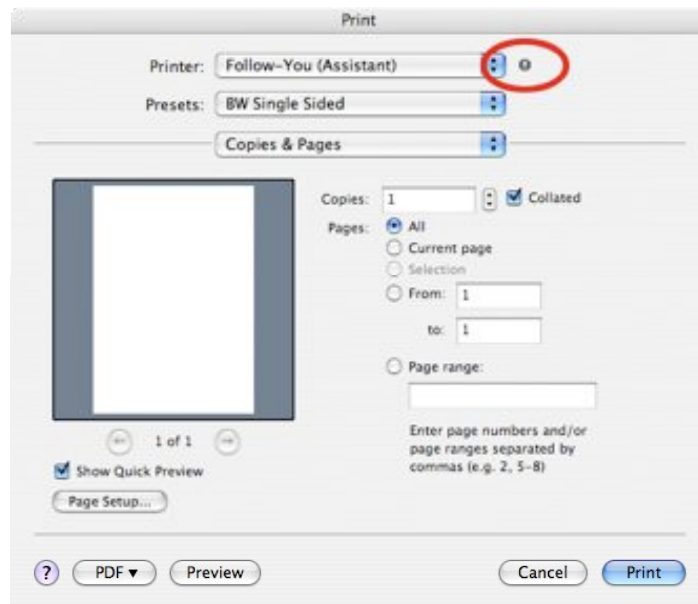


Cannot Print – Exclamation Mark Beside The Printer Name

If you cannot print and find an exclamation mark beside the printer name this means the printer has stopped. In order to be able to print again, the printer must be resumed regardless of deleting the print job(s) or restarting the computer.

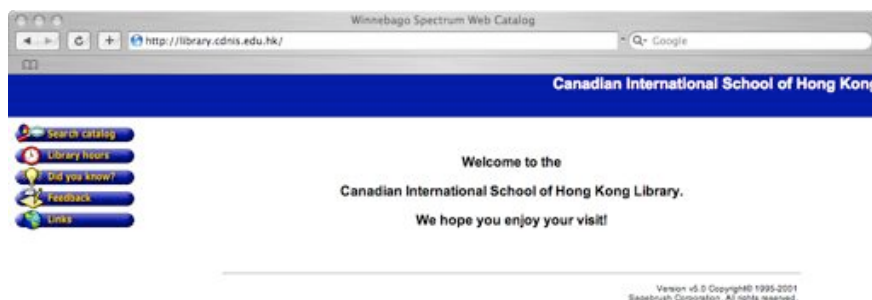
Please follow the steps below to fix this problem in Mac OS X Tiger 10.4.x



Step 1: Network Connection

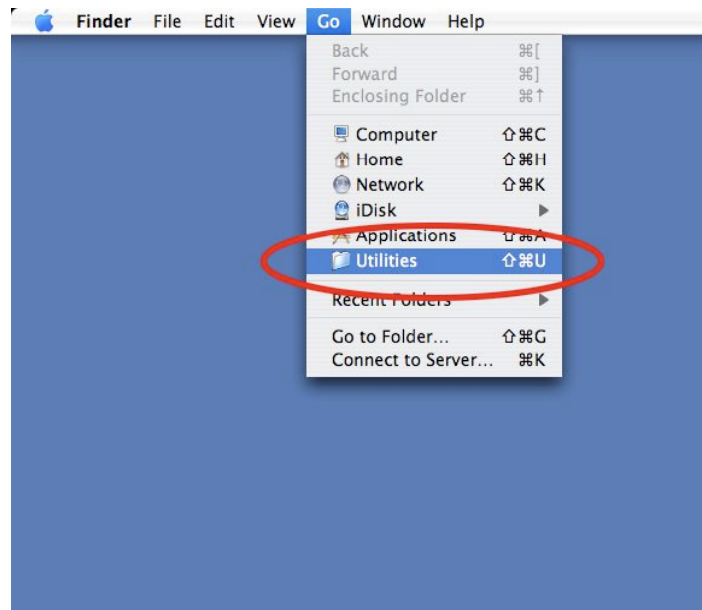
Make sure you have a valid network connection to the school. You can test this by opening a web browser and going to **library.cdnis.edu.hk**

If you can open **library.cdnis.edu.hk** you have a valid network connection to the school.



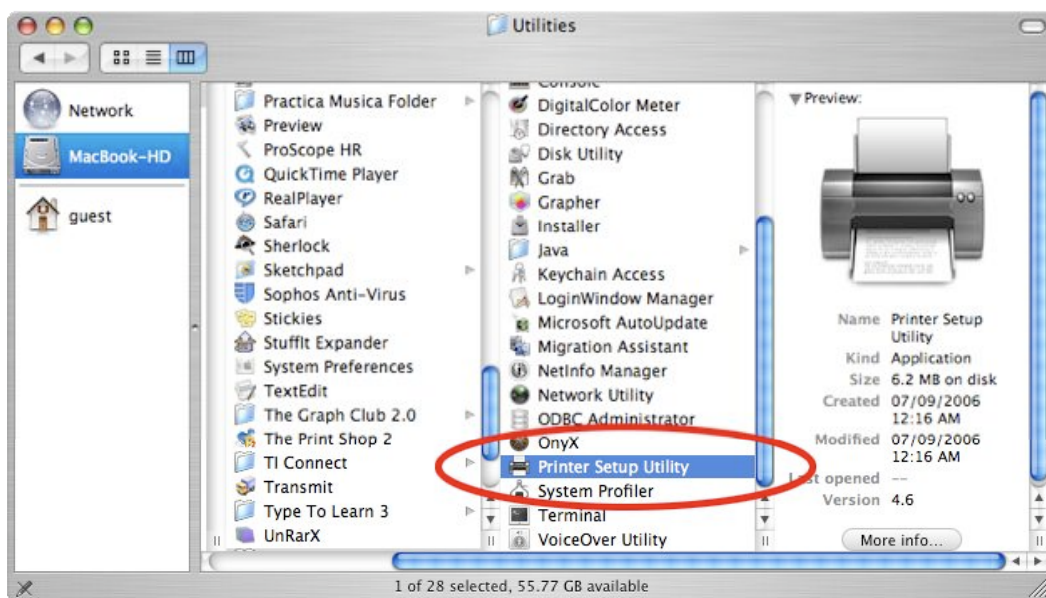
Step 2: Go To Utilities Folder

Click on **Go > Utilities** from the Finder's menu bar.



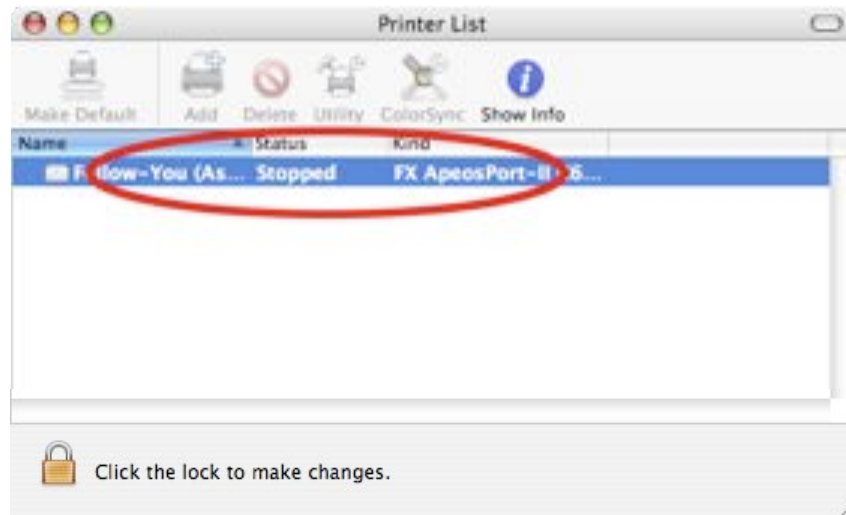
Step 2: Open Printer Setup Utility

Double-click **Printer Setup Utility** to open it.



Step 3: Show Jobs On The Stopped Printer

Double-click the printer that has stopped to show its current print jobs in memory. In the picture below the Follow-You (Assistant) print queue has stopped.



Step 4: Start Jobs

Click on Start Jobs icon to resume.

