



## SBE Manual V7.5

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### Archive

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- ▶ Search and Filter
- ▶ **Error Messages**

#### Error Messages from FormTrap Spooler

FTSpooler keeps all the job processing and delivery information in one job archivem 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 panel.**

[More information on Archive Database](#)

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#### 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.

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

#### Vague or Meaningless Errors

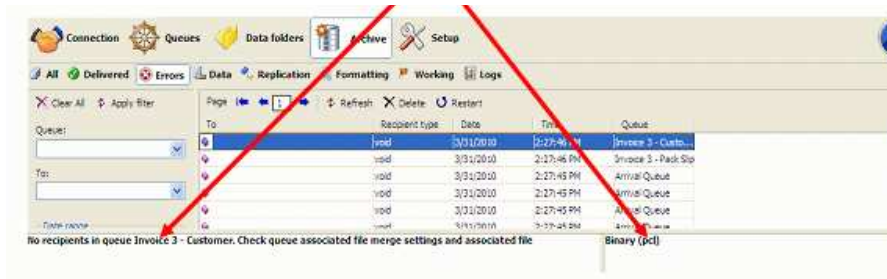
If error is vague or even meaningless, then it is likely coming from Windows. Please next look in the FormTrap Knowledge Base (within [www.formtrap.com](http://www.formtrap.com)), by entering keyword searches with key words from the error message. For example, using "**error code**" as the keyword will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

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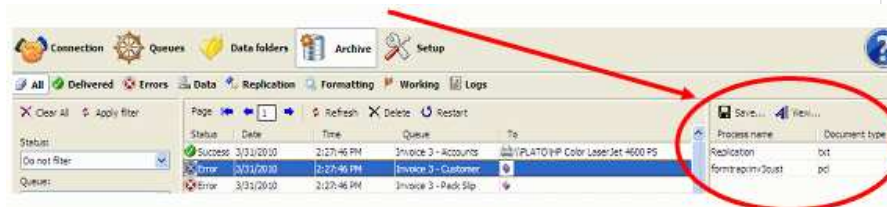
#### If You are Still Stuck

Please email FormTrap Support ([Support@FormTrap.com](mailto:Support@FormTrap.com)) with these documents and files:

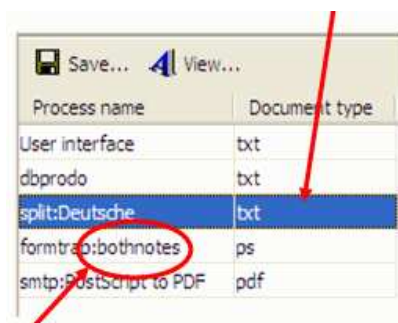
1. Screen shot of the error taken from **Archive, Errors** with the item causing the problem highlighted, we're interested in the **bottom two panels** on the screen



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



3. Saved formatted document (suffix **.pcl**, **.ps** or **.pclxl**) 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. From (**.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.
7. Please send the file from Archive, Log.
8. If the error is in a Windows System component (SMTP, W2KFax), please look at the Event Viewer and if there are entries that look relevant, please zip and send that as well.

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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