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Blue Screen error or automatic restart of your PC when I print using the KX Driver

Kyocera and other manufacturers began getting reports of Blue Screen of Death (BSOD) incidents when attempting to printing. The PC automatically restarts and unable to print. Microsoft released 2 updates this week, KB5000802 and KB5000808. The updates caused the crash when printing.

What have Microsoft been doing?

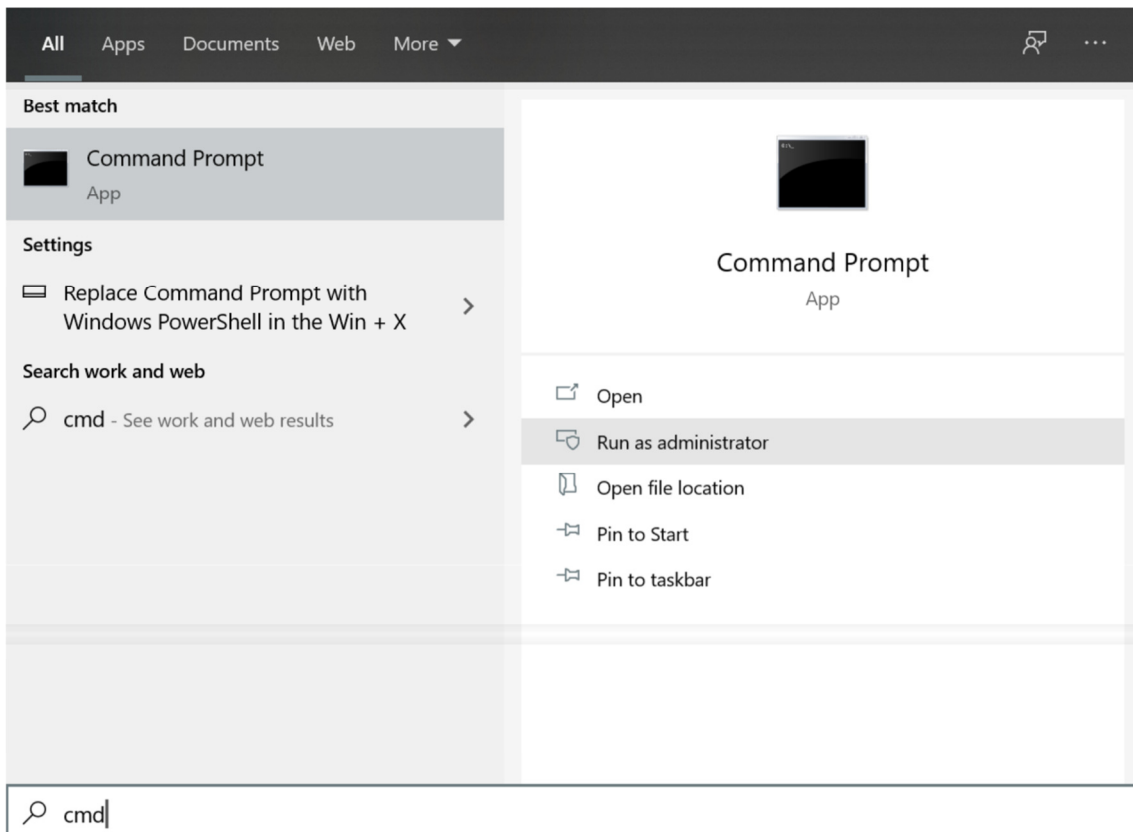
Good question. Microsoft has acknowledged the issue and is currently investigating the issue and will be developing a fix.

Your computer can automatically update or if you manually update your system - the 2 problem updates can be installed causing the issue.

If these problem updates have been installed these can be removed to enable you to print until Microsoft release a fixed update. *Please check with your IT provider for their recommendations for your PC before un-installing.*

How to remove the update if you would like to un-install the update

1. Open a Command Prompt with Administrator rights. Do this by Clicking on the Start button and type cmd. The following will be displayed.





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2. Click Run as Administrator open the Command Prompt window. Accept the prompt to open with elevated rights and make changes to the computer.
3. In the Command Prompt enter the below command and press enter
wusa /uninstall /kb:5000802

A screenshot of a Windows Command Prompt window titled "Administrator: Command Prompt". The window shows the following text: "Microsoft Windows [Version 10.0.18363.1379] (c) 2019 Microsoft Corporation. All rights reserved. C:\WINDOWS\system32>wusa /uninstall /kb:5000802_". The cursor is positioned at the end of the command line.

4. Say Yes to Un-install - The Stand-alone installer will launch and remove the Update.
5. Repeat the process for the second update by entering the below command

wusa /uninstall /kb:5000808

A screenshot of a Windows Command Prompt window titled "Administrator: Command Prompt". The window shows the following text: "Microsoft Windows [Version 10.0.18363.1379] (c) 2019 Microsoft Corporation. All rights reserved. C:\WINDOWS\system32>wusa /uninstall /kb:5000802 C:\WINDOWS\system32>wusa /uninstall /kb:5000808_". The cursor is positioned at the end of the second command line.

6. Reboot your PC when the installer has finished removing the Updates and the BSOD problem will be resolved.

Note: Depending on which version of windows 10 you are running one of the above commands will work and one will prompt that it cannot be not found. Run both as instructed above to find which applies to you.



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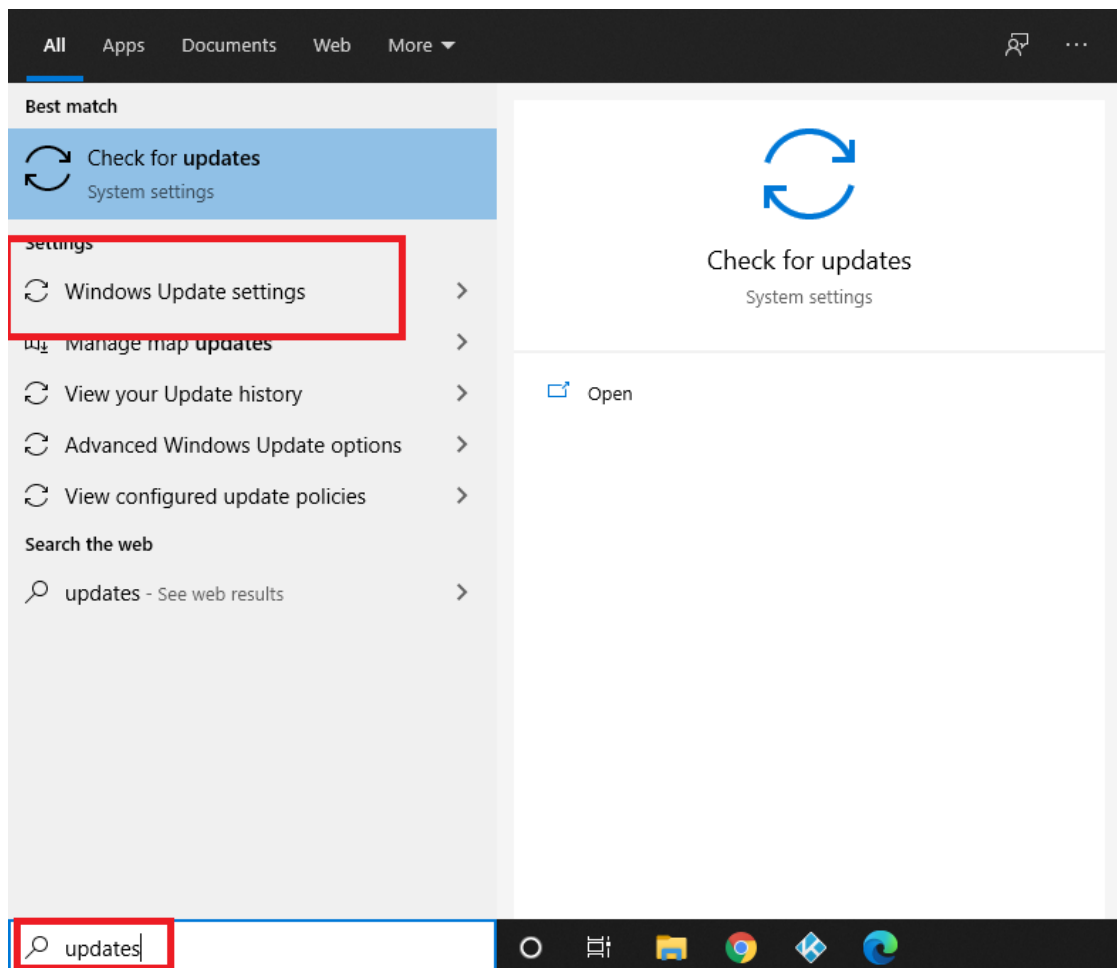
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Pause Updates temporarily to stop the update being reinstalling automatically

We have found that if you uninstall the updates, the PC can automatically re-install them causing the same issue to repeat and occur again. To stop this, you can temporarily pause updates until Microsoft have provided a permanent fix.

1. Search for updates and select either check for updates or windows update settings as per below.

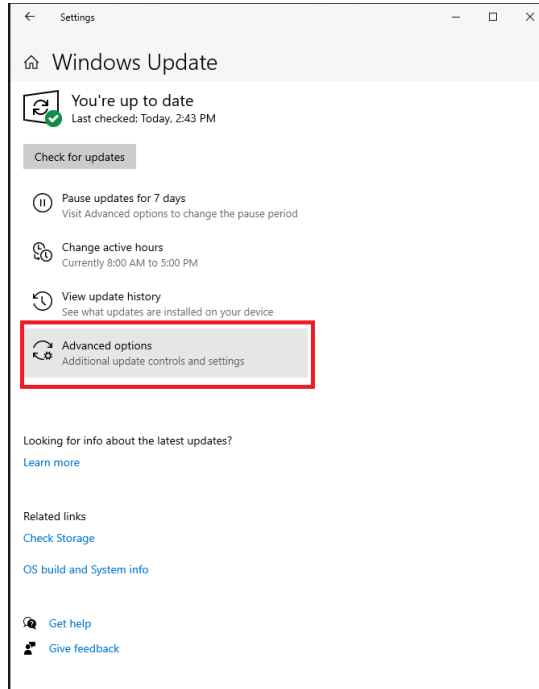




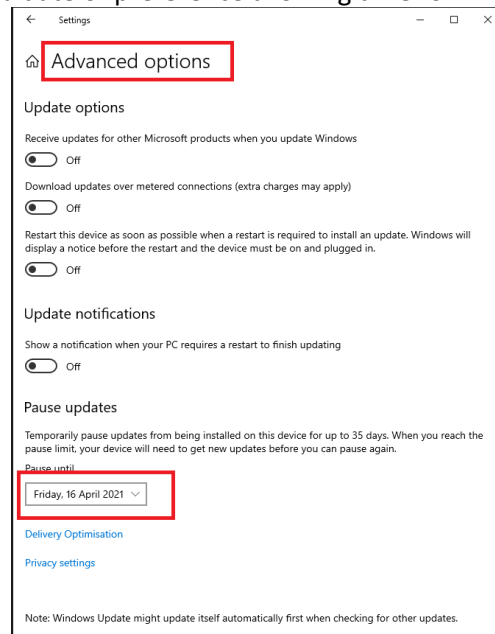
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2. Select Advanced Options



3. Select to Pause until a date of preference allowing time for Microsoft release a fixed update



We expect a fixed update will be made available by Microsoft soon. For now, removing the Updates is the easiest way to recover your ability to print. We will keep posting updates on our Facebook page to keep you up-to-date also check the below MS website relating to the issue for updates and a permanent fix.

<https://docs.microsoft.com/en-us/windows/release-health/status-windows-10-20h2>

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