

ERROR: Troubleshooting General Windows Print Spooler Problems

203 KB Admin August 28, 2015 [Paw Prints Troubleshooting](#)

If the Print Spooler won't start you'll have to find out what driver/dll it's having issues with and remove it (at least temporarily; you can attempt to reinstall it after you get Paw Prints working):

- Open Computer Management and check out the logs in System Tools > Event Viewer > Application and Service Logs > Microsoft > Windows > Print Service
- Crashes caused by nipp*.dll indicate that iPrint is the problem; uninstall iPrint and reinstall a newer version (if available). More often than not, however, a Canon or HP driver for a desktop printer is the issue.
- In Devices and Printers, find the printer(s) using that driver and delete them.
- For good measure, delete any files in C:WindowsSystem32spoolPRINTERS
- Find any instances of the offending driver file in these locations and delete it:
 - C:WindowsSystem32spooldriversx64
 - C:WindowsSystem32spooldriversx643
 - C:WindowsSystem32spooldriversW32X86
 - C:WindowsSystem32spooldriversW32X863
- Likewise, delete any registry keys naming that driver here:
 - HKLMSYSTEMControlSet001ControlPrintEnvironmentsWindows NT x86Drivers
 - HKLMSYSTEMControlSet001ControlPrintEnvironmentsWindows NT x86DriversVersion-3
 - HKLMSYSTEMControlSet001ControlPrintEnvironmentsWindows x64Drivers
 - HKLMSYSTEMControlSet001ControlPrintEnvironmentsWindows x64DriversVersion-3

Restart and attempt to start the Print Spooler service (if it doesn't start on its own).

If that doesn't work, occasionally, the issue is with a corrupted spooler itself. In that case, you can try copying the files C:WindowsSystem32spoolss.dll and C:WindowsSystem32spoolsv.exe from a working computer of a similar OS onto a flash key, booting to external media, opening a command prompt or file system explorer, and replacing the spoolss.dll and spoolsv.exe files on the broken machine with the fresh copies.

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