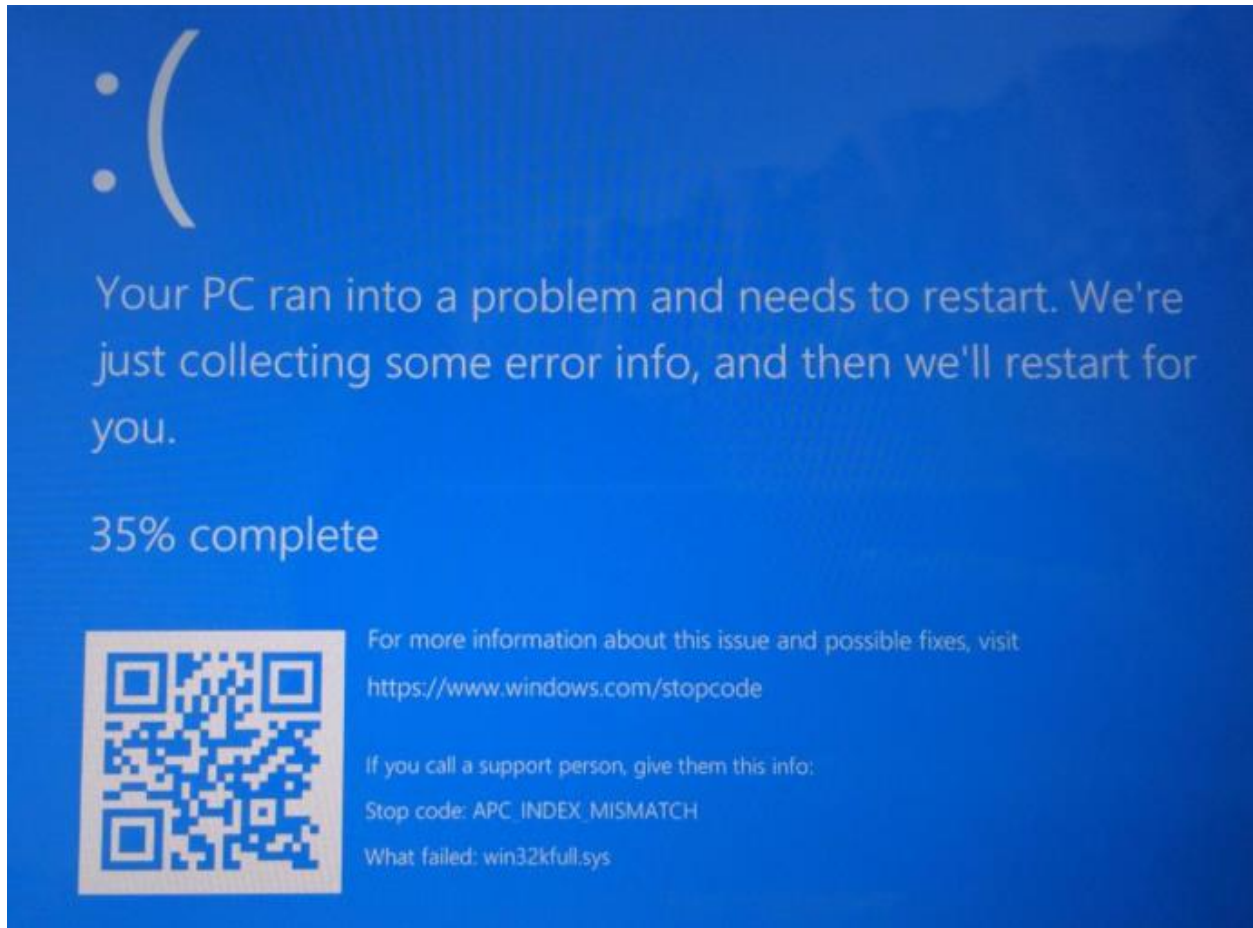


Windows 10 update is crashing PC's

The March 2021 Windows 10 update has been causing issues for PC owners over the last several days. Users have been reporting that the update is crashing their computers when they print.



This update primarily seems to be causing the blue screens when using the Kyocera Print drivers. However, there have been reports of other printers being effective.

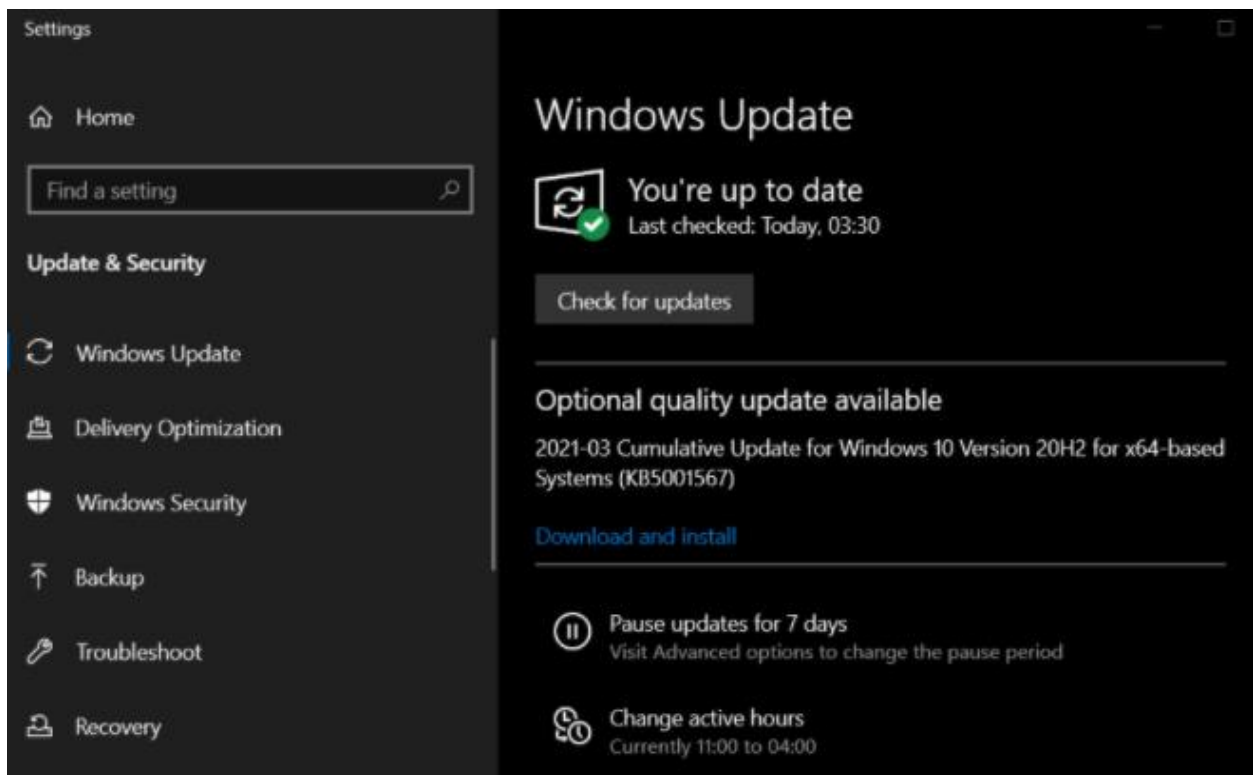
Microsoft temporarily halted the rollout of the March 2021 cumulative update and has issued an out of band patch, KB5001567. According to Microsoft, this patch “Updates an issue that might cause a blue screen when you attempt to print to certain printers.”

How Do You Fix It?

The following fix can be done by the end user at the PC level.

To install the out of band update, follow these steps:

1. Open Settings > Update & Security > Windows Update.
2. Click Check for Updates.
3. Under the Optional quality update available click Download and Install.



4. Once it has completed, you will need to reboot the computer.

If you are unable to uninstall the update as indicated above; you can also use the Command Prompt to remove the update manually, however we recommend you contact your IT Support to assist with the Command Prompt process.

If you need help getting your MFP, All in One, or printer back online please call us at 1-800-682-6558 to speak with our team of PROS!