KYOCERA

MAC Driver 3 Release Notes

Subject:	MAC Driver 3 (build 2012.11.30)
Operating Systems:	Mac OS X 10.5 and up (32/64bit universal)
Date:	12/12/12

Mac Driver 3

General Known Issues

1. **Issue:** Macintosh OS 9 is not officially supported.

   Solution: For basic printing, generic PPD can be used.

2. **Issue:** Due to an OS limitation, waste toner status shows as unknown.

   Solution: Check the device for the actual status of the waste toner.

3. **Issue:** Output appears pixilated when printing from InDesign CS4.

   Solution: Adobe recommends placing instead of pasting graphics into InDesign and checking your print settings to make sure graphics are printing properly. In the Graphics section of the Print dialog box, choose Send Data > All.

4. **Issue:** Error "Incorrect account ID" is displayed on the front panel if printing from QuarkXpress 7.3 or later.

   Solution: Install Quark® CUPS Filter from Quark's support website.

5. **Issue:** Watermark may not print correctly in some devices.

   Solution: Change the Watermark option from "Transparent" to "Stamp".

6. **Issue:** Watermark characters may appear as "□" when printing some PDF documents.

   Solution: Use a different font for the Watermark text.

7. **Issue:** Using both N-up and Watermark/Stamp repeat at the same time may significantly reduce printing speed.

   Solution: Avoid using both settings at the same time.

8. **Issues:** Driver constraint information is displayed as a pop-up in some Mac OS X versions. Alert message text is generated by OS.

9. **Issue:** Paper size name changes in OS X 10.7 (by the OS), "Envelope #6" shows as "Personal" and "Statement" shows as "Invoice". On minor version up, it appears that "Invoice" was reverted to "Statement".

10. **Issue:** Mixed orientation file is treated as separate file when Booklet option is applied.

11. **Issue:** It is possible for multiple applications to open the Account ID List window at the same time which introduces a race condition where multiple applications are allowed to modify the same Account ID List and one will end up over-writing the other's changes.

12. **Issue:** The job name may appear as garbage in some older (Single Function) printers if user enters Unicode characters in Job Settings PDE. Only recent (Wise Core) printers accept UTF-8 data.

    Solution: Use ASCII characters for custom job names.

13. **Issue:** Tri-fold with Landscape document may cause incorrect output.

    Solution: Use Rotate 180 option.

14. **Issue:** The Print Preview feature in applications is provided by OS X, not the printer driver, and may not reflect the current printer settings.

15. **Issue:** Duplex mode can be configured in the Mac Driver installer for all regions.

16. **Issue:** In Microsoft Office applications, changes made to the paper size setting in the Layout tab are not applied and an error message is displayed after trying to print to the new paper size.

17. **Issue:** The Lightness and Contrast settings in the Adjustment screen are only available for color devices. The Adjustment screen is not available for B&W devices.

18. **Issue:** Office applications may crash when users click the Help icon after opening the Print dialog box and selecting a device other than the default. This issue is not related to the driver.

Adding Printers:

1. **Issue:** Old driver is being used for newly added printers even after installing new drivers.

    Solution:
    a. Go to System Preferences -> Print & Fax.
    b. Highlight the printer you would like to update.
    c. Click on "Options & Supplies..." button.
    d. Click on the "Driver" tab.
    e. Click on the "Print Using" combo box and select "Other..."
    f. Navigate to "<Volume root>/Library/Printers/PPDs/Contents/Resources/"
       and select the file that corresponds to your printer.

2. **Issue:** When adding a new printer, two or more duplicate entries appear under "Print Using" on "Add Printer" window; or on the "Printer Software" window after selecting "Select Printer Software..." from the "Add Printer" window.

    Solution:
    a. Click on the "Print Using" combo box from the "Add Printer" window and select "Other..."
    b. Navigate to "<Volume root>/Library/Printers/PPDs/Contents/Resources/" and select the file that corresponds to your printer.

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Limitations

Office 2011	When opening print dialog from any Office 2011 app and immediately changing to any non-default printer instance, then click help button on any tab, it will cause the app crash. Same thing happens on Phase2 driver. This is a bug in Office 2011 application. The issue happens when switching to another printer instance, registered helpbook pointer will be lost and the memory will be occupied by some invalid information. Any [_NSCFString showhelp] function call after that will be unrecognized. This is beyond our driver control. Even the printer instance using generic driver and try to load help from its default tabs (e.g. layout), it will also crash the Office app.
Watermark	Watermark repeat can only work when 0 degree is selected. This is due to firmware limitation and already documented in watermark PDE spec. Regarding the change of default watermark degree from 0 to 50, the decision was made to match KX driver default watermark.
Package Maker v3	Mac 10.6 - The layout of the installer goes wrong. Note 1 - Package Maker v3 running in 10.6 stretches the 'Installation Type" menu. OS limitation. Note 2 - Installation Type menu not appearing for some Macs. Know limitation with Package Maker. "Destination Select" is set up in such a way that if there is only 1 possbile choice for the install to pick (on ly 1 Hard Disk volume meets the requirements of driver install) then screen is automatically skipped. However it has been reported that even on the same OS, it may appear each time, or never appear. There seems to be some kind of OS config or user settings that triggers this menu, but no information is disclosed by Apple, and cannot be fixed. Future proposal - Remove this screen selection in the Package Maker.
Mac OS X 10.5	An error dialog does not appear in Mac10.5, when Paper Size：A6 is selected with the setting of Output Bin：Right tray. "Output Bin：Inner tray" and "Offset" are not restricted in Mac10.5. Cause: Known issue. Same as other Mac 10.5 constraint related issue. Even the constraints are declared in the PPD, they are not loaded properly by cups.
Mac OS X	Custom Paper Size - Adding a note to the limitation described at the very bottom (If a custom paper that is used is not within the supported margins described in the PPD file the print manager of the OS will use the default paper size set on PPD. In such a case, constraint for the Custom Paper Size will not be recognized and not set in the UI.
Mac OS X	MacPDE_Phase3: Preset settings will not appear properly for txt files in the summary section. Cause: Preset view calls summaryView API to display the contents. Some application will not call the Kyocera PPDs or PDEs summaryView method and shows only the default Apple sets. This is application specific behavior and driver does not have any control of what will be shown in the preset view.
Mac OS X	MacPDE_Phase3: Clicking "Show Presets." in the Publishing section when "Insert Before Pages:" is NOT specified causes crash. It happens on Mac OS X10.7.1 and is OS limitation, upgrade to Mac OS x10.7.3 and up will resolve the problem.

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Mac OS X	MacPDE_Phase3: Watermark is not applied for pdf file when printed with Saturn model. Saturn PPD is same level as Phase2 PPD. the * "Watermark Rendering: True" is only needed for 2010 and after models (firmware issue),
Mac OS X	On OSX10.5, the Offset setting will remain available when it should be grayed out.
Mac OS X	Try to reproduce with Mac OS X 10.7 and Taskalfa 7550ci. The PS1X91CC.PSD can be successfully printed out, but the PS1XB1CC.PSD just like reported - disappeared on printer side. Tried again to print to file, the PS file can be displayed in Adobe illustrator. The reason cause printer fail is due to lack of memory to process the specific print data - generated by CUPS from Mac OS X
Mac OS X	MacPDE_Phase3: Application Compatibility Testing for Japanese file, Excel089.xls. LS-6970DN:- (File not printed out Printer screen show up mgs "error power off F030") The print to file data show PS data generated by driver has no problem. When print to different printer. limitcheck error regarding command shfill is shown, this means the printer memory is not enough to process the generated PS data, which is generated by CUPS and driver has little control over it
Mac OS X	Alert error messages generated by large copy count values (like 10000000) have text provided by OS or Application. The contents of the message may not be well suited for the scenario.
Mac OS X	On some Mac OS X versions, driver constraint information is displayed as a pop-up. Alert message text is generated by OS and we have no control over it.
Mac OS 10.7	Paper size changes name on OS X 10.7 (OS causes this UI change, not PPD), the following paper sizes uses our string: 12 x 18, 16K, 216 x 340mm, 8K and Oficio II, other paper size names are provided by the OS (OS ignores our string)
Mac OS 10.7	Due to a OS limitation, the "Waste Toner Box" status is listed as "Unknown" under the "Supply Level" tab on the Print & Fax menu.
Mac OS 10.7	Paper size changes name on OS X 10.7 (OS causes this UI change, not PPD) Envelope #6 shows as "Personal" and Statement shows as "Invoice" On minor version up, it appears that "Invoice" was reverted to "Statement". Please note that standard paper size names are controlled by the OS.
Mac OS 10.7	On some applications, pull-down menus on the print dialog may become un-responsive. This is reproducible on the Generic PostScript driver (provided by OS).
Mac OS X All PDE	On displays with low resolution settings, Mac PDEs can push the top portion of the printing dialogue outside the viewable area. Switching the PDEs will not cause the printing dialogue to come back down. User will have to cancel the printing once to reload the printing dialogue. Issue is reproducible on competitors

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Mac OS X Watermark PDE (v2.2)	When applying watermark through the Mac Phase2 driver (version 2.2 for Watermark PDE), the printed result may vary depending on which printer model is used. These variants include slight shifting, color changes, darkness changes, etc. Similar results can be seen when using the word art feature on Office 2008/2011 The image behind the watermark text may appear unusually shifted (along the border around the watermark). This shift may only appear for certain characters (like the " ├ " character on the image attached on WCORE00514772). This shift is caused by the Mac OS X API call and is a limitation.
Mac OS X	Printable files generated by Mac drivers (OS 10.5+) may cause some PostScript viewers to display warnings and/or errors. These alerts are generated from invalid or mismatching PostScript DSC comments. This occurs as a result of driver features being applied by the Mac driver's back-end filter. This *does not* affect actual printing. Known viewers: GSview (Windows version)
Mac OS X	"Media Source" is an OS-provided string for paper source, which appears on the constraint alert message. The English string is displayed for all languages since it is not localized on OS-side. Some default features, like Media Type and Paper Feeder, use strings provided by the OS. They are typically supported via Apple-supplied plugins, or are ignored and never displayed (internal use only). Unfortunately, the OS-provided alert message pop-ups for constraints fully depend on the PPD to provide strings for these default features. For this reason, the internal English name is displayed on the alert. Known options: Media Source, PageMediaType
Mac OS X (10.5)	Duplex constraints do not trigger the constraint alert message. (Alert message is displayed on OS 10.6)
Mac OS X	Under the Paper Feed panel, there should be three options: "All pages From", "First Page From", and "Remaining From". Paper size constraints only apply to "All pages From" and "Remaining From". The OS is choosing to not apply the constraints for "First Page From" (most likely a bug on OS).
Mac OS X Readme.rtf	The Mac Installer gives the user an option to save the "Read Me" and "License" documents. Depending on the OS, the document filenames might be localized to the system language setting. If not localized, it should be saved with English filenames. Please note that the installer package we provide only has English filenames and we have no control over what filenames are used to save the documents.
OS X	Currently the printer utility of OS X doesn't support printer installation with IPv6 address.
Mac OS X 10.6	On Mac OS 10.6, the restriction on page insert number text field no longer work sometime after random steps

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Mac OS X PowerPoint 2008 Acrobat Reader	On some applications, print settings are automatically saved even though Preset is set to "Standard" (same behavior as "Last Used Settings"). Settings are saved until the user quits the printing application (not simply closing window). On other applications, "Standard" will cause the PDE to revert to default settings.
Mac OS X (All CocoaPDE)	There are some conditions that will make an alert message appear on the screen if you try to leave a panel with unfinished input. For example: If you check on Job Accounting and leave Account ID field blank. Majority of the time, the alert message makes sense (you tried to switch to a different PDE, tried to print, etc). However, this condition also triggers when the user decides to switch Presets. Even though an alert message is displayed, the UI will reflect the settings from the Preset after you click OK. It appears that the system will once save the Preset before loading a new one. For our PDEs (and some competitors), we check for alert conditions before saving Presets. Please note that the new Preset is loaded, regardless of the alert message.
Mac OS X (All CocoaPDE) Office for Mac	Sometimes it appears as if the text cursor (vertical line) is drawn on the UI where these is no text field. This only happens on Microsoft Office for Mac OS X.
Mac OS X 10.6	On OS X 10.6 the correct language PPD is not selected when printer is installed, a report was submitted to Apple, a response from Apple was received mentioning that this is OS issue and it will be fixed. A note will be made here when the issue is fixed.
Mac OS X All PDE	PDE may not display the language set by the user (international settings). This is because the PDE localization can be set by the loading application. Some 3rd party applications (like Word 2008) may force a specific language to be displayed. ie) With English version of Word 2008, PDE UI displayed English even though global international setting was set to non-English Please use Apple application bundled with Mac (like TextEdit, Safari, etc) when testing localization
Mac OS X Job Settings Cocoa PDE	When a user attempts to type in a custom box number that's greater than 1000 within 4 characters, the text field is supposed to auto-correct it to 1000. On some 3rd party applications, this feature does not properly function (observed on Intel systems with Word, Excel, Adobe Reader, and FireFox). This appears to be an issue with Carbon applications and the PDE has no control over it.
Mac OS X (beta) Cocoa PDE	N-up setting cannot work together with Publishing features. Watermark will only print on each physical page when N-up is selected. Reverse order should disable Publishing feature which has not been implemented yet.
Mac OS X Preset	On some 3rd party applications, the "Standard" preset option does not properly reset print settings (acts like "Last Used Settings"). This is an application issue and cannot be resolved by the PDE. The same behavior is also observed on Mac OS X default PDEs (like Duplex settings on Layout). Known 3rd party (Mac) applications: Excel 2008, PowerPoint 2008, Adobe Reader

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Mac OS X Installer	The Kyocera installer package only has limited control over the behavior of the Mac OS X Installer. The Mac OS X Installer may have different behavior depending on the OS, even if the same installer package is being used. Ultimately, the Mac OS X Installer is a free tool provided by Apple and has a lot of limitations. Example) "Upgrade" vs. "Install" When a package is installed on a system, a receipt is left behind. This receipt is used by the system to keep track of what is already installed. The Mac OS X Installer will use these receipts to determine whether an installation is fresh (displayed as "Install"), or an upgrade (displayed as "Upgrade"). In some cases, simply deleting all receipts was not enough to make the Installer display "Install".
Mac OS X	On some machines, the installer disables the "Go Back" button from the License agreement screen. Issue can occur with the following steps (on some machines): 1. Start installer and continue to "Installation Type" 2. Click "Customize" and select one of the sub-packages 3. Click the "Go Back" button Result: On the license screen, the "Go Back" button is disabled. It is unclear as to why the installer behaves this way, but it is not controlled by the installer package
Macintosh	PDE Macintosh Plug-in doesn't support constraints, so even that Hard Disk is not set as installed the Job Setting options on PDE Plug-in shows as available, this is PDE limitation.
Macintosh Mac OS 10.5	On Mac OS 10.5, installing a USB printer via the "Printer & Fax" from System Preferences will cause the installation to halt. The system will attempt to auto detect installable options, but the feature is not properly supported by USB (on OS-side) and causes the system to hang. Please only install USB printers via PnP. The system will automatically detect the correct driver and install it. Issue was not reproducible on 10.4
Macintosh	If a custom paper that is used is not within the supported margins described in the PPD file the print manager of the OS will use the default paper size set on PPD (usually A4).