



*By Al Amin Mir*

## CLEARING STUCK PRINT JOBS IN THE QUEUE

A STEP-BY-STEP TIER 1 SUPPORT FIX FOR ONE OF THE MOST COMMON PRINTER ISSUES.

TEBOGO MATSEDING  
[tmatseding@outlook.com](mailto:tmatseding@outlook.com)

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## Scenario



**Ria Naidoo**  
naidoor@visiomedial.com  
Message:

  
SwiftSupport

Hi, I've been trying to print since this morning but nothing is coming out. The printer makes a sound like it's busy but no paper comes out.

Ticket #003 | Status: Open | Priority: Low

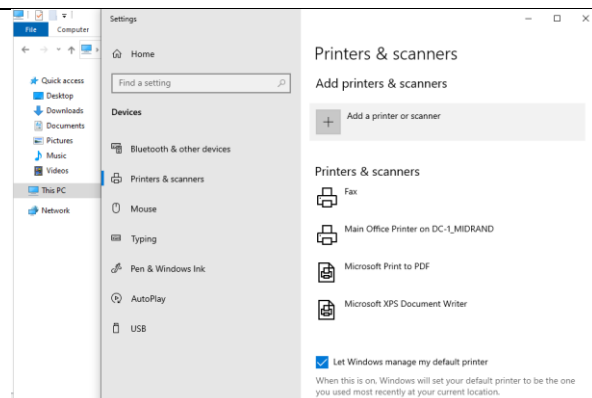
Rose Bank Branch

## Introduction

In this project, I worked with the printers I had already installed from a previous setup. Printers are one of the most common sources of support tickets, and a stuck print job can bring office work to a halt. I'll show the steps I followed to add printers, check their queues, and fix issues when documents refused to print.

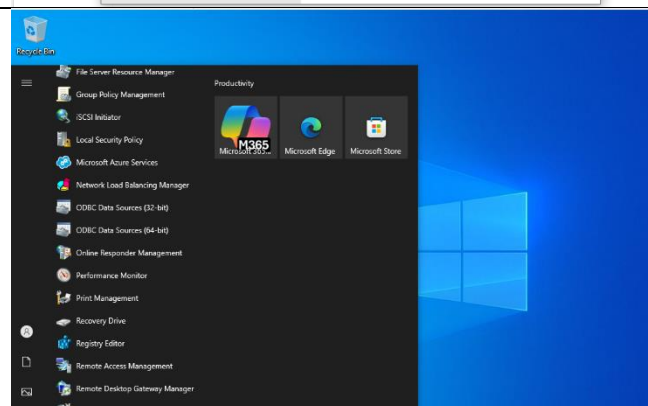
## Adding printer

I added my printers through **Settings > Bluetooth & Devices > Printers & Scanners**, which is the simplest way for end-users and support staff to connect new printers.



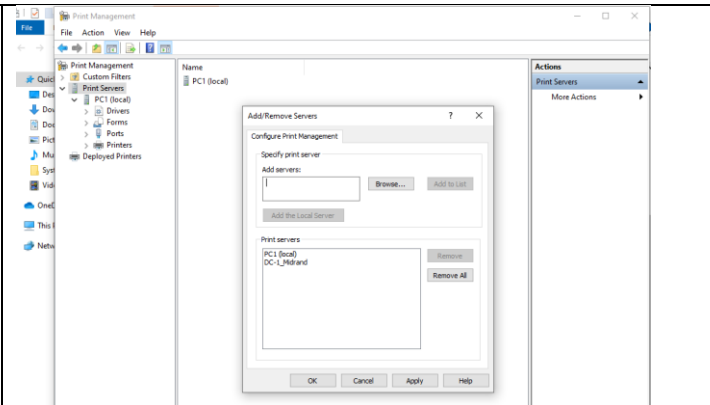
## Navigate to print management

After adding the printers, I used Print Management to see and control them in one place. This tool makes it easier to manage multiple printers instead of checking each one individually.



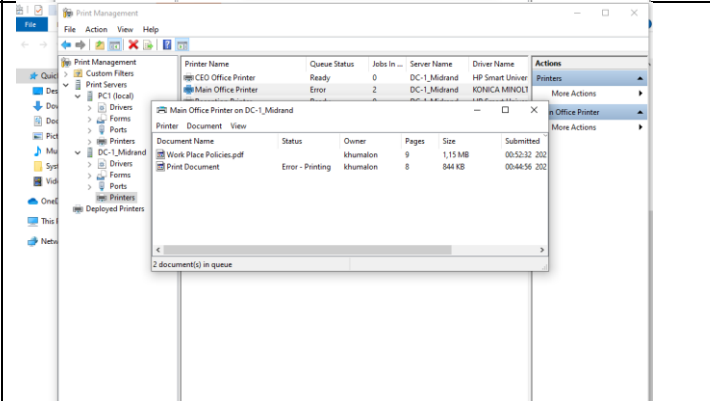
## Add server to print management

To simulate a real workplace environment, I added my server into Print Management. This let me manage printers not only on my local machine but also those hosted elsewhere.



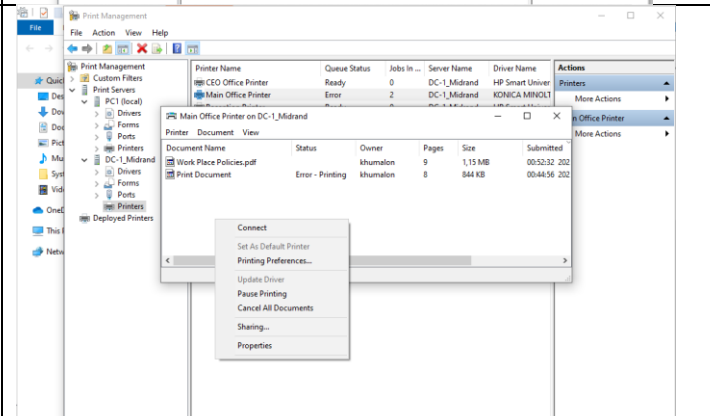
## Checking the printer queue

When a user reports that “nothing is printing,” the first step is to open the **printer queue**. Here you can see if any documents are stuck in line, paused, or showing an error.



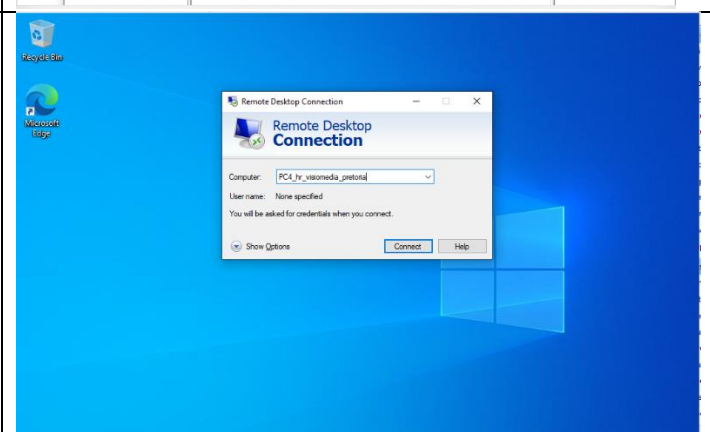
## Cancel print jobs

If a job is jammed, simply cancelling it will often free the queue and allow the next document to print. This is the fastest fix and usually solves the issue immediately.



## RDP into end user workstation

If clearing the jobs doesn't help, I connected to the end-user's workstation using Remote Desktop (RDP). This way, I could check if the issue was specific to their PC.



## Restart the print spooler

As a final step, I restarted the Print Spooler service on the workstation. The spooler is what manages all print jobs, and restarting it often clears hidden issues that don't show in the queue.

