Windows Patch KB5087424 appears to be causing failures when attempting to preview or print documents within Counterpoint.

Summary:

A Counterpoint Partner has reported this to Support. After their installation of Microsoft Windows Security Update KB5087424 on May 13, 2026, users began experiencing failures when attempting to preview or print documents within Counterpoint.

Cause:

Observed Behavior:
• Print preview would fail to open
• Printing functions within CounterPoint would fail
• Repeated Windows application popups appeared referencing:
o splwow64.exe – Application Error
o Error Code: 0xc0000142
• Issue affected multiple user sessions on the terminal server
Environment:
• Windows Server 2022
• Remote Desktop Services / Terminal Server environment
• CounterPoint application environment
• Thermal printer environment including Zebra, Citizen, and BIXOLON drivers

Solution:

KB5087424 was removed from the affected server and the server was rebooted.
After removal:

• CounterPoint print preview functionality returned to normal
• Printing functionality was restored
• splwow64.exe errors stopped occurring

Additional Information:

• Recommend blocking the update from reinstalling
• The issue has been reported to Microsoft
• Based on testing, the issue appears directly related to the Windows update interacting with the print subsystem within the CounterPoint/RDS environment

Please enter a comment below if you experience the issue also.

Online URL: https://counterpoint.knowledgebase.co/article.php?id=1430