

# How to fix Windows errors not connected to the printer

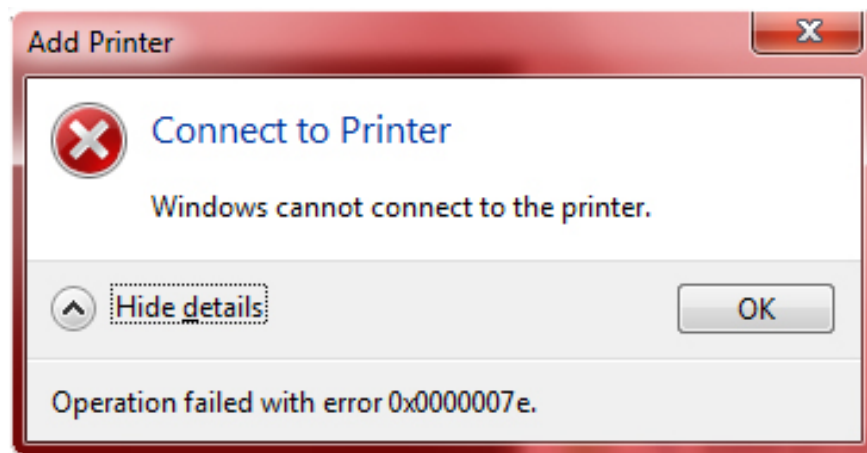
Some printer connection errors, such as the installation process in the middle, are stopped, the printer does not accept the command, the document prints on white paper, or the error does not receive the signal between the computer and the printer, does not connect printer in LAN. With this error, an error message will appear on the screen. Windows cannot connect to printer, Windows cannot connect to the printer.

During the installation of the computer with the printer, sometimes we will encounter some **printer connection errors** such as when the installation process is in the middle of a stop, the printer does not receive the command, the document prints blank paper Or, the error does not receive the signal between the computer and the printer, **does not connect the printer in the LAN** . With this error, an error message will appear on the screen. Windows cannot connect to printer, Windows cannot connect to the printer.

You have already checked the printer's signal and the steps to install it on your computer, but they have no results and still have an error message that does not accept the connection. This is one of the common errors on Windows computers, when we proceed to install the printer. So how to fix the situation that Windows cannot connect to the printer?

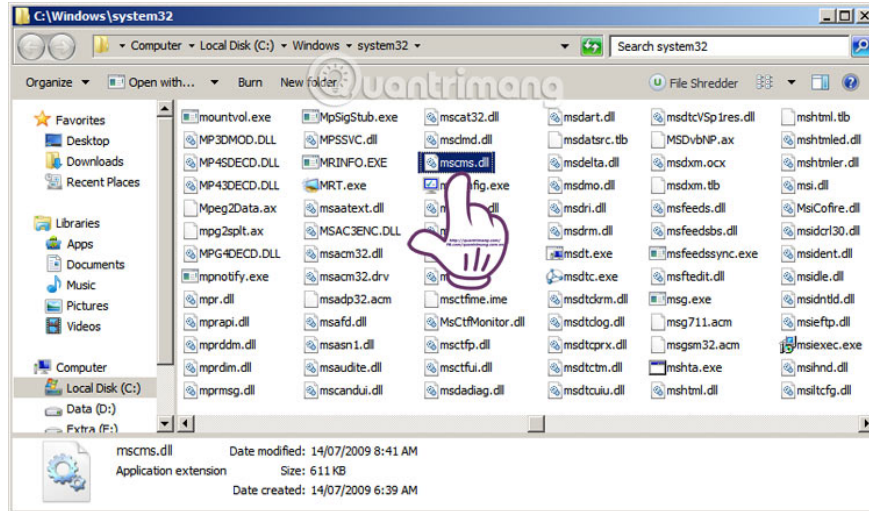
## 1. Windows Error cannot connect to printer

If you see the message **Windows cannot connect to printer** and include the error code as shown below, it may be due to missing mscms.dll dll file.



**Step 1:**

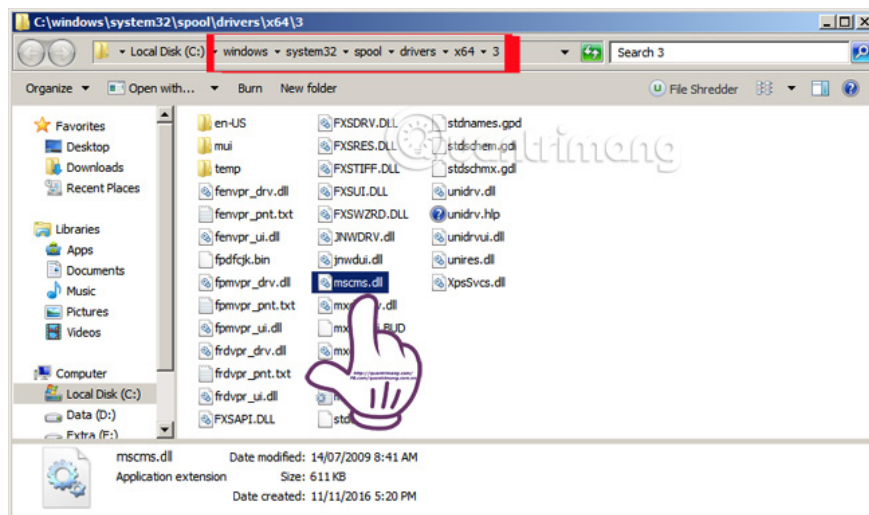
First, you access the following link: **C: Windowssystem32** and select the file named **mscms.dll** .



## Step 2:

Next, we will **copy mscms.dll file** to the folder on the computer under the path below:

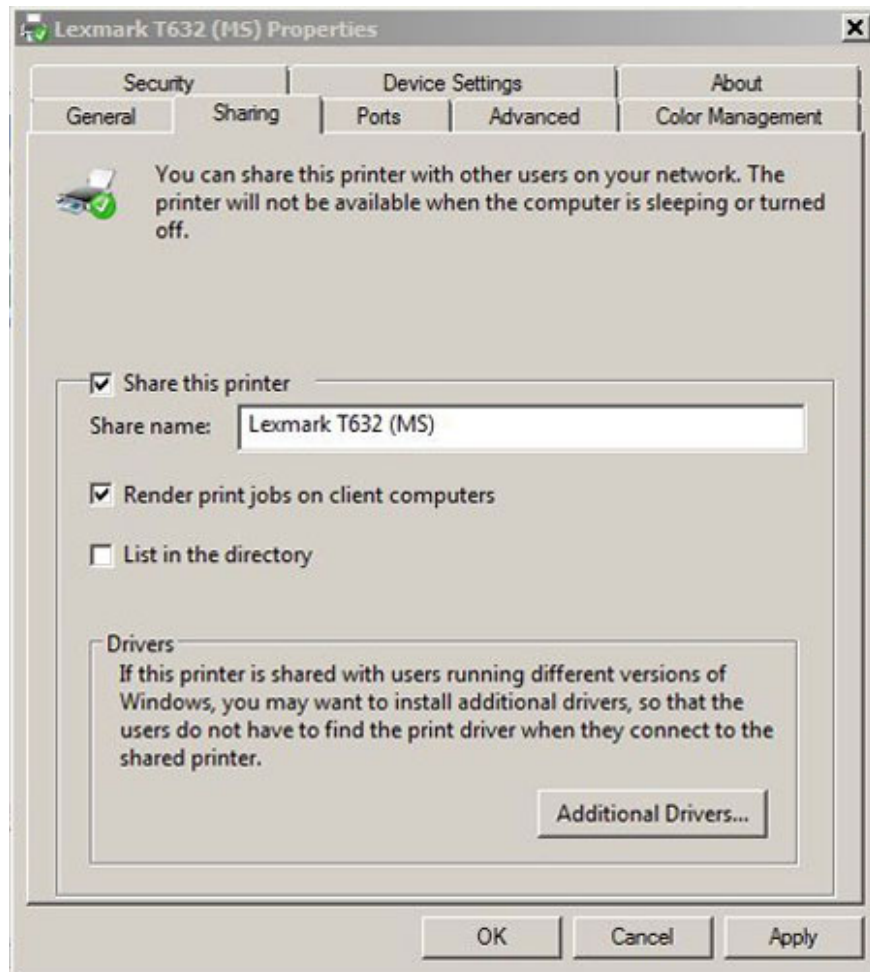
1. C: Windowssystem32spooldriversx643 if using **Windows 7 64-bit** .
2. C: windowssystem32spooldriversw32x863 if you are using **32-bit Windows 7** .



Finally, we proceed to restart the printer and perform the sharing of printers on the LAN as usual. The computer will not appear the error message above and we will reconnect to the printer.

## 2. Connect the printer to Windows

A network printer can be connected via Ethernet or Wi-Fi, or it can connect directly via USB to a network computer. Sharing a printer on a server or on a computer with a printer connected via USB can be shared with other users on the network.

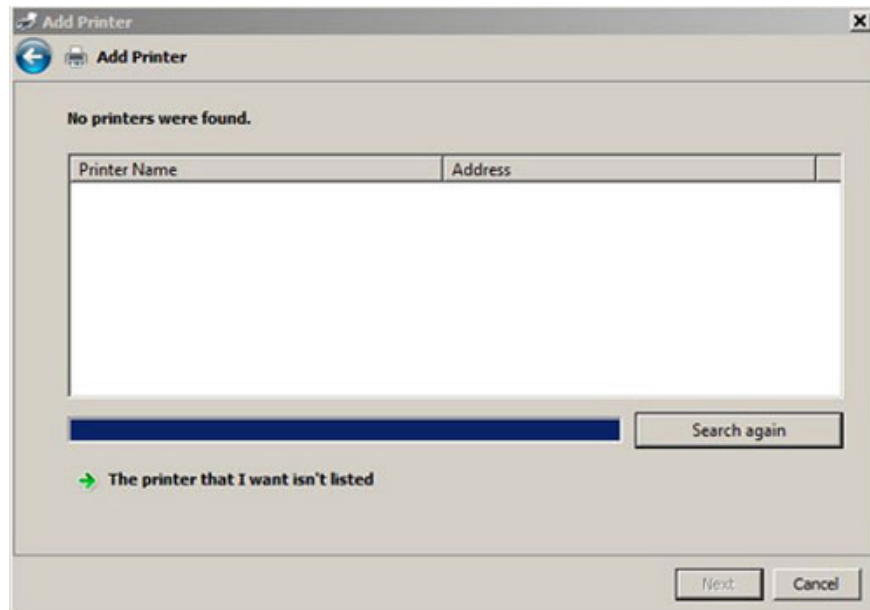


Windows has a program called **Add Printer Wizard** accessible from **Devices and Printers** in **Control Panel** . (For older Windows versions including Vista, this section is **Printers** ). Adding printers is quite different in details on different versions of Windows. But the general, basic steps are still the same.

When you click on the **Add Printer** link , Windows will automatically search for the printer on the network. When the printer is found, it will pop up and you can select and proceed with printing.

### 3. Troubleshooting 101

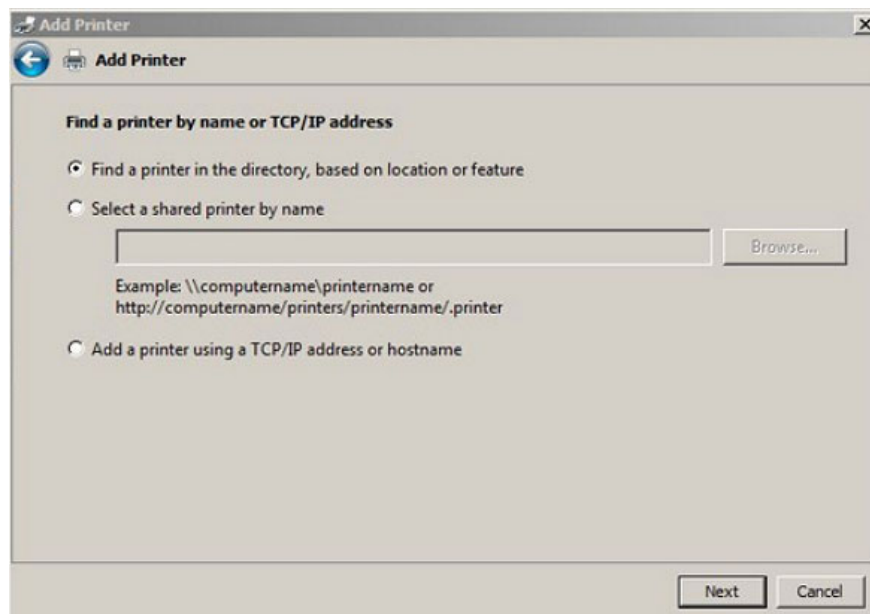
Of course, printers may sometimes not be installed successfully. It may not appear in the list of available printers, or you may receive a message that Windows cannot connect to the printer. The first step to check is whether the printer and the additional computers are on the same network and whether the printer sharing feature of the computer directly connected to the printer is turned on.



If you do not see the printer listed in the **Add Printer Wizard** or cannot connect when clicking its name. Now click on the link called "**The printer that I want isn't listed**". It does not mean that the printer name is not included in the Add Printer Wizard does not mean that the printer is not available.

The IT department in some agencies often defaults to hiding the name of the printer on the network. Although this is true for security or business principles, it can basically interfere with some people who want to connect to the printer with legitimate needs.

In the next window, you will be selected to add a local or additional printer from a wired or wireless network or through a connection to a Bluetooth printer. You should use the second option.

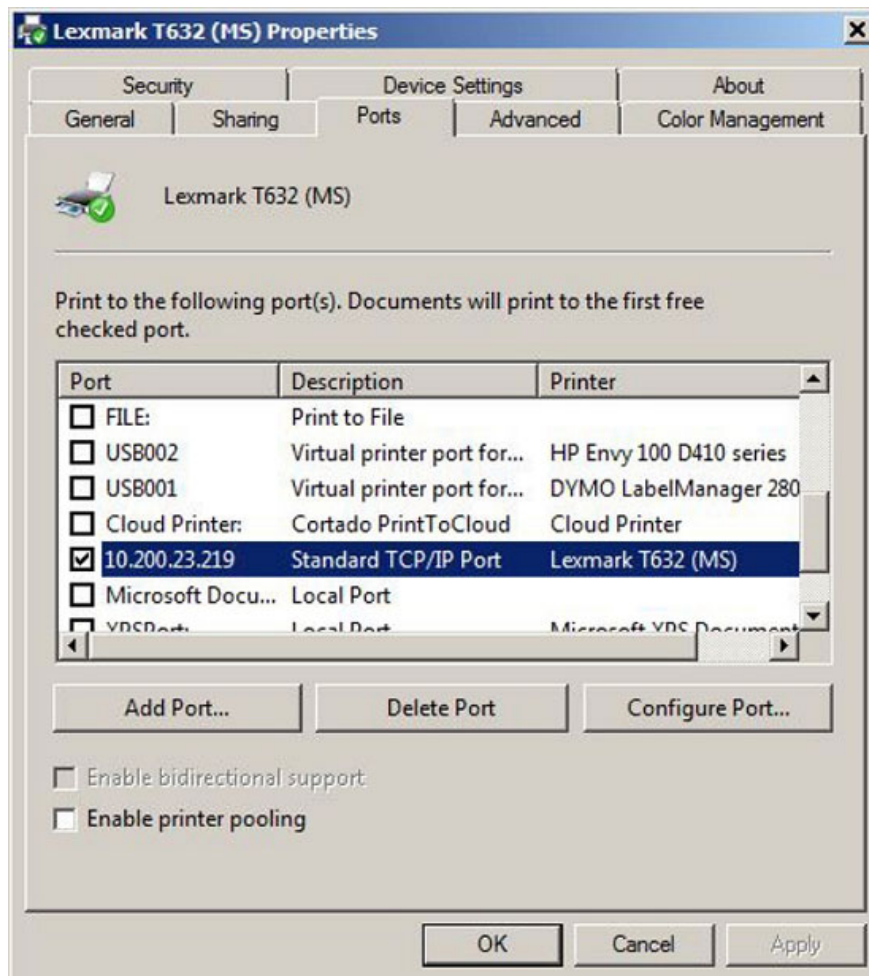


#### 4. Add a printer that is not on the list

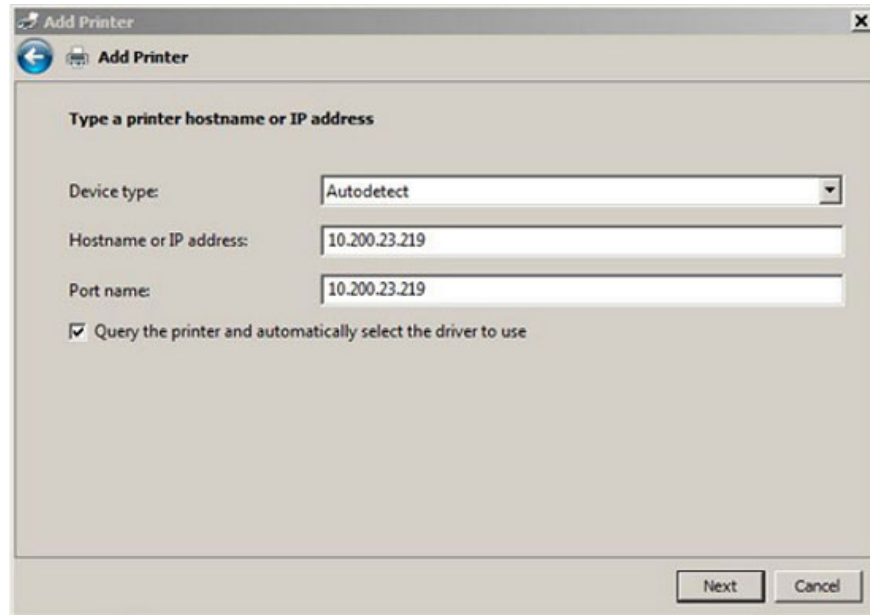
The next item in the **Add Printer Wizard** window is **Find a printer by name or TCP / IP Address** (find the printer by name or TCP / IP address).

**There are actually three options:** You can search in folders, but if the first window in the previous step does not have a printer name, then this option is not available.

For the '**Select a printer by name**' option , you can enter the printer name to connect to under the form **COMPUTERNAMEPRINTERNAME** , where **COMPUTERNAME** is the name of the server (or the computer on which the printer is installed) on the network. It can be found via **Control Panel -> System and Security -> System** (in **Windows 7** ). If you don't know the printer name (**PRINTERNAME**), ask the user directly for the printer or contact the IT department of the agency to know the name.



If you're lucky, selecting a printer this way will allow you to access it. If the connection is not possible or the printer's name is still hidden, you can try the last option '**Add a printer using a TCP / IP or hostname**' (add a **printer using TCP / IP or hostname** ). Now you need to have a static IP address of the printer. To get the printer's static IP address, you can go to **Control Panel -> Printers**, right-click the printer icon to view, select **Printer Properties** and select the **Ports** tab, specify the printer name to get the address, you will see the IP address (picture above). Then return to the computer and type the IP address in the **Hostname** or IP Address section and it will automatically appear in the **Port name** field (below). Click **Next** and let it connect automatically.



A variety of other problems can cause printer connectivity errors that make Windows unable to connect to the printer, even if the computer can identify and identify. You can search more on IT forums to find out how to fix it or you can follow these basic steps to handle it.

Refer to the following articles:

1. Fix simple errors on the printer
1. Common printer errors and how to fix them
1. Instructions for installing the printer in Windows 8

I wish you all success!

You finished reading the article "**How to fix Windows errors not connected to the printer**" 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.