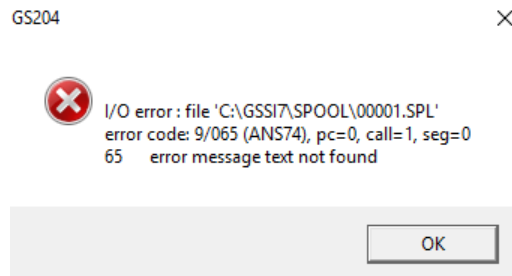# HELPDESK

KnowledgeBase Article 2123

Error on Spool File

On a rare occasion, the user may run into an error while attempting to print reports. This error is due to an issue that attempts to create a file in the `c:\GSSI7\SPOOL` directory.

To rectify this issue, replace the `c:\GSSI7\Programs\Allocpbd.rel` with the `Allocpbd.rel` file from the same location on the Guardian server.