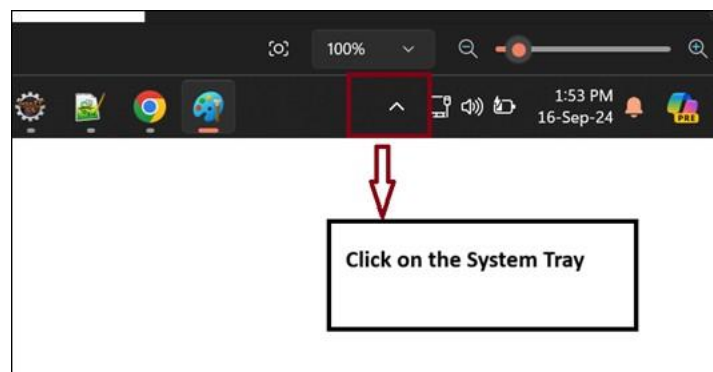


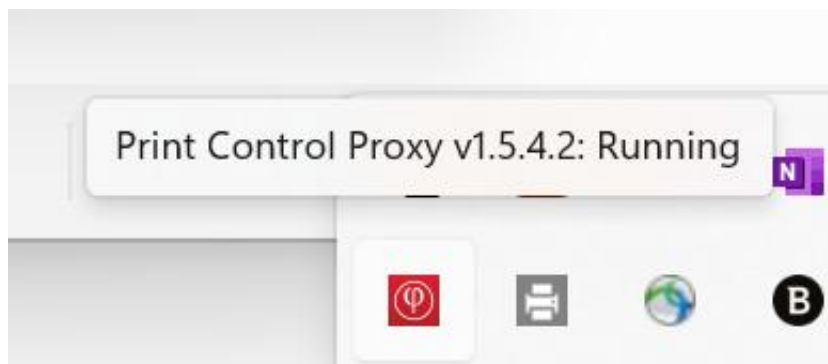
## Steps to Resolve issue if the printing screen / PCP screen is not loading Printer List / Printer list showing as empty

After upgrading or downgrading PCP for the users who face issue that Printer list showing as blank after downgrade we have already shared the below troubleshooting steps. Please follow the below steps:

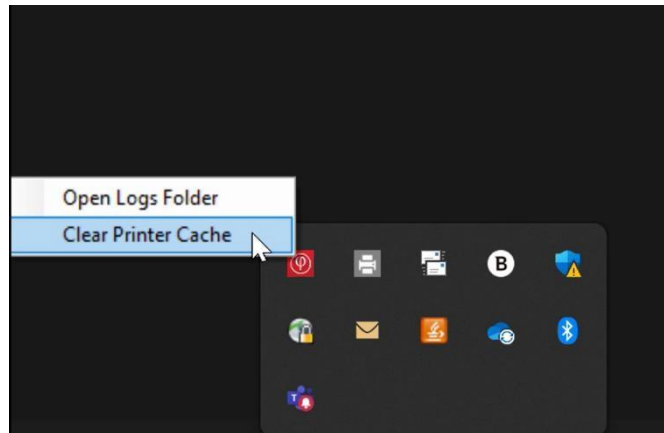
- 1) System restart to be done after downgrading to v1.5.4.2.
- 2) Click on the System Tray on the Bottom Right of the screen (Beside battery percentage symbol).



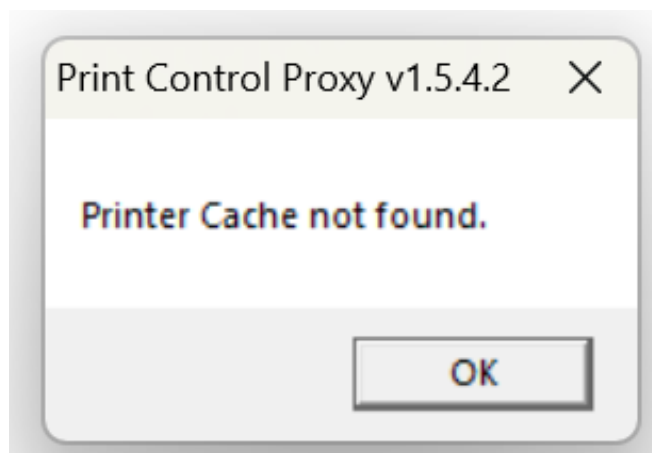
- 3) Right Click on the Print Control Proxy Icon



- 4) Click on Clear Printer Cache.



5) Click on Ok.



If the users are still facing the issue after following the above steps, then check the Driver configured for the printer. If the driver's name shows as PCL driver / empty, then configure PS driver suitable for the printer and to follow the above-mentioned steps once again and try printing.