

 **#5 Network printer not found – HP LaserJet 5000**

Submitted	Received via	Requester
January 16, 2026 at 15:28	Web Form	John Smith

Status category	Ticket status	Type	Priority	Group	Assignee
Pending	Pending	Incident	Normal	Support	Alexis Wa

Sentiment confidence	Intent	Intent confidence	Language	Language confidence
High	Software::Software connection::Connection issue	Low	English	High
Sentiment				
Neutral				

Alexis Wa January 16, 2026 at 15:28

Hello John,

I've re-added the network printer to your workstation and confirmed that it's working. Please try printing a test page to make sure everything is functioning correctly.

If you encounter any further issues, please let me know.

Thanks,
IT Support Team

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