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## How do I resolve printer issues in Lasernet?

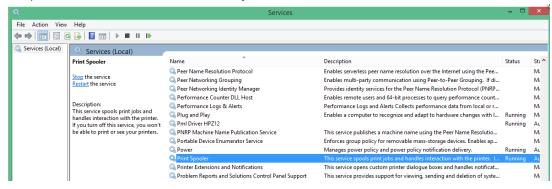
Mikael Wängelin - 2021-08-25 - Comments (0) - Lasernet FAQs

## Lasernet

At times Lasernet can have issues with input files getting printed to Lasernet and can get stuck while trying to process some files from a print queue. Follow these steps to resolve these issues:

## **Restart Windows Print Spooler**

- 1. Stop Lasernet Service via Lasernet Monitor.
- 2. Open services.msc and find Print Spooler.



- 3. Right-click the service and select **Restart**.
- 4. Once the service has restarted, start the Lasernet Service via Lasernet Monitor.

## **Viewing Spool File**

You can also view and reprint the spool files in the print queue:

- 1. Navigate to %SystemRoot%\SYSTEM32\SPOOL\PRINTERS.
- 2. Stop Windows Print Spooler following the above steps but select **Stop** rather than "Restart".
- 3. Copy the *.SPL* and *.SHD* files to a temporary location and then open Lasernet Print Viewer through the Start Menu.
- 4. Either open or drag and drop the Spool File into the Viewer.
- 5. You can now view and reprint the Spool File directly from the Lasernet Print Viewer.

More information on resolving printer issues can be found on the Microsoft site <u>here</u>