

Printing Problems

Printing is a two stage process and this can complicate resolving problems. When you print a document, the application which you are printing from doesn't communicate directly with the printer. It communicates with a print queue (sometimes called a print spooler) and it is this print queue which actually send the data to the printer. The print queue is created when the printer is initially configured. So, the first issue to address when resolving a printing problem is whether the issue is with the printer or the print queue.

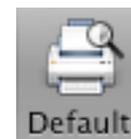
Checking the printer

The first thing to check, obvious though it sounds, is to check that the printer is switched on. The next step is to check that the cable connecting it to your Mac or to your network is connected, unless it is a wireless printer. Once you have confirmed that the printer is switched on and connected, the next step is to check that your Mac can communicate with it. To do this go to the Apple menu () and choose **System Preferences**. In the System Preferences window click on the **Print & Fax** icon.



The left part of the pane shows a list of all your print queues, NOT printers (it is possible to have multiple queues to the same printer and queues to printers not on your current network). At the bottom of this list are + and - buttons. Click on the + button.

A new window will open. In this new window click on the **Default** icon if it is not already selected.



This will then list all the printers that your Mac can see, no matter how they are connected. If the printer which you want to print to is not in the list, then it is not communicating with your Mac. If it connected with a USB or EtherNet cable, switch the printer off, replace the cable, switch the printer back on again and go through the above steps to see if the printer is now visible. If it is not, the printer may have developed a hardware fault. If the printer is connected with either an EtherNet cable or wirelessly, then it may be a networking problem or a hardware fault.

Checking the Print Queue

If your Mac can see the printer then it is likely that the problem lies with the print queue. Close the window which is listing the printers that your Mac can see, and in the **Print & Fax** window click on the print queue which you are trying to use to highlight it (in our example here, the printer is called The Moon). Then, click on the **Open Print Queue...** button. A window for the print queue will open:



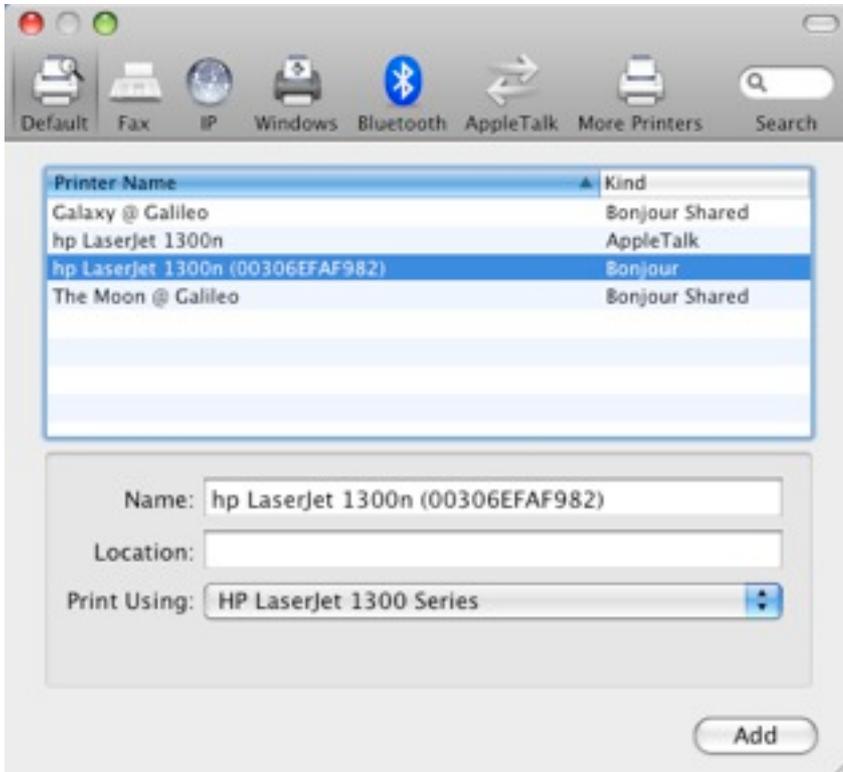
If it looks like this, with a button called **Resume Printer**, then something has caused the print queue to pause. Click on the **Resume Printer** button (it will change to Pause Printer), and this should send any print job which is listed in the lower part of the window to the printer. It will either print the job, or cause the printer to pause again. If there is nothing listed waiting to print, just send another document to print to see what happens.

If the job prints OK, then that should be the problem resolved. If the printer pauses again and the Resume Printer button reappears, then it could be something wrong with the print job. In which case, click on the print job in the lower part of the window to highlight it, and then click on the **Delete** button to remove it. If something else is waiting to print it should move straight onto that job. If not, send another document to print.

If you are still unable to print, then you need to create a new print queue. To do this, first delete the existing queue by highlighting it in the list and then clicking on the - button at the bottom of the list. You may be asked to confirm that you want to delete the

printer queue. Once the queue has been deleted, click on the + button so that you go back to the window which lists the printers which your Mac can see, and click on the printer which you want to use:

The Mac will interrogate the printer and find the appropriate printer driver, which it will then list in the **Print Using** pop-up menu. Once it has found the printer driver, click on Add. You can then test your new print queue to see if it has resolved the problem.



Update the Printer Driver

If after creating a new print queue you still can't print, and particularly if your problem has started since doing an upgrade or update to the MacOS, then install a new printer driver. Go to the printer manufacturers website and download a new version of the printer driver for your model of printer and your version of MacOS X. Install the new printer driver following the manufactures instructions. Then delete the existing print queue as above, and then create a new queue.

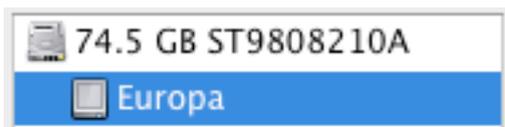
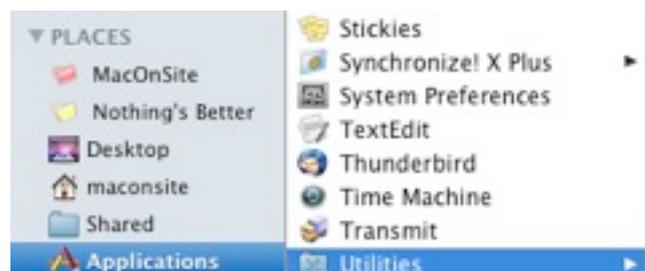
Repair Disk Permissions

If after doing all the above steps you still can't print, then repairing disk permissions can sometimes help. This is done using **Disk Utility** which is in your **Utilities** folder. To Open Disk Utility either:

Choose **Utilities** from the **Go** menu in the **Finder**:



or, click on the **Applications** folder in a Finder window sidebar and then click on the **Utilities** folder:



Locate Disk Utility and double click it to open it. In the left hand part of the window click on the name of your hard disk to select it. Then click on the **Repair Disk Permissions** button. Once this has completed, restart your Mac and try printing again.

If you need any further help, just call or email and we will see what we can do to help:

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