

L2 Desktop Support – Printer Interview Questions & Answers

General Printer Knowledge

Q: What are the common types of printers you may support in an enterprise?

A: Laser printers, Inkjet printers, Network printers, and Multifunction printers.

Q: Difference between a local printer and a network printer?

A: Local printer is directly connected (USB/Serial). Network printer has an IP, shared across multiple systems.

Troubleshooting Scenarios

Q: A user complains their printer is not printing — how do you troubleshoot?

A: Check power & cables → Verify network → Set as default → Clear spooler → Restart service → Reinstall driver.

Q: What is the Print Spooler and how do you manage it?

A: Windows service managing print jobs. Restart via services.msc or clear spool files in spool\PRINTERS.

Q: Printer is printing garbled text — what could be the issue?

A: Corrupted/wrong driver, corrupted print job, wrong model driver.

Q: How do you add a network printer using IP address?

A: Control Panel → Devices & Printers → Add Printer → TCP/IP address → Install driver.

Advanced / L2-Level

Q: How do you assign printer permissions in Windows?

A: Printer Properties → Security tab → Permissions: Print, Manage Printers, Manage Documents.

Q: How do you deploy printers via Group Policy?

A: GPO → User Config → Preferences → Control Panel Settings → Printers → Add TCP/IP printer.

Q: How do you check printer logs in Windows?

A: Event Viewer → Applications & Services Logs → Microsoft → Windows → PrintService.

Scenario-Based Q&A;

Q: User says printer is printing blank pages.

A: Check cartridge, run nozzle clean, verify paper, check file content.

Q: Printer installed but not printing.

A: Check ping, drivers, default printer, print queue, test page.

Q: Multiple users report same printer down.

A: Check printer power/network, print server, spooler, drivers.

Q: Printer prints random symbols.

A: Wrong driver or corrupted job. Reinstall correct driver.

Q: Printer prints only black & white.

A: Check driver settings, grayscale option, cartridge levels.

Q: Paper Jam error but no jam present.

A: Dusty rollers, sensor issue, worn rollers, escalate vendor.