

Microsoft fixes Bluetooth bug causing blue screen KB5009596 on Windows 10

After installing the KB5009596 cumulative update in January, many Windows 10 users experienced the blue screen error quite often. Microsoft has identified this issue as Bluetooth related and has just released a fix.

Microsoft addresses this issue in the cumulative update preview KB5011543 Preview. According to Microsoft, this problem affects more business users because CSP policies are not common outside of the enterprise environment.

The list of affected Windows versions only includes regular versions such as Windows 10 21H2, Windows 10 21H1, and Windows 10 20H2.



"After installing KB5009596 or the most recent update, many organizations with computers connected to Bluetooth devices will experience the error message "Your device ran into a problem and needs to restart" with a blue screen and Stop code: IRQ NOT LESS OR EQUAL" , Microsoft explains.

"On devices with errors, the error history is recorded in the System log inside the Event Viewer and is named Microsoft-Windows-WED-SystemErrorRe event 1001 with the words The computer has rebooted from a bugcheck. The bugcheck was: 0x0000000a".

A blue screen will appear on devices where the A2dp profile is affected by specific configuration service provider (CSP) policies enabled on the device.

IT administrators who have not been able to immediately deploy update KB5011543 can fix this issue by using Intune or other tools that allow registry modifications before the KB5009596 update is installed.

Step 1 : Go to HKEY_LOCAL_MACHINE/SOFTWARE/Microsoft/PolicyManager/current/device/Bluetooth/

Step 2 : Add the following: {0000110a-0000-1000-8000-00805f9b34fb} and {0000110b-0000-1000-8000-00805f9b34fb} to the ServicesAllowedList value .

Microsoft recommends that you back up the Registry before making any edits and need to understand how to back up and restore the Registry in Windows.

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