

IMPORTANT ADVISORY

Print failures following the August 2026 Windows updates

Supporting detail for customers and development teams
using the Jade Platform

Error 15025 | Hotfixes released
20 August 2026

jade

Bulletproof Software

Windows updates released on 11 August 2026 changed the behaviour of a printing instruction the Jade Platform has used since 2006. On an updated machine, any call to

RootSchema::Printer::printUnformatted fails with error 15025 and nothing reaches the printer.

printUnformatted sends raw data rather than formatted pages, so it has often been used for things people would not describe as printing. If cash drawers, receipts, tickets or labels have stopped working since early August, this is the likely cause but be aware that the problem may still present if Windows patching is applied without the hotfixes in place.

This is a Platform and operating system compatibility issue rather than a fault in your application, and no application code needs to change. Hotfixes are being made available for all releases of Jade 2022 and Jade 2025. If you are using an earlier version of Jade and can confirm you are exposed to this risk, please contact us.

The failure is always an exception. The call does not partially succeed, and it does not appear to succeed while printing nothing. If a call returns without an exception, this issue is not what you are looking at.

Which Windows updates are affected.

We recommend you assume any machine that received an August 2026 Windows security update is potentially affected, whichever version of Windows it runs. This includes servers as well as desktops, and versions covered by Extended Security Updates.

Jade has reproduced the failure on Windows 11, Windows Server 2016, Windows Server 2019, Windows Server 2022 and Windows Server 2025. We have not tested every version, and we are not aware of any still-supported version that is unaffected.

To check a specific machine, run `winver` and compare the build number against Microsoft's page for that version below. In Citrix or Remote Desktop deployments, check the session host rather than the user's own desktop.

Windows	Build	August 2026 update
Windows 11 26H1	28000.2704	KB5121000
Windows 11 25H2 / 24H2	26200.9168 / 26100.9168	KB5121003
Windows 11 25H2 / 24H2 (hotpatch)	26200.9106 / 26100.9106	KB5120994
Windows 11 23H2	22631.7517	KB5120240
Windows 10 22H2 / 21H2 (ESU)	19045.7663 / 19044.7663	KB5120249
Windows Server 2025	26100.33296	KB5120233
Windows Server 2025 (hotpatch)	26100.33222	KB5120228
Windows Server 2022	20348.5499	KB5120242
Windows Server 2022 (hotpatch)	20348.5440	KB5120229
Windows Server 2019	17763.9121	KB5120238
Windows Server 2016	14393.9418	KB5120418

Hotpatch updates install without a restart, so a machine may have been updated without anyone noticing.

How to check whether your application is at risk.

`printUnformatted` is the only Jade method affected. If your application never reaches it, this issue does not apply to you. There are two things to establish.

Does your application reach `printUnformatted`? Run the script below against your schemas. It reports every call site, including calls inside Jade-supplied schemas such as the LINC and JetPlus report frameworks, so an application can reach the method through code it did not write.

DOWNLOAD THE SCRIPT

You can run this script rather than searching your own source:

[**JadeScript-findPrintUnformattedCallers.txt**](#)

This can be run as a JadeScript. More details in the script itself.

The script reports where the method could be called, not where it is called, so treat the results as an upper bound. You do not need to change any of the code it lists.

Does that code run in your configuration? This is the check that decides whether you have a problem, and the script cannot answer it. A reported call site may never execute. We have seen environments where the calling method was reimplemented without calling the inherited method, and others where the call sits behind a configuration setting that is switched off.

For JETX specifically, PrintDB calls `printUnformatted` only where a printer is flagged as Dot Matrix in the Printer table. If no printer carries that flag, that path will not run. This applies to JETX PrintDB only, as most other uses of `printUnformatted` have nothing to do with the type of printer attached.

Technical detail.

The Platform calls Windows GDI Escape function using the PASSTHROUGH escape. It passes 0 as the input length and carries the real length in the first word of the input buffer, which is the documented arrangement for that escape. The August 2026 updates reject that call before it reaches the printer driver, which is why the failure occurs even with a plain text-only printer and why no change of printer or driver makes any difference.

The hotfix passes the length explicitly.

Hotfixes.

Hotfixes are being made available for all releases of Jade 2022 and Jade 2025, including both ANSI and Unicode variants. They are delivered through the normal hotfix process, and no application changes are required.

Jade release	Hotfix	Status
Jade 2025 (25.0.02)	25.0.02.024	Released
Jade 2025 (25.0.01)	25.0.01.028	Released
Jade 2022 (22.0.05)	22.0.05.029	Released
Jade 2022 (22.0.03)	22.0.03.049	Released
Jade 2022 (22.0.02)	22.0.02.031	Released
Jade 2022 (22.0.01)	22.0.01.35	Released
Jade 2022 (22.0.04)	22.0.04.34	Released

If you are using an earlier version of Jade and can confirm you are exposed to this risk, contact support@jadeplatform.com.

Windows patching.

If you confirm your application is impacted, we recommend you **do not apply Windows patches to any device or server that runs your Jade application** until the appropriate Jade Platform hotfix has been implemented.

Where Jade provides your managed services, we have paused Windows patching on the servers in your environment until **Monday 24 August 2026**. Hotfixes are expected ahead of that date, so there is time to apply them before patching resumes. We will contact you directly if anything changes.

Machines that have already been updated

We are not recommending a roll back of the updates at this stage. We recommend applying the Jade hotfixes for your application as the preference.

Removing the August 2026 updates restores the previous behaviour, but it is a larger step than pausing updates:

- Windows cumulative updates are cumulative, so the next monthly update reintroduces the change unless updates are also paused on that machine.
- The August 2026 cumulative update contains a large number of security fixes. Microsoft's release notes list one of them, CVE-2026-68820, as being exploited.
- On hotpatch devices the update cannot be removed in the usual way. Returning to the previous state means reverting to the most recent quarterly baseline.
- Recent cumulative updates are packaged with a servicing stack update and cannot be removed with `wusa`. Follow Microsoft's documented removal process for your Windows version.

Pausing updates on a machine that has not been patched is a much smaller decision than removing an update from one that has. We recommend the first. The second is a security decision for whoever owns patching and risk in your organisation.

Support.

If you need help working out where you stand, raise it through Parsys or contact support@jadeplatform.com.