Problem checklist

My printout hasn't come out.

> See whether the printer is printing now. If it is, other users may have made a request to the same printer ahead of you and your file should be printed in turn. The following section explains how to check the print requests.
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> If no file is printing, check the printer's paper supply, physical connections, and power switch. The printer may also be hung (stalled). If it is, ask other users or system staff people for advice.

My printout is garbled or doesn't look anything like the file did on my terminal.

> The printer may not be configured to print the kind of file you're printing. For instance, a file in PostScript format will look fine when you use a PostScript viewer on your terminal, but look like gibberish when you try to print it. If the printer doesn't understand PostScript, ask your system administrator to install a printer driver that handles PostScript.
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> You may be trying to print a file directly (with **lp** or **lpr**) that should be printed from its own application. For instance, if you have a StarOffice file named *report.sdw*, you should open that file from a StarOffice window and use the Print command on the StarOffice File menu.

Viewing the Printer Queue

If you want to find out how many files or "requests" for output are ahead of yours in the printer queue, use the program named **lpstat** (for **lp**) or **lpq** (for **lpr**). The **cancel** program lets you terminate a printing request made by **lp**; **lprm** cancels jobs from **lpr**.

If you have a graphical application such as StarOffice that does its printing with **lp** or **lpr**, you should be able to use these commands to check and cancel those print jobs.

lpstat and lpq

The **lpstat** program shows what's in the printer queue: request IDs, owners, file sizes, when the jobs were sent for printing, and the status of the