Print Jobs

Press F1 to find out about using Help

This software provides printing information about print jobs sent to a HP network printer.   You can easily and quickly view print job details and manage the print job as it progresses through Novell NetWare queues and through HP printers.

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Monitor the Print Job Progress

Most printing status information is displayed in the Print Jobs List.

- print job name
- print job status
- print job owner
- print job size

Additional details are located in the property pages.

1   Select a document from the Print Jobs List.

2   Click the Properties button.

3   Click the labeled tabs to view additional details.

See Also

- Status property page
- Details property page
- Queue property page
- Computer property page
- Parts of the main window

Status Page

Click the Status page tab.   The following print job status items are displayed:

- status of the print job
- current printed pages
- number of copies printed
- percent processed
- output location

See Also

- Details propery page
- Queue property page
- Computer property page

Details Page

Click the Details page tab.   The following items are displayed:

- document owner
- document size
- time the document was sent to the printer
- document description
- document file name
- banner page name

See Also

- Status property page
- Queue property page
- Computer property page

Computer Page (for Peer to Peer)

Click the Computer page tab.   The following items are displayed:

- Computer
- Printer
- Port

See Also

- Status property page
- Details propery page
- Queue property page

Queue Page (for NetWare)

Click the Queue page tab.   The following items are displayed:

- server print job was sent to
- queue print job was sent to
- queue count
- queue print job list

Queue Status

New Documents Can't Be Added
Documents Prevented From Being Printed
New Servers Cannot Attach

NOTE: Queue information   is for the selected document.   All documents listed in the Print Job List are not necessarily all in the same queue.

See Also

- Status property page
- Details propery page
- Computer property page

To Pause a Print Job

1   Select the print job from the Print Jobs List.

2   Click the Pause Button

NOTE:

The pause button and resume button appear based on the status of the document.
If the document status is not paused, you will see the pause button.   If the document
status is paused, you will see the resume button.

See Also

Monitoring the print job progress
Resuming a print job
Deleting a print job

To Resume a Print Job

1   Select the print job from the Print Jobs List.

2   Click the Resume Button

NOTE:

The pause button and resume button appear based on the status of the document. If the document status is not paused, you will see the pause button.   If the document status is paused, you will see the resume button.

See Also

Monitoring the print job progress
What if the print job is paused and does not resume printing
Deleting a print job

To Delete a Print Job

1   Select the print job from the Print Jobs List.

2   Click the [Delete Button](#)

NOTE:

The software will prompt you to confirm the deletion of a print job.

See Also

[Monitoring the print job progress](#)

Print Jobs View

This is the print jobs view.   You can view only your print jobs or everyones print jobs.

1   Click the arrow on the Print Jobs dialog box at the top of the main window.

2   To show all print jobs owned by all users, click the **Everyone's jobs** radio button.

3   If you want to see only your own print jobs, click the **My jobs** radio button.

You can also view only print jobs that are in progress (that have not yet completed printing), only print jobs that have completed printing, or all print jobs.

1   Click the arrow on the Print Jobs dialog box at the top of the main window.

2   To show only print jobs that are in progress, click the **Show jobs in progress** box.

3   To show only completed print jobs, click the **Show completed jobs** box.

4   To show all print jobs, click the **Show jobs in progress** and the **Show completed jobs** box.

See Also

[Everyone's Jobs button](#)
[My Jobs button](#)

Access On-Line Help

Specific Window Help

To access help for a specific <u>window</u>, click the **Help** button on that display.   A window will appear displaying the help for that window.

Table of Contents and Index

To access the Table of Contents or Index of the help system, click on the **Help** button from the main window, and then choose contents or index.

See Also

<u>Click</u>

What if the Print Job Is Paused

1   Select the print job from the Print Job List.

2   Click the **Resume** button to restart printing.

You can only resume your own print jobs.

If the administrator paused your print job, you may not be able to resume printing. You will need to contact you system administrator.

NOTE:

If you see that the print job is paused because the queue is on hold, you will need to contact the system administrator to resume printing.

What If the Printer's Jammed

If the printer is jammed, clear the paper jam at the printer.   Refer to the printer manual.

Once the printer is online, the print job resumes printing.

What if the Printer's Offline

If the printer is <u>offline</u>, correct the problem at the printer.   Refer to the printer manual.

Once the printer is <u>online</u>, the print job resumes printing.

What If the Paper's Out

If the printer is out of paper, a dialog box pops up presenting printing options.

You can:

- delete the document
- correct the problem at the printer
- select from the alternate paper size list

If you fix the printer problem or select an alternative paper size, the document resumes printing.

NOTE:

This is a HP LaserJet 5Si specific feature.   If you are not printing to a HP LaserJet 5Si, you will not see the paper out dialog box.

Buttons

- **Everyone's jobs**
- **My jobs**
- **Delete**
- **Pause and Resume**
- **Properties**
- **Close**
- **Refresh**
- **Help**

Pause or Resume Button

Click the **Pause** button to pause printing the selected print job.

You can only pause your own print job.   A user with administrative access can pause any print job.

Print jobs can only be paused while waiting to be printed.

When paused, the print job status changes and the resume button is available.

Click of the **Resume** button to restart printing.

Delete Button

Click the **Delete** button to delete the selected print job waiting to print or actively being printed.

You can only delete your own print jobs.   A user with administrative access can delete any print job.

Properties Button

Click the **Properties** button to show more detailed information about the print job and its printing status.

Help Button

Click the **Help** button to access online help.

The help information is [context sensitive](#).

Shortcut

Press **F1** to access Help.

Refresh Button

Click the **Refresh** button to update the Print Jobs LIst.

Updated information about the print jobs and the printer is displayed immediately.

Close Button

Click the **Close** button to close the current window in view.

Parts of the Screen

You can select to view all print jobs or only your jobs by clicking on "Everyone's jobs" or "My jobs" radio buttons.   Your user name is displayed by each job.

The middle area is a list of print jobs associated with the printer.   Details about each print job including the print job name, status, owner and size is listed.

Three buttons are available to help you manage your printing activity: **Delete, Pause or Resume** and **Properties.**

The stop light at the bottom of the screen indicates the printer status.   Next to the stop light is the printer status text.

See Also

Traffic Light Status
Monitoring the Print Job Progress
Buttons

Product Support

For product support information, refer to the HP JetDirect Print Server Software Installation Guide or the printer manual.

Status of the document

You may see any of the following messages in this dialog box:

- Printed
- Deleted
- Print Job Failed
- Printing
- Waiting on printer problem
- Out of paper
- Waiting to print
- Paused
- Document status unknown

Click

When a task refers to clicking an item, place the mouse cursor over the item, then press and release the left mouse button to select the item.

Traffic Light Icon

Displays 1 of 3 states representing the current status of the printer.

Red: A critical error condition exists which requires user interaction with the printer to continue printing.

Yellow: A non-critical error condition exists, but the printer does not require immediate attention.

Green: The printer is ready to print.

More details about the printer status can be found on the Status page for each jobs properties.

The Status page, Details page, Computer page, and Queue page display additional details about the selected document.

This list in the main window shows the print job name, printing status, print job owner and print job size.

At this time, the output bin location feature is only supported for the HP LaserJet 5Si printer. Check with your system administrator if you're not sure where your output bin is.

If checked, you cannot send any new print jobs to this queue.

If checked, the entire queue is in a paused state.   None of the documents will be printed until an administrator resumes the queue.

If checked, no new printers or print servers can service the jobs in this queue.

The printer is ready to receive data and print.

Help information specific to the window displayed.

The window on the screen that shows the information.

To restart the printing of a document.

The print job has temporarily stopped printing.   The print job will not print until the owner or system administrator resumes the printing.

The printer is not ready to receive data or print.

This is the total number of current printed pages for the print job.

This is the total number of print job copies sent to print.

This is the total percent of the print job currently printed.

This is the name of the person who sent the document to the printer.

This is the total disk size of the document.

This is the file name of the document.

This is the application associated with this document.

This is the actual time the document was sent to the printer.

This is the name of the server the print job was sent to.

This is the name of the queue the print job was sent to.

This is the list of all the print jobs currently in the printer queue.

This is the name printed on the leading page before the printed pages of the document.

This is the total number of print jobs currently in the print queue.

This text describes the current state of the printer.

Click on this button to confirm the deletion of the print job.

Click this button to stop the deletion process.

You have received this error because the printer is out of paper.

You can:

- delete the printing job
- correct problem
- alternate paper

Choose the option and then click on ok   to confirm or cancel   stop the process.

To turn this notification message off, click on Never notify me of paper out condition.   You will not be notified when the printer is out of paper.   HP recommends that you leave this feature on.

Click this button and then click OK to delete the print job.

Click this option then the OK button to indicate you will correct the problem at the printer.

Click this option to indicate you want to select a different paper type and size to print to.

Check this box to turn the paper out notification off.   HP recommends you leave this feature on.

Click this button to confirm your alternate paper out choice.

Click this button to cancel your alternate paper out choice.

Can't Find Print Job

If the print job status is Can't Find Print Job, one of the following happened:

◻ the print job was deleted
◻ the print job printed; however, the printer is not reflecting the completion status.
◻ the document printed to another printer servicing this queue.
◻ the print job is in the printer buffer, but not yet recognized by the printer.

Check the printer status

◻ If the printer status is green, look for the document at the printer.   Resend the document if printing does not complete.

◻ If the printer status is red, correct the printer problem and wait for the document to print. Resend the document if printing does not complete.

If you cannot get your document to print, contact your system administrator.

◻

This is the printer name as configured on the computer that this job came from.

This is the port connection configuration for the computer that this job printed from.

This is the network name of the computer that this job was printed from.

Everyone's Jobs Button

Click the **Everyone's job** radio button to view all jobs. The jobs that will be shown will be either in progress or completed jobs depending on which box you select. You may select either or both boxes.

My Jobs Button

Click the **My job** radio button to view just your own jobs. The jobs that will be shown will be either in progress or completed jobs depending on which box you select. You may select either or both boxes.