

Technical Bulletin

Hirsch Velocity Patches to Work Around Badge Printing Issues Caused by Microsoft Update (Black Box Printing)

Issue Cause:

During a routine Microsoft update on March 9th, 2021- KB5000802, changes were made to Microsoft's operating system that caused printing errors in many programs, including Hirsch Velocity that manifested as a large black square where there should be a picture or other text.

<https://support.microsoft.com/en-us/topic/march-9-2021-kb5000802-os-builds-19041-867-and-19042-867-63552d64-fe44-4132-8813-ef56d3626e14>

Microsoft issued a second update on March 18, 2021 - KB5001649, which removed the problem code from the previous update (KB5000802), but did not fix the issue for systems that had applied the previous update.

<https://support.microsoft.com/en-us/topic/march-18-2021-kb5001649-os-builds-19041-870-and-19042-870-out-of-band-ebbe0617-3a63-467a-aaaa-2a4c68a6de33>

Patches to Resolve:

Despite the cause of this issue stemming from a Microsoft update, Identiv has created patches for several versions of Hirsch Velocity software to work around the Microsoft issue for our customers. The patches were created for:

- Velocity 3.6 Service Pack 3 ([LINK TO APPROPRIATE SUPPORT PAGE HERE](#))
- Velocity 3.7 Service Pack 3 ([LINK TO APPROPRIATE SUPPORT PAGE HERE](#))
- Velocity 3.8.3 (current production release) ([LINK TO APPROPRIATE SUPPORT PAGE HERE](#))

Simply click on the link above for the appropriate version of Velocity that you have deployed. If you have prior versions of Velocity in these version families, we are asking you to update to the last version of each version family and then apply the patch. The patch needs to be applied to the Velocity Server and Clients. Please follow the instructions in the ReadMe files included.

Workaround from Microsoft

We highly recommend applying the Hirsch Velocity Patches listed above, however if that is not possible, this workaround is provided by Microsoft to disable the security patch in KB5000802 and KB5001649.

Registry disclaimer: Important this section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs.

Follow the steps to take [backup of registry](#).

Refer the article to [Create a system restore point](#).

1. Press Windows + R key to open Run command.
2. Type **Regedit** and hit the **Enter** key.
3. When the Registry Editor opens, navigate to the following location:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Policies
4. Right Click **Policies** and select **New > DWORD**
 - a. On machines with the March 9th or March 15th update: Name this entry {63E468AF-2AD5-4340-96D4-C3D681B54153}
 - b. On machines with the March 18th or newer updates: Name this entry {457d5a96-cf5b-4ebd-a82f-a10a4110aee4}
5. Double click on it and set the value of this entry to **1**
6. Click OK, to close the registry editor and restart the PC to check.