Printer Troubleshooting Part 1 - Help Desk Simulation

This walkthrough demonstrates how to simulate and resolve a common help desk issue: a printer showing "Not Connected" due to a Print Spooler issue.

The goal of this exercise is to practice:
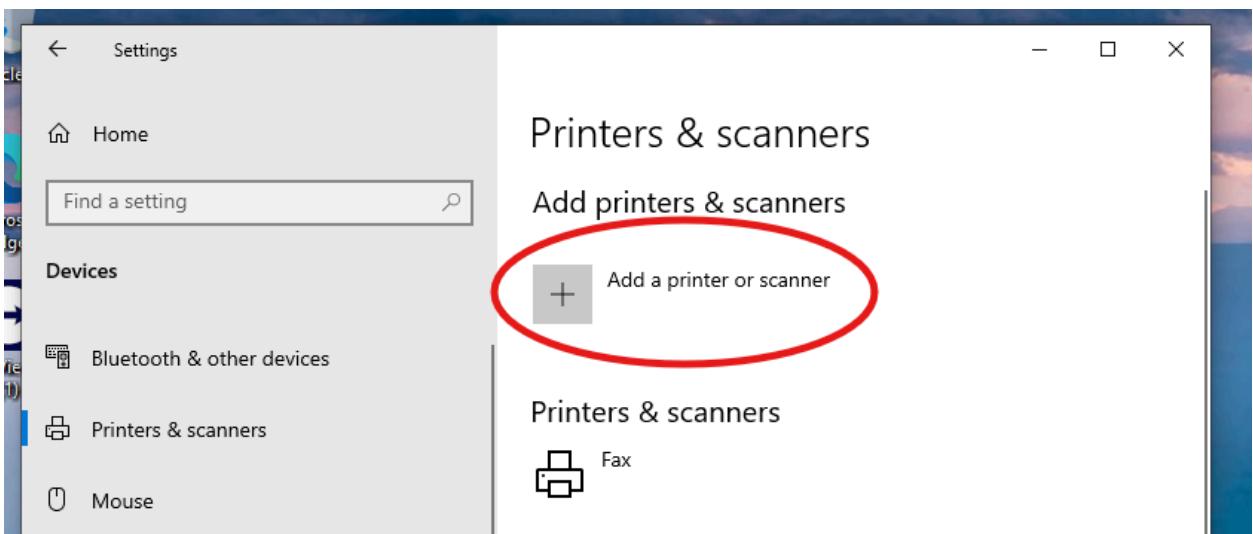
- Setting up a test printer inside a Windows 10 VM
- Simulating a real-world "printer offline" issue
- Restarting the Print Spooler using both Services and Command Prompt
- Verifying functionality after the fix
- Writing professional help desk ticket notes

## Step 1: Set Up a Printer in the VM
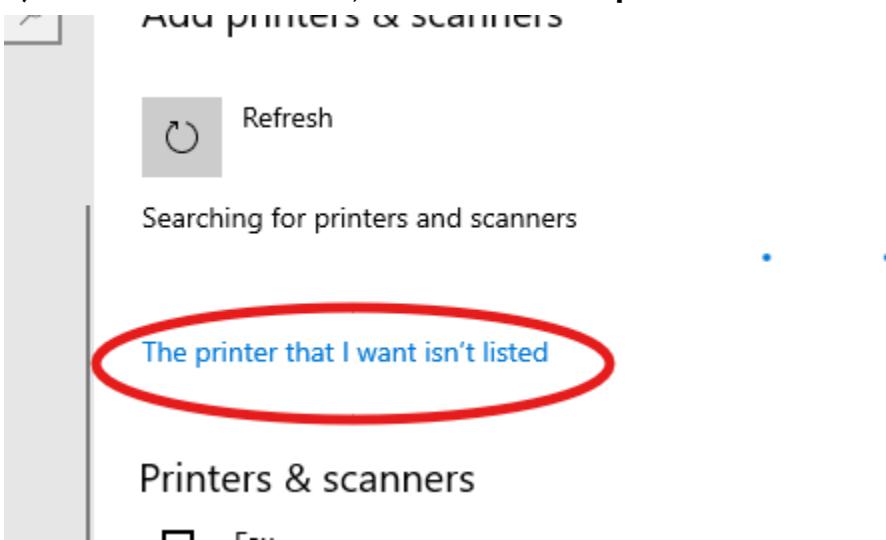
I don't have a physical printer, so I'm going to install a local printer and it will act as a virtual printer for testing.

1) Open **Settings** → **Devices** → **Printers & Scanners**
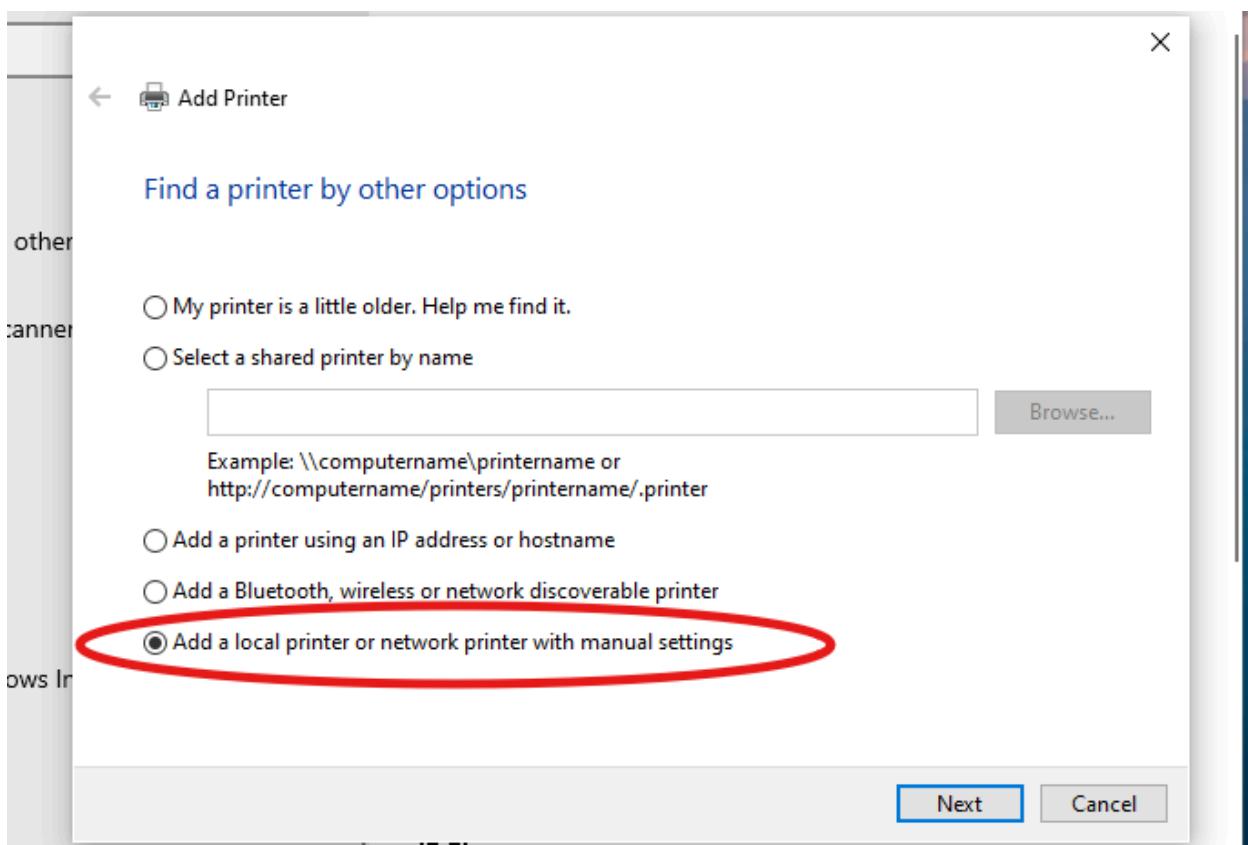
2) Click **Add a printer or scanner**
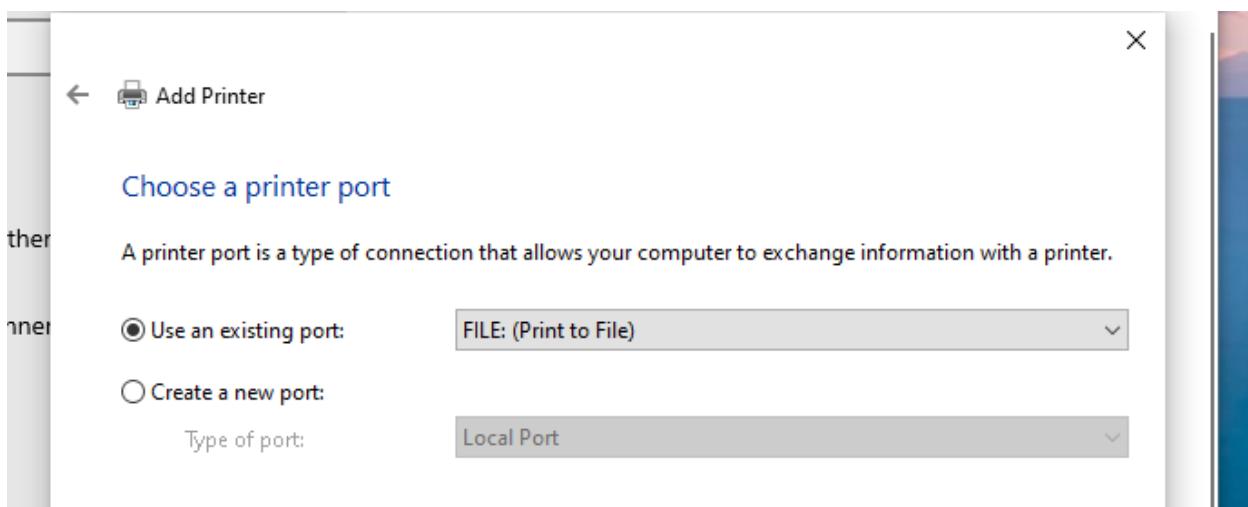
3) Wait a few seconds, then click **"The printer that I want isn't listed"**

4) Choose **"Add a local printer or network printer with manual settings"**
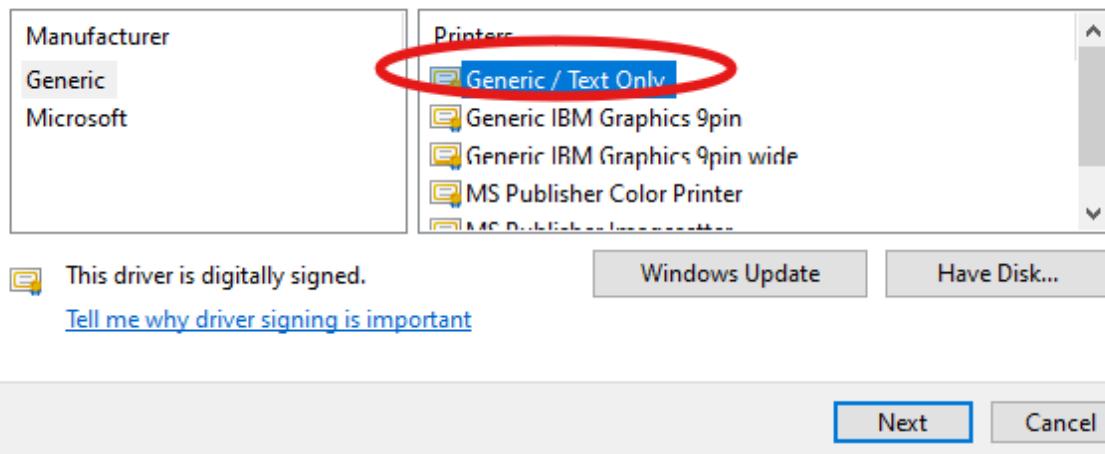
5) Select **Use an existing port: FILE: (Print to File)**
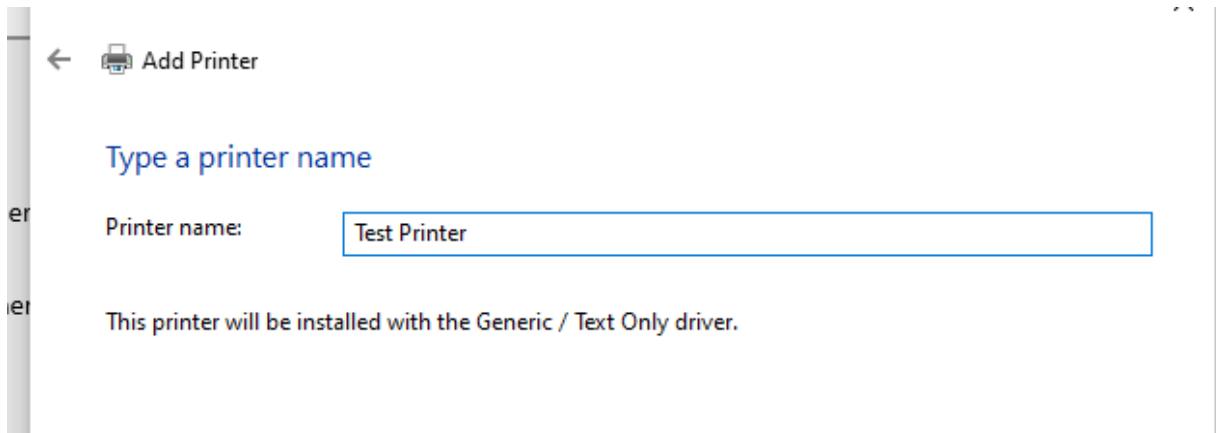
6) Pick a driver (e.g., **Microsoft XPS Document Writer** or **Generic / Text Only**)

7) Name it "Test Printer"

8) Finish installation

Printers & scanners

Printers & scanners

🖶 Fax

📄 Microsoft Print to PDF

📄 Microsoft XPS Document Writer

📄 OneNote for Windows 10

📄 Test Printer
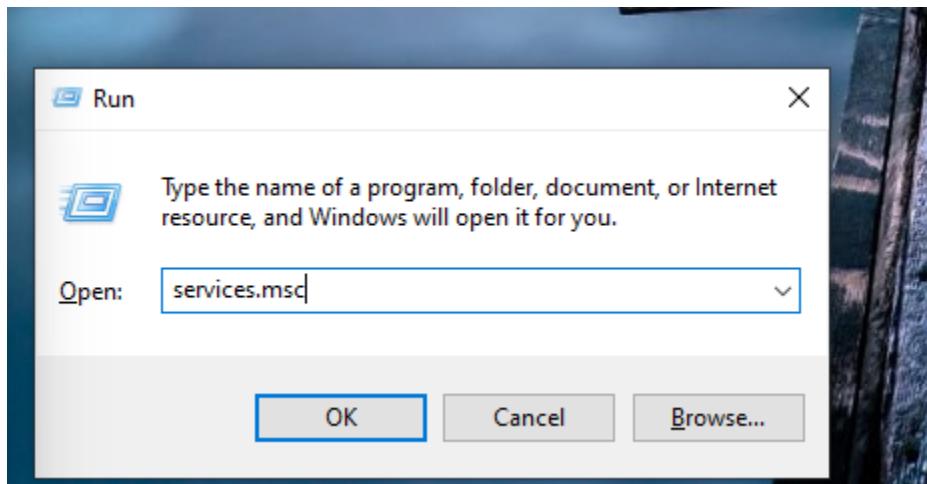
| Open queue | Manage | Remove device |

Step 2: Simulate the Issue
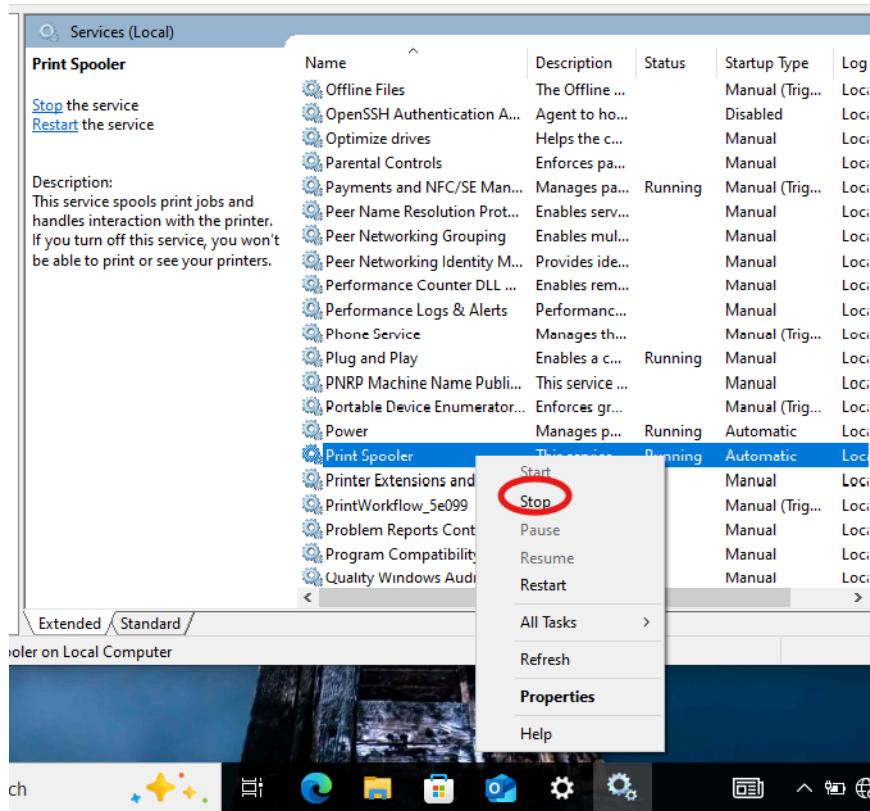
Stop Print Spooler Service

1) Press **Windows + R**, type *services.msc* , press Enter

2) Find **Print Spooler**

3) Right-click → **Stop**

4) Open **Printers & Scanners**, send a test print

- Status shows **Not Connected**
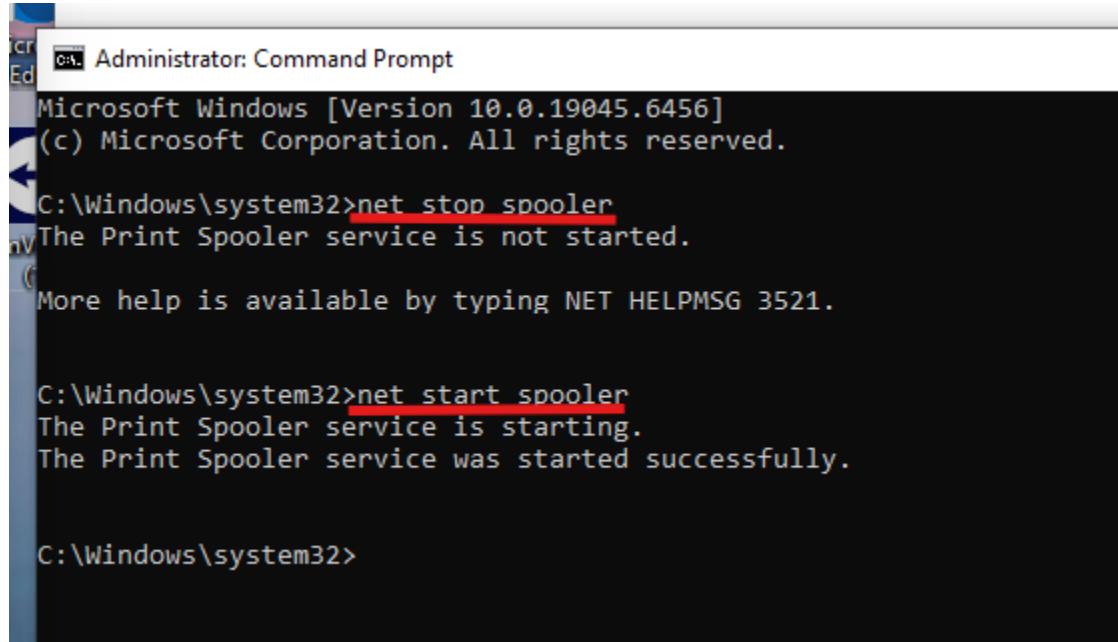
Step 3: Fix the Issue

Restart Print Spooler

1) Press **Windows + R** → *services.msc* → **Print Spooler** → Restart

2) Or open **Command Prompt (Admin)**:

Step 4: Test

1) Send a test page

Test Printer

Manage your device

Printer status: Idle

Open print queue
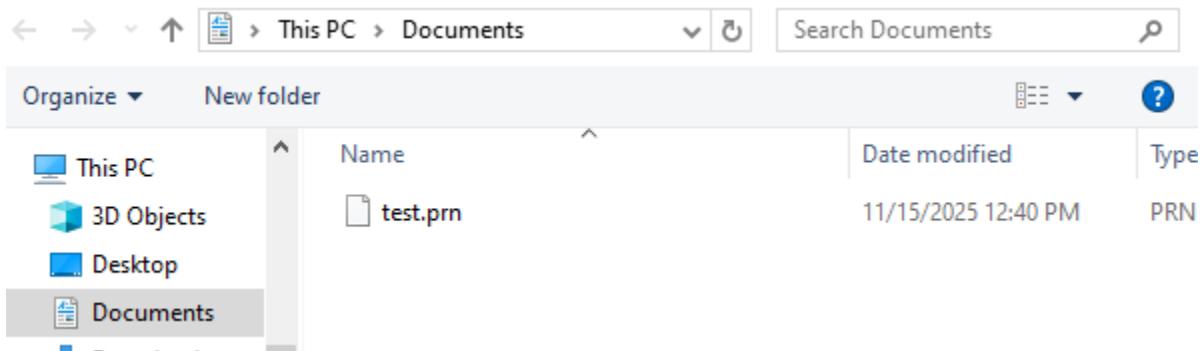
Print a test page

Run the troubleshooter
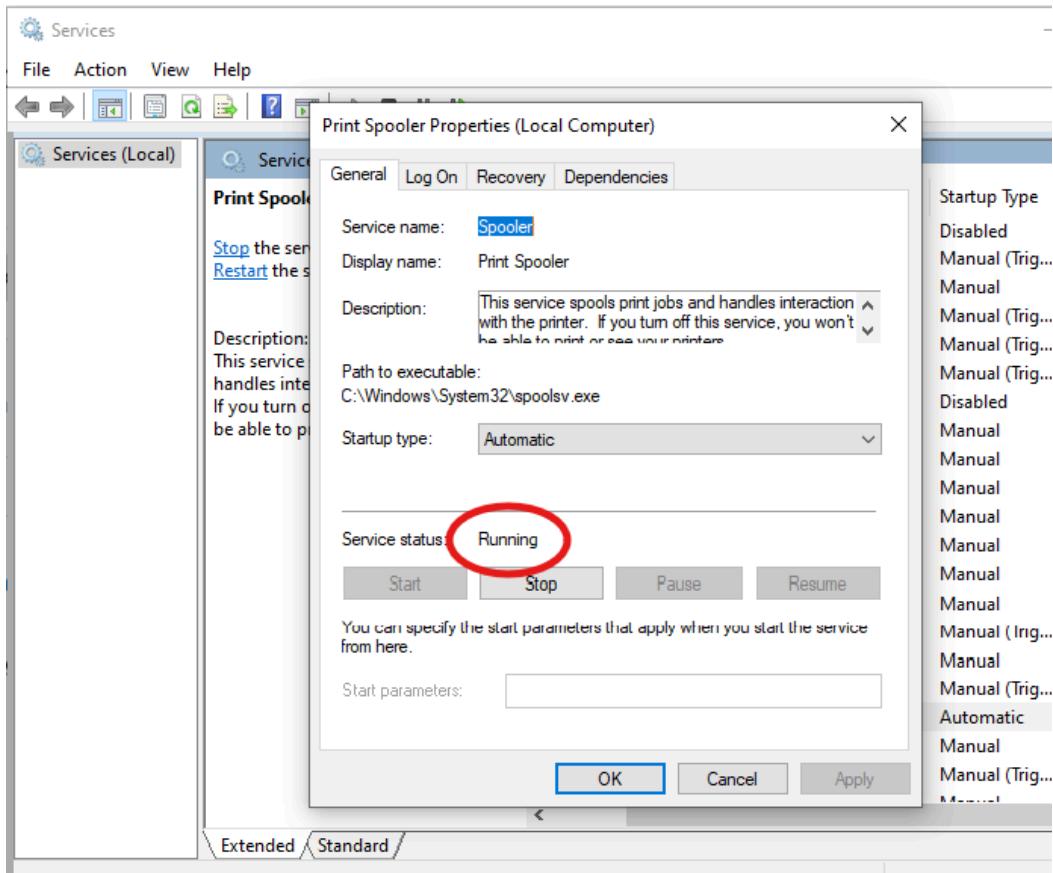
Printer properties

Printing preferences

Hardware properties

This PC > Documents

Organize ▾   New folder

This PC
3D Objects
Desktop
Documents

Name	Date modified	Type
test.prn	11/15/2025 12:40 PM	PRN

2) Verify printer status → Should now show **Running**

Step 5: — Document for Ticket Notes

Ticket ID: #2025-1115-001
User: Naruto Employee
Issue: Printer Not Connected/offline
Steps Taken:
1. Checked printer status → offline and in Printers and Scanners the printer is "Not Connected"
2. Opened Command Prompt as administrator and ran "net stop spooler" and then "net start spooler" to restart the Printer Spooler service
3. Sent test print → successful
Result: Ticket Resolved