



Notes for KX v4 DRIVER v5.2

January 23, 2019

User Interface Issues

1. **Issue:** The “Devices and Printers” window of the Windows OS may exhibit erratic behavior such as:
 - Devices are still listed even though they have been removed.
 - Device names are incorrect (e.g. Kyocera Product Library is listed instead of the actual driver name).The correct behavior can be checked on the printing operation of an application.
2. **Issue:** When using some models on slower computers, the “Accessing Printer” message may appear when using the Print tab on Microsoft Excel.
3. **Issue:** The Manufacturer column in the Devices and Printers window displays what the device returns through SNMP. This is a Windows OS limitation.
4. **Issue:** WSD auto-configuration only works for the following:
 - Input bins for devices that only support one model per cassette.
 - Storage options like Hard Disk, RAM Disk, and so on.
5. **Issue:** USB auto-configuration is not supported.
6. **Issue:** For devices that support multiple models per cassette, SNMP auto-configuration has the following limitations:
 - The cassette cannot be detected as uninstalled if the cassette is removed.
 - The cassette can be detected if the cassette is replaced.
7. **Issue:** In the standard user interface for some models, some output bins may not appear, and a different output bin (which should be constrained) becomes a valid option in its place. Some of the affected output bins are:
 - Finishing tray (face-down)
 - Left tray (face-down)
 - Tray A (face-down)
 - Inner tray
 - Job separator
8. **Issue:** When using the standard user interface, the same cassette number may appear more than once in Printer Properties > Device Settings > Form To Tray Assignment. However, only one cassette is selectable depending on the configuration. Any duplicate cassettes appear as unavailable.
9. **Issue:** In the standard user interface for PCL6 drivers, there are two settings for Paper Source that indicate Auto: “Automatically Select” and “Auto Source Selection.” One is added automatically by the system, and the other is needed to map the PrintTicket value to the PCL6 command. This does not happen in the XPS driver because there is no need to convert the PrintTicket to PCL6 in XPS.
10. **Issue:** When using the standard user interface, some Output Bin options may be missing.
11. **Issue:** If a setting is made in the driver and then the Printer Extension is uninstalled, any custom

settings made previously remains. Only settings that appear in the standard user interface can be changed from then on. For example, settings such as Print Size and User Login can only be changed from the Printer Extension, and not from the standard user interface.

Solution: Reinstall the Printer Extension to recover the ability to change any setting.

- 12. Issue:** The Printer Extension may not appear. There is a 5-second timeout for the Printer Extension to appear before it defaults to the standard user interface.

Solution: Try opening the Printer Extension again, when the system is not busy. If the Printer Extension still does not appear, run the installer (v4DriverExtInstall.exe) to install the Printer Extension again.

- 13. Issue:** "Paper available" in Printer Properties > General tab refers to the available paper sizes as configured in "Form To Tray Assignments" in Printer Properties > Device Settings. This is the behavior of all gpd-based drivers, Kyocera or competitor, monolithic or Inbox.

- 14. Issue:** Forms created from the client side do not appear in the list of paper sizes in the standard user interface.

- 15. Issue:** Custom paper size may have some issues because Microsoft KB 301769 causes psk:CustomMediaSize not to be added to Print Capabilities automatically based on GPD settings.

Solution: Install Microsoft hotfix: <http://support.microsoft.com/kb/3038701>

- 16. Issue:** In the standard user interface, paper sizes that are not supported by the device still appear, because these paper sizes appear as paper sizes in the standard user interface.

- 17. Issue:** Custom paper sizes created in the driver user interface do not appear in the application's list of paper sizes. Consequently, custom paper sizes saved in an application are not reflected on the driver side. Also, custom paper sizes saved in Printing Preferences are not reflected in Printing Defaults.

Solution: Add the custom paper sizes from Printing Preferences in "Devices and Printers."

- 18. Issue:** The Resolution value "Fast 1200" is not available in the standard user interface drop-down list even if the model supports it. "Fast 1200" is still an option in the Printer Extension user interface, and the equivalent standard user interface item is "600 dpi."

- 19. Issue:** The Help button is not available from the Printing Preferences title bar.

Solution: To open the help file, press F1.

- 20. Issue:** Custom profiles and custom watermarks are not compatible with earlier versions of Printer Extension 5.0 or Print Center 2.0.

- 21. Issue:** [UPD] Auto configuration is not performed when re-opening the custom printer properties. Auto configure automatically runs at the first opening of the custom printer properties after UPD configuration. Subsequent openings of the custom printer properties of UPD with the same configured device does not run auto configure automatically. The user has to manually click on the [Auto Configuration] button to update the device option status.

- 22. Issue:** Printer is offline if SNMP v1/v2 support is off on the device.

Solution: Set device SNMP v1/v2 to on or disable SNMP status on the driver port.

23. **Issue:** If connected to a network without internet access, Kyocera Printer Properties takes a long time to display.

Printing Issues

1. **Issue:** Each individual Microsoft Excel worksheet may be printed as a separate print job and each print job is printed with its own set of print settings. The same behavior was observed with competitor v4 drivers.

Solution: To print multiple worksheets from Microsoft Excel as one Booklet print job, the Booklet setting must be applied to all worksheets being printed.

2. **Issue:** Some applications, like Microsoft Excel, save the driver settings within the file. Settings including passwords for Private print, Custom box, or Job storage are also saved with the file, so that other people may “accidentally” use the password too. This happens only when the other user also uses the same print queue, or uses a Kyocera v4 printer driver for the same model, and it is set as his default printer. If a different driver is used to open the file, the settings from the file, including the password, are “ignored.” The same behavior can be seen with competitor drivers.
3. **Issue:** The paper source selection logic that is used may be different for the XPS and PCL6 drivers. For XPS, this is handled mostly by the device. For PCL6, the Microsoft PCL6 filter (MSxpsPCL6.dll) uses information in “Form To Tray Assignment” to select the paper source. This is documented by Microsoft in [http://msdn.microsoft.com/en-us/library/windows/hardware/jj218733\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/windows/hardware/jj218733(v=vs.85).aspx) (“Form to Tray Mapping” section).
4. **Issue:** For some applications such as Microsoft Word, where paper settings automatically match document settings, the page size (for Printer Extension) or paper size (for no Printer Extension) is reset to the size of the current page size of the document. For example, if the page size is set to A6, but the current page size of the document is Letter, the value of page size is reset to Letter after closing the Printer Properties dialog box. This behavior is not controlled by the v4 driver but by the OS. However, this is not applicable for custom paper sizes created through the Printer Extension (not defined in the GPD). In this case, the custom paper size is retained and the page view window shrinks.
5. **Issue:** Page dimension for Folio is 8.5x13 inches and not 210x330 mm.

Solution: Create a custom paper size with dimensions 210x330 mm.

6. **Issue:** When using the PCL6 driver, text and images behind a text watermark may be paler in color when Brightness is set from color Adjustment Settings.

Solution: Set Brightness to 0.

7. **Issue:** Color Adjustment settings may have a different result for XPS and PCL6 drivers. This is because the Color Adjustment settings take into consideration the type of graphic object (text, vector, raster), and the XPS to PCL6 conversion (done by Microsoft) may convert one graphical object to another.

8. **Issue:** Shironuki (outline characters on a colored background) are not printed when the color setting is set to Monochrome.

Solution: Change the color setting to Color.

9. **Issue:** KX v4 driver does not support pop-up messages during printing. When saving an XPS or OpenXPS file to an existing file, no error or warning message appears. The driver tries to overwrite

the file whenever possible. If the file is locked or open, it does not overwrite the file.

Solution: Use a different file name or turn on “Date and time” from the XPS Settings dialog box.

- 10. Issue:** When printing a mail merge document in Publisher 2016 with duplex ON, extra pages/blank pages may be printed.

Solution: Do not use mail merge or do not use duplex printing.

- 11. Issue:** KX v4 driver is supported in Kyocera Net Manager (KNM) version 5.10 and later.

- 12. Issue:** Some paper sizes (e.g., Oficio II, SRA3) may be printed as custom size when mini driver is installed before KX v4 driver.

Workaround: Uninstall all drivers, then go to Print Server properties located in Devices and Printers. Delete the paper size that was printed as custom size. Reinstall KX v4 driver first and then install mini driver.

Client-Server Issues

- 1. Issue:** In a client-server environment, “Print to file” does not work on the client side. When using WordPad, an error appears: “The handle is invalid.” When using Microsoft Word, an error appears: “Windows cannot print due to a problem with the current printer setup.”

Solution: Install Microsoft hotfix: <https://support.microsoft.com/en-us/kb/3007058>.

- 2. Issue:** On down-level clients (e.g. Windows 7), a dialog box appears briefly after closing the Printer Extension. This is a Windows OS limitation.

- 3. Issue:** When using XPS and OpenXPS “Save to file” and “Print and save” options, files are not saved if a folder does not exist on the server side for server-side rendering, or on the client side for client-side rendering.

Solution: Make sure that the default folder for XPS and OpenXPS “Save to file” and “Print and save” settings exist in both client and server and that the user has write access.

- 4. Issue:** For certain applications (e.g. Office 2003) in a client-server environment (server-side rendering), the Collate setting specified while printing may be the application setting.

Solution: Set the same value for Collate in the application and in the driver.

- 5. Issue:** Changes made in Admin settings may not automatically be reflected for other users.

Solution: Admin settings need to be set by the administrator from Printer properties > Advanced > Printing Defaults before any other users use the system or clients connect to that network printer. This ensures that proper Admin settings are also set for other non-admin users. If new settings are not immediately reflected on the client side, reconnect or recreate the print queue.

- 6. Issue:** Image watermark does not work for server-side rendering (SSR). This applies to all down-level clients (e.g. Windows 7). It also applies to Windows 8/8.1/10/10 Anniversary Update clients who did not install the v4 driver or installed it but client-side rendering is not selected.

Solution: Place the image file in the same local file path on both client and server computers. It must be in a local file path because network file paths do not work, even if both client and server have access to it. This is a Windows OS limitation.

7. **Issue:** In some Citrix-ThinPrint environments, the following issues may be encountered:
- The v4 driver does not print because it uses a JavaScript constraint file, which does not work in this specific environment.
 - The copies seem to be created before the XPS filter processing. This causes problems with features that combine pages, such as N-up and staple. The same issues also occur for other v4 printer drivers, including competitor Inbox drivers.
 - The collate/uncollate setting does not apply properly when combined with duplex. The same issues also occur for other v4 printer drivers including competitor Inbox drivers.
 - The printer is not created in the Citrix environment when using ICA mode with “Enable sending properties” selected.

Solution: Refer to ThinPrint Documentation FAQ.

http://download.cortado.com/docu/ThinPrint/WebHelp/en/ThinPrint_doku/VMware_Horizon_and_ThinPrint/FAQs.htm

WARNING: Workarounds provided in ThinPrint FAQ might involve using Registry Editor. Using Registry Editor incorrectly can cause serious problems that may require you to reinstall Windows OS. Kyocera cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk.

8. **Issue:** Driver settings set in Printing Defaults on the server are not reflected on the client when the local driver is installed on the client.

Workaround: Use Enhanced Point and Print Driver on the client side. Or use the latest Windows OS (Windows 10 Fall Creators Update or newer).

9. **Issue:** Admin Tab can be modified by any user.