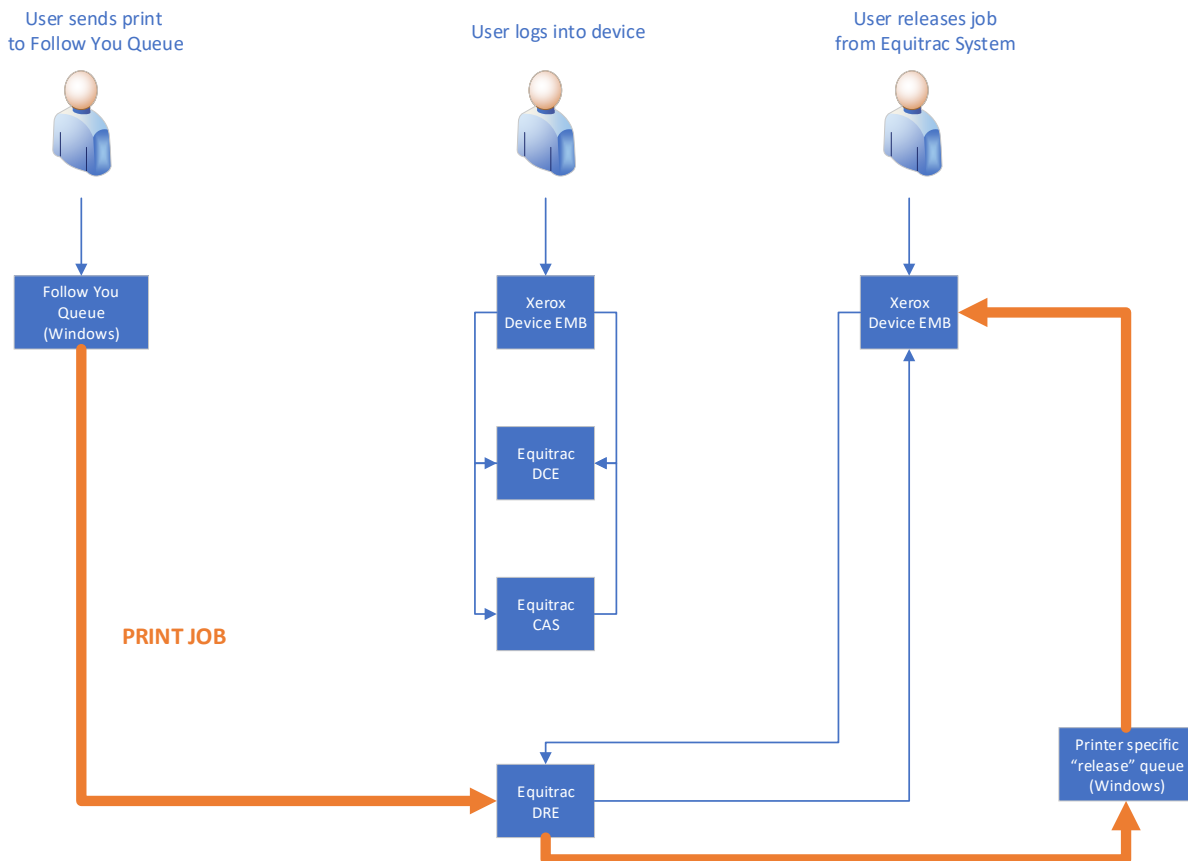


Situation

- Equitrac Solution in place
- Device not printing released job
- Released Job not visible in local device queue
- No error given at device control panel when job is released
- Generally, means an issue with the device's release output queue on the print server

Logic Path for troubleshooting



Error will look like below screenshot, apply the following fixes:

1-Delete oldest job and see if everything spools through

2-Delete all jobs then send a test

3-Recreate the spool folder (Affects all printers hosted on that server – query with escalated support prior to action)

Example of error:

