



The New Era for Printing

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How to solve abnormal printing task and clear cache

Release Object: Service Center

Maintenance Types :

Cartridge	☐	Installation	☐
Wireless Network	☐	Wired Network	☐
Paper	☐	App	☐
Print	☒	Scan	☐
Fax	☐	Set	☐
Firmware	☐	Others(hardware,etc)	☐

Applicable Model: Applicable to all series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE

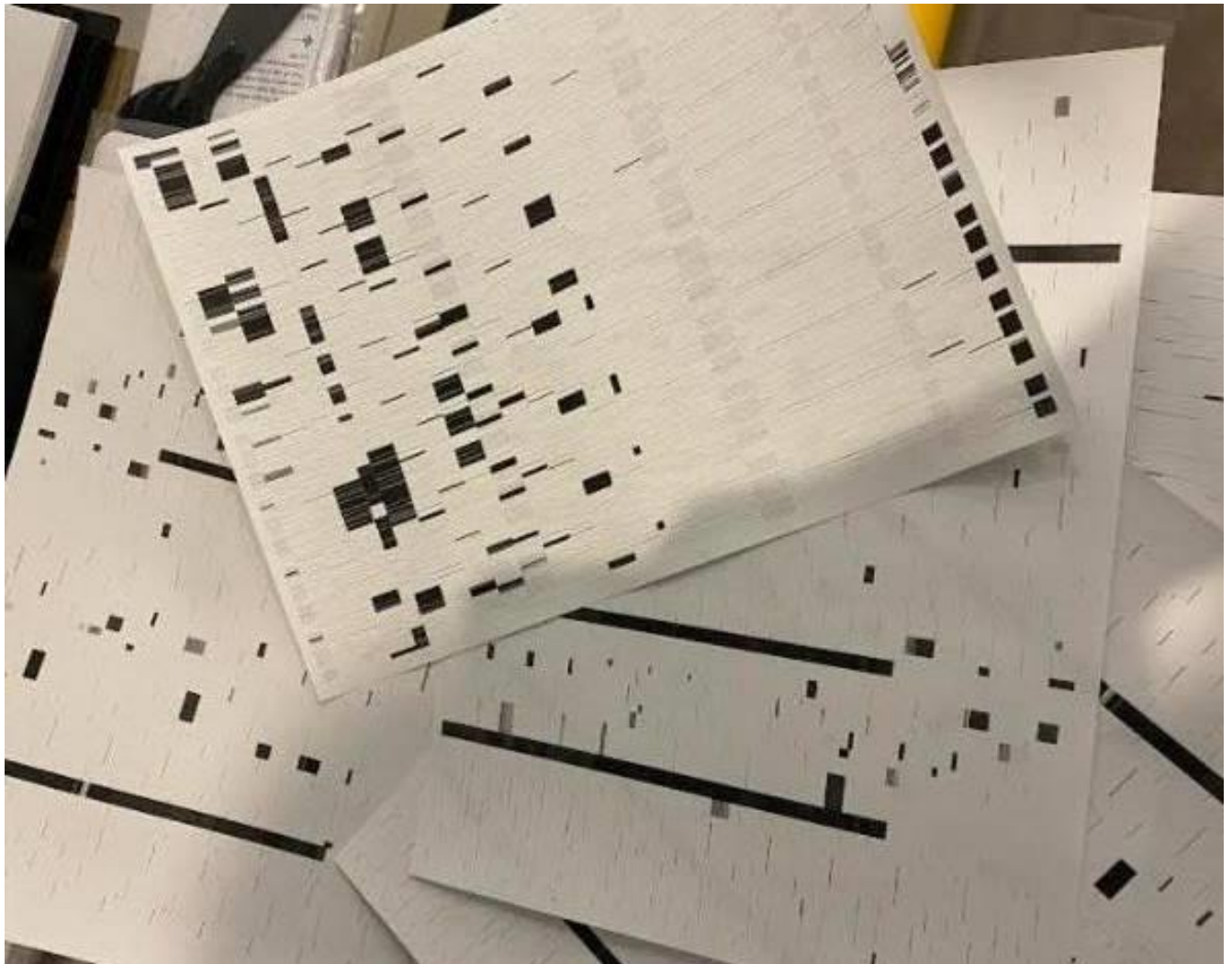
Written by : Leon	Verified by : Benson	Approved by : Herry
Date : 12/11/2021	Date : 12/11/2021	Date : 12/11/2021

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I. Problem Description

Phenomenon:

1. The printer is ready, but the print queue has been waiting after the computer sends the task;
2. After installing the printer driver, garbled files will be printed automatically and continuously;
3. When canceling the print job, it always shows that it is deleting, and it cannot be canceled normally.



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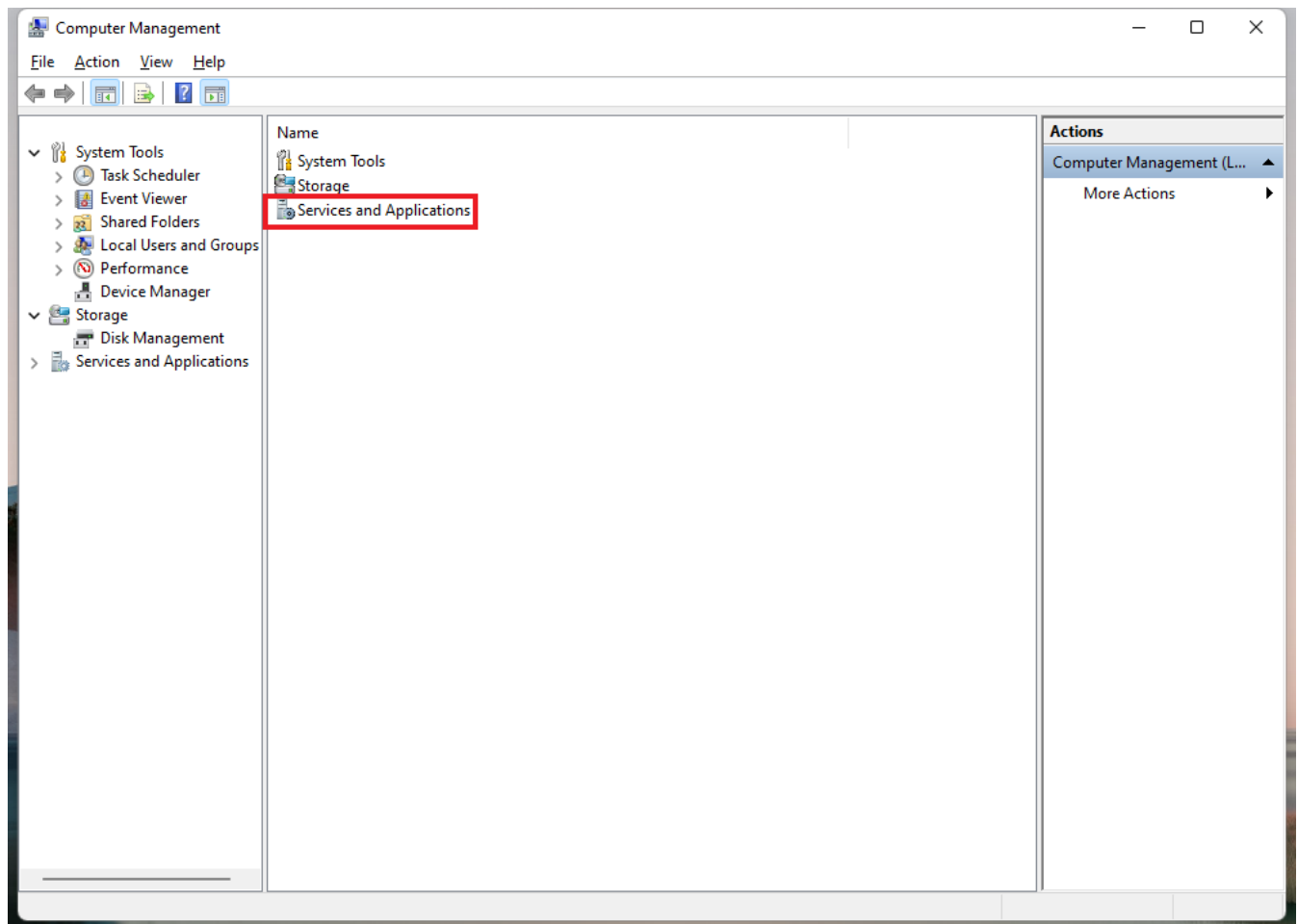
II. Causes

An abnormal task file exists in the print background service, which blocks the print task queue or keeps sending wrong print tasks to the printer.

III. Solution

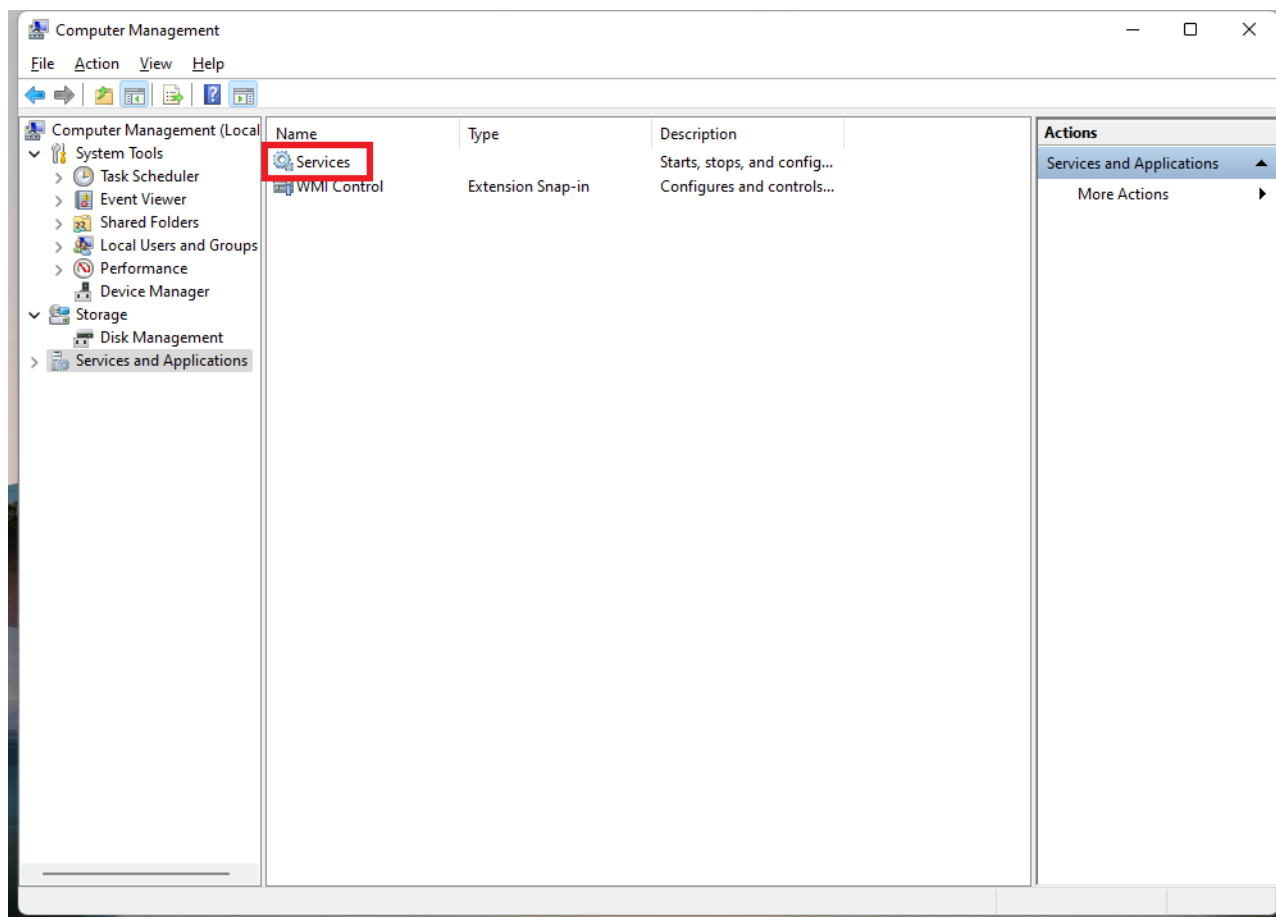
(1). Stop the print background service

1. Open "Computer Management" (open method:right-click the "My Computer/This PC" icon on the desktop, and select "Manage")



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2. Navigate to "Services and Applications"-"Services"



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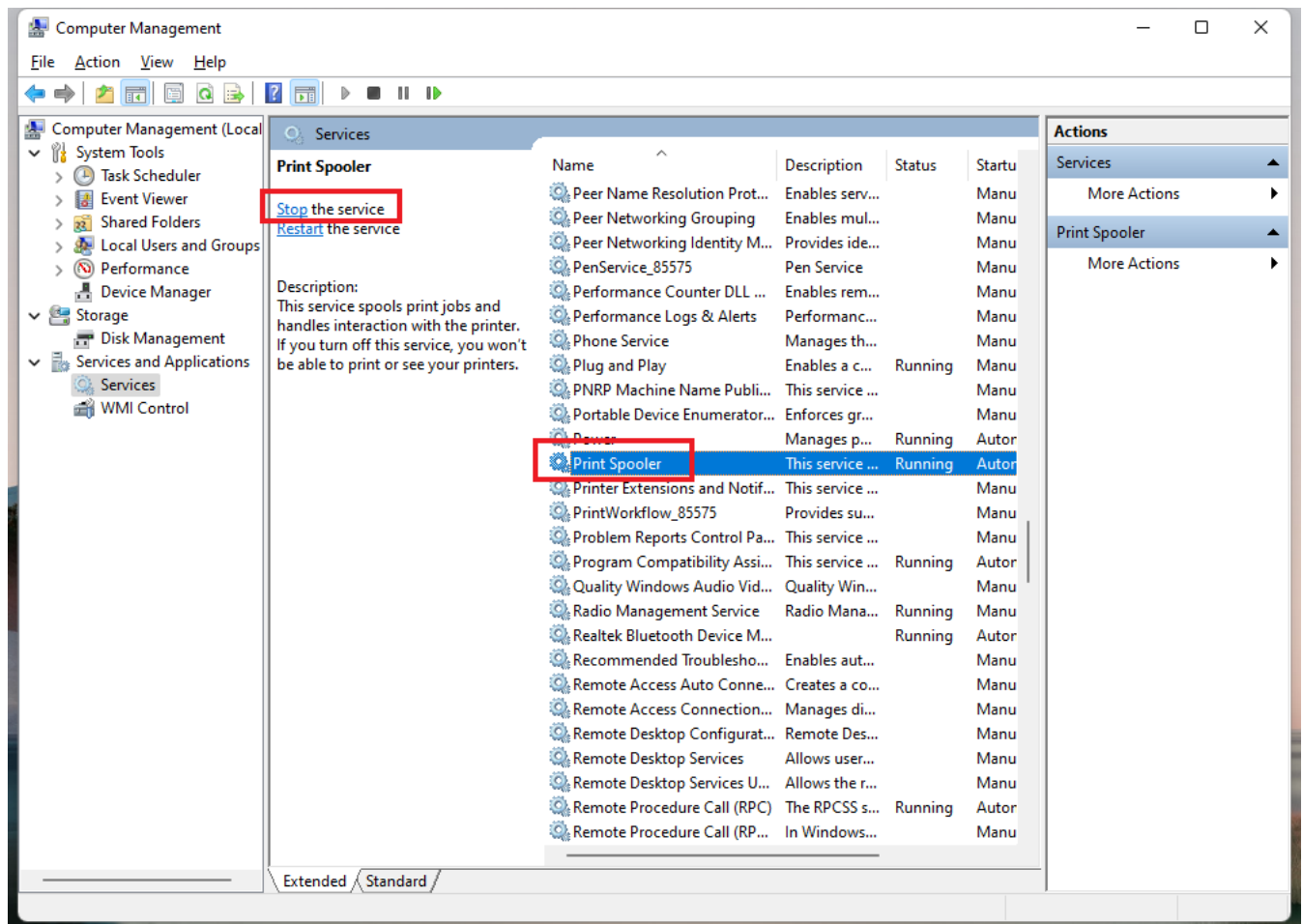
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3. Locate "Print Spooler", right click to stop this service



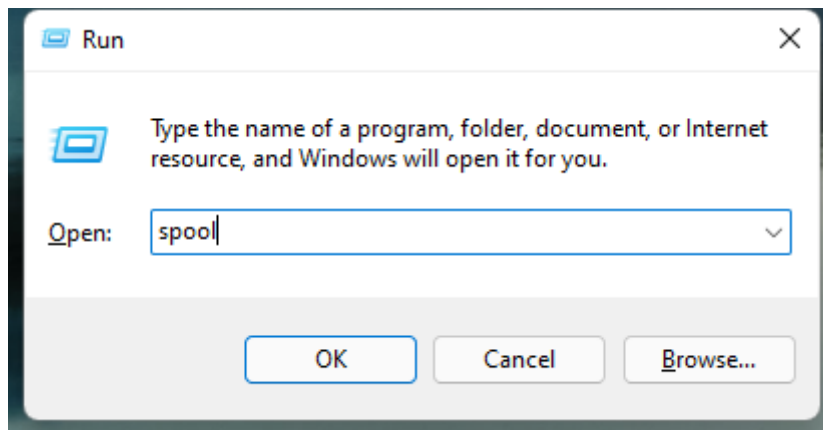
(2). Delete the print pool file

1. Open the "Run" dialog box (Start Menu-Run or shortcut keys Win + R)

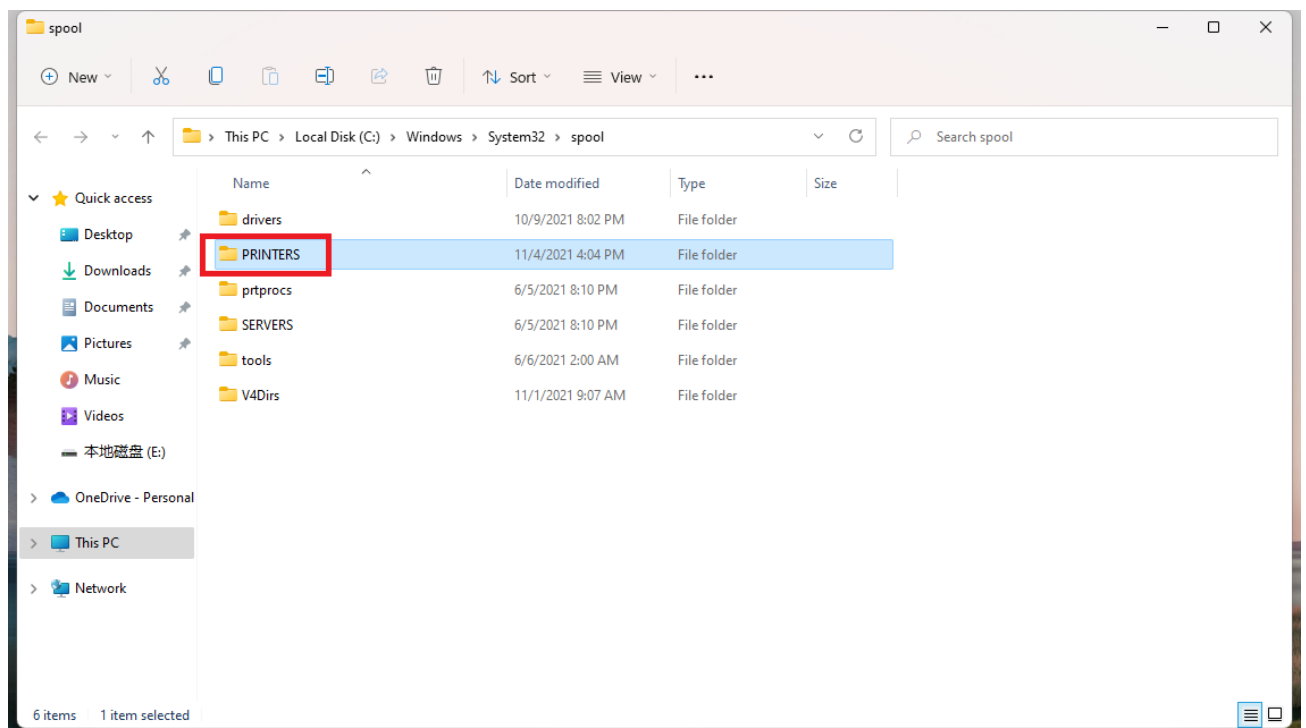
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2. Enter "spool" and click OK to open

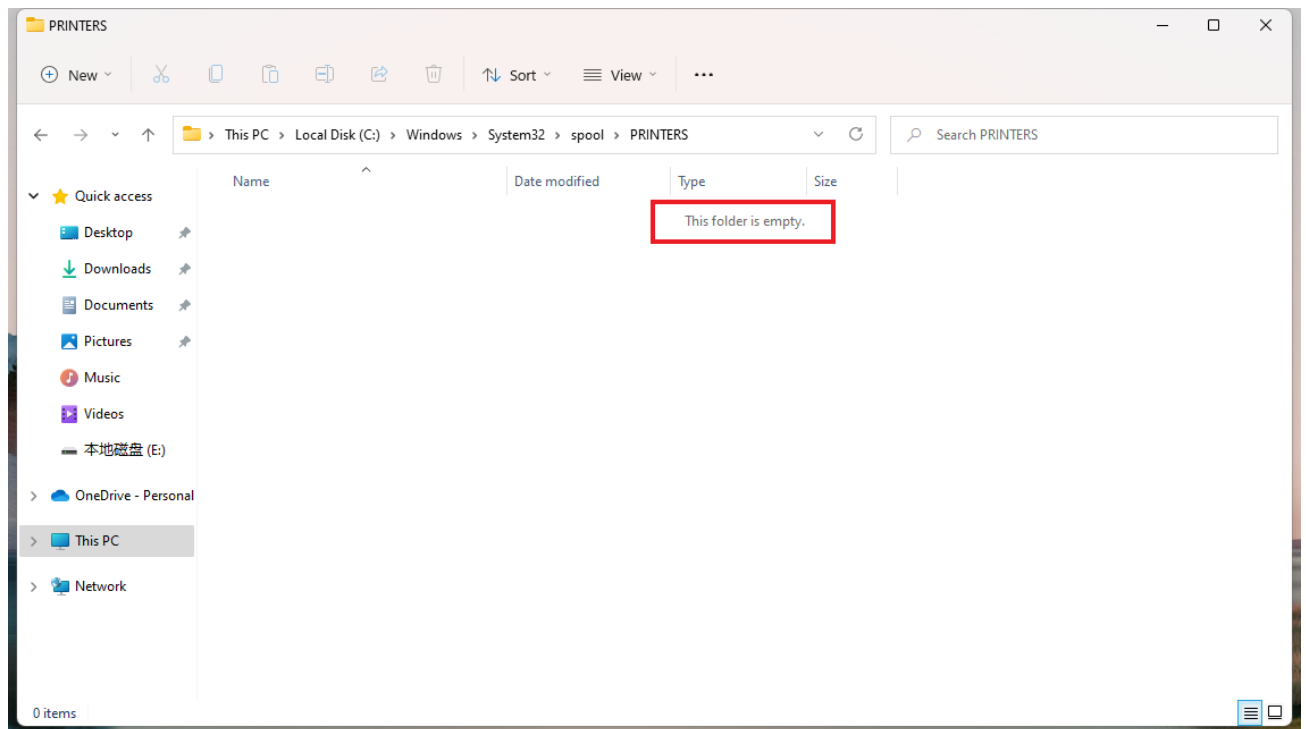


3. Enter the "PRINTERS" folder and empty all files in the folder

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(3). Start the print background service

Follow the method in the first step to enter the service management and start the "Print Spooler" service

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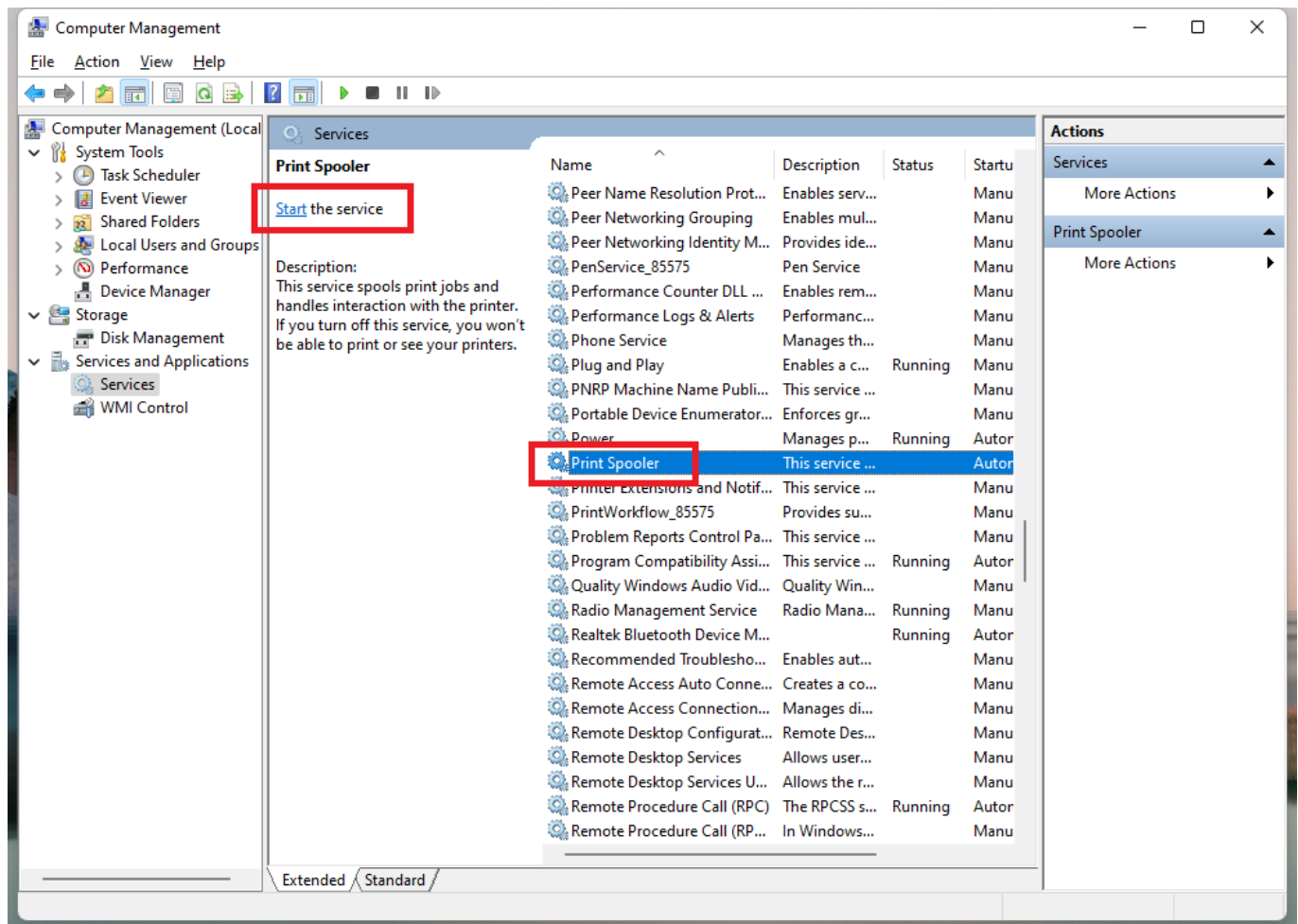
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IV.Remark