

Important Notice Regarding the "Windows Protected Print Mode"

Introduced in Windows 11 Version 24H2

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Overview

As part of the new features introduced by Microsoft in Windows 11 Version 24H2, released on October 1, 2024 (US time), a new functionality called [Windows protected print mode] has been added.

When using our printer drivers, we kindly request that you ensure the [Windows protected print mode] feature remains disabled. By default, this feature is set to "disabled" immediately after installing Version 24H2, so typically, no additional action is required.

However, enabling this feature may cause the following issues:

< Conditions for Occurrence >

- When the [Windows protected print mode] feature is enabled in Windows 11 Version 24H2 or later (default setting: "disabled")

Note: This issue does not affect versions prior to Version 24H2 or Windows 10.

< Details of Issues >

- Printer drivers not manufactured by Microsoft, the print queues created by these drivers, and the settings associated with these queues installed on PCs or tablets will be deleted.
- New printer driver installations will not be possible.

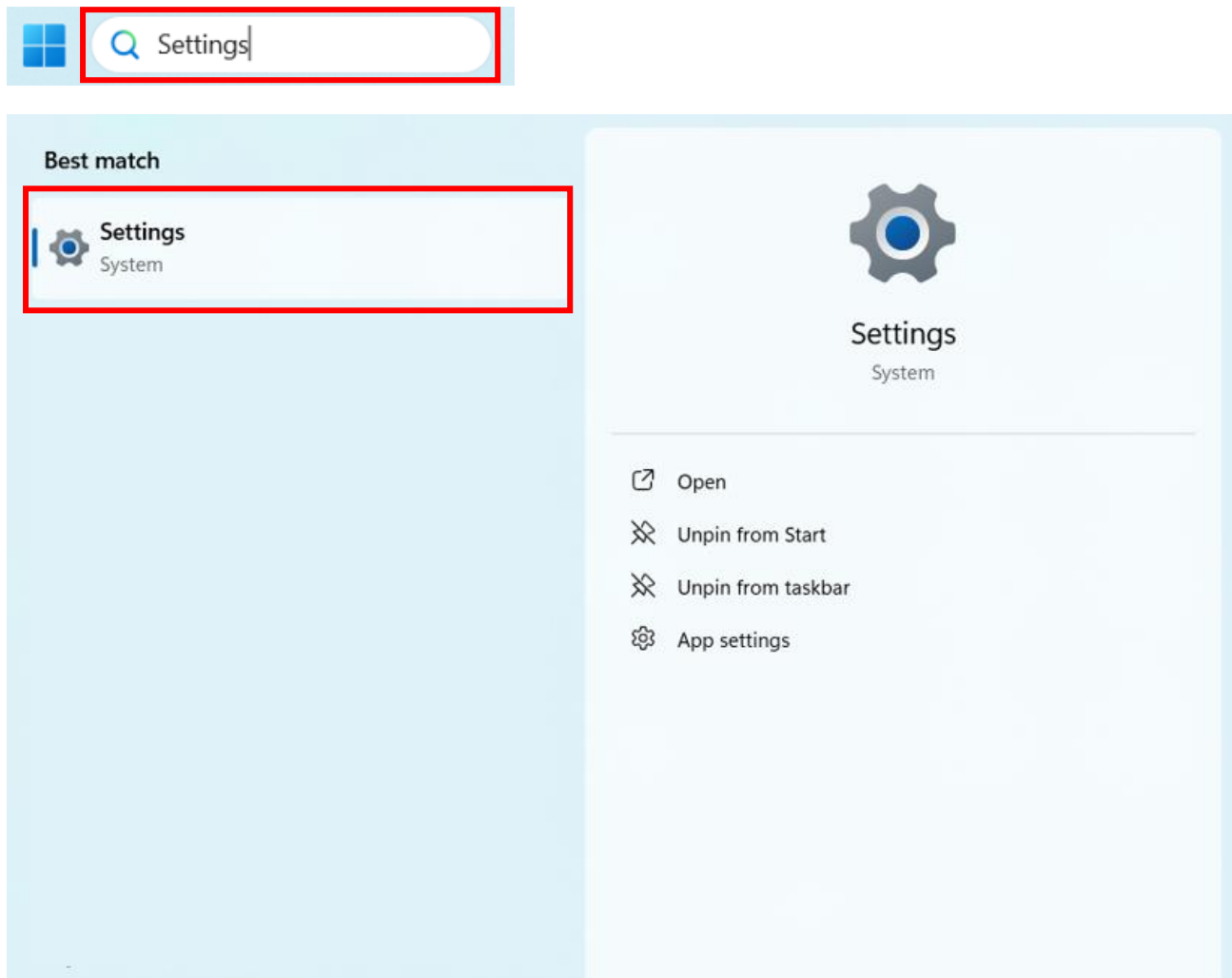
If this feature is enabled, we kindly ask you to follow the recovery procedures outlined below.

Recovery Steps if [Windows Protected Print Mode] is Enabled While Using Our Printer Drivers

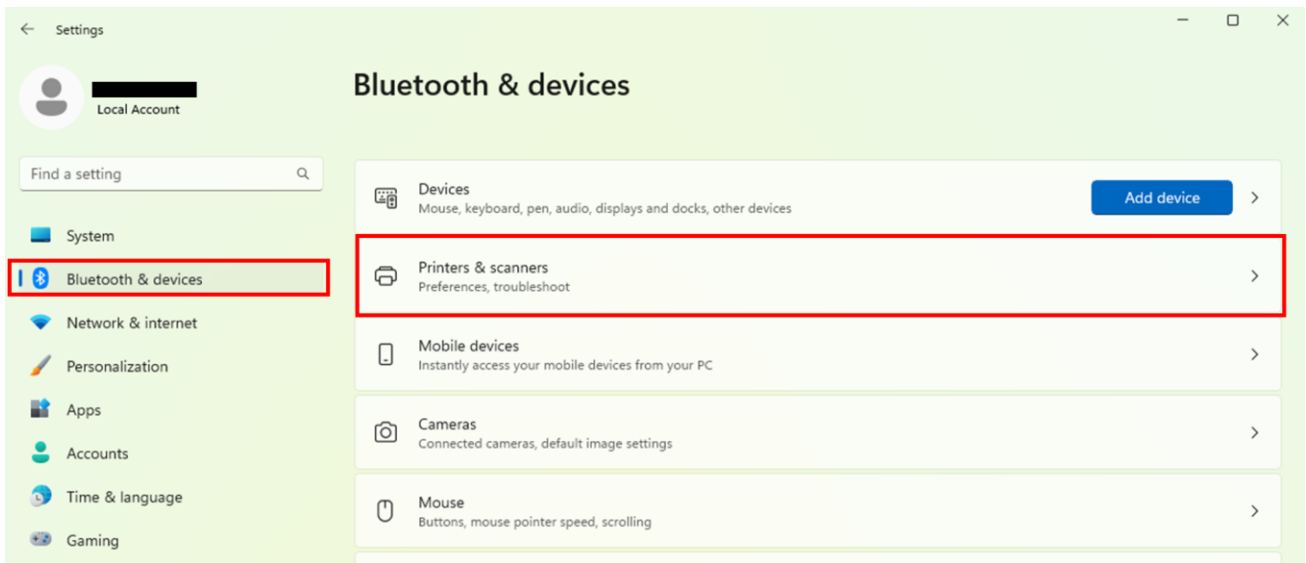
To continue using our printer drivers, please perform the following steps:

Step 1:

Type "Settings" in the Windows search bar and select the Settings icon.

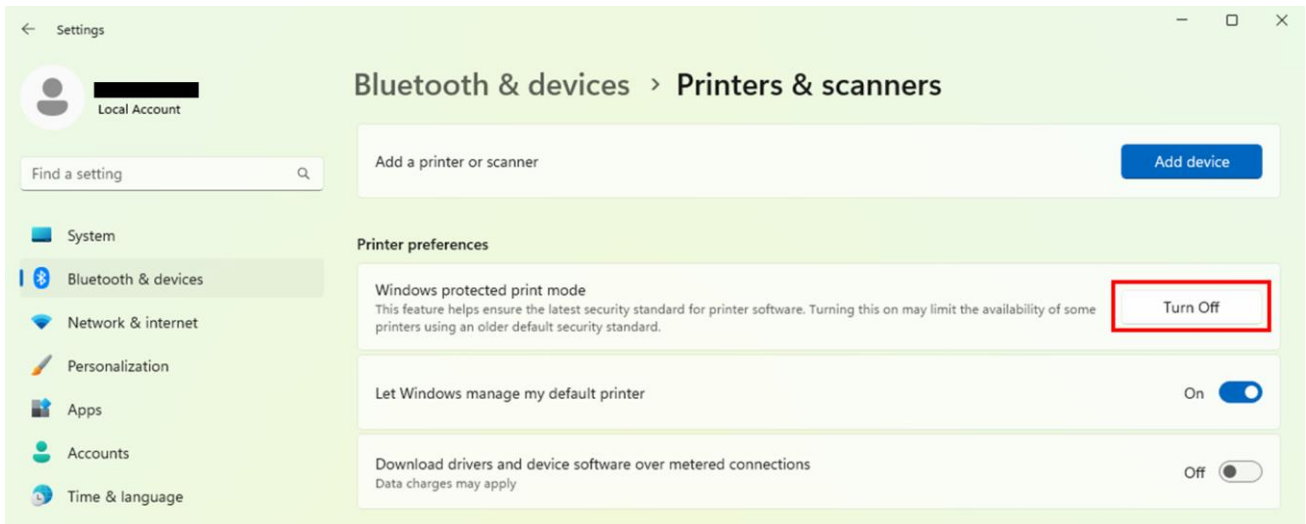


Navigate to [Bluetooth & devices] > [Printers & scanners].



Step 2:

Set [Windows protected print mode] to "disabled."



Step 3:

Recreate the printer queue.

- For USB-connected PC/Tablet and Printer:

Disconnect the USB cable from the PC and reconnect it. This will automatically recreate the printer queue using the plug-and-play feature.

- For **non-USB** connections between PC/Tablet and Printer:

Use our dedicated software to recreate the printer queue. Please refer to the software manuals listed below, as the compatible software varies by model.

- ✓ mPOP Series, mC-Print Series, mC-Label Series, TSP100IV Series, BSC10II Series

[Star Windows Software Installation Manual](#)

- ✓ TSP100III Series, TSP100IIU+ Series

[futurePRNT Software Manual](#)

- ✓ TSP650II Series, TSP700II Series, TSP800II Series, TUP500 Series, TUP900 Series, FVP10 Series, SP700 Series

[StarPRNT Software Installation Manual](#)

- ✓ SM-L200 Series, SM-L300 Series, SM-S210I Series, SM-T300 Series, SM-T300I Series, SM-T400I Series

[Portable Printer Software Installation Manual](#)

- ✓ SK1 Series, SK5 Series

[StarPRNT Intelligence for Kiosk \(SK Series\) Printer Software Installation Manual](#)

- ✓ BSC10 Series

[StarPRNT Intelligence for BSC10 Printer Software Installation Manual](#)

Step 4:

If any specific settings had been applied to the printer queue, please reconfigure them. For detailed instructions on how to configure these settings, refer to the manuals mentioned in Step 3.