

Printers, monitors & devices | Medium | 2 min read

How to clear a stuck print queue

Sometimes a print job gets stuck, and everything behind it waits. New jobs do not print, and the stuck one cannot be cancelled. Clearing the queue usually solves this.

Step 1: Try the easy way

On Windows, open **Settings**, then **Bluetooth & devices**, then **Printers & scanners**, and select your printer. Choose **Open print queue**. Right-click the stuck job and choose **Cancel**. Try **Cancel All Documents**, which is often under the **Printer** menu in that window.

On a Mac, open **System Settings**, then **Printers & Scanners**, select the printer and choose **Open Print Queue**. Select the job and click the **X** button to delete it.

Step 2: Restart the printer

If the job still shows, turn the printer off and on. Some printers hold a job in their own memory, and a restart clears it.

Step 3: Restart the print service on Windows

If a job refuses to go, the Windows print service can be restarted. This is a little more technical, so go slowly.

1. Press the **Windows** key, type **Services** and open the app of that name.
2. Find **Print Spooler** in the list.
3. Right-click it and choose **Stop**.
4. Leave the window open and, in File Explorer, go to the spool folder for printing, which is normally inside the Windows system folders. Delete only the files inside it, not the folder.
5. Go back to **Services**, right-click **Print Spooler** and choose **Start**.

If you are unsure about step 4, stop here and ask for help rather than guessing.

Step 4: Mac

Resetting the printing system is possible on a Mac, but it removes all printers and you must add them back. Only do this if you are happy to re-add them.

Why it happens

A job may be stuck because a file was damaged, the printer went offline halfway, or a very large file was sent.

When to get more help

If new jobs get stuck again straight away, the printer or its driver may be at fault. Tell us what you printed, the printer model and any message shown.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.