Sabre Gateways Migration FAQs

Gateways Migration Background

As a part of the Technology transformation, Sabre is moving their data centers from on-premises to the cloud (Google Cloud Platform), therefore all Customers must switch to new endpoints hosted in GCP

What Will Happen

We are requesting all Sabre Gateways (USG and 2SG/BUS) customers change their endpoints from DXC (Tulsa) to the new ones directed to GCP, it is highly important to accomplish changes by given date.

- New gateway endpoints are introduced and customers will need to point their applications to them
- All functionalities and interfaces remain the same so existing applications will continue to function correctly
- New IP addresses outside of existing Sabre IP ranges will be in use. New IP addresses are subject to change without prior notification.
- SSL Certificate renewal process will change, certificate will be periodically auto-renewed without further notice.

Why is This Being Done?

Part of Sabre's technology upgrade requires us to move all data center operations out of the DXC facilities in Tulsa, OK, USA. This means relocating all our computing resources and customer connections.

Benefits to customers:

• Gateways in GCP will have improved reliability and stability
• Customers may notice better response time (depending on location)
• This migration will eventually allow us to deploy gateways in EMEA and APAC

Migration Frequently Asked Questions:

Am I impacted by this change?
Yes, if you are using his own application/system that is connecting with Sabre. Sabre is moving infrastructure to the cloud, any customer who won't adjust endpoints will lose access to Sabre systems.

Is this for all of installed solutions from Sabre?
Yes, if your app is consuming Sabre web services (endpoints mentioned in the

communication) you have to change endpoints in the application (source code) or in configuration, depending on implementation.

Is this applicable to all environments? (PROD, CERT, TSTS) etc.?
Yes, Sabre is changing endpoints for all environments.

Is this a test or is it a permanent change?
These changes will be permanent.

How can I prepare for this change?
You can review all your applications/systems connected with Sabre and check if a switch to new endpoints requires changes in source code or only the configuration.

How will this impact my systems?
Customers who won't update applications will lose access to Sabre's systems.

How much time will I have to implement the change?
You will have one year to implement the changes – exact dates are announced on Dev Studio.

When should I start?
As early as it is possible after receiving new endpoints.

What is changing?
We are changing all endpoints because we are moving Sabre systems to the Google Cloud Platform. Due to changes in data centers, a new range of Sabre's IP addresses will be in use.

How can I test new endpoints?
You can test it on the CERT environment.

If I have further questions related to this migration, where do I go for additional assistance?
You should check the page published on Sabre Dev Studio (https://developer.sabre.com/guides/travel-agency/developer-guides/api-endpoints), if you cannot find the information, you may contact the Sabre APIs Support desk for further clarification.

Can we do this one solution/product at a time?
Yes, you can change endpoints in your products according to the schedule that best fits your business needs provided you conclude the changes as announced on Dev Studio.

Why Sabre cannot do it for my systems?
Sabre will change endpoints in all applications that Sabre manages. For applications/systems that are managed by customers, we cannot do it because it requires changes in configuration or source code.

Can I have an exception and migrate later?
No, there are hard timelines – all customers must migrate before the deadline.

What will happen if I cannot make the deadline?
At the beginning of 2023, Sabre will start the forced migration of customers who still use old endpoints. It is a risky process and can cause outages on the customer side for an extended period.

Can I use old and new endpoint at the same time?
Yes, both can be used in parallel. Please take into consideration that response time can be different.

Is there any difference in capabilities between old and new endpoints?
No, the change will be transparent – the capabilities of endpoints will remain the same.

Will the response times increase or decrease due to the migration?
Depending on the geographical location, a customer may notice a significant better response time.

Do I need to notify Sabre when deploying an application using the new connections? If so, how much advance is needed?
No, the new endpoints will become the default ones, the customer doesn't have to notify Sabre about the change or a new application using endpoints.

Will Sabre provide any real-time support via bridge or TEAMS chat for an application deployment to the new endpoint?
No, there will be only standard Sabre Support.

Is there a cost for the customer?
No, Sabre won't charge any extra cost.

Are Sabre Interact, SNTE and CUTE in scope of this migration?
In the scope of this migration process, there are only your own apps that are communicated with the Sabre system via SOAP endpoints.
Sabre's application and systems like Sabre Interact, SNTE, and CUTE are out of scope

Why there is no IP range for the new endpoints?
Sabre is moving data centers from on-premises to cloud (Google Cloud Platform). We have no impact on external IPs in GCP, so we advise creating safelists using domain names and not IP addresses.

What is the planned date of current end points decommissioning?
Please check current dates on Dev Studio:
https://developer.sabre.com/guides/travel-agency/developer-guides/api-endpoints

How can I check connection?
Please start with a simple test – try open it via browser:
https://airline.webservices.cert.platform.sabre.com/websvc
It should show an empty page.

What's the difference between airline dedicated endpoints and other?
Airlines dedicated endpoints contain word 'airline' in their name. Calling requests by these endpoints you need to add your airline code XX in context path like in this pattern https://airline.webservices.cert.platform.sabre.com/XX

Why I'm getting 403 error response?
The 403 error responses are caused by Cloud Armor, the Web Application Firewall which is protecting all GCP endpoints. In this case you should contact Customer Care to report issue for analysis (please provide details including payload) by Gateways and Security Teams.

Should Private Wire (Core Connect / dedicated circuits) migrate to new endpoints?
Not yet. Sabre has a common set of endpoints that service both open Internet and private wire paths into our environment. As Sabre moves these services to the Google Cloud Platform (GCP), there will be a separate set of endpoints that service open Internet facing and private wire paths. This part of the migration is planned to start beginning of 2023.