Installation Guide

SabreSonic CSS Interact - Community

Version 10.1

Software version 10.1

Document Edition 1.0 (April 2020)

Template Version 2.8

Document Revision Information

Date	Section	Description	Revision Control No.
10 Apr, 2020	All	10.1 Interact Installation Guide	V1.0

Table of Contents

Introduction 1

1.1 Overview

This document describes how to install *SabreSonic® CSS Interact* version 10.1, required resources, and steps to be performed during installation.

1.2 Releases and Requirements

You can find the full *Interact* Installers and individual items to update an existing installation on the *Sabre®* Community Portal.

Interact will be installed in the folder C:\Sabre *Interact*\<Airport/Reservation>/<version>.

- In the Application Configuration section, click **Save** when editing the qik.properties file, such as using the Configuration Editor to specify the Terminal Address (TA).
- For *SabreSonic® CSS Interact* Release 10.1, all dedicated sites (non-Common Use) must perform the complete installation procedure. Install the new Qik Executable (10.4.2). Use the *Interact*FastConfig.exe included with the 10.1 release to copy the qik.properties file from an older release.
- For *SabreSonic® CSS Interact* Release 10.0, all dedicated sites (non-Common Use) must perform the complete installation procedure. Install the new Qik Executable (10.4.2). Use the *Interact*FastConfig.exe included with the 10.0 release to copy the qik.properties file from an older release.
- For *SabreSonic® CSS Interact* Release 9.1, all dedicated sites (non-Common Use) must perform the complete installation procedure. Install the new Qik Executable (10.3.0). Use the *Interact*FastConfig.exe included with the 9.1 release to copy the qik.properties file from an older release.
- For *SabreSonic® CSS Interact* Release 8.2, all dedicated sites (non-Common Use) must perform the complete installation procedure. Install the new Qik Executable (10.1.3). Use the *Interact*FastConfig.exe included with the 8.2 release to copy the qik.properties file from an older release.
- For *Interact* Release 8.1, all dedicated sites (non-Common Use) must perform the complete installation procedure. Install the new Qik Executable (10.1.2). Use the *Interact*FastConfig.exe included with the 8.1 release to copy the qik.properties file from an older release.

Note Sabre does not do the CUTE (Common Use) deployment. Sabre will upload the Production releases onto the Share drive for each CUTE Vendor. Once the releases are uploaded on the CUTE sites, it is each carrier's responsibility to open a work order with each Common Use vendor for deployment at Common Use Airports. Please refer to the Common User Terminal Emulator (CUTE) installation guide for the complete process.

1.3 Release Identification and Release Type

Release Identification

Release Version	Type (Version, Update, or Patch)	Date	Approved By	Description of Change
10.1	Version	Jul 2020	Richard Ramdanny	Major version update

System Requirements 2

2.1 Overview

The following sections explain requirements and/or prerequisites that must be present to install *Interact* Release 10.1.

2.2 Hardware Requirements

Requirements	Minimum Specifications
Type of CPU	Intel® Duo Core
Microprocessor Speed (MHz)	1.5 GHz or faster
Hard Drive Storage Size (GB)	1 GB
RAM	2GB recommended (application needs 500MB)
Monitor Display Size (diagonal “)	15”
Operating System	Windows 10
Operating Platform	32-bit, 64-bit
Network Adapters	Ethernet
Network Protocols	TCP/IP
Sabre Communication	JSAPI
Native Sabre emulator	no
Bandwidth	25k/concurrent user
Display adapter (GPU)*	Intel® HD Graphics or better (recommended)

Note We recommend the user to have an integrated graphics card to ensure smooth rendering.

2.3 Software Requirements

Qik 10.4.2 Executable.

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3.1 Download Directory and File Names

All dedicated sites (non-Common Use) can download the *Interact* application from the *Sabre® Community Portal*.

Version 10.0 - Community			
Interact v10.0 - Misc Items	Downloadable Application	Oct 24 2019	
Interact v10.0 - Full Airport Installer	Downloadable Application	Oct 23 2019	
Interact v10.0 - Full Reservation Installer	Downloadable Application	Oct 23 2019	

3.2 Installation of the Solution

3.2.1 Overview

This section will guide you through the full installation of the *Interact* application.

3.2.1.1 Airport Setup .exe without training module

This installs the *Interact* Airport application at a desired location with, or without, the training module.

3.2.1.2 Reservations Setup exe without training module

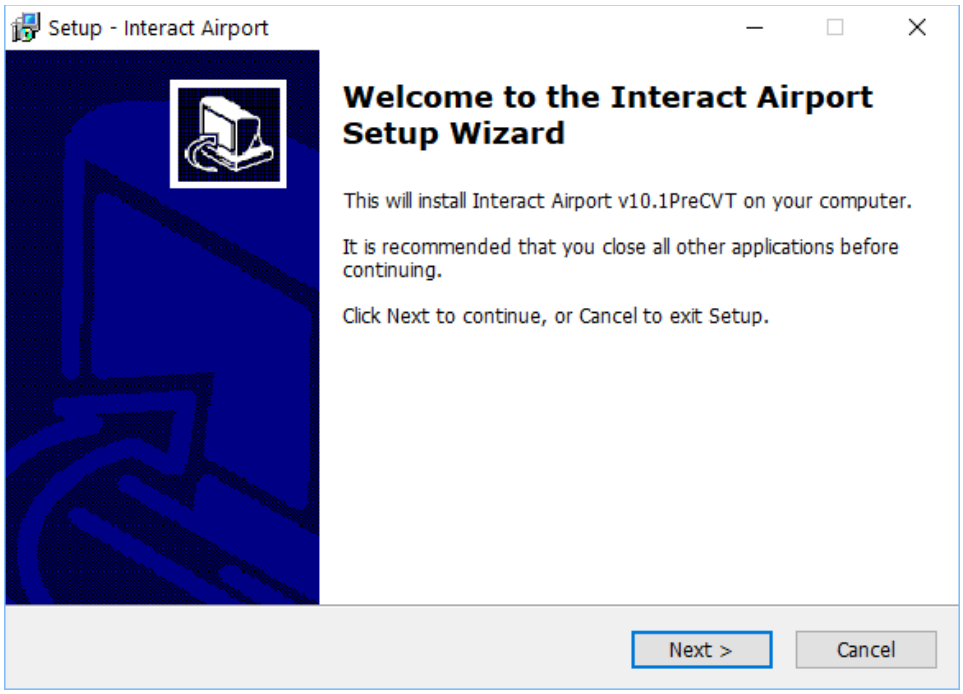
This installs the *Interact* Reservation application at a desired location with, or without, the training module.

Select the application you want to install on your workstation. All install routines follow the same process that is described below.

To begin the installation process

1. Double-click either the **AirportSetup v10.1.exe** or **Reservations Setup v10.1.exe** file.

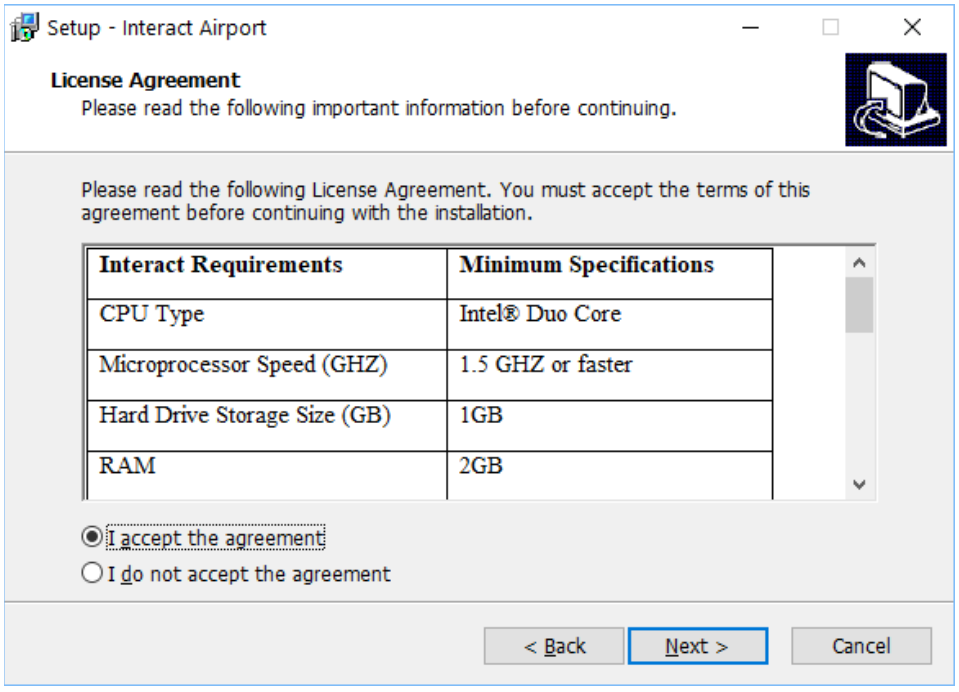
   The Setup - Interact Airport window appears.



2. Click **Next**.

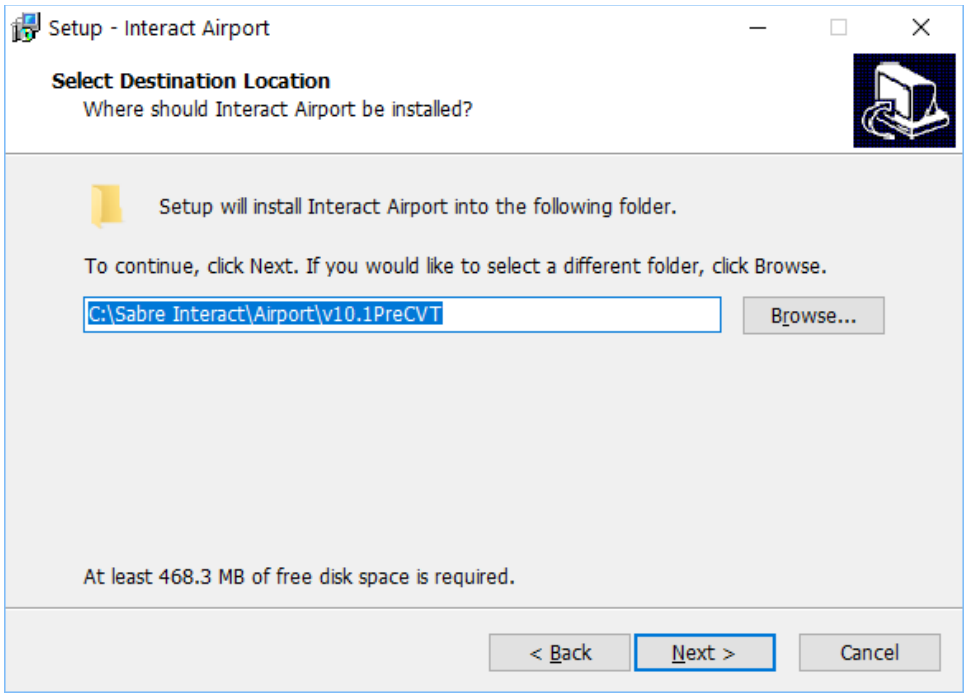
   The Interact System and Bandwidth window appears.

3. Click **I accept the agreement** to enable the **Next** button.



4. Click **Next**.

   The Select Destination window appears.

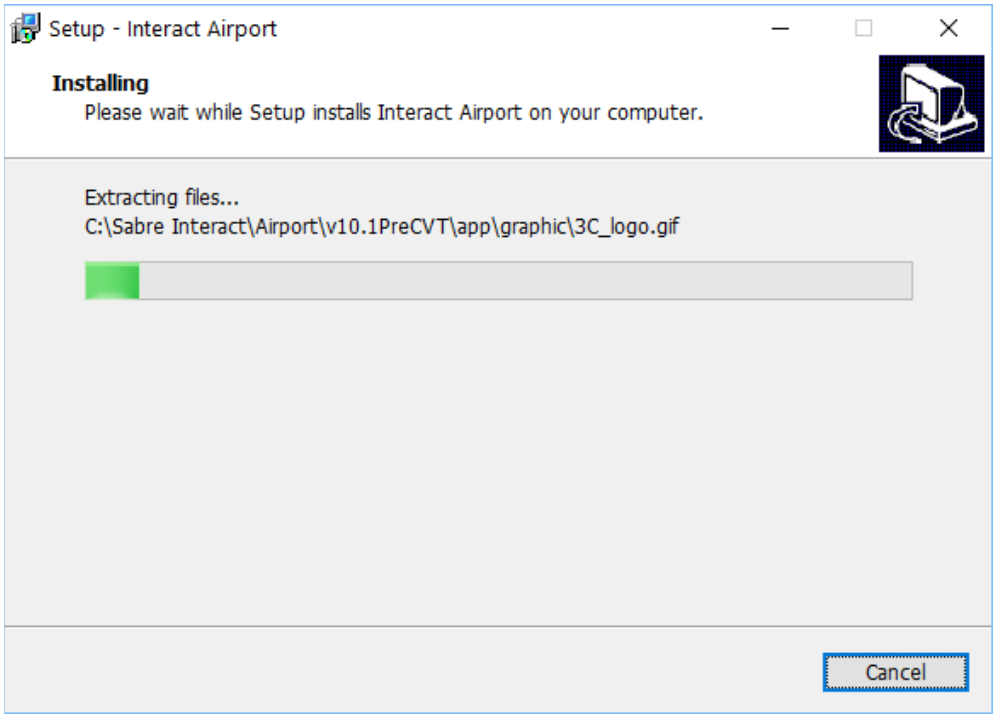


5. In the Browse box, type the location or click **Browse** to browse the location.

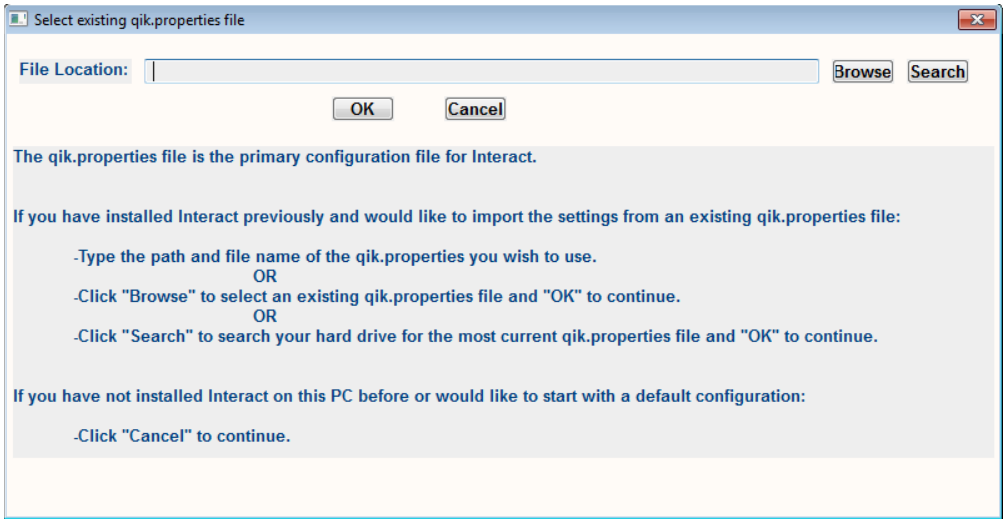
   Note The default location is: C:\Sabre Interact\Airport (or Res)\v10.1 folder.

6. Click **Next**.

   The Installing window appears.



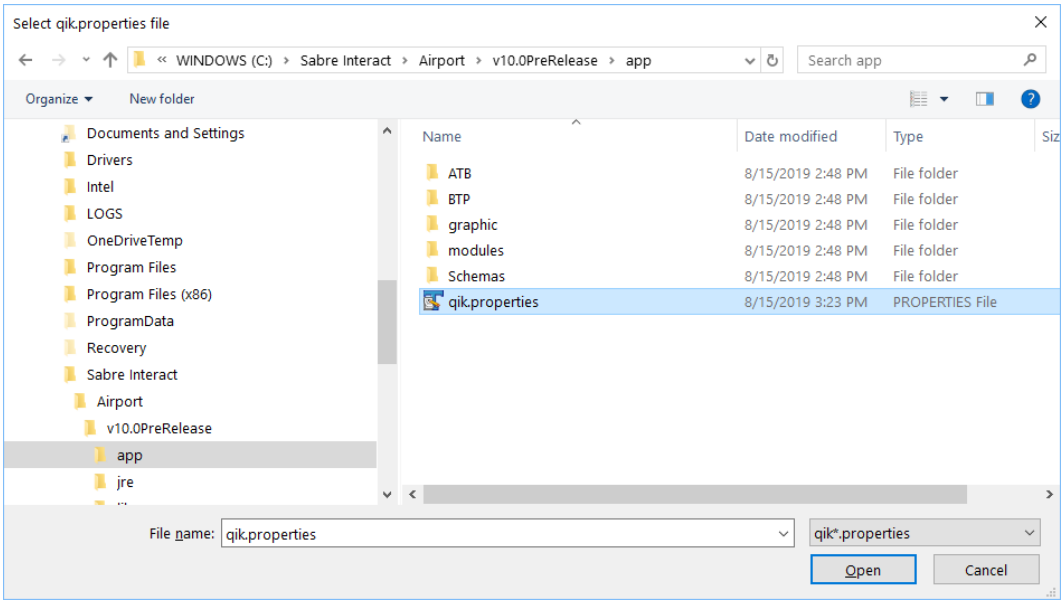
After the files required for the proper functioning of *Interact* are copied to the specified location, the Select existing qik.properties file window appears.



The above screen allows you to select the attributes of an existing configuration file (qik.properties) for *Interact*, along with copying the airline.txt and taconfig files.

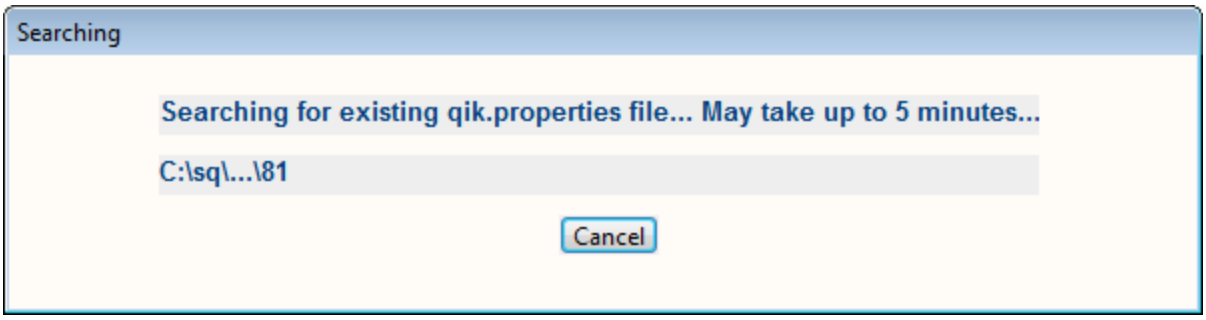
3.2.1.3 Browse

Use the **Browse** option only if you have an existing version of *Interact*, so you can select an existing configuration file from your hard disk (ex. "C:\Sabre Interact\Airport\v10.0\app\").



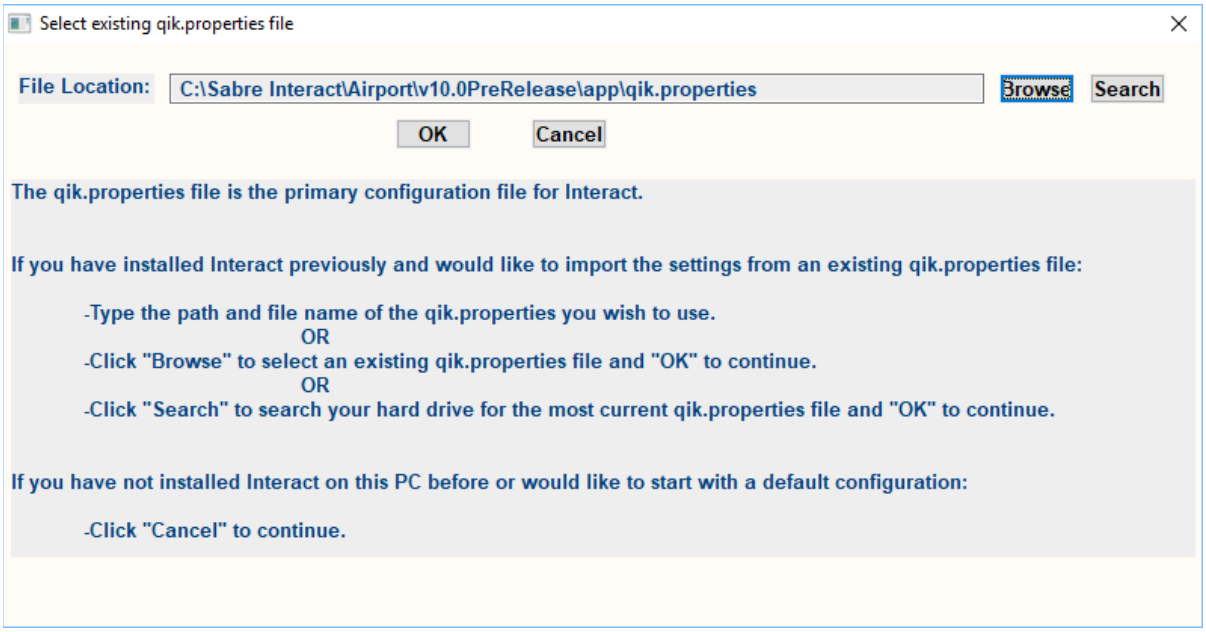
3.2.1.4 Search

Use the **Search** option if you have an existing version of *Interact*, so you can search for the latest configuration file. The following window appears.



If you click **Cancel**, the latest available configuration file up to that point is chosen.

The Select existing.qik.properties file window appears.

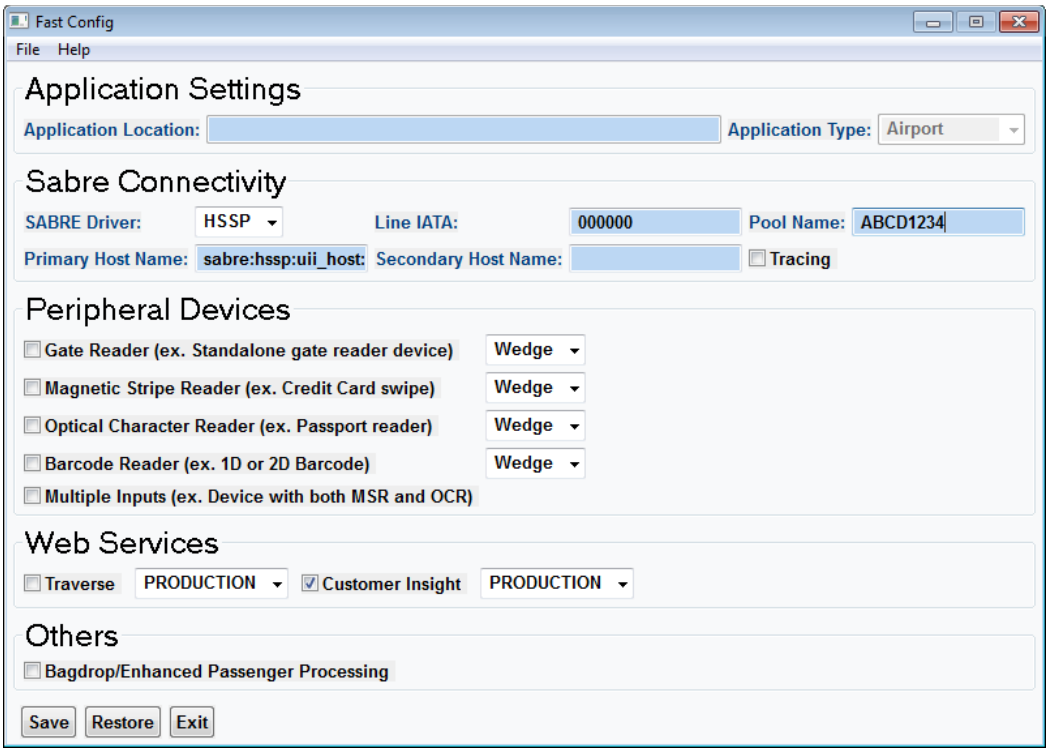


NOTE After selecting options **Browse** or **Search**, click **OK** to proceed.

3.2.1.5 Modifying the Existing Display Configuration File

In the Fast Config window, you can modify the following parameters:

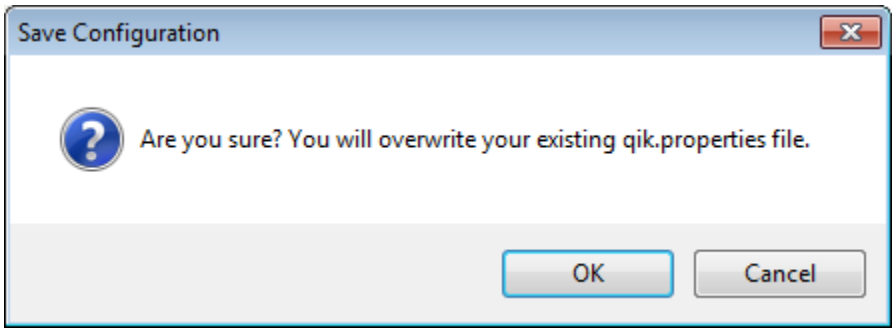
- User Interface (UI) Look and Feel.
- Properties that dictate connectivity to the Sabre host.
- Properties that configure settings for peripheral devices.



To modify configuration files

1. Manually copy and paste any specialized attributes in the qik.properties that are not available in the FastConfig popup (ex. 3rd party Loyalty). The entire qik.properties file may be copied from an earlier release using Windows Explorer.
2. Copy any specialized pm.properties file from an earlier release using Windows Explorer.
3. Click **Restore** to change any edits back to the default values.
4. After you finish modifying these settings, click **Exit** to exit the Interact FastConfig routine.

   The Save Configuration window appears.



5. Click **OK** to save the changes.

Note

- Magnetic Stripe Readers (MSRs) and/or Optical Character Recognizers (OCRs) cannot be used with devices that have Multiple Inputs.
- Devices with Multiple Inputs can be connected only as a Serial device (COM ports).

- Barcode readers can be connected only through the keyboard as a Wedge device.

This ends the installation procedure. A shortcut *Interact* application icon appears on the desktop to allow easy access.

3.2.1.6 SSL Connection Protocol No longer supported

There is a recent security vulnerability that allows successful attackers to reveal encrypted messages; this is known as the POODLE ("Padding Oracle On Downgraded Legacy Encryption") exploit. To protect against the POODLE exploit, the most common solution is to disable SSL completely and use the TLS protocol. *Interact* will no longer support the SSL protocol. All carriers must have the latest security files included in the 6.3+ installers, as well as making the following changes.

3.2.1.6.1 Disabling HTTPS Communication

In QikDesktop.lax and QikDesktopCitrix.lax, add –Djdk.tls.client.protocols=TLSv1.2 to the lax.nl.option.additional property.

3.2.1.6.2 Disabling Socket Communication

The file safeSSLSocketFactories.jar should be included in the lib directory of your installation. In QikDesktop.lax and QikDesktopCitrix.lax, make the following changes:

1. Add ../lib/safeSSLSocketFactories.jar to the class path.
2. Add –Djava.security.properties=..\\lib\\security\\qik.java.security to the lax.nl.java.option.additional property.

These new .lax files are included in the latest install to ensure the latest connectivity protocols are being used.

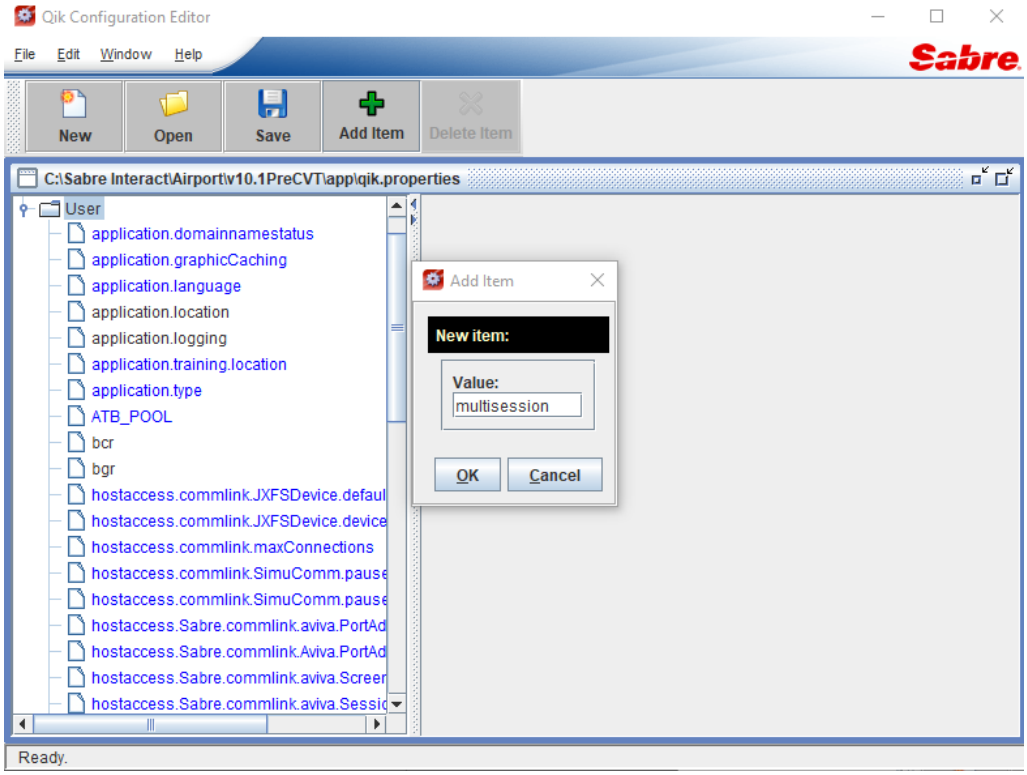
3.2.1.7 Cute Configuration for Multiple Sessions

This is a CUTE configuration for running multiple sessions, with one session per partition.

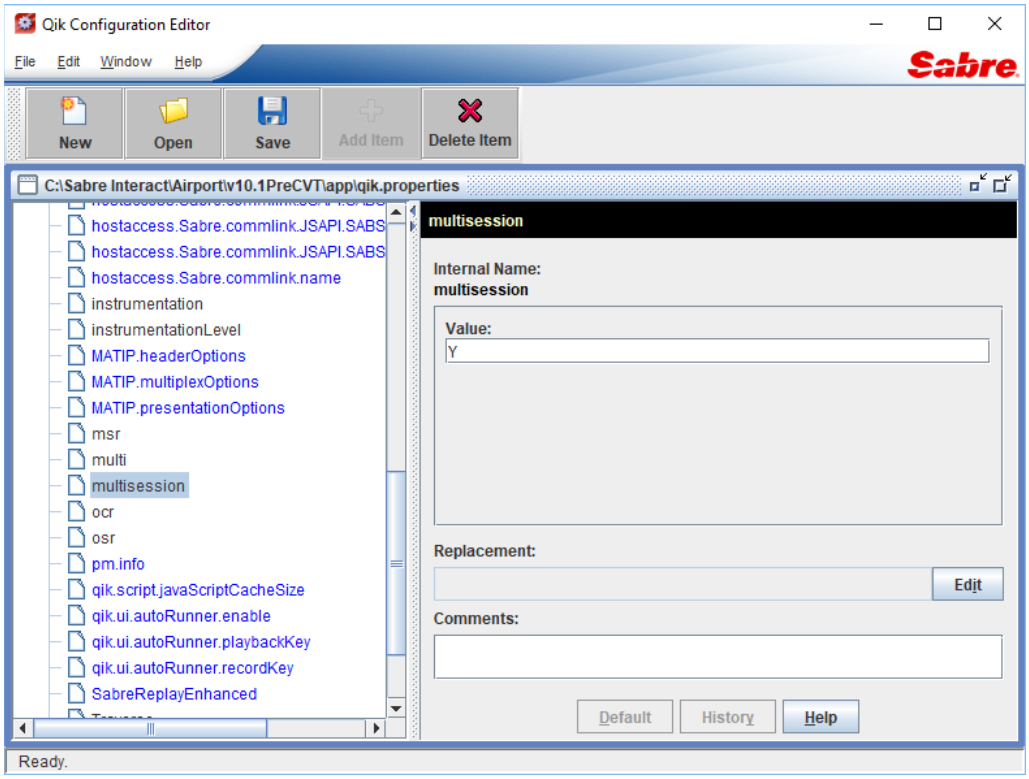
Note Sabre **does not** allow multiple sessions to run for the same airline partition.

1. In the left pane, click the **User** folder and then click **Add Item**.

   The Add Item window appears.



2. In the **Value** box, type the value and then click **OK**.



The Internal Name window appears.

3. Type the required details and then click **Save**.

3.3 Prerequisite for Completing the Workstation Installation

3.3.1 Verifications and Adjustments of Full Installation

3.3.1.1 System File Permissions

Interact requires full read and write access to its own install folder and requires read and write access to the location that will host any Interact log files. Generally, this location is the temp folder located on the C: drive.

3.3.1.2 App Folder Verifications

Verify that the following files are present in the 'app' folder:

- Graphics folder
- Schemas folder
- cc.txt (City Codes file)
- country.txt (Country Codes file)
- states.txt (State Codes file)
- Interact.app
- Qik.properties
- Pm.properties

Verify that your customized airline file is present: (for more information on this, refer to Flat File Installation).

- airline.txt

If any further customizations were done to the qik.properties, copy them over to qik.properties in the new executable folder (for example: an additional line with Traverse=Y).

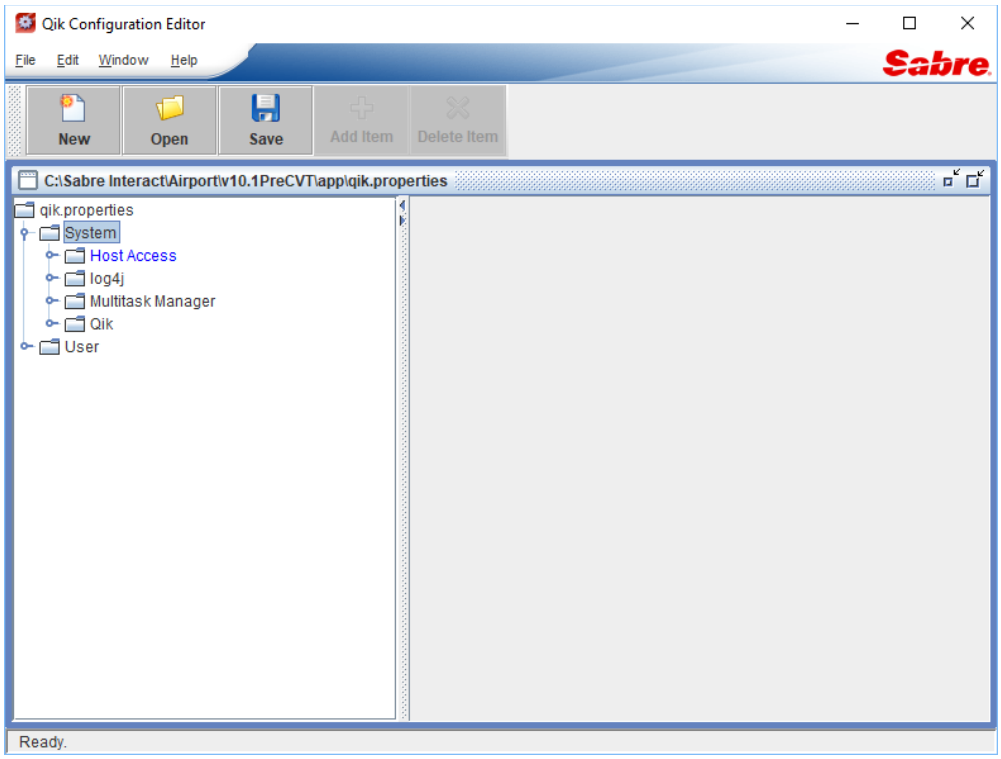
3.3.1.3 Schemas Folder configuration

Perform this step after you copy the qik.properties file from a previous install.

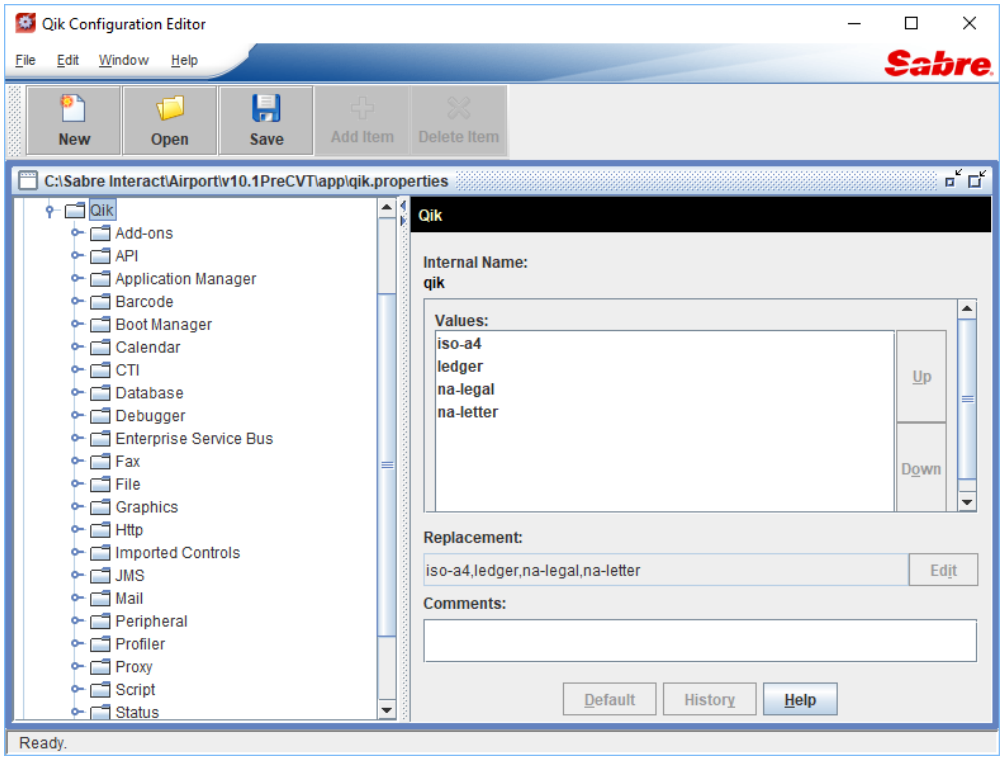
1. Open the Qik Configuration Editor.

   (The default path is C:\Sabre Interact\Airport\v10.1\app\ConfigurationEditor.exe)

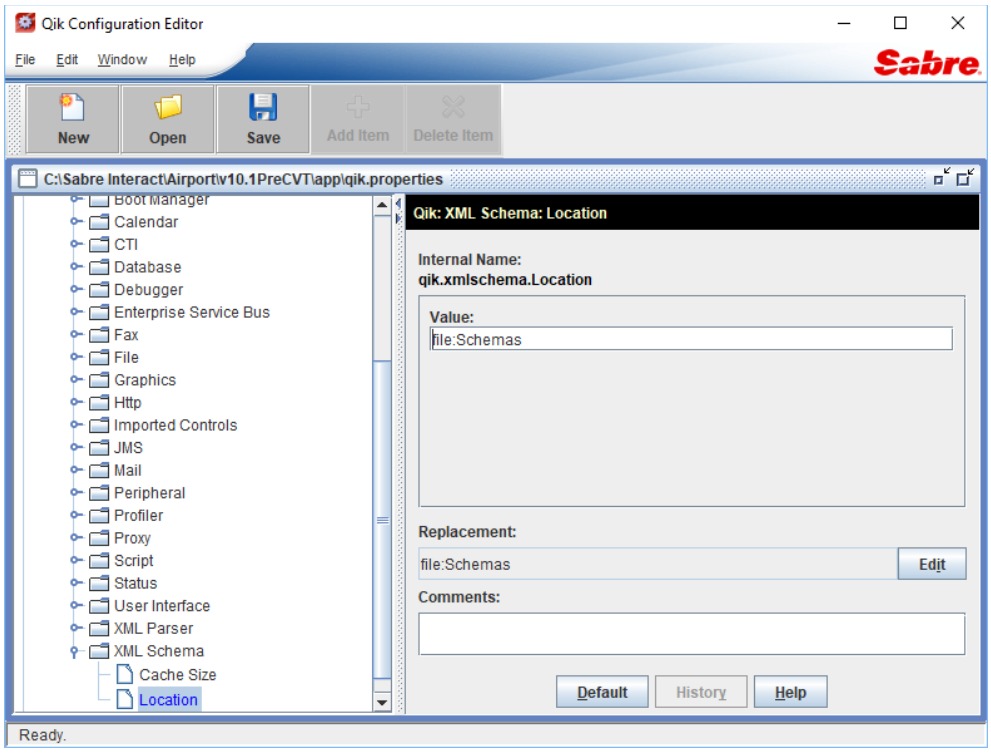
2. In the left pane, double-click the System folder.



3. Under System folder, double-click the **Qik** folder.



4. Double click the XML Schema folder and then click **Location**.
5. In the right pane, set the value to **file:Schemas** in the Value box.

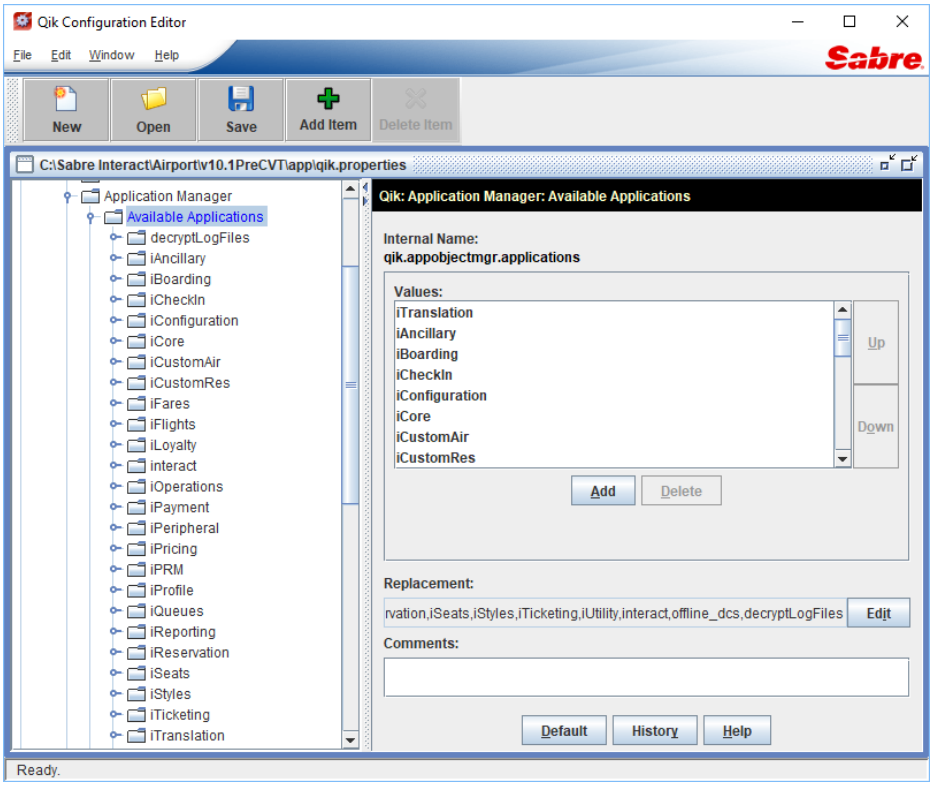


6. Click **Save** and then exit the Qik Configuration Editor.

3.3.1.4 Modules Configuration

The full installation for the *Interact* Release is required because these modules need to be present in the app/modules folder for the application to run correctly.

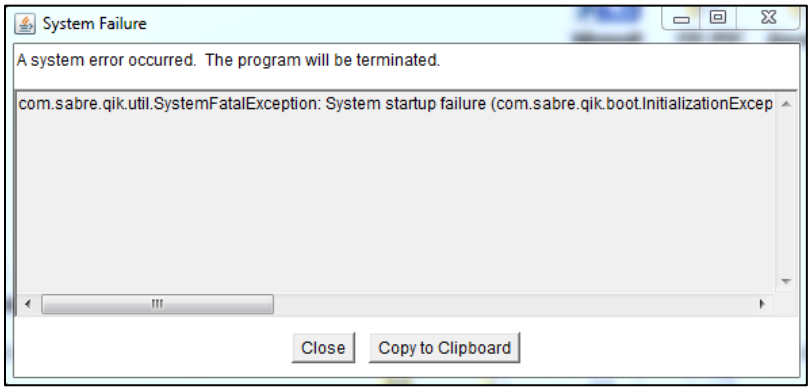
The qik.properties file has these modules listed in the available applications as well as the paths. You can confirm the modules are set up correctly by opening the Configuration Editor tool and verifying the list of Available Applications. Your screen should look like the screen below.



3.3.1.4.1 Fixing Module Configuration

If your modules are not configured correctly, you will see an error message like the one shown below. The error message should include which app file is missing.

Example: could not return AppFileInfo for app [iAncillary] (java.io.FileNotFoundException: modules\iAncillary.app (The system cannot find the file specified)))



If you see the error message, you can check your qik.properties to ensure these modules are included in the Available Applications. If the modules are missing, manually modify the following lines in your qik.properties file:

Replace these two lines:

qik.appobjectmgr.applications=interact

qik.appobjectmgr.applications.interact.appFileNameAndPath=file:interact.app

With the lines below:

qik.appobjectmgr.applications=iTranslation,iAncillary,iBoarding,iCheckIn,iConfiguration,iCore,iCustomAir,iCustomRes,iFares,iFlights,iLoyalty,iOperations,iPRM,iPayment,iPeripheral,iPricing,iProfile,iQueues,iReporting,iReservation,iSeats,iStyles,iTicketing,iUtility,interact,offline_dcs

qik.appobjectmgr.applications.iAncillary.appFileNameAndPath=file:modules/iAncillary.app

qik.appobjectmgr.applications.iBoarding.appFileNameAndPath=file:modules/iBoarding.app

qik.appobjectmgr.applications.iCheckIn.appFileNameAndPath=file:modules/iCheckIn.app

qik.appobjectmgr.applications.iConfiguration.appFileNameAndPath=file:modules/iConfiguration.app

qik.appobjectmgr.applications.iCore.appFileNameAndPath=file:modules/iCore.app

qik.appobjectmgr.applications.iCustomAir.appFileNameAndPath=file:modules/iCustomAir.app

qik.appobjectmgr.applications.iCustomRes.appFileNameAndPath=file:modules/iCustomRes.app

qik.appobjectmgr.applications.iFares.appFileNameAndPath=file:modules/iFares.app

qik.appobjectmgr.applications.iFlights.appFileNameAndPath=file:modules/iFlights.app

qik.appobjectmgr.applications.iLoyalty.appFileNameAndPath=file:modules/iLoyalty.app

qik.appobjectmgr.applications.iOperations.appFileNameAndPath=file:modules/iOperations.app

qik.appobjectmgr.applications.iPRM.appFileNameAndPath=file:modules/iPRM.app

qik.appobjectmgr.applications.iPayment.appFileNameAndPath=file:modules/iPayment.app

qik.appobjectmgr.applications.iPeripheral.appFileNameAndPath=file:modules/iPeripheral.app

qik.appobjectmgr.applications.iPricing.appFileNameAndPath=file:modules/iPricing.app

qik.appobjectmgr.applications.iProfile.appFileNameAndPath=file:modules/iProfile.app

qik.appobjectmgr.applications.iQueues.appFileNameAndPath=file:modules/iQueues.app

qik.appobjectmgr.applications.iReporting.appFileNameAndPath=file:modules/iReporting.app

qik.appobjectmgr.applications.iReservation.appFileNameAndPath=file:modules/iReservation.app

qik.appobjectmgr.applications.iSeats.appFileNameAndPath=file:modules/iSeats.app

qik.appobjectmgr.applications.iStyles.appFileNameAndPath=file:modules/iStyles.app

qik.appobjectmgr.applications.iTicketing.appFileNameAndPath=file:modules/iTicketing.app

qik.appobjectmgr.applications.iTranslation.appFileNameAndPath=file:modules/iTranslation.app

qik.appobjectmgr.applications.offline_dcs.appFileNameAndPath=file:modules/offline_dcs.app

qik.appobjectmgr.applications.iUtility.appFileNameAndPath=file:modules/iUtility.app

qik.appobjectmgr.applications.interact.appFileNameAndPath=file:interact.app

If the error persists, double check your app/modules folder to be sure each app file is present. If any are missing, you may need to re-install *Interact* on your computer.

3.3.1.5 External Components Verification

By default, external components are included in the *Interact* Release installers and can be verified by following the steps below. Please see the release notes for further details.

3.3.1.5.1 External File Verification

Verify the following files are present in the “app” folder:

- sabreLookAndFeel.properties

Verify the following files are present in the “jre\lib” folder:

- Gluegen-rt-natives-windows-i586.jar
- Gluegen-rt.jar
- Jcef-tests.jar
- Jcef.jar
- Jogl-all-natives-windows-i586.jar
- Jogl-all.jar

Verify the following files are present in the “jre\bin” folder:

- cef.pak
- cef_100_percent.pak
- cef_200_percent.pak
- cef_extensions.pak
- d3dcompiler_43.sdll
- d3dcompiler_47.dll
- devtools_resources.pak
- icudtl.dat
- jcef.dll
- jcef_helper.exe
- libcef.dll
- libEGL.dll
- libGLESv2.dll
- natives_blob.bin
- snapshot_blob.bin
- wow_helper.exe

Verify the following folders are present in the “jre\bin” folder:

- locales

Verify that the following files are present in the “lib\ext” folder

- qik-jcef-middleware.jar
- sabre-qik-enhanced-table.jar
- sabrered-1.1.0.jar

3.3.1.5.2 Lax File Configuration Verification

Verify the following paths appear in the lax.class.path line in QikDesktop.lax and QikDesktopCitrix.lax.

- ../jre/lib/jcef.jar
- ../jre/lib/gluegen-rt-natives-windows-i586.jar
- ../jre/lib/gluegen-rt.jar
- ../jre/lib/jogl-all.jar
- ../jre/lib/jogl-all-natives-windows-i586.jar
- ../lib/ext/sabre-qik-enhanced-table.jar
- ../lib/ext/sabrered-1.1.0.jar

Application Configuration 4

4.1 Opening the Editor

When the file ‘taconfig.properties’ is used, change the file ‘qik.properties’ to run the application. You can configure this file through a utility called the ‘Configuration Editor’.

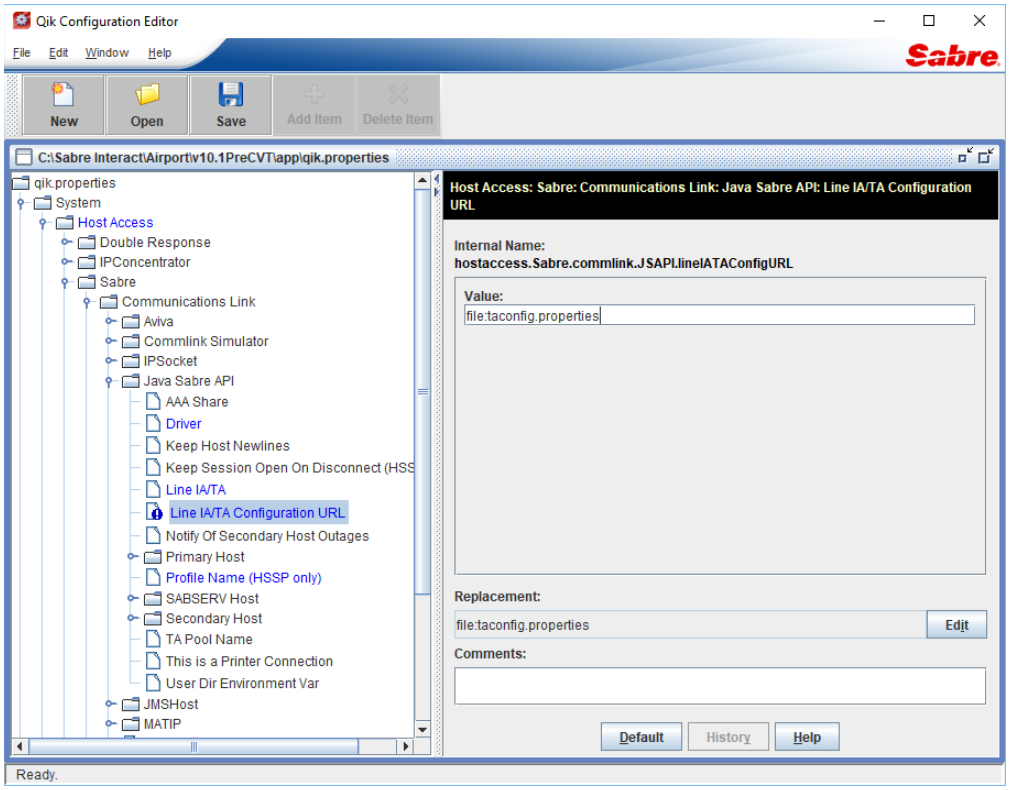
To open Configuration Editor

1. Open Windows Explorer and find the app folder in the directory specified during the installation (airport default – C:\Program Files\Sabre Interact\Airport\v10.1\app).
2. To run the Configuration Editor application file located in the folder, double-click the ConfigurationEditor.exe file.

   The Configuration Editor will open the qik.properties file for editing.
3. To open a folder, click the key next to it.
4. Use the following path to get to the TA address and gateways section:

   Qik.properties\System\Hostaccess\Sabre\Communications Link\Java Sabre API\lineIATAConfigURL
5. To enter the settings in the taconfig.properties file, click **lineIATAConfigURL**.

   The right pane appears for editing.
6. In the Value box, type the following value: file:taconfig.properties.



7. Click **Save**.

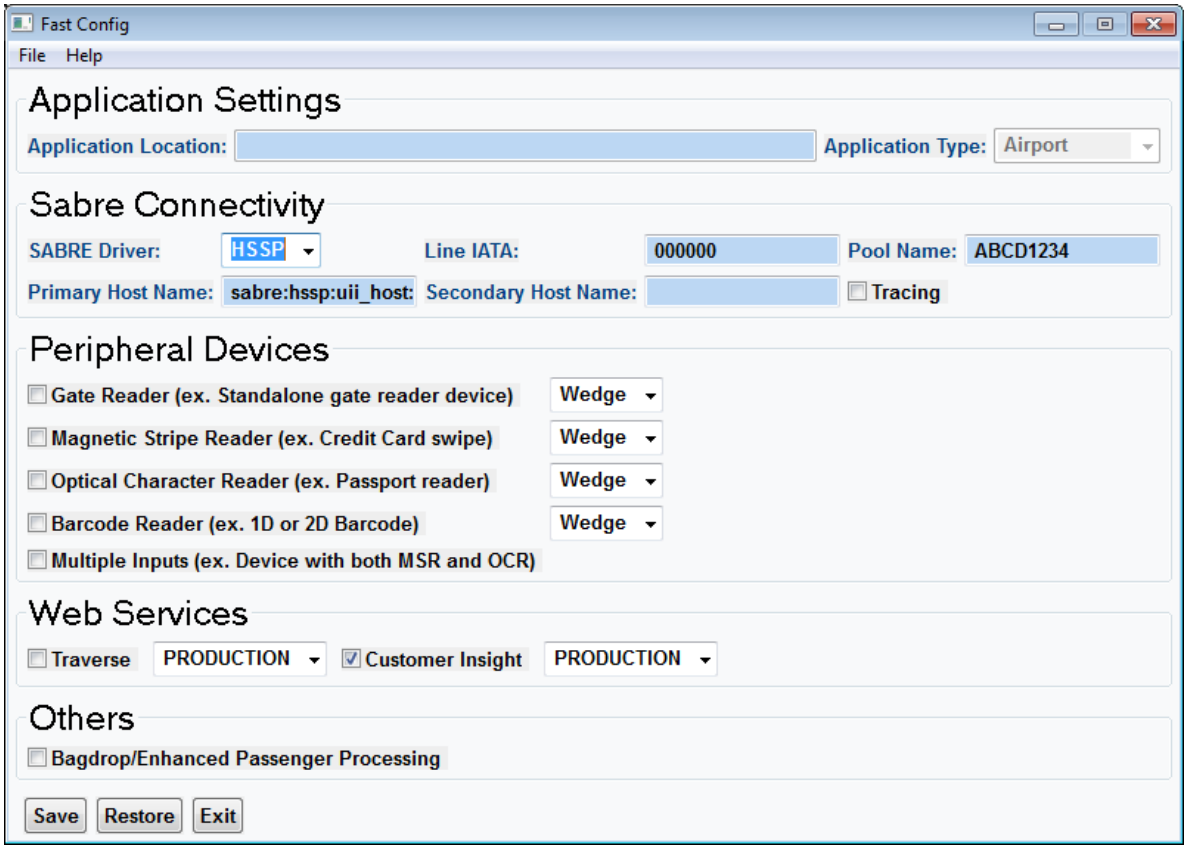
Note If you do not click **Save**, the configuration editor will not save your changes.

4.2 Opening the Fast Config window

You can access the Fast Config screen during installation or after.

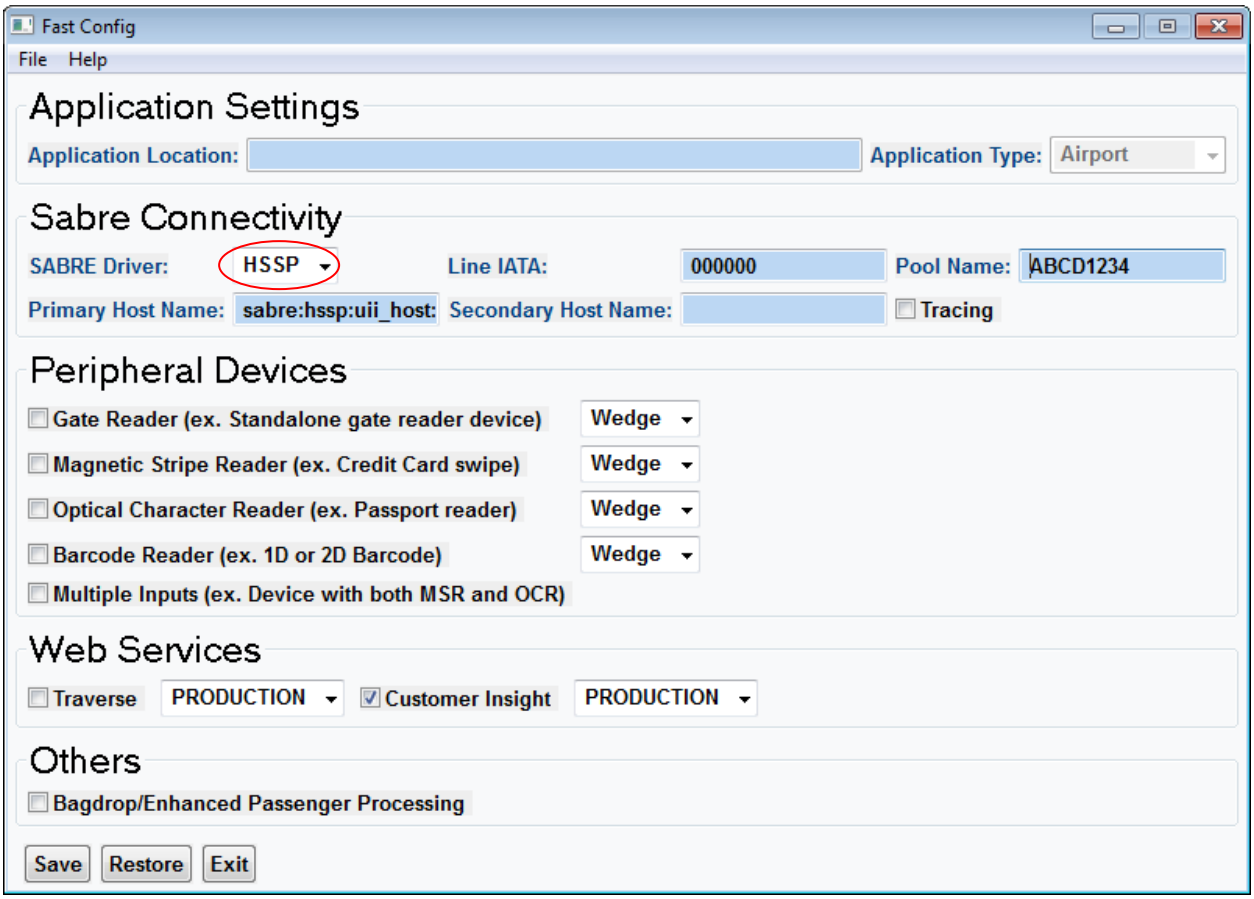
1. Click **Start** on the Taskbar.
2. Click **All Programs**.
3. Click **Sabre Interact**.
4. Click **Airport**.
5. Click the version of Interact **v10.1**.
6. Click **Fast Config**.

   The Fast Config window appears.



4.3 Gateway Driver Configuration

Select the applicable driver for your host connection (i.e. HSSP, OFEP, or OSG). HSSP is for NOFEP.



You can refer the sections below to modify the settings.

4.4 TA Address Configuration

You can Configure your TA address in one of two ways:

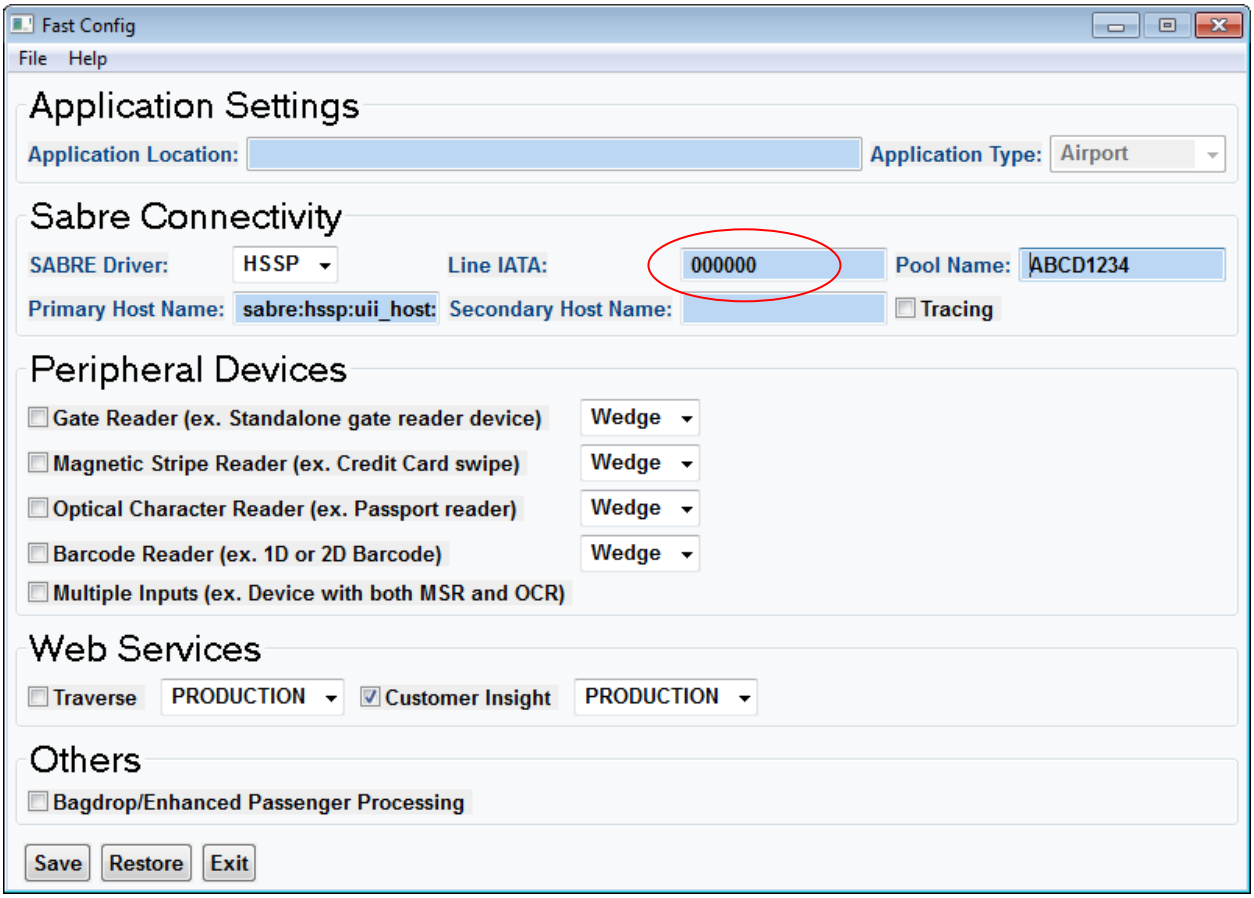
- You can choose to setup the Line IA/TA (dedicated or pool).

  or

- You can enter the settings into the taconfig.properties file.

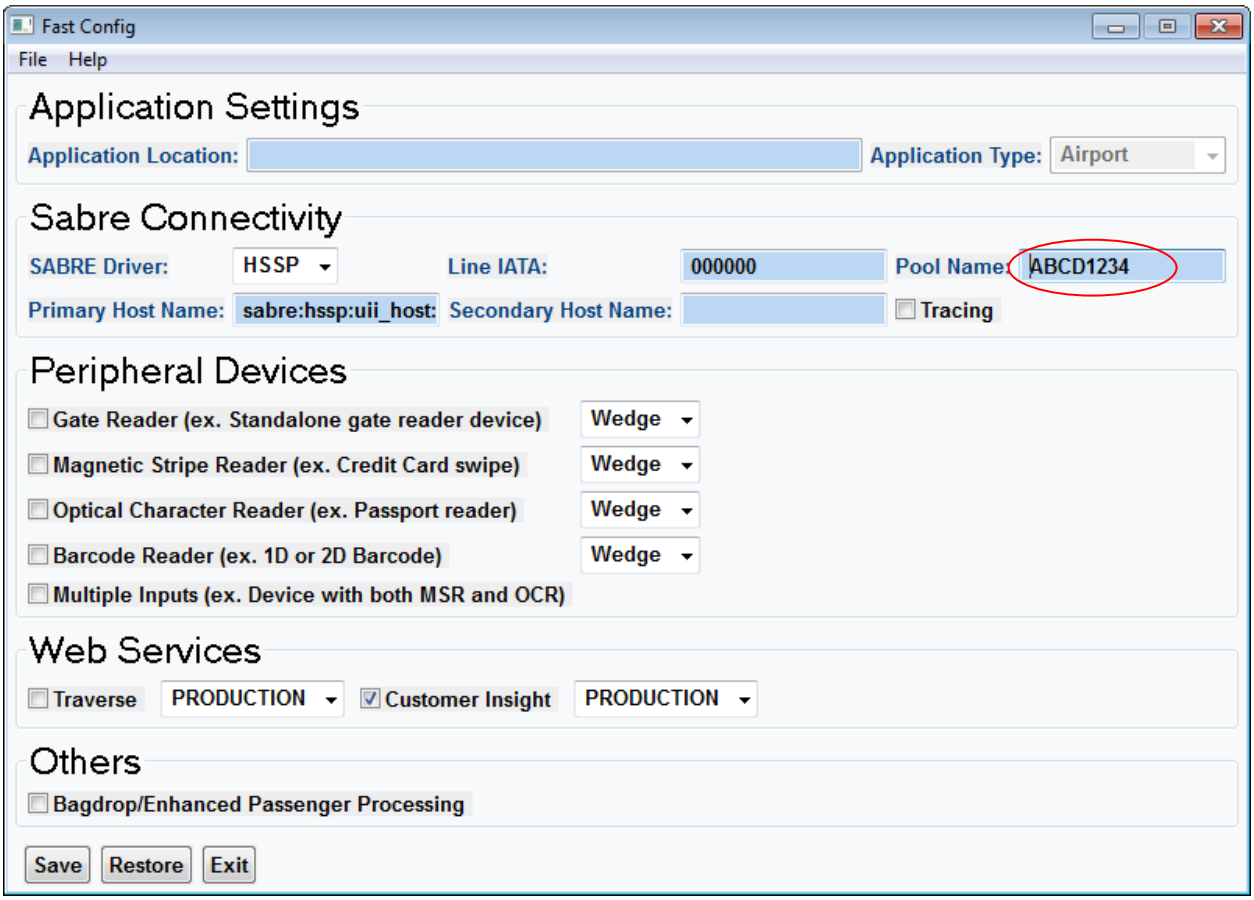
4.4.1 Dedicated TA

If you are using a dedicated TA on an NOFEP (or OFEP) gateway, click the Line IA/TA textbox and replace the five zeroes with your dedicated TA address. If you are using an OSG gateway, leave the Line IA/TA section as it is.



4.4.2 Pooled TA

If you are using a pooled TA, click the Line IA/TA textbox and enter your TA pool name in the field.

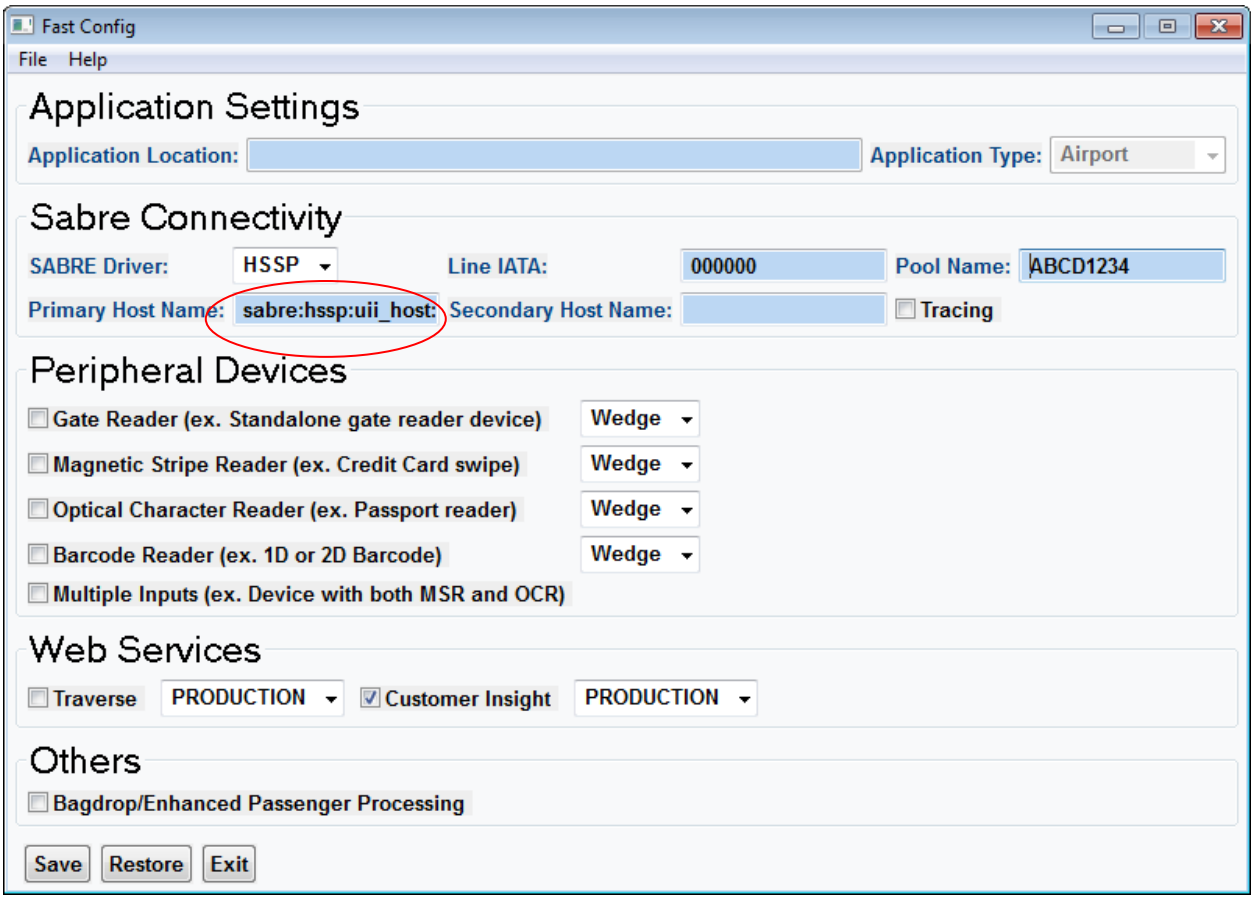


4.5 Host URL Specification

The screenshot below shows the location of the Primary Host Name textbox. For NOFEP/HSSP, no changes are needed. For OSG, change this to one of the following, depending upon your gateway:

OSG = sabre:osg:// <IP address of the OSG gateway>

HSSP = sabre:hssp:<uii_client>://RES.SABRE.COM/appname=QIK



After you have completed this section, the gateways are configured.

4.6 Peripheral Manager Device Connection

Select the following path:

Qik.properties\User

The application will look in the qik.properties file for the following entries:

DCP_POOL, ATB_POOL, BTP_POOL, OCR_POOL, MSR_POOL

The application will look within that pool for the workstation ID and connect to the appropriate device.

The syntax for the XXX_POOL value will be workstation IDs that are comma delimited. The qik.properties file entry will look like this:

DCP_POOL=XSPJER3243,XSPJER3255,XSPJER1234

ATB_POOL=XSPJER3243,XSPJER3255,XSPJER1234,XSPJER4523

BTP_POOL=XSPJER3243,XSPJER3255,XSPJER1234,XSPJER4523

OCR_POOL=XSPJER3243,XSPJER3255,XSPJER1234,XSPJER4523

MSR_POOL=XSPJER3243,XSPJER3255,XSPJER1234,XSPJER4523

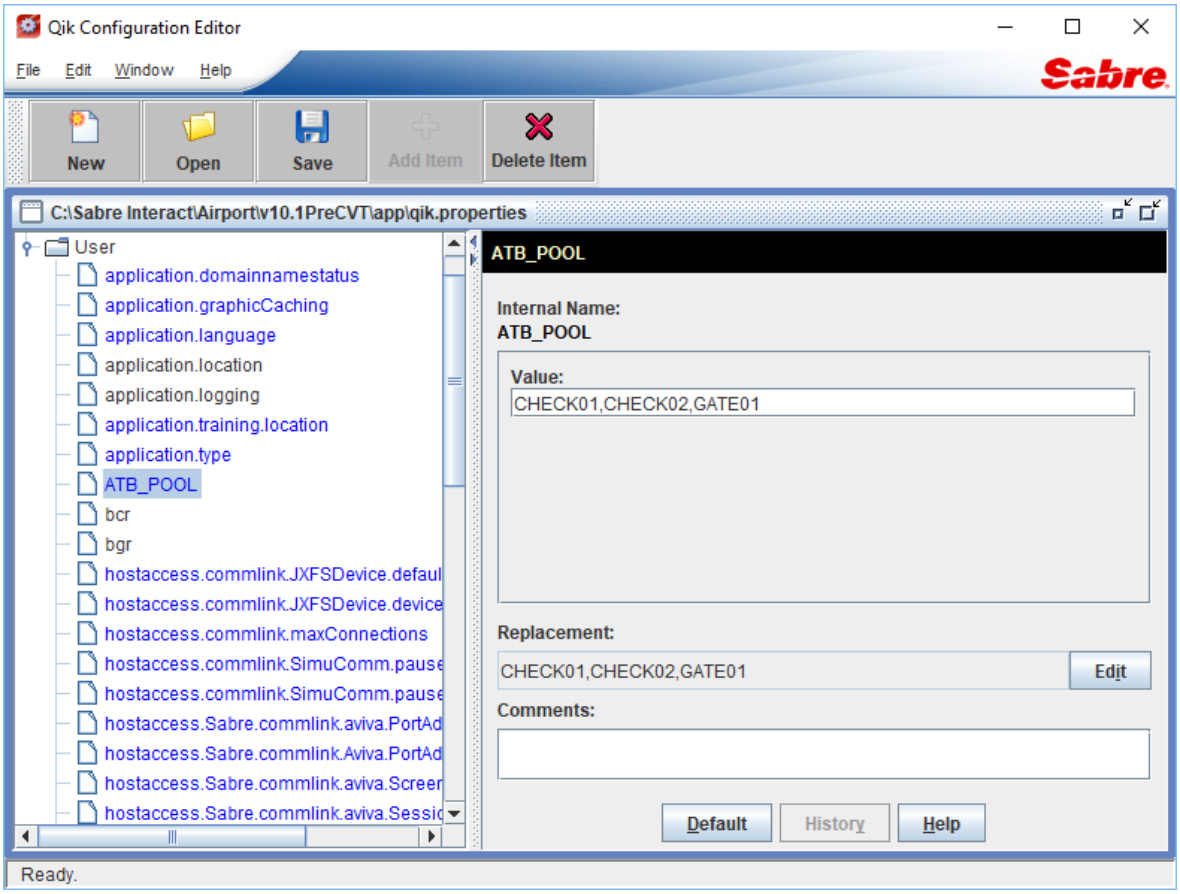
Note XSPJER3243 = Workstation ID

If all workstations get a particular device, then you can enter **ALL** as the value. If these fields are not already present, you can add them individually:

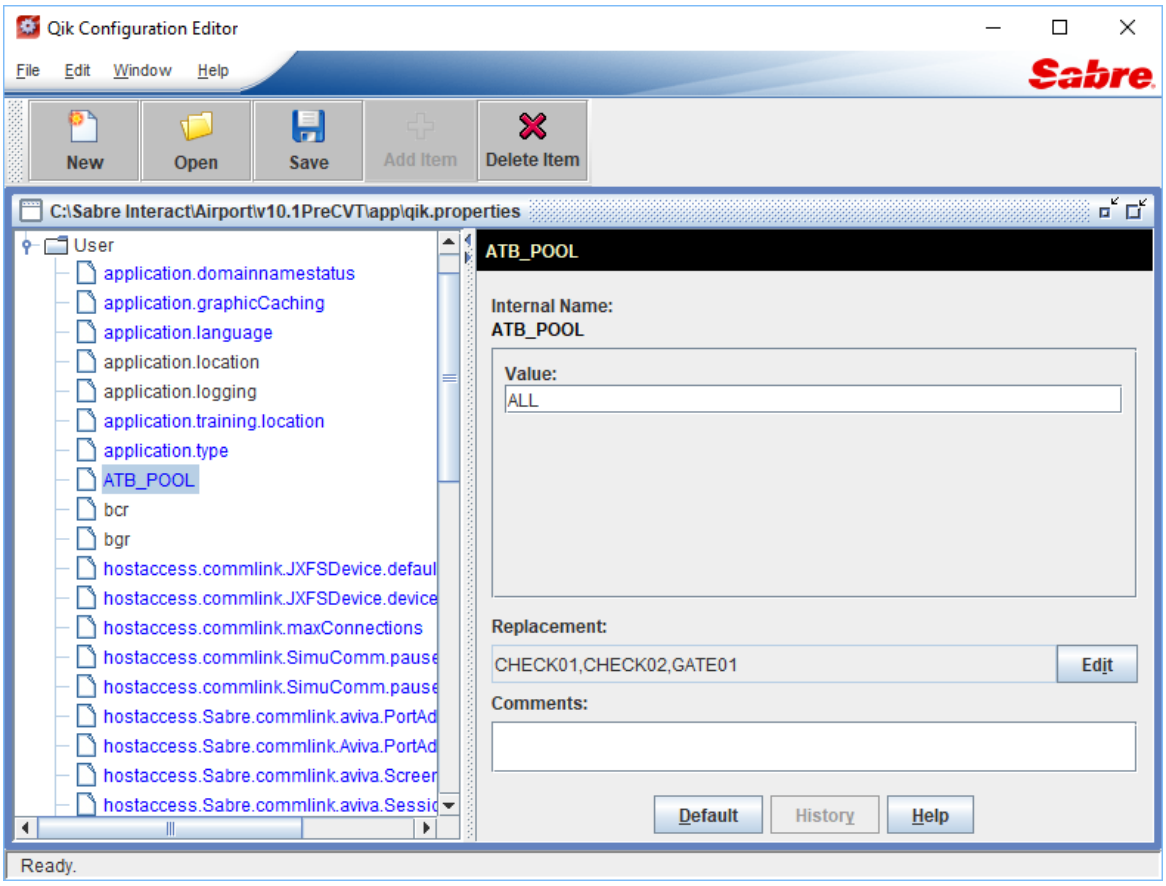
1. Click the User folder and then click **Add Item**.
2. In the value box, type **ATB_POOL**.
3. Click **OK**.

   The ATB_POOL internal name appears in the left pane and right pane.
4. In the right pane, type the workstation IDs that are comma-delimited or type **ALL** as the value in the Value box.
5. Click **Save**.
6. Repeat for each type: BTP_POOL, DCP_POOL, MSR_POOL, OCR_POOL.

Example for check in counters or gates:



Example using **ALL** as the value:

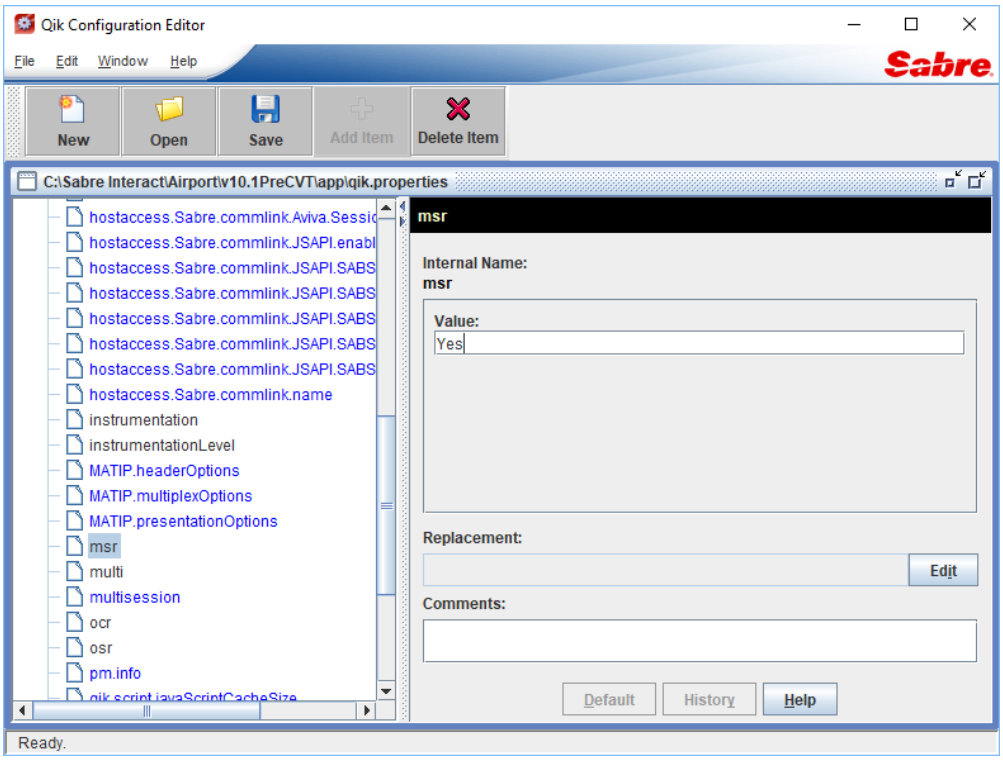


4.7 MSR / OCR / BCR Connection

Select the following path:

Qik.properties\User

1. If an MSR is configured, click **msr** and then type **Yes** as the value.
2. If an OCR is configured, click **ocr** and then type **Yes** as the value.
3. If a BCR (Bar Code Reader) is configured, click **bcr** and then type **Yes** as the value.
4. Click **pm.info** and then type **Yes** as the value.
5. Click **Save**.



4.7.1 Workstation ID Definition

If the connection to the devices is controlled by the workstation ID, always verify that the workstation ID is being passed correctly into the application.

- Special handling based on workstation name on Windows.
- To pass the workstation ID into the application, it must be passed via the command line arguments, which need to be in the file attached to the icon that launches the application (i.e.: batch file).

Example for Native:

Go to DOS prompt, type “set” to get the environment variable for the Workstation ID.

“-WorkstationID %environment variable%”

You must include the entire value within the quotes. In the address configuration file (taconfig.properties), verify the following entry is present:

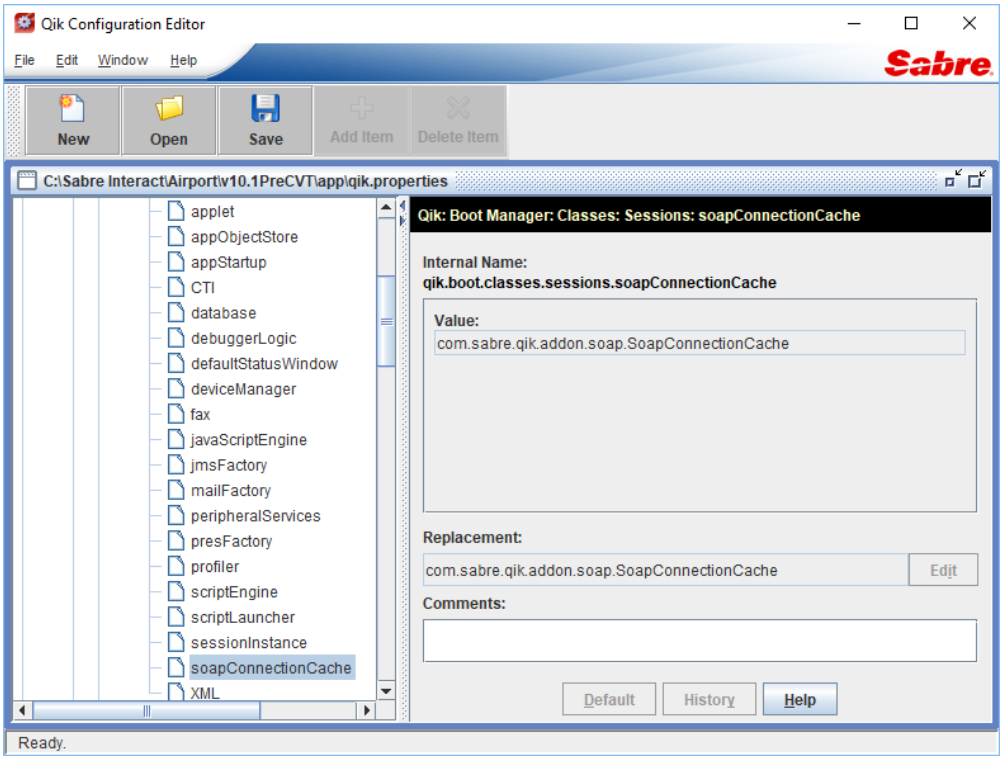
hostaccess.sabre.commlink.JSAPI.lineIATALookupKey=WorkstationID

4.7.2 Enable Soap Connection Cache

The Soap Connection Cache is a functionality in the Qik executable that enables better management of how sockets are opened and closed. With this functionality on, the executable will attempt to save any connections instead of constantly opening and closing connections for each web service call.

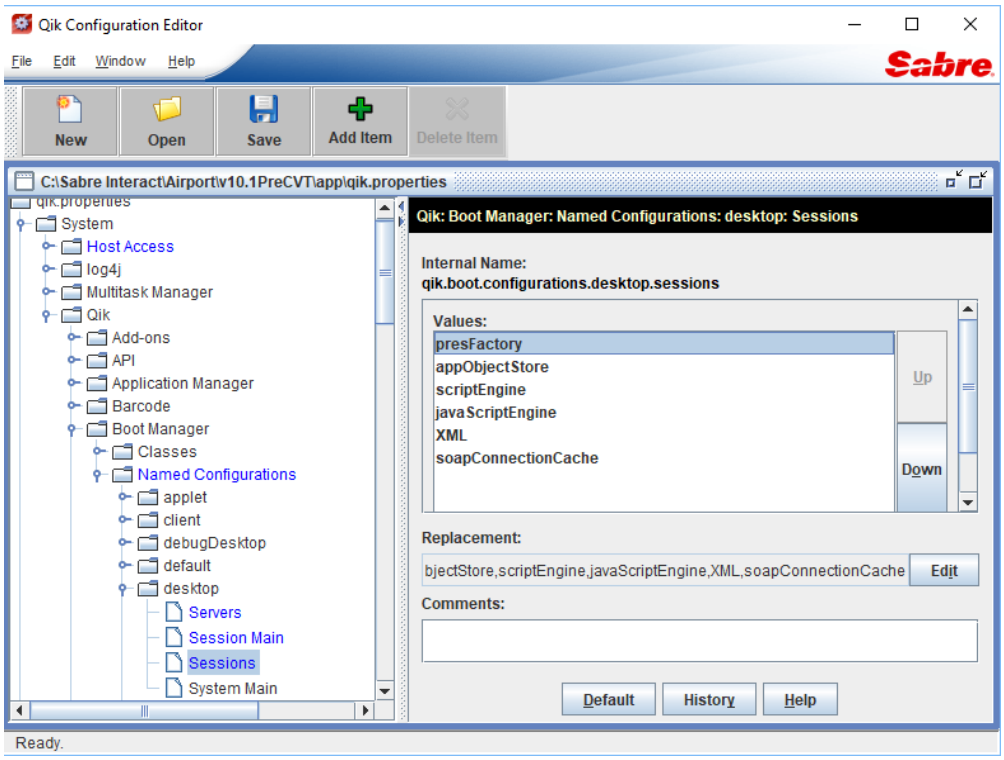
To confirm that your version of the executable supports this, you can check to see if the soapConnectionCache session is available underneath the following path:

System -> Qik -> Boot Manager -> Classes -> Sessions -> soapConnectionCache



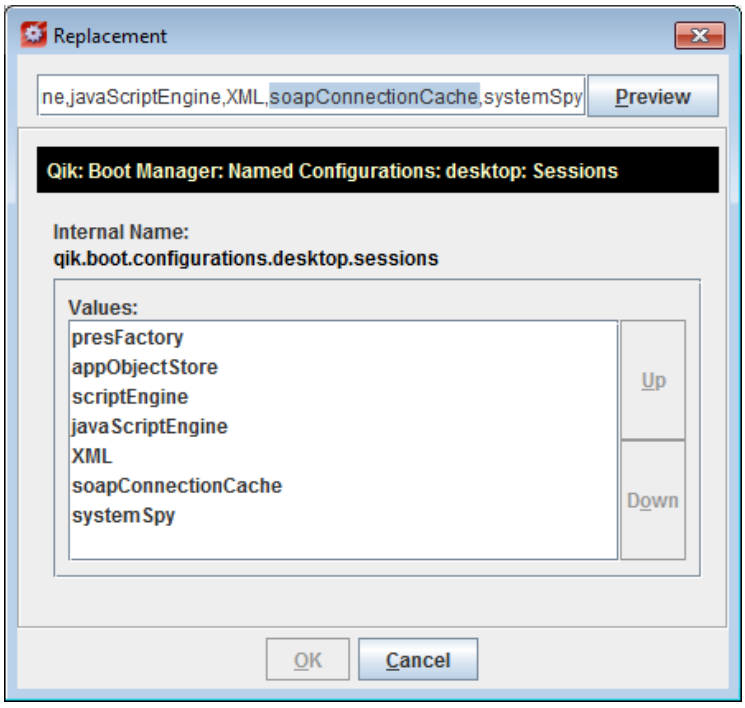
To enable this functionality within the Qik Configuration Editor

1. In the left pane, navigate to: System -> Qik -> Boot Manager -> Named Configurations -> desktop -> Sessions.
2. In the right pane, click **Edit** in the Replacement area.



The Replacement window appears.

3. In the Preview box, type soapConnectionCache as shown in the below screen.



4. Click **OK**.
5. Click **Save** in the **Qik Configuration Editor** window.

Flat File Installation 5

5.1 Overview

At this point, the application is configured properly and will connect to Sabre. However, if you have not installed the flat file that will provide the specific settings for your airline, the application will ask you for your airline code after loading.

You will receive the flat file separately from the installation.exe file. Typically, this is sent by e-mail. You will receive a file called airline.txt. Place this file will in the APP folder where the latest version of *Interact* is installed.

If you have installed your application to a different location than the one recommended by this document, you will need to inform Sabre for the flat file to be installed properly.

You are ready to run the *SabreSonic Interact* application.

To run the Interact application

1. Double-click the SabreSonic Interact folder installed on your desktop.
2. Double-click the SabreSonic Interact icon.

   Once the application loads, your TA address and gateways will be used.

   Note Be patient. The *SabreSonic Interact* application is a memory intensive application and may take a moment to load.

If you are still experiencing problems, please call the Sabre Help Desk.

Host Access Configuration (taconfig.properties)

6

6.1 Overview

After installing the *Interact* executable, the following sections provide additional information on how to configure the host connection information in the taconfig.properties file.

6.2 Host Address Configuration in the JSAPI Commlink

To communicate with the Sabre host, the JSAPI commlink must point to the correct host endpoint and use an appropriately configured terminal address. This address is often called the "lineIATA" or just "TA". This address can be specified in three ways:

- A pool of addresses on the host or gateway
- A list of fixed addresses can be given; one address that is not in use will be chosen (simulating gateway pooling).
- A fixed (dedicated) address can be given. Example: F16C02

In addition to qik.properties, the JSAPI commlink can optionally read a separate file with the same address entries that could be in qik.properties.

If this property is specified: hostaccess.sabre.commlink.JSAPI.lineIATAConfigURL

The JSAPI commlink should contain a URL that references a file containing the address entries. Entries in this file override any similar entries in the qik.properties. This file is often named taconfig.properties. See Example of a taconfig.properties file – Use this as a guide.

Most installations will use either a host pool or a list of fixed addresses for most cases. However, a different policy may be used for exceptional cases. For example, there might be a supervisor workstation that uses a fixed host address, while all other workstations use a pool.

The JSAPI commlink supports special handling of the host address parameters based on the parameter that you chose. For example, you might choose to make special handling decisions based on the name of the computer running Qik. The parameter should be available in the runtime environment, such as workstation name or the user's LAN login name.

Example:

- Special handling based on workstation name on Windows
- On the Qik command-line parameters (in the desktop.lax file or the generated file for icon), insert these two parameters:
  - -WorkstationID %COMPUTERNAME%

  or

  - -WorkstationID %WSID%

  or

- Check system environment values

- And in the address configuration file put the entry:

  hostaccess.sabre.commlink.JSAPI.lineIATALookupKey=WorkstationID

- With these entries, you can specify that the computer named “XSTBCKA001” should have address “F16C02” like this:

  hostaccess.sabre.commlink.JSAPI.VDU.XSTBCKA001.lineIATA=F16C02

All other workstations should choose from a list of six addresses like this:

- hostaccess.sabre.commlink.JSAPI.VDU.*.lineIATAList=1,2,3,4,5,6
- hostaccess.sabre.commlink.JSAPI.VDU.*.lineIATAList.1=F16D04
- hostaccess.sabre.commlink.JSAPI.VDU.*.lineIATAList.2=F16D06
- hostaccess.sabre.commlink.JSAPI.VDU.*.lineIATAList.3=F16D08
- hostaccess.sabre.commlink.JSAPI.VDU.*.lineIATAList.4=F16D0A
- hostaccess.sabre.commlink.JSAPI.VDU.*.lineIATAList.5=F16D0C
- hostaccess.sabre.commlink.JSAPI.VDU.*.lineIATAList.6=F16D0E

Also, the above entries assume the Qik application expects a session name of “sabre” and that entry defines the pool name as “VDU”:

hostaccess.sabre.commlink.JSAPI.TAPoolName=VDU

6.3 Determining which TA to Use

When a host connection is initialized, the JSAPI commlink follows these steps:

- These configuration entries are read from qik.properties:
  - hostaccess.sabre.commlink.JSAPI.SABREURL
  - hostaccess.sabre.commlink.JSAPI.SABREDriver
  - all the SABSERV parameters
  - hostaccess.sabre.commlink.JSAPI.enableResponseTranslation
  - hostaccess.sabre.commlink.JSAPI.keepHostNewlines
- A host address configuration file is specified in qik.properties using this entry:
  - hostaccess.sabre.commlink.JSAPI.lineIATAConfigURL

Once the file is loaded, entries in the file supplement the ones in qik.properties. The JSAPI commlink will read the entries in the following steps.

If the same entry occurs in both files, the entry in the host address file (taconfig.properties) overrides the one in qik.properties.

- The pool name, lineIATAList, or lineIATA parameters are read according to the following procedure:
  - If hostaccess.sabre.commlink.JSAPI.TAPoolName is not specified, then one of the following entries must be configured:

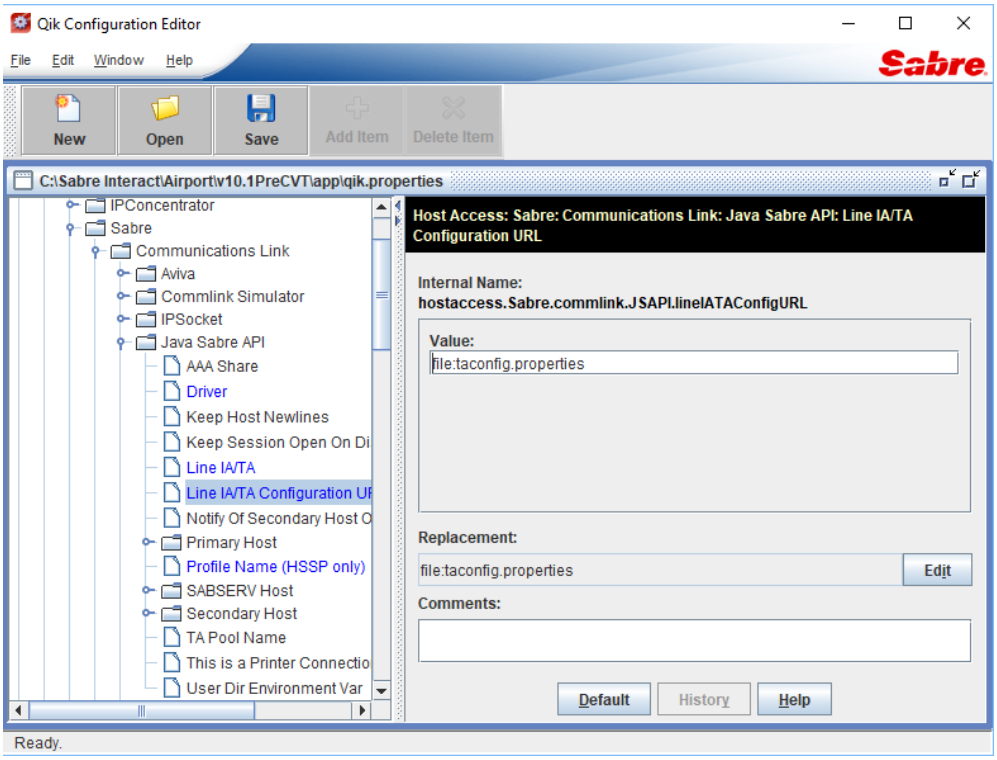
    - hostaccess.sabre.commlink.JSAPI.lineIATAList (an available address is chosen from this list when the host connection is established)
    - hostaccess.sabre.commlink.JSAPI.lineIATA (value is the address entered)

Otherwise, the configuration fails because no address has been specified.

- If hostaccess.sabre.commlink.JSAPI.TAPoolName is specified, then one of the following configurations must be entered:
    - hostaccess.sabre.commlink.JSAPI.lineIATALookupKey
    - hostaccess.sabre.commlink.JSAPI.{poolname}.{lookup-value}.TAPoolName
    - hostaccess.sabre.commlink.JSAPI.{poolname}.{lookup-value}.lineIATAList (chosen from this list when the host connection is established).
    - hostaccess.sabre.commlink.JSAPI.{poolname}.{lookup-value}.lineIATA (value is the address)
    - hostaccess.sabre.commlink.JSAPI.{poolname}.*.TAPoolName
    - hostaccess.sabre.commlink.JSAPI.{poolname}.*.lineIATAList (chosen from this list)
    - hostaccess.sabre.commlink.JSAPI.{poolname}.*.lineIATA
        - hostaccess.sabre.commlink.JSAPI.TAPoolName

6.4 Configuration Editor Settings (qik.properties file)

1. Open the Configuration Editor via the ConfigurationEditor.exe in the APP folder.
2. Select System -> Host Access -> Sabre -> Communication Links -> Java Sabre API -> lineIATAConfigURL.
3. Enter the location of the taconfig.properties file. Below is an example of the file being loaded in the APP folder:



6.5 Example of a taconfig.properties file

EXAMPLE taconfig.properties file used by:

com.sabre.hostaccess.commlink.jsapi.JSAPI

This example taconfig.properties file illustrates defining all pooled and fixed TA's for all workstations in a single configuration file.

To specify that a specific workstation should use a fixed/dedicated address:

#hostaccess.{SessionName}.commlink.JSAPI.{PoolName}.{WorkstationID}.lineIATA={LineAddress}

To specify that other workstations should choose from a list of addresses (that is, to define a pool):

hostaccess.{SessionName}.commlink.JSAPI.{PoolName}.*.lineIATAList=1,2

hostaccess.{SessionName}.commlink.JSAPI.{PoolName}.*.lineIATAList.1={LineAddress1}

hostaccess.{SessionName}.commlink.JSAPI.{PoolName}.*.lineIATAList.2={LineAddress2}

Where:

{SessionName} is the Qik Host AppObject session name for the VDU or Peripheral Manager session name for ATB, BTP, or DCP

{PoolName} is the name given to a specific group of TA's to be used, as specified by property "hostaccess.sabre.commlink.JSAPI.TAPoolName"

{WorkstationID} is the name of the workstation. In a SITA environment the workstation name would look something like "XSTBCKA001". On the Qik command line, add "-WorkstationID %COMPUTERNAME%" and then specify in this file

"hostaccess.sabre.commlink.JSAPI.lineIATALookupKey=WorkstationID"

{LineAddress} is the host line, IA, and TA (ex: F16C34)

Note

- Virtually everything in this file is case-sensitive.
- The # character at the beginning of a line defines a comment.

6.5.1 General Parameters ***DO NOT REMOVE THIS SECTION***

#WORKSTATION ID as the LOOKUPKEY

hostaccess.sabre.commlink.JSAPI.TAPoolName=VDU

hostaccess.sabre.commlink.JSAPI.lineIATALookupKey=WorkstationID

hostaccess.xspm.Sabre_ATB1.commlink.JSAPI.TAPoolName=ATB

hostaccess.xspm.Sabre_ATB1.commlink.JSAPI.lineIATALookupKey=WorkstationID

hostaccess.xspm.Sabre_BTP.commlink.JSAPI.TAPoolName=BTP

hostaccess.xspm.Sabre_BTP.commlink.JSAPI.lineIATALookupKey=WorkstationID

hostaccess.xspm.Sabre_DCP.commlink.JSAPI.TAPoolName=DCP

hostaccess.xspm.Sabre_DCP.commlink.JSAPI.lineIATALookupKey=WorkstationID

OR

#CRT SABRE ADDRESS as the LOOKUPKEY for the PRINTERS ONLY

hostaccess.sabre.commlink.JSAPI.TAPoolName=VDU

hostaccess.sabre.commlink.JSAPI.lineIATALookupKey=WorkstationID

hostaccess.xspm.Sabre_ATB1.commlink.JSAPI.TAPoolName=ATB

hostaccess.xspm.Sabre_ATB1.commlink.JSAPI.lineIATALookupKey=VDU_LINE

hostaccess.xspm.Sabre_BTP.commlink.JSAPI.TAPoolName=BTP

hostaccess.xspm.Sabre_BTP.commlink.JSAPI.lineIATALookupKey=VDU_LINE

hostaccess.xspm.Sabre_DCP.commlink.JSAPI.TAPoolName=DCP

hostaccess.xspm.Sabre_DCP.commlink.JSAPI.lineIATALookupKey=VDU_LINE

6.5.2 POOL OF VDU TA's

hostaccess.sabre.commlink.JSAPI.VDU.*.lineIATAList=1,2,3,4,5,6

hostaccess.sabre.commlink.JSAPI.VDU.*.lineIATAList.1=F16D04

hostaccess.sabre.commlink.JSAPI.VDU.*.lineIATAList.2=F16D06

hostaccess.sabre.commlink.JSAPI.VDU.*.lineIATAList.3=F16D08

hostaccess.sabre.commlink.JSAPI.VDU.*.lineIATAList.4=F16D0A

hostaccess.sabre.commlink.JSAPI.VDU.*.lineIATAList.5=F16D0C

hostaccess.sabre.commlink.JSAPI.VDU.*.lineIATAList.6=F16D0E

6.5.3 POOL OF ATB TA's

hostaccess.xspm.Sabre_ATB1.commlink.JSAPI.ATB.*.lineIATAList=1,2,3

hostaccess.xspm.Sabre_ATB1.commlink.JSAPI.ATB.*.lineIATAList.1=F16D30

hostaccess.xspm.Sabre_ATB1.commlink.JSAPI.ATB.*.lineIATAList.2=F16D32

hostaccess.xspm.Sabre_ATB1.commlink.JSAPI.ATB.*.lineIATAList.3=F16D34

6.5.4 POOL OF BTP TA's

hostaccess.xspm.Sabre_BTP.commlink.JSAPI.BTP.*.lineIATAList=1,2,3

hostaccess.xspm.Sabre_BTP.commlink.JSAPI.BTP.*.lineIATAList.1=F16D20

hostaccess.xspm.Sabre_BTP.commlink.JSAPI.BTP.*.lineIATAList.2=F16D22

hostaccess.xspm.Sabre_BTP.commlink.JSAPI.BTP.*.lineIATAList.3=F16D24

6.5.5 POOL OF DCP TA's

hostaccess.xspm.Sabre_DCP.commlink.JSAPI.DCP.*.lineIATAList=1,2,3

hostaccess.xspm.Sabre_DCP.commlink.JSAPI.DCP.*.lineIATAList.1=F16D10

hostaccess.xspm.Sabre_DCP.commlink.JSAPI.DCP.*.lineIATAList.2=F16D12

hostaccess.xspm.Sabre_DCP.commlink.JSAPI.DCP.*.lineIATAList.3=F16D14

6.5.6 FIXED TA's BY WORKSTATION

hostaccess.sabre.commlink.JSAPI.VDU.XSTBCKA001.lineIATA=F16C02

#WORKSTATIONID AS LOOKUPKEY

hostaccess.xspm.Sabre_ATB1.commlink.JSAPI.ATB.XSTBCKA001.lineIATA=F16C34

hostaccess.xspm.Sabre_BTP.commlink.JSAPI.BTP.XSTBCKA001.lineIATA=F16C36

hostaccess.xspm.Sabre_DCP.commlink.JSAPI.DCP.XSTBCKA001.lineIATA=F16C38

OR

#CRT SABRE LINE ADDRESS AS LOOKUPKEY FOR PRINTERS ONLY

hostaccess.xspm.Sabre_ATB1.commlink.JSAPI.ATB.F16C02.lineIATA=F16C34

hostaccess.xspm.Sabre_BTP.commlink.JSAPI.BTP.F16C02.lineIATA=F16C36

hostaccess.xspm.Sabre_DCP.commlink.JSAPI.DCP.F16C02.lineIATA=F16C38

Peripheral Manager Properties File (pm.properties)

7

7.1 Overview

Peripheral Manager properties file – Native Users

7.1.1 TO Create PM.LOG FILE

To create the pm.log file, make the following changes in the pm.properties file:

UPDATE:

log4j.rootCategory=fatal, pmlogfile

TO READ AS FOLLOWS:

log4j.rootCategory=debug, pmlogfile

AND SET:

trace.enabled=Y

7.1.2 Environments

pm.environments=xspm,pcp32,native,ptruapi

pm.environment.pcp32.commandlineclass=com.sabre.pm.util.cmdline.PCP32CommandLine

pm.environment.xspm.commandlineclass=com.sabre.pm.util.cmdline.XspmCommandLine

pm.environment.native.commandlineclass=com.sabre.pm.util.cmdline.DefaultCommandLine

pm.environment.ptruapi.commandlineclass=com.sabre.pm.util.cmdline.DefaultCommandLine

7.1.3 Sessions

pm.autoStartAllSessions=Y

pm.native.sessions=Local_OCR,Local_OCR,Local_MSR

pm.native.session.Local_OCR.device=OCR1

pm.native.session.Local_OCR.deviceRules=com.sabre.pm.rules.device.DefaultDeviceRules

pm.native.session.Local_OCR.hostaccess=Local

pm.native.session.Local_MSR.device=MSR1

pm.native.session.Local_MSR.deviceRules=com.sabre.pm.rules.device.DefaultDeviceRules

pm.native.session.Local_MSR.hostaccess=Local

pm.native.session.Local_OCR.device=OCR2

pm.native.session.Local_OCR.deviceRules=com.sabre.pm.rules.device.DefaultDeviceRules

pm.native.session.Local_OCR.hostaccess=Local

pm.native.session.Local_MSR.device=MSR1

pm.native.session.Local_MSR.deviceRules=com.sabre.pm.rules.device.DefaultDeviceRules

pm.native.session.Local_MSR.hostaccess=Local

7.1.4 Devices

pm.native.devices=OCR1,MSR1,OCR2

pm.native.device.OCR1.deviceservice=com.sabre.pm.device.deviceservice.serial.SerialDeviceService

pm.native.device.OCR1.port=COM2

pm.native.device.OCR1.baud=9600

pm.native.device.OCR1.databits=8

pm.native.device.OCR1.stopbits=1

pm.native.device.OCR1.parity=none

pm.native.device.MSR1.deviceservice=com.sabre.pm.device.deviceservice.serial.SerialDeviceService

pm.native.device.MSR1.port=COM1

pm.native.device.MSR1.baud=9600

pm.native.device.MSR1.databits=7

pm.native.device.MSR1.stopbits=1

pm.native.device.MSR1.parity=none

pm.native.device.MSR1.prefixCode=14

pm.native.device.OCR2.deviceservice=com.sabre.pm.device.deviceservice.serial.SerialDeviceService

pm.native.device.OCR2.port=COM1

pm.native.device.OCR2.baud=9600

pm.native.device.OCR2.databits=7

pm.native.device.OCR2.stopbits=1

pm.native.device.OCR2.parity=none

pm.native.device.OCR2.deviceType=OCR

7.1.5 Hosts

7.1.5.1 Properties to Start and/or Bind Remote Objects

rmi.registry.port=3552

java.naming.factory.initial=com.sun.jndi.rmi.registry.RegistryContextFactory

java.naming.provider.url=rmi://localhost:3552

7.1.5.2 Trace Properties (Used by Host Access)

trace.classNameStamp=Y

trace.date=Y

trace.enabled=Y

trace.excludedClasses=com.sabre.util.DefaultEditableConfiguration

trace.file=hostaccess.log

trace.header=Y

trace.level=3

trace.maxOutputFiles=4

trace.maxSize=100

trace.outputClassName=com.sabre.util.FileTrace

trace.time=Y

7.1.5.3 User Defined Properties

#taconfig.key=XSTBCKA001

Log4j Settings to Activate Logging 8

8.1 Option 1 – Creating Qik.trace.log

This option requires that there are no log4j settings within the pm.properties file. All log entries for this option are output to a single Qik.trace.log file.

8.1.1 In Qik.properties

```
# Logging Below #
log4j.appender.mtmAppender=org.apache.log4j.net.SocketHubAppender
log4j.appender.mtmAppender.Threshold=all
log4j.appender.mtmAppender.bufferSize=5000
log4j.appender.mtmAppender.port=4560
log4j.appender.rollingFile=org.apache.log4j.RollingFileAppender
log4j.appender.rollingFile.Append=false
log4j.appender.rollingFile.File=c:\\temp\\qik.trace.log
log4j.appender.rollingFile.MaxBackupIndex=10
log4j.appender.rollingFile.MaxFileSize=10000KB
log4j.appender.rollingFile.Threshold=all
log4j.appender.rollingFile.layout=org.apache.log4j.PatternLayout
log4j.appender.rollingFile.layout.ConversionPattern=%d9/18/2018 : %c [%.21t] : %p : %m%n
log4j.appender.rollingFile.layout.LocationInfo=false
log4j.appender.rollingFile.layout.Title=
log4j.appender.systemOut=org.apache.log4j.ConsoleAppender
log4j.appender.systemOut.Threshold=all
log4j.appender.systemOut.layout=org.apache.log4j.PatternLayout
log4j.appender.systemOut.layout.ConversionPattern=%d9/18/2018 : %c [%.21t] : %p : %m%n
log4j.appender.systemOut.layout.LocationInfo=false
log4j.appender.systemOut.layout.Title=
log4j.appender.stdout=
log4j.appender.stdout.layout=
log4j.appender.stdout.layout.ConversionPattern=
log4j.rootAppenders=rollingFile
```

log4j.rootAppendersLogLevel=all

log4j.threshold=all

PM Logging Below

log4j.appender.pmlogfile=org.apache.log4j.RollingFileAppender

log4j.appender.pmlogfile.Append=false

log4j.appender.pmlogfile.MaxBackupIndex=10

log4j.appender.pmlogfile.MaxFileSize=10000KB

log4j.appender.pmlogfile.layout=org.apache.log4j.PatternLayout

log4j.appender.pmlogfile.layout.ConversionPattern=%d{dd MMM yyyy HH:mm:ss} %-5p [Thread: %t] %l - %m%n

log4j.appender.stdout=

log4j.appender.stdout.layout=

log4j.appender.stdout.layout.ConversionPattern=

log4j.disable=

log4j.appender.pmlogfile.Threshold=all

log4j.rootCategory=all, pmlogfile

8.2 Option 2 – Creating Qik.trace.log and PM.log Files

Use the following settings to separate logging to the PM.log file. This will create two files, a Qik.trace.log and a PM.log. This option requires updating both the qik.properties and pm.properties.

8.2.1 In Qik.properties

Logging Below

log4j.appender.mtmAppender=org.apache.log4j.net.SocketHubAppender

log4j.appender.mtmAppender.Threshold=all

log4j.appender.mtmAppender.bufferSize=5000

log4j.appender.mtmAppender.port=4560

log4j.appender.rollingFile=org.apache.log4j.RollingFileAppender

log4j.appender.rollingFile.Append=false

log4j.appender.rollingFile.File=c:\\temp\\qik.trace.log

log4j.appender.rollingFile.MaxBackupIndex=10

log4j.appender.rollingFile.MaxFileSize=10000KB

log4j.appender.rollingFile.Threshold=all

log4j.appender.rollingFile.layout=org.apache.log4j.PatternLayout

log4j.appender.rollingFile.layout.ConversionPattern=%d9/18/2018 : %c [%.21t] : %p : %m%n

log4j.appender.rollingFile.layout.LocationInfo=false

log4j.appender.rollingFile.layout.Title=

log4j.appender.systemOut=org.apache.log4j.ConsoleAppender

log4j.appender.systemOut.Threshold=all

log4j.appender.systemOut.layout=org.apache.log4j.PatternLayout

log4j.appender.systemOut.layout.ConversionPattern=%d9/18/2018 : %c [%.21t] : %p : %m%n

log4j.appender.systemOut.layout.LocationInfo=false

log4j.appender.systemOut.layout.Title=

log4j.appender.stdout=

log4j.appender.stdout.layout=

log4j.appender.stdout.layout.ConversionPattern=

log4j.rootAppenders=rollingFile

log4j.rootAppendersLogLevel=all

log4j.threshold=all

8.2.2 In PM.properties:

PM Logging Below

log4j.appender.pmlogfile=org.apache.log4j.RollingFileAppender

log4j.appender.pmlogfile.Append=false

log4j.appender.pmlogfile.File=c:\\temp\\pm.log

log4j.appender.pmlogfile.MaxBackupIndex=10

log4j.appender.pmlogfile.MaxFileSize=10000KB

log4j.appender.pmlogfile.layout=org.apache.log4j.PatternLayout

log4j.appender.pmlogfile.layout.ConversionPattern=%d{dd MMM yyyy HH:mm:ss} %-5p [Thread: %t] %l - %m%n

log4j.appender.stdout=

log4j.appender.stdout.layout=

log4j.appender.stdout.layout.ConversionPattern=

log4j.disable=

log4j.appender.pmlogfile.Threshold=all

log4j.rootCategory=all, pmlogfile

Digital Workspace Installation 9

9.1 DW UI Support & Server Side E-commerce Logging Overview

The refresh version of Digital Workspace (DW) will bring in a new functionality to both the airport and call center environments. This functionality will come in stages. Some carriers may choose not to take the new functionality until all the new screens are available. This means that carriers must be able to turn on/turn off the new DW screens. The ability to access the new functionality will be controlled through a configuration STAR update and EPR keyword IRCLSS.

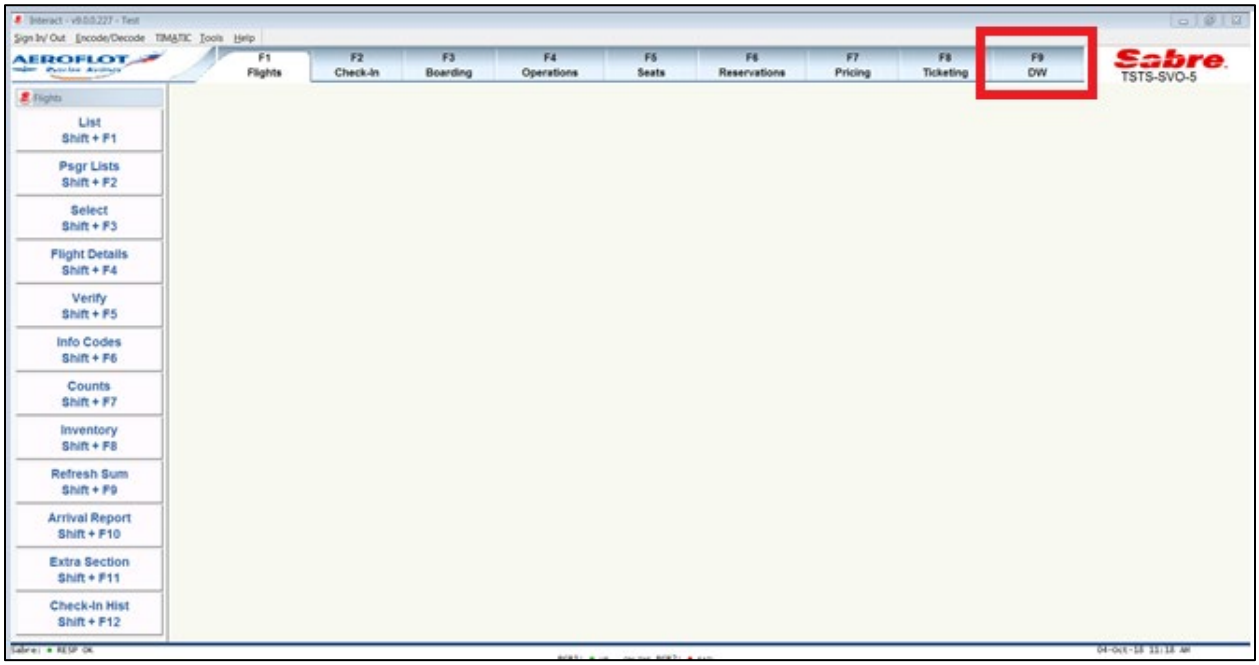
- Features:
  - Ability to navigate from Classic to the DW interface
  - Ability to navigate from DW to the Classic interface

9.2 Navigation from Interact Classic to DW

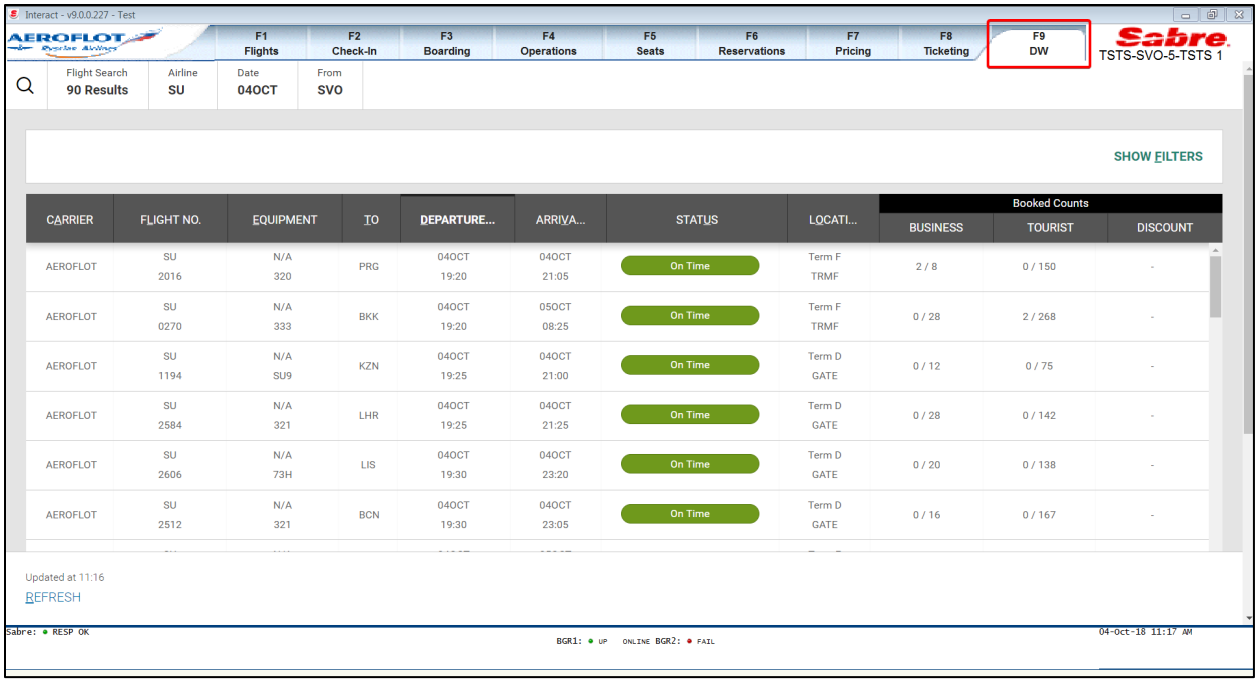
When a user navigates from *Interact* Classic to DW, they can select the F9 DW Tab. This action displays the DW page within the *Interact* Classic container and allows the user to access the supported DW workflows.

The following section does not describe the workflows available in DW, but rather the process of accessing DW from the *Interact* Classic container and how to return from DW to *Interact* Classic.

The following screenshot displays the main page of *Interact* Classic with the F9 DW tab.

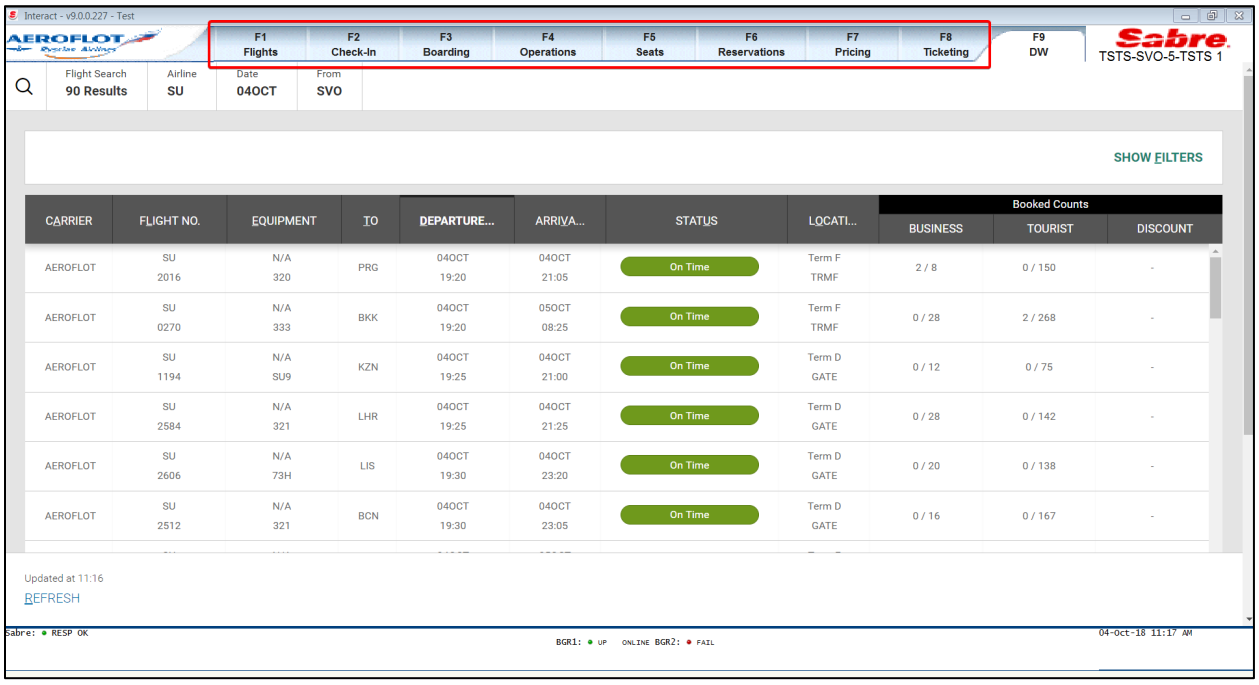


When the user selects the F9 DW tab, the DW page displays and the user may perform the supported check-in related functions.

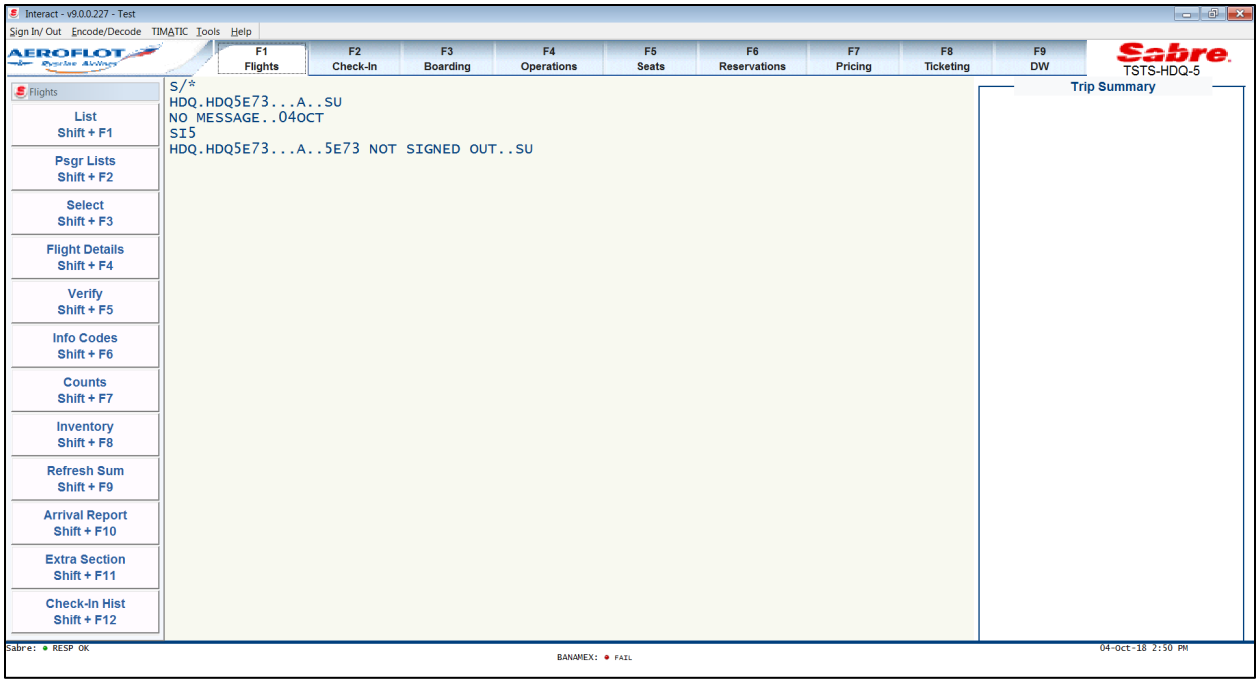


Note Once a user selects the F9 DW tab, the *Interact* Classic toolbar is unavailable.

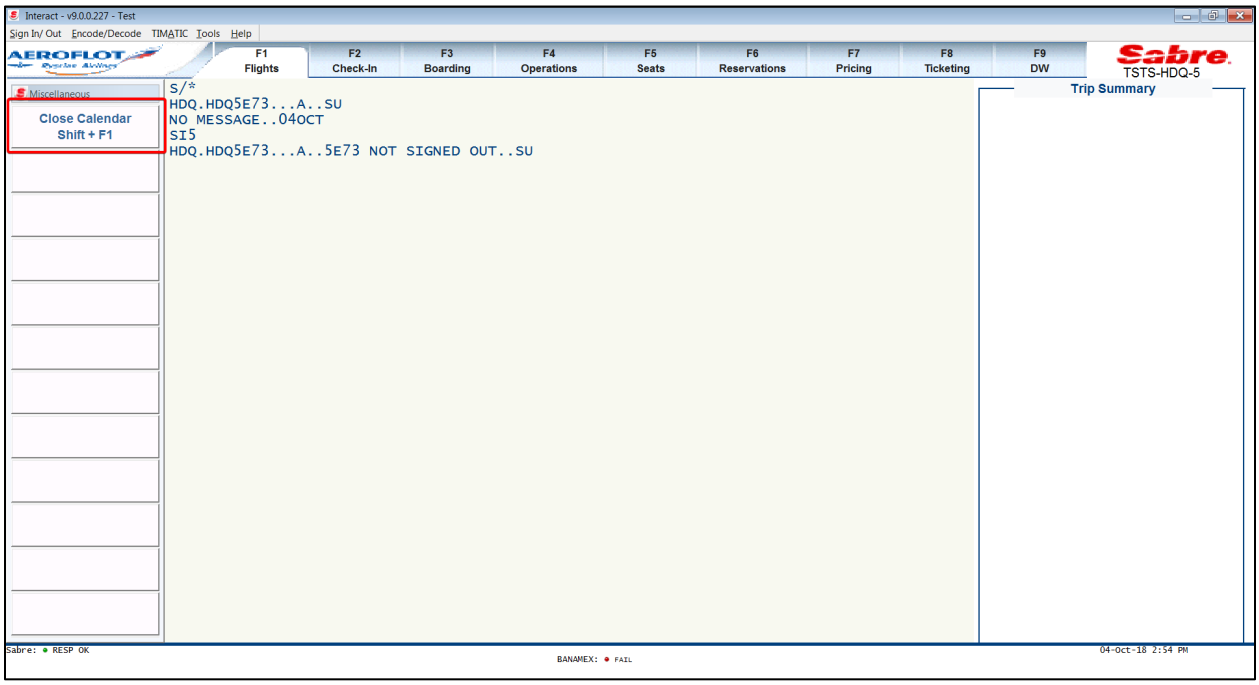
The user may navigate from DW to *Interact* Classic by selecting one of F1-F8 tabs.



Upon selecting one of the F1-F8 tabs, the DW page will be closed, and the user returns to the *Interact* Classic page.



Note Prior to changing the F9 tab, which was previously hidden, the Miscellaneous menu was displayed. This project replaces the Miscellaneous tab from F9 to F10 as seen below. The F10 tab will continue to be hidden due to space restrictions.



9.2.1 Installation

9.2.1.1 Pre-requisites

As this is a new feature and details are still being worked out, your carrier should contact an Account Manager for activation.

Install the interact-jxBrowser-middleware.jar file in the lib/ext application folder. If you are installing the application from an *Interact* installer package, this file should already be present. The file is also provided as part of the Common Use package.

9.2.1.2 STAR Configurations

STAR:

SABRE GUI MISC OPTIONS

Star Edit	Section	New Edit Y/N	Description
EXPOSE INTERACT REFRESH BY EPR KEYWORD:IRCLSS	INTERACT REFRESH	Y	This controls access to DW by enabling the F9 DW tab. If the user doesn't have the EPR Keyword of IRCLSS, the F9 DW tab will not be visible.
IR URL: enter the URL info here	INTERACT REFRESH	Y	Defines the URL that will be used to connect to DW. This value will be set up by the Sabre Delivery team. As with other URLs defined in the config STARs, the URL must have the following setting preceding this setting: START MULTIPLE LINES VALUE: And end with: END MULTIPLE LINES VALUE

Rolling Back to a Previous Version 10

10.1 Overview

As *Interact* is a local install, replace the new interact.app file from the current release with the previously used interact.app file.