

chat support sent me to this link:

[Troubleshoot Photoshop printing problems (adobe.com)](https://helpx.adobe.com/photoshop/kb/troubleshoot-printing-problems.html#sa_src=web-messaging)

Navigate to Photoshop's Preferences folder.

**Windows 10:**Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop [version]/Adobe Photoshop [version] Settings