

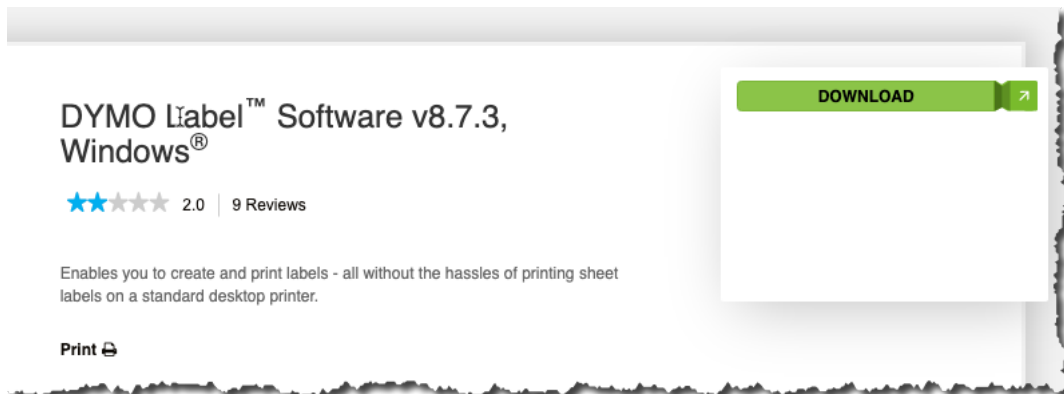
Dymo Printer & Chrome browser troubleshooting

 Updated 4 months ago by Travis R

Make sure you have the latest drivers installed on your computer

- Dymo is pointing new users to the wrong download page on their site. If you download their Dymo Connect it doesn't include the **Dymo Web** needed for listing applications to talk to your Dymo through the web browser.
- Below are the correct links to the correct drivers for each operating system. Please install the latest version of DYMO Label Software v8.7.x platform to enable barcode printing.

Windows: <http://www.dymo.com/en-US/dymo-label-software-v873-windows>

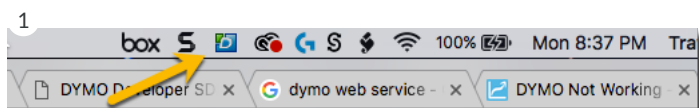


Mac: <http://www.dymo.com/en-US/dymo-label-software-V872-mac>



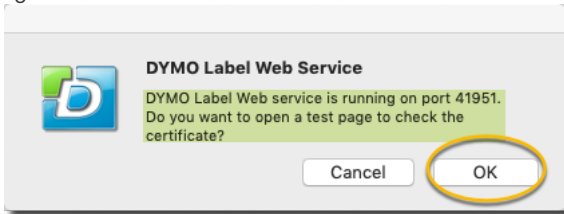
Make sure you have the DYMO Web Service running

You should be able to see a DYMO icon in your computer tray and the DYMO web service should be running to help ensure a local connection.

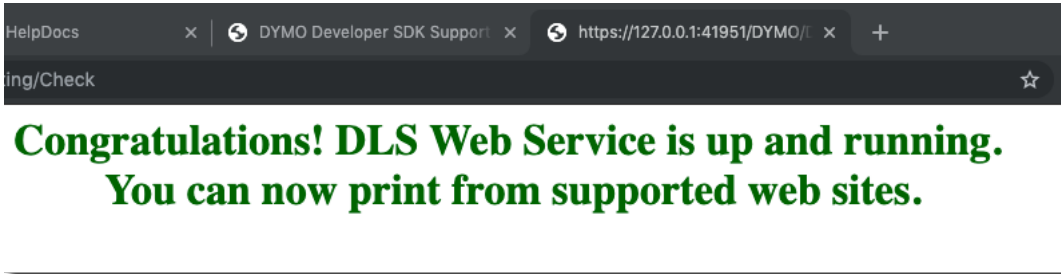


Now click on the icon and run a diagnostic check

3



4 Click ok open a test page and check the security certificate



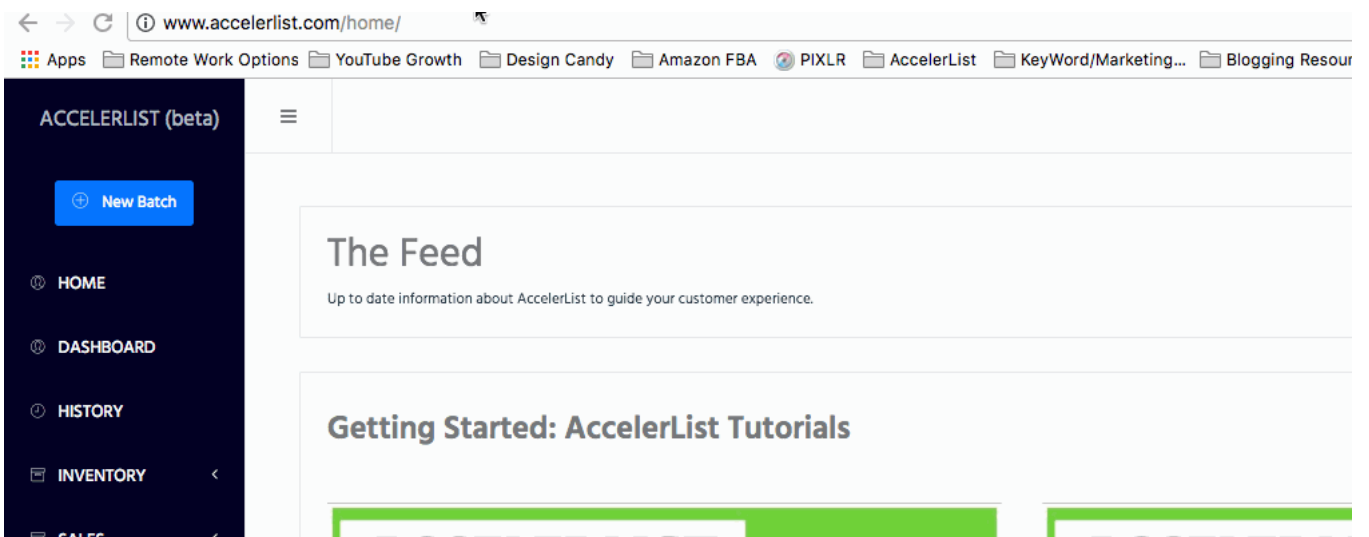
If you see this page then you should be successfully connected to your Dymo and be able to print from within AccelerList

- ✓ **Make sure the blue light is on and the Dymo is not in sleep mode**
- ✓ **Open up either the Safari browser, Firefox or Internet Explorer and try to print works, then re-open your Chrome browser and usually you're ready to print.**

Fix Chrome Certificates

Dymo released a library with an invalid certificate, which prevents the printer from working. To bypass that, follow these instructions:

- 1 Go to this link in your Google Chrome browser: <chrome://flags/#allow-insecure-localhost>
- 2 Look for "allow insecure certificates".
- 3 Click "enable".
- 4 Restart your computer after you do that.



Fix SSL bug in Chrome

Dec 12 2017

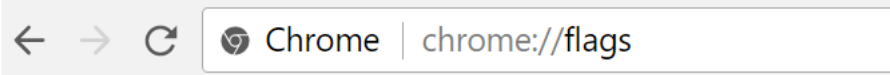
ERR_SSL_VERSION_INTERFERENCE in Chrome 63 using the JS SDK

Uncategorized [Add comments](#)

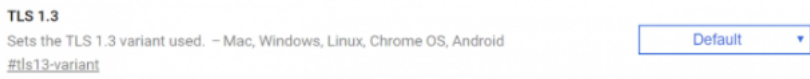
Hello everyone,

Chrome recently released an update to Chrome (version 63) that includes experimental support for TLS 1.3. Unfortunately, this is causing problems with our client-side web service that powers the JavaScript SDK. We are currently looking into this issue but in the meantime, there is a workaround available. The following steps need to be performed on affected versions of Chrome:

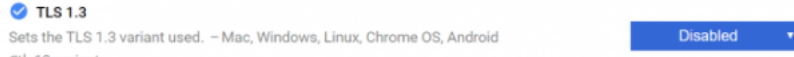
1. In the Chrome URL bar, enter `chrome://flags` and hit Enter



2. Once on the `chrome://flags` page, find the setting for **TLS 1.3**



3. Change this setting to **Disabled**



4. Relaunch Chrome

[RELAUNCH NOW](#)

Once Chrome restarts, you should no longer receive the `ERR_SSL_VERSION_INTERFERENCE` error. We will update this post as we continue to research this issue.

Here is what your Chrome settings page should look like when done

Search flags Reset all to default

Experiments 65.0.3325.162

WARNING: EXPERIMENTAL FEATURES AHEAD! By enabling these features, you could lose browser data or compromise your security or privacy. Enabled features apply to all users of this browser.

Interested in cool new Chrome features? Try our [beta channel](#).

Available	Unavailable
<ul style="list-style-type: none">Allow invalid certificates for resources loaded from localhost. 1 Allows requests to localhost over HTTPS even when an invalid certificate is presented. – Mac, Windows, Linux, Chrome OS, Android #allow-insecure-localhost EnabledTLS 1.3 2 Sets the TLS 1.3 variant used. – Mac, Windows, Linux, Chrome OS, Android #tls13-variant DisabledOverride software rendering list Overrides the built-in software rendering list and enables GPU-acceleration on unsupported system configurations. – Mac, Windows, Linux, Chrome OS, Android #ignore-gpu-blacklist Disabled	

Final Suggestions

Re-Adding Dymo to Computer's Printer Settings

In some rare cases, your printer will work at some point with AccelerList, and then suddenly stop working. To solve this problem:

- 1 Go to your system's printer settings page. On Mac, this is called Printers & Scanners (You can search for it on Spotlight Search).
- 2 Remove the Dymo printer, and then unplug your Dymo from your computer. **Restart your computer.**
- 3 Plug your Dymo printer back in. Navigate back to the printer settings page, and add the printer again.
- 4 Go to Google Chrome and clear your cookies/cache.
- 5 Go back to AccelerList and see if you can print a label.

Additional Troubleshooting

A different company has actually created their own DYMO diagnostics tool (why do you think that is? 😊) which can be found [here](#). This is a helpful tool that tells you with certainty about your connection status to your DYMO printer within the browser.

Chrome Plugins known to interfere with printer connection

- 1 Kaspersky Antivirus/Total Security

Alternative Workarounds

Here are a few options to connect the Dymo printer that have worked for multiple users:

Option A:

This method is to get the Dymo printer recognized by the device. The steps to do so are as follows:

- 1: Connect your Dymo printer to your device.
- 2: Login to Seller Central and print any Label
- 3: Now open Accelerlist, and it would most probably recognize the Dymo printer.

Option B:

Another method that helps Accelerlist connect with Dymo.

On your device, click on the 'Dymo Label Web Service' option, and under configuration, choose the setting to 'Use Single Port'. This also often connects the application.

Option C:

1: Follow all the steps shared above.

2: If they all somehow aren't working at the moment, turn off your device, unplug your printer, wait for a minute or so, and then turn on the device.

3: Now as you connect the Dymo printer, Accelerlist might show the printer as connected, but you might not see the same option in Chrome. So Mac Safari (Windows OS users can try to use Firefox or Internet Explorer as an alternative browser) and try a test print.

4: If it works, then go back to Chrome and now you might be able to print using the Dymo printer!

HOW DID WE DO?



RELATED ARTICLES

[SAFARI BROWSER SETTINGS FOR DYMO](#)

[PRINTER WORKFLOWS FOR THE DYMO](#)

[HOW TO CLEAR YOUR BROWSER CACHE IN GOOGLE CHROME](#)

