

# Windows Update KB5019959 Impacting Cognitive 4inch Printer

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Windows KB5019959 is impacting the Cognitive 4inch printer in a couple of significant ways causing different behaviors:

1. Changing USB002 port.
2. Deleting one of the printers entirely (4inch or the 4inch2).

## Answer

The solution depends on which behavior is being exhibited by the handheld.

### Behavior 1

1. Navigate to *Control Panel / Hardware & Sound / Devices and Printers*, right click on the printer and select *Printer Properties / Cognitive Advantage 4inch (or 4inch2)*.
2. Select the *Ports* tab.
3. Scroll to the USB002 port and select by checking the box on the left.
4. Choose **Apply** and let windows process then choose **OK**.
5. Restart to finalize changes.

### Behavior 2

1. Open *File Explorer*.
2. Navigate to *C:\CognitivePrintDrivers*.
3. Scroll to the bottom and select *Prnnst.exe*, select **Yes** on the prompt.
4. Select **Next** in the small window then in the right column select *Cognitive Advantage 4 inch*.
5. In the smaller window that appears select *Add new printer*.
  1. If the 4inch2 printer is needed in the *Printer Name* field add a 2 next to inch without a space and select *USB002* from the left side menu labeled ports.
6. Select *Finish* and restart to finalize.