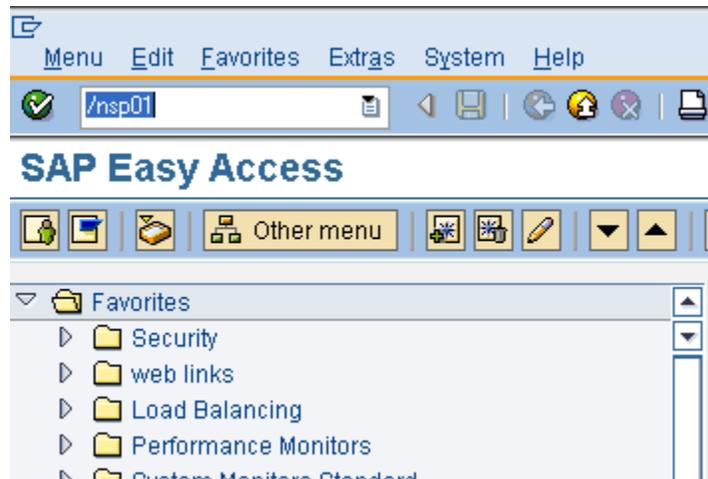


## Resolving Output Problems When Printing from AASIS

Recently, a number of AASIS users have reported problems when printing from AASIS. Specifically, these users report a lack of output from the printer after they have taken all steps ordinarily necessary in order to print.

AASIS technical support is working to resolve the issue.

In the meantime, the following steps often serve as a suitable work-around to start the pending print job.



1. Key `/osp01` or `/nsp01` in the *Command* field.
2. Click the green check mark.

# Resolving Output Problems When Printing from AASIS

The *Output controller: Spool request selection screen* opens, displaying the spool session window.

**Output controller: Spool request selection screen**

Further selection criteria...

Spool requests | Output requests

Spool Request Number

Spool request name

Spool request name (suffix 1)

Spool request name (suffix 2)

Created By pecole

Date created  to

Client

Authorization

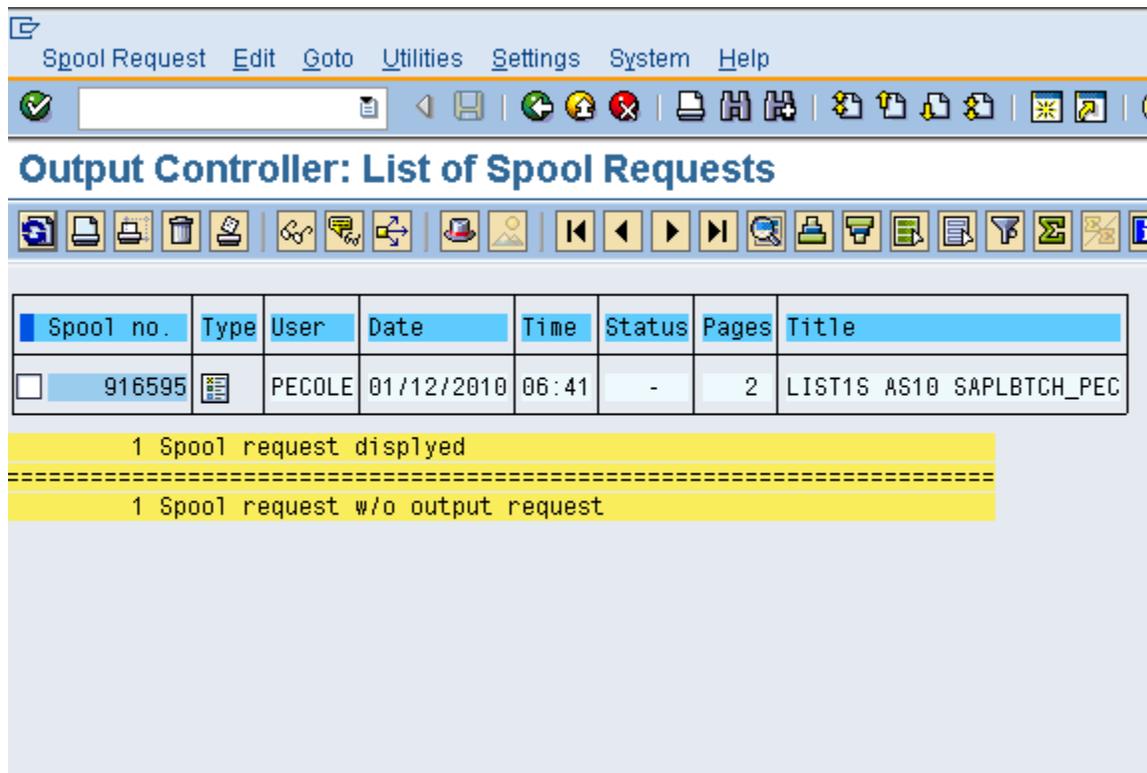
Output Device

Your username and today's date appear as default values.

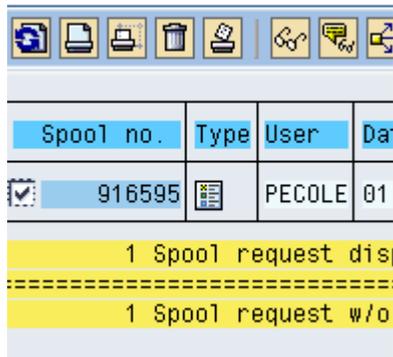
1. If you need to change the date, do so now.
2. Click the *Execute* icon  in order to list your printouts.

# Resolving Output Problems When Printing from AASIS

Your list of spool requests opens.



## Output Controller: Li



1. Select the box to the left of the spool you would like to print.
2. Select one of the printer icons in order to print your selection.

If you have questions, please call the AASIS Help Desk at (501)683-2255 or complete the Help Desk form on the AASIS web site at <http://www.dfa.arkansas.gov/offices/informationServices/aasis/Pages/AASISHelpdeskForm.aspx>.