

Continue



HP Printer is in an Error State message is a common problem that may occur due to various issues such as a paper jam, empty ink cartridges, poor network connection, or a faulty printer driver.You can implement a few fixes to resolve the issue and get your printer back up and running. This guide will go through how to fix the HP Printer Is In An Error State message.You will learn various troubleshooting steps, potential causes, and how to ensure the problem doesn't happen again, and you'll be back to printing again when you apply these fixes.You should first verify whether you have correctly connected the printer to your PC.Check the cables to ensure they are securely attached to the printer. Look for any damage or wear, such as frayed wires or loose connections.If the cable looks damaged, replace it with a new one.Also, ensure you have connected the cable to the correct port on the printer. Power on the printer and test it.The HP Print and Scan Doctor is excellent for diagnosing and solving printer issues.It can detect problems with the printer and either offer solutions to fix the errors or provide instructions on how to fix them.It also checks for updates for the printer and provides access to HP support.The HP Print and Scan Doctor effectively fixes the HP Printer is in an Error State issue because it provides detailed instructions on fixing the error.Follow these steps to install and use the HP Print and Scan Doctor on Windows 10:Download the HP Print and Scan Doctor from for the application to download.Click on Run, which you will find in the dialog box that will open.Click on Yes when the application displays a message stating if you want the application to make changes on your computer.Click on Accept on the Data Collection and Consent window that will appear.Click on Start once the HP Print and Scan Doctor opens, and select your printer from the list.If you do not find your printer on the list, turn it on and off and click Retry.Follow the HP Print and Scan Doctor application prompts if there is a connection problem.Click Yes if the window prompts you to turn on printer updates.Click Yes if the window prompts you to make your HP printer the default printer.Now check if the error message has disappeared.Reinstalling the printer drivers can help clear the error message because the new drivers will overwrite the existing drivers, which may be outdated or corrupted.They will also replace them with updated drivers that fix any issues causing the error message.Additionally, reinstalling the drivers can help resolve compatibility issues between the printer and the computer.Follow these steps to reinstall the printer drivers on Windows 10:Open Settings and click on Devices.Select the Printers and Scanners category.Select the printer you want to reinstall from the presented list.Click on the Remove device option.Confirm the removal process by pressing the Yes button.Disconnect the printer's USB cable from the computer.Restart your computer.Connect the printer's USB cable to your computer.Windows will automatically detect the printer and reinstall the necessary drivers.Click on the Add a printer or scanner option.Follow the instructions on the screen to complete the installation process.Now check if your printer is working well again.The Print Spooler service manages all print jobs sent to the printer. If this service is not running, the printer cannot receive any print jobs and cannot function, which may result in the HP Printer is in an Error State message.Setting the Print Spooler service to run automatically ensures that the printer is always available and ready to receive print jobs.Here is how to set the print spooler service to run automatically on Windows 10:Type "Services" in the Search Bar.Click on Services from the search results.Scroll down to locate the Print Spooler from the presented options.Right-click on Print Spooler and tap on Properties.In the Properties window, set the Startup Type to Automatic.Click on Apply and then OK to save the changes.Restart your computer to apply the changes.Check if the HP Printer in an Error State message has disappeared from your PC.You can also use the printer troubleshooter to clear the printer error message from displaying on your PC.The feature allows you to troubleshoot various issues and resolve glitches that may be causing the error message.Follow these steps to run printer troubleshooter on Windows 10:Type Settings on the Search bar.Select Update and Security from the settings windows.Tap on Troubleshoot.Tap on Additional Troubleshooters.Click on Printer, which you will find on the list on the window's left side.Tap on Run the troubleshooter.Wait for the system to complete the troubleshooting process and close the window.Now check if your printer is working well.Another fix you can use to resolve the error message issue is hard resetting your printer.Doing so can help clear any stuck or corrupted data causing the HP Printer to display the message.It can also help clear any software glitches preventing the printer from working correctly.Additionally, resetting the printer can restore factory settings, thus reducing the likelihood of future errors.Follow these steps to hard reset your printer:Turn on your printerEnsure the printer is idle and silent, and remove the cartridges.Disconnect the power cord from the printer's rear side while it is still on.Remove the power cord from the wall outlet.Wait for at least one minute. Reconnect the power cord back to the wall outlet. HP recommends that you connect the printer directly to the power outlet.Reconnect the power cord to the printer.Turn on your printer if it fails to power up on its own.Remember, the printer's light might flash, and the cartridges may also move. Wait for the printer to finish this warm-up process and check if the error message has disappeared.The 'HP Printer is in an Error State' message on your PC is likely due to low ink or toner levels in the cartridges or low levels of paper in the printer tray.To fix this issue, you will need to replace or refill the ink or toner cartridges or refill your printer tray with more paper.The printer should return to a normal working state once you follow these steps:Open the ink cartridge access door on your HP printer. This will expose the ink cartridges. Examine the ink level on each cartridge to check the amount of ink remaining. Top up the toner or ink if they are below the recommended level.Open the paper tray on your HP printer. Examine the tray to check the amount of paper remaining. Add more paper if the tray is empty.The HP printer error message can be a frustrating problem to deal with. Fortunately, you can take several steps to fix the issue. First, ensure the printer is connected correctly to the computer and the power source. If the printer is still not working, try restarting the printer to see if that helps. You should eventually be able to resolve the HP printer error state by applying the above-highlighted fixes. The main cause of an HP Printer displaying an Error State message is usually an issue with the printer driver or a problem with the printer itself. A misconfiguration of the printer driver, an outdated driver, a faulty connection, a hardware issue, or a software issue can cause an error message.First, try restarting the printer. Unplug the power cord from the wall outlet, wait for 30 seconds, and then plug it back in. Then try to print again. If the error persists, you should check this guide for instructions on troubleshooting the error. You may also check the printer's settings to ensure everything is configured correctly.If the printer does not respond after resetting it, check the connections between the printer and your computer. Ensure the USB cable is securely connected to the printer and the computer. If the printer is connected to a network, check that the network settings are correct. If the printer is still not responding, contact HP technical support for further assistance. Skip to main content Reddit and its partners use cookies and similar technologies to provide you with a better experience. By accepting all cookies, you agree to our use of cookies to deliver and maintain our services and site, improve the quality of Reddit, personalize Reddit content and advertising, and measure the effectiveness of advertising. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy. Some links in this post are affiliate links it means as an Amazon Associate we earn from qualifying purchases on this site.Follow these steps to ensure that your printer status is online.On the search bar of your windows, open the 'run' dialog box.Search 'control panel' and press "ok>Select 'devices and printers'From the list of printers, locate your selected HP printer and untick the option of using the printer offline.Using these easy steps, you eliminate the HP printer issue in an error state on windows 10.2. Check printer default mode statusIf you see a notification that says 'HP printer in error state,' a possible cause is that the printer is not in default mode.By following these steps, you can solve the issue in no time.In the search bar of your windows start menu, open a 'run' command dialog box.Search 'control panel' and press the ok button.On the control panel, open 'devices and printers'From the list of printers, go to your HP printer and right-click on it.Now press 'set as the default printer', and your problem is solved.A green mark indicating that 'your printer is set as default' will appear on your HP printer icon.3. Printer Pooler ServicesThe following steps will help you resolve the issue:To ensure that your printer pooler services are running and functioning in automatic mode, go to the search bar and type 'services. msc' in the Run dialog box.Scroll down the windows to check if the spooler is in running mode. Also, check if the spooler services are in automatic mode. If they are in manual mode, choose automatic mode.Now press 'apply' so all your changes can be saved.Go to 'recovery' and press 'first failure'.Restart the service and click on 'apply' so your settings can be saved.This should resolve the issue. Make sure to check now if your HP printer is in an error state.If the problem persists, then move on to the next solution.4. Sort out the printer spooler filesSort through your spooler files and make sure they are clear. You can do that using the following steps First go to local disk >windows> system 32> spool> printersNow go ahead and delete all the files from the folder "W32x86.Go to the spooler service option and press 'restart' again.5. Checking for driver updatesFirst, check if you can make photocopies using the printer. If you can, you can detect the primary issue with the driver or printer software.Check for any new software updates.If you find any update on pending, update it to the latest version.6. Restart your deviceCheck if your printer can work on other devices and can print fine.Cut off the power cable of your printer while it is turned ON.If your printer is connected to other cables, detach those too.Your printer's power button needs to be pressed and held for 15 seconds.It is also pertinent that your printer is connected to a wall socket rather than specialized surge protectors.Reconnect the detached power cable, and the printer should be able to turn ON by itself. If not, connect manually.7. Reinstalling the printer driverInstall and run the 'HP print and scan' software. This will help resolve the printer driver issues.Your printer must be able to work fine by now. If the issue does not resolve on its own, uninstall and reinstall the printer driver.In your windows search bar, open the programs and features option.Search and select the HP printer.Select the uninstall option.In windows, search and open the 'devices and printers' option.In the 'devices and printers' option, look for your printer and right-click on it to remove the device/delete the printer.Next, run a command using the 'windows + R' key. This will open up a run command.Now type 'printui.exe /s' and select ok.Click on drivers that are labeled by the tab.Search for the HP printer driverWhen you locate the driver, click on it and select remove below. Press ok.Click on apply and ok on print server properties windowsClose the option of devices and printers.8. Check printer hardwareMake sure all the hardware is connected properly.Wires should be connected as well.The printer should not be in sleep mode.The printer cartridge should be filled.Your input tray should have enough paper.Make sure there is no paper jam issue.Related ArticlesConclusionThis article provides a holistic guide to the HP printer in an error state issue. Hopefully, this guide will help fix the issue in no time. Generally, HP printers are very reliable printers and provide good quality printing on the go. Scroll up to get the best possible solutions for common issues related to HP printer error issues.If you need further assistance on the issue, HP support can be contacted. Contact info has been provided. In addition, our diagnostic run tool on the support page can be run to resolve the issue quickly. Hi @BSI3, Thank you for joining the HP Forums! I read your post on how you are getting the error message, "HP Officejet is in error state." With your HP Officejet 4630 printer, I am happy to help you with this error! To confirm the printer's hardware is functional, are you able to print a Quality Diagnostic Report, without using a computer?To print a Quality Diagnostic Report:On the printer control panel, press the Down Arrow () to scroll to Tools, and then press OK.Press the Down Arrow () to scroll to Print Quality Report, and then press OK. The printer prints the test page.Figure : Example of a Print Quality Diagnostic report with no defectsAlso, please try a hard reset, by following the steps in this post. How to perform a Hard Reset, by @Rich1. It is important that the printer's power cable is plugged directly into the wall outlet, and not a surge protector. Let me know what happens! If this helps, please consider clicking on 'accept as solution.' And, please click on the thumbs up icon. Both icons are below this post.Hope to hear from you soon! RnRMusicMan I work on behalf of HPPlease click "Accept as Solution " if you feel my post solved your issue, it will help others find the solution.Click the "Kudos Thumbs Up" to say "Thanks" for helping! Hi @woodman1, Welcome to HP Forums, this is a great place to get support, find answers and tips, Thank you for posting your query. I'll be more than glad to help you out I understand that your HP Office Jet Pro 8600 printer is stuck on error state, I'll be really glad to help you with this. Please make sure that the printer is connected directly to the wall outlet and not to the surge protector. Remove all the ink cartridges and then try to perform a hard reset on the printer. With the printer turned on, disconnect the power cord from the rear of the printer and also unplug the power cord from the wall outlet. Remove USB cable, if present. Wait for 2-3 minutes, press and hold the power button on your printer for about 30 seconds to remove any additional charge. Now plug back the power cable straight to a wall outlet without any surge protector or an extension cord and then try to print a test page and check if it works. Let's first try and make a "photocopy" to determine whether the issue is with the printer or not. Place a document on the scanner glass and choose "Copy" option. If the printer is making a good copy, then the printer hardware is fine. Since the printer is working fine on your laptop and phone, this means printer hardware is fine, it has to do with the computer itself, I would suggest you go ahead and uninstall the printer and then install the full feature software from the support website. Let's try these steps here: 1.) In Windows, search for and open Programs and features 2.) Select your HP Printer 3.) Select Uninstall 4.) In Windows, search for and open Devices and printers 5.) In the Devices and Printers windows look for your HP printer. If you see it listed right-click on it and choose 'Delete' or 'Remove Device' 6.) Open up 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 13.) Restart the PC 14.) Now download and install the full feature software, HP Customer Support - Software and Driver Downloads. I hope this helps, let me know how it goes for further assistance. I'll be more than happy to help. If I have helped you resolve the issue, feel free to give me a virtual high-five by clicking the 'Thumbs Up' icon below. Followed by clicking on "Accept as solution" from the drop-down menu on the upper right corner, Thank you for posting in the HP Support Forum. Have a great day! Regards, Jeet Singh I am an HP Employee View solution in original post Page 2 Hello, @Nurseysalt Thanks for reaching out! I'd like to help First, off, please let me know the following details to assist you better: What is the product name or the model number of your printer? What is the error message on the printer? Also, what is the operating system on your PC? Is the copy function working on your printer? While waiting for your reply, I'd like to perform a power drain on your printer and then try making a copy on the printer. Follow the steps below: With the printer turned on, disconnect the power cord from the rear of the printer and also unplug the power cord from the wall outlet. Remove USB cable, if present. Wait for 2-3 minutes, press and hold the power button on your printer for about 30 seconds to remove any additional charge. Now plug back the power cable straight to a wall outlet without any surge protector or an extension cord (This is important) and then plug back the power cord to the printer. Turn on the printer and wait till warm-up period finishes and the printer is idle. Now, place a document face down on the scanner glass and press the copy option on the printer control panel. Let me know if it makes a good copy or not. Please let me know if this resolves the issue, or if you require further assistance! Cheers Please click "Accepted Solution" on the post that solves your issue to help others find the solution. To show appreciation for my help, please click the "Thumbs Up Icon" below! Please click "Accepted as Solution" on the post that solves your issue to help others find the solution. To show appreciation for my help, please click the "Thumbs Up Icon" below!DVortex I am not an HP Employee HP OfficeJet printers are some of the most popular computer accessories today, but also have a reputation for being prone to a variety of hard-to-troubleshoot issues. If you own or regularly use this printer, then it is likely that you have encountered the error message "HP OfficeJet is in error state" on your screen. This common error often comes with few clues as to what is actually wrong, so you may be left with the task of figuring it out through trial and error. However, you do not have to grapple in the dark as there is a step-by-step procedure you can follow to find a resolution. Why Does the Error Message "HP OfficeJet Is In Error State" Appear? "HP printer is in error state" is a message that appears in a popup box on your computer screen when you try to connect to or print from your device. There are many reasons why this error code appears, but most often, it results from a recent software change such as a Windows update, which interferes with communication between your system and the attached printer. To complicate matters further, the same error message could be indicative of improperly connected cables, network issues, or even incorrect or corrupted device drivers. To pinpoint the exact cause of the error message and eliminate it, it's recommended to try some of the solutions below. What Do You Do if Your HP Printer is in Error State? As mentioned above, the "printer is in error state" message and the associated lack of response when you try to print can be one of the most frustrating and difficult issues to fix. However, the following fixes can help resolve printing errors. 1. Check the Physical Connections to Your Computer This is among the simplest solutions for an HP OfficeJet printer in error state. Confirm that you have a proper and firm physical connection between your computer and printer and that the device is powered up. You should also examine your printer cable for any signs of physical damage, as this could prevent communication between devices. Sometimes, simply restarting both your computer and printer can be the solution to the "printer in error state" issue. Power off your printer and computer completely, leaving them in this state for a few minutes, then turn them on again to see if the problem is gone. 2. Confirm that Your Printer is Online If your printer is offline, you are also likely to see an error state message on your screen. You could try the following steps to bring your HP OfficeJet printer back online: Click the Start button and choose Control Panel. Pick the Devices and Printers option. Check if your printer is listed and confirm its status. If the device is online, its status will be Ready. If the printer is not in Ready state, you may bring it online by right-clicking its icon and picking the Use Printer Online option. This changes the display to Ready and should hopefully clear the error state message. 3. Verify that You Have Loaded Paper into the OfficeJet Printer A simple, but often overlooked problem is that you could have no paper on the tray. If your HP OfficeJet is in error state and has no paper in the tray, the first thing to do is power down the device. Load paper and then turn it back on, waiting for a few minutes until it is in ready state before checking if the error message has cleared. 4. Reinstall the Printer Drivers If the steps above fail to resolve your printer issues, you may need to manually reinstall or update your printer drivers. To do this, follow the steps below: Visit the HP support website for your location and search the downloads section to find your OfficeJet printer model. Click on the Download link for recommended driver from the list. Double-click the downloaded executable file and extract the driver to a directory of your choice on your computer. Navigate to the directory and double-click the .msi file to run the driver package installer An installer app will run and update your HP OfficeJet drivers. Once finished, restart your computer and printer and confirm that your device is working properly. As you can see, installing the HP printer drivers manually is a highly complex process and one where you could easily make mistakes. Installation and update of HP OfficeJet drivers can be eased with the use of a software search solution like Driver Support. Get Sharp Prints and Hassle-Free Operation of Your HP OfficeJet Printer with Driver Support By methodically going through the steps outlined above, you will find out why your printer has no output and hopefully find a solution to the error message "HP OfficeJet is in error state." If you find that your printing issues are down to wrong, missing or improperly installed drivers, you can rely on Driver Support to scan your PC automatically and provide an inventory of your devices. When the Driver Support software is fully registered, it provides you with a list of all outdated drivers on your computer and downloads the drivers automatically so you do not have to locate and install them manually. Produce perfect prints every time from your HP OfficeJet printer. Give DriverSupport | ONE a try today! today to get the latest OfficeJet drivers and enjoy the best print quality possible.