

**Technical Note no.** : 2208  
**Date** : 20.12.2022  
**Application** : OtoAccess® Database  
**Subject** : Microsoft® update KB5020872

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### Description:

Microsoft® have released an update (KB5020872) for devices running Windows® 10. Microsoft® Update (KB5020872) is causing various issues with printing from multiple software platforms and counteracts the possibility to preview reports within OtoAccess® Database.

### Solution:

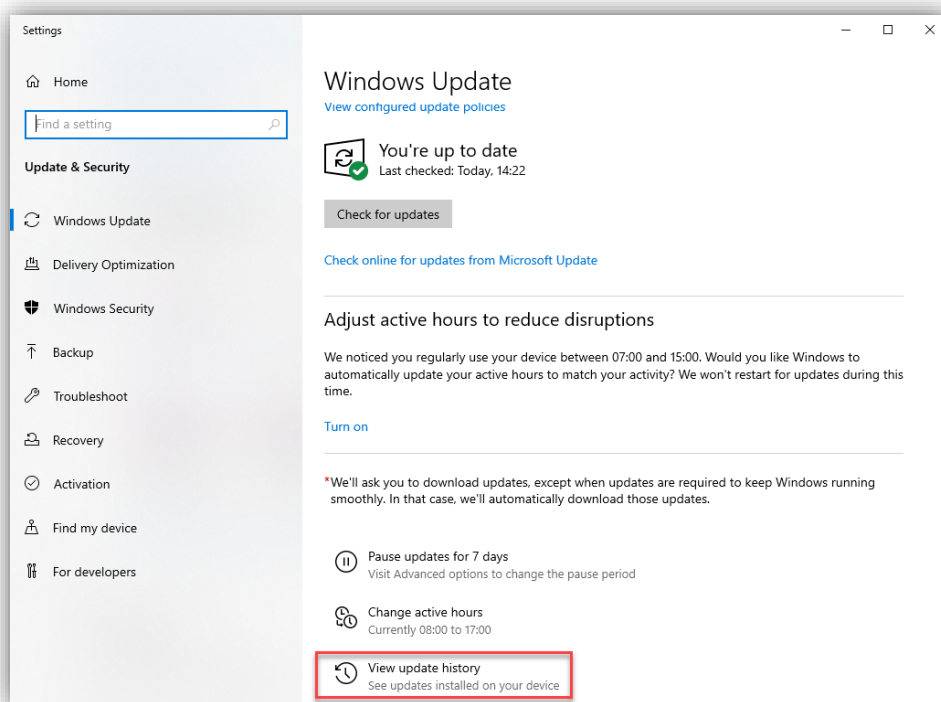
Please remove or skip update KB5020872. Find instructions below:

1. Uninstall the update manually
2. Uninstall the update from command prompt
3. Skip update KB5020872

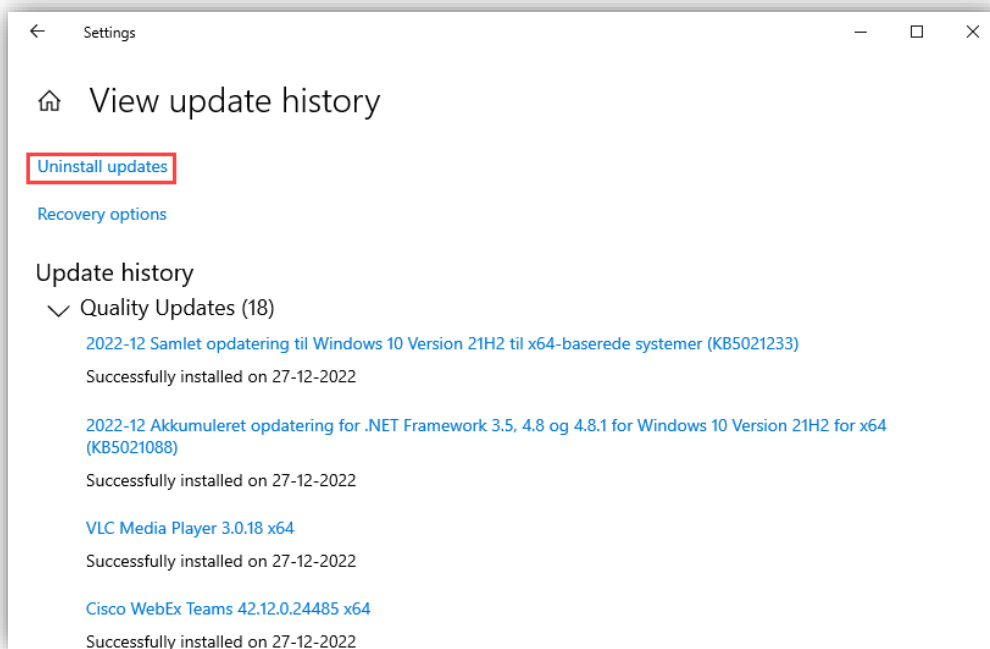
## 1. Uninstall update KB5020872

To uninstall update KB5020872 use these steps:

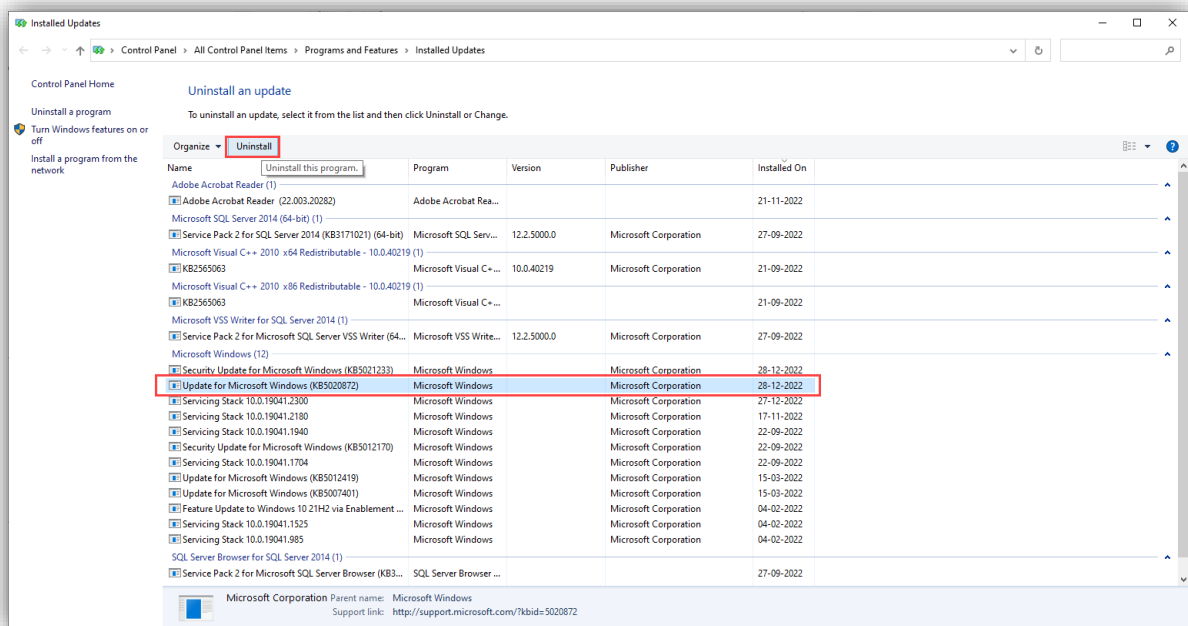
1. Open **Settings**.
2. Click on **Update & Security**.
3. Click on **Windows Update**.
4. Click the **View update history** button.



5. Click the **Uninstall updates** option



6. Select the Security Update for Microsoft Windows (KB5020872)
7. Click the **Uninstall** button



8. Click the **Yes** button
9. Click the **Restart now** button

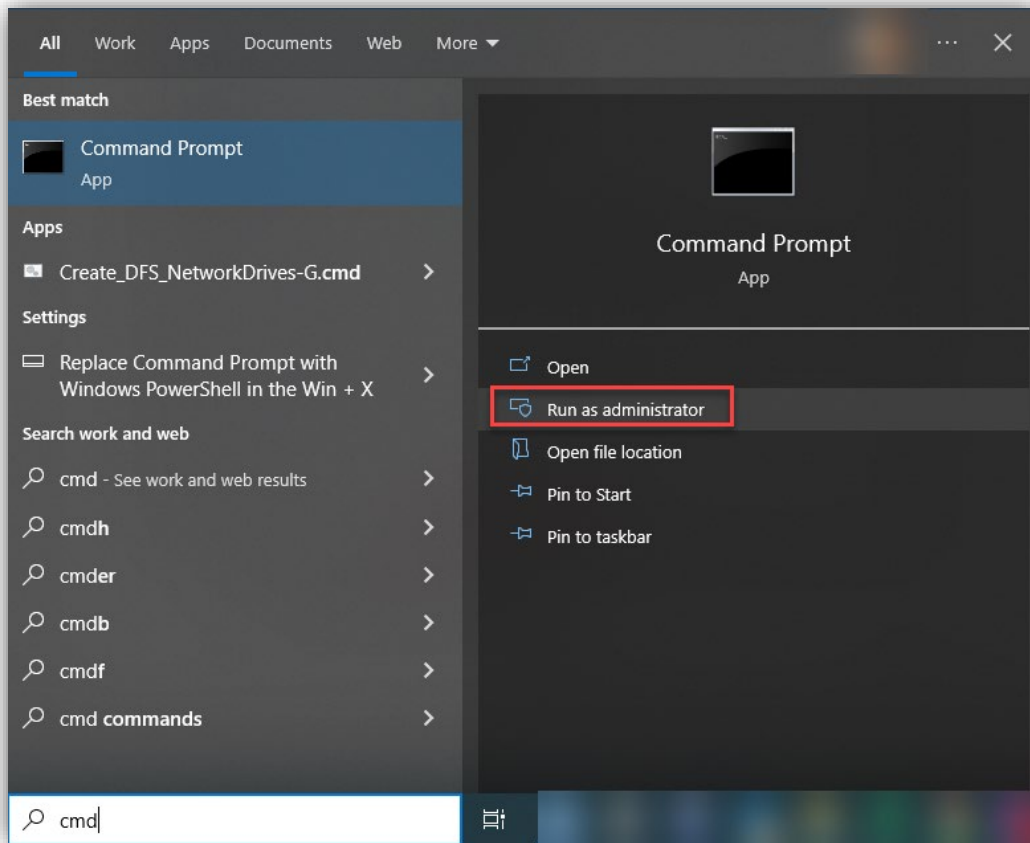
Once you complete these steps, the update will be removed, and your device will return to the previous build, resolving any issues that this release might have caused.



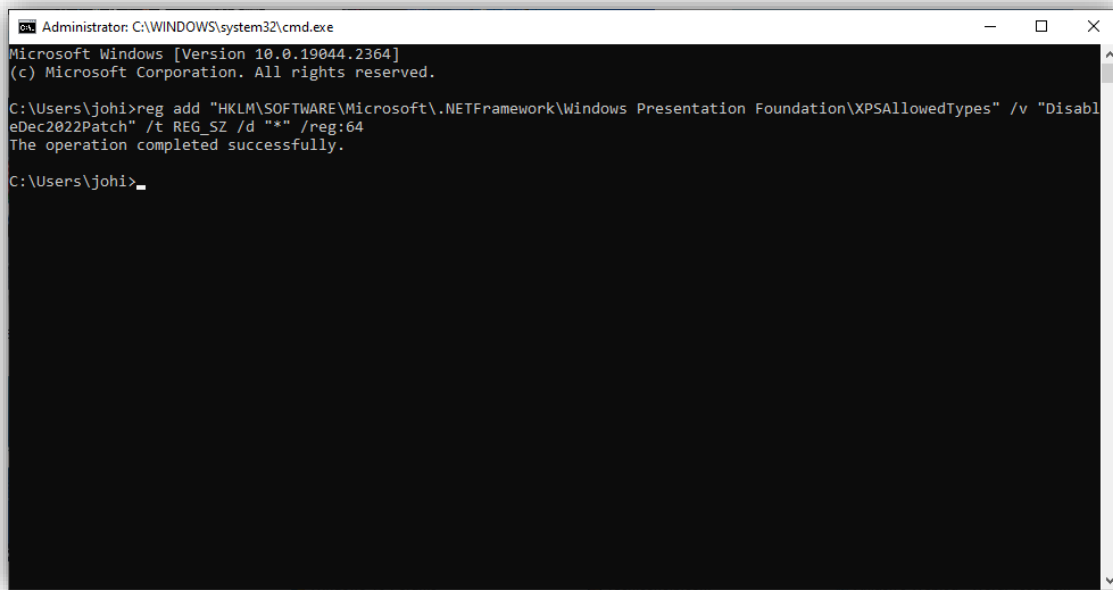
## 2. Uninstall the update from command prompt

To uninstall update KB5020872 using command prompt use these steps:

1. Click the Windows button  and type **cmd**
2. Click **Run as administrator**



3. Type the following command and hit enter:  
`reg add "HKLM\SOFTWARE\Microsoft\NETFramework\Windows Presentation Foundation\XPSAllowedTypes" /v "DisableDec2022Patch" /t REG_SZ /d "" /reg:64`



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Administrator: C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 10.0.19044.2364]
(c) Microsoft Corporation. All rights reserved.

C:\Users\johi>reg add "HKLM\SOFTWARE\Microsoft\NETFramework\Windows Presentation Foundation\XPSAllowedTypes" /v "DisableDec2022Patch" /t REG_SZ /d "*" /reg:64
The operation completed successfully.

C:\Users\johi>
```

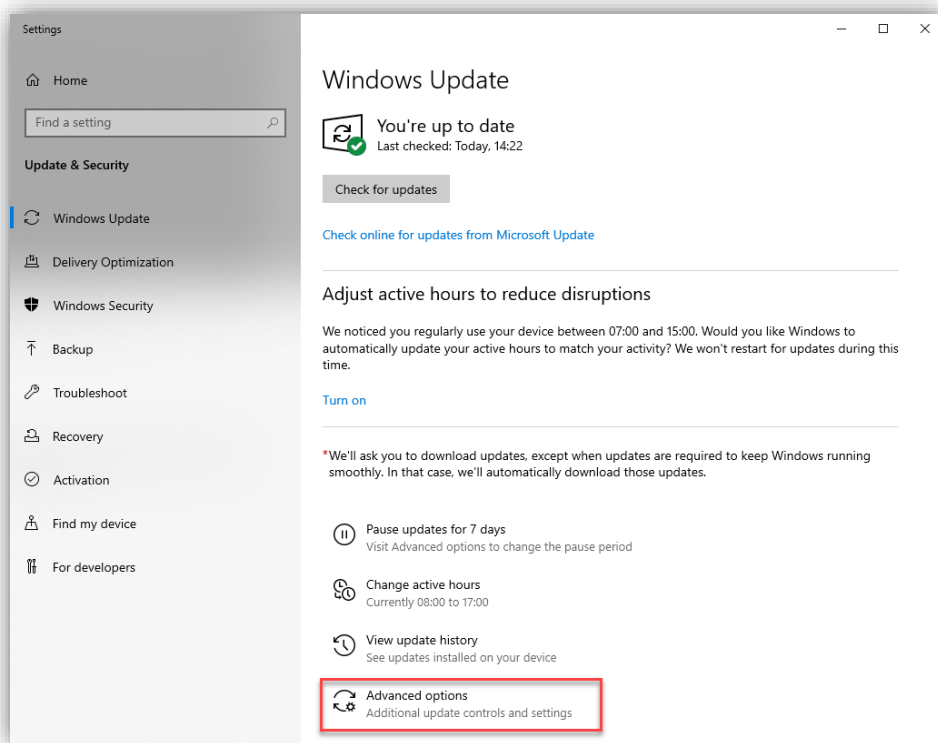
Once you complete these steps, the update will be removed, and your device will return to the previous build, resolving any issues that this release might have caused.

### 3. Skip update KB5020872

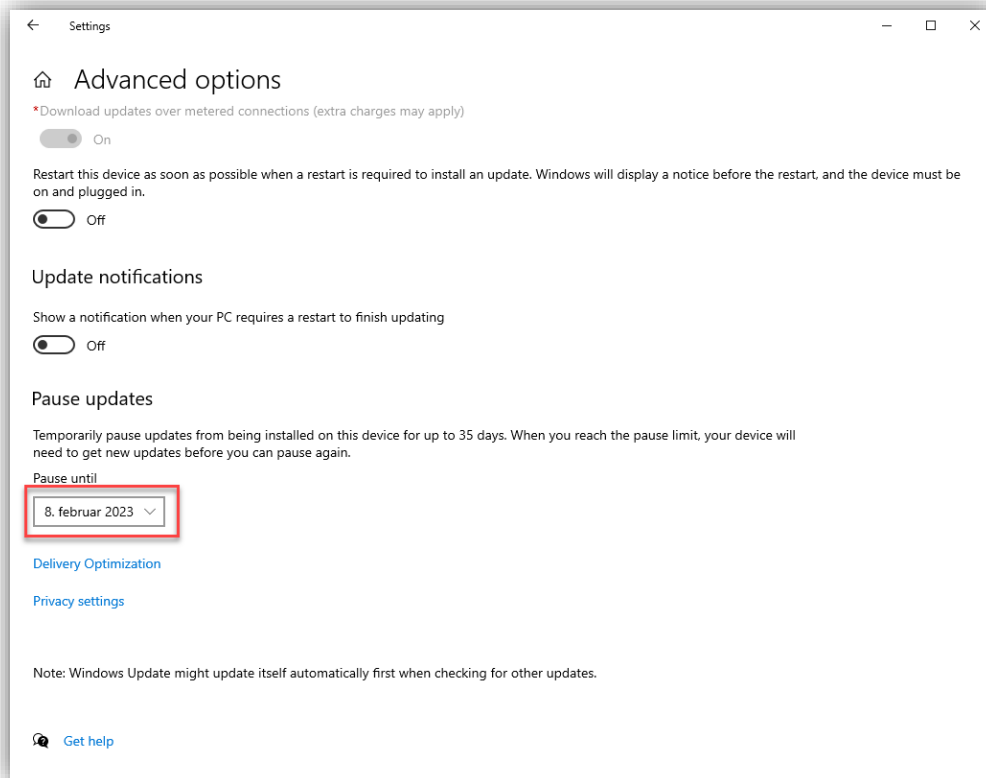
If the update has not been installed yet, pausing automatic updates can help prevent update KB5020872 from installing automatically until there is a permanent fix.

To skip update KB5020872, use these steps:

1. Open **Settings**.
2. Click on **Update & Security**.
3. Click on **Windows Update**.
4. Click the **Advanced options** button.



5. Under “Pause updates” section, use the Pause until drop-down menu and select the last date available.



After you complete the steps, Windows Update will no longer try to install the cumulative updates until the date you specified in the settings.

