

# Wasp

## BARCODE TECHNOLOGIES

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WPL Print Driver Removal via Registry. Driver Wizard says it completed, but the "completed successfully" list is empty and no printer is actually installed.

Scott Leonard - 2023-07-18 - in Printers

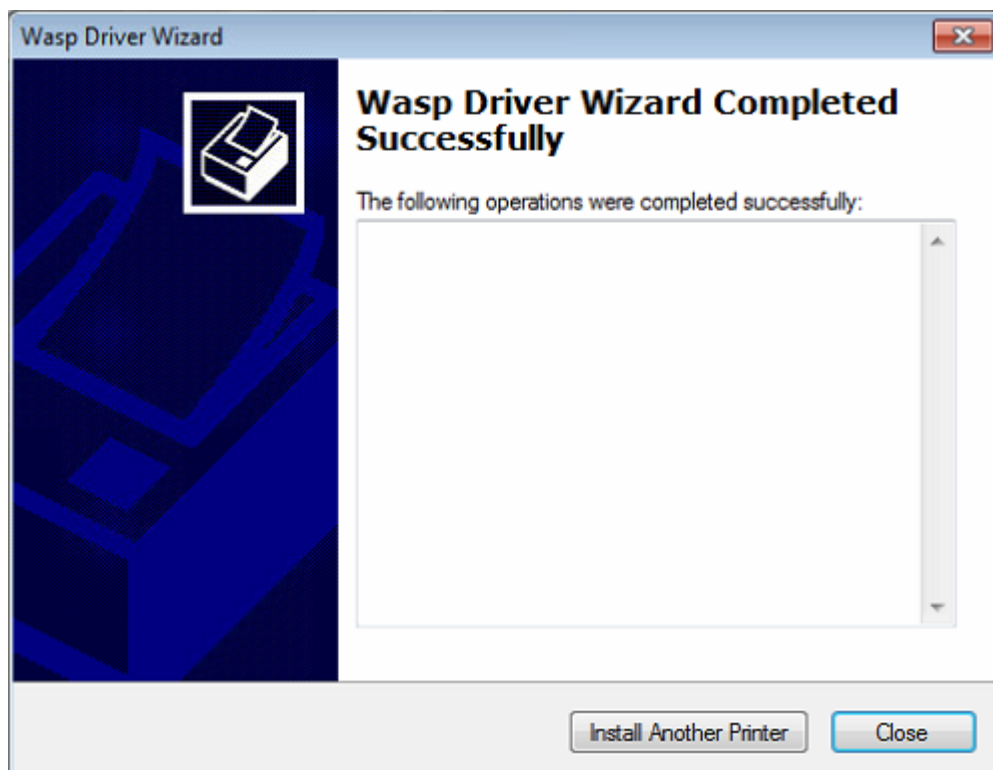
### Symptoms

One or more of the following:

- The WPL Printer Driver Wizard says it completed, but the "completed successfully" list is empty and no printer is actually installed.

Note: Make sure you're using an up-to-date version of the driver. Versions 2019, 2018, 7.3.3, and 7.3.0 are compatible with 10, 8, 7, Vista, XP. Version 7.1.x is only

compatible with Windows XP.



- The Print Management utility refuses to remove a print driver package, saying it's in use. No printer is using the driver. Multiple reboots have been performed. Note: Print Management is not included with Home/Standard editions of Windows, so skip past this section.
- Print Management's Drivers Inf Path column is blank for a driver. The Driver Version column may be blank.

A screenshot of the Windows Print Management utility. The window title is "Print Management". It has a menu bar with "File", "Action", "View", and "Help". Below the menu bar is a toolbar with icons for "Print Management", "Custom Filters", "All Drivers (10)", "Printers Not Ready", "Printers With Jobs", and "Print Servers". The main area is a table with the following columns: "Environment", "Driver Version", "Driver Iso", "Provider", "Server", "Print Process", "Packaged", "Driver Date", and "Inf Path". The table contains several rows of data, including drivers from Adobe, HP, KONICA M, and Microsoft. The "Inf Path" column contains file paths to .inf files in the Windows\System32\DriverStore\FileRepository directory. The last row shows a driver from Wasp with a blank "Inf Path" column.

Environment	Driver Version	Driver Iso	Provider	Server	Print Process	Packaged	Driver Date	Inf Path
Windows x64	9.8.0.0	None	Adobe	TO-KJ	wingprint	true	3/25/2013	C:\Windows\System32\DriverStore\FileRepository\adobe\pdf.inf_amd64_neutral_26385c26506e94a1\adobe\pdf.inf
Windows x64	6.1.7600.16385	Shared	HP	TO-KJ	hpsppsv7	true	6/21/2006	C:\Windows\System32\DriverStore\FileRepository\pmh002.inf_amd64_neutral_94485e416a90ea24\pmh002.inf
Windows x64	3.1.1.0	None	KONICA M	TO-KJ	KOAYQI.P	false	3/4/2013	C:\Windows\System32\DriverStore\FileRepository\koayq..._inf_amd64_neutral_9f312ba97ec8f080\koayq..._inf
Windows x64	3.1.1.0	None	KONICA M	TO-KJ	KOAYQI.P	false	3/4/2013	C:\Windows\System32\DriverStore\FileRepository\koayq..._inf_amd64_neutral_9f312ba97ec8f080\koayq..._inf
Windows x64	6.1.7601.17514	None	Microsoft	TO-KJ	wingprint	true	6/21/2006	C:\Windows\System32\DriverStore\FileRepository\pmh002.inf_amd64_neutral_94485e416a90ea24\pmh002.inf
Windows x64	6.1.7601.17514	None	Microsoft	TO-KJ	wingprint	true	6/21/2006	C:\Windows\System32\DriverStore\FileRepository\pmh002.inf_amd64_neutral_94485e416a90ea24\pmh002.inf
Windows x64	15.0.4128.4000	None	Microsoft	TO-KJ	wingprint	true	5/28/2012	C:\Windows\System32\DriverStore\FileRepository\pmh002.inf_amd64_neutral_94485e416a90ea24\pmh002.inf
Windows x64	7.3.3.2	None	Wasp	TO-KJ	wingprint	false	6/4/2013	C:\Windows\System32\DriverStore\FileRepository\wasp.inf_amd64_neutral_e022d8e9d9f74d\wasp.inf
Windows x64	7.1.5.1	None	Wasp	TO-KJ	wingprint	false	6/26/2008	

## Cause

Corruption in the Windows registry.

## Resolution

Delete the print driver from the Registry:

1. Launch Registry Editor (regedit). Navigate to and expand out the following registry path:

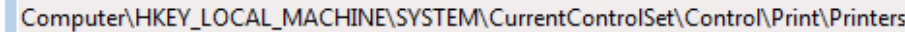
64-bit Windows:

Computer\HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows x64\Drivers\Version-3

32-bit Windows:

Computer\HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86\Drivers\Version-3

2. In the left pane, right-click the print driver, Delete, Yes.
3. Collapse the Environments key and expand Printers just below it. Full path:  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Printers
4. If your printer is there, right-click it, Delete, Yes. If your printer is not there, go to the next step.
5. Click Start, type "services.msc" into the search field, then Enter.
6. Double-click Print Spooler. Click Stop, wait, then Start to restart the service.



**More information:**

1. Print Management is available on Pro or higher editions of Windows (but not Standard). It can be found in Control Panel, Administrative Tools, or run printmanagement.msc

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**Related Pages**

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- [Wasp WPL Label Printer Installation & Troubleshooting](#)
- [Thermal Receipt Printers: Printer Driver \(v4.51\)](#)
- [Windows Printer & Printing Subsystem problems](#)
- [Microsoft .NET Framework Repair and Uninstall/Reinstall Procedures](#)
- [Printer driver and calibration steps for most Wasp Printers](#)