Sabre Errors & FAQs

Error Message	Meaning	Solution
Invalid CustomFieldCode: OTH and/or DomainID: S5KP in CustomDefinedData	OTH field definition has to be added to the Sabre setup by Umbrella IT	Contact Umbrella support for OTH field definition addition
webservices.havail.sabre.com: Temporary failure in name resolution	1. In most cases this is due to Sabre webservices being down/ unreachable 2. In rare cases it can be due to network problems at Nine (the webhosting agency)	1. If Sabre WS is down, then one has to wait until it is reachable again. 2. Network problem at Nine have to be solved by Nine (Umbrella support/IT co-ordinates this with them)
NPTNHLP614-PROD1T20201026080331SC::EPS:: Authorization Failed for EPS_EXT_ProfileCreateRQ	Wrong credentials set up on the agency i.e. there is a space entered after the password or after the IPCC	Control that the credentials are correct and if existent, remove the spaces before or after the password/ IPCC
Failed: did not receive binary security token from remote endpoint (-1)	The configuration on Sabre's end could be incorrect.	Faces support team should provide the Agency with the axis fault which they can send to Sabre for investigation and rectification of the issue
995 - NPTNHLP609-PROD1T20201229142756SU::VALIDATOR RULE: The following required element is missing:	The Company Template is not correct	Please check the Company Template in Sabre
FAILED: org.hibernate.exception.DataException: could not execute batch Note: Occurs during GDS profile import	Potentially missing and/or invalid information in the Company profile such as the **Corporation Name**	Check that there is a Corporation Name in the profile. If there is not then Faces will use the contents of the Description field which could be too long for the Faces Company name field

FAILED: could not execute batch; SQL [insert into TRAVELLER (ADD_FOP, APPROVER, ARRANGER, BIRTHDATE, CARGUARANTEE, COMMENT, COMPANY, EXTERNALNR, FIRSTNAME, GENDER, HISTORY, HOTELGUARANTEE, LASTREMINDED, MIDDLENAME, NAME, NATIONALITY, OUTOFOFFICEUNTIL, PHONE_BUSINESS, PHONE_MOBILE, PHONE_PRIVATE, PREFERREDFOOD, PREFERREDSEAT, RAIL_EXTENSION, RECEIVEDOCS, RESIDENT_EXTENSION, SMOKER, SUBSTITUTE, TITLE, TRAVELLER, WEBPAYMENT, UUID) values (?, ?)]; constraint [null] ; nested exception is org.hibernate.exception.ConstraintViolationException: could not execute batch	There are profiles in Sabre without name	Please check this and correct the profiles or decouple them from the company
Publishing Failed with the error: null	Read from profile was unable to ascertain where to import the value to due to missing {} in Custom Publish Action	Ensure that all Custom Publish action source have a corresponding {} in the target