

Release Notes for KYOCERA Net Viewer

Version 5.5

July 13, 2016

Installation Notes

It is recommended to close all running applications before installing or modifying KYOCERA Net Viewer or any components.

Installing KYOCERA Net Viewer requires Microsoft .NET Framework version 4.0. You can use Windows Role Management Tool to install or configure the Microsoft .NET Framework.

For security reasons, newer versions of Windows may not allow firmware upgrades unless the user runs the KYOCERA Net Viewer as an administrator with full access rights. Right-click on the program shortcut or .EXE file and then click Run as administrator.

To perform firmware upgrades from KYOCERA Net Viewer, TCP ports 800-899 need to be available and not blocked by a firewall.

To send email notifications from KYOCERA Net Viewer, TCP port 25 needs to be available and not blocked by a virus scanner.

To use SNMP traps with KYOCERA Net Viewer, TCP port 162 needs to be available and not blocked by a firewall.

System Requirements

Supported Operating Systems

Microsoft Windows® XP Professional

Microsoft Windows Vista®

Microsoft Windows® 7

Microsoft Windows® 8

Microsoft Windows® 8.1

Microsoft Windows® 10

Microsoft Windows® Server 2003 2008

Microsoft Windows® Server 2008 R2

Microsoft Windows® Server 2012

Microsoft Windows® Server 2012 R2

System Requirements

Memory requirements vary depending on database size and the number of managed devices.

Minimum recommended configuration for running KYOCERA Net Viewer: 512MB memory, 500MB hard disk space

Opening device home pages from KYOCERA Net Viewer requires Internet Explorer 6 or newer.

Supported Printers

Kyocera network printers and most third party network printers that support the standard printer MIB

Some features are not available on all models due to differences in device capabilities.

Supported Hosts

For remote driver operations, RPC services must be enabled and WMI services have to be running on the target PCs. Any driver operation (install, uninstall, upgrade, etc.) should not be applied to more than 60 PCs at once.

Remote driver operations are not supported for WORKGROUP computers.

Supported Languages

Arabic, Catalan, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Simplified Chinese, Spanish, Swedish, Thai, Traditional Chinese, Turkish, and Vietnamese

Localized HTML help is available in Dutch, English, French, German, Italian, Japanese, Portuguese, Russian, and Spanish.

Required Ports List

Port number	Protocol	Component A	Direction	Component B	Description
161	UDP(SNMP)	KYOCERA Net Viewer	→	Device	To request data from a device. To discover devices over network.
9090	TCP(HTTP)	KYOCERA Net Viewer	→	Device	To request data from a device.
9091	TCP(HTTPS)	KYOCERA Net Viewer	→	Device	To request data from a device.
162	UDP(SNMP)	KYOCERA Net Viewer	←	Device	To send Traps data from a device to KYOCERA Net Viewer.
9100	TCP	KYOCERA Net Viewer	→	Device	To send a Firmware Upgrade PRESCRIBE command to a device. The Raw Port option should be enabled on the Device Operational panel. Default port for TCP send data. *Could be manually changed by user.
800-899	TCP(HTTP)	KYOCERA Net Viewer	←	Device	To request the firmware files from the KYOCERA Net Viewer by a device.
20, 21	TCP(FTP)	KYOCERA Net Viewer	→	Device	To send the firmware files from the KYOCERA Net Viewer to the IB-21 device.
25	SMTP	KYOCERA Net Viewer	→	Mail Server	To send emails to particular user. *Could be manually changed by user.
80	TCP(HTTP)	Internet Explorer	→	Device Home Page	
443	TCP(HTTPS)	Internet Explorer	→	Device Home Page	
10161	UDP (SNMP)	KYOCERA Net Viewer	→	Device	To request data from a device through SNMPv3.
10162	UDP (SNMP)	KYOCERA Net Viewer	←	Device	To send Traps data from a device to KYOCERA Net Viewer through SNMPv3.

Supported Model List

CS-1635	CS-1650	CS 180	CS 181	CS-1815
CS-1820	CS-2035	CS-2050	CS 205c	CS 220
CS 221	CS 250ci	CS-2540	CS-2550	CS 2550ci
CS 255c	CS 2551ci	CS-2560	CS 300ci	CS 300i
CS 3010i	CS-3040	CS-3050	CS 3050ci	CS 3051ci
CS-3060	CS 3500i	CS 3501i	CS 3510i	CS 3551ci
CS 400ci	CS-4050	CS 420i	CS 4500i	CS 4501i
CS 4550ci	CS 4551ci	CS 500ci	CS-5050	CS 520i
CS 5500i	CS 5501i	CS 552ci	CS 5550ci	CS 5551ci
CS-6030	CS 620	CS 6500i	CS 6501i	CS 6550ci
CS 6551ci	CS 7550ci	CS 7551ci	CS 8000i	CS 8001i
CS-8030	CS 820	CS-C2520	CS-C2525E	CS-C3225
CS-C3225E	CS-C3232	CS-C3232E	CS-C4008	CS-C4035E
CS 306ci	CS 356ci	CS 406ci	CS 6052ci	CS 5052ci
CS 4052ci	CS 3552ci	CS 3252ci	CS 2552ci	CS 6002i
CS 5002i	CS 4002i			
ECOSYS M2030dn	ECOSYS M2035dn	ECOSYS M2035dn(J)	ECOSYS M2530dn	ECOSYS M2535dn
ECOSYS M2535dn(J)	ECOSYS M3040dn	ECOSYS M3040idn	ECOSYS M3540dn	ECOSYS M3540idn
ECOSYS M3540idn(J)	ECOSYS M3550idn	ECOSYS M3550idn(J)	ECOSYS M3560idn	ECOSYS M6026cdn
ECOSYS M6026cdn Type B	ECOSYS M6026cidn	ECOSYS M6026cidn Type B	ECOSYS M6526cdn	ECOSYS M6526cdn Type B
ECOSYS M6526cidn	ECOSYS M6526cidn Type B	ECOSYS P2035d	ECOSYS P2135d	ECOSYS P2135dn
ECOSYS P4035dn	ECOSYS P4040dn	ECOSYS P4040dn(J)	ECOSYS P6021cdn	ECOSYS P6026cdn
ECOSYS P6026cdn Type B	ECOSYS P6030cdn	ECOSYS P7035cdn	ECOSYS P6130cdn	ECOSYS P6130cdn(J)
ECOSYS P6035cdn	ECOSYS P7040cdn	ECOSYS P7040cdn(J)	ECOSYS M6030cdn	ECOSYS M6530cdn
ECOSYS M6530cdn(J)	ECOSYS M6035cidn	ECOSYS M6535cidn	ECOSYS M6535cidn(J)	ECOSYS M5526cdw
ECOSYS M5526cdw(J)	ECOSYS M5526cdn	ECOSYS M5521cdw	ECOSYS M5521cdn	ECOSYS P5026cdw
ECOSYS P5026cdw(J)	ECOSYS P5026cdn	ECOSYS P5021cdw	ECOSYS P5021cdn	
EP 370DN	EP 470DN	EP 510DN	EP C170N	EP C220N
EP C270N	EP C320DN			
FS-1010	FS-1016MFP	FS-1018MFP	FS-1020D	FS-1025MFP
FS-1028MFP	FS-1030D	FS-1030MFP	FS-1035MFP	FS-1050
FS-1060DN	FS-1061DN	FS-1100	FS-1116MFP	FS-1118MFP
FS-1120D	FS-1125MFP	FS-1128MFP	FS-1130MFP	FS-1135MFP
FS-1300D	FS-1320D	FS-1325MFP	FS-1350DN	FS-1370DN
FS-1800	FS-1800+	FS-1900	FS-1920	FS-2000D
FS-2020D	FS-2025D	FS-2100DN	FS-3040MFP	FS-3040MFP+
FS-3140MFP	FS-3140MFP+	FS-3540MFP	FS-3640MFP	FS-3800
FS-3800KPD3	FS-3820N	FS-3830N	FS-3900DN	FS-3920DN
FS-3925DN	FS-4000DN	FS-4020DN	FS-4025DN	FS-4100DN
FS-4200DN	FS-4300DN	FS-6020	FS-6025MFP	FS-6026
FS-6030MFP	FS-6525MFP	FS-6530MFP	FS-6950DN	FS-6970DN
FS-6975DN	FS-720	FS-820	FS-9100DN	FS-9120DN

FS-9130DN	FS-920	FS-9500DN	FS-9520DN	FS-9530DN
FS-C1020MFP	FS-C1020MFP+	FS-C2026MFP	FS-C2026MFP+	FS-C2126MFP
FS-C2126MFP+	FS-C2526MFP	FS-C2626MFP	FS-C5015N	FS-C5016N
FS-C5020N	FS-C5025N	FS-C5030N	FS-C5100DN	FS-C5150DN
FS-C5200DN	FS-C5250DN	FS-C5300DN	FS-C5350DN	FS-C5400DN
FS-C8008N	FS-C8020MFP	FS-C8025MFP	FS-C8026N	FS-C8100DN
FS-C8100DN+	FS-C8500DN	FS-C8520MFP	FS-C8525MFP	FS-C8600DN
FS-C8650DN				
KM-1530	KM-1570	KM-1635	KM-1635(J)	KM-1650
KM-1650(J)	KM-1815	KM-1820	KM-2030	KM-2035
KM-2050	KM-2050(J)	KM-2070	KM-2530	KM-2530(J)
KM-2531(J)	KM-2540	KM-2540(J)	KM-2550	KM-2550(J)
KM-2560	KM-2560(J)	KM-2810	KM-2820	KM-3035
KM-3035(J)	KM-3040	KM-3040(J)	KM-3050	KM-3060
KM-3060(J)	KM-3530	KM-3530(J)	KM-3531(J)	KM-4030
KM-4031(J)	KM-4035	KM-4035(J)	KM-4050	KM-4050(J)
KM-4530	KM-4530(J)	KM-5035	KM-5035(J)	KM-5050
KM-5050(J)	KM-5530	KM-5530(J)	KM-6030	KM-6030(J)
KM-6330	KM-6330(J)	KM-7530	KM-7530(J)	KM-8030
KM-8030(J)	KM-C2520	KM-C2520(J)	KM-C2525E	KM-C2525E(J)
KM-C2630	KM-C2630(J)	KM-C3225	KM-C3225(J)	KM-C3225E
KM-C3225E(J)	KM-C3232	KM-C3232(J)	KM-C3232E	KM-C3232E(J)
KM-C4008	KM-C4035E	KM-C4035E(J)	KM-C830	KM-C830(J)
KM-C850	KM-C850(J)	KM-C870(J)		
LS-1028MFP	LS-1035MFP	LS-1128MFP	LS-1135MFP	LS-1800
LS-1820	LS-2000D	LS-2020D	LS-2100DN	LS-3140MFP
LS-3640MFP	LS-3800	LS-3830N	LS-3900DN	LS-4020DN
LS-4200DN	LS-4300DN	LS-6020	LS-6820N	LS-6950DN
LS-6970DN	LS-8000C	LS-9500DN	LS-9520DN	LS-9530DN
LS-C5016N	LS-C5030N	LS-C8008N	LS-C8026N	LS-C8100DN
LS-C8100DN+	LS-C8500DN	LS-C8600DN	LS-C8650DN	
TASKalfa 180	TASKalfa 1800	TASKalfa 1801	TASKalfa 181	TASKalfa 181(J)
TASKalfa 205c	TASKalfa 206ci	TASKalfa 220	TASKalfa 2200	TASKalfa 2201
TASKalfa 221	TASKalfa 221(J)	TASKalfa 250ci	TASKalfa 255	TASKalfa 255c
TASKalfa 2550ci	TASKalfa 2550ci(J)	TASKalfa 2551ci	TASKalfa 2551ci(J)	TASKalfa 256ci
TASKalfa 265ci	TASKalfa 266ci	TASKalfa 300ci	TASKalfa 300i	TASKalfa 300i(J)
TASKalfa 3010i	TASKalfa 3010i(J)	TASKalfa 305	TASKalfa 3050ci	TASKalfa 3051ci
TASKalfa 3051ci(J)	TASKalfa 3500i	TASKalfa 3500i(J)	TASKalfa 3501i	TASKalfa 3501i(J)
TASKalfa 3510i	TASKalfa 3510i(J)	TASKalfa 3550ci	TASKalfa 3551ci	TASKalfa 3551ci(J)
TASKalfa 400ci	TASKalfa 420i	TASKalfa 420i(J)	TASKalfa 4500i	TASKalfa 4500i(J)
TASKalfa 4501i	TASKalfa 4501i(J)	TASKalfa 4550ci	TASKalfa 4551ci	TASKalfa 4551ci(J)
TASKalfa 500ci	TASKalfa 520i	TASKalfa 520i(J)	TASKalfa 5500i	TASKalfa 5500i(J)

TASKalfa 5501i	TASKalfa 5501i(J)	TASKalfa 552ci	TASKalfa 5550ci	TASKalfa 5551ci
TASKalfa 5551ci(J)	TASKalfa 620	TASKalfa 620(J)	TASKalfa 6500i	TASKalfa 6500i(J)
TASKalfa 6501i	TASKalfa 6501i(J)	TASKalfa 6550ci	TASKalfa 6550ci(J)	TASKalfa 6551ci
TASKalfa 6551ci(J)	TASKalfa 7550ci	TASKalfa 7550ci(J)	TASKalfa 7551ci	TASKalfa 7551ci(J)
TASKalfa 8000i	TASKalfa 8000i(J)	TASKalfa 8001i	TASKalfa 8001i(J)	TASKalfa 820
TASKalfa 820(J)	TASKalfa 2011	TASKalfa 2211	TASKalfa 2010	TASKalfa 2210
TASKalfa 356ci	TASKalfa 356ci(J)	TASKalfa 406ci	TASKalfa 406ci(J)	TASKalfa 306ci
TASKalfa 6052ci	TASKalfa 6052ci(J)	TASKalfa 5052ci	TASKalfa 5052ci(J)	TASKalfa 4052ci
TASKalfa 4052ci(J)	TASKalfa 3552ci	TASKalfa 3252ci	TASKalfa 3252ci(J)	TASKalfa 2552ci
TASKalfa 2552ci(J)	TASKalfa 6002i	TASKalfa 6002i(J)	TASKalfa 5002i	TASKalfa 5002i(J)
TASKalfa 4002i	TASKalfa 4002i(J)			

General Known Issues

All Windows Operating Systems

Issue: 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.

Issue: Fonts in Map View appear fuzzy.

Solution: This happens if certain Adobe products are installed and ClearType is enabled in Windows. To fix this issue, turn off ClearType, or remove duplicate Adobe and Microsoft fonts.

Issue: When running KYOCERA Net Viewer with the operating system language set to French, the 3D image in the Device Properties dialog may get corrupted for some device errors.

Solution: Close and reopen the Device Properties Dialog.

Issue: The 3D image of the FS-1920 in the Device Properties dialog may get cut off when a Low Memory error occurs on the FS-1920.

Solution: Close and reopen the Device Properties Dialog.

Issue: Device home pages will open in Internet Explorer, not in the default web browser set in Windows.

Issue: Properties in the context menu for a device is grayed out.

Solution: KYOCERA Net Viewer limits the number of open Device Properties windows to three. Close one or more Device Properties windows.

Issue: KYOCERA Net Viewer installs drivers with the features available in Add Printer Wizard. This means that some driver components such as SNMP or Status monitor cannot be installed using KYOCERA Net Viewer.

Issue: If a KX DRIVER for Universal Printing is installed and then cloned in Windows, the cloned version cannot be uninstalled using KYOCERA Net Viewer.

Solution: Uninstall the cloned version using Windows system tools.

Issue: Only PC users with local administrative privileges can perform firmware upgrades and use Host Management features.

Issue: Some devices require the latest firmware to support the “Deletion of Job retention” in Device system settings, including the following models: ECOSYS P4040dn, ECOSYS P4040dn(J), ECOSYS P4035dn. New firmware is scheduled to be released in April 2016.

Windows XP/Windows Server 2003

Issue: Home pages of devices on IPv6 networks cannot be opened in Internet Explorer 7 or 8.

Solution: There is currently no workaround for this issue for IE7 or IE8 on Windows XP. The home pages can be opened on other browsers like Firefox for Windows XP.

Issue: TCP Send Data cannot send data to a device via IPPS connection to an IPv6 address. This is caused by a limitation in .NET for Windows XP.

Solution: Send the data via the default or a specified TCP port.

Issue: Remote installation of drivers on IPv6 networks cannot be performed if the target computer runs Windows XP or 2003.

Windows 8

Issue: Printer drivers cannot be installed if the Remote Registry service is not running on the host computer.

Solution: Enable the Remote Registry service from Computer Management > Services and Applications > Services.

Other Issues and Warnings

Issue: An error may occur on some devices after changing the settings for Automatic sleep timer or Low power timer.

Solution: Refer to the operation guide for your device for information on the supported ranges for Automatic sleep timer and Low power timer.

Issue: Some counters cannot be retrieved from the device when Enhanced WSD (or Enhanced WSD over SSL) is set to OFF.

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

Issue: KYOCERA Net Viewer cannot set the user unit type setting in the driver.

Issue: If a device gets turned off while the Firmware Upgrade wizard is running for the device, an exception may occur in KYOCERA Net Viewer, and the firmware upgrade will not be initiated. If a device gets turned off during a firmware upgrade, the device may get damaged.

Solution: Make sure that devices are not being turned off during firmware upgrades and follow all warnings and notes in the software and documentation.

Issue: The default custom paper size in Default Device Settings shows Ledger size for FS-1350DN. The actual default value is Legal size.

Issue: Copying large amounts of data (for example, address books containing 2000 addresses), can take a long time on some Kyocera models.

Solution: This is due to limitations in the SNMP protocol and device firmware. On some models, it can take 1-2 seconds to copy one address book entry.

Issue: After importing an exported KYOCERA Net Viewer workspace, the SNMP Write Community password is being reset to *public*.

Solution: When a workspace is exported, all confidential information is stripped from the exported file for security reasons. Reenter the correct SNMP Write Community password in Communication Settings.

Issue: On slow or high traffic networks KYOCERA Net Viewer displays "Unknown Error", even if the firmware upgrade was completed successfully.

Solution: The Firmware Upgrade wizard might not receive a confirmation message from the device. Please verify the firmware version in KYOCERA Net Viewer's Firmware view, the device Command Center, or the device front panel.

Issue: "Firmware cannot be validated" warning gets displayed for valid firmware files for some models.

Solution: Not all firmware can be updated using KYOCERA Net Viewer or network firmware upgrades in general. Please use another method for updating the firmware, or contact your dealer for more information about alternative ways to perform a firmware upgrade.

Issue: KYOCERA Net Viewer keeps displaying that a firmware upgrade is in progress for a long time (more than 20 minutes), or reports an upgrade failure.

Solution: Verify the upgrade status on the device operating panel, make sure that the device is connected and not in sleep mode, then reinitiate the firmware upgrade if necessary.

Issue: Imported KM-NET Viewer 4 address book data gets corrupted if it is imported on a computer set to a different operating system language than the computer it was exported from.

Solution: Ensure that Windows is set to the same locale on the exporting and importing computer.

Issue: The firmware upgrade feature may not support all firmware types for all device types.

Solution: This is a limitation on the device side. Please use another method to upgrade the optional firmware.

Issue: KYOCERA Net Viewer does not report errors in document processors or if document processor covers are open.

Solution: This is a system limitation. To check for errors in document processors, open Device Properties and review the error list.

Issue: KYOCERA Net Viewer offers limited support for the FS-C1020MFP and FS-C1020MFP+ model. Basic information and settings can be accessed, but many advanced features like Multi-Set, firmware upgrade, address book, and user list are not available. KYOCERA Net Viewer can read and display most counters except for scanner-related counters.

Solution: You can view the supported features on the device home page.

Issue: TASKalfa 180/220 and CS 180/220 do not support the reporting of toner levels over the network.

Issue: The SNMPv3 support by the IB-23G network card is limited to DES encryption and the Authentication and Privacy security level. When using SNMPv3, the passwords in Authentication and Privacy on the device, and in the communication settings of the software have to be identical.

Issue: The Accounting Management feature does not support all models.

Solution: This is a limitation on the device side. Models KM/CS-2540, KM/CS-3040, KM-2540(J), KM-3040(J), TASKalfa 181/221, CS 181/221 and TASKalfa 181(J)/221(J) are not supported by the Accounting Management feature of KYOCERA Net Viewer. Please use another method to manage accounting in those devices.

Issue: TASKalfa 620/820/620(J)/820(J) and CS 620/820 may not return correct counter value if the device is printing.

Solution: Make sure that the device is in ready status when updating counter info.

Issue: Sending a counter reset and a print job at the same time may fail if a device is sleeping.

Solution: Make sure that the device is in ready status when resetting counters.

Issue: Furigana cannot be exported for account and counter information.

Issue: A system error may occur if accounts are added while a device is sleeping.

Solution: Make sure that the device is in ready status when adding accounts.

Models: TASKalfa 620/820/620(J)/820(J), CS 620/820, FS/LS-C8100DN, FS/LS-C8100DN+, KM-C2525E/C2525E(J)/C3225E/C3225E(J)/C3232E/C3232E(J)/C4035E/C4035E(J), FS-C5015N/C5025N, FS-9130DN/9530DN, and LS-9530DN

Issue: Installing multiple drivers for the same device on the same PC simultaneously fails due to a naming conflict.

Solution: Rerun the driver installation for each driver when installing multiple drivers for the same device on the same PC.

Issue: After a KXP profile is applied during driver installation from KYOCERA Net Viewer, Printer Properties cannot be opened, rendering the driver UI inoperable.

Solution: When exporting a KXP profile from KX Driver the value of "Media source enumeration" under "Device settings"/"Compatibility" must not be changed from the default setting.

Issue: The 4-digit error code for the "Call for service" feature provided in notification e-mails is only available for certain device models.

Issue: Account management features are device-specific and some features may not be available for all devices.

Issue: To prevent possible loss and corruption of characters, select .TXT file format while opening exported CSV files from KYOCERA Net Viewer in Microsoft Excel.

Issue: Device properties may not display correctly in KYOCERA Net Viewer unless the video drivers on your PC are up-to-date.

Issue: The results of each Multi-Set process are contained in a log file. The possible results displayed and their meanings are as follows:

"Succeeded" means the properties were set successfully.

"Not set" means the properties could not be set because of device constraints.

"Failed" means properties could not be set because the features are not supported by the target devices.

Issue: The following device model does not support the "Replace maintenance kit" notification: FS-1350DN

Issue: Some devices require the latest firmware to support the "Replace maintenance kit" notification, including the following models: FS-1370DN, LS-2020D, LS-3920DN, LS-4020DN, LS-6970DN, FS-6970DN, FS-2025D, FS-3925DN, FS-4025DN, FS-6975DN, FS-2020D, FS-3920DN, FS-4020DN.

Issue: After performing a Multi-Set between different device models, some settings are not copied over.

Solution: If option setting names are different between device model groups, these settings will not be copied automatically. Before running the Multi-Set, click [Edit settings] on the confirmation page of the wizard to check and modify the settings for the target device.

Issue: When setting media types in Device Accounting Settings from KYOCERA Net Viewer, the device panel displays "Remote editing" and becomes unavailable.

Solution: Turn off the device and then turn it back on again. To set the media types for device accounting, use the device panel. Models KM-5035, KM-4035 and KM-3035

Issue: After performing a Multi-Set with a .FDT file (Address Book for Network FAX), all contacts and groups are successfully registered to the target device, but the order in which they appear may differ from what is shown in Address Book for Network FAX.

Issue: An error may occur while importing a device address book file in .XML format through Multi-Set.

Solution: Make sure the FTP and SMB port numbers on the target device are set to a value greater than "0".

Issue: When a device is set to energy saver mode for the sleep level, an SNMP response timeout may occur and cause KYOCERA Net Viewer to show that the device is not connected.

Solution: To prevent the timeout, open the Communication Settings for the device and change Communication timeout (seconds) to "60" and SNMP communication retries to "5."

Issue: If the current Windows user or host login user from a remote computer does not have file permissions or access rights, driver installation may fail.

Solution: Make sure the users have access to the INF driver package location.

Issue: After changing the password policy, you may not be able to access certain features and settings in KYOCERA Net Viewer.

Solution: Make sure your password meets the new password policy requirements specified in Device System Settings > Password policy.

Issue: When exporting users from the User List dialog to CSV file format, the Simple login keys associated with the users are not exported.

Solution: Select XML file format for the export file.

Issue: After configuring e-mail report settings from the Device System Settings in KYOCERA Net Viewer, restart the device for the changes to take effect.

Note: There are three types of usage restrictions that can be applied to counters: Off = 0, Counter limit = 1, Reject usage = 2

The restrictions should be listed in a CSV file in the following format:

'Restriction type (value), Restriction type (value), Restriction type (value)...'

Example:

'1(500), 1(200), 0, 2'

In this example, the first column has a counter limit of 500 pages, the second column has a counter limit of 200 pages, the third column has no page count restrictions (Restrictions off), and the fourth column has no printing privileges (Reject usage).

KYOCERA Net Viewer uses the following Open Source software.

Product Name	Version	License Information
Net-SNMP	5.6.1.1	BSD License
Quartz	1.0.0.2	Apache License
ICSharpCode	2.2.1.2648	GNU-GPL
TreeViewAdv for .Net	version 1.7	GPL
Smart Thread Pool	1.0.2235.39078	MS-PL
Firebird	version 2.1.0	MPL
Apache log4net	1.2.10.0	Apache License

© 2016 KYOCERA Document Solutions Inc.

Kyocera is a registered trademark of KYOCERA Corporation.

Microsoft, Windows, and ClearType are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Adobe, Acrobat and Adobe Reader are registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries. AirPrint is a trademark of Apple Inc., registered in the U.S. and other countries. Other names, such as those of products of other companies or trade names, are the trademarks or registered trademarks of each company.