



Troubleshooting Printers

DCA Imaging Systems



Presentation Topics



Print Engine Issue Symptoms, Causes, and Troubleshooting



Computer Related Print Issue Symptoms, Causes, and Troubleshooting



In-Depth Look at the Windows Print Spooler Live Demo



Question and Answer Session





Common Print Engine Issues

Common Print Engine Problems

Smearing/Quality Issues

Toner or Ink seems to be
"smeared" or comes out
still wet



Jamming

Paper jamming often



Image Issues

Faded or Blank pages
Ghost Images, Shadows

Causes of Printer Jams

- Overloaded Paper Tray
- Humid/Moist Paper
- Sheets Stuck Together
- Low Quality Paper
- Actual Machine Issue, Maintenance Needed

Troubleshooting Jams



Remove Excess Paper



Flip the Paper Stack



Fan Paper Stack



Completely Replace
Paper Stack, Have Printer
Serviced

Causes of Quality Issues

- Too Thick/Thin Paper
- Wrong Paper Tray Setting
- Bad Ink/Toner
- Machine Issue (Issues with Fuser or Drums)

Troubleshooting Image Quality Issues



Check Paper Thickness



Change Paper Type in
Printer's Settings



Bad Toner/Ink Cartridge
or Low



Inkjet Head Clogged, or
Machine Needs Service

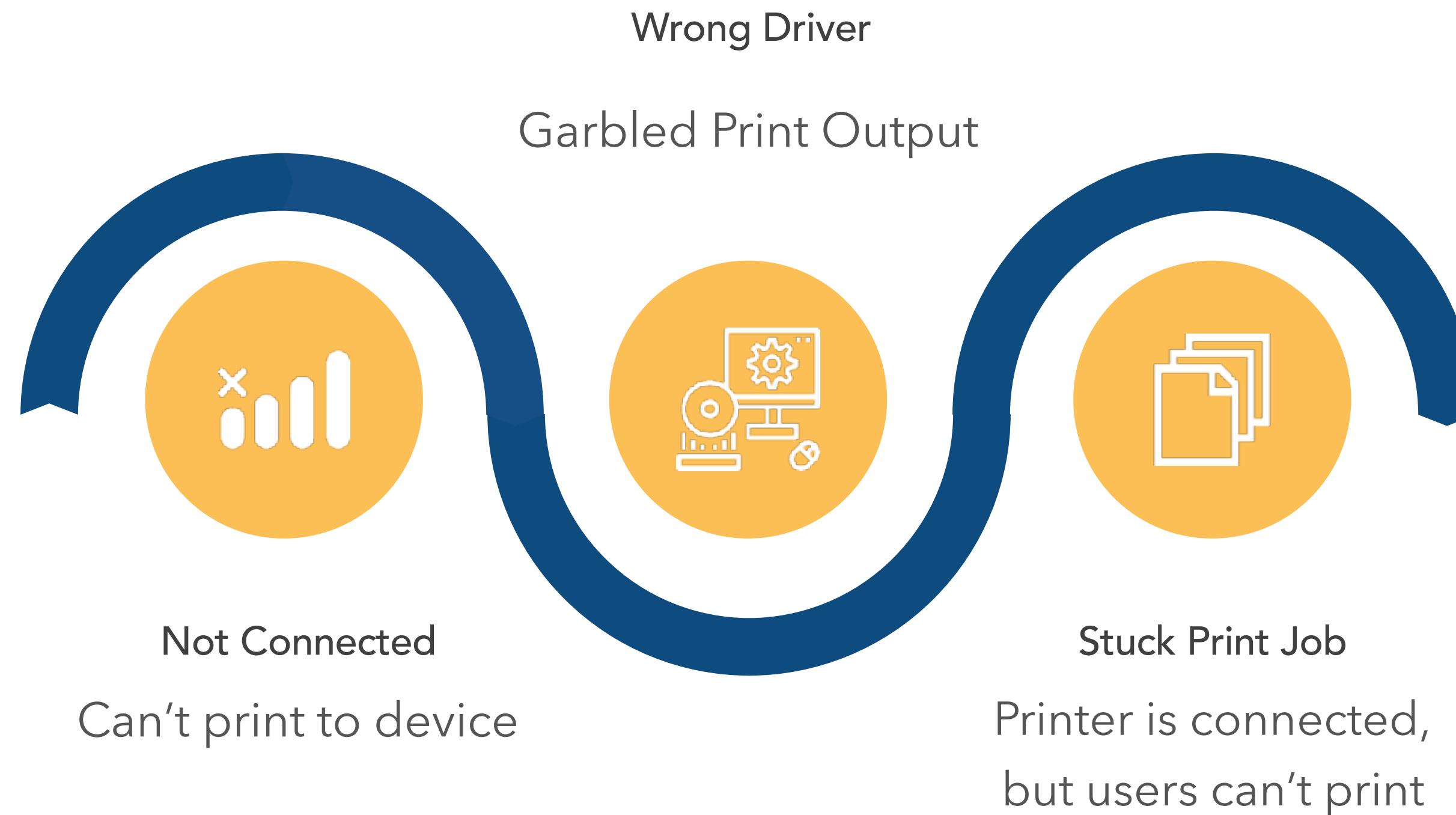


Don't let this happen
to you!



Common Computer Related Printing Issues

Common Computer-Related Printing Issues



Checking Network Connectivity

- Look for Link Lights
- Make sure the printer has an IP address
- Try pinging the printer
- Check or replace the Ethernet cable



Checking USB Connectivity

- Make sure you have a USB Type-B Cable
- Unplug and reseal both ends of the USB cable
- Try different USB ports on the computer
- Try replacing the USB cable



Symptoms of a Bad Driver

- Machine clicks, makes noises, but doesn't actually print (Very Common with HP Printers)
- Garbled Characters or Data
- Missing Characters or Data


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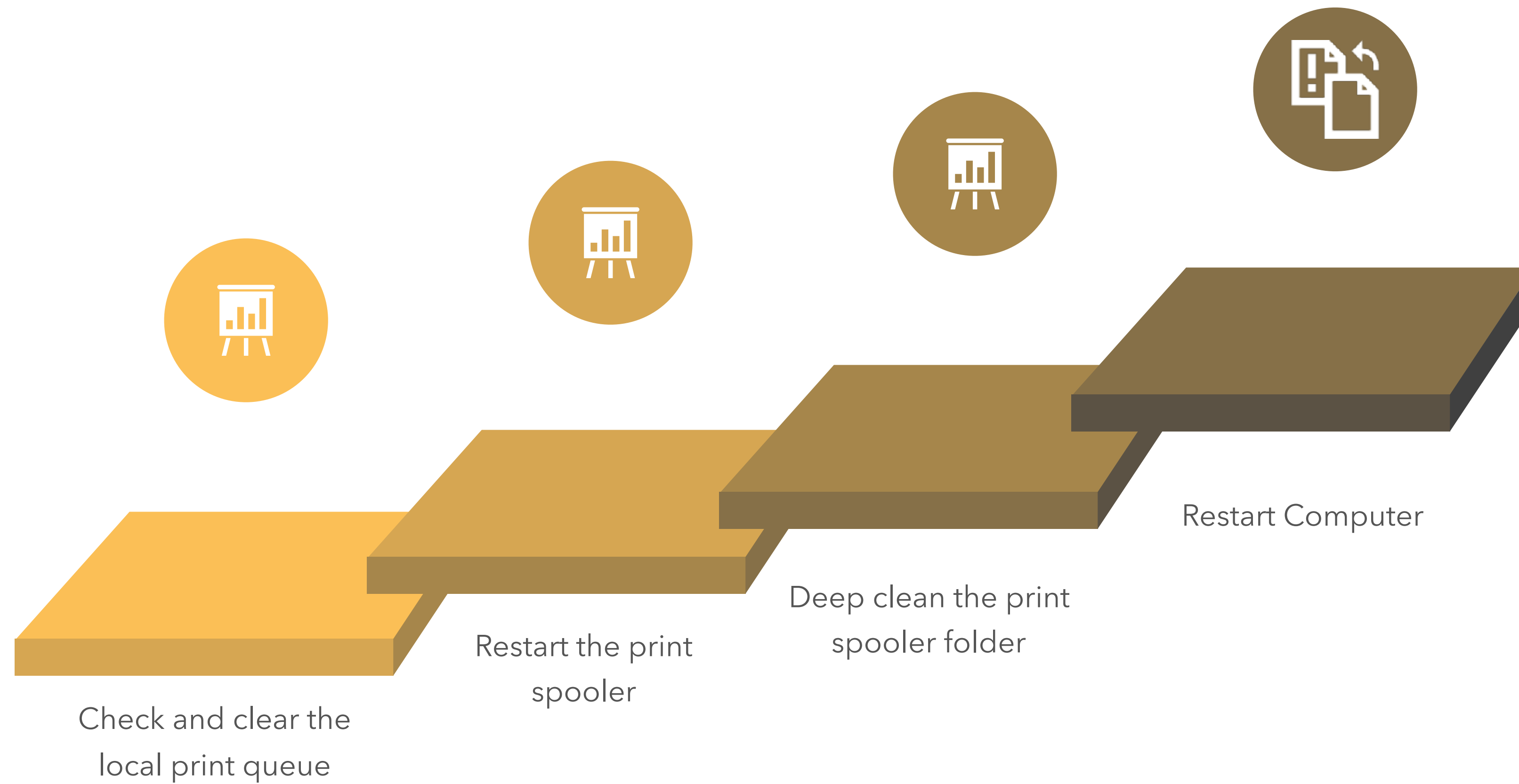

Ensuring You Have the Correct Driver

- Only use drivers from the disk included with the printer, or from the Manufacturer's website.
- Be cautious not to get a fake driver from a phishing website
- Ensure the model on the driver matches the model on the printer.
- Do NOT use a Windows "WSD" driver

Symptoms of a Stuck Print Job

- Documents stuck in print queue
- No error notifications after printing, but nothing comes out
- Printer status light flashing

Tracking Down a Stuck Print Job



How to Check a Print Queue

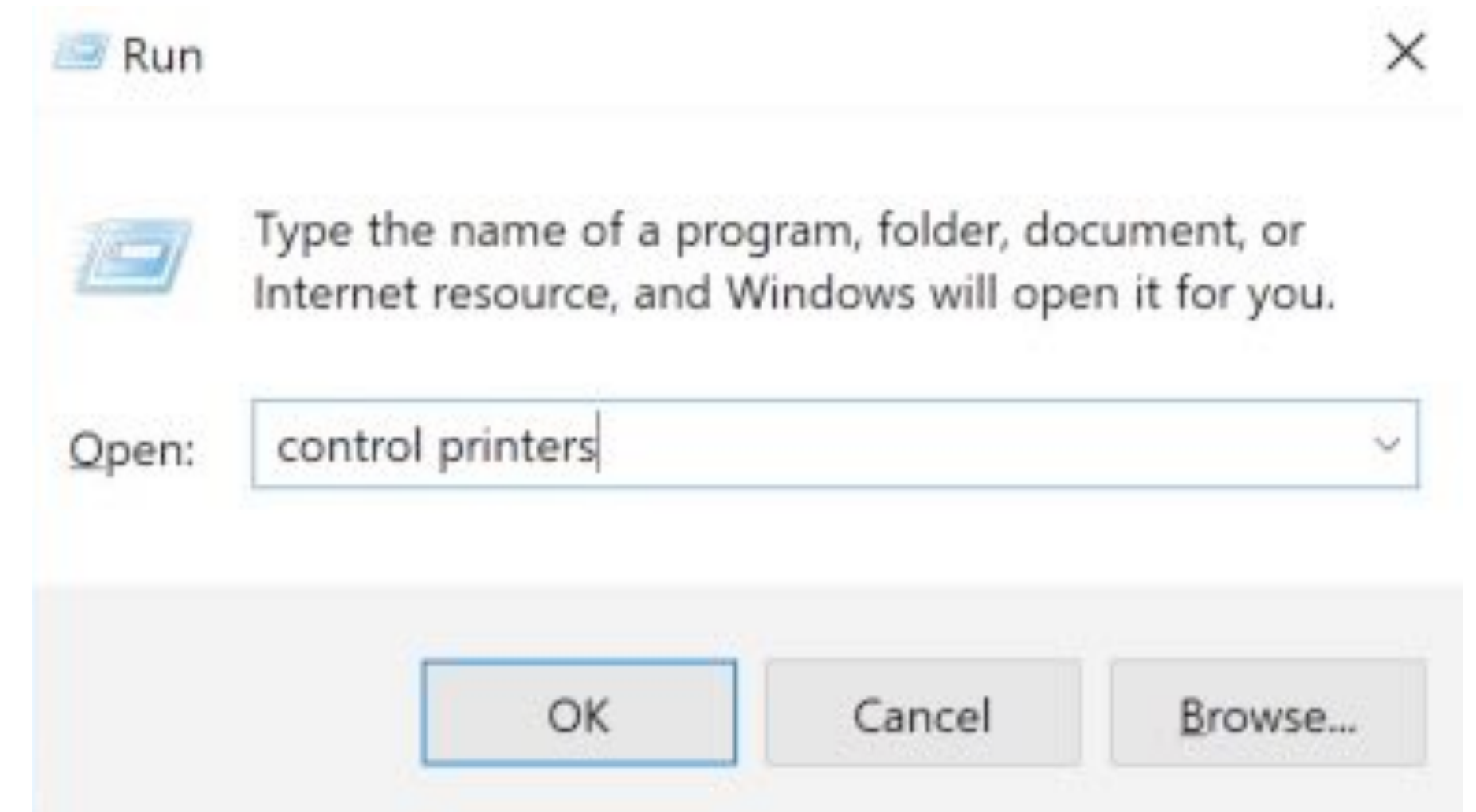
Pro Tip:

- Use Windows Key + R to open the Run dialog
- Type "control printers"
- Press Enter
- Devices and Printers window will appear

How to Check a Print Queue

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Devices and Printers

← → ↕


Control Panel > Hardware and Sound > Devices and Printers

Search Devices and Printers


Add a device

Add a printer


Devices (8)




DESKTOP-JA4353
9




Generic Non-PnP
Monitor




Microphone
(High Definition
Audio Device)




Speakers (High
Definition Audio
Device)




Virtual Bluetooth
Adapter



VMware Virtual
USB Mouse




VMware Virtual
USB Video Device




VMware, VMware
Virtual S SCSI
Disk Device


Printers (10)




Brother
HL-L6400DW
series#:3




Fax




HardCopy




Microsoft Print
to PDF




Microsoft XPS
Document Writer




SALESORDER




SALESORDER
SHARP



Send To
OneNote 2016



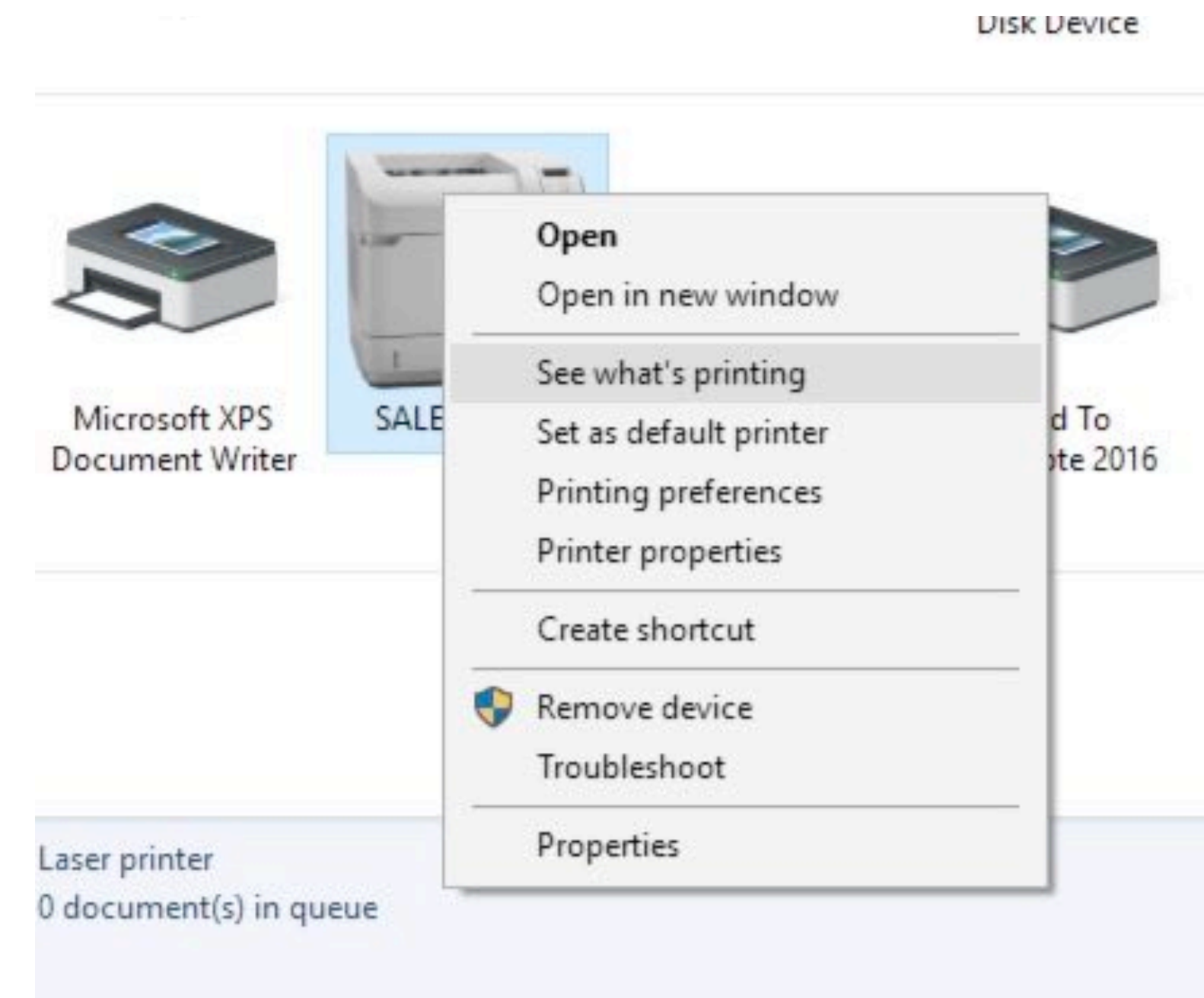
Test Brother PS



TRIPLE COPY
MANUAL

How to Check a Print Queue




- Right click the printer you're troubleshooting
- Select "See What's Printing"
- The print queue window will appear





SALESORDER

Printer Document View

Document Na	Status	Own	Pa	Size	Submitted
 document1 ...		DCA...	1	49.9 KB	2:57:39 PM ...
 Test Page		DCA...	1	226 KB	2:57:10 PM ...
 Test Page	Error - Printing	DCA...	1	226 KB	2:57:07 PM ...

3 document(s) in queue

- Highlight any jobs listed by clicking and dragging
- Right click once you have the jobs selected
- Choose "Delete"



SALESORDER

Printer Document View

Document Na	Status	Own	Pa	Size	Submitted
document1 ..		DCA...	1	49.9 KB	2:57:39 PM ...
Test Page		CA...	1	226 KB	2:57:10 PM ...
Test Page		CA...	1	226 KB	2:57:07 PM ...

Pause

Resume

Restart

Cancel

Properties

Cancels the selected documents.

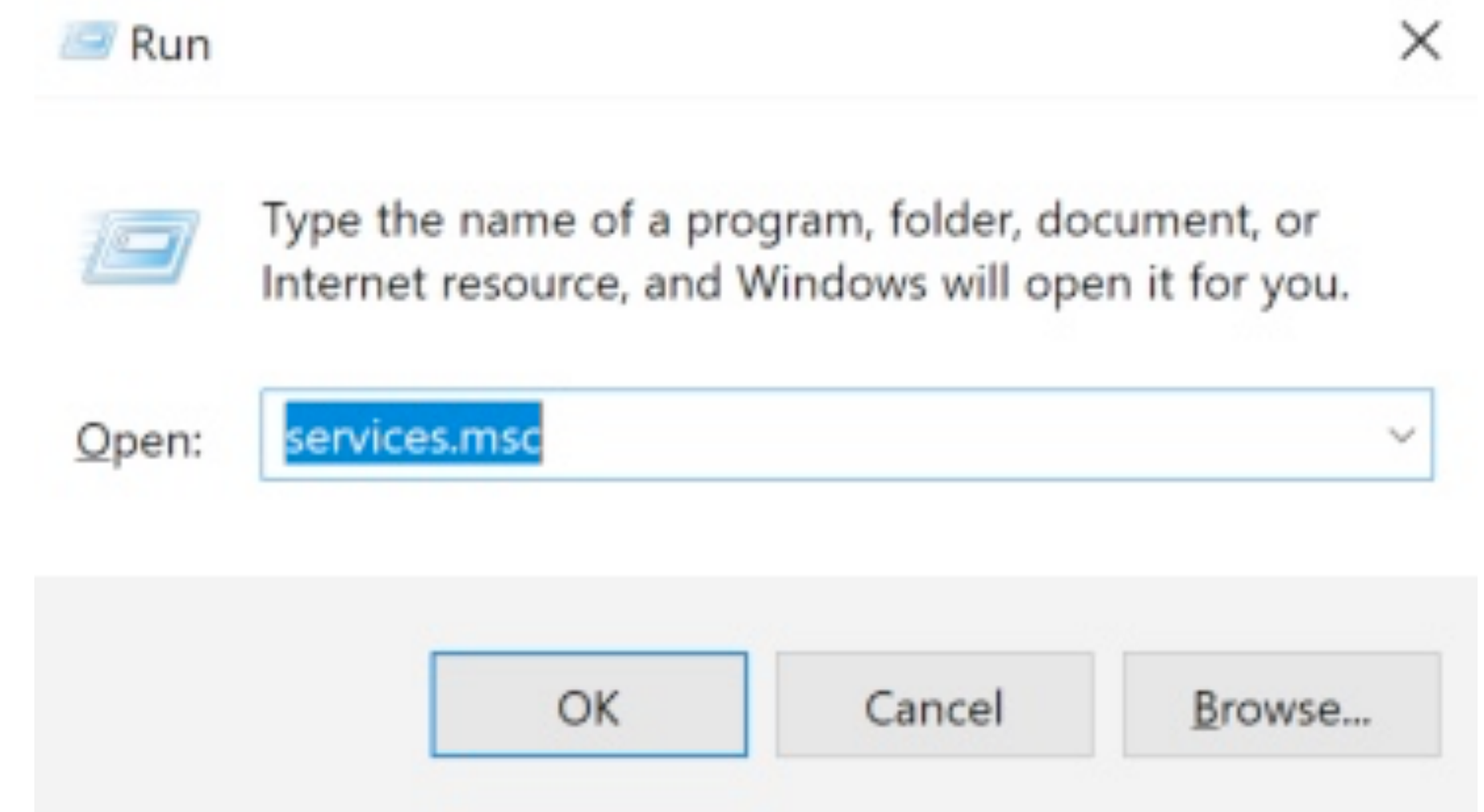
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What is a Print Spooler?

- Applet/Service that acts as a middle man between the application and other layers
- Allows for applications to move on to other processing, or for the application to be closed
- Allows for multiple applications to write to the spooler or print queue at the same time
- Before Print Spoolers existed, applications and computers would be locked up until the entire print job was complete

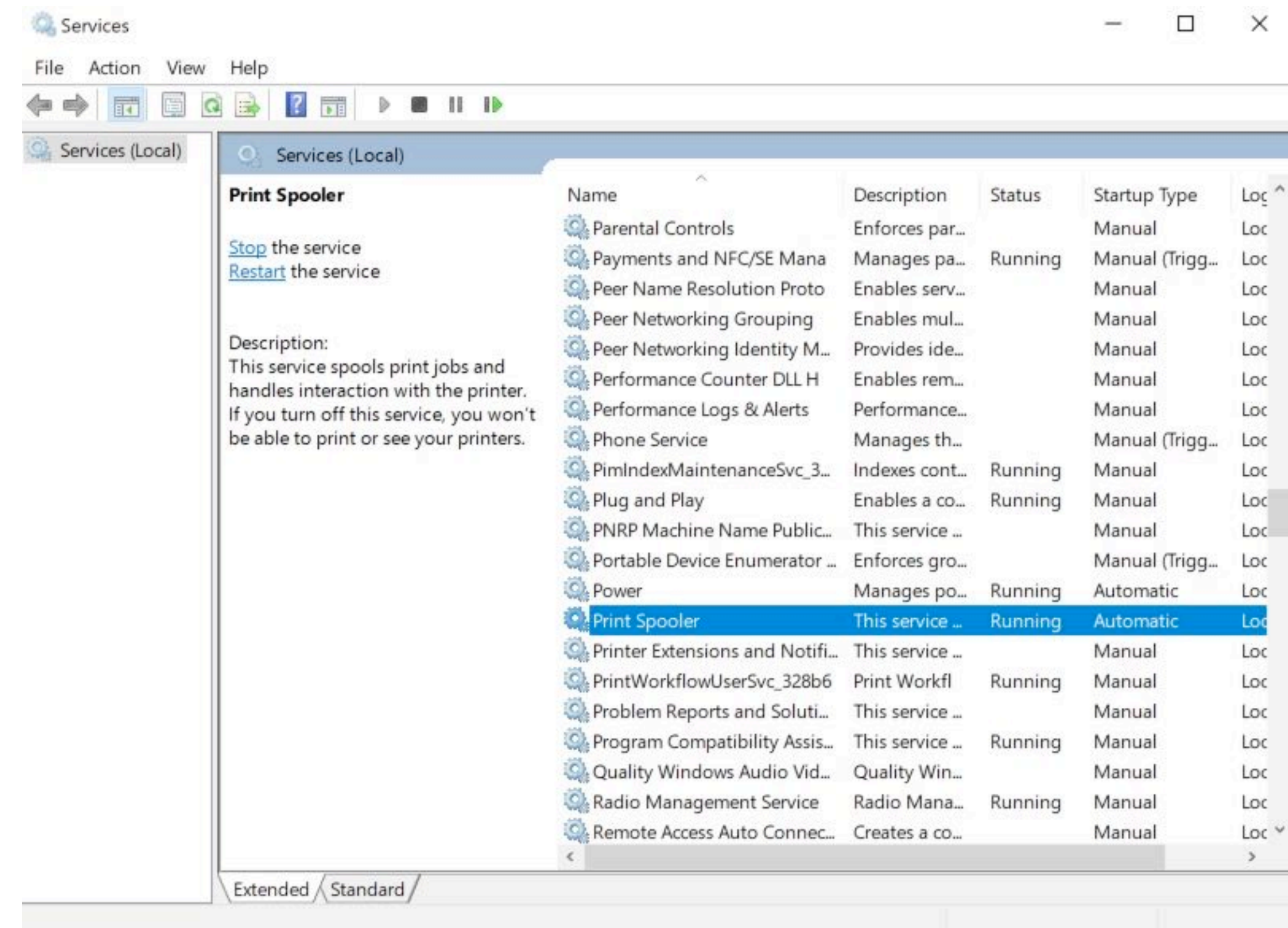
How to Restart the Print Spooler

- Use Windows Key + R to open the Run dialog
- Type "services.msc"
- Press Enter
- Services window will appear



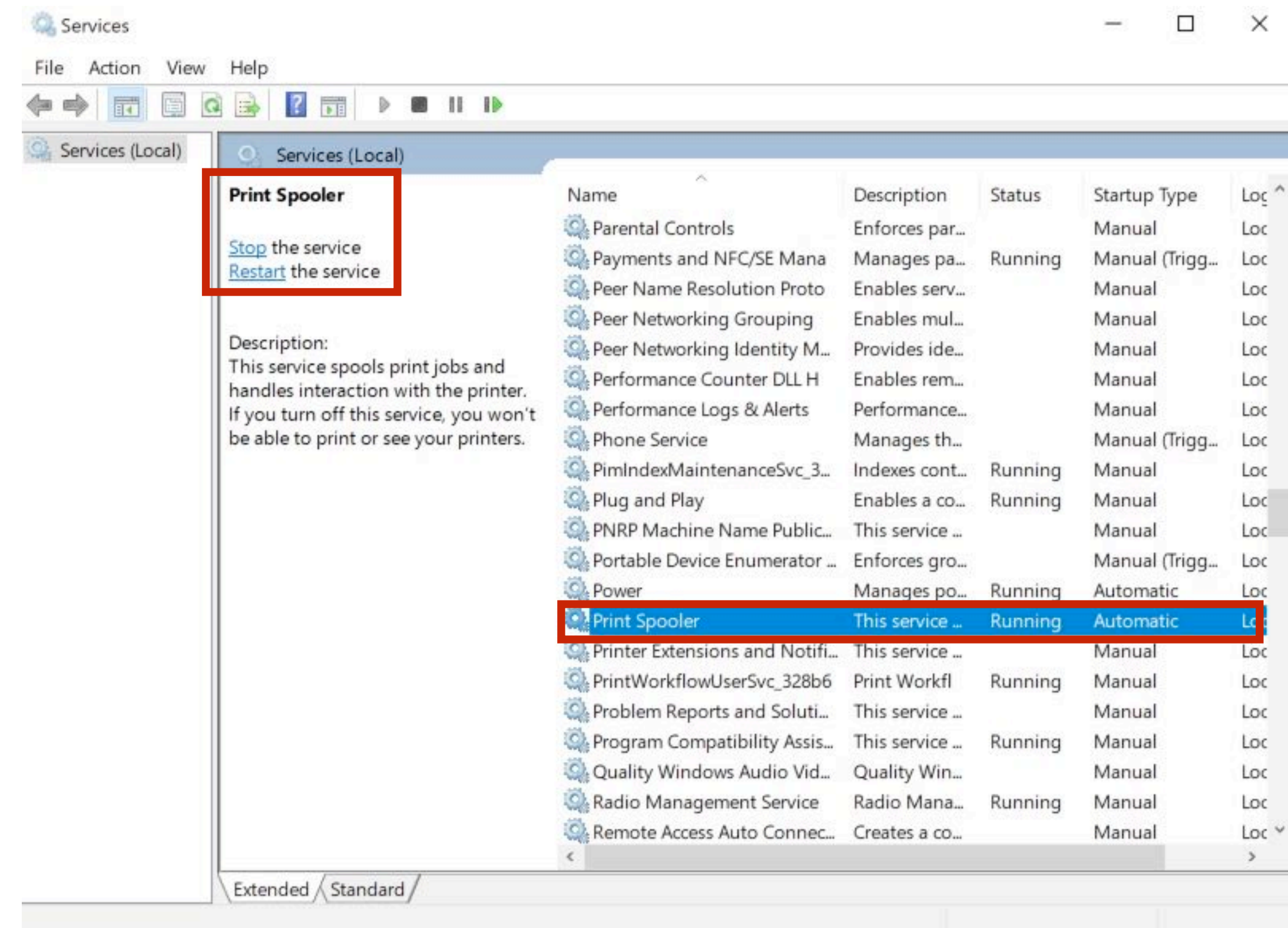
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- Select "Print Spooler"



How to Restart the Print Spooler

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- Type "services.msc"
- Press Enter
- Services window will appear
- Select "Print Spooler"
- Click "Restart"



How to Deep-Clean the Print Spooler

For really stuck print jobs

Overview:

- Stop the Print Spooler Service
- Navigate to `C:\windows\system32\spool\printers`
- Delete all files within that folder
- Restart the Print Spooler service



Live Demo

Thank you!

Any questions?