

Windows Update Causing Printing Issues with Maestro

ENGLISH

Dear Customer,

we would like to inform you that the latest Windows update is causing **printing issues** with the **Inventis Maestro software**. The issue is related to changes introduced by Microsoft in the latest Windows and **.NET security updates**.

Our team is currently investigating the issue and working to identify a permanent solution. In the meantime, if you have already installed the update and are experiencing printing issues, the problem can be resolved by uninstalling the relevant Windows update.

Temporary Solution - Windows 11

1. Open **Settings**
2. Go to **Windows Update**
3. Select **Update history**
4. Scroll down and select **Uninstall updates**
5. Locate the most recently installed update related to the issue: **KB5120708, KB5120710, or KB5120713**, depending on your operating system
6. Select **Uninstall**
7. Restart your computer
8. Start Maestro and check whether the problem has been resolved

If the affected update has not yet been installed, or to help prevent the issue from recurring shortly after uninstalling it, please note that **Windows Updates can be temporarily paused for a period of up to 15 days**.

Because the issue is related to changes in **Windows and .NET security requirements**, an official fix from Microsoft may also be required. At this stage, we therefore cannot guarantee that the issue can be completely resolved through an update to Maestro alone.

Our team will continue to monitor the situation and, if technically possible, will release an update to **Maestro** to ensure compatibility with the new Windows security requirements. A further communication regarding the definitive resolution will be sent as soon as additional information or a permanent solution becomes available.

Important: This issue is not caused by a corrupted Maestro installation and does not affect your data.

We apologize for any inconvenience this may cause and appreciate your understanding.

If you have any questions or need assistance, please contact our support team.

You can find your local dealer's contact details at: <https://inventis.it/world/dealers-inventis>

Best regards,

Inventis Customer Care

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