



Process

Documentation

Department:

Customer Service

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NAME OF PROCESS

Managing Files That Are Not Printing [Green Screen]

Use Case / Objectives

On occasion you may run a report, and it is in your spool file but is not printing. This article will walk you through how to designate a printer to output your report.

Configuration, Training, and Reporting

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.

Menu options to access:

[Main Operations](#) > [Any report menu](#) > [Spool file](#)

Managing Files That Are Not Printing

Process Steps

If you are printing a report from the green screen and it does not print to your printer, the report may not have a designated printer. To change the report to a designated printer, you will need to do the following:

1. For this example, we will be printing the **Equipment Revenue** report from the **Sales Analysis** menu. From the **Main Operations** menu, in the *Option or command* field, type **6** for the **Sales Analysis** menu and press Enter.
2. Type **48** for the **Equipment Revenue** report and press Enter.
3. Type in the parameters for the report on the **Equipment Revenue Report** screen, then press Enter to continue.

```
Equipment Revenue Report

From cat/class:
To cat/class:   999 9999
Currency code:  USD
Report date:   1/26 (MM/YY)
```

4. On the **Submit Job** popup screen, we changed the *Omit/Include* field to **O** and deleted any *Locations* that were listed in the field.

```
1/27/26 17:27:09 Equipment Revenue Report Sys: DEMO V12

By Loc/District/Region: L (L/D/R) Omit/Include: O (O=Omit, I=Include)
Locations
-----
Printer/Outq: QPRINT Copies: 1 Hold: N Save: N

Submit job. . . : N
```

5. Press Enter to print the report.
6. The report processes and you are redirected back to the **Sales Analysis** menu.

```
SAMNUO Sales Analysis Sys: DEMO V12
1/27/26 Cmp: RM Loc: DMO

41. Rental Equipment ROI
42. Rental Equip Split Rents
43. Daily Ratio of Rentals to Cost
44. Analysis Group Revenue
45. Total Revenue Recap - User
46. Daily Equipment Utilization
47. Summary Equipment Utilization
48. Equipment Revenue
49. Equipment Utilization/ROI Rpt
60. Additional Analysis Reports
61. National Accounts Menu

Miscellaneous Functions
90. Signoff

More...
Option or command
==>
```

7. The report did not print to the designated printer **ARAPRT01**.
8. To view the spool file, type **WO** in the *Option or command* field and press Enter.

```

SAMNUO                               Sales Analysis
1/27/26

41. Rental Equipment ROI
42. Rental Equip Split Rents
43. Daily Ratio of Rentals to Cost
44. Analysis Group Revenue
45. Total Revenue Recap - User
46. Daily Equipment Utilization
47. Summary Equipment Utilization
48. Equipment Revenue
49. Equipment Utilization/ROI Rpt
60. Additional Analysis Reports
61. National Accounts Menu

Miscellaneous Functions
90. Signoff

Option or command
==> WO
    
```

9. The **Work with All Spooled Files** screens, and the report you just tried to print displays in the table.
10. In the *Sts (Status)* column and verify whether the report is in a ***HLD** (hold) status or ***RLS** (release) status.

```

Work with All Spooled Files

Type options, press Enter.
1=Send 2=Change 3=Hold 4=Delete 5=Display 6=Release 7=Messages
8=Attributes 9=Work with printing status

Opt File User Device or Queue User Data Sts Total Pages Cur Page Copy
_ EQP_REVNUE WG515LS ARAPRT01 RAERVR *HLD 73 1
    
```

11. Since this report is in a ***HLD** status, it will not print until it is released. **NOTE:** We perform this in a later step.
12. To check the printer assignment for the report, type **2** in the *Opt* column next to the report and press Enter.

```

Work with All Spooled Files

Type options, press Enter.
1=Send 2=Change 3=Hold 4=Delete 5=Display 6=Release 7=Messages
8=Attributes 9=Work with printing status

Opt File User Device or Queue User Data Sts Total Pages Cur Page Copy
2 EQP_REVNUE WG515LS QPRINT RAERVR RDY 73 1
    
```

13. The **Change Spooled File Attributes** screen opens for the selected file; however, you will not be editing any of the fields on the first page (screenshot below).

```

Change Spooled File Attributes (CHGSPLFA)

Type choices, press Enter.

Spooled file . . . . . > EQP_REVNUE      Name, *SELECT
Job name . . . . . > QPADEV01VW      Name, *
User . . . . . > WG515LS           Name
Number . . . . . > 534393           000000-999999
Spooled file number . . . . . > 1      1-999999, *ONLY, *LAST, *ANY
Job system name . . . . . > SAAS01      Name, *ONLY, *CURRENT, *ANY
Spooled file created:
  Creation date . . . . . > 01272026      Date, *ONLY, *LAST
  Creation time . . . . . > 173106      Time, *ONLY, *LAST
  Printer . . . . . > *OUTQ           Name, *SAME, *OUTQ
  Print sequence . . . . . > *SAME          *SAME, *NEXT
  Form type . . . . . > *STD           Form type, *SAME, *STD
  Copies . . . . . > 1              1-255, *SAME
  Restart printing . . . . . > *STRPAGE      Number, *SAME, *STRPAGE...

More...
    
```

14. Press the Page Down key on your keyboard or scroll down with your mouse to advance to the next page.
15. On the next screen, you will update the information in the *Output Queue* and *Library* fields.

```

Change Spooled File Attributes (CHGSPLFA)

Type choices, press Enter.

Additional Parameters

Output queue . . . . . > QPRINT           Name, *SAME, *DEV
Library . . . . . > QUSRSYS          Name, *LIBL, *CURLIB
    
```

16. For the *Output queue* field, type in the designated printer for output.
17. Delete any value in the *Library* field.
18. Press Enter.

```

Additional Parameters

Output queue . . . . . > ARAPRT01           Name, *SAME, *DEV
Library . . . . . > _____          Name, *LIBL, *CURLIB
    
```

19. The screen will refresh and the value **LIBL* auto-fills in the *Library* field.

```

Additional Parameters

Output queue . . . . . > ARAPRT01           Name, *SAME, *DEV
Library . . . . . > *LIBL                Name, *LIBL, *CURLIB
    
```

20. Press Enter again.

21. The screen will redirect back to the **Work with All Spooled Files** screen, and the report will print to your designated printer once redirected.

```

Work with All Spooled Files

Type options, press Enter.
1=Send 2=Change 3=Hold 4=Delete 5=Display 6=Release 7=Messages
8=Attributes 9=Work with printing status

Opt File User Device or Queue User Data Sts Total Pages Cur Page Copy
_ EQP_REVNUE WG515LS ARAPRT01 RAERVR *HLD 73 1
    
```

22. If the report does not print, it may still be in a held status, so you need to release the report.

```

Work with All Spooled Files

Type options, press Enter.
1=Send 2=Change 3=Hold 4=Delete 5=Display 6=Release 7=Messages
8=Attributes 9=Work with printing status

Opt File User Device or Queue User Data Sts Total Pages Cur Page Copy
_ EQP_REVNUE WG515LS ARAPRT01 RAERVR *HLD 73 1
    
```

23. Type 6 in the *Opt* column beside the report to release it and then press Enter.

```

Type options, press Enter.
1=Send 2=Change 3=Hold 4=Delete 5=Display 6=Release 7=Messages
8=Attributes 9=Work with printing status

Opt File User Device or Queue User Data Sts Total Pages Cur Page Copy
6 EQP_REVNUE WG515LS ARAPRT01 RAERVR *HLD 73 1
    
```

24. The *Sts (Status)* column will change from *HLD to *RLS.

```

Work with All Spooled Files

Type options, press Enter.
1=Send 2=Change 3=Hold 4=Delete 5=Display 6=Release 7=Messages
8=Attributes 9=Work with printing status

Opt File User Device or Queue User Data Sts Total Pages Cur Page Copy
_ EQP_REVNUE WG515LS ARAPRT01 RAERVR *RLS 73 1
    
```

25. The report will print to the designated printer. You can press F5 key to refresh the screen and your spool file list will be empty.

```
Work with All Spooled Files

Type options, press Enter.
 1=Send  2=Change  3=Hold  4=Delete  5=Display  6=Release  7=Messages
 8=Attributes  9=Work with printing status

Opt  File      User      Device or      User Data  Sts  Total  Cur
      File      User      Queue          Data      Sts  Pages  Page  Copy
      File      User      Queue          Data      Sts  Pages  Page  Copy

(No spooled output files)
```