Oracle® Hospitality Cruise Shipboard Property Management System

Print Manager and Board Card Print Manager

Release 20.3
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Oracle Hospitality Cruise Shipboard Property Management System Print Manager and Board Card Print Manager, Release 20.3

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Preface

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

Audience

This document is intended for project managers, application specialists and users of the Oracle Hospitality Cruise Shipboard Property Management System (SPMS)

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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
- Screenshots 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/.

Revision History

Table 1 Revision History

Date	Description of Change
September 2022	Initial publication.

1

Setting up Print Manager

The Shipboard Property Management System has two Print Manager applications:

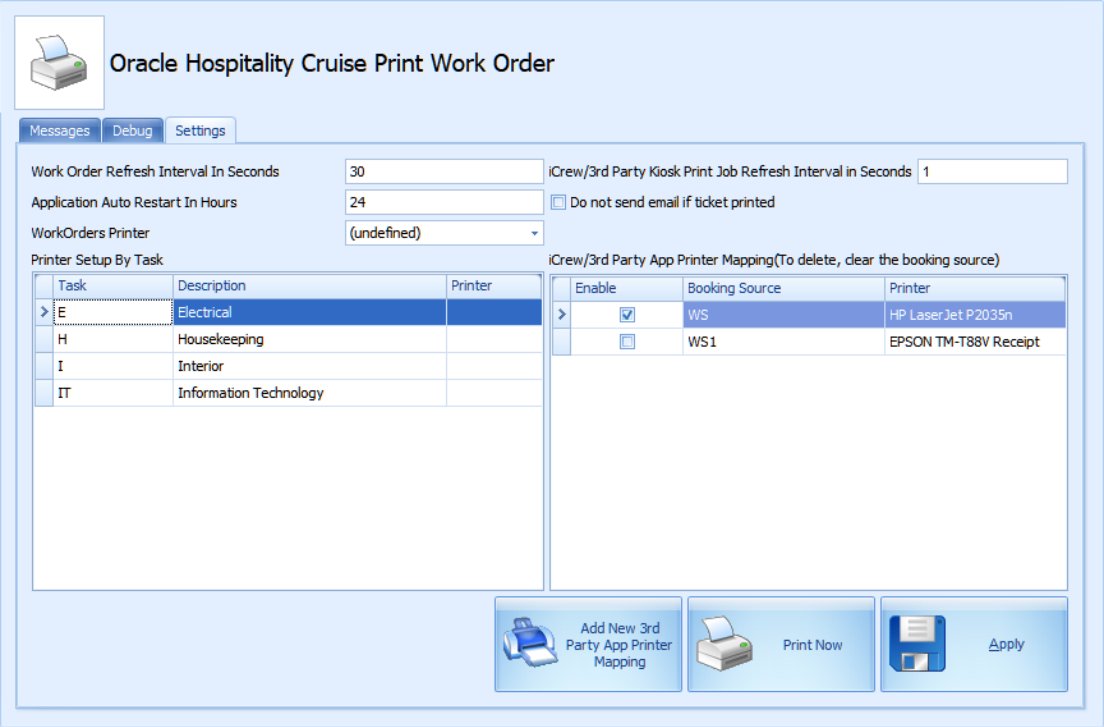
- OHC Print Manager – This application manages the print jobs for Work Orders, Shore Excursion and Tickets.
- OHC Board Card Print Manager – This application manages the Board Card Print jobs.

The usage of the application is controlled by the following parameters.

Table 1-1 Parameters used in Print Manager

PAR Group	PAR Name	PAR Value
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 Settings for Work Order



Configuring Printer for Work Orders

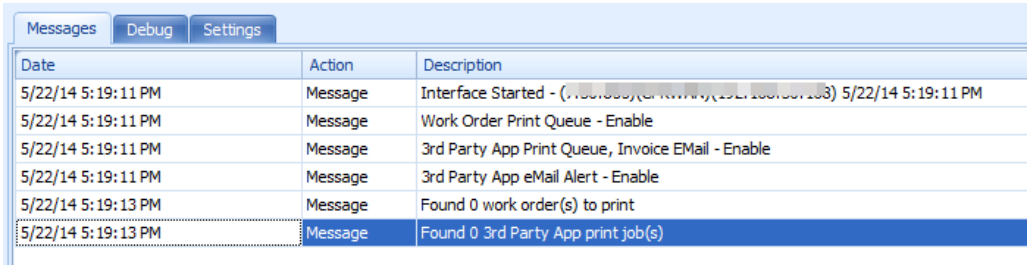
1. Log in to the **Administration** module and select **System Setup, Database Parameters**.
2. At the **Maintenance Parameter** group**,** set the value to one at:
   a. Use Work Order Printer Service.
   b. Print by Task (print the work order by task).
3. Click **OK** to save and exit the application.
4. Launch the **Print Manager** application and navigate to the **Settings** tab.
5. Set the **Interval Seconds** and **Auto Restart In Hours** for the module.
6. At the **Task Type**, select the printer from the list for each task type.
7. Click **Apply** to save.

Configuring Printer for Third-Party Application

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

1. Log in to Print Manager program.
2. At the **Settings tab,** set the print job refresh interval seconds.
3. To disable the email notification once a ticket is printed, select the **Do not send email if ticket printed** check box.
4. Click the **Add New 3rd Party App Printer Mapping** button to enable a printer.
5. Select 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 appears in the **Messages** tab.

Figure 1-2 Print Manager - Messages Tab



The values of the above 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=#]
```

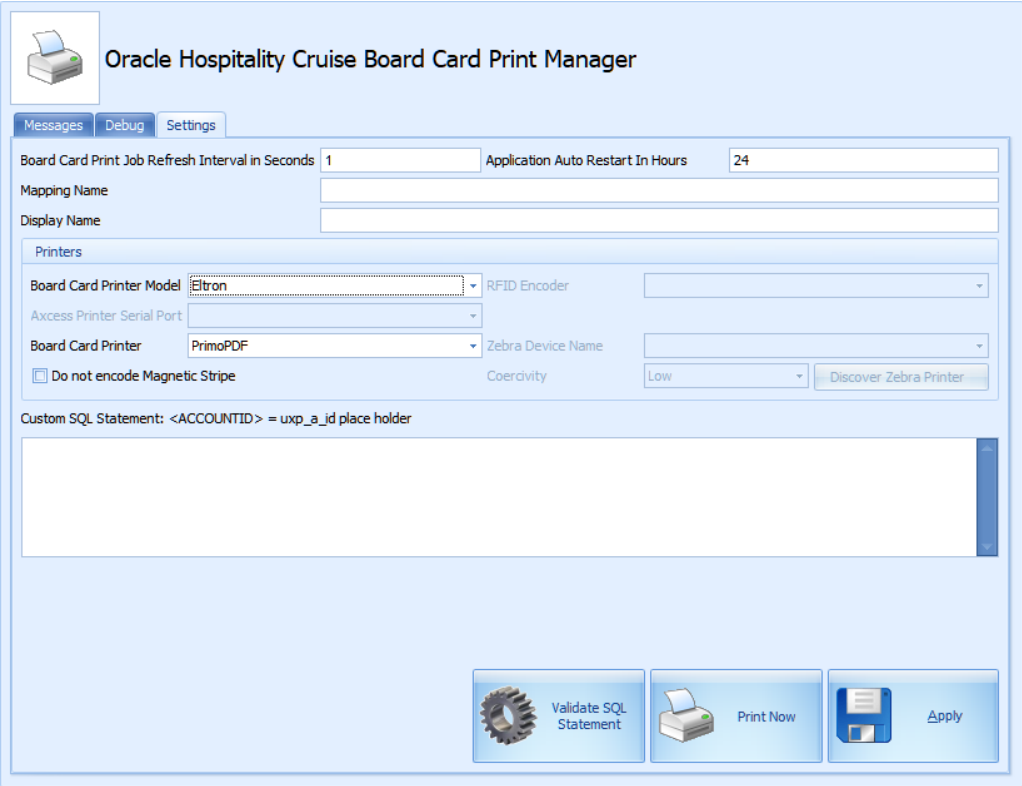
Configuring Printer for Board Card Printing

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

1. Log in to the **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 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 of active task appears in the **Messages** tab.

Figure 1-3 Print Manager Settings for Board Card Printing



The values of the settings entered 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#]
```