



# How do I stop PDF-eXPLODE from processing a job? I terminated the PDF-eXPLODE in the Windows Task Manager but every time I start up it resumes

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## ISSUE:

How do I stop PDF-eXPLODE from processing a job? I terminated the PDF-eXPLODE process in the Windows Task manager but every time I start up PDF-eXPLODE, the job processing resumes.

## ANSWER:

The .TMP file is the source output from Windows and if the file is currently in the PDF-eXPLODE print queue, it will continue to attempt to re-print, unless deleted. The file is in the format ~PD999.TMP where '999' is a random 3 digit alpha-numeric or numeric value. You need to delete the ."TMP" file from the appropriate location shown below.

### PDF-eXPLODE Desktop (V1/ V2/ V3):

If your PC is Win XP, Win 2000 / 2003, then the TMP can be found here:

**C:\Documents and Settings\<>your account>\Local Settings\Temp\PDFeXplode\<>your account>**  
OR

If your version is Win Vista or Win 7 or Win 2008, then the TMP can be found here:

**C:\Users\<>your account>\AppData\Temp\PDFeXPLODE\<>your account>**

### PDF-eXPLODE Version 3 & 4

If your version of Pdf-eXPLODE is V3 or V4 and it is:

**PDF-eXPLODE Print Server, CITRIX/Terminal Server or Report Server V3+ OR**  
**PDF-eXPLODE Desktop, Print Server, CITRIX/Terminal Server or Report Server V4+**

then the TMP file can be found here:

**[PDF-eXPLODE Program folder]\TEMP\<>your account>**

You should also check the Processes tab in Windows Task Manager and check if pdf-explode.exe\*32 and pdfexplodespl.exe\*32 are still in memory - if so, please terminate these too.

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