

# CANCELLING A STUCK PRINT JOB

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## Background

Occasionally, a patron will release a print job that is too big or a job with content that is corrupt. This can interrupt the patron print queue and prevent others from printing. Library staff cannot resolve this from the PaperCut Admin page because the job has already made its way to the printer's memory. Library staff would actually need access to the patron print queue in Windows to cancel the job in question. Follow these instructions to cancel large or corrupted print jobs from the printer's memory.

## Library Staff Instructions for Canceling a Print Job

1. On the staff Desktop, locate the **Patron Print Queues** folder and open it
2. Double-click the appropriate print queue. If you don't know which queue to be looking at, look at all of them until you find a job with a status of **Error** or **Restarting**
3. Right-click the print job with the **Error** or **Restarting** status and select **Cancel**
4. Are you sure you want to cancel the document? **Yes**.
5. If the printer is still failing after the job is canceled, try power-cycling the printer.