Product Management

TECHNICAL BULLETIN

How to Uninstall Windows 10 Update

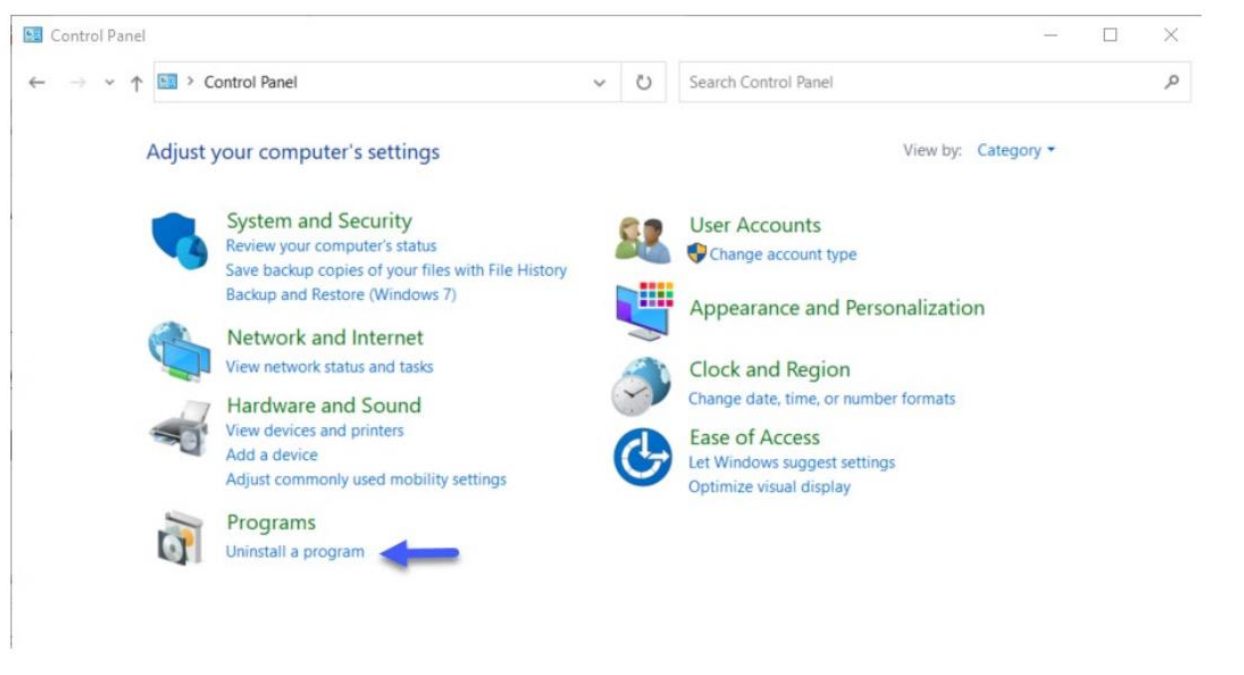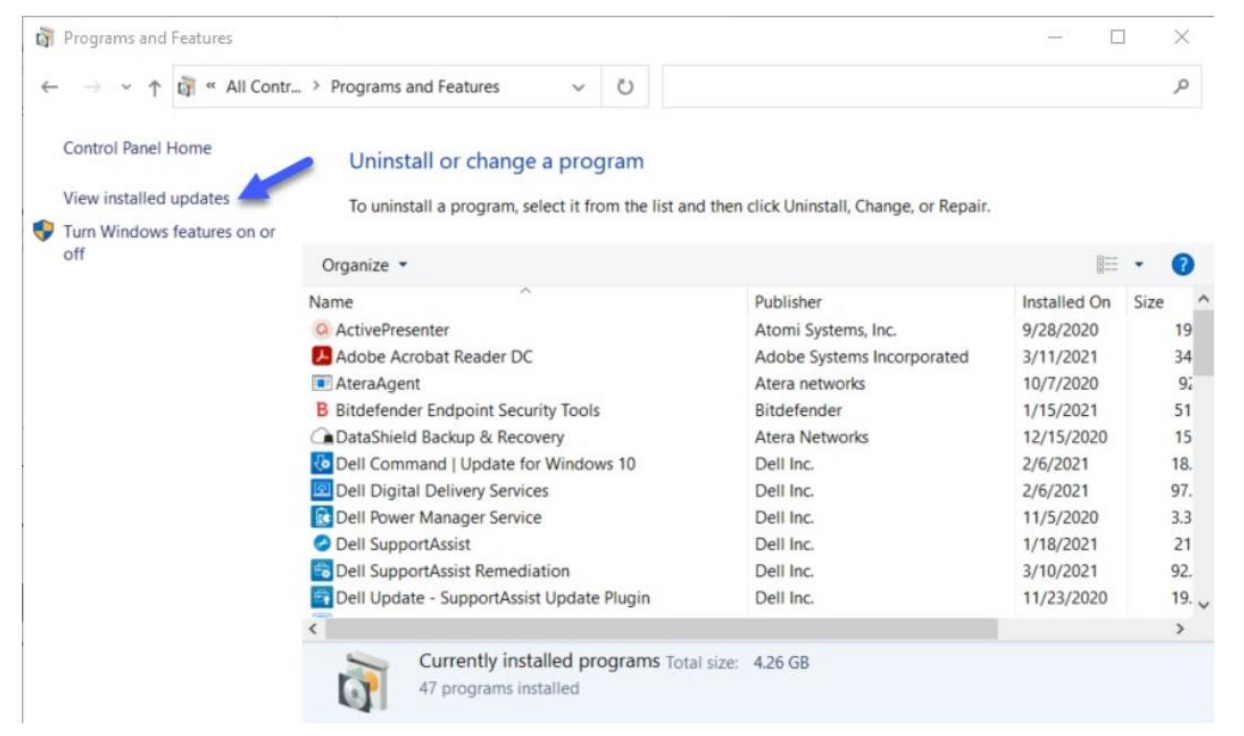July 20, 2022

Introduction:

Windows 10 update ([KB5015807)](#) may cause the QL-120/ QL-120X Status Monitor and Maintenance Utility to not connect to the QL-120/ QL-120X printer. While printing should not be affected, we want to ensure that your QL-120/ QL-120X printer runs efficiently.

If your QL-120/QL-120X Status Monitor or Maintenance Utility cannot connect to your printer, please follow our step-by-step instructions on removing the Windows 10 update. Once completed, reboot your computer, and restore driver communication for your QL-120 series printer.

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1. Open Windows Control Panel (Windows start > search box > type "control")

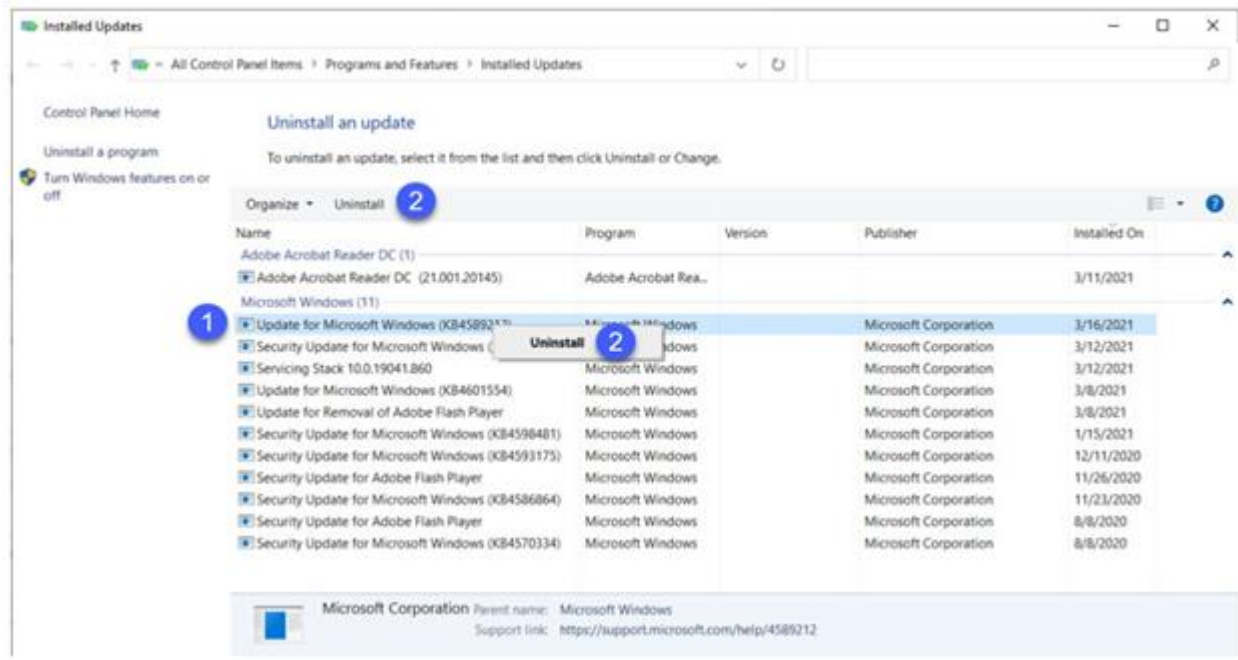2. Under *Programs,* click on "Uninstall a program"

3. Click on "View installed updates"

4. Select the update KB 5015807 in the list

5. Click on "Uninstall" (or right-click on the update and then click on Uninstall) and confirm the update uninstall has completed
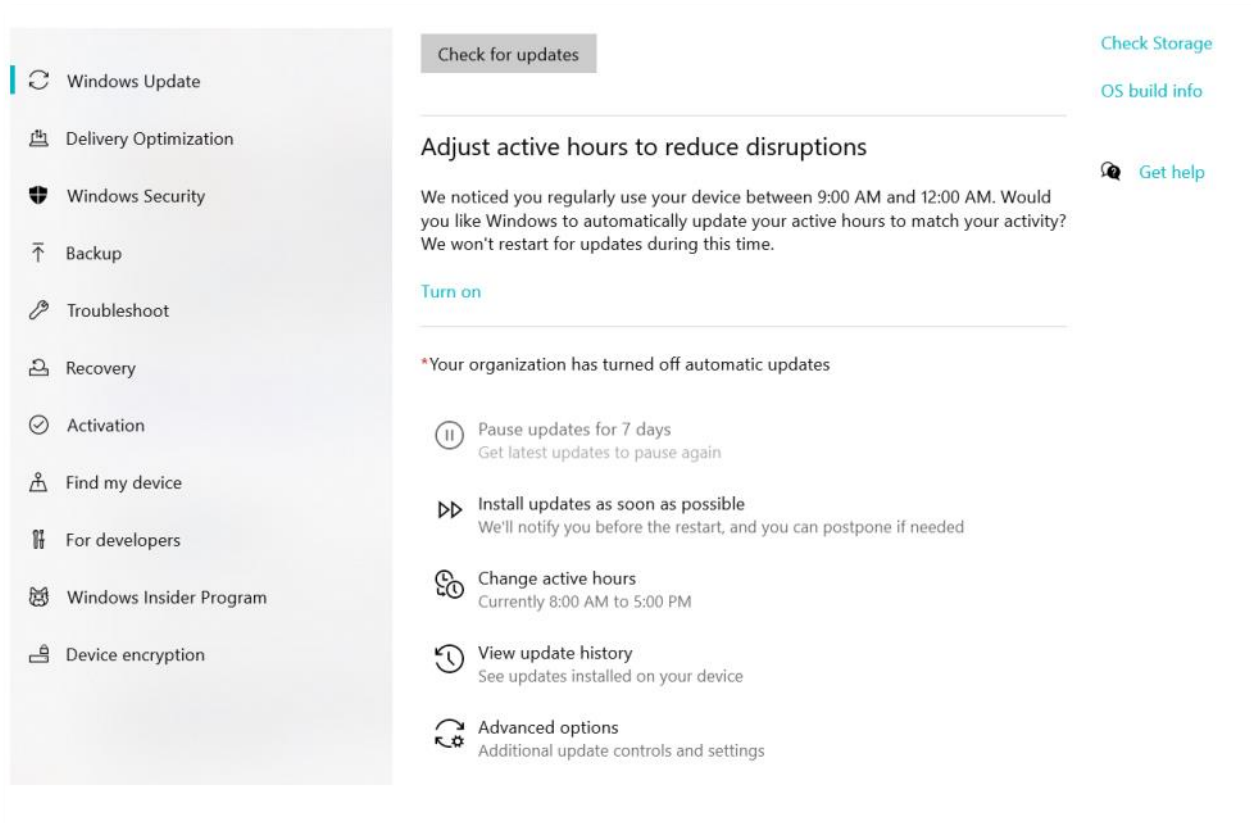

6. Please note: You should disable or postpone Windows updates on your production computer at this time. If not, the **KB 5015807** update may reinstall automatically when the computer is rebooted, or later during the Windows automatic update schedules, preventing print.

To suspend automatic updates on Windows 10 Pro:
1. Go to Control Panel > Administrative Tools > Services
2. Scroll down to "Windows Update" in the resulting list
3. Double click the "Windows Update Entry"
4. In the resulting dialog, if the service is started, click "Stop"
5. Set Startup Type to "Disabled"

On Windows 10 Home and some Windows Pro builds:
1. Type "Windows update" in the Windows start button search box
2. Click on "advanced options"
3. Choose "pause updates" and click down the list to farthest day, about a month out in most cases

7. Once completed, reboot your computer, and restore driver communication for your QL-120 series printer

Contact us if you have additional questions:
AstroNova Product Identification Technical Support
https://astronovaproductid.com/contact-us/