

	GILES CHEMICAL A DIVISION OF PREMIER CHEMICAL LLC		
	INFORMATION TECHNOLOGY – IT Support for Printers		
	2009	Page : 1 of 1	Revision : 1 st Date : 07/15/09
	Author: Beth A. Martin		Title : ITSupPrt-Pol – 2009

DRAFT

DRAFT

DRAFT

DRAFT

DRAFT

DRAFT

This informal printer problems policy should be applied to ALL Giles printers and used by ALL Giles staff effective immediately.

BASICS

If you print to a printer and it does not print your job, you may send it a second time. After you are sure that you sent a second print job and it still doesn't print, please call IT or send IT an e-mail as soon as possible. This means that there IS a problem with the printer.

ADDITIONAL PROBLEMS

If you fail to report a problem with the printer, the many printers will take themselves offline when they are unable to print. Then other users may send jobs and they will fail now too and cause everything to back up.

Because of the security on our network you are only able to see your print jobs and you may see your failed job if the drivers allow it, but no one else will. This stresses the server and network because those print jobs have all been sent to temp files which limits drive space on the server. Additionally, logging is done which takes up more space and the spooling services stay active because Windows wants to print those files.

In extreme cases, the print spooler service will shutdown which will then take ALL network printers offline and then no one will be able to print. Also, please be weary of .pdf attachments with graphics, these will sometimes cause the spooler service to stop. This can be avoided by sending the .pdf document to a newer printer or using the background printing feature listed in the Advanced properties of the printer. If assistance is needed, please contact IT support.

RESPONSIBILITY

Please be sure to report any printer problems and failed print jobs to IT as soon as possible. So that IT can be proactive in quickly resolving the issue and keeping our server as least stressed as possible.

CONCLUSION

Please feel free to e-mail IT, if you have any follow-up concerns or questions. Rest assured that your issue will be addressed, handled appropriately and efficiently and followed-up with as well.