**Real Case Scenario #1**

Michell is facing multiple issues with her printer, which is currently unable to print any documents. She urgently needs it fixed due to a pressing deadline. Michell is unsure if the printer is still under warranty or what the model number is. Below are the detailed steps to troubleshoot and resolve the issues, along with potential additional problems she might encounter. She also mentioned that if the printer is under warranty, she would like to have it replaced. Please include all the steps taken through the ticketing system and the entire process carried out.

Serial Number: CN4376S099

**User’s information:**

Name: Michell Mayers  
Account ID: 78965897  
Phone Number: +12257896451  
Email: michmy@aol.com

**Tools**  
Ticketing System: [Sign in to Zendesk](https://www.zendesk.com/login/)  
HP Website: [Service status](https://support.hp.com/us-en/check-warranty)

**Printer Not Printing Any Documents**

**Possible Causes:**

* Printer is offline.
* Paper jam.
* Low ink or toner.
* Printer driver issues.
* Print queue is stuck.

**Troubleshooting Steps**

1. **Check Printer Status:**
   * Ensure the printer is turned on and connected to the computer or network.
   * Check the printer’s display panel for any error messages.
2. **Verify Printer Connection:**
   * For wired printers, ensure the USB or Ethernet cable is securely connected.
   * For wireless printers, ensure the printer is connected to the correct Wi-Fi network.
3. **Set Printer as Default:**
   * Go to **Control Panel** > **Devices and Printers**.
   * Right-click on your printer and select **Set as default printer**.
4. **Clear Paper Jam:**
   * Open the printer cover and carefully remove any jammed paper.
   * Check the paper tray and ensure it is properly loaded with paper.
5. **Check Ink or Toner Levels:**
   * Open the printer cover and check the ink or toner cartridges.
   * Replace any empty or low cartridges.
6. **Update or Reinstall Printer Driver:**
   * Go to the printer manufacturer’s website and download the latest driver for your printer model.
   * Install the driver and restart your computer.
7. **Clear Print Queue:**
   * Press Win + R to open the Run dialog box.
   * Type services.msc and press Enter.
   * In the Services window, scroll down and find **Print Spooler**.
   * Right-click on **Print Spooler** and select **Stop**.
   * Open File Explorer and navigate to C:\Windows\System32\spool\PRINTERS.
   * Delete all files in the PRINTERS folder.
   * Go back to the Services window, right-click on **Print Spooler**, and select **Start**.
8. **Print a Test Page:**
   * Go to **Control Panel** > **Devices and Printers**.
   * Right-click on your printer and select **Printer properties**.
   * Click on **Print Test Page** to verify the printer is working.