



Notes for KX DRIVER v7.5

August 20, 2019

General Known Issues

1. **Issue:** When adding a 32-bit driver to a shared printer on a server running a 64-bit version of Windows, the model name may appear multiple times in *Share this Printer*.

Solution: To avoid displaying multiple model names, choose "Have Disk" when using the "Additional Drivers..." option and browse to the x86 driver INF file for the desired model to install it.

2. **Issue:** Uninstalling a driver installed from a web package.

Solution: The web package installer does not place an uninstall link in the Windows start menu. Please run KmUninstall.exe manually from ¥Program Files¥Kyocera.

3. **Issue:** After upgrading previous driver versions to KX DRIVER 7.5 using the web package, and then removing the driver at a later time, USB plug-and-play will reinstall the previous driver version. This is a limitation in the way Windows handles device drivers.

Solution: Upgrade the driver to the current version after the plug-and-play USB setup finishes.

4. **Issue:** If the KX DRIVER is uninstalled immediately after installation, the uninstallation fails.

Solution: Restart the PC and uninstall the KX DRIVER.

5. **Issue:** Status Monitor is not available from the client side in a server-client environment on Microsoft Windows Server 2008, 2008 R2, 2012 and 2012 R2.

6. **Issue:** USB connected print devices are unable to enter standby and log 0 page jobs.

Solution: Disable bidirectional support in the Ports tab of the Printer Properties window

7. **Issue:** The ICM profile is not installed automatically.

Solution: If your specific color printing needs require the ICM profile, please install it manually using Properties → Color Management → Add...

8. **Issue:** Pantone® is not available if the device firmware does not support Pantone.

9. **Issue:** Japanese font substitution is not available if the device firmware does not support Japanese.

10. **Issue:** KYOCERA Net Manager's Windows authentication does not work in Windows Server 2008, 2008 R2, 2012 and 2012 R2.

Solution: Disable Internet Explorer Enhanced Security Configuration on the system.

- 11. Issue:** Some Korean characters may not print correctly when the following any of conditions exist:
- Newer Korean fonts (GungSuh and GungSuhChe) are installed on Windows 8.1 and Windows 10 (Korean) and are used for printing.
 - The device firmware is not up-to-date.
 - "Substitute device font" or "Allow Native Download" is selected with KPDL.
- 12. Issue:** When creating booklet in application (e.g InDesign) and [Create from from application settings] and [Booklet(fold)] driver settings are set, the print output could have incorrect fold direction.
- 13. Issue:** The Batch Copies feature uses PRESCRIBE commands in which some functionalities may have limited use. These limited functionalities include always output to default output bin, cannot use SRA3 and 12*18 paper sizes, Cassette7 paper source, High Quality paper type and Custom paper sizes. This is a limitation of the PRESCRIBE language.
- 14. Issue:** Status Monitor doesn't appear when user prints from the client using a printer connection.
Solution: Remove the printer connection, install .NET 4.x and reconnect printer connection.
- 15. Issue:** Poster sizes 1x2 and 2x4 are not supported in PCL5e/PCL5c, KPDL and PDF.
Workaround: Set PDL to PCL XL when using 1x2 or 2x4 poster sizes.
- 16. Issue:** There is a difference in the User box default values in Microsoft Excel and Word. Excel stores its own value in the application devmode. Word stores it in the driver devmode.
- 17. Issue:** Upgrading KX Driver 7.0 and KX Driver 7.1 to KX Driver 7.2 and up will result in the first character not appearing in the "user name" and "department" under "Device Settings/User.../User Settings/Identification".
- 18. Issue:** When performing a custom installation and installing the Net Manager plug-in on multiple drivers, one or more of the drivers will not display the Net Manager tab in the Administrator dialog box, even when the installer shows that Net Manager has been successfully installed.
Workaround: Install the Net Manager plug-in individually on each driver.

Known Issues for Windows

KX DRIVER 7.5 running on Windows 7, Windows 8.1, 2008, 2008 R2, 2012, 2012 R2, 2016, 2019, and Windows 10 has the following technical limitations and known issues:

- 1. Issue:** The following advanced driver settings will not be displayed on the Print Preview: outer n-up borders, poster assembly marks, 180-degree rotation, color adjustment, gutter, EcoPrint and Prologue/Epilogue.
- 2. Issue:** In Windows 7 and Windows 8.1/10, Custom Paper Size is missing from the paper size list of Windows Photo Gallery. This is a known limitation in Photo Printing Wizard.
- 3. Issue:** KPDL Data passthrough fails for some Adobe products. This is a known limitation in Adobe products on Windows 7, Windows 8.1, and Windows 10.
- 4. Issue:** Although a user has administration privileges on a machine, the user may not have admin privileges for a printer driver running on the machine.

Solution: Run the driver in administrator mode by choosing "Run as Administrator".

5. **Issue:** An extra blank page prints when a Microsoft Word 2007 document is printed when both mixed paper sizes and duplex is selected. This is a known limitation in Microsoft Word 2007.
6. **Issue:** Driver Deleter and KM Uninstaller will not remove printer drivers installed using the Add Print Wizard.

Solution:

1. Reboot the PC. If this is not possible, make sure that all applications using the driver are closed.
 2. Delete the printers from the Print Manager.
 3. Close all Printer Property boxes.
 4. Right-click on a blank spot in the printer manager to access Printer Server Properties.
 5. Select Run as Administrator.
 6. Select Printer Server Properties.
 7. On the Driver tab, highlight all drivers that you wish to remove and click on Remove.
 8. On the pop-up dialogue, select Remove Driver and Driver Package.
 9. Click OK on the rest of the screens until you can see that the driver has been removed.
7. **Issue:** Some objects in Microsoft PowerPoint 2007 are not being printed in Poster mode for 3x3 pages or more. This is a known limitation in Microsoft PowerPoint 2007.
 8. **Issue:** EMF (enhanced metafile) spooling is not available for KPD L printing.
 9. **Issue:** Watermarks are not supported for 64-bit RAW mode. When printing from Adobe applications such as Acrobat Reader in KPD L Data passthrough, watermarks will not print.
 10. **Issue:** Smart duplex printing is not supported in booklet mode.
 11. **Issue:** Print Preview is not supported for KPD L Data passthrough with applications like Adobe Acrobat.
 12. **Issue:** A blank page is printed when printing multiple complex pages with Print Preview, GDI compatible mode, and 16-up and higher selected at the same time.

Solution: Turn off Print Preview to print correctly.

13. **Issue:** While Print Preview dialog is active for one document, all other open documents of the same application cannot be accessed. This is a known limitation in Windows.

Solution: Close the Print Preview dialog to access the other open documents.

14. **Issue:** Grid lines may appear on some images in Print Preview because of moiré effects. However, it will not affect to the output.
15. **Issue:** Microsoft PowerPoint 2010 does not print the number of copies that is specified by using Printer Properties. This is a known limitation in Microsoft PowerPoint 2010.

Solution: Use the Copies box in Microsoft PowerPoint Print dialog to set the number of copies to print.

16. **Issue:** In some cases, alternative driver cannot be deleted by Uninstaller.
17. **Issue:** An error message appears when printing from KX DRIVER for Universal Printing (UPD) in a Citrix environment. This occurs when the UPD on the client side cannot communicate with

the printer to acquire device information, because the port name on the client side is converted to TCP XXX on the Terminal Services side.

Solution: One possible workaround when using Terminal Services with Windows Server 2008, 2008 R2 and 2012 is to use the Easy Print feature. With Easy Print, user interface and print job processing is passed on to the printer driver on the client system without the need to install drivers on the Terminal Server, and thus port information is available and UPD printing can proceed. More information on Terminal Services Easy Print can be found on the Microsoft website at this link: <http://technet.microsoft.com/en-us/library/cc753853%28v=ws.10%29.aspx>

18. **Issue:** UPD: When IB-50 is installed, the same IPv4 appears twice in network search. IB-50's SNMP communication (such as installer, UPD, and AutoConfig) are not supported with Alphard. This is an issue on IB-50 side, but SNMP communication related features such as installer, UPD, and AutoConfig are not supported.
19. **Issue:** In some cases, the driver policy is not reflected for Microsoft Outlook printing. Because Microsoft Outlook 2003 uses Microsoft Word 2003 module to edit emails, checkbox of "Use Microsoft Word 2003" need to be unchecked in the optional settings.
20. **Issue:** Port name gets to change when UPD is updated by following "How to upgrade a printer driver on a client-server environment".
21. **Issue:** Print preview of KX DRIVER 5.2 is not displayed when KX DRIVER 5.3, KX DRIVER 6.0, KX DRIVER 6.1, KX DRIVER 6.2, KX DRIVER 6.3, KX DRIVER 7.0, KX DRIVER 7.1, KX DRIVER 7.2 or KX DRIVER 7.3 is mixed with KX DRIVER 5.2.
22. **Issue:** KPDL Pass-through mode does not work when PDL is changed from within an application.

Solution: Close the application, change the PDL mode in the Device Settings tab, and then reopen the application.

23. **Issue:** Lower panel will not be displayed when Y screen resolution is less than 864.

| <u>Scale setting</u> | <u>Minimum resolution</u> |
|----------------------|---------------------------|
| 100% | 800 x 600 |
| 125% | 1024 x 768 |
| 150% | 1280 x 960 |

24. **Issue:** On a 64-bit Windows OS, the Microsoft Outlook policy in Active Directory and KYOCERA Net Manager does not take effect for Microsoft Outlook (32-bit).

Solution: Install the 64-bit version of Microsoft Outlook for the policy to take effect on your 64-bit OS.

25. **Issue:** Application-based printing doesn't work for Microsoft Outlook 2010.

Solution: Open Microsoft Outlook 2010's print option two times.

26. **Issue:** Image watermark supports image files up to 256MB. In addition, image watermark with 1000% scaling does not print if the image file has large dimensions (4960x7014 or 6365x9500 pixels, for example).
27. **Issue:** If a prompt appears when sending a print job and the user clicks Cancel, Adobe Reader may crash during subsequent printing.

Solution: This is a known issue with Adobe Reader v10.1.8 and newer. This issue does not occur when Protected Mode is disabled. To resolve this issue, go to Preferences and clear the "Enable Protected Mode at startup" check box and then restart Adobe Reader.

28. **Issue:** On a 64-bit Windows OS, smart duplex printing does not work for 32-bit applications.

Solution: Install the 64-bit version of the application on your 64-bit OS. If the 64-bit version of the application is not available, go to Printer properties → Advanced and clear the "Enable advanced printing features" check box.

29. **Issue:** On Windows 8.1, a blank page is printed when you try to print PRESCRIBE bar codes which contain single quotes.

Solution: In Microsoft Word, open File> Options > Proofing > AutoCorrect options. Disable smart quotes by modifying the options in 2 of the 5 AutoCorrect tabs. In both the "AutoFormat As You Type" and "AutoFormat" tabs, uncheck the "straight quotes with smart quotes" check box. Click OK. Replace all curly quotes (') with straight quotes (') using "Find and Replace" (Ctrl+H). Print the document with PRESCRIBE bar codes again.

30. **Issue:** On Citrix (newer than v4.2), SNMP version 3 protocol, which KX Driver v7.2 uses for communicating with devices, is not routed correctly by Citrix client when using one server only. This is a Citrix issue with SNMP v3.

Workaround: From Printer Properties->Ports tab, uncheck "Enable bidirectional support" You may also check with Citrix for a Beta or newer version with the fix for SNMP v4.3

31. **Issue:** When printing from Metro applications, the page size refers to the document size instead of the print size. Large/unprintable paper sizes may be displayed like A0, A1, and A2.

32. **Issue:** In a client-server environment configured for server-side rendering where the client and server architectures (x86/x64) are different, printing from a Metro application using large paper sizes may result in a blank output.

Workaround: Use client-side rendering or uncheck "Enable advanced printing features".

33. **Issue:** PDF Save as Color feature does not function as expected using Monochrome-only models with certain PDF reader/viewer applications that provide printable objects (font, vector, images) to the printer driver in monochrome. Examples of the mentioned PDF reader/viewer above are Adobe Reader and Microsoft Internet Explorer.

34. **Issue:** Status Monitor pops up on the printer server when user prints from the printer connection on the client.

Workaround: Restart the printer server.

35. **Issue:** Some driver settings saved from explorer are not reflected in the Printer Extension when opened from Windows Photo Viewer.

Status Monitor Model Support Information

The following models support Status Monitor 5:

TASKalfa 308ci
CS 308ci

TASKalfa 358ci
TASKalfa 408ci
TASKalfa 508ci
CS 358ci
CS 408ci
CS 508ci
TASKalfa 358ci(J)
TASKalfa 408ci(J)

TASKalfa 9003i
TASKalfa 8003i
TASKalfa 7003i
CS 9003i
CS 8003i
CS 7003i
TASKalfa 9003i(J)
TASKalfa 7003i(J)

ECOSYS P5018cdn

ECOSYS M3860idnf
ECOSYS M3860idn
ECOSYS P3260dn

ECOSYS P3155dn
ECOSYS P3150dn
ECOSYS P3145dn
ECOSYS P3160dn(J)
ECOSYS P3145dn(J)

TASKalfa 6053ci
TASKalfa 5053ci
TASKalfa 4053ci
TASKalfa 3553ci
TASKalfa 3253ci
TASKalfa 2553ci
TASKalfa 6003i
TASKalfa 5003i
TASKalfa 4003i
CS 6053ci
CS 5053ci
CS 4053ci
CS 3553ci
CS 3253ci
CS 2553ci
CS 6003i
CS 5003i
CS 4003i
TASKalfa 6053ci(J)
TASKalfa 5053ci(J)
TASKalfa 4053ci(J)
TASKalfa 3253ci(J)
TASKalfa 2553ci(J)

TASKalfa 6003i(J)
TASKalfa 5003i(J)

TASKalfa 4020i

TASKalfa 2470ci

TASKalfa 2520i

ECOSYS P6230cdn

ECOSYS P6235cdn

ECOSYS P7240cdn

ECOSYS M6230cidn

ECOSYS M6630cidn

ECOSYS M6235cidn

ECOSYS M6635cidn

TASKalfa 351ci

ECOSYS P6230cdn(J)

ECOSYS P7240cdn(J)

ECOSYS M6635cidn(J)

ECOSYS M3660idn

ECOSYS M3655idn

ECOSYS M3645idn

ECOSYS M3145idn

ECOSYS M3645dn

ECOSYS M3145dn

ECOSYS M3645idn(J)

TASKalfa 307ci

CS 307ci

TASKalfa 4012i

TASKalfa 3212i

CS 4012i

CS 3212i

TASKalfa 4012i(J)

TASKalfa 3212i(J)

TASKalfa 9002i

CS 9002i

ECOSYS P2230dn

ECOSYS M5021cdn

ECOSYS M4226idn

ECOSYS M4230idn

ECOSYS M8224cidn

ECOSYS M8228cidn

ECOSYS M4132idn

ECOSYS M4125idn

ECOSYS M8130cidn

ECOSYS M8124cdn
ECOSYS P2335d
ECOSYS P2335dn
ECOSYS P2335dw
ECOSYS M2235dn
ECOSYS M2735dn
ECOSYS M2835dw
TASKalfa 2510i
TASKalfa 2460ci

ECOSYS P8060cdn / ECOSYS P8060cdn(J)
ECOSYS P4045dn
TASKalfa 350ci

ECOSYS P5020cdn
ECOSYS P5020cdw
ECOSYS P5025cdn
ECOSYS M5520cdn
ECOSYS M5520cdw
ECOSYS M5525cdn

ECOSYS M2030dn
ECOSYS M2530dn
ECOSYS M2035dn / ECOSYS M2035dn (J)
ECOSYS M2535dn / ECOSYS M2535dn (J)
ECOSYS M6026cdn
ECOSYS M6526cdn
ECOSYS M6026cidn
ECOSYS M6526cidn
TASKalfa 266ci
ECOSYS P6021cdn
ECOSYS P6026cdn
ECOSYS P6030cdn
ECOSYS P2135dn
ECOSYS P7035cdn
ECOSYS M3040dn
ECOSYS M3540dn
ECOSYS M3040idn
ECOSYS M3540idn / ECOSYS M3540idn (J)
ECOSYS M3550idn / ECOSYS M3550idn (J)
ECOSYS M3560idn
ECOSYS M6030cdn
ECOSYS M6530cdn
ECOSYS M6035cidn
ECOSYS M6535cidn
ECOSYS P6130cdn
ECOSYS P6035cdn
ECOSYS P7040cdn
ECOSYS P4040dn
ECOSYS P4035dn
TASKalfa 306ci
TASKalfa 356ci/ TASKalfa 356ci(J)
TASKalfa 406ci/ TASKalfa 406ci(J)

CS 306ci
CS 356ci
CS 406ci

The following models support Status Monitor 4:

ECOSYS M8024cidn
ECOSYS M4028idn
ECOSYS P2035d
ECOSYS P2135d
FS-4020DN / LS-4020DN
FS-2020D / LS-2020D
FS-3920DN
FS-6970DN / LS-6970DN
FS-1100
FS-1300D
TASKalfa 500ci / CS 500ci
TASKalfa 400ci / CS 400ci
TASKalfa 300ci / CS 300ci
TASKalfa 250ci / CS 250ci
FS-C5100DN
FS-C5200DN
FS-C5300DN
FS-C5400DN
FS-C5350DN
FS-1350DN
TASKalfa 620 / CS 620 / TASKalfa 620(J)
TASKalfa 820 / CS 820 / TASKalfa 820(J)
TASKalfa 181 / CS 181 / TASKalfa 181(J)
TASKalfa 221 / CS 221 / TASKalfa 221(J)
FS-1028MFP / LS-1028MFP
FS-1128MFP / LS-1128MFP
KM-2810
KM-2820
TASKalfa 552ci / CS 552ci
FS-C8500DN / LS-C8500DN
TASKalfa 300i / CS 300i / TASKalfa 300i(J)
TASKalfa 420i / CS 420i / TASKalfa 420i(J)
TASKalfa 520i / CS 520i / TASKalfa 520i(J)
FS-2025D
FS-3925DN
FS-4025DN
FS-6975DN
FS-1120D
FS-1320D
FS-1370DN
FS-3040MFP
FS-3140MFP / LS-3140MFP
FS-C2026MFP
FS-C2126MFP
FS-C5150DN
FS-C5250DN
FS-6025MFP
FS-6030MFP
TASKalfa 255 / CS 255

TASKalfa 305 / CS 305
FS-C8020MFP
FS-C8025MFP
TASKalfa 205c / CS 205c
TASKalfa 255c / CS 255c
TASKalfa 3050ci / CS 3050ci / TASKalfa 3050ci(J)
TASKalfa 3550ci / CS 3550ci / TASKalfa 3550ci(J)
TASKalfa 4550ci / CS 4550ci / TASKalfa 4550ci(J)
TASKalfa 5550ci / CS 5550ci / TASKalfa 5550ci(J)
TASKalfa 6550ci / CS 6550ci / TASKalfa 6550ci(J)
TASKalfa 7550ci / CS 7550ci / TASKalfa 7550ci(J)
TASKalfa 3500i / CS 3500i / TASKalfa 3500i(J)
TASKalfa 4500i / CS 4500i / TASKalfa 4500i(J)
TASKalfa 5500i / CS 5500i / TASKalfa 5500i(J)
TASKalfa 6500i / CS 6500i / TASKalfa 6500i(J)
TASKalfa 8000i / CS 8000i / TASKalfa 8000i(J)
FS-C2526MFP
FS-C2626MFP
FS-3540MFP
FS-3640MFP / LS-3640MFP
FS-C2026MFP+
FS-C2126MFP+
FS-3040MFP+
FS-3140MFP+ / LS-3140MFP+
FS-1030MFP
FS-1130MFP
FS-1035MFP / LS-1035MFP
FS-1135MFP / LS-1135MFP
TASKalfa 2550ci / CS 2550ci / TASKalfa 2550ci(J)
FS-6525MFP
FS-6530MFP
FS-C8520MFP
FS-C8525MFP
FS-C8650DN / LS-C8650DN
FS-C8600DN / LS-C8600DN
FS-4300DN / LS-4300DN
FS-4200DN / LS-4200DN
FS-4100DN
FS-2100DN / LS-2100DN
FS-2100D
FS-1110
FS-1024MFP
FS-1124MFP
TASKalfa 265ci
TASKalfa 2551ci / CS 2551ci / TASKalfa 2551ci(J)
TASKalfa 3510i / CS 3510i / TASKalfa 3510i(J)
TASKalfa 3010i / CS 3010i / TASKalfa 3010i(J)
TASKalfa 3051ci / CS 3051ci / TASKalfa 3051ci(J)
TASKalfa 3551ci / CS 3551ci / TASKalfa 3551ci(J)
TASKalfa 4551ci / CS 4551ci / TASKalfa 4551ci(J)
TASKalfa 5551ci / CS 5551ci / TASKalfa 5551ci(J)
TASKalfa 6551ci / CS 6551ci / TASKalfa 6551ci(J)
TASKalfa 7551ci / CS 7551ci / TASKalfa 7551ci(J)
TASKalfa 3501i / CS 3501i / TASKalfa 3501i(J)
TASKalfa 4501i / CS 4501i / TASKalfa 4501i(J)
TASKalfa 5501i / CS 5501i / TASKalfa 5501i(J)

TASKalfa 6501i / CS 6501i / TASKalfa 6501i(J)

TASKalfa 8001i / CS 8001i / TASKalfa 8001i(J)

TASKalfa 206ci

TASKalfa 256ci

TASKalfa 256i

TASKalfa 306i