Restriction

Color printing cannot be performed on Windows 2000 if PCL6 is used

Applicable printer driver: PCL6
Applicable OS: Windows 2000
Applicable model: e-STUDIO3510c Series

[Phenomenon]
Color printing cannot be performed.

[What to do]
This phenomenon occurs because the PCL core driver included in Windows 2000 does not support PCL6 color printing.
Change the setting of "Color" in the "Paper/Quality" tab page, from the default setting (Color) to "Black and White" in a PCL driver before printing.
If not, a black and white print may be counted as a color print in the print counter depending on originals.

When a PCL6 driver is set to a shared printer in an OS (Windows XP SP2 or later) and it is installed in Windows 2000 by Point and Print, color printing is possible.
This is because the PCL core driver, with which color printing is possible, is copied to a client PC.

An error sheet is printed when a vertical-writing font is used.

Applicable printer driver: PCL6
Applicable OS: Windows Vista x86, x64 (this phenomenon may occur on another OS.)
Applicable model: All (e-STUDIO3510c, 451c, 850, 853, 452, 453, 282, 283 Series)

[Phenomenon]
If an original is printed, in which a font with @ in front is used or a vertical-writing font is specified in an application, an error sheet with the following message may be printed at the end.
PCL XL Erro UndefinedFontNotRemoved *** (A number such as "001" is in "***" .)

[What to do]
There is no workaround. This is a problem of the PCL core driver in Windows Vista.
This problem occurs only in the PCL core driver (Unidrv.dll) version "6000.xxx". It does not occur in another version.
It may occur under one of the following conditions even if an OS other than Windows Vista is used.
- When a printer driver on Windows Vista is set to a shared printer and printing is performed using a driver installed by Point and Print from a client PC
- When printing is performed from Windows XP or Windows Server 2003 in which XPS document Writer has been installed in a printer folder

Note for printing from Notepad, etc. on Windows 2000   (1)

Applicable printer driver: PCL6, PCL5c
Applicable OS: Windows 2000
Applicable model: All (e-STUDIO3510c, 451c, 850, 853, 452, 453, 282, 283 Series)

[Phenomenon]
When printing is performed from Notepad, WordPad, MS Paint or Internet Explorer on Windows 2000, even if the settings in the Options tab page are changed, they are not reflected on the printed image.

[What to do]
Select the Layout or Paper/Quality tab before changing the settings in the Option tab page on the above applications.

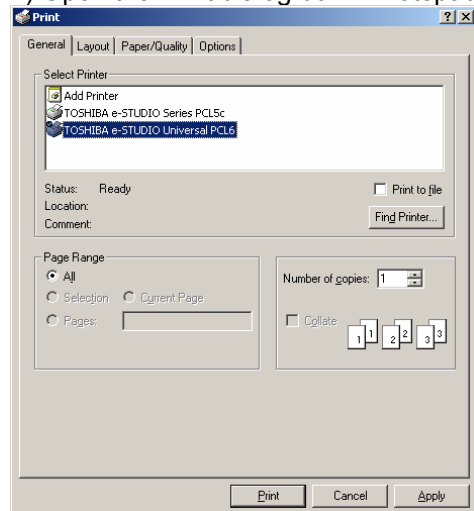## Note for printing from Notepad, etc. on Windows 2000   (2)

Applicable printer driver: PCL6, PCL5c
Applicable OS: Windows 2000
Applicable model: All (e-STUDIO3510c, 451c, 850, 853, 452, 453, 282, 283 Series)
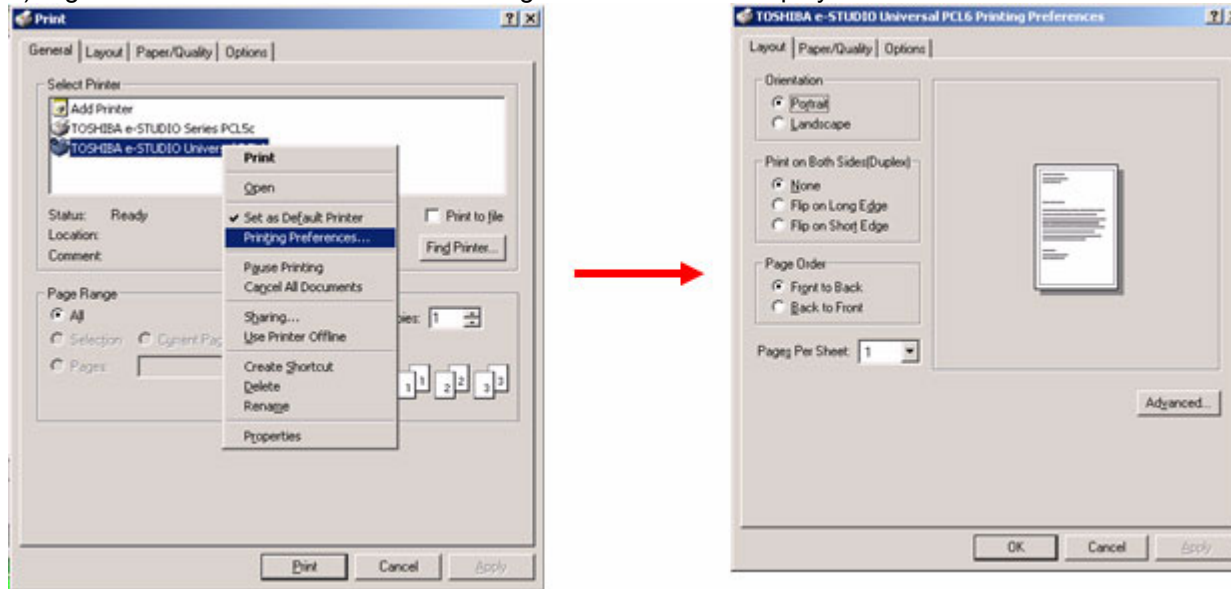
[Phenomenon]
When the "Printing Preferences.." dialog box is opened from the list in the Print dialog box in Notepad, WordPad, MS Paint or Internet Explorer on Windows 2000, and an attempt to perform printing is made, the application may be closed.

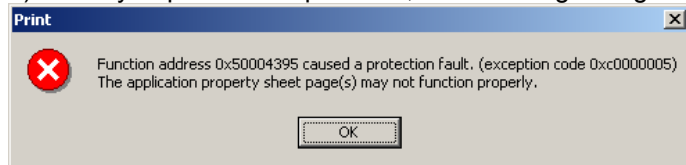1) Open the Print dialog box in Notepad.

2) Right click on the icon and select "Printing Preferences.." to display the driver GUI
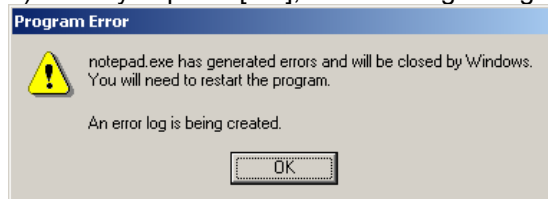

3) Close the "Printing Preferences.. " dialog box by pressing [OK] or [Cancel].
4) When you press the Option tab, the following dialog box will appear.

Print

Function address 0x50004395 caused a protection fault. (exception code 0xc0000005)
The application property sheet page(s) may not function properly.

OK

5) When you press [OK], the following dialog box will appear.

Program Error

notepad.exe has generated errors and will be closed by Windows.
You will need to restart the program.

An error log is being created.

OK

6) When you press [OK], the application is closed.

[What to do]
Set the printing preferences items in the Print dialog box in an application.

When an incorrect password or code is entered

Applicable printer driver: PCL6, PCL5c
Applicable OS: Windows 2000, XP, 2003, Vista, XP x64, 2003 x64, Vista x64
Applicable model: All (e-STUDIO3510c, 451c, 850, 853, 452, 453, 282, 283 Series)

[Phenomenon]
If a department code, a password for private printing or one for the "store to e-Filing" function is not entered or a wrong value is entered, a message or warning dialog box which prompts you to enter the correct one appears when the [OK] button is pressed on a printer driver or the "Store to e-Filing" dialog box.

[What to do]
This is the specification of this printer driver.
In existing printer drivers, a message appeared when the [OK] button was pressed in the Print dialog box of the application.
Use the printer driver included in the products when you use an application in which a printer driver GUI cannot be opened or when you want to enter the password or the code each time you perform printing.

Note for using the Stapler, Hole Punch or Store to e-Filing in 6in1 setting

Applicable printer driver: PCL6, PCL5c
Applicable OS: Windows 2000, XP, 2003, Vista, XP x64, 2003 x64, Vista x64
Applicable model: All (e-STUDIO3510c, 451c, 850, 853, 452, 453, 282, 283 Series)

[Phenomenon]
If printing is performed with "6" set for "Pages per Sheet" in the Staple or Hole punch mode, stapling is made or holes are punched in the position which is rotated by 90 degrees from that which you specified. For example, even if "upper left" is specified, stapling is made or holes are punched at the bottom left corner.
As for the Store to e-Filing function, data are stored in a 90-degree rotated position.
- Legal, Ledger, Statement, 13"LG, 8.5"SQ, Folio, Post card

[What to do]
There is no workaround.

TCI/IP port using a device name including two or more hyphens ("-").

Applicable printer driver: PCL6, PCL5c
Applicable OS: Windows 2000, XP, 2003, Vista, XP x64, 2003 x64, Vista x64
Applicable model: All (e-STUDIO3510c, 451c, 850, 853, 452, 453, 282, 283 Series)

[Phenomenon]
When two or more hyphens are used for a device name, if you specify an ICP/IP port with a NetBIOS name, the two-way communication function cannot be used.
E.g.: The device name is one of "A-B-C","A--B", "AB---" and TCP/IP port which has specified this name

[What to do]
There is no workaround. Set the local port with a NetBIOS name or a local port avoiding using two or more hyphens for the device name.

"Profile" or "Windows Domain Authentication" may not be operated under certain conditions

Applicable printer driver: PCL6, PCL5c
Applicable OS: Windows 2000, XP, 2003, Vista, XP x64, 2003 x64, Vista x64
Applicable model: All (e-STUDIO3510c, 451c, 850, 853, 452, 453, 282, 283 Series)

[Phenomenon]
The following users may not be able to operate the "Profile " and "Windows Domain Authentication" functions.
1) A user who has changed his/her user name before
2) A user who has been deleted before
3) A user who has logged into a local PC and has been a member of a domain with the same user name
4) A user who has changed the domain of which he/she has been a member

Whether a particular user is applicable to this restriction or not can be confirmed as follows.
1) Select [Start Menu] – [All Programs] – [Accessories] – [Command Prompt].
2) Check if the "xxxx" part of "C:¥Document and Settings¥<xxxx>" displayed matches the actual logged-in user name.

For example, if a logged-in user name is "User1" and "C:¥Document and Settings¥User1.local" is shown in the command prompt screen, this restriction is applicable.

If a user above uses the [Profile] function, a profile is always created just under the system drive (C drive).
On Windows XP or later, a profile may not be created depending on the privilege of the user.
A profile is shared among such users on the same PC.

For the "Windows Domain Authentication" function, this problem occurs only when department management is enabled.
This problem does not occur when the "MFP Local Authentication" or "LDAP Authentication" function is used.

[What to do]
There is no workaround.
Use the printer driver included in the product if you want to avail yourself of the "Profile" or "Windows Domain Authentication" function.

Restriction for using a printer driver installed by Point and Print from 64bit Windows

Applicable printer driver: PCL6, PCL5c
Applicable OS: Windows 2000
Applicable model: All (e-STUDIO3510c, 451c, 850, 853, 452, 453, 282, 283 Series)
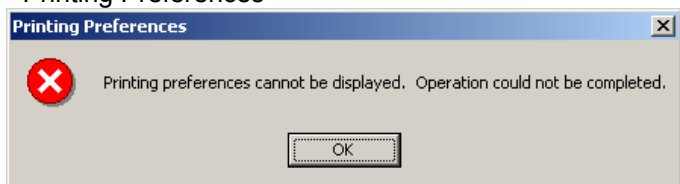
[Phenomenon]
If the printer driver installed on 64bit Windows is shared and is installed on Windows 2000 using Point and Print, when an attempt is made to open Properties of the printer or Printing Preferences from the Printer folder, an error message appears and the setting dialog box cannot be opened.
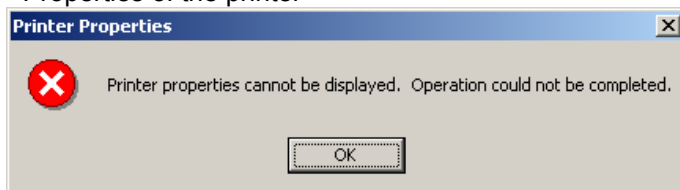
[What to do]
There is no workaround. This is a restriction between Windows2000 and 64bit Windows.
Printing preference can be opened from the application.

- Printing Preferences

Printing Preferences	✕
❌ Printing preferences cannot be displayed. Operation could not be completed.	
OK	

- Properties of the printer

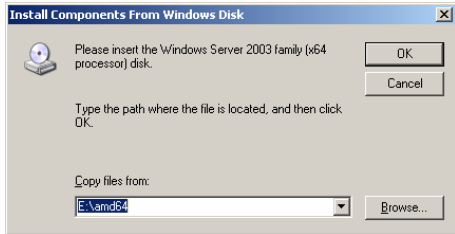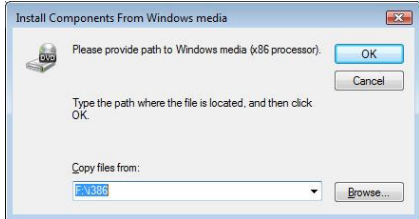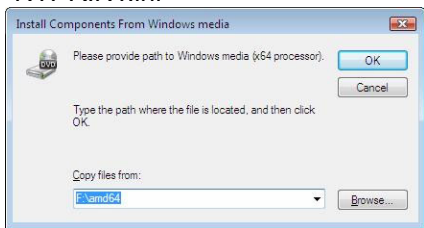| Printer Properties	✕
❌ Printer properties cannot be displayed. Operation could not be completed.	
OK	

Note for setting additional drivers

Applicable printer driver:	PCL6, PCL5c
Applicable OS:	Windows 2000, XP, 2003, Vista, XP x64, 2003 x64, Vista x64
Applicable model:	All (e-STUDIO3510c, 451c, 850, 853, 452, 453, 282, 283 Series)

[Phenomenon]
The contents Windows require at the time of additional driver setting vary depending on the print servers.

Server	Additional driver	File required or dialog to be displayed	Specifying method
Windows Server 2003 (x86)	Driver for 64bit (x64)	"NTPRINT.inf"	%CDDrive%¥amd64
Windows Server 2003 (x64)	Driver for 32bit (x86)	"NTPRINT.inf"	%CDDrive%¥i386
Windows Vista (x86)	Driver for 64bit (x64)	"NTPRINT.inf"	Special procedure * See Note 1.

Server	Additional driver	File required or dialog to be displayed	Specifying method
Windows Vista (x64)	Driver for 32bit (x86)	"NTPRINT.inf" Install Components From Windows media Please provide path to Windows media (x64 processor). [OK] [Cancel] Type the path where the file is located, and then click OK. Copy files from: F:\amd64 [Browse...]	Special procedure * See Note 1.

Note 1:
How to Add a Point and Print (Windows Server - Client) Printer Driver
<To add a 64-bit or 32-bit driver on Windows Server 2003>
   1. Share the 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. (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.

<To add a 64-bit or 32-bit driver on Windows Vista>
   [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 the 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].