

How to fix offline errors of printers on Windows 10

The computer's offline printer error is a frequent error, even if the user has turned on the device and connected the printer to the computer.

When you use **the printer, it is** not possible to avoid some errors that lead to the inability to use the device, such as a failure to connect the computer to use the printer, or an error that does not receive paper, print errors, . Among them must be the printer error in offline offline state.

Normally before printing, you need to start and power on the device to go online online status. However, many people have a situation even though they have turned on the printer but the device still reports that it is offline offline. There are many reasons why the device does not receive online status. In the article below we will show some of the most common causes and how to handle these causes.

1. Instructions for installing Canon LBP 2900 printer on Windows
2. Instructions on how to check and install the IP address for the printer
3. Common printer errors and how to fix them

Method 1: Restart the device

First of all, if the device is still offline, you should restart the computer. We turn off the computer and the printer. Then, turn on the printer power and wait until the network connection is complete.

If using a USB cable, only the printer will complete the boot process. Then try to see if the printer has online status.

We need to turn off the printer completely, not switch it to sleep mode. If necessary, unplug the printer's power cord and wait for about 30 seconds.



Method 2: Install printer support utilities

You can try the support software that comes with the printer. These utilities are able to identify printers on the LAN and handle problems leading to offline printer status.

Most printer manufacturers have built-in support software such as with HP printers, you can use the HP Print and Scan Doctor software. For Canon printers, we need to access the page below and enter the model number, then select the Software tab to download the software in accordance with the type of printer in use.

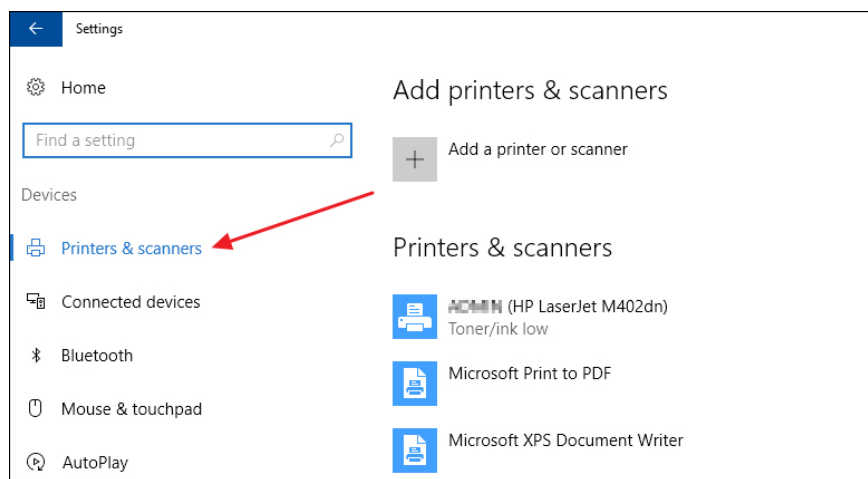
1. <https://www.usa.canon.com/internet/portal/us/home/support/>

For Dell printers, visit the driver page below. Then search your printer line and download the corresponding application.

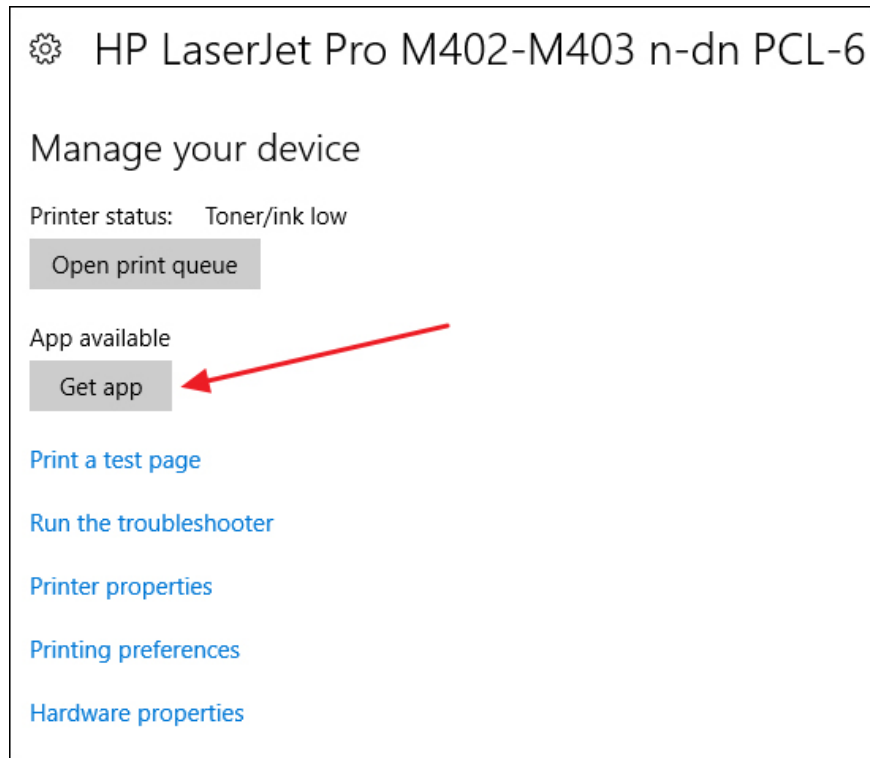
1. http://www.dell.com/support/home/vn/en/vnbsdt1/products/printers_main?app=drivers

In addition, users can **check whether the printer has installed the supported software** , by accessing the printer system settings on Windows 10.

Go to **Settings** , select **Devices**, then select **Printers and Scanners** .



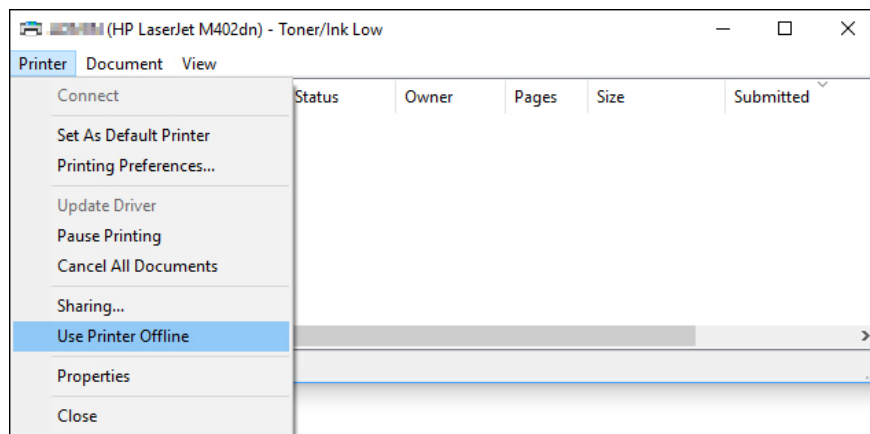
Windows 10 will list the printer list below. We click on the printer that has the problem and click the Manage button. If the printer has installed the support software, you will see the Open printer app button. If not, you will see the **Get app** button as shown below.



Method 3: Check printer settings

In the case of offline newspaper printer, you can check the configuration information set. On the **Control Panel** , click **Devices and Printers and** then double-click on the printer.

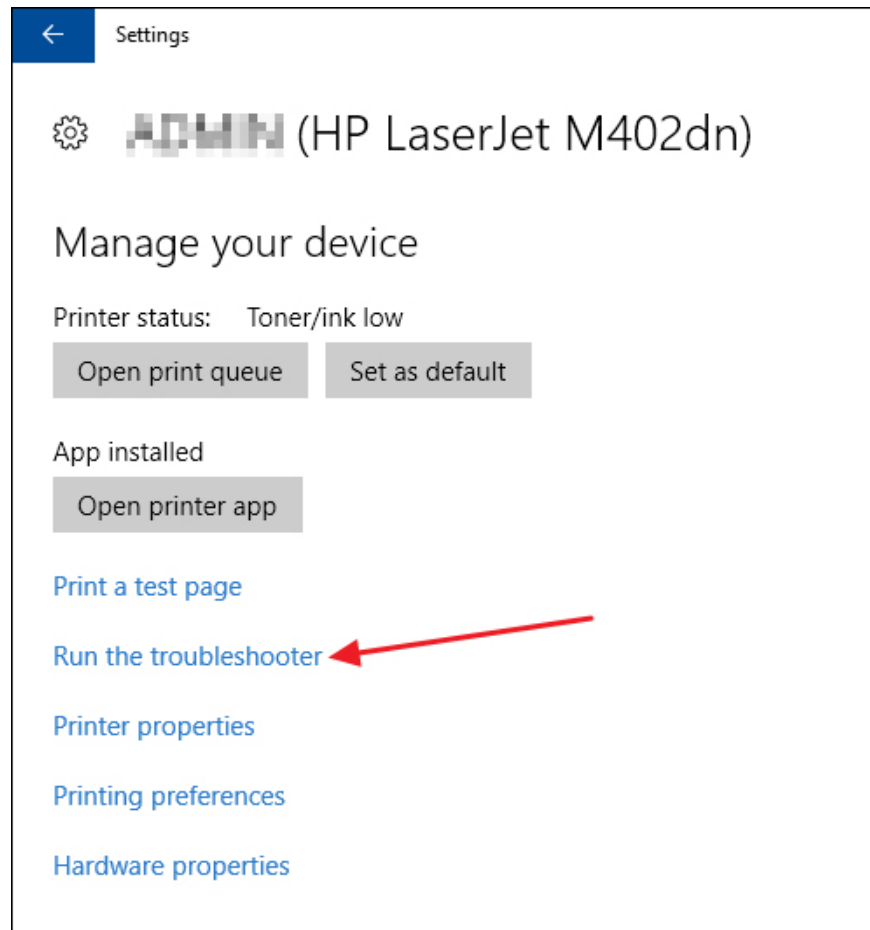
Here you click **the Printer button** and uncheck **the box** at the **Pause Printing** options and **Use Printer Offline**



Method 4: Use the printer error correction tool on Windows

This will apply to Windows system failure. We will need to use **the Windows troubleshooter troubleshooting tool** . Click **Settings**, select **Devices** and select **Printers and Scanners** .

Next, click **the Manage button** at the printer that has the problem and then click **Run the troubleshooter** . Click on that option to check the service, set up the network, .



Method 5: Check the printer port settings

If the printer is of a network connection type and has an IP address, the offline error may be due to the port configuration. It is possible that the printer IP address has changed but the port configuration still points to the old IP address.

Step 1:

We need to look up the printer's IP address through the use of free network scanning tools to see the IP addresses of all devices on the network.

With Windows computers, SoftPerfect Network Scanner software can be used.

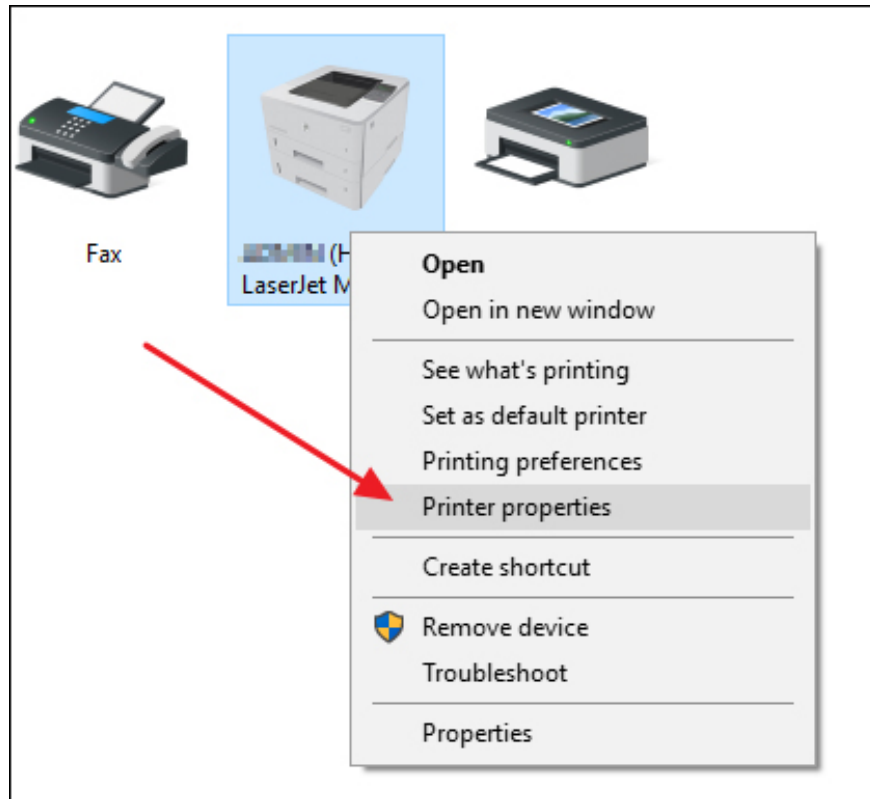
1. <https://www.softperfect.com/products/networkscanner/>

Macs can use software like LanScan or Angry IP Scanner

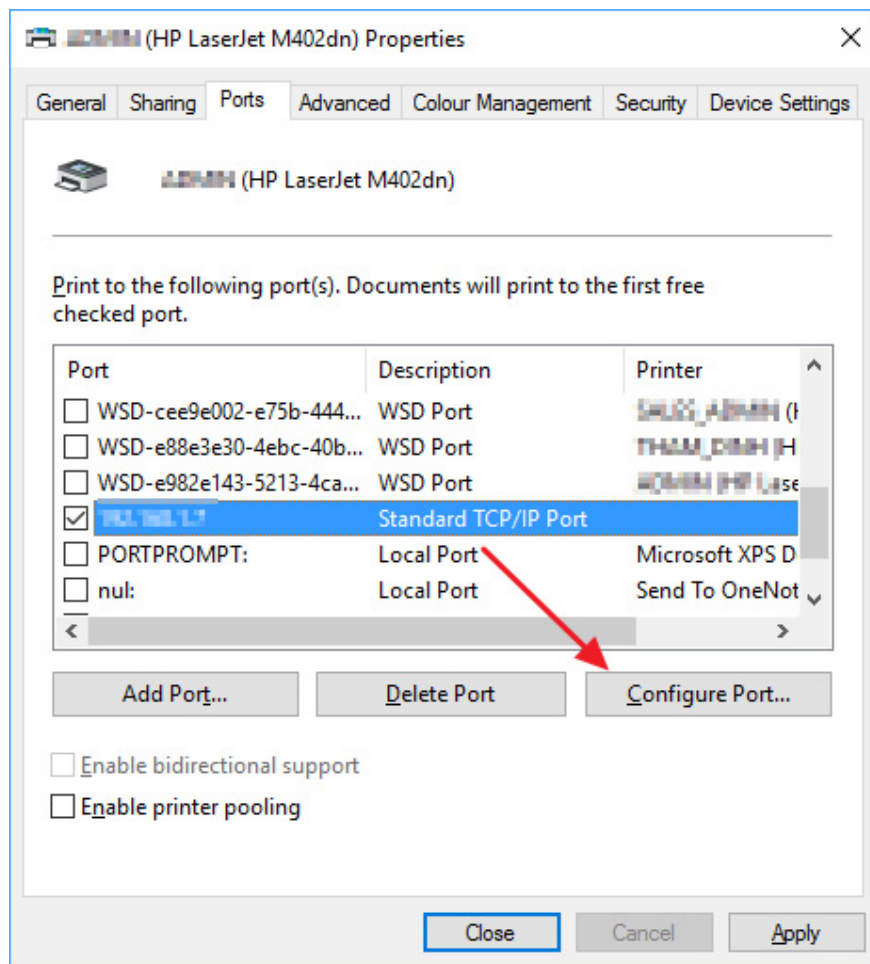
1. <http://angryip.org/>
2. <https://itunes.apple.com/us/app/lanscan/id472226235?mt=12>

Step 2:

Once you know the printer's IP address, go to **Control Panel** and select **Devices and Printers** . Right-click on the printer select **Printer Properties** .



Select the **Ports tab** and look down at the list below to find the IP Port line. Click and then click the **Configure Port** button.



Step 3:

New interface appears with the printer's IP address. If the printer address is different from the IP address displayed in this interface, the IP address has been changed. Please **update the new** printer IP address at the Printer Name or IP Address line. Click OK to save.

Configure Standard TCP/IP Port Monitor

Port Settings

Port Name: TCP: 192.1.1.1

Printer Name or IP Address: 192.168.1.7

Protocol

Raw LPR

Raw Settings

Port Number: 9100

LPR Settings

Queue Name:

LPR Byte Counting Enabled

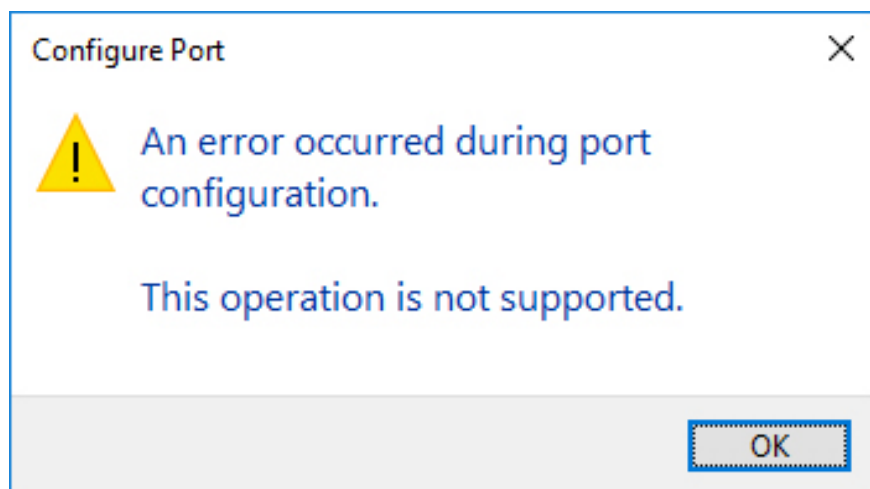
SNMP Status Enabled

Community Name: public

SNMP Device Index: 1

OK Cancel

In case of error report as shown below, this port is the WSD (Web Services for Devices) port, the automatic configuration port and the user is forced to create a new TCP / IP port by clicking **Add port** in the interface. in step 2, then follow the instructions.



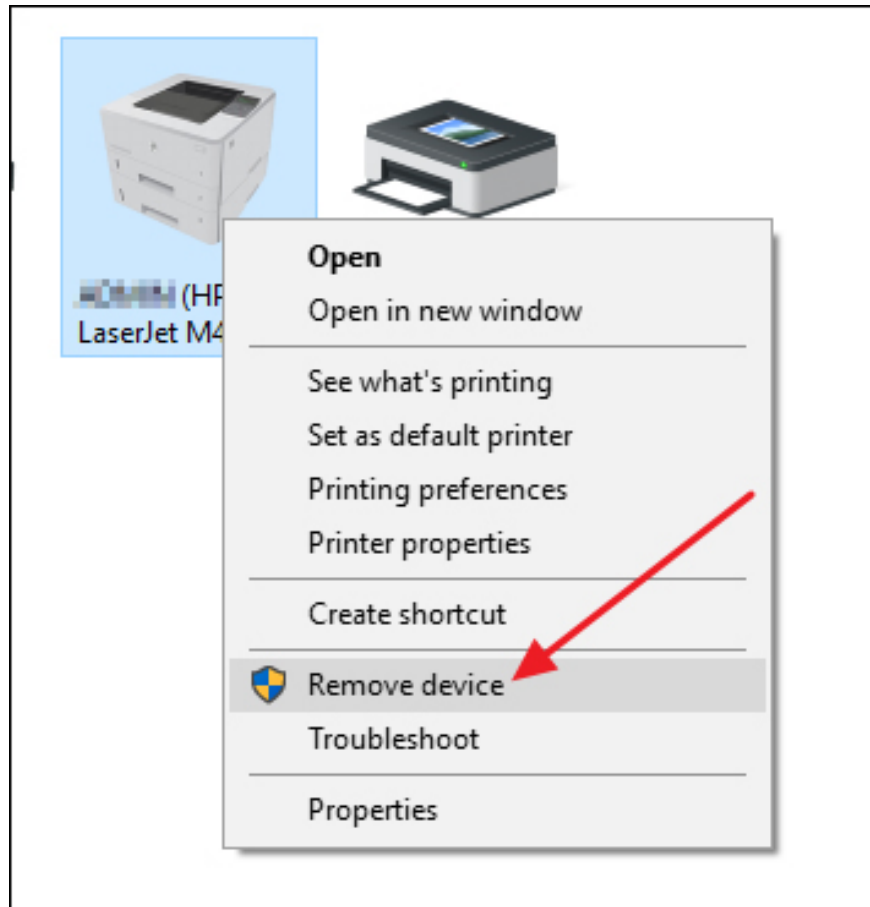
However, to implement this method is quite complicated and requires expertise. If you fail to do so, you can delete the printer and reinstall the printer at Method 6 below to have the system automatically update the printer's IP address.

Method 6: Delete the printer and reinstall it

When Windows recognizes a new printer, it checks the settings, making sure the printer is installed correctly.

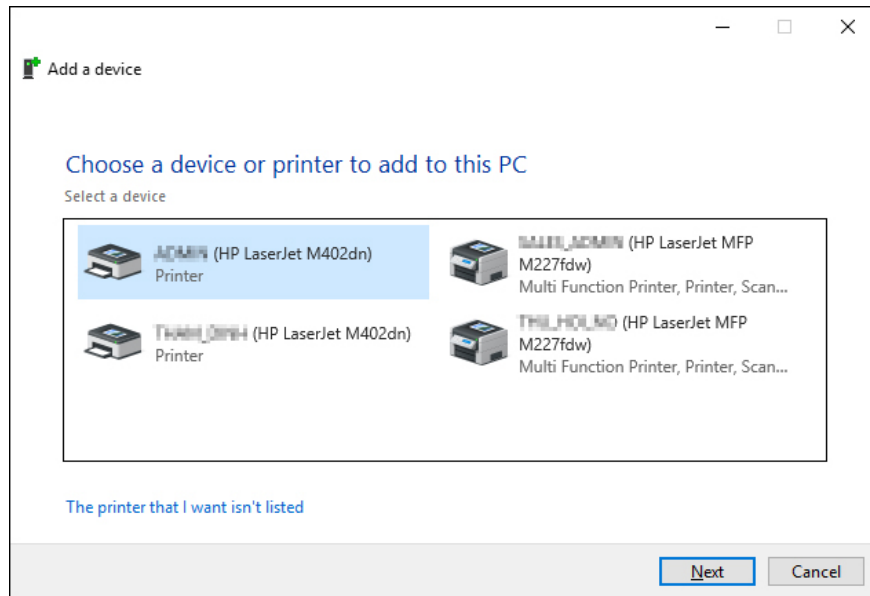
Step 1:

To delete the printer go to the **Control Panel** and select **Devices and Printers** . Right-click on the printer with the error and select **Remove device** . Next restart the computer.



Step 2:

When the computer turns on, select **Add a printer** and Windows will automatically detect the printer directly connected or via the network.



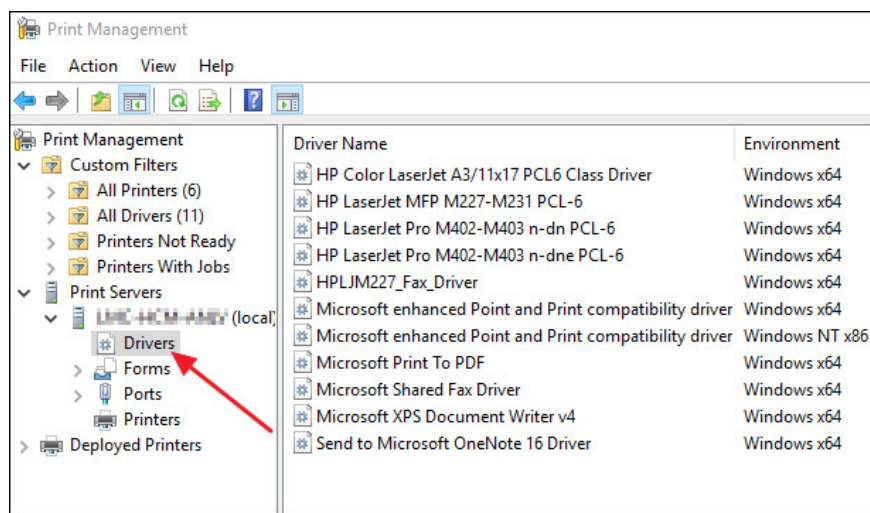
Method 7: Reinstall the driver for the printer

Finally the cause of an offline printer error may be due to the driver. Users should download the driver from the manufacturer's homepage. But first you need to delete the current driver.

Step 1:

In the Windows search bar, type **Print Management** and then click on the search result. New interface appears, in the list on the left you click on Printer Servers and then select the computer name. Below is the list of additional items that will be clicked on **Drivers**.

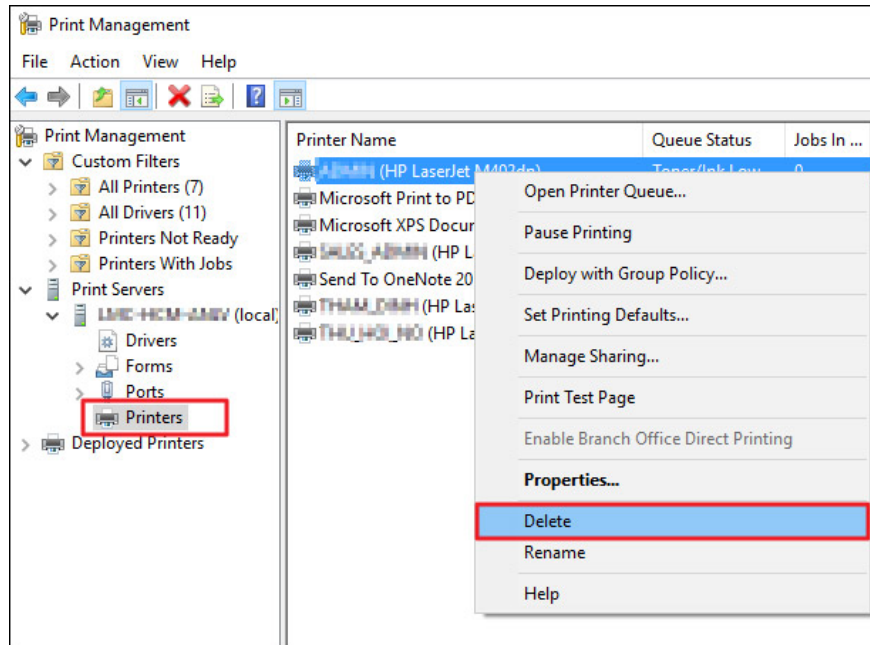
Immediately you will see the drivers installed on the system.



Step 2:

In this list click on the driver name you want to delete. However, make sure there are no printers that use this driver. Select **Printers** in the left pane. If you want to delete both the driver and the printer, right-click on the

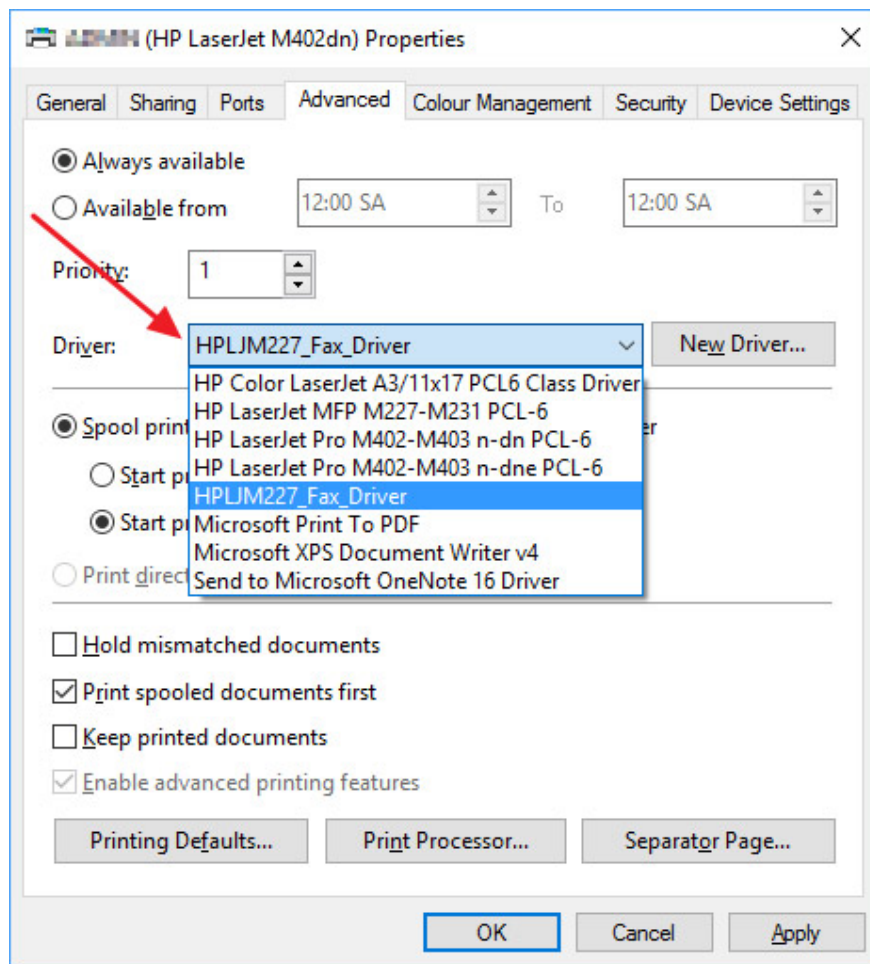
printer and select **Delete** .



Step 3:

If you want to **keep the printer name but only delete the driver** , right-click the printer and select **Properties** and then select **the Advanced tab** in the new interface that appears.

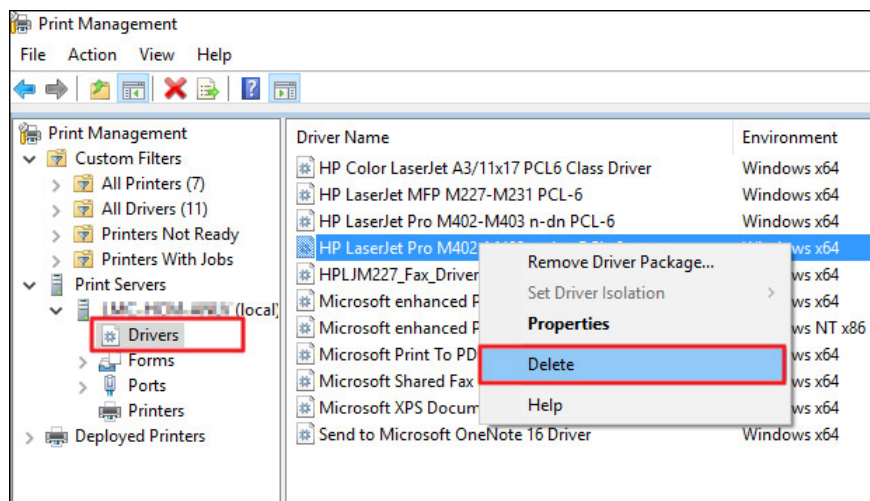
In the **section of Driver** click to select will appear a drop down list. We will change the current driver to another driver. Please select another driver except the driver you want to delete.



Step 4:

Go back to the Print Management interface and select Drivers. The driver you want to delete will not belong to any printer. Finally right-click and select Delete.

Finally, reload the new driver for the device.



The above are some of the reasons as well as how to fix offline error on the printer connected to Windows 10. When the basic and simple way to restart the computer and the printer is not effective, we must check look deeper in the system and need some other support tools.

See more:

1. How to connect printer 2.0 USB port to USB 3.0 port on Windows
2. 2 ways to share printers via LAN
3. Instructions for installing Canon LBP 1210 printer on the computer

Hope this article is useful to you!

You finished reading the article "**How to fix offline errors of printers on Windows 10**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.