

Printing Issues After Windows Update (October 3, 2019)

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Symptoms A recent Microsoft Windows Update is causing printing issues in the Shop Management program. The update is causing the Windows Print Spooler to crash. The update is affecting both Windows 8 & 10 operating systems. <https://answers.microsoft.com/en-us/windows/forum/all/unable-to-print-after-latest-windows-update/3ec9f119-6c1d-4>

Symptoms include, but not limited to: Win32Exception error when attempting to print
Shop Management program closes to the Desktop after attempting to print
"The handle is invalid" error:

Affected Microsoft Windows Updates: Windows 10 version 1903 [KB4524147](#), [KB4517389](#) Windows 10 version 1803 [KB4524148](#), [KB4519338](#) Windows 10 version 1803 [KB4524149](#) Windows 8.1 [KB4524156](#) **How to**

affected: On your computer, search and open **Windows Notepad**.

Type something into Notepad, and then attempt to print a test page by going to **File > Print**.

If you are unable to print in Notepad, your computer is affected by the Windows update.

If you are able to print from all other applications except your Shop Management software, please contact our Tech department for assistance (888-724-6742, option 4).

Solution We recommend temporarily uninstalling the Windows update to continue to be able to print. A reboot is required after the update. If you reboot, or turn your computer off and on again, the update may reinstall itself. We recommend consulting a person about temporarily preventing these Windows updates from re-installing themselves. **How to Uninstall Windows Updates** <https://www.digitalcitizen.life/uninstall-windows-10-updates>

Posted by: [M1 Trainer](#) - Fri, Oct 4, 2019 at 9:01 AM. This article has been viewed 14805 times.

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