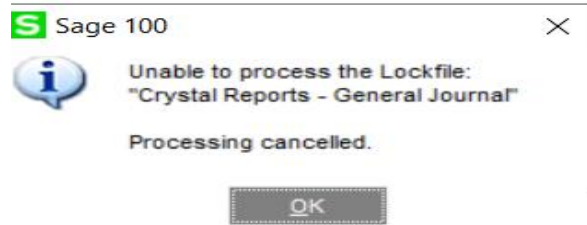




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Job Lock Error when printing in Sage 100

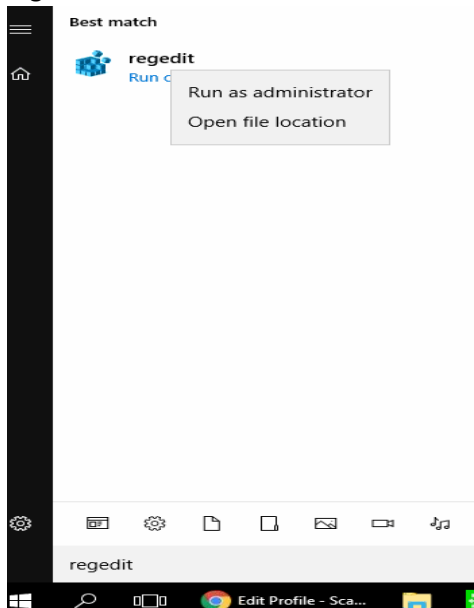
When you receive the Job Locks error, more than likely the user does not have the permissions necessary in the registry or under the printer properties for the Sage 100 pdf converter.



Note: You may require administrative rights to your local machine when correcting this error. If you do not have the administrative rights, you will need to have IT's assistance to proceed with the below instructions.

First you want to check the permissions in the registry by:

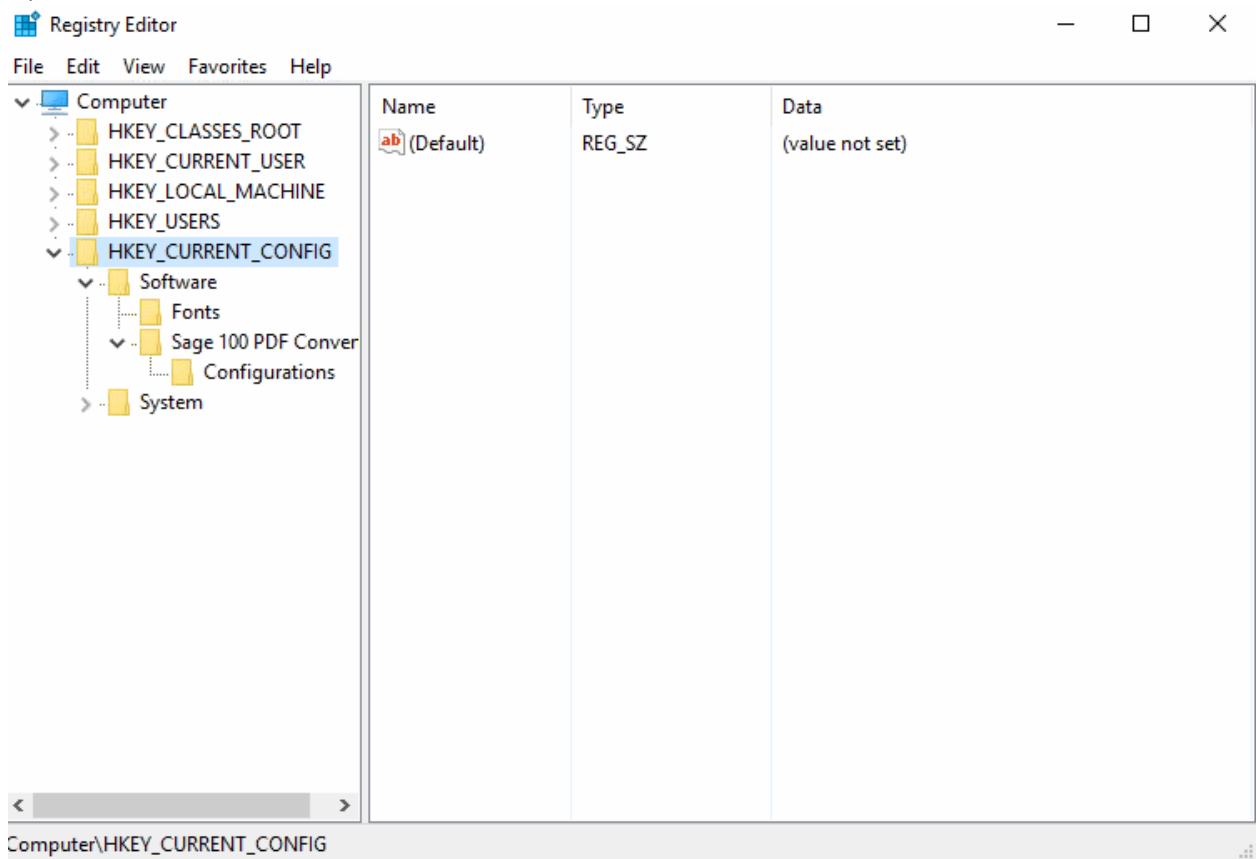
1. Clicking the Start button on your computer
2. Type in Regedit
3. Right click and run as Administrator





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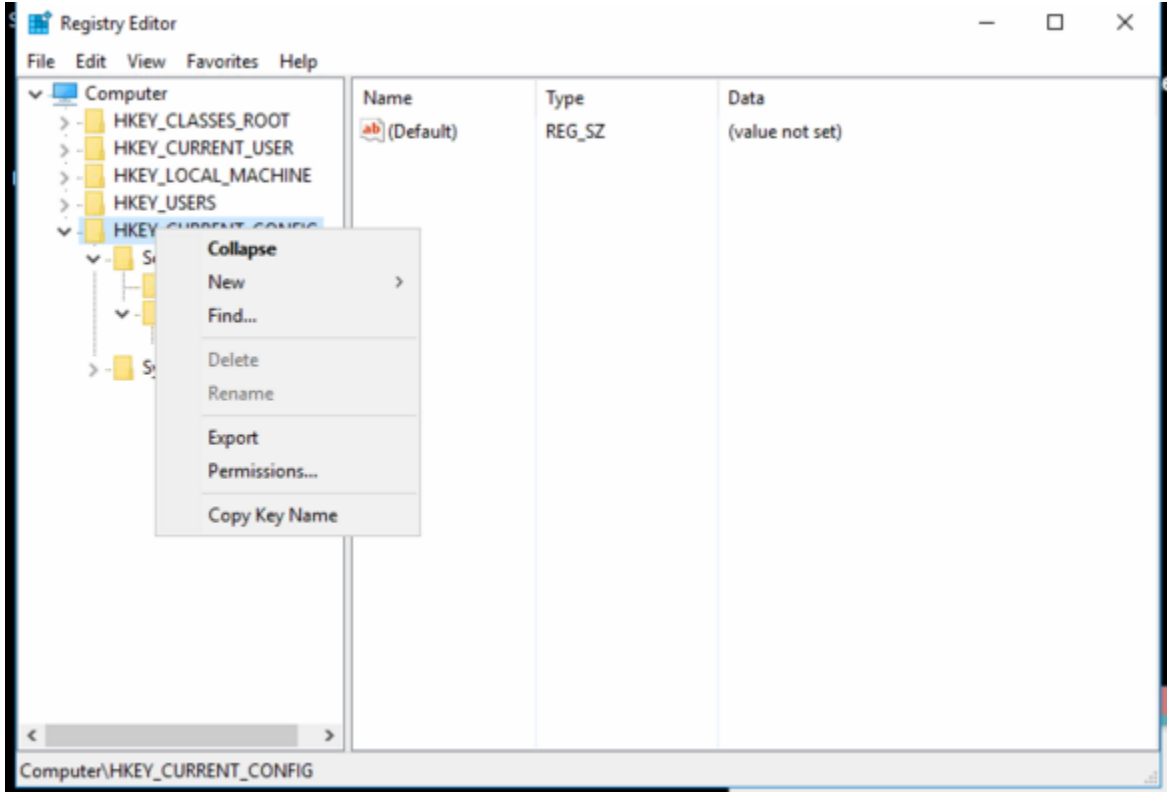
4. Find the HKEY_CURRENT_CONFIGURATION folder
5. Open to software make sure there is not a lock folder if there is delete it.





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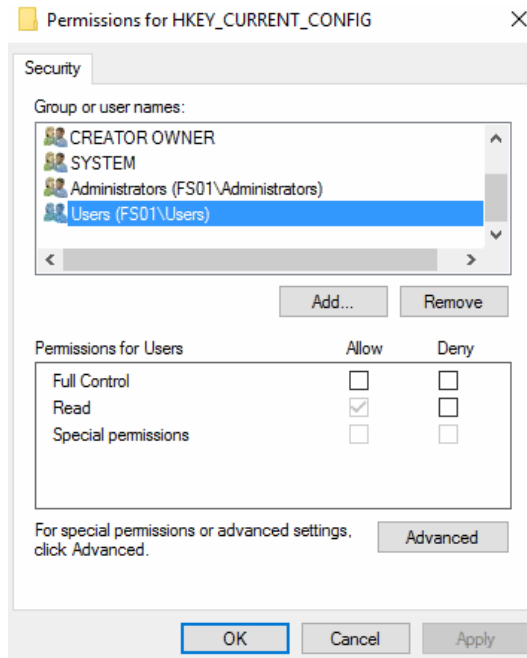
6. Right click on the HKEY_CURRENT_CONFIGURATION folder and click permissions



7. Go to the security tab and find the users make sure they have full control
8. Click Apply



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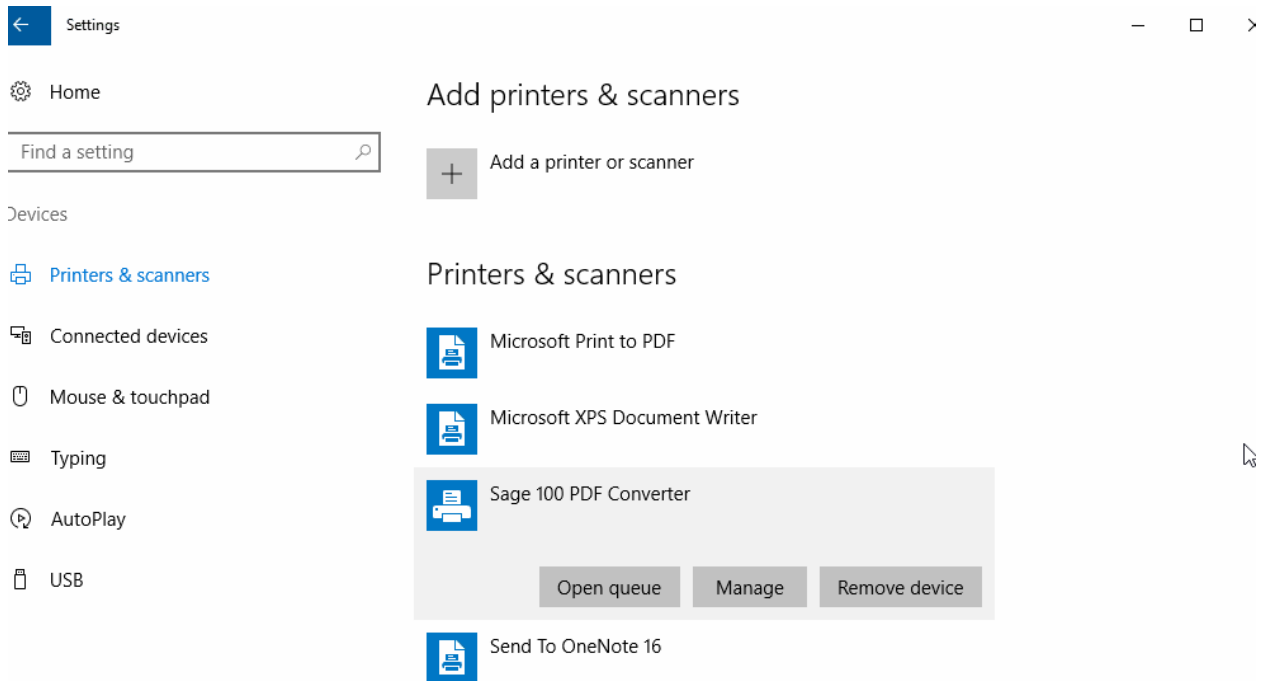


Second step to fixing the error:

1. Click on the start button on the computer
2. Type in Printers
3. Bring up the list of printers and find the Sage 100 PDF Converter



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4. Right click and manage printer properties

Manage your device

Printer status: Idle

Open print queue

[Print a test page](#)

[Run the troubleshooter](#)

[Printer properties](#)

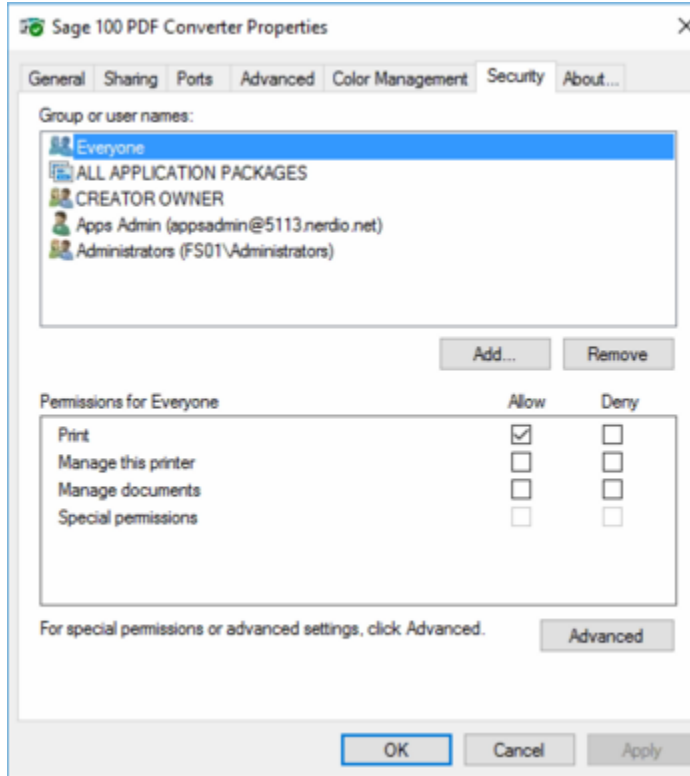
[Printing preferences](#)

[Hardware properties](#)



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5. Click on the security tab



6. Make sure users have full control
7. Click Apply