

Episode 27.05

Episode title: Installing a Local Printer

Objective: 3.7 Given a scenario, deploy and configure multifunction devices/printers and settings.

L3s

- Local printer setup
- Objective term - Network printer setup via Ethernet cable or wireless
- Objective term - USB
- Objective term - Serial
- Objective term - Be careful when unboxing any device

L3s

- Objective term - Most operating systems will automatically install the correct printer drivers (or you can find them on the printer's website)
- Firmware updates
- Spooler
- Objective term - Most printers have options for print quality, size, color mode, tray settings, orientation, etc.

L3s

- Collate
- Objective term - Duplex
- Objective term - If multiple pages are stuck in the queue, you can cancel printing in the spooler
- Objective term - Changes to the spooler require admin permissions
- Virtual printer
- Print to PDF, Print to XPS, Print to OneNote

L3s

- OBJ term- PostScript (PS) or Printer Control Language (PCL) printer

PostScript (PS)

PostScript Language

- Device independent
- Print imaging method on numerous printers

PS Printers

- Typically preferred
 - Graphics quality
 - Print consistency

[illegible]

Printer Control Language (PCL)

Printer Control Language

- **Machine dependent**
 - Matched to the computer's OS
- **Encodes a document with the actions the printer is to use**
- **Drawback**
 - Diverse manufacturers may interpret the PCL coding differently
 - Printed product may appear different

Printer Control Language (PCL)

[illegible]

Episode 27.06

Episode title: Sharing Printers

Objective: 3.7 Given a scenario, deploy and configure multifunction devices/printers and settings.

L3s

- Objective term - Share printer
- Objective term - Print server
- Objective term - Use appropriate drivers for a given OS
- Objective term - Shared printer security settings

L3s

- Objective term - Printers shared on a domain have to be set up with the domain users
- Mapping a printer
- Data privacy
- Objective term - User authentication
- Objective term- Badging
- Objective term- Audit logs
- Objective term- Secured prints

L3s

- Controlling who can print can involve several types of authentication

Printer Security

Badging

- ID badge, cards, and tokens
 - User's identity and authorization
- Require physical action

Compromised printers

- Generate audit and event records
 - Log files scanned

Episode 27.07

Episode title: Installing Wireless and Cloud Printers

Objective: 3.7 Given a scenario, deploy and configure multifunction devices/printers and settings.

L3s

- Objective term - Wired (Ethernet) connection
- Mac – SLP, Windows – LLDP
- Ad hoc (wireless network)
- Bluetooth
- Zeroconf (Zero configuration) - Windows
- Bonjour – Mac

L3s

- AirPrint – wireless
- Objective term - Network scan services: Send to OneDrive, e-mail, cloud services, etc.
- Objective term - Cloud printing via Google Cloud Print
- Multi-function printer (MFP) device

MFP Devices

MFP devices can provide document scanning services to network users

Multiple MFP connections

- **Three choices**
 - Email - Devices are set up to email a document
 - Network - Users share access to printers, file servers, ports, and other devices
 - Cloud - Provides cloud locations to receive printing, scans, and copies

Episode 27.08

Episode Troubleshooting Printers
title:

Objective: 5.6 Given a scenario, troubleshoot printer issues

L3s

- Unable to install a printer
- No connectivity
- Rollback device driver
- Access denied
- No image on printer display
- Objective term - Paper trouble! Paper not feeding, paper/staple jam, issues with hole punches, multipage misfeed, etc.

L3s

- Low memory errors
- Error code
- Objective term - Garbled characters on paper
- Objective term - Vertical lines on page
- Objective term - Color prints in the wrong print color/incorrect color settings
- Printing blank pages

L3s

- Objective term - Streaks/speckling on printed pages
- Objective term - Faded prints
- Objective term - Ghost images or double/echo images on the print
- Objective term - Toner not fused to printer
- Creased paper

L3s

- OBJ Term- Grinding noises
- OBJ Term- Unrecognized paper trays
- OBJ Term- Connectivity issues
- OBJ Term- Frozen print queue

Grinding Noises

Causes

- Carriage jam
- Paper jam
- Bad printer driver

Solutions

- Reset printer
- Run troubleshooting software
- Update the printer driver
- Clear carriage or paper jams

Unrecognized Paper Trays

Causes

- Alignment Issue
- Check for debris
- Paper wrong size

Solutions

- Remove the tray, then fully insert it
- Make sure the paper is the correct size
- Check the printer settings

Connectivity

Causes

- Unplugged
- Turned off
- Cable damage

Solutions

- Check that it is plugged in
- Turn on the printer's on/off switch
- Wireless network- check SSID

Print Queue Frozen

Causes

- Queue blocked
- Paper jams
- Low ink or toner
- Printer malfunction

Solutions

- Restart the printer
- Clear print queue