

IT Essentials 5.0

12.5.1.4 Lab - Fix a Printer Problem

Print and complete this lab.

In this lab, you will troubleshoot and fix a printer that does not print documents for a user.

Recommended Equipment

- At least two computers running Windows 7
- Printer connected and installed on one of the computers
- Printer installed as a network printer on other computer(s)
- Computers networked using switch, hub, or wireless router

Scenario

The printer will not print documents for a user.

Step 1

Verify printer hardware.

Step 2

Verify network printer installation on client computer(s).

Step 3

Verify network connectivity for computer that will not print.

Step 4

Verify installation of printer on directly-connected computer.

Step 5

What steps did you perform to fix the printer?