

Recovery for problems occurring after Windows update

2023.7.10

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About problems that cannot be printed [Windows10]

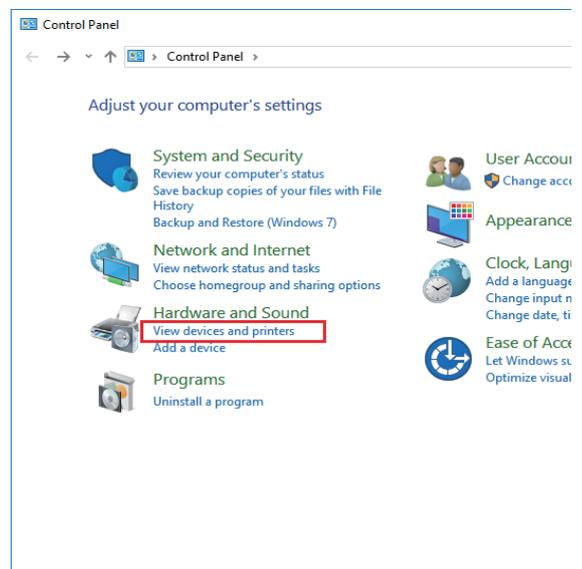
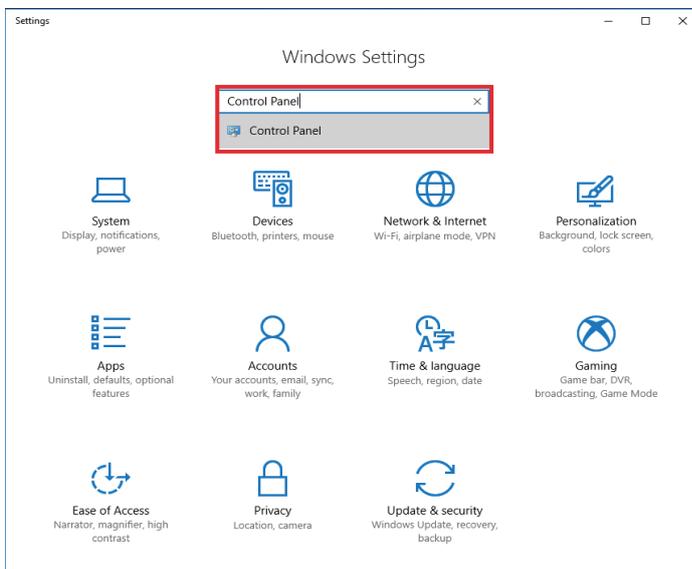
In case of Bluetooth printer

1 Check the COM port number of using printer.

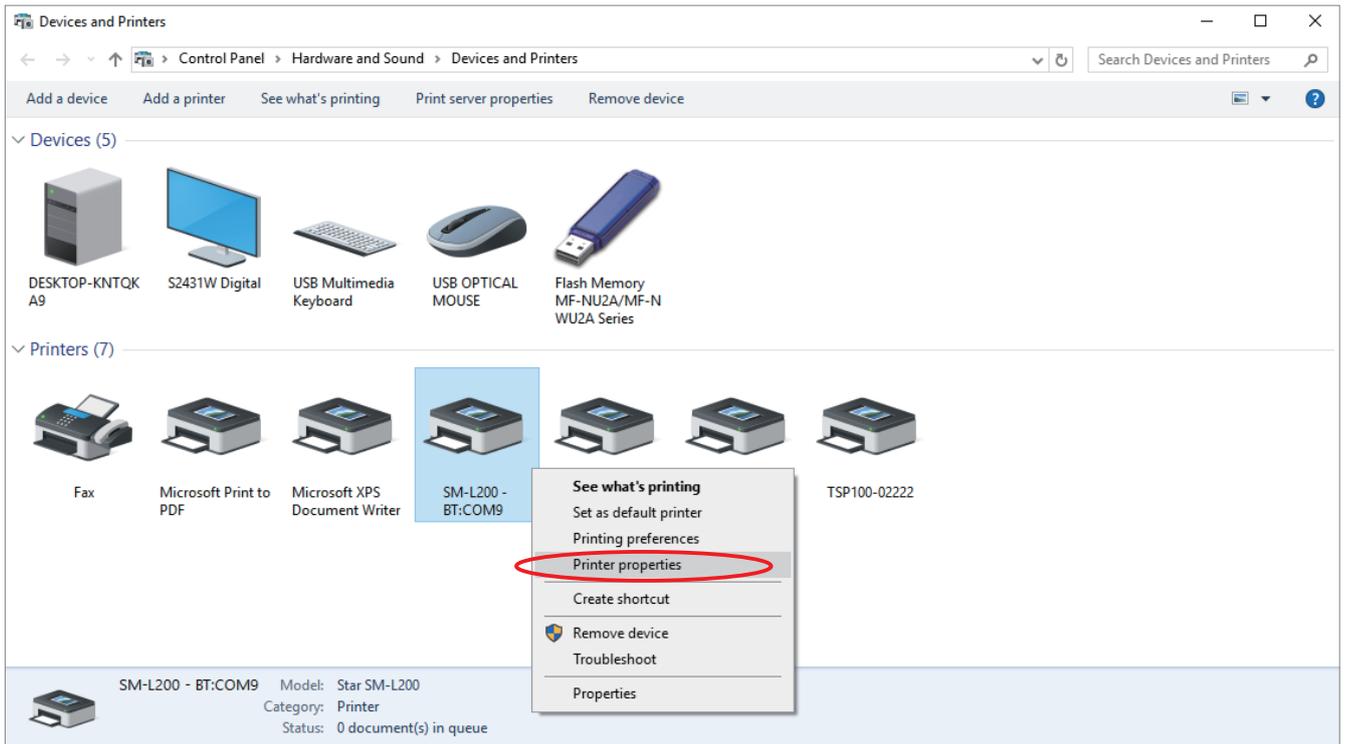
How to check the COM port number of using printer.

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

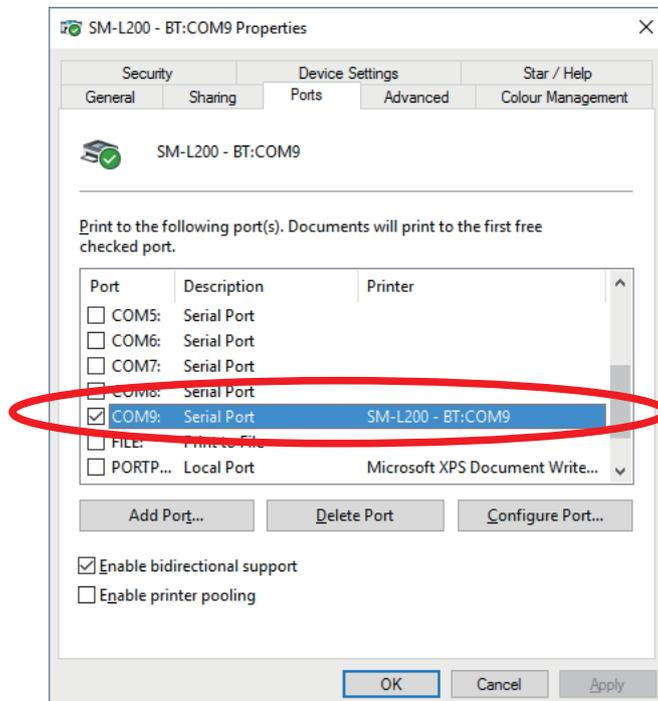
1-1 Click "Control Panel"- "View devices and printers"



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



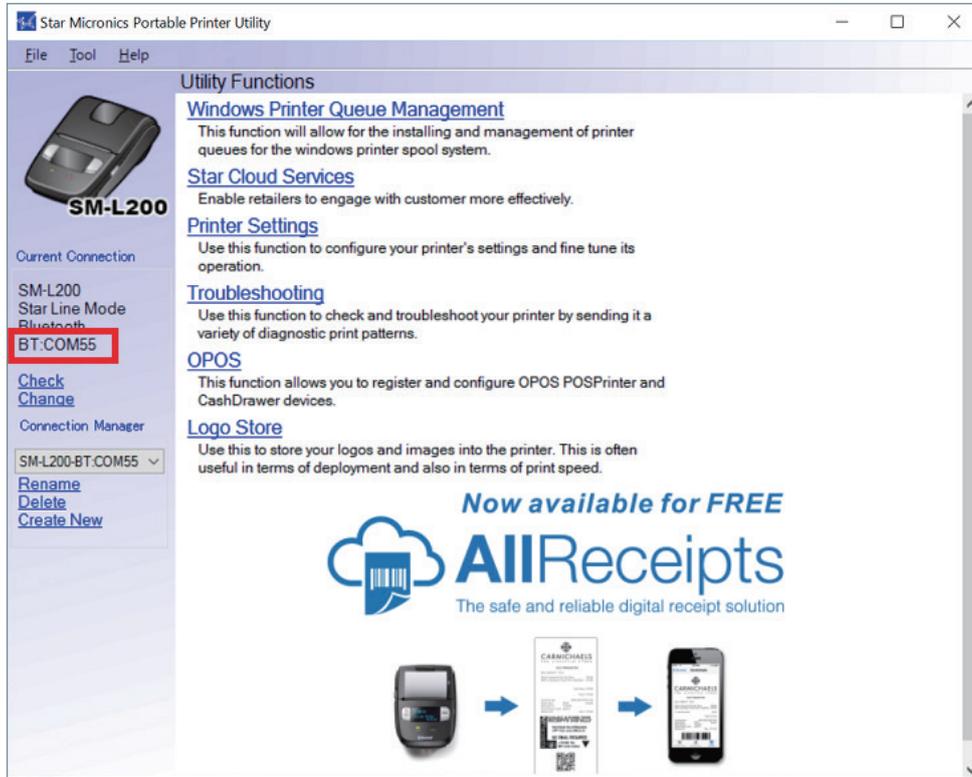
1-3 Click "Ports" tab then Check the COM port number of using Printer.



*** 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 "[Pairing with Bluetooth in Windows](#)". In case of using TSP100IIIIBI, refer to "[TSP100IIIIBI Online Manual](#)". 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 [step 4](#). If the confirmed COM port number is the same, proceed to and after [step 5](#).

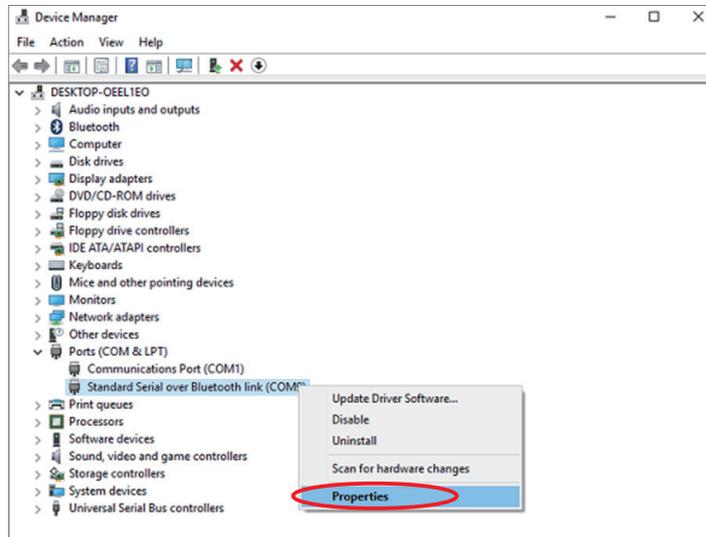
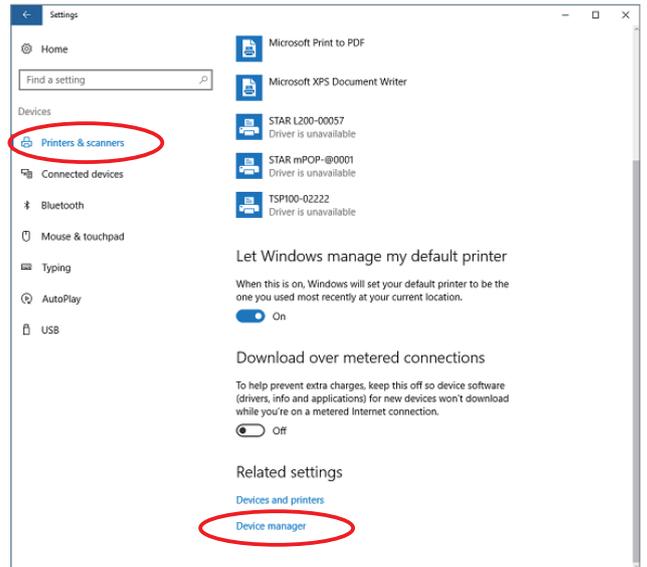
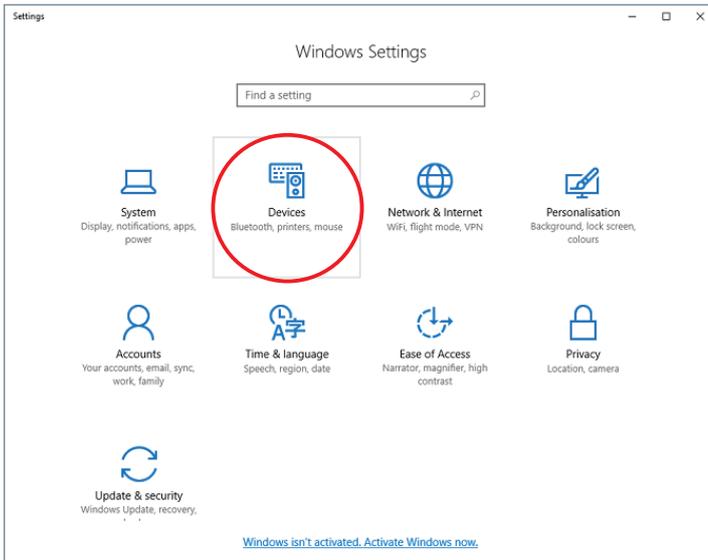
For the confirmation method of the COM port number created by the pairing, refer to step 5 procedure in "[Pairing with Bluetooth in Windows](#)".

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

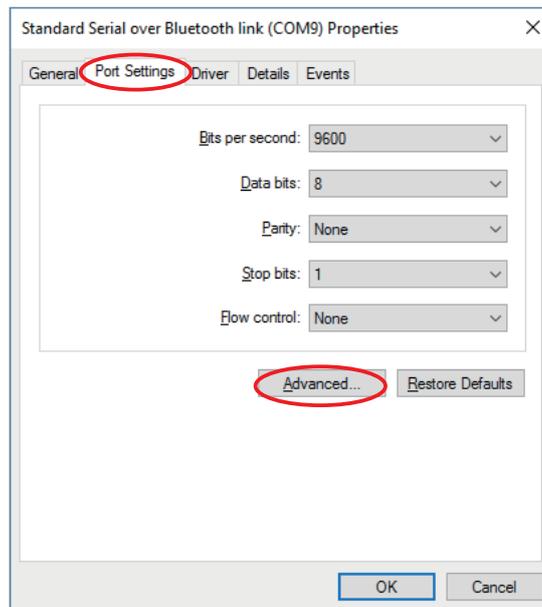
How to change the COM port number :

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.

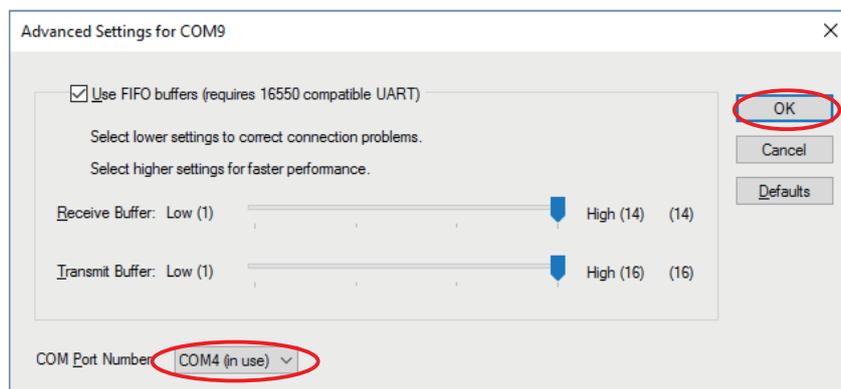
Device Manager: Click "Settings"- "Devices"- "Printers & scanners"- "Devices manager"



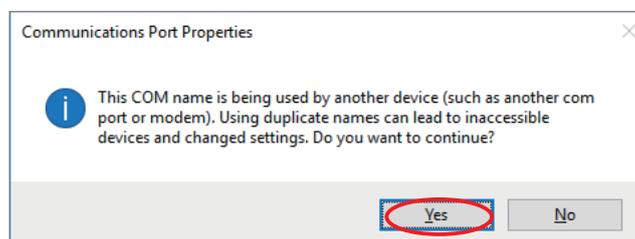
4-2 Open the "Port settings" tab on the property screen and click "Advanced...".



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



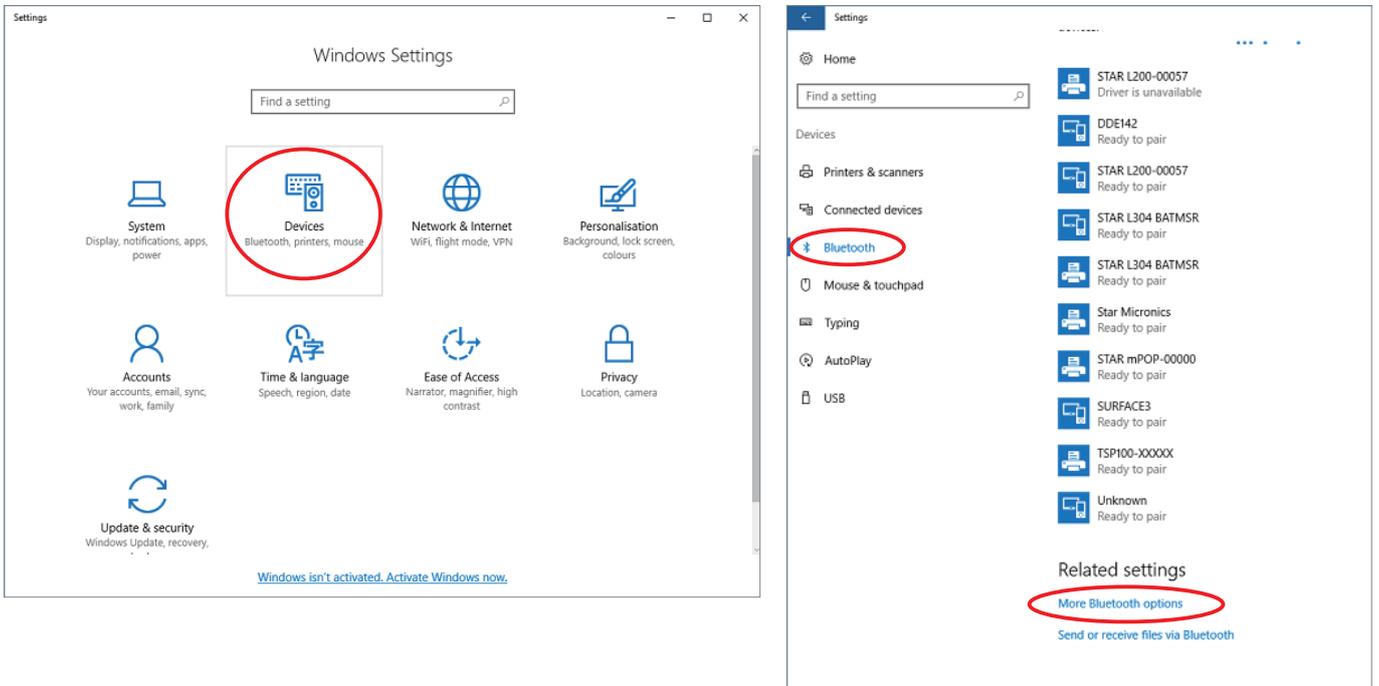
When clicking "OK", the message dialog is displayed, please click "Yes".



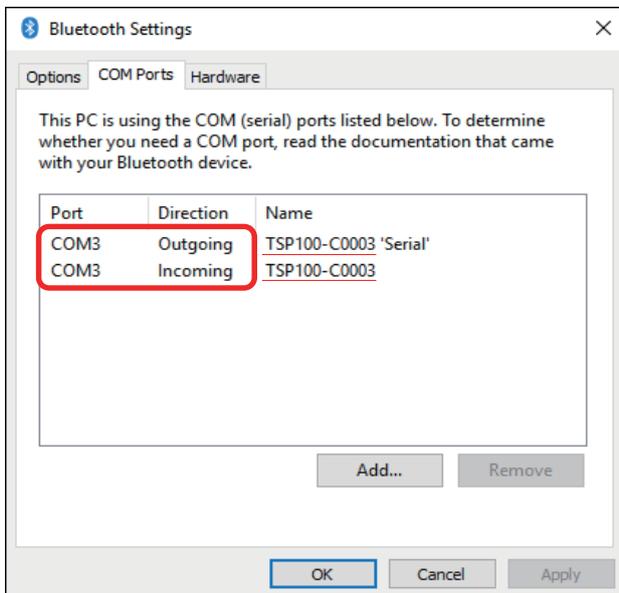
5 Perform the test printing.
If the test printing fails, please proceed to and after step 6.

6 Check the outgoing COM port of the Bluetooth device.

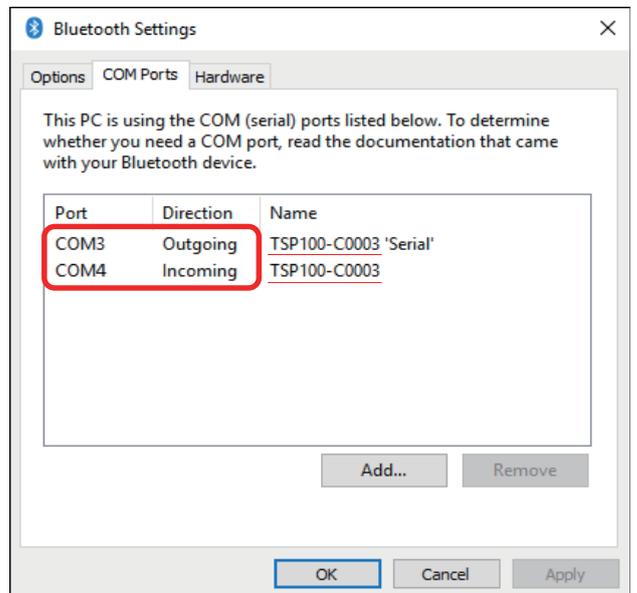
6-1 Click "Settings"- "Devices" - "Bluetooth" - "More Bluetooth options"



6-2 If the outgoing COM port and the incoming COM port are the same, perform [step 7](#), otherwise perform [step 8](#).



⇒ **Step 7**



⇒ **Step 8**

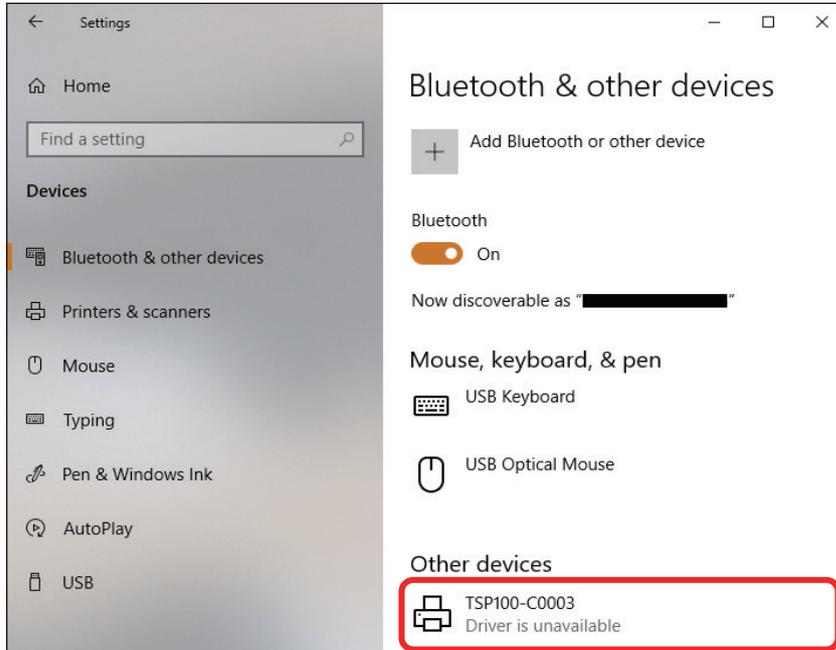
7 Release Bluetooth pairing manually, then re-pairing again.

7-1 Return to "Bluetooth" screen.

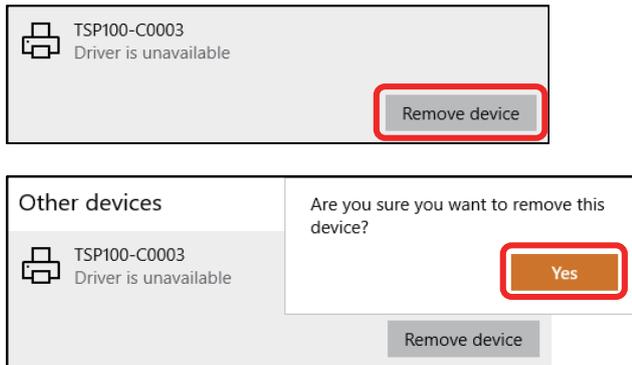
Click "close" or "cancel" button to close "Bluetooth setting" screen.

7-2 Release Bluetooth pairing manually.

Select using printer in "Bluetooth & other devices" screen.



Click "Remove device" then select "Yes".



7-3 Re-pairing.

For the pairing method, refer to "[Pairing with Bluetooth in Windows](#)". In case of using TSP100IIIBI, refer to "[TSP100IIIBI Online Manual](#)". Or, refer to the included "Software Manual".

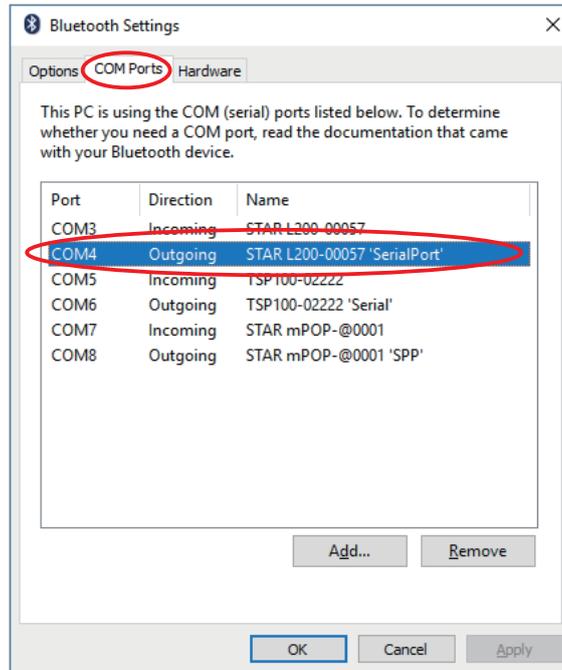
7-4 Finish.

8 Delete the outgoing COM port of the Bluetooth device and add the outgoing COM port again.

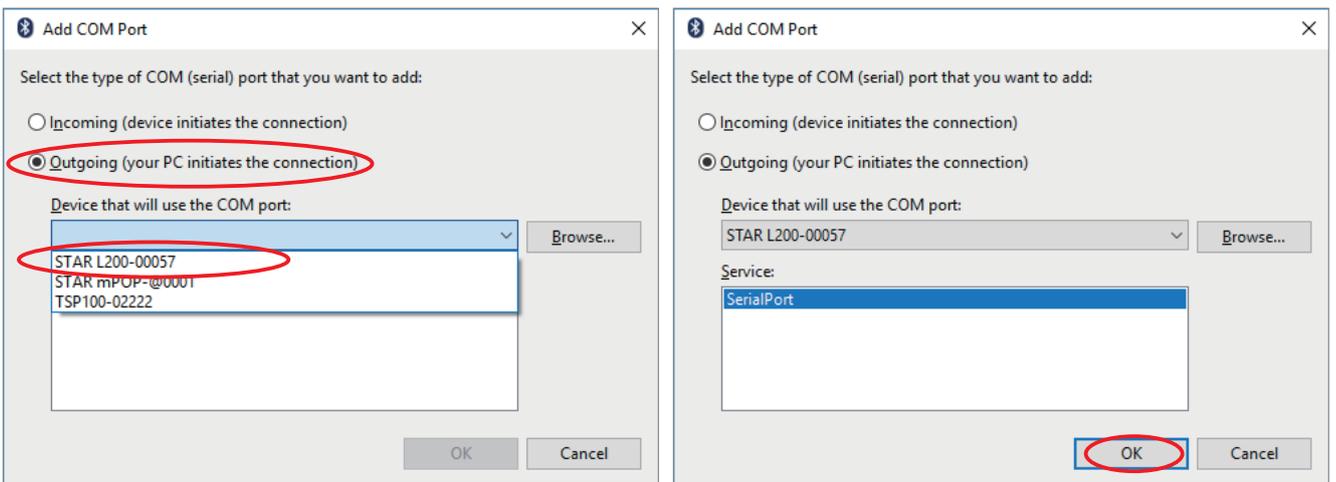
8-1 Delete the outgoing COM port of the paired device.

Make a note of the outgoing COM port you want to delete.

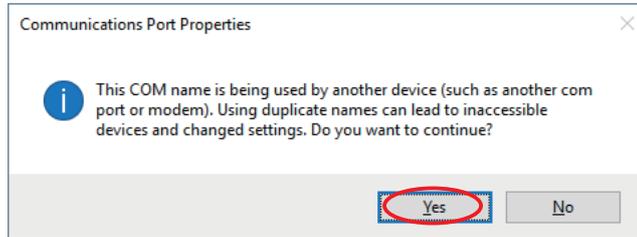
8-2 After deleting, click "Add" button.



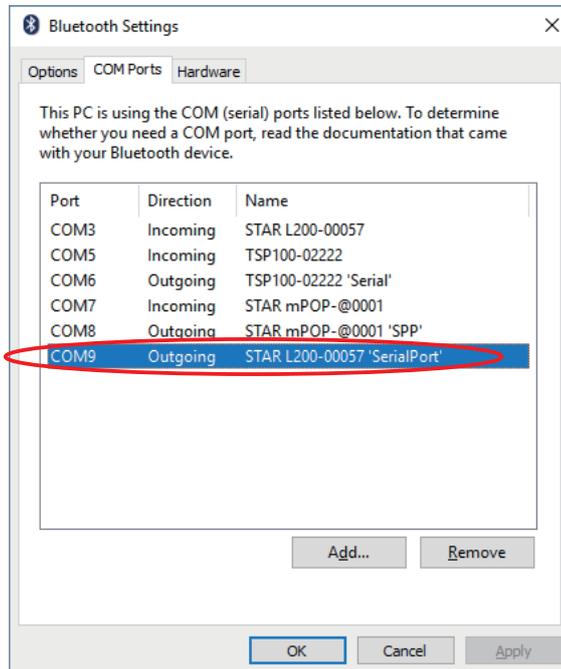
8-3 When the "Add COM port" dialog is displayed, select "Outgoing", select the paired device from the list of "Device that will use the COM port:", and click "OK".



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



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



8-5 If the added outgoing COM port is different from the deleted outgoing COM port, perform [step 4](#) and change the outgoing COM port number.

8-6 Finish.

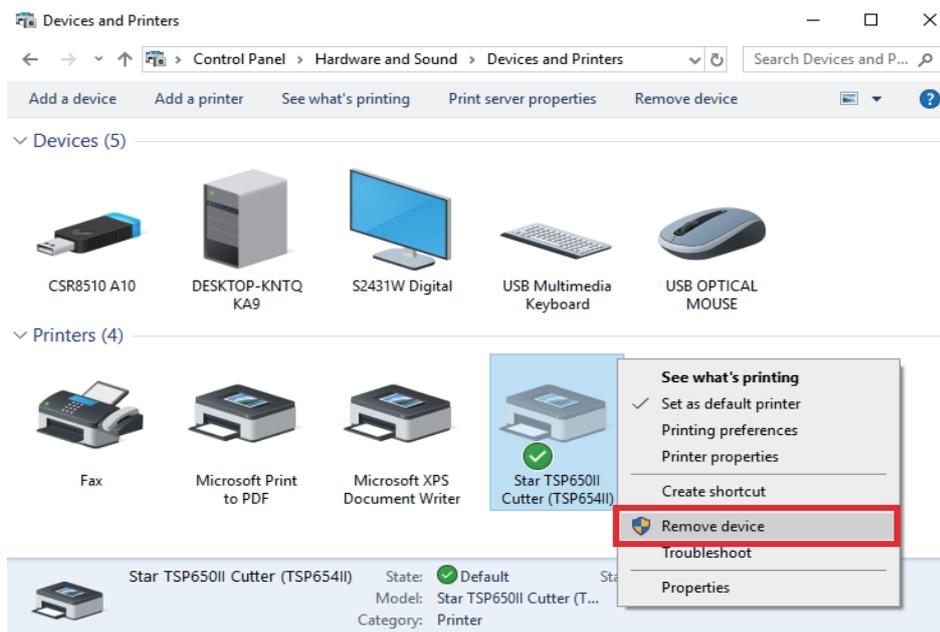
In case of USB Printer

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".



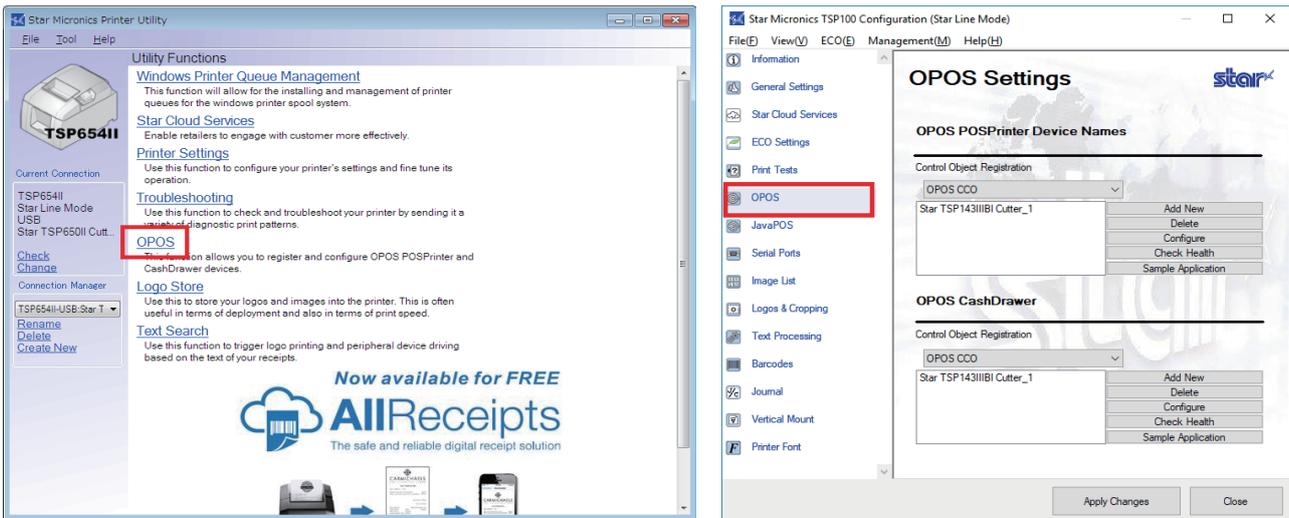
- 3 When you turn the printer on again, the Plug and Play feature automatically starts the installation of the printer driver and creates the printer queue.
- 4 Perform the test printing.
- 5 Finish.

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.

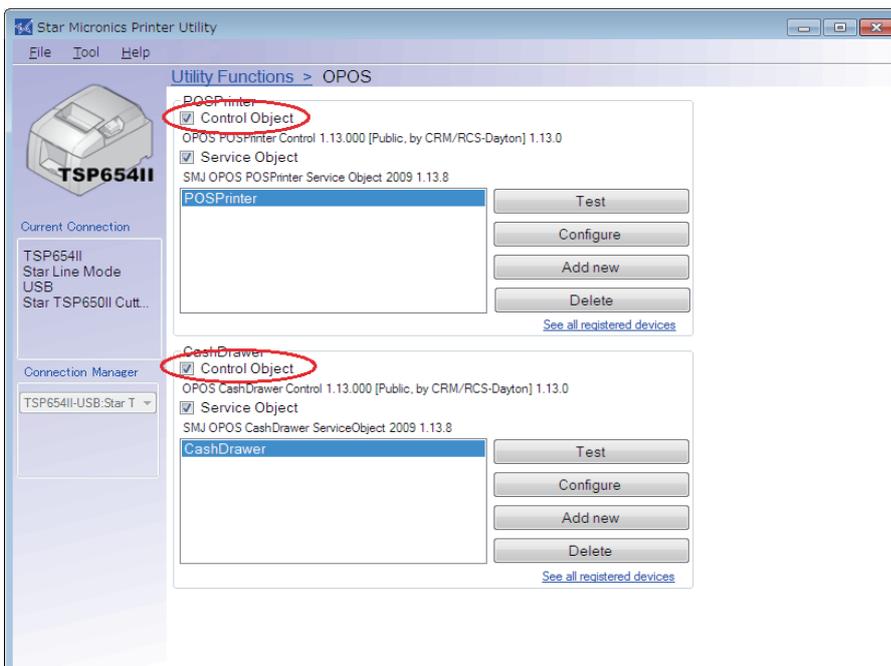
1 Run your Printer Utility and click the OPOS of the red frame below.



2 To confirm the control object registration status.

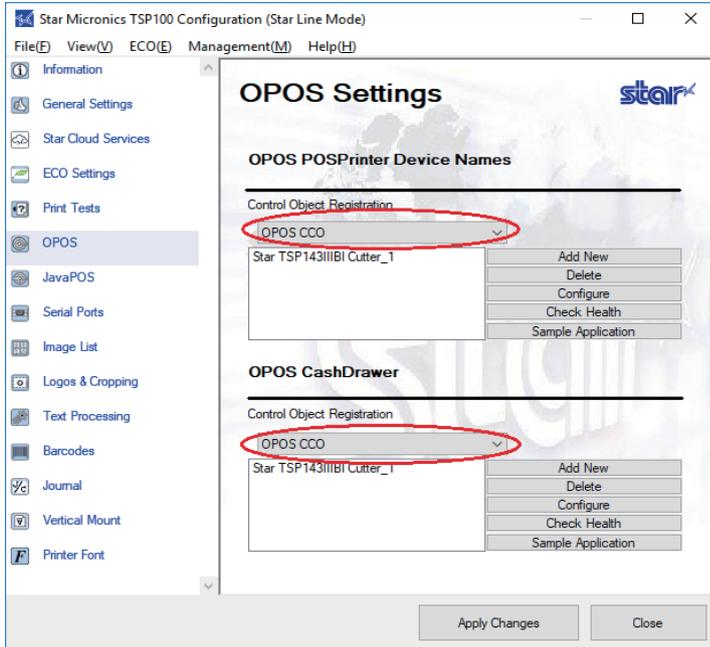
* In case of using Star Printer Software

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

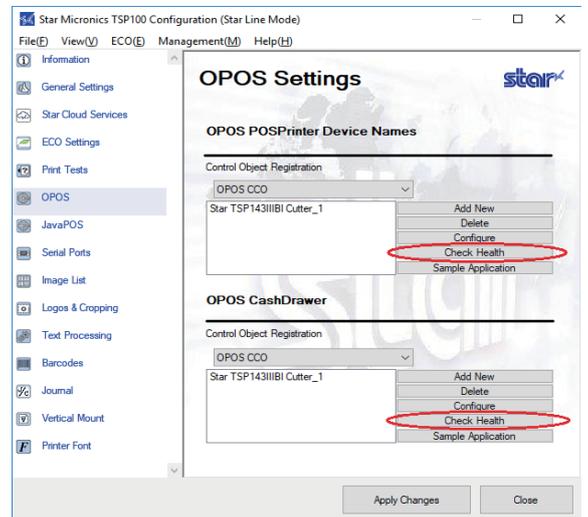
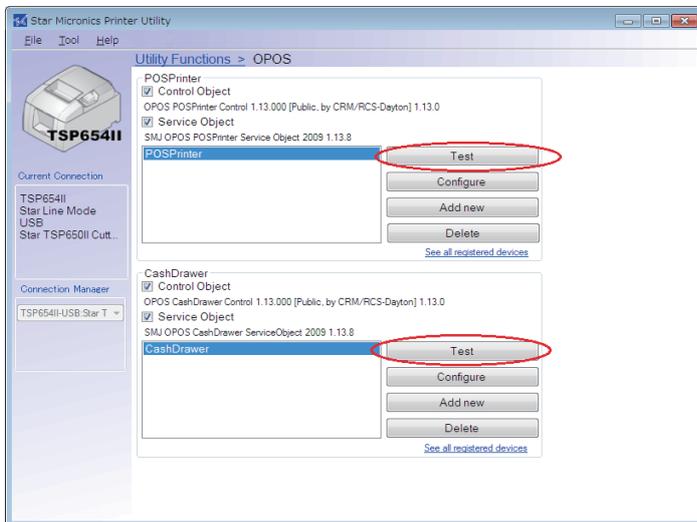


*** In case of using futurePRNT**

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



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



4 Finish.

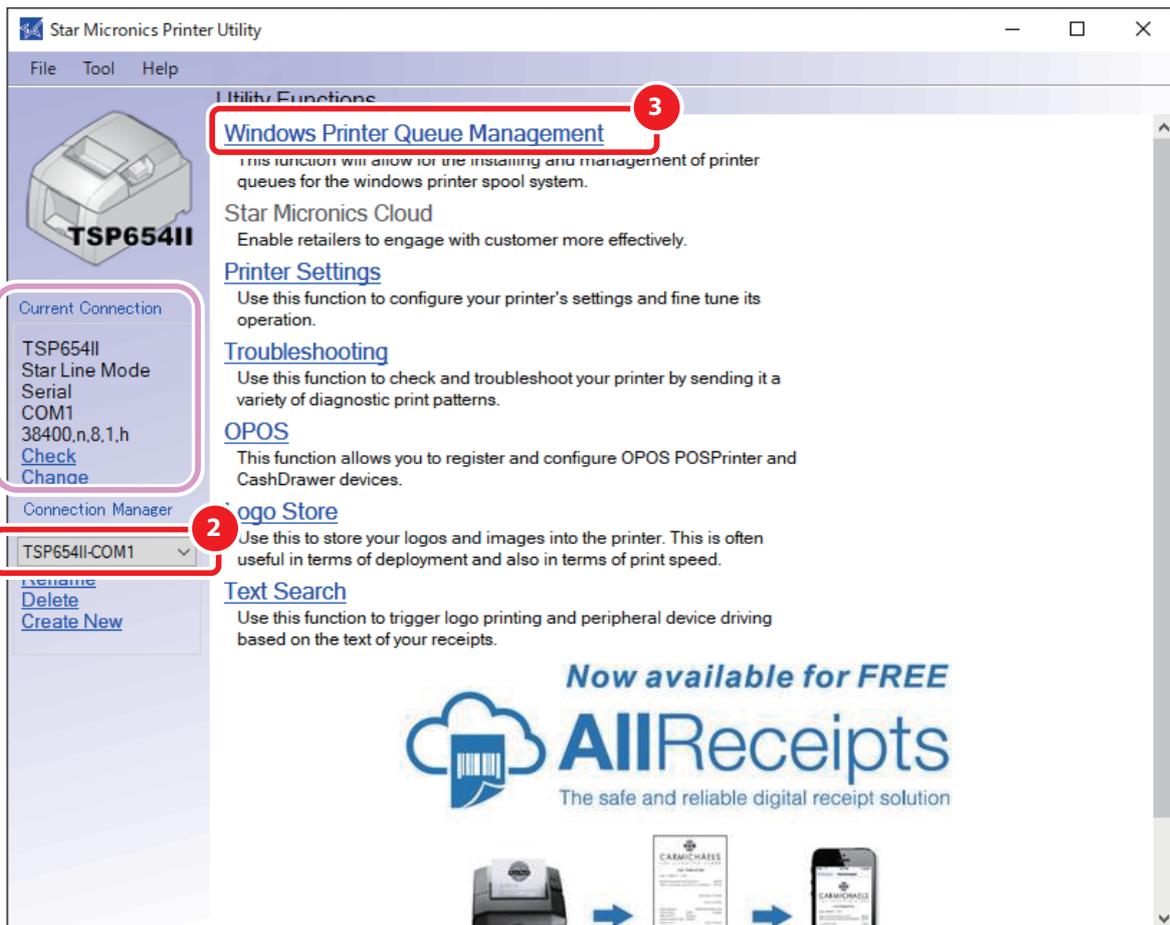
About communication problems with serial interface printers [Windows10] (garbage printing etc.)

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.

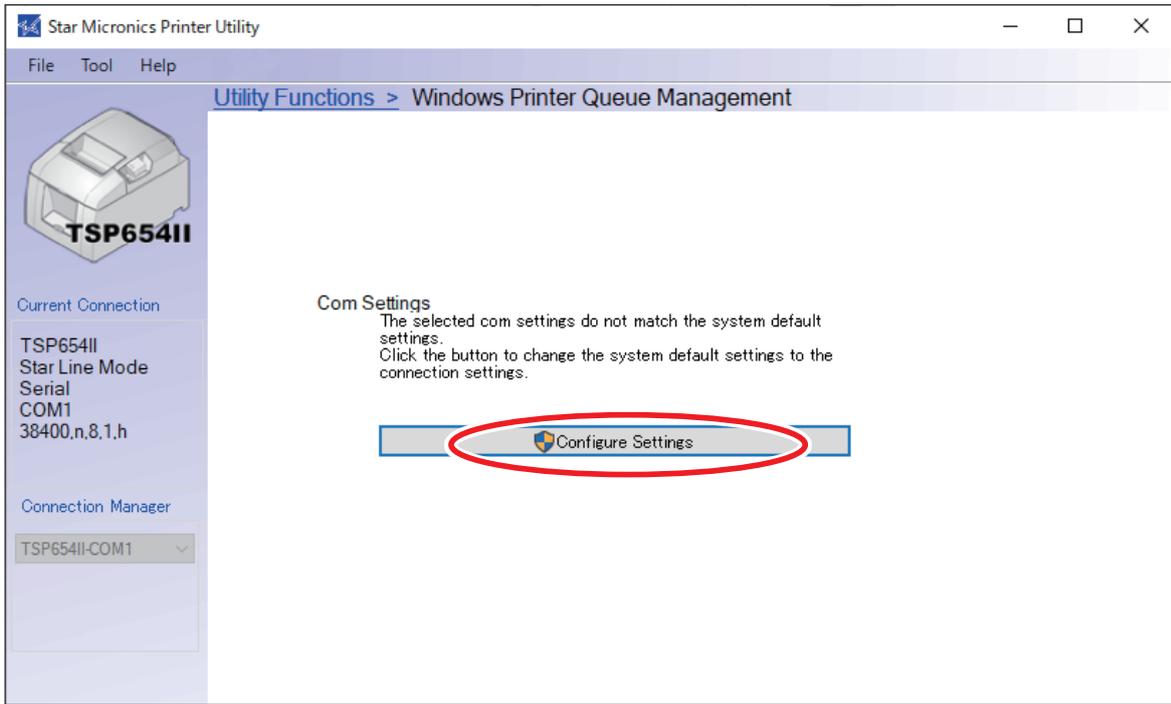
If such a problem occurs, change the communication port setting according to the following steps.

How to change the serial port settings

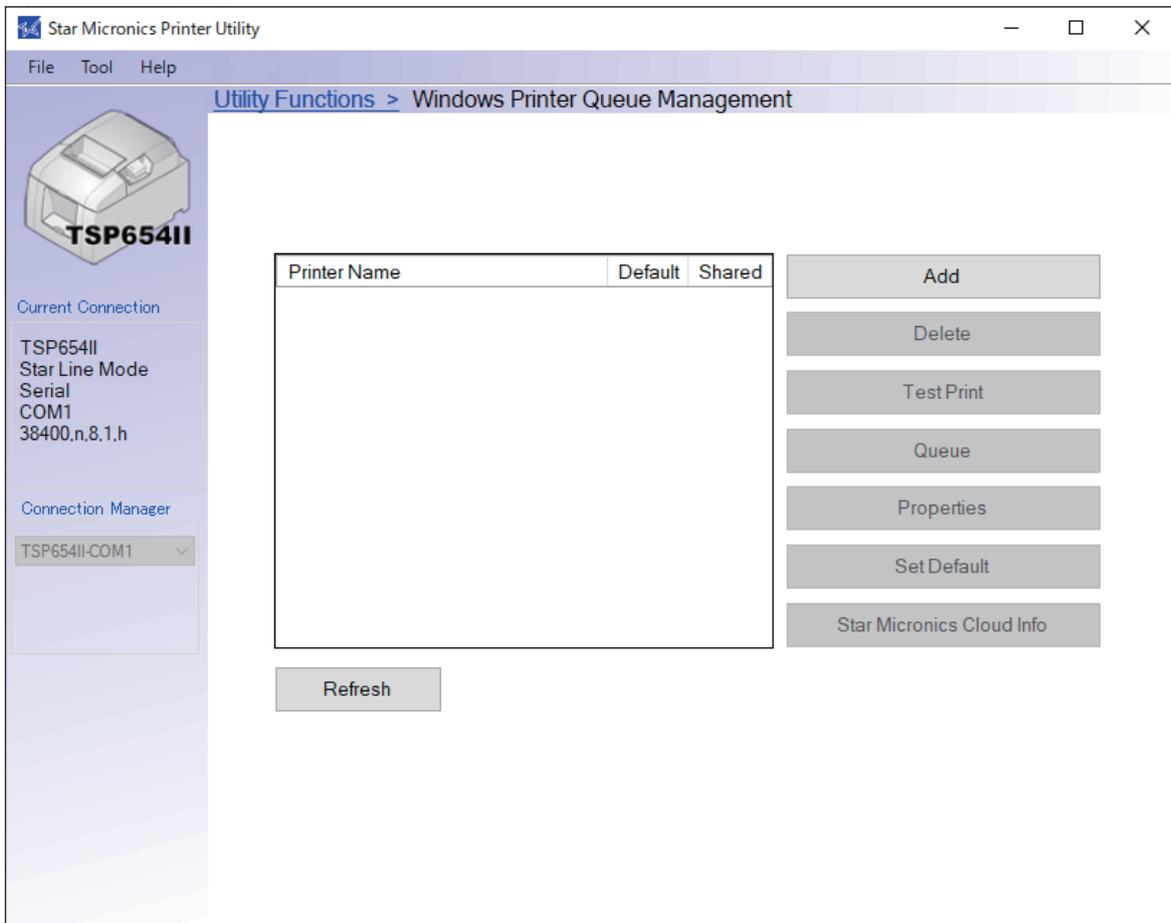
- 1 Run your Printer Utility.
- 2 Switch the "Current Connection" to the printer that is having the problem.
- 3 Click "Windows Printer Queue Management".



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

64bitOS	C:\Program Files (x86)\StarMicronics\PrinterSoftwareformPOP\Star MCP20\amd64\smjlmhost3.dll
32bitOS	C:\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 TSP650II\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

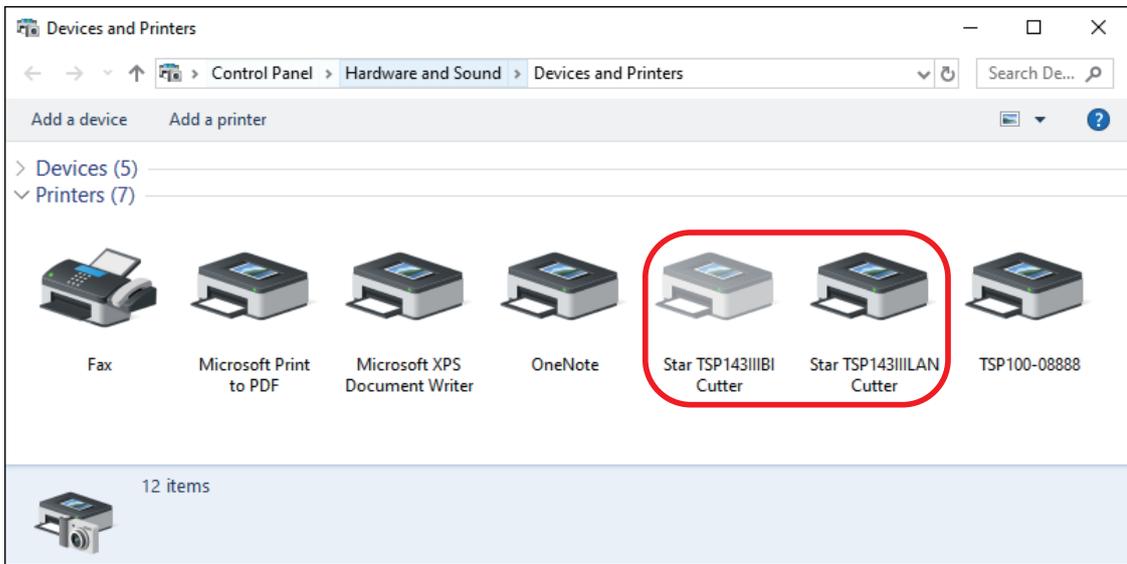
After uninstalling futurePRNT, the following data may not be deleted.

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

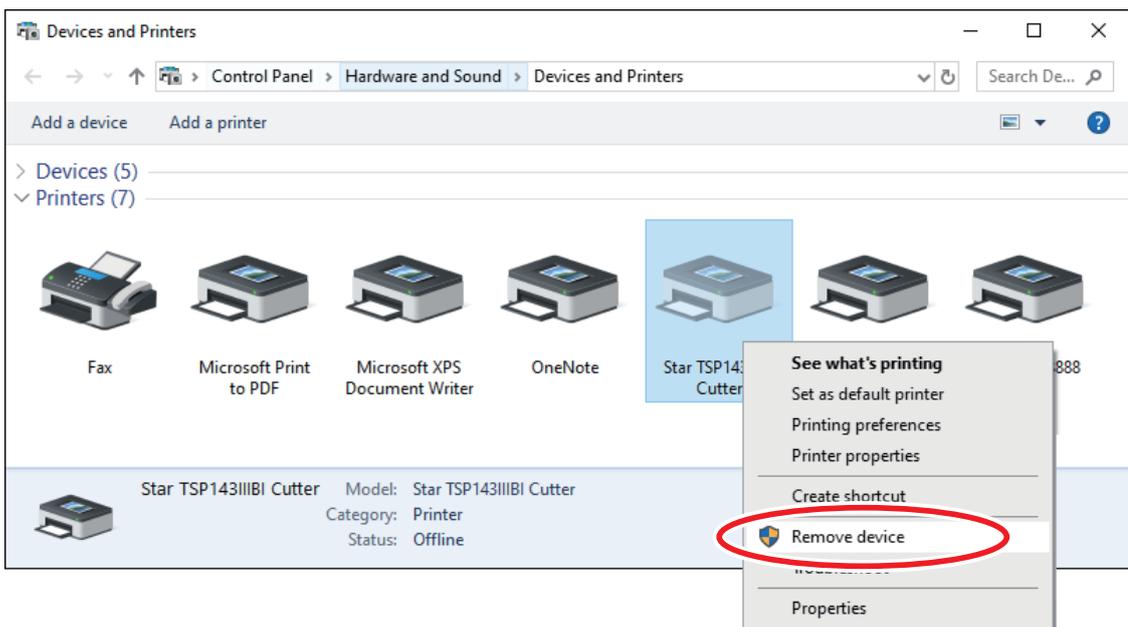
In case that data still exist in the PC, please delete those files using procedures below.

1 Delete printer queue generated by futurePRNT, manually.

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



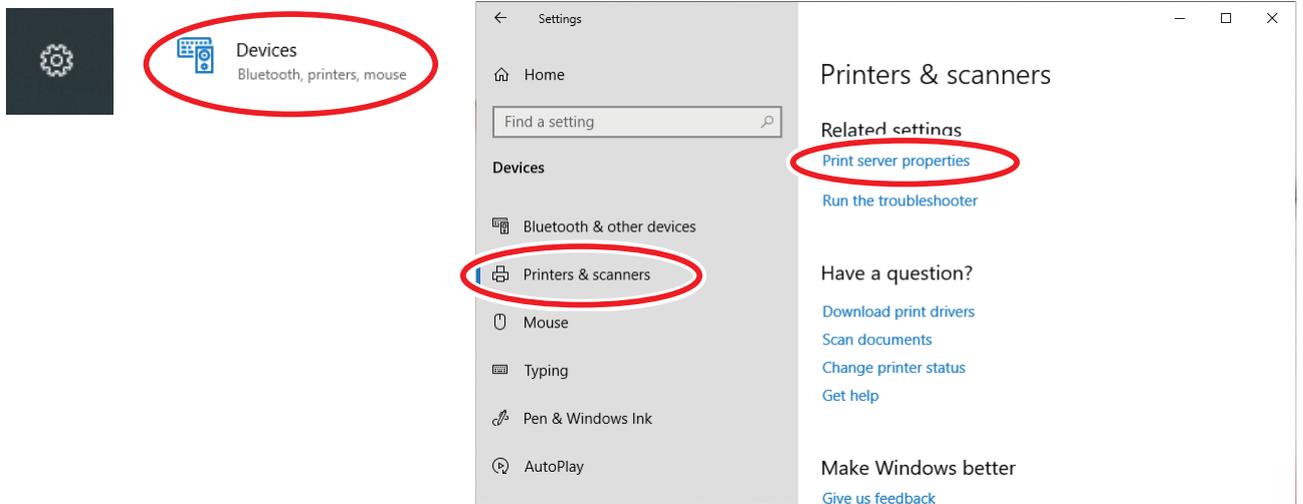
1-2 Select printer queue generated by futurePRNT, then right click and select "Remove device". When the following dialog appears, then click "Yes".



1-3 Delete all printer queues generated by futurePRNT.

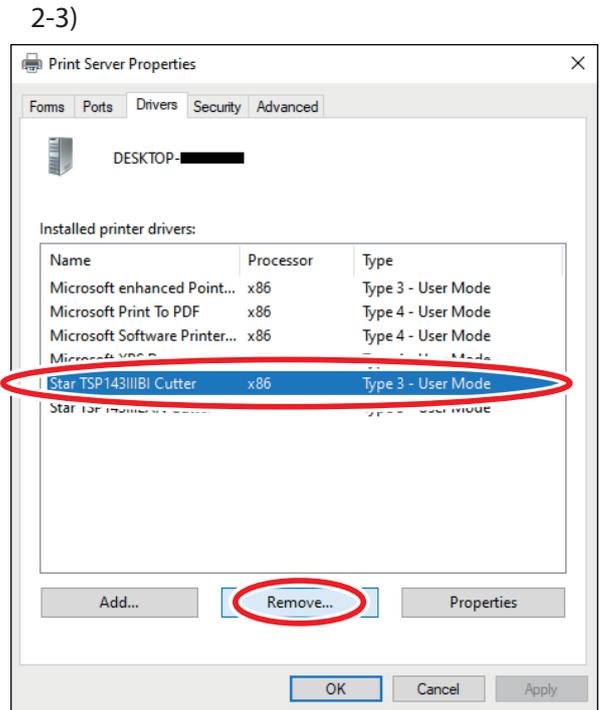
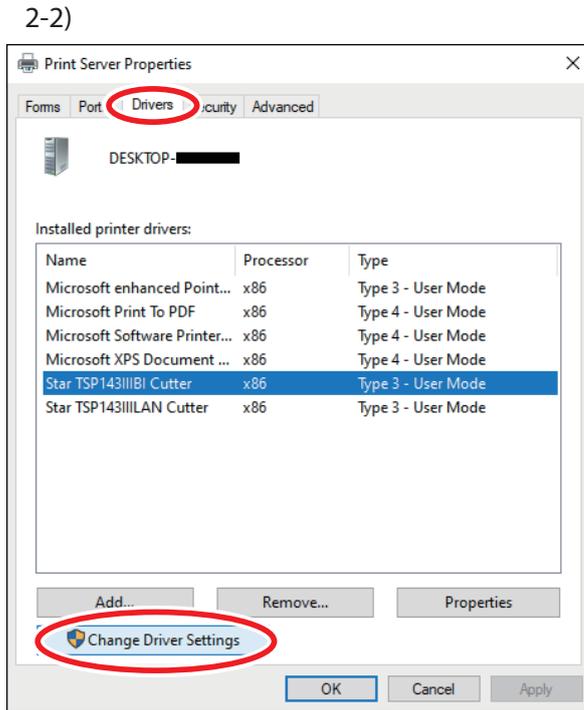
2 Delete printer driver manually.

2-1 Open [Settings] - [Devices] - [Printers & scanners], and open "Print server properties"

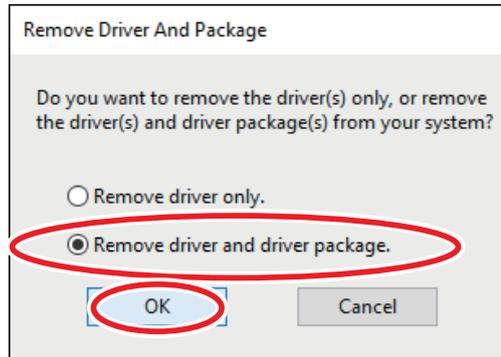


2-2 Select "Drivers" tab, and click [Change Driver Settings].

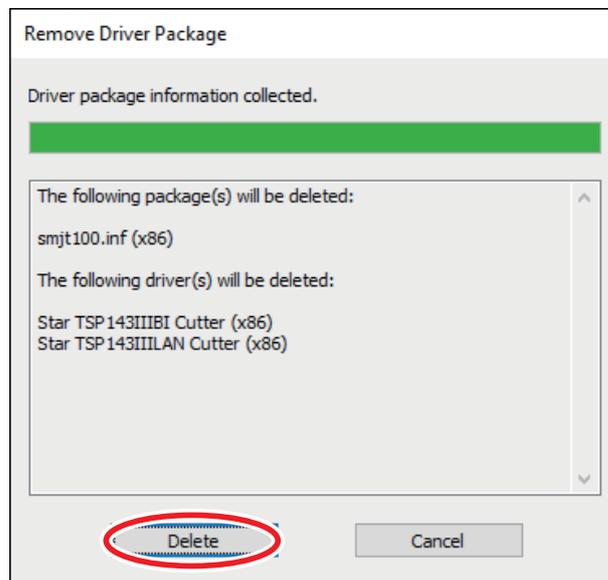
2-3 Select one of TSP100 series driver, and click [Remove...].



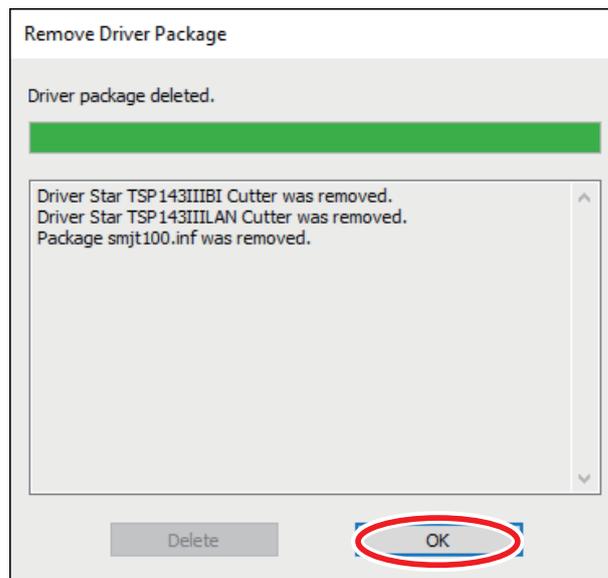
2-3 Select "Remove driver and driver package." and click [OK].
Then confirmation screen appears, then click [Yes].



2-4 Click [Delete].

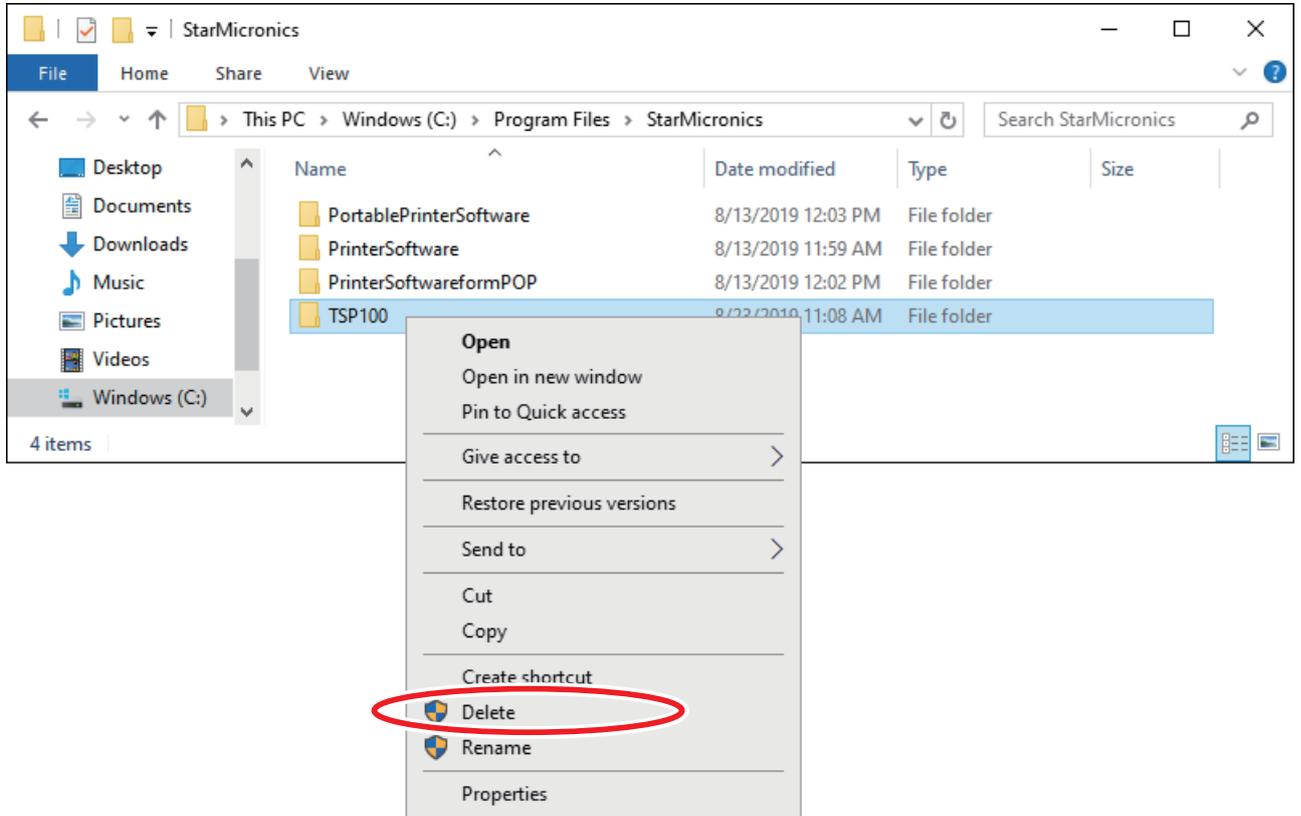


2-5 Confirm the remove driver package, then click [OK].



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]

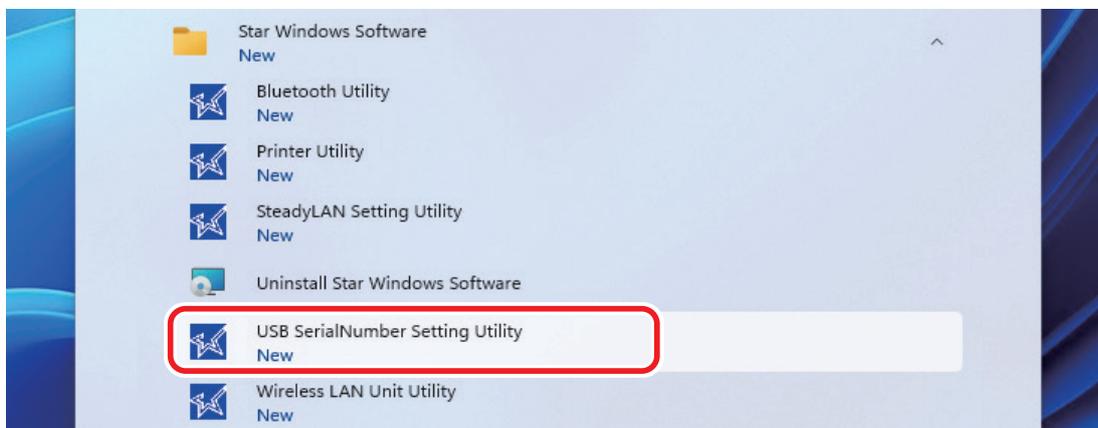
When connecting and using two or more units of the same model printer

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.

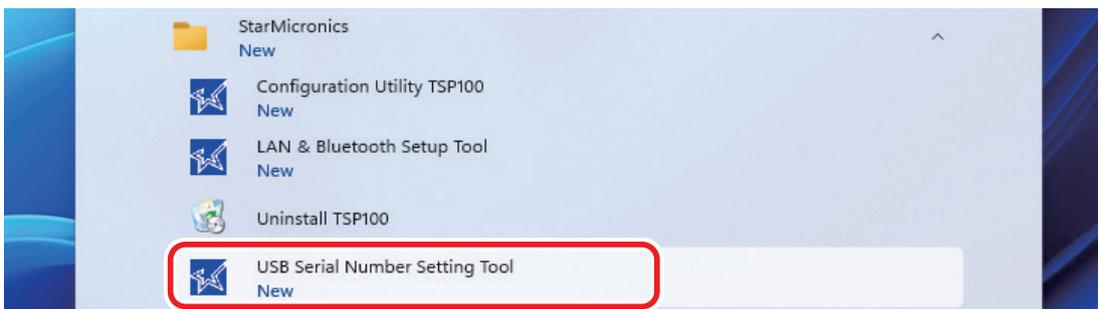
● When using Star Windows Software

Use the USB Serial Number Setting Utility.



● When using futurePRNT

Use the Serial Number Setting Tool.



● When using StarPRNT Intelligence

Please contact the seller.

● When using StarPRNT for Porable

Please contact the seller.