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CATEGORY: WindowsPrinting (Print Spooler & Printers)

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Print-service operations directly affect business continuity, document workflows, compliance, and user productivity. These SOPs ensure every print-related action performed through RDAM Script Wizard is **controlled**, **auditable**, and aligned with enterprise operational and security standards.

SOP 1 – Get Print Spooler Status

1. Purpose

Retrieve the operational state of the Print Spooler service.

2. Scope

- Windows servers and workstations
- Print Spooler service (Spooler)

3. Preconditions

- Operator must have permission to query services

4. Required Inputs

- None

5. Procedure Steps

- Service Query – Retrieve current service state.
- Status Extraction – Running, Stopped, or Paused.
- Output Formatting – Present structured status.
- Logging – Operator and timestamp.

6. Expected Output

- Print Spooler service status

7. Error Handling

- Access denied

- Service not found

8. Security Considerations

- Service state may reveal operational readiness

9. Audit Logging Requirements

- Operator ID

- Timestamp

10. Organizational Benefit Statement

This procedure ensures the organization maintains visibility into print-service availability, supporting uptime, troubleshooting, and operational continuity.

SOP 2 – Restart Print Spooler

1. Purpose

Restart the Print Spooler service to resolve stuck jobs or service faults.

2. Scope

- Windows servers and workstations

- Print Spooler service

3. Preconditions

- Operator must have administrative rights

4. Required Inputs

- None

5. Procedure Steps

- Stop Operation – Stop the Spooler service.

- Start Operation – Restart the service.

- Post-Restart Verification – Confirm service is running.

- Logging – Operator and timestamp.

6. Expected Output

- Confirmation of successful restart

7. Error Handling

- Service stop failure

- Service start failure

8. Security Considerations

- Restarting may interrupt active print jobs

9. Audit Logging Requirements

- Operator ID

- Timestamp

10. Organizational Benefit Statement

This procedure restores print-service functionality quickly and safely, minimizing downtime and improving user productivity.

SOP 3 – Clear Print Queue

1. Purpose

Remove all pending print jobs from the queue.

2. Scope

- Local and remote print queues

3. Preconditions

- Operator must have administrative rights

4. Required Inputs

- Printer name

5. Procedure Steps

- Input Collection

- Queue Resolution

- Job Removal – Delete all queued jobs.

- Post-Clear Verification

- Logging

6. Expected Output

- Empty print queue

7. Error Handling

- Printer not found

- Access denied

8. Security Considerations

- Clearing jobs may remove sensitive documents

9. Audit Logging Requirements

- Operator ID

- Printer name

- Timestamp

10. Organizational Benefit Statement

This procedure ensures stalled or corrupted print queues are cleared safely, restoring workflow continuity and reducing user frustration.

SOP 4 – List Installed Printers

1. Purpose

Retrieve all printers installed on the system.

2. Scope

- Local printers

- Network printers

3. Preconditions

- Operator must have permission to query printers

4. Required Inputs

- None

5. Procedure Steps

- Printer Enumeration

- Attribute Extraction – Name, port, driver, status.

- Output Formatting

- Logging

6. Expected Output

- List of installed printers

7. Error Handling

- Access denied

8. Security Considerations

- Printer metadata may reveal network structure

9. Audit Logging Requirements

- Operator ID

- Timestamp

10. Organizational Benefit Statement

This procedure provides a reliable inventory of printing resources, supporting troubleshooting, asset management, and compliance.

SOP 5 – Add Network Printer

1. Purpose

Add a network printer to the system.

2. Scope

- Windows servers and workstations

- SMB or IP-based printers

3. Preconditions

- Operator must have administrative rights
- Printer must be reachable

4. Required Inputs

- Printer UNC path or IP address

5. Procedure Steps

- Input Collection
- Connectivity Validation
- Driver Installation
- Printer Registration
- Post-Add Verification
- Logging

6. Expected Output

- Printer successfully added

7. Error Handling

- Printer unreachable
- Driver installation failure

8. Security Considerations

- Untrusted printers may introduce risk

9. Audit Logging Requirements

- Operator ID
- Printer path
- Timestamp

10. Organizational Benefit Statement

This procedure ensures printers are added consistently and securely, supporting user productivity and standardized device provisioning.

SOP 6 – Remove Printer

1. Purpose

Remove a printer from the system.

2. Scope

- Local and network printers

3. Preconditions

- Operator must have administrative rights

4. Required Inputs

- Printer name

5. Procedure Steps

- Input Collection
- Printer Resolution
- Removal Operation
- Post-Removal Verification
- Logging

6. Expected Output

- Printer removed successfully

7. Error Handling

- Printer not found
- Access denied

8. Security Considerations

- Removing printers may disrupt workflows

9. Audit Logging Requirements

- Operator ID
- Printer name
- Timestamp

10. Organizational Benefit Statement

This procedure ensures printers are removed cleanly and safely, preventing configuration drift and maintaining a secure, orderly print environment.

ory, troubleshooting, and compliance.

2. Scope

- All Windows servers and workstations
- Administrative and user-defined shares
- Hidden shares (e.g., C$, ADMIN$)

3. Preconditions

- Operator must have permission to query shares

4. Required Inputs

- Optional: Share name filter

5. Procedure Steps

- Input Collection – Wizard prompts for optional filter.
- Share Enumeration – Retrieve all SMB shares.
- Attribute Extraction – Name, path, description, permissions.
- Output Formatting – Structured share list.
- Logging – Filter, operator, timestamp.

6. Expected Output

- List of SMB shares with metadata

7. Error Handling

- Access denied
- Invalid filter

SOP 2 – Create SMB Share

1. Purpose

Create a new SMB share for collaboration, application access, or provisioning.

4. Required Inputs

- Share name

- Folder path

- Optional: Description

- Optional: Access permissions

5. Procedure Steps

- Input Collection

- Path Validation

- Share Creation

- Permission Assignment

- Post-Creation Verification

- Logging

SOP 3 – Remove SMB Share

1. Purpose

Delete an SMB share safely and with full audit accountability.

4. Required Inputs

- Share name

5. Procedure Steps

- Input Collection

- Share Resolution

- Safety Check – Prevent deletion of critical system shares.

- Removal Operation

- Post-Removal Verification

- Logging

SOP 4 – Get SMB Share Permissions

1. Purpose

Retrieve NTFS and share-level permissions for an SMB share.

4. Required Inputs

- Share name

5. Procedure Steps

- Input Collection
- Share Resolution
- Permission Extraction – Read, Change, Full Control, NTFS ACLs.
- Output Formatting
- Logging

SOP 5 – Set SMB Share Permissions

1. Purpose

Modify share-level permissions for users or groups.

4. Required Inputs

- Share name
- User or group
- Permission level

5. Procedure Steps

- Input Collection
- Validation – Confirm identity exists.
- Permission Update
- Post-Update Verification
- Logging

SOP 6 – Test SMB Connectivity

1. Purpose

Test SMB access to a remote host or share.

4. Required Inputs

- Remote host or UNC path

5. Procedure Steps

- Input Collection
- Connectivity Test – Port 445, authentication, share access.
- Output Formatting
- Logging

SOP 7 – List Open SMB Sessions

1. Purpose

Retrieve active SMB sessions for monitoring, troubleshooting, and security review.

4. Required Inputs

- Optional: Username filter

5. Procedure Steps

- Input Collection
- Session Enumeration
- Attribute Extraction – User, client IP, open files.
- Output Formatting
- Logging

SOP 8 – Close SMB Session

1. Purpose

Terminate an active SMB session safely.

4. Required Inputs

- Session ID or username

5. Procedure Steps

- Input Collection

- Session Resolution

- Termination Operation

- Post-Termination Verification

- Logging