

**datel**

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world of sage

## ► **Spool Queue**

Sage Line 500 - Help Sheet



### **Problem**

Error when going into any Reports in any module

### **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:



**Solution:**

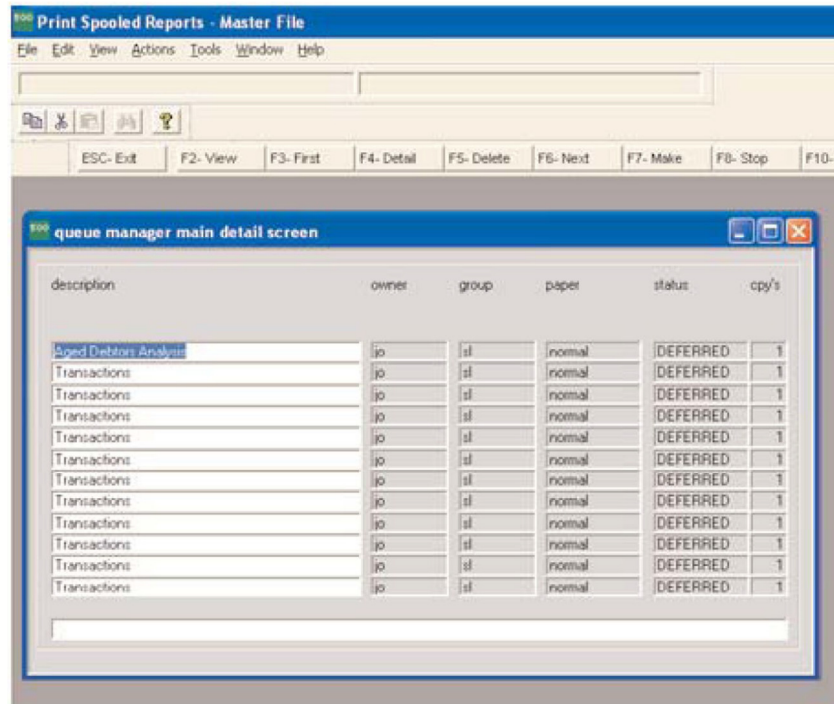
All users to delete their own print jobs via Printed Spooled reports within each module ie/ General, Sales, Purchase Ledgers etc.

**General Ledger**  
└ **Reports**  
└ **Printed Spool Reports**

The screenshot shows a software window titled "Print Spooled Reports - Master File" with a menu bar (File, Edit, View, Actions, Tools, Window, Help) and a toolbar. Below the toolbar are function key shortcuts: ESC- Exit, F5- Delete, F7- Printers, F8- Papers, F12- Stationery, and CR- Display. A dialog box titled "Prompts User For Queue Selection" is open. It contains the following text: "From this screen you can view or modify the Spool Queue, the Paper, or the Printers. You can also load new stationery and perform lineups. Use the panel to enter limited selection values if required before selecting the Spool Queue option." Below this is a section titled "Display spool queue on:" with fields for Owner, Paper, Queue, Group, and State. The Queue field contains "tetra" and the Group field contains "sl". To the right is a "Cut off date:" field. Below these fields is a list of states: "any of K,C,P,E,U,W,D,F,I,S: Killed, Closing, Printing, Error, Urgent, Waiting, Deferred, Finished, Incomplete, Spooling". At the bottom, it says "Enter selections for viewing spool queue".

Enter user's name within the Owner field and CR-Display or Enter (the username is the name the user logs into Sage as).





This shows a list of prints that can be deleted by choosing F5-Delete and then F5 to confirm. Press F4 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 F10. This will prompt for a filename to save to. By default the reports will be written to the Sage installation folder, e.g. c:\csserver but a different location can be specified as part of the filename.

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 following screen:

**Spooler Management - Master File**  
File Edit View Actions Tools Window Help

ESC- Exit F5- Delete F7- Printers F8- Papers F12- Stationery CR- Display

**Prompts User For Queue Selection**

From this screen you can view or modify the Spool Queue, the Paper, or the Printers. You can also load new stationery and perform lineups.

Use the panel to enter limited selection values if required before selecting the Spool Queue option

Display spool queue on:

Owner: user1 Cut off date: 01/11/05

Paper:   
Queue: tetra   
Group:   
State: any of K,C,P,E,U,W,D,F,I,S:  
Killed, Closing, Printing, Error, Urgent, Waiting  
Deferred, Finished, Incomplete, Spooling

Enter selections for viewing spool queue

After entering the cut-off date press F5 delete (not return to display). This will display a list of all spoolfiles from before the specified cut-off date:

**Spooler Management - Master File**  
File Edit View Actions Tools Window Help

ESC- Exit F3- First F4- Detail F5- Delete F6- Next F8- Remove F11- View F13- Refresh

**queue manager main detail screen**

description	owner	group	paper	status	cpy/s
Shipping Note Print	jo	op	despnote	DEFERRED	1
Shipping Note Print	jo	op	labels	DEFERRED	1
Shipping Note Print	jo	op	labels	DEFERRED	1
Stocktake Card Print	jo	st	normal	DEFERRED	1
Sales Orders	jo	op	normal	DEFERRED	1
Sales Orders	jo	op	inst_dn	DEFERRED	1
Sales Orders	jo	op	normal	DEFERRED	1
Sales Orders	jo	op	inst_dn	DEFERRED	1
Sales Orders	jo	op	normal	DEFERRED	1
Sales Orders	jo	op	inst_dn	DEFERRED	1
Bank Reconciliation	jo	cb	normal	DEFERRED	1
Aged Debtors Analysis	jo	st	normal	DEFERRED	1

Press F5 now and ALL DISPLAYED SPOOLFILES WILL BE DELETED (not just those on the screen but 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 house keep their spool queues 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.

**Note:** Please use this option with care, month end/year end prints may have been held for printing or for Auditing purposes, once deleted they can not be reinstated.