

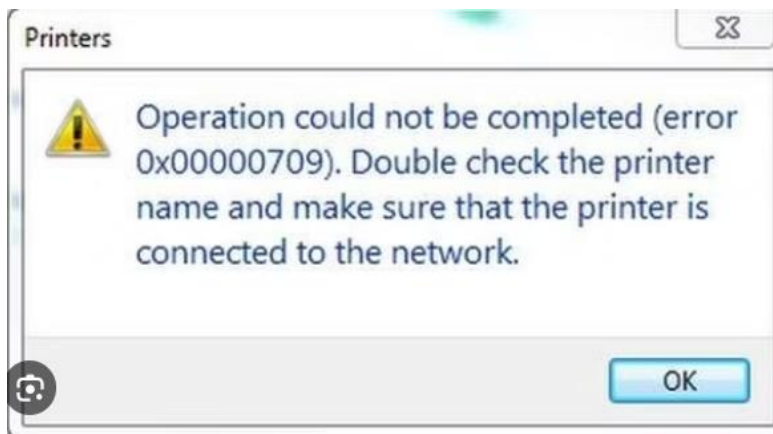
SHARED PRINTER PRINTING ERROR – WORK AROUND

1. Problem Description

- Print jobs remain in queue
- Documents are not printed
- Printer appears online but print error
- Multiple users cannot print to the same printer
- No error message is displayed on the printer

2. Possible Root Cause

- Printer sharing computer is turned off
- Printer spooler service on the sharing computer is not responding (hang)
- Temporary network issue
- Print queue is stuck
- Shared printer connection issue



3. Resolution

- Restart your computer
- Verify the computer that connected to printer is powered on and connected network
- Restart the printer sharing computer
- Clear stuck print jobs
- Try printing again

4. Steps of User Guide

Step 1 — Check if Other Users Can Print

- Ask nearby users who use the same printer.
- If multiple users cannot print, continue to the next step.

Step 2 — Restart Computer

- Save your work.
- Restart your computer.
- Try printing again after logging in.

Step 3 — Verify power in Sharing Computer

- Check if the computer connected directly to the printer is powered on.
- If it is turned off, turn it on and try printing again.

Step 4 — Restart computer connected to printer

- Save any work in the sharing computer.
- Restart the computer connected directly to the printer.
- Wait for Windows to fully load.

Step 5 — Send a New Print Job

- Print a test page or small document.
- Check whether the printer starts printing.

5. Escalate to IT Support If still not resolved

- Multiple users still cannot print after restarting both computers
- Print jobs remain stuck in the queue
- The printer sharing computer is working but printing is still unavailable
- Printer displays error messages
- The issue continues after completing all troubleshooting steps