Sabre Red 360
Version 24.8

Overview

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This document contains information regarding the latest release of Sabre® Red™ 360. Sabre Red 360 is the point of sale product for Sabre Travel Network customers.   Included in this document you will find the latest enhancements, defect fixes and configuration changes included in this latest release.

Sabre Red 360 is an agency point-of-sale application with various features designed to effectively book travel services, ancillaries, and obtain travel information. New products and services are added to the Sabre Red 360 client with each release.

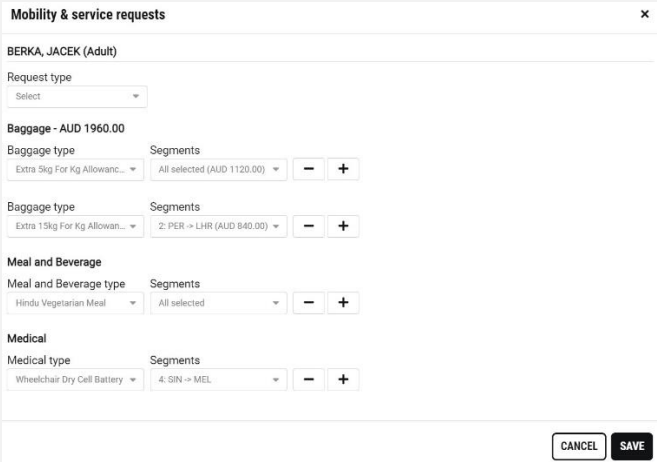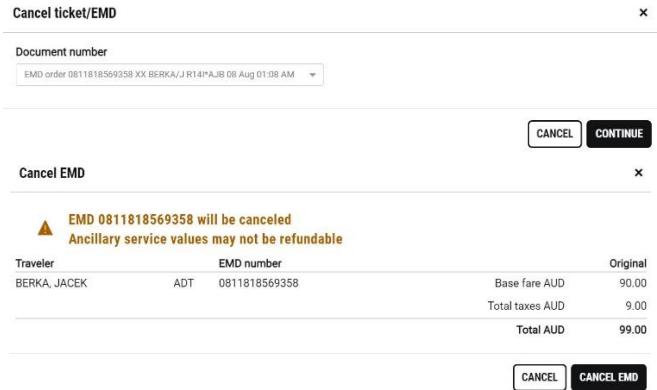More information available on Sabre Central under following URL:
https://central.sabre.com

Archived release notes are available on Sabre Central under following URL:
https://central.sabre.com/s/supportaddtlresources
Product Release Notes & Related Information → Sabre Red 360

New Features

Feature	Example
[AIR] NDC - Mobility & service requests, user experience enhancement. A change has been made to the layout of the mobility and service requests display. The services are now presented horizontally instead of vertically, after selection from the drop-down list.	
[AIR] NDC - Paid services in Cancel EMD flow This feature enables cancellation of EMD documents issued for paid services. Using the Cancel ticket/EMD workflow the agent can select an EMD document number and proceed with cancellation.	

[AIR] Shop Flights – New commission filter on upsells results screen

Agents can now filter and display the upsells that contain commission using the new "Commission" filter button on the flight summary page.
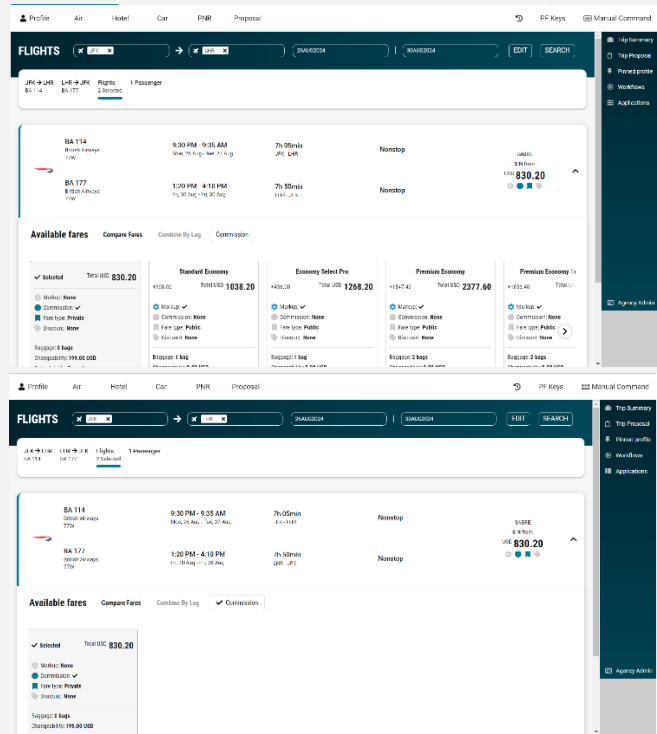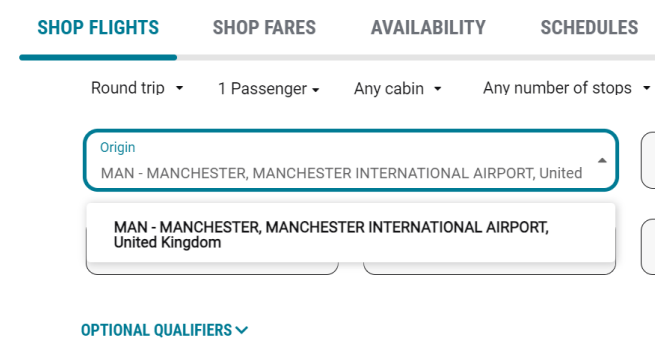

[AIR] Shop Flights - Update to encode/decode source

A change has been made to the source used for encode/decode data. Cities with multiple airports are now displayed at the top of the list.

Cities that have the same city name and airport code display with a single option.

Rail and coach station locations are located at the bottom of the list after airport locations.

[General] Agent menu enhancement

The agent menu has been enhanced to display both the user's home PCC as well as the currently used PCC, if different.

If the user does not change the home PCC, then only a single PCC value will display, e.g.: "PCC: R14I".

If the user's home PCC and the currently used PCC are different, then the agent menu will show: "PCC: *home_PCC* > *current_PCC*" e.g.: "PCC: R14I > 3YAB".

[Hotel] Access to Hotel Manager site from SR360 and Sabre Red Web

Hotel Manager (formerly known as Hotel Program Manager) is now available in both SR360 (desktop) and Sabre Red Web products from the Agency Admin side panel.

Clicking on the link, opens the Hotel Manager app in a separate tab.

[Hotel] View rates (HOD) display and filters - meal plan types enhancement

With this release, View rates (HOD) display contains information about meal plan type for each rate (if provided by supplier). Also, the meal type filter allows for easier access to rates with preferred meal option.

[Hotel] Total Amount with taxes & fees included in shopping displays

As a follow up to the enhancements made in 24.6 release for Rate details modal, with this release the all-inclusive total amount is also provided in the following shopping displays:

- View rate's (HOD)
- Hotel Reservation form header with rate summary
- Booking confirmation

The all-inclusive total amount is not stored in the PNR and hence not displayed in graphical PNR at the moment.

[SDK] BeforeAirShoppingInput extension point enhancement

The data model of the `dynamo.airshopping.input.beforeAirShoppingInput` extension point has been extended with the Frequent Flyer data item.

Red apps will now be able to insert the traveler's frequent flyer data into the Shop Fare (former name: Air Shopping) input form.

The sample application and the relevant article in the SDK documentation has been updated.

[SDK] A new component in ICustomFormsService

A new component, Multi checkbox component, was introduced to ICustomFormsService.

The SDK documentation and sample with custom forms playground has been updated.

[SDK] Support for compressed files

Red Apps developers can compress files to the .zip format using the MiniZip library that is now part of SDK. To take advantage of this library, developers should use the ZipBuilder that is available in the SR360 SDK.

[SDK] Sunset of 32-bit Windows SDK (Phase 1)

As part of the sunset activities for the 32-bit Windows SDK, the SDK documentation has been updated to support primarily the 64-bit version of the distribution:

a/ The "Setup for Desktop Red App Development" article has been updated to include instructions primarily for 64-bit Windows SDK,

b/ The migration guide has been updated with detailed steps on how to migrate to the 64-bit Windows SDK.

For Windows users, only the 64-bit Windows SDK distribution will be officially offered from the 24.8 release.

Contact the Sabre Help Desk for any non-standard inquiries/needs.

[SDK] Better descriptions of workflow extension points in SDK documentation

The description of workflow extension points has been enhanced in the SDK documentation to expose the following for each extension point:

- General description of what the extension point is for
- Basic information about the data model for a given extension point (only if applicable, as some extension points do not support any data model)
- All the paths that can be used to trigger the extension point (e.g., sending command, using specific piece of GUI)

[SDK] Agent Profile Service enhancement - Current language

The AgentProfileService has been enhanced to provide the language currently selected in Sabre Red Web.

Documentation and samples of the AgentProfileService has been updated with the above-mentioned feature.

[SDK] BeforeCreateOrderInput extension point enhancement

This feature extends the existing data model for the `dynamo.ndc.beforeCreateOrderInput` extension point with name reference number so it can be populated via RedApp on the Create order form.

The sample application and relevant article in the SDK documentation has also been updated.

[SDK] BeforeAirBookAndPrice extension point enhancement

This feature extends the existing data model for the
`dynamo.air.airbooking.beforeAirBookAndPrice` extension point with frequent flyer number
so that it can be used via RedApp in the Air Book and Price ("Sell & Save Price") flow.

The sample application and relevant article in the SDK documentation has also been updated.

Defects Fixed

Defect ID	Description
TNNSRW-5478	Solved an issue where agents were unable to see the full fare rules for some airlines.
TNNSRW-5509	Solved an issue when the credit card data from the previous session was pre-populating in the hotel sell screen.
TNNSRW-5652	Solved an issue with number of passengers and type when saving fare from Branded Fares modal.
TNNSRW-5677	Solved an issue with group bookings for VN airlines when trying to book seats

How to Verify the Update

Updates occur by either manually "checking for updates" under "Help" or with no intervention on your part 20 minutes after starting up, with no impact to your workflow. Please note the update will not go into effect until you have restarted your system. To validate that you have implemented the update, you may type in STAT command and in a response value of "Release Version" field will indicate actual version of the system.

System Requirements/Prerequisites

The Sabre® Red™ 360 is a managed client application that is downloaded and installed in a variety of configurations. The Sabre technical development and quality assurance teams have tested various scenarios to determine minimum hardware specifications for the end user's workstation.

An installation of Sabre® Red™ 360 on a workstation that does not meet these specifications may not function properly and cannot be supported by Sabre.

Operating System Software

We support the installation and operation of Sabre Red 360 on a workstation that meets one of the following specifications:

- Microsoft Windows 10 – 32 and 64-bit
- Microsoft Windows 11
- Microsoft Windows Server 2016, 2019, 2022
    - Basic support for Terminal Services environment including Citrix
- macOS Monterey or later (12.7.1 or later)

We recommend 64-bit Windows 10 and macOS Ventura (13)

Hardware Specifications

- Processor:

    Minimum:
    - Intel Core i3 Dual-core processor with 3.3 GHz (or AMD equivalent)

    Recommended:
    - Intel Core i5 Dual-core processor with 3.2 GHz (or AMD equivalent)

- – Apple silicon (Apple-designed chip based on ARM architecture)
- Memory:
  3.5 GB RAM for 32 bit OS or 8 GB RAM for 64 bit OS.
- 1.6 GB of free disk space for the first user on a standard desktop installation, and 240 MB for each additional user. Additional storage may be required for other agency applications.
- Monitor: 1366x768 is highly recommended. Monitors with lower resolution will work, but the user experience will be sub-optimal.

Permissions and Rights

Sabre Red 360 requires "Full" rights or permissions to the installation and user directories that it will be installed too. Additional information on permissions, directory options, and locations can be found on the Advanced Installation User guide.

Network

- Sabre® Customer Virtual Private Network Connection – Customer-supplied Internet connection. **Note:** SCVPN requires access to this URL.
  - o https://scvpn.havail.sabre.com
  - o 151.193.159.130
  - o 151.193.159.2
  - o Port 443
  - o The RMI server connection to SCVPN will use port 10099 on the local machine.
- Private Connection - Dedicated connection to Sabre
  - o Business to Business VPN (B2BVPN)
  - o Managed Network Services
  - o Vendor Access Room connections
  - o **Note**: Ports 443, 80, 389, 30030, 30031, 30032, and 30051 open for the 360 communication processes to work properly.
- Complete list of required URLs, Ports and IP Addresses can be found on Sabre Central, under:

  Support (tab) → Additional Support Resources → Product Release Notes & Related Information → Sabre Red 360 → Technical Requirements – Sabre Red 360

  And look for the following documents:
  - o Sabre Red Connectivity Guide for PROD – May 2024
  - o Sabre Red Connectivity Guide for CERT – May 2024

Expected System Down Time

You will not experience any down time because of this release. This release update will download in the background. After it finishes downloading to your local workstation you will be presented with the option to restart now or later.

Agency Admin Tool

By utilizing the Agency Admin Tool, you are leveraging the flexibility of the Sabre Red 360. You have control over what tools and features your users can see and use within the Sabre Red 360, and you can control the timing of update delivery to your users. This powerful control over the Sabre Red 360 supports the efficiency of your users and your operations.

The date of the release is of importance if you are utilizing the Agency Admin Tool to lock down a set of users to control when the update is delivered to them. The locking function of the Agency Admin Tool is designed to allow you to lock down a set of users on the last version of the Sabre Red 360, and leave other targeted users unlocked for testing purposes, providing the utmost flexibility to test the update prior to a wide deployment in your environment.

To lock these users, you need to complete a few critical steps as the agency admin, no later than day before release date to ensure these users do not receive the update on the day of release.

- Login to Sabre Red Workspace
- Access the Agency Admin Tool and lock all users at your agency from receiving the update.

For further documentation and additional information on the Agency Admin Tool as well as details on the release, please visit the Sabre Red 360 community on Sabre Central.

Contact Information

If you need help, contact the Sabre Help Desk using web Callback method.

- Access Sabre Central and navigate to:
  https://central.sabre.com/s/contactsupport
- You can request a Callback (if available) to get faster support or submit an Online Case if you prefer a written answer.