

# Networked Printers Going Offline Within Windows

Based on the recommendation from the VT Information Technology Security Office (ITSO) I have disabled the “SNMP v1/v2” setting on all our networked printers. Unfortunately, this has had a side effect of causing some printers to go Offline in Windows. If this has happened to you try the following steps to solve the problem:

1. Open up the “Devices and Printers” Control Panel applet.
2. Right click on the printer and select “Printer Properties”.
3. Click on the “Ports” tab.
4. Click on the “Configure Port...” button.
5. Uncheck the “SNMP Status Enabled” option.
6. Click on the “OK” button.
7. Close the “Properties” dialog box.

As always, feel free to contact the [CNREHelpDesk@vt.edu](mailto:CNREHelpDesk@vt.edu) (1-9599) for assistance.