Windows Update Causing Printing Issues - KB4560960- FIXED

829 TDO KB October 2, 2023 Troubleshooting 7.26K

Overview

We have received a number of calls about not being able to print from Letters module. We have investigated and found the cause to be a recently released Windows Update installed on 6/12/2020. The Update number is **KB4560960.** Please check the external article linked below for more information on other issues this Update has caused.

If you have experienced issues printing, unrelated to Freezing of TDO, from the Letters module, please have your IT person follow the steps below.

Otherwise, we would recommend pausing Windows Updates until this issue has been fixed by Microsoft.

What To Do If the Update has already installed?

Contact your IT Professional to make sure you are on the correct Windows 10 Version with the correct KB Updates installed

It's fixed in the following versions of Microsoft Office.

- Windows 10, version 1909 (KB4567512)
- Windows 10, version 1903 (KB4567512)
- Windows 10, version 1809 (KB4567513)
- Windows 10, version 1803 (KB4567514)

Note: Since these are optional updates, they must be manually downloaded and will not show up if you use Windows Update.

External Article:

https://betanews.com/2020/06/17/microsoft-fixes-windows-10-printing-problems/

Online URL: https://kb.tdo4endo.com/article.php?id=829