

Dymo Printer Failure, (MISSING DRIVER) Steps for Re-Installation

The Dymo Printer 'can' and will fail at times, possibly related to plugging the USB printer cable into a different port, other than the one the Driver was installed on. When this occurs, Windows reports no driver being installed for the Label Printer. Plugging the device back into the original location does not fix this issue at this point, Windows is simply confused. As such, the system is hosed for printing Labels using anything BUT the Dymo software. The Dymo software will still have the ability to print labels even when Windows reports no Device Driver installed for the Dymo Printer.

To resolve this, EVERYTHING DYMO related must be removed. Below are the steps to accomplish this.

- 1) Disconnect the LabelWriter printer, via the USB connection, from the computer.
- 2) From Devices and Printers, Remove any Dymo Printers listed.
- 3) Use LWRRemove to Remove ALL DRIVERS for the DYMO Products
 - a) v.8 and higher 32bit location: "C:\Program Files\DYMO Label\Support Files"
 - b) v.8 and higher 64bit location: "C:\Program Files (x86)\DYMO Label\Support Files"
- 4) Uninstall the DYMO label software as an Administrator.
- 5) Delete all DYMO folders located on the local C: Drive.
- 6) Folder Locations for **Windows XP**:

C:\Program Files\ DYMO (Delete the DYMO folder)

C:\Documents and Settings\ User name\Local Settings\Application Data\ (Delete the DYMO folder and the Sanford .Lp folder)

C:\Documents and Settings\ User name\Application Data (Delete the DYMO folder)

Folder Locations: **Windows 7 or 8**

C:\Program Files\DYMO (Delete the DYMO folder)

C:\Users\ User name\ AppData\ Local (Delete the DYMO and Sanford L.P folder)

C:\ProgramData (Delete the DYMO folder)

5. After removing the DYMO folders, click on the Start Menu and find 'Run...' While in 'Run...' type in the following: regedit. Click Enter and a registry of all installed files on the computer should appear. Under here look under the following lists and remove the DYMO folders:
 - HKEY_CURRENT_USER\SOFTWARE\ (Delete the DYMO folder)
 - HKEY_LOCAL_MACHINE\SOFTWARE\ (Delete the DYMO folder)

Following, (with the USB still disconnected) restart the computer. Once the computer has loaded back up please install this version, 8.5.1 of the DYMO Label Software:

<http://download.dymo.com/dymo/Software/Win/DLS8Setup.8.5.1.exe>

Note: **The printer MUST be DISCONNECTED when running the installation.**

Click FINISH when installation routine completes. The Finish screen closes after a few seconds.

Connect the power cable to the printer and plug the power cable to A/C.

Connect the USB cable to the back of the printer, and locate a suitable USB port on the back of the computer.

NOTE: Make a note of which port being used. Always connect this Printer to this port in the future to prevent communication issues.

Open The VET System program, System Utilities, Settings Page 2, Label Printing, Refresh Printers, and Select Printer. Save Settings. Label Printing should now be Restored.