

Describe the setup first.

Capture what you can observe before changing settings. Save a separate copy of this form; a compatible PDF viewer can retain your entries.

01 Make this case identifiable

Record name or reference

Date

Printer make and exact model

Windows version and application

Connection path

02 Describe the symptom, not an assumed cause

Exact error, status and expected output

When it started / what changed

Other users or apps affected?

☐ I have kept the original document and saved open work.

☐ This is a work, school or managed/shared printer.

Keep the first check small.

Use a short non-confidential test. For managed equipment, record the symptom and follow the administrator's process before removing a setup or changing policy.

Test in a useful order.

Write one change or comparison per row. Record the result before moving on; avoid repeated print submissions while a job is waiting.

Baseline: one small test and its observed result

03 Ordered test log

TEST	ONE CHECK OR CHANGE	WHAT HAPPENED
01	Check / change	Observed result
02	Check / change	Observed result
03	Check / change	Observed result
04	Check / change	Observed result

What the results support doing next

Measure the paper output.

Print on US Letter at Actual size / 100%, using the same paper size in the viewer and driver. Measure the outer square on paper; preview size is not a ruler.

Document page size / paper loaded

Print application / printer selected

100 mm reference square

100 mm x 100 mm

Measure the outer edges.

Compare both directions.
If they differ, preserve both results.
This is a test layout, not a calibration certificate.

☐ Actual size / 100% selected

Scale used (%)

Measured horizontal (mm)

Measured vertical (mm)

Next test scale (%)

04 Label alignment: compare one plain-paper test

First-row offset (mm)

Last-row offset (mm)

Stock / alignment observations

Constant offset suggests a position check; growing offset suggests scale or stock mismatch. Confirm the exact label template and print settings before using label stock.

Make the handoff clear.

Share the useful evidence, not your passwords or document contents. Keep a private copy of this record and confirm the recipient before sending it.

Short summary: symptom, scope and test outcome

Support team or product owner

Support reference / ticket

Evidence available / attachments reviewed

Agreed next action and responsible owner

Resolution or current outcome

Verified on

Verified by / role

- ☐ The original task was checked after the final change.
- ☐ Follow-up is still needed; the open question is recorded above.

A successful small test narrows the problem; it does not certify every device feature. Keep model-specific guidance and workplace policy in control.