

Re: How to cancel printing or to delete a print job that is stuck

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2008-03/msg00069.html

- *From:* soscc <soscc@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 22 Mar 2008 12:12:03 -0700
-

any idea why the jobs just show up on 1 pc of the 2 that access the same printer that is on the linux system? is there another place on the pc where the jobs might be queue'd? a registry entry perhaps?

--
a few miles from nowhere...

"soscc" wrote:

the print jobs aren't on the linux pc. i have another xp pc that uses the same printer and those jobs don't show up in it's queue. it seems to be on just this computer.

--
a few miles from nowhere...

"Alan Morris [MSFT]" wrote:

The instructions are for canceling jobs for a local printer. I do not know where linux stores the print files

--
Alan Morris
Windows Printing Team
Search the Microsoft Knowledge Base here:
<http://support.microsoft.com/search/?adv=1>

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"soscc" <soscc@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:1ED6ECA6-81FB-49FD-9752-C5122C607C66@xxxxxxxxxxxxxxxxxxxxx

Re: How to cancel printing or to delete a print job that is stuck

i followed the instructions in the kb, and the jobs are still in the queue.
checking the folder before running the script didn't show any of the files referred to in the script. the printer is attached to a linux sme pc via samba. the print jobs don't show up on that system either.

i can't delete the printer when there are jobs queued, so that isn't an option.

when trying to delete the job from within the print queue window i get either an error processing command or access denied. looking up either of these in the support database brings up all kinds of things that aren't related to printing.

any other ideas?

—
a few miles from nowhere...

"Alan Morris [MSFT]" wrote:

<http://support.microsoft.com/kb/946737>

the group that wrote this is pretty proud.
Most of you will just start at method 4 since you already performed the first 3 methods.

I'll take a minute and explain why a job gets stuck. Uninterested parties just follow the link.

Jobs get a reference count associated with them from the spooler and the driver components (print processors and language monitor primarily).
When a reference gets incremented without a decrement, the job will still have a reference and the spooler will not delete the job until the component

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which incremented the count performs the decrement function. If the decrement function never arrives or takes a long time from the function, the job sits in the queue in a deleting state while the spooler waits for the reference count to reach 0.

Yes I know, you want to just delete the dang job, you don't care that some process out there is supposed to manipulate the job to signal the spooler that it's done and ready for deletion.

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