

Oracle® Hospitality Cruise SilverWhere
NET Ticket Printing
Release 8.0.73.14

March 2016

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Preface

Audience

This document is intended to describe required steps to implement the ticket printing of the “ALTER_TICKET” and “ALTER_CHECKIN” receipt.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Revision History

Date	Description of Change
February 2016	• Initial publication
March 2016	• Updated

1 General information

SilverWhere is able to print two kinds of tickets:

- **ALTER_TICKET:**

Confirmation of reservation which can be handed out to the guest.
Printed when a reservation is new made or updated.

- **ALTER_CHECKIN:**

Guest information, incl. table number, special requests, allergies and/or remarks depending to the report, given to the waiter that's serving these guests.
Printed when a reservation is checked in.

1.1 Pre-requisites for the ticket printing functionality

1) SilverWhere.Net

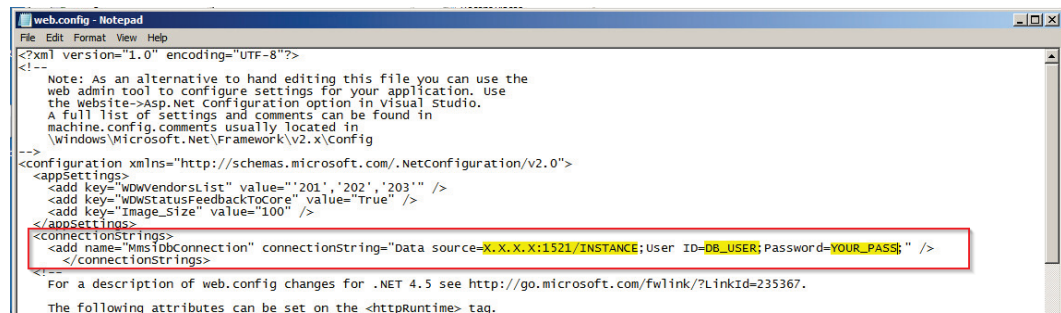
Application version must be 8.0.73.14 or higher

- a. Crystal Reports Runtime must be installed on Workstation
(min. *CRRuntime_32bit_13_0_8.msi*)
- b. Local or Network printer must be installed on Workstation

2) SilverWhere Mobile

Application version must be 8.0.73.14 or higher

- a. Crystal Reports Runtime must be installed on every mobile device
(min. *CRRuntime_32bit_13_0_8.msi*)
- b. Oracle ODAC components must be installed on every mobile device
(*Matching the database version on server, e.g. 11.2.x*)
- c. Local or Network printer must be installed on Workstation
- d. SilverWhere Mobile Webservice must be on version 8.0.73.14 or higher
Check web.config connection string to use a connection string providing the hostname, port and SID instead of only the TNS Names identifier



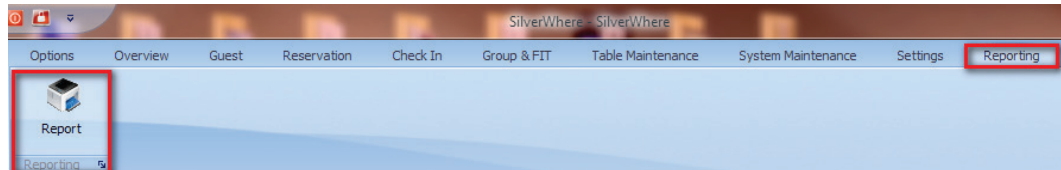
```
web.config - Notepad
File Edit Format View Help
<?xml version="1.0" encoding="UTF-8"?>
<!--
Note: As an alternative to hand editing this file you can use the
web admin tool to configure settings for your application. Use
the website->ASP.NET configuration option in Visual Studio.
A full list of settings and comments can be found in
machine.config.comments usually located in
\windows\Microsoft.Net\Framework\v2.0.50727\Config
-->
<configuration xmlns="http://schemas.microsoft.com/.NetConfiguration/v2.0">
  <appSettings>
    <add key="WdwVendorList" value="'201','202','203'" />
    <add key="WdwStatusFeedbackToCore" value="True" />
    <add key="Image_Size" value="100" />
  </appSettings>
  <connectionStrings>
    <add name="MmsDbConnection" connectionString="Data source=X.X.X.X:1521/INSTANCE;User ID=DB_USER;Password=YOUR_PASS;" />
  </connectionStrings>
</configuration>

For a description of web.config changes for .NET 4.5 see http://go.microsoft.com/fwlink/?LinkId=235367.

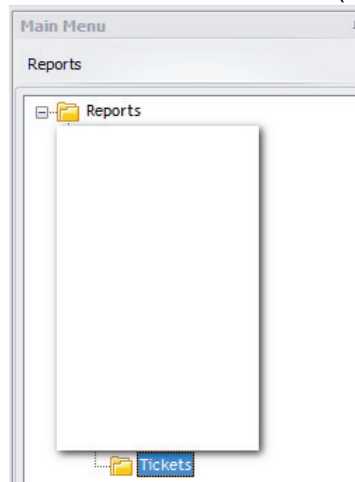
The following attributes can be set on the <httpRuntime> tag.
```

1.2 Configuration of the reports in the Report Engine

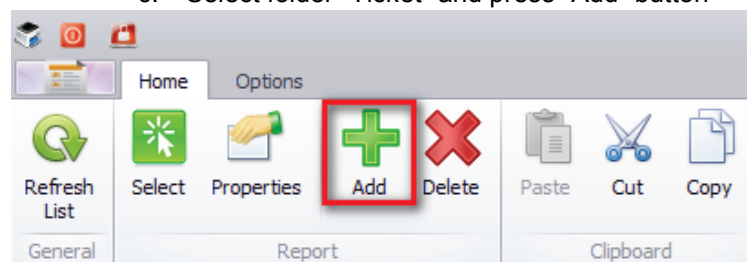
- 1) Create a report for ALTER_TICKET (Guest confirmation), and ALTER_CHECKIN
 - a. Both reports need ALTER_RES and ALTER_GUEST as data source (Reports will be opened with ALTER_RES.RES_ID as filter)
- 2) Upload these reports to the report engine
 - a. Open SilverWhere Report Manager



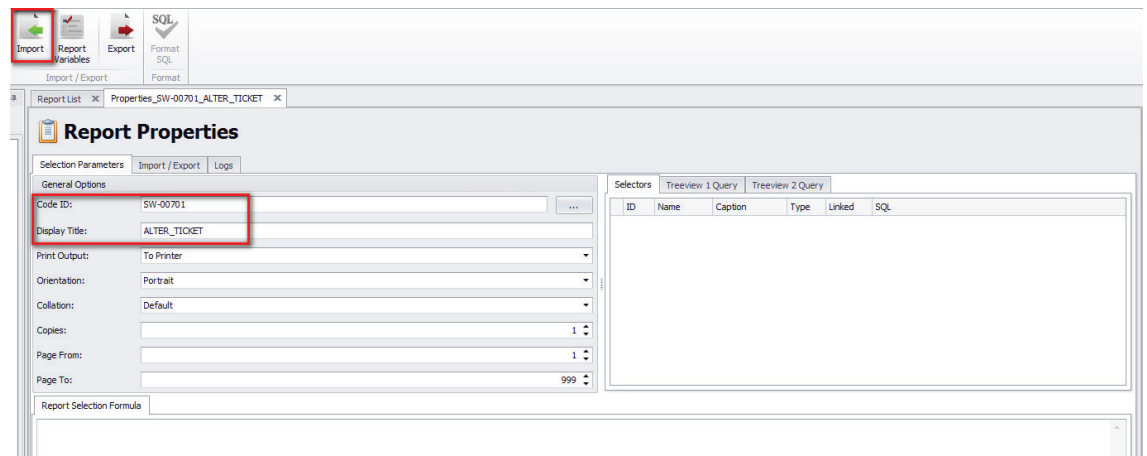
- b. Create new folder "Tickets" (for a better overview)



- c. Select folder "Ticket" and press "Add" button



- d. Get Code ID from system (Click on [...]) or define own code
 - e. Set Display Title to "ALTER_TICKET" / "ALTER_CHECKIN"
 - f. Click on "Import" and select your "ALTER_TICKET.rpt" / "ALTER_CHECKIN.rpt" file

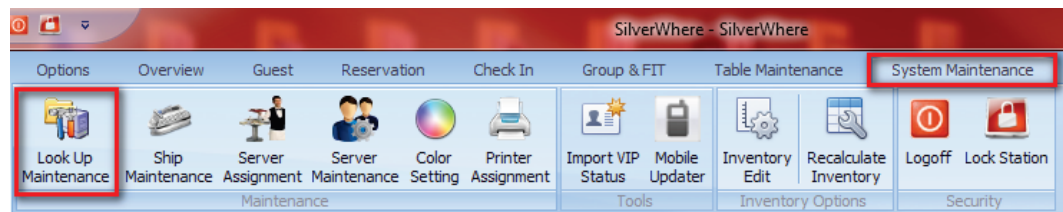


- g. Click Save
- h. Note down the Code ID's assigned to these two reports
- i. Close SilverWhere Report Manager

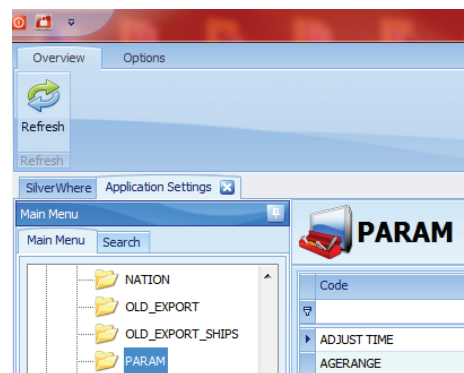
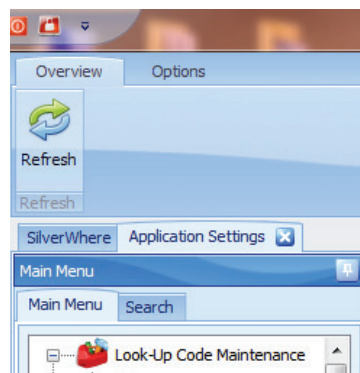
1.3 Parameter setup for ticket printing

1) For the ALTER_TICKET report

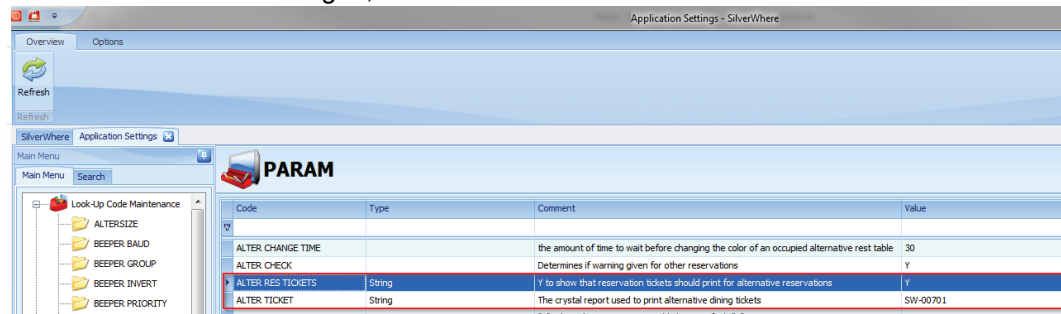
- a. Open SilverWhere.Net and login
- b. Go to ribbon "System Maintenance" and select "Look Up Maintenance"



- c. Select Group "PARAM"



d. Inside the grid, search for “ALTER TICKET” and “ALTER RES TICKET”



1. Click on “ALTER TICKET”
2. Verify Value Type is set to “String Value”
3. Set “Value Text” to the Code ID you assigned during the report upload
4. Press Button “Add/Edit” to save your changes

Add New Look Up:

Code: ALTER TICKET

Value Type: String Value

Comment: The crystal report used to print alternative dining tickets

Value Text: SW-00701

Delete Add/Edit

5. Click on “ALTER RES TICKETS”
6. Verify Value Type is set to “String Value”
7. Set “Value Text” to “Y”
8. Press Button “Add/Edit” to save your changes

Add New Look Up:

Code: ALTER RES TICKETS

Value Type: String Value

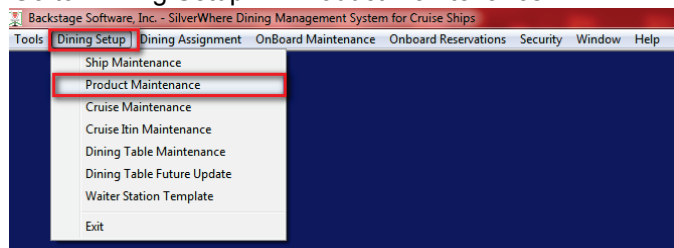
Comment: Y to show that reservation tickets should print for alternative reservations

Value Text: Y

Delete Add/Edit

2) For the ALTER_CHECKIN report

- a. Open SilverWhere VB6 application and login
- b. Go to “Dining Setup” – “Product Maintenance”



- c. Select Ship and Location you want to setup the report
- d. Enter the Code ID into the field “Card Report”

- e. Enable Tick box "Print Receipt"
- f. Press Update

The screenshot shows the 'Alternative Product Maintenance' window. The 'Card Report' field is highlighted with a red box and contains the text 'SW-00701'. The 'Print Receipt' checkbox is also highlighted with a red box and is checked. The 'Update' button at the bottom right is also highlighted with a red box. The window contains various fields for product information, including Ship, Location, Code, Name, Type, On Overview, Book Tables, Res Incre, Current Price, Future Price, Guest Names, Fill Station, No Res Alter, Min Guest, Max Guest, Max Tables, Turn Times, and a table of Table Type and Dur.

Do this for every location / product you want to print out check-in tickets for the waiters.

Hint:

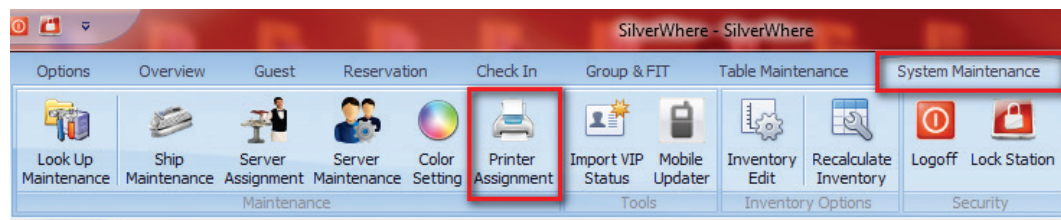
You can define different check in tickets for each location. (If different locations need different information)
Just upload the unique report for each location into the Report Manager and enter the codes accordingly.

1.4 Printer Assignment

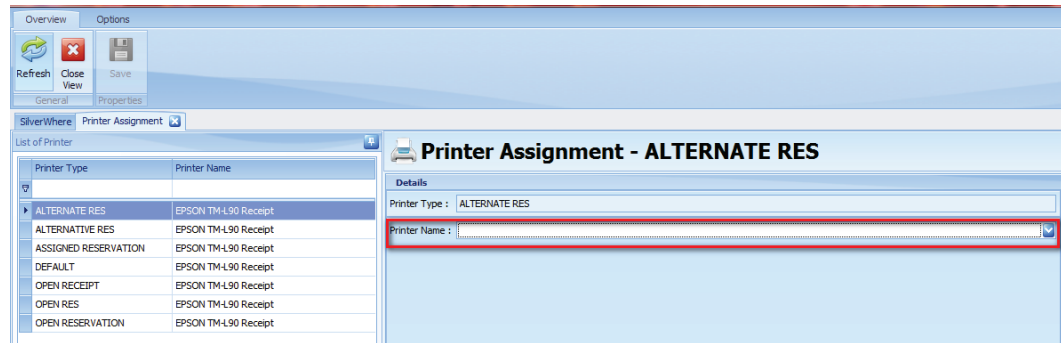
Printer driver must be installed on all client machines!
Direct printing from each client to a printer.

Printer Settings are saved on USER REGISTRY basis.
EACH USER has to assign the printer accordingly in order to print receipts.

- 1) SilverWhere.Net
 - a. Go to ribbon "System Maintenance"
 - b. Select "Printer Assignment"



- c. Select each printer in the list and assign a physical printer from the drop down list



Printer Type	Printer Name
ALTERNATE RES	EPSON TM-L90 Receipt
ALTERNATE RES	EPSON TM-L90 Receipt
ASSIGNED RESERVATION	EPSON TM-L90 Receipt
DEFAULT	EPSON TM-L90 Receipt
OPEN RECEIPT	EPSON TM-L90 Receipt
OPEN RES	EPSON TM-L90 Receipt
OPEN RESERVATION	EPSON TM-L90 Receipt

Printer Assignment - ALTERNATE RES

Details

Printer Type : ALTERNATE RES

Printer Name :

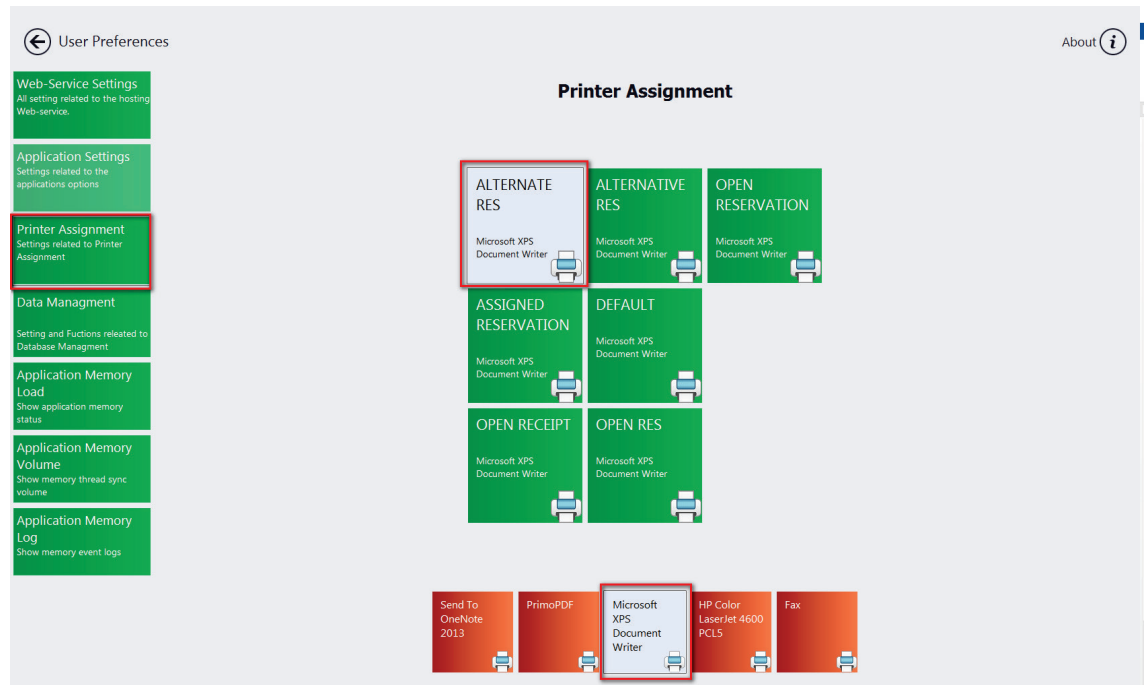
- d. Press save after assigning one printer.
e. These steps need to be done for each printer type.

2) SilverWhere Mobile

- a. Open tile "Settings" on Home screen



- b. Select "Printer Assignment"
c. Select every type of printer (green tile)
d. Assign physical printer from bottom (red tile)



e. These steps need to be done for each printer type!

Hint:
The printer assignment is a one-time task and needs to be done for each single user!