

Customer Tips

dc99cc52
July 11, 2003

... for the user

Holding a Print Job in a Print Queue

Purpose

You may be asked to hold a print job at the printer queue, so that Xerox Technical Support can use information in it to troubleshooting.

This document describes how to hold a print job at the print queue when you cannot create a print ready file using an application. This procedure is necessary for applications that don't have a [**Print to File**] option, such as terminal emulation programs (for example, Rumba and Reflection 2).

NOTE: In most cases, you can create a print-ready file using the application, as detailed in the Customer Tip *Creating Print Ready Files*, dc00cc0136.

Key Points

- These instructions work for the following environments: Novell 3.1x, 4.1x, 5.1x, Windows 95/98, NT, ME, 2000, and XP.
- The procedures in this document require Supervisor /Admin access.
- You can hold any print job at the print queue.

This document applies to these **Xerox** products:

x	WC Pro 32/40 Color
x	WC Pro 65/75/90
x	WC Pro 35/45/55
x	WC M35/M45/M55
x	DC 555/545/535
x	DC 490/480/470/460
x	DC 440/432/425/420
x	DC 340/332
x	DC 265/255/240
x	DC 230/220
x	DCCS 50

Holding a Job in a Novell 3.1x Queue

1. Ensure that you have rights to the \SYS\Public and \SYS\System directories on the server connected to the Xerox multifunction device.
2. Open PCONSOLE (located in SYS\Public).
3. At the main menu dialog box titled Available Options, scroll to "Print Queue Information." Scroll to the print queue to which you are printing, press <Enter> and select [**Current Queue Status**].
4. In the Operator Flags section of the Current Queue Status dialog box, scroll down to "Servers can service entries in queue." Type **N** then press <Escape> once.
5. While still in the Print Queue Information dialog box, scroll down to the Print Server ID and press <Enter>. Record the Object ID number: _____. (You need this in step 7 of this procedure.) Press <Escape> three times to exit back to the main menu.
6. Send the job you wish to capture in the queue.

7. To retrieve the job from the queue, use a Windows PC to browse to the SYS\System folder on the server where the printer is defined. Open the folder ([Print ID number].qdr). Look for a file with the naming convention: [Print ID].q (for example, 560505.q). Copy the file to a different location on the hard drive so you do not lose it.
8. To restore the "Server can service entries in queue" setting, at the main menu dialog box titled "Available Options," scroll to "Print Queue Information." Select the print queue to which you are printing, press <Enter> and select [**Current Queue Status**].
Under the Operator Flags section of the Current Queue Status dialog box, scroll down to "Servers can service entries in queue". Type **Y** then press <Escape> once.
9. Exit PCONSOLE.

Holding a Job in a Novell 4.1x Queue

1. Ensure that you have rights to the \SYS\Public and \SYS\System directories on the server connected to the Xerox multifunction device.
2. Open PCONSOLE (located in SYS\Public).
3. Press <Enter> on Print Queues.
4. Scroll to the Print Queue to which you are sending the job and press <Enter>.
5. In the Print Queue Information window, go to Status and press <Enter>. In the Operator Flag section, type **N** next to "Allow Service by Current Print Servers."
6. Press <Escape> once. Access the "Information Menu" and press <Enter>. Record the Object ID number: _____. (You need this in step 8 of this procedure.) Press <Escape>.
7. Access the "Print Jobs" dialog box and send the job you wish to capture in the queue.
8. To retrieve the job from the queue, use a Windows PC to browse to the SYS\System folder of the server where the printer is defined. Open the folder [Print ID number].qdr. Look for a file with the naming convention: [Print ID].q (for example, 560505.q). Copy the file to a different location on the hard drive so you do not lose it.
9. Restore the "Allow Service by Current Print Servers" setting.
In the Print Queue Information window, go to Status and press <Enter>. In the Operator Flag section, type **Y** next to "Allow Service by Current Print Servers."
10. Exit PCONSOLE.

Holding a Job in a Novell 5.1x Queue

1. Ensure that you have administrator rights to the \SYS\Public directory on the Novell 5.1x server connected to the Xerox multifunction device.
2. Go to the \SYS\Public\win32 directory and double-click nwadmin32.exe. to open NetWare Administrator.
3. Find the printer queue object of the printer for which you want to hold a job.
4. Double click on the queue object.
5. On the right-hand side of the window, click **Job List**.
6. When the job appears in the queue, click **Hold Job**.
7. On a Windows PC, browse to the \SYS\Queues on the server where the printer is defined. Open the folder [Print ID number].qdr. Look for a file with the naming convention: [Print ID].q (for example, 560505.q). Copy the file to a different location on the hard drive so you do not lose it.

8. Go back to NetWare Administrator and click **Resume** to release the job in the queue object.
9. Close NetWare Administrator.

Holding a Job from Windows 95/98/ME, NT 4.0, 2000, and XP Workstations

1. Select [**Start/Settings/Printer**] on the status bar of the workstation.
2. Select your printer, right-click on it and select [**Pause Printing**].
3. Print a job using any application.
4. Open Windows Explorer:
 - For Windows 95/98/ME, go to the folder: C:\Windows\spool\printers.
 - For Windows NT, 2000 and XP, go to the folder: C:\Winnt\system32\spool\printers.
5. In the Printers folder you see two files with the same numeric sequence, one file with a *.spl extension and the other with a *.shd extension. (for example, 00001.spl, 00001.shd). The *.spl file contains the print-ready information.
6. Copy this file to another location.
7. When finished, deselect [**Pause Printing**] which you selected in step 2.

Additional Information

Xerox Customer Service welcomes feedback on all documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

You can reach Xerox Customer Support at 1-800-821-2797 (USA), TTY 1-800-855-2880 or at <http://www.xerox.com>.

Other Tips about Xerox multifunction devices are available at the following URL: <http://www.xerox.com/DocumentCentreFamily/Tips>.

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