

**Report ID:** REP-1746458919678-MAIN  
**Priority:** Medium  
**Device Type:** printer  
**Assigned To:** Ahmed Al-Khuzai  
**Department:** Academic Affairs, Training, and Medical Education Administration  
**Category:** General

## Description:

Selected Issue: ["Printer is not responding", "Printer is not detected", "Printer says "offline" when it's plugged in"]  
["Printer is not detected", "Printer is not responding", "Printer says "offline" when it's plugged in"]

## Technical Notes:

Customer Name: maryam

ID Number: 039393001i910933

Ext Number: 34567890987654

Initial Diagnosis: printer not working

Final Diagnosis: fix it

Floor: Forth Floor

## Device Specifications:

**Device Name:** ad

**Serial Number:** 12344444444

**Ministry Number:** 300303030303034

**Model:** Color LaserJet 150nw

**Device Type:** printer

**Printer Type:** a

**Ink Type:** dwa

**Ink Serial Number:** 39984848595040025

**Signature:**