



Release Notes

ECOSYS P3260dn, ECOSYS M3860idn, ECOSYS M3860idnf

Printer Drivers	Version	Windows XP Windows Vista Windows 8	Windows 7	Windows Server 2003	Windows Server 2008 Server 2008 R2	Windows 8.1	Windows 10	Windows Server 2012 Server 2012 R2	Windows Server 2016 Server 2019
KX DRIVER (Generic)	6.3.0909	✓		✓					
KX DRIVER	7.4.1615		✓		✓	✓	✓	✓	✓
KX (XPS) DRIVER	2.3.2816		✓		✓	✓	✓	✓	✓
PCL Mini Driver (Generic)	4.1	✓		✓					
PCL Mini Driver	1.6		✓		✓	✓	✓	✓	✓
KPDL Mini Driver (Generic)	8.1112 [12-15-2011]	✓		✓					
KPDL Mini Driver	8.1904[04-15-2019]		✓		✓	✓	✓	✓	✓

FAX and Scanner Drivers	Version	Windows 7	Windows Server 2008 Server 2008 R2	Windows 8.1	Windows 10	Windows Server 2012 Server 2012 R2	Windows Server 2016 Server 2019
TWAIN Driver	2.1.0422	✓	✓	✓	✓	✓	✓
WIA Driver	2.3.0325	✓	✓	✓	✓	✓	✓
FAX Driver	6.3.4911	✓	✓	✓	✓	✓	✓

Utilities	Version	Windows 7	Windows Server 2008 Server 2008 R2	Windows 8.1	Windows 10	Windows Server 2012 Server 2012 R2	Windows Server 2016 Server 2019
KYOCERA Net Viewer*	5.9.1612.4	✓	✓	✓	✓	✓	✓
KYOCERA Net Direct Print	2.4.3109	✓	✓	✓	✓	✓	✓
Quick Network Setup	2.0.11	✓		✓	✓		
File Management Utility	3.0.8512	✓	✓	✓	✓	✓	✓
Maintenance Menu	1.2.51.2	✓	✓	✓	✓	✓	✓
Wi-Fi Setup Tool	1.0.44.02	✓	✓	✓	✓	✓	✓
ScanToSMB	1.1.1321.22	✓	✓	✓	✓	✓	✓

(*) Does not support local connection.

Mac Driver	Version	MAC OS 10.9 - 10.14
PPD Driver	8.8822 [04-22-2019]	✓

Linux Driver
8.7810 [2019-04-10]

➤ Driver Info is located in the \Utility\ folder on the DVD.

Windows XP, Windows Vista and Windows Server 2003

Install generic printer drivers with the **Add Printer** wizard.

1. Click **Start** in the Windows taskbar.
2. Click **Settings**.
3. Click **Printers**.
4. Click **Add a printer** in the **Printer Tasks** group box on the left.
5. The **Add a Printer** wizard page appears. Click **Next** and follow the instructions.
6. Browse through the DVD to locate the appropriate Oemsetup.inf file.
7. When the **Completing the Add Printer Wizard** page appears, click **Finish**.

Driver Type	Windows XP , Windows Vista and Windows Server 2003 location on DVD
KX DRIVER	\PrnDrv\GenericDriver\KXDriver
PCL Mini Driver	\PrnDrv\GenericDriver\PCLDriver
KPDL Mini Driver	\PrnDrv\GenericDriver\KPDLDriver\(\language)

- Kyocera generic printer drivers do not support the Post Installer.

Known Issues:

All Windows Operating Systems

The DVD menu may not launch properly if the Windows operating system is not updated with the latest service packs and critical updates.

Solution: Update the Windows operating system with the latest service packs.

KYOCERA Net Viewer may not install correctly on PCs using Microsoft Windows Installer before 3.1 v2.

Solution: Update to the latest service pack and install the latest Microsoft Windows Installer.

When updating a utility using the DVD Software Installer, the utility installed incorrectly. This is a known issue with the Microsoft Windows Installer.

Solution: Uninstall the previous version of the utility before installing the new one.

If the KX DRIVER is uninstalled immediately after installation, the uninstallation fails.

Solution: Restart the PC and uninstall the KX DRIVER.

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.

Adobe® Reader® 8.0 or later is required to read the PDF documentation.

The color of characters printed larger than 72 point differs from smaller characters when “Download as bitmaps” is selected in Font Settings.

Solution: Change the font setting in the Imaging tab of Printing Preferences to “Download as outline”.

Some versions of Internet Explorer display the following warning when the Readme file is opened from the DVD.

Active content can harm your computer or disclose personal information. Are you sure that you want to allow DVDs to run active content on your computer?

Solution: Click Yes to open the file. The Readme file is pure html without active content, but some versions of Internet Explorer display a warning for any html document that is launched from an external drive.

On Windows Terminal Server and Cluster Server, features normally installed by Optional Components Wizard are not available. This affects Output to PDF, Color Optimizer, Security Watermark, Common Profiles and other extended Driver functions.

When printing from a 32bit application running on a 64bit Windows operating system with Job Accounting enabled, no account codes are sent to the print device and the device displays an “Invalid Account Code” error message.

Solution: Enable the “Print directly to the printer” option in the Advanced tab of Printer Properties, or use a 64bit version of the application.

After installing the WIA driver for other device models, the existing driver may downgrade to an older version. This may cause a loss of connection with the device and/or the WIA driver properties may show blank values.

Solution: Reinstall the WIA driver from the installation media that came with your device.

Software features that use Web services are not available when Enhanced WSD (or Enhanced WSD over SSL) is set to OFF.

Solution: Enable Enhanced WSD (or Enhanced WSD over SSL) on the device.

Status Monitor may either not launch or not display all the contents of the window if a user tries to print immediately after turning on the computer.

Solution: Go to Control Panel > System and Security > Administrative Tools > Services. In the Services dialog, check the status of KDSservice. If KDSservice is already running, try to print again after a few minutes. If the KDSservice is not running, right-click on it and select Start.

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.

After upgrading previous driver versions to KX DRIVER 7.x 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.

Pantone® is not available if the device firmware does not support Pantone.

Japanese font substitution is not available if the device firmware does not support Japanese.

The KYOCERA Net Manager 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.

Some Korean characters may not print correctly when the following 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.

When creating a booklet in an application (for example, InDesign) and the [Create from application settings] and [Booklet(fold)] driver settings are selected, the print output could have an incorrect fold direction.

KPDL Mini Driver only

The color control supplied by the OS does not properly control the PPD driver.

Solution: To properly set the Color mode, set the OS option (in the Paper/Quality Tab) to Color and the driver option (in Advanced Options) to Color Mode.

Windows 7 / Windows 8.1 / Windows Server 2008, 2008 R2, 2012, 2012 R2 / Windows 10

Although a user has administration privileges on a machine, the user may not have administrator privileges for a printer driver running on the machine.

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

KX DRIVER Only

EMF (enhanced metafile) spooling is not available for KPDL printing.

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.

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.

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.

In some cases, the driver policy is not applied for Microsoft Outlook printing. Because Microsoft Outlook 2003 uses Microsoft Word 2003 module to edit emails, in the optional settings, clear the Use Microsoft Word 2003 checkbox.

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.

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.

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... .

Watermarks are not supported for 64-bit RAW mode. When printing from Adobe applications such as Acrobat Reader in KPDL pass through mode, watermarks will not print.

Smart duplex printing is not supported in booklet mode.

Print Preview is not supported for KPD L pass through mode with applications such as Adobe Acrobat.

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.

A blank page is printed when printing multiple complex pages with Print Preview, GDIM compatible mode, and 16-up and higher selected at the same time.

Solution: Turn off Print Preview to print correctly.

While the 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.

Grid lines may appear on some images in Print Preview because of moiré effects. However, it will not affect the output.

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, then reopen the application.

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, in the Printer Properties dialog box, select Advanced and clear the "Enable advanced printing features" check box.

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.

When "Create from application settings" is selected for booklet mode, the pages might not be displayed correctly in Print Preview.

In some cases, alternative drivers cannot be deleted by Uninstaller.

When IB-50 is installed, the same IPv4 appears twice in the network search results. UPD and other SNMP communication-related features (such as installer and AutoConfig) are not supported by IB-50.

The port name changes when the UPD is updated after following the "How to upgrade a printer driver on a client-server environment" procedure.

KX DRIVER 5.2 print preview is not displayed if any of the following drivers are also installed: KX DRIVER 5.3, KX DRIVER 6.0, KX DRIVER 6.1, KX DRIVER 6.2, KX DRIVER 6.3 or KX DRIVER 7.x.

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. <http://technet.microsoft.com/en-us/library/cc753853%28v=ws.10%29.aspx>

Lower panel will not be displayed when the Y screen resolution is less than 864.

A scale setting of 100% has a minimum resolution of 800 x 600.

A scale setting of 125% has a minimum resolution of 1024 x 768.

A scale setting of 150% has a minimum resolution of 1280 x 960.

Application-based printing doesn't work for Microsoft Outlook 2010.

Solution: Open the Microsoft Outlook 2010 print option twice.

Image watermark supports image files up to 256 MB. In addition, image watermark with 1000% scaling does not print if the image file has large dimensions (4960 x 7014 or 6365 x 9500 pixels, for example).

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.

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, disable smart quotes. Open File > Options > Proofing and click AutoCorrect Options. In both the "AutoFormat As You Type" and "AutoFormat" tabs, clear the "straight quotes with smart quotes" check boxes. Click OK. Replace all curly quotes (') with straight quotes (') using "Find and Replace" (Ctrl+H). Print the document with PRESCRIBE bar codes again.

On Citrix (v4.3), SNMP version 3 protocol, which KX DRIVER v7.x 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: In Printer Properties > Ports, clear "Enable bidirectional support" You may also check with Citrix for a Beta or newer version with the fix for SNMP v4.3.

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.

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".

In PDF reader/viewer applications that provide printable objects (font, vector, images) to monochrome-only printers, the PDF Save To Color feature does not function as expected. Adobe

Reader and Microsoft Internet Explorer are examples of reader/viewer applications.

KPDL and PCL Mini-drivers Only

Some KPDL mini-driver features may be selected without the associated peripheral device attached to the printer.

Solution: Verify that the associated peripheral device is attached to the printer before using the feature.

If any of the Device Settings are manually changed in Printer Properties/Device Settings, Auto Configure support will be deactivated for those changed settings until the system is rebooted.

Solution: To activate the Auto Configure support again, reboot the system. If rebooting is not an option, reinstall the driver and wait several minutes for the Auto Configure to begin.

For the PCL mini-drivers, the paper size "User Defined Size" may appear in some applications as an option. Selecting this paper size will cause the printer to use a default size, such as Letter/A4.

Solution: Ignore this entry. If a custom size is needed, add a Custom Form on the Printer Server Properties dialog box.

The "Automatically Select" option may not select the proper paper source with the matching size when documents are being printed.

Solution: This is an operating system limitation. Please select the exact paper source you want in Document Properties, or choose the "Auto" option under paper source.

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.

KX (XPS) DRIVER Only

Localized help for K-XPS driver is not available

Some advanced XPS features are not available when printing from GDI-based applications such as Office 2007. These are known limitations of the Microsoft XPS Document Writer (MSDW).

Kyocera driver plug-ins, such as Security Watermark and Output to PDF, are not supported by the KX (XPS) DRIVER.

The Prologue/Epilogue feature is not supported.

This driver supports only XPS supported printer hardware. It will not work with KPDL, PCL XL, or PCL 5.

Because of a file limitation in the XPS container, printing hundreds of copies of a multi-page print job might result in an invalid XPS file.

Solution: Split the copies into multiple print jobs.

When mixed paper size document is printed with N-up, the output paper size is incorrect.

Additional white space prints at the bottom of a page when printing multiple pages per sheet with Gutter enabled.

KX (XPS) DRIVER did not upgrade.

Solution: Uninstall the earlier KX (XPS) DRIVER and install the KX (XPS) DRIVER.

KX (XPS) Driver cannot print jobs from hosts running Windows Server 2008 operating systems that do not have Platform Update installed.

Solution: Install KB971644 (Platform Update for Windows Server 2008) from Windows Update on your system. Service Pack 2 is required to install this update.

When "Save to file" is selected, XPS files cannot be generated if the device is turned off.

Solution: Turn on the device.