Troubleshooting Printer Problems

After trying the instructions in this document, you feel you still need help? Would you like to speak to a Travelport technical person? Travelport Extended Services Desk and can be reached @ 800-935-6634 from 10 AM until 6 PM Eastern Time Monday through Friday. The Extended Services Desk personnel provide personalized phone and remote access support to our customers in the U.S.A., Canada and the Caribbean. Fees are $2.25 per minute.

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Troubleshooting Printer Problems
It is recommended that you try one solution at a time, in order to determine why your printer or printers have stopped printing.
It is also recommended that you Print this entire document so you can follow the examples while typing on screen.

Common Problems & Solutions

Problem: One of the printers connected to my PC is not printing but the other printers connected to the same PC are working.
Solution: Check printer Status, If in a FAIL state try YSTP/YSTR (Page 2 & 3)
          Check COM port settings in Device Manager (Page 5)
          Verify settings in printer are correct (Page 6)
          Check printer cable (Page 7)
          De-configure printer in HPM Configuration, then re-configure printer (Page 10)
          Reboot PC

Problem: None of the printers connected to my PC are printing
Solution: Restart HPM (Page 4)
          Check printer Status, If in a FAIL state try YSTP/YSTR (Page 2 & 3)
          Reboot PC

Problem: My Tickets or Itineraries are printing Double Spaced
Solution: Verify printer settings are correct (Page 6)
          Set Special Character Handling setting in HPM Configuration to None (Page 10)

Problem: My Tickets or Itineraries are printing all on 1 Line
Solution: Verify printer settings are correct (Page 6)
          Set Special Character Handling setting in HPM Configuration to Line Feeds (Page 10)

Problem: Printer prints erratically or garbage characters
Solution: Check COM port settings in Device Manager (Page 5)
          Verify settings in printer are correct (Page 6)
          Check printer cable (Page 7)

Problem: When I try to start HPM I get the following error: Host Print Manager Failed to Initialize
Solution: You have not configured your print devices in Host Print Manager Configuration
          You have a firewall program that is blocking HPM’s access to the internet (Page 10)

Problem: I just completed my upgrade, I send a Hard Copy, it says sent but nothing prints
Solution: Check to see what printer address your Hard Copy messages are routing to (Page 8)

Problem: I just completed my upgrade and my Interface messages are not coming across
Solution: Check to see what printer address your Interface messages are routing to (Page 8)

Problem: I just completed my upgrade, when I do an EZT, it says sent but nothing prints
Solution: Check your AIR table to see if your new Ticket printer is set up correctly (Page 8)

Problem: I just completed my upgrade, when I do an EZI, it says sent but nothing prints
Solution: Check your AIR table to see if your new Itinerary printer is set up correctly (Page 8)

See Page 10 for Additional Items
Checking printer Status

In the following examples LEID will refer to the printer address
And an Itinerary printer address of E87202 will be used

From within Res type >JZXMSG DQ LEID (Example jzxmsg dq E87202) (see figures 1&2)

There are 3 important pieces of information on this display
STAT displays the status of the printer. It can be VALID (Figure1) or FAIL (Figure2)
AB displays the last date and time the printer Answered Back or printed
  * AB may be empty if this is a new printer that has never printed before
Count Column shows how many messages are on queue and waiting to be printed

Figure 1 shows the printer E87202 in a VALID state with no messages waiting to be printed
Figure 2 shows the printer E87202 in a FAIL state with 3 RES/DIAG messages waiting to print

<table>
<thead>
<tr>
<th>E87202</th>
<th>000</th>
<th>STAT: VALID</th>
<th>LAST- 203</th>
<th>MAX- 203</th>
</tr>
</thead>
<tbody>
<tr>
<td>AB-09NOV 1837</td>
<td>TX-09NOV 1837</td>
<td>Q-09NOV 1837</td>
<td>A/R</td>
<td>A/R</td>
</tr>
<tr>
<td>Q</td>
<td>CAP-OCN*100</td>
<td>COUNT</td>
<td>ACT</td>
<td>LOG</td>
</tr>
<tr>
<td>0</td>
<td>RES/DIAG</td>
<td>*</td>
<td>0</td>
<td>Y</td>
</tr>
<tr>
<td>1</td>
<td>TKT/PKT/Div</td>
<td>0</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>2</td>
<td>BRQ</td>
<td>0</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>3</td>
<td>LLI OM</td>
<td>0</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>4</td>
<td>0</td>
<td>Y</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>H/C1</td>
<td>0</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>6</td>
<td>H/C2</td>
<td>0</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>7</td>
<td>LLI TM</td>
<td>0</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>8</td>
<td>ETKT-PPC</td>
<td>0</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>9</td>
<td>DIRMQ</td>
<td>0</td>
<td>Y</td>
<td>N</td>
</tr>
</tbody>
</table>

> JZXMSG DQ E87202

<table>
<thead>
<tr>
<th>E87202</th>
<th>000</th>
<th>STAT: FAIL</th>
<th>LAST- 203</th>
<th>MAX- 203</th>
</tr>
</thead>
<tbody>
<tr>
<td>AB-09NOV 1837</td>
<td>TX-09NOV 1844</td>
<td>Q-09NOV 1842</td>
<td>A/R</td>
<td>A/R</td>
</tr>
<tr>
<td>Q</td>
<td>CAP-OCN*100</td>
<td>COUNT</td>
<td>ACT</td>
<td>LOG</td>
</tr>
<tr>
<td>0</td>
<td>RES/DIAG</td>
<td>*</td>
<td>3</td>
<td>Y</td>
</tr>
<tr>
<td>1</td>
<td>TKT/PKT/Div</td>
<td>0</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>2</td>
<td>BRQ</td>
<td>0</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>3</td>
<td>LLI OM</td>
<td>0</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>4</td>
<td>0</td>
<td>Y</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>H/C1</td>
<td>0</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>6</td>
<td>H/C2</td>
<td>0</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>7</td>
<td>LLI TM</td>
<td>0</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>8</td>
<td>ETKT-PPC</td>
<td>0</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>9</td>
<td>DIRMQ</td>
<td>0</td>
<td>Y</td>
<td>N</td>
</tr>
</tbody>
</table>

> JZXMSG DQ E87202
Starting and Stopping printers
In the following examples LEID refers to the printer address, a printer address of E87202 is used.

If a printer is in a FAIL state it will need to be restarted
You should first STOP the printer using YSTP, then START it using YSTR (See Figure 3)

To Stop
>YSTPLEID  (Example YSTPE87202)
To Start
>YSTRLEID  (Example YSTRE87202)

Figure 3

```
>YSTPE87202
OK
>YSTR87202
OK
>
```

* If you receive the message Restricted after typing a YSTP or YSTR command you may not have rights to restart that printer.

Who Can STOP and START a printer
To see which 4 CRT addresses (DA’s) can restart a printer use the following command
> JZXMSG AP LEID  (Example JZXMSG AP E87202)

Figure 4 shows that printer E87202 can be restarted by CRT Addresses E87212, 13, 14 & 23

Figure4

```
> JZXMSG AP E87202
XMSG-E87202 PRINTER ASC CRTS E87212 E87213 E87214 E87223
>
```

* All CRT’s can restart their associated Ticket printer

How to determine your CRT Address (DA)
Type the command >KGB

Figure5

```
> KGB
AREA & DUTY CODE SU USER AQ COMPANY 1P
ADDR E87223 CMO GMT IS 1430 IATA 9937907
ONLINE
APPLICATION NAME IS WSPN
>
```

* Your CRT Address is displayed to the right of ADDR, in Figure5 the CRT Address is E87223
Host Print Manager
Host Print Manager is the program that sends data to all Worldspan host printers
Host Print Manager also shows the status of all Worldspan host printers attached to your PC
(Ticket, Itinerary, Hard Copy, Fastclip, Interface)

Checking the status of your printers in Host Print Manager

Right-click the HPM taskbar icon in the lower right corner of your screen
Left-click HPM Status on the pop-up menu

Figure 7 - Shows Itinerary printer E87202 is on port COM1, status shows that HPM is currently Sending Data to it

Restarting Host Print Manager

You can restart HPM by rebooting your PC or completing the following procedures

Before you can restart HPM manually you must determine whether HPM is running as a Program or as a Service

A. Determining what Mode HPM is running

Right click on the HPM icon in the system tray in the lower right corner of your screen.

One of the two menus shown will appear

Notice that the Application version has a "Close HPM"
but the Service version does not.

B. Restarting HPM configured as an Application

1. Stopping HPM:
   Right-Click on the HPM icon in the system tray, then Left-Click Close HPM.
   The HPM icon will disappear from the system tray.

2. Starting HPM:
   Select Start, All Programs, Startup, and then click on HPM in the Startup Group menu.
   The HPM icon will be displayed in the system tray

3. Go To Page 3 and complete Starting and Stopping printers

C. Restarting HPM configured as a Service

1. Stopping HPM:
   Click the Windows Start button, Click Run, type HPMstop, Click OK
   The HPM icon will disappear from the system tray.

2. Starting HPM:
   Click the Windows Start button, Click Run, type HPMstart, Click OK
   The HPM icon will be displayed in the system tray

3. Go To Page 3 Starting and Stopping printers
Checking Com Port Settings in Device Manager

Serial Ports

1. Right-click on My Computer Icon on your desktop
2. Left-click **Properties**. (See Figure9)
3. Click on the **Hardware** Tab.
4. Click the **Device Manager** Button.
5. Click the + box beside **Ports (COM & LPT)**. (See Figure10)
6. Double click on **COM 1**.
7. Click on **Port Settings** Tab. (See Figure11)
8. Set **Flow control** to **Hardware**.
9. Click **Advanced**, uncheck the **Use FIFO Buffers** box. (See Figure12)
10. Click **OK**, and then click **OK** again.
11. Complete steps 6-10 for each COM Ports listed

Parallel Ports

Port Type must be **Printer Port (LPT1)** not ECP Printer Port.
If necessary change the port type to Standard in the PC’s BIOS.
Check Printer Settings
Complete documentation for each printer listed below can be accessed by clicking the Blue links to the right of the titles. You can click the Blue links below or type the URL listed below into the address bar of your browser to access these documents.

1. Open the panel on the top right side of the printer. You should see the Print Features dial.
2. Press the Command button.
3. Press the Menu button.
4. Press the Accept button. This will print out the current printer configuration. You will need to compare your current configuration to the correct printer configuration listed below.
5. Press the Change button one time to begin the process of changing the printer configuration. It will print either 14 –ON or 17 –ON depending on how the printer is currently configured. Note: Numbers that are ON are printed in the configuration.
6. If you have not changed how the printer is connected to your computer (from Serial to Parallel) then you should press the Accept button to advance to the next configuration option. Each time you press the Accept button, you will be advanced to the next option. If you come to a number that you need to turn ON or OFF, then you will press the Change button. After turning the number ON or OFF, then press the Accept button to advance to the next option. Once you have made the necessary changes, continue to press the Accept button until the printer reprints the configuration. Compare the new configuration to what is listed below to ensure that it looks correct.
7. Press Normal, then Command, then Normal, then Command, and Normal again. If you have the TI885, then press the Form Feed button one time.

TI 885 configuration for printing itineraries or invoices
The Print dial will be on either D (11” forms) or E (14” forms).
Serial (COM port) configuration = 14; 28; 32; 41; 81; 84; 85; 97; 9B
Parallel (LPT port) configuration = 17; 28; 32; 41; 81; 84; 85; 97; 9B

TI 885 configuration for printing tickets
The Print dial will be on A
Serial (COM port) configuration = 14; 28; 32; 41; 81; 84; 85; 91; 92; 97; 9B

TI 895 configuration for printing itineraries or invoices
The Print dial will be on either D (11” forms) or E (14” forms).
Serial (COM port) configuration = 14; 28; 32; 41; 84; 85; 97; 9B
Parallel (LPT port) configuration = 17; 28; 32; 41; 84; 85; 97; 9B

TI 895 configuration for printing tickets
The Print dial will be on A
Serial (COM port) configuration = 14; 28; 32; 41; 84; 85; 91; 92; 97; 9B

1. Turn off the Unimark Sprite.
2. Open the printer and take the floppy disk out and put it in your computer.
3. Go to the following URL: http://globallearningcenter.wspan.com/gomerge/secure/webhelp/unimark/default.htm
4. Click on the link that says, “Go! Res 4.0 Users Click here to download” and save the file to your desktop.
5. Double click on the file you saved and it will open a WinZip Self Extractor. Click on the Unzip button and it will write the new configuration to the floppy disk.
6. Put the floppy disk back in the Unimark Sprite. Then close the printer and turn it back on.

1. Turn the printer off.
2. Open the panel so that you can see the Form Length dial.
3. Locate the set of switches directly below the Form Length dial.
4. Leave switches 2, 3, & 7 alone and make sure that all other switches are opposite these three.
5. Close the panel and turn the printer back on.

**Check Printer Cables**
Swap printer cable with known good cable to verify print problem is not being caused by a bad cable

Parallel cables should be standard parallel printer cables, not Bi-Directional
Serial cables should be Worldspan certified serial printer cables (see pin-out below)

* Note: you **can not** use standard Serial cables purchased in retail stores, **they will not work**

<table>
<thead>
<tr>
<th>PC End</th>
<th>Printer End</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 Pin Female</td>
<td>25 Pin Male</td>
</tr>
<tr>
<td>3</td>
<td>Red</td>
</tr>
<tr>
<td>5</td>
<td>Black</td>
</tr>
<tr>
<td>6</td>
<td>Purple</td>
</tr>
<tr>
<td>8</td>
<td>Yellow</td>
</tr>
<tr>
<td>3 pins jumpered at the male or printer end</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
</tr>
</tbody>
</table>

**Purchase Serial Cables from Control Cable**
On the Web at [www.ControlCable.com](http://www.ControlCable.com)
Click on **GO! RES Cables** on the left hand side under products
By Phone at 1-800-296-4411  (25ft - KWZK1005G025, 50ft - KWZK1005G050, 75ft - KWZK1005G075)

**Identifying the Ports on the back of your PC**

- Serial Port 9 Pin Male COM
- Parallel Port 25 Pin Female LPT
- Video Port 15 Pin Female
- USB Port
- Mouse / Keyboard 6 Pin PS2

**Identifying Printer Cables**

- Parallel Printer Cable 25 Pin Male to Centronics
- Serial Printer Cable 9 Pin Female to 25 Pin Male
Air Table Settings
If need assistance with updating your air table or routings you may call the Worldspan Help Desk at 404-305-1746

Check your RR or Hard Copy routing
> JZXMSG DR xxxRR1P  (Replace xxx with your 3 digit SID, also called pseudo city) (See Figure15)
The example in Figure15 shows Hard Copies for SID cmo being routed to printer address C3390A

Figure15
>> JZXMSG DR CMORR1P
000  C3390A  CMORR1P  CM
>

Check your DT or Interface routing
> JZXMSG DR xxxDT1P  (Replace xxx with your 3 digit SID, also called pseudo city) (See Figure16)
The example in Figure16 shows Interface Messages for SID cmo being routed to printer address 752B03

Figure16
> JZXMSG DR CMODT1P
000  752B03  CMODT1P  CM

Displaying your Air Table
To display your current air table printer associations use the following command >4G
It will be necessary to type MD to move down and see all of the printer associations

Figure17 shows a sample of the type of data displayed in your Air Table. For example:
Ticket Printer is 574C01, associated to CRT’s 574C12, 574C13, and 574C14
E-tickets are going to printer 574C01 and associated CRT’s are 574C12, 574C13
Itinerary Printer is 574C02, associated to CRT’s 574C12, 574C13, and 574C14

Figure17
PAPER TICKET PRINTER DISTRIBUTION
TYPE  PRT TF IATA  CRTS D
TKT  574C01  H1  3352815  574C12  574C13  574C14

ELECTRONIC TICKET COUPON DISTRIBUTION
TYPE  PRT TF IATA  CRTS
EAUD  574C01  H1  3352815  574C12  574C13
EAGT  574C01  H1  3352815  574C12  574C13
EAGT  574C01  H1  3352815  574C12  574C13
EPAX  574C01  H1  3352815  574C12  574C13
ECHG  574C01  H1  3352815  574C12  574C13
REA   574C01  H1  3352815  574C12  574C13

LLI PRINTER DISTRIBUTION
PRT  OPT IATA  CRTS
574C02  LN  3352815  574C12  574C13  574C14

To Add, Change or Remove items from your AIR Table see Printer Association Masks on Page 9
Update your AIR Table with Printer Association Masks

There are 4 Printer Association Masks. Each mask associates your CRT’s to one of your printer types:

- **>4G#ME** (E-ticket)
- **>4G#MK** (Ticket – No Split Documentation)
- **>4G#MS** (Ticket – Split Documentation)
- **>4G#ML** (Itinerary)

* Note: You will use either 4G#MK or 4G#MS but not both.

When a ticket printer is entered in 4G#MK it is automatically removed from 4G#MS and vice versa. You can type the word DELETE over a printer or CRT address to remove it from the mask.

Just fill in the mask with the proper **Stock** type, **Printer** address, and **CRT** addresses. Then TAB to the bottom and hit <ENTER> to save your changes.

In Figure 18 you can see that CRT’s CD3710 & EA1531 are associated to Ticket printer 752605.

**Figure 18**

<table>
<thead>
<tr>
<th>Stock Type</th>
<th>Printer Address</th>
<th>CRT Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1</td>
<td>752605</td>
<td>(EA1531)</td>
</tr>
<tr>
<td>H1</td>
<td>C33903</td>
<td>(C76A23)</td>
</tr>
<tr>
<td>H1</td>
<td>C3390A</td>
<td>(C76A25)</td>
</tr>
</tbody>
</table>

Ticket Stock Type = H1

In Figure 19 you can see that CRT’s 574C12, 13, & 14 are associated to Itinerary printer 574C02 and CRT’s 574C12, 13, & 14 are associated to Pocket Itinerary printer 574C02.

**Figure 19**

<table>
<thead>
<tr>
<th>Stock Type</th>
<th>Printer Address</th>
<th>CRT Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>P</td>
<td>574C02</td>
<td>(574C12)</td>
</tr>
<tr>
<td>P</td>
<td>574C02</td>
<td>(574C13)</td>
</tr>
</tbody>
</table>

Itinerary Stock Types: LN=Itinerary, P=Pocket Itineraries

For more information on Printer Association Masks use the following commands:

- **>INFO 4G#ME**
- **>INFO 4G#MK**
- **>INFO 4G#MS**
- **>INFO 4G#ML**
MISC Other Items that can cause printer problems

Windows Advanced Power Management
Turn Hibernation Mode OFF in Windows:
*This only applies to computers that printers are physically connected to.*
1. Right click on any blank area of the Windows desktop.
2. Click on Properties in the menu that appears.
3. Click on the Screen Saver tab at the top of the window.
4. Click on the Power button towards the bottom of the window.
5. Set: Turn off monitor, Turn off hard disks, & System standby to Never.
7. Click the OK button two times to get back to the Windows desktop.

Firewall Programs
Many firewall programs block HPM from gaining access to the internet
You will either have to put a program exception in your firewall for HPM or you will have to disable your firewall

Host Print Manager Configuration Special Character Handling
1. Log into GoRes
2. Click Tools in the black MenuBar
3. Click Host Print Manager Configuration
4. Select the Printer in question under Local Machine
5. On the Right hand side click the down arrow next to Special Character Handling
6. Select None or Line Feeds
7. Click Save at the top of the Screen
8. Wait for the window to refresh, Click Continue
9. Wait for the window to refresh, Click the red X to close HPMconfig
10. Restart HPM (See Page 4)
* Do not turn on Line Feeds for the following printers: Genicom1600/930, TI 810/830/885/895, Unimark Sprite
   If you have one of these printers and it is printing messages all on one line you need to refer to the printer documentation to turn on Line Feeds in the printer.

De-configure & Re-configure printer in Host Print Manager Configuration
1. Log into GoRes
2. Click Tools in the black MenuBar
3. Click Host Print Manager Configuration
4. Select the Printer you want to re-configure under Local Machine
5. On the Right hand side click the Deconfigure button
6. Click Save at the top of the Screen
7. Wait for the window to refresh, Click Continue
8. Now Click once on the Printer under Unconfigured Devices
9. On the right side of the screen click Add to Local Machine
10. Click the Configure to button
11. Click Save at the top of the Screen
12. Wait for the window to refresh, Click Continue
13. Wait for the window to refresh, Click the red X to close HPMconfig
14. Reboot PC