

Error: Failed to Start Device Controller for printer-driven cash drawer connected to an Epson printer

Summary:

Failed to Start Device Controller errors for Epson printer-driven cash drawers in New Device Framework when both the printer and drawer are defined in OPOS setup and in Counterpoint.

Cause:

This is typically a problem with the **Output Interval Time** setting on the OPOS device (in this case the cash drawer) not matching its counterpart device (in this case the printer) in the OPOS setup utility on the workstation or terminal server.

Solution:

This problem can be identified if the drawer is removed from Setup / Point of Sale / Devices and the printer still tests successfully. If the drawer is added back as a device by itself in Counterpoint, it will function successfully.

If the printer is then added in Setup / Point of Sale / Devices, the error will be displayed for the printer, which was the last device added.

If each device can connect without error when installed independently of the other - this indicates the output interval time does not match between the two devices as Counterpoint can only communicate with the first device added in the software.

- To resolve this issue, open the **Epson OPOS utility** and review the communication settings for the **printer**. The output interval time setting

for this device should default to **2500 milliseconds** and this should not be changed.

- Review the **cash drawer** by right clicking and choosing **Communication Settings**.
- If the output interval time setting is **grayed out** and indicates a value other than 2500 milliseconds (typically this will show 500 ms when this problem occurs).
- Delete the cash drawer in OPOS and redefine it in the OPOS utility, making sure the output interval time setting is populated with **2500 ms**. If the value is set to 500 ms, change to 2500 ms before saving the cash drawer in OPOS.

Both printer and cash drawer should now be able to be defined in Setup / Point of Sale / Devices and test without error.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=937>