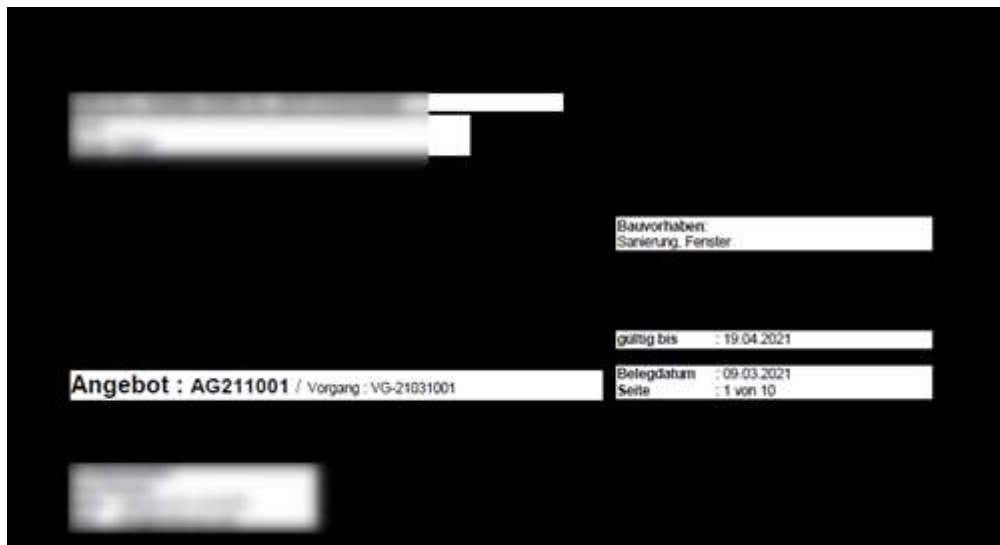


## PDF output - black backgrounds

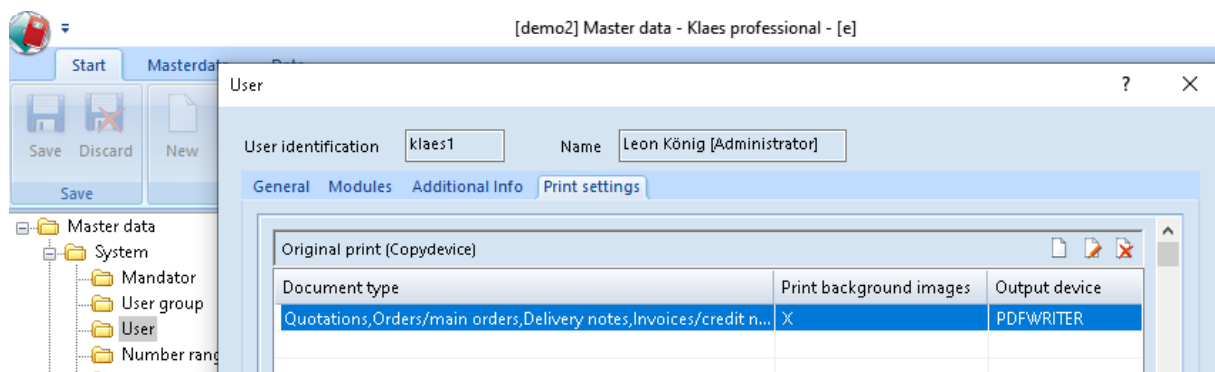
When outputting invoicing documents as "e-mail" or "PDF file creation", the backgrounds are black and black blocks appear instead of window sketches.

The problem is triggered by a Windows security update that has been distributed by Microsoft since 09 March 2021.

Example:



If the PDFWRITER is set as the copy device in the Klaes user settings, the window sketches are not printed even when outputting to e.g. laser or dot-matrix printers.

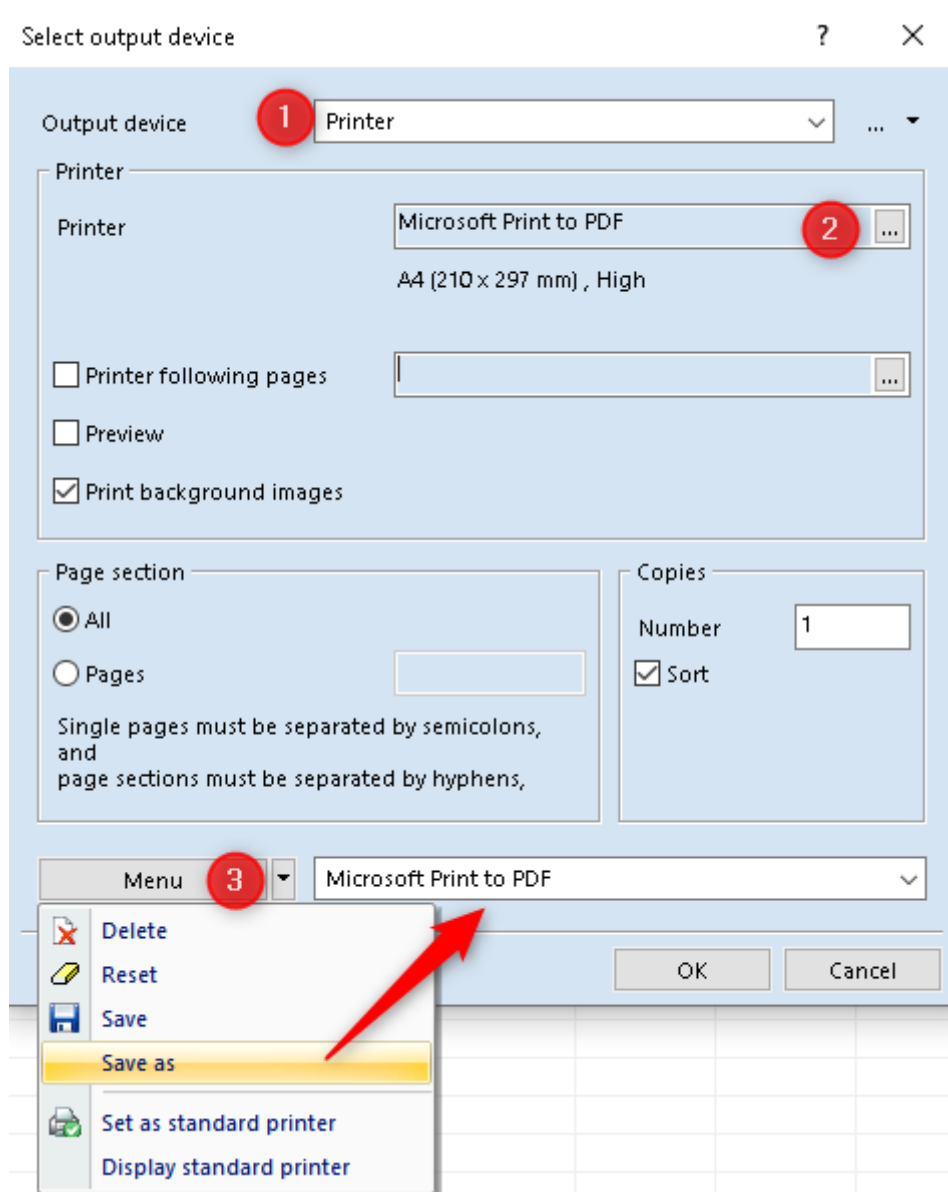


## PDF output - black backgrounds

Until further clarification, we recommend the following two workarounds:

### Option1:

Set "Printer" as the output device and select e.g. "Microsoft PDF" as the printer. With the button "Menu" (3) you can save the selection and call up the saved presetting at the bottom right before the next printing.



## PDF output - black backgrounds

If you want to send the PDF document as an e-mail, you can add the PDF file to your e-mail as an attachment. Some PDF printers also offer the option of automatic e-mail creation.

If you have the problem described above with the missing sketches on normal printers, we also recommend replacing the printer "PDFWRITER" in Master data / Users / Printer settings / Copydevices with an external PDF printer driver.

### Option 2:

A second possibility is to pause or block the Windows updates (there are different settings depending on the Windows version) and uninstall the security update.



For this alternative, we recommend contacting your IT manager / administrator. As the Microsoft updates partly build on each other, it may be difficult or impossible to remove the update if Windows has installed newer updates in the meantime.

The security update can have a different number depending on the operating system. The following example shows the update KB5000802 for Windows 10 20H2:

Update Name	Product	Manufacturer	Release Date
Microsoft Windows (12)			
Sicherheitsupdate für Microsoft Windows (KB5000802)	Microsoft Windows	Microsoft Corporation	09.03.2021
Servicing Stack 10.0.19041.860	Microsoft Windows	Microsoft Corporation	09.03.2021
Update für Microsoft Windows (KB4601554)	Microsoft Windows	Microsoft Corporation	26.02.2021
Update for Removal of Adobe Flash Player	Microsoft Windows	Microsoft Corporation	18.02.2021
Sicherheitsupdate für Microsoft Windows (KB4598481)	Microsoft Windows	Microsoft Corporation	16.01.2021

## PDF output - black backgrounds

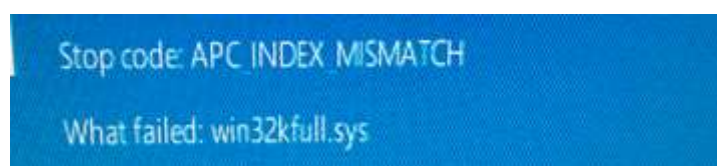
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Overview of the hotfix numbers for the different Windows versions:

Windows 10 20H2: KB5000802	<a href="https://support.microsoft.com/help/5000802">https://support.microsoft.com/help/5000802</a>
Windows 10 2004: KB5000802	<a href="https://support.microsoft.com/help/5000802">https://support.microsoft.com/help/5000802</a>
Windows 10 1909: KB5000808	<a href="https://support.microsoft.com/help/5000808">https://support.microsoft.com/help/5000808</a>
Windows 10 1809: KB5000822	<a href="https://support.microsoft.com/help/5000822">https://support.microsoft.com/help/5000822</a>
Windows Server 2019: KB5000822	<a href="https://support.microsoft.com/help/5000822">https://support.microsoft.com/help/5000822</a>
Windows Server 2016: KB5000803	<a href="https://support.microsoft.com/help/5000823">https://support.microsoft.com/help/5000823</a>
Windows 10 1803: KB5000809	<a href="https://support.microsoft.com/help/5000809">https://support.microsoft.com/help/5000809</a>
Windows 8 / Server 2012	KB5000848 / KB 5000853

Note: This security update may also cause Windows crashes when printing (especially with Kyocera printers).

This happens regardless of the Klaes program, i.e. regardless of which application is used for printing. Depending on the settings of the computer, Windows restarts without warning or a blue screen appears with the message "APC\_INDEX\_MISMATCH":



On 15th March 2021 a new quality update is released by Microsoft (KB5001567). It fixes the crashes during printing but it doesn't fix the issue with the black PDFs.

We are very sorry for this inconvenience. As soon as we have news on the subject, we will inform you via the "Klaes message" that is displayed when you start the Klaes program. You can also access the Klaes messages in the Klaes Start Centre under the menu item "Help".

Kind regards  
Your Klaes Team