



## How it Works

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### File Manager from a PC or Mac

### File Manager from a Phone or Tablet

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### Troubleshooting Remote Printing

#### Remote Printing Does Not Work At All

#### Remote Printing Output is Mirrored

#### Remote Printing Output is Blank

#### Remote Printing Does Not Work in Certain Programs

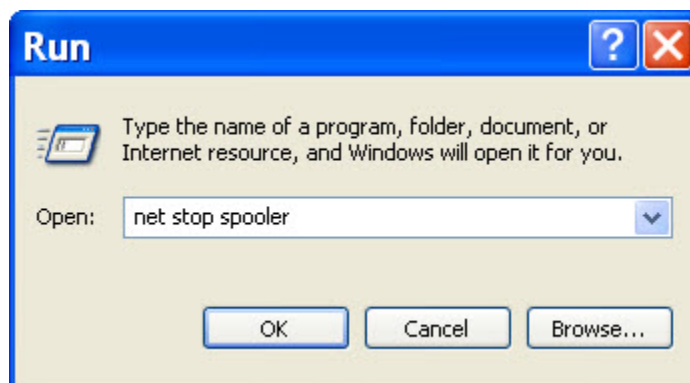
#### Remote Printing Output is

## Troubleshooting > Troubleshooting Remote Printing >

# Remote Printing Output is Stuck in the Print Queue

On a Windows PC, clear the print spooler to clean out your queue.

1. On the host, open the Run window:
  - On Windows XP, go to **Start > Run**
  - On Windows 7, 8, and Vista, go to **Start** and type **run** in the **Search** field
2. In the Run window, type `net stop spooler`.



All print jobs are cleared. Close any folders that open.

3. Go to **Start > Run** again and type **spool**. The following folder is displayed: `C:\`
4. Open the folder `C:\WINDOWS\system32\spool\PRINTERS` and delete any
5. Go to **Start > Run** again and type **net start spooler** to restart the spooler. Clos

## **Stuck in the Print Queue**

[Troubleshooting Display Issues](#)

[Troubleshooting Account and  
Subscription Issues](#)

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