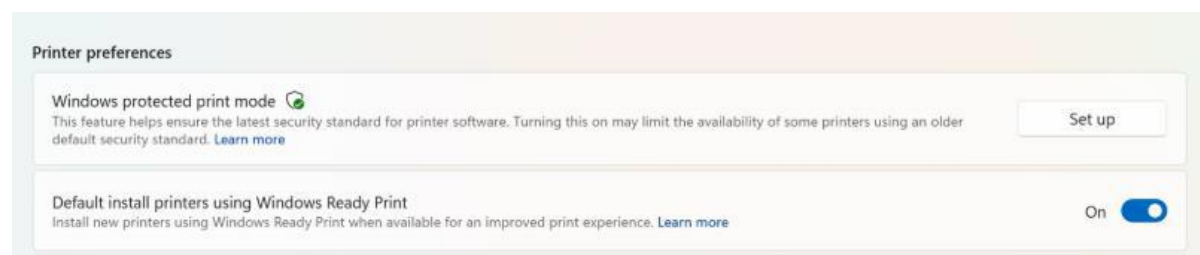


Printer driver installation failure when Windows Ready Print setting is on

Overview

Printer drivers cannot be installed in environments where the Windows Ready Print feature was added via Windows Update.



Phenomenon

When installing a printer driver in an environment where the Windows Ready Print function was added via Windows Update for Windows 11 24H2 or later, the following issues occur:

<USB Connection>

- Setup program does not complete
- Web Installer cannot detect the printer
- Epson Setup Manager installs the IPP Class Print Driver
- EPSON Universal Print Driver version upgrade fails

<Network Connection>

- Setup program does not complete if an IPP print queue exists
- The IPP Class Printer Driver is always installed when using "Add Printer"

Affected Printer Models

Category	Model Name
IJP	WF-2930 Series
IJP	WF-2940 Series
IJP	WF-2950 Series
IJP	WF-2970 Series
IJP	WF-2910 Series
IJP	XP-3200 Series
IJP	XP-4200 Series
IJP	XP-4250 Series
IJP	WF-2830 Series
IJP	WF-2840 Series
IJP	WF-2850 Series
IJP	WF-2870 Series
IJP	WF-2810 Series
IJP	WF-2820 Series

Category	Model Name
IJP	ET-4750 Series
IJP	L6190 Series
IJP	ST-4000 Series
IJP	ET-4760 Series
IJP	ET-M3170 Series
IJP	M3170 Series
IJP	ET-M3180 Series
IJP	M3180 Series
IJP	ST-M3000 Series
IJP	ET-2750 Series
IJP	ST-2000 Series
IJP	ET-2760 Series
IJP	L4160 Series
IJP	ET-3700 Series

Category	Model Name
IJP	XP-3100 Series
IJP	XP-3150 Series
IJP	XP-4100 Series
IJP	XP-4150 Series
IJP	WF-2960 Series
IJP	WF-2990 Series
IJP	XP-5200 Series
IJP	XP-5250 Series
IJP	WF-2860 Series
IJP	WF-2880 Series
IJP	XP-5100 Series
IJP	XP-5150 Series
IJP	ET-15000 Series
IJP	L14150 Series
IJP	ET-4850 Series
IJP	ST-C4100 Series
IJP	ET-2850 Series
IJP	L4260 Series
IJP	ST-C2100 Series
IJP	ET-3800 Series
IJP	L6260 Series
IJP	ET-3830 Series
IJP	ET-3850 Series
IJP	L6270 Series
IJP	ST-C3100 Series
IJP	ET-4950 Series
IJP	L6390 Series
IJP	L4350 Series
IJP	ET-2950 Series
IJP	L4360 Series
IJP	ET-2980 Series
IJP	ET-3900 Series
IJP	L6360 Series
IJP	ET-3930 Series
IJP	ET-3950 Series
IJP	L6370 Series
IJP	ET-4900 Series
IJP	L5390 Series
IJP	ET-2910 Series
IJP	L3350 Series
IJP	ET-2410 Series
IJP	ET-2920 Series
IJP	L3360 Series
IJP	ET-2900 Series
IJP	ET-1910 Series

Category	Model Name
IJP	L6160 Series
IJP	ET-3710 Series
IJP	ET-3750 Series
IJP	L6170 Series
IJP	ST-3000 Series
IJP	ET-3760 Series
IJP	ET-M2170 Series
IJP	M2170 Series
IJP	ET-5170 Series
IJP	L6490 Series
IJP	ET-5180 Series
IJP	ET-5185 Series
IJP	L6499 Series
IJP	ET-5150 Series
IJP	L6460 Series
IJP	ET-M1170 Series
IJP	M1170 Series
IJP	ET-M1180 Series
IJP	M1180 Series
IJP	ST-M1000 Series
IJP	ET-4800 Series
IJP	L5310 Series
IJP	L5290 Series
IJP	ET-2810 Series
IJP	L3270 Series
IJP	L3250 Series
IJP	ET-2400 Series
IJP	ET-2860 Series
IJP	ET-2820 Series
IJP	L3280 Series
IJP	L3260 Series
IJP	ET-2800 Series
IJP	ET-2870 Series
IJP	ET-1810 Series
IJP	L1270 Series
IJP	L1250 Series
IJP	ET-8550 Series
IJP	L8180 Series
IJP	WF-2630 Series
IJP	L495 Series
IJP	ET-2650 Series
IJP	L3070 Series
IJP	L575 Series
IJP	ET-4500 Series
IJP	L475 Series

Category	Model Name
IJP	L1350 Series
IJP	L5190 Series
IJP	ET-4700 Series
IJP	L3160 Series
IJP	ET-2720 Series
IJP	ET-4810 Series
IJP	L5590 Series
IJP	ET-2830 Series
IJP	L3550 Series
IJP	M2050 Series
IJP	ET-2840 Series
IJP	L3560 Series
IJP	XP-8500 Series
IJP	XP-8600 Series
IJP	XP-8700 Series
IJP	XP-8800 Series
IJP	XP-6100 Series
IJP	XP-6000 Series
IJP	XP-15000 Series
IJP	ET-7700 Series
IJP	L7160 Series
IJP	XP-860 Series
IJP	XP-760 Series
IJP	ET-8500 Series
IJP	L8160 Series
IJP	XP-820 Series
IJP	XP-620 Series
IJP	XP-720 Series
IJP	XP-830 Series
IJP	XP-630 Series
IJP	XP-530 Series
IJP	XP-640 Series
IJP	XP-540 Series
IJP	XP-7100 Series
IJP	L8100 Series
IJP	ET-7750 Series
IJP	L7180 Series
IJP	XP-900 Series
IJP	XP-960 Series
IJP	XP-970 Series
IJP	XP-980 Series
IJP	WF-C5890BAM
IJP	WF-M5899 Series
IJP	WF-M5899BAM
IJP	WF-C5891 Series

Category	Model Name
IJP	ET-2550 Series
IJP	XP-340 Series
IJP	XP-440 Series
IJP	XP-432 435 Series
IJP	XP-342 343 345 Series
IJP	XP-442 445 Series
IJP	XP-352 355 Series
IJP	XP-452 455 Series
IJP	L565 Series
IJP	L566 Series
IJP	L485 Series
IJP	L486 Series
IJP	L455 Series
IJP	L456 Series
IJP	PM-400 Series
IJP	PM-520 Series
IJP	WF-110 Series
IJP	EC-C110 Series
IJP	WF-100 Series
IJP	M2120 Series
IJP	ET-M2120 Series
IJP	M2110 Series
IJP	L6570 Series
IJP	ET-5880 Series
IJP	ET-5885 Series
IJP	ST-C5500 Series
IJP	L6580 Series
IJP	WF-M4619 Series
IJP	WF-M4119 Series
IJP	EM-C800 Series
IJP	EM-C800BAM
IJP	EP-C800 Series
IJP	EP-C800BAM
IJP	WF-C579R Series
IJP	WF-C579RB
IJP	WF-C579RBAM
IJP	WF-C529R Series
IJP	WF-C529RB
IJP	WF-C529RBAM
IJP	WF-C5810 Series
IJP	WF-C5890 Series
IJP	WF-2660 Series
IJP	WF-C869R Series
IJP	WF-C878R Series
IJP	WF-C878RB

Category	Model Name
IJP	WF-C5310 Series
IJP	WF-C5390 Series
IJP	WF-C5390BAM
IJP	WF-M5399 Series
IJP	WF-M5399BAM
IJP	WF-C5710 Series
IJP	ET-8700 Series
IJP	WF-C5790 Series
IJP	WF-C5790BA
IJP	WF-C5790BAM
IJP	WF-M5799 Series
IJP	WF-M5799BAM
IJP	WF-C5210 Series
IJP	WF-C5290 Series
IJP	WF-C5290BA
IJP	WF-C5290BAM
IJP	WF-M5299 Series
IJP	WF-M5299BAM
IJP	WF-M5298 Series
IJP	WF-4720 Series
IJP	EC-4020 Series
IJP	WF-4730 Series
IJP	EC-4030 Series
IJP	WF-4740 Series
IJP	EC-4040 Series
IJP	WF-3920 Series
IJP	WF-4920 Series
IJP	WF-4930 Series
IJP	WF-3820 Series
IJP	WF-4820 Series
IJP	WF-4830 Series
IJP	WF-C4810 Series
IJP	WF-C4310 Series
IJP	L655 Series
IJP	ET-4550 Series
IJP	EW-M660FT Series
IJP	ET-3600 Series
IJP	L605 Series
IJP	WF-3720 Series
IJP	WF-3730 Series
IJP	WF-6530 Series
IJP	WF-6590 Series
IJP	WF-6090 Series

Category	Model Name
IJP	WF-2750 Series
IJP	WF-2760 Series
IJP	WF-2650 Series
IJP	WF-C879R Series
IJP	WF-C879RB
IJP	WF-C879RBAM
IJP	EM-C8100 Series
IJP	EM-C8100BAM
IJP	EM-C8101 Series
IJP	EM-C8101 BA
IJP	EM-C8101BAM
IJP	EM-C7100 Series
IJP	EM-C7100BAM
IJP	EP-C7000 Series
IJP	EP-C7000BAM
IJP	WF-C8610 Series
IJP	WF-C8690 Series
IJP	WF-C8690B
IJP	WF-C8190 Series
IJP	WF-C8190B
IJP	WF-2630 Series
A2A3Pro	SC-P700 Series
A2A3Pro	SC-P900 Series
LIJ	AM-C400 Series
LIJ	AM-C550 Series
LIJ	AM-C6000 Series
LIJ	AM-C5000 Series
LIJ	AM-C4000 Series
LIJ	WF-M21000 Series
LIJ	WF-C20600 Series
LIJ	WF-C20750 Series
LIJ	WF-C21000 Series
LIJ	WF-M20590 Series
LIJ	WF-C20590 Series
LIJ	WF-C17590 Series
LIJ	AM-C550z Series
LIJ	AM-M5500 Series
LIJ	AM-C10000 Series
LP	AL-C9500DN
LP	AL-C9400DN
LP	AL-M8250DN
LP	AL-M8150DN
LP	AL-M7150DN

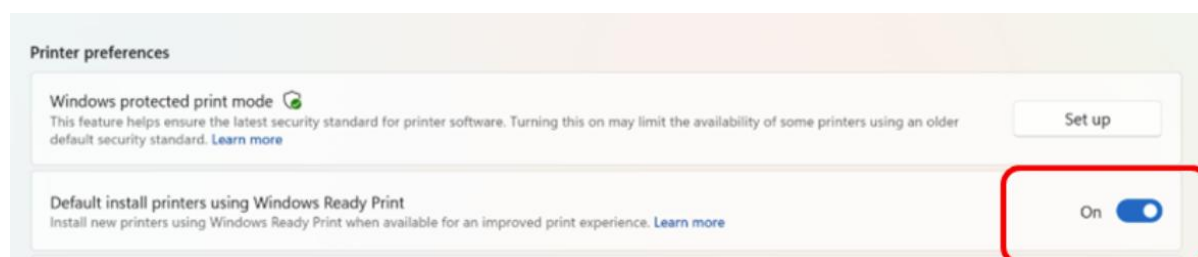
Cause

In environments where the Windows Ready Print feature was added via Windows Update, the setting is on by default, and the IPP Class Printer Driver takes priority.

Workaround

Turn off the Windows Ready Print feature using the following steps:

- 1) Open "Settings" from the Start button, then click "Bluetooth & Devices" > "Printers & Scanners".
- 2) In the printer preferences, turn off "Default install printers using Windows Ready Print".



- 3) Install the printer driver.

*It is recommended to keep the Windows Ready Print setting off even after installing the printer driver.

If user has already run the printer driver installer before turning off the Windows Ready Print setting, do the following before step 3):

Click the installed driver in "Printers & Scanners" and click the "Remove" button to delete the driver.

This will delete the created IPP Class Driver.