

Windows Helpdesk interview questions and answers related to technical troubleshooting

Q

How would you troubleshoot a user's issue with not being able to print?

First, I would ask the user to check if the printer is on and connected to the computer. Then, I would ensure that the printer is set as the default printer and check for any error messages on the printer's display.

A

Next, I would ask the user to print a test page. If the test page does not print, I would check the printer queue for any stuck jobs and clear them if necessary. Additionally, I would verify if the printer driver is up to date and reinstall it if needed.

An ideal response should cover basic connectivity checks, printer settings, and common troubleshooting steps. Look for candidates who explain their process clearly and logically.

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