



KX DRIVER 6.3 Release Notes

Subject:	Firmware Update
Model	KX Driver 6.3.0909
Updated Machines Serial Number:	N/N

New Features:

1. Save PDF as Color
2. Support of Color option: Eco color
3. Support of Booklet option: Fold Only
4. Support of Administrator option: Hide Lower Pane
5. Display "User Login" or "Job Accounting" setting in Printing Preferences
6. Support of Access Code for Job Storage
7. Support of accent Marks in User Login Name
8. Support of Language Preference UI for (Server /Client)
9. Fixed issues in previous version
10. Support of New models

Limitations and Known Issues:

Unresolved Issue with Uninstaller and Windows 10

With WSD printers installed, the uninstaller locks when searching for printers to uninstall. Confirmed windows 10 searched and installed WSD printers (Windows 10 does this automatically). Manually install printers from a print server on the network (TCP/IP printer)
Run the Uninstaller.exe from the driver root folder

Note that the uninstaller locks up and finds nothing. The only way to close the uninstaller is to end process.

This has been tested on window 8.1 and two windows 10 work stations with the same result. This does not occur on windows 7.

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.



KX DRIVER 6.3 Release Notes

3. **Issue:** After upgrading previous driver versions to KX DRIVER 6.3 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 2003, 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:** Some Korean characters may not print correctly when the following conditions exist:
- Newer Korean fonts (GungSuh and GungSuhChe) are installed on Windows 8/8.1 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.

11. **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.

Known Issues for Windows:

KX DRIVER 6.3 running on Windows XP, Vista, Windows 7, Windows 8/8.1, Windows Server 2003, 2008, 2008 R2, 2012, 2012 R2, 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 Vista, Windows 7 and Windows 8/8.1/10, Custom Paper Size is missing from the paper size list of Windows Photo Gallery. This is a known limitation in Photo Printing Wizard.



KX DRIVER 6.3 Release Notes

3. **Issue:** KPD L pass through mode fails for some Adobe products. This is a known limitation in Adobe products on Vista, Windows 7, Windows 8/8.1, 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 Printer 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:** Interactive services dialog detection messages pop-up when printing mixed sized documents in booklet mode on the 64-bit version of Vista.

Solution: Click through the dialog and choose to continue or cancel printing in the next screen.

8. **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.
9. **Issue:** EMF (enhanced metafile) spooling is not available for KPD L printing.
10. **Issue:** Watermarks are not supported for 64-bit RAW mode. When printing from Adobe applications such as Acrobat Reader in KPD L pass through mode, watermarks will not print.
11. **Issue:** Smart duplex printing is not supported in booklet mode.
12. **Issue:** Print Preview is not supported for KPD L pass through mode with applications like Adobe Acrobat.
13. **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.

14. **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.



KX DRIVER 6.3 Release Notes

15. **Issue:** Grid lines may appear on some images in Print Preview because of moiré effects. However it will not affect to the output.
16. **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.

17. **Issue:** In some cases, alternative driver cannot be deleted by Uninstaller.
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 or KX DRIVER 6.3 is mixed with KX DRIVER 5.2.

22. **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>

23. **Issue:** KPD L 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.

24. **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



KX DRIVER 6.3 Release Notes

25. **Issue:** On a 64-bit Windows OS, the Microsoft Outlook policy in Active Directory 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.
26. **Issue:** Application-based printing doesn't work for Microsoft Outlook 2010.
- Solution:** Open Microsoft Outlook 2010's print option two times.
27. **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).
28. **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.
29. **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.
30. **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.
31. **Issue:** On Citrix (newer than v4.2), SNMP version 3 protocol, which KxDriver v6.3 uses for communicating with devices, is not routed correctly by Citrix client when using one server only. This is a Citrix issue with SNMP v4.3.
- 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
32. **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.
33. **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".
34. **Issue:** PDF Save to 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.