# Windows 10 Security Update PrintNightmare vulnerability

## HP Latex 3x00 & 1500 Printer Series

The aim of this Newsletter is to inform about a new vulnerability for Windows 10 called PrintNightmare, and how to update your IPS PC to avoid security issues.

> **IMPORTANT:** HP strongly recommends that all IPS PCs are updated with the new patch as soon as possible. Even new printers may need to be updated during installation.

## PrintNightmare vulnerability

PrintNightmare is a Windows vulnerability located in the Printing queue service which allows to execute code remotely.

Microsoft has released an emergency security update with the patch KB5004948 to correct this vulnerability.

## Update instructions

Depending on the IPS PC model installed in the printer the procedure to update Windows 10 is different.

**Flex Pro-C model:**

This PC version has an ISO for Windows 10 that doesn't allow updates. To be able to update the system with the Patch KB5004948 you must install first the package KB5001402. Otherwise, the patch installation to cover the vulnerability will fail.

Steps to follow:

1. Download the Package KB5001402 to your computer using the following link:
   [Microsoft Update Catalog (package KB5001402)](#)
   Make sure that you download the Windows 10 Version 1607 for x64-based Systems highlighted in red below:



2. Download the patch KB5004948 to your computer using the following link:
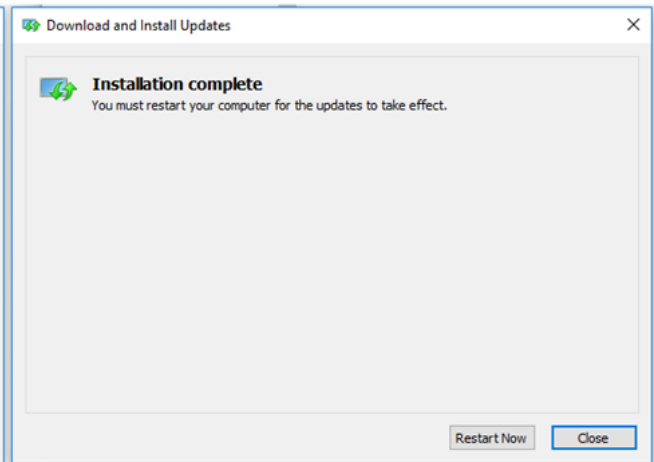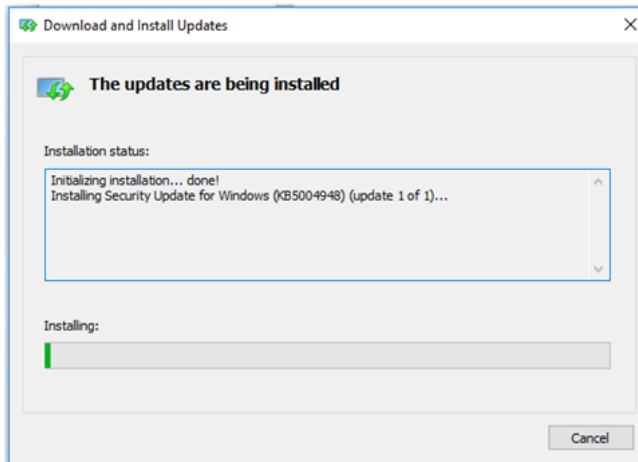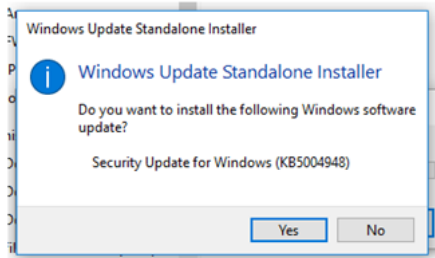   [Microsoft Update Catalog (patch KB5004948)](#)
   Make sure that you download the Windows 10 Version 1607 for x64-based Systems highlighted in red below:



3. Install the Package KB5001402.
4. Restart the IPS PC.

5.  Install the Patch KB5004948.

**Windows Update Standalone Installer**

Windows Update Standalone Installer

Do you want to install the following Windows software update?

Security Update for Windows (KB5004948)

[ Yes ] [ No ]

---

**Download and Install Updates** ✕

The updates are being installed.

Installation status:

Initializing installation... done!
Installing Security Update for Windows (KB5004948) (update 1 of 1)...

Installing:

[ Cancel ]

---

**Download and Install Updates** ✕

**Installation complete**
You must restart your computer for the updates to take effect.

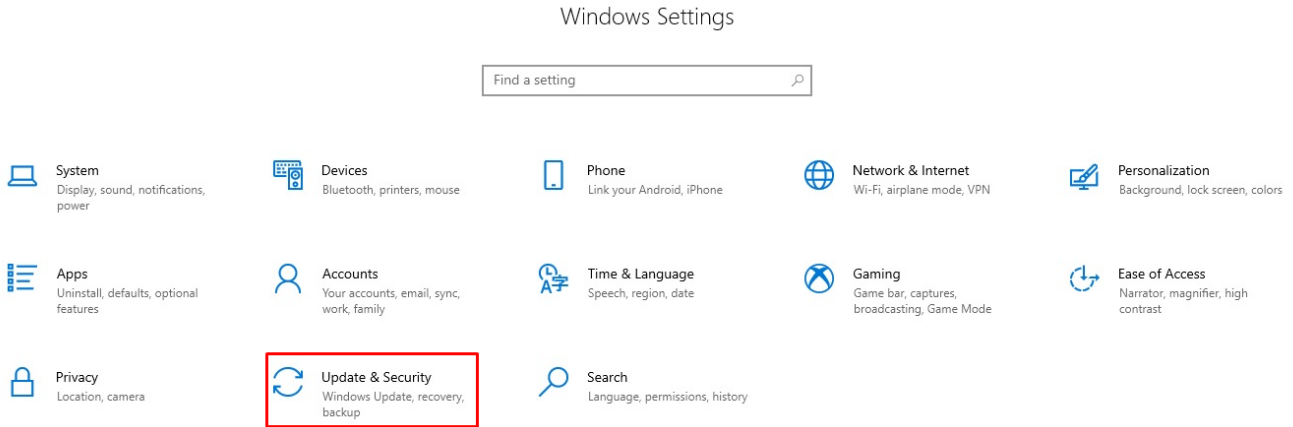[ Restart Now ] [ Close ]

6.  Installation complete.

## RP5810 model:

This PC version has the automatic Windows updates disabled, but you can update Windows manually.

Steps to follow:

1.  In the IPS PC go to **Settings → Update & Security**.



2.  Click on **Check for updates** and all the updates available will start to download.