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Hi @jackeymackson Welcome to the HP Support Community. Try restarting the print spooler - 1. Turn off the printer using the power button. 2. Search Windows for run, and click the Run Windows application in the list of results. 3. Type services.msc in the Run window, and then press Enter on the keyboard. The Services menu opens. 4. Right-click Print Spooler and select Stop. 5. After the service has been stopped, close the service window and use Windows Explorer to browse to C:\Windows\System32\Spool\PRINTERS. 6. Delete all files inside the PRINTERS folder. 7. Restart your computer. 8. Turn on your printer. 9. Try printing again. If the issue still persists, try these steps - Step 1 HP Print and Scan Doctor - Click on this link to download and run HP Print and Scan Doctor Step 2 Re-install the printer drivers - 1. In the search box, type and open "Uninstall a Program". 2. Look for HP Printer software. 3. Right-click to uninstall. 4. In the search box, type and open "Devices and printers". 5. In the Devices and Printers, look for your HP printer. If you see it listed right-click on it and choose "Delete" or "Remove Device". 6. Open the run command with the "Windows key + R" key combo. 7. Type printui.exe /s and click Ok. (Note: there is a space in between "printui.exe" and "/s"). 8. Click on the "Drivers" tab. 9. Look for HP Printer driver. If you see it Click on it and click "Remove" at the bottom. 10. Select Ok. 11. Select Apply and Ok on the Print Server Properties windows. 12. Close Devices and Printers Once the software and drivers are removed. 13. Restart the computer. 14. Download and install the software and drivers from here. 15. Click on the downloaded file and follow the on-screen instructions. Hope this helps! Keep me posted. Please click "Accept as Solution" if you feel my post solved your issue, it will help others find the solution. Click the "Kudos, Thumbs Up" on the bottom right to say "Thanks" for helping! Have a great day! Asmita I am an HP Employee View solution in original post 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... @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