

[ASIX MCS9865] Parallel Card FAQs

This document contains some helpful FAQs should you run into any issues:

1. [When I send jobs to my parallel port in Windows 10, it does not print.](#)
2. [General Troubleshooting](#)

When I send jobs to my parallel Port in Windows 10, it does not print

FAQ

This issue was the result of a Windows update that has recently been fixed in the KB3140743 update. If you are still experiencing this issue, download the latest Windows update.

You can also temporarily resolve the issue by completing the following:

1. Press the **Windows** key + **X**.
2. Click **Device Manager**.
3. Expand the section for **Ports (COM & LPT)**.
4. Right-click on the LPT port that is experiencing the issue.
5. Click **Properties**.
6. Click the **Port Settings** tab.
7. Under **Filter Resource Method**, select an option that is not currently selected.
8. Click **OK**.

When you troubleshoot issues with a parallel device, there are some quick tests that you can complete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:

- Parallel cables
- Parallel ports
- Parallel devices

To test your setup components, try the following:

- Use the parallel cable, parallel port, and parallel device in another setup to see if the problem is with the components or the setup.
- Use a different parallel cable, parallel port, and parallel device in your setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test your cables, it is recommended that you do the following:

- Test each cable individually.
- Use short cables when you are testing.

When you test the parallel ports and parallel device, it is recommended that you do the following:

- Press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter**. Check to see if the parallel ports and parallel device is listed under **Ports (COM & LPT)**.
- Make sure that the LPT port number is the correct number for the parallel device and that the software being used to connect the computer to the parallel device uses the correct LPT port number.
- If you do not see the LPT port number in **Device Manager** please see this FAQ for PCI/PCIe expansion cards: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#pci-pcie-cannot-boot-os-or-detect-windows> or this FAQ for USB devices: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#usb-cannot-detect-windows>
- If the device is listed with an error, follow the instructions on the website to reinstall the drivers.

Note: Some parallel devices only work if the LPT port number is between a certain range, usually LPT1 or LPT2.