



Setup Instructions for PNR Integration with Sabre Red 360 and ClientBase Windows v4.06 or higher

Follow these steps if running ClientBase in a Citrix, Terminal Services, or other thin client environment

Prerequisite

For every agent using Sabre Red 360, create an individual user folder with the path C:\Users\username\My Documents\Trams\ClientBase. This is where the PNR merge and import log files will be located.

Step 1

Please review system requirements for both [Sabre Red 360](#) and [ClientBase Windows](#): (scroll to middle of page, click on Support tab and then click on Technical Requirements)

Step 2

Install Native API Standalone Broker for Citrix/Terminal Server on each server
Java 8 is required. If you have an earlier version of Java, you can download the installation for Java 8 or higher [here](#).

The Native API Standalone broker is an open source product: ActiveMQ is 5.14.1 or higher available [here](#).

The [Native API Standalone Broker](#) can run as an [external process](#) or [windows service](#).

1. Download the latest ActiveMQ Windows version [here](#).
2. Download activemq.xml [here](#). Unzip and save XML under apache-activemq-5.1x.x/conf/
 - a. Replacing the one that is there.
3. Go to ACTIVEMQ_HOME/bin/win32
4. Run InstallService.bat
5. After running InstallService.bat, add the ActiveMQ service to services list in Task Manager.
 - a. It may not be started by default.
6. Reboot the server to start ActiveMQ service.

ClientBase Windows

Step 3

Verify the latest version of ClientBase Windows is installed on each server. To download the latest version, open ClientBase Windows on your server, go to **Help > Check for Updates**, or visit [Trams Support](#) to download the latest update.

Step 4

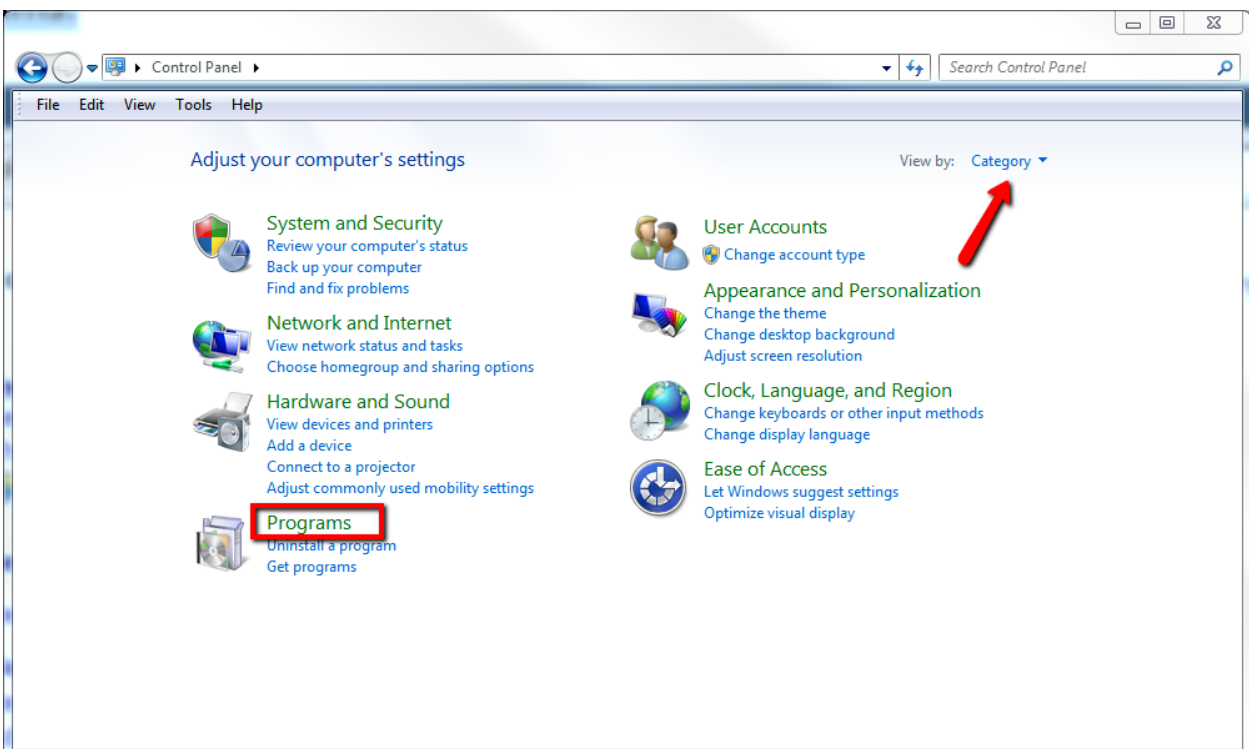
Follow these directions if installing or updating ClientBase Windows on a Terminal Server

Installing/Updating on Windows 2008/2012 Terminal Servers

It is important for agencies running a Terminal Server to install our software and any updates to our software correctly. If they do not, they will not be able to run the software properly. ClientBase will throw an “Unable to load midas.dll” error to the remote desktop users when trying to open profiles.

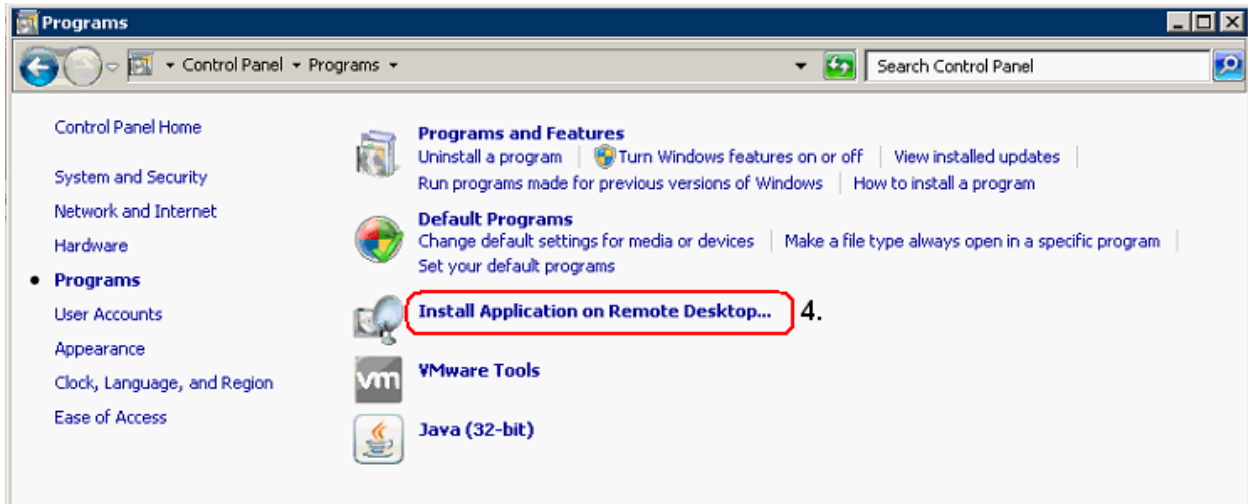
With previous versions of Windows Server edition operating systems, the procedure was to go to the Control Panel, Add/Remove Programs, and then Add a New Program. This has changed as of Windows Server 2008. Please see the steps and screenshots below to help you with this process.

1. *Open the Control Panel*
2. *In the upper right, set it to View by Category.*
3. *Click on Programs.*

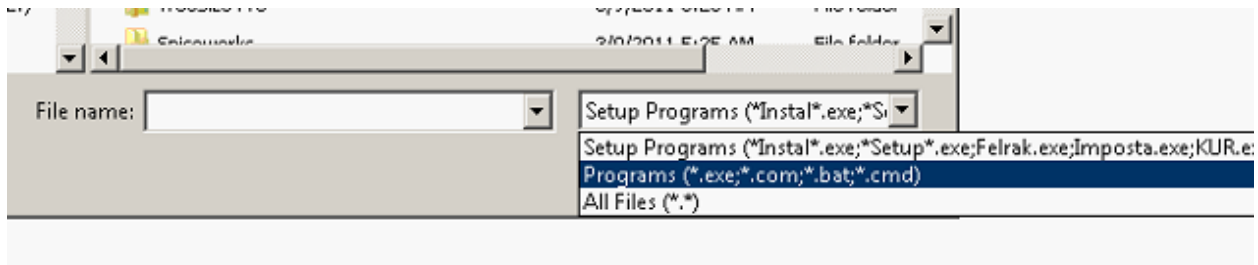


ClientBase Windows

4. Click on Install Application on Remote Desktop



5. When the wizard starts, click Next. It will first try to install from Disk or CD, but will then allow you to browse. When you browse to find the setup file or update, you may have to click the drop down in the corner and switch to Programs, and not just Setup files:



6. Select the setup or update to run, click Next, and then run through the install wizard as usual. When done, click Finish to leave install mode.

Another Option:

If the above is not successful, this method will also work.

1. Open a command prompt.
2. Type "change user /install" and hit enter.
3. Run the installation/update program.
4. When done, go back to the command prompt and type "change user /execute"

ClientBase Windows

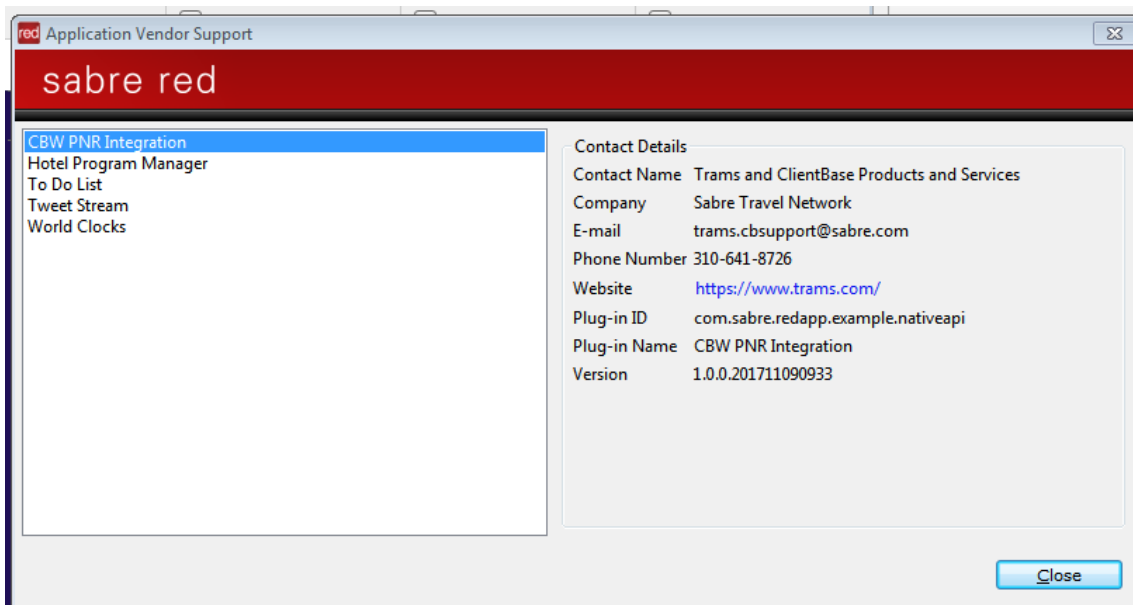
Step 5

The Sabre Red App **ClientBase Windows PNR Integration** will need to be assigned to each agent's Sabre EPR. Order and [Download](#) the *ClientBase Windows PNR Integration App* from the Sabre Red App Centre.

Administrators can provision this Red App to all agents (by PCC) using features in ClientBase with the [Agency Administrator Tool](#).

PLEASE NOTE: *ClientBase Windows Red App should be ordered after agent is migrated to Sabre Red 360.*

Once the Red App is installed, it will automatically launch with Sabre Red 360. It will not be visible from the Helper App menu, but can be viewed under **Contact Us > Application Vendor Support**



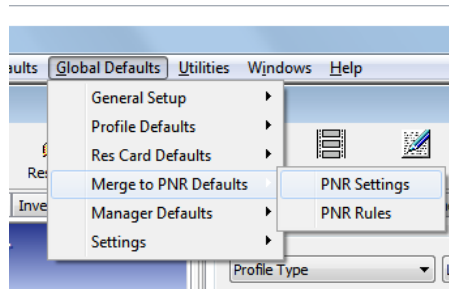
ClientBase Windows

Step 6

Update API settings in ClientBase Windows using system administrator credentials

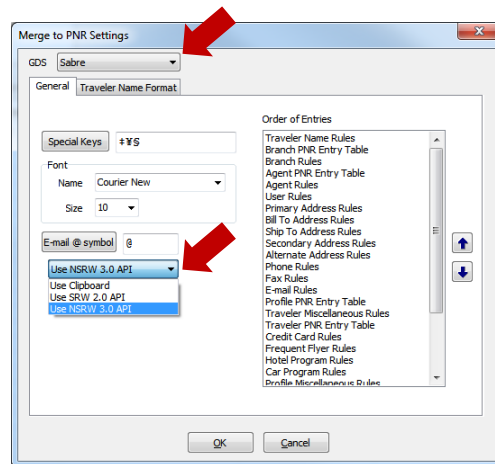
Option A – Use if entire agency has migrated to Sabre Red 360

If everyone in your agency is migrating to Sabre Red 360 at the same time, please go to **Global Defaults > Merge to PNR Defaults > PNR Settings**



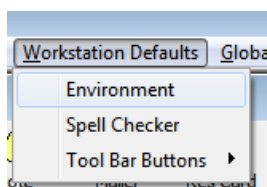
Make sure your GDS selection displays “Sabre”

Change to “Use NSRW 3.0 API” from drop down selection



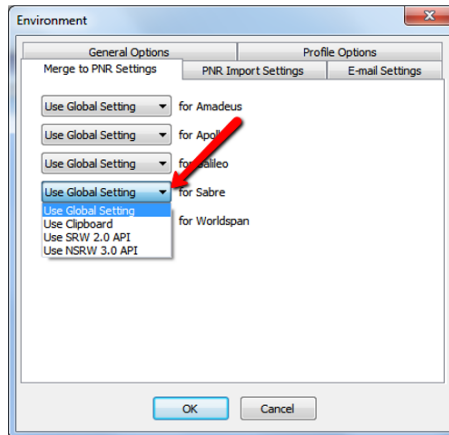
Option B – Use if only select agents are migrating to Sabre Red 360

If a limited number of agents are migrating to Sabre Red 360, then API settings must be updated under **Workstation Defaults > Environment** on each desktop making the move.

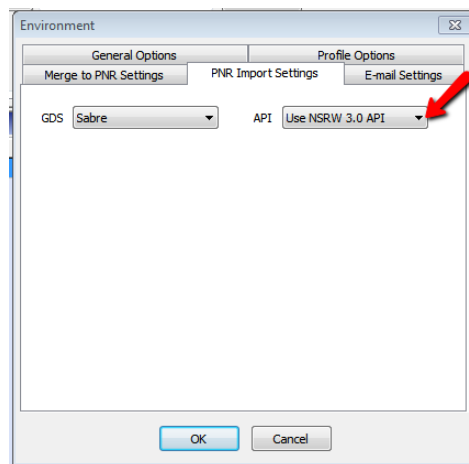


ClientBase Windows

Under **Merge to PNR Settings** tab change the for Sabre drop down selection from Global Setting to **“Use NSRW 3.0 API”**



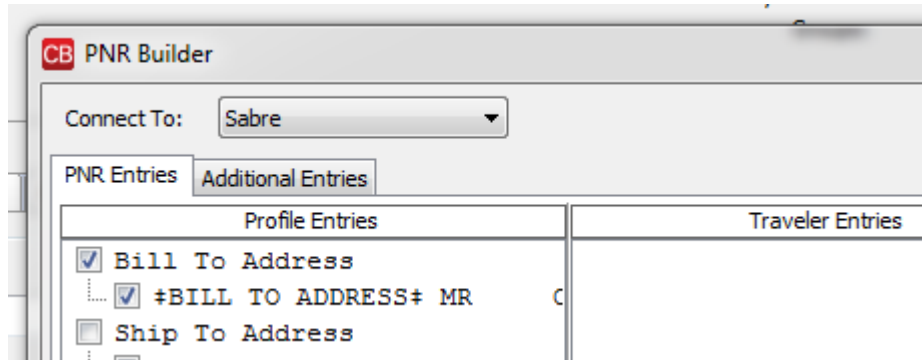
Under **PNR Import Settings**, change API drop down selection to **“Use NSRW 3.0 API”**



ClientBase Windows

Step 7

Follow the usual steps in ClientBase for Merge to PNR and PNR Import.



For additional assistance updating or installing ClientBase Windows, please contact our [Trams Tech Desk](#) or call 310-641-8726 (press 2 for ClientBase)

For additional support installing Sabre Red 360, please [contact the Sabre Help Desk](#).