Oracle® Hospitality Cruise Shipboard Property Management System

Print Manager and Board Card Print Manager
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ORACLE

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Preface

The Print Manager and Board Card Print Manager Interface manages spooled print jobs from Shipboard Property Management System and third party application.

Audience

This document is intended for application specialist and users of Oracle Hospitality Cruise Shipboard Property Management System (SPMS).

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 and any associated log files
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/cruise.html

Revision History

Date	Description of Change
September 2019	• Initial publication

1 Setting up Print Manager

There are two Print Manager application,

- OHC Print Manager – manages Work Orders, Shore Excursion and Tickets print jobs.
- OHC Board Card Print Manager – manages board card print jobs.

The usage is control by parameters listed below.

Table 1-1 - Parameters use in Print Manager

PAR Group	PAR Name	Description
Fidelio Cruise	HeartBeat Interval	Default value: 60
General	Do not send alert email if ticket is printed	Default value: 0
	Enable 3rd Party Kiosk Print Queue	
Excursions	Alert Email address for Web Service booking	Default value: <empty>

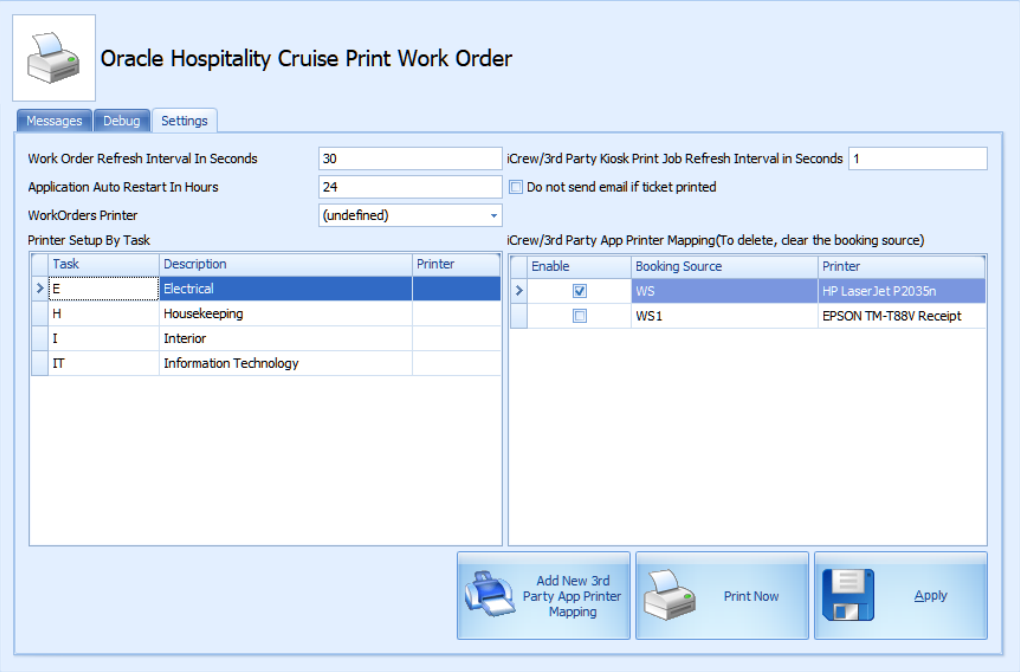

Figure 1-1 - Print Manager application

Configuring Printer for Work Orders

1. Login to **Administration** module and select **System Setup, Database Parameters**.

2. At the **Maintenance Parameter** group, set the value to 1
    a. Use Work Order Printer Service
    b. Print by Task - if you wish to print the work order by task
3. Click **OK** to save, then exit the application.
4. Launch the **Print Manager** application and navigate to **Setting**s tab.
5. Set the **Interval Seconds** and **Auto Restart In Hours** for the module.
6. At the **Task Type**, choose the printer from the list for each task type.
7. Click **Apply** to save.
8.

Configuring Printer for Third Party Application

By enabling the following parameters, third party application print jobs will spooled and trigger an email alert once a print job is received, and updates the records in Shore Excursion and Ticket modules. This application works with printer defined in Management module.

1. Login to Print Manager application.
2. At the **Settings tab,** set the print job refresh interval seconds.
3. To disable the email notification once a ticket is printed, check mark **'Do not send email if ticket printed'**.
4. Click the **Add New 3rd Party App Printer Mapping** button to enable a printer.
5. Choose a printer for each type of booking source from the drop-down list.
6. Click **Apply** to save.
7. Restart the interface.
8. If the printer is set up successfully, the action task is displayed in the **Messages** tab.

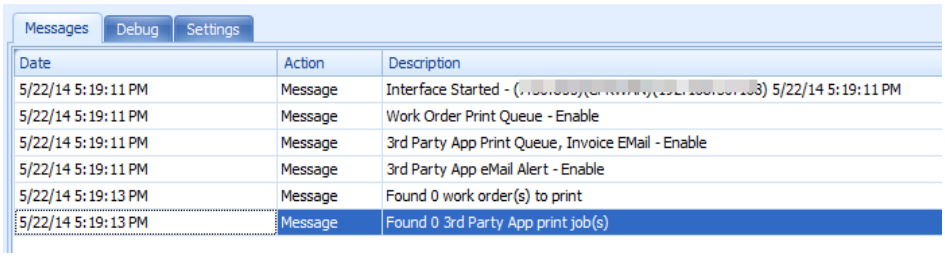

Figure 1-2 - Print Manager Messages tab

The values of settings are stored in OHCSettings.par

[#Work Order Print Service.PARAM.Restart Interval=24#]
[#Work Order Print Service.PARAM.Refresh Interval=30#]
[#Work Order Print Service.PARAM.Kiosk Refresh Interval=5#]
[#Fidelio Cruise.Printer.WorkOrders=PrimoPDF#]
[#FCMaintenanceWork.PrintTask.CARP=#]
[#FCMaintenanceWork.PrintTask.COMM=#]
[#FCMaintenanceWork.PrintTask.DECK=#]
[#FCMaintenanceWork.PrintTask.ELEC=#]
[#FCMaintenanceWork.PrintTask.HOKE=#]

[#FCMaintenanceWork.PrintTask.HVAC=#]
[#FCMaintenanceWork.PrintTask.IT=#]
[#FCMaintenanceWork.PrintTask.LIGH=#]
[#FCMaintenanceWork.PrintTask.N/A=#]
[#FCMaintenanceWork.PrintTask.PLUM=#]
[#FCMaintenanceWork.PrintTask.SAF=#]
[#FCMaintenanceWork.PrintTask.SEC=#]
[#FCMaintenanceWork.PrintTask.TV=#]
[#FCMaintenanceWork.PrintTask.WOT01=#]
[#FCMaintenanceWork.PrintTask.WOT02=#]

Configuring Printer for Board Card Printing

To print board card, the OHC BoardCard Print Manager is used. This application works with Board Card printers only. It runs in the background and processes print job requests received during check-in.

In the Setting tab of the application, the default value **HeartBeat Internal** value is set at 60 seconds. You can change this to meet your operational needs.

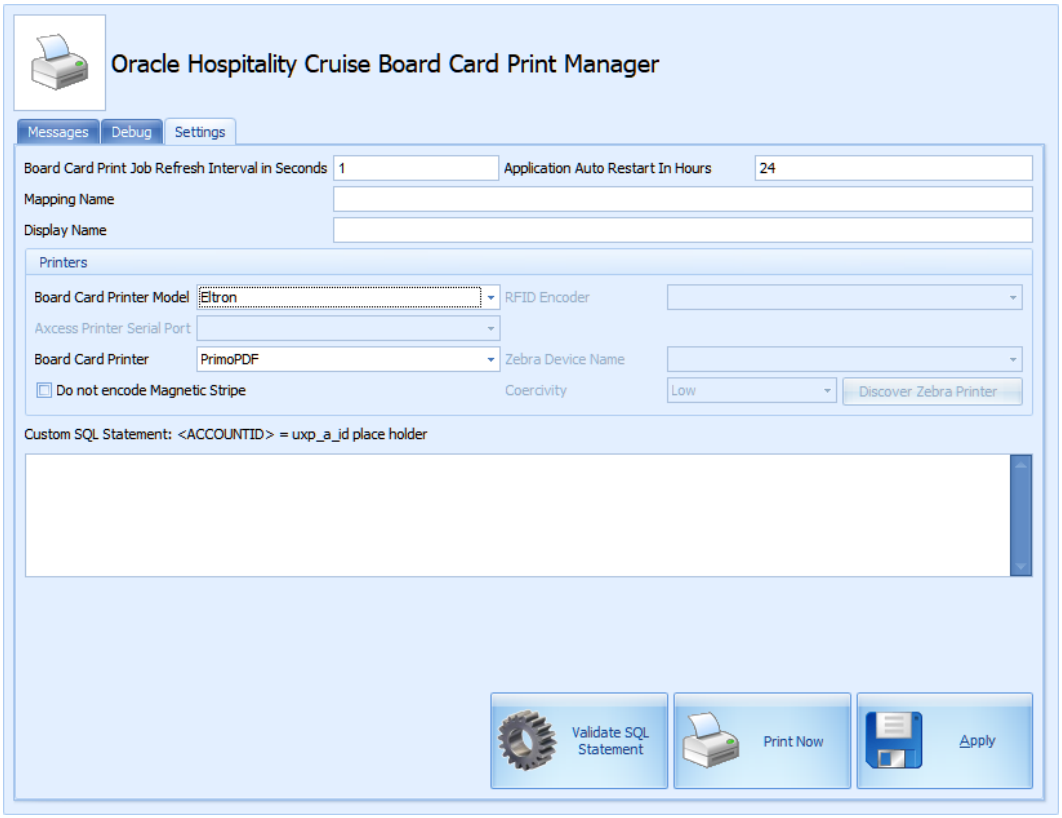

Figure 1-3 - Board Card Print Manager

The values of these settings are stored in OHCSettings.par

[#Board Card Print Service.PARAM.Restart Interval=24#]

[#Board Card Print Service.PARAM.Refresh Interval=1#]

[#Fidelio Cruise.Hardware.RFIDEncoder=#]

[#Fidelio Cruise.Printer.BoardCard=2#]

[#Fidelio Cruise.Printer.Cards=PrimoPDF#]

[#Fidelio Cruise.Hardware.Do not encode Magnetic Stripe=True#]

[#Fidelio Cruise.Hardware.Card Reader Port=-1#]

1. Login to **OHC Board Card Print Manager** application.
2. At the **Settings tab,** enter the **Mapping Name** and **Display Name** for the printer.
3. Set the print job refresh interval seconds.
4. Select the **Board Card Printer Model** and **Board Card Printer** from the drop-down list.
5. In the SQL statement section, leave the setting as blank to print all card types.
6. Click **Apply** to save.
7. Restart the interface.
8. If the printer is set up successfully, the number the action task is displayed in the **Messages** tab.