

TWS Specific Support Guides

- [Citizen CL-S521 Printer: Driver Fix Guide and Setup Guide](#)

Citizen CL-S521 Printer: Driver Fix Guide and Setup Guide

Background

The Citizen CL-S521 is an OEM (rebranded) version of the TSC DA210 printer. The hardware is manufactured by TSC and sold under the Citizen brand. Because of this, the official Citizen driver often fails to work correctly — the TSC driver is the correct one to use.

Symptoms of the wrong driver being installed:

- Test page fails with 'The handle is invalid' error
- Printer is detected by Windows but jobs do not print
- Citizen driver installs without error but produces no output

Solution: Swap to the TSC Driver via Printer Properties

The most reliable fix is to reassign the printer to the TSC driver using Windows' built-in Windows Update driver search. This avoids needing to download anything manually.

Step-by-Step Instructions

1. Open Printer Properties

1. Press Windows + R, type control printers, and press Enter
2. Right-click on the Citizen CL-S521 printer and select Printer properties

2. Open the Advanced tab

3. Click the Advanced tab at the top of the properties window
4. Click the New Driver... button — this launches the Add Printer Driver Wizard

3. Search Windows Update for the TSC driver

5. When the wizard loads, click Windows Update — this may take a minute to fetch available drivers
6. Once the list has populated, scroll down the Manufacturer list and select TSC
7. In the Printers list on the right, select TSC DA210
8. Click Next and complete the wizard

If Windows Update does not return TSC as a manufacturer, try connecting the printer via USB first and repeating the steps — Windows may not populate all OEM drivers without a connected device.

4. Apply and test

9. Back in Printer Properties, confirm the driver now shows as TSC DA210
10. Click Apply, then OK
11. Right-click the printer in the Printers list and select Print test page

Additional Notes

- Do not use the Citizen DriverWizard application — it has known issues with this model on Windows 10/11
- The TSC DA200 driver also works as an alternative if DA210 is not listed
- This same fix applies to units that Windows auto-detects as a Citizen CL-S521 even when physically labelled as a TSC DA200 or DA210 — they are the same hardware
- Avoid USB hubs or docks during initial driver setup; connect directly to a USB port on the machine