



The New Era for Printing

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How to solve cannot connect to the shared printer on your Windows 11 PC

Release Object: Service Center

Maintenance Types :

Cartridge	☐	Installation	☐
Wireless Network	☐	Wired Network	☐
Paper	☐	App	☐
Print	☐	Scan	☐
Fax	☐	Set	☐
Firmware	☐	Others(hardware,etc)	☒

Applicable Model: All series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE

Written by : Benson	Verified by : Benson	Approved by : Herry
Date : 01/11/2021	Date : 01/11/2021	Date : 05/11/2021

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I. Problem Description

If you have successfully installed and shared a network printer on your network, but somehow when you attempt to connect to the shared printer on your Windows 11 computer, the operation fails and Windows cannot connect to the shared printer.

II. Causes

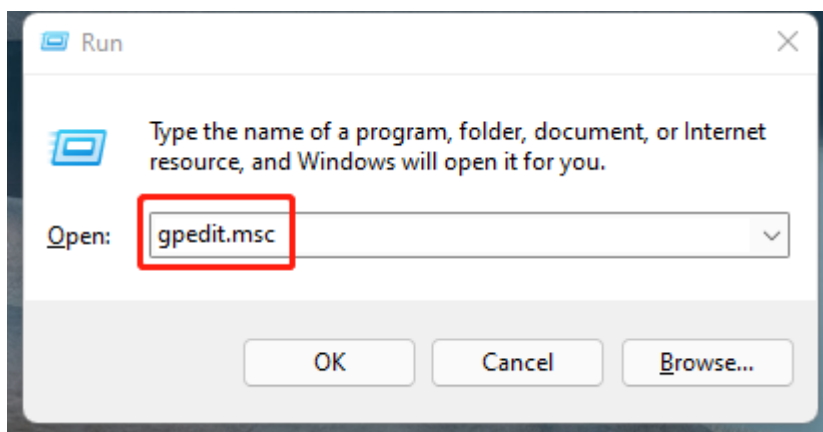
There are quite a number of reasons why PC users may not be able to connect to a shared printer – the main reasons include File and Printer Sharing is turned off. Also, File and Printer Sharing is not allowed through the Windows Firewall on your computer and the computer to which the printer is attached. In this case, to fix the issue, enable File and Printer Sharing and as well make sure Network Discovery is enabled on your Windows 11 PC.

III. Solution

1. Re-Enable the guest account fallback ,

(1) Go into Local Group Policy Editor

- ① Press Win + R to launch the Run dialog.
- ② Enter the following command: gpedit.msc



- ③ Press Enter

(2) Navigate into Administrative Templates - Network - Lanman Workstation.

(3) Then the Setting : Enable insecure guest logons has to be set to "Enable".

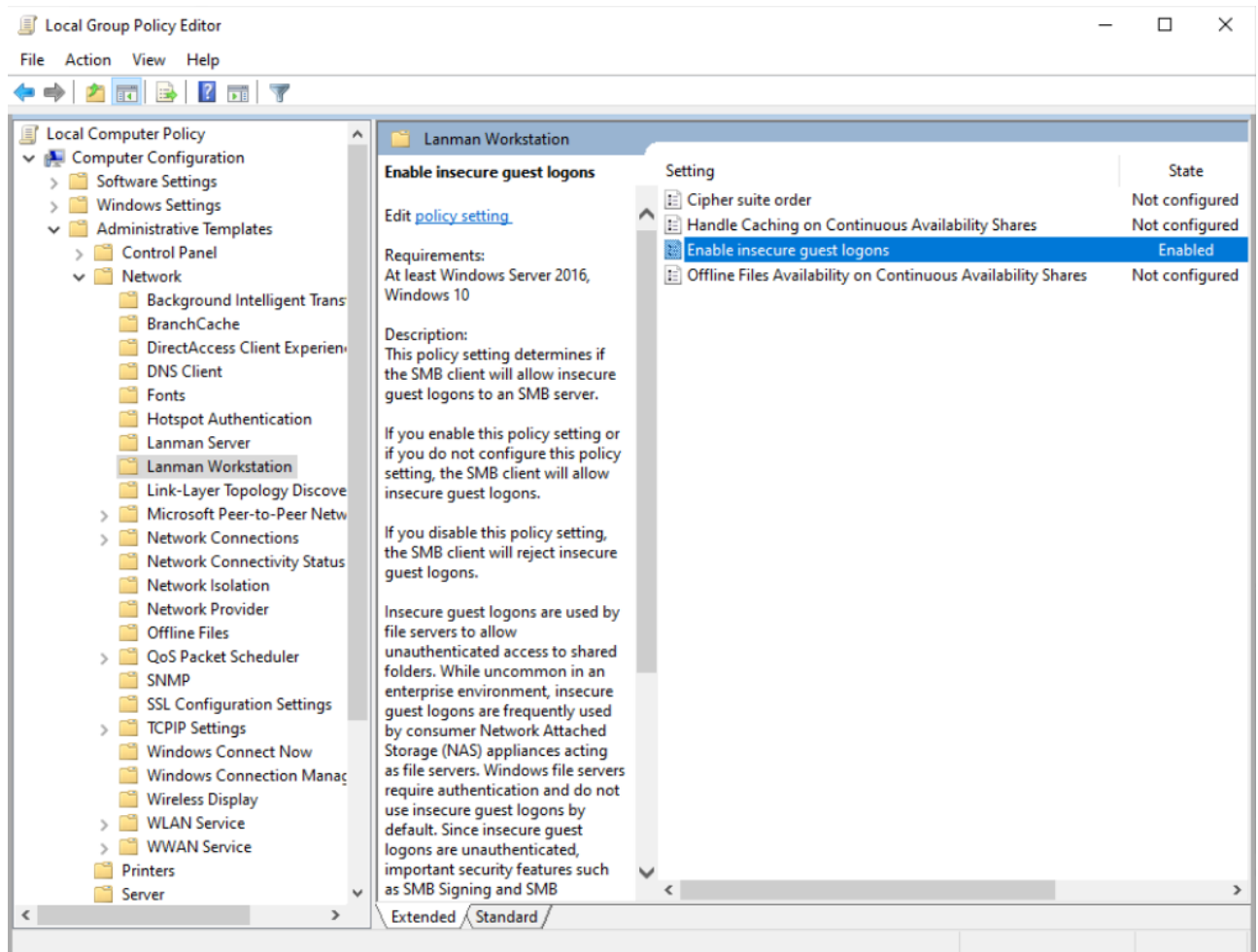
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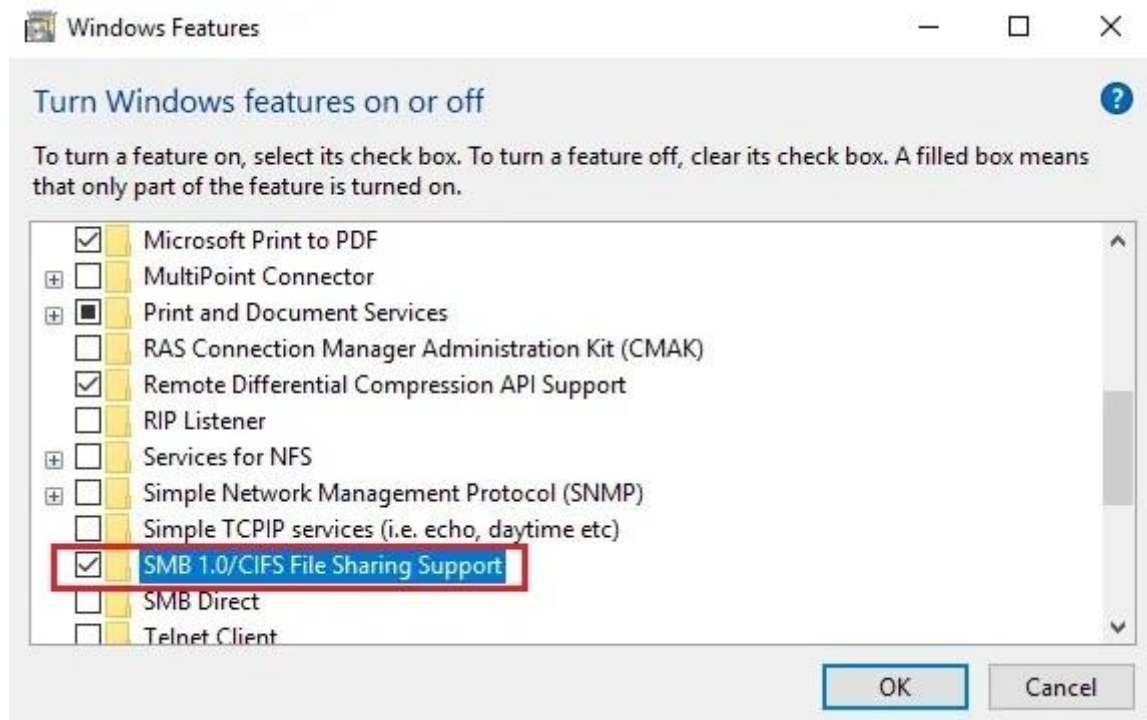
2. Temporarily enable SMB1.0

The first troubleshooting you can try to fix this Windows cannot connect to the Shared Printer issue on your Windows system is to temporarily enable SMB1.0. Once enabled, see if the issue is resolved. Once your work is done, remember to disable SMB1.0 as it could pose a security risk.

(1) Open Control Panel > Programs & Features > Turn Windows features on or off.

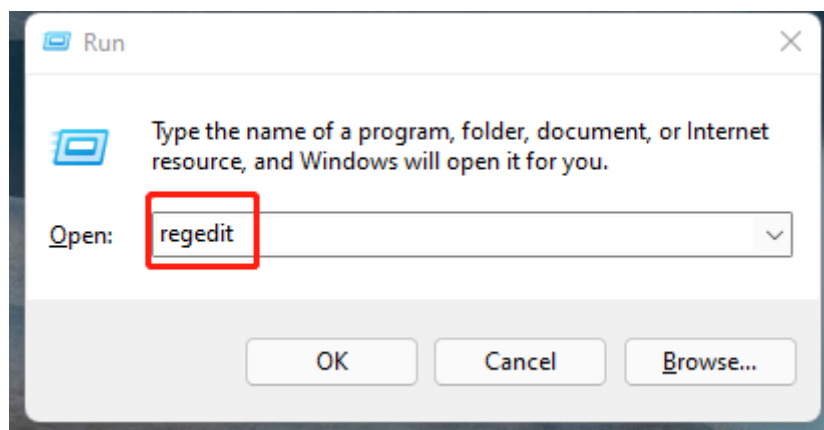
(2) In the list of options, one option would be SMB 1.0/CIFS File Sharing Support. Check the checkbox associated with it and press OK.

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3. Modify the registry

- (1) Press Win + R to launch the Run dialog.
- (2) Enter the following command: regedit



- (3) Press Enter

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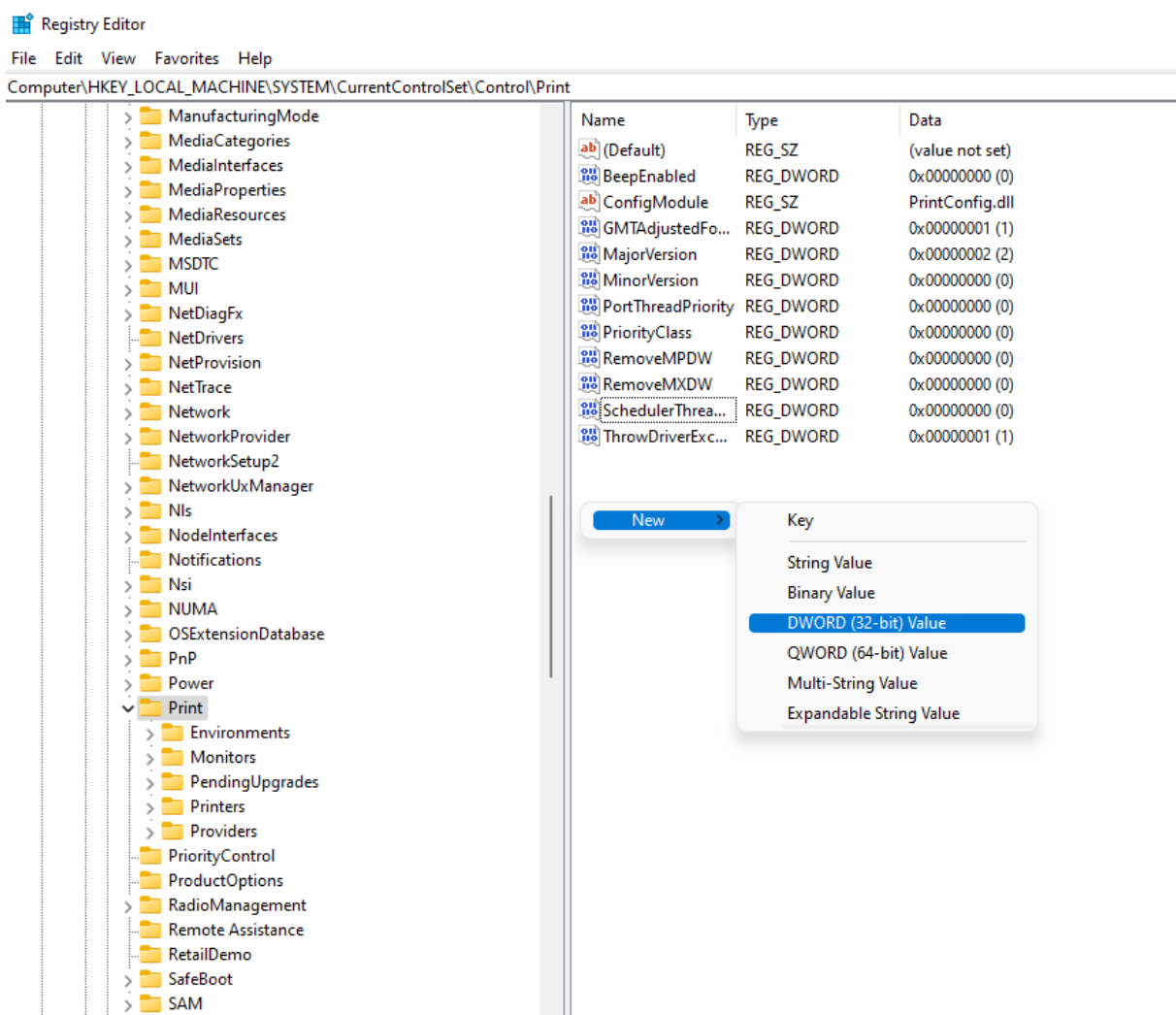
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(4) Use the menu on the left to navigate to the following location:

[HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Print]

(5) Ensure that the Print key is selected, right-click on an empty space and select New > (32-bit) DWORD Value.



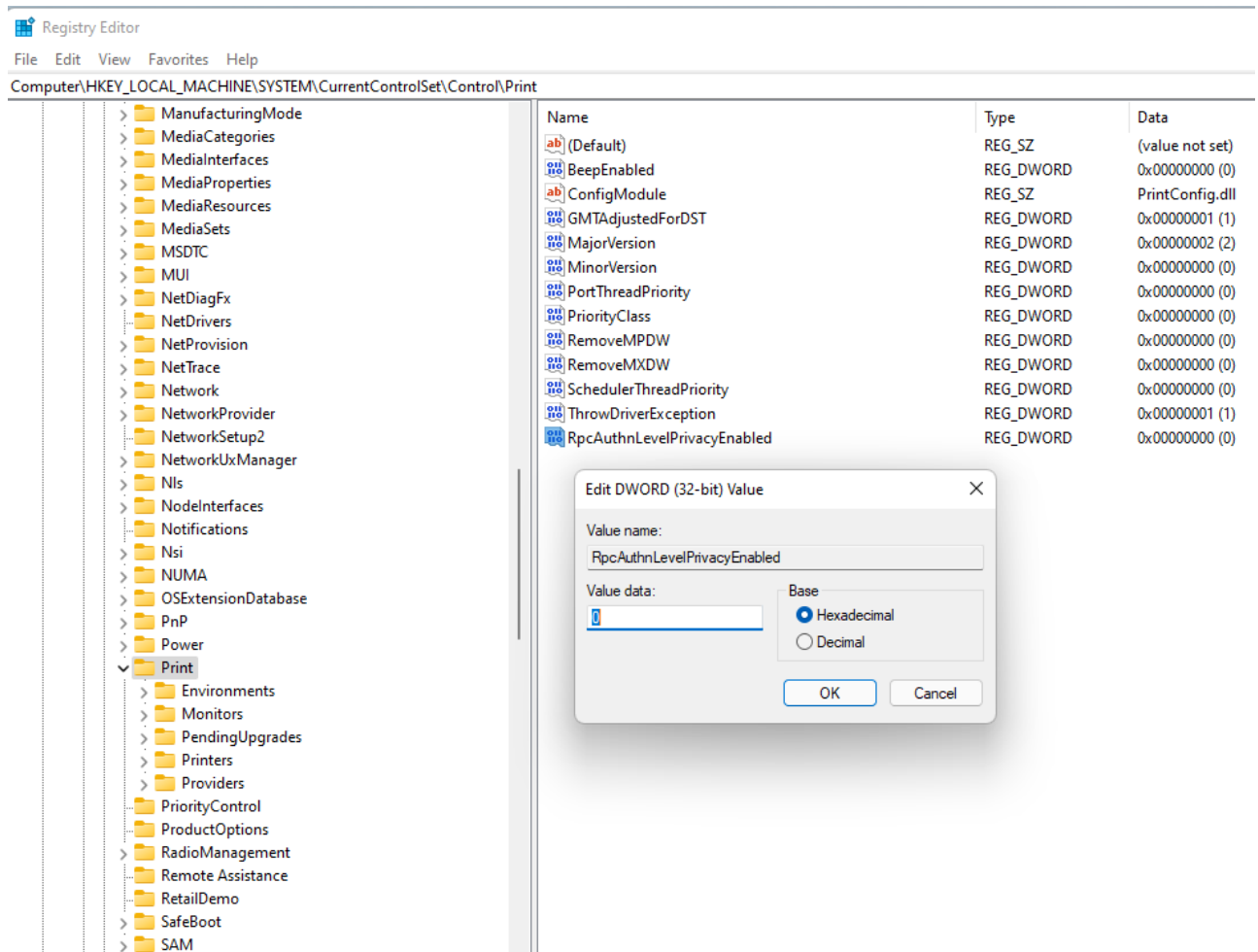
(6) Rename the newly created registry value as RpcAuthnLevelPrivacyEnabled and press Enter to save the changes.

(7) Double-click on the newly created RpcAuthnLevelPrivacyEnabled value, set the Base to Hexadecimal and the Value data to 0 before clicking OK to save the changes.

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(8) Once this modification has been complete, restart your PC.

IV. Remark

Before you try any of the solutions listed above, sometimes power-cycling your printer can resolve the issue. Turn off your printer and unplug it, wait 30 seconds, plug your printer back in, and then turn the printer back on.