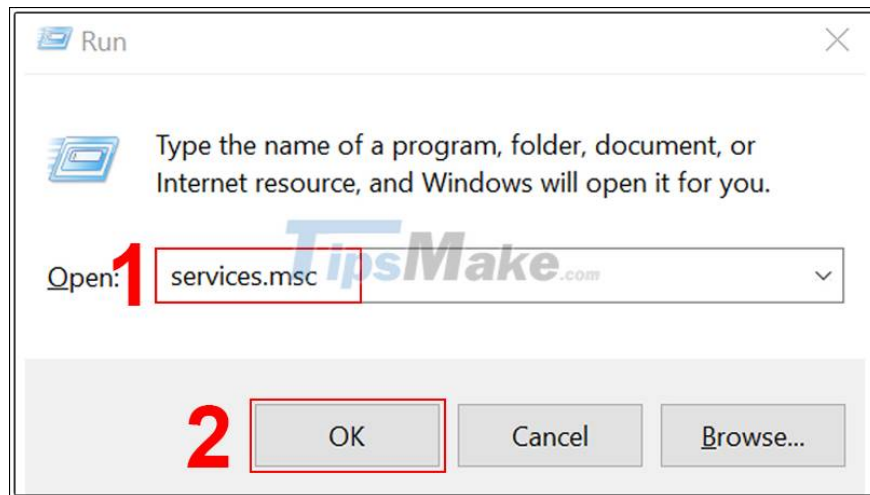


Instructions on how to fix the error of the computer not recognizing the printer

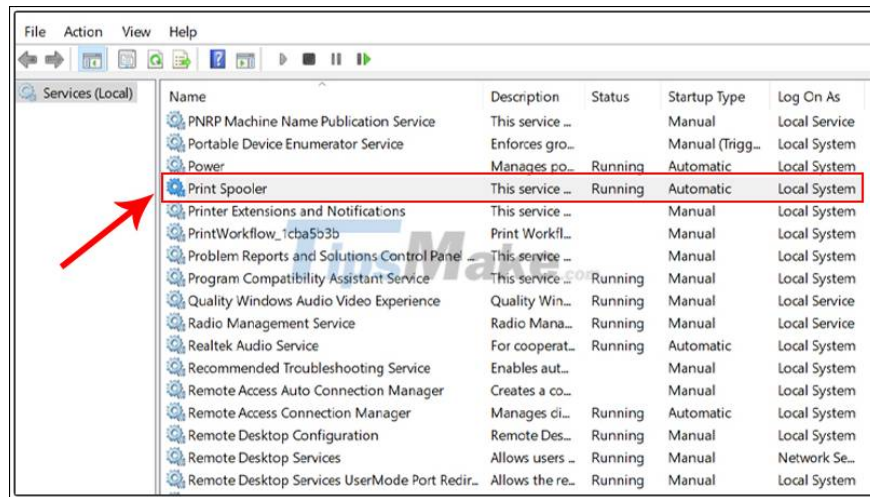
The computer saying 'Windows cannot connect to the printer' when you connect to the printer is a fairly common error in the printing process. To fix the error that the computer does not recognize the printer, please follow the instructions below!

1. Restart the Print Spooler service

Step 1: Press the key combination Window + R> Enter services.msc.

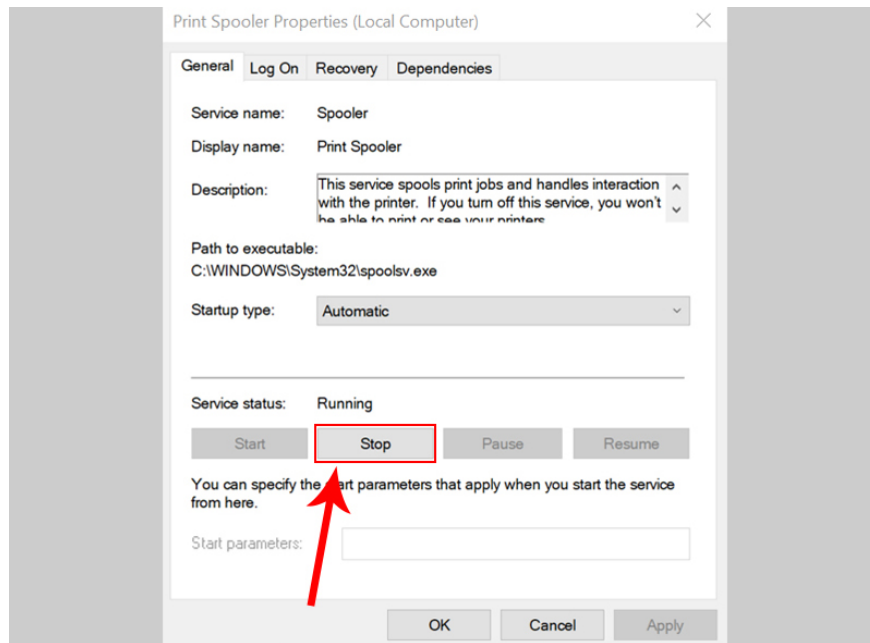


Step 2: Double-click the Print Spooler item in the Name column.



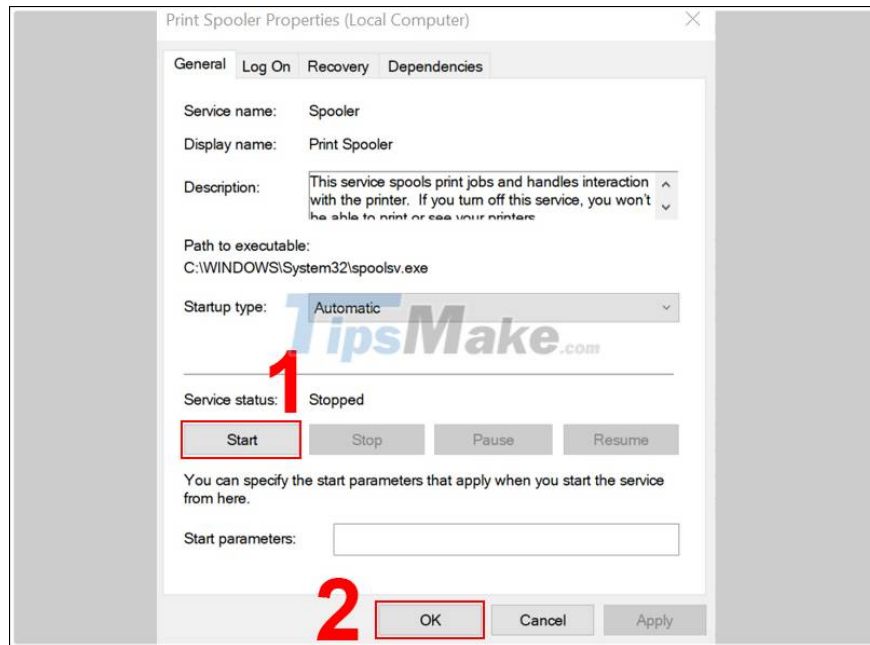
Double-click Print Spooler

Step 3: A new window will appear. Under Service status, click Stop.



Select Stop at Service status

Step 4: Select Start > Select OK.

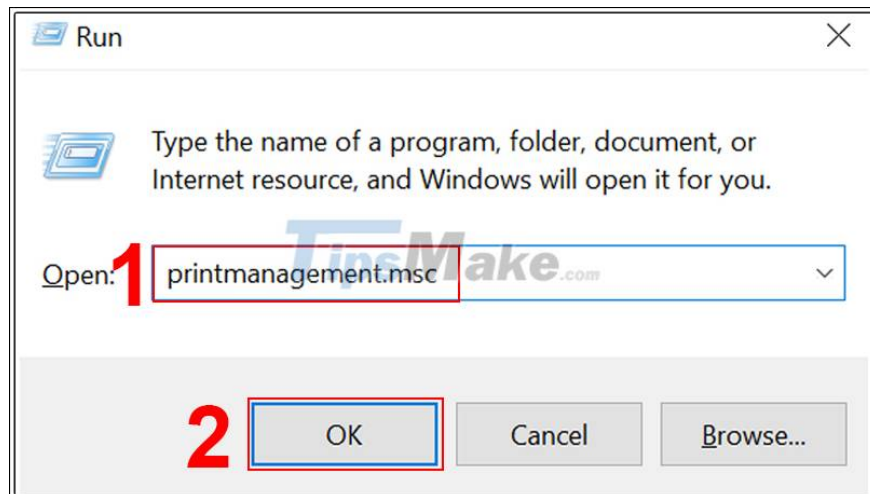


Select Start to reopen the service and click OK

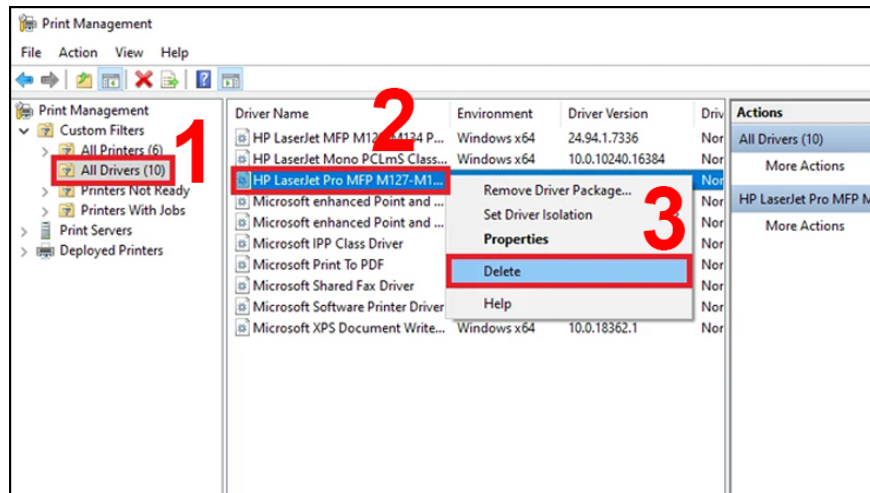
Once done, check that the computer has received the printer yet!

2. Uninstall printer driver

Step 1: Press the key combination Window + R> Enter printmanagement.msc> Click OK.



Step 2: Print Manager window appears. You double-click on All Drivers> Right-click the printer driver name> Select Delete.

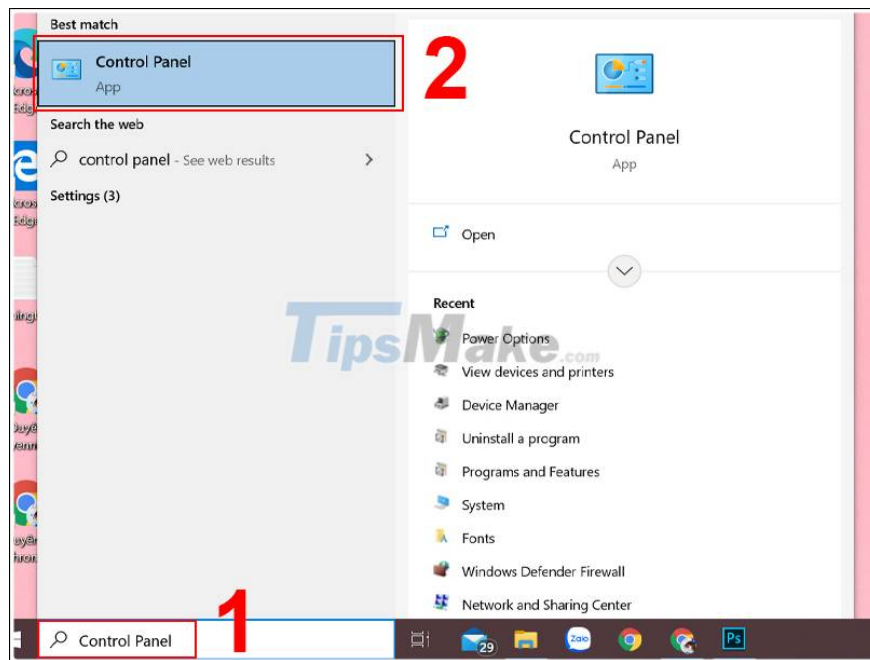


Step 3: Visit the manufacturer's homepage to download and install the latest printer driver version.

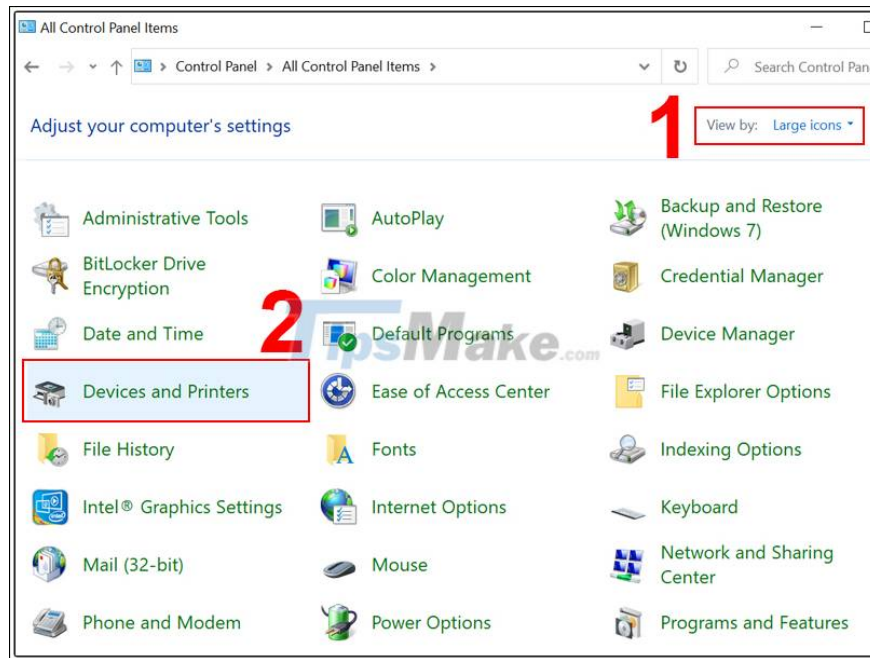
If you have multiple drivers, do the same to remove all the drivers.

3. Create a new local port

Step 1: Enter Control Panel in the search box> Open Control Panel.

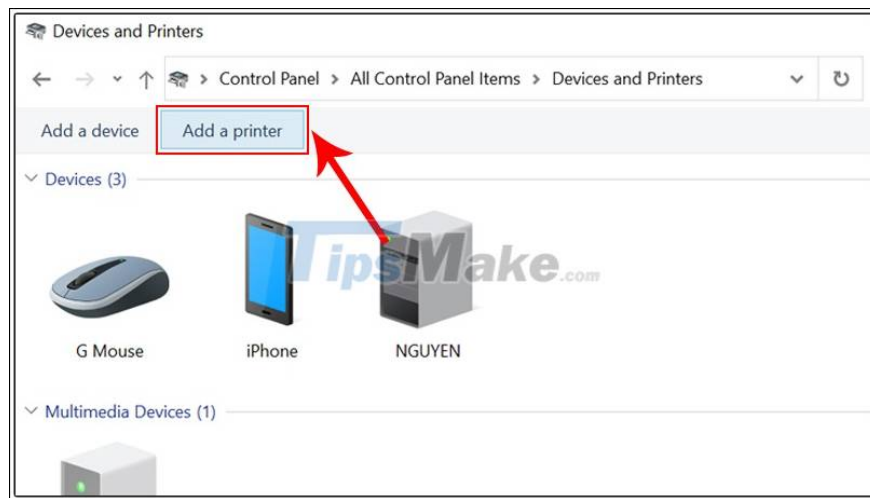


Step 2: In View by select Large icons> Click on Devices and Printers.

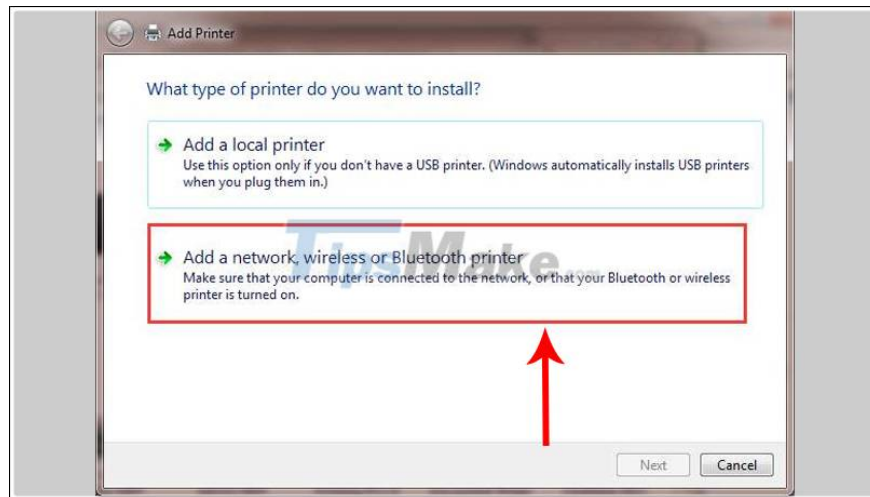


Leave View by in Large icons and select Devices and Printers

Step 3: Click on Add a printer.

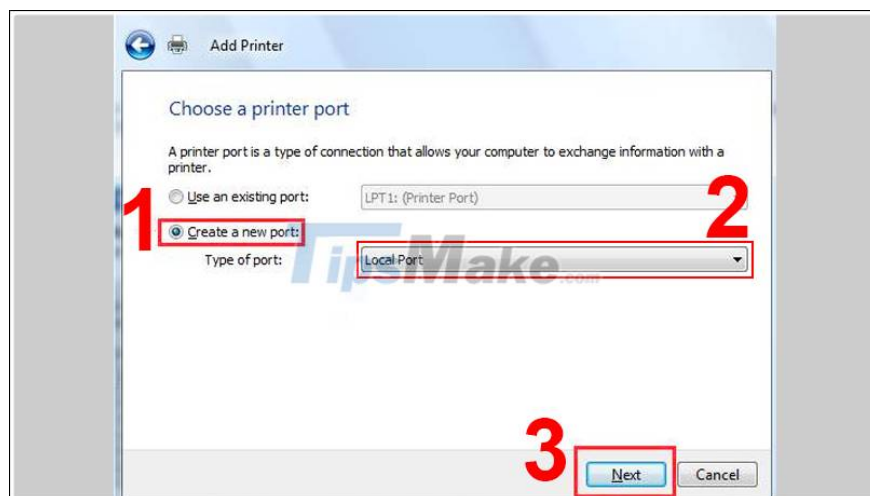


Step 4: Select Add a network, wireless or Bluetooth printer.



A new window appears, click Add a network, wireless or Bluetooth printer

Step 5: Tick select Create a new port> Change the Type of port to Local Port> Select Next.



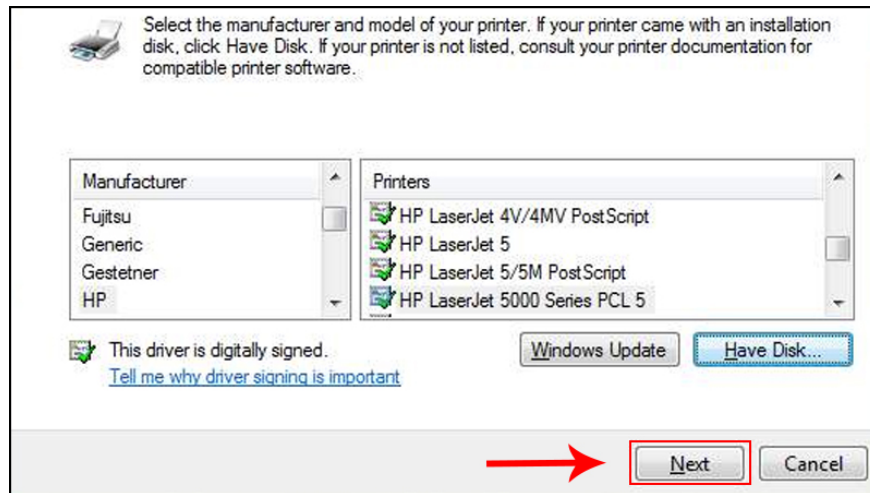
Tick ??Create a new port, change the type and choose Next

Step 6: Enter the printer's address> Select OK.



Enter the printer's address in the Port Name window

Step 7: Select the printer model from the folder> Select Next.

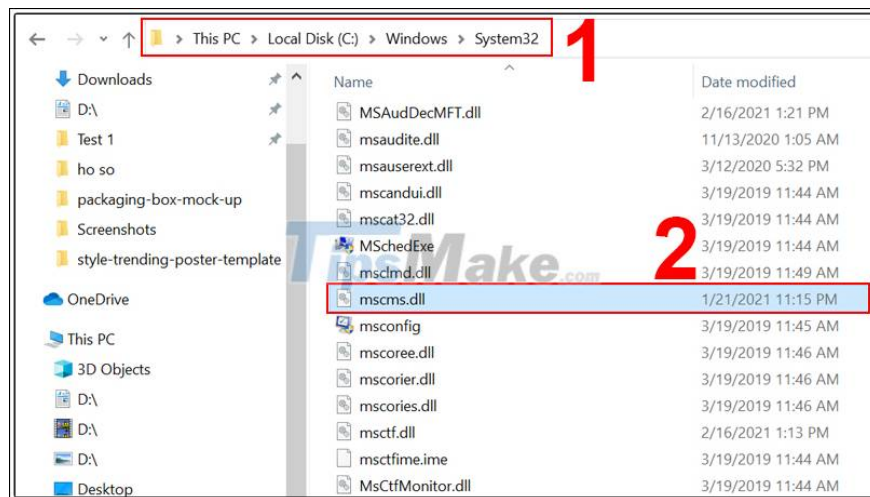


Click Next after you finish selecting the printer model

Then follow the system's instructions to complete the printer adding process.

4. Copy "mscms.dll" manually

Step 1: Open the folder C: Windowssystem32> Find and open the file named mscms.dll.

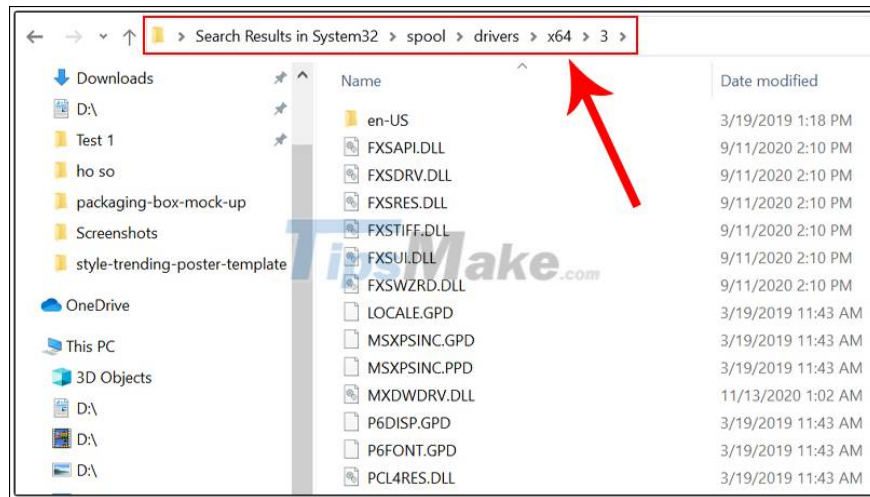


Find the file named mscms.dll

Step 2: Copy the file to the following path:

- With 32-bit version of Windows: C: windowssystem32spooldriversw32x863.

- For 64-bit versions of Windows: C: windowssystem32spooldriversx643.



Copy file mscms.dll to the path as shown

Once done, reconnect and check if the computer has recognized the printer yet!

Recently, there are instructions on how to fix the computer that does not recognize the printer, and wish you success!

You finished reading the article "**Instructions on how to fix the error of the computer not recognizing 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.