Spool Queue

Sage 1000 - Help Sheet

Problem

Error when going into any Reports in any Module in Fin and Ops

Popup Message:

"Error received from back-end SPOOLOPN : Spool queue "tetra" is full 1"

Resolution:

Each user is required to delete old spooled reports/jobs via Print Spooled Reports.

Problem in Detail

The following pop-up message is displayed when trying to print anything from Fin and Ops in Sage:

Resolution:

All users to delete their own print jobs via Printed Spooled reports within each module ie/ General, Sales, Purchase Ledgers etc.

       Fin and Ops
        └ General Ledger and Analysis
           └ General Ledger
              └ Reports
                  └ Print Spool Reports
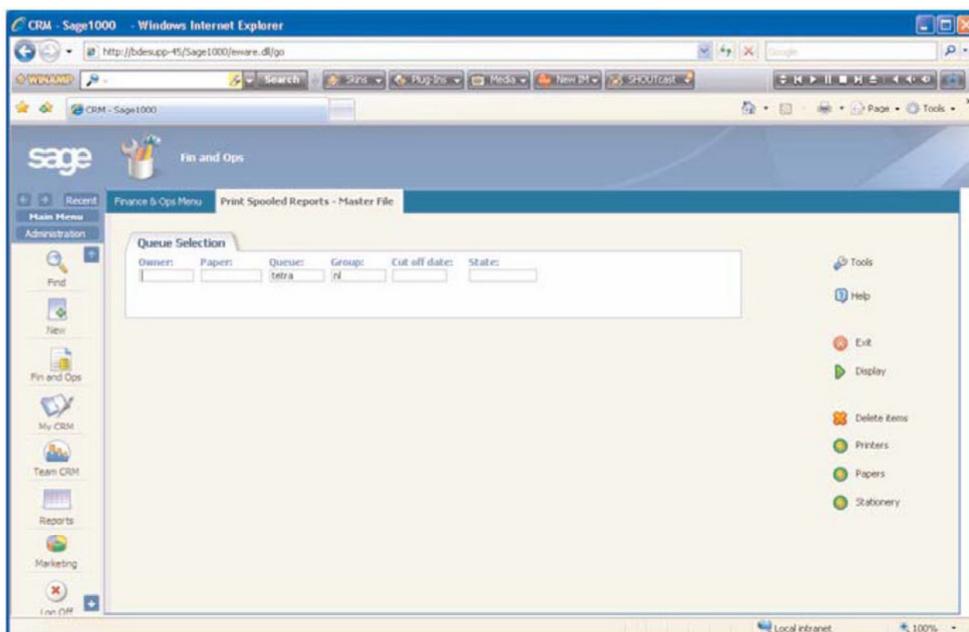
Enter users name within the Owner field, clear or change the Group field and select Display (or CR) (the username is the name the user logs into Sage as)
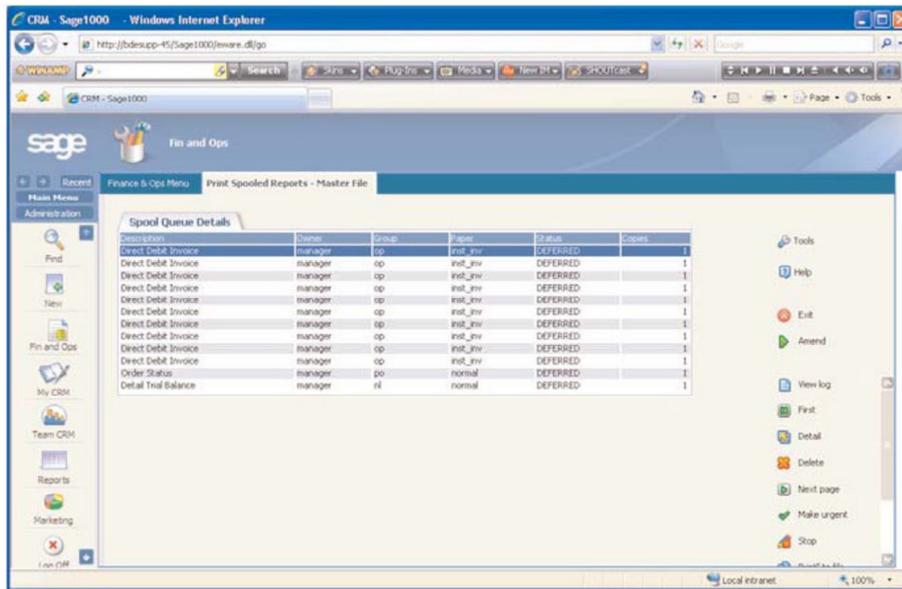
This shows a list of prints that can be deleted by choosing Delete. Select Details to cycle through the details of each print. These prints have to be deleted one by one in this case. For every one report that is deleted, a new one can be created.

Prints can be saved before deletion by selecting Print to File. This will prompt for a filename to save to.
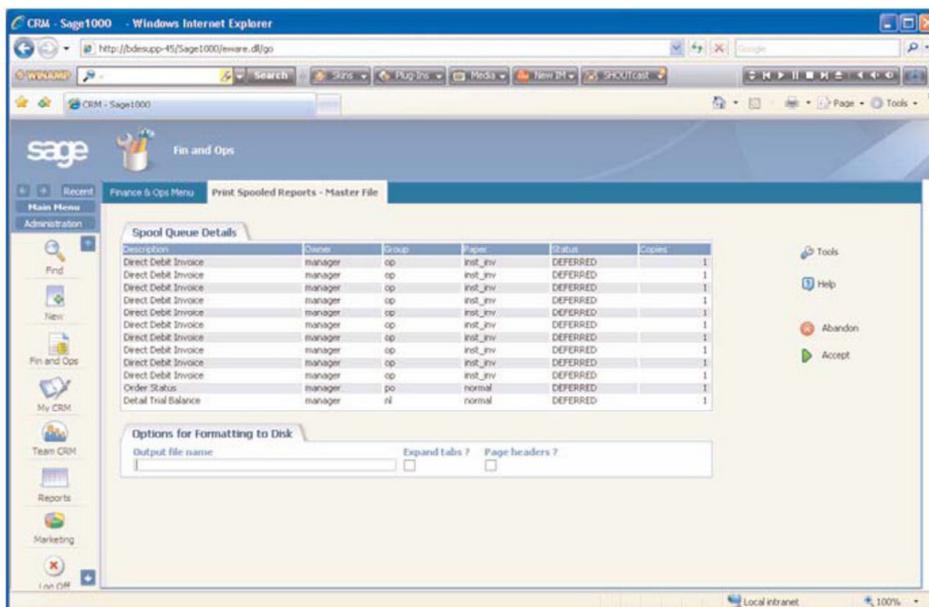
By default the reports will be written to the Sage installation folder, e.g. c:\Sage1000\csserver but a different location can be specified as part of the filename. The Expand tabs option will convert tab characters in the reports to spaces. The Page headers option will output page header information in the print. Alternatively ALL spoolfiles from before a specific date can be deleted (ensure a workable backup is available first) by entering the owner and the cut-off date on the screen on the following page:
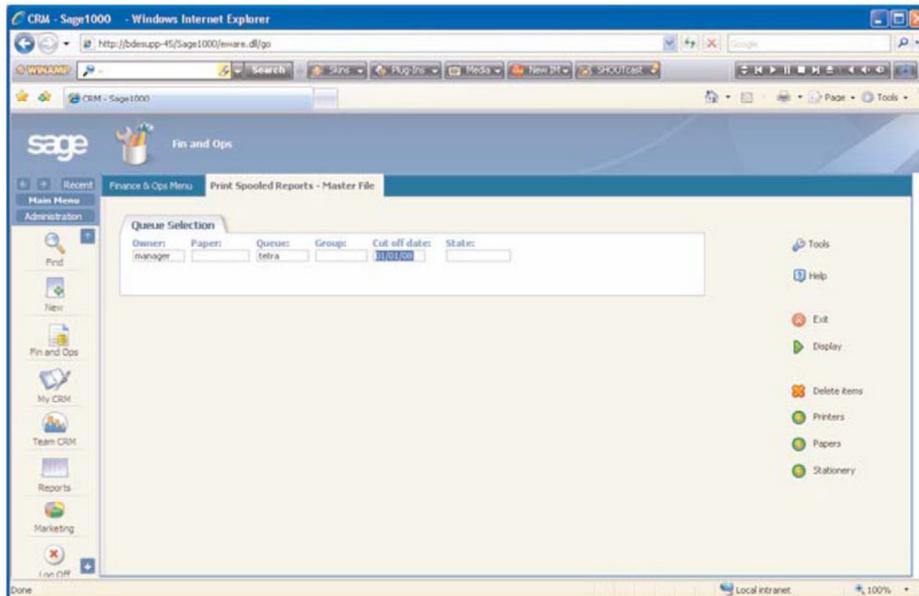
After entering the cut-off date select Delete Items (not Display). This will display a list of all reports from before the specified cut-off date:
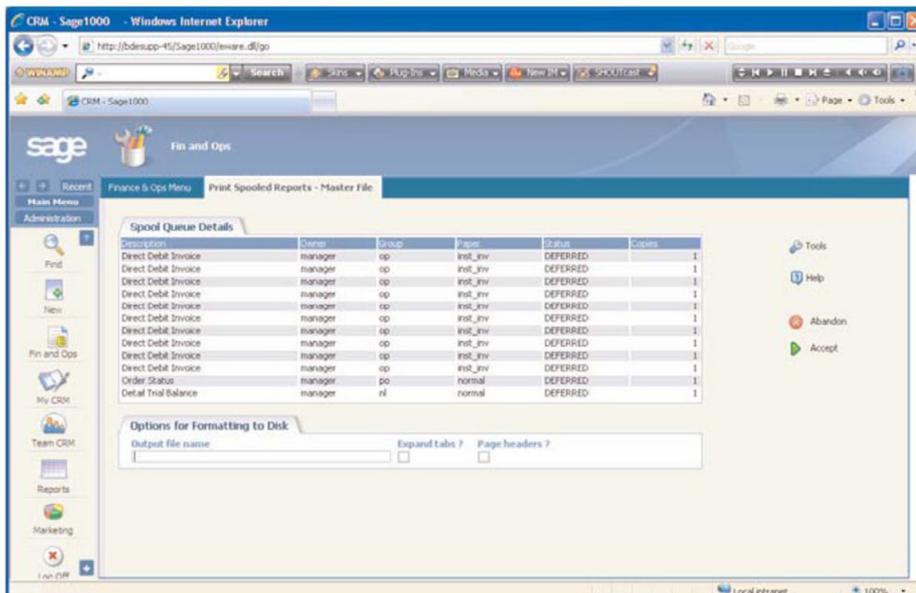
Select Delete now and ALL DISPLAYED SPOOLFILES WILL BE DELETED (not just those on the screen but in the whole list).

You should now be able to print from the option (or any other) that gave you the error message. To avoid this error message happening again, ensure all users housekeep their spoolfiles on a regular basis and also only hold reports that are required at a later date rather than everything that is printed on a day-to-day basis.