



## Service Bulletin

7/25/22

### Problem: Loss of communication with ImPress Printers after Windows Update

We have had a number of calls following last Tuesday's (July 19, 2022) Windows update. The update changes the printer port assignment of ImPress Printers. We have seen the USB Virtual Port assignment being changed to either LPT or no assignment at all.

Solution: If you experience a loss of communication with the printer:

- **IMPORTANT: Do not uninstall the ImPress Driver**
- Navigate to Printer Properties for the ImPress Printer.
  - o Start, Settings, Devices, Printers & Scanners (Windows 10)
  - o Click on the printer icon and select Manage
  - o Select Printer Properties and the Ports Tab
  - o Observe which port in the listed is selected, box checked
  - o With the printer turned, move check mark to a Virtual USB port
  - o Restart the printer and try printing, the communication issue should be resolved