

**SATS – Clearing Print Queues**

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1. Coforge SS-Cloud\_APAC

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Document Control

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# Purpose

The purpose of the document is to provide a detailed overview and step-by-step procedure to Clear print queues in ESB servers.

**2. Scope**

This procedure covers how to clear print queues in ESB servers.

# 3. Audience

The intended audience of this document are COFORGE SS-Cloud Team and the staff of SATS involved in ITSM.

1. Prerequisites

You must have appropriate access on the server (Sudo Access) to cleat Queues.

1. Follow below steps to Clear Print Queues

* Connect to the server through putty.

A screen shot of a computer

Description automatically generated

* Login to the root user

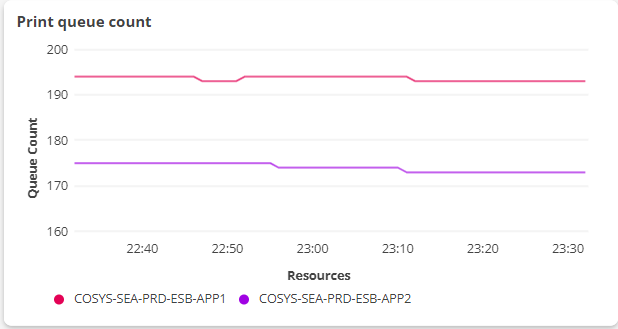
A screen shot of a computer code

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* After logging into the root user run below command to clear print queues

**“cancel -a“**

* Print queues will be cleared after running the command. Check the print queues count in ESB Hypercare dashboard in OpsRamp.

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