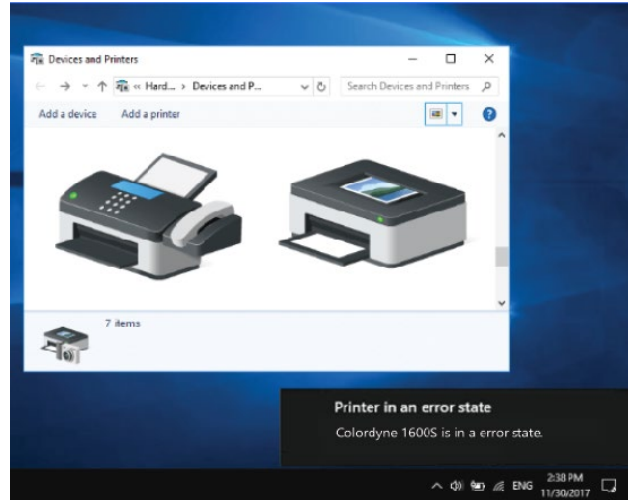


Windows Print Error

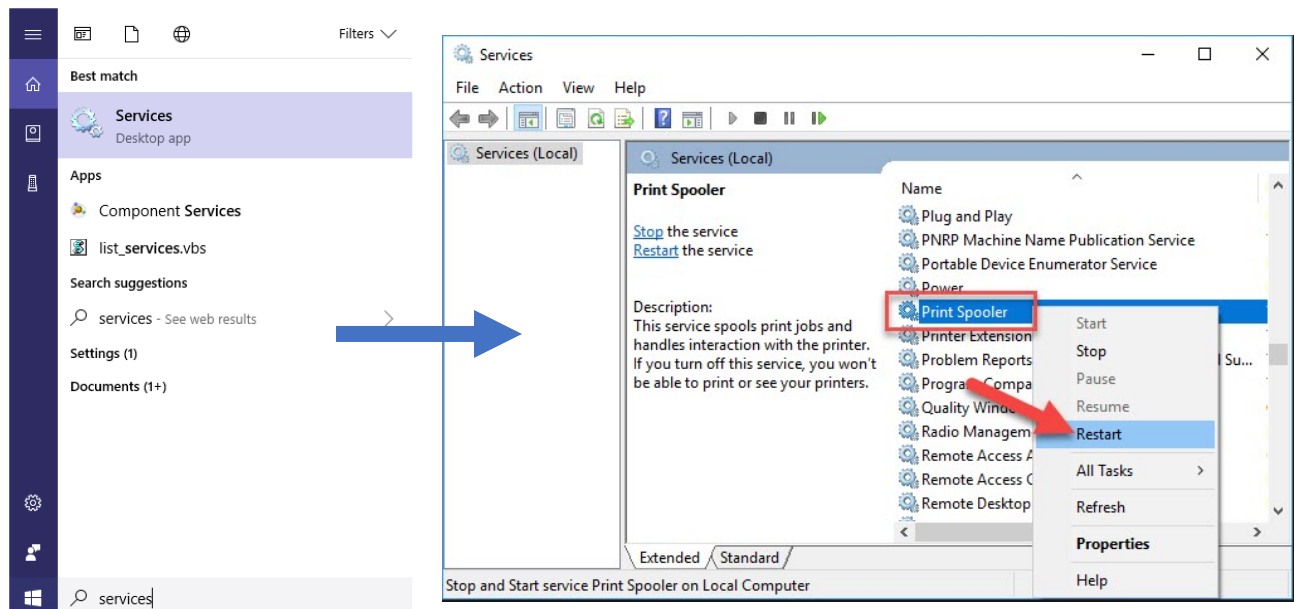
Description: Within various printing environments customers have brought to our attention that their printers are not processing print jobs. If you or members of your team experience the following symptoms:

- Printer shows up in “Devices & Printers”
- Embedded Web Software (EWS) / Toolbox Software is opening
- Printer responds to EWS / Toolbox commands i.e. ink circulations, printhead cleanings, printing diagnostic pages
- Print jobs show up in the print queue
- Printer status in “Device & Printers” is in error state, providing wrong media message or out of media message



Solution: To rectify this problem this problem start by:

1. Open the Windows Services App
2. Locate “Print Spooler” within the list
3. Right click on “Print Spooler” and select “Restart”



For additional support, call the Vivid Data Group Support Team at 1-855-848-4332 and select Option 2.