

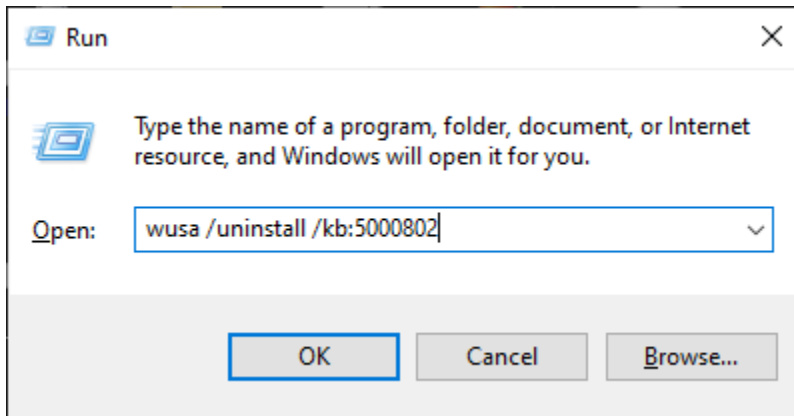
Resolving Engraving and Printing Issues Caused by KB5000802

A recent Windows Update is causing printing problems that also affect GravoGraph laser engravers. The only fix currently available is to remove the update.

To remove the relevant update:

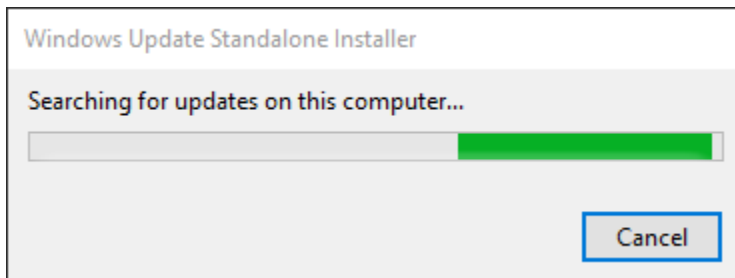
Press WIN + R (the Windows key and R) to open the Run dialog.

Enter `wusa /uninstall /kb:5000802` into the Run dialog and click OK.



If your user is **not** an Administrator, you will see a UAC prompt to enter credentials for a user that is an Administrator. You will need Administrator credentials to continue.

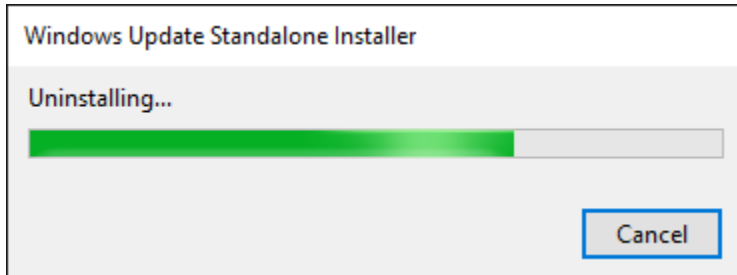
If your user **is** an Administrator you may still see a User Account Control prompt, depending on your UAC settings. Once authenticated, the Windows Update Standalone Installer will appear, and a searching screen may show for a moment.



After a moment, a prompt will appear, asking you to confirm uninstalling the KB5000802 update: click Yes.



The Windows Update Standalone Installer will perform the uninstallation. This will take several minutes.



When complete, you will be prompted to restart. Close any other unsaved work you have and click Restart Now.

