IT Essentials 5.0

12.5.1.7 Lab - Troubleshooting Printer Problems in Windows Vista

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 Vista
- 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 > Start Search >** 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 for problems. Answer the following questions after each problem is solved. The instructor may inform you of the number of troubleshooting problems to complete.

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.