Diagnostic analysis and decisions

**Name:**  Click or tap here to enter text.

Complete this form to record your process, research and analysis of data to direct the writing of your instructions for clients to repair their faults with the printer.

**Printer errors**

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| --- |
| **Identified error/s:** |
| The printer is not connecting to the personal computer and the printing function from a range of software packages does not work. The printer does appear on the list of printers and can be selected, but it does not accept printing tasks.  As the printer has a scanner included, the scanner is also not responding to requests from the computer to initiate and complete a scanner. |
| **Types of tests to be performed:** |
| Click or tap here to enter text. |
| **Indicate why each test in (1) above was selected** |
| Click or tap here to enter text. |
| **Is there any historical fault information you have found in your research?** |
| Click or tap here to enter text. |
| **Analysis of problem** |
| Click or tap here to enter text. |
| **Potential solution** |
| Click or tap here to enter text. |