

DigiPath Customer Bulletin

Configuration: DigiPath

Release: 4.0

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Title: Temp files are created when printing files through Batch Tool.

Problem: A temp file is created in the E:/DigiPath/prtmp directory when submitting files for print from Batch Tool.

Cause: Files that are sent via Production Print through Batch Tool will create a temporary file, which will be placed in the E:/DigiPath/prtmp directory. This includes any files that are submitted through Job Manager on a Web Services system as these files are printed using the Batch Tool application. Batch Tool generates a temp file that contains job ticket information, printer information and other settings, which can be used to reprint or reschedule jobs from Batch Tool's log. Each temp file that is generated is 130KB in size.

Solution: Web Services users and users that print files through Batch Tool via the Production Print option should clear the Batch Tool log on a regular basis depending on their print volume. This can be accomplished selecting the [Log] option in Batch Tool and choosing [Clear] from the drop down menu. This will remove the temp files from the directory freeing up disk space.