TROUBLESHOOTING PRINTERS IN A WINDOWS.. COMPUTER

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SUMMARY

Here is a step-by-step description for how you can troubleshoot printer problems for a “Windows..” computer.
TOPICS

- Two Places To Make Changes To A Printer: Button Panel and Icon
- Initial Basic Troubleshooting of a Printer
- "Change Printer Properties" Button
- More Advanced Troubleshooting from the Windows.. "Control Panel"
TOPICS (continued)

- Use the Internet to Get Help for a Printer Problem
- Printing Process Analysis
TWO PLACES TO MAKE CHECK THE STATUS OF YOUR PRINTER

- Two places to make changes to a printer:
  - Button panel on the printer
  - Printer's icon in the "Control Panel" of "Windows.."
TWO PLACES TO CHECK THE STATUS OF YOUR PRINTER (continued)

• The button panel on a printer works for testing and configuring a printer, regardless of whether your computer is powered on:
LaserJet Pro M402n
TWO PLACES TO CHECK THE STATUS OF YOUR PRINTER (continued)

• Read the printer manufacturer's documentation online in order to learn about the button panel on a specific printer. For most printers, you can use the button panel to print reports as part of the troubleshooting process.
A PRINTER'S ICON IN THE WINDOWS.. "CONTROL PANEL"

• The printer's icon in the "Control Panel" of "Windows.." is the second place that gives you a quick look at the status of your printer:
A PRINTER'S ICON IN THE WINDOWS.. "CONTROL PANEL" (continued)

- If you are running "Windows 8.1", press the "Windows" + x keyboard key sequence and then select "Control Panel".

- If you are running "Windows 7" or "Windows 10", use the left mouse button to click on the "Start button": 

A PRINTER'S ICON IN THE WINDOWS..
"CONTROL PANEL" (continued)

- Scroll down, page down, or drag down to the "Windows System" category and use the left mouse button to click on it:
A PRINTER'S ICON IN THE WINDOWS.. "CONTROL PANEL" (continued)

- Use the left mouse button to double-click on "Control Panel":
A PRINTER'S ICON IN THE WINDOWS..
"CONTROL PANEL" (continued)

• A "Control Panel" window will be displayed:
Adjust your computer's settings

System and Security
Review your computer's status
Save backup copies of your files with File History
Backup and Restore (Windows 7)

Network and Internet
View network status and tasks
Choose homegroup and sharing options

Hardware and Sound
View devices and printers
Add a device

Programs
Uninstall a program

User Accounts
Change account type

Appearance and Personalization

Clock, Language, and Region
Add a language
Change input methods
Change date, time, or number formats

Ease of Access
Let Windows suggest settings
Optimize visual display
System and Security
- Review your computer's status
- Save backup copies of your files with File History
- Backup and Restore (Windows 7)

Network and Internet
- View network status and tasks
- Choose homegroup and sharing options

Hardware and Sound
- View devices and printers
- Add a device

Programs
- Uninstall a program

User Accounts
- Change account type

Appearance and Personalization

Clock, Language, and Region
- Add a language
- Change input methods
- Change date, time, or number formats

Ease of Access
- Let Windows suggest settings
- Optimize visual display
A PRINTER'S ICON IN THE WINDOWS.. "CONTROL PANEL" (continued)

• Use the left mouse button to double-click on either "View devices and printers" or "Devices and Printers":
Hardware and Sound
View devices and printers
Add a device
A PRINTER'S ICON IN THE WINDOWS.. "CONTROL PANEL" (continued)

• A "Devices and Printers" window will be displayed:
A PRINTER'S ICON IN THE WINDOWS..
"CONTROL PANEL" (continued)

• Scroll down or page down to the "Printers" section of "Devices and Printers":
• Locate the icon that represents the printer that you are interested in working with:
A PRINTER'S ICON IN THE WINDOWS..
"CONTROL PANEL" (continued)

• Hover your mouse cursor over the printer's icon and the status of the printer will be displayed as a pop-up notification:
This is what you will see if your printer is powered up and connected to your Windows.. computer:
Status: 0 document(s) in queue
Status: Letter,Portrait
• This is what you will see if your printer is not powered up and/or if your printer is not connected to your Windows.. computer:
HP LaserJet

Status: Offline
Status: Not connected
INITIAL BASIC TROUBLESHOOTING OF A PRINTER

• Electrical power for the printer? Make sure that the electrical power cord of the printer is pushed all the way in at both the printer end and the end that plugs into an electrical outlet. Make sure that the electrical outlet is live by plugging an electrical tester or a lamp or an electric shaver into the electrical outlet.
INITIAL BASIC TROUBLESHOOTING OF A PRINTER (continued)

• Determine if there is an active data communications connection between the printer and your computer:
  There are the four ways that a printer can be connected to your computer: USB cable, local network cable, wireless Wi-Fi, or Bluetooth
INITIAL BASIC TROUBLESHOOTING OF A PRINTER (continued)

• (Determine if there is an active data communications connection between the printer and your computer, continued):
  Check the connections at both ends. When you suspect a bad wireless Wi-Fi connection or a bad Bluetooth connection, install a USB cable temporarily to see if the printer will work with a USB cable connection.
INITIAL BASIC TROUBLESHOOTING OF A PRINTER (continued)

• Try re-starting the printer by powering it down and then powering it back up but if the printer is spitting out paper, press the printer's reset button to attempt stop any on-going paper output before powering down the printer AND..
• AND..

If pressing the printer's reset button does not stop the spitting out of paper, do not turn off the power to the printer until the printer is done spitting out paper to avoid a paper jam.
• If all of the previous steps do not resolve your printer problem, you can sometimes fix a printer by running the printer management software program that is provided by the manufacturer of your printer such as
(continued from previous page:)

- "HP Print and Scan Doctor"
- Dell "<name of printer> Printer Driver"
- Epson "Driver and Utilities Combo Package"
- Brother "Full Driver and Software Package"
"CHANGE PRINTER PROPERTIES" BUTTON

- If you are unable to change the settings of a printer or if you are unable to delete print jobs in the print queue of a printer, locate and click on the "Change Properties" button as described at [http://aztcs.org/meeting_notes/winhar_dsig/printers/Change-Properties-button-Win.pdf](http://aztcs.org/meeting_notes/winhardsig/printers/Change-Properties-button-Win.pdf)
TROUBLESHOOTING IN THE WINDOWS.. "CONTROL PANEL"

• Use the right mouse button to click on the icon that represents the printer that you are interested in working with:
A pop-up context menu will be displayed:
See what's printing
Set as default printer
Printing preferences
Printer properties
Create shortcut
Remove device
Troubleshoot
Properties
• To print a test page:
  Click on "Printer Properties". Then click on "Print test page":

ilable:

Print Test Page

Cancel

Apply
Click on "See what's printing" to bring up a "Print Queue" window. This window will temporarily display print jobs as they are created. The displayed print jobs will then disappear when the printer completes them.
TROUBLESHOOTING IN THE "WINDOWS.." CONTROL PANEL (continued)

• This is how the print queue window looks when there are no print jobs being processed:
TROUBLESHOOTING IN THE "WINDOWS.." CONTROL PANEL (continued)

• This is how the print queue window looks when there are print jobs that are being processed:
<table>
<thead>
<tr>
<th>Document Name</th>
<th>Status</th>
<th>Owner</th>
<th>Pages</th>
<th>Size</th>
<th>Submitted</th>
<th>Port</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft PowerPoint - printer-fix-win.pptx</td>
<td></td>
<td>testuser</td>
<td>148</td>
<td>150 MB</td>
<td>11:29:52 PM 7/4/2018</td>
<td></td>
</tr>
<tr>
<td>Microsoft Word - docx-sample.docx</td>
<td></td>
<td>testuser</td>
<td>1</td>
<td>204 KB</td>
<td>11:29:09 PM 7/4/2018</td>
<td></td>
</tr>
<tr>
<td>xlsx-sample.xlsx</td>
<td></td>
<td>testuser</td>
<td>1</td>
<td>194 KB</td>
<td>11:28:34 PM 7/4/2018</td>
<td></td>
</tr>
<tr>
<td>Microsoft PowerPoint - ppt-sample.ppt - Compatibility Mode</td>
<td></td>
<td>testuser</td>
<td>2</td>
<td>189 KB</td>
<td>11:27:37 PM 7/4/2018</td>
<td></td>
</tr>
<tr>
<td>xls-sample.xls</td>
<td></td>
<td>testuser</td>
<td>1</td>
<td>194 KB</td>
<td>11:26:34 PM 7/4/2018</td>
<td></td>
</tr>
</tbody>
</table>

5 document(s) in queue
<table>
<thead>
<tr>
<th>Document Name</th>
<th>Status</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft PowerPoint - printer-fix-win.pptx</td>
<td></td>
<td>testuser</td>
</tr>
<tr>
<td>Microsoft Word - docx-sample.docx</td>
<td></td>
<td>testuser</td>
</tr>
<tr>
<td>xlsx-sample.xlsx</td>
<td></td>
<td>testuser</td>
</tr>
<tr>
<td>Microsoft PowerPoint - ppt-sample.ppt - Compatibility Mode</td>
<td></td>
<td>testuser</td>
</tr>
<tr>
<td>xls-sample.xls</td>
<td></td>
<td>testuser</td>
</tr>
</tbody>
</table>
• A single "hung up" or failed print job can make your printer appear to be "off line" or permanently "busy" but sometimes you can delete the problematic print job to "fix" your printer:
• By default, the bottom-most print jobs were submitted first to the printer so you can assume the lowest displayed job in the print queue is the one that is hanging up the printer:
<table>
<thead>
<tr>
<th>Document Name</th>
<th>Status</th>
<th>O...</th>
<th>Pa</th>
<th>Size</th>
<th>Submitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft PowerPoint - printer-fix-win.pptx</td>
<td>te...</td>
<td>148</td>
<td>150</td>
<td>11:29:52 PM</td>
<td>7/4/2018</td>
</tr>
<tr>
<td>Microsoft Word - docx-sample.docx</td>
<td>te...</td>
<td>1</td>
<td>204</td>
<td>11:29:09 PM</td>
<td>7/4/2018</td>
</tr>
<tr>
<td>xlsx-sample.xlsx</td>
<td>te...</td>
<td>1</td>
<td>194</td>
<td>11:28:34 PM</td>
<td>7/4/2018</td>
</tr>
<tr>
<td>Microsoft PowerPoint - ppt-sample.ppt - ...</td>
<td>te...</td>
<td>2</td>
<td>189</td>
<td>11:27:37 PM</td>
<td>7/4/2018</td>
</tr>
<tr>
<td>xls-sample.xls</td>
<td>te...</td>
<td>1</td>
<td>194</td>
<td>11:26:34 PM</td>
<td>7/4/2018</td>
</tr>
</tbody>
</table>
You can cancel or re-start print jobs by using the right-mouse button to click on specific print jobs in the "Print Queue" window:
<table>
<thead>
<tr>
<th>Document Name</th>
<th>Status</th>
<th>Owner</th>
<th>Pages</th>
<th>Size</th>
<th>Submitted</th>
<th>Port</th>
</tr>
</thead>
<tbody>
<tr>
<td>NVIDIA GTX 1050 Ti vs</td>
<td>Error</td>
<td>Cale</td>
<td>11</td>
<td>768 KB</td>
<td>11:02:11 AM 3/14</td>
<td>LPT1:</td>
</tr>
</tbody>
</table>

Cancels the selected documents.
The "print queue" window will also tell you when your printer is out of paper:
<table>
<thead>
<tr>
<th>Document Name</th>
<th>Status</th>
<th>Owner</th>
<th>Pages</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Word - Install...</td>
<td>Printing</td>
<td>acg1</td>
<td>12/3</td>
<td>140 KB/140...</td>
</tr>
<tr>
<td>Microsoft Word - Install...</td>
<td>acg1</td>
<td>3</td>
<td>140 KB</td>
<td></td>
</tr>
<tr>
<td>Microsoft Word - Printer...</td>
<td>acg1</td>
<td>3</td>
<td>140 KB</td>
<td></td>
</tr>
</tbody>
</table>
If all of the previous steps do not resolve your printer problem, you can sometimes fix a printer by doing a remove and then re-install of the printer from inside "Devices and Printers" inside the "Control Panel" of "Windows."
USE THE INTERNET TO GET HELP FOR A PRINTER PROBLEM

- https://www.fixyourownprinter.com/
Printer problems?

search all printer issues

Search over 300,000 printer issues or add your own question!

Search by printer

Select Printer Brand...
Printer problems?

Search all printer issues

Search over 300,000 printer issues or add your own question!

Search by printer

Select Printer Brand...

Select Printer Series...

Select Printer Model...

Search
USE THE INTERNET TO GET HELP FOR A PRINTER PROBLEM

- For example, at https://www.fixyourownprinter.com/forums/laser/39806 you can find a simple fix for a Brother HL-5170 DN printer that refuses to print even when you have a full toner cartridge in it:
Am using Brother HL-5170 DN and a TN-540 toner cartridge. The printer decided it was out of toner, even though the last page printed was fine. Rather than run out for a new toner cartridge I used a small (0.5 x 0.5 in.) piece of black electrical tape to cover the sensor hole on the non-gear side of the cartridge. By covering the hole the printer is fooled into thinking the hopper is full of toner.
Am using Brother HL-5170 DN and a TN-540 toner cartridge. The printer decided it was out of toner, even though the last page printed was fine. Rather than run out for a new toner cartridge I used a small (.5 x .5 in.) piece of black electrical tape to cover the sensor hole on the non-gear side of the cartridge. By covering the hole the printer is fooled into thinking the hopper is full of toner.
USE THE INTERNET TO GET HELP FOR A PRINTER PROBLEM (continued)

- For example, if you Google on "hp inkjet will not print black and white unless all empty color cartridges are replaced" (without the quotation marks), you will end up at https://support.hp.com/us-en/document/c04331666 where it says
Even if you change the print settings to print with black ink only, the other ink cartridges must still have ink in them in order for the printer to print. If you choose to print with black ink only, the printer still uses small amounts of ink from all the ink cartridges for occasional servicing tasks. HP recommends that you replace any low ink cartridges to avoid any interruptions in printing.
PRINTING PROCESS ANALYSIS

USER USES SOFTWARE APPLICATION TO CREATE A PRINT JOB → GDI (Graphics Device Interface) → PRINT SPOOLER → SPOOL FILES → PRINT PROCESSOR + PRINTER DRIVER → PORT MONITOR → PORT DRIVER → ACTUAL PHYSICAL PRINTER
PRINT JOB FROM YOUR SOFTWARE APPLICATION PROGRAM

VIRTUAL PRINTER IN "PRINTERS" OR "DEVICES AND PRINTERS" (="PRINT QUEUE") PROVIDES CONTROL INTERFACE FOR END-USER

PORT MONITOR (A SOFTWARE PROCESS) PROVIDES VIRTUAL USB PORTS OR VIRTUAL NETWORK PORTS

PORT DRIVERS TO INTERFACE THE ABOVE SOFTWARE WITH THE ACTUAL USB PORT OR THE ACTUAL WIFI ADAPTER

ACTUAL USB PORT OR ACTUAL WIFI ADAPTER OF COMPUTER

USB CABLE OR WIFI CONNECTION

REAL PHYSICAL PRINTER
Run tests on various components of the printing process, starting with the most common problems to the more complex problems.
PRINTING PROCESS ANALYSIS (continued)

Big Step 1: Check the port monitor
Big Step 2: Check the print spooler
Big Step 3: Check the creation of print spooler files
Big Step 4: Check the print processor and the GDI rendering engine
Big Step 1

Win32 Application using GDI graphics
Spooling Functions

Big Step 2

Print Spooler

EMF Spool File

Big Step 3

EMF Print Processor

GDI Rendering Engine

Version 3 Print Driver
Printer Graphics DLL

Print Subsystem

Big Step 4

PDL to printer

Port Monitor

Kernal-Mode Port Driver Stack

Printer

...
Big Step 1: Check the Port Monitor

Go to “Devices and Printers”
Locate the (virtualized) Printer.
Right-click on the (virtualized) Printer.
Click on “Properties”.
Click on the “Ports” tab.
See if the correct (virtual) port is checked.
Win32 Application using GDI graphics

Spooling Functions

Print Spooler

EMF Spool File

EMF Print Processor

GDI Rendering Engine

PDL to printer

Print Subsystem

Port Monitor

Printer

Kernel-Mode Port Driver Stack

Printer
Small Step 101:
Go to “Devices and Printers” in the “Control Panel (in Windows 7 or 8.1 or 10) or go to “Printers and Faxes in the “Control Panel” (in Windows XP)
Screen Shot of Small Step 101:

<table>
<thead>
<tr>
<th>Monitor</th>
<th>Device Type</th>
<th>Printer</th>
<th>Printer Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generic Non-PnP Monitor</td>
<td>VMware Virtual USB Mouse</td>
<td>Adobe PDF</td>
<td></td>
</tr>
<tr>
<td>VMware, VMware Virtual S SCSI Disk Device</td>
<td>WIN76PR20120308</td>
<td>Bullzip PDF Printer</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>CutePDF Writer</td>
<td>HP Color LaserJet 2600n (Copy 1)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax</td>
<td>HP DeskJet 950C/952C/959C</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Microsoft XPS Document Writer</td>
</tr>
<tr>
<td>Nitro PDF Driver 5</td>
<td></td>
<td>Send To OneNote</td>
<td></td>
</tr>
</tbody>
</table>

13 items
Small Step 102:
Locate the (virtualized) printer:
Screen Shot of Small Step 102:
Small Step 103:
Use the RIGHT mouse button to right-click on the (virtualized) printer:
Screen Shot of Small Step 103:
Small Step 104:
Click on “Printer Properties”: 
Screen Shot of Small Step 104:

[Image of a computer screen with a printer Properties menu open, showing options such as 'Open in new window', 'See what's printing', 'Set as default printer', 'Printing preferences', 'Printer properties', 'Create shortcut', 'Troubleshoot', 'Remove device', 'Properties'].

91
Small Step 105:

Click on the “Ports” tab:
Screen Shot of Small Step 105:
Small Step 106:
See if the correct Port is checked:
Screen Shot of Small Step 106:
Screen Shot of Small Step 106:

[Image of the HP DeskJet 950C/952C/959C Properties window showing the Ports tab with various printer ports and their descriptions, including 'FILE: Print to File', 'USB002 Virtual printer port for USB', and '10.0.0.15 Standard TCP/IP Port'.]
Screen Shot of Small Step 106:

![HP DeskJet 950C/952C/959C Properties](image)

Print to the following port(s). Documents will print to the first free checked port.

<table>
<thead>
<tr>
<th>Port</th>
<th>Description</th>
<th>Printer</th>
</tr>
</thead>
<tbody>
<tr>
<td>NUL:</td>
<td>Local Port</td>
<td>Send To OneNote 2010</td>
</tr>
<tr>
<td>NitroPDF Port:</td>
<td>Local Port</td>
<td>Nitro PDF Driver 5</td>
</tr>
<tr>
<td>CPW2:</td>
<td>CutePDF Writer</td>
<td>CutePDF Writer</td>
</tr>
<tr>
<td>BULLZIP</td>
<td>BullZip PDF Printer</td>
<td>Bullzip PDF Printer</td>
</tr>
<tr>
<td>Desktop*.pdf</td>
<td>Adobe PDF</td>
<td></td>
</tr>
<tr>
<td>Documents*.pdf</td>
<td>Adobe PDF</td>
<td></td>
</tr>
</tbody>
</table>

- **Add Port...**
- **Delete Port**
- **Configure Port...**

- Enable bidirectional support
- Enable printer pooling
Big Step 2: Check Print Spooler

Go to a Search box, a Run box, or an elevated Command Prompt.

Type in “services.msc” (without the quotation marks and press the “Enter” key.

Locate the Print Spooler service.

Make sure that it is “Started” and “Automatic”
Small Step 201:
Go to a Search box, a Run box, or an elevated Command Prompt:
Screen Shot of Small Step 201:
Small Step 202:
Type in “services.msc” and press the Enter key:
Screen Shot of Small Step 202:

services.msc
Small Step 203:
Locate the “Print Spooler” service:
Screen Shot of Small Step 203:
Small Step 204:
Use the RIGHT mouse button to right-click on the “Print Spooler” service:
Screen Shot of Small Step 204:
Small Step 205:
Use the RIGHT mouse button to right-click on the “Print Spooler” service:
Screen Shot of Small Step 205:
Small Step 206:
Click on “Properties”: 
Screen Shot of Small Step 206:
Small Step 207:
Make sure that the “Print Spooler” service is “Started” and “Automatic”:
Big Step 3: Check the Creation of Print Spooler Files

Start “Windows Explorer”.

Go to

C:\Windows\System32\Spool\PRINTERS\
Big Step 3: Check the Creation of Print Spooler Files
Go to the (virtual) Printer in “Devices and Printers” and print a test page.
A .SHD and a .SPL file will be temporarily created in the “PRINTERS” folder.
Small Step 301:
Start “Windows Explorer:
Screen Shot of Small Step 301:
Small Step 302:

Go to

C:\Windows\System32\Spool\PRINTERS\
Screen Shot of Small Step 302:
Small Step 303:

Go to the (virtual) Printer in “Devices, right-click on the (virtual) printer, click on “Printer properties”, and click on “Print Test Page”: 
Screen Shot of Small Step 303:
Small Step 304:

A .SHD and a .SPL file should have be temporarily created in the “PRINTERS” folder.
Screen Shot of Small Step 304:
Screen Shot of Small Step 304:

<table>
<thead>
<tr>
<th>Name</th>
<th>Date modified</th>
<th>Type</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>FP000000.SHD</td>
<td>1/2/2013 1:26 PM</td>
<td>SHD File</td>
<td>0 KB</td>
</tr>
<tr>
<td>FP000000.SPL</td>
<td>1/2/2013 1:26 PM</td>
<td>Shockwave Flash Object</td>
<td>111 KB</td>
</tr>
</tbody>
</table>
Small Step 305:

When the test print job finishes, the .SHD and a .SPL file in the Printers folder should disappear:
Screen Shot of Small Step 305:
Small Step 306:

IF

C:\Windows\System32\Spool\PRINTERS\ is jammed full of print jobs that you cannot delete, follow our cleanup procedure at http://aztcs.org/meeting_notes/winhard sig/printers/print-queue-win.pdf
Big Step 4: Check the “Print Processor” and the “GDI Rendering Engine”

If you have not already done so, go to http://cutepdf.com/products/CutePDFWriter.asp

Download and install both the free “Converter” and “CutePDF Writer”.
Big Step 4: Check the “Print Processor” and the “GDI Rendering Engine” (continued)

Use the “CutePDF Writer” printer to print a test page.

If the “Print Processor” and the “GDI Rendering Engine” are both working, “CutePDF” should let you make a PDF file.
Small Step 401:

If you have not already done so, go to

CutePDF™ Writer

Convert to PDF documents on the fly — Free Software

Portable Document Format (PDF) is the de facto standard for the secure and reliable distribution and exchange of electronic documents and forms around the world. CutePDF Writer is the free version of commercial PDF converter software. CutePDF Writer installs itself as a "printer subsystem". This enables virtually any Windows applications (must be able to print) to convert to professional quality PDF documents - with just a push of a button!

FREE software for commercial and non-commercial use! No watermarks! No Popup Web Ads! No Adware, No Malware!

Have specific and advanced needs above and beyond that of other users? Integrate PDF creation ability into any application, solution, service or terminal server (e.g. Citrix) environment and more. Custom Redistribution now available!

Installation Requirements

- Requires PS2PDF converter such as Ghostscript (recommended).
  You can get the free GPL Ghostscript 8.15 here.

GNU Ghostscript is a free open-source interpreter for the PostScript language and the PDF file format. It is distributed under the GNU General Public License.
You may obtain the latest version of free GPL Ghostscript and its source code here.

What's New

- Added support for both 32-bit and 64-bit Windows 8, 8.1, Windows 10. NEW
- Added support for both 32-bit and 64-bit GPL GS. NEW
- Seamlessly integrate with CutePDF Professional.
- New version works with the latest version of Ghostscript.
- To use with other PS2PDF application, please refer to FAQs.
- Supports foreign language Windows better.
CutePDF™ Writer

Convert to PDF documents on the fly — Free Software

Portable Document Format (PDF) is the de facto standard for the secure and reliable distribution and exchange of electronic documents and forms around the world. CutePDF Writer is the free version of commercial PDF converter software. CutePDF Writer installs itself as a "printer subsystem". This enables virtually any Windows applications (must be able to print) to convert to professional quality PDF documents - with just a push of a button!

FREE software for commercial and non-commercial use! No watermarks! No Popup Web Ads! No Adware, No Malware!

Have specific and advanced needs above and beyond that of other users?
Integrate PDF creation ability into any application, solution, service or terminal server (e.g. Citrix) environment and more. Custom Redistribution now available!

Installation Requirements

- Requires PS2PDF converter such as Ghostscript (recommended).
  You can get the free GPL Ghostscript 8.15 here.

- GNU Ghostscript is a free open-source interpreter for the PostScript language and the PDF file format. It is distributed under the GNU General Public License. You may obtain the latest version of free GPL Ghostscript and its source code here.

What's New

- Added support for both 32-bit and 64-bit Windows 8, 8.1, Windows 10. NEW
- Added support for both 32-bit and 64-bit GPL GS. NEW
- Seamlessly integrate with CutePDF Professional.
- New version works with the latest version of Ghostscript.
- To use with other PS2PDF application, please refer to FAQs.
- Supports foreign language Windows better.
Small Step 402:

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• Requires PS2PDF converter such as Ghostscript (recommended).
  You can get the free GPL Ghostscript 8.15 here.

GNU Ghostscript is a free open-source interpreter for the PostScript language and the PDF file format. It is distributed under the GNU General Public License.
You may obtain the latest version of free GPL Ghostscript and its source code here.

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FAQs

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Free Converter
/GPLGS8.15; 5.01 MB)

Get Zipped Setup

FAQs
Small Step 403:

Go to “Devices and Printers” in the “Control Panel” and locate the “CutePDF Writer” printer:
Screen Shot of Small Step 403:
Small Step 404:

Use the RIGHT mouse button to right-click on the “CutePDF Writer” printer:
Screen Shot of Small Step 404:
Small Step 405:

Click on “Printer properties”: 
Small Step 406:

Click on “Print Test Page”: 
Screen Shot of Small Step 406:
Small Step 407:

If the “Print Processor” and the “GDI Rendering Engine” are both working, “CutePDF” should let you make a PDF file.
A test page has been sent to your printer

This test page briefly demonstrates the printer's ability to print graphics and text, and it provides technical information about the printer. Use the printer troubleshooter if the test page does not print correctly.

Get help with printing

Close