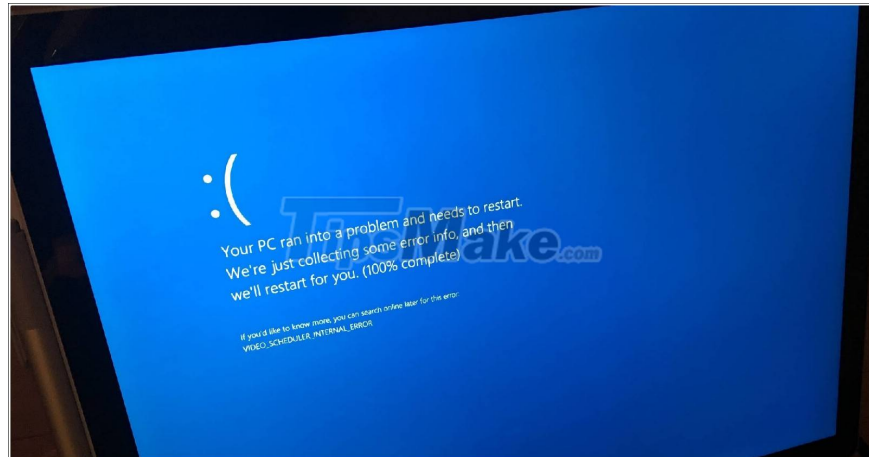


Windows 10 has encountered the 'blue' screen of death

- Blue screen error appears in Windows 10 KB5000802 update (March 2021 update). Some users report that the blue screen error appears when they use the printer. Microsoft was quick to confirm the bug and promised to release an update as soon as possible.

Specifically, the **Windows 10 KB5000802 update** causes crashes when the user opens the printable table in Notepad, Office or some other software. The blue screen error appears with the error code 'APC_INDEX_MISMATCH for win32kfull.sys'.



Most importantly, almost all versions of Windows 10 are affected by this error, including version 20H2, version 2004, version 1909, even version 1803/1809 confirmed to have a blue screen error. These are all affected by the March 2021 updates.

Microsoft also noted that the 'APC_INDEX_MISMATCH' error occurred on certain printers, the user reported the error was from Kyocera Ricoh and some other printers.

To fix the above problem, users can update to the latest Windows, by going to Settings> Update & Security> Windows Update> View Update History> Uninstall Updates> Uninstall **KB5000802** / **KB5000808** or manually removing the patch. when opening Command Prompt.

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