

EPSON

Knowledge Base

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Why do I get the error message “Error writing to EPUSB1”?

EPUSB1 is the USB port configured when you install an EPSON printer on your PC. The error can be caused by many factors. Please follow the guideline list below to rectify the problem:

- Firstly ensure that there are no red lights on the printer. If there is a red light, consult your user guide to amend the problem i.e. Replace the black cartridge. While there is a red light on the printer it will behave as if Offline. Both cartridges will need to have ink in them, click the link to explain:

Can I still use my EPSON Stylus printer if my colour cartridge is empty?

- Confirm that the cable is firmly seated at both ends. If the Green data light is flashing on the printer disconnect the interface cable and switch the printer off and back on.
- You need also to confirm that you are using the USB interface to connect the printer to your PC (LPT1). If you are using parallel then the driver isn't configured correctly as it should be using the LPT1 port to send data. To confirm which interface you are using please click the following link:

What is the difference between the Parallel and USB interfaces?

- To configure the driver to use the correct port you need to access the properties of the driver:

Win 9X / ME: Click **Start**, **Settings** and select **printers**. Right click on the required printer and select **properties**. Select the **details** tab and in the field “Print to the following port” select **LPT1** for Parallel or **EPUSB1** for USB connection.

Win 2000 / XP: Double click **My Computer**, then double click **Control Panel**. Double click **printers** and right click on the required printer. Select **Properties** and then the **Ports** tab. Select **LPT1** or **EPS_LPT1** for parallel or **USB00...** for USB.

- Windows 98 / ME / XP only: It is possible that there is a program running in the background of your PC that could be causing communication issues. Using the MSCONFIG utility you can change the programs that load at startup on your PC. These programs can still be used as normal but they will not launch memory resident files at start up. Below are instructions on how to troubleshoot this. This will not affect the stability or performance of your PC. However, EPSON cannot take any responsibility for any technical occurrences or problems that occur from these actions. Call your PC vendor for support if required.

1. Proceed by clicking **Start** and select **Run**. Type **MSCONFIG** and click **OK**.
2. Select the **Startup** tab and make a note of any items that are not selected in the list so that you can return the PC to its original configuration if required. Now return to the **General** tab and select the “**Selective Startup**” option and remove the tick for “**Load Startup group items**”. Now click **Apply**, then **OK**.
3. When asked if you want to restart your PC click **No** and Shut it down manually. When the PC is shut down leave it to rest for a moment and switch it back on.

4. You can now try printing again. If the print is successful we know that one of the background programs was causing the communicational issues. If you are satisfied with not having these programs running in the background you can leave your PC configured like this.
 5. However, if you want a program to be running you will need to select it in the **startup** tab in the **MSCONFIG** utility. Configuring it with adding only 5 options at a time and testing that the printer still works will allow you to establish precisely which program is causing the issue and addressing the issue accordingly.
 6. If this doesn't solve the issue simply change the option back to "**Normal Startup**" and restart to return the PC to its original configuration.
- The next step is to reinstall the printer driver. Firstly you need to uninstall the driver. Instructions are at the following links:

How do I uninstall a printer Driver on Windows 98 or ME?

Or

How do I uninstall a printer driver on Windows 2000 or XP?

You then need to install the printer. Please click the relevant link:

How do I install a USB printer on Windows 98 or ME?

Or

How do I install a USB printer on Windows 2000 or XP?

If the above does not provide a solution for you it is possible that it is an issue with your USB Host controller. For information and solutions about this please click the link:

How do I Troubleshoot USB Chipset issues?