Objective

Simulate a common 1st Line Technician task:

- Set up a local printer

- Resolve print errors and stuck jobs

- Restart print services

- Remove and reinstall printers

Step 1: Simulate a Printer

1. Log in as `Test User`

2. Go to \*\*Control Panel > Devices and Printers\*\*

3. Verify that one of the following printers exists:

- Microsoft XPS Document Writer

- Microsoft Print to PDF

4. If not found:

- Go to \*\*Settings > Devices > Printers & scanners\*\*

- Click \*\*Add a printer or scanner\*\*

- Then click \*\*“The printer that I want isn’t listed”\*\*

- Select \*\*Add a local printer\*\*, and choose one of the built-in virtual printers

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Step 2: Print a Test Document

1. Open \*\*Notepad\*\*

2. Type: `Test print from Test User`

3. Click \*\*File > Print\*\*

4. Select your virtual printer and click \*\*Print\*\*

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Step 3: Simulate a Print Issue

1. Go to \*\*Control Panel > Devices and Printers\*\*

2. Right-click your printer → \*\*See what’s printing\*\*

3. Leave the job stuck or click \*\*Pause Printing\*\*

4. Try printing again → job should not complete

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Step 4: Restart the Print Spooler Service

1. Log in as `AdminUser`

2. Press `Windows + R` → type `services.msc`

3. Find \*\*Print Spooler\*\*

4. Right-click → \*\*Restart\*\*

5. Check if the stuck print job clears

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Step 5: Remove and Reinstall the Printer

1. Still logged in as `AdminUser`

2. Go to \*\*Devices and Printers\*\*

3. Right-click the printer → \*\*Remove device\*\*

4. Reinstall the printer via:

- \*\*Settings > Devices > Printers & scanners > Add a printer\*\*

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Learning Outcome

Practiced printer setup without hardware

- Learned to restart the print spooler service

- Simulated and fixed stuck print jobs

- Reinstalled a local printer