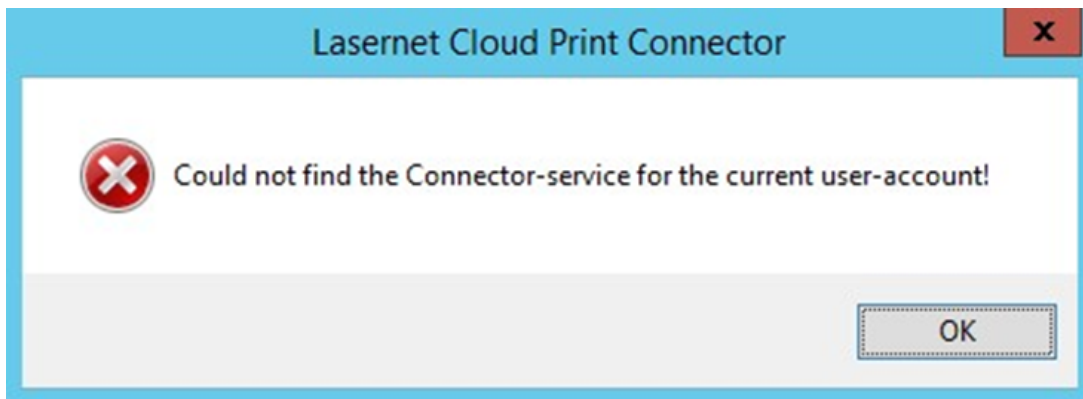## Error Message: 'Could not find the Connector-service for the current user-account!'

- 2024-09-23 - Comments (0) - Lasernet FO Connector FAQs

# Lasernet for Dynamics 365

This article provides a solution for the following error message that may appear when opening the Lasernet Cloud Print Connector:



## Resolution

Several options are available to fix this issue. We have listed them in the order they should be attempted:

1. Run the Cloud Print Connector installer again from Dynamics 365 Finance and Operations by navigating to **Lasernet** > **Setup** > **Lists** > **Printers** > **Download** > Download Lasernet Cloud Print Connector and choose **Repair**. This will keep the current configuration.
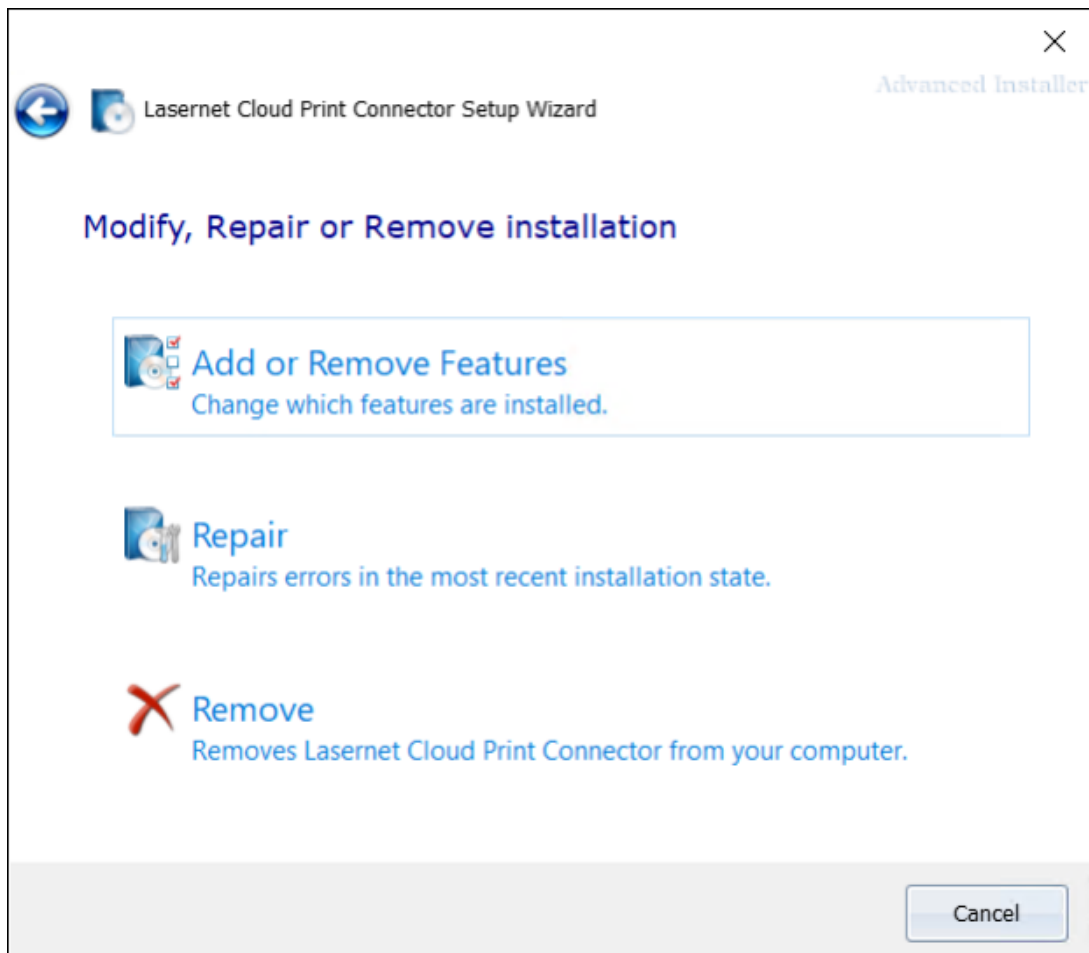
2. Select **User** instead of **Windows Service**. This is not ideal if you run the Cloud Print Connector on the print server. This will keep the current configuration.
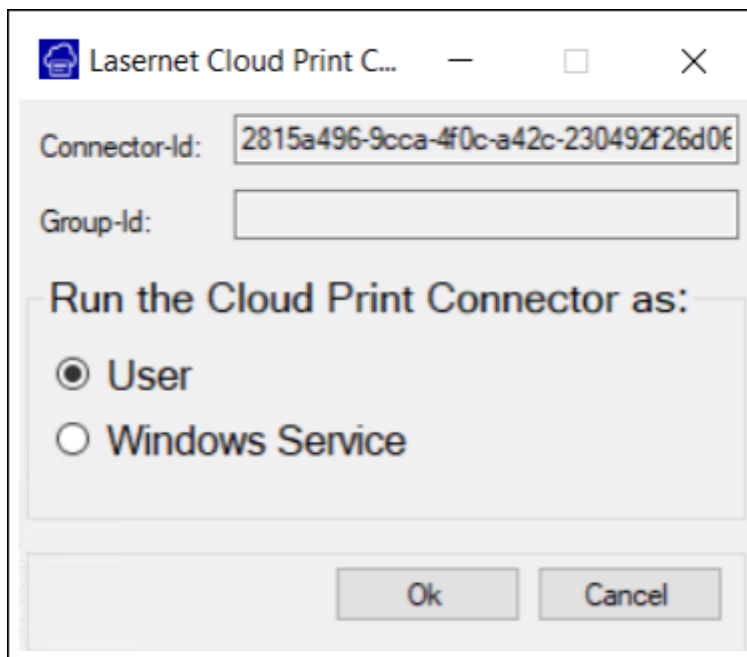


3. Uninstall the Cloud Print Connector, then reinstall it and reload the connector configuration.

Additional Information

This issue has previously occurred with Windows 10 after update 1803 (the April 2018 update) was installed. The update removed all non-Microsoft services that are using an executable located in `C:\Users\User\AppData\`.