**Printer - KB00666**

Impacted App/Service: Printer

Title: Printers connected to the network are not

Short Description: If printers connected cannot operate normally, follow the steps below.

Resolution:

1. Open the Windows Start option.
2. Launch the **Remote Desktop Connect** (RDC) application.
3. On the Computer field, type **181.16.44.88** and click **Connect**.
4. Once the connection to the remote computer is established, login using your administration account credentials.
5. From the bottom Windows Taskbar, select the Search function (magnifying glass icon).
6. In the search patter, type **task**.
7. A suggestion of **Task Manager** will appear in the top of the list, click on the Task Manager.
8. Once the Task Manager popup appears, the **Process** tab will be on screen.
9. The CPU column will display the percent of utilization. If not already sorted, click once to sort this in descending order. This will present the highest CPU utilization process at the top of the list.
10. For any process utilizing above 50% CPU, close these processes by right clicking and selecting the **End Task** option.
11. Launch the **Cleanup** icon from the desktop. This will free up some disk space (i.e., cache, temp files, legacy installers, etc.).
12. As soon the Cleanup tool completes, a popup dialog will ask if a reboot is needed, select **Yes**.