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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 - 2025-01-06 - [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.

Environment	Driver Version	Driver Id	Provider	Server	Print Process	Packaged	Driver Date	Inf Path
Windows x64	9.0.0	None	Adobe	TO-KJ	wiprint	true	3/25/2013	C:\Windows\System32\DriverStore\FileRepository\adobeppdf.inf_amd64_neutral_26385cc36506e04a\adobeppdf.inf
Windows x64	6.1.7600.16385	Shared	HP	TO-KJ	hpzppm7	true	6/21/2006	C:\Windows\System32\DriverStore\FileRepository\prmh902.inf_amd64_neutral_044051b16469ea24\prmh902.inf
Windows x64	3.11.0	None	KONICA M	TO-KJ	KOAYJ_P	false	3/4/2013	C:\Windows\System32\DriverStore\FileRepository\koayj_inf_amd64_neutral_943129a97fed808\koayj_inf
Windows x64	3.11.0	None	KONICA M	TO-KJ	KOAYTJ_P	false	3/4/2013	C:\Windows\System32\DriverStore\FileRepository\koaytj_inf_amd64_neutral_001584216c139033\koaytj_inf
Windows x64	6.1.7601.17514	None	Microsoft	TO-KJ	wiprint	true	6/21/2006	C:\Windows\System32\DriverStore\FileRepository\prmm002.inf_amd64_neutral_0834e48846616289\prmm002.inf
Windows x64	15.0.4128.4000	None	Microsoft	TO-KJ	wiprint	true	6/21/2006	C:\Windows\System32\DriverStore\FileRepository\prmm001.inf_amd64_neutral_9f6850382c60fa\prmm001.inf
Windows x64	None	None	Microsoft	TO-KJ	wiprint	true	5/28/2012	C:\Windows\System32\DriverStore\FileRepository\prmsendtoonotenot15_win7_inf_amd64_neutral_414344548f86934\prmsendtoonotenot15_win7.inf
Windows x64	None	None	TO-KJ	TO-KJ	wiprint	false		
Windows x64	7.3.3.2	None	Wasp	TO-KJ	wiprint	false	6/4/2013	C:\Windows\System32\DriverStore\FileRepository\wasp.inf_amd64_neutral_e02248ead974d\wasp.inf
Windows x64	7.1.5.1	None	Wasp	TO-KJ	wiprint	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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- [Thermal Receipt Printers: Printer Driver \(v4.51\)](#)
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- [Printer driver and calibration steps for most Wasp Printers](#)