Notes for Mac Driver 4.2

May 3, 2019

Adding Printers

Issue: The old driver is being used for newly added printers even after installing new drivers.

Solution:

1. 1. Go to **System Preferences** > **Print & Fax**.
2. 2. Select the printer to update.
3. 3. Click **Options & Supplies**.
4. 4. Click the **Driver** tab.
5. 5. Click the **Print Using** combo box and select **Other**.
6. 6. Navigate to “<Volume root>/Library/Printers/PPDs/Contents/Resources/” and select the file that corresponds to your printer.

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

Solution:

1. 1. Click the **Print Using** combo box from the **Add Printer** window and select **Other**.
2. 2. Navigate to “<Volume root>/Library/Printers/PPDs/Contents/Resources/” and select the file that corresponds to your printer.

Switching between KPDL, PDF, and PCL modes

Mac Driver 4.1 supports PCL and PDF modes, in addition to the default KPDL mode. This allows users to achieve better printing performance when printing documents that have complicated layers. You can switch to either PCL mode or PDF mode if ideal performance is not achieved using the KPDL mode. PCL and PDF modes are generic drivers that support limited printing features.

The following steps describe how to switch between KPDL, PDF, and PCL modes.

1. 1. Open **System Preferences** > **Select PDL**.
2. 2. Select a printer from the **Printers** list.
3. 3. Select **KPDL**, **PDF**, or **PCL** from the **Page Description Languages** drop-down menu.
4. 4. Click **Apply**.

Print Panel

The following changes have been made to Print Panel after version 4.0.2502 when opened from the application side.

1. 1 **Print Panel** can be closed by clicking or by changing some selections in the Print dialog. For example, **Print Panel** is closed by clicking **Cancel** or **Print**; changing **Printer**, **Presets,** or system print settings; or selecting a different tab.

2. 2 The **OK** button in **Print Panel** must be clicked in order to reflect any new settings to a print job. Closing **Print Panel** without clicking **OK** will not save the changed settings.

Net Manager

Mac 4.1 supports connecting to Net Manager server to retrieve user policies. Enable this feature by checking box during installer customization.

Adding a printer for Net Manager

Net Manager for Mac driver is supported by adding IP address of the Net Manager server and queue name in **Print & Scanner** dialog.

- Address:
  Add IP address of Net Manager server.
- Queue name:
  Add queue name specified in Net Manager to **Queue** field.

Net Manager tab in Print Panel

Net Manager tab is available when opened as a standalone application.
Enter server address, port number, login user name, and password and click **Verify** to retrieve user policies.

General Known Issues

1. **Issue:** Output appears pixelated 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, choose **Send Data** > **All**.

2. **Issue:** The “Incorrect account ID” error is displayed on the front panel when printing from QuarkXpress 7.3 or later.

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

3. **Issue:** Watermarks may not print correctly in some models.

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

4. **Issue:** Watermark characters may appear as “□” when printing some PDF documents.

   Solution: Use a different font for the watermark text.

5. **Issue:** Using both **Pages per sheet** and **Watermark**/**Stamp** > **Repeat Watermark** at the same time may significantly reduce print speed.

   Solution: Avoid using both settings at the same time.

6. **Issue:** A mixed orientation file is treated as separate files when the **Booklet** option is applied.

7. **Issue:** Using **Tri-fold** with a **Landscape** document may cause incorrect output.

   Solution: Use the **Rotate 180°** option.

8. **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.

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

10. **Issue:** Monochrome adjustment does not apply properly with a multiple page PDF file.

    Solution: Print one page at a time.

11. **Issue:** In Mac OS X 10.9, banner printing does not work properly with Microsoft Office applications.

12. **Issue:** Previously installed Mac 3.2 and Mac 3.3 drivers may not upgrade properly unless the **Select PDL** preference pane is removed.

    Solution: Open **System Preferences**. Right-click the **Select PDL** icon and click **Remove Select PDL Preference Pane**.

13. **Issue:** For the PCL driver, Excel and PDF files may fail to print correctly if the file content contains complicated layers or patterns.

    Solution: Print in monochrome mode or select a lower resolution. You can also print a PDF as an image from Adobe Reader or Acrobat.

14. **Issue:** For the PCL driver, booklet printing may not work properly on some models (FS-9130DN/ FS-9530DN/LS-9530DN) if the driver is manually selected.

    Solution: Install the printer by selecting the model-specific KPDL driver first, and then switch to PCL mode from the **Select PDL** preference pane.

15. **Issue:** The saved job account ID list may be cleared after switching between KPDL and PCL driver mode.

    Solution: Install more than one printer instance, and avoid changing their PDL modes at the same time.

16. **Issue**: Collate may not work properly with a mixed settings of application **Collate** and driver **Collate** on the **Job** tab.

    Solution: Disable the application **Collate** and use only the driver **Collate** on the **Job** tab.

17. **Issue**: Inconsistent behaviors may appear when using **Pages per sheet**. For example, KDPL mode 6-up on legal paper shows abnormal margins. PCL mode 6-up shows page images in portrait on letter paper and in landscape on legal paper.

18. **Issue**: For the FS-9530DN/LS-9530DN punch feature to work properly, the correct output bin should be selected rather than the default printer setting option.

19. **Issue**: Even if the correct output tray is selected, punch may still fail if the default cassette feeding edge is not set correctly. For example, 3-hole punch fails if the default tray feeds the short edge.

    Solution: The default tray must have the correct feeding edge to punch.

20. **Issue**: There is no enforcement to select **Folding Side**, **Folding Direction**, and **Folding Method**

options when **Bi-fold** or **Tri-fold** is selected.

21. **Issue**: When only one printer instance is installed, Photoshop CS5 on Mac OS X 10.11 crashes when the user clicks printer settings or print buttons from the **Print** dialog, no matter which driver was used.

    Solution: Use KPDL mode to print, or use Photoshop CS6 or later version.

22. **Issue**: FS-9530DN/LS-9530DN fails to punch some smaller paper sizes in PCL mode. For example, Statement + 2 holes; A5 + 2 holes; B5 (JIS) + 2 holes.

23. **Issue**: The Auto rotate page orientation feature provided in Adobe acrobat does not work in PDF mode.

24. **Issue**: When printing some Excel files, the print job breaks into two or more separate jobs and booklets are not printed correctly.

25. **Issue**: Some Excel files, PDF files, or Adobe photo/image application files with complicated layers may fail to print.

    Solution: Print as monochrome, use lower resolution, or use KPDL mode.

26. **Issue**: To use the PDF driver mode, install the KPDL driver first, and then use PDL switch to switch to PDF mode. If users manually choose Generic PDF PPD, some models (for example, FS-9530dn) may have an issue with booklet printing.

27. **Issue**: PDF mode supports only up to 4 **Pages per sheet**.

28. **Issue**: Some system-provided features such as **Border**, **Reverse page orientation**, **Flip horizontally**, **Pages to Print**, and **Page Order** do not work in PDF mode.

29. **Issue**: For PDF mode, sheets may not be folded correctly when the document has mixed paper sizes.

30. **Issue**: The output page order is incorrect when a face-up destination is selected.

    Solution: Select a face-down destination.

31. **Issue**: A secure text field may display incorrectly after some steps, such as clicking the secure text field after double-byte characters were pasted in.

32. **Issue**: **Pages per sheet** does not work properly when printing with black & white **Adjustment** settings.

33. **Issue**: With the generic PDF driver, paper may feed from the wrong tray on older models such as TASKalfa 300ci.

34. **Issue**: The PDF driver does not support custom page size. Jobs are printed in the default paper size.

35. **Issue**: Adobe applications do not apply pre-saved settings.

    Solution: Open the **Printer** dialog and click **Print**.

36. **Issue**: Some text fields only allow Roman characters. However, they cannot prevent copying and pasting double-byte and umlaut characters. For example, the **Password** field for **Custom box**, and **Watermark** text.

37. **Issue**: A custom watermark cannot be saved if it was created from TextEdit, Office 2016, and other applications that have sandbox protection.

38. **Issue**: Umlaut and double-byte characters can be used as **User login** name and password, even though only some models actually support them.

39. **Issue**: When printing a PDF file from Safari, the launched **Print Panel** dialog may crash together with Safari v10.

40. **Issue**: When more than one of Kyocera, TA/UTAX, and Olivetti **Print Panel** apps are installed on the same computer, they may or may not all appear in the **Launchpad**.

41. **Issue**: When a Mac 4.0 driver and a Mac 3.2/3.3 driver are installed on the same computer, if the **Print** dialog is opened from Office 2011.14.1.0 and the default printer is using the Mac 4.0 driver, some PDEs appear blank when switching to a Mac 3.2/3.3 printer. This does not occur with Office 2016.

42. **Issue**: The document size and orientation are not reflected if **Print Panel** is opened directly from an **Office** application.

    Solution: Open **Page setup** first.

43. **Issue**: If the **Print Panel** app is already launched from an application's **Print** dialog, it cannot be launched directly at the same time.

45. **Issue**: Safari v10.1 fails to load extended print setting tabs in the **Print** dialog.

    Solution: Upgrade Safari to the latest version.

46. **Issue**: Paper size reverts to default size when Print Panel is opened from application if **Scale to fit paper size** is selected in **Paper Handling**.

    Solution: Set other print settings before selecting **Scale to fit paper size**.

47. **Issue**: Mac driver fails to apply policies set in **Net Manager** or is unable to display policy related warning messages when printing from certain applications (e.g., **Safari**, **TextEdit**).

    Solution: Open **Print Panel** from **Applications** folder to set new policies.

48. **Issue**: If Mac Driver 4.0 is installed after Mac Driver 4.1, the Mac Driver 4.1 Print dialog will not open.

    Solution: Uninstall Mac Driver 4.1 before installing Mac Driver 4.0.

49. **Issue**: Page insert will not print if Pages per Sheet is set to print multiple pages per sheet.

    Solution: To print page inserts, in the Mac OS Print dialog box, set Pages per Sheet to 1.

50. **Issue**: Policy is not applied for some applications when policy conflict occurred.

Solution: Retrieve new policy by launching Print Panel from system Application folder and press OK to save new settings.

51. **Issue:** Presets created in a driver older than 4.1 will not apply settings correctly.

    Solution: Delete old presets and create a new one.

52. **Issue:** In a mixed driver environment of Mac 3.3 and Mac 4.1, the Mac 3.3 driver updates to Mac 4.1 driver when PDL is changed in Select PDL.

    Solution: Reinstall Mac 3.3 driver.

53. **Issue:** Some applications do not apply print settings from the selected Presets in the Print dialog.

    Solution: Select the Presets again.

54. **Issue:** Some applications do not apply Net Manager policies when the Print dialog is opened.

    Solution: In the Applications folder, open Print Panel to refresh Net Manager policies.