## How to recover problems that can not be printed after Windows10 Update

- In case of Bluetooth printer
- In case of USBPrinterClass printer
- In case of OPOS

# • In case of Bluetooth printer

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".

If you can not use the printer after re-pairing again, the COM port number may be different.

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	×
$\leftarrow \rightarrow \cdot \cdot \uparrow$	📬 > Control Pane	el → Hardware and Sou	nd > Devices and F	rinters	v Ū	Search Devices and Printers	Q
Add a device	Add a printer	See what's printing	Print server propert	ies Remove device		▼ ▼	?
✓ Devices (5) –							
		$\sim$		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.

Security		Device Settings		Star / Help
General Sharing		Ports	Advanced	Colour Managemen
SM-L200 - BT:COM9				
rint to the fo hecked port		s). Documer	nts will print to	the first free
Port	Description		Printer	1
	Serial Port			
COM6:	Serial Port			
COM7:	Serial Port			
	Serial Port			
COM9:	Serial Port		SM-L200 - B	T:COM9
Filter				
PORTP	Local Port		Microsoft XP	S Document Write 🗸
Add P	or <u>t</u>	<u>D</u> elet	e Port	Configure Port
Enable bid	lirectional sup	port		
Enable prir				
	ner pooling			



#### **\*** In case of using OPOS

If you are using futurePRNT, please check the procedure in the above (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 "Pairing with Bluetooth in Windows".

Memo: In case of using TSP100IIIBI, refer to "TSP100IIIBI Online 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 step 4. If the confirmed COM port number is the same, proceed to and after step 5. 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"





	-		
s Driver Details	Events		
Bits per second:	9600	~	
<u>D</u> ata bits:	8	~	
<u>P</u> arity:	None	~	
<u>S</u> top bits:	1	~	
Flow control:	None	~	
Adv	ranced	Restore Defaults	;
		_	
	<u>B</u> its per second: <u>D</u> ata bits: <u>P</u> arity: <u>S</u> top bits: <u>F</u> low control:	Driver       Details       Events         Bits per second:       9600         Data bits:       8         Party:       None         Stop bits:       1         Bow control:       None	Bits per second:         9600         ~           Data bits:         8         ~           Parity:         None         ~           Stop bits:         1         ~           How control:         None         ~

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 c Select higher settings for	orrect connect	ion problems.				OK Cancel
Receive Buffer: Low (1)			Ų	High (14)	(14)	<u>D</u> efaults
<u>T</u> ransmit Buffer: Low (1)			ļ	High (16)	(16)	
COM Port Number COM4 (in u	ise) 🗸					

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** Delete the outgoing COM port of the Blutooth device and add the outgoing COM port again.

### How to delete the outgoing COM port of the Blutooth device and add the outgoing COM port again :

6-1 Click "Settings"- "Devices" - "Bluetooth" - "More Bluetooth options"

Settings – 🗆 🗙	← Settings
Find a setting	Home     STAR L200-00057     Find a setting     Driver is unavailable
	Devices DDE142 Ready to pair
System Display, notifications, apps, Display, notifications, apps,	Connected devices STAR L304 BATMSR Ready to pair
power colours	Bluetooth     STAR L304 BATMSR     Ready to pair     Star Micronics
오 않 <del>않</del>	Typing     Ready to pair     AutoPlay     STAR mPOP-00000
Accounts Time & language Ease of Access Privacy Your accounts, email, sync, Speech, region, date Narrator, magnifier, high Location, camera work, family contrast	USB SURFACE3 Ready to pair
$\sim$	TSP100-3000X Ready to pair
Update & security Windows Update, recovery,	Ready to pair
Windows isn't activated. Activate Windows now.	Related settings More Bluetooth options
	Send or receive files via Bluetooth

6-2 Delete the outgoing COM port of the paired device.Make a note of the outgoing COM port you want to delete.

tions CON	Ports Hardwa	
		serial) ports listed below. To determine port, read the documentation that came
	luetooth device	
Port	Direction	Name
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'
		Add Remove
		A <u>d</u> d <u>R</u> emove

6-3 After deleting, click "Add" button.



6-4 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".

Add COM Port	×	Add COM Port	×
Mad 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:	
$\bigcirc$ Incoming (device initiates the connection)		○ I <u>n</u> coming (device initiates the connection)	
Qutgoing (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:	
×	Browse	STAR L200-00057 ~	Browse
STAR L200-00057		Service:	
STAR mPOP-@0001 TSP100-02222		SerialPort	
ОК	Cancel	ОК	Cancel

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



6-5 Confirm that outgoing COM port is added to "Bluetooth Settings".

🚯 Bluetooth Se	ettings		×		
Options COM P	orts Hardwar	re			
	need a COM p	serial) ports listed below. To port, read the documentatio			
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'			
СОМ9	Outgoing	STAR L200-00057 'SerialP	Port'		
		A <u>d</u> d	Remove		
		OK Canc	el <u>A</u> pply		

6-6 If the added outgoing COM port is different from the deleted outgoing COM port, perform step 4 and change the outgoing COM port number.

7 Finish.



## • In case of USBPrinterClass printer

After Windows10 Update, the USB printer may not be available. To create the usb printer queue, proceed as follows.

- 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>F</u> ile <u>T</u> ool <u>H</u> elp		
	Utility Functions > OPOS	
	POSPrinter	
	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		
	Configure	
TSP654II Star Line Mode	Add new	
USB Star TSP650II Cutt	Delete	
Star 1 SP650II Cutt	See all registered devices	
	CeshBrawer	
Connection Manager	Control Object	
	OPOS CashDrawer Control 1.13.000 [Public, by CRM/RCS-Dayton] 1.13.0	
TSP654II-USB:Star T 🔻	Service Object	
	SMJ OPOS CashDrawer ServiceObject 2009 1.13.8 CashDrawer Test	
	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.

Star Micronics TSP100 File(F) View(V) ECO(E)	Configuration (Star Line Mode) Management( <u>M</u> ) Help( <u>H</u> )	– 🗆 X
() Information	OPOS Settings	star
General Settings	Or OO Dealings	Decin
Star Cloud Services	OPOS POSPrinter Device Na	mes
ECO Settings		Contraction of the second
Print Tests	Control Object Registration	
OPOS	OPOS CCO	<u> </u>
JavaPOS	Star TSP143IIIBI Cutter_1	Add New Delete
		Configure
Serial Ports		Check Health Sample Application
Image List		
Logos & Cropping	OPOS CashDrawer	
Text Processing	Control Object Registration	MIL
Barcodes	OPOS CCO	
Journal	Star TSP143IIIBI Cutter_1	Add New Delete
		Configure
Vertical Mount		Check Health Sample Application
F Printer Font		
	×	
	Арр	ly 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) — 🛛 🗆
Eile Iool Help	File(E) 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           Image: Service Object           Service Object           Service Object           POSPrinter           Service Object           Service Object           POSPrinter           Test	Information       OPOS Settings         Image: Star Cloud Services       OPOS POSPrinter Device Names         Image: ECO Settings       OPOS POSPrinter Device Names
Current Connection Configure	Print Tests Control Object Registration
TSP654II	OPOS OPOS
Star Line Mode Add new USB Star TSP6501 Cutt. Delete	Star TSP143IIIBI Cutter_1 Add New Big JavaPOS Configure Configure
See all registered devices	Serial Ports Check Health
CashDrawer Connection Manager ØC Ontrol Object OPOS CashDrawer Control 113000 [Public, by CRM/RCS-Dayton] 1.13.0 OPOS CashDrawer Control 113000 [Public, by CRM/RCS-Dayton] 1.13.0	Image List Copyon & Cropping C
SMJ OPOS CashDrawer ServiceObject 2009 1.13.8	Text Processing Control Object Registration
CashDrawer Test	Barcodes  OPOS CCO  Star TSP143IIBI Cutter 1  Add New
Configure Add new	Star TSP143IIIBI Cutter_1 Add New Delete Configure
Delete	Vertical Mount Check Health Sample Application
See all registered devices	Printer Font Sample Application
	×
	Apply Changes Close

**4** Finish.

