Notes for Mac Driver 3.2

June 26, 2014

General Known Issues

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

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

2. **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 box, choose Send Data > All.

3. **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.

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

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

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

   Solution: Use a different font for the Watermark text.

6. **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.

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

8. **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".

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

10. **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.

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

    Solution: Use Rotate 180 option.

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

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

14. **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.

15. **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.

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

    Solution: Print one page at each time.

17. **Issue:** Installing and uninstalling the application and drivers may cause Mac OS help registration to become corrupted. Once corrupted, some driver help topics will not open.

18. **Issue:** In Mac OS X 10.9, monochrome mode is always displayed in the Show Presets for color models regardless of color settings.

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

20. **Issue:** Previously installed Mac 3.2 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.

21. **Issue:** For 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.

22. **Issue:** For PCL driver, booklet printing may not work properly on certain 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.

23. **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.

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.

Switching between KPDL and PCL modes:

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

1.   Open System Preferences > Select PDL.
2.   Select a printer from the Printers list.
3.   Select KPDL or PCL from the Page Description Languages dropdown list.
4.   Click Apply.