
Crown[®] Print Monitor+ Administrator's Guide

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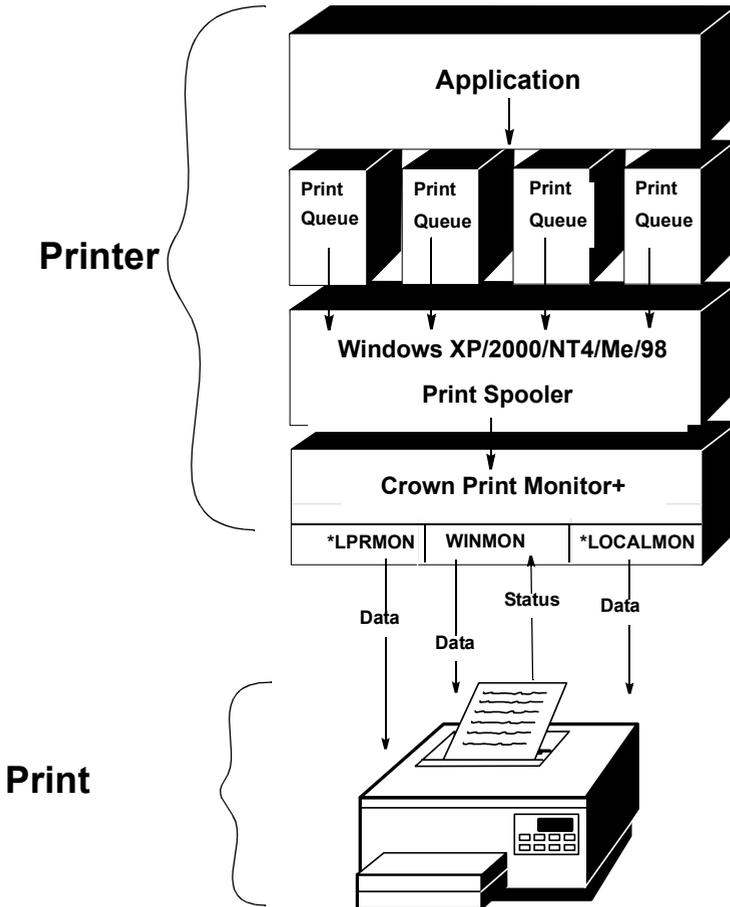
Introduction

1

Introduction

Crown Print Monitor+ works with the Microsoft Print Spooler in Windows environments to port jobs to the printer as well as to retrieve information from the printer. In Crown Print Monitor+, Print Spooler “monitors” or “despoolers” are configured to service print jobs in a particular queue. Designed specifically for your printer, Crown Print Monitor+ uses TCP/IP protocol to transport print jobs and access printer status information.

As shown in the illustration, Crown Print Monitor+ does more than just transport your print job to the printer. It also displays status information on that print job.



System Requirements

To use Crown Print Monitor+, you need

- A printer with Crown or Crown Port+ printer technology and an Ethernet interface configured for TCP/IP protocol



Crown Print Monitor+ works with the KONICA MINOLTA printer it was shipped with. If you have other KONICA MINOLTA printers, check their documentation or our web site at www.konicaminolta.net/printer/ to see whether they use Crown technology. If so, they can also use Crown Print Monitor+.

- A workstation running Microsoft Windows XP/2000/NT4/Me/98
- Crown Print Monitor+ files



Files are available on the Software Utilities CD-ROM that came with your printer or you can download the files from the Internet.

The Autoloan (on the *Software Utilities* CD-ROM that came with your printer) automatically installs the necessary components of Crown Print Monitor+ and places the required files in the appropriate locations.

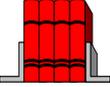
You can also load the files manually, either using the files on the CD-ROM that came with your printer or by downloading the files from the Internet.



If you already have Crown Print Monitor installed, Crown Print Monitor+ can function at the same time so you don't have to reconfigure older printers. Or you can delete the ports to which the older printers are attached, recreate them using Crown Print Monitor+ and let Crown Print Monitor+ manage your Crown printers.

About the Documentation

If your printer has a network interface, Crown Print Monitor+ documentation came with your printer on CD-ROM.

	<i>Crown Print Monitor+ Administrator's Guide</i>	You're now looking at this manual. It contains detailed information on installing, using, and troubleshooting Crown Print Monitor+. A more detailed explanation of this manual is provided in the "About This Manual" section, later in this chapter.
	Crown Print Monitor+ Help	The help file explains what the monitor is, describes its use, and provides context-sensitive help for topics.
	Other Documentation	For additional information, you can refer to other documentation that came with your printer or network interface, or with your Windows and other Microsoft systems.

About This Manual

This manual is written for Windows XP/2000/NT4/Me/98 administrators, and it is divided into the following sections:

1	Introduction	Presents an overview of Crown Print Monitor+, provides system requirements, and describes Crown Print Monitor+ files.
2	Installation	Provides the installation and uninstallation instructions and describes how to access and use Crown Print Monitor+.
3	Troubleshooting	Provides information on Crown Print Monitor+ status messages.

Conventions

The following typographic conventions are used throughout this manual:

Mixed-Case
Courier

Text you type, and messages and information displayed on the screen.

Mixed-Case
Italic Courier

Variable text you type; replace the italicized word(s) with information specific to your computer, printer, or network.

UPPERCASE

File and utility names.

lowercase italic

Variable information in the text.

↵

Press the Enter key



Notes contain tips, extra information, or important information that deserves emphasis or reiteration.

About Crown Print Monitor+

Crown Print Monitor+ transports print jobs to a print device using the TCP/IP protocol and displays status information to the host via Print Manager. Its three main components are status, send, and configuration. They're explained in the following sections.

Status Component

This component obtains information from the printer, such as print job “go/nogo” and error or warning conditions. Status information displays in Print Manager through the print queue status dialog box. Status information comes from the Windows XP/2000/NT4/Me/98 Print Spooler, Crown Print Monitor+, or the printer, depending on where the job is in the printing process. See chapter 3, “Troubleshooting,” and chapter 2, the “Using Crown Print Monitor+” section, for more information on status messages.

Send Component



Crown Print Monitor+ communicates over TCP/IP ports 35 or 9100. Older versions of Crown Print Monitor communicate only over port 35.

This component transports print jobs to a specific print device. When a job is sent to a print device by the Network Print Monitor, it uses Windows XP/2000/NT4/Me/98 operating system resources to transport the job. If a connection is broken while a job is being transported, the monitor may discard the remaining data and gives control back to Crown Print Monitor+ Print Spooler. Any other pending jobs remain in the queue until the print device problem is corrected.

Configuration Component

This component configures the port name, Internet address, time delays, types of events to record in the application log, and problem sound alert. It consists of the Add Port and Configure Port dialog boxes.

Installation

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Preparing to Use Crown Print Monitor+

Before you can use Crown Print Monitor+, you need to:

- Install Crown Print Monitor+
- Add a printer port
- Configure the port

Automatic Installation

If you use the AutoInstaller (setup.exe) on the *Software Utilities* CD-ROM that came with your printer, follow this procedure to automatically install Crown Print Monitor+ and add a printer port.

- 1 Insert the *Software Utilities* CD-ROM in your PC's CD-ROM drive.
 *If the AutoInstaller does not start automatically, double-click setup.exe in the CD-ROM's root directory.*
- 2 In the Main Menu select Additional Software.
- 3 When prompted, in the Product list select Printer Management Utilities and in the Setup Type drop-down box select Custom.
- 4 When prompted, select Crown Print Monitor+.
- 5 Follow the instructions to install Crown Print Monitor+ and add a printer port.
- 6 Skip to "Step 3. Configuring a Port — Automatic and Manual Installation" on page 16 to configure the port you just added.

Manual Installation

You can also load Crown Print Monitor+ manually, using files from the *Software Utilities* CD-ROM or downloaded from the Internet.

Step 1. Installing Crown Print Monitor+ Manually



If you used the Software Utilities CD-ROM AutoInstaller (as described in "Automatic Installation" above), this step is performed automatically for you. Skip to "Step 3. Configuring a Port — Automatic and Manual Installation" on page 16.

Use Crown Print Monitor+ files on the *Software Utilities* CD-ROM or go to our web site at printer.konicaminolta.net/support. On the web site, choose Support & Drivers; select your printer; choose Drivers, PPDs, and Utilities; choose your operating system; and scroll through the options to find Crown Print Monitor+.

Installation Notes

Windows XP/2000/NT4



You must be logged on as a member of the Administrator group to install Crown Print Monitor+. Also, the TCP/IP network protocol must be installed.

Windows Me/98



The TCP/IP network protocol must be installed to install Crown Print Monitor+.

Downloading from the Internet

- 1 Create a new folder on your desktop and name the folder Monitor.
- 2 From the web site, download the cplusplus.exe file into the folder created in step 1.
- 3 Open the monitor folder and double click the cplusplus.exe file
This extracts the files into the monitor folder.
- 4 Locate and double-click the setup.exe file within the folder.
- 5 Continue with step 5 in the "Installation" section below.

Installation



If you need to download Crown Print Monitor+ from the Internet see the steps above; otherwise, continue with the steps below.



If you are updating from an old version of Crown Print Monitor+, you will be asked whether you want to uninstall the current version. Choose Yes or OK to restart your workstation when prompted, and use the same procedure (described here) that you would use for a new installation.

- 1 Insert the *Software Utilities* CD-ROM into the appropriate drive on your PC.
It runs automatically.
- 2 Close the AutoInstaller.
- 3 In Windows Explorer, browse to x:\utilities\crown print monitor, where x is your CD-ROM drive.
- 4 Double-click on the setup.exe file.
- 5 Select the Setup Language, then choose **OK**.

- 6 Click **Next** on the Welcome screen to continue.
Crown Print Monitor+ setup begins.
- 7 If you are prompted to add a new port, type the IP Address of your printer into both the Port Name and IP Address boxes. Then choose **OK**.
- 8 Choose **Finish** and restart your computer when prompted.

Step 2. Adding a Printer Port



If you used the Software Utilities CD-ROM AutoInstaller (as described in “Automatic Installation” on page 12), this step is performed automatically for you. Skip to “Step 3. Configuring a Port — Automatic and Manual Installation” on page 16.

Before you can use Crown Print Monitor+ to transport print jobs to a printer and display status information on them, you must add the port associated with the print device to your system configuration.

Windows XP/2000/NT4

- 1 Following instructions that came with your Windows system, complete the Create Printer dialog box information.
- 2 Right-click on your printer.
- 3 Select **Properties**.
- 4 Select the Ports tab and then click on **Add Port**.
- 5 In the Print to: list box select **Other**.
- 6 Choose **Crown Port+**.
- 7 Choose **New Port**.
- 8 Follow the instructions below for either the Manual Option or the Auto-Discovery Option.

Manual Option

In this option, you identify the port name and IP address manually. You also configure the port during this process.

- 1 Select the Manual radio button.
- 2 Type the port name and IP address in the appropriate text boxes.
- 3 Select the advanced button.
The Configure Crown Port dialog box appears.
- 4 Configure the Timers, Port Settings, Audible Alert, and Output Bin Notification. Refer to “Port Configuration Options” on page 17.

- 5 Select **OK**.

The Configure Crown Port dialog box closes.

Auto Discovery Option

In this option, the port name and IP address are set automatically. You can configure the port after completing these steps.

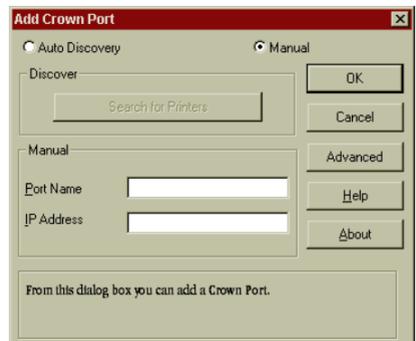
- 1 Select the Auto Discovery radio button.
- 2 Select the Search for Printers button.
The Add Crown Port dialog box disappears and you are back in the printer driver's Add Port dialog box.
- 3 Close the Add Port dialog box.
This returns you to the printer driver, where the auto-discovered printers are displayed.
- 4 Select the appropriate port name from the drop-down list box.
- 5 Close the Printer Properties dialog box.
- 6 Skip to "Step 3. Configuring a Port — Automatic and Manual Installation" on page 16.

Windows Me/98

- 1 From the Start menu, choose **Settings**.
- 2 From the Settings menu, choose **Printers**.
- 3 In the Printers window, right-click on the new printer to display the pop-up menu.
- 4 Choose Properties to display the Properties dialog box.
- 5 Choose the Details tab and then choose **Add Port**.
- 6 Select **Other**.
- 7 Select Crown Port+ from the list and then choose **OK**.

The Add Crown Port window appears.

- If you want to identify the port's logical name and IP address manually, select the Manual radio button and follow steps for the Manual Option.
- If you want to discover the port's logical name and IP address automatically, select the AutoDiscovery radio button and follow the steps for AutoDiscovery.



Manual Option

- 1 After selecting the Manual button, type the port name and IP address in the appropriate text boxes.
- 2 Select the Advanced button.
The Configure Crown Port dialog box appears.
- 3 Configure the Timers, the Port Setting, the Audible Alert and the Output Bin Notification. For information about the options, see “Port Configuration Options” on page 17.
- 4 Choose **OK**.
The Configure Crown Port dialog box disappears.
- 5 Choose **OK**.
The Properties dialog box displays again and the port name appears in the Print to the Following Port drop-down list box on the Details tab.

Auto Discovery Option

- 1 After selecting the Auto Discovery option from the Add Crown Port+ menu, choose Search for Printers.
The Properties dialog box displays, and all of the available port names appear in the Print to the Following Port drop-down list box on the Details tab.
-  *If the list does not include all ports, close the Properties box and reopen it.*
- 2 Select the appropriate port name from the drop-down list.
 - 3 Configure the port. See “Step 3. Configuring a Port — Automatic and Manual Installation” on page 16.

Step 3. Configuring a Port — Automatic and Manual Installation

Whether you installed Crown Print Monitor+ automatically or manually and whether you used the manual or autodiscovery option for adding a port, once you add a port you can configure its settings.

During the configuration procedure, you make choices about the way Crown Print Monitor+ informs you if there is a printing problem.

Port Configuration Options

Timers

There are three timers to set. For each time, you scroll through a list box and select a value between 1 and 600 (seconds).

- 1 Status Update Interval** — Determines how often Crown Print Monitor+ updates Print Manager about the printer's status.
- 2 Status Request Timeout** — Determines how long Crown Print Monitor+ waits before notifying Print Manager that the printer is not responding.
- 3 Send Request Timeout** — Determines how long Crown Print Monitor+ waits for a print job to be sent before returning control to the Windows Spooler.

Port Settings

To configure the Port Settings

- For printers using Crown Port+ printer technology, select **Port 9100**.
For example, Crown Port+ printers that use Port 9100 include the magicolor 2350, magicolor 3300, and magicolor 7300.
- For printers using Crown technology, select **Port 35**.
For example, Crown printers that use Port 35 include the 2060, 3260, 4032, magicolor 2, magicolor 330, magicolor 2200 and 2210, magicolor 6100 and 6110, magicolor 3100, magicolor 3300, and PagePro 9100.

Audible Alert

If you check the Audible Alert box, you enable the system speaker to beep when Crown Printer Monitor+ encounters an error writing to the port.



The Audible Alert is not an option for printers using Port 9100.

Output Bin Notification

When this option box is checked, print jobs are displayed in the Windows print job queue dialog box until they are delivered to the printer's output bin.

In addition, when this box is checked, print jobs submitted while another job is printing are not spooled to the printer. Instead, they remain in the Windows print job queue until the previous job is delivered to the output tray.



Output Bin Notification is not an option for printers using Port 9100.

Port Configuration Steps

Windows XP/2000/NT4

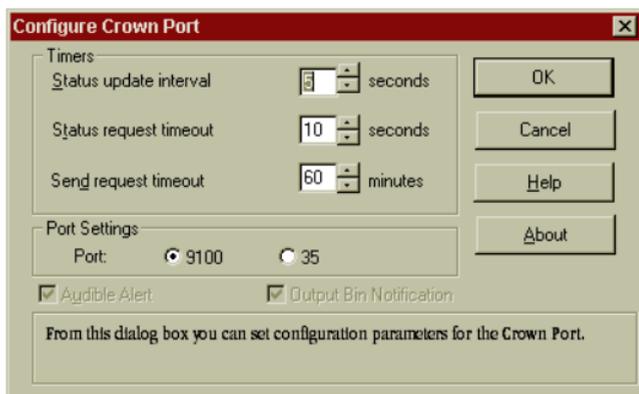
Follow these steps to configure the port.

- 1 From the Print Manager, choose **Printer Properties**.
- 2 From the Print to: list box, select the print device using the port that needs to be configured.
- 3 On the Ports tab, select **Configure Port**.
- 4 Configure the Timers, the Port Setting, the Audible Alert, and the Output Bin Notifications. Options are described in “Port Configuration Options” on page 17.
- 5 Choose **OK**.
- 6 Close the dialog box.

Windows Me/98

Follow these steps to configure the port.

- 1 From the Start menu, choose **Settings**.
- 2 Choose **Printers**.
- 3 In the Printers window, right-click on an existing printer to display the printer’s menu.
- 4 Choose the Properties tab to display the Properties dialog box.
- 5 Click the Details button.
- 6 In the Print to the Following Port drop-down list, select the port you want to configure.
- 7 Choose the Port Settings button to display the Configure Crown Port window.



- 8 Configure the Timers, the Audible Alert, and the Output Bin Notification. Options are described in “Port Configuration Options” on page 17.
- 9 Choose **OK**.
- 10 Close the Print Servers Properties dialog box.

Using Crown Print Monitor+

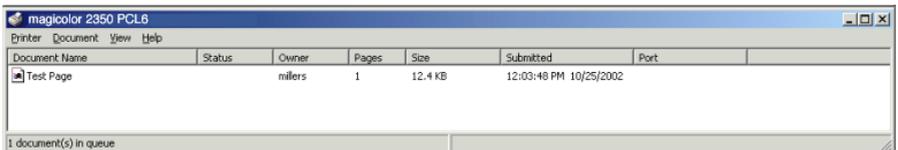
If you have installed Crown Print Monitor+, added a port for the printer, and configured the port settings, if necessary, you are ready to use Crown Print Monitor+.

Windows XP/2000/NT4

To obtain status information on a print job, from the Start menu choose Settings and then Printers, then double-click on the printer you have selected. Whenever a print job is sent to that port, its status is reported in the sample status window shown below.

Print Job Status Information

This provides a sample of what should appear in the status window once you have set up Crown Print Monitor+.



The following is an explanation of the status window prompts:

Menu or Item	Explanation
Printer	Provides a drop-down menu that allows you to select Connect, Set as Default Printer, Printing Preferences, Pause Printing, Cancel All Documents, Sharing, Use Printer Offline, (Printer) Properties, and Close.
Document	Allows you to Pause, Resume, Restart, Cancel, or view the (Document) Properties of one or more print jobs.
View	Allows you to view or hide the Status Bar and Refresh print job information.
Help	Provides access to Help Topics, the printing Troubleshooter, and information About Windows.

Menu or Item	Explanation
Document Name	Displays the title(s) of the document(s). (This may also be the filename.)
Status	Displays the current state of the print job in process. A print job either proceeds in a normal error-free state or it is in an error state. Error states can be nonvolatile like PAPER OUT or PAPER JAM or volatile like the inability to connect to a target printer (this state is displayed as Printer Not Responding).
Owner	Displays the document owner.
Pages	Displays the number of pages in the document.
Submitted	Displays the time the print job is submitted to the Print Spooler.
Size	Displays the document size.
Port	Displays the port name or IP address for the current port.

See chapter 3, “Troubleshooting,” for more information on the status messages that display.

Windows Me/98

Print Job Status Information

To obtain status information on a print job, from the Start menu choose Settings and then Printers, then double-click on the printer you have selected. Whenever a print job is sent to that port, its status is reported in the sample status window shown below.



The following is an explanation of the status window menus and field names:

Menu or Item	Explanation
Printer	Provides a drop-down menu that allows you to select Pause Printing, Set as Default, Purge Print Documents, and (Printer) Properties.
Document	Gives you the option to Pause or Cancel one or more print jobs.
View	Allows you to view or hide the Status Bar.
Help	Provides access to Help Topics and information About Windows
Document Name	Displays the title(s) of the document(s). (This may also be the filename.)
Status	Displays the current state of the print job in process, as well as those waiting to be printed. A print job either proceeds in a normal error-free state, or it is in an error state. Error states can be nonvolatile like PAPER OUT or PAPER JAM or volatile like the inability to connect to a target printer (this state is displayed as Printer Not Responding).
Owner	Lists the print job owner.
Progress	Shows the progress of the print job by displaying the size of the file still to print.
Started at	Displays the time and date the file was sent to print.

See chapter 3, “Troubleshooting,” for more information on the status messages that display.

Uninstalling Crown Print Monitor+

Use this procedure when uninstalling Crown Print Monitor+.

- 1 From the Start menu, choose **Settings**.
- 2 From the Settings menu, choose **Printers**.
- 3 Right-click on your printer and choose **Properties**.
- 4 In the Properties window, choose the Details tab, scroll down in the Print to the following port: listing and select a port not associated with Crown Print Monitor+.
 *You need to select a different port because you can't delete an active port.*
- 5 If you have more than one printer using Crown Print Monitor+, repeat steps 3–4 for each additional printer.
- 6 From the Settings menu, choose **Control Panel**.
- 7 In the Control Panel dialog box, choose **Add/Remove Programs**.
- 8 Choose Apply and then choose **OK**.
- 9 Choose **Add/Remove**.
- 10 When a dialog box displays, asking you if you want to uninstall Crown Print Monitor+, choose **OK**.
If a dialog box appears saying that a locked file (crnxmon.dll) was detected, choose the Reboot button.
- 11 When the uninstall is complete, choose **Yes** to restart your computer.
- 12 Click **Finish**.
 *All files that are associated with Crown Print Monitor+ installation are removed.*

Troubleshooting

3

Spooler Status Information

Windows Me/98

One of the following messages displays via Print Manager in the printer status window when the Windows Me/98 Print Spooler is the originator of the status information:

When this message displays in the Print Manager printer status window . . .	It indicates . . .	Take this action . . .
Spooling	The print job is being spooled from an application either on a local or remote workstation.	None
Printing	The spooler is ready to activate the designated monitor and despool the submitted print job.	None
Deleting	The spooler has finished submitting the print job to the designated print monitor and is deleting the spool file.	None
Error	<p>The spooler is reporting an error received from the monitor.</p> <ul style="list-style-type: none">■ If the print job is spooled on a local workstation, then a dialog box prompting you to either delete or retry the job displays.■ If the print job is spooled on a remote workstation, then the job is retried until it is either deleted or the printer becomes unavailable.	<ul style="list-style-type: none">■ For print jobs spooled on a local workstation, click the appropriate dialog box button.■ For print jobs spooled on a remote workstation, either wait until the error clears or delete the job.

Windows XP/2000/NT4

When this message displays in the Print Manager printer status window . . .	It indicates . . .	Take this action . . .
Spooling	<p>The print job is being spooled from an application either on a local or remote workstation.</p> <p> <i>Remote Downlevel Document displays in the Document Name column of the status window when the client workstation, spooling jobs to an NT4 server, does not transmit complete job information. See your Microsoft Windows NT4 documentation for more information on this message.</i></p>	None
Printing	The spooler is ready to activate the designated monitor and despool the submitted print job.	None
Deleting	The spooler has finished submitting the print job to the designated print monitor and is deleting the spool file.	None
Error	<p>The spooler is reporting an error received from the monitor.</p> <ul style="list-style-type: none"> ■ If the print job is spooled on a local workstation, then a dialog box prompting you to either delete or retry the job displays. ■ If the print job is spooled on a remote workstation, then the job is retried until it is either deleted or the printer becomes unavailable. 	<ul style="list-style-type: none"> ■ For print jobs spooled on a local workstation, click the appropriate dialog box button. ■ For print jobs spooled on a remote workstation, either wait until the error clears or delete the job.

Monitor Status Information

One of the following messages displays via Print Manager in the printer status window when Crown Print Monitor+ is the originator of the status information.

Windows Me/98

When this message displays in the Print Manager printer status window . . .	It indicates . . .	Take this action . . .
Printer not responding	Crown Print Monitor+ can't communicate with the printer.	Printer Off or Connection Broken <ul style="list-style-type: none">■ If the print job is spooled by a local workstation, then either turn on the printer or reconnect it to the network.■ If the job is spooled by a remote workstation, then turn on the printer or reconnect it to the network.
Printer Busy	This message displays while the job is transferred to the printer.	None

Windows XP/2000/NT4

When this message displays in the Print Manager printer status window . . .	It indicates . . .	Take this action . . .
Printer not responding	Crown Print Monitor+ can't communicate with the printer.	Printer Off or Connection Broken <ul style="list-style-type: none">■ If the print job is spooled by a local workstation, then either turn on the printer or reconnect it to the network.■ If the job is spooled by a remote workstation, then turn on the printer or reconnect it to the network.
Printer Busy	This message displays while the job is transferred to the printer. The flag next to this message indicates spooling status: <ul style="list-style-type: none">■ Green Flag Printer spooling is enabled.■ Red Flag Printer spooling is disabled.	None

Printer Status Information

This printer-dependent status information displays via Print Manager in the printer status window when Crown Print Monitor+ is displaying a message from the print device. Most of these messages are uppercase, and they may vary from one print device to the next. See your printer documentation for a complete list and description of these messages.

When this message displays in the Print Manager printer status window . . .	It indicates . . .	Take this action . . .
<p>Print device control panel status messages, such as the following:</p> <p>IDLE TONER OUT ADJUST UPPER BIN PAPER JAM</p>	<p>The print device has encountered a problem (the status message is also displayed on the control panel of the print device). See your printer documentation for a complete list of these messages.</p> <ul style="list-style-type: none"> ■ If the print job is spooled on a local workstation, a dialog box prompting you to either delete or retry the job displays. ■ If the print job is spooled on a remote workstation, the job is retried until it is either deleted or the printer becomes unavailable (for example, is busy printing another job or goes off-line). <p> <i>Remember that if the send request timeout expires, then the print job will be terminated and cleared from the system.</i></p>	<p>Fix the printer problem and then do the following:</p> <ul style="list-style-type: none"> ■ For print jobs spooled on a local workstation, click the appropriate dialog box button. ■ For print jobs spooled on a remote workstation, either wait until the error clears or delete the job