

Troubleshooting Guide

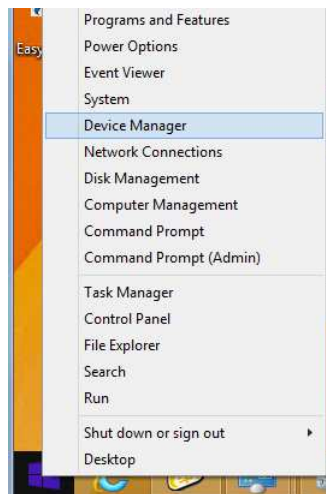


5.85.9 Windows 8 Thermal Printing Failure

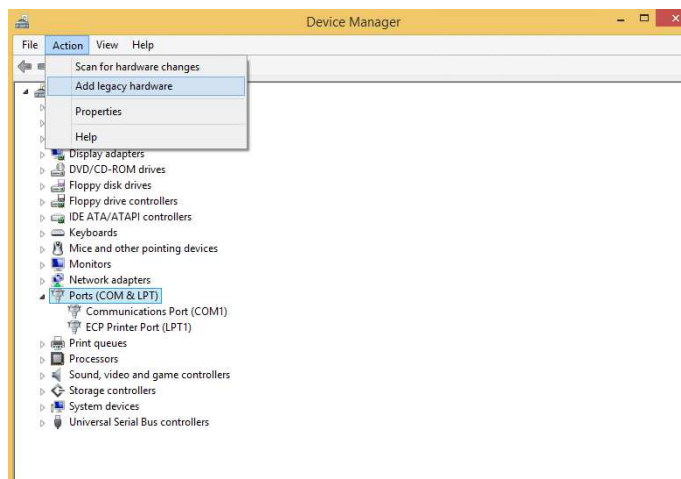
As reported in some Windows 8 environment setup where the thermal printing fails, this issue can be traced due to the missing ECP port setup in the Windows 8 environment.

Below are the steps to rectify this issue in the Windows 8 environment:

1. Right click the Windows Icon on the bottom left screen and select “Device Manager” option.



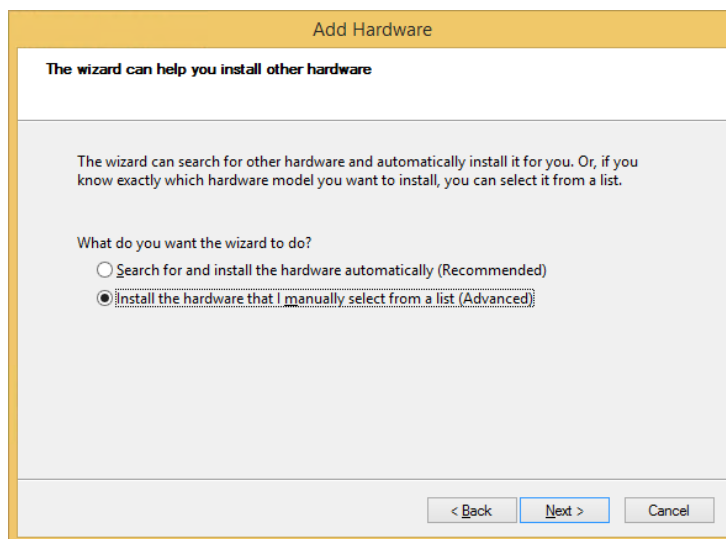
2. In Device Manager Screen, select the node “Ports (COM & LPT)” and go to Action > Add legacy hardware.



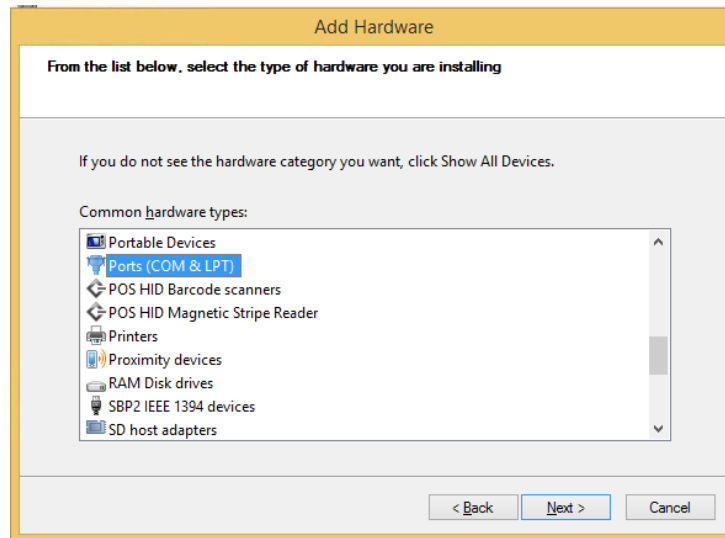
3. In Add legacy hardware Screen, press the “Next” button.



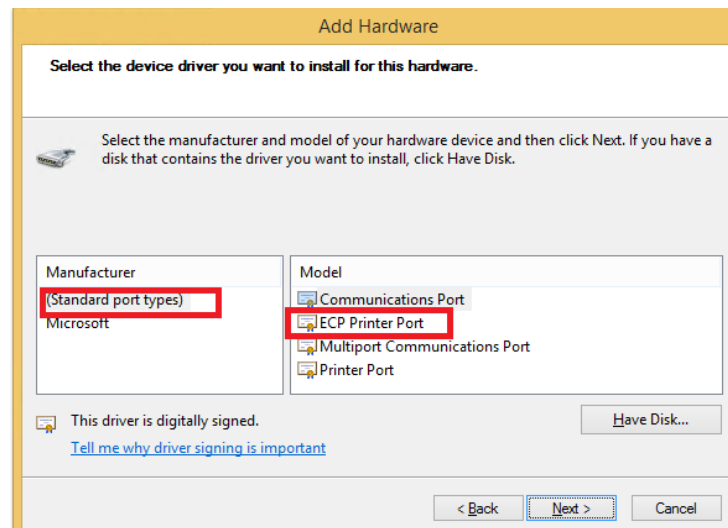
4. In the next screen, select “Install the hardware that I manually select from a list (Advanced)” and press the “Next” button.



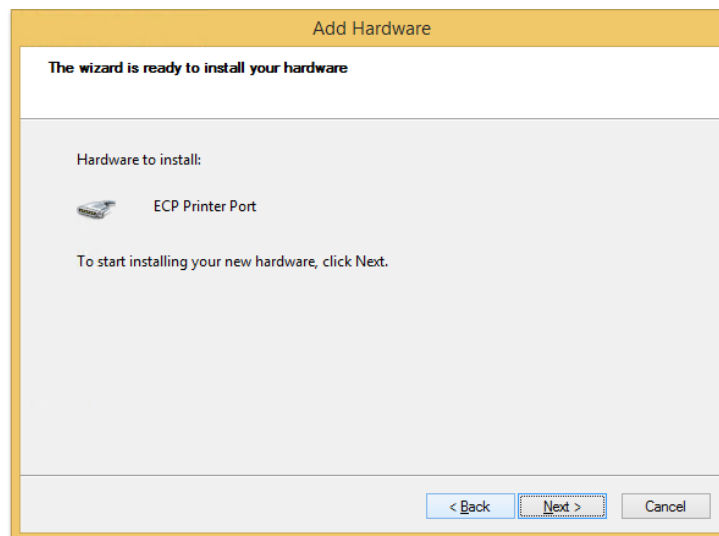
- Next, scroll down the most common hardware types list and select “Ports (COM & LPT)”. And press the “Next” button.



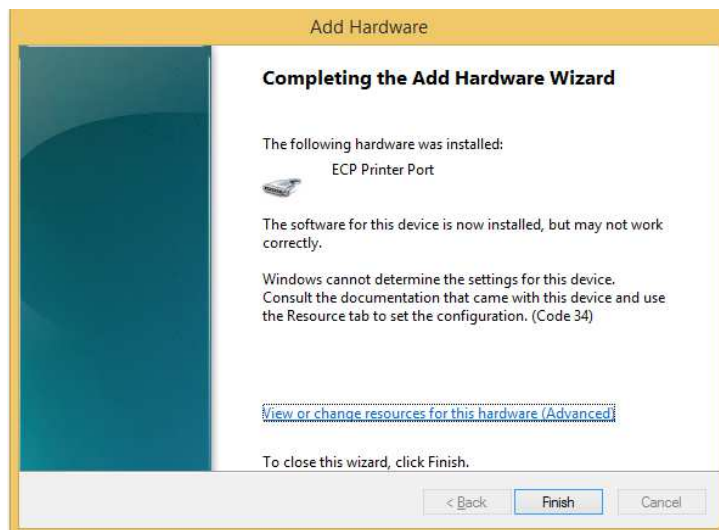
- Next, select the “(Standard port types)” in Manufacturer list and “ECP Printer Port” in Model list and press the “Next” button.



- Next, to confirm the hardware to install, press the “Next” button again.



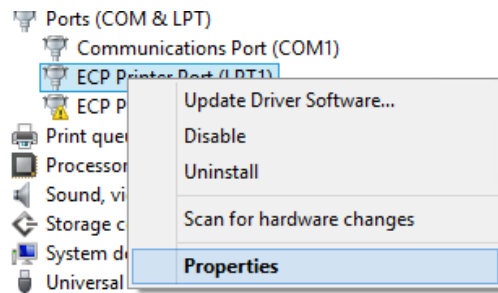
- The hardware should be installed successfully and click the “Finish” button.



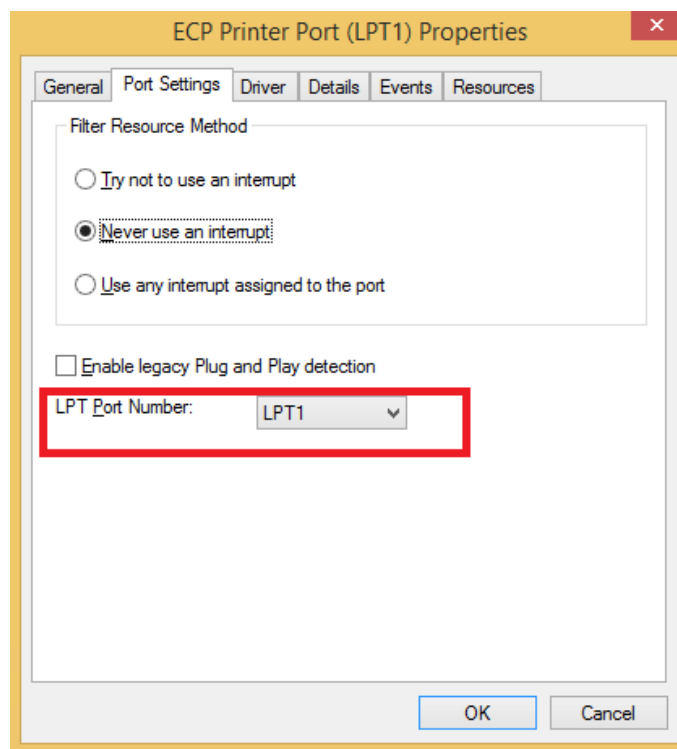
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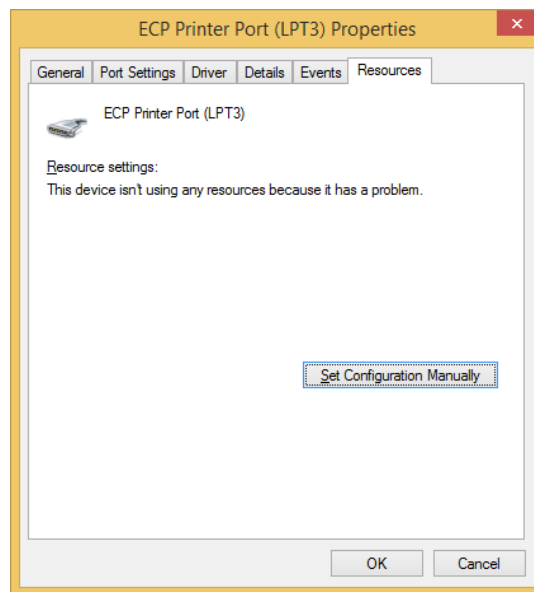
- Go back to the Device Manager screen and right click the newly added ECP Printer Port under "Ports (COM & LPT)" and select Properties.



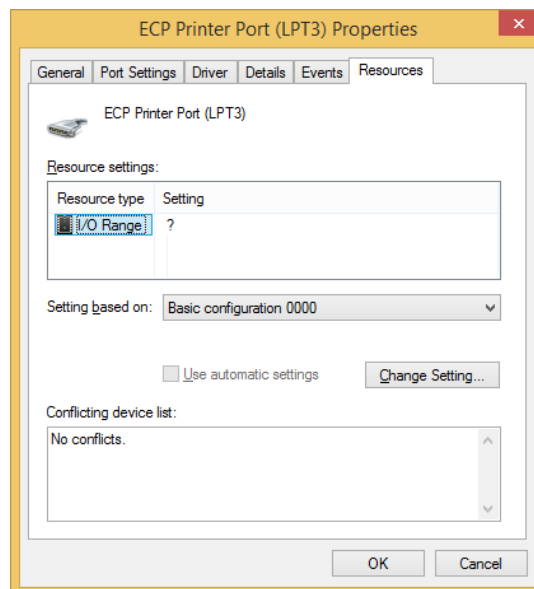
- Go to "Port Settings" tab and select the LPT Port Number as LPT1 and press the "OK" button.



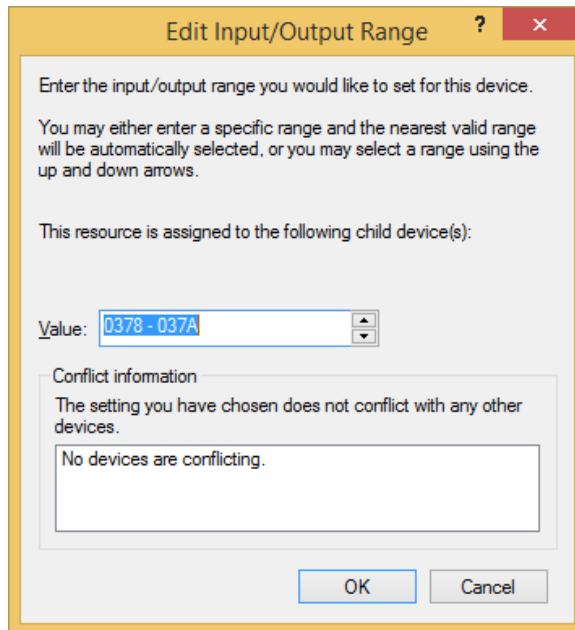
11. Go to Resource tab, and click on “Set Configuration Manually” button.



12. Select I/O range and click on the “Change setting...” button.



13. Select value '0378-037A' and click on the "OK" button.



Edit Input/Output Range ? ✕

Enter the input/output range you would like to set for this device.

You may either enter a specific range and the nearest valid range will be automatically selected, or you may select a range using the up and down arrows.

This resource is assigned to the following child device(s):

Value:

Conflict information

The setting you have chosen does not conflict with any other devices.

No devices are conflicting.

OK Cancel

14. Restart the machine and once restarted, perform a test print to confirm the output and try EasyShip Thermal Label printing to confirm it is working.