Oracle® Hospitality Cruise Shipboard Property Management System
Print Manager and Board Card Print Manager
Release 7.30
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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

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2019</td>
<td>• Initial publication</td>
</tr>
</tbody>
</table>
1 Setting up Print Manager

There are two Print Manager applications,

- 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 controlled by parameters listed below.

Table 1-1 - Parameters used in Print Manager

<table>
<thead>
<tr>
<th>PAR Group</th>
<th>PAR Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fidelio Cruise</td>
<td>HeartBeat Interval</td>
<td>Default value: 60</td>
</tr>
<tr>
<td>General</td>
<td>Do not send alert email if ticket is printed</td>
<td>Default value: 0</td>
</tr>
<tr>
<td></td>
<td>Enable 3rd Party Kiosk Print Queue</td>
<td></td>
</tr>
<tr>
<td>Excursions</td>
<td>Alert Email address for Web Service booking</td>
<td>Default value: &lt;empty&gt;</td>
</tr>
</tbody>
</table>

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 Settings 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](image)

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=#]
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 Interval** value is set at 60 seconds. You can change this to meet your operational needs.

![Board Card Print Manager](image)

**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#]
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.