Demonstration sample

Front-desk PC can't print to the office printer

Illustrative support scenario. The environment, timeline and outcome are fictional. Written to show how I troubleshoot and document; not paid client work.

Ticket: DEMO-1042 · **Client:** Sample Professional Services Office (fictional) · **Priority:** P3 · **Tier:** Level 1
Environment: network printer installed directly on each Windows PC (no print server)

REPORTED ISSUE

"Front desk can't print. Printer says offline on my computer only." Other staff can print to the same printer.

TIME LOG

09:02	Ticket received. Acknowledged by email; remote session set for 09:15.
09:15	Connected with the user's approval. Printer shows Offline. Two stuck jobs in the queue.
09:19	Cleared the stuck jobs; still Offline. The queue uses a Standard TCP/IP port pointing to the printer's previous IP address.
09:23	The printer's network page shows a new address. Another PC's port uses the printer's hostname.
09:25	From this PC, confirmed the hostname resolves to the printer's current address.
09:28	Added a Standard TCP/IP port using the hostname and kept the old port for rollback. Test page printed; user printed a sample document.
09:32	User confirmed. Resolved.

CAUSE

The printer received a new IP address. This PC still pointed to the old one; the other PCs use the hostname.

ESCALATION TO THE NETWORK ADMINISTRATOR

Recommend a DHCP reservation for the printer and a check of name resolution, following the site's addressing standard. That change is outside my authorized scope for this ticket.

> *Client update: "Printing is fixed. Your computer was looking for the printer at an old address, so I pointed it to the printer by name. I've sent your network administrator a recommendation so the address doesn't change again."*

Elapsed: 30 minutes (17-minute remote session) · Status: resolved; recommendation sent to the administrator