



Worldspan Go! Host Printing Help

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Host Printing

A. Managing Host Printing

Overview

Due to the nature of the Internet connection to Worldspan, it is necessary to regularly start and stop the flow of host documents to the host printers. “Regularly” being at least once per day. “Host documents” refers to tickets, itinerary/invoices, and hardcopy information, generated to the printer from an input made in the Worldspan mainframe (such as EZ for tickets and itinerary/invoices) (at least once per day), as opposed to non-host documents such as documents from other applications like word processing.

Starting and stopping the flow is controlled by YSTR (start) and YSTP (stop) inputs. The workstation(s), which control this flow, are referred to as the “gatekeepers” throughout this document. As part of the pre-install planning, your office should have chosen a plan for one or multiple gatekeepers.

Worldspan’s recommendation is to have multiple gatekeepers, so the office is not dependent on any one workstation or person, in order to have host printing function. However, it is necessary to develop solid office procedures, so there is not consistent confusion over who the gatekeeper is. An approach may be to appoint a primary, and 1-2 backup gatekeepers. And some kind of a visible indicator, such as a flag on top of a monitor, should be used to indicate the “gatekeeper of the day”. To review the considerations for choosing the gatekeepers, [see the Getting Started with Go! via the Internet/LAN document, Host Printing section.](#)

1. Workstation/Host Printer Address Association

For successful host printing, the AIR table must contain:

- The proper CAP setting, typically 003G for three bins (two for ticket stock, one for pocket itineraries, and graphics (for icons used on pocket itineraries).
- The proper EZ OPTIONS settings, to get the proper documents when an EZ input is made.
- The dial-in printer queue (the address stored in the DIAL IN field) as the address for the ticket, itinerary, and hardcopy printers.
- The CRT address of FFFFFFFF to be associated to the dial-in printer queue, for each of the printer types used. Storing FFFFFFFF allows the printer queue address to be associated with the pooled DAs each user gets upon starting a Go! via the Internet session.

Also, the AIR tables of any other locations that sends host documents to this location (such as other branches or 24-hour services) need to be updated with the address of this location’s dial-in printer queue, as the printer addresses (replacing this location’s printer addresses which were previously stored).

The proper CRT/Printer Address association is accomplished by adding FFFFFFFF as the CRT addresses associated with the dial-in printer queue address. An FA duty code is necessary. Print and follow the instructions for these steps from Online Help:

- Access **Help** from the black navigation bar.

- Under Main Help Links on the right side pane, access the [Printer Configuration](#) link near the bottom of the list.
- Select 5. [Update the Printer Association Table and Log Stock Control Numbers](#)
- Access HELP and INFO pages (e.g. HELP CRT ASSOC or HELP 4GT*)

2. Starting and stopping printer queues (YSTR/YSTP):

- Agent logs into Go! Res and is connected to Worldspan.
- Agent enters **YSTR** or uses the standard macro Start Printer Queues. Starting/opening the printer queue should be done as soon as possible after login. Worldspan suggests this macro be added to the Custom Links table at the gatekeeper workstations where the input will be made, so it can be run with a single mouse click.
- The same gatekeeper who made the **YSTR** input must also stop the printer queues by doing a **YSTP** input. This is certainly necessary at the end of the day before exiting Res, and may also be done at other times as needed (for example when needing to stop the printer to reload stock). This workstation cannot log out of Go! Res and shut down until all host printing is completed for the day.
- The printer queues may also fall into a stopped state without a **YSTP** input, typically when the queue times out. Worldspan recommends that before any host printing is requested, the status of the printer be checked with a **JZXMSG DQ** input. See the following paragraph, 3. Standard Macros for Printer Management, for information on standard macros, which are available for managing/viewing printer queues.
- Should the host connection be lost during the day, it will be necessary to repeat the above steps.
- If host printing still does not work, it will be necessary to ensure host printing is still associated with this agency, by following these steps:

3. Standard Macros for Printer Management

There are Standard Macros for managing and viewing host printer queues, available for downloading from the [Get Standard Macros](#) link in Go! Res' Macro Editor. These Standard Macros can be downloaded either as a Personal or Office Macro, depending on the office's expected use of this macro:

- Start Printer Queues – provides a table for selecting the input to start all queues, or each of the specific queues.
- Stop Printer Queues
- View Printer Queues – also provides information on the meaning of information in the resulting display.

4. Viewing Printer Queue Status:

These steps are necessary when either a host connection is lost during the day, or before doing any EZ input, if other agents associated with the office are making host printing input from an offsite location:

1. Enter **JZXMSG DQ** or run the standard macro View Printer Queues:
A response similar to the following example is displayed:

742803	HU8	STAT-STOP		LAST-	203	MAX-	203
AB-11JUL	1319	TX-11JUL	1319	Q-11JUL	1319	A/R	A/R
Q	CAP-00N*100	COUNT	ACT	LOG		LNIATA	RSD
0	RES/DIAG	0	Y	N		CD3904	000
1	TKT/PKT/DIV	0	Y	N		CD3904	000
2	BRD	0	Y	N		CD3904	000
3	LLI OM	0	Y	N		CD3904	000
4		0	Y	N		CD3904	000
5	H/C1	0	Y	Y		CD3904	000
6	H/C2	*	0	Y	Y	CD3904	000
7	LLI TM	0	Y	Y		CD3904	000

2. The address at the upper left corner of the display (742803 in this display) is the address stored in the DIAL IN field in the AIR table for this agency's SID.
3. The agent will make note of the six digit address under A/R LNIATA. In the example this is CD3904. This is the CRT address of the workstation who did the YSTR input. Any host print traffic is alt-routed from the dial-in printer queue to this CRT address after doing a YSTR input.
4. The agent will need to do a **KGB** on all workstations to determine whether the address shown is in use in the office, or by another agent associated with the agency, but working offsite. The following is an example of a KGB response:

AREA A	DUTY CODE	RC	USER DO	COMPANY	1P
ADDR	C13A19	PSD	GMT IS	2324	IATA 9901850
ONLINE					

5. The workstation address is shown on the second line following ADDR. In the example in item 4 the address is C13A19.
6. The agent will compare the result of item 5 with the result of item 2. If no match is found, the agent should contact the Technical Support Center (TSC) and provide them with the information. The TSC will arrange for the printer association to be broken so a new one can be established.
7. Once the association is broken, complete the YSTR steps above.

Note: Worldspan recommends use of the View Printer Queue standard macro to determine the status of the printer queues. This macro displays both the user's LNIATA address and the printer queue status, as well as instructions on comparing the addresses.

5. Issues with Host Printing

Controlling host printing in a dial-in environment becomes an issue only when multiple dial-in users, either Go! via the Internet users, or Worldspan for Windows users (4.0/async or 4.1S) share an IATA/ARC number and SID. The problem is that the dial-in users in different locations do not know where their print requests will actually print. The sharing of IATA/ARC and SID is known as dual access. This may occur when a Go! via the Internet/LAN hosts additional dial-in users working offsite from the main office. These dial-in users may be using Go! via the Internet (single user) or WfW4.1S.

- The AIR TABLE to which all users, both offsite and onsite, are associated has only one ED/EF address in the Dial In section.
- The first WS to do a YSTR associates her/his CRT address with the ED/EF printer address. The ED/EF printer address is now alt routed to this CRT address. Essentially the WORLDSPAN host "believes" this is the printer address for all dial-ins using this AIR TABLE, regardless of the user's location.

If your office hosts offsite dial-in users, everyone working with host printing needs to do the following:

1. Observe the response to a YSTR. If it is OK, their CRT has been associated with the ED/EF printer address. Any host document requests made by anybody (onsite or offsite) will go to the printer associated with the CRT which made the YSTR input. If it is CK STATUS, or UNA PROC PRINTER IN USE, the ED/EF printer address is already associated to another CRT. Output from EZ inputs will go to that CRT, and the printers associated with it.
2. Check the ED/EF printer to see if it's alt routed by running the standard macro View Printer Queues. This displays the status of the printer queues, the user's current CRT address, and provides information on how to interpret the printer queue status display:
 - If there is no address shown in the right of the display under the A/R LNIATA column, then the agent may proceed with the YSTR. Then, when printing is completed the agent must do a YSTP to clear the printer association.
 - If the address is shown in the right of the display under the A/R LNIATA column, is the same as the user's CRT address, then this agent has already done a YSTR and is in control of the printer queue. The agent must do a YSTP when complete.
 - If an address is shown in the right of the display under the A/R LNIATA column is different than the user's own CRT address, then another agent has already done a YSTR. If that CRT address is used by another agent associated with the same agency, then that agent must do a YSTP to free up the printer queue, or the printing will go to the printer associated with that agent's workstation. If the CRT is not associated with an agent in the agency, then the user must contact the Technical Support Center (TSC) and provide them with the information. The TSC will arrange for the printer association to be broken so a new one can be established. _____

5. Host Printing Errors

In the Troubleshooting section, below, is a table of errors which may be produced by host printing, the message text, and steps for resolving the error. Items in *italics* are variable data, unique to the particular occurrence of the error message.

Troubleshooting

Host printing

Type of Message	Message	Resolution
IDS_Exception	An exception was caught. Class = (<i>class name</i>) Function = (<i>function name</i>) Variable Values = (<i>variable values</i>) Resource Handle = (<i>resource handle</i>) Logout of Go! Res and re-access Go! Res. If problem	Need to contact developer if consistently happens.

	persists, contact Worldspan Support with exact error message.	
IDS_INVALIDPRINTERNAME	Unable to initialize printer. Check the spelling of the printer driver in Windows Printers and check the printer driver's association in Go! Res. If they do not match, click the Add button in Go! Res printer Config and re-associate the printer driver.	Follow the instructions in the message.
IDS_NOPRINTERINITIALIZED	There is NO printer initialized for host queue (<i>host queue number</i>). Make sure you have a proper association setup in Go! Res by accessing the Go! Res printer configuration link, accessed under Tools. Once the association is made make the host entry to stop the printer (YSTP) and start the printer (YSTR) to reactivate printing.	Verify the user has a printer driver association to their print queue.

Type of Message	Message	Resolution
IDS_TTYERROR	<p>If you are NOT using Go! Res for host document printing, disregard this message.</p> <p>A problem occurred while trying to configure the Generic / Text Only Printer Driver. Go! Res is unable to retrieve the Windows system directory. You may encounter serious alignment problems with printing from Go! Res. Error code=(<i>error code</i>)</p> <p>Check to ensure you are logged into Windows with Administrative rights. If you are not, restart and login as an Administrator.</p>	<p>Verify the user is logged into windows with Administrator rights.</p>
IDS_TTYREADERROR	<p>If you are NOT using Go! Res for host document printing, disregard this message.</p> <p>A problem occurred while trying to read configuration information from the file TTY.GPD. The Generic / Text Only Windows Printer drive may not be properly configured.</p> <ul style="list-style-type: none"> • Logout of Go! Res • Delete and reinstall new Generic Text Driver. • Login to Go! Res. 	<p>They may not be using Go! Res for printing. If not then this message only shows once. Otherwise it can't find the TTY.GPD file.</p>
IDS_TTYWRITEERROR	<p>If you are NOT using Go! Res for host document printing, you may disregard this message.</p> <p>A problem occurred while trying to write configuration information to the file TTY.GPD. The Generic / Text Only Windows Printer drive may not be properly configured for Go! Res printing.</p> <ul style="list-style-type: none"> • Logout of Go! Res • Delete and reinstall new Generic Text Driver. • Login to Go! Res. 	<p>Re-install the Generic Text Driver.</p>
IDS_TTYCONFIGERROR	<p>If you are NOT using Go! Res for printing, then you may disregard this message.</p> <p>A problem occurred while trying to determine configuration information from the file TTY.GPD. The Generic / Text Only windows Printer drive may not be properly configured for Go! Res printing.</p> <ul style="list-style-type: none"> • Logout of Go! Res • Delete and reinstall new Generic Text Driver. • Login to Go! Res. 	<p>Re-install Generic Text Driver.</p>
IDS_WSPPRINTDATWRI TEERROR	<p>Unable to open file for writing configuration (<i>file name/location</i>).</p> <p>Check to ensure you are logged into Windows with Administrative rights. If you are not, restart and login as an Administrator. Call Worldspan Support to report exact error response and file location.</p>	<p>Open DR</p>

Type of Message	Message	Resolution
IDS_TTYBUD_ERROR	Unable to delete temporary file TTY.BUD (<i>file name/location</i>). File is corrupted or user is not logged into Windows with Administrative rights. Call Worldspan Support to report exact error response and file location.	Open DR
IDS_DOCPROPERTIES_ERROR	An error occurred while reinitializing TTY.BUD. <ul style="list-style-type: none"> • Logout of Go! Res • Delete and reinstall new Generic Text Driver. • Login to Go! Res. 	Re-install Generic Text Driver.