



APC_INDEX_MISMATCH BSOD

If you run into APC_INDEX_MISMATCH BSOD, you can try these steps as a mitigation until Microsoft addresses it in the future -

Section 1 - Enable Direct Printing. This should allow 32bit apps to print on 64bit OS without crashing.

- Identify the name of your printer. E.g., "Kyocera TASKalfa 820 KX"
- In an elevated command prompt, run `rundll32 printui.dll,PrintUIEntry /Xg /n "Kyocera TASKalfa 820 KX"`. If Direct appears on the line of attribute:, that means direct printing has been turned on and you had the right settings - stop here and proceed to section 2. Note - replace the Kyocera TASKalfa 820 KX text with your printer's name
- If Direct setting is not on, in an elevated command prompt, run `rundll32 printui.dll,PrintUIEntry /Xs /n "Kyocera TASKalfa 820 KX" attributes +direct` Note - replace the Kyocera TASKalfa 820 KX text with your printer's name

Often times, apps like Acrobat and OpenOffice runs as 32bit apps and this should be enough to work around the problem until Microsoft addresses the issue. But this will not solve the problem for 64bit applications printing on 64bit OS, nor 32bit applications printing on 32bit OS. Section 2 - Enable PrintIsolationAware appcompat fix to your printer. This should allow 64bit applications printing on 64bit OS and 32bit applications printing on 32bit OS without crashing. Follow the directions from Microsoft to acquire the Application Compatibility Toolkit. Follow these instructions to use the Compatibility Administrator tool to apply the "PrinterIsolationAware" fix to the affected application

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