



## Windows Printing Issues

Microsoft Windows updates **KB5000802**, **KB5000803**, **KB5000808**, **KB5000822** and **KB5000848** included as part of the March 9, 2021 Windows 10, Windows 8.1, and Windows Server updates, may introduce general stability issues when printing.

Microsoft released the following updates on March 18<sup>th</sup> 2021 which were designed to resolve the issue caused by the March 9 release.

- For Windows 10 version 2004 or Windows 10 version 20H2: KB5001649 (OS Build 19041.870 or 19042.870)  
<https://support.microsoft.com/en-us/help/5001649>
- For Windows 10 version 1909: KB5001648 (OS Build 18363.1443)  
<https://support.microsoft.com/en-us/help/5001648>
- For Windows 10 version 1809 or Windows Server 2019: KB5001638 (OS Build 17763.1823)  
<https://support.microsoft.com/en-us/help/5001638>
- For Windows 10 version 1803: KB5001634 (OS Build 17134.2090)  
<https://support.microsoft.com/en-us/help/5001634>
- For Windows 10 version 1607 or Windows Server 2016: KB5001633 (OS Build 14393.4288)  
<https://support.microsoft.com/en-us/help/5001633>
- For Windows 10 version 1507: KB5001631 (OS Build 10240.18875)  
<https://support.microsoft.com/en-us/help/5001631>

If the above Windows updates do not resolve the issue, then please follow the steps in the below link to check the driver is set for direct as well as local:

<https://docs.microsoft.com/en-us/windows/release-health/status-windows-10-2004#1570msgdesc>