



Host Print Manager Quick Reference Guide

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 \$1.95 per minute.**

IMPORTANT!: This is an abbreviated version of the installation and configuration procedures. It is intended as a reference for people with a basic working knowledge of HPM. To view the complete 27 Page Host Print Manager Installation document Click *Getting Started* on the Go! Toolkit menu, then Click *Broadband*, Then Click *Print Server Using HPM Customer Installation Document*

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Before you begin

You **must** have the following 3 pieces of information available in order to complete the printer configuration process:

1. The **Address** of the printer you want to configure (ex. 3AF801, 3AF802, 3AF803, etc....)
2. The **Type** of printer you want to configure (ATB, Itinerary, Hard Copy, etc....)
3. The **Port number** your printer is attached to on your pc (Com1, Com2, Lpt1, Windows Print Device, etc....)

You should write it down in this order to use later in the configuration process

3AF801 – ATB – Connected to COM1

3AF802 – Itinerary – Connected to LPT1

3AF803 – Hard Copy – Connected to Windows Print Device **HPLaserjet**

Important: Facts about Installing and Configuring Host Print Devices

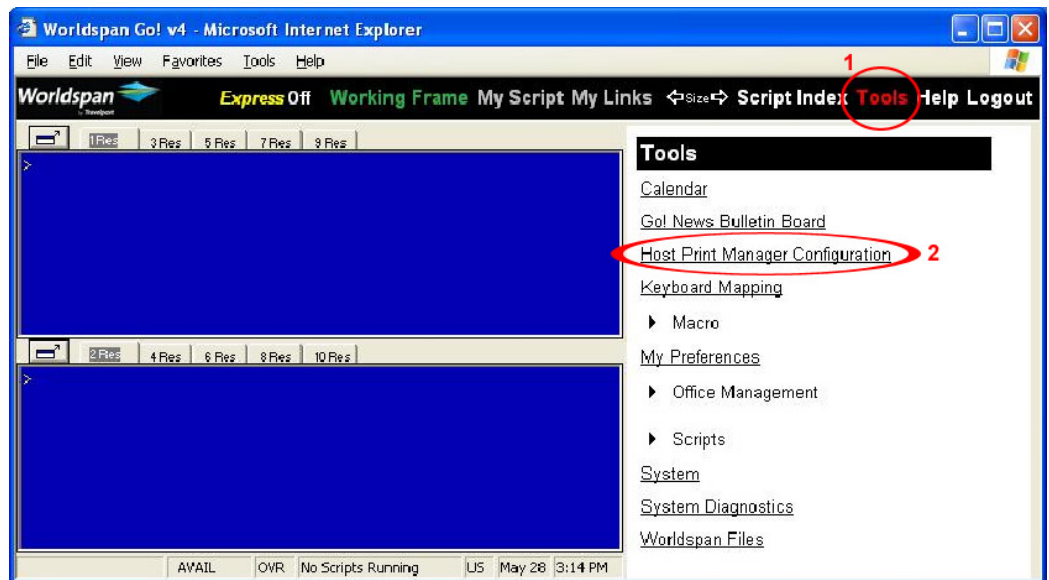
1. Host Print Manager is only installed on computers that have host printers physically attached to them.
2. Host Print Manager is the program that controls all host print functions.
Including: Tickets, Itinerary/Invoices, Tair Interface, Hardcopy, and FastClip.
3. Configuring Host Printers is a 3 step process
 - a. Step 1 - Install Host Print Manager (page2)
 - b. Step 2 - Configure your host print devices (page3)
 - c. Step 3 - Starting HPM (page4)

Running Host Print Manager Configuration

Log into Go! Res

From the GoRes main screen

1. Click **Tools** on the Worldspan Toolbar
2. Click Host Print Manager Configuration

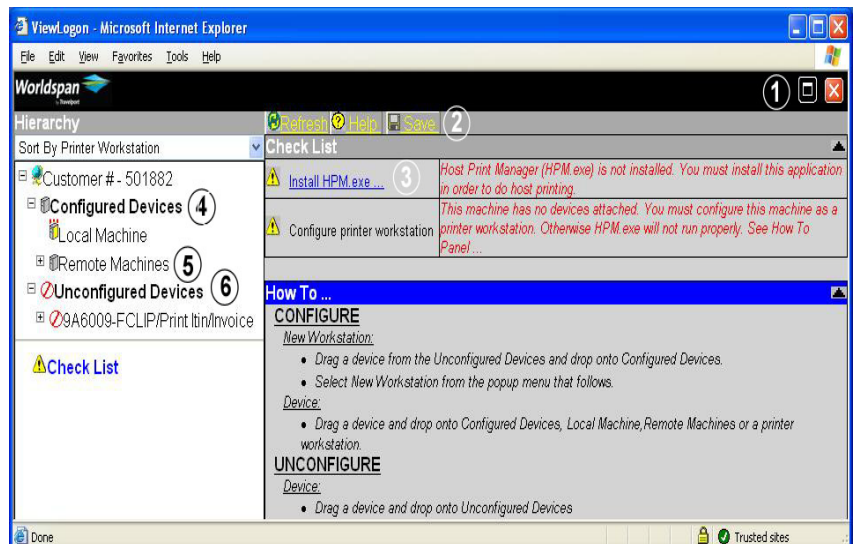


The HPM Configuration Screen

1. Maximize Button
Used to show the config screen in Full Screen mode
Pressing the **F11** key will also show Full Screen mode
2. Save Button
Used to Save changes you make to the configuration
3. Install HPM Link
Clicking this Link will download & install HPM
* This link will not appear if HPM is already installed
4. Configured Devices
Shows the print devices configured on the current PC
5. Remote Machines
Shows printers configured on other PC's in your agency
6. Unconfigured Devices
Shows print devices available to be configured

Click the **+** to expand a lists of devices

Click the **-** to hide a list of devices



Step1 - Installing Host Print Manager (HPM)

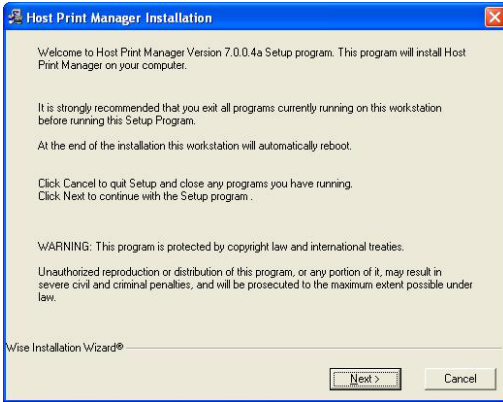
! To install Host Print Manager you must be logged into Windows as a user that has **Administrative Rights** on your PC

Follow the instructions on Page 1 for **Running Host Print Manager Configuration**

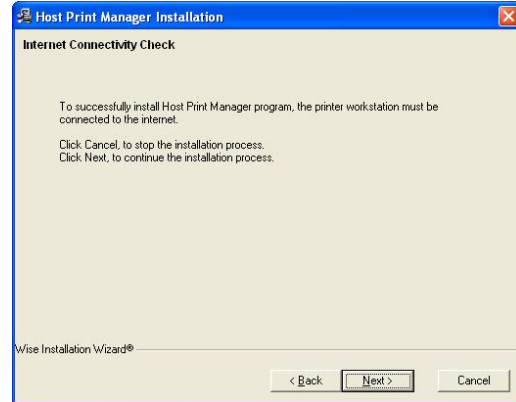
Click the [Install HPM.exe ...](#) link to start the HPM download and begin the installation process

- * If this link does not appear then HPM is already installed on your PC, skip to step 2
- * Depending on your internet connection speed it may take up to 10 minutes for the download to finish

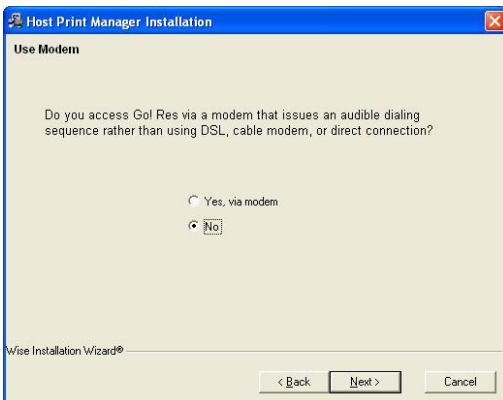
Once the download has completed the following screens will appear:



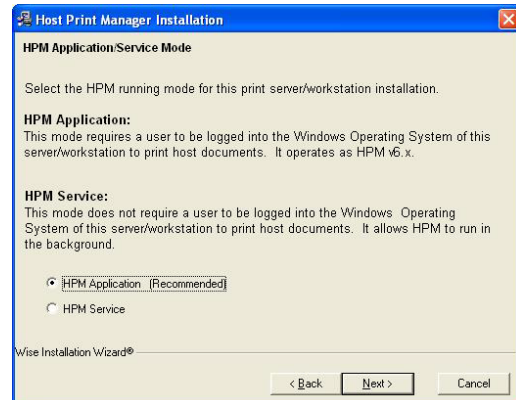
1. Click **Next** at the Welcome screen



2. Click **Next** at the Internet Connectivity Check

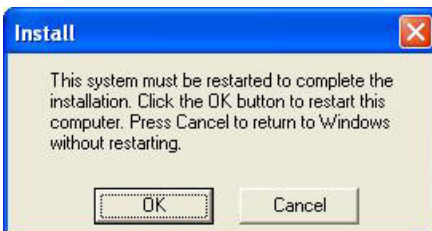


3. Use Modem screen



4. HPM Application/Service Mode screen

- If you use High Speed DSL or Cable internet select **No**
HPM will start every time your PC boots up
 - If you use dial up internet select **Yes via Modem**
HPM will start when you log into GoRes
 - After making a selection Click **Next**
- Read the descriptions and choose either **HPM Application** or **HPM Service**
All standard installations should choose Application Service Mode is for advanced users only
 - After making a selection Click **Next**



5. *Install* message screen

- Click **Cancel** to continue the HPM Device Configuration Process. Go to Page 3.
- Click **OK** if you are upgrading or reinstalling HPM and no print device changes are required.

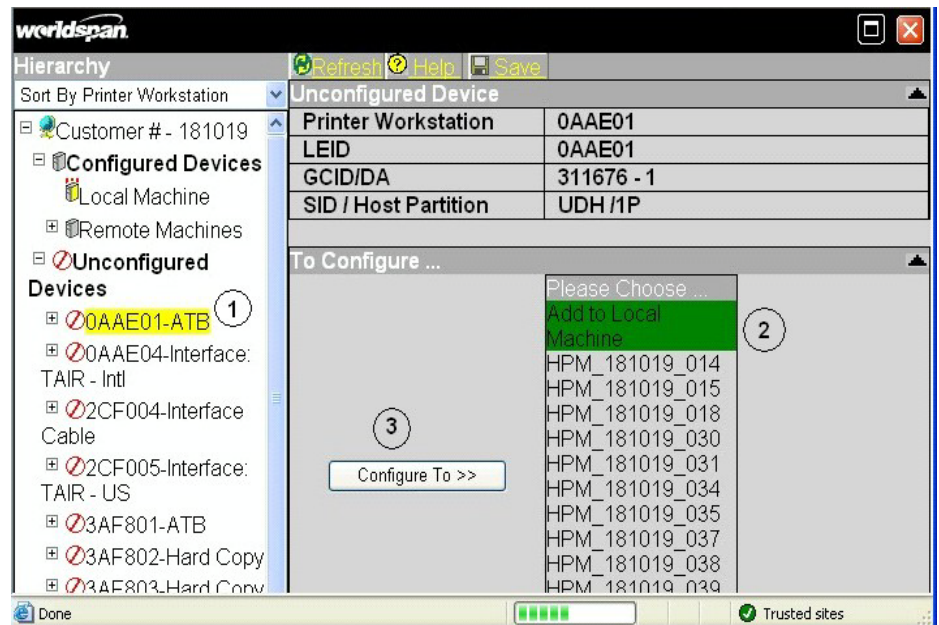
Step 2 - Configuring Host Print Devices - Follow the instructions on page1 for *Running Host Print Manager Configuration*

Part 1 – Assigning a Device to a PC

1. Click once on the device you want to configure (on the left side under Unconfigured Devices)
2. Click *Add To Local Machine* on the right side
3. Click the *Configure To >>* button
The device will move up to the *Local Machine* section
4. Continue to Part 2 Assigning a Port

Note: If the device you want to configure is not in the list of Un-configured Devices, it is configured to another PC. Click the + next to each HPM under Remote Machines until you find the device. Click once on the device. Click the *Deconfigure* button, Click OK. Then follow steps 1 thru 4 above.

* **Fastclip and Tairs** - see Page5

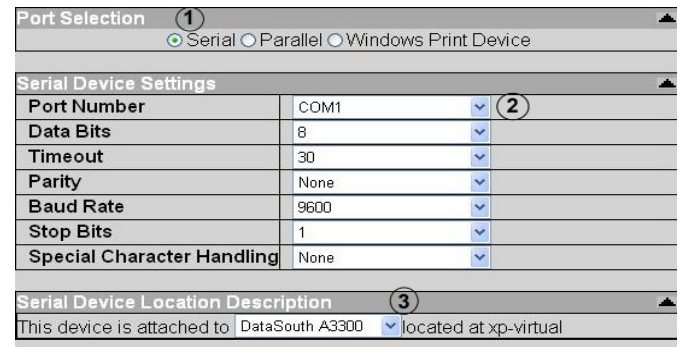


Part 2 – Assigning a Port

Choose one of the 3 available port types under *Port Selection*:
Serial, Parallel, or Windows Print Device

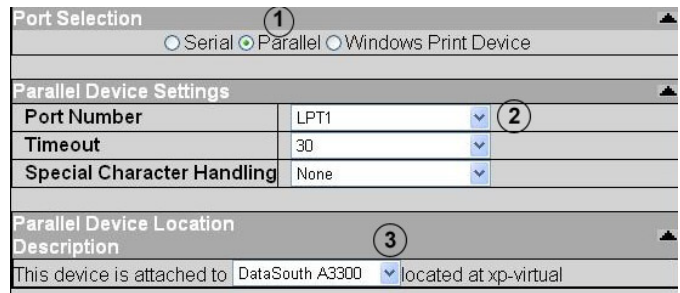
Serial – Select this option if your printer is connected to a 9 Pin Serial Port

1. Click *Serial*
2. Click the ▼ to the right of **Port Number**
Select the port that your printer is connected to
*** NOTE:** ATB2 devices must also change Baud Rate to 19200
3. Click the ▼ next to *This device is attached to*
Choose the type of printer you are connecting
If your printer type is not listed select Other
4. Click *Save* at the top of the page
5. Click *Continue ...* on the confirmation page



Parallel – Select this if your printer is connected to a 25 Pin Parallel Port

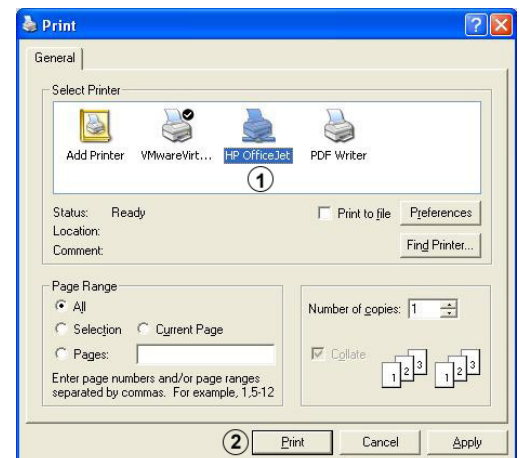
1. Click *Parallel*
2. Click the ▼ to the right of **Port Number**
Select the port that your printer is connected to
3. Click the ▼ next to *This device is attached to*
Choose the type of printer you are connecting
If your printer type is not listed select Other
4. Click *Save* at the top of the page
5. Click *Continue ...* on the confirmation page



Windows Print Device –

Choose this option if you are going to use an existing Windows Printer as a Hard Copy or Itinerary Printer.

1. Click *Windows Print Device*
The Print Window shown to the right will pop up
2. Click once on the Windows printer you would like to use
3. Click the **Print** Button
4. Click *Save* at the top of the page
5. Click *Continue ...* on the confirmation page



Finishing the Configuration Process

If this is the last print device that you need to configure go to Step 3 (page4)
If you have additional printers to configure, Repeat Step 2 for all remaining printers.

Step 3 – Starting Host Print Manager (HPM)

! You must be connected to the internet to Start HPM

You can start HPM by the following methods

1. Reboot PC
2. Click **Start**, Click **All Programs**, Click **Startup**, Click **HPM**
3. Click **Start**, Click **All Programs**, Click **Worldspan**, Click **HPM**



Once HPM starts the following icon will appear in the taskbar in the lower right corner of the screen

Stopping or Closing HPM

HPM should remain running at all times.

The only time you should close HPM is if you are going to make changes to your printer configurations.

You can Stop and then Start HPM if your printers have stopped printing.



1. Right-Click the icon
2. Left-Click **Close** on the pop-up menu
3. Click **Yes** on the confirmation message

A few final notes about HPM Config

Serial –

Line Feeds

The **Special Character Handling** field is used to add Line Feeds.

If your printer is printing entire messages all on 1 line, change this setting to *Line Feeds*

* Do not turn on Line Feeds for Genicom1600, TI810, TI830, TI885/895, Genicom930, or 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.

HPM Browser Security Level Settings

If you access the Internet via a dial up modem, the trusted sites default level of low must be selected.

If you access the Internet via DSL or cable the trusted sites default level does not impact HPM.

You can find these settings in Internet Explorer

Click Tools, Internet Options, Security, Trusted Sites, Custom Level

How to Deconfigure a Print Device

If you accidentally configure the wrong printer, or you want to remove a printer you previously configured

1. Click once on the printer under *Local Machine*
2. Click the **Deconfigure** button on the lower right
3. Click **OK** on the pop-up confirmation message window

TROUBLESHOOTING HPM: For help with Troubleshooting problems with printers and HPM download the document titled **Troubleshooting Printing Problems**
It can be found on the Go! Toolkit under Technical Troubleshooting

TAIR Devices & Fastclip

TAIRS to Disk – US: (all TAIRs are gathered into one file, Logair.dat) Trams/Travcom

TAIRS to Disk – Intl : (each TAIR is stored as a separate file, pnr-number.prt) Trams/Travcom

Fastclip: (outputs formatted itineraries into a text file for emailing, faxing or printing)

TAIRs – US & International

These 2 printer types send data to a file instead of to a printer and require an **Output** folder to be created

Creating the Output Folder

During the Configuration process click the **Browse** button (see figures 1 & 2 below)

A Browse pop-up window will open, Click the **My Computer** icon on the left side of the window

DoubleClick Drive **(C:)** , DoubleClick the **Wspan** folder, DoubleClick the **HPM** folder

Click the new folder  icon in the upper right corner of the window and a folder will be created

Change the name from *New Folder* to **Output** and hit **<ENTER>**, DoubleClick the **Output** folder

Click the **Save** button in the lower right part of the window

The **Output Setup Folder** line should now look like the ones in Figure1 and Figure2

Figure1

US Tair Device Settings		
Output Setup File	hptair.ini	
Output File	logair.dat	
Output Setup Folder	C:\wspan\HPM\Output	Browse ...


Figure2

International Tair Device Settings		
Output Setup File		
Output File	?????????.prt	
Output Setup Folder	C:\wspan\HPM\Output	Browse ...

Fastclip – Requires you to specify whether you are configuring your Fastclip at the Office or at a Remote Site

During the Configuration process click the  next to ***This device is being used at*** and select the correct value

FCLIP/Print Itin/Invoice Device Settings		
Output Setup File	hpclip.ini	
Output File	temp.itn	
Output Setup Folder	c:\wspan\hostprt	Browse ...

FCLIP/Print Itin/Invoice Location Description		
This device is being used at	Office 	located at wehnmarrayat