

Windows 10 更新搞壞印表機功能 Windows update disable printing

調用印表機當機出問題

元件: win32kfull.sys

錯誤碼: APC_INDEX_MISMATCH

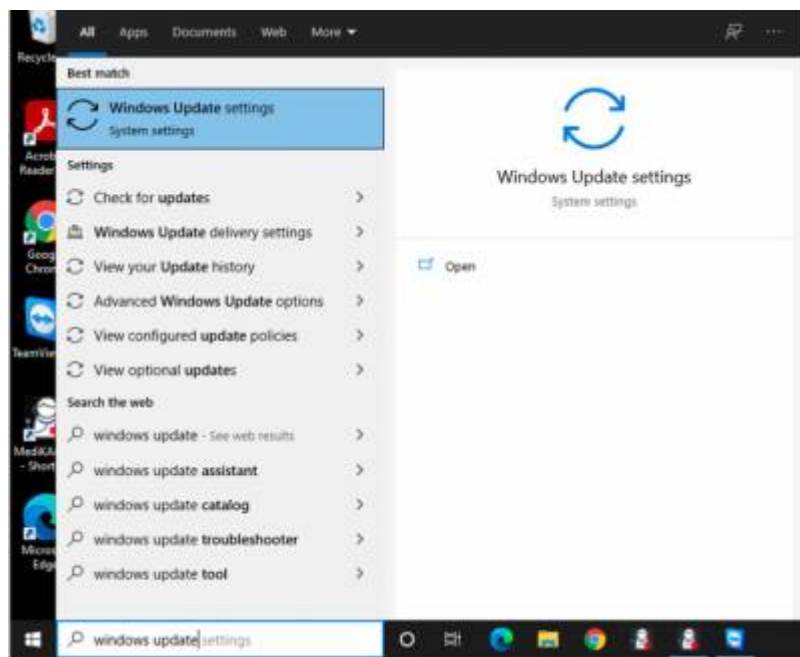
Windows 10 更新搞壞印表機功能，使用者可能遭遇 BSoD 當機

解除 KB5000802 KB5000808 更新

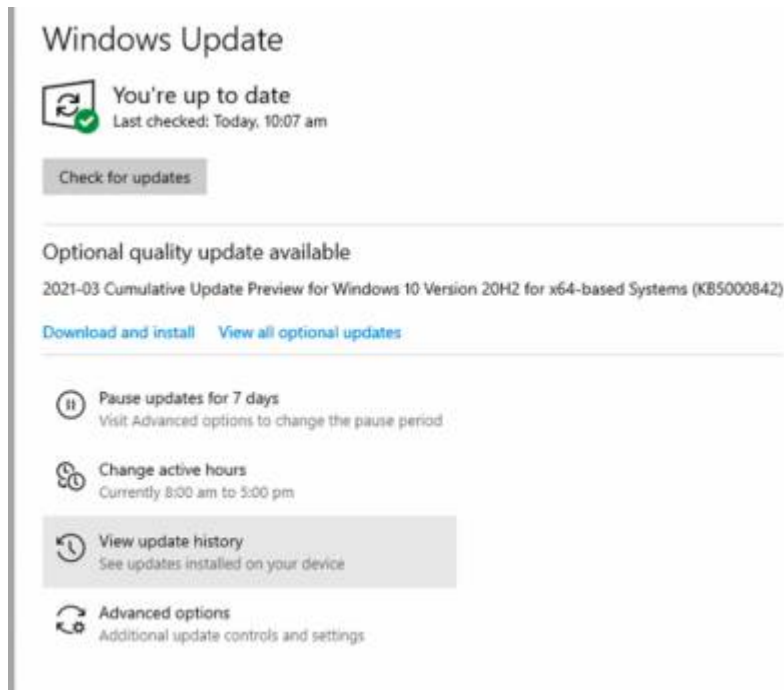
解除安裝步驟

Step 1. 搜尋「更新/windows update」

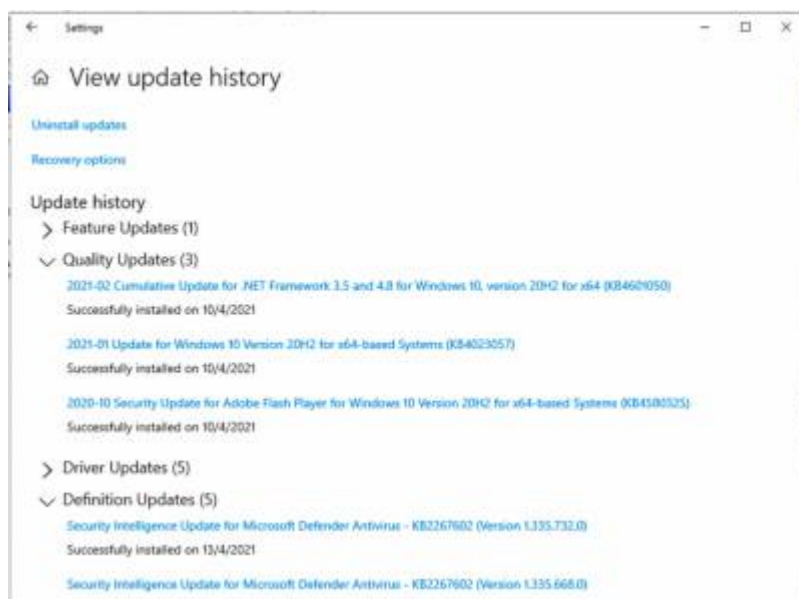
Step 2. 選擇「更新與安全性 / Windows Update settings」



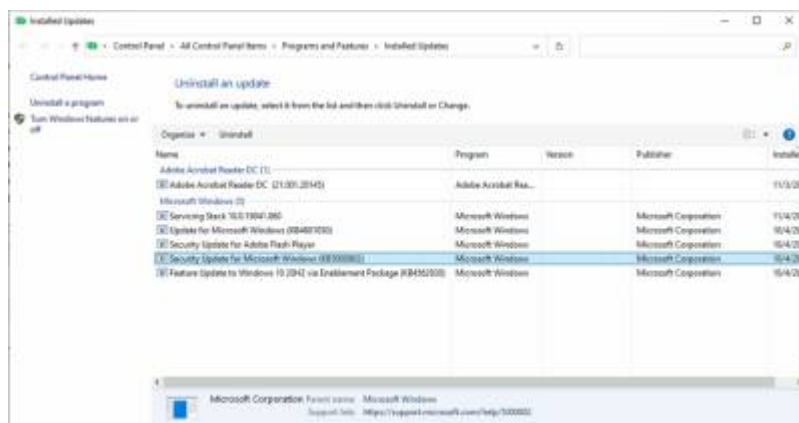
Step 3. 在「Windows Update」頁面選擇「檢視更新紀錄 / View update history」



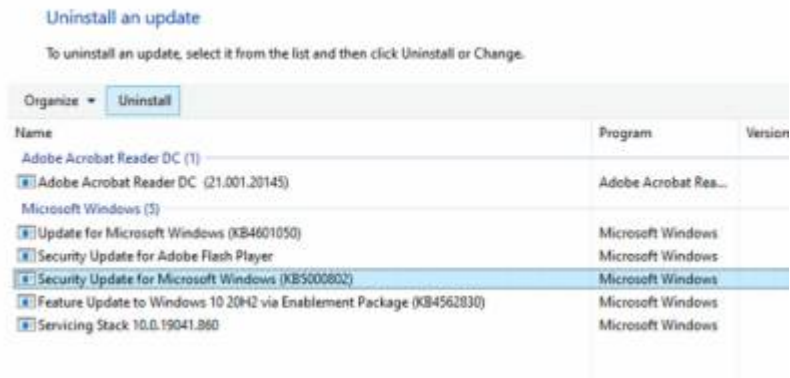
Step 4. 選擇「解除安裝更新 / Uninstall updates」



Step 5. 在彈出的「已安裝的更新」視窗, 選擇 KB5000802 和 KB5000808 解除安裝的更新」;

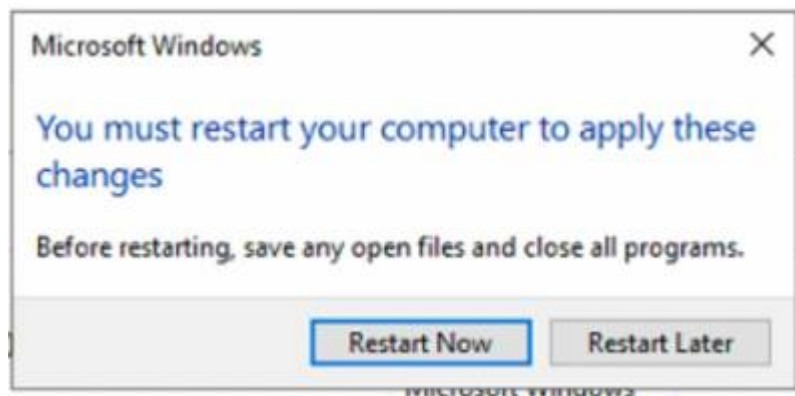


Step 6. 上方的選單裡會出現「解除安裝 / Uninstall」按鈕；



Step 7. 按下「解除安裝 / Uninstall」按鈕，按「是 / Yes」確認解除安裝該更新；

Step 8. 按下「重新開機」按鈕；



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