Root Cause Analysis

**Event:** Client could not print to 3 printers on Gruening 4th Floor, 12 Feb 08, IM 49317.

**Summary:** User filed a problem ticket that she could not print to any of her printers on 4th Floor Gruening Building. This only affected the specific user and not all users in Gruening Building or other Buildings on Fairbanks Campus. Print server did not crash and this only affected a user.

**Detail:**
**Synopsis:** Client submitted a work request that she could not print to 3 printers on Gruening 4th Floor that she had mapped. Each attempt would fail. Ticket was assigned 16:43PM, 12 Feb 08. After initial check of printer queue on uaf-printers.uaf.edu, ticket re-assigned to desktop support for further trouble shooting of client machine, type of jobs being printed. On 13 Feb 08, desktop support requested WSA to restart the print spooler service on uaf-printers.uaf.edu in an attempt to clear non-responsive print jobs for a printer on Gruening 4th floor. WSA restarted spooler service which cleared all jobs in print queue of affected printer(s).

**Cause:** Actual cause is unknown, but suspect that printer errored out due to trying to print using adobe language level 3 instead of language level 2.

**Action Items:** None

**Future Prevention:** If re-occurs attempt to determine if user is printing pdf files using the language level 3 settings instead of level 2.