Hello!

Please help me with the problem of printing landscape documents.

Only in OnlyOffice, all documents (word, excel, pdf) are printed in portrait mode when printed on a Richon mp2014d printer.

3 Richon mp2014d printers and any Windows 8,8.1,10 PCs behave in the same way.

Changing the print settings and printer properties to landscape orientation, disabling duplexing, and trying to create a custom paper size do not affect the situation.

Reinstalling the driver and resetting the printer settings does not help.

Depending on the OS, there are different printer drivers: "Connecting a network printer", Richon MP2014D DDST.

 I am unable to install the PCL6 universal driver due to an error.

 This would be obvious (driver issues), but:

- the problem occurs with different drivers

- the problem on different PCs with different OS

- the problem only on the Richon MP2014D printer, everything is fine on other printers.

- the problem only in OnlyOffice, in LibryOffice, OpenOffice, MicrosoftOffice this problem does not exist!

- ! \*\*and the most interesting\*\* ! - if you click fast print, then everything is printed normally!!!

OS: Windows 10 Pro, Windows 8.1, Windows 10 Home, Windows 7, Windows 8

The configuration has not changed, and desktop versions from the official windows x64 website are being used.

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