



Go! Res Via The Internet Quick Reference

PRINTER CHALLENGES	
Challenge	Solution
Cannot print from Go! Res Via the Internet.	In order to print in Go! Res, it is necessary every day to: <ol style="list-style-type: none"> 1. Start your printer with the command YSTR (documents should begin printing) 2. When finished printing, use the command YSTP to stop the printing. 3. The print driver must be installed and operational within the Windows Operating System prior to selection in the Go! Res Printer Configuration Screen 4. Ensure the printer is appropriately assigned in the GO! Res Printer Configuration.
HUNG /ALT. ROUTE	
Challenge	Solution
When you get the response "PRINTER IN USE" It can mean one of two things	<ol style="list-style-type: none"> 1. If you actually share your printer with other offices, someone else may be using it. Wait a few minutes and try again. 2. If your printer is not shared, perform a YSTP. This should break the Alt. Route and a YSTR should restart your printer. 3. To determine the status of your printer, use this entry: JZXMSG DQ XXXXXX (Xs are your printer address.) To locate your printer address, type 4G. This accesses your A.I.R.(Agency Information Record). Move down until you see PAPER TICKET PRINTER DISTRIBUTION Below this display is PRTR. The 6-digit combination below PRTR, such as 7AC403, is your printer address. 4. Once you have completed your JZXMSG DQ 7AC403 entry, look in the upper right corner. A/R means Alt Routed and below the LNIATA is the queue to which your documents have been queued . Contact the hardware desk (INFO CAC PROMPT) and they can reroute your documents to your primary queue.
Login Challenges	
Challenges	Solution
If you forget your User ID	1. Contact your office administrator or manager
If you forget your password	2. Click on FORGOT PASSWORD and Worldspan emails your password back to you immediately.