

BARCODE RESTORATION AFTER WINDOWS UPDATE

There are seven different versions of the Windows 10 operating system in the wild. Please follow the below directions carefully so that you are installing the correct update.

The best option is to install the correct update from Windows update. Go to Settings > Update & Security > Windows Update. In the 'Optional updates available' area, you will find a link to download and install the update.

**It seems that later forced updates repair this issue in some systems. Install all updates and test system before proceeding with the manual install instructions outlined below.

If an automatic update is not available for some reason, manually update:

1. Determine the version of the Operating System (OS) installed from the Settings > System > About page or R-click+Start and select System. Make note of the System type (x64, x86, ARM64) and Version number (20H2, 2004, 1909, etc)
2. Go to: <https://docs.microsoft.com/en-us/windows/release-health/release-information> and expand your version from the left column by clicking on it. Then select 'Resolved Issues'.
3. On this page under the Summary column look for "Unexpected results when printing from some apps or to some printers" and click the KB under the Status Column.
4. A new tab or window should have opened for the page containing information about the update. Scroll down to the "How to get this update" section. Locate the table entry that says, "Microsoft Update Catalog" and click the link in that row for "Microsoft Update Catalog"
5. On the new page that opened, using the System type notated in Step 1, locate the correct line, and select Download on the right.
6. A new window will open. Click on the .msu file, depending on your browser you may need to right click and select 'Save link as'. Preferable locations are the Downloads folder or the Desktop.
7. Once the file is downloaded close all browser windows and any open programs. Locate downloaded file and click to run. A progress box should open showing installation. Restart the machine when finished.

If you have questions or need assistance, please contact us at 913-541-8980.