

# Troubleshooting Methodology

Use this document to review the troubleshooting basics for HP LaserJet printers.

## SYMPTOM

### Specify the Symptom

The first phase in troubleshooting is to define the symptom.

- Make sure you understand the symptom before you try to understand the cause. Verify with the customer. Time spent correctly identifying the symptom will reduce the amount of rework, minimize the chance of troubleshooting the wrong cause, and help alleviate frustration.
- What indicates that there is an issue? Note any error messages, codes, or indicator lights.

### Analyze the Symptom

Analyzing the symptom can help you break down and categorize general symptoms and then study the factors that will eventually provide a solution. Identify the characteristics of the symptom.

- When does the symptom occur?
- Is the symptom repeatable or intermittent?
- Does anything seem to make the symptom decrease or increase in frequency or magnitude?
- Have there been recent maintenance or changes in the location of the equipment?
- Has this symptom been documented?

## CAUSE

### Determine Possible Causes and Eliminate Unlikely Causes

Consider the information gathered and use it to narrow down the number of potential problems.

- List all possible causes of the symptom.
- Through the process of elimination, reduce the number of possible causes by applying knowledge of the product and how it is supposed to function. Use your resources.
- Judge the gathered information to ensure it is relevant to the problem.
- Some situations may require possible causes to be eliminated in a specific order.

### Prioritize Probable Causes

Prioritize the remaining probable causes using the following criteria:

- Using the gathered information, determine which cause makes the most sense.
- Start with the most likely cause and progress to the least likely cause.
- Consider the amount of time it will take to debug a probable cause. If several possible causes are about equal in probability, first list the ones that are quickest to resolve.
- Determine the likelihood of the probable cause creating the symptom.

## SOLUTION

### Identify a Possible Solution

Using the prioritized probable causes to identify possible solutions.

- Use what you know about the product and available resources to identify solutions.
- Prior experience and documentation can assist in generating a solution.
- The information gathered previously will be useful in determining solutions.

### Develop a Solution Path

Beginning with the most likely solution, develop a step-by-step process where only one variable changes, testing to see if the symptom disappears with each change.

- If several changes are made simultaneously, the actual change that solved the problem will remain unknown. By changing only one variable at a time, a specific solution to a given problem is identified.
- The solution path will help you solve the same problem if it occurs in the future.

### Test and Verify the Solution

Analyze the results of the solution path to determine whether the problem has been resolved. Test to ensure that the problem has been completely solved.

- Verification can include power cycling the unit, attempting to recreate the customer's error, and any tests of the unit to prove functionality.

**If the problem hasn't been resolved, return to the probable causes and debug the second most likely cause.**

- The verification of the solution is an excellent time to educate the customer. Providing the customer with a few tips or techniques that could prevent the need for an additional call is a good way to end the process on a positive note.
- Reiterate the steps taken to resolve the issue with the customer. If the issue is the result of customer implementation of the equipment, politely recommend changes in the product's use or maintenance.

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# Hp Laserjet 110troubleshooting Guide

**Hewlett-Packard Company**



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Thompson,1998-09-01      **Mastering the HP Print Service Plugin: A Complete User & Troubleshooting Guide** Navneet Singh, Table of Contents Introduction What is the HP Print Service Plugin Who this book is for Device compatibility and system requirements Getting Started Installing the Plugin Enabling the Plugin Setting as Default Print Service Connecting to Printers Supported Printers Connecting via Wi Fi Printing over a network Discovering Printers Automatically Printing from Android Devices Printing Documents PDFs Word etc Printing Emails Printing Photos Using Print Preview and Settings Advanced Printing Options Duplex Printing Double Sided Print Quality and Paper Size Settings Selecting Specific Pages Color vs Black White Troubleshooting Common Issues Plugin Not Detecting Printer Printer Offline or Not Responding Slow Printing Incompatible Document Errors Security and Privacy Considerations Printing Over Public Networks Access Control Print History and Data Safety Tips Tricks Save Ink and Paper Best Practices for Mobile Printing Managing Multiple Printers Integrating with Other Apps Google Drive and HP Plugin Printing from Browsers and File Managers Using with Microsoft Office Apps FAQs and Expert Answers Why is my printer not showing Do I need the HP Smart app Can I use this on a Chromebook The Future of Mobile Printing Cloud Print Alternatives HP Print Service in an IoT World      **HP LaserJet Printer Technical Reference Manual** Hewlett-Packard Company,1985      **HP LaserJet Printer Operator's Reference Manual** Hewlett-Packard Company,1985      HP LaserJet 5Si Family Printers Service Manual Hewlett-Packard Co,1997      *HP LaserJet 4200, 4250, 4300 and 4350 Series Printers* Hewlett-Packard Company,2004      **Now What?** ,1998      *The HP LaserJet 4MP Printer* ,1993      **HP LaserJet IIIP Printer User's Manual** Hewlett-Packard Company,1991      **The HP Laserjet 4L Printer** EUA). HEWLETT-PACKARD COMPANY (Camas,1994      HP LaserJet 4L Printer Hewlett-Packard

Company,1993      HP LaserJet 4 Plus and 4M Plus Printers Hewlett-Packard Company,1994      **Laser Printer Problem Solver** Don Thompson,Becky Thompson,Bill Leitzell,1998      *HP LaserJet 4 and 4M Printers* Hewlett-Packard (Canada),1993  
    **HP LaserJet 6P/6MP printer** ,1996      **HP LaserJet 6L Printer** Hewlett Packard Co,1997      The LaserJet III Companion Steven J. Bennett,1991 Designed to make printing with the LaserJet III printer easier through a combination of software and explanations of key issues as to how the LaserJet III works

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