

# How to prevent issues caused by Windows Update in June 2021 (3rd edition)

March 30th, 2022  
Star Micronics Co., Ltd.

## [Revision History]

June 24th, 2021	1st edition
July 12th, 2021	2nd edition (Updated the prevention methods)
March 30th, 2022	3rd edition (Updated the prevention methods)

When you have applied Windows updates on June 8th, 2021 and after to your Windows 10 and Windows Server, printers using USB interface do not work property.

This issue occurs when a printer queue is created with an administrator and used by a local user.

From the results of our investigation, we have determined that the cause of this issue is that the access authority specifications related to OS internal processing have changed since the target Windows update program.

We ask users in trouble to implement the prevention method guided at the bottom of this page.

## [Confirmed issue]

### \*\* NOTE \*\*

- The occurrence of this issue does not hinge on the firmware and software versions of the printer.
- There is no occurrence when using LAN/ WLAN / Bluetooth interface.
- There is no occurrence when you are operating by signing in to Windows 10 and Windows Server as an administrator.

1. For TSP100 series (TSP100IIIU, TSP100IIU+, TSP100IIIU (ECO), TSP100GT, TSP100U)

#### Target software

- TSP100 futurePRNT Software(Ver. 7.5.0 or previous)

#### Confirmed issue

- The printer cannot print.
- Status acquisition such as cover opening on printer queue cannot be obtained.
- The drawer connected to the printer may always repeat the open operation.

2. For USB printers other than the TSP100 series

#### Target software

- StarPRNT for mCollection Software
- StarPRNT Intelligence Software
- BSC10 Installation CD / JavaPOS for Windows
- StarPRNT for SK1
- StarPRNT for Portable Software

#### Confirmed issue

- Status acquisition such as cover opening on printer queue cannot be obtained.

## [Prevention Methods]

1. For TSP100 series (TSP100IIIU, TSP100IIU+, TSP100IIIU (ECO), TSP100GT, TSP100U)

You can prevent this issue by implementing one of the following methods.

- A-1) [Install TSP100 futurePRNT Software \(Ver. 7.5.1 or later\)](#) \*1
- B) [Change the access permissions of the printer queue](#)
- C) [Create a printer queue on a local user account](#)

2. For mPOP, mC-Print2, mC-Print3, or TSP100IV with USB interface

You can prevent this issue by implementing one of the following methods.

- A-2) [Install Star Windows Software \(Ver. 3.0.0 or later\)](#) \*2, \*3
- B) [Change the access permissions of the printer queue](#)
- C) [Create a printer queue on a local user account](#)

3. For TSP650II, TSP700II, TSP800II, FVP10, SP700, TUP500, or TUP900 with USB interface

You can prevent this issue by implementing one of the following methods.

- A-3) [Install StarPRNT Intelligence \(Ver. 3.8.0 or later\)](#) \*4
- B) [Change the access permissions of the printer queue](#)
- C) [Create a printer queue on a local user account](#)

4. For USB printers other than the above models

You can prevent this issue by implementing one of the following methods.

- B) [Change the access permissions of the printer queue.](#)
- C) [Create a printer queue on a local user account.](#)

\*1 TSP100 futurePRNT Software (Ver. 7.5.1) has been released on July 12th, 2021 to prevent this issue.

\*2 This issue has not been occurred by Star Windows Software (Ver. 3.0.0) released on January 18th, 2022.

\*3 Star Windows Software cannot coexist with futurePRNT; it will be removed when Star Windows Software is installed.

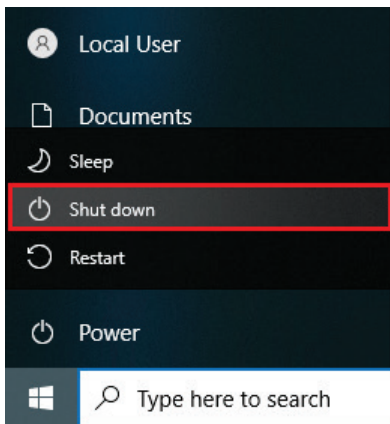
\*4 StarPRNT Intelligence (Ver. 3.8.0) has been released on February 8th, 2022 to prevent this issue.

**\*\* NOTE \*\*** All methods require the password of the administrator. Please contact your administrator.

## A-1) Install TSP100 futurePRNT Software (Ver. 7.5.1 or later)

**\*\* NOTE \*\*** This method is for TSP100IIIU, TSP100IIU+, TSP100IIIU (ECO), TSP100GT, and TSP100U.

1. Shut down the PC completely.



with holding down  
the Shift key

2. Turn off the power supply of the printer.

3. Sign in as an administrator.

It is recommended that the driver utility application is updated by a user having the administrative right and having used the old version for the smooth data migration.

4. Click “futurePRNT V\*.\*.\* Lite” or “futurePRNT V\*.\*.\* Full” on the “Recommended” section from the [download site](#) to download the software.

“V\*.\*.\*” indicates the version number.

5. Extract the archive you downloaded.

Install futurePRNT by referring to “Installing futurePRNT Software” section of [TSP100 futurePRNT Software Manual](#), which is included in the downloaded package or on our download site.

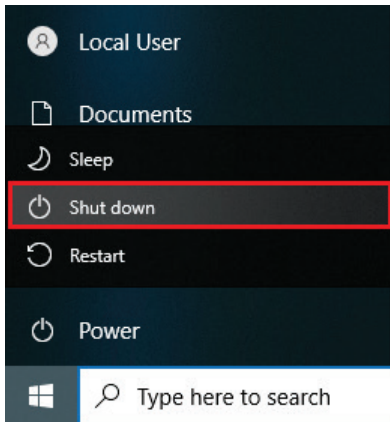
6. Turn on the power supply of the printer.

**\*\* NOTE \*\*** The printers and printer queues that you added or created in the previous version can be used without modification. There is no need to add or create new printers.

## A-2) Install Star Windows Software (Ver. 3.0.0 or later)

**\*\* NOTE \*\*** This method is for mPOP, mC-Print2, mC-Print3 or TSP100IV with USB interface.

1. Shut down the PC completely.



**with holding down  
the Shift key**

2. Turn off the power supply of the printer.

3. Sign in as an administrator.

It is recommended that the driver utility application is updated by a user having the administrative right and having used the old version for the smooth data migration.

4. Click “Star Windows Software V\*.\*.\* Setup EXE File for Windows 32/64-bit Systems” or “Star Windows Software V\*.\*.\* FULL 32/64-bit” on the “Recommended” section from the [download site](#) to download the software.

“V\*.\*.\*” indicates the version number.

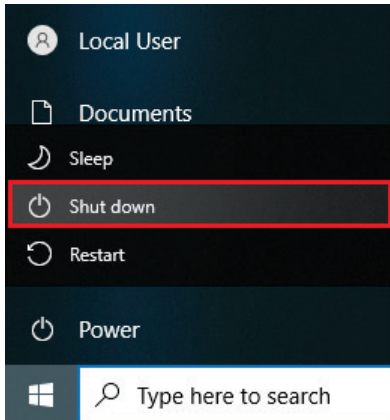
5. If you downloaded “Star Windows Software V\*.\*.\* FULL 32/64-bit”, extract the archive you downloaded. Install Star Windows Software by referring to “Installation” section of [Star Windows Software Installation Manual](#), which is included in the downloaded package or on our download site.
6. Turn on the power supply of the printer.

**\*\* NOTE \*\*** The printers and printer queues that you added or created in the previous version can be used without modification. There is no need to add or create new printers.

### A-3) Install StarPRNT Intelligence (Ver. 3.8.0 or later)

**\*\* NOTE \*\*** This method is for TSP650II, TSP700II, TSP800II, FVP10, SP700, TUP500, or TUP900 with USB interface.

1. Shut down the PC completely.



**with holding down  
the Shift key**

2. Turn off the power supply of the printer.

3. Sign in as an administrator.

It is recommended that the driver utility application is updated by a user having the administrative right and having used the old version for the smooth data migration.

4. Click “StarPRNT V\*.\* Setup EXE File for Windows 32/64-bit Systems” or “StarPRNT V\*.\* FULL 32/64-bit” on the “Recommended” section from the [download site](#) to download the software.

“V\*.\*” indicates the version number.

5. If you downloaded “StarPRNT V\*.\* FULL 32/64-bit”, extract the archive you downloaded.

Install StarPRNT Intelligence by referring to “Installation” section of [StarPRNT Intelligence Software Installation Manual](#), which is included in the downloaded package or on our download site.

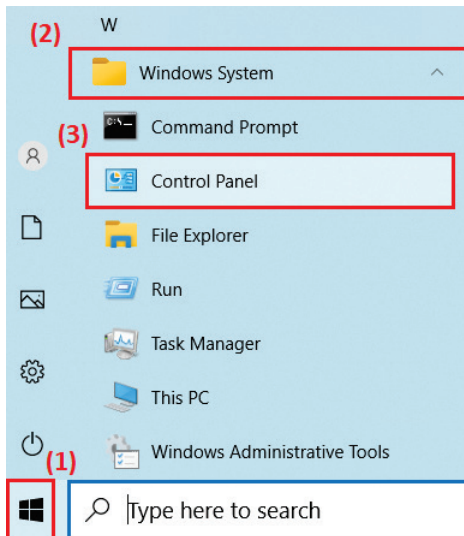
6. Turn on the power supply of the printer.

**\*\* NOTE \*\*** The printers and printer queues that you added or created in the previous version can be used without modification. There is no need to add or create new printers.

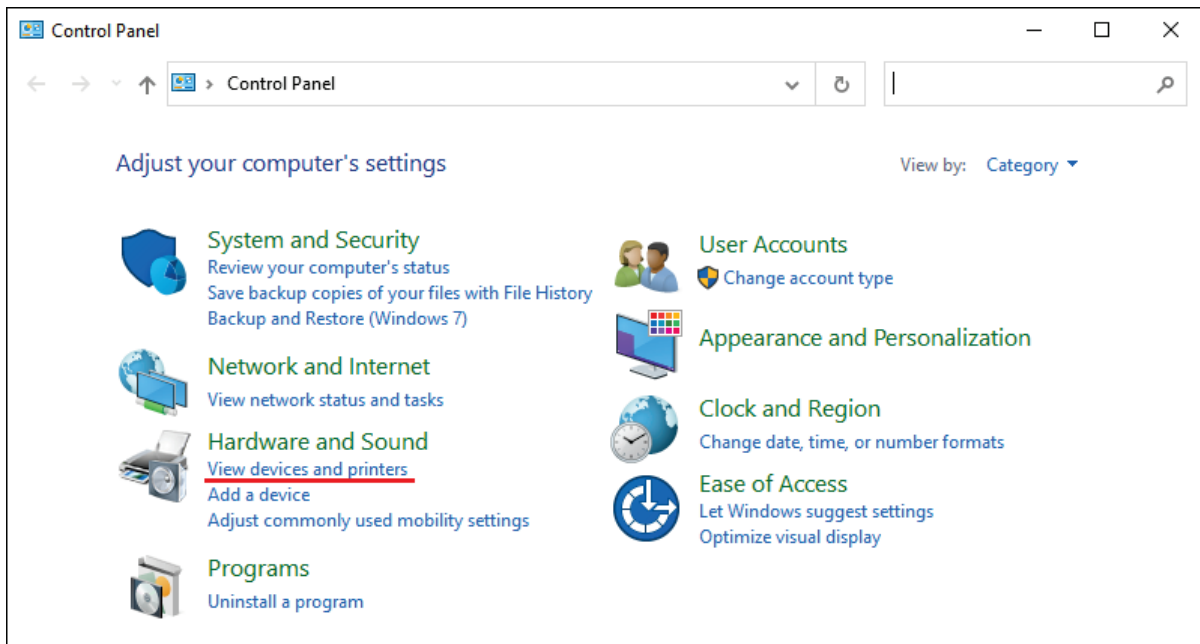
## B) Change the access permissions of the printer queue

**\*\* NOTE \*\*** This method also allows the local user to change the printer settings.

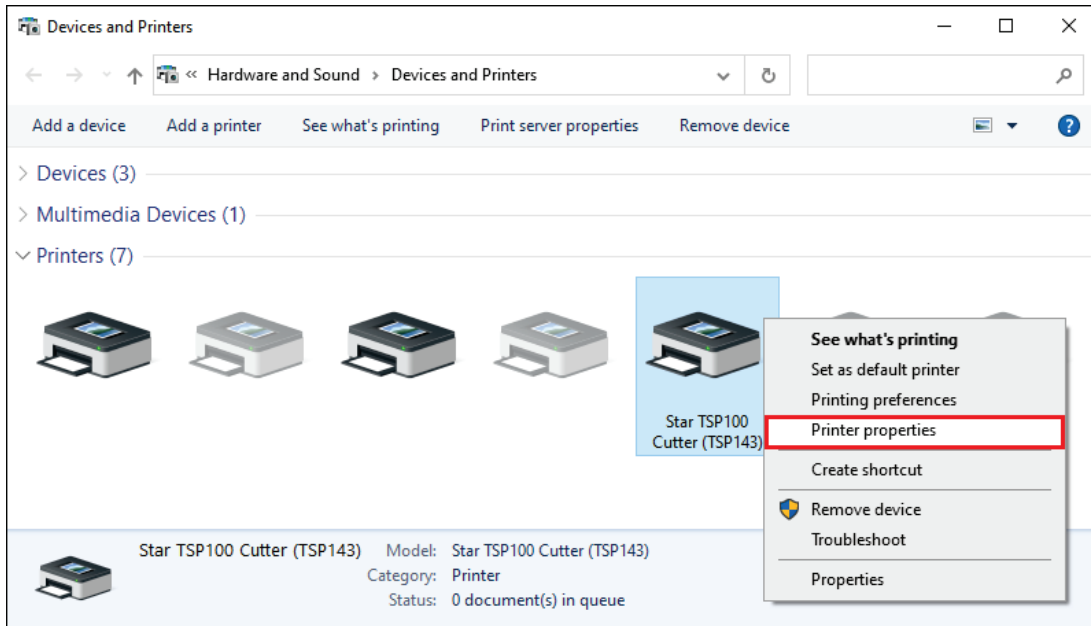
1. Click “Start Menu” and open “Control Panel” in “Windows System”.



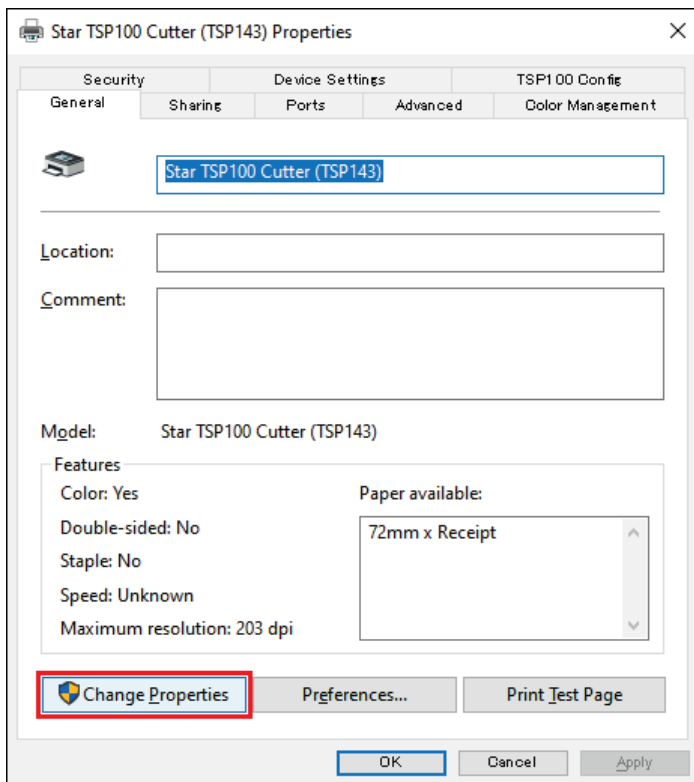
2. Click “View Devices and Printers”.



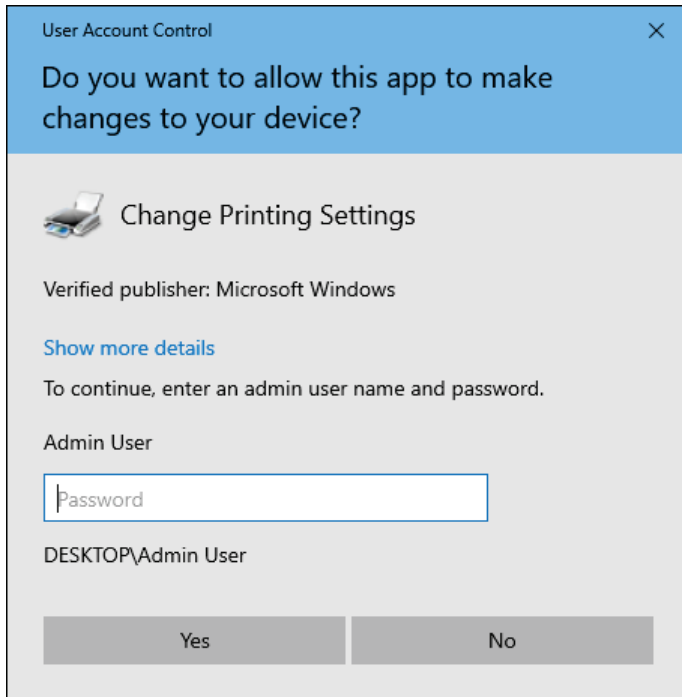
3. Right-click on the relevant printer and select “Printer properties”.



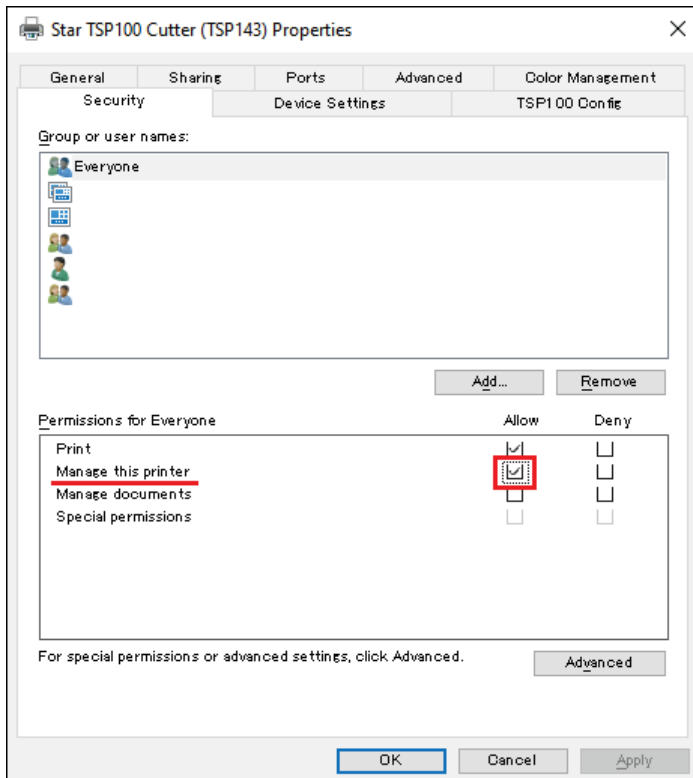
4. Click “Change Properties” button on “General” tab.



5. Enter the password of the administrator.



6. When the property reappears, open the "Security" tab and select "Everyone" as "Group or user names". Then check the allow checkbox under "Manage this printer". After that, click "OK" button to close this property.

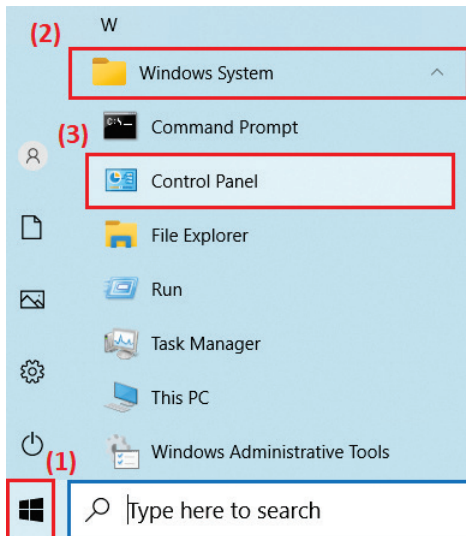




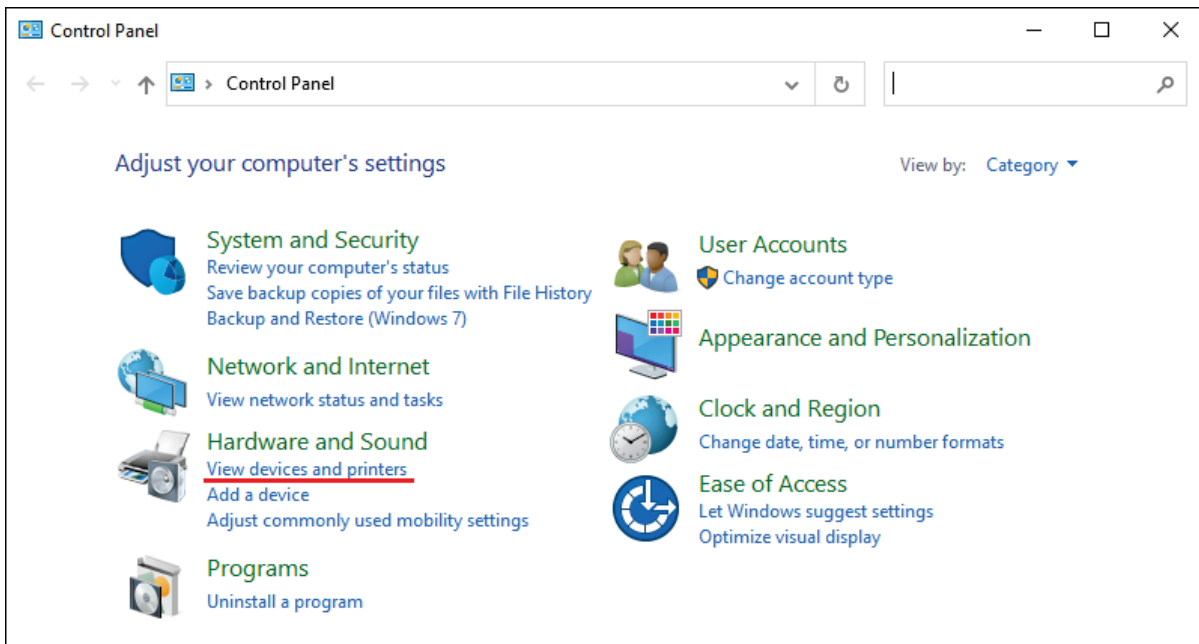
### C) Create a printer queue on a local user account

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

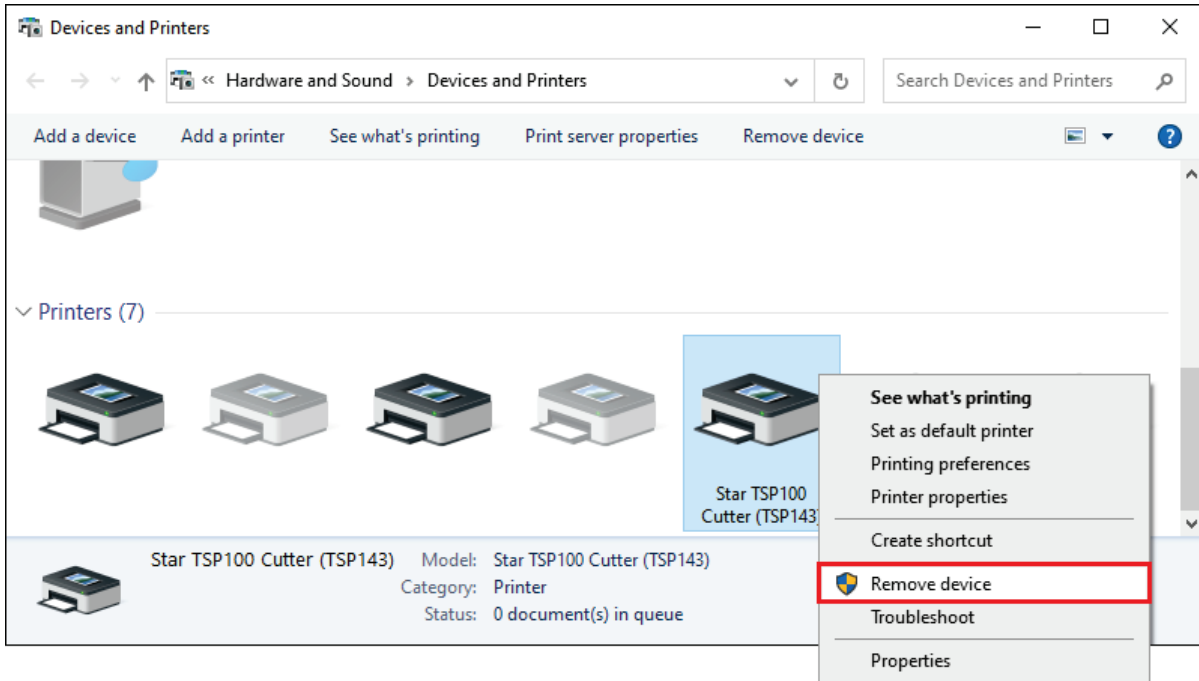
1. Click “Start Menu” and open “Control Panel” in “Windows System”.



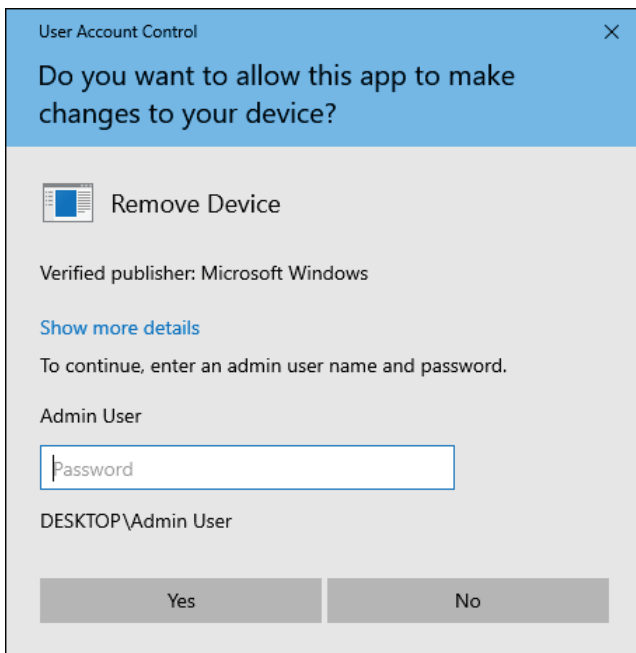
2. Click “View Devices and Printers”.



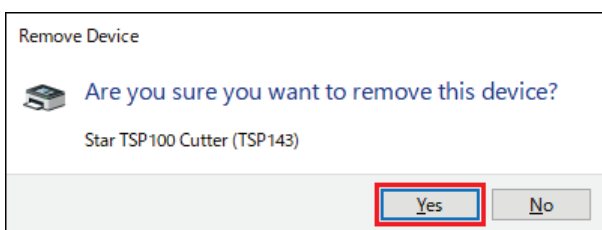
3. Right-click on the relevant printer and select "Remove device".



4. Enter the password of the administrator.



5. Select "Yes" when asked for confirmation.



6. Unplug and insert the USB cable that connects to the printer.

This will allow the printer queue to be re-created.

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