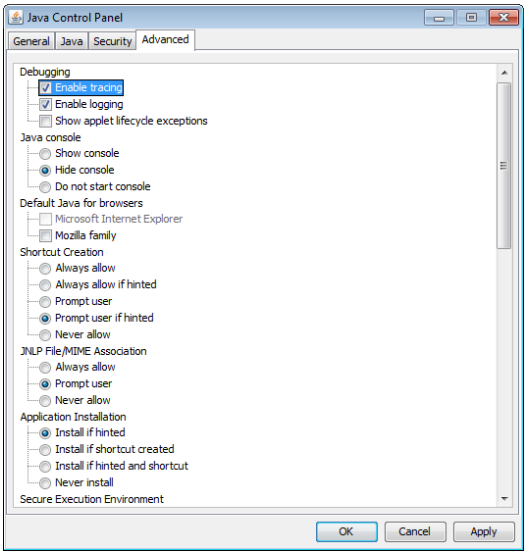
If any issues arise during SCVPNLauncher execution, your Sabre Representative may ask you to collect log files on the operation of the SCVPNLauncher. Follow the steps below to launch SCVPNLauncher and enable logging

1. If SCVPNLauncher is running, right click on the Windows System Tray icon and then select the "**Close**" menu item.

2. From the Windows "**Start**" menu, click on the "**SCVPN Launcher Java Configuration**" menu item under the "**SCVPN Launcher TN**" folder. The "**Java Control Panel**" window will appear.



3. Click on the "**Advanced**" tab and then click on the checkboxes next to the "**Enable Tracing**" and "**Enable Logging**" items under "**Debugging**".

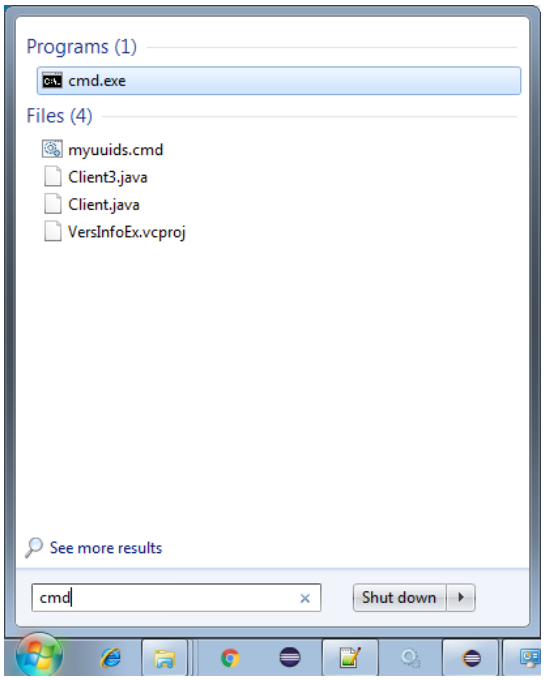


4. Click on the "**Apply**" button and then click on the "**OK**" button to close the window.

5. Next, open a **Command Console**.

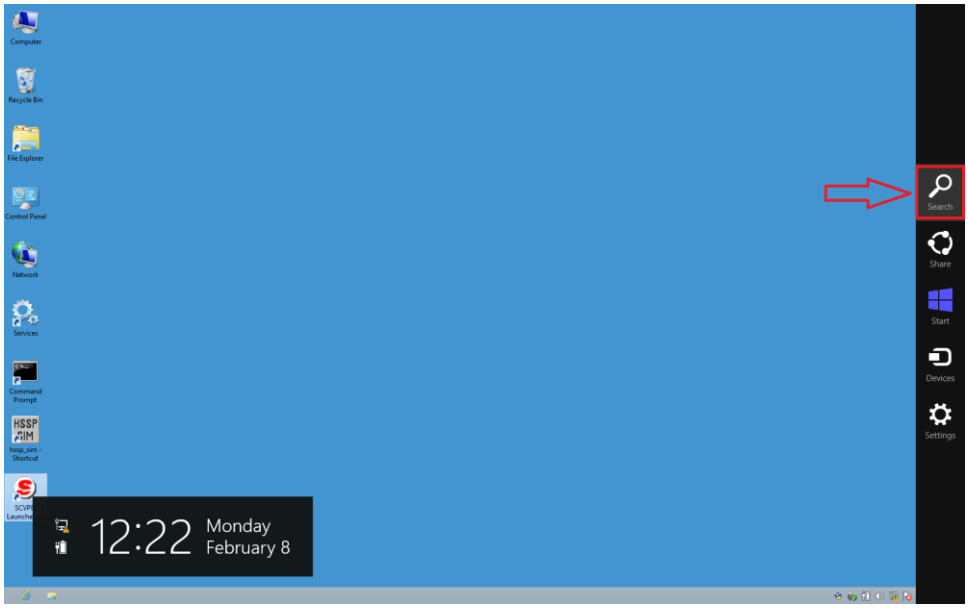
Windows 7:

a. Click on the Windows "**Start**" menu and then type in "**cmd**" in the "**Search programs and files**" field and then press the "**Enter**" key.



Windows 8 and 8.1:

a. Move the mouse to the bottom right hand side of the screen until the system menu appears on the right hand side of the screen and then click on the "**Search**" icon**.**



b. Type in "**cmd**" in the "**Search**" field and then press the "**Enter**" key.

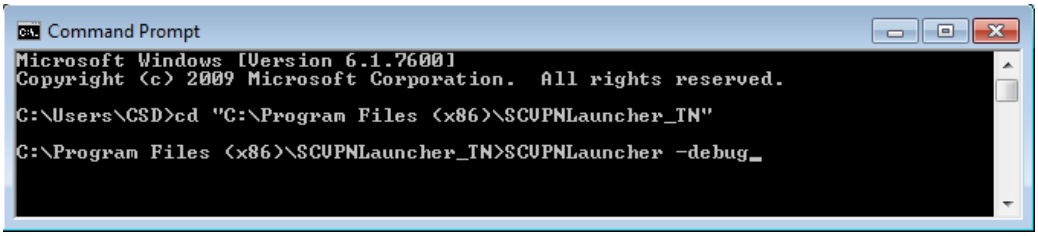
6. In the "**Command Prompt**" window, type in the following command and then press the "**Enter**" key to navigate to the **SCVPNLauncher** program files directory.

   For 64 bit systems:
   ```
   cd "C:\Program Files (x86)\SCVPNLauncher_TN"
   ```

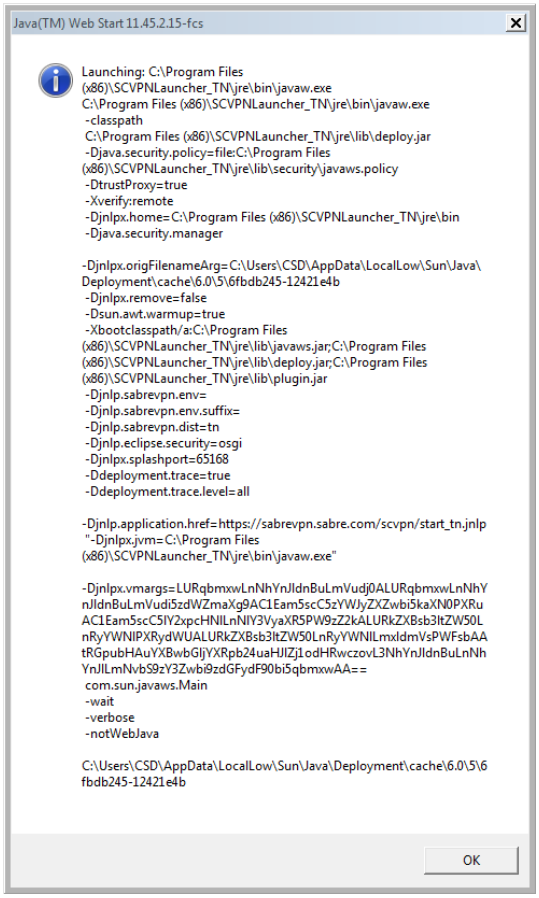
   For 32 bit systems:
   ```
   cd "C:\Program Files\SCVPNLauncher_TN"
   ```

7. In the same Command Prompt window, type in and run the following command to start the SCVPNLauncher in debug mode:

   ```
   SCVPNLauncher.exe -debug
   ```



8. The following window will appear, providing debug information about the start of the application.



Make a screenshot of this window, save it and send with the log files. Click on the "**OK**" button to continue launching the application.

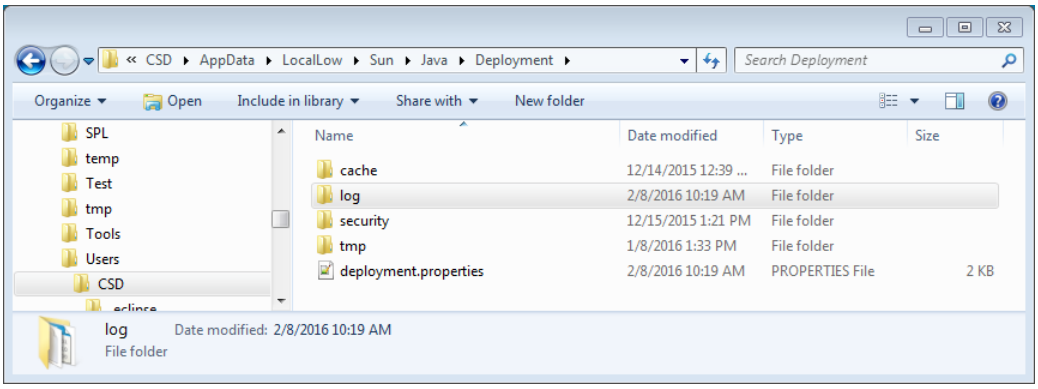
9. After reproducing the issue, close the **SCVPNLauncher** by right clicking on the Windows System Tray icon and then clicking on the "**Close**" menu item.

10. Open Windows Explorer and then navigate to the following directory, replacing "*<username>*" with the current logged in user:

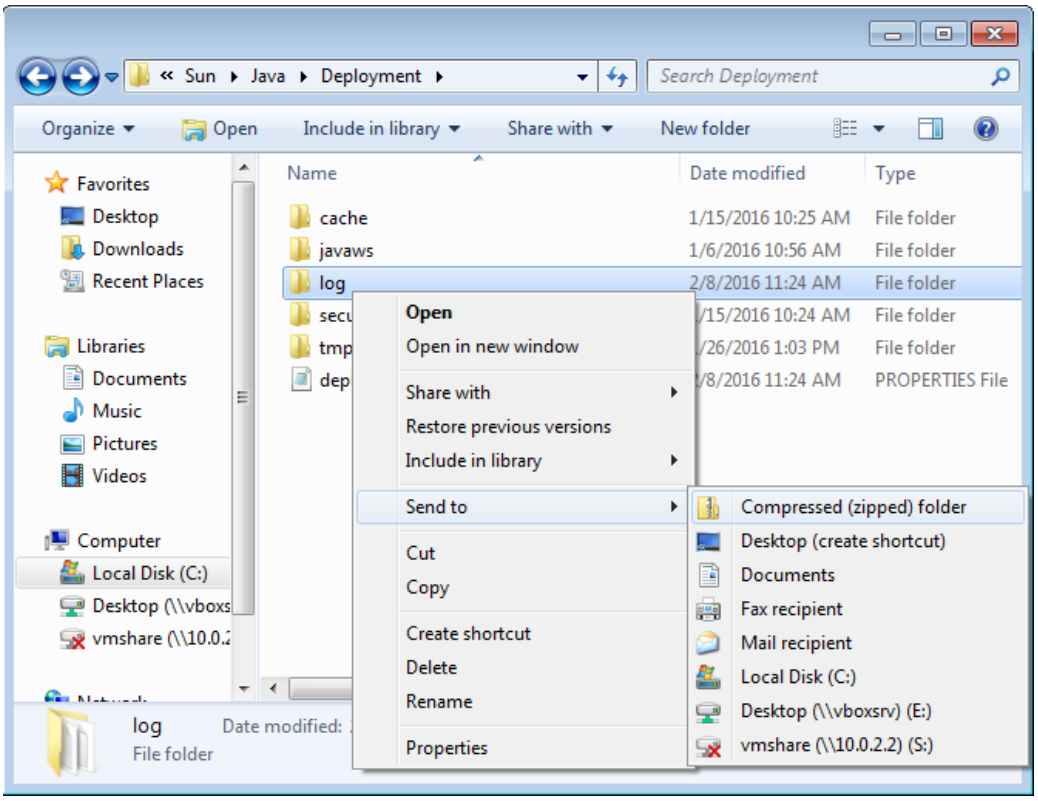
`C:\Users\<username>\AppData\LocalLow\Sun\Java\Deployment\`

Note: The "`AppData`" directory is a hidden directory and may not be visible; type it in manually into the title bar to navigate to the directory.

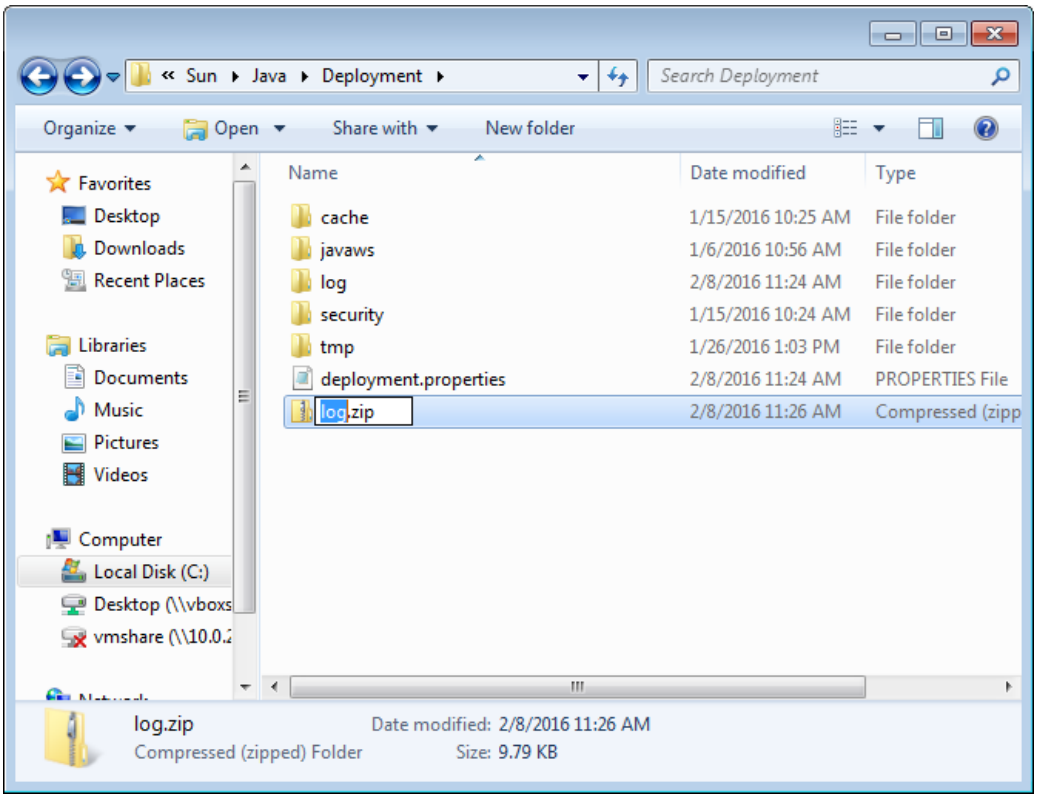
11. The following directory contents will be visible to the user.



12. Right click on the "**log**" folder and then select "**Send to**" and then "**Compresses (zipped) folder**" menu items.



13. A new zip file will be created with the contents of the log folder. Give the zip file a relevant name.



14. Send this zip file and screenshot from **step 9** to your Sabre Representative.

5.2 SCVPNLauncher Java Web Start Cache Clearing

If any issues are encountered with the operation of the SCVPNLauncher, a good first step is to clear the application from the Java Web Start Cache.

This operation will force the SCVPNLauncher to re-download the application from the internet before starting it up.

1. If SCVPNLauncher is running, right click on the Windows System Tray icon and then select the "**Close**" menu item.

2. Open a command prompt (See **Step 6** of **Section 5.1**).

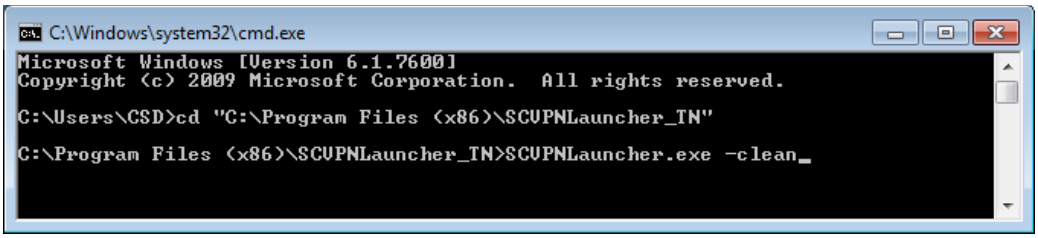
3. In the "**Command Prompt**" window, type in the following command and then press the "**Enter**" key to navigate to the **SCVPNLauncher** program files directory.

   For 64 bit systems:
   ```
   cd "C:\Program Files (x86)\SCVPNLauncher_TN"
   ```

   For 32 bit systems:
   ```
   cd "C:\Program Files\SCVPNLauncher_TN"
   ```

4. In the same Command Prompt window, type in and run the following command to start the SCVPNLauncher in debug mode:

   ```
   SCVPNLauncher.exe -clean
   ```



   The SCVPNLauncher will start, but show the Java splash screen instead of the SCVPN splash screen.

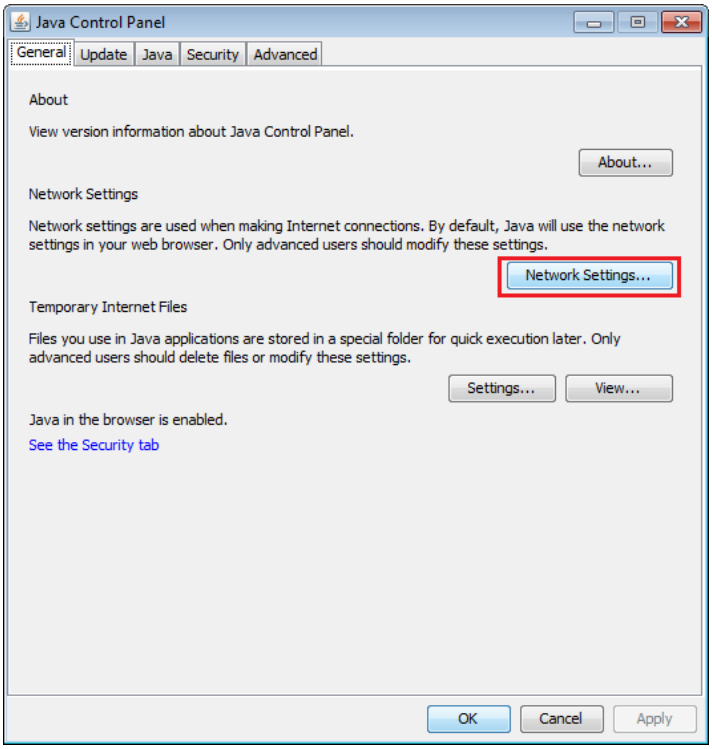
5.3 SCVPNLauncher Java Web Start Proxy Configuration

If any issues are encountered with the SCVPNLauncher using the machine's proxy settings, the Java Proxy Configuration for the installed JRE may need to be configured.

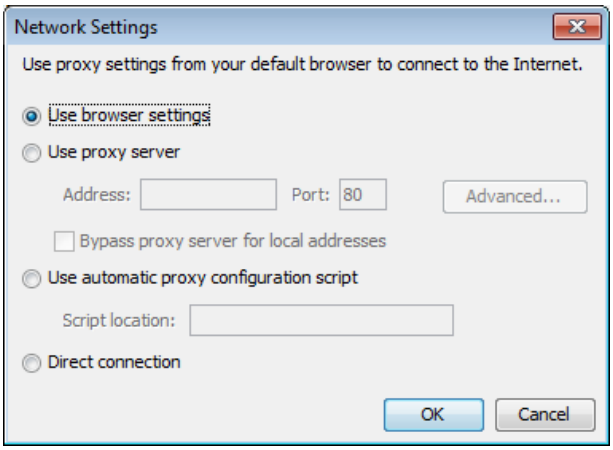
The following are the steps to open the proxy configuration:

1. From the Windows "**Start**" menu, click on the "**SCVPN Launcher Java Configuration**" menu item under the "**SCVPN Launcher TN**" folder. The "**Java Control Panel**" window will appear.

2. Click on the "**Network Settings…**" button on the "**General**" tab.



3. The "**Network Settings**" window will appear.



The following options are used to configure the proxy. Enter the desired configuration and then click on the "**OK**" button to save the settings and close the window. Then click on the "**OK**" button on the "**Java Control Panel**" window.

- "**Use browser settings**"
  Use the proxy settings configured in the Internet Options Control Panel.

- "**Use proxy server**"
  Configure the proxy server directly with an address and port.

- "**Use automatic proxy configuration script**"
  Configure the proxy by use of a configuration script.

- "**Direct connection**"
  No proxy is used.