DYMO Web Services Failing in MAC Catalina (10.15) and Newer Operating Systems

In the past few months, many of our clients who run [RepairStorm](#) in Chrome on Mac computers have been unable to print labels to their connected DYMO printers.

DYMO web-services fails to run as expected.

This problem occurs on both older Intel-based Macs, running the Catalina (10.15) operating system and on the new Arm-based (M1) Macs, running Catalina or newer operating systems

To their credit, DYMO developers have been working hard to resolve this problem and recently developed a working solution, though it does require several steps to successfully implement.

The following steps may provide a temporary solution for other applications as well:

1. Completely remove the current DYMO software using the associated DYMO install package
2. Verify, all previous components and certificates have been removed or manually remove them
3. Install the latest DYMO Connect software (1.4.3 or newer)
4. Verify DYMO Connect Web Services is running, as expected
5. Perform a Hard Reload and Empty the Chrome Cache
6. Successfully print a DYMO label from [RepairStorm](#) running in the Chrome browser

To Begin, we'll need to

1. Ensure the user has administration privileges for the Apple computer

2. Download the installed package for the version of DYMO software we are currently running.

This may be the DYMO Label Software, version 8.7.5 or the DYMO Connect Software, version 1.4.2 or 1.4.3

(go to Applications, then *right-click* on the **DYMO Label** or **DYMO Connect** Icon, and click **Get Info** to find the Version number)

Then, go to DYMO's website to download the software. I I like to use [DYMO's compatibility chart](#) as my download source

3. Remove the currently installed DYMO Software

   a. Launch the downloaded software
   b. Follow the installation prompts until you get to the **Installation Type** step
      i. *Click* the **Customize** button (at the bottom of the dialog window)
         1. *Check* **DYMO [application] Uninstall**
         2. *Click* **Install**
      ii. Before closing the installation program, note that the DYMO Web Service icon no longer appears in top menu bar
      iii. *Click* **Close**

4. Verify all DYMO components have been removed

   a. Unplug the DYMO printer from the USB port
   b. Open **System Preferences > Printers & Scanners**

       i. *Select* the **DYMO LabelWriter 450 Turbo** printer and *Click* the **–** button to remove the printer. (Do this for each DYMO printer shown)

c. Open the *Applications* folder (Finder>Go>Applications) and delete all instances of DYMO, if found.

d. Open the *Library/Extensions* folder and **Delete** *DYMOUsbPrinterClassDriver.kext,* if found.

e. Open the *Library/Frameworks* folder and **Delete** the **DYMO** folder, if found.

f. Open the *Library/LaunchAgents* folder and **Delete** *com.DYMO.dls.webservice.plist,* if found.

g. Open the *Library/LaunchDaemons* folder and **Delete** *com.DYMO.pnpd.plist,* if found.

h. Open the *Library/Printers* folder and **Delete** the *DYMO* folder

5. Verify all DYMO certificates have been removed

a. Open the *Utilities* folder (Finder>Go>Applications>Utilities)

    i. *Double-Click* **Keychain Access**

        1. Type "**DYMO"** in the search field

           a. *Right-Click* the certificate item (if found) and select **Delete**

        2. Type "localhost" in the *search* field

           a. *Click* any item that appears and verify its properties show "issued by DYMO …"

           b. If so, then *Right-Click* and select **Delete**

6. Download the DYMO Connect Software, version 1.4.3 or newer

a. Launch the downloaded software

b. Follow the installation process until you reach the final screen (DO NOT CLOSE the installer just yet)

    i. Plug the DYMO printer into a USB port and turn it on

    ii. IMPORTANT! It may take a full minute or more, but soon after the installation gets to that final page an Apple *Terminal* window will appear, prompting for a password.
(*Terminal* is the base interface developers and super-users use to manage or navigate the Apple Operating System).

        1. You MUST *enter the administration password* at the prompt in the Terminal window.

        2. You may be prompted a second time to enter the Administration password again.
It is during this process that DYMO installs the required certificates for their software. Without the authorization of these certificates DYMO's Web Services cannot run.

    iii. Note that the DYMO Connect Web Service icon should appear in top menu bar.

7. Verify the DYMO Connect Web Services is running as expected

a. *Right-Click* the DYMO Connect Web Services icon

b. Select **Diagnose**

    i. A window should appear with the words "DYMO Connect Services is running on port 41951"

        1. If this is the case, then go to step 8

        2. If this is not the case, then go to step 10

        3. If this is your second attempt and DYMO Connect Services is still failing, start over with step 1

8. Clear the Chrome Cache

    a. Open your application ([RepairStorm](#) in my case) in Google Chrome

    b. Open the developer console **Cmd** + **Option** + **J**

    c. *Right-Click* the refresh icon ⟳ located in the top left corner of the browser window

    d. *Click* **Empty Cache and Hard Reload**

    e. Close the developer console **Cmd** + **Option** + **J**

9. Print a test label from your application ([RepairStorm](#) in my case)

    a. If successful, congratulations!

    b. If unsuccessful, go to step 10 before trying again from step 1

10. Attempt to manually approve the DYMO Certificates

    a. Open the Utilities folder (Finder>Go>Applications>Utilities)

        i. *Double-Click* **Keychain Access**

            1. Type "**DYMO**" in the search field

                a. *Right-Click* the certificate item (if found) and select **Get Info**

                b. *Open* the **Trust** category

                c. *Click* on the dropdown "When using this certificate "

                    i. *Select* "Always Trust"

            2. Type "localhost" in the search field

                a. *Click* any item that appears and verify its properties show "issued by DYMO …"

                b. If so, then *Right-Click* and select **Get Info**

                c. *Open* the **Trust** category

                d. *Click* on the dropdown "When using this certificate "

      i. Select "Always Trust"

b. Return to Step 7