

HS Series

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This product has the following restrictions and issues. Please be sure to read this before using.

Printer Driver

for Windows(PCL6/PS3/XPS)	Version 5.18.75.2
for Macintosh PPD(OS-X10.2.* - 10.5.*)	Version 1.09A
for UNIX/LINUX Filter	Version 2.15

Issues

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1. Windows

- When Portrait and Landscape images exist on the same sheet in "Multiple Pages per Sheet" printing, printing will be performed by reducing, not by rotating the images.
- When an original paper, which contains Portrait and Landscape images, is printed in 2-Sided Printing mode, an image may be printed on the next page when an orientation of the image changes.
- Help message does not appear even when the "?" button on the upper right of the screen is clicked.
- When using a Standard TCP/IP port under Windows 2000/XP, do not change the default port name. If the port name should be changed, change the name, open the Property of the printer driver and click on the Configuration tab, then Update Now button to find MFP currently being used.
- When printing is performed in a NetWare environment, SNMP communication cannot be performed immediately after the printer driver is installed. Open the Property of the printer driver and click on the Configuration tab, then Update Now button to find MFP currently being used.
- When the PS3 Printer Driver is used with Adobe TypeManager Font, an error will result. So do not use Adobe TypeManager Font. Use the PCL Printer Driver when you need to use Adobe TypeManager Font.
- When LPR is used for printing, disable Byte Counting.
- When printing a Watermark, the result may not be as you had expected depending on the settings. In such a case, print the Watermark again after changing the size and position of the Watermark. It is effective to position the Watermark in the printable area.
- Printing from an application

(1) Overview

Although some printing options can be set from your application, do not use your application to set printing. Use your printer driver to set printer options.

When printing is performed after setting such options in your application, you may end up with an unexpected result or it may take a long time to process.

Do not set "Collate" in your application.

When setting a paper tray in your application, two "AutoSelect tray"s may be displayed. In this case, select the lower "AutoSelect tray."

When you use the 32 bit application in the 64bit OS, click a task in the entry dialog box on the taskbar or move the application window because the "Private Print" password dialog box, the "Store to e-Filing" and "Department Code" dialog boxes are hidden under the application.

(2) Microsoft Office

When the error sheet describing ERROR: Limitcheck or ERROR: VMerror is printed during printing from Microsoft Office 2003 using the PS3 Driver, turn the MFP off then on.

If the same error persists during re-printing, uncheck [Use PostScript Passthrough], or use the PCL6 Driver.

(2-1) Microsoft Excel

Excel handles each worksheet as one print job. The settings on the printer driver screen apply to the first worksheet only.

When you enter more than one in [Copies] on the Print dialog for Excel, do not check [Collate].

(3) Adobe Acrobat

When PS3 is used for printing, a printed image may be enlarged or reduced. In such cases, using PCL6 or using PS3 with the following setting can print the image at a proper size.

Open the Print dialog box to perform the setting for PS3.

- Select [Fit to Paper] form from the [Page Scaling] menu.

- Check [Choose Paper Source by PDF page size].

(Note that the driver's paper setting is not valid as the PDF file's paper size is used.)

(4) Adobe PageMaker

For Private Print and Department Code Print using WindowsPPD for Adobe PageMaker, always specify a code. If not, an error sheet will be printed.

- Point and print from the Windows Server

(1) Printing setup that is set in "Printing Defaults" of the server cannot be reflected to the client side depending on the combination of the server OS and the client OS.

- XPS Printer Driver

(1) When printing is performed from XPS Viewer EP in Windows Vista 32bit, XPS Viewer or XPS Viewer EP in Windows Vista 64bit using an XPS printer driver, the following problems occur. Using a PS3 or PCL6 driver can avoid these problems.

1. The entered department code becomes invalid and the job is treated as an undefined job.
 2. When private printing is performed, the password entered at the time of printing becomes invalid and blank.
 3. The event notification for printing completion is not sent from Document Monitor.
 4. The job queue cannot be printed or deleted from Document Monitor.
 5. The document name is not displayed on the touch panel of the equipment, the print queue in Document Monitor, and the print log and e-Filing screens in COMMAND CENTER.
- * Although the XPS printer driver is used, these problems do not occur in the XPS Viewer on Windows Vista 64-bit with Service Pack.

(2) When printing is performed in XPS Viewer while the FILE port is selected from the XPS Printer Driver, the file destination path dialog box does not appear, and data cannot be stored in a file.

(3) Overlay files cannot be created in the following circumstances, even if "Print to Overlay File" is selected and executed.

1. When executing with XPS Printer Driver installed using Point and Print in Windows Server, but only when "Render print jobs on client computers" is not selected on the Sharing tab of the printer driver installed in Windows Vista.
2. When executing with the automatically duplicated XPS Printer Driver (Auto Created Client Printer) in the Citrix environment.

(4) How to add a Point and Print (Windows Server - Client) printer driver

<How to add a 64-bit or 32-bit printer driver in Windows Server 2003 when the microprocessor type differs between the client and the server>

1. Share a printer on the Sharing tab of the printer driver and click "Additional Drivers" to select x64 or x86.
2. Select a file whose extension is .INF in the printer driver (x64 or x86) package.
3. A Windows Server 2003 (x64/x86) family CD-ROM is required. Inserting the CD automatically starts reading "NTPRINT.INF" from the "amd64" or "i386" folder.
4. Since "MSXPSDRV.INF" is required, select the "%SYSTEMROOT%\System32\Spool\XPSEP\amd64" or "%SYSTEMROOT%\System32\Spool\XPSEP\i386."
5. (If the client CD used to select the driver package in step 2 above has been removed from the drive) insert the CD into the drive again and designate the x64 or x86 printer driver location.

* The steps 3, 4, and 5 are required only for the XPS printer driver, and not for PS3 and PCL6 printer drivers.

<How to add a 64-bit or 32-bit printer driver in Windows Vista or Windows Server 2008 when the microprocessor type differs between the client and the server>

[Preparation] Copy the "ntprint.inf_*****" folder in the "%SYSTEMROOT%\system32\DriverStore\FileRepository" folder on the Vista client to the Vista server or allow users to share the folder.

1. Share a printer on the Sharing tab of the printer driver and click "Additional Drivers" to select x64 or x86.
2. Select a file whose extension is .INF in the printer driver (x64 or x86) package.
3. Windows media (x64 processor) or Windows media (x86 processor) is required. Open the "ntprint.inf_*****" folder in the Vista client and select the "ntprint.inf" file.
4. Click OK.

* The preparation and steps 3 and 4 are required only for the XPS printer driver, and not for PS3 and PCL6 printer drivers.

(5) Some applications or documents may cause improper printout. Use the PS3 or PCL6 printer driver in that case.

(6) To print by using the XPS printer driver installed from the Windows server by Point&Print, select a font for the watermark, which has been installed on the server.

* However, if "Render print jobs on client computers" is selected on the Sharing tab of the printer driver installed on a Windows Vista machine, printing can be performed properly.

(7) To print by using the automatically-duplicated XPS printer driver (Auto Created Client Printer) in Citrix environment, select a font for the watermark, which has been installed on a client PC. Otherwise, the watermark cannot be printed properly.

(8) When you try to print a photo in Windows Photo Gallery by specifying the print paper size or selecting [Booklet], and then adding a watermark, it may not be printed on the proper position. Select the same size in [Print Paper Size] and [Original Paper Size] on the XPS driver screen, and retry printing.

(9) When it takes at least a few minutes to render a file during printing with an XPS printer driver, the file may not be printed. In such a case, retry printing by clicking the [Advanced] tab in the XPS printer driver [Properties] window, and selecting [Start printing after last page is

spool ed.]

- Bluetooth

Some commercially available Bluetooth USB adapters may not be used with this MFP. For recommended Bluetooth USB adapters, refer to the operation manual For Bluetooth.

2. Macintosh Printing

- All stapling options are displayed even though some are unavailable. For example, you can select "Portrait A4 Left Hand Side" stapling even when you are using A3. As you cannot staple on the long edge of the A3, your job will not be stapled. However, the job will get printed.

- When the print is executed on Mac OS-X 10.2, the function set may be reduced from the printer functions or the set items may be deleted. Since this is an OS problem, you would need to re-start the OS to correct it.

- When using Macintosh and perform printing from an Adobe Acrobat PPD file on a paper of which size is other than Letter or A4 and the paper source to be used is specified, printing may be performed on Letter or A4 size paper fed from the Bypass Feeder. When printing on a paper other than Letter or A4, set the paper source to Auto.

- Setting control of Destination and Stapling/Hole Punch do not work correctly due to a problem in the printing function of Mac OS-X 10.2.*. Therefore, Inner Tray and Stapling/Hole Punch can be set up at the same time. Paper will be output to Inner Tray and Stapling/Hole Punch cannot be performed. When handling Stapling/Hole Punch, please set Tray 1 or Tray 2 as your Destination.

- When you designate the paper size in the page setting, the paper size such as A4 or Letter may not be displayed and "Others" may be displayed. In this case, the setting cannot be returned to "Others" if the size is changed to another one by clicking "OK". Or you can do this by designating another "Format for".

- When saving printer Presets on Mac OS-X 10.2, the setup is not saved unless preview or printing is executed. Even if two or more Presets were saved, the last setup saved with Printer Features is only available.

- When you are using the DF-800 Finisher or DF-810 Saddle Stitch Finisher, copies cannot be stapled on Tray 1.

3. Unix/Linux Filter

- All stapling options are displayed even though some are unavailable. For example, you can select "Portrait A4 Left Hand Side" stapling even when you are using A3. As you cannot staple on the long edge of A3, your job will not be stapled. However the job will get printed.

- When you are using the DF-800 Finisher or DF-810 Saddle Stitch Finisher, copies cannot be stapled on Tray 1.

4. Banner Page

- Banner page will be output onto a tray that had been designated in RAW Jobs - Default Output Tray in COMMAND CENTER.

Print

Issues
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1. Some documents may cause print-assigned memory to become insufficient to print.
2. When an error sheet is printed, subsequent print jobs may not be printed properly. In this case, turn the MFP off then on.
3. When printing is performed with the PS3 in color mode, the black toner is used to print gray areas, because "Pure Gray" is set to ON in the "Setting" dialog under "Image Quality" as the default setting of the printer driver. As a result, an unexpected output may be provided depending on print data (for example, moiré instead of a smooth gradation). In this case, set "Pure Gray" to OFF.

SMB Print and SMB Print in Point & Print

Issues
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1. SMB Print and SMB Print in Point & Print are intended for use in a small-scale network. When

ReadMe.txt

your environment allows Windows 2000, or Windows XP, Windows Vista, Windows Server 2003, Windows Server 2008 to be used as a print server, it is recommended you print via the Windows print server.

2. When several users install the driver through the Point & Print function at the same time, an error message or any screen prompting you to install the driver from the CD may be displayed during downloading. Retry downloading after making sure other users have completed downloading. While installing the printer driver to your PC, ask other PC users not to send print jobs, if possible. Close a print queue immediately after installation is completed.

3. When you use Point and Print to install a printer driver, check if the test page is printed correctly. If you cannot print it, delete the printer driver, reboot your PC and reinstall the printer driver. Refer to [Installing Printer Drivers for Windows] - [Uninstalling Printer Drivers] in the Software Installation Guide for steps to delete printer drivers.

4. To update a printer driver installed with Point and Print, delete the printer driver you are using, reboot your PC, and install a new printer driver with Point and Print. Refer to [Installing Printer Drivers for Windows] - [Uninstalling Printer Drivers] in the Software Installation Guide.

5. When an attempt to install a printer driver is made by Point and Print on a computer whose OS has been upgraded to Windows Vista, a message to inform users that the driver needs to be updated appears and the installation may stop.

In such a case, install a driver according to the following procedure.

- a. Select "Control Panel" from the start menu on Windows Vista.
- b. The "Control Panel" window appears. Click "Printers".
- c. The "Printers" window appears. Right-click on the desired printer and select the "Update Driver" menu.
- d. The alert box appears. Click the [Install Driver] button to start the installation.

----- Citrix Product Support Status for Printing -----

1. Supported Product Names

- Citrix Presentation Server 4.0
- Citrix Presentation Server 4.5

2. Verified Operating Environments

- Server OS: Windows Server 2003R2 (SP2) / Windows 2000 Server (SP4)
- Client OS: Windows Vista (SP1) / Windows XP (SP2) / Windows 2000 (SP4)

----- Trademarks -----

- The official name of Windows 2000 is Microsoft Windows 2000 Operating System.
- The official name of Windows XP is Microsoft Windows XP Operating System.
- The official name of Windows Server 2003 is Microsoft Windows Server 2003 Operating System.
- The official name of Windows Server 2008 is Microsoft Windows Server 2008 Operating System.
- The official name of Windows Vista is Microsoft Windows Vista Operating System.
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