



Sabre Java Printing Module (SJPM) AS Training Guide – Release 1.6.24

March 12, 2015

What is SJPM?

- Sabre Java Printing Module (SJPM) is a 32-Bit, Java based printing application for the secure delivery of print data from the Sabre Host to the Client print device or file.
- SJPM is also the replacement product for “**Sabre Printing Module**” (SPM aka OADP). SJPM provides complete parity plus additions and enhancements.
 - SPM Sunset commenced with the release of SJPM on **July 31st, 2013**.
 - SPM Sunset will continue through attrition, no mandate is set at this time.

SJPM Features

■ SJPM Feature List

- Added “**Release Notes**” and “**User’s Guide**” to the SJPM Windows Start Menu for quick and easy access.
- Added “**Restart Server**” to the SJPM Windows’ Taskbar icon menu.
- Added “**Server Mode**” selection to the SJPM Windows’ Taskbar icon menu (Provides selection to run SJPM as a “**Service**” or “**Application**”).
- Added “**Language**” selection to the SJPM Windows’ Taskbar icon menu (Current available languages are: English and Spanish.).
- Added “**Client Logging**” and “**Server Logging**” logging to the SJPM Windows’ Taskbar icon menu.
- Enhanced “**Server**” logging (SJPM will create the log file “**SJPMServer.log**” in the “**C:\Program Files (x86)\SJPM\server\logs**” directory. SJPM Server Logging creates ten (10) rolling log files providing 200 MB of logging.).
- Added “**MQJMS**” Driver to SJPM.

SJPM Features Cont.

■ SJPM Feature List Cont.

- Added print to “**PDF**” functionality to the “**File**” Driver.
- Added “**File Encryption**” to the “**File**” and “**IFQ**” Drivers.
- Added “**Parallel**” printing functionality to the “**Printer**” Driver.
- Enhanced “**Real-Time**” status updates and automatic connection/re-connection of devices.
- Added “**Supplemental Hosts**” functionality to SJPM (Allows for configuration of supplemental hosts, per device. **Example:** access.cert.sabre.com).
- Enhanced the “**System**” Driver with “**Text Only (e.g. dot matrix)**” and “**Graphics (e.g. laser)**” options.
- Manual device backup and restore capabilities (Eliminates the need to reconfigure devices manually.).
- Added grouping functionality to provide grouping of devices by “**Location**”.
- Added expanded status display for devices.

SJPM Features Cont.

■ SJPM Feature List Cont.

- Increased the number of configured devices capabilities (The recommended number of configured devices is “**35**”. The maximum number of configured devices will be determined by the machine’s CPU and Memory capabilities.).
- Added certification and support for “**Linux**”.
- Added Java version **1.7.0_25** to SJPM.

SJPM Server

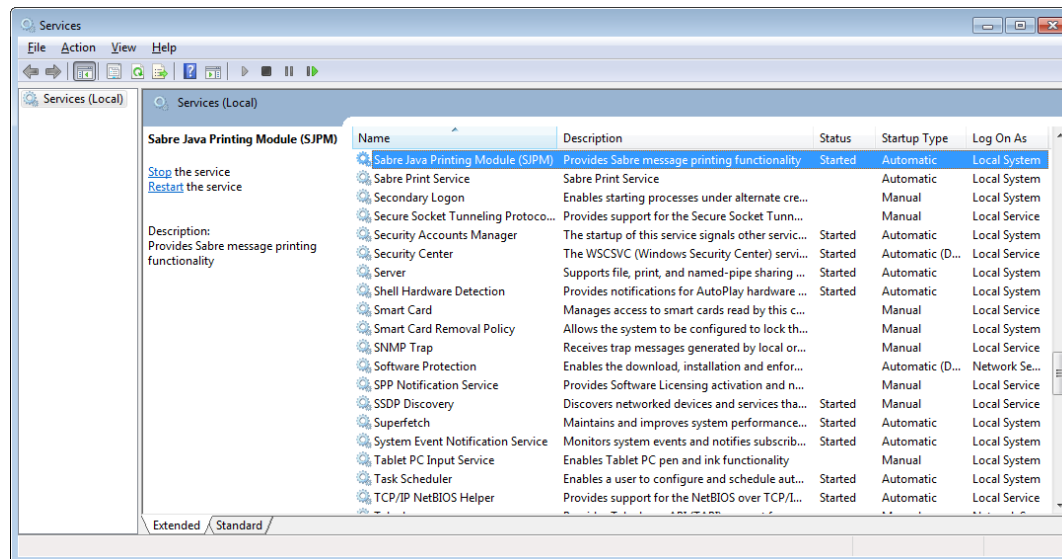
■ The SJPM Server

- After SJPM installation the SJPM Server will automatically run as a Service in “Services”.
- The SJPM Server can be **Stopped** or **Started** manually from “Services”.

Start → Settings → Control Panel → Administrative Tools → Services

SJPM Service = **Sabre Java Printing Module (SJPM)**

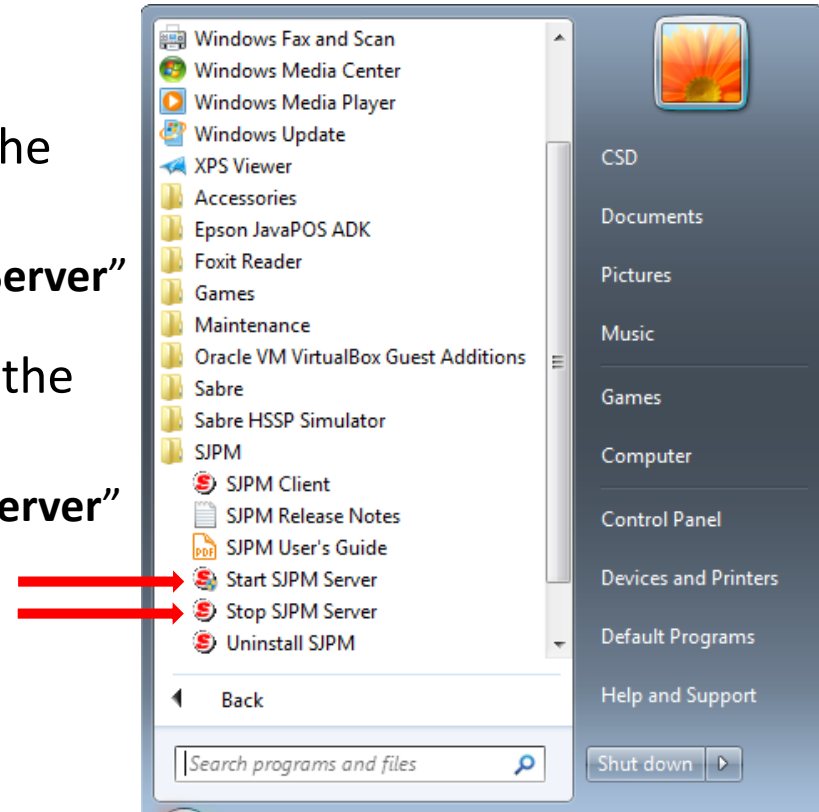
Right click on the SJPM Service and then click on “**Stop**” or “**Start**”.



SJPM Server Cont.

■ The SJPM Server

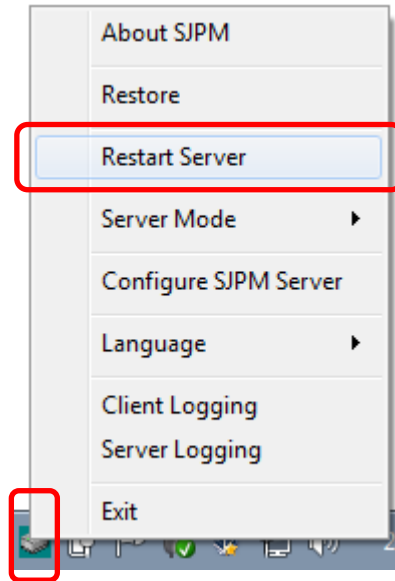
- The SJPM Server can also be started from the SJPM Windows' Programs menu.
Start → All Programs → SJPM → "Start SJPM Server"
- The SJPM Server can also be stopped from the SJPM Windows' Programs menu.
Start → All Programs → SJPM → "Stop SJPM Server"



SJPM Server Cont.

■ The SJPM Server

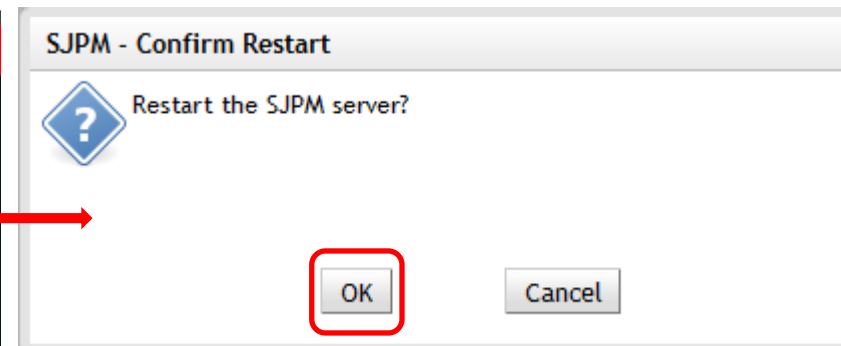
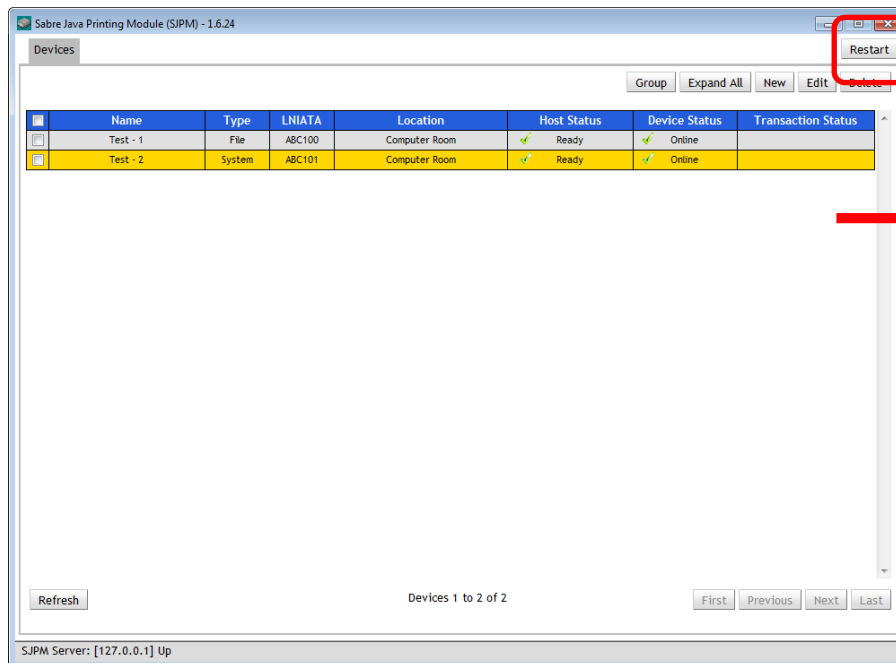
- The SJPM Server can also be restarted from the SJPM Windows' Taskbar icon menu. Right click on the SJPM icon and then click on “**Restart Server**”.



SJPM Server Cont.

■ The SJPM Server

- The SJPM Server can also be restarted from the SJPM Client GUI. Click on the “Restart” button and then click on the “OK” button on the “SJPM – Confirm Restart” popup window.

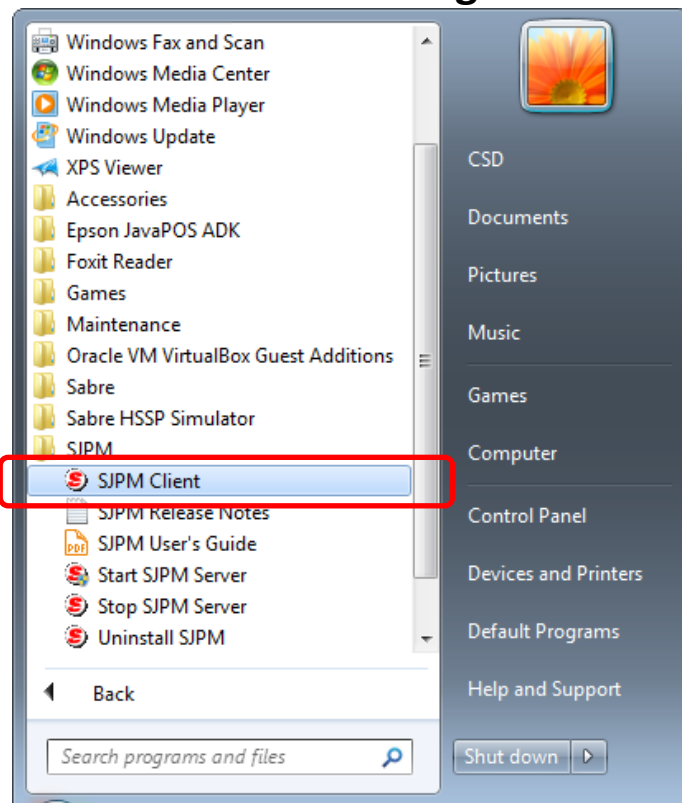


SJPM Client

■ The SJPM Client

- After SJPM installation the SJPM Client will automatically run in the Windows' Taskbar. 

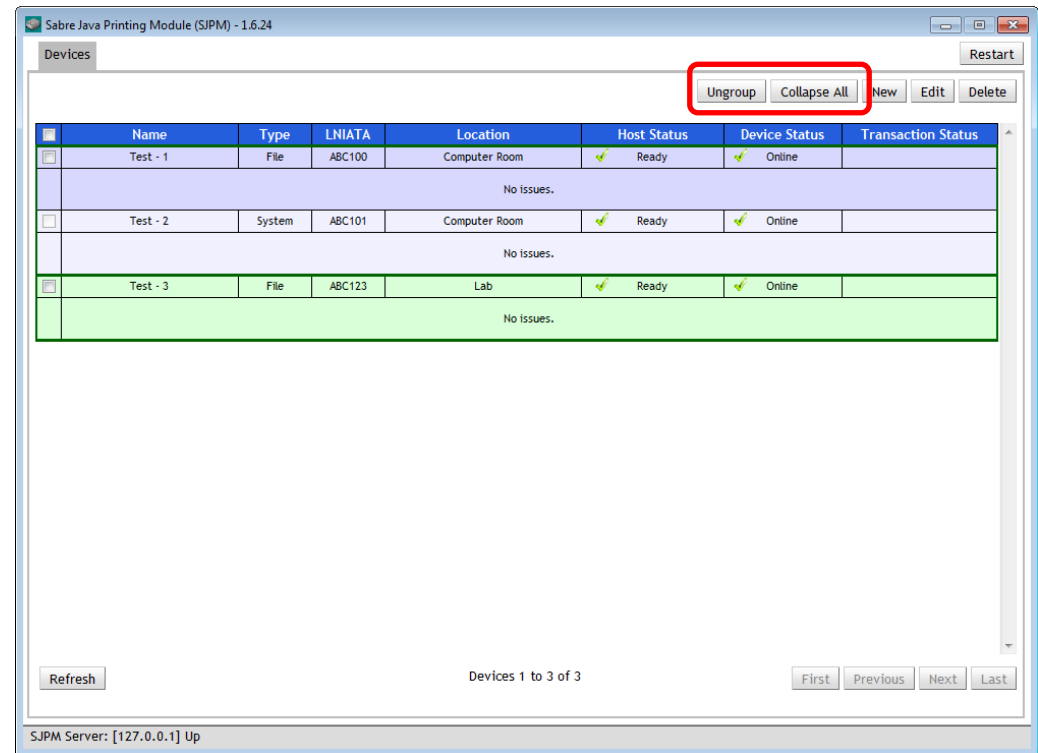
- The SJPM Client can be run manually from the SJPM Windows' Programs menu. **Start → All Programs → SJPM → "SJPM Client"**



SJPM Client Cont.

■ The SJPM Client GUI

- Real-time device status updates and auto-reconnection.
 - Provides real-time device status updates and auto-reconnects devices if the connection is lost.
- Group/Ungroup Buttons
 - Allow the user to group/ungroup like device lines based on the “**Location**” field of the device lines.
- Expand All/Collapse All Buttons
 - Expands all device lines to show their status in detail.
 - Collapses all device lines to show their status in a single line.

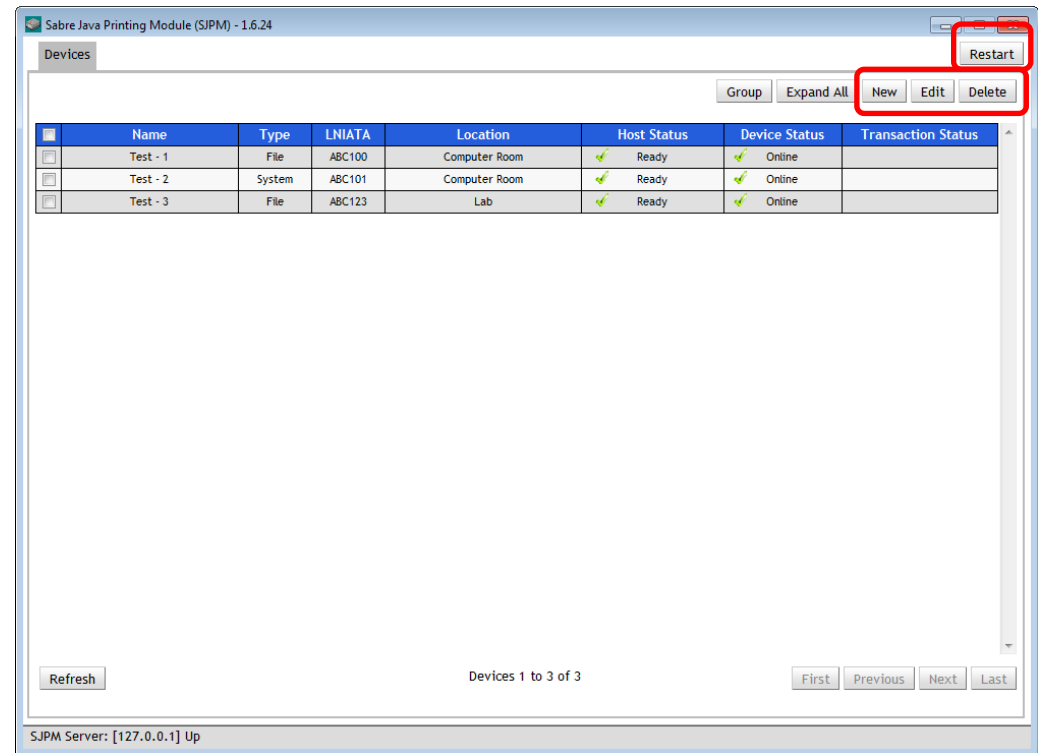


SJPM Client Cont.

■ The SJPM Client GUI

- New/Edit/Delete Buttons
 - Allow user to add a device.
 - Allow user to edit a device.
 - Allow user to delete a device.
- Restart Button
 - Restarts the SJPM Server.

Required action upon device addition, deletion, enable, disable and configuration changes.



SJPM Client Cont.

■ The SJPM Client GUI

- Refresh Button
 - Updates the Client GUI to the most current state.

- Pagination Buttons

- Allow navigation through configured devices.

The Client GUI displays up to 15 devices per page. The “**First**”, “**Previous**”, “**Next**”, and “**Last**” buttons activate when there are more than 15 devices.

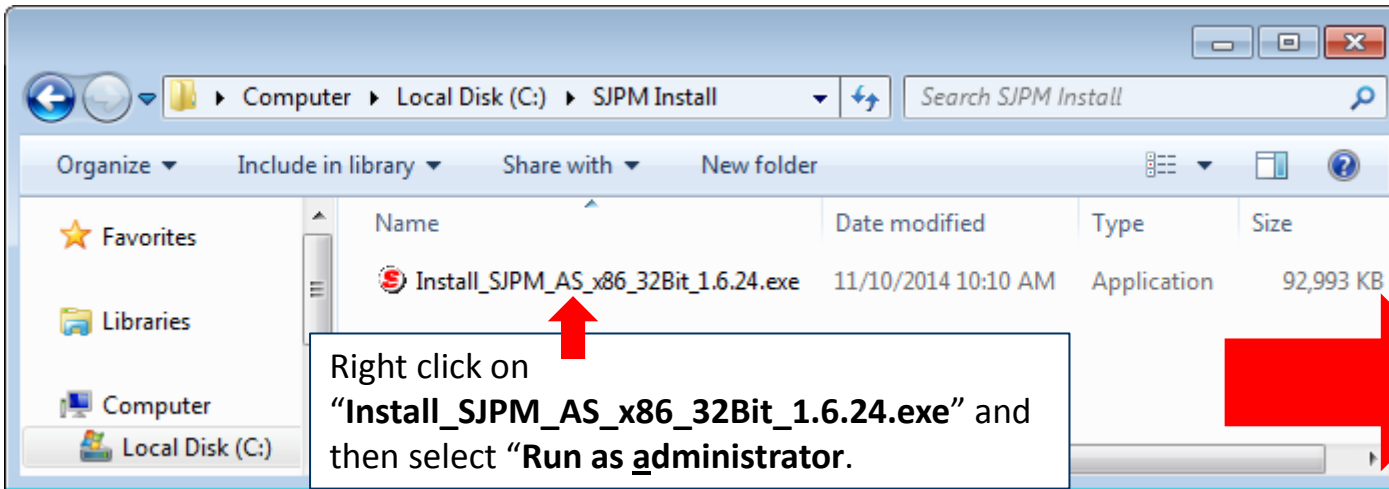
The screenshot shows the Sabre Java Printing Module (SJPM) - 1.6.24 GUI. The main window displays a table of devices with the following columns: Name, Type, LNIATA, Location, Host Status, Device Status, and Transaction Status. The table contains 16 rows of test devices. Below the table, there is a 'Refresh' button on the left and a set of pagination buttons ('First', 'Previous', 'Next', 'Last') on the right. The status bar at the bottom indicates 'Devices 1 to 15 of 16' and 'SJPM Server: [127.0.0.1] Up'.

Name	Type	LNIATA	Location	Host Status	Device Status	Transaction Status
Test - 1	File	ABC100	Computer Room	Ready	Online	
Test - 10	File	ABC108	Computer Room	Ready	Online	
Test - 12	File	ABC110	Computer Room	Ready	Online	
Test - 15	File	ABC113	Computer Room	Ready	Online	
Test - 2	System	ABC101	Computer Room	Ready	Online	
Test - 6	File	ABC104	Computer Room	Ready	Online	
Test - 11	System	ABC109	Lab	Ready	Online	
Test - 13	File	ABC111	Lab	Ready	Online	
Test - 14	File	ABC112	Lab	Ready	Online	
Test - 16	File	ABC114	Lab	Ready	Online	
Test - 3	File	ABC123	Lab	Ready	Online	
Test - 4	System	ABC102	Lab	Ready	Online	
Test - 5	System	ABC103	Lab	Ready	Online	
Test - 7	File	ABC105	Lab	Ready	Online	
Test - 8	File	ABC106	Lab	Ready	Online	

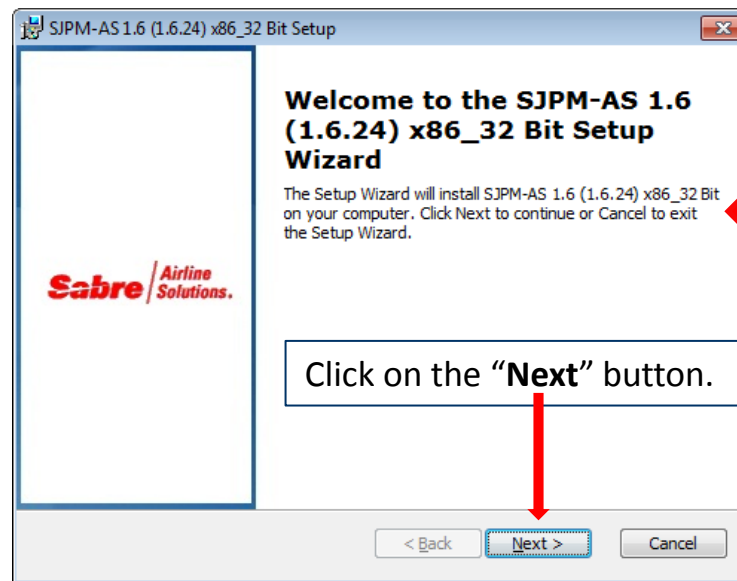
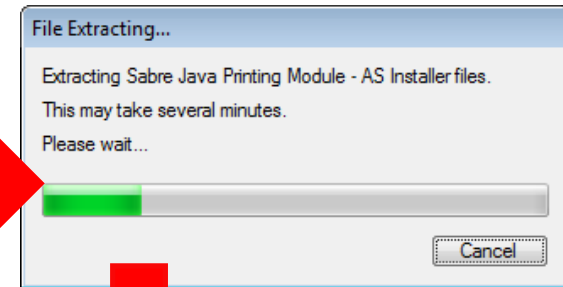
SJPM AS Drivers

- **AEAIERIP** Driver (New)
- **ATB2Airline** Driver (New)
- **File** Driver (TXT or PDF)
- **JavaPOS** Driver (New)
- **MQJMS** Driver (New)
- **Printer** Driver (Serial or LPT)
- **System** Driver

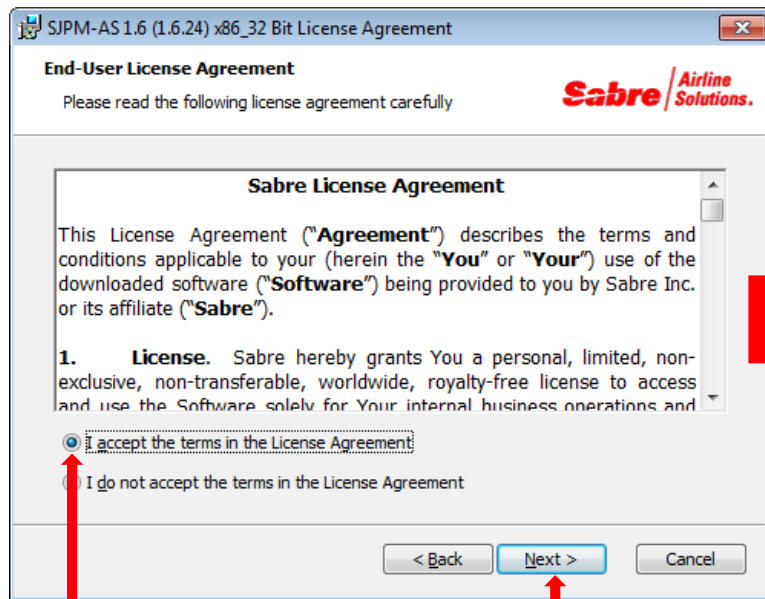
SJPM Installation



If the "User Account Control" window appears click on the "Yes" button.

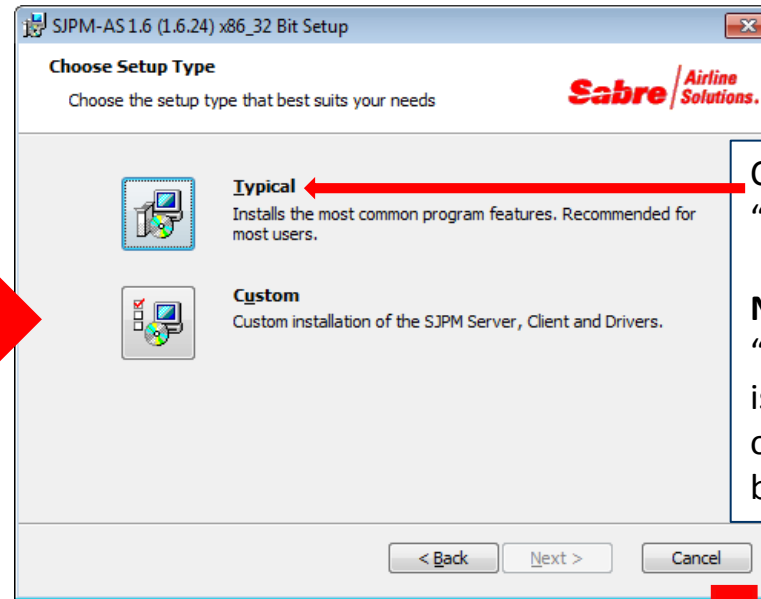
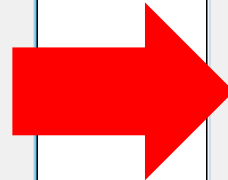


SJPM Installation Cont.



Click on the “**N**ext >” button.

Click on the “**I** accept the terms in the License Agreement” radio button.



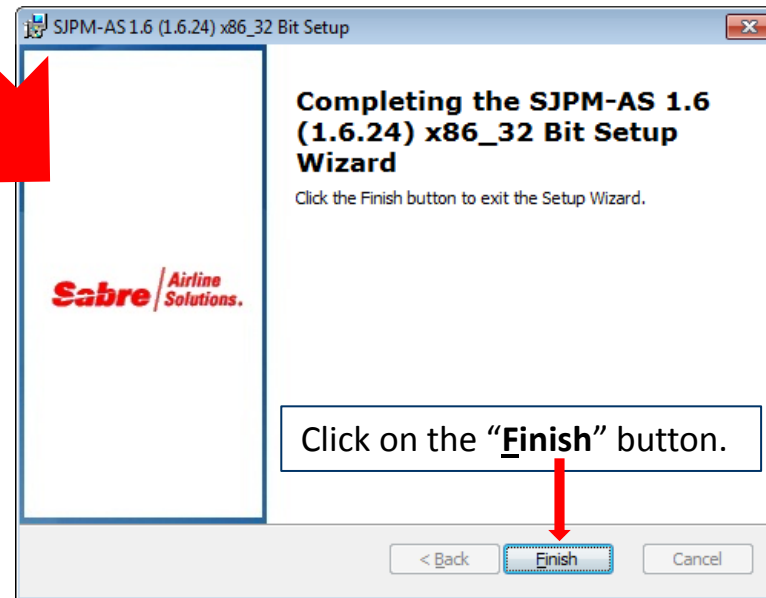
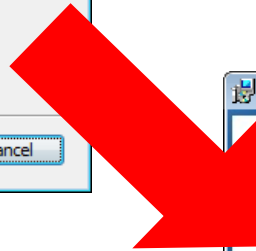
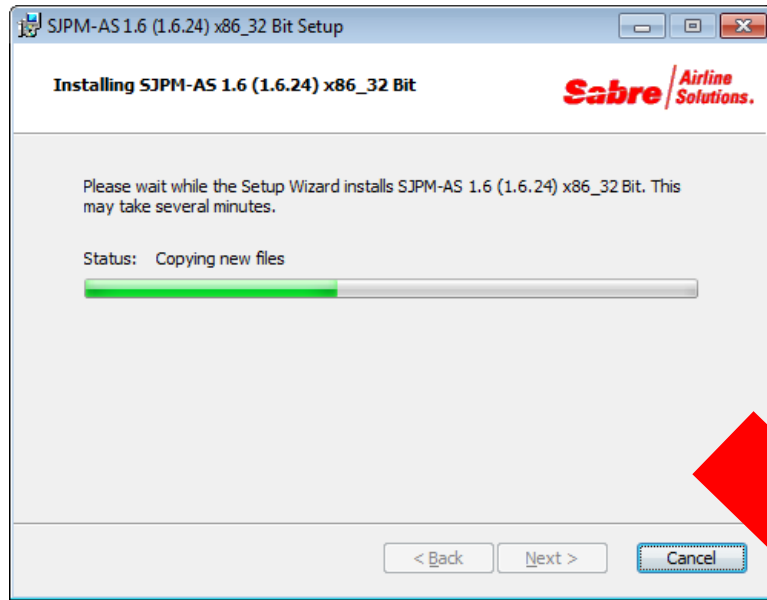
Click on the “**T**ypical” button.

Note: If the “JavaPOS” Driver is required click on the “**C**ustom” button.

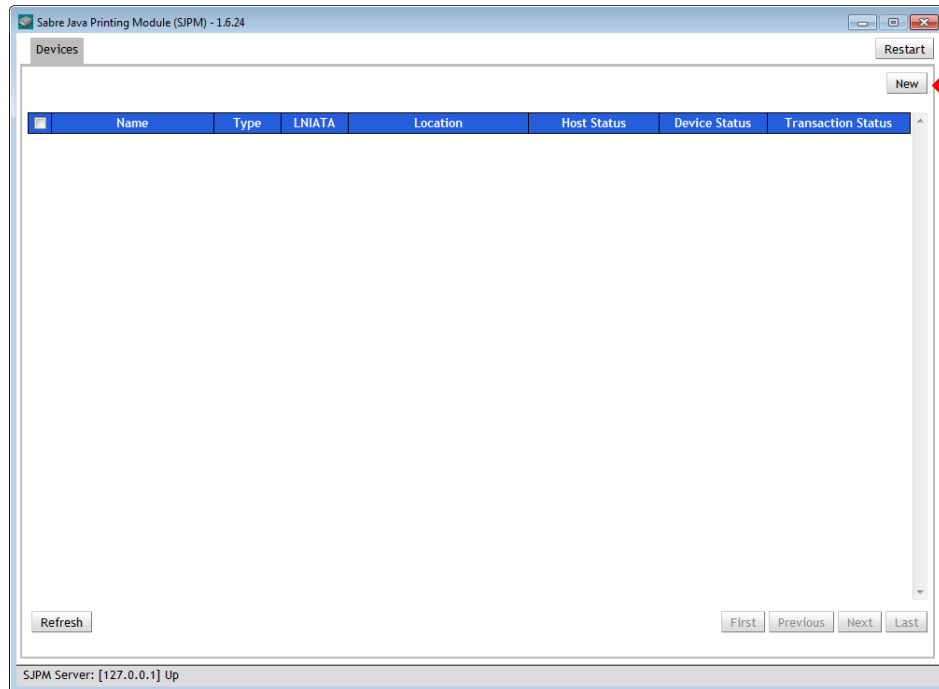


Click on the “**I**nstall” button.

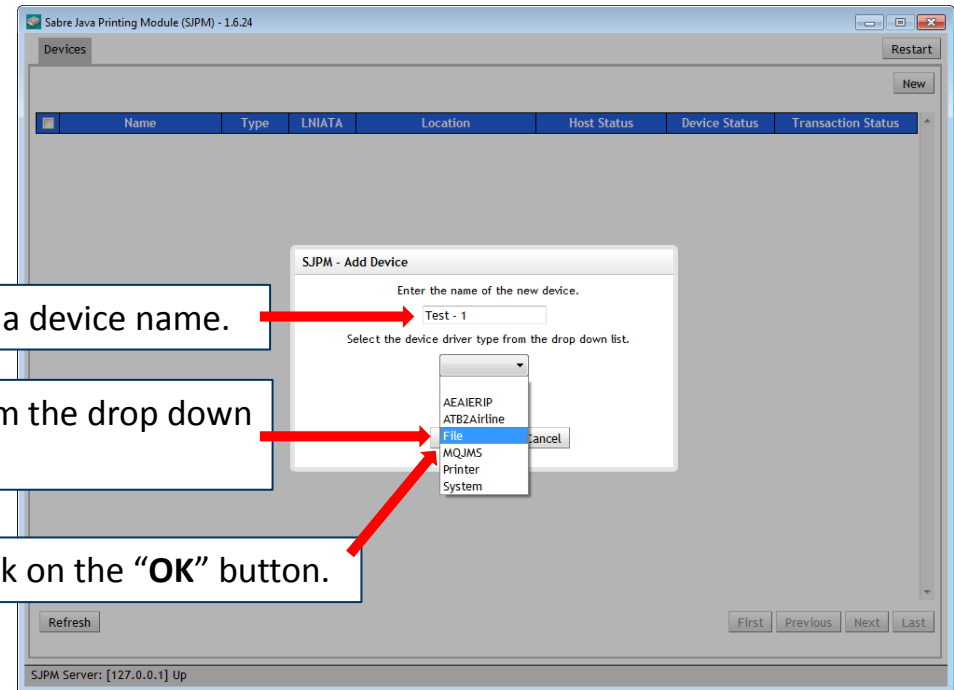
SJPM Installation Cont.



Adding a Device to SJPM (Example: File Device)



Click on the "New" button.



Type in a device name.

Select the "File" driver from the drop down list.

Click on the "OK" button.

Adding a Device in SJPM (Example: File Device)

The screenshot shows the 'Device: Test - 1 (File)' configuration window. The settings are as follows:

- Physical Device Location:** Location: [] ← Type in the **Location**.
- Printer Settings:**
 - Output Format: Text PDF ← Select the **Output Format** radio button.
 - Print to Single or Multiple File(s): Single Multiple ← Select the **Single** or **Multiple** radio button.
 - Directory Path: C:\Program Files\SJPM\Output\ ← Type in the **Directory Path**. Default is as shown.
 - Filename: SJPM ← Type in a **Filename**. Default is "SJPM".
 - Maximum File Size: 1024000 ← Leave as defaulted.
- Single:**
 - File Extension: txt ← Type in a **File Extension**. Default is "txt".
 - If File Exists: Append Overwrite ← Select the "**Append**" or "**Overwrite**" radio button.
- Encryption:**
 - File Encryption: Enabled Disabled ← Select the "**Enabled**" or "**Disabled**" radio button.
 - Public Key File Path: public.key ← Type in the **Public Key File Path** if "**Enabled**".
- Device Extended Settings:**
 - Insert LF After CR: ← Configure as needed
 - Termination Block Segment:**
 - Insert form feed ← Configure as needed
 - Disable form feed
 - Custom terminator
 - Number of line feeds after message
 - Custom Terminator: ~0D~0A***EOM***~0D~0A~0C
 - ~xx (hex value). Eg: ~0D is CR, ~0A is linefeed, ~0C is FF (Form Feed).

SJPM Server: [127.0.0.1] Up

Adding a Device to SJPM (Example: File Device) Cont.

Sabre Java Printing Module (SJPM) - 1.6.24

Devices Test - 1 [X] Restart

Public Key File Path: public.key

Device Extended Settings:

Insert LF After CR:

Termination Block Segment:

Insert form feed
 Disable form feed
 Custom terminator
 Number of line feeds after message

Custom Terminator: ~0D~0A**EOM**~0D~0A~0C
~xx (hex value). Eg: ~0D is CR, ~0A is linefeed, ~0C is FF (Form Feed).

of Line Feeds After Message: 0

Host Settings:

LNIATA: ← Type in a LNIATA.

Primary Host: access.sabre.com ← Keep the default **Primary Host** address .

Supplemental Hosts: Supplemental Hostname: Add ← Add **Supplemental Host** address if needed.

Configured Supplemental Hosts:

Remove Selected

Save Cancel

SJPM Server: [127.0.0.1] Up

Click on the "Save" button.

Adding a Device to SJPM (Example: File Device) Cont.

Click on the "OK" button.

The configured device is ready for use!

Name	Type	LNIATA	Location	Host Status	Device Status	Transaction Status
Test - 1	File	ABC100	Computer Room	Inactive	Inactive	Inactive

Name	Type	LNIATA	Location	Host Status	Device Status	Transaction Status
Test - 1	File	ABC100	Computer Room	Ready	Online	

Editing a Device in SJPM (Example: File Device)

Click on the checkbox to select the device to edit.

Right click on the device line and then select **“Edit Device”**.

Click on the **“Edit”** button.

Name	Type	LNIATA	Location	Host Status	Device Status	Transaction Status
Test - 1	File	ABC100	Computer Room	✓	Online	

Make changes to the existing configuration.

Click on the **“Save”** button.

Public Key File Path: public.key

Device Extended Settings:

Insert LF After CR:

Termination Block Segment:

- Insert form feed
- Disable form feed
- Custom terminator
- Number of line feeds after message

Custom Terminator: -0D-0A**EOM***-0D-0A-0C
-xx (hex value). Eg: -0D is CR, -0A is linefeed, -0C is FF (Form Feed).

Number of Line Feeds After Message: 0

Settings:

LNIATA: ABC100

Primary Host: 127.0.0.1

Supplemental Hosts: Supplemental Hostname: Add

Configured Supplemental Hosts:

Remove Selected

Save Cancel

Editing a Device in SJPM (Example: File Device) Cont.

Click on the "OK" button.

The configured device is ready for use!

Name	Type	LNIATA	Location	Host Status	Device Status	Transaction Status
Test - 1	File	ABC100	Computer Room	Inactive	Inactive	Inactive

Name	Type	LNIATA	Location	Host Status	Device Status	Transaction Status
Test - 1	File	ABC100	Computer Room	Ready	Online	

Disabling a Device in SJPM (Example: File Device)

Right click on the device line and then select "Disable Device".

Name	Type	LNIATA	Location	Host Status	Device Status	Transaction Status
Test - 1	File	ABC100	Computer Room	Ready	Online	

Click to disable the selected device.

Reconnecting...

Refresh

Devices 1 to 1 of 1

SJPM Server: [127.0.0.1] Restarting

Click on the "OK" button.

SJPM - Confirm Action

Disable the device "Test - 1" and restart the SJPM server?

OK Cancel

Name	Type	LNIATA	Location	Host Status	Device Status	Transaction Status
Test - 1	File	ABC100	Computer Room	Down	Online	

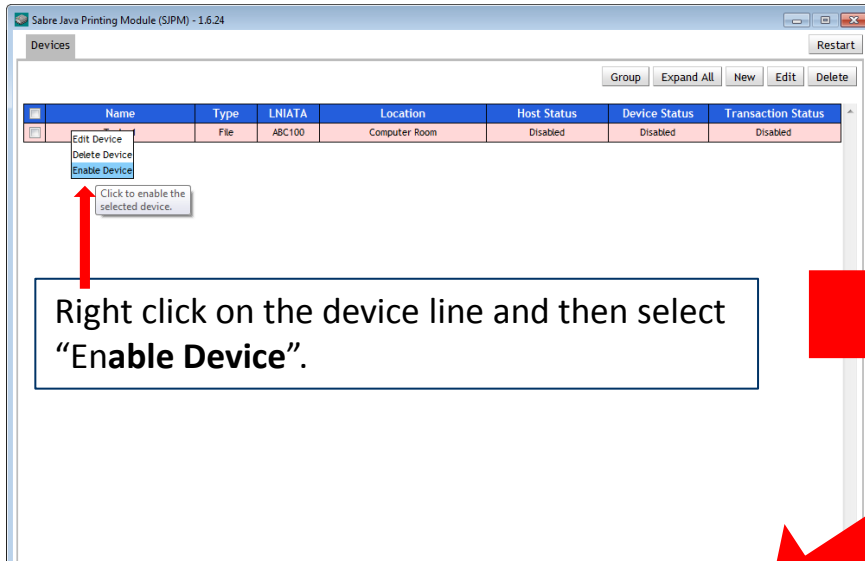
Refresh

Devices 1 to 1 of 1

SJPM Server: [127.0.0.1] Up

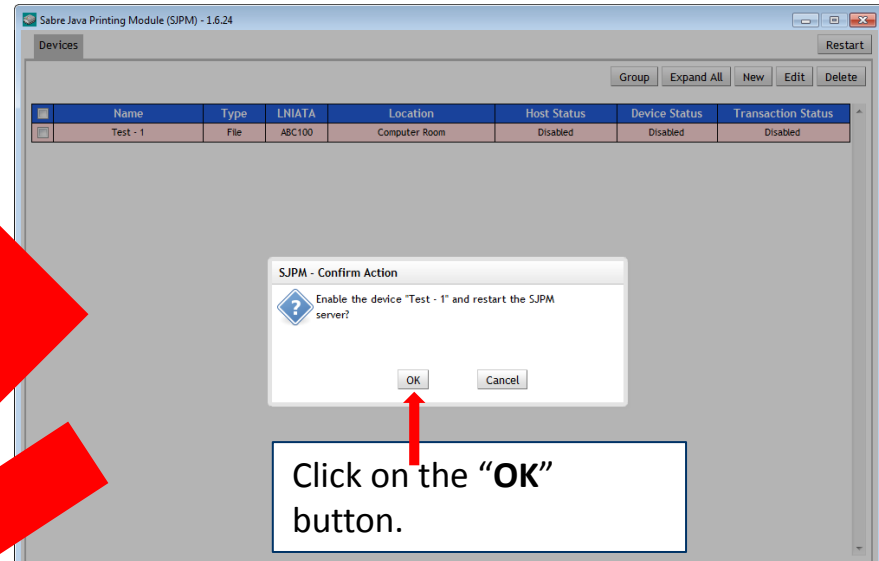
The device is now disabled!

Enabling a Device in SJPM (Example: File Device)

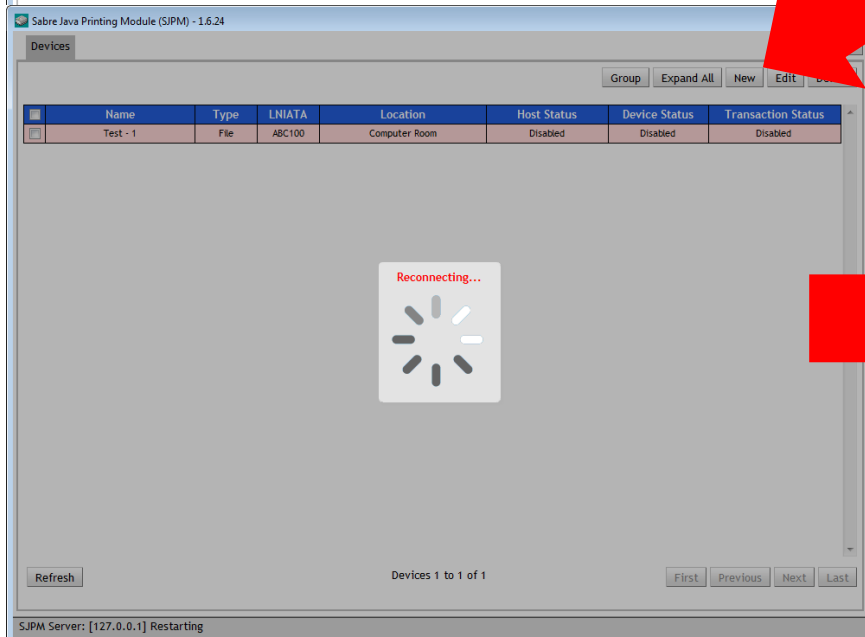


Right click on the device line and then select "Enable Device".

Name	Type	LNIATA	Location	Host Status	Device Status	Transaction Status
	File	ABC100	Computer Room	Disabled	Disabled	Disabled

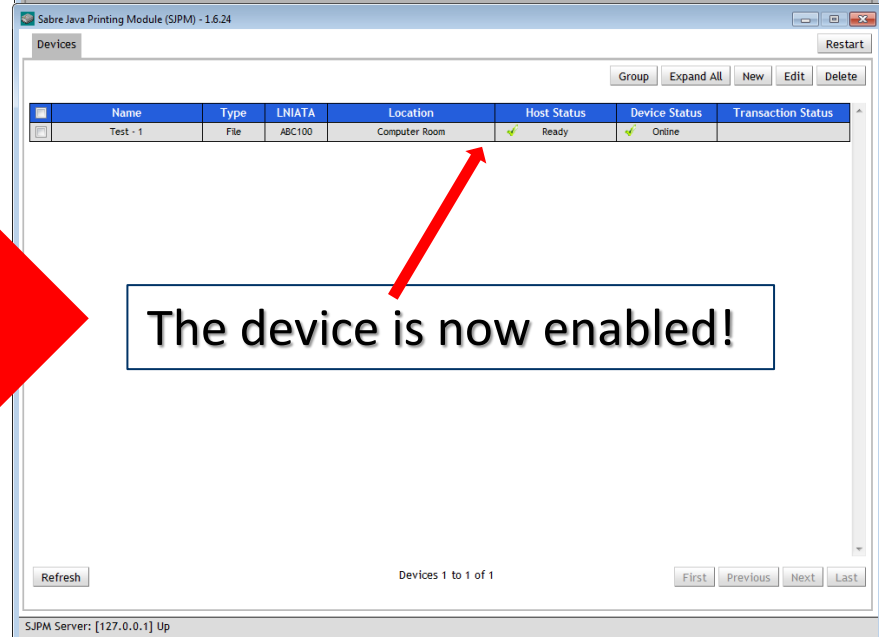


Click on the "OK" button.



Reconnecting...

Name	Type	LNIATA	Location	Host Status	Device Status	Transaction Status
Test - 1	File	ABC100	Computer Room	Disabled	Disabled	Disabled



The device is now enabled!

Name	Type	LNIATA	Location	Host Status	Device Status	Transaction Status
Test - 1	File	ABC100	Computer Room	Ready	Online	

Deleting a Device in SJPM (Example: File Device)

Click on the checkbox to select the device to delete.

Then

Click on the "Delete" button.

Or

Right click on the device line and then select "Delete Device".

Name	Type	LNIATA	Location	Host Status	Device Status	Transaction Status
Test - 1	File	ABC100		Ready	Online	

SJPM Server: [127.0.0.1] Up

SJPM - Confirm Action

Delete the device "Test - 1" and restart the SJPM server?

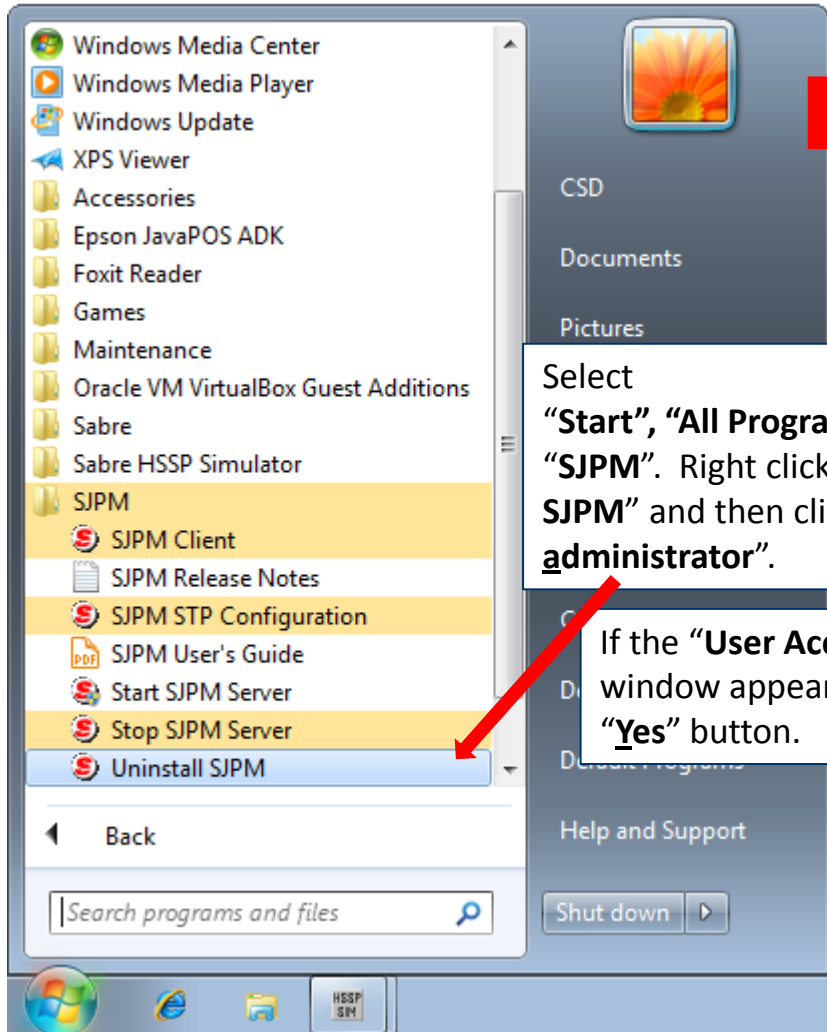
Click on the "OK" button.

The device is now deleted!

Name	Type	LNIATA	Location	Host Status	Device Status	Transaction Status
Test - 1	File	ABC100	Computer Room	Ready	Online	

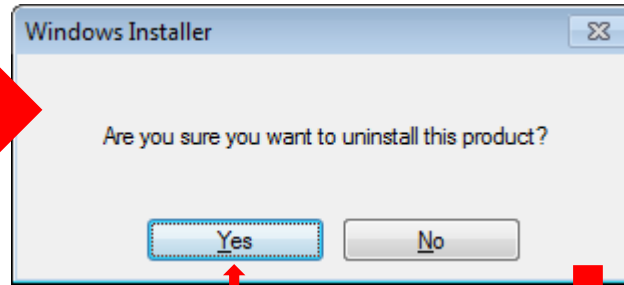
SJPM Server: [127.0.0.1] Up

SJPM Un-installation – Windows Start Menu

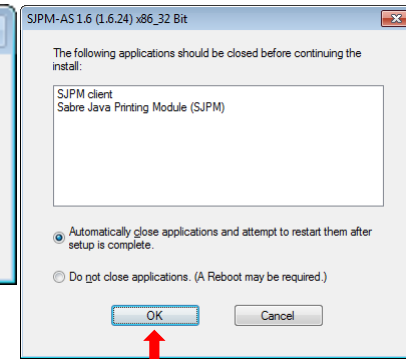


Select "Start", "All Programs", "SJPM". Right click on "Uninstall SJPM" and then click on "Run as administrator".

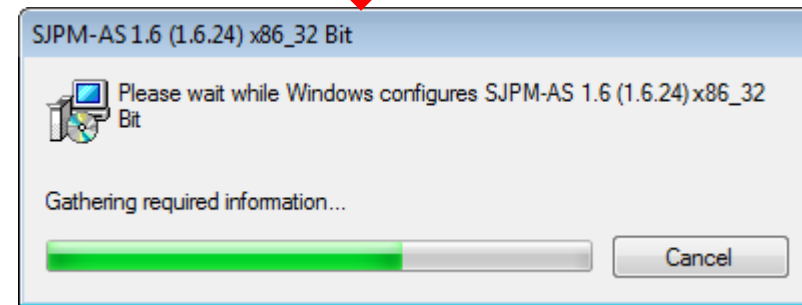
If the "User Account Control" window appears click on the "Yes" button.



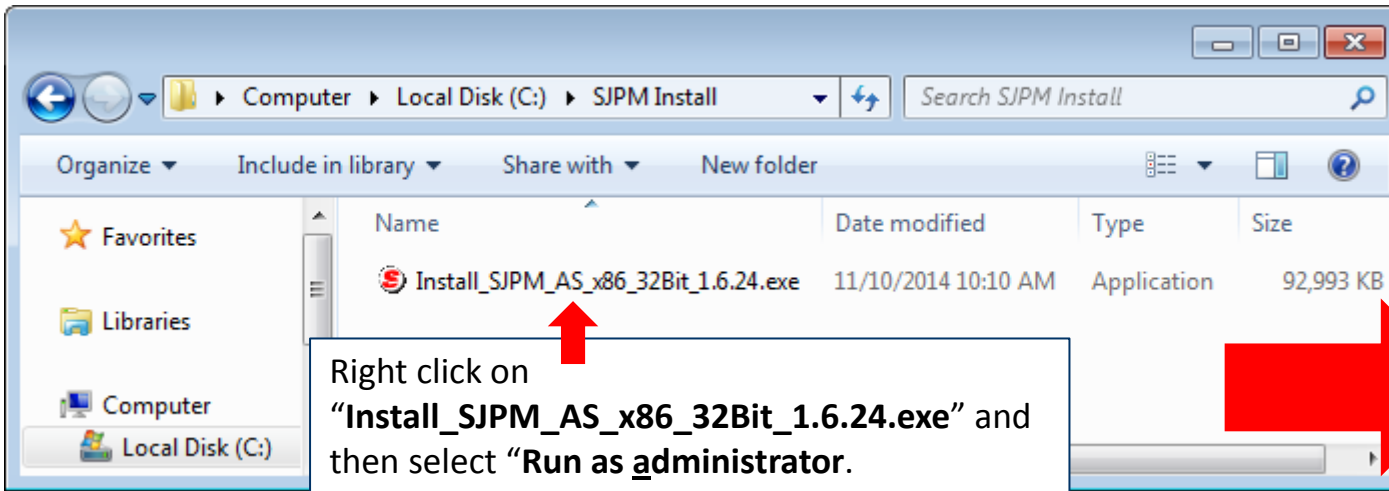
Click on the "Yes" button.



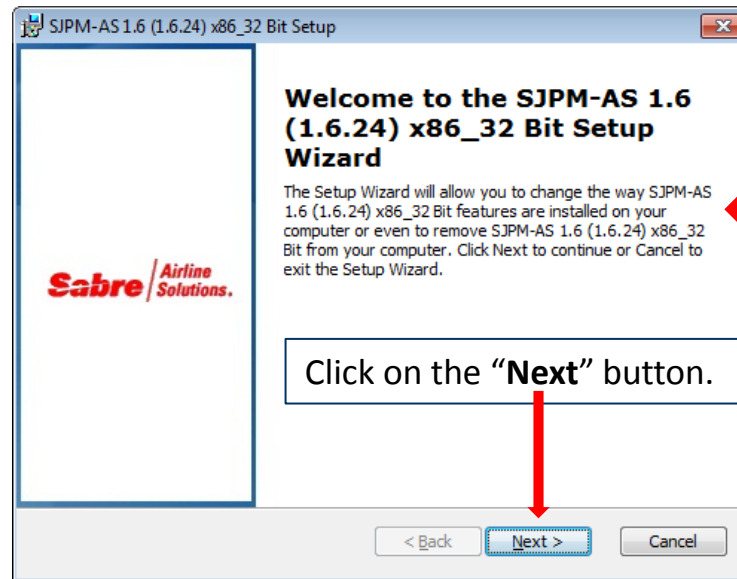
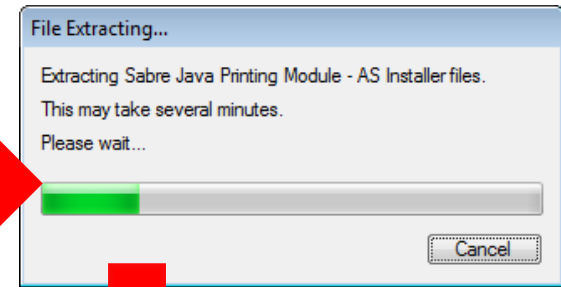
If this window appears click on the "OK" button.



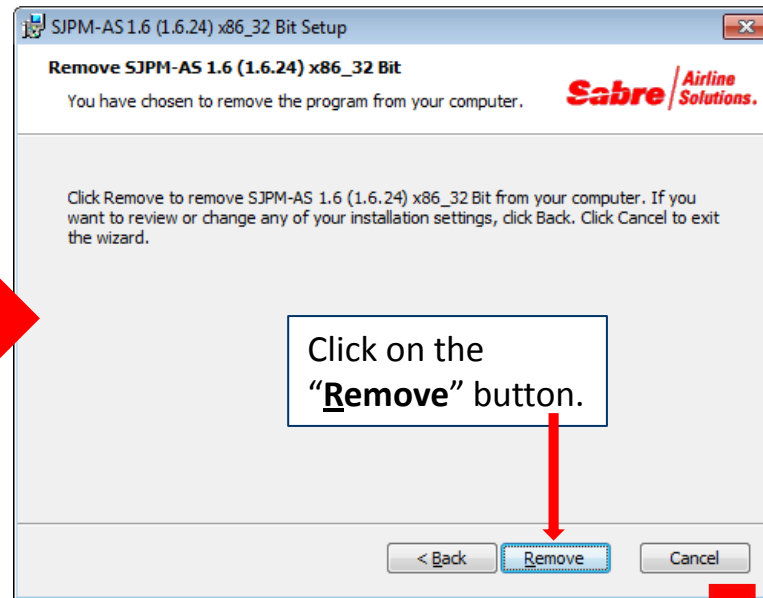
SJPM Un-installation – SJPM Executable



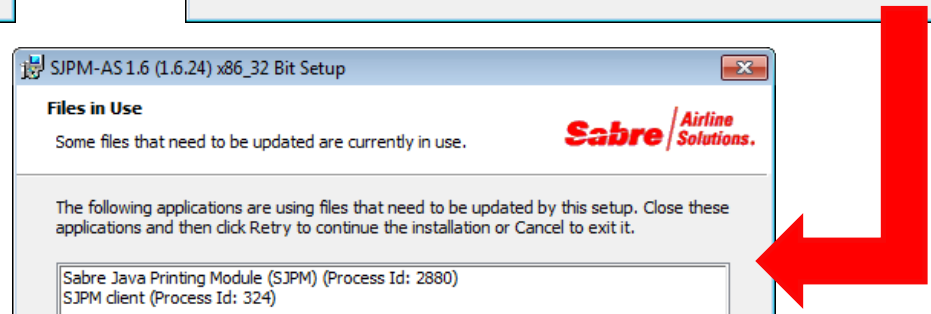
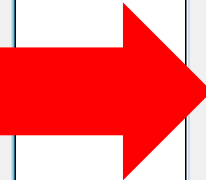
If the "User Account Control" window appears click on the "Yes" button.



SJPM Un-installation – SJPM Executable Cont.

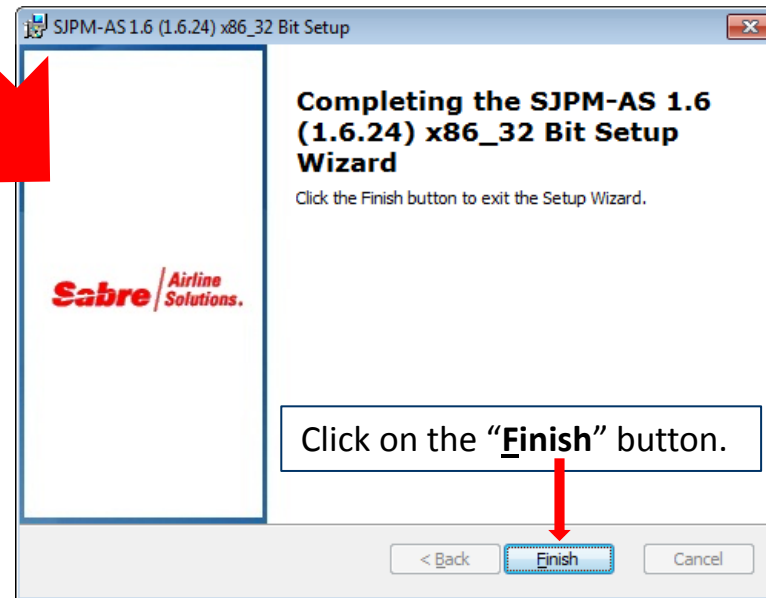
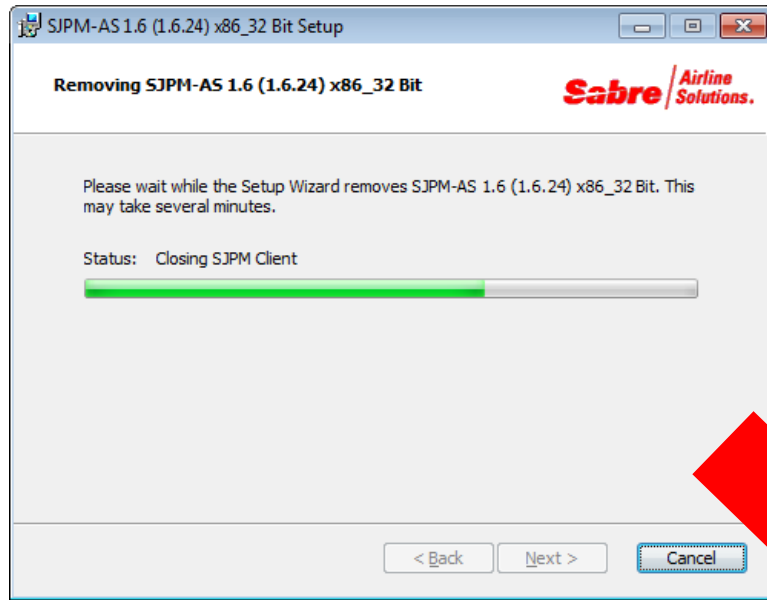


Click on the "**Remove**" button.



If this window appears. Click on the "**Ignore**" button.

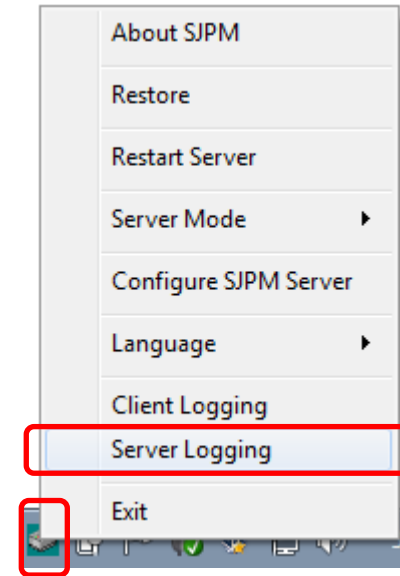
SJPM Un-installation – SJPM Executable Cont.



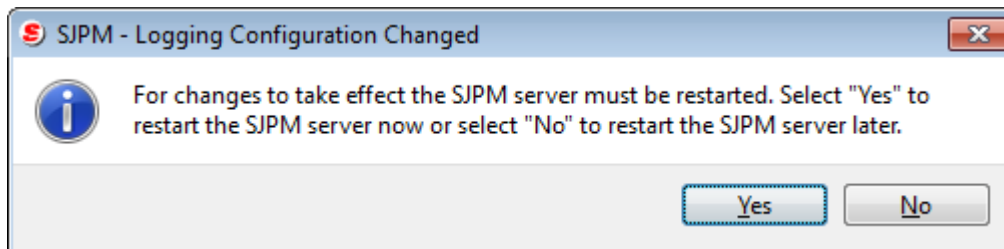
SJPM Server Logging - Enabling

■ SJPM Server Logging - Enabling

- Server logging is disabled by default.
- To enable Server Logging, right click on the SJPM icon on the Windows' Taskbar and then select **“Server Logging”**.



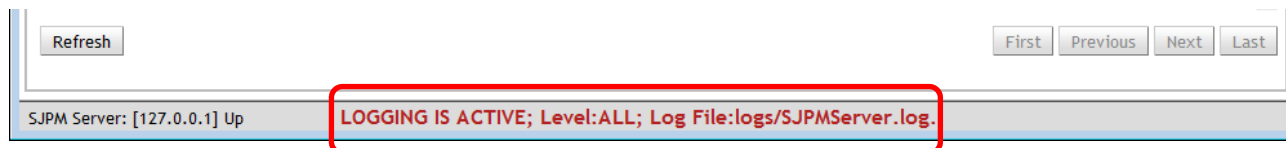
- The **“SJPM – Logging Configuration Changed”** window will appear. Click on the **“Yes”** button to restart the SJPM Server for changes to take effect.



SJPM Server Logging - Enabling Cont.

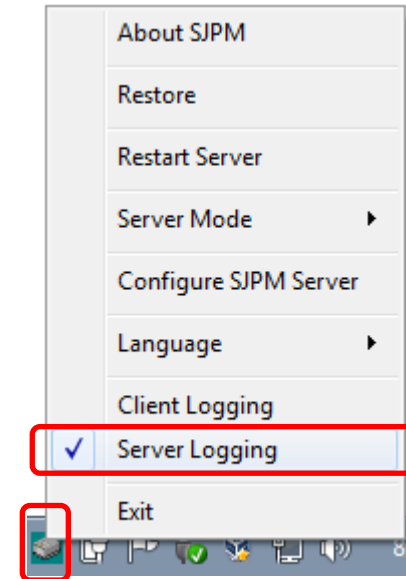
■ SJPM Server Logging - Enabling

- The SJPM Server log file “**SJPMService.log**” will be created in:
C:\Program Files (x86)\SJPM\server\logs
- SJPM displays the logging status, level, and log location in the status bar at the bottom of the SJPM Client GUI.

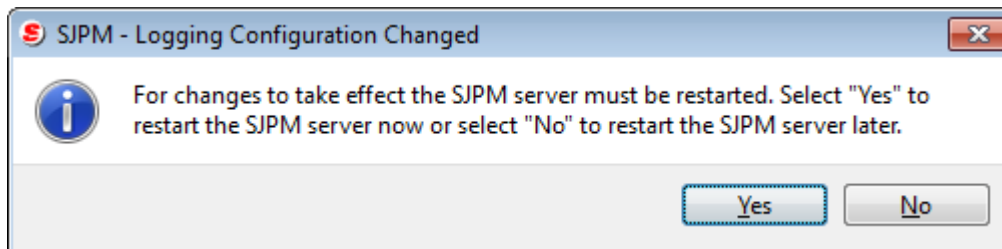


SJPM Server Logging - Disabling

- SJPM Server Logging - Disabling
 - To disable Server Logging, right click on the SJPM icon on the Windows' Taskbar and then select **“Server Logging”**.

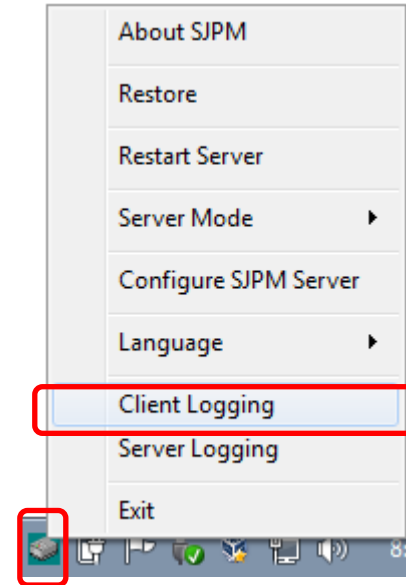


- The **“SJPM – Logging Configuration Changed”** window will appear. Click on the **“Yes”** button to restart the SJPM Server for changes to take effect.



SJPM Client Logging - Enabling

- SJPM Client Logging - Enabling
 - Client logging is defaulted to disabled.
 - To enable Client Logging, right click on the SJPM icon on the Windows' Taskbar and then select "**Client Logging**".

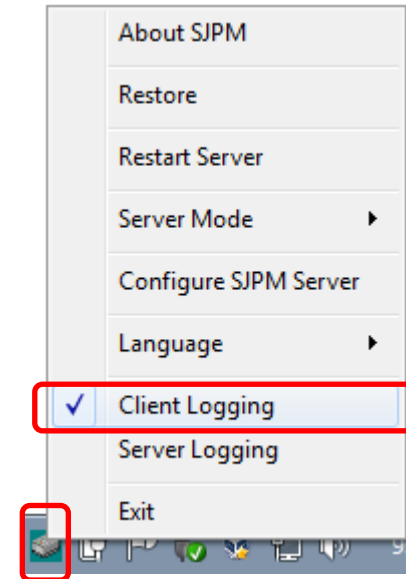


- The SJPM Client log file "**sjpmclient.log**" will be created in:
%HOMEPATH%/logs/sjpmclient.log

SJPM Client Logging - Disabling

■ SJPM Client Logging - Disabling

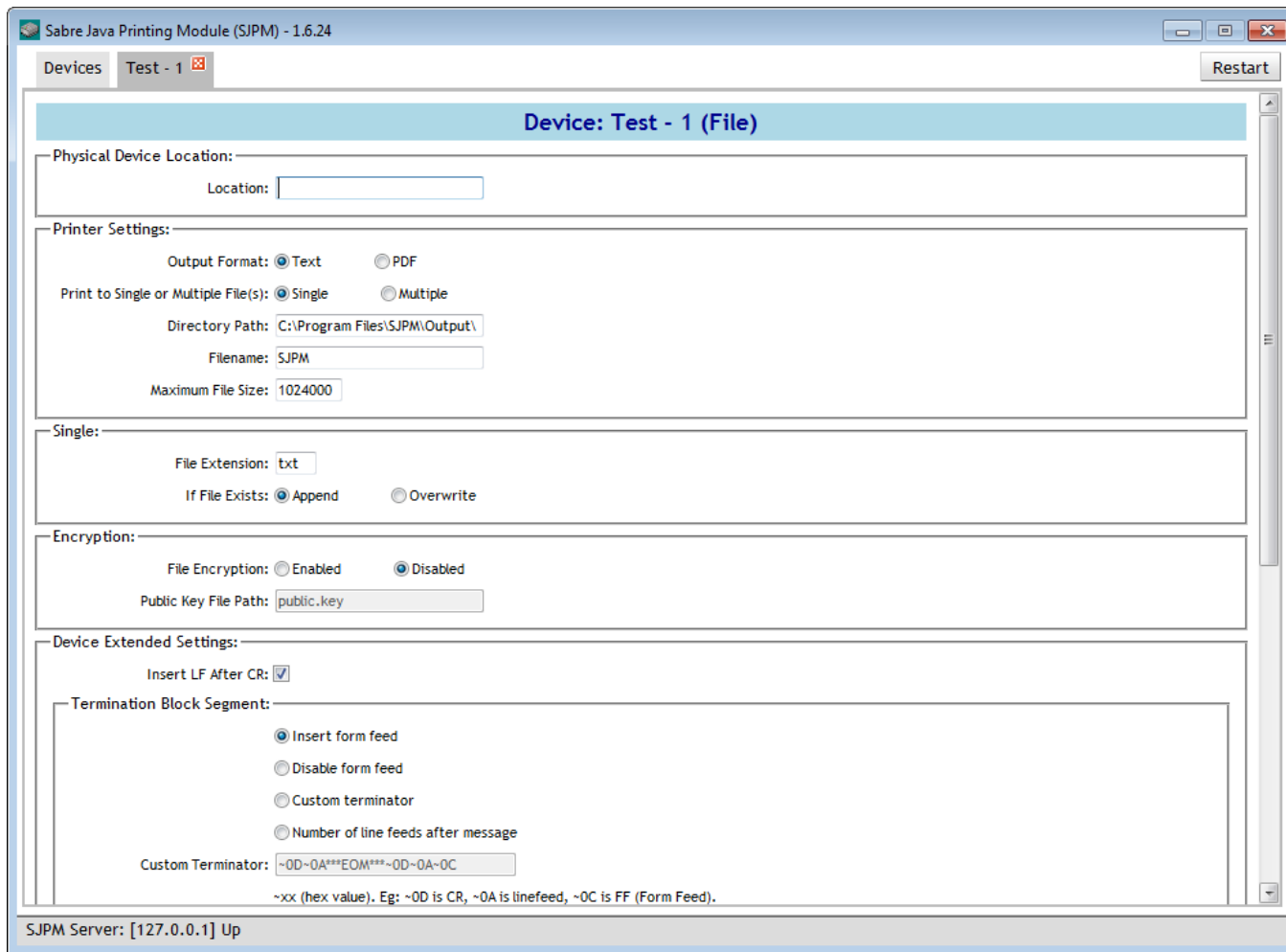
- To disable Client Logging, right click on the SJPM icon on the Windows' Taskbar and then select "**Client Logging**".
- To delete or remove the Client log file you must close the Client GUI by right clicking on the SJPM icon on the Windows' Taskbar and then selecting "**Exit**".



- After the file has been deleted or removed start the SJPM Client from the Windows' Start menu: "**Start**", "**All Programs**", "**SJPM**", "**SJPM Client**"

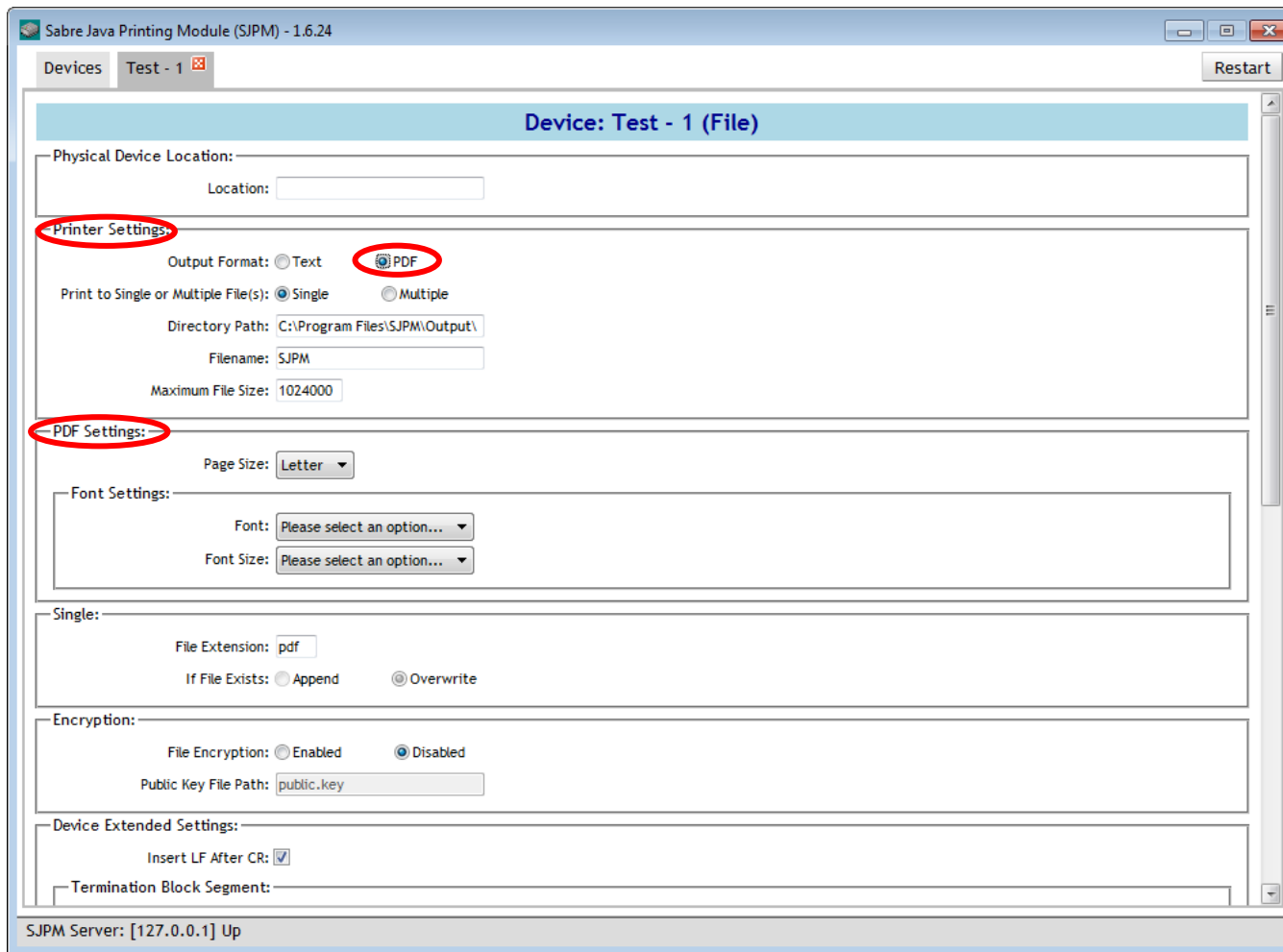
SJPM Print to PDF

- The SJPM's "File" Driver has been enhanced with functionality for data output to the ".pdf" format.



SJPM Print to PDF Cont.

- In the “**Printer Settings:**” box of the “**File**” Driver’s configuration tab, under “**Output Format:**”, click on the “**PDF**” radio button to select the PDF output format and enable the “**PDF Settings:**” box for configuration.



SJPM Print to PDF Cont.

- In the “PDF Settings:” box, “Font Settings:” box select a “Font:” and a “Font Size:” from the drop down lists.

The screenshot shows the Sabre Java Printing Module (SJPM) - 1.6.24 configuration window. The window title is "Sabre Java Printing Module (SJPM) - 1.6.24". The main content area is titled "Device: Test - 1 (File)". The configuration is organized into several sections:

- Physical Device Location:** Location: [text input]
- Printer Settings:**
 - Output Format: Text PDF
 - Print to Single or Multiple File(s): Single Multiple
 - Directory Path: C:\Program Files\SJPM\Output\
 - Filename: SJPM
 - Maximum File Size: 1024000
- PDF Settings:**
 - Page Size: Letter
 - Font Settings:** (circled in red)
 - Font: Please select an option...
 - Font Size: Please select an option...
- Single:**
 - File Extension: pdf
 - If File Exists: Append Overwrite
- Encryption:**
 - File Encryption: Enabled Disabled
 - Public Key File Path: public.key
- Device Extended Settings:**
 - Insert LF After CR:
 - Termination Block Segment: [text input]

At the bottom, it shows "SJPM Server: [127.0.0.1] Up".

SJPM Print to PDF Cont.

- The PDF selection also provides configuration options for **Single** or **Multiple** file output along with settings for **Directory Path**, **Filename**, and **Maximum File Size**.
- **Single** – This option has a configuration for **“File Extension:”** that is defaulted to **“pdf”**.
 - Note:** For the **“If File Exists:”** option, the **“Append”** radio button is disabled and the setting is defaulted to **“Overwrite”**.

Sabre Java Printing Module (SJPM) - 1.6.24

Devices Test - 1 [x] Restart

Device: Test - 1 (File)

Physical Device Location:
Location:

Printer Settings:
Output Format: Text PDF
Print to Single or Multiple File(s): Single Multiple
Directory Path: C:\Program Files\SJPM\Output\
Filename: SJPM
Maximum File Size: 1024000

PDF Settings:
Page Size: Letter

Font Settings:
Font: Please select an option...
Font Size: Please select an option...

Single:
File Extension: pdf
If File Exists: Append Overwrite

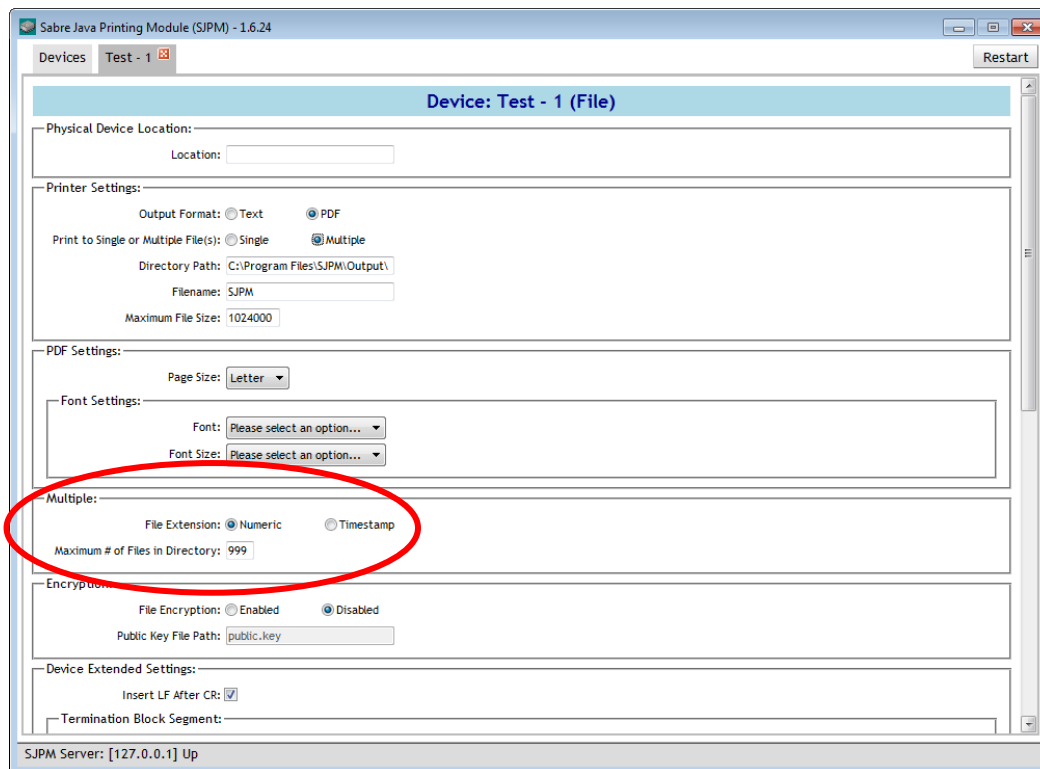
Encryption:
File Encryption: Enabled Disabled
Public Key File Path: public.key

Device Extended Settings:
Insert LF After CR:
Termination Block Segment:

SJPM Server: [127.0.0.1] Up

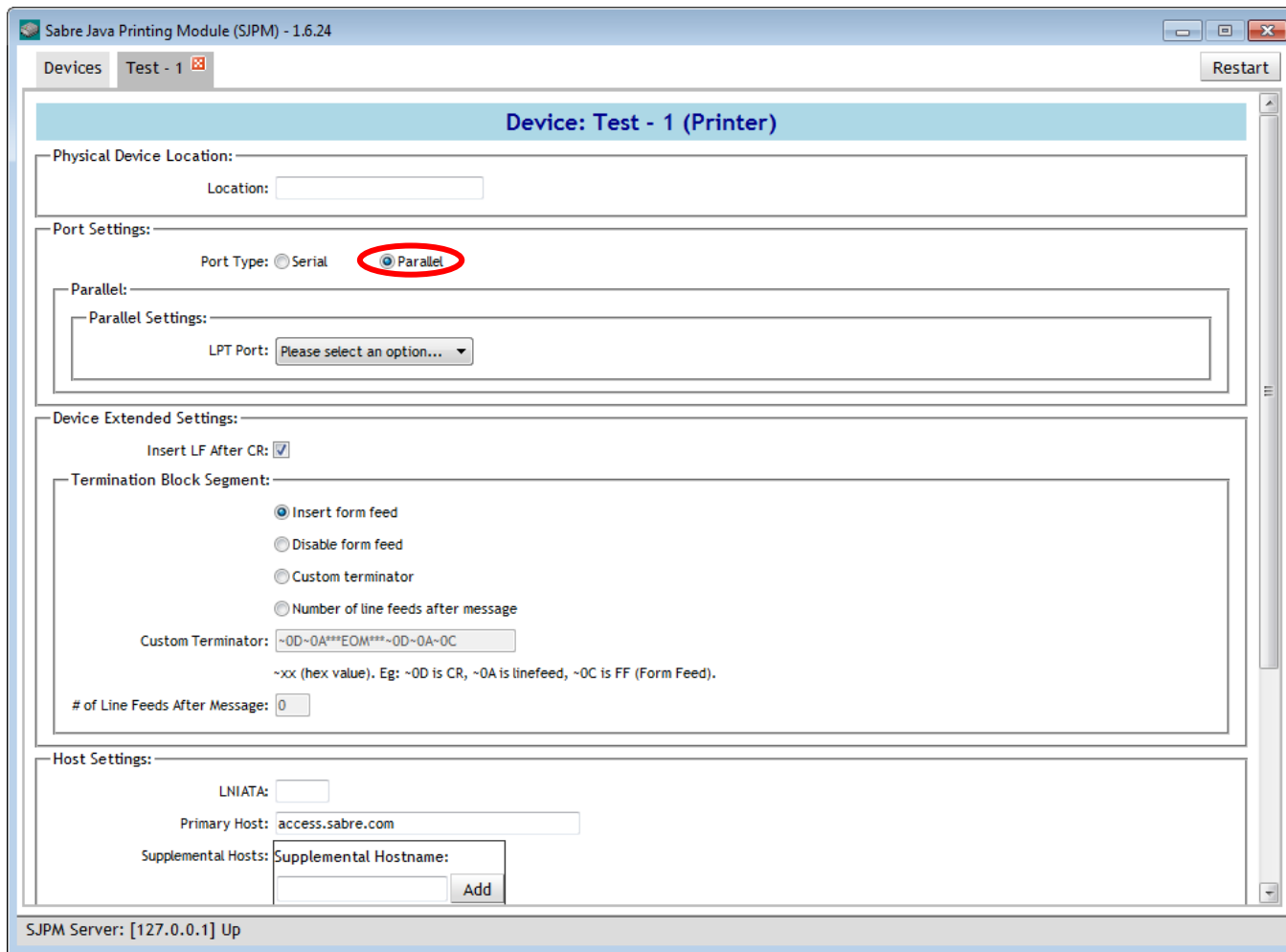
SJPM Print to PDF Cont.

- **Multiple** – This option has a configuration for **“File Extension:”** with selections of **“Numeric”** and **“Timestamp”** and is defaulted to **“Timestamp”**.
 - The **“Numeric”** radio button selection creates files with numeric file extensions. (Example: **“SJPM.000”**). Numeric files start at **“.000”** and increase to **“.999”**.
 - The **“Timestamp”** radio button selection creates files with names that include the year, Date, and Time that the file was created. (Example: **“SJPM20140130130333806.pdf”**). **“SJPM2014-Year01-Month30-Day13-Hour03-Minutes33-Seconds806-Miliseconds.pdf”**



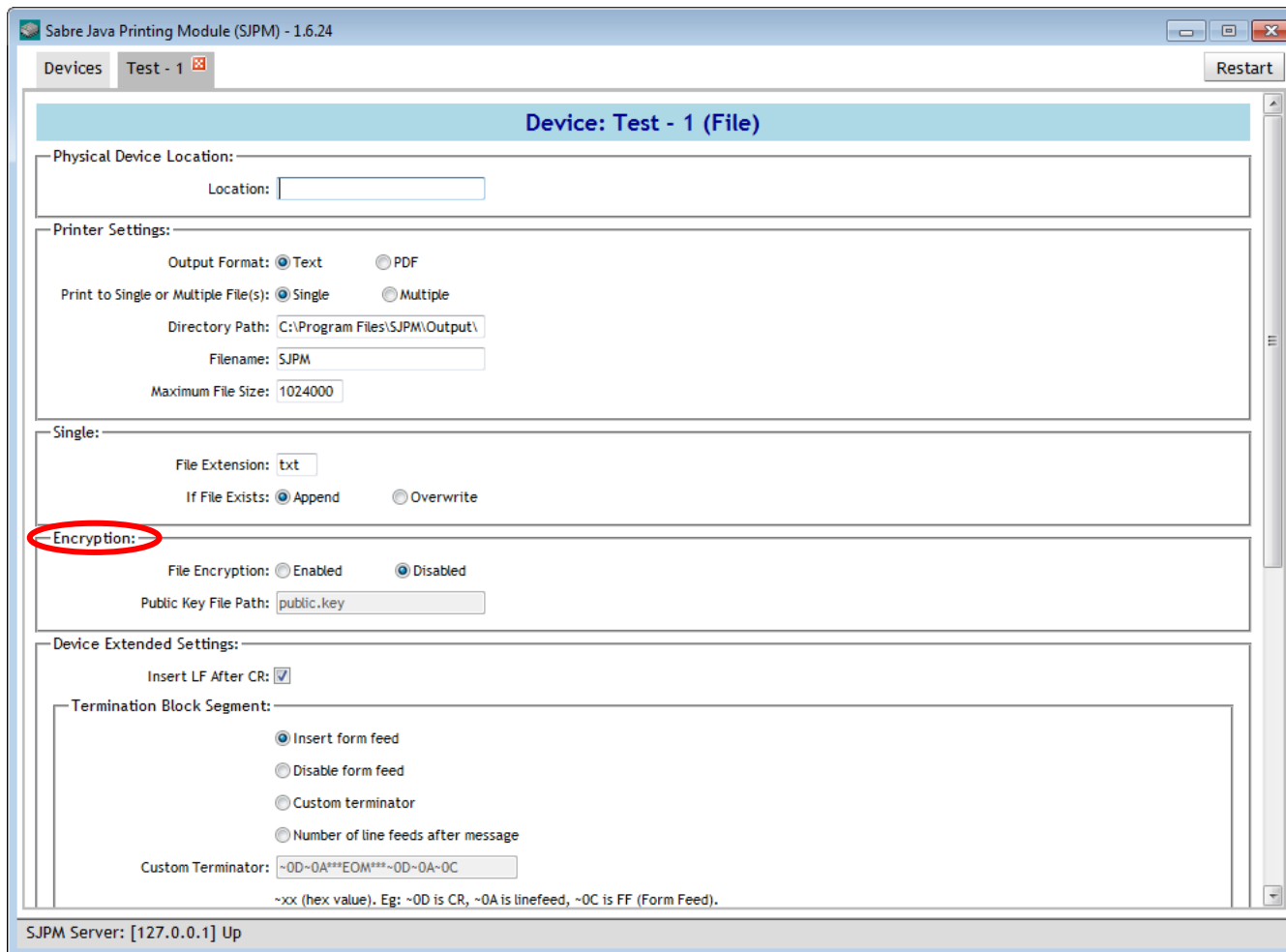
SJPM Parallel (LPT) Printing

- The SJPM's “**Printer**” Driver has been enhanced with functionality for data output to a Parallel (LPT) printer.



SJPM File Encryption

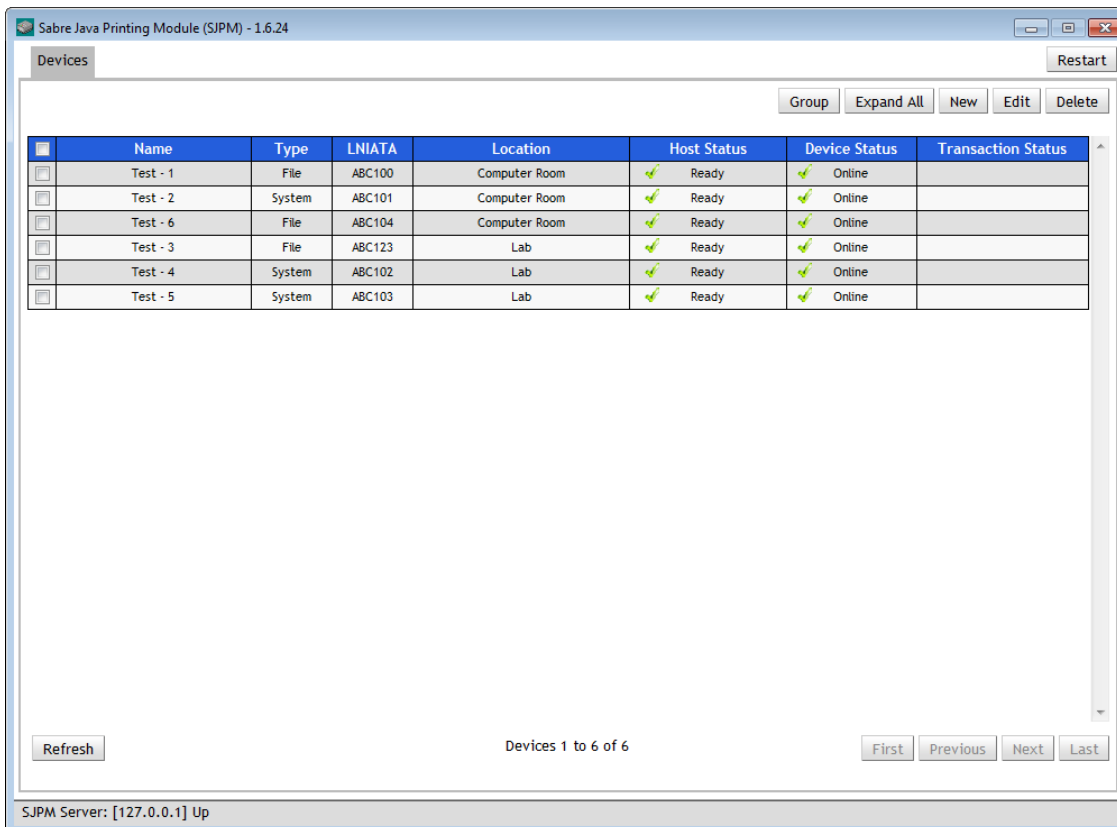
- The SJPM's "File" Driver has been enhanced with data encryption functionality. Encryption/Decryption source code examples can be found in the SJPM User's Guide sections **6.2.2.1** and **6.2.2.2**.



SJPM Device Backup and Restore

■ SJPM Device Backup

- Backup files should be stored in a safe location on a thumb drive or off of the machine running SJPM.
- Once all devices have been added and configured make a backup copy that can be used to restore SJPM devices and configurations.

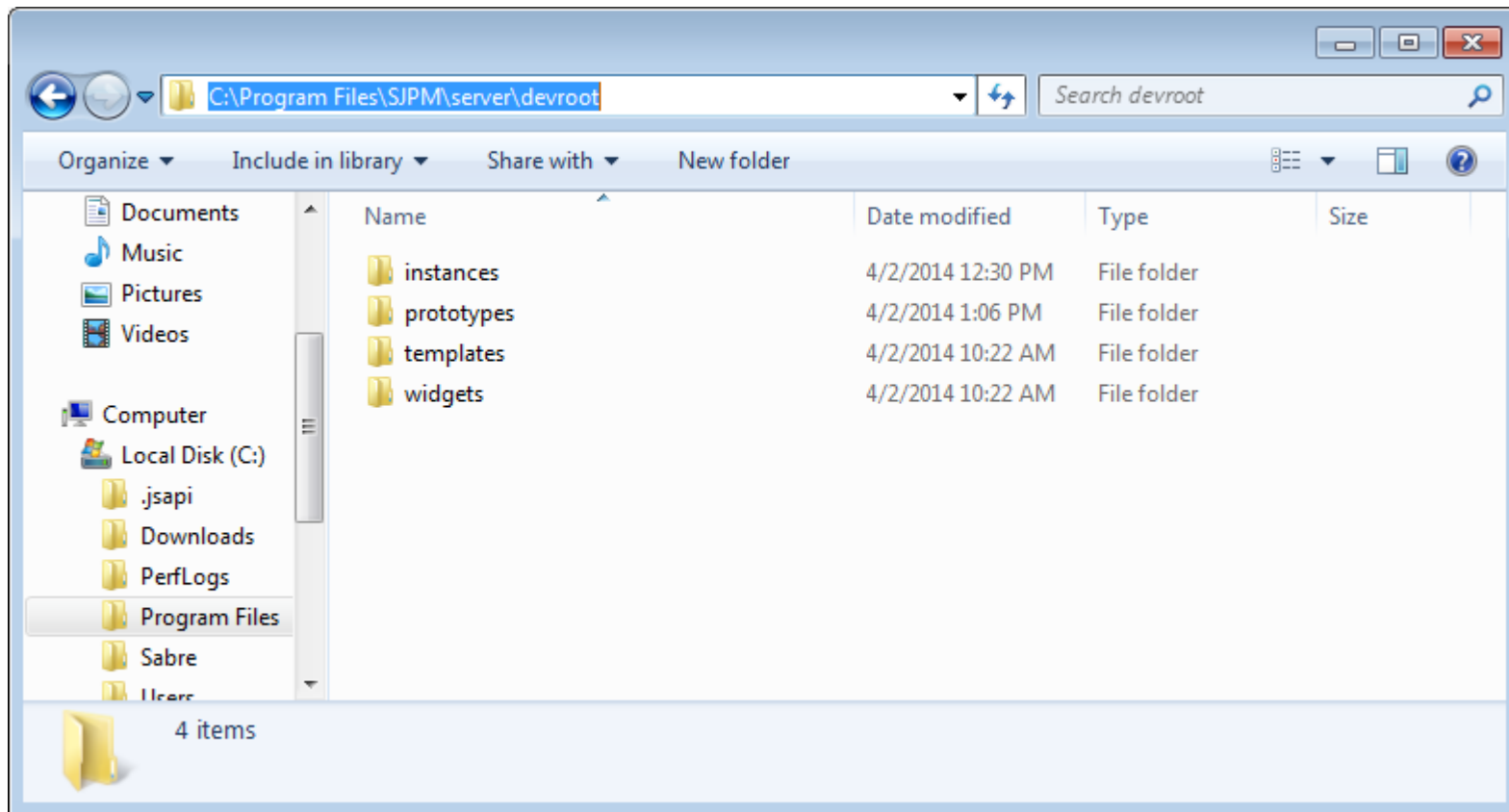


The screenshot displays the Sabre Java Printing Module (SJPM) - 1.6.24 interface. The window title is "Sabre Java Printing Module (SJPM) - 1.6.24". The main area is titled "Devices" and contains a table with the following columns: Name, Type, LNIATA, Location, Host Status, Device Status, and Transaction Status. The table lists six test devices, all with a "Ready" host status and "Online" device status. Below the table, there are navigation buttons: "Refresh", "First", "Previous", "Next", and "Last". The status bar at the bottom indicates "SJPM Server: [127.0.0.1] Up".

	Name	Type	LNIATA	Location	Host Status	Device Status	Transaction Status
<input type="checkbox"/>	Test - 1	File	ABC100	Computer Room	✓ Ready	✓ Online	
<input type="checkbox"/>	Test - 2	System	ABC101	Computer Room	✓ Ready	✓ Online	
<input type="checkbox"/>	Test - 6	File	ABC104	Computer Room	✓ Ready	✓ Online	
<input type="checkbox"/>	Test - 3	File	ABC123	Lab	✓ Ready	✓ Online	
<input type="checkbox"/>	Test - 4	System	ABC102	Lab	✓ Ready	✓ Online	
<input type="checkbox"/>	Test - 5	System	ABC103	Lab	✓ Ready	✓ Online	

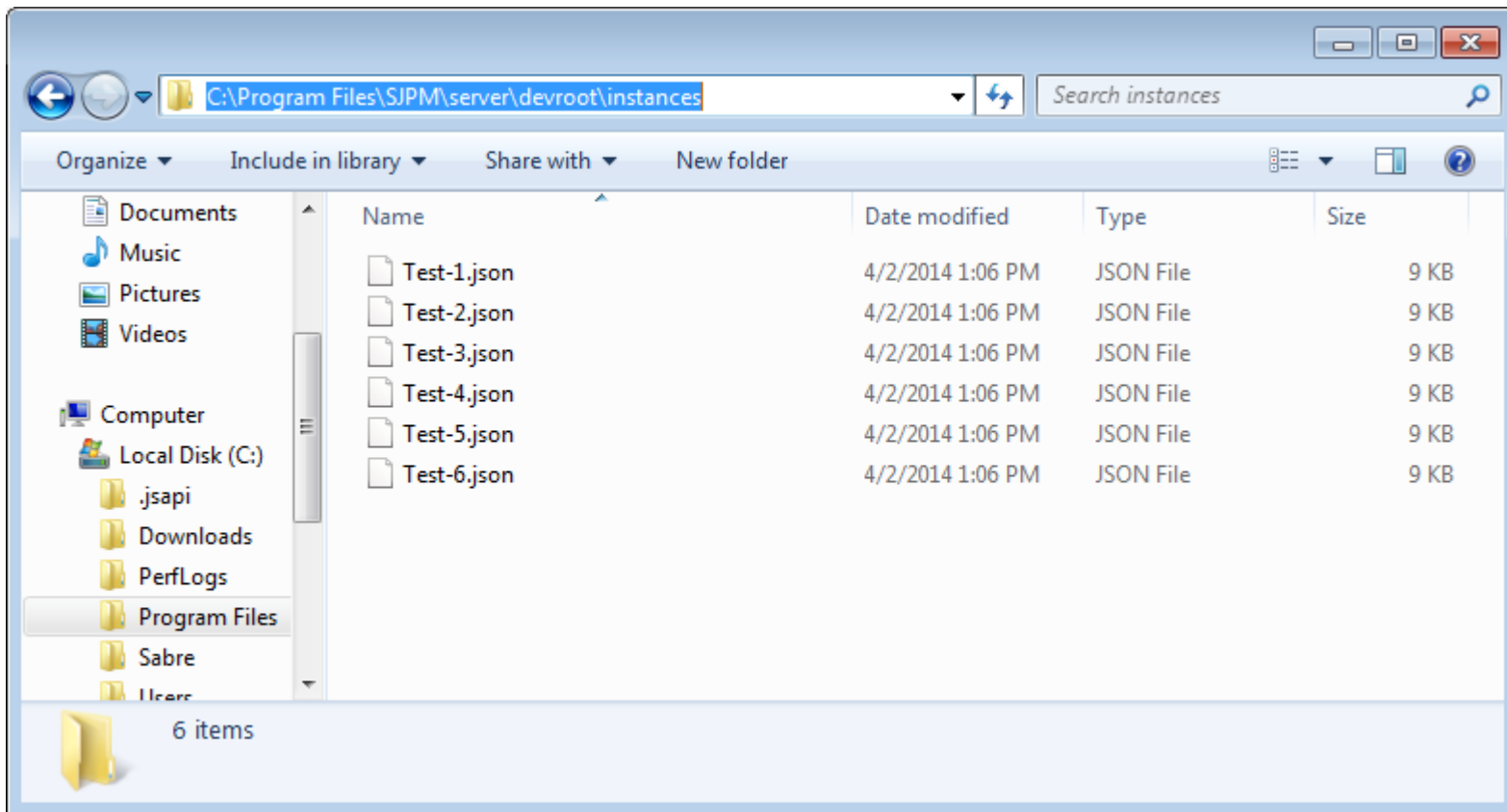
SJPM Device Backup and Restore Cont.

- **SJPM Device Backup**
- Open Windows Explorer and navigate to “C:\Program Files (x86)\SJPM\server\devroot”.



SJPM Device Backup and Restore Cont.

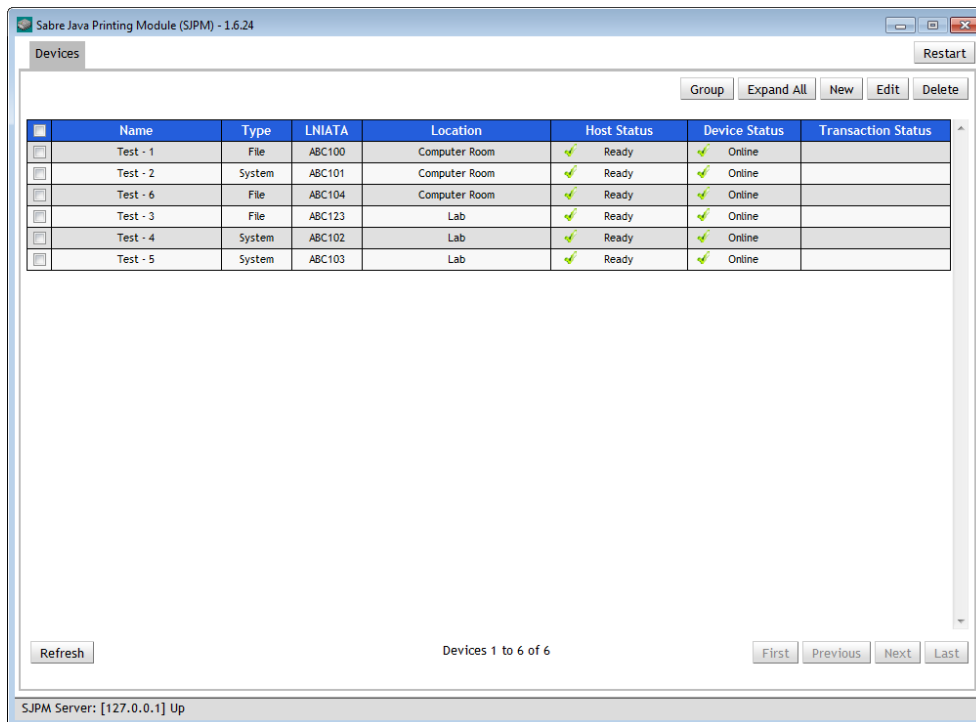
- **SJPM Device Backup**
- Copy and save the “instances” folder to a secure location. The “instances” folder contains the information for all configured devices and will be used to restore devices.



SJPM Device Backup and Restore Cont.

■ SJPM Device Restore

- Once the new SJPM has been installed open Windows Explorer and navigate to the location you stored the SJPM devices backup. Copy and paste the “**instances**” folder into the “**C:\Program Files (x86)\SJPM\server\devroot**” folder and replace the existing “**instances**” folder.
- Click on the “**Restart**” button on the SJPM Client GUI to restart SJPM. After restart the devices will be restored.



Technical Information

- SJPM Client GUI
 - After adding devices, the device list on the SJPM Client GUI will be sorted by the Location with numeric, lowercase and uppercase order.
- Backup and Restore SJPM configuration
 - After adding device(s), SJPM will create JSON file(s) in the following folder.
“C:\Program Files (x86)\SJPM\server\devroot\instances”
 - 1) Copy the JSON file(s) to the **“instances”** folder of the new SJPM installation.
(Example: **File_Driver.json** where **“File_Driver”** is a device name)
 - 2) Restart the SJPM Server. The device(s) will load and then be displayed in the SJPM Client GUI. This process will eliminate the need to re-crete the device.
- Information and documentation is available on the SJPM Wiki Site.
- <http://wiki.sabre.com/confluence/display/Enabling/Sabre+Java+Printing+Module+%28SJPM%29+--+Release+and+Support>

Technical Information

■ Technical Support Information

- All trouble calls for SJPM, from users, should be directed to the appropriate Help Desk for initial investigation and resolution.
- JIRA should be used at the following link to open trouble tickets to Customer Access for issues not resolved by the Help Desk. <https://jira.sabre.com/browse/CUSTACC>
- **3rd Level Support** will be provided by the Customer Access Team.

Name	E-Mail	Phone
Curtis Speak	Curtis.Speak@sabre.com	682-605-5473
Ben Dash	Ben.Dash@sabre.com	682-605-2926
Joe Zak	Joe.Zak@sabre.com	682-605-1678

SPM (aka OADP) Sunset

- SPM (aka OADP) Sunset began July 31st , 2013.
 - Programming for SPM is suspended.
 - 3rd level support for SPM is suspended.
 - All new installations should be done with SJPM.
 - All irresolvable SPM issues should be handled with an upgrade to SJPM.
 - SJPM is available for download on the following sites:
 - **External**
Sabre Community Portal
 - <https://agencyeservices.sabre.com/Support/Downloads/Sabre-Applications/Sabre-Java-Print-Module.aspx>
 - **Internal**
 - <http://wiki.sabre.com/confluence/display/Enabling/Sabre+Java+Printing+Module+%28SJPM%29+-+Release+and+Support>