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## Quickstore: When printing or pulling a report an error stating "It is not possible to setup printers..." appears.

Internal User - 2017-04-10 - [QuickStore](#)

When printing or pulling reports, or anything else that may print in QuickStore, an error appears stating:

*"Printer Setup and Printing NOT Possible*

*It is not possible to setup printers or print anything with the program until you setup printers in Windows. Please setup your printers on this computer and try again."*

### To resolve this issue:

This error occurs when the Print Spooler service is stopped. In order to print, you will need to restart the Print Spooler service.

### Restarting the Printer Spooler Service in Windows 7:

1. Navigate to **Start > Control Panel > Administrative Tools > Services**. The **Services** screen appears.
2. On the **Services** screen, scroll down until you see a listing for **Print Spooler**.
3. Right click on **Print Spooler**, then click **Start**.

### Restarting the Print Spooler Service in XP:

1. Open the **Start** menu and click **Run**. The **Run** screen appears.
2. Type in **services.msc** in the **Run** field, then press **Enter**. The **Services** screen appears.
3. On the **Services** screen, scroll down until you see a listing for **Print Spooler**.
4. Right click on **Printer Spooler**, then click **Start**.