Microsoft Update Blue Screen Error

What is causing the Blue Screen error when I print using the KX Driver??

Kyocera as well as many other companies began getting reports of Blue Screen of Death (BSOD) incidents when printing. Microsoft released 2 updates this week, KB5000802 and KB5000808. The updates caused the crash.

What has Microsoft done since this was reported?

Microsoft has removed both updates from the automatic pushed update list. If your PC has not yet downloaded the update it will not install them. If you manually update your system from within Windows Update the 2 problem updates are still there and can be manually selected and installed. Do not do that until a complete fix is released if your PC is used for printing. Microsoft has let them up for manual install for users that have systems not used for printing.

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How do we fix a PC that has already been updated?

The best solution is to uninstall the 2 Updates. Follow the directions below and remember to reboot when done.

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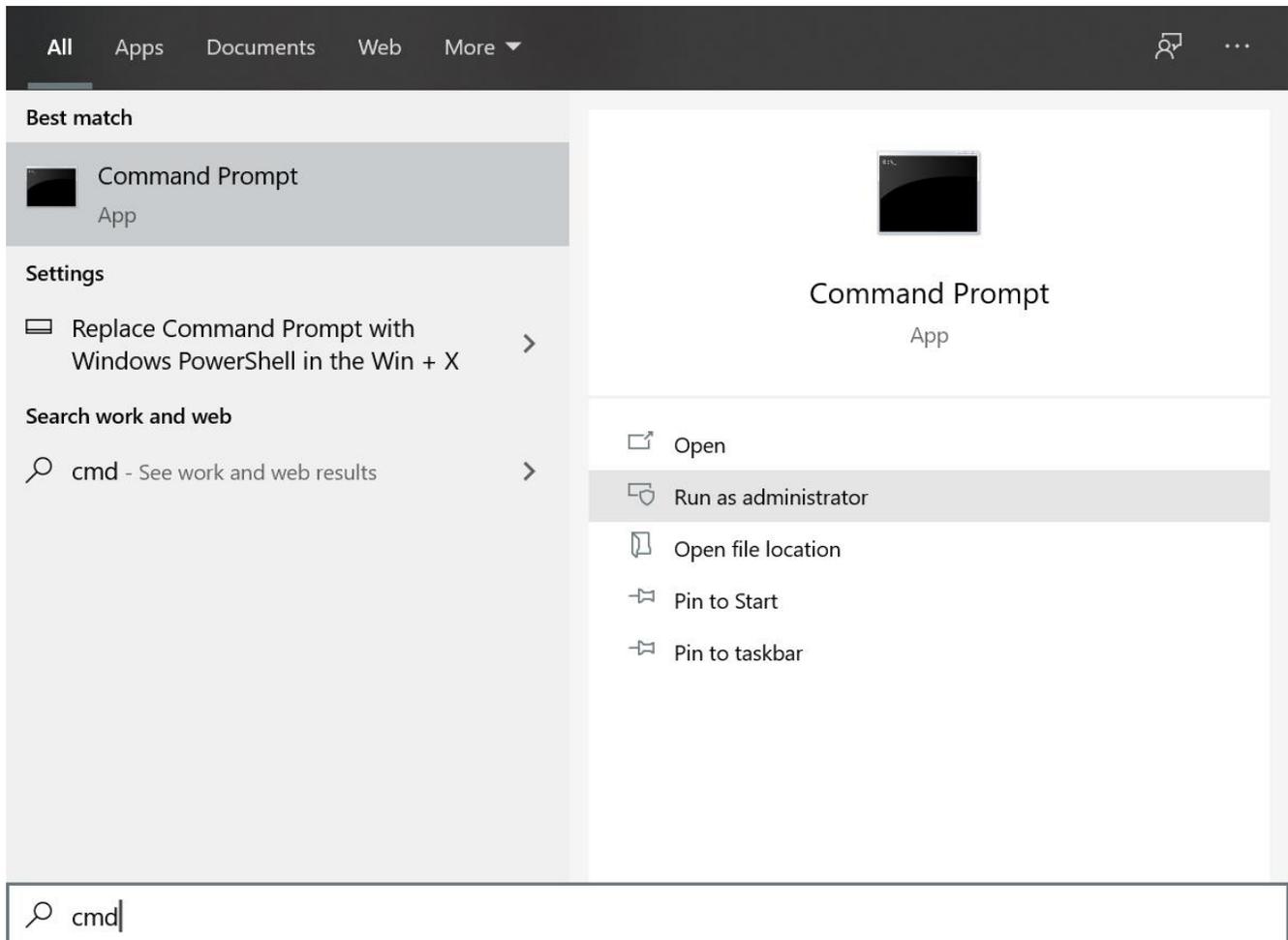

2. Click Run as Administrator on the right to open the Command Prompt Window. Accept the prompt to open with elevated rights and make changes to the computer.

3. In the Command Prompt enter the following command and press enter. – wusa /uninstall /kb:5000802
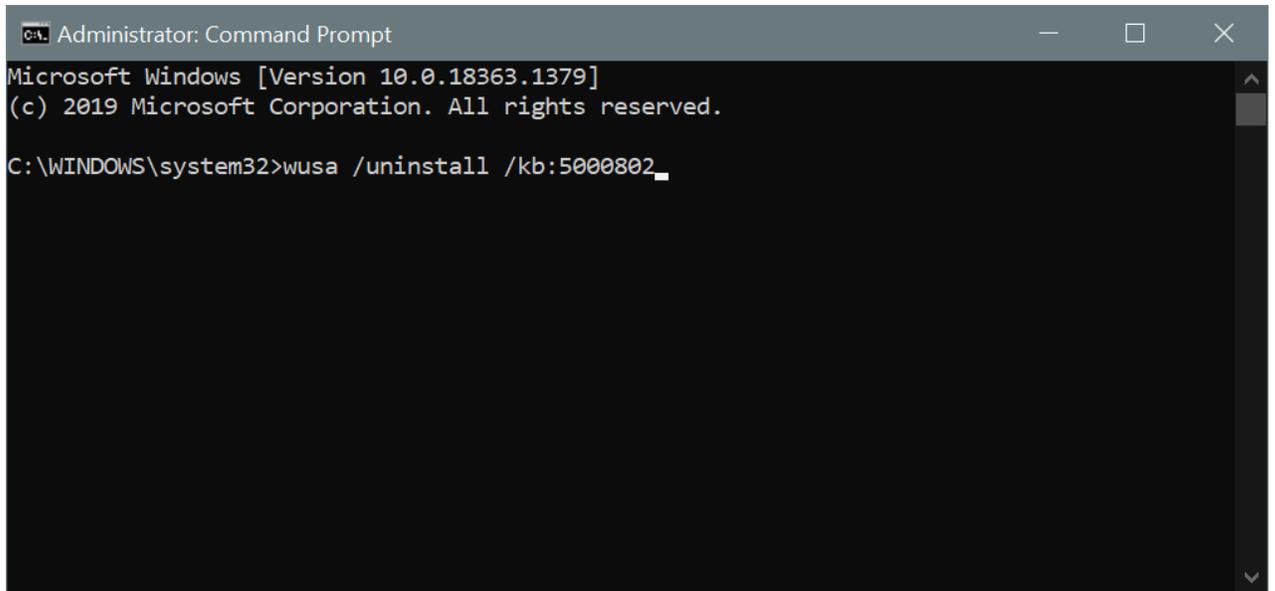
```
Administrator: Command Prompt                                    —   □   ×

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C:\WINDOWS\system32>wusa /uninstall /kb:5000802_
```

4. The Stand alone install will launch and remove the Update.

5. Repeat the process for the second update by entering – wusa /uninstall /kb:5000808
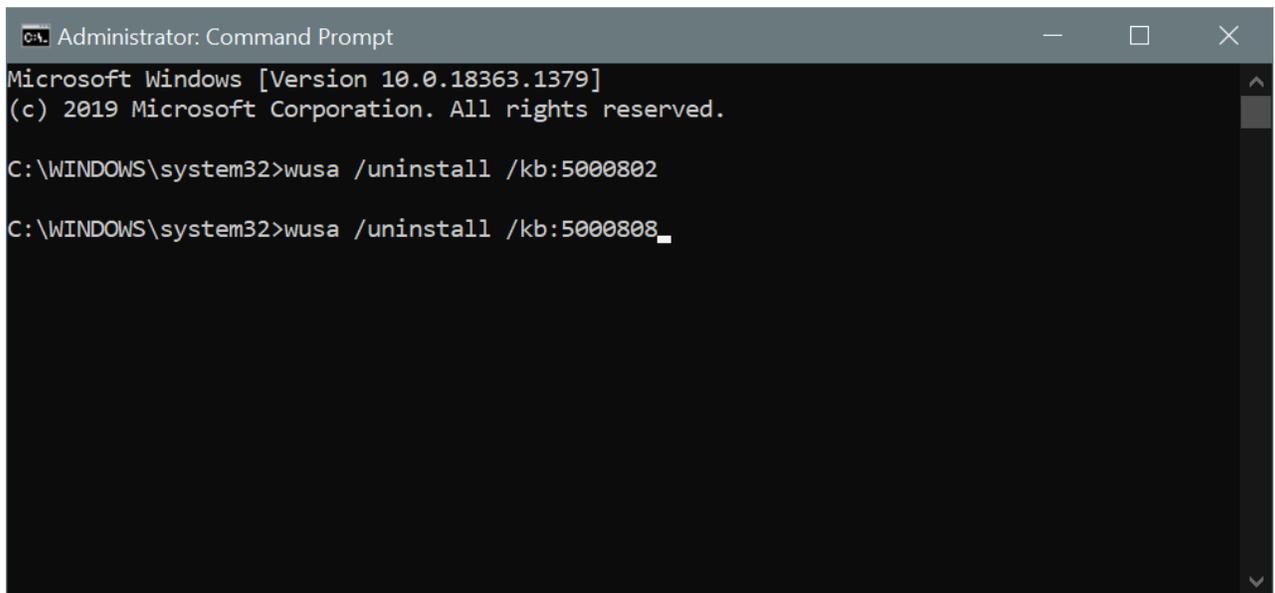
```
Administrator: Command Prompt                                    —   □   ×

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C:\WINDOWS\system32>wusa /uninstall /kb:5000802

C:\WINDOWS\system32>wusa /uninstall /kb:5000808_
```

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

We expect an update set of files will be made available by Microsoft soon. For now, removing the Updates is the best way to recover your ability to print.