

TRAVELPORT GLOBALWARE & 3RD PARTY OPEN DATABASE CONNECTIVITY (ODBC)

April 2022



Overview

Open Database Connectivity (ODBC) is an open standard application programming interface for accessing a database. By using ODBC statements in a program, you can access files contained in a database and use the information in different programs such as Access and Excel.

This configuration is used when a connection from 3rd party software is required to access the GlobalWare database. A Sybase SQL driver, available as a free download online, is required for the connection.

Note: A GlobalWare login, with **Edit User View**, and password are required to connect to the database.

Download Driver

Where to get the driver:

<https://wiki.scn.sap.com/wiki/display/SQLANY/SAP+SQL+Anywhere+Database+Client+Download>

Dashboard / SAP SQL Anywhere / SQL Anywhere

SAP SQL Anywhere Database Client Download

Created by Jose Ramos on Feb 26, 2019

The SAP SQL Anywhere Database Client includes the following components:

- Full set of available client interfaces, such as ODBC, JDBC, ADO.NET and so on.
- Administration tools such as [SQL Central](#) and [Interactive SQL](#).

Note: During installation you will be prompted to review and accept the SQL Anywhere software license agreement. If you do not accept the License Agreement you can either end the product installation or [download a 60-day evaluation edition](#) (subject to a software evaluation license).

Please click on the links below to obtain the appropriate software.

| SAP SQL Anywhere Version | Software (Database Client only) |
|--------------------------|-------------------------------------|
| SAP SQL Anywhere 17.0 | Windows x86 and x64 |
| | Linux x86 and x64 |
| | OS X |
| | Solaris SPARC |
| | Solaris x64 |
| | HP-UX Itanium |

- Click the Windows x86 and x64 option above and save it to your **Downloads** folder.
- Open the **Downloads** folder and Right Click SQLA17_Windows_Client. Select “Run as Administrator” and follow on- screen prompts.

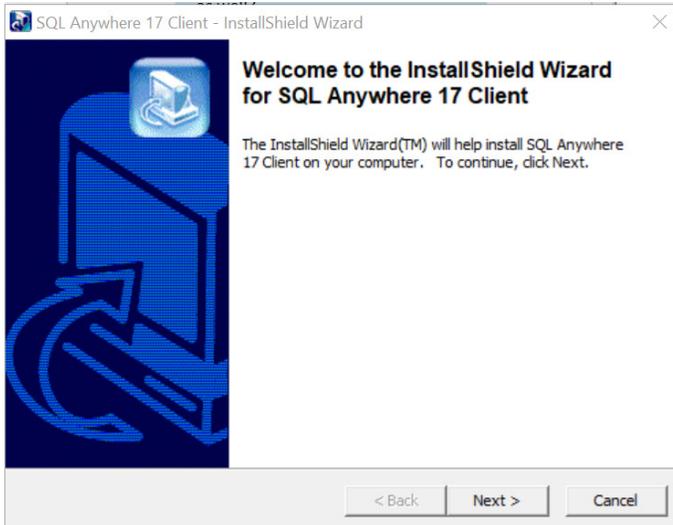
SQLA17_Windows_Client.exe 5/12/2021 2:22 PM Application 200,876 KB

- This installs a 200MB program with a full set of tools to use.
- Installs to C:\Program Data\SQL Anywhere 17.
- If User Account Control (UAC) is turned on, you must click ‘Yes’ when prompted.

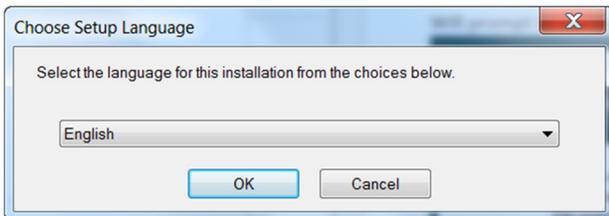


Follow the on-screen defaults in the Welcome to the InstallShield Wizard.

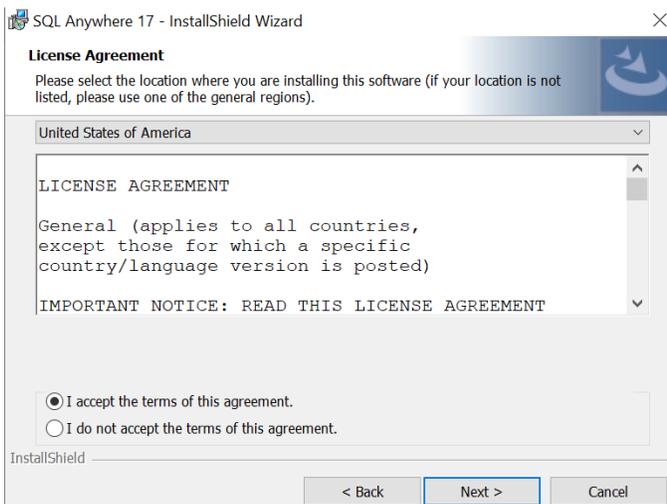
- Click Next.



- Choose English as the Language and select OK.

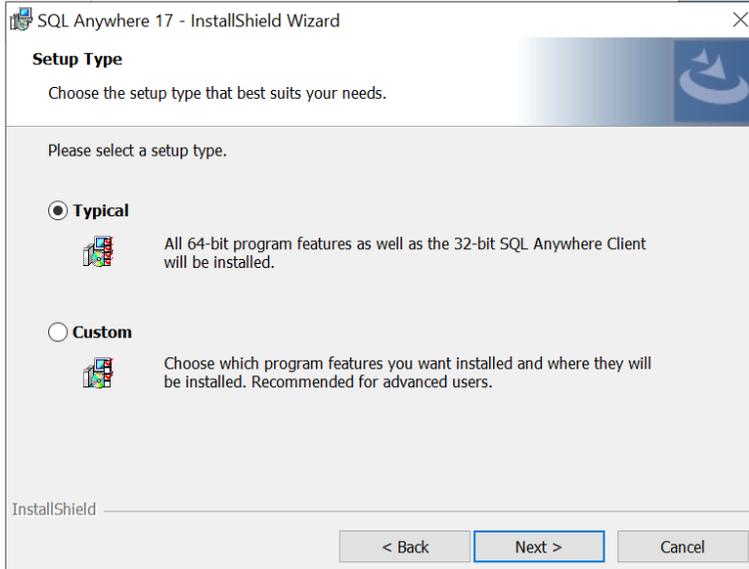


- Choose United States of America from the drop-down list of countries. The License Agreement will populate.
- Change the radio button to accept the terms of the agreement.
- Click Next.

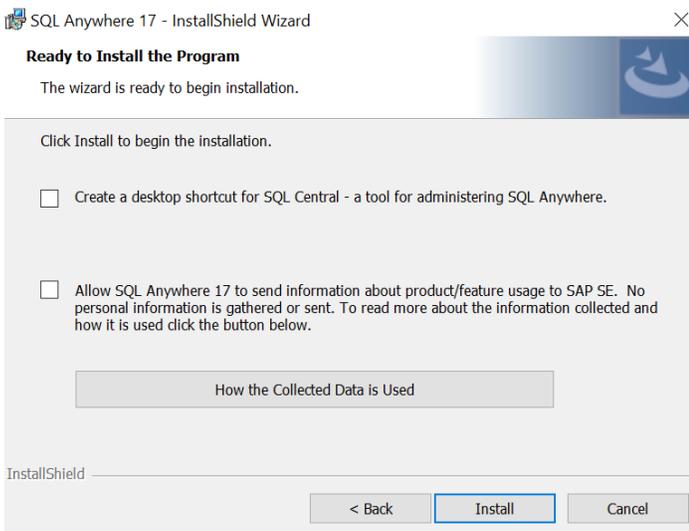




- For the Setup type, select Typical and click Next.

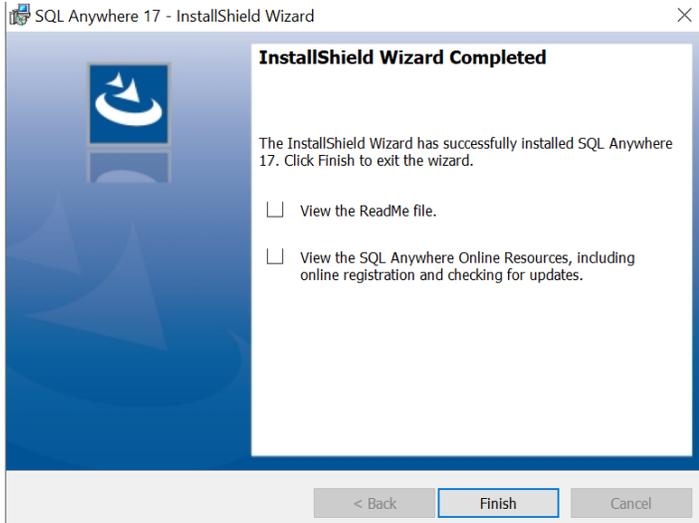


- On the Ready to Install the Program screen, uncheck both boxes.
 - Uncheck Create a desktop shortcut for Sybase Central etc.
 - Uncheck Allow SQL Anywhere 17 to send information about product/feature usage.
- Click Install.





- On the InstallShield Wizard Completed screen, uncheck both boxes, unless you want to read them.
 - Uncheck View the Readme File.
 - Uncheck View the SQL Anywhere Online Resources.
- Click Finish.



Manually Configure ODBC

Once the driver is installed, you are ready to configure ODBC by adding the new DSN.

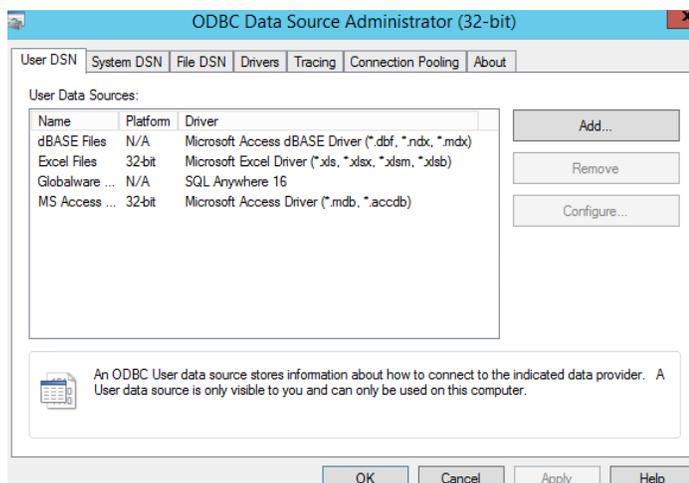
NOTE: instructions for single user ODBC setup are at the bottom of this section.

Prior to configuring your ODBC connection, verify there is a ClientID.pem file located in C:\Windows directory. If not, copy the ClientID.pem from a current GlobalWare client machine to the C:\Windows directory.

If you are using a 32bit version of a third-party program, (such as Microsoft Access) you will configure the C:\Windows\SysWow64\odbcad32.exe.

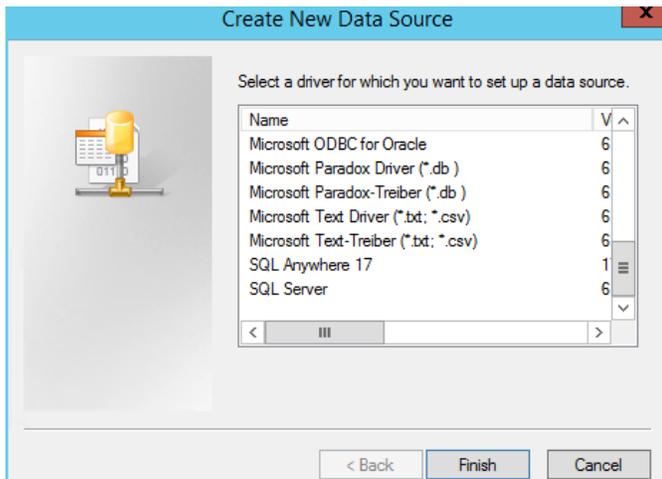
If you are using a 64bit version of a third-party program, (such as Microsoft Access) you will configure the C:\Windows\System32\odbcad32.exe.

- On the 3rd party machine, navigate to C:\Windows\SysWow64\odbcad32.exe or C:\Windows\System32\odbcad32.exe and double click to open.
- On the User DSN tab, click Add.

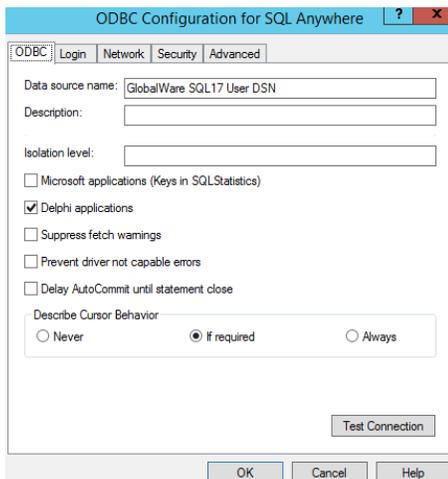




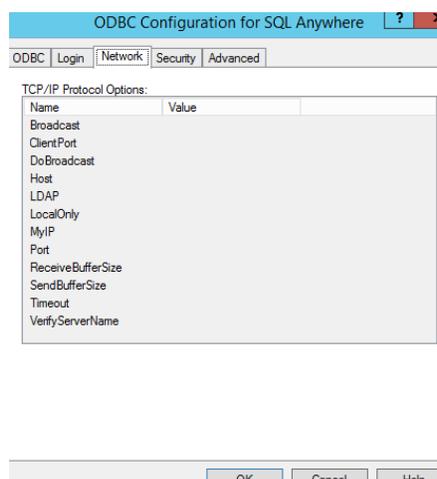
- On Create New Data Source screen, select SQL Anywhere 17, then click Finish.



- On ODBC tab, enter a new Data source name and Check the Delphi applications box.



- On Login tab, enter GlobalWare User ID and Password.
- For Action, select Connect to a running database on another computer.
- For Host,Port, Server name, enter the information for the GlobalWare database location and service name.
- On Network tab, nothing is needed so you can skip to the Security tab.





- On Security tab, check the Encrypt communications box.
- For Encryption type, select TLS.
- For Certificate source, select A certificate file.
- For File, enter C:\Windows\ClientID.pem.
- For Certificate company, Travelport.
- For Certificate unit, enter IT.
- For Certificate name, enter Travelport.

The screenshot shows the 'Security' tab of the 'ODBC Configuration for SQL Anywhere' dialog. The 'Encrypt communications with the database server' checkbox is checked. The 'Encryption type' is set to 'TLS'. The 'Certificate source' is 'A certificate file'. The 'File' field contains 'C:\Windows\ClientId.pem'. The 'Certificate company' is 'Travelport', 'Certificate unit' is 'IT', and 'Certificate name' is 'Travelport'. There are 'OK', 'Cancel', and 'Help' buttons at the bottom.

- On Advanced tab, copy/paste the following under Additional Connection Parameters.

**InitString='SET TEMPORARY OPTION
CONNECTION_AUTHENTICATION="Company=Travelport;Application=Globalware;Signature=000fa
55157edb8e14d818eb4fe3db41447146f1571g3e73b64edb3cfc2a3e3b677187114ada73db31c0"'**

The screenshot shows the 'Advanced' tab of the 'ODBC Configuration for SQL Anywhere' dialog. A list of connection parameters is visible, including 'AppInfo', 'Charset', 'ClientAutocommit', 'CommBufferSize', 'Compress', 'CompressionThreshold', 'ConnectionName', 'DatabaseSwitches', 'DisableMultiRowFetch', and 'Elevate'. Below the list, the 'Additional connection parameters' field contains the following text: 'InitString=SET TEMPORARY OPTION CONNECTION_AUTHENTICATION="Company=Travelport;Application=Globalware;Signature=000fa55157edb8e14d818eb4fe3db41447146f1571g3e73b64edb3cfc2a3e3b677187114ada73db31c0"'. There are 'OK', 'Cancel', and 'Help' buttons at the bottom.



- Return to the ODBC tab and test the connection by clicking: **Test Connection**.
- A successful ODBC set-up / DSN results in Connection Successful.

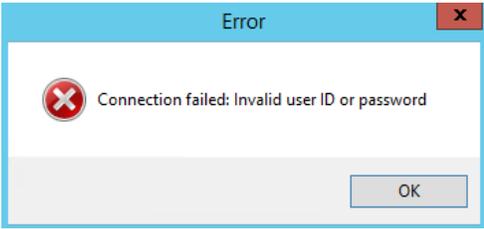
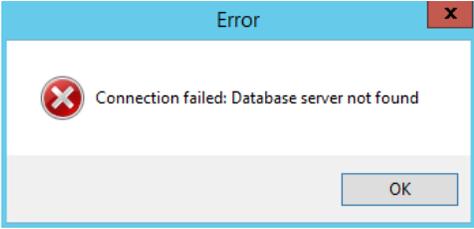
For a **single user** GlobalWare ODBC configuration - where the database is housed on same PC as 3rd party software:

The **Login Tab** and **Security Tab** will be configured as shown below, while the other tabs will remain the same as above.



Troubleshooting

If your test connection is not successful, try below steps to resolve.

| Error Message | Cause/Meaning | Resolution |
|---|--|---|
|  | The ClientID.pem file is missing from C:\windows directory | The ClientID.pem file needs to be copied from a GlobalWare client machine and saved to the C:\Windows directory |
|  | Means the UserID and/or password are incorrect | Verify your GlobalWare login and be sure the password is typed in <u>all caps</u> |
|  | The parameters on the Login tab are incorrect | Verify the Host, Port & Server Name |