

Blue Screen error or automatic restart of your PC when printing – March 2021

Kyocera and other manufacturers began receiving reports of Blue Screen of Death (BSOD) incidents when attempting to print during March 2021. The PC automatically restarts and unable to print.

An Automatic Microsoft Windows Update causes the Blue Screen crash when printing.

Caution Note: This is an IT computer issue caused by Microsoft Update, please speak to your IT Service Provider first for their recommendations to the fix the issue and please pass on the below information to your IT Support to fix. The below is for general informational purposes only and your individual circumstances and solution may differ. Digital Document Solutions Pty Ltd will not be held liable whatsoever in providing this as a guide and for informational purposes only.

What have Microsoft been doing?

Good question. Microsoft have released the below problem updates, these updates automatically install most of the time unknowingly to the user.

The **problem updates** causing Windows 10 blue screens when printing are:

[KB5000802](#) for Windows 10 2004/20H2 & Windows Server 2004/20H2

[KB5000808](#) for Windows 10 1909 & Windows Server 1909

[KB5000822](#) for Windows 10 1809 & Windows Server 2019

[KB5000809](#) for Windows 10 1803 & Windows Server 1803

If your computer automatically updates or if you manually update your system - the above problem updates could be installed causing the issue. As of the 15th of March, Microsoft has now released a 'fix' update to resolve the issue. As of the 18th of March, Microsoft has since release another update that supersedes the initial 'fix' update to resolve some other minor printing issues, the latest fix update is preferred.

How to install the Microsoft's 'fix' update

Unfortunately it seems Microsoft have not deployed the 'fix' update to install automatically as it did with the problem update. 'Fix' updates are one of the following depending on your version of operating system, the latest release that is preferred are **KB5000842, KB5000850, KB5000854**, alternatively an older release that still fixes the blue screen are **KB5001634, KB5001638, KB5001648, KB5001649 - KB5001565, KB5001566, KB5001567, KB5001568**.

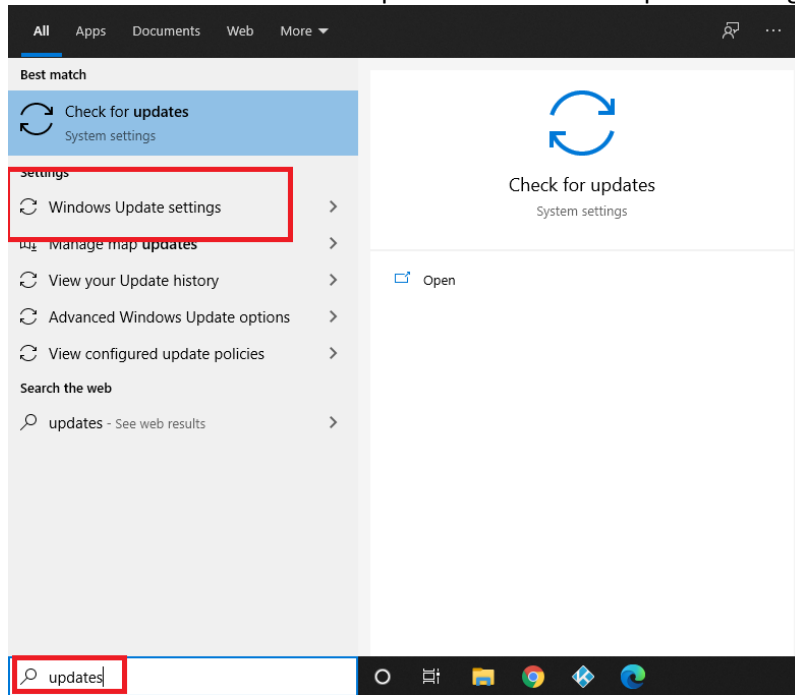
There are two methods to install the update

Method 1 - Using Windows Update from the Settings menu

Method 2 - Manually downloading the update from the Microsoft Catalogue

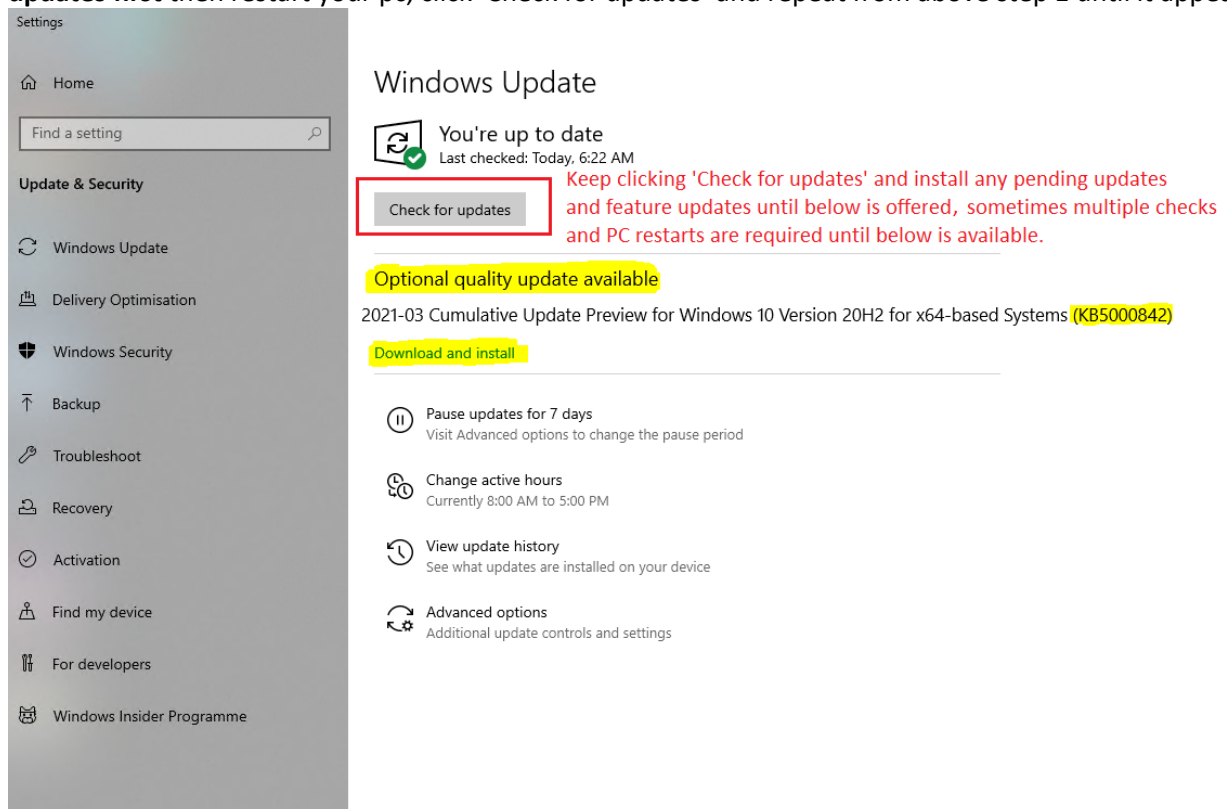
Method 1 - Using the Windows Update from the settings menu

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



2. If you see one of these updates available **KB5000842, KB5000850, KB5000854**. If not the older release that still fixes the blue screen issue is **KB5001634, KB5001638, KB5001648, KB5001649 or KB5001565, KB5001566, KB5001567, KB5001568**.

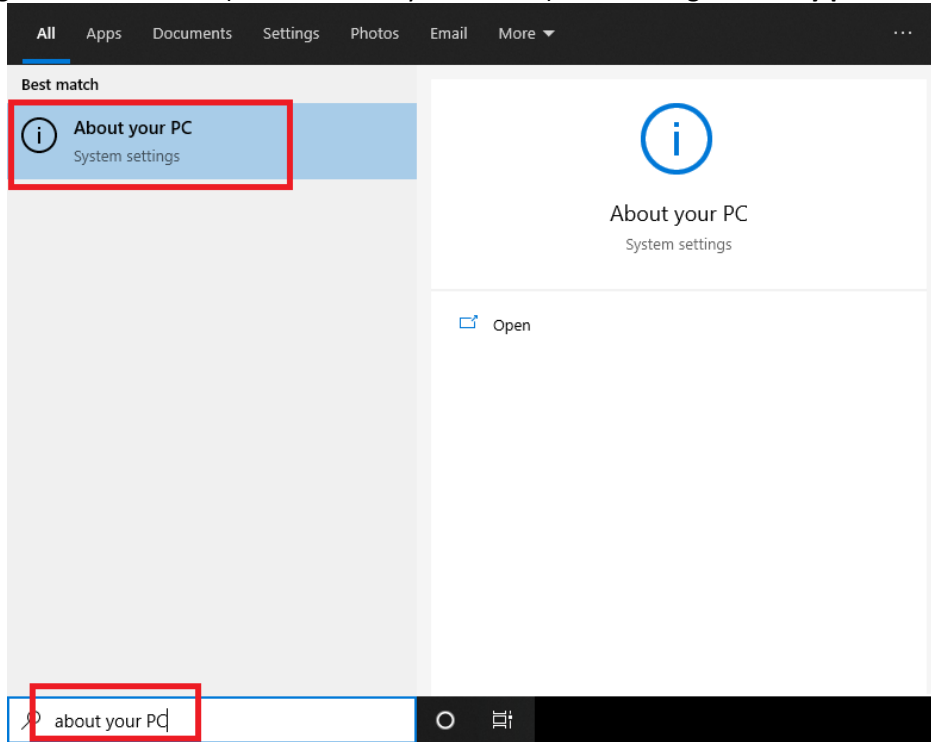
Click download and Install. If not available, you will need to install **any other pending updates or feature updates first** then restart your pc, click 'Check for updates' and repeat from above step 1 until it appears.



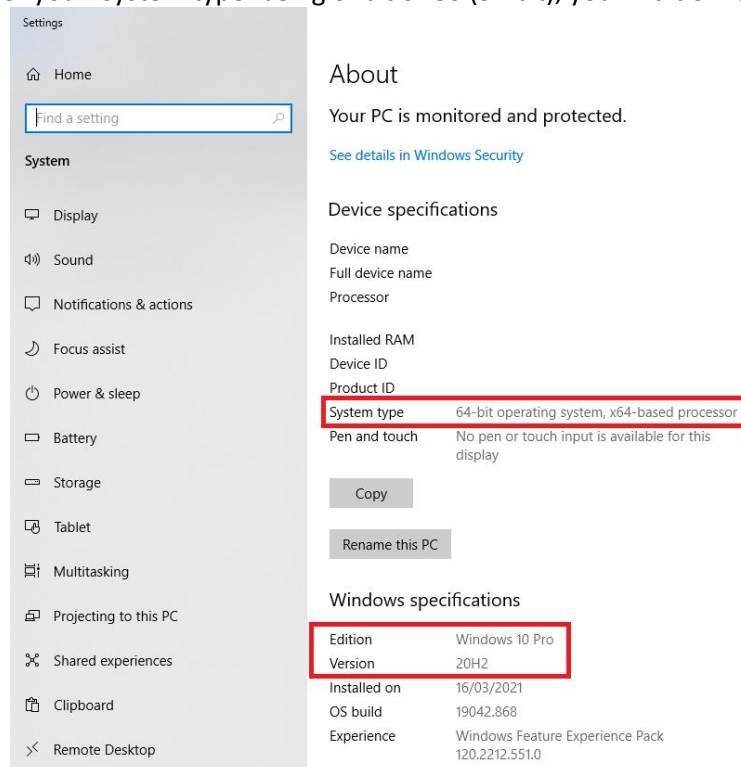
Method 2 - Manually downloading the update from the Microsoft Catalogue

To update using this method you will first need to check what version of operating system you are running.

To do this by typing in the search bar (bottom left of your screen) and clicking **about my pc**



Take note of your 'system type' being 64bit or 86 (32 bit), your 'Edition' and 'version' below.



The updates can be downloaded manually from the Microsoft Catalogue using the following links:
Click the link that corresponds to your version of windows as previously noted

****Preferred Latest Release – 29/3/21**

[KB5000842 for Win10 v2004/20H2](#)

[KB5000850 for Win10 v1909](#)

[KB5000854 for Win10 v1809 /Server 2019 LTSC](#)

Older releases if above fails

[KB5001649 for Win10 v2004/20H2](#)

[KB5001648 for Win10 v1909](#)

[KB5001638 for Win10 v1809 enterprise/education/LTSC 2019](#)

[KB5001634 for Win10v1803 enterprise/education](#)

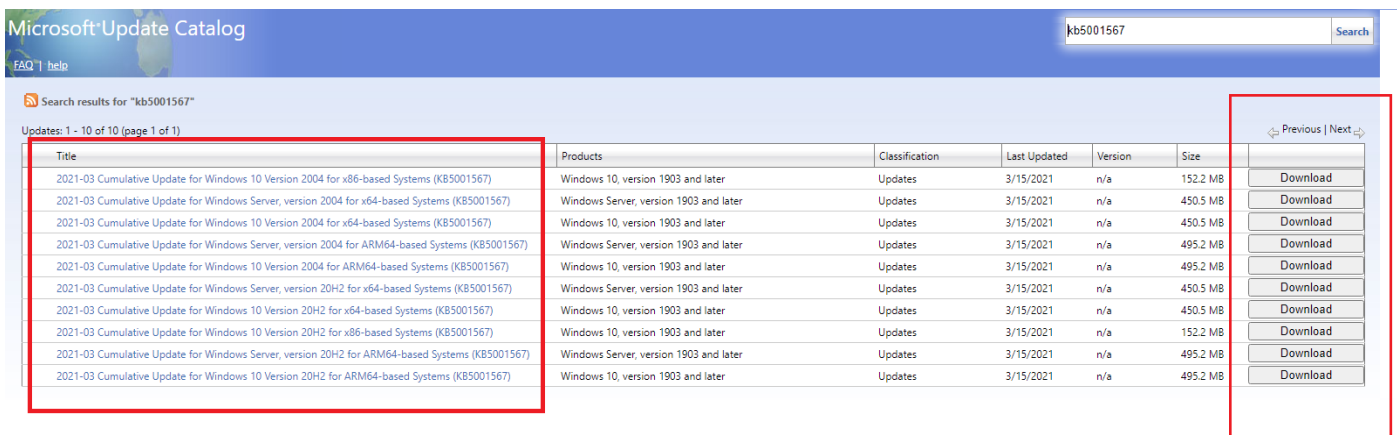
Or older again

[KB5001567 for Win10 v2004/20H2](#)

[KB5001566 for Win10 v1909](#)

[KB5001568 for Win10 v1809 enterprise/education/LTSC 2019](#)

[KB5001565 for Win10 v1803 enterprise/education](#)



Microsoft Update Catalog

Search results for "kb5001567"

Updates: 1 - 10 of 10 (page 1 of 1)

| Title | Products | Classification | Last Updated | Version | Size | |
|--|--|----------------|--------------|---------|----------|----------|
| 2021-03 Cumulative Update for Windows 10 Version 2004 for x86-based Systems (KB5001567) | Windows 10, version 1903 and later | Updates | 3/15/2021 | n/a | 152.2 MB | Download |
| 2021-03 Cumulative Update for Windows Server, version 2004 for x64-based Systems (KB5001567) | Windows Server, version 1903 and later | Updates | 3/15/2021 | n/a | 450.5 MB | Download |
| 2021-03 Cumulative Update for Windows 10 Version 2004 for x64-based Systems (KB5001567) | Windows 10, version 1903 and later | Updates | 3/15/2021 | n/a | 450.5 MB | Download |
| 2021-03 Cumulative Update for Windows Server, version 2004 for ARM64-based Systems (KB5001567) | Windows Server, version 1903 and later | Updates | 3/15/2021 | n/a | 495.2 MB | Download |
| 2021-03 Cumulative Update for Windows 10 Version 2004 for ARM64-based Systems (KB5001567) | Windows 10, version 1903 and later | Updates | 3/15/2021 | n/a | 495.2 MB | Download |
| 2021-03 Cumulative Update for Windows Server, version 20H2 for x64-based Systems (KB5001567) | Windows Server, version 1903 and later | Updates | 3/15/2021 | n/a | 450.5 MB | Download |
| 2021-03 Cumulative Update for Windows 10 Version 20H2 for x64-based Systems (KB5001567) | Windows 10, version 1903 and later | Updates | 3/15/2021 | n/a | 450.5 MB | Download |
| 2021-03 Cumulative Update for Windows 10 Version 20H2 for x86-based Systems (KB5001567) | Windows 10, version 1903 and later | Updates | 3/15/2021 | n/a | 152.2 MB | Download |
| 2021-03 Cumulative Update for Windows Server, version 20H2 for ARM64-based Systems (KB5001567) | Windows Server, version 1903 and later | Updates | 3/15/2021 | n/a | 495.2 MB | Download |
| 2021-03 Cumulative Update for Windows 10 Version 20H2 for ARM64-based Systems (KB5001567) | Windows 10, version 1903 and later | Updates | 3/15/2021 | n/a | 495.2 MB | Download |

Find your corresponding edition of operating system, e.g. Windows 10, your type (e.g. x64) and your version as previously noted. Click download button on the right, download and install following the prompts. Restart your PC and confirm printing functionality has returned.

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 the fix update.

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

<https://www.facebook.com/digitaldocumentsolutionsperth>