

Printer Quick Fix 101

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COMMON PROBLEMS YOU CAN FIX

TOPICS

- a) Printer stopped working after a recent Operating System update
- b) Program conflict causing printers to disappear or the printer icon image becomes grayed out (disabled)!
- c) Connection port corruption
- d) Printer unresponsive when pressing any buttons on it.
- e) Virus attack targeting printers, and or drivers of those pieces of hardware.

These are most likely the top reasons for printer failure on most platforms (Windows, Mac). No matter what level of expertise or novice a computer user you may be there are always unpredictable issues that will pop up from time to time.

GENERAL FIXES:

a) OPERATING SYSTEM UPDATE FAILURE:

Developers usually turn a deaf-ear when it comes to their updates. Avoid wasting time complaining to them about this instead try this:

- 1) Check: power connection, and both USB and or Ethernet cables, and your router.
- 2) Check the manufacturer's webpage and download the newest driver package. Sometimes just reinstalling the old printer drivers again might fix the problem. Delete the current printer drivers first. Delete the icon in **Printers & Devices**, or **Printers and Scanners section**. Highlight and choose remove. You only need the printers you actually use to be installed here!
- 3) Attempt System updates again, and after you are certain the system restarts completely attempt to re-installing your printer drivers. Be sure your USB is unplugged before re-installation of the **Install programs**, it will tell you when to plug in your USB cable.
- 4) If this fails try to download a newer version, or updated version and of the printer drivers and install that, then restart your computer and test if the printer is working properly.

b) PROGRAM CONFLICT:

1. A conflict can occur even if a program worked before, but now locks your system up, or the printer fails to print.
2. Drivers that come with a new printer can be as much as six months old or older before you even install them the first time, some may not even be for your version of operating system. Always download the newest version of drivers for your specific printer, and operation system.
3. If your printer works with other programs, and not with one in particular you have a conflict with that particular program.
4. Try re-installing the printer software. If everything works then you're good to go!
5. Try checking for an update on that program, or reinstall it fresh. Sometimes this works!

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e) CONNECTION PORT CORRUPTION

A port is the method a printer connects to your device: (e. Desktop, laptop, tablet, or a phone.). The most popular port connections are: USB, Ethernet, WiFi (wireless). If these get mixed up and try to connect to the wrong port it will fail perpetually. Most often just reinstalling the drivers and choosing the type of port connections that you want should fix this issue. Those who are familiar with the settings for printer ports may try to change the ports to see if that might fix the problem, but don't waste a lot of time here.

d) PRINTER UNRESPONSIVE WHEN PRESSING ANY BUTTONS ON IT.

Your best choice when printer lights are on, but nothing happens when you press any button is to unplug your printer from the wall 110v outlet and unplug it from your computer, Leave the printer off for 60 seconds then plug in your AC power to the printer and turn it on! When lights come back on then plug in the USB cable to your computer. If you are using a Wireless connection try re-booting your router.

The downside here might be that your printer has been hit by a power surge, or a lightning strike nearby. This can happen even if you have it connected to a Surge Protector. A damaged or defective Surge Protector may not be really protecting you at all. It's wise to replace them after two – three years to protect your equipment. Hardware failure is a real possibility, and after a year or two without a warranty the choices are basically replacing the printer, but this is a last case scenario. Most printers are not repairable from a financial perspective.

e) VIRUS ATTACK TARGETING PRINTERS, & OR DRIVERS

Virus attacks are possible, but more than likely this problem is because a system files has been altered or removed due to the virus attack. You can reinstall the newest driver from your printers companies website. The best fix in this case is to use **Restore points on a Windows PC, or Time Machine on a Mac**. If your Mac becomes infected you are dealing with a high-level virus and you are best to recover your data and do a factory recovery. This said, try all other methods before doing a Mac recovery because Mac is the strongest system available to consumers, and is related to the complexities of a secure government system running a Unix type system.

Call us today to setup an appointment to review your situation and recommend what would fit into your budget, and needs.
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