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## Wasp label printer is not displayed in Devices and Printers (Windows 10 and Windows 8). I can print to it, but the label size is incorrect.

Jason - 2018-08-17 - [Printers](#)

**Symptom:** In Windows 10 or Windows 8, my printer is not listed in Devices and Printers. I can select it as my label printer in my Wasp program and it prints, but the label size is incorrect. How do I set the correct label size?

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**Cause 1:** There is a service in Windows called Device Setup Manager, which is disabled by design. This service controls how Windows loads the software for your devices, including printers.

**Solution 1:** Click Start and type services.msc. Open Services and scroll down to Device Setup Manager. Right click on it and select Properties. For Startup Type, set it to Automatic, then click Start.

Open Devices and Printers and after it refreshes, all of your printers should be displayed. (If not, the print driver will need to be installed again.) Right-click on the Wasp printer, Printer Properties, Advanced tab, Printing Defaults button. Set the correct label size and click OK. Switch to the General tab and click Preferences button to make sure the label size here matches the defaults. Apply the changes and click OK to exit Printer Properties.

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**Cause 2:** If Solution 1 does not fix the problem, there may be corrupted entries in Device Manager. This situation has been observed on a PC that was updated to Windows 10 from an earlier version.

**Solution 2:**

1. Use the Driver Wizard to uninstall the WPL print driver, rebooting as prompted (maybe more than once).
2. On the PC: run the Command Prompt as Administrator.  
Click the Start menu  
Type in the search box: cmd  
In the list that appears, right-click cmd.exe (or Command Prompt), then Run As Administrator. Approve any security prompt that appears.  
(Note: If you don't do the "right-click, Run As Administrator" steps, the hidden devices will not show up in Step 4.)
3. In the command prompt, exactly type or copy/paste the following command, then Enter:  
`set devmgr_show_nonpresent_devices=1`  
Note: To paste into a command prompt window, right-click anywhere in the window. If you get a menu, click Paste. (Windows 10 also allows Ctrl-V to paste into a Command Prompt.)
4. Type or copy/paste the following command, then Enter:  
`devmgmt . msc`  
The Device Manager will open.

5. View menu, Show Hidden Devices. With the command from Step 2, this shows non-present devices as grayed/ghosted icons.
6. Expand these topics if present:
  - Other devices
  - Print queues
  - Printers
  - Universal Serial Bus controllers
7. In the topics from Step 6, look for objects containing Wasp or WPL, as well as USB Printing Support. Various model numbers may appear. For example:
  - WASPWPL-305
  - Wasp WPL-305
  - USB Printing Support
  - any of the above with a number after it, e.g. #2
8. For each of the objects in Step 7, right-click, then Uninstall. If there is a checkbox for "Delete the driver software for this device", check it. Click OK. Repeat this step until they're all gone.
9. Unplug the printer's USB cable.
10. Turn off the printer. Leave it off for about 15 seconds, then turn it back on.
11. When the power light goes to steady green, replug the USB cable.
12. Windows should install its built-in driver for USB Printing Support, which should show in Devices and Printers in the Unspecified section.
13. Use the Driver Wizard to install the WPL print driver.

## **Related Content**

- [Wasp WPL Label Printer Installation & Troubleshooting](#)
- [Windows Printer & Printing Subsystem problems](#)
- [Printer driver and calibration steps for most Wasp Printers](#)