

Fortress GB configuration - documentation of v1 integration



This page is describing the configuration of v1 Fortress integration, where Fortress interface is defined as an external manager.

When you have to setup a FortressGB connection or fix some setup issues.

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General Principle

Fortress GB provides two very distinct and different functionalities.

- Providing barcodes for single match tickets (handling also cancelling of barcodes)
- printing (and re-reprint, and canceling) season ticket cards.
- Loading matches on Fortress ST cards

Fortress GB **does not** handle retrieval of controlled tickets.

Important :

- Fortress is called and must be **UP with all mappings OK** to sell tickets.
- Fortress is called and must be **UP with all mappings OK** to print season tickets (but when selling, we don't call it)
- Mappings **MUST** have been defined before selling the tickets, even for season tickets (the printing will need data that are produced only if the mapping is defined).

Beware : Fortress GB is not the same system as the Fortress (=StadAccess) used at Stade de France. Although they are related (they are both access control systems), their behavior in SecuTix is entirely different.

General setup of the interface

See example below in screen capture. Here are the explanations of the parameter.

- **Synchronous, Export contact..., bypass contact** : put "false". Not used in Fortress GB
- **URL** : url of the fortress GB at Everton, provided by Fortress GB team.
- **Login, password, Agency code, client App Id, Client API Key** : values necessary to connect, provided by Fortress GB team.
- **Shipment modes codes w/o Fortress barcodes generation** : if a tickets shipment mode code is one of those (comma separated), no call will be done to Fortress GB for barcode generation. So we should put here the codes of all the shipment modes types of type "Load on RFID".
- **Fortress MemberId for anonymous contacts** : when SecuTix buys a ticket for an anonymous contact, the following memberId is passed to Fortress GB. Value 00001 is a proposed value, that still must be validated with Fortress GB team.
- **Use virtual printer** : for season ticket printing. The value "Virtual" is passed as printer code to Fortress GB.
- **Season codes for which season ticket card printing is authorized** : as explained. Season codes must be separated by commas. A new season code may be added here when Fortress "Roll-Over" has been done.
- **Forcing season ticket card print. Renewal on same card impossible**. As explained.

Definition of mappings

SecuTix concept	Fortress GB concept	Mapping data type	Mapped value
Performance	ProductDescription.	Performance	Product description's code
Season Ticket	ProductDescription	Product	Product description's code
Tariff	Price band	Audience sub category	Price band code
Physical configuration	Stadium	Physical configuration	Stadium code
Area	Stand	Area	Stand code
Block	Area	Block	Block code
Entrance	Service	NA	NA

- Concerning product mappings : Fortress matches are mapped to SecuTix performances. But, in an external manager context, we must create a mapping for a product in order to tell SecuTix that this product is handled by Fortress GB. **In consequence, every event or competition must be mapped at least to a value of -1**, not used by Fortress GB, but indicating that this product is "managed by" Fortress GB.
- If no mapping is defined for the tariffs, physical configurations, areas, blocks and entrances, the object's code will be transmitted to Fortress.
- All the mappings must be defined (run batch "check mappings" to check that point). **If a mapping is missing, SecuTix cannot guarantee the system's behavior.**

Season ticket printing and mass printing

- Season ticket printing and mass printing use specific "Fortress" printers, which are virtual printers as seen from SecuTix.
- The most important part of their setup is their logical name, which is the name they have in Fortress setup.
- Mass printing uses a specific printer name. Ask your fortress contact to provide it to you.

Batches

- **Read catalog** : reads all the objects information accessible from Fortress system and dumps them into the logs. Read only batch.
- **Check mappings** : compares the mappings defined in SecuTix with the objects in Fortress. Throws an error if a mapping is missing. **If a mapping is missing, SecuTix cannot guarantee the system's behavior.**
- **Create missing tariffs** : finds all the tariffs associated to products managed by Fortress and checks if they are known in Fortress. If not, creates the missing tariffs in Fortress. [How to run the create missing tariffs batch ?](#)
- **Create missing events** : once provided a given event code, creates all the performances not existing yet in Fortress. [How to run the create missing events batch ?](#)
- **Check access control** : once provided a given event code and a date, AND an access control report from Fortress, compares the tickets associated to the given performance with the tickets in the access control file. Then, logs the differences. Those ones are considered as errors if valid tickets from SecuTix are not known in Fortress. Warning if tickets in Fortress file do not exist in SecuTix.

Data organisation

1. When a ticket is created, Fortress generates
 - a. a standard barcode, which is stored in SecuTix ticket's barcode and in ExternalManagerMovement **barcode** field.
 - b. an Adult barcode, stored in external manager movement **externalValue2** field, which is then available on ticket editor with field named zz_customParameter02
 - c. a Concession barcode, stored in external manager movement **externalValue3** field, which is then available on ticket editor with field named zzz_customParameter03
 - d. a ticket identifier, stored in external manager movement **ticketReference** and **externalValue1** field, which is then available on ticket editor with field named zzz_customParameter01
2. When a season ticket card is printed, secutix stores season start and season end dates in card validity dates

Troubleshooting / Frequently Asked Questions

1. **There is an error when closing an order, the file stays in state "processing"**
 - a. Check the operator logs of "execute before closing order" function around the time of closing and look for error messages. If you find an error of type "External system error", this means Fortress refused the call to generate a barcode.
 - i. Ask the client to that all tariffs, performances, products, blocks and areas exist within Fortress.
2. **I have an error printing a season ticket, what can I do ?**
 - a. do you have a FortressGB printer badge printer associated to your workstation ?
 - b. This printer must be declared in your badge printers list and NOT in your ticket printers list.
 - c. Check the operator logs to see if Fortress returns an error

To find errors in the logs of Kibana, do not forget the english timezone. Maybe that your problem was logged one hour ago.

Setup screen capture

☆ External manager: Fortress GB

Interface type	External manager
External manager	Fortress UK
Internal name *	EN Fortress GB
Synchronous *	☐ yes ☒ no
Export contact informations *	☐ yes ☒ no
Bypass contact authorization *	☐ yes ☒ no
URL *	http://195.226.51.42/FCB_WebApplication/Secutix/Test/
Login *	Secutix
Password *	*****
Failed execution notification recipients	laurent.kloetzer@secutix.com;richard.hilton@secutix.com
Operator	
Status	Visible
Agency code *	SecutixUK
Client App Id *	com.secutix.ticketing
Client API Key *	C1A54AEE-E1B5-45AD-8B74-C236F4EC360A
Shipment modes codes w/o Fortress barcodes generation *	Upload
Fortress MemberId for anonymous contacts	0000001
Use virtual printer *	☒
Season codes for which season ticket card printing is authorized *	2016-17



Support :

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