# 疑難排解 - 安裝驅動程式時未能透過 USB 線偵測印表機 (Windows) Troubleshoot - Printer is not recognized when installing the driver with USB cable (Windows)

如在安裝驅動程式時未能透過 USB 電纜線偵測到打印機,請參考以下的建議

If the printer is not recognized when installing the driver with USB cable, please kindly refer to below suggestion



- 安裝驅動程式前請勿使用 USB 線連接電腦及打印機
   Please do not connect the USB cable to PC and printer before driver installation
- 檢查打印機的警告指示燈有沒有亮起或閃爍或打印機顯示屏(如適用)是否有錯誤訊息及在主頁畫面。
   Check if the alarm lamp of the printer is on or flashing; check if there is any error messages on the printer screen (if apply) and on the main page.



- 建議把 USB 線直駁電腦的 USB 連接埠及不要使用延長線或 USB 集線器
   Recommended to connect the USB cable to the USB port of computer directly, and do not use extension cable or USB hub
- 更換另一條 USB 線或嘗試接駁其他 USB 連接埠
   Change other USB cable or connect to other USB port

#### 如以上方法還是未能偵測打印機,可參考以下方法:

#### If printer is still unable to detect by computer, please try the suggestion below:

Press Windows key 🗮 + R on keyboard, then type in "devmgmt.msc" and press Enter or OK

💷 執行	X Run X	<
輸入程式、資料夾、文件或網際網路資源的名稱,Windows 自動開啟。	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.	
開啟( <u>O</u> ): devmgmt.msc	]	]
確定 取消 瀏覽( <u>B</u> )	OK Cancel Browse	]

A2. 擴展 "通用序列匯流排控制器" ,然後選擇 "USB 列印支援"及按右鍵,再按 "解除安裝裝置"



Expand "Universal Serial Bus controllers", right click on "USB Printing Support", and then click "Uninstall device"

🛃 Device Manager	8 <u>—5</u> 5	×
File Action View Help		
🖛 🔿 🗊 📓 🔢 🙀 💻 💺 🗙 🗨		
> 🔜 Disk drives		 _
> 🔙 Display adapters		
> 🛺 Human Interface Devices		
> 🥣 IDE ATA/ATAPI controllers		
> 🚠 Imaging devices		
> 🔤 Keyboards		
> Mice and other pointing devices		
> 🛄 Monitors		
> 🚽 Network adapters		
> 🚍 Print queues		
> 🚍 Printers		
> Processors		
> 📲 Security devices		
> Software devices		
> 🐗 Sound, video and game controllers		
> 🍇 Storage controllers		
> 🍢 System devices		
<ul> <li>Universal Serial Bus controllers</li> </ul>		
Generic USB Hub		
Intel(R) USB 3.0 eXten		
Mobile 5th Generatic		
USB Composite Devic Uninstall device		
USB Composite Devic		
USB Printing Support		_
USB Printing Support Properties		
USB Printing Support		
USB Root Hub		
USB Root Hub (USB 3.0)		

A3. 解除所有的"USB列印支援"後,拔除 USB 線,再重新插入 USB 線

Unplug and plug the USB cable in again after uninstalling all the "USB Printing Support"

返回驅動程式安裝精靈繼續,如成功偵測便可以完成

Return to and continue the driver installation wizard. Installation will be completed if detected successfully

## B1. 如正在安裝驅動程式,請先取消,再根據作業系統執行解除印表機驅動程式

If the driver setup is running, please kindly cancel it, then according to the operation system to uninstall the printer driver

# Windows 7:

按"開始"→"控制台"→在"程式"下,按"解除安裝程式",選擇相關打印機驅動程式,如: "Canon XXXX series MP Drivers",按右鍵,再選擇"解除安裝"

Click "Start" button  $\rightarrow$  "Control Panel"  $\rightarrow$  Under "Programs", click "Uninstall a program", choose the printer driver, e.g.: "Canon XXXX series MP Drivers", right click then choose "Uninstall"

# Windows 8 / 8.1 :

Press Windows key  $\blacksquare$  + R on keyboard, then type in "control" and press Enter or OK "Control Panel"  $\rightarrow$  Under "Programs", click "Uninstall a program", choose the printer driver, e.g.: "Canon XXXX series MP Drivers", right click then choose "Uninstall"

## Windows 10:

按"開始"→"Windows 設定<sup>◎</sup>"→"應用程式",在"應用程式與功能"的清單中,選擇相關打印機驅動程式,如:"Canon XXXX series MP Drivers",點選後再選擇"解除安裝"

Click "Start" button  $\rightarrow$  "Windows Settings" " $\rightarrow$  "Apps", under "Apps & features", choose the printer driver, e.g.: "Canon XXXX series MP Drivers", click "Uninstall" after choose the driver

## Windows 11:

按 "開始" → "設定 <sup>20</sup>" → "應用程式" → "應用程式與功能" ,在清單中選擇相關打印機驅動程 式,如: "Canon XXXX series MP Drivers",點選 後再按 "解除安裝"

Click "Start" button  $\rightarrow$  "Settings  $2^{\circ}$ "  $\rightarrow$  "Apps"  $\rightarrow$  "Apps & features", choose the printer driver, e.g.: "Canon XXXX series MP Drivers", click and then click "Uninstall"

解除舊驅動程式後,重新執行安裝驅動程式

Reinstall the driver after uninstalled the old driver

C1. 重啟 Print Spooler 服務,在鍵盤按 Windows 鍵 ■ + R,然後輸入 "services.msc",再按 Enter 或確定 Restart Print Spooler Service, press Windows key ■ + R on keyboard, then type in "services.msc" and press Enter or OK

● 執行	×	Run X
● 輸入程式、資料夾、文件或網際網路資源的名稱,Windows 自動開啟。	會	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
開啟( <u>O</u> ): services.msc	~	<u>Q</u> pen: services.msc ~
確定 取消 瀏覽( <u>B</u> )		OK Cancel Browse

C2. 開啟服務後,尋找 Print Spooler,然後雙擊滑鼠左鍵

🔍 服務					-		×
檔案(F) 動作(A) 檢	裙(V) 說明(H)						
<b>← →</b> 🖬 🖬 Q							
🔍 服務 (本機)	● 服務 (本機)						
	Print Spooler	名稱 个	描述	狀態	啟動類型	登入身分	
	Print Spooler 停止服務 重新啟動服務 描述: 此服務會多工緩衝處理列印工作,並 處理與印表機的互動。如果您關閉此 服務,將無法列印或看見您的印表 機。	<ul> <li>P9RdrService_d48000</li> <li>Peer Name Resolution Prot</li> <li>Peer Networking Grouping</li> <li>Peer Networking Identity</li> <li>PenService_d48000</li> <li>Performance Counter DLL</li> <li>Performance Logs &amp; Alerts</li> <li>Phone Service</li> <li>Plug and Play</li> <li>Portable Device Enumerat</li> <li>Power</li> <li>PrintSpooler</li> <li>PrintVorkflow_d48000</li> <li>Problem Reports Control P</li> <li>Program Compatibility Assi</li> <li>Quality Windows Audio Vi</li> <li>Radio Management Service</li> </ul>	抽啟使使提手允效管啟此強管此此提這此高無」如用用供寫許能理用服制理服服供個服品線。	秋感 執行中 執行中 執行中 中中	成手手手手手手手手手手手手手手手手手手手手手手手手手手手手手手手手手手手手	교사회가 Local Sys Local Ser Local Ser Local Ser Local Ser Local Ser Local Ser Local Sys Local Sys	-
		Remote Access Auto Conn	當程	1, 1144	手動	Local Sys	
	延伸 〈標準/						

Services X File Action View Help 🗢 🔿 📅 🖾 🧟 📰 ₽ Services (Local) Services (Local) **Print Spooler** Name Description Status Startup Type Loc Enables trig... Manual (Trigg... P9RdrService\_1bca7af Loc Stop the service Arental Controls Enforces par... Manual Loc Restart the service Rayments and NFC/SE Mana... Manages pa... Manual (Trigg... Loc Resolution Proto... Enables serv... Manual Loc Description: 🌼 Peer Networking Grouping Enables mul... Manual Loc This service spools print jobs and Reer Networking Identity M... Provides ide... Manual Loc handles interaction with the printer. PenService\_1bca7af Manual (Trigg... Pen Service Loc If you turn off this service, you won't be able to print or see your printers. Rerformance Counter DLL H... Enables rem... Manual Loc 🆏 Performance Logs & Alerts Performance... Manual Loc Arrice Phone Service Manages th... Manual (Trigg... Loc Plug and Play Enables a co... Running Manual Loc RNRP Machine Name Public... This service ... Manual Loc Portable Device Enumerator ... Enforces gro... Manual (Trigg... Loc Power Manages po... Running Automatic Loc 🔅 Print Spooler Automatic Running Printer Extensions and Notifi... 此服務會開... Manual Loc RrintWorkflow\_1bca7af Manual (Trigg... Provides sup... Loc Reports Control Pa... This service ... Manual Loc Reprogram Compatibility Assis... This service ... Running Automatic (De... Loc 🥋 Quality Windows Audio Vid... Quality Win... Manual Loc 🆏 Radio Management Service Running Radio Mana... Manual Loc Realtek Audio Service For cooperat... Running Automatic Loc Recommended Troubleshoo... Enables aut... Manual Loc Remote Access Auto Connec... Creates a co... Manual Loc Extended Standard

Search and double click Print Spooler after opened Services

## C3. 先按停止,再按啟動重啟 Print Spooler

Print Spooler 內容	宮 (本機電腦)	X	Print Spooler 內容	(本機電腦)	×
一般 登入	復原 相依性		一般登入	復原 相依性	
服務名稱:	Spooler		服務名稱:	Spooler	
顯示名稱:	Print Spooler		顯示名稱:	Print Spooler	
描述:	此服務會多工緩衝處理列印工作,並處理與印表機的互 動。如果您關閉此服務,將無法列印或看見您的印表機。		描述:	此服務會多工緩衝處理列印工作,並處理與印表機的互 動。如果您關閉此服務,將無法列印或看見您的印表機。	
可執行檔所在路 C:\WINDOWS	音徑 \System32\spoolsv.exe		可執行檔所在路径 C:\WINDOWS\S	⊊ iystem32\spoolsv.exe	
啟動類型(E):	自動 ~		[ 啟動類型(E):	自動~~	
服務狀態: 啟動(S)	執行中 停止(T) 暫停(P) 繼續(R)		服務狀態:	<b>已停止</b> 停止(T) 暫停(P) 繼續(R)	
您可以在這裡指	<b>章定啟動服務時所要套用的參數。</b>		您可以在這裡指定	<b>定啟動服務時所要套用的參數。</b>	
啟動參數(M):			啟動參數(M):		
	確定 取消 套用(A)			確定 取消 套用(A	4)

# Click Stop, and then click Start to restart Print Spooler

eneral	Log On	Recovery	Depen	dencies				General	Log On	Recovery	Depende	encies		
Service	name:	Spooler						Service	name:	Spooler				
Display	name:	Print Spoo	ler					Display name: Print Spooler						
Descript	tion:	This servic with the p	e spools rinter. If y	print jobs ar ou turn off	id handle his servic	s interaction æ, you won't		Descrip	Description:		This service spools print jobs and handles interaction with the printer. If you turn off this service, you won't be able to print or see your printers			
Path to C:\WIN	executabl DOWS\Sy	e: stem32\spc	olsv.exe					Path to C:\WIN	executab DOWS\Sj	le: ystem32\spo	olsv.exe			
Startup	typ <u>e</u> :	Automati	c				~	Startup	typ <u>e</u> :	Automatio	•			
Service	status:	Running						Service	status:	Stopped				
5	Start	Sto	p	Pause		Resume		5	Start	Sto	p	Pause	Resume	
You car from he	n specify tl re.	ne start para	ameters t	nat apply wh	ien you s	tart the servic	æ	You ca from he	n specify t re.	the start para	meters that	at apply when you	u start the service	
Start pa	ra <u>m</u> eters:							Start pa	ara <u>m</u> eters:					

C4. 重啟 Print Spooler 後,再嘗試安裝驅動程式

Please try to install the driver again after restarted Print Spooler

-完--End-

Page 7 of 7