# Important Notification - Windows 10 Update to Version 1803

Background: Microsoft recently released an update to Windows 10 (version 1803) which has been found to cause issues with network printing for many companies and systems throughout the world. We have seen issues where some of our clients are unable to print receipts and/or send prep tickets.While this is an issue with the Windows operating system, we wanted to provide you with a few work-arounds that will help you keep your business running as your local IT and Microsoft work to resolve the issue.

1. Setting the printer to render print jobs on the server. This will require your local IT to change the sharing setting for the printers on your print server and **uncheck** the option to "render print jobs on client computer"
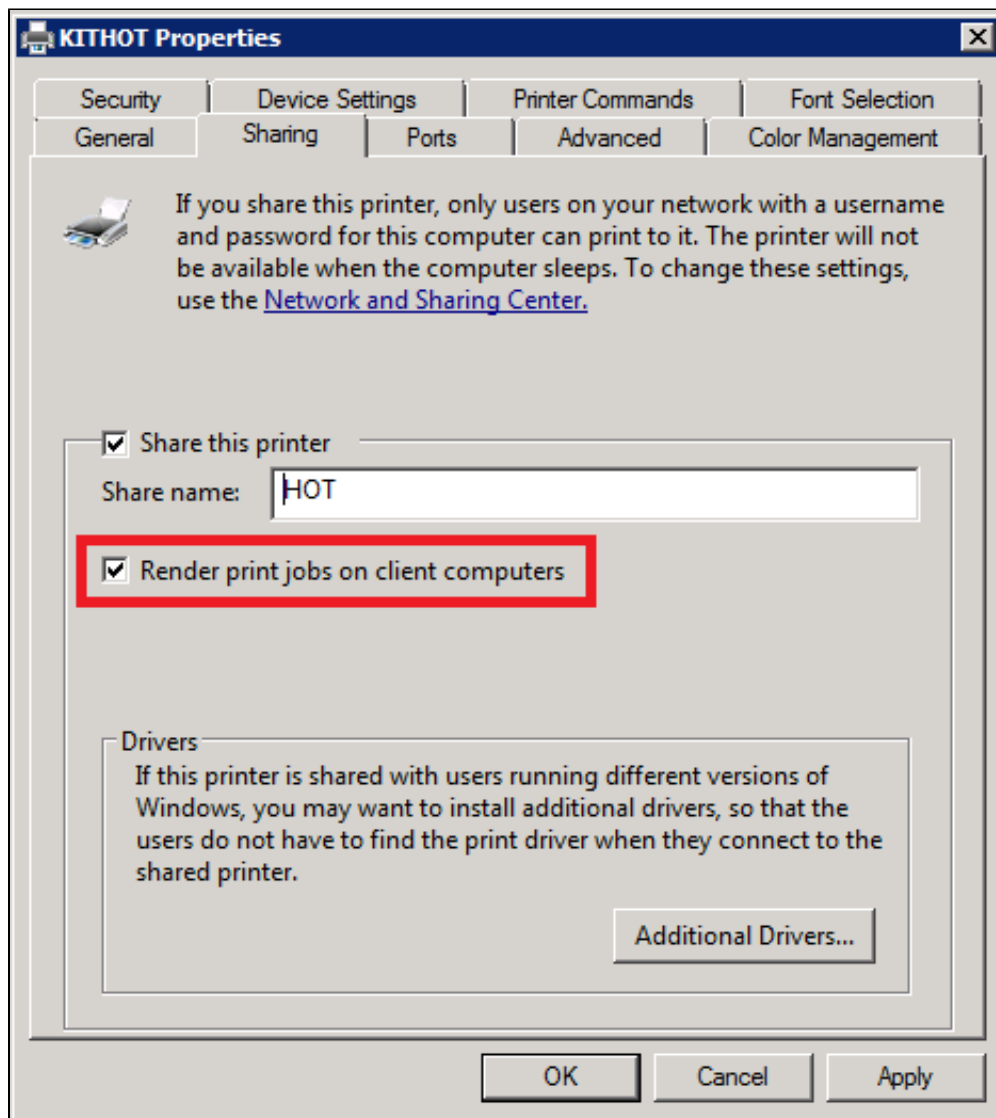
2. Install the shared printers on all local workstations.

This will require your local IT to install an instance of the printer on each local workstation using the printer's UNC (shared) path.

This can be done by going to "Printers and Scanners" selecting "Add and printer or scanner" and click on the option "the printer that I want isn't listed." On the Add Printer window choose the "Select a shared printer by name" option and provide the UNC path for the printer, then follow the prompts to complete the installation.
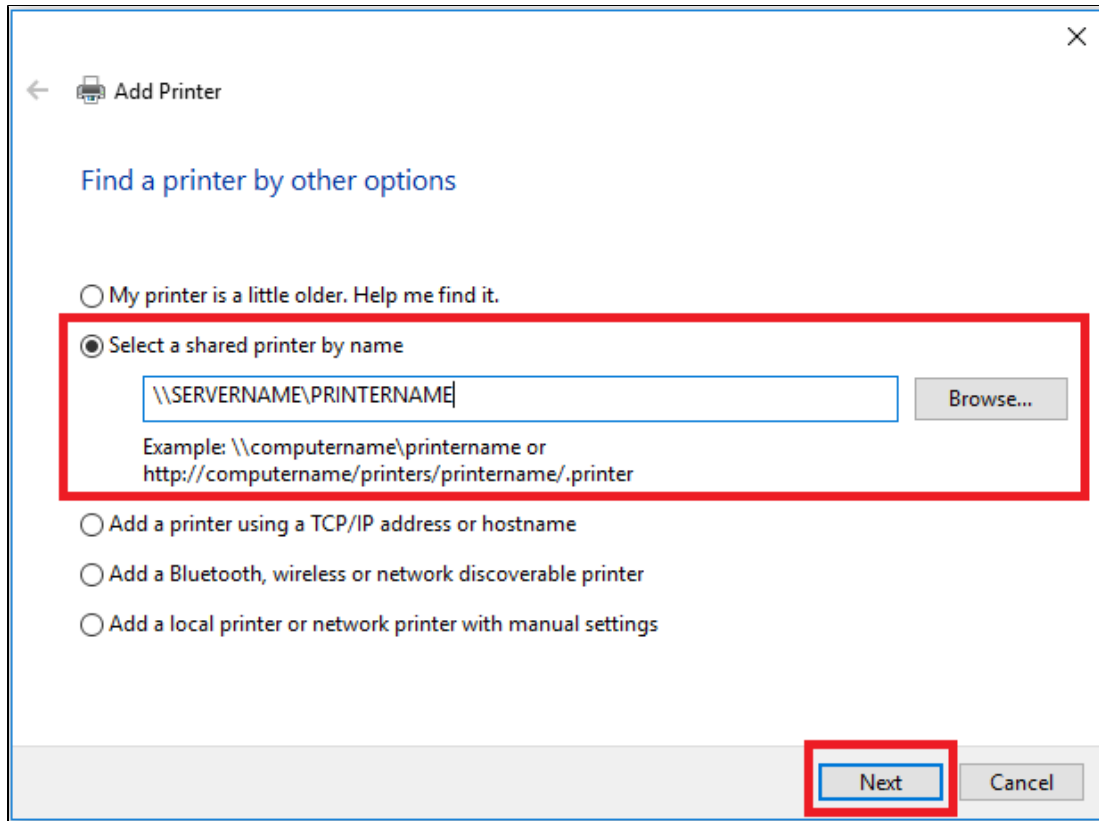
3. Uninstall the Windows Update

This will require your local IT to uninstall Version 1803 and roll back to the previous version of Windows.