

UPDATE NUMBER:	320
PART NUMBER:	
PRINTER MODEL:	DTC4000 Card Printer
DATE:	4-18-2013

<input type="checkbox"/> HARDWARE	<input type="checkbox"/> FIX
<input type="checkbox"/> DOCUMENT	<input type="checkbox"/> ENHANCEMENT
<input type="checkbox"/> FIRMWARE	<input type="checkbox"/> SERVICEABILITY
<input type="checkbox"/> SOFTWARE	<input type="checkbox"/> NEW RELEASE
<input type="checkbox"/> PROGRAM	<input type="checkbox"/> OTHER
<input checked="" type="checkbox"/> DRIVER	

SUBJECT: DTC4000 Card Printer Driver Update 2.0.0.3

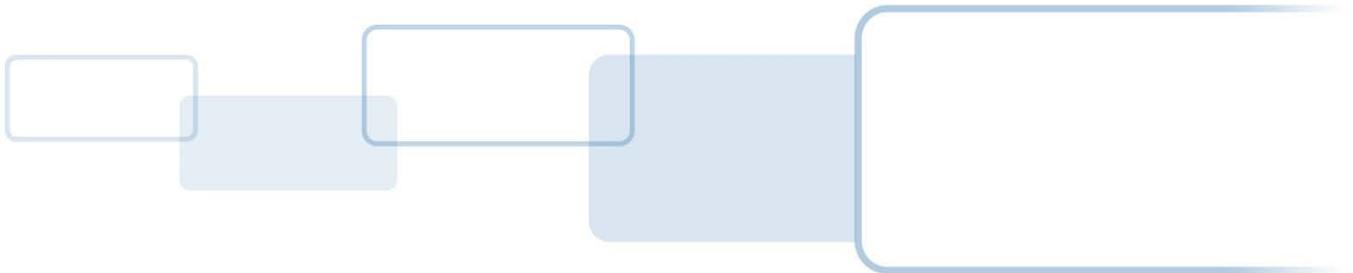
The purpose of this Technical Update is to announce a Driver update to the DTC4000 Card Printer.

Please review the Release Notes for the updates to this driver version 2.0.0.3, especially the known issues (#8) regarding the Windows 8 Color Profile.

If you have any questions, please feel free to contact HID Support Services at 1-866-607-7339 opt. 6, or contact us online at: <http://www.hidglobal.com/main/technical-support/>



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DTC4000 Printer Driver

Release Notes

Version 2.0

03/25/2013

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P/N 511123 Rev D

Version History

Date	Description	Document Version
03/25/2013	Release notes for version 2.0.0.3.2	D

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1 Scope

- DTC4000 Printer driver 2.0.0.3.2, web file version 2.0.0.3
- Tested with DTC4000 firmware version 1.9.0.3
- Printer support software & documentation

2 CD's Software Contents

- Windows driver(s) - 2.0.0.3.2
- Workbench Utility - 3.1.0.2
- IP Tracer Utility - 2.0.29.1

3 Related items

- Driver web files (of same version or later), and support utilities are posted to the HID Global website. See the bottom of this document for a link.

4 Operating System Support

- Windows XP 32 bit
- Server 2003 32 bit
- Server 2008 R1 32 bit
- Server 2008 R1 64 bit
- Server 2008 R2 64 bit
- Server 2012
- Vista 32 bit
- Vista 64 bit
- Windows 7 32 bit
- Windows 7 64 bit
- Windows 8 32 bit
- Windows 8 64 bit

5 Language Support

- Driver interface
- Arabic
- Chinese (Simplified)
- English
- French
- German
- Italian
- Japanese

- Portuguese
- Spanish
- Russian
- Korean
- Hindi

*Note, some documentation has not been translated into all of these languages

6 New Features or Changes

6.1 Algebraic color matching

In the DTC400/C30 drivers there was a selection under the color matching options called “Algebraic”. The current DTC 4000 driver did not support this color matching option. This option has now been added to the DTC 4000 driver. Users can now use this setting which allows the DTC4000 to closely match the DTC400 color matching scheme.

6.2 Workbench Version 3.1

A new version of workbench has been added, with enhanced UI and bug fixes.

6.3 EEM driver removed

The EEM Driver has been removed from the driver CD and will have its own installation, go to the HID website to obtain this driver if needed. This Driver is used by Swift ID to communicate with the PC when connected via a USB cable. (Note: It is also known as an “ETHERNET Emulation Module”.)

Swift ID: This is a badging application built-in to the printer which enables Users to create simple ID badges without having to install any additional software.

See the printer’s user guide for more information on this driver.

6.4 Windows 8 support

Microsoft’s Windows 8 operating system is now supported.

7 Resolved Issues

2.0.0.3.2

- None

8 Known Issues

Version 2.0.0.3.2

- Sharing on ‘newer’ OS versus ‘older’ OS

The “newer” operating systems (Vista / Server 2008 R1 / Win7 / Server 2008 R2 / Win8 / Server 2012) drivers are built with the new Win8 WDK (Windows Driver Kit). The “older” operating systems (XP / Server 2003) drivers are built with the old Win7 DDK (Device Development Kit). Microsoft policy is that the Win8 driver must be built with the Windows 8 WDK. The Win8 WDK does not support the “older” operating systems. When sharing the source pc pushes its copy of the driver to the client pc when a shared instance is added mixing “newer” client and “older” server the wrong file set is pushed to the



client. Sharing of printer instances between “older” and “newer” operating systems will not work. Sharing between “newer” operating systems will work correctly. Sharing between “older” operating systems will also work correctly.

An alternate workaround would be to install the Ethernet driver and avoid sharing.

- Reference No. 14706 - color profiles do not work on Windows 8.

Even though a color profile is selected on this operating system, it is not applied to the printed images. Two ways to work around the problem have been identified. Using either of these two approaches should meet the needs of most, if not all users:

- Disable the “Enable advanced printing features” Option. This option is presented on the Advanced Tab of the Printer Properties property sheet interface.
- Enable Administrative Privileges for the Printing Application. If the printing application is started with Administrative Privileges then this problem appears to go away. Application links may be configured to always start with Administrative Privileges, or users can manually start an application with Administrative Privileges.

9 Contact Information

HID Global Support Services

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