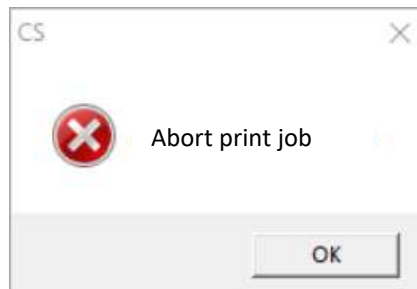# Error Printer/Plotter

Error with Printer/Plotters after Windows Update

Cumulative safety updates that were published for Windows 10 on June 9, 2020 lead to severe plotter and printing problems for many Compass Software users. After the particular Windows 10 update it can happen that the printer/plotter does not work anymore:

You can find information regarding this general Windows problem here:

https://docs.microsoft.com/en-us/windows/release-information/status-windows-10-2004#june-2020.

You can find additional information on how to solve this problem here under the update number:

https://support.microsoft.com/en-us/help/4567523/windows-10-update-kb4567523.

The following page will lead you to a Windows 10 update that has to be downloaded to resolve the error:

http://www.catalog.update.microsoft.com/Search.aspx?q=KB4567523.

If you are not sure which package is the appropriate one for your PC, please consult your IT service provider.

Alternative Method

You may also undo the latest updates.
In order to do this, please follow these steps:

1. Click on the Windows symbol →   →   → Updates and Security → Windows Update → Update history

2. Uninstall update
3. Uninstall all updates after June 08, 2020 (every single one has to be selected)
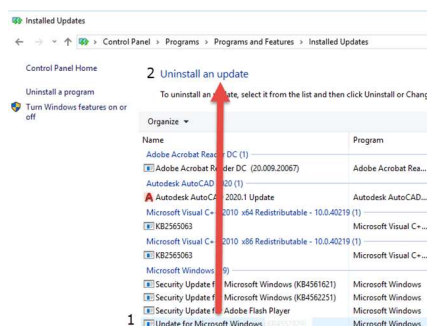
4. Re-boot PC

The printer/plotter should work again.