This KM explains how to cancel a print job in ICBS.

End User Solution

Follow this procedure to cancel a print job:

1. Turn off the printer the print job was sent to.

2. Contact the Interagency Helpdesk at 866.224.7677 for further assistance. Provide the following information:

   - Printer name
   - IP address

Helpdesk Solution

If you receive a call from a user wanting to cancel a print job in ICBS, follow these steps:

1. Notify the ICBS SME on call. The SME will first contact the ICBS Operations and Maintenance (O&M) Team to attempt to clear the print job from the Loftware server at NITC. If O&M is able to clear the print job, the number of labels that were queued up before the print job was cancelled will continue to print. The user should be advised to turn the printer on and observe the output.

2. If the print job doesn't stop after a few minutes, the user should turn the printer off and call their agency IT to cancel the job from either the FS or BLM print server.

3. Once the print job has been purged from the agency print server, the user can turn their printer back on. Some remaining labels might print, but printing should stop soon. The user can now initiate the label printing job again with the correct number of copies.

Agency IT Helpdesks

- Forest Service Customer Help Desk (CHD) at: 1-866-945-1354. In addition to the printer name and IP address, it will be very helpful to request through the Customer Help Desk that Jayesh Lakhiani (FS cache print server administrator) be contacted to purge the print job. Jayesh's contact information is as follows: office 703-605-0887; cell 301-806-0760. An ICBS-R SME can also contact Jayesh to purge print jobs.

- BLM Customer Help Desk at: 1-800-BLM-HELP (1-800-256-4357)

- ICBS users at the Great Basin and Alaska Fire Service Caches can also contact their local IT specialists to request that a print job be purged:

- For GBK: BLM NIFC Local Helpdesk: 208-387-5734; or Roger Christopher: 208-387-5501 / c: 208-789-1691

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- For AKK: AFS IT Trouble Line: 907-356-5588
- The on-call ICBS-R SME can also contact Jayesh or the GBK/AKK local IT specialists directly to help facilitate and expedite the process of purging a print job.

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