Windows Update Causes Problems with Printer Drivers

Release Notes / Updates · https://retailedge.com/docs/windows-update-causes-problems-with-printer-drivers

Warning:

On Tuesday, March 9, Microsoft released a new Windows Update. After installing the update, some of our RetailEdge customers have had issues when attempting to send print jobs to certain specialty printers. This includes receipt printers and label printers.

The Problem:

After installing the update, when RetailEdge sends a print job to certain receipt printers or label printers, Windows breaks and displays the following error message:

"*Your PC ran into a problem and needs to restart. We're just collecting some error info, and then we'll restart for you.*"

While this is a problem with Windows and *not* RetailEdge, it is a major inconvenience and can effectively cripple your RetailEdge sales workflow. Microsoft has not fixed the update problem yet but there are a couple of things you can do to mitigate the problem.

What to Do:

1. If the bad update is already installed, we suggest that you **uninstall it**.

2. If the bad update has not been installed, we recommend you **pause the installation** until Microsoft has fixed the problem.

3. Another option is to edit your RetailEdge workstation settings and **turn off receipt printing and cash drawer popping**. Turning off these features will prevent sending print jobs to Windows and

avoid the new update's printing errors. Do the following on each workstation:

Tools > Settings > Workstations > Modify > Receipt Printer 1 tab > Choose "No Receipt Printer" > Save

Tools > Settings > Workstations > Modify > Cash Drawer tab > Choose "No Cash Drawer" > Save

More Info:

Hopefully Microsoft will fix the issue soon and when they do we will inform you all as soon as possible! You can read more about this issue in these Bleeping Computer and Windows Central articles.