

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



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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Oracle Hospitality Cruise Shipboard Property Management System Print Manager and Board Card Print Manager, Release 20.1

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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 project managers, application specialists and users of Oracle Hospitality Cruise Shipboard Property Management System (SPMS)

Customer Support

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

<https://iccp.custhelp.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/cruise.html>.

Revision History

Table 1 Revision History

| Date | Description of Change |
|----------------|---|
| September 2020 | Initial Publication |
| January 2024 | Updated Customer Portal URL Updated document to new format |

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Setting Up Print Manager

The Shipboard Property Management System has two Print Manager application;

- 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 below 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

Oracle Hospitality Cruise Print Work Order

Messages | Debug | Settings

Work Order Refresh Interval In Seconds: | iCrew/3rd Party Kiosk Print Job Refresh Interval in Seconds:

Application Auto Restart In Hours: | Do not send email if ticket printed

WorkOrders Printer:

Printer Setup By Task

| Task | Description | Printer |
|------|------------------------|---------|
| > E | Electrical | |
| H | Housekeeping | |
| I | Interior | |
| IT | Information Technology | |

iCrew/3rd Party App Printer Mapping (To delete, clear the booking source)

| Enable | Booking Source | Printer |
|-------------------------------------|----------------|-----------------------|
| <input checked="" type="checkbox"/> | WS | HP LaserJet P2035n |
| <input type="checkbox"/> | WS1 | EPSON TM-T88V Receipt |

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 1 at
 - 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 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**, choose 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 will be 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 the printer defined in the Management module.

1. Login 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, 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

| Date | Action | Description |
|--------------------|---------|--|
| 5/22/14 5:19:11 PM | Message | Interface Started - (100.100.100.100) 5/22/14 5:19:11 PM |
| 5/22/14 5:19:11 PM | Message | Work Order Print Queue - Enable |
| 5/22/14 5:19:11 PM | Message | 3rd Party App Print Queue, Invoice EMail - Enable |
| 5/22/14 5:19:11 PM | Message | 3rd Party App eMail Alert - Enable |
| 5/22/14 5:19:13 PM | Message | Found 0 work order(s) to print |
| 5/22/14 5:19:13 PM | Message | Found 0 3rd Party App print job(s) |

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 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.

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 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 is displayed in the **Messages** tab.

Figure 1-3 Print Manager Settings for Board Card Printing

The screenshot shows the 'Oracle Hospitality Cruise Board Card Print Manager' settings window. It features a printer icon and a title bar. Below the title bar are three tabs: 'Messages', 'Debug', and 'Settings'. The 'Settings' tab is active. The settings are organized into several sections:

- Board Card Print Job Refresh Interval in Seconds:** A text input field containing the value '1'.
- Application Auto Restart In Hours:** A text input field containing the value '24'.
- Mapping Name:** An empty text input field.
- Display Name:** An empty text input field.
- Printers:** A section containing several configuration options:
 - Board Card Printer Model:** A dropdown menu with 'Eltron' selected.
 - RFID Encoder:** A dropdown menu.
 - Access Printer Serial Port:** A dropdown menu.
 - Board Card Printer:** A dropdown menu with 'PrimoPDF' selected.
 - Zebra Device Name:** A dropdown menu.
 - Do not encode Magnetic Stripe:** A checkbox that is currently unchecked.
 - Coercivity:** A dropdown menu with 'Low' selected.
 - Discover Zebra Printer:** A button.
- Custom SQL Statement:** A text area containing the text '<ACCOUNTID> = uxp_a_id place holder'.

At the bottom of the window, there are three buttons: 'Validate SQL Statement' (with a gear icon), 'Print Now' (with a printer icon), and 'Apply' (with a floppy disk icon).

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#]
```