Following is a way to delete all of the items listed in the Phoenix Reporting > Print Jobs queue.

On the Phoenix server,

1. Navigate to C:\Inetpub\wwwroot\phoenix\spool

There will be a “bunch” of numbered.txt or .html files here.

These are the files of all those print jobs – delete all these files.

1. Click on Start > Programs > Microsoft SQL Server > Microsoft SQL Server Management Studio  a dialog box title “Connect to SQL Server” will display, login with the following credentials:
   1. SQL Server Authentication
   2. Login Name: phoenix
   3. Password:  flight
   4. Click OK
   5. Enter the following script in the text area at the top right…

DELETE FROM ABMprocess WHERE [type] = 1

AND [start\_date] < ‘2016-05-31’

Then click Query > Execute or F5

* 1. Close Management Studio.

1. Log back into Phoenix Reporting, the Print Jobs folder should now be empty…