

# Printer Quick Fix 101

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Printing from a computer, tablet or other devices sometimes can be frustrating...

## COMMON PROBLEMS & CAUSES:

- a) Printer stopped working after a recent Operating System update
- b) Program conflict causing printers to disappear or the printer icon picture 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 may be there are always unpredictable issues that pop up from time to time. A deeper issue may also be at work here, but addressing these items first will save you both time and money.

## 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. Try this:

- 1) Check: power, cables both USB and or Ethernet, and your router.
- 2) Check the manufacturer's webpage and download a new driver package. Sometimes just reinstalling the old printer drivers again might fix the problem. Delete the current printer drivers first.
- 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 reinstallation.
- 4) If this fails try to download a newer version, or updated version and install that.

### 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 six months old or older, some may not even be for your operating system. Always download the newest version of drivers for your specific printer.
3. If your printer works with other programs, and not with one in particular you have a conflict.
4. Try re-installing the printer. If everything works then you're good to go!

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5. Try checking for an update on that program, or reinstall it fresh.

## c) CONNECTION PORT CORRUPTION

A port is the method a printer connects to your printer from another device: (e. Desktop, laptop, tablet, phone.). The most popular port connections are: USB, Ethernet, WiFi (wireless). If these get mixed up and tried 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 as you press any buttons is to unplug your printer from the wall 110v outlet and unplug from your computer, Leave the printer off for 60 seconds then plug in your AC power then when light come back on then plug in the USB cable to your computer. The downside here might be that your printer has been hit by a power surge, or lightning strike nearby.

## e) Virus attack targeting printers, and or drivers of those pieces of hardware

Virus attacks are possible, but more than likely this problem is cause because system files have been altered or remove due to the virus attack. The best fix in this case is to use Restore points on a Windows PC, or Time Machine on a Mac. I will say this! If your Mac becomes infected then you are dealing with a highlevel virus and you are best to recover your data an do a factory recovery. This said, try all other methods before doing a Mac recovery because Mac is the strongest system available, and is a kin to the complexities of a secure government system.

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Call us today to setup an appointment to review your situation and recommend what would fit into your budget, and needs. (828) 400-7271.

Check out our company website for a link page:

<http://www.pctechuptime.com/security.html> Antivirus software

<http://www.pctechuptime.com/backup.html> Backup Choices

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**NOTE:** Generally backup units of all types only backup your files, and not the programs or system files. If you want a

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program that does that then you'll need to Buy, install and configure the Acronis program.

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