

# No last jobs at the terminals or with Copitrak Desktop

000040632 | How To | Last updated 2026-09-02 | Copitrak

## Issue: No Recent Jobs Displayed at Terminals or in Copitrak Desktop

If no recent jobs appear on the terminals or within Copitrak Desktop, follow these steps to troubleshoot the issue:

- 1 **Check Copitrak Service Status** – Ensure that the Copitrak service (CTKSERVICEMAN or PMKSERVICEMAN, depending on your version) is running.
- 2 **Verify Running Processes** – Check if LCWINsql32.exe is running in the system processes.
- 3 **Check ERSRTDAM Status** – Ensure the ERSRTDAM process is active.
- 4 **Restart Services if Necessary** – If any of the above services are not running, restart PMKSERVICEMAN or CTKSERVICEMAN accordingly.
- 5 **Validate Account List** – Confirm that the account list is up to date and not missing a significant number of accounts.
- 6 **Verify if the missings accounts are non-billable accounts, create a rule to allow non-billable in last jobs if necessary**

If issues persist, further investigation may be required. Contact support for additional assistance.

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/40632>