

Microsoft admits recent Windows 10 update breaks USB printing

Microsoft has just issued a warning that Windows updates released from June 28 will cause printing problems on USB-connected devices.

"Microsoft has received reports of issues affecting certain print devices after installing Windows updates released June 28 (KB5014666) and later," Microsoft explains.

Affected platforms include both clients (Windows 10 versions 20H2, 21H1 and 21H2) and servers (Windows Server versions 20H2).

Symptoms reported by users to Microsoft and flagged by Microsoft include printers with a specific name that fail to print and Windows showing duplicate copies of installed printers with similar names and suffix "" Copy1".

"Normal use of the printer may be interrupted in either case, resulting in a failed print operation," Microsoft said. "We are currently investigating and will provide an update as more information becomes available."



Temporary fix solution

While Microsoft is still working to fix the problem, they are also providing users with solutions to help them temporarily restore printing functionality on their devices.

Actions that you can try to resolve the problem include:

1. Open Settings, navigate to **Bluetooth & devices** and select **Printers & scanners** .

2. If you find a duplicate device with an existing printer with the Copy1 suffix, confirm whether printing works with this printer. Usually duplicate printers with the Copy1 suffix will work properly.
3. If you want to use the original printer and not the duplicate printer, or right click on the duplicate printer and select **Printer properties** and select the **Ports tab**, Observe the port being used.
4. Open **Printer properties** on the original printer and select the **Ports tab**. From the list displayed, select the port being used by the duplicate printer. Then, if the original printer is working properly you can remove the duplicate printer.

If the above solutions do not help, you can try updating the printer driver or visit the manufacturer's website to download and update the firmware.

If the problem is still not resolved, you can try to reinstall the printer by following these steps:

1. Turn off your printer and disconnect all cables.
2. Open Settings and tap on **Bluetooth & devices** then select **Printers & scanners** .
3. Select the affected printer and then click on the **Remove Device** option .
4. Restart the device.
5. Open the printer and reconnect to the device.

Last week, Microsoft also warned that devices (printers and scanners) that use smart card authentication (PIV) may experience printing errors.

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