

14.6.3 Optional Lab: Troubleshooting Printer Problems in Windows 7

Introduction

Print and complete this lab.

In this lab, the instructor will introduce various printer problems. The student will diagnose the causes and solve the problems.

Recommended Equipment

The following equipment is required for this exercise:

- A computer running Windows 7
- A printer connected to the computer

Scenario

You must solve printer problems for a customer. You may need to troubleshoot both the printer and computer. Make sure you document and solve the problems, and then document the solutions.

There are several possible errors. Solve one problem at a time until you can successfully print a document from Notepad.

Step 1

Log on to the computer with the Administrator account.

Click **Start > Search programs and files > type Notepad > press Enter**.

In the Notepad document type **Printer problems solved by yourname**.

Save the document to the desktop as **Printer Works**.

Try printing the “Printer Works” document.
Did the document print?

Students start by troubleshooting the computer or printer for problems. Answer the following questions after each problem is solved.

Print the “Printer Works” document.
Did the document successfully print?

If the “Printer Works” document printed correctly, you have successfully solved all printer problems. Hand the “Printer Works” document into your instructor.

If the “Printer Works” document did not print correctly, continue troubleshooting the problem.

Problem 1

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 2

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 3

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 4

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 5

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 6

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.