Clearing Your Queuing System in AIX 3.1 or 3.2

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Note: The information in this document has **not** been verified for AIX 4.1.

About this Document

Use this procedure if qdaemon repeatedly dies or if your queuing subsystem is completely down. If you find that this procedure must be constantly run to keep your queuing system in working order, you may have a more serious problem with your configuration. Work with your local support team to resolve this situation. This document applies to both AIX 3.1 and 3.2 on the RISC System/6000.

Summary of Procedure

To clear the queuing system, you will need to stop the qdaemon process and check that the "/usr" (AIX 3.1) or "/var" (3.2) file system is not full. Then, clear the queue directories and start the qdaemon process again.

Steps

1. Log in as root.
2. Let current print jobs finish printing or cancel them. To list current print job numbers, enter

   ```
   lpstat
   ```

   To cancel print jobs, enter:

   ```
   enq -x <job number>
   ```

3. Now, stop the qdaemon process by entering:

   ```
   stopsrc -s qdaemon
   ```

4. Use the following commands to ensure that qdaemon has not forked other processes and left them running.

   ```
   ps -ef | grep qdaemon
   ps -ef | grep pio
   ```

   Only one line of output should be displayed for each of the above commands. If this is the case, skip to step 6.

   If there was more than one line of output, note the process ID (second column of output) for each process except "grep qdaemon" and "grep pio". (Process names are in the last column.)

5. Kill the forked processes with the following command.

   ```
   kill -9 xxxx
   ```

   Run the command for each process ID you noted above, replacing xxxx with the process ID.

6. If it is important to save the current print jobs from being deleted, continue with this step. If not, go to step 7.

   If your print job exists in one of the following directories, make a copy of it and place it in "/tmp"; you can print it when the queuing system is running again. (In these directories, the files will have unfamiliar system names.)

   On AIX 3.1,

   ```
   /usr/spool/qdaemon
   /usr/spool/lpd
   ```

   On AIX 3.2,

   ```
   /var/spool/qdaemon
   /var/spool/lpd
   ```

7. If the "/usr" (3.1) or "/var" (3.2) file system gets too full, you may experience problems with qdaemon or the spooler. Large print jobs may fail, or "00root" files with zero lengths may appear in your "qdir" directory. Rebooting the system may not help clear files out or restart qdaemon.

   Enter the "df" command and look in the "%used" column for "/usr" or "/var" to see if the file system is too full. Free or increase space in the file system as necessary.

8. Change directory:

   On AIX 3.1,

   ```
   cd /usr/lpd/qdir
   ```

   On AIX 3.2,

   ```
   cd /var/spool/lpd/qdir
   ```

9. Issue the "pwd" command to verify that you are in the proper directory ("qdir"); then remove all files in this directory: "rm *".

10. Change directory again:

On AIX 3.1,

```
cd /usr/lpd/stat
```

On AIX 3.2,

```
cd /var/spool/lpd/stat
```

11. Issue the "pwd" command to verify that you are in the proper directory ("stat"); then remove all files in this directory: "rm *".

12. Change directory:

    On AIX 3.1,

    ```
    cd /usr/spool/qdaemon
    ```

    On AIX 3.2,

    ```
    cd /var/spool/qdaemon
    ```

13. Issue the "pwd" command to verify that you are in the proper directory; then remove all files in this directory: "rm *".

Continue with the following steps if you are having trouble with remote queues or with lpd. Otherwise, skip to Step 16.

14. Change directory:

    On AIX 3.1,

    ```
    cd /usr/spool/lpd
    ```

    On AIX 3.2,

    ```
    cd /var/spool/lpd
    ```

15. Issue the "pwd" command to verify that you are in the proper directory ("lpd"); then remove all files in this directory: "rm *". (This will not remove the subdirectories.)

16. Now, start qdaemon:

    ```
    startsrc -s qdaemon
    ```

    The queuing system should start normally. If some queues are still down, try to bring them up with "enable <qname>".

Reader's Comments

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