

# 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

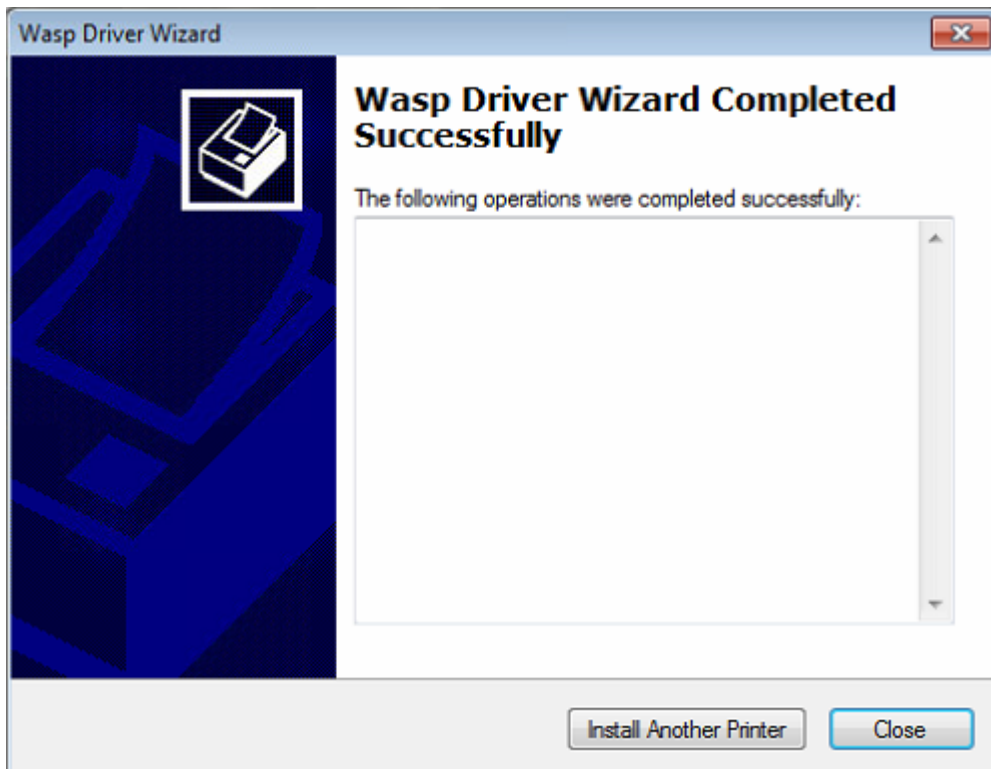
### Symptoms

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.

The image shows a screenshot of the Windows Print Management console. The console displays a list of installed drivers with the following columns: Environment, Driver Version, Driver Iso, Provider, Server, Print Process, Packaged, Driver Date, and Inf Path. The data is as follows:

Environment	Driver Version	Driver Iso	Provider	Server	Print Process	Packaged	Driver Date	Inf Path
Windows x64	9.9.0.0	None	Adobe	TO-KJ	wingprint	true	3/25/2013	C:\Windows\System32\DriverStore\FileRepository\adobe\pdf.inf_amd64_neutral_26285c28506e94a1\adobe\pdf.inf
Windows x64	6.1.7600.16385	Shared	HP	TO-KJ	hpappsv7	true	6/21/2006	C:\Windows\System32\DriverStore\FileRepository\pmshp002.inf_amd64_neutral_044855e1699ea241\pmshp002.inf
Windows x64	3.1.1.0	None	KONICA M	TO-KJ	KOAVQLP	false	3/4/2013	C:\Windows\System32\DriverStore\FileRepository\koayql_inf_amd64_neutral_9f32b2d97e4c8f05\koayql_inf
Windows x64	3.1.1.0	None	KONICA M	TO-KJ	KOAVQLP	false	3/4/2013	C:\Windows\System32\DriverStore\FileRepository\koayql_inf_amd64_neutral_01584216c193035\koayql_inf
Windows x64	6.1.7601.17514	None	Microsoft	TO-KJ	wingprint	true	6/21/2006	C:\Windows\System32\DriverStore\FileRepository\pmms002.inf_amd64_neutral_8834e8846616288\pmms002.inf
Windows x64	6.1.7601.17514	None	Microsoft	TO-KJ	wingprint	true	6/21/2006	C:\Windows\System32\DriverStore\FileRepository\pmms001.inf_amd64_neutral_9f4850382ce60fa\pmms001.inf
Windows x64	15.0.4128.4000	None	Microsoft	TO-KJ	wingprint	true	5/28/2012	C:\Windows\System32\DriverStore\FileRepository\pmmsendtoonotes15_win7_inf_amd64_neutral_4f143a45d8986934\pmmsendtoonotes15_win7.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_e922d8ea9d4974d\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.

Registry Editor

File Edit View Favorites Help

- Computer
  - HKEY\_CLASSES\_ROOT
  - HKEY\_CURRENT\_USER
  - HKEY\_LOCAL\_MACHINE
    - BCD00000000
    - HARDWARE
    - SAM
    - SECURITY
    - SOFTWARE
    - SYSTEM
      - ControlSet001
      - ControlSet002
      - CurrentControlSet
        - Control
          - ACPI
          - AGP
          - AppID
          - PnP
          - Power
          - Print
            - Environments
              - Windows 4.0
              - Windows IA64
              - Windows NT x86
              - Windows x64
                - Drivers
                  - HP LaserJet P4010\_P4510 Series PCL 6
                  - HP Universal Printing PCL 6
                  - Version-3
                    - CutePDF Writer
                    - Generic / Text Only
                    - Wasp WPL-305
              - Print Processors
            - Forms
            - Monitors
            - PendingUpgrades
            - Printers
              - CutePDF Writer
              - Wasp WPL-305 (Copy 1)
            - Providers
            - PriorityControl
            - ProductOptions
            - Remote Assistance
            - RtlQueryRegistryConfig
            - SafeBoot
            - ScsiPort
            - SecurePipeServers
            - SecurityProviders
            - ServiceGroupOrder

Computer\HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Printers

**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](#)