Interact: Printer Functions

Training curriculum for:

Interact for Sabre Sonic Res

Interact for Sabre Sonic Check-in

Sabre / **Airline Solutions** ™

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1.1   Introduction

Objectives	By the end of the module, participants will be able to: • Designate a hardcopy, ticket, boarding pass or bag tag printers • Undesignated a hardcopy, ticket, boarding pass or bag tag printers • Place printer on hold • Release the printer • Review the printer status • Display assigned printers
EPR	Duty code: 4,5,7 Keyword: PTAAGT, MUL375, CHGAAA, FSGAGT Keyword: DIENBR is also required for carriers utilizing the *Sabre* Automated Ticket Agent Checkout function (ATAC), or the Agent Sales Report function (ASR)
UAT	Keyword: CRTSST

Instructor Preparation	To prepare for this module, it is suggested the Instructor:
	
	• Verify the printer is in working order
	• Ensure paper is available and correctly aligned
	• Determine the specific command to print to hardcopy printer according to the type of hardware
	    o Some printers may utilize the **<Print Enter>** key
	    o Others may use a combination of keys, usually the **<ALT > command keys**
	• Determine which users in your class will be working with the hardcopy printer
	• Determine LNIATA address(es) for
	    o Hardcopy Printer
	    o Ticket Printer
	    o Boarding Pass Printer
	    o Bag Tag Printer
	• Identify Ticket Print Routine for the host carrier

Reference	For additional information, refer to FOCUS
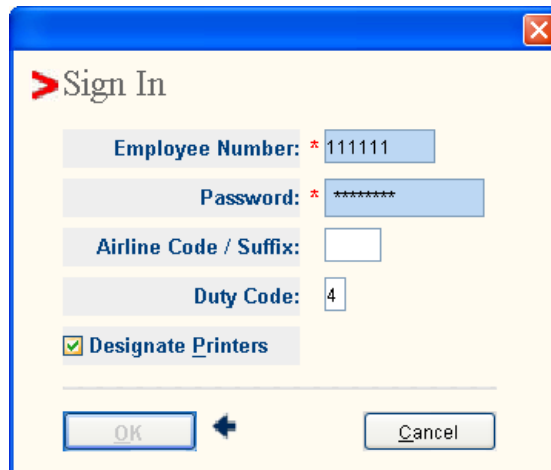
1.2   Overview

There are several methods for accessing the printer functions.

• Initial Sign-in

• Printer function <CTRL + P> (hotkey)

To access from the Sign In pop-up window:

1. Select Sign In from the Sign In/ Out menu item

2. Input Employee Number

3. Input Password

4. Input Airline Code/Suffix (optional)

5. Input Duty Code (optional, will default to your highest duty code

   o Airport ticketing requires a 4 or 5 duty code

   o Reservations ticketing required a 7 duty code

6. Tab or use the mouse to check the box to Designate Printer

7. Enter or click <OK> with the mouse

1.3   Printer Functions

The Printer Functions pop-up window displays:
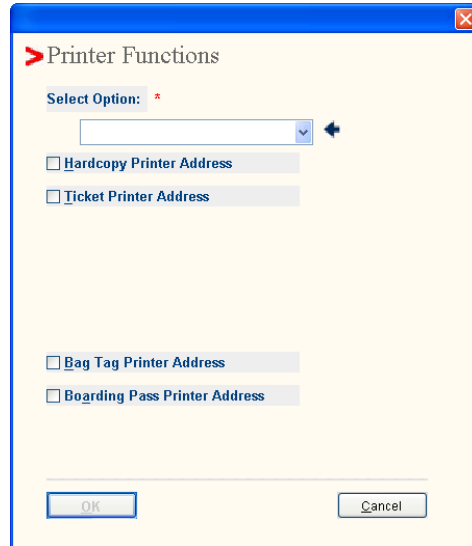
8. Select Option:

> **Note:** Use the Down Arrow Key to select from the drop down menu. Each option is discussed in detail

As each printer address is checked, new input fields will appear as shown in the examples to follow:

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This functionality allows the user to designate hardcopy, ticket, boarding pass and bag tag printers at the same time.

Hardcopy printer

To designate a hardcopy printer:

1. Tab to Hardcopy Printer address and press the <Space Bar> to place a check in the box

2. OR Use the mouse to place a check in the box for Hardcopy Printer Address

   An additional input field immediately displays:

   ☑ **Hardcopy Printer Address**   ⬅

3. Fill in the printer LNIATA address

Ticket printer

To designate a Ticket Printer Address:

4. Tab to Ticket Printer Address then use the <Space bar> to place a check in the box   OR

5. Use the mouse to check the box for Ticket Printer Address
   New input fields immediately display as shown here:

   ☑ **Ticket Printer Address**   111111 ⬅
   Type of Ticket Print Routine: 2A
   Station Number: 00000000

6. Fill in the printer LNIATA address

7. Input type of Ticket Print Routine

   Check internally with your carrier to identify the Ticket Print Routine

Example: for Reservation Ticketing, the print routines are:

Routine.	.Description
2T	for Sabre generated tickets without automatic issuance of boarding pass, using form number 24
2M	for Automated Ticket and Boarding Pass Reservation Ticket stock, using form number 21
TB	Preprinted ticket numbers with two tax boxes, using form number 44. An invoice/mailer is attached to the ticket and the boarding pass must be issued separately.

Example: for Airport ticketing on ATB ticket stock, the print routine is 2A.

Double Date Ticket Printer

8. Tab then Press <Space Bar> to designate Double Date Ticket Printer (if applicable)


☑ Double Date Ticket Printer

Those users who are working double-dated shifts "must" select this ticket printer option to allow for the creation of a single Automated Ticket Agent Checkout Function (ATAC) detail record

By doing so, the user can still access the same ATAC detail record they had opened prior to the date change, once the date change has occurred.

Dummy Printer

9. Tab then Press <Space Bar> to designate Dummy Printer (if applicable)

   A Dummy Printer allows access to ATAC detail without having a printer assigned
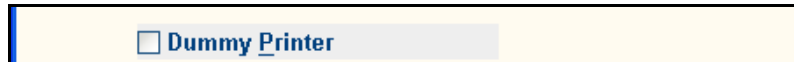
   ☐ Dummy Printer

   Dummy Printers are primarily used when:

   The user is issuing all manual tickets in their ATAC record and does not need a printer assigned

   The user signs out prior to closing their ATAC record and needs a dummy printer assigned to regain access to their ATAC record

Bag Tag Printer

To designate a Bag Tag Printer Address:

10. Tab to Bag Tag Printer Address then use the <Space bar> to place a check in the box   OR

11. Use the mouse to check the box for Bag Tag Printer Address

    An additional input field immediately displays:

    ☑ Bag Tag Printer Address   ◄

12. Fill in the printer LNIATA address

Boarding Pass Printer

To designate a Boarding Pass Printer Address:

13. Tab to Boarding Pass Printer Address then use the <Space bar> to place a check in the box   OR

14. Use the mouse to check the box for Boarding Pass Printer Address

    An additional input field immediately displays:

    ☑ Boarding Pass Printer Address
    ☐ Magnetic Stock Setting

15. Fill in the boarding pass printer LNIATA address

16. If the carrier uses Magnetic Stock, check the box and designate which printer bin to print from.
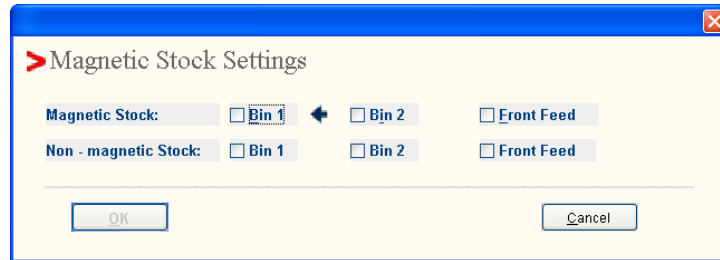
17. Select <OK>

ACSI users in SITA environment

For ACSI users in a SITA environment, the Printer Address Type pop-up window displays with the printer number pre-populated.
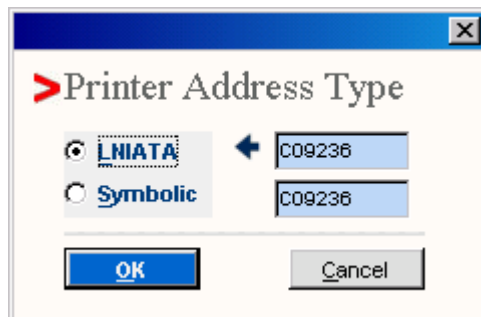
1. Select LNIATA or Symbolic address

   Note: If using a Symbolic address, fill in the assigned symbolic for the printer

2. Enter or Select <OK> with the mouse

   The response is similar to the example below:

   ```
   PRINTER DESIGNATED IN AREA A
   ```

This functionality allows the user to undesignate a printer or printers at the same time for all areas signed into in the Sabre system

1. Select the Undesignate Printer option for any of the printers: (Hardcopy, Ticket Printer, Boarding Pass or Bag Tag Printer)
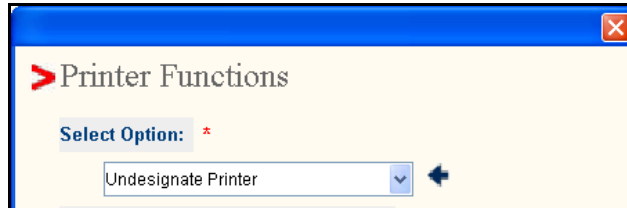
2. Tab to the desired printer
3. then use the <Space bar> or the mouse to select the desired printer's checked box and remove the checkmark
4. Select <OK>,   <ALT + O>,   OR use the mouse

The response is similar to the following example:

```
PTR/END*
PRINTER UNDESIGNATED IN AREA A
PTR UNDESIGNATED – NO LONGER SET AS HARDCOPY IN AREA B
PTR UNDESIGNATED – NO LONGER SET AS HARDCOPY IN AREA C
PTR UNDESIGNATED – NO LONGER SET AS HARDCOPY IN AREA D
PTR UNDESIGNATED – NO LONGER SET AS HARDCOPY IN AREA E
PTR UNDESIGNATED – NO LONGER SET AS HARDCOPY IN AREA F
W*NO
OK – 0026
```

Any data entered into the LNIATA fields are disregarded when undesignating a printer

Purpose: Place the printer on hold to stop a print job for diagnostic purposes, or after a paper jam had been cleared, or if the printer had been offline and the hardcopy message did not print

1. Select Option: Place Printer On Hold
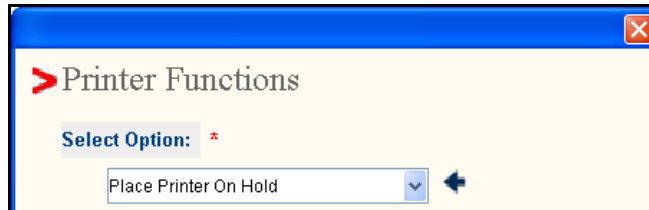
> **Printer Functions**
>
> **Select Option:** *
>
> Place Printer On Hold ⌄ ←

2. Use the <Space bar> or the mouse to select the applicable printer's check box. An additional input field immediately displays
3. Fill in the LNIATA (printer address)
4. Tab and use <Space Bar> to Select <OK> or use the mouse

The response is similar to the following example with messages on queue:

```
RL/101D85HOLD
HELD 0010 MSGS ON QUEUE
DEVICE STOPPED
```

Description of the response:

Format	Description
RL/	Release /Slash
101D85HOLD	Sabre Printer LINIATA plus HOLD
HELD	Number of messages on queue (in this case 10)

Device Stopped

Another response if there are no messages on queue would be:

```
RL/B86346HOLD
HELD 00000 MSGS ON QUEUE
  NO MSGS ON MSW QUEUE
```

Release Printer

Allows the user to release the printer to start printing again

1. Select Option: Release Printer
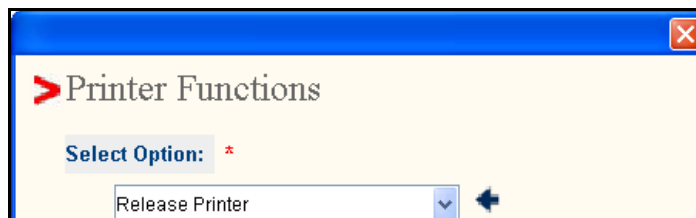
2. Use the <Space bar> or the mouse to select the applicable printer's check box. An additional input field immediately displays

3. Fill in the LNIATA (printer address)

4. Tab and use <Space Bar> to Select <OK> or use the mouse

The response is similar to one of the following examples:

```
NO MSGS
      NO MSGS ON MSW QUEUE
RESTARTED 0010 MSGS ON QUEUE
DEVICE ACTIVE
```

This functionality allows the user to check the printer status of a specific printer.

Messages are sent to the printers in buffers

A buffer is a group of up to 96 characters

The system counts buffers, not total messages

This total is reflected in the DEVICE STATUS HISTORY when a printer status is requested

All of the numbers can increase to 999, at which time they recycle back to 001.

1. Select Option: Review Printer Status
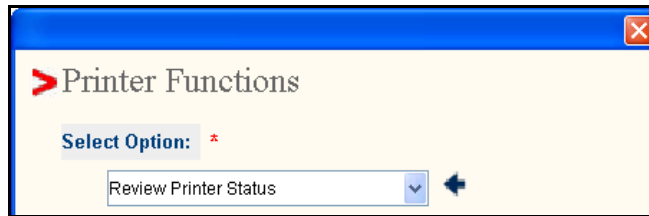
2. Use the <Space bar> or the mouse to select the applicable printer's check

   box. An additional input field immediately displays

3. Fill in the LNIATA (printer address)

4. Select <OK>   or use the <ALT + O> hotkey

   The system response is similar to one of the following:

   If there are no messages on queue:

```
PSS - PRODEV NO LMT MSGS
DEVICE STATUS HISTORY
DATA   CONTL CODE
ACK    ACK
040    009   0     NORMAL
000    001   4     DEVICE ERROR
----------------------------------------------------------------
---
RETRY COUNT                 2
RETRY INTERVAL            60
----------------------------------------------------------------
---
NO MSGS ON MSW QUEUE
```

Definition of Terms in a Device Status History

Term	Definition
PSS	the Sabre system
PRODEV	Protected Device. When a printer is released, the first message is protected and not lost.
NO LMT MSGS	No long message transmission
DATA ACK	This column indicates the number of buffers received since the AAA was last cleared.
CONTL ACK	The Control ACKs build when messages are sent to a printer or when the release entries have been done on the printer.
CODE	This reflects an internal status code for the device status history. For example, 0 indicates a normal status and no problems exist.
DEVICE ERROR	If this message displays, the printer is probably off-line.
TSN ERROR	If this message displays, there has been a transmission sequence number error. The data received with a TSN did not match the expected number. Messages come across to the printer in a sequence and in numerical order.

DEVICE STATUS CODES

Code	Description
00	Normal status. No problems exists
1	Last data has been received with a transmission sequence number that did not match the expected one
2	Transmission errors between transmitter and receiver link or in other words from Host to User
3	Transmitter unable to communicate with a device
4	Device is in a state that prohibits the acceptance of data, originating at the device. Communication is broken off between transmitter and device
5	Temporary physical or logical condition that prevents data acceptance at this time – should clear at any moment. The hold function will cause this condition
6	Indicates that it was necessary to resend data two or more times before a successful transfer to device occurred
7	The processor was reset or IPLs at the time the device received a protected message. The controlling CRT could have been turned off or the printer could have received a keyboard IPL
8	A protected message was received for which a TA/device code does not exist

Empty-No messages

If the print queue is empty with no messages on queue waiting to print, the top line will show:

```
PSS – PRO NO LMT MSGS
```

On hold- No messages

If the printer is on hold with no messages on queue:

```
PSS – PRODEV NO LMT MSGS
HELD
DEVICE STATUS HISTORY
DATA          CONTL CODE
ACK           ACK
080           017   0    NORMAL
000           001   4    DEVICE ERROR
----------------------------------------------------------------
RETRY COUNT                        2
RETRY INTERVAL             60
----------------------------------------------------------------
   NO MSGS ON MSW QUEUE
```

On hold or stopped- With Messages

If the printer is on hold or stopped and has messages on queue:

```
PSS – PRODEV HELD 00001 LMT MSGS ON QUEUE
POSITION FORM AND ENTER RL/101D85
WILL RESTART WITH
----------------------------------------------------------------
HDQKQ1S
.HDQKQ1S 151651`/H2JC09E2A
ATTN MGRS
THIS IS A TE
----------------------------------------------------------------
DEVICE STATUS HISTORY
DATA          CONTL CODE
ACK           ACK
193           060   0    NORMAL
001           000   1    TSN ERROR
001           000   4    DEVICE ERROR
----------------------------------------------------------------
RETRY COUNT                   2
RETRY INTERVAL       60
----------------------------------------------------------------
   0011 MSGS ON MSW QUEUE
```

Interpretation of the example on the previous page:

- The device has been stopped
- There is one message still on queue to print
- The user should release the printer again
- The printer will restart with the first 64 characters shown on the next message
- POSITION FORM means to make sure the paper is lined up correctly and is feeding into the device properly.
- The DEVICE ERROR response usually indicates that the printer is off-line and needs to be reset.
- The printer status may display the above responses for any of the following reasons:
- HOLD entry was made
- Printer is off-line or has been turned off
- Printer paper is jammed
- Printer cover is open, causing the printer to be off-line
- Printer has become unplugged
- Master (controlling) CRT is down

Display Assigned Printers

Allows the user to display and verify the assigned printers and work areas.

1. Select Option: Display Assigned Printers
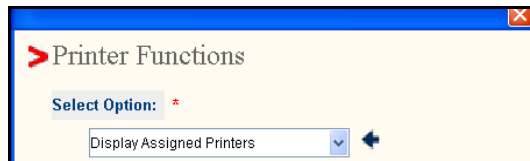
2. Select <OK> or use the <ALT + O> hotkey

The response is similar to this example and is explained in detail below:

```
*S*P
HDQ.HDQ7ABC…A..ATAC DETAIL..XX
ACTIVE AGENT – T TBM –999999XX
H1-FC2638   2M T-C0923C B-C0923C
HDQ.HDQ7AVC..B..XX
H1-FC2638
HDQ.HDQ7AVC..C..XX
H1-FC2638
HDQ.HDQ7AVC..D..XX
H1-FC2638
HDQ.HDQ7AVC..E..XX
H1-FC2638
HDQ.HDQ7AVC..F..XX
H1-FC2638
```

Term	Definition
HDQ.	AAA City
HDQ	Home City
7	Duty Code of Agent
A	Function Code
BC	Agent Sine
A	Current Working Area
XX	2-Character airline code
Active Agent-T TBM	
999999XX	Identifies the User's name, Initials, and employee number by reading the EPR of the user signed into the CRT
H1FC2638	Indicates hardcopy printer designated and the printer's line address
H	Hardcopy
1	Single Space

Only one hardcopy printer at a time may be designated in each area

Clear Printer Messages

This functionality allows the user to clear all messages on queue.

1. Select Option: Clear Printer Messages
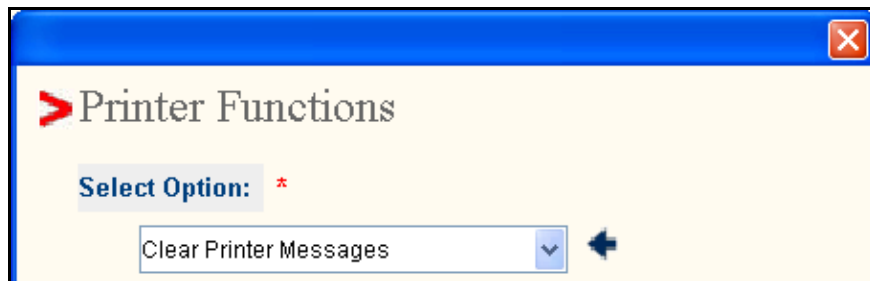
2. Use the <Space bar> or the mouse to select the applicable printer's check box. An additional input field immediately displays

3. Fill in the LNIATA (printer address)

4. Select <OK>   or use the <ALT + O> hotkey

The response will display to indicate the number of messages cleared.

```
RL/B86346CLEAR
NO MSGS
```

Restore Printer

In the Sabre system, ticket, boarding pass and bag tag printers use configuration commands, called PECTABs

PECTABs enable the printer to process the data to be printed

PECTABs are automatically downloaded from the system

It is possible that the PECTABs become lost or incorrectly replaced during the check-in process or during printer assignment

When this occurs, PECTAB ERROR will display on the printer's status screen

Restoring the PECTABs to a printer is a multi-step process:

1. Place the printer on hold
2. Return to the Printer Functions pop-up window <CTRL+P>, and Select

   Option: Restore Printer
3. Use the <Space bar> or the mouse to select the applicable printer's check

   box. An additional input field immediately displays
4. Fill in the LNIATA (printer address) or symbolic address (as applicable)
5. Select <OK> or use the <ALT + O> hotkey

The entry to restore is displayed on screen; entry varies depending on the printer function and the check-in system used (ACS, ACSI).

6. Return to the Printer Functions pop-up window <CTRL+P>
7. Release the printer (as previously discussed).

Restoring the PECTABs can be accomplished without losing the data that may be in queue for printing.

PECTAB restore is valid for ticket, boarding pass and bag tag printers

The Restore command is **not valid** for hardcopy printers