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@Marco19591 Welcome to the HP support community. I understand that you are looking for HP Print and Scan Doctor's latest version, I am glad to assist you. Here is the link to download the latest version of HP Print and Scan Doctor:- [Click here](#) Keep me posted. To thank me for my efforts to help you, please mark my post as an accepted solution so that it benefits several others. Cheers. Sandytechy20 I am an HP Employee View solution in original post Hi @Panda7782, Welcome to HP Support Community. Thank you for posting your query, I will be glad to help you. Here are some steps you can take to troubleshoot your HP Officejet Pro 6978 printer not printing in color even though the cartridges are full: Check Printer Preferences: Make sure that the printing preferences are set to print in color. Sometimes, the printer settings may be set to print in grayscale or black and white. You can check this by going to your computer's control panel, selecting 'Devices and Printers', right-clicking your printer, and choosing 'Printing Preferences'. Make sure the option to print in color is selected. Clean the Print Heads: Clogged print heads can prevent color ink from being dispensed correctly. Use the printer's built-in tool to clean the print heads. You can usually find this option in the printer's maintenance settings on the printer itself or through the printer software on your computer. Align the Print Heads: Misalignment of print heads can also cause poor color output. Like cleaning, you can align the print heads using the printer's built-in tool, accessible through the printer's menu or the software on your computer. Check Ink Cartridge Vents: Sometimes, the vent on a new ink cartridge may not be fully open, preventing the ink from flowing correctly. Check the top of the cartridges to ensure the vent is not clogged or still sealed. Use Genuine HP Cartridges: If you are not using genuine HP ink cartridges, the printer may not function correctly. Third-party inks sometimes do not meet the printer's required specifications and can lead to issues such as not printing in color. Update Printer Firmware: Sometimes, updating the printer's firmware can resolve issues. Check the HP website for the latest firmware updates for your model. Test with a Different Document: Sometimes, the issue might be with the specific document or image you are trying to print. Try printing a different document or a test page from the printer settings to see if the issue persists. Check for Error Messages: Look for any error messages on the printer or computer that might indicate what the problem is. Sometimes the issue might be related to software or a printer error that needs specific resolution. I hope this helps. Take care and have a good day. Please mark this post as "Accepted Solution" if the issue is resolved and if you feel this reply was helpful click "Yes". Rachel571 HP Support - Sneha 01 - HP support A couple of months ago, I bought a new HP Officejet Pro 8124e printer. It was printing perfectly until today, when every single document I tried to print failed, saying, "Unable to print. Rendering failed." I have done all of the following, and nothing works.* run diagnostics through HP Smart and the computer (no issues found)* rebooted the printer, computer, and router* reinstalled the drivers* factory reset the printer* reinstalled HP Smart* reinstalled the printer Does anyone have any suggestions of how to fix this, please? Page 2 05-31-2025 04:53 AM - edited 05-31-2025 04:54 AM Thank you to everyone who suggested completely removing and reinstalling the printer and HP Smart. This worked for me. Although I had previously re-installed the printer, I don't think I had removed it from every possible place. For anyone else in the same situation, I followed these instructions (and the printer is now working again. Page 3 I finally go to the resolution by deleting the printer, removing the drivers, the HP software, etc. Then reinstalling everything again. I hope I will not have to do that every time HP or Micro\$oft produce a new release of their respective software. I don't want to waste my time deleting and reinstalling printer each time a new release is produced !!! That's a pity that HP and Micro\$oft can't work together and propose a solution to solve that and let users alone to find a workaround by themselves...

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