

How to fix the 'Windows cannot connect to the printer' error in Windows 11/10

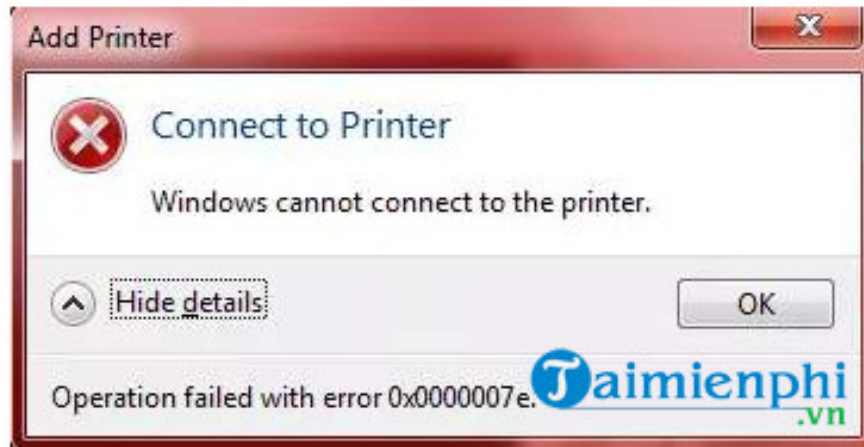
When installing a printer, you may sometimes encounter the 'Windows cannot connect to the printer' error message on the screen. To fix this printer error, please refer to the guide below from Tai Mien Phi on how to fix the 'Windows cannot connect to the printer' error. We will guide you step-by-step to effectively resolve this issue.

The " **Windows cannot connect to the printer** " error mainly occurs on Windows 7. There are many causes for this error, including printer driver issues, which prevent the computer from connecting to the printer. Refer to the article below from TipsMake to learn how to fix the "Windows cannot connect to the printer" error.

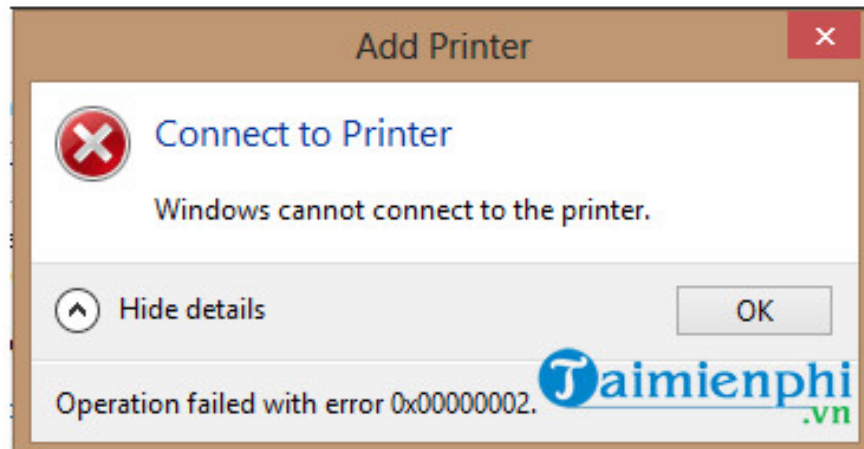


What does the "Windows cannot connect to the printer" error mean?

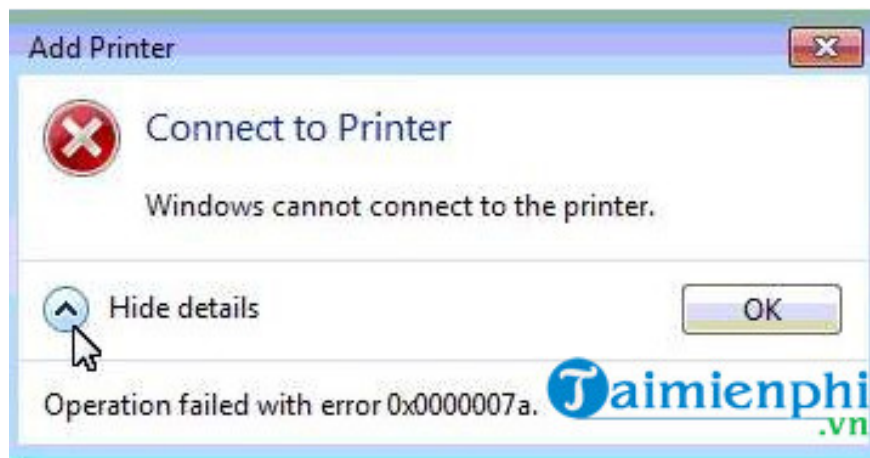
The "Windows cannot connect to the printer" error, often accompanied by error codes **0x0000007e** , **0x00000002** , or **0x0000007a**, occurs when the system is unable to establish a connection with the printer. Possible causes include incompatible printer drivers, improperly shared printer functionality on the network, or a malfunctioning Print Spooler service.



Error code 0x0000007e - Windows cannot connect to the printer



0x00000002 -



0x0000007a -

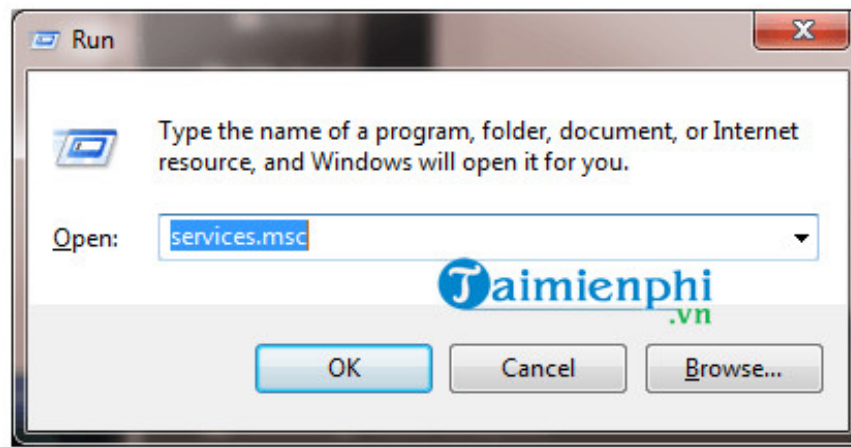
Instructions on how to fix the "Windows cannot connect to the printer" error.

Here are some ways to fix the "Windows cannot connect to the printer" error that you can refer to.

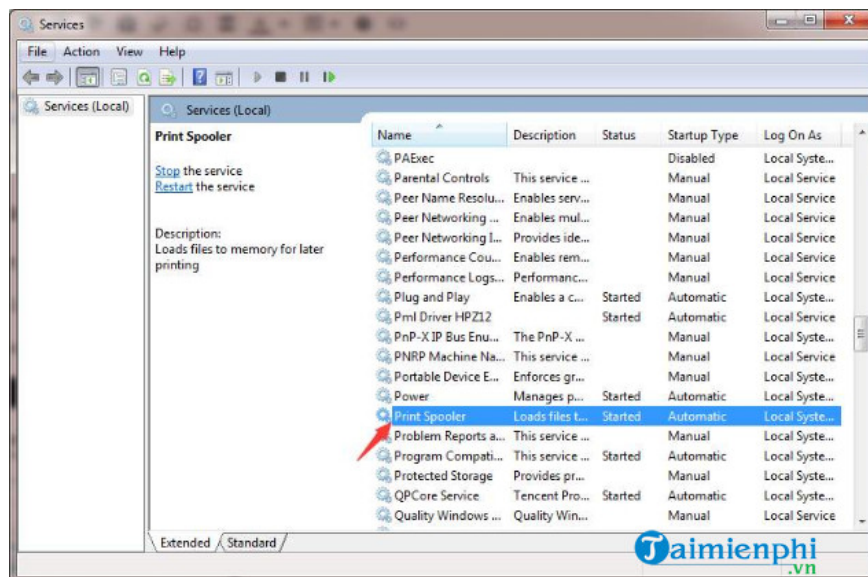
1. Method 1: Restart the Print Spooler service

Step 1 : Press **Windows + R** to open the Run command window.

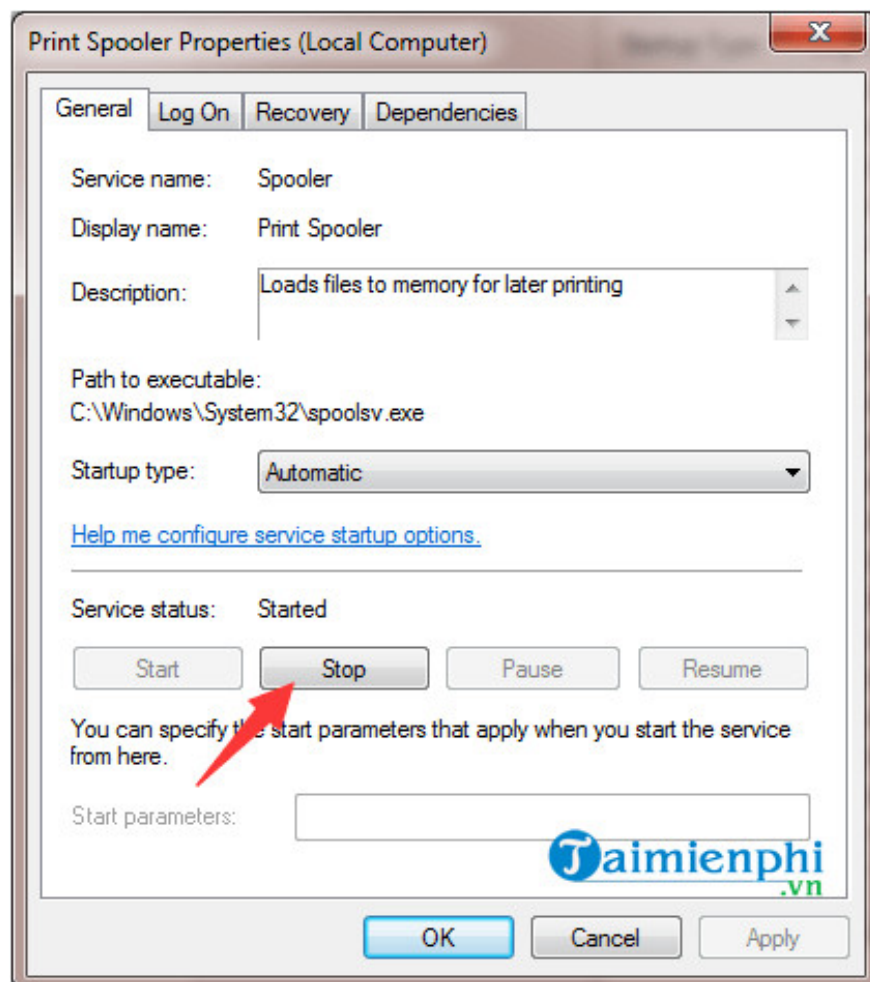
Step 2 : Type **services.msc** and press **Enter** or click **OK** .



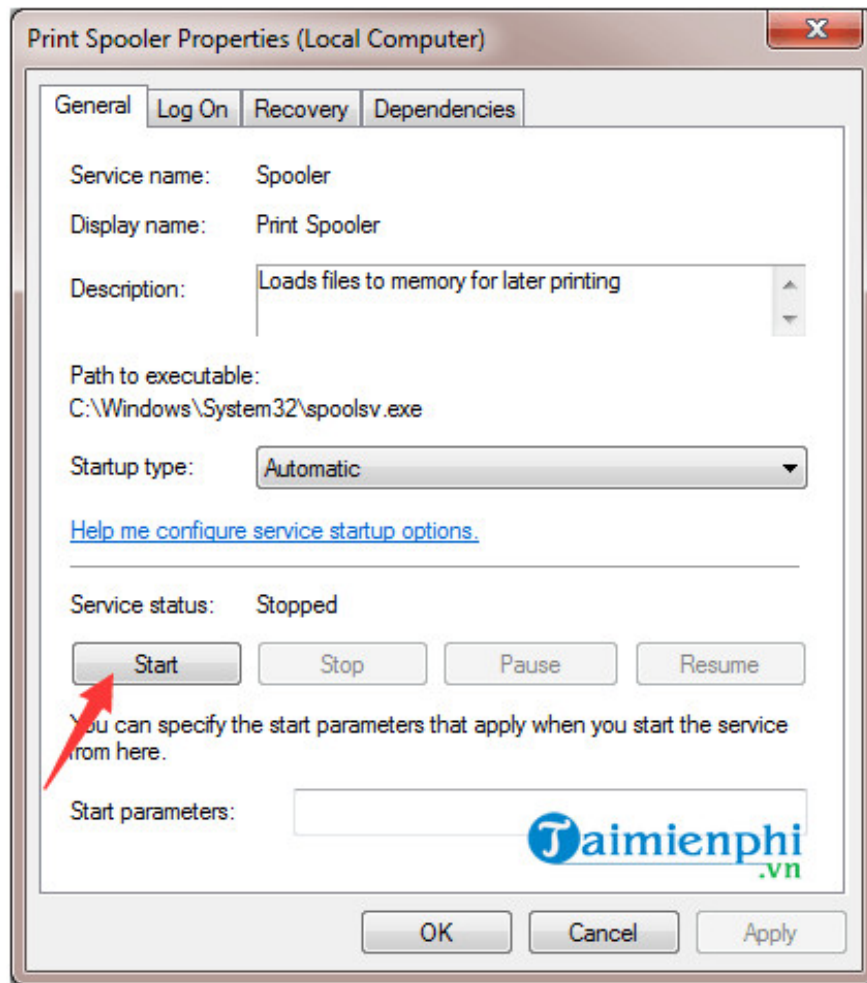
Step 3 : In the Service window, in the Name field , find and double-click the **Print Spooler** service.



Step 4: In the next window, under **Service Status** , click the **Stop** button.



Step 5: Next, click **the Start button** to restart the service.



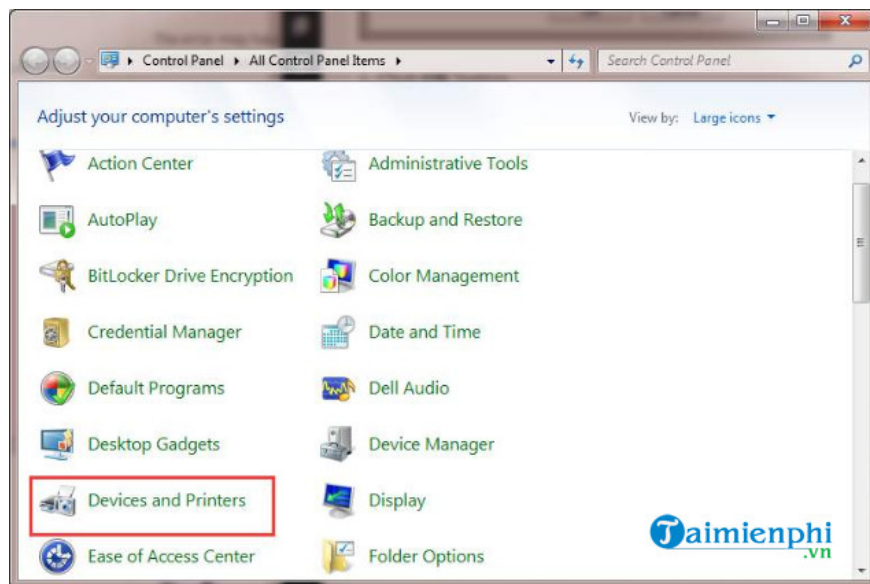
Step 6: Finally, click **OK** and add the printer again to see if the error persists.
- If the error still remains, refer to the following troubleshooting steps.

2. Method 2: Create a new Local port

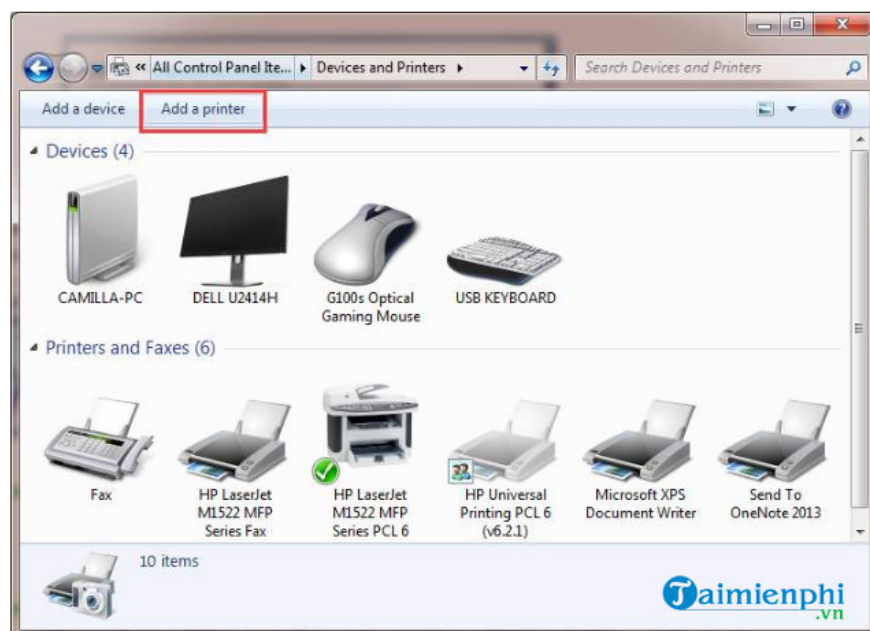
Follow the steps below to create a new Local port and fix the "Windows cannot connect to the printer" error:

Step 1: Open **Control Panel** .

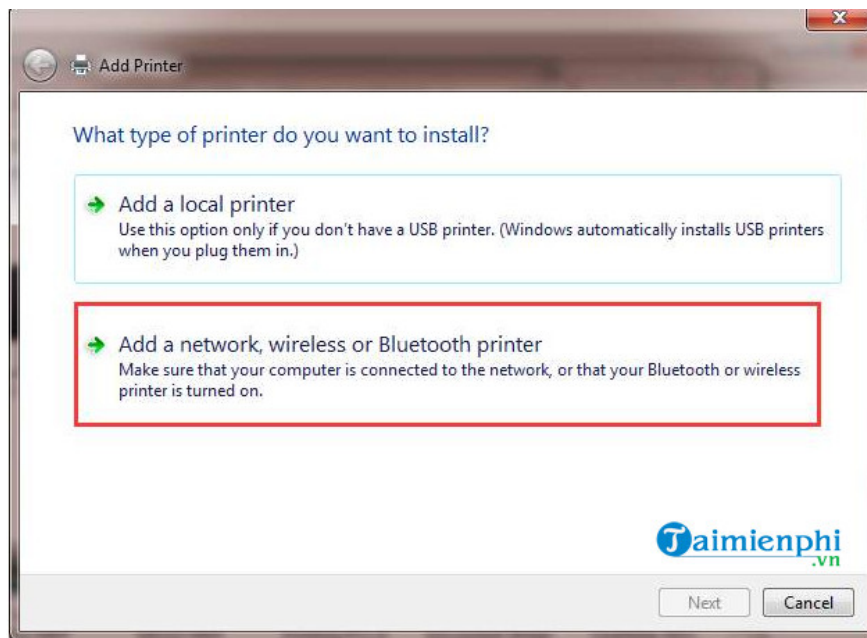
Step 2 : In the **View by** section , set it to **Large icons** , then find and click on **Devices and Printers**.



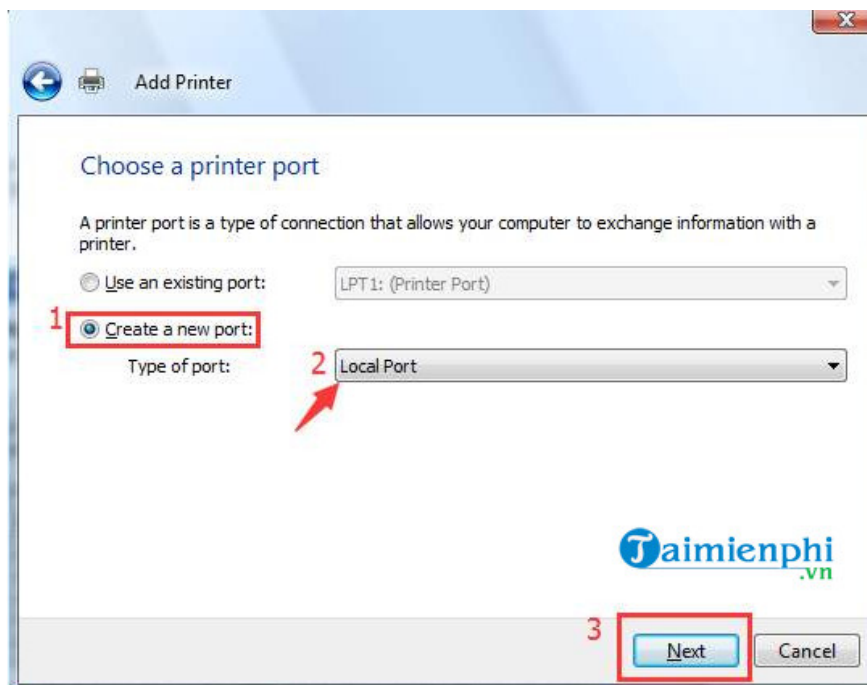
Step 3: Click on **"Add a printer"** in the upper corner of the window. Note that you will need to log in to the computer as an administrator.



Step 4: Select **Add a network, wireless, or Bluetooth printer.**



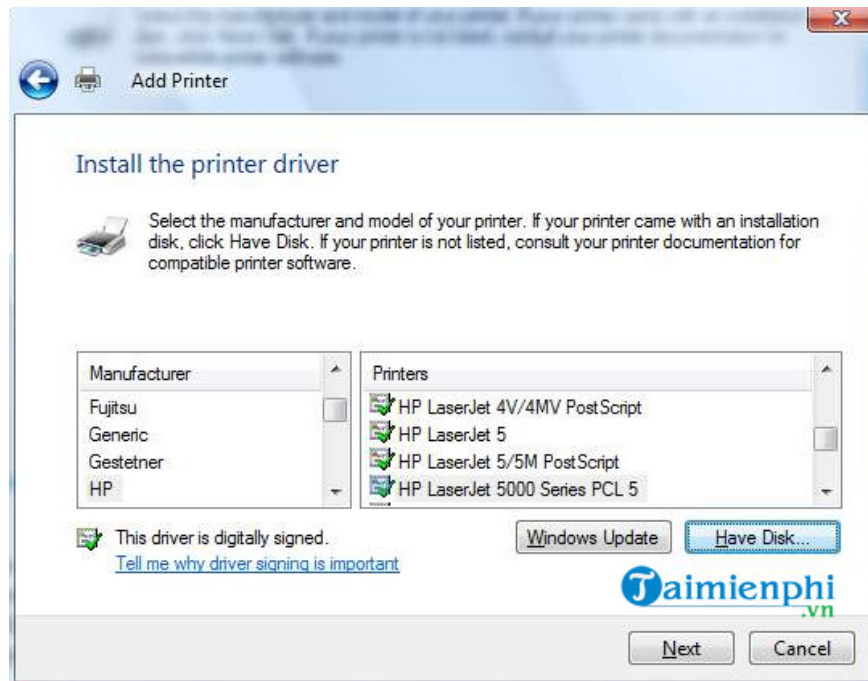
Step 5 : Select **Create a new port** ,set **Type of port to Local Port** , then click **Next**.



Step 6: Enter the port name in the box (the port name is the printer address), then click **OK**.



Step 7: Select the printer model and then click **Next**.



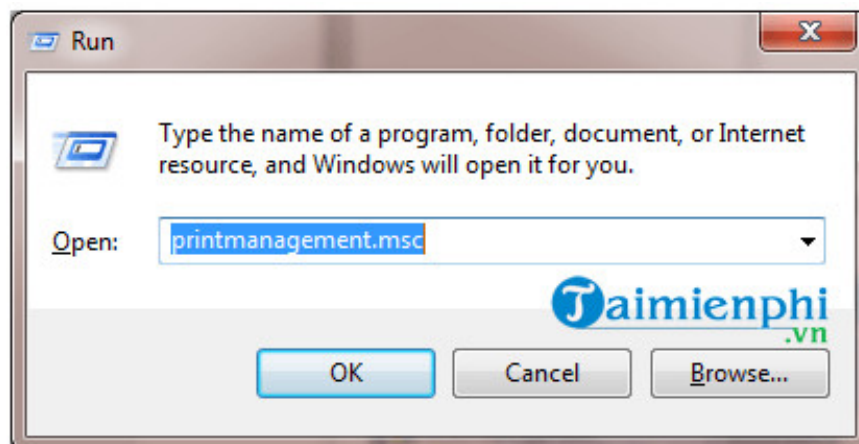
Step 8 : Follow the on-screen instructions to complete adding the printer and check if the "Windows cannot connect to the printer" error persists.

3. Method 3: Delete the printer driver

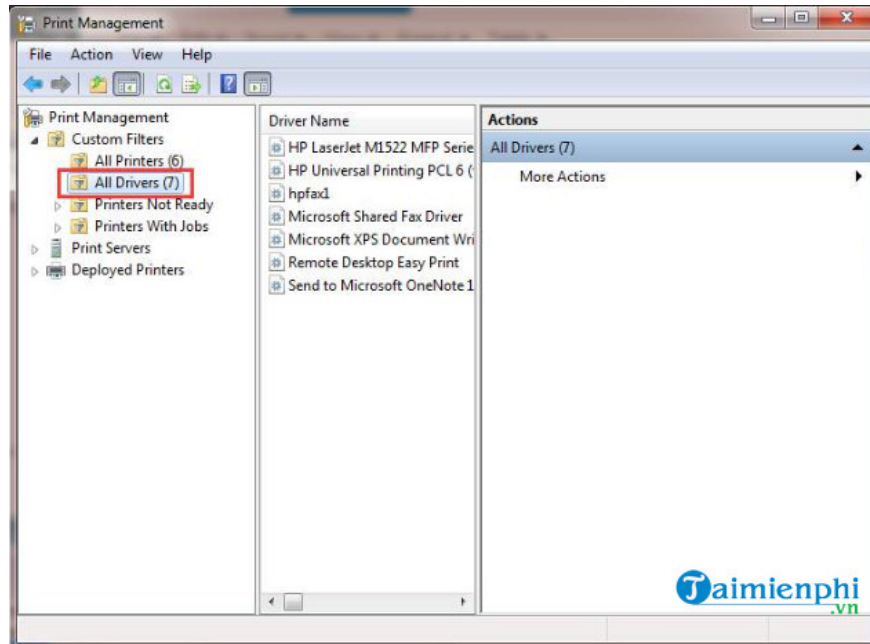
Sometimes the cause of the error may be the printer itself. Try deleting the printer driver and reinstalling it to see if the error persists.

Step 1: Open the Run command window by pressing **Windows + R**.

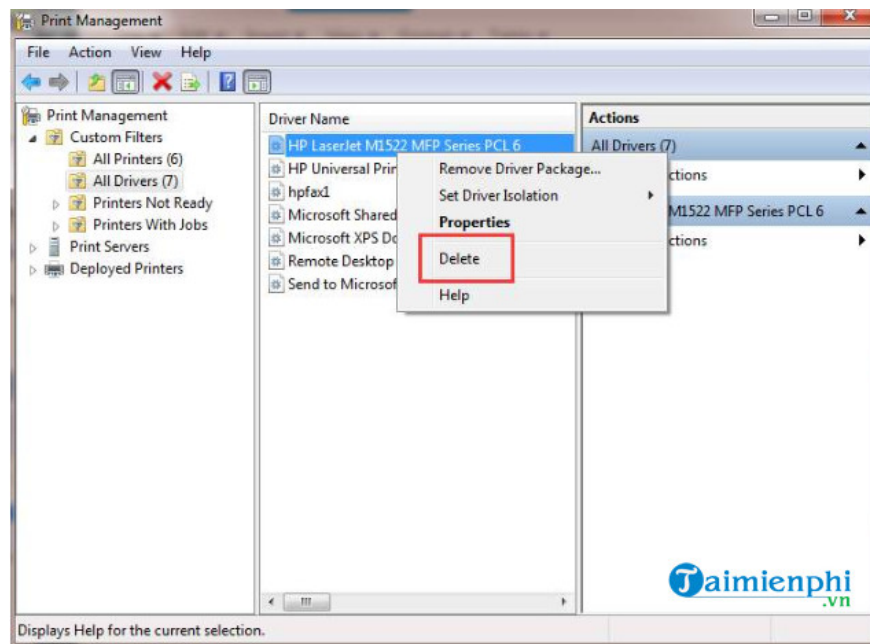
Step 2: Type **printmanagement.msc** into the command prompt and press Enter or click OK.



Step 3: In the left pane, find and click on **All Drivers**.



Step 4: In the right-hand pane, find and right-click on the printer driver and select **Delete**.



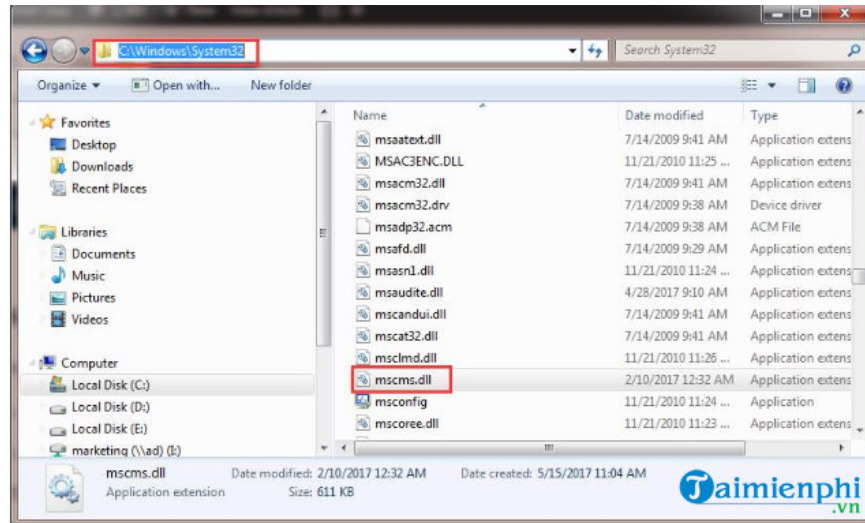
Follow the same steps to remove other printer drivers.

Step 5: Finally, redownload the printer driver and check if the "Windows cannot connect to the printer" error persists.

- If you are using a Canon LBP 2900 printer, you can **download the Canon 2900 driver** here. Then proceed to your computer .

4. Method 4: Manually copy "mscms.dll"

Step 1: Open **C:WindowsSystem32** and find the file named "**mscms.dll**".



Step 2: Copy the file to the following path:

C:\windowssystem32spooldriversx643 if you are using **64-bit windows**

C:\windowssystem32spooldriversw32x863 if you are using **32-bit windows**

Step 3: Try connecting to the printer and check if the error persists.

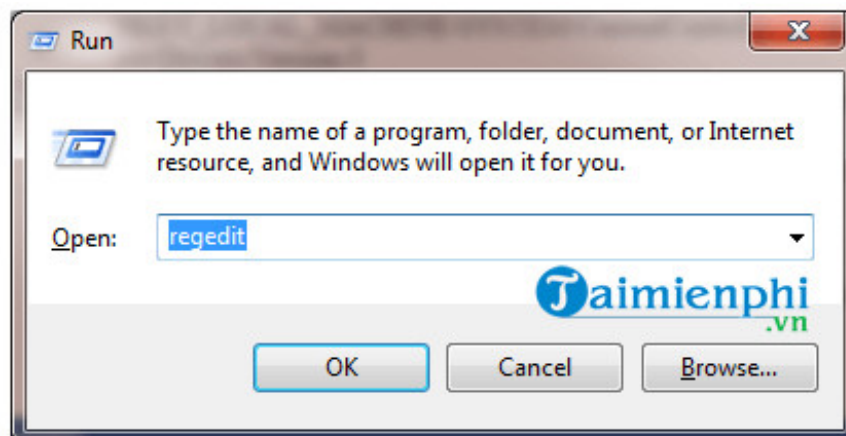
5. Method 5: Delete Subkey

Warning: Improperly editing Registry keys can cause serious system problems, so you should back up your registry before you begin.

Step 1 : Stop the Print Spooler service.

Step 2: Open the Run window by pressing **Windows + R**.

Step 3 : Type **regedit** and press Enter.



Step 4: In the next window, navigate to the following path:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\PrintProviders\Client Side Rendering Print Provider

Find and right-click on **Client Side Rendering Print Provider** , then select **Delete** .

Step 5: Restart the Print Spooler service.

Step 6: Restart your computer and add the printer again to see if the error persists.

The article above from TipsMake has just guided you on how to fix the "Windows cannot connect to the printer" error. If you have any questions or need clarification on how to fix the printer not receiving print commands from your computer , please leave your comments in the comment section below the article.

You finished reading the article "**How to fix the 'Windows cannot connect to the printer' error in Windows 11/10**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.