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Acrobat/Reader 10.1.2: printer blinking/paper tray messages caused by duplex print option

by dmcmahon

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Created

January 17, 2012

Issue

If you are using Acrobat/Reader 10.1.2 to print PDF documents, you may notice that the job is sent to the printer as a duplex job (print on both sides) and this may cause some issues like printer lights blinking, or errors about lack of paper in the paper trays.

Reason

With Acrobat/Reader 10.1.2 we have introduced the widely used print option "Print on both sides of paper" directly in the Acrobat/Reader print dialog. This option is available in the printer settings, but it is not very convenient to have to open the printer settings and change it each time you wish to print differently (simplex/duplex).

This option in the Adobe print dialog is enabled by default, whereas the initial value should match what the user has specified in the printer properties. This option can lead to the printing anomalies mentioned above.

Solution

This is a bug in Acrobat/Reader 10.1.2 and will be fixed in future versions so that the option has the same initial value as defined in the printer settings, and that the printing anomalies no longer occur.

Workarounds

There are 3 options to workaround this issue.

Option1

> To workaround this behaviour in the meantime simply disable this option in the Adobe print dialog.
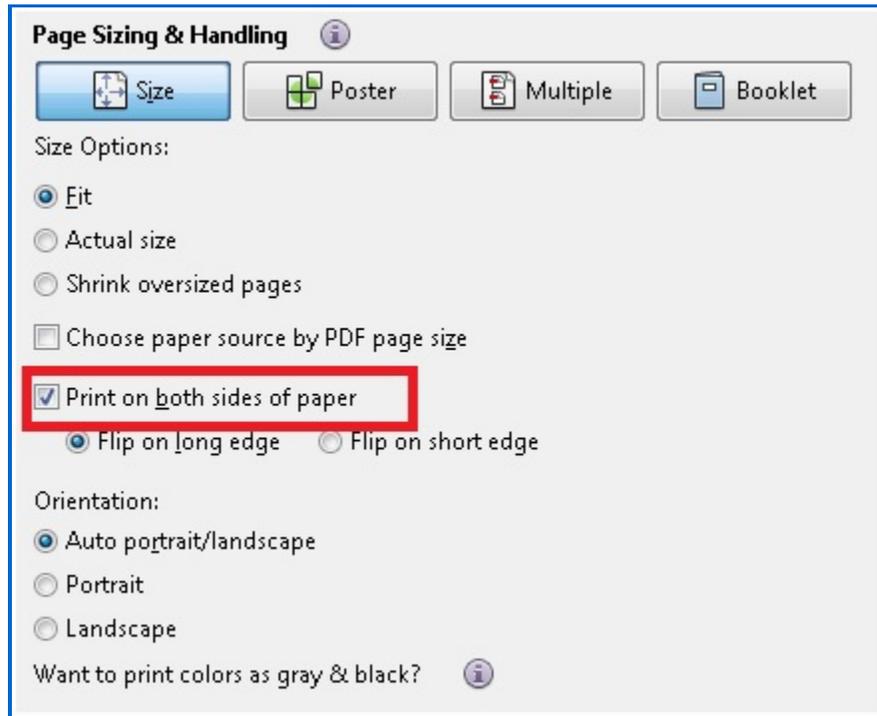
Option 2

> In an enterprise environment, you can use the following registry key to disable duplex mode automatically in Adobe Reader X:
>
> [HKEY_CURRENT_USER\Software\Adobe\Acrobat Reader\10.0\AVGeneral]
>
> "iDuplexMode"=dword:00000001
>
> or for Adobe Acrobat X:
>
> HKEY_CURRENT_USER\Software\Adobe\Adobe Acrobat\10.0\AVGeneral]
>
> "iDuplexMode"=dword:00000001
>
> For MacOS use the preferences file (*com.adobe.Reader.plist* / *com.adobe.Acrobat.Pro.plist*) which is located in [*user*]/Library/preferences/. The name of the key is DuplexMode under AVGeneral and it has the datatype Number. You should set this value to "1″, for Simplex.

Option 3 (courtesy of the post from banyooo on http://forums.adobe.com/message/4147397)

If you are in a Windows domain controlled environment you can also roll out this registry key using a group policy as follows:

1. Open your Windows Group Policy Editor
2. Chose "New Group Policy"
3. Ggo to UserConfiguration >Settings >Windows Settings >Registry
4. Right click "Registry"
5. Chose "New-> Registry assistent", local computer
6. Go to [HKEY_CURRENT_USER\Software\Adobe\Acrobat Reader\10.0\AVGeneral] "iDuplexMode"=dword:00000002
7. Click "finish"
8. Double-click that new entry and navigate down until you see "iDuplexMode"
9. Double-click it too, and change the REG_DWORD value to "1″ (decimal)
10. Chose "Replace" under the "Action" menu
11. Close the GPO editor and link that newly created group policy to your domain or OU or whatever
12. Perform a gpupdate /force at the client to see the reg entry changing from "2″ to "1″
13. Reboot your clients or just wait for the gpupdate timeout period

reference: (3088596)

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COMMENTS

- By dmcmahon - 9:14 AM on January 18, 2012   Reply

  This issue is also being discussed on the following forums:
  http://www.techexams.net/forums/off-topic/73533-adobe-reader-x-10-1-2-bug.html#post596732
  http://forums.adobe.com/message/4147397

- By Dirk - 1:47 PM on January 18, 2012   Reply

  This setting is not available at German Adobe Reader 10.1.2

  ◦ By dmcmahon - 2:55 PM on January 18, 2012   Reply

    This setting should be available in the German Adobe Reader/Acrobat 10.1.2. I have just checked my local copy and it is there in Acrobat 10.1.2 and Reader MUI 10.1.2.
    You may need to change the printer in the print dialog to see this setting, as it is only displayed for certain printers (not for the Adobe PDF Printer for example).

- By Dirk - 1:49 PM on January 18, 2012   Reply

  this option is not available at German Adobe Reader 10.1.2

- By Dirk - 1:50 PM on January 18, 2012   Reply

  A solution in Active Directory environment you can find here:
  http://forums.adobe.com/message/4147397

- By cashxx - 4:46 AM on January 25, 2012   Reply

I wonder what the fix is for OS X environments???

  ◦ By dmcmahon - 1:02 PM on January 25, 2012   Reply

  I added the following info for MacOS:
  For MacOS use the preferences file (com.adobe.Reader.plist / com.adobe.Acrobat.Pro.plist) which is located in [user]/Library/preferences/. The name of the key is DuplexMode under AVGeneral and it has the datatype Number. You should set this value to "1″, for Simplex.

    ▪ By cashxx - 9:03 PM on January 25, 2012   Reply

    Thats where I was digging around I don't see anything about DuplexMode. Looking under AVGeneral. Will keep looking.

      ▪ By cashxx - 9:05 PM on January 25, 2012   Reply

      Ahhh……just found it. The key doesn't show up until you uncheck and print something I believe. Probably could have just made the key, but its there now. Thanks!

- By mgupta - 9:04 PM on January 31, 2012   Reply

Do we have the updated version with fix available or if not, when can we expect the same?

  ◦ By dmcmahon - 11:09 AM on February 1, 2012   Reply

  We will hopefully be able to provide this fix in the next quarterly update for Adobe Acrobat/Reader X.

- By Garry Curry - 2:28 AM on February 24, 2012   Reply

I appreciate that mistakes can happen. This is not a perfect world. That said, since the Adobe 10X has a bug, Why is it still on your website where unsuspecting people are still downloading this problem?

  ◦ By dmcmahon - 8:45 AM on February 24, 2012   Reply

  Mistakes can happen, and despite the best efforts of any software vendor, it is certainly not uncommon for releases to contain bugs. I think you will find this across all vendors, not just Adobe. That is one of the reasons why major releases are often followed by updates, service packs, and so on.

  We are taking ownership and responsibility for the errors in this case, and we do apologize for the inconvenience caused to our users as a result of this situation. I can assure you that steps have been taken to ensure the quality of future Adobe Reader and Acrobat updates. The important factor to consider is what impact the various bugs have, and then decisions are taken about which course of action is best to remedy the situation.

  Adobe Reader and Acrobat are used by millions of users, and not all users are affected by this issue. We do monitor the situation on the basis of support calls, entries in our blogs

and forums, and by evaluating the impact based on the source code itself. In this case, the bug was not considered serious enough to withdraw the entire 10.1.2 update. This update contains other important fixes. We have provided prompt and reasonable workarounds, and a solution to this problem. This issue will also be addressed in our next quarterly update for Adobe Reader and Acrobat.

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