

# Printing on Domain Joined (Camp Owned) Devices

On camp owned computers, the printers are **already installed and configured**.

If for some reason, **a document does not print**:

1. Check the name of the printer you are attempting to print to, and ensure you're printing to the printer you expected.
2. Check that the printer is showing as online.
3. Check the print queue of the printer to ensure there are no documents with an "error" state holding up the queue.
4. Check for an error on the front display of the printer.
5. Contact IT for additional support.

If for some reason, **a printer is not listed**:

1. Check the name of the printer you are attempting to print to, and ensure you're printing to the printer you expected.
2. Check that the computer is connected to the network.
3. Check that the computer is joined to the domain (Click the windows button and type advanced. Select "view advanced systems settings", it should take you to system properties. Select the "Computer Name" tab. Look at the "Workgroup" property and ensure it reads "hsr-bsa.org".) If it is not domain joined, contact IT for additional support.
4. Restart the computer to ensure it has the latest updates enabled.
5. Contact IT for additional support.

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