Microsoft confirms printing failures on Windows 11 devices running Forcepoint DLP after hotpatch



Microsoft confirmed that the KB5132043 hotpatch can stop the Print Spooler on Windows 11 24H2 and later devices running Forcepoint DLP Endpoint Agent. No fix exists yet; Forcepoint has issued a temporary workaround.

- The issue affects only Windows 11 24H2 and later with Forcepoint DLP Endpoint Agent installed.
- The cause is a compatibility problem between the KB5132043 hotpatch and the agent, which prevents the Print Spooler service from starting.
- Users may see the print option greyed out or errors when selecting a printer.
- Systems on the standard November 2026 Patch Tuesday updates are not affected by this issue, only those that received the hotpatch via Windows Autopatch.
- No fix is available; the Forcepoint workaround sits behind its support portal login.

Microsoft has confirmed a known issue in which printing may fail on some Windows 11 devices after the November 2026 hotpatch, KB5132043, is installed. The issue affects only systems running Windows 11 24H2 and later that also run the Forcepoint DLP Endpoint Agent.

What is happening

According to Microsoft, the hotpatch is incompatible with the endpoint data loss prevention agent. The Print Spooler service fails to start, so affected users may find the print option greyed out or receive errors when choosing a printer.

Microsoft has not yet released a fix. Forcepoint has published a temporary workaround for its customers, available in a support document that requires signing in to its support portal.

Scope

The issue should not affect systems that only have the standard November 2026 Patch Tuesday security updates. It concerns devices that received the hotpatch through Windows Autopatch, Microsoft's cloud service for automating Windows and Microsoft 365 updates.

This is not the only recent report. Microsoft also warned that the same hotpatch causes installation and launch problems for Office and third-party applications on Windows 11. Separately, the standard November security updates may break printing of documents with complex formatting on supported client and server versions.

Why it matters

For institutions that rely on DLP controls, the practical risk is operational disruption, and a rushed response could weaken data protection controls. Any change to the agent should be made deliberately and through the vendor's guidance.

What to do now

1. Identify devices running Windows 11 24H2 or later that have both the KB5132043 hotpatch and Forcepoint DLP Endpoint Agent.
2. Check whether Windows Autopatch hotpatch deployment is enabled for these devices and consider pausing further rollout to affected groups until a fix is available.
3. Obtain the Forcepoint workaround from its support portal and test it on a pilot group before wider use.
4. Do not disable or uninstall DLP controls to restore printing without risk approval and compensating controls.
5. Tell help desk teams about the symptoms (greyed-out print option, Print Spooler not starting) and record affected business processes.

6. Monitor Microsoft's service alerts for a fix and revisit the issue when it is released.