



## How to avoid an issue caused by Windows Update in June 2021

**ISSUE 1:** Printer could be recognized by OS Windows but could not printing and get status when receiving a print job. After received print job, Printer was pretending opening Cash Drawer and print jobs are stuck in a printing queue.

Language monitor of futurePRNT includes Command Emulator that creates graphic command for TSP100 to print. Due to the issue, futurePRNT driver cannot convert printing data to graphic command. TSP100 received raw printing data and it recognizes the data as many Cash Drawer open commands. That's why TSP100 keeps opening cash drawer

**\*\*This issue does not occur when log-in as Administrator User.**

**Effected Model:**

- TSP100U
- TSP100IIIU
- TSP100IIIU

**\*Firmware Version is not related.**

**Effected Software:**

futurePRNT

**\*Version should not be related.**

**ISSUE 2:** Printer could be recognized by OS Windows but could be printing and could not get status when receiving a print job. Print jobs are not stuck in a printing queue.

**\*\*This issue does not occur when log-in as Administrator User.**

**\*\*This issue does not occur on LAN and Bluetooth Interface.**

**Effected Model:** All USB models except TSP100 Series

- mPOP
- mC-Print 2/3
- BSC10UD, BSC10UC
- TSP650II
- TSP700II
- TSP800II
- FVP10
- SP700
- TUP500
- TUP900
- SM-L200
- SM-L300
- SM-S230i
- SK1-211, SK1-311

**\*Firmware Version is not related.**

**Effected Software:**

- StarPRNT mCollection
- StarPRNT Intelligence
- StarPRNT BSC10/TSP043
- StarPRNT SK1
- StarPRNT Portable Printer

**\*Version should not be related.**



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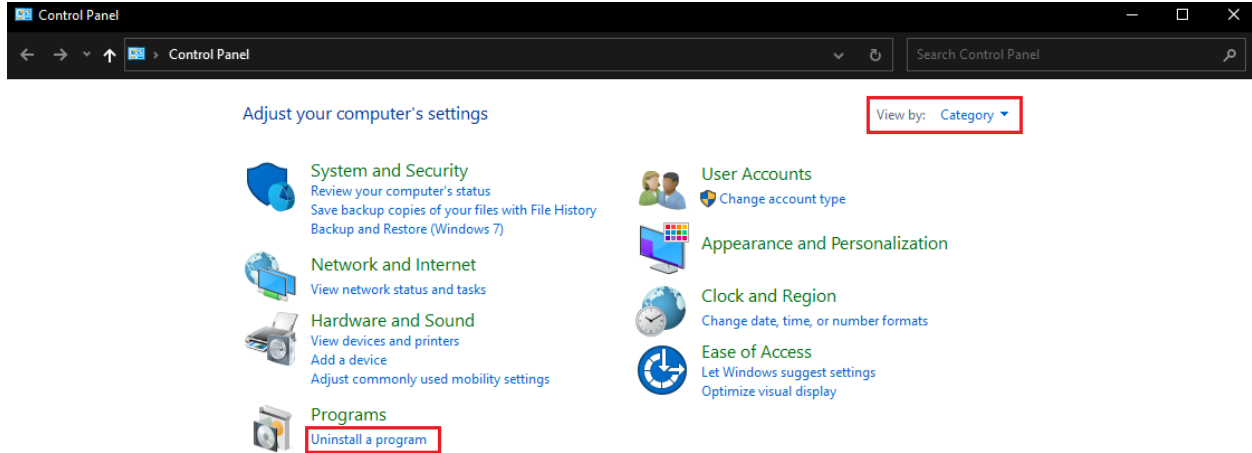
## [Temporary Solutions]

\*Noted: All methods require the password of the administrator user. Please contact your administrator.

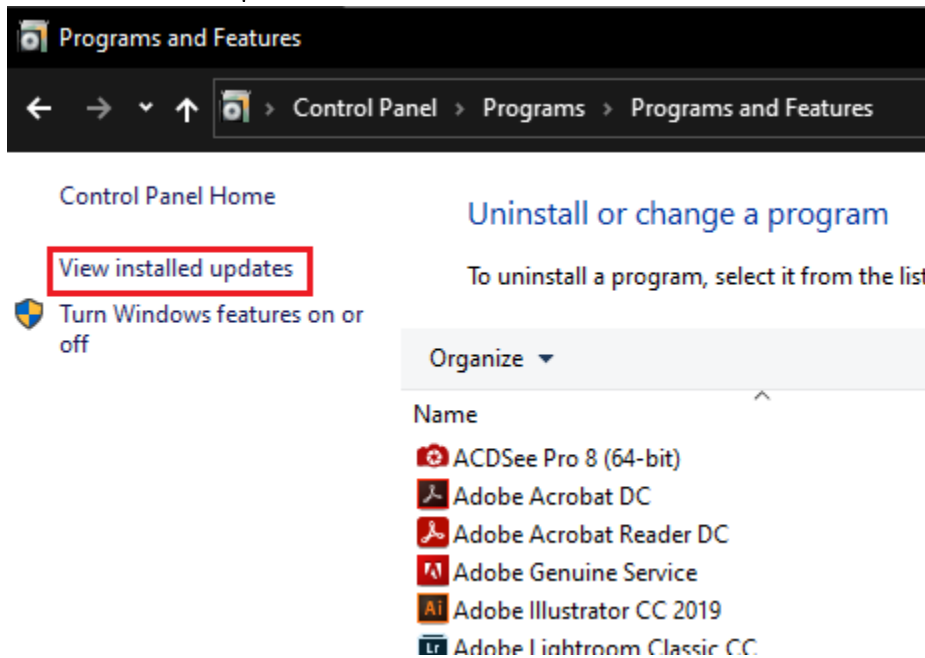
### Restore Windows to a previous point

\*Noted: It is not up to date in addressing vulnerabilities as the patch also contains security-related updates

1. Open "Control Panel" then change view by: "Category" and click "Uninstall Program"



2. Click "View install updates"





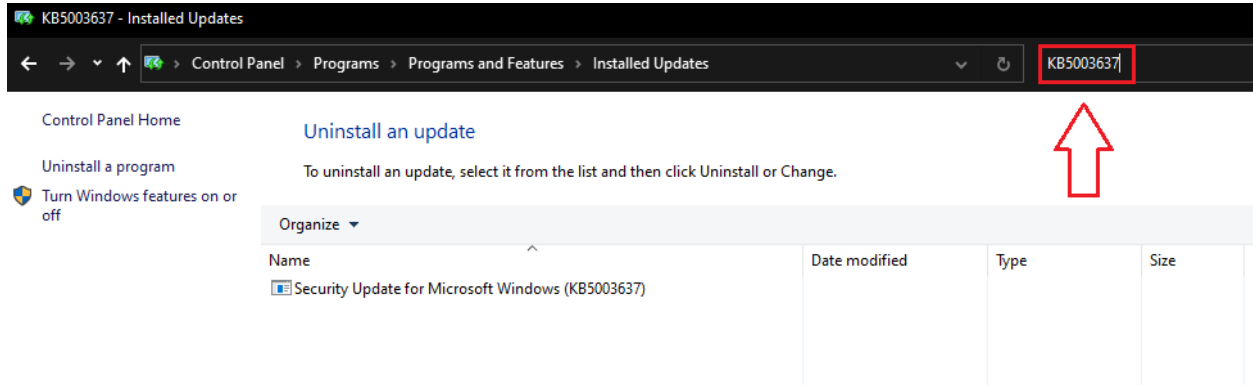
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3. Fill patch number in search box

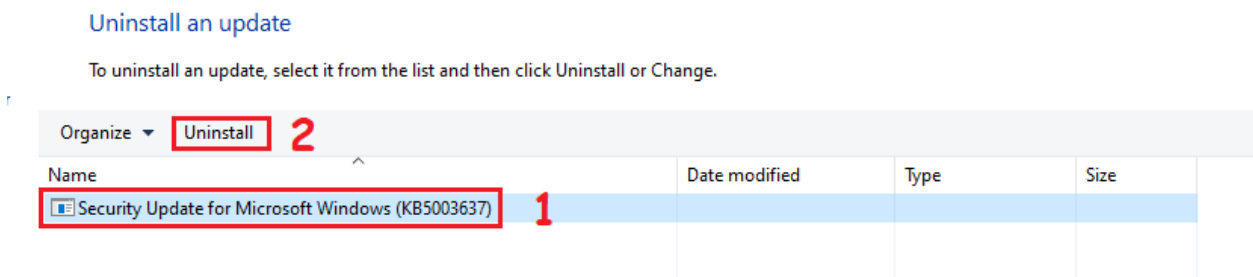
**\*Note: Depend on Windows Version as below.**

- Windows 10 version 2004, 20H2, and 21H1 : KB5003637
- Windows 10 version 1909 : KB5003635
- Windows 10 version 2019 : KB5003646
- Windows 10 version 2016 : KB5003638

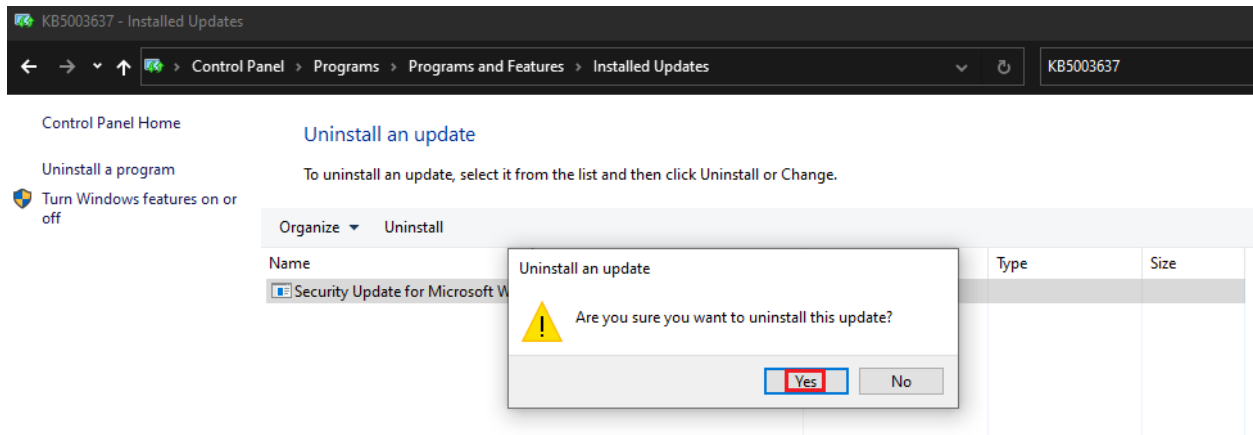
**\*Noted: If you have applied more recent patches than the one in question, you will need to remove the patches in order, starting with the most recently applied.**



4. Select "Patch [1]" and click "Uninstall [2]"



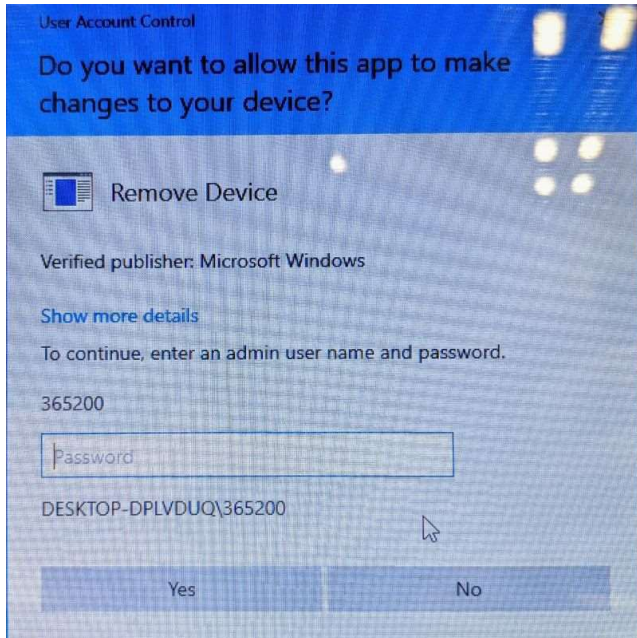
5. Click "Yes"



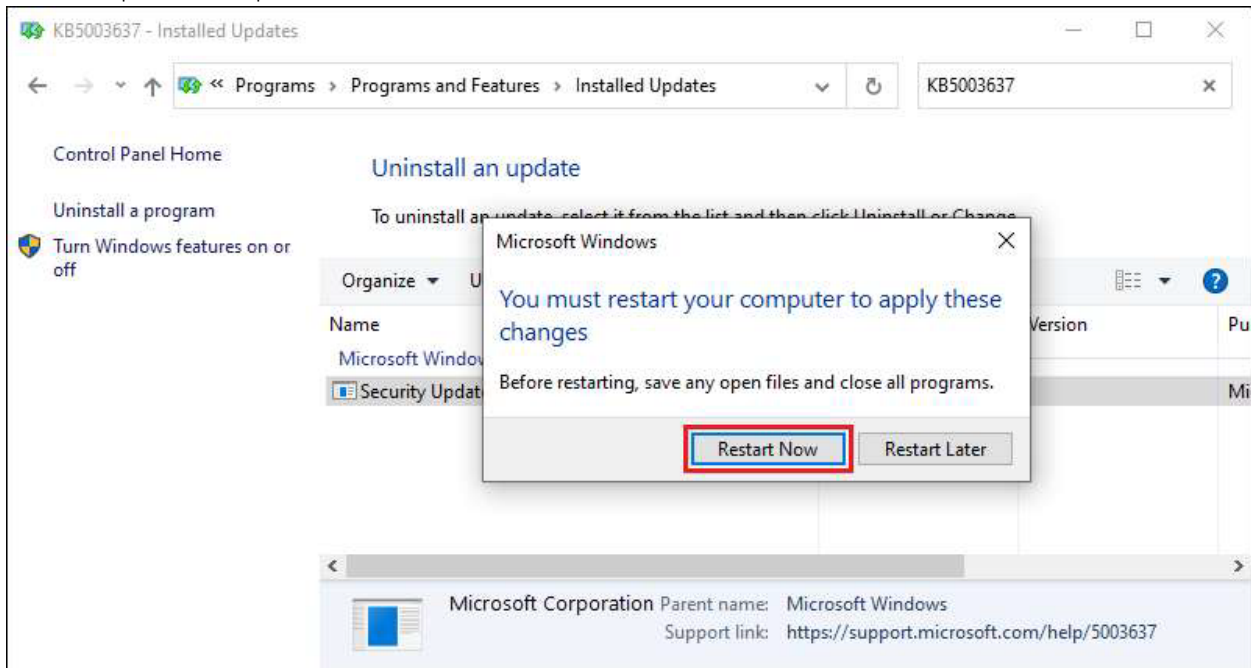


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\*Noted: sometimes will be ask administrator and password



6. Wait till process completed then restart PC.



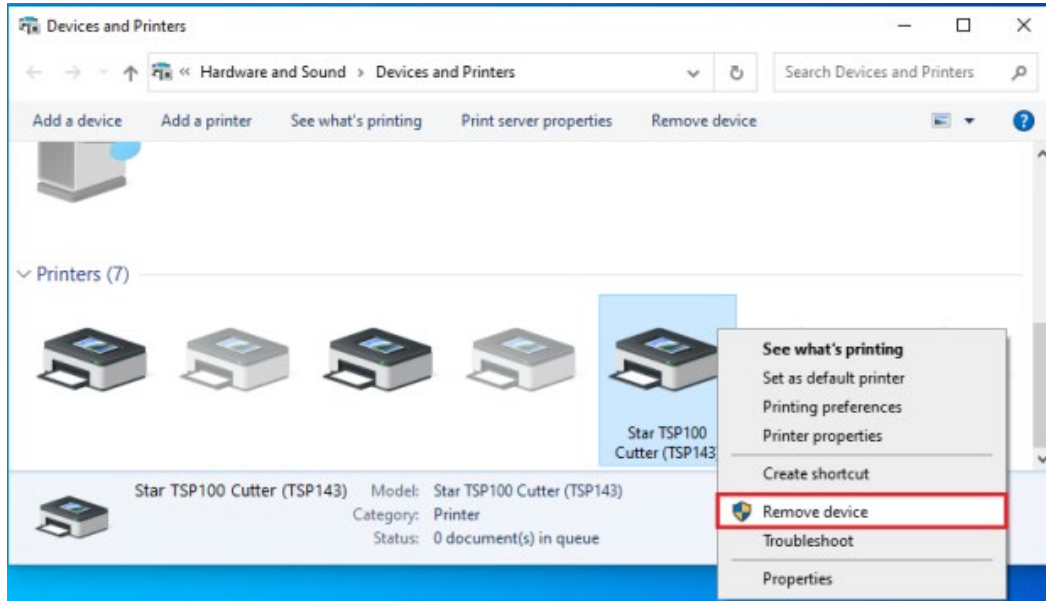


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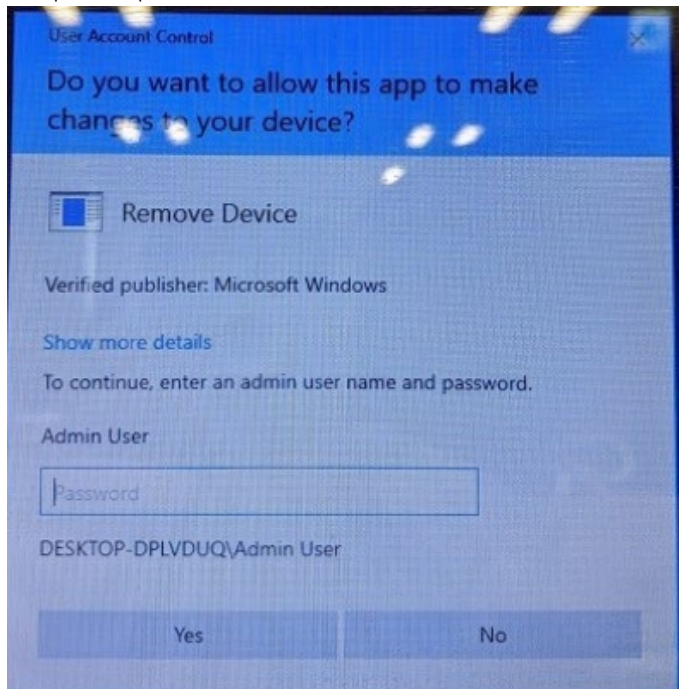
### Create a printer queue on non-Administrator account

*\*Noted: This method deletes the existing printer queue once, so the settings are returned to default.*

1. Open “Devices and Printers” in the Control Panel, then Right-click at the printer and select “Remove device”



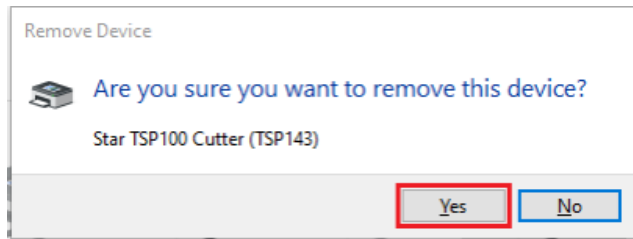
2. Input the password of Administrator User





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3. Select "Yes"



4. Unplug and insert the USB cable that connects to the printer. And printer will be recreated.

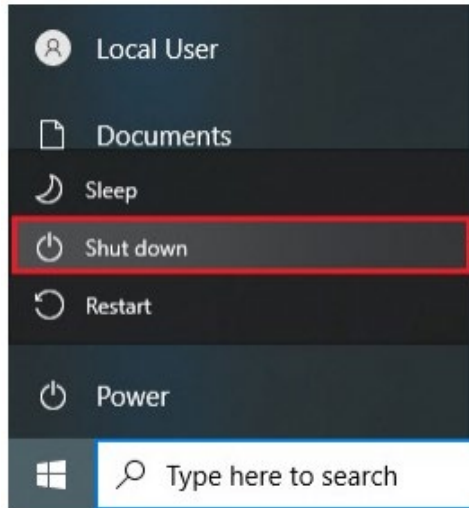


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### Switch to a local user while signed in as a user with administrator

*\*Noted: This method will leave the administrator user signed in*

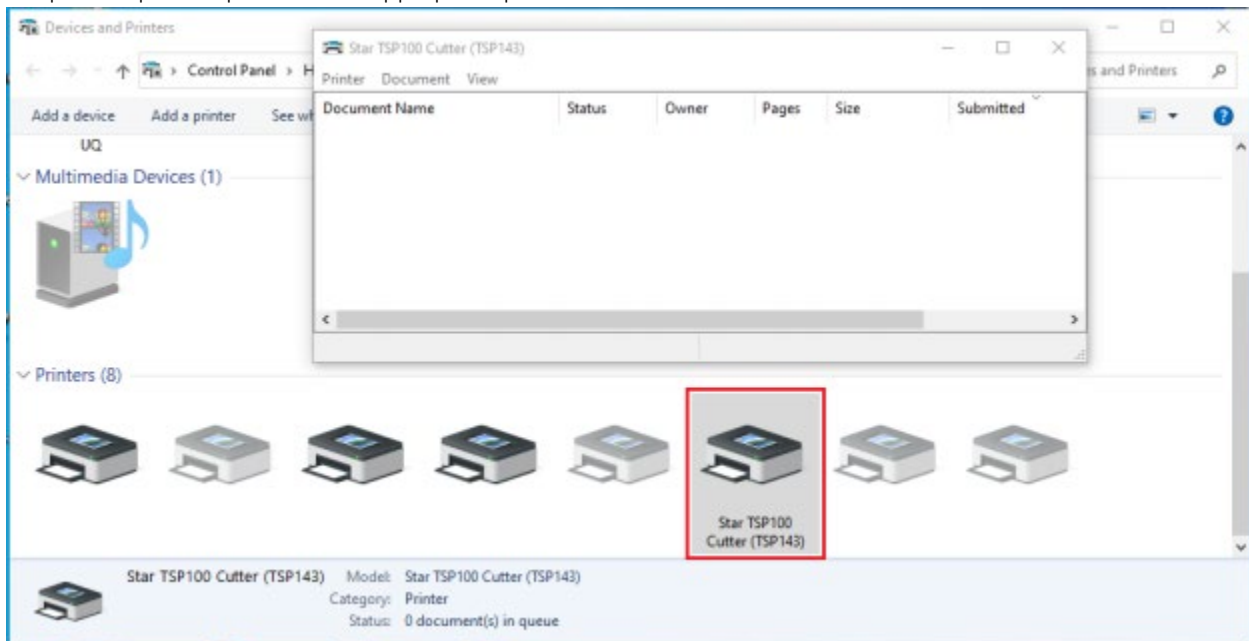
1. Shut down the PC completely



**with holding down  
the Shift key**

2. Turn on PC and Sign in as the Administrator User

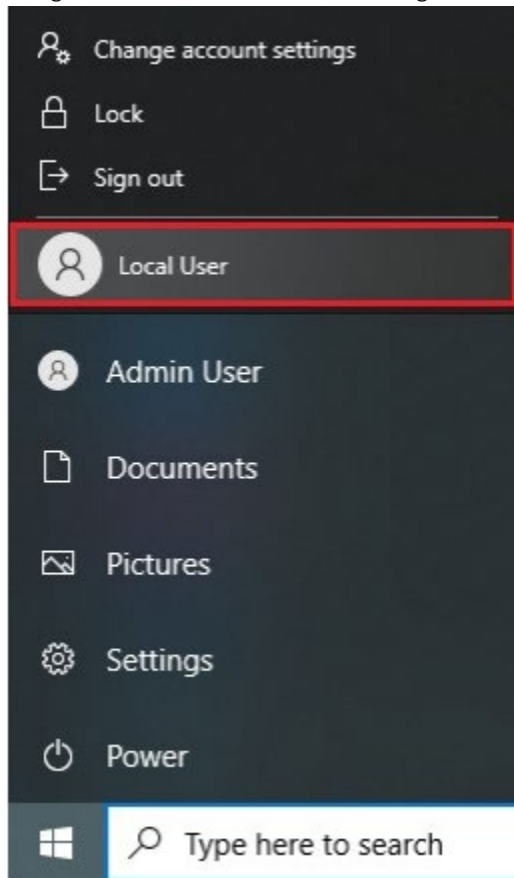
3. Open the printer queue for the appropriate printer





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4. Sign in as a local user but **DO NOT** sign out Administrator User at this time.



5. Use Windows without a reboot. If rebooted, Let do follow same steps 1 to 5