Windows Printer & Printing Subsystem problems

Scott Leonard - 2026-07-31 - FAQs
When the usual printer troubleshooting techniques do not solve Windows printer problems, such as inability to install or uninstall a printer, or other stubborn printer issues, there may be problems with the printing subsystem in Windows. Microsoft has some automated diagnostic utilities that may help.

Note: When downloading a diagnostic file, you may wish to right-click and save it for repeated use.

Microsoft Easy Fix solution list & instructions:
https://support.microsoft.com/en-us/help/2970908/how-to-use-microsoft-easy-fix-solutions

Printing-related diagnostics on this page:

- Troubleshoot problems with devices and printers (filename: DeviceCenterDiagnostic.diagcab)
- Find and fix problems with devices and hardware (filename: DeviceDiagnostic.diagcab)
- Find and fix problems with printing (filename: Printerdiagnostic10.diagcab) <-- May be Windows 10 only

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If there is a local port with the same name as a virtual printer port (e.g. USB001), this will cause problems when trying to get a USB printer to work. The local port should be deleted. Do not manually create any local port in an attempt to get a Wasp printer working.

See other articles in Related Pages below for other troubleshooting techniques.

Related Content

- Wasp WPL Label Printer Installation & Troubleshooting
- Microsoft .NET Framework Repair and Uninstall/Reinstall Procedures
- 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.
- WPL Print Driver Removal via Registry. Driver Wizard says it completed, but the "completed successfully" list is empty and no printer is actually installed.
- Labeler v7 - Error - Program crashes when trying to open Design, Layout, or Print (WpfPrinterTest)