

Black Ice Software - Windows Update breaks printing!
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Windows Update breaks printing!

The latest Windows Update breaks printing for Printer Drivers due to security updates!



10% discount for Printer Driver*

Coupon code: **gEMArt6**

Valid through March 31th 2021



Download the Printer Driver Now!

We have received multiple reports from customers that the Printer Driver is only printing the first page correctly and subsequent pages are being printed blank.

The Microsoft cumulative update released on 03/09/2021 broke printing for many printer drivers due to security updates to the Print Spooler and **Microsoft has acknowledged the problem.**

The affected printer drivers are **any version** of the **Tiff/Monochrome printer driver** and **ColorPlus printer drivers** that produce Tiff files, Image PDF files or any other image format. The affected printer drives includes the **OEM Tiff/Monochrome, Color, and ColorPlus printer drivers.**

Windows cumulative updates include:

1. Windows Update KB5000802 - For Windows 10, version 2004; Windows Server version 2004; Windows 10, version 20H2; Windows Server, version 20H2;
2. Windows Update KB5000808 - For Windows 10, version 1909; Windows Server version 1909
3. Windows Update KB5000809 - For Windows 10, version 1803
4. Windows Update KB5000822 - For Windows 10, version 1809; Windows Server version 1809
5. Windows Update KB5000848 - For Windows 8.1

Affected Windows system:

Desktop: Windows 10, version 20H2; Windows 10, version 2004; Windows 10, version 1909; Windows 10, version 1809; Windows 10 Enterprise LTSC 2019; Windows 10, version 1803; Windows 8.1

Server: Windows Server, version 20H2; Windows Server, version 2004; Windows Server, version 1909; Windows Server, version 1809; Windows Server 2019; Windows Server, version 1803

Black Ice Software has found a solution that solves the printing problem for the Black Ice Printer drivers.

Solution:

Update the Black Ice Printer Driver to version 16.46.2644.

The Black Ice printer driver has the Update capability that means one does not have to uninstall and reinstall the printer driver.

The latest printer driver is available from our website Download section or contact technical support for the download link.

Alternative solution is to remove the following Windows cumulative updates through the Command Prompt:

```
wusa /uninstall /kb:5000802  
wusa /uninstall /kb:5000808  
wusa /uninstall /kb:5000809  
wusa /uninstall /kb:5000822  
wusa /uninstall /kb:5000848
```

Please contact support at TechSupport@Blackice.com for any questions or assistance.

The complete list of improvements in the latest Printer Driver includes the following:

DATE: 03-11-2021

Version: 16.46 (revision: 2644)

- Stability improvement for printing problems caused by Windows Update KB5000802, KB5000808, KB5000809, KB:5000822 or KB5000848. (Fix for printing blank or broken pages.)
- Minor user interface improvement for the Printer Driver MSI installers (#13786)

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