

Scanning to Folder using SMB protocol from some Kyocera MFDs may not work when the shared folder is on a Windows 8.1 workstation or Windows 2012 R2 server

SMB from Kyocera MFD to Windows 8.1 and Windows 2012 R2

Impact Statement

Kyocera Document Solutions Australia

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Microsoft has released KB2883200 for Windows 8.1 and Windows Server 2012 R2 General Availability Update Rollup.

Here is a link to the KB article ..

<http://support.microsoft.com/kb/2883200#appliedto>

This update rollup package provides a set of reliability, performance, and finishing touch improvements to Windows 8.1 and Windows Server 2012 R2. Microsoft has recommended that everyone apply this update rollup as part of their regular maintenance routines.

However, this update may potentially cause some SMB functionality issues. In the KB article, under the Known issues heading, Microsoft states ...

“When you scan and send a document from a Multifunction Print (MFP) device by using the Server Message Block (SMB) protocol to a file share on a Windows 8.1 or Windows Server 2012 R2-based computer, the scan file cannot be saved to the file share and you receive an error message indicating that send operation failed.

A fix is scheduled to be included with the upcoming update rollup in November 2013”.

In regard to the impact this issue may have, Kyocera Document Solutions Australia have released this Impact Statement.

However, we expect that the only Kyocera MFDs that may be affected will be the TASKalfa 300i, TASKalfa 420i and 520i.