

Important Notice Regarding the Use of Windows Protected Print Mode (WPP)

Microsoft has introduced a new feature called "Windows Protected Print Mode (WPP)" in Windows 11 version 24H2 and Windows Server 2025. This feature is designed to enhance security; however, enabling it may **significantly impact existing printer drivers and virtual drivers**.

[Main Impacts of Enabling WPP]

- **Inability to Use Non-Microsoft Printer Drivers**
When WPP is enabled, printing using non-Microsoft printer drivers will no longer be possible.
- **Removal of Existing Drivers**
Enabling WPP will result in the automatic removal of all printer drivers and virtual drivers installed on the PC by the operating system.
- **Reinstallation Required**
Even if WPP is disabled later, the removed drivers will not be automatically restored and will need to be reinstalled. Please ensure that WPP is disabled before reinstalling the drivers.

[Conditions for the Occurrence of Issues]

Issues will arise when all the following conditions are met:

- **Using the Applicable OS**
Windows 11 version 24H2 or later, or Windows Server 2025
Note: Windows 11 version 23H2 or earlier, and Windows 10 are not affected.
- **WPP Feature is Enabled**
The default setting for the WPP feature is "disabled." Issues will occur when it is switched to "enabled."

[WPP Configuration Location]

You can enable or disable the WPP feature by following these steps:

1. Click the **Start button**.
2. Go to **Settings > Bluetooth & devices > Printers & scanners**.
3. Adjust the settings under **"Windows Protected Print Mode."**

[Applicable Printer Models]

The following printers, which use our provided printer drivers and virtual drivers, are all subject to the issues:

- Receipt Printers
- Label Printers
- Mobile Printers
- Photo Printers

[Recommended Actions]

- **Reconsider the Necessity of the WPP Feature**
If it is not necessary, we recommend using the default setting (disabled).
- **Check Recovery Procedures**
If drivers are deleted, please follow the steps below for recovery:
 - Set WPP to disabled.
 - Download the necessary drivers from our website and reinstall them.

Thank you for your understanding.