Recovery for problems occurring after Windows update

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About problems that cannot be printed [Windows10]

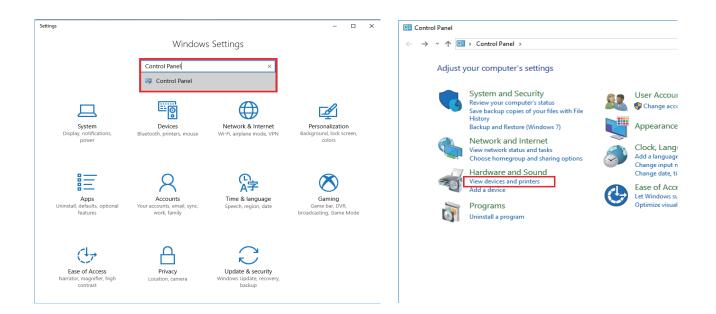
In case of Bluetooth printer

1 Check the COM port number of using printer.

How to check the COM port number of using printer.

***** In case of using Using printer driver

1-1 Click "Control Panel"- "View devices and printers"





📆 Devices and Pri	nters					- 0	×
$\leftarrow \rightarrow - \uparrow$	💼 > Control Pane	I > Hardware and Sou	nd > Devices and F	Printers	ٽ ~	Search Devices and Printers	Q
Add a device	Add a printer	See what's printing	Print server propert	ies Remove device			?
✓ Devices (5) –							
		\checkmark		5			
DESKTOP-KNTQK A9	S2431W Digital	USB Multimedia Keyboard	USB OPTICAL MOUSE	Flash Memory MF-NU2A/MF-N WU2A Series			
✓ Printers (7) —							
Ś				8			
Fax	Microsoft Print t		SM-L200 -	See what's printing	TSP100-02222		
	PDF	Document Writer	BT:COM9	Set as default printer			
				Printing preferences Printer properties			
				Create shortcut			
				Remove device			
				Troubleshoot			
SN	1-L200 - BT:COM9	Model: Star SM-L2 Category: Printer	00	Properties			
		Status: 0 documer	nt(s) in queue		-		

1-2 Select using printer, and then right-click , and click "Printer properties".

1-3 Click "Ports" tab then Check the COM port number of using Printer.

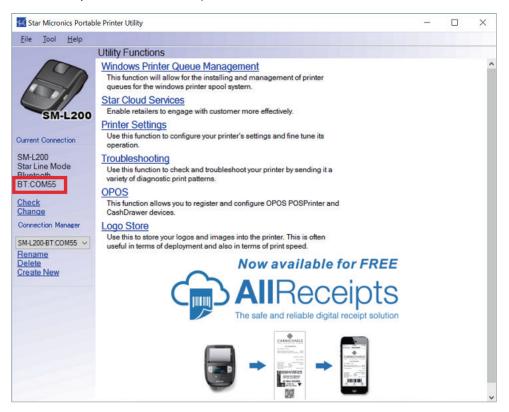
SM-L200 - B		Device S	ettinas	Star / Help	×
General Sharing		Ports	Colour Manageme	ent	
Print to the fo		COM9 :(s). Documen	ts will print to	the first free	
Port COM5: COM6: COM7:	Description Serial Port Serial Port	1	Printer		^
COM9:			SM-L200 - B	T:COM9	
	Local Port		Microsoft X	PS Document Write	*
Add P	or <u>t</u>	<u>D</u> elete	Port	Configure Port	
✓ <u>E</u> nable bid □ E <u>n</u> able prin		pport			
			ОК	Cancel App	oly



* In case of using OPOS

If you are using futurePRNT, please check the procedure of *** In case of using printer driver**.

1-1 Run your Printer Utility and check the COM port number of the red frame below.



2 After Windows10 Update, execute the pairing again because the pairing is released.

For the pairing method, refer to "<u>Pairing with Bluetooth in Windows</u>". In case of using TSP100IIIBI, refer to "<u>TSP100IIIBI Online Manual</u>". Or, refer to the included "Software Manual".

3 Check the COM port number created by re-pairing and the COM port number confirmed in step 1. If the confirmed COM port number is different, please proceed to and after <u>step 4</u>. If the confirmed COM port number is the same, proceed to and after <u>step 5</u>.

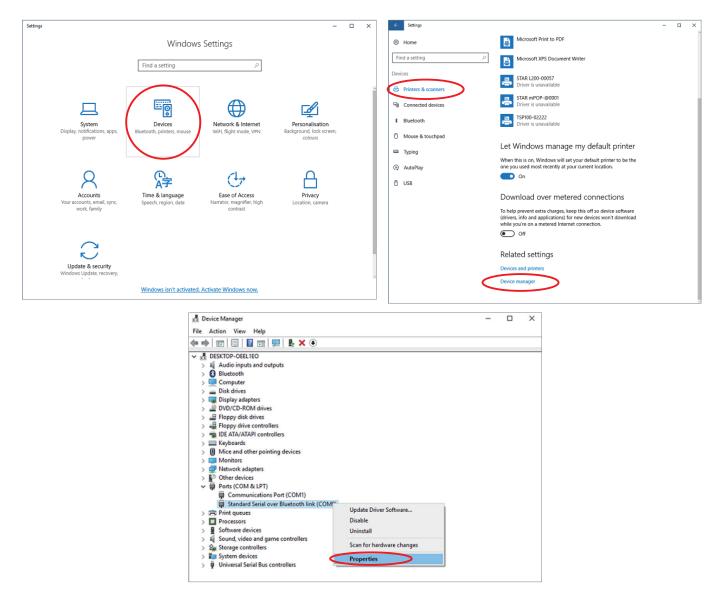
For the confirmation method of the COM port number created by the pairing, refer to step 5 procedure in "Pairing with Bluetooth in Windows".

4 Start Device Manager and change the COM port number created by re-pairing to the COM port number confirmed in step 1.

How to change the COM port number :

4-1 Select the COM port number confirmed in step 3 in the list of "Port (COM and LPT)" of the device manager and open the property screen by right clicking.

Device Manager: Click "Settings"- "Devices" - "Printers & scanners" - "Devices manager"





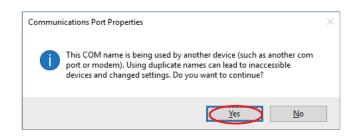
Standard Serial over Bluetooth link	(COM9) Properties	>
General Port Settings Driver De	tails Events	
D -1		
<u>B</u> its per se	cond: 9600 ~	
Data	a bits: 8 🗸 🗸	
E	Parity: None ~	
Stop	p bits: 1 ~	
<u>F</u> low co	ontrol: None ~	
~	Advanced Restore Default	s
	OK Cano	el

4-2 Open the "Port settings" tab on the property screen and click "Advanced...".

4-3 Change the COM port number to the COM port number confirmed in step 1 and click "OK".

Advanced Settings for COM9						×
Use FIFO buffers (require Select lower settings to a Select higher settings for	correct conne	ection problem				OK Cancel
Receive Buffer: Low (1)			Ţ	High (14)	(14)	<u>D</u> efaults
<u>T</u> ransmit Buffer: Low (1)			Ţ	High (16)	(16)	
COM <u>P</u> ort Number COM4 (in	use) 🗸					

When clicking "OK", the message dialog is displayed, please click "Yes".



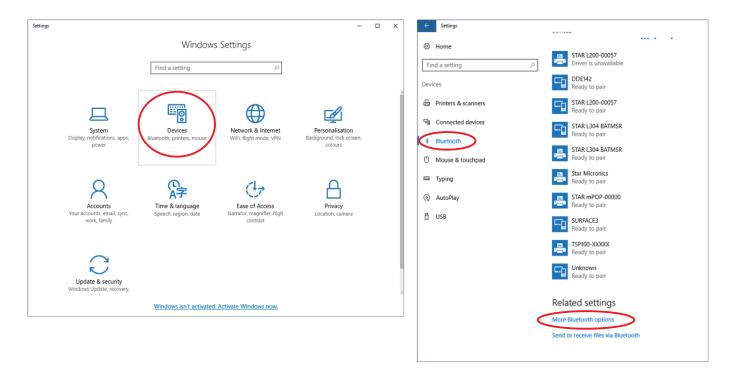
5 Perform the test printing.

If the test printing fails, please proceed to and after step 6.



6 Check the outgoing COM port of the Bluetooth device.





6-2 If the outgoing COM port and the incoming COM port are the same, perform step 7, otherwise perform <u>step 8</u>.

Options	COM Ports	Hardwar	e		Options C	OM Ports	Hardware	a	
This Power	C is using t	he COM (s d a COM p	erial) ports listed below. To determi ort, read the documentation that ca		This PC is	s using th you need	e COM (s a COM p	erial) ports listed below. To determine ort, read the documentation that came	
Port	D	irection	Name		Port	Dir	ection	Name	
СОМ	I3 O	utgoing	TSP100-C0003 'Serial'		COM3	Ou	tgoing	TSP100-C0003 'Serial'	
COM	13 Ir	icoming	TSP100-C0003		COM4	Inc	oming	TSP100-C0003	
			Add Rem	ove				Add Remove	
			OK Cancel	Apply				OK Cancel App	oly

⇒ Step 7



- 7 Release Bluetooth pairing manually, then re-pairing again.
 - 7-1 Return to "Bluetooth" screen. Click "close" or "cancel" button to close "Bluetooth setting" screen.
 - 7-2 Release Bluetooth pairing manually. Select using printer in "Bluetooth & other devices" screen.

← Settings	- 🗆 X
命 Home	Bluetooth & other devices
Find a setting	+ Add Bluetooth or other device
Devices	Bluetooth
Bluetooth & other devices	On On
日 Printers & scanners	Now discoverable as "
() Mouse	Mouse, keyboard, & pen
Typing	USB Keyboard
🖉 Pen & Windows Ink	USB Optical Mouse
(P) AutoPlay	
D USB	Other devices TSP100-C0003 Driver is unavailable

Click "Remove device" then select "Yes".

TSP100-C0003 Driver is unavailable	Remove device
Other devices	Are you sure you want to remove this device?
TSP100-C0003 Driver is unavailable	Yes
	Remove device

7-3 Re-pairing.

For the pairing method, refer to "<u>Pairing with Bluetooth in Windows</u>". In case of using TSP100IIIBI, refer to "<u>TSP100IIIBI Online Manual</u>". Or, refer to the included "Software Manual".

7-4 Finish.



- **8** Delete the outgoing COM port of the Bluetooth device and add the outgoing COM port again.
 - 8-1 Delete the outgoing COM port of the paired device.Make a note of the outgoing COM port you want to delete.
 - 8-2 After deleting, click "Add" button.

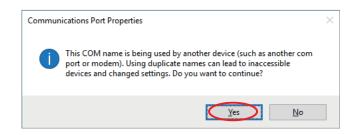
8 Bluetooth	Settings		×
Options COM	Ports Hardwar	e	
whether you		serial) ports listed below. To determine ort, read the documentation that came	
Port	Direction	Name	1
COM3	Incoming	STAR L200 00057	
COM4	Outgoing	STAR L200-00057 'SerialPort'	
COM5	Incoming	TSP100-02222	
COM6	Outgoing	TSP100-02222 'Serial'	
COM7	Incoming	STAR mPOP-@0001	
COM8	Outgoing	STAR mPOP-@0001 'SPP'	
		A <u>d</u> d <u>R</u> emove	
		OK Cancel Apply	

8-3 When the "Add COM port" dialog is displayed, select "Outgoing", select the paired device from the list of "Device that will use the COM port:", and click "OK".

8 Add COM Port	×	Add COM Port	×
Select the type of COM (serial) port that you want to add:		Select the type of COM (serial) port that you want to add:	
○ I <u>n</u> coming (device initiates the connection)		\bigcirc Incoming (device initiates the connection)	
Outgoing (your PC initiates the connection)		Outgoing (your PC initiates the connection)	
Device that will use the COM port:		Device that will use the COM port:	
	rowse	STAR L200-00057 ~	<u>B</u> rowse
STAR L200-00057 STAR mPOP-@0001		Service:	
TSP100-02222		SerialPort	
OK	Cancel	ОК	Cancel



When clicking "OK", the message dialog is displayed, please click "Yes".



8-4 Confirm that outgoing COM port is added to "Bluetooth Settings".

tritions COM Ports Hardware This PC is using the COM (serial) ports listed below. To determine whether you need a COM port, read the documentation that came with your Bluetooth device. Port Direction Name COM3 Incoming STAR L200-00057 COM5 Incoming TSP100-02222 COM6 Outgoing TSP100-02222 'Serial' COM7 Incoming STAR mPOP-@0001 COM8 Outgoing STAR mPOP-@0001 'SPP' COM9 Outgoing STAR L200-00057 'SerialPort'						
whether you need a COM port, read the documentation that came with your Bluetooth device. Port Direction Name COM3 Incoming STAR L200-00057 COM5 Incoming TSP100-02222 COM6 Outgoing TSP100-02222 'Serial' COM7 Incoming STAR mPOP-@0001 COM8 Outgoing	otions	COM Ports	Hardware			
COM3 Incoming STAR L200-00057 COM5 Incoming TSP100-02222 COM6 Outgoing TSP100-02222 'Serial' COM7 Incoming STAR mPOP-@0001 COM8 Outgoing STAR mPOP-@0001 'SPP'	wheth	er you need	d a COM po			
COM5 Incoming TSP100-02222 COM6 Outgoing TSP100-02222 'Serial' COM7 Incoming STAR mPOP-@0001 COM8 Outgoing STAR mPOP-@0001 'SPP'	Port	Di	irection	Name		
COM6 Outgoing TSP100-02222 'Serial' COM7 Incoming STAR mPOP-@0001 COM8 Outgoing STAR mPOP-@0001 'SPP'	CON	13 In	coming	STAR L200-0005	7	
COM7 Incoming STAR mPOP-@0001 COM8 Outgoing STAR mPOP-@0001 'SPP'	CON	15 In	coming	TSP100-02222		
COM8 Outgoing STAR mPOP-@0001 'SPP'	CON	16 O	utgoing	TSP100-02222 'S	erial'	
	CON	17 In	coming	STAR mPOP-@0	0001	
COM9 Outgoing STAR L200-00057 'SerialPort'			utgoing	STAR mPOP-@0	001 'SPP'	
	COM	19 O	utgoing	STAR L200-0005	7 'SerialPo	rt'
				A <u>d</u> d		<u>R</u> emove
A <u>d</u> d <u>R</u> emove						
A <u>d</u> d <u>R</u> emove						
A <u>d</u> d <u>R</u> emove						

- 8-5 If the added outgoing COM port is different from the deleted outgoing COM port, perform <u>step 4</u> and change the outgoing COM port number.
- 8-6 Finish.



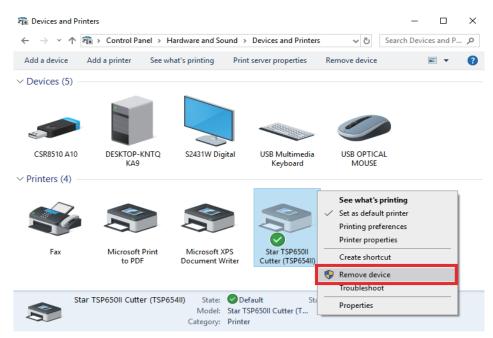
In case of USB Printer

After Windows10 Update, the USB printer may not be available.

In this case, reboot PC with connecting printer.

After reboot PC, cannot use USB printer, refer to following method, make USB printer queue.

- 1 Check the COM port number of using printer.
- 2 Select using printer, and then right-click, and click "Remove device".



- **3** When you turn the printer on again, the Plug and Play feature automatically starts the installation of the printer driver and creates the printer queue.
- **4** Perform the test printing.
- **5** Finish.

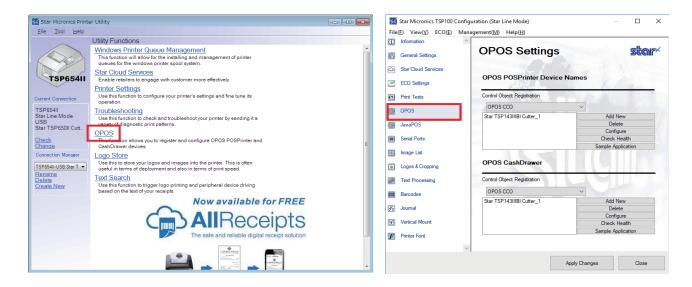


In case of OPOS

After Windows10 Update, the registration of "Control object" of the device registered with utility may be unregistered, then registered devices may not be used.

To confirm the control object registration status, proceed as follows.

1 Run your Printer Utility and click the OPOS of the red frame below.

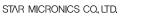


2 To confirm the control object registration status.

* In case of using Star Printer Software

If the checkbox of "Control object" of registered device is unchecked, check the checkbox again.

🔣 Star Micronics Printe	er Utility	
<u>Eile T</u> ool <u>H</u> elp		
~	Utility Functions > OPOS	
	C POSP inter	
	Control Object	
	OPOS POSPinter Control 1.13.000 [Public, by CRM/RCS-Dayton] 1.13.0	
TSP654II	SMJ OPOS POSPrinter Service Object 2009 1.13.8	
	POSPrinter Test	
Current Connection		
TSP654II	Configure	
Star Line Mode	Add new	
USB Star TSP650II Cutt	Delete	
olar ror oson out	See all registered devices	
	CestiDrawer	
Connection Manager	Control Object	
TSP654II-USB:Star T 🔻	OPOS CashDrawer Control 1.13.000 [Public, by CRM/RCS-Dayton] 1.13.0	
13F034II-03D.5tdl 1 Y	Service Object SMJ OPOS CashDrawer ServiceObject 2009 1.13.8	
	CashDrawer Test	
	Configure	
	Add new	
	Delete	
	See all registered devices	





***** In case of using futurePRNT

If "Control Object Registration" is "Not Selected", please register the control object again.

۶٤ File	Star Micronics TSP100 Conf (F) View(V) ECO(E) Ma	iguration (Star Line Mode) anagement(<u>M)</u> Help(<u>H</u>)	— 🗆 X
í	Information	OPOS Settings	star
ß	General Settings	OF 05 Settings	Decini .
62	Star Cloud Services	OPOS POSPrinter Device Nar	mes
2	ECO Settings	Asia -	Call and
•?	Print Tests	Control Object Registration	
\bigcirc	OPOS	OPOS CCO	×2
	JavaPOS	Star TSP143IIIBI Cutter_1	Add New Delete
3	JavaPOS		Configure
	Serial Ports		Check Health
111 112	Image List		Sample Application
0	Logos & Cropping	OPOS CashDrawer	
dir.	Text Processing	Control Object Registration	AMUT
	Barcodes	OPOS CCO	
<u>%</u>	Journal	Star TSP143IIIBI Cutter_1	Add New Delete
			Configure
V	Vertical Mount		Check Health
F	Printer Font		Sample Application
		~	
		Appl	y Changes Close

3 Please execute the following "test" or "Check Health" button and confirm that the registered device can be used.

🔣 Star Micronics Printer Utility 🛛 💿 💿	🔀 🛛 🐖 Star Micronics TSP100 Configuration (Star Line Mode) — 🗆
Elle Iool Help	File(F) View(V) ECO(E) Management(M) Help(H)
Utility Functions > OPOS POSPrinter POSPrinter OPOS POSPrinter Control 1.13.000 [Public, by CRM/RCS-Depton] 1.13.0 Service Object Service Object Service Object POSPrinter Test	Information Image: Contract of Contra
Current Connection Configure	Print Tests Control Object Registration
TSP654II	OPOS OPOS
Star Line Mode Add new USB Star TSP650II Cutt Delete	Star TSP143IIIBI Cutter_1 Add New JavaPOS Configure Configure
See all registered devices	Serial Ports Check Health
Connection Manager Control Object OPOS Cash Drawer Control 1 13 000 [Public, by CRM/RCS-Dayton] 1.13 0 OPOS Cash Drawer Control 1 13 000 [Public, by CRM/RCS-Dayton] 1.13 0	
SMJ OPOS CashDrawer ServiceObject 2009 1.13.8	Text Processing Control Object Registration
CashDrawer Test	Barcodes PPOS CCO Add New Star TSP143IIBICutter 1 Add New
Configure	Star TSP143IIIBI Cutter_1 Add New Configure Configure
Delete	Vertical Mount Check Health
See all registered devices	Printer Font Sample Application
	v
	Apply Changes Close

4 Finish.



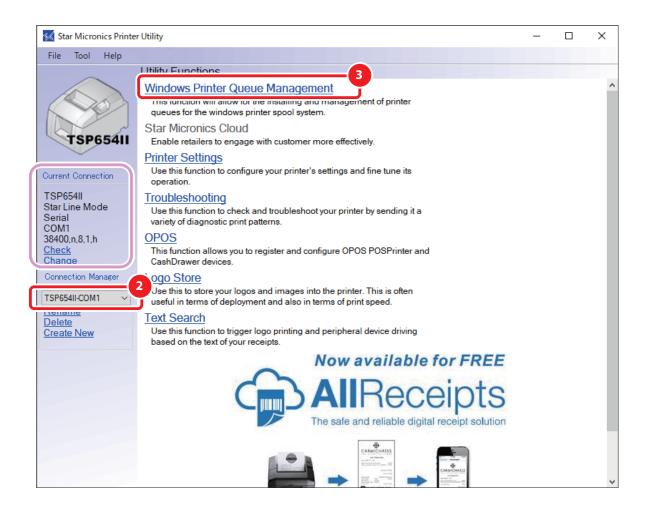
About communication problems with serial interface printers [Windows10] (garbage printing etc.)

After Windows10 Update, the return of the serial port setting value to the initial value of the OS has been confirmed. As a result, communication with the printer may not work properly, and garbage printing or printing failure may occur.

If such a problem occurs, change the communication port setting according to the following steps.

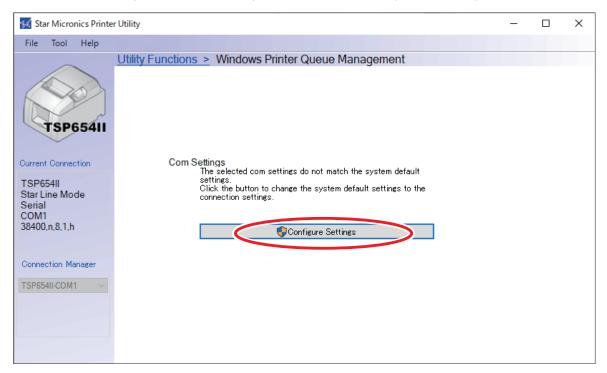
How to change the serial port settings

- **1** Run your Printer Utility.
- **2** Switch the "Current Connection" to the printer that is having the problem.
- 3 Click "Windows Printer Queue Management".

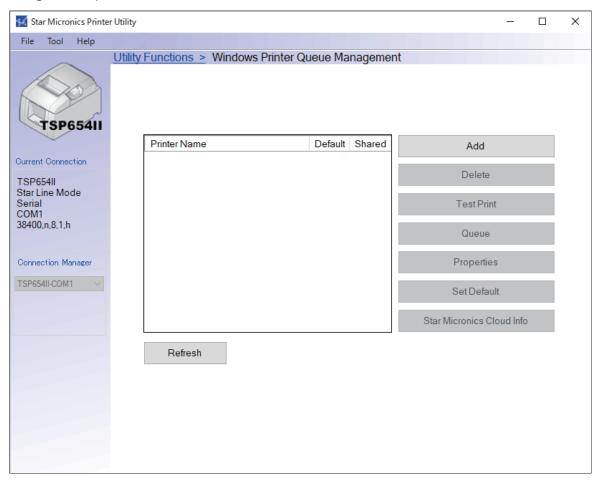




4 When the following screen is displayed, click the [Configure Settings] button.



5 When the following screen (Windows Printer Queue Management screen) is displayed, the setting is complete.





About problems when uninstall driver [Windows10]

In case of Printer Utility

It may not be possible to acquire the status for any printer queue that was created with a Printer Utility tool which is not the driver subject to deletion.

This problem occurs when the file "smjlmhost3.dll" in folder C:¥Windows¥System32 (used by software that is not subject to deletion) was deleted by uninstall.

If there is the above problem, please confirm if "smjlmhost3.dll" exist in "C:¥Windows¥ System32" folder. When you cannot find "smjlmhost3.dll", follow the procedure below to recover from the problem.

1 Copy "smjlmhost3.dll" to C:¥Windows¥System32 folder.

When Star Windows Software is installed

64bitOSC:¥Program Files (x86)¥StarMicronics¥PrinterSoftwareformPOP¥Star MCP20¥amd64¥smjlmhost3.dll32bitOSC:¥Program Files¥StarMicronics¥PrinterSoftwareformPOP¥Star MCP20¥i386¥smjlmhost3.dll

When StarPRNT intelligence is installed

64bitOS	C:¥Program Files (x86)¥StarMicronics¥PrinterSoftware¥Star TSP650II¥amd64¥smjlmhost3.dll				
32bitOS	C:¥Program Files¥StarMicronics¥PrinterSoftware¥Star TSP650ll¥i386¥smjlmhost3.dll				

When StarPRNT for Portable is installed

64bitOS	C:¥Program Files (x86)¥StarMicronics¥PortablePrinterSoftware¥Star SM-T300i¥amd64¥smjlmhost3.dll
32bitOS	C:¥Program Files¥StarMicronics¥PortablePrinterSoftware¥Star SM-T300i¥i386¥smjlmhost3.dll

* If you are using both Printer Utility StarPRNT and Mobile Printer Utility, please copy from either one.

2 Power OFF and ON computer.

If the status can be acquired by operations 1 to 2, this is the end of the process.

If the above operation does not resolve the problem, reinstall the Star Window software, StarPRNT Intelligence, or StarPRNT for Portable that you are using.



In case of futurePRNT

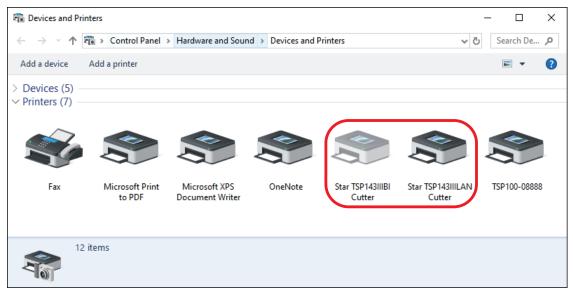
After uninstalling futurePRNT, the following data may not be deleted.

- Printer Queue for futurePRNT.
- Driver on print server property.
- Both folder and data generated when creating Queue.

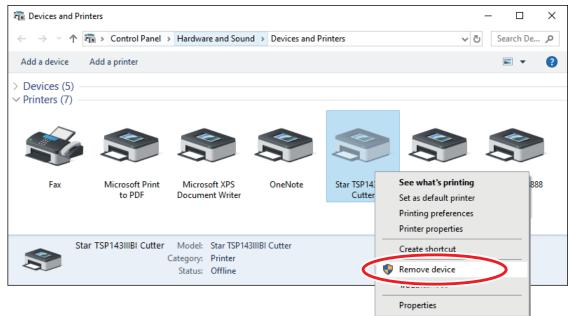
In case that data still exist in the PC, please delete those files using procedures below.

1 Delete printer queue generated by futurePRNT, manually.

1-1 Open [Start menu] - [Windows System] - [Control Panel], and open "Devices and Printers"



1-2 Select printer queue generated by futurePRNT, then right click and select "Remove device". When the following dialog appears, then click "Yes".



1-3 Delete all printer queues generated by futurePRNT.



- 2 Delete printer driver manually.
 - 2-1 Open [Settings] [Devices] [Printers & scanners], and open "Print server properties"

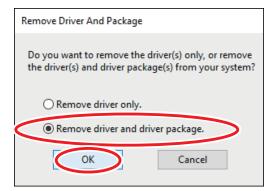
	← Settings	- 🗆 X
Devices Bluetooth, printers, mouse	命 Home	Printers & scanners
	Find a setting $ ho$	Related settings
	Devices	Print server properties
		Run the troubleshooter
	Bluetooth & other devices	
(🛱 Printers & scanners	Have a question?
	() Mouse	Download print drivers
	Ĩ	Scan documents
	I Typing	Change printer status
	🖉 Pen & Windows Ink	Get help
	🕞 AutoPlay	Make Windows better
		Give us feedback

- 2-2 Select "Drivers" tab, and click [Change Driver Settings].
- 2-3 Select one of TSP100 series driver, and click [Remove...].

2-2)				2-3)		
Print Server Properties			×	Print Server Properties		
Forms Port Drivers curity	Advanced			Forms Ports Drivers Security Advanced		
DESKTOP-				DESKTOP-		
Installed printer drivers:				Installed printer drivers:		
Name	Processor	Туре		Name Processor Type		
Microsoft enhanced Point	x86	Type 3 - User Mode		Microsoft enhanced Point x86 Type 3 - User Mode		
Microsoft Print To PDF	x86	Type 4 - User Mode		Microsoft Print To PDF x86 Type 4 - User Mode		
Microsoft Software Printer	x86	Type 4 - User Mode		Microsoft Software Printer x86 Type 4 - User Mode		
Microsoft XPS Document	x86	Type 4 - User Mode		Microsoft VDC D		
Star TSP143IIIBI Cutter	x86	Type 3 - User Mode		Star TSP143IIIBI Cutter x86 Type 3 - User Mode		
Star TSP143IIILAN Cutter	x86	Type 3 - User Mode		Star for Homos and East		
Add Change Driver Setting	Remove	Properties		Add Properties		
	Oł	Cancel App	y	OK Cancel Apply		



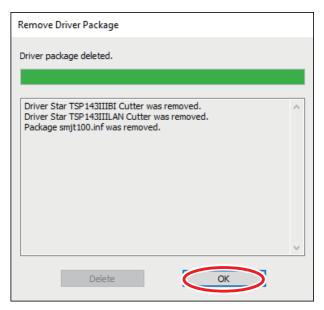
2-3 Select "Remove driver and driver package." and click [OK]. Then confirmation screen appears, then click [Yes].



2-4 Click [Delete].

Remove Driver Package				
Driver package information collected.				
The following package(s) will be deleted:	^			
smjt100.inf (x86)				
The following driver(s) will be deleted:				
Star TSP143IIIBI Cutter (x86) Star TSP143IIILAN Cutter (x86)				
	~			
Delete				
Leiete Cancel				

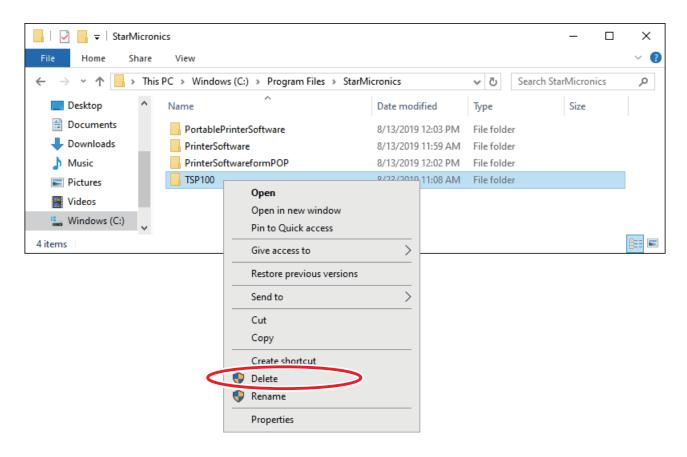
2-5 Confirm the remove driver package, then click [OK].





3 Delete folders when generate queue.

3-1 Open "C:¥Program Files¥StarMicronics" folder, and delete "TSP100" folder completely.



Complete steps 1 to 3.



About problems when USB printer is not recognized [Windows11]

When connecting and using two or more units of the same model printer

When two or more units of the same model printer with USB serial number disabled are connected to a Windows11 PC, the second and later units cannot be recognized correctly.

When a printer where the USB serial number has been set to disabled is not recognized, follow the procedure below to enable the USB serial number before using.

When using Star Windows Software

Use the USB Serial Number Setting Utility.



When using futurePRNT

USB the Serial Number Setting Tool.

_	StarMicronics A	1
5	Configuration Utility TSP100 New	
5	LAN & Bluetooth Setup Tool New	1
	Uninstall TSP100	1
	USB Serial Number Setting Tool New	

When using StarPRNT Intelligence

Please contact the seller.

• When using StarPRNT for Porable

Please contact the seller.

