FormTrap™

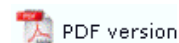## Job Archive

Archive Guideline
Managing Records
Search and Filter
Error Messages

Error Messages from FormTrap Spooler

PDF version

FTSpooler keeps all the job processing and delivery information in one job archive, and provides different views, i.e. **All**, **Delivered**, **Errors**, **Data**, **Replication**, **Formatting**, **Working**, and **Logs**.

Archive shows three panels: **searching and filtering**, **main panel** and **detail panels**.

More information on Archive Database

Self Explanatory Errors

Most errors from the Spooler itself are self explanatory, for example, this one, in the left-hand panel of Archive, Errors:

Input type mismatch: expected input file type is [PCLXL], actual input type is [TXT]
Process (PCLXL to any printer), path(pclxlprn.exe) - file does not exist.

Program is saying it EXPECTS a PCLXL file,   **expected input file type is [PCLXL]**

but no PCLXL file can be found,   **actual input type is [TXT]**

hence the process must be wrong.   **Process (PCLXL to any printer), path (pclxlprn.exe**

Check by looking at the **Archive**, **All** display of **files** at the right, if this shows (for example) **.pcl** or **.ps** files, you are using the wrong filter program in this queue.

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Printer Errors, E0xxxxxxx

FormTrap Server ignores the highlighted errors from the list below. If you want additional Printer Errors ignored in your site, please notify Support@FormTrap.com.

```
PRINTER_STATUS_PAUSED                  0x00000001
PRINTER_STATUS_ERROR                   0x00000002
PRINTER_STATUS_PENDING_DELETION        0x00000004
PRINTER_STATUS_PAPER_JAM               0x00000008
PRINTER_STATUS_PAPER_OUT               0x00000010
PRINTER_STATUS_MANUAL_FEED             0x00000020
PRINTER_STATUS_PAPER_PROBLEM           0x00000040
PRINTER_STATUS_OFFLINE                 0x00000080
PRINTER_STATUS_IO_ACTIVE               0x00000100
PRINTER_STATUS_BUSY                    0x00000200
PRINTER_STATUS_PRINTING                0x00000400
PRINTER_STATUS_OUTPUT_BIN_FULL         0x00000800
PRINTER_STATUS_NOT_AVAILABLE           0x00001000
PRINTER_STATUS_WAITING                 0x00002000
PRINTER_STATUS_PROCESSING              0x00004000
PRINTER_STATUS_INITIALIZING            0x00008000
PRINTER_STATUS_WARMING_UP              0x00010000
PRINTER_STATUS_TONER_LOW               0x00020000
PRINTER_STATUS_NO_TONER                0x00040000
PRINTER_STATUS_PAGE_PUNT               0x00080000
PRINTER_STATUS_USER_INTERVENTION       0x00100000
PRINTER_STATUS_OUT_OF_MEMORY           0x00200000
PRINTER_STATUS_DOOR_OPEN               0x00400000
PRINTER_STATUS_SERVER_UNKNOWN          0x00800000
PRINTER_STATUS_POWER_SAVE              0x01000000
PRINTER_STATUS_SERVER_OFFLINE          0x02000000
PRINTER_STATUS_DRIVER_UPDATE_NEEDED 0x04000000
```
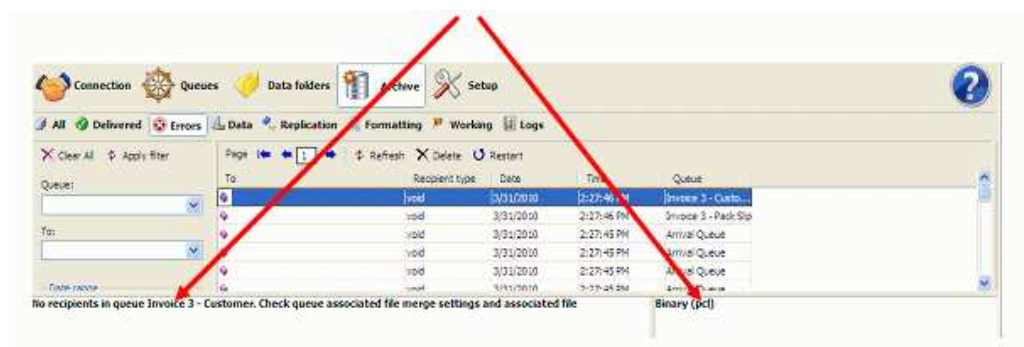
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Vague or Meaningless Errors

If error is vague or even meaningless, then it is likely coming from Windows. Please next look in the FormTrap Knowledge Base (within www.formtrap.com), by entering keyword searches with key words from the error message. For example, using "**error code**" as the keyword will return common printer statii reported by Windows and what you can do about them.
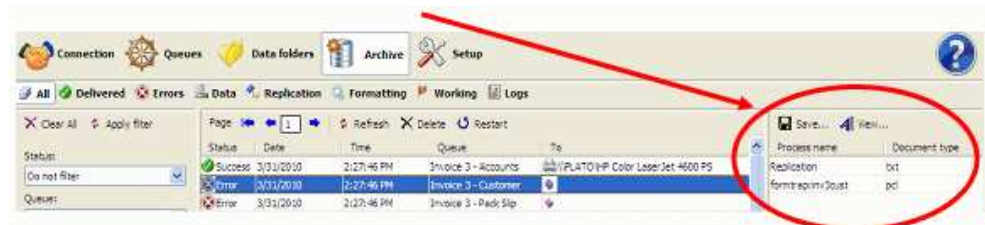
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If You are Still Stuck:

Please email FormTrap Support (Support@FormTrap.com) with these documents and files:
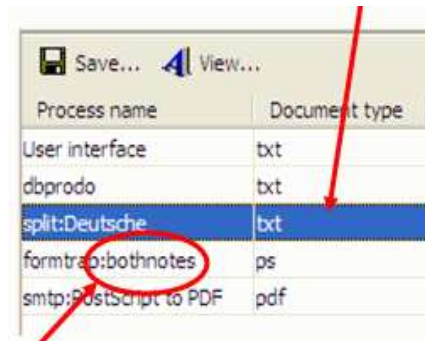
1. Screen shot of the error taken from **Archive**, **Errors** with the item causing the problem highlighted, we're interested in the **bottom two panels** on the screen which is the best (sometimes only) information available.

2. Screen shot of **Archive**, **All** showing the **file list** at the right.

3. Saved formatted document (suffix **.pcl**, **.ps** or **.pxlcl**) from the above (use this to save the document to a folder).
4. First document and (if this exists) the last **.txt** document from the above.

5. Form (**.frm**) file from the FTDesign environment (**bothnotes.frm**), WITH any repagination file (**.rpg**) used by the form.
6. Zip all of the files and include with your email. If you have HTML format email, you can drop the screen shots in directly.

The above should allow us to respond efficiently to you.

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Not a current customer:

If you are not a supported customer (current on Support and Upgrades), we will call you on the next business day to request credit card payment. That may be an email if you are not in the same time zone.

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