

Ticket ID: HD-003

Category: Hardware / Printer

Priority: Medium

User Impact: Single user (unable to print documents)

Environment: Windows 10/11, network printer, office/home network

1. Problem (User's words)

User reports: "I'm trying to print, but the printer shows offline and nothing is coming out."

2. Quick Questions I Asked

- Is the printer powered on and showing any error lights?
- Are other users able to print to this printer?

3. Symptoms Observed

- Printer status displays "**Offline**" in Devices and Printers
- Print jobs remain in the queue and do not print

4. Troubleshooting Actions Taken

- Verified that the printer was powered on and connected to the network
- Checked **Devices and Printers** to confirm printer status
- Set the printer as **Default Printer**
- Opened the printer queue and cleared stuck print jobs
- Restarted the **Print Spooler** service
- Tested printing by sending test page

5. Root Cause

- The printer appeared offline due to an unresponsive print spooler service and queued print jobs.

6. Fix / Resolution

- The print spooler service was restarted and the print queue cleared, restoring normal printing functionality.

7. Prevention / Recommendation

- Advised the user to avoid sending multiple print jobs at once and to report recurring printer issues to IT support.

8. Proof (Verification)

The screenshot shows two windows side-by-side. On the left is the 'Printers & scanners' settings for a 'WF-3820 Series(Network)' printer. It shows the printer is 'Offline' and has a 'Print test page' button. On the right is the Windows Services window showing a list of services. The 'Print Spooler' service is listed as 'Running' under the 'Status' column. Other services like 'Windows Firewall with Advanced Security' and 'Windows Update' are also visible.

| Name | Description | Status | Startup Type | Log On As |
|-------------------------------------|------------------------------|-------------------|------------------|----------------|
| PrintSpooler | Prints files to the printer. | Running | Manual (Trigg... | Local System |
| Printers and Faxes | Manages printers. | Stopped | Manual | Local System |
| Payments and NFC/CS Monitor | Manages payments. | Stopped | Manual (Trigg... | Local System |
| PerfService_3515CF | Perf Service | Running | Manual (Trigg... | Local System |
| Performance Counter DDL H... | Enables monitoring. | Stopped | Manual | Local Service |
| Performance Log & Alerts | Manages performance logs. | Running | Manual | Local Service |
| Phone Service | Manages phone. | Enabled & Running | Manual (Trigg... | Local System |
| Plug and Play | Manages PnP. | Enabled & Running | Manual (Trigg... | Local System |
| Portable Device Enumerator | Enforces group policies. | Running | Manual (Trigg... | Local System |
| Power | Manages power. | Running | Automatic (De... | Local System |
| Print Device Configuration L... | The Network. | Running | Manual (Trigg... | Local System |
| Print Spooler | This service... | Running | Automatic | Local System |
| Printers and Faxes and Notes | This service... | Stopped | Manual | Local System |
| PrintToOrderPrint | Manages print-to-order. | Stopped | Manual | Local System |
| PrintWithColor_3515CF | Previous sup... | Running | Manual (Trigg... | Local System |
| Problem Reports Control Pa... | This service... | Running | Manual | Local System |
| Proximity Computing Service | Provides proximity... | Running | Automatic (De... | Local System |
| Protocol Stack Audio File | Manages audio file... | Stopped | Manual | Local Service |
| Radio Management Service | Radio Manag... | Running | Manual | Local Service |
| RawHdK Audio Driver Service | RawHdK Audi... | Running | Automatic | Local System |
| RemoteEventForwarder Troubleshoo... | Remote Event... | Disabled | Manual | Local System |
| Remote Desktop Connection Broker | Manages remo... | Disabled | Manual | Local System |
| Remote Access Auto Connect | Creates a co... | Disabled | Manual | Local System |
| Remote Access Connection Manager | Manages du... | Running | Manual | Local System |
| Remote Desktop Configuration | Manages des... | Disabled | Manual | Local System |
| Remote Desktop Connection Broker | Manages remo... | Disabled | Manual | Local System |
| Remote Desktop Services U... | Allows the ru... | Disabled | Manual | Local System |
| Remote Procedure Call (RPC) | The RPCS... | Running | Automatic | Network Ser... |
| Remote Procedure Call (RPC)... | Manages remo... | Disabled | Manual | Network Ser... |
| Remote Registry | Manages remo... | Disabled | Manual | Local Service |
| Retail Demo Service | The Kiosk D... | Disabled | Manual | Local System |
| Routing and Remote Access | Offices rout... | Disabled | Automatic | Local System |
| RPC Endpoint Mapper | Registers RP... | Running | Automatic | Network Ser... |
| Screen Saver | Enables screen... | Disabled | Manual | Local System |

9. Time Log

- **Start Time:** 10:40 AM
- **End Time:** 11:00 AM
- **Total Time:** 20 minutes