



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

bizhub C250 - ALL ACTIVE SOLUTIONS

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Solution ID

TAUS0703359EN*

Solution Usage

4

Description
Paper size(s) and/or paper tray(s) not recognized or recognized with the incorrect paper size indicated.

Solution
CAUSE: Paper cassette (tray) is cracked. The affected options are:

- PC-101
- PC-102
- PC-103
- PC-201
- PC-202
- PC-203
- PF-124
- PF-210

SOLUTION: Install the cassette repair countermeasure(s) as explained in the attached Parts Modification Notices and associated Applied Product Information. Also, please refer to attached Bulletin Number 5606.
Note :To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0700907EN***Solution Usage** 9**Description**

How to scan to E-mail using an Emperon controller.

Solution

See the attached documents, which have step-by-step Scan to E-mail setup instructions for the Emperon standard controllers. These are training documents and are structured using classroom examples. Be sure to replace site-specific parameters (TCP/IP addresses, E-mail addresses, etc.), with those specific to the installation.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0647541EN***Solution Usage** 6**Description**

FK-502, C-B003 after installing the fax kit.

Solution

PROBABLE CAUSES:

1. The fax board is installed in the incorrect slot.
 Install the fax board in the rearmost slot.

2. The Fax (Sub) was set to Set at installation.
 Change the Fax (Sub) to Unset in Service Mode by performing the following:
 a. Access the Service Mode.
 b. Select the Option Board Status.
 c. Select Unset of Fax (Sub).
 d. Select End and Exit to return to copy screen.

3. The FK-502 board is not seated properly.
 Remove and reseat the fax board.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio and Ian Lynch, Production Print/SSD

Solution ID TAUS0702294EN***Solution Usage** 4**Description**

How to configure LDAP access on a Lotus® Notes R5 or R6 server.

Performing a LDAP Search using an Anonymous Connection via Lotus Notes.

(supportedLDAPVersion) not enabled.

Solution

LDAP Production R5/R6 server setup :

1. Edit Notes.ini and add LDAP task. ServerTasks = Router, Replica, Update, Amgr, AdminP, CalConn, Event, Sched, Stats, HTTP, POP3, maps, LDAP.
2. Create a new Configuration document for LDAP to control Anonymous Access.
3. Create a new Configuration doc, call it Allservers in the Group or Server name, then save and close the doc.
4. Now open the Allservers doc. Note that the Basics tab has changed.
5. Select Use these settings as the default for all servers. Note that Group or Server name is now *-Default-. Also there is now an LDAP tab.
6. Click on the fields that you want to be accessible button.
7. Set it to show First Name InternetAddress and LastName only. Do this so only limited info is available.

Notes :

- a. If you upgrade a server from a previous release to Lotus® Domino 6, the LDAP service uses the LDAP anonymous access configuration from the previous release. If you create or edit the domain Configuration Settings documents after updating the directory with the Lotus® Domino 6 PUBLISH.NTF design, the list of attributes allowed for anonymous access include the following attributes (attached - ldap1.pdf) not listed in the previous release:
- b. The Allservers configuration doc will only affect the servers running LDAP. It will also allow the MFPs to access LDAP without using an authentication account and password. This is the method that all users are using according to Lotus® Incident 1632724.
- c. Please refer to the attached document for more detail.
- d. To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; <http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf> .
- e. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0657559EN***Solution Usage** 3**Description**

If a fax job during transmission is canceled due to incorrect dialing, etc., and the resulting error report is deleted before it is printed, C-E002 will be indicated after 256 communications.

Solution

CAUSE: Firmware update is required.

SOLUTION: This problem is corrected with Phase 3 special firmware version GCy-G4/GCy-G6 or later.

Model

Firmware Version

bizhub C450/C250/C352

GCy-G4

bizhub C351/C300

GCy-G6

The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0800406EN***Solution Usage** 3**Description**

FK-502, T81 message is displayed when attempting to fax out without the OFF HOOK option selected. If, OFF HOOK is selected the fax is sent successfully.

Solution

CAUSE: Dial Tone Detection is set to ON.

SOLUTION: To set Dial Tone Detection to OFF, perform the following:

1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [FAX] on the touchscreen.
5. Touch [NetWork] on the touchscreen.
6. Touch [NetWork Setting 2] on the touchscreen. The Dial Tone Detection setting selection option will be displayed at the top of the touchscreen.
7. Touch [OFF] on the touchscreen.
8. Touch [END] on the touchscreen.
9. Touch [Exit] on the touchscreen.
10. Power the copier OFF/ON to lock the setting into the fax unit.

SPECIAL NOTE : Solution contribution by Ted Young, Ian Lynch and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703698EN***Solution Usage** 2**Description**

FK-502, unable to transmit or receive and an error R09 is indicated.

Solution

CAUSE: The hard drive is not installed.

SOLUTION: Re-install the hard drive by performing the following:

1. Enter the Tech Rep mode.
2. Press System 2.
3. Press HDD.
4. Press Installed.
5. Power machine OFF/ON using the main power switch.

SPECIAL NOTE : Solution contribution by Mark D'Attilio/Chuck Tripp/Ian Lynch, Production Print/SSD

Solution ID TAUS0801356EN***Solution Usage** 2**Description**

Cannot print to the MFP after the TCP/IP address has been entered and the MFP was rebooted.

Solution

CAUSE: Incorrect configuration.

SOLUTION: In the Admin mode under the TCP/IP settings, set the MFP to DHCP and reboot it. This will allow the MFP to browse the network. Once the DHCP field is populated, enter the MFP original static TCP/IP address under the TCP/IP settings and reboot it again.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0653781EN***Solution Usage** 1**Description**

FK-502, unable to TX from operation panel or with RightFax®. The fax screen can not be accessed on the operation panel.

Solution

CAUSE: Fax TX Restrict is ON.

SOLUTION: Set Fax TX Restrict OFF. To set Fax TX Restrict OFF, perform the following:

1. Enter the Administrator mode.
2. Select Security Setting.
3. Select Security Details.
4. Select the down arrow.
5. Select Restrict Fax TX.
6. Select OFF.
7. Select Close 4 times to exit the Administrator mode.

SPECIAL NOTE : Solution provided by Shane Dempsey, U.S. Imaging Solutions, LLC. and Ian Lynch, Production Print/SSD

Solution ID TAUS0654363EN***Solution Usage** 1**Description**

FK-502, faxes can be received, but not sent.

Solution

CAUSE: The Fax Target is set to something other than US. If the fax is initialized, it will default to Japan.

SOLUTION: Enter the technician mode, and perform the following:

1. Select [System 1].
2. Select [Marketing Area].
3. Select [Fax Target].
4. Use [+] or [-] to select [US].
5. Select [End], [End], [Exit] to return to the basic screen.

Solution ID TAUS0654867EN***Solution Usage** 1**Description**

Not scanning, printing and cannot PING.

Solution

CAUSE: Possible patch cable or board failure.

SOLUTION: Check RJ-45 (patch cable) and verify PINGing the MFP with a laptop via a crossover cable. If problem persists, replace:

PWB-MFP (p/n 4038 0121 06) - bizhub C250

PWB-MFP (p/n 4037 0131 04) - bizhub C351/C450

PRCB Printer Control Board (p/n 9J06 0121 06) - bizhub C300/C352/C352P

Solution ID TAUS0702135EN***Solution Usage** 1**Description**

T81 when attempting to transmit a fax TX using one-touch dialing.

Solution

CAUSE: Dial tone not detected.Fax TX off hook is OK. Fax RX is OK.

SOLUTION: When setting up one-touch dialing, insert at least one extra pause to allow time for the PBX dialtone to be detected.Also make sure to disable Dial Tone Detection ; go to:

1. Service Mode.
2. Fax.
3. Network.
- 4.Network Setting2.
- 5, Dial Tone Detection and set it to OFF.

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0800213EN***Solution Usage** 1**Description**

When a fax is received, the header name is misspelled. When the header datais checked in Admin mode, it is correct.

Solution

CAUSE:Incorrect settings.

SOLUTION: Set each mode, Copy, Scan, and Fax, to factory default and reboot the MFP. When theMFP comes to Ready, input the correct fax header data. To set the mode to factory default, follow the procedure below:

1. Select either the Copy, Scan, or Fax button.
 2. Press the Utility button.
 3. Press User Setting.
 4. Press Initial Setting and select Factory Default.
 5. Press OK.
 6. Press Close (x2) to exit the mode.
- Note : If the header problem persists, perform a Data Clear and re-enter information.
- SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0808082EN***Solution Usage** 1**Description**

Network tab disappears.

Solution

CAUSE: Even though the configuration page shows an IP address, the MFP needs to reassign the IP address.

SOLUTION: ARP and Ping will assign the IP address on network card remotely.

1. Check the MAC address on the MFP. Be sure the network cable is plugged into the MFP and the network.
 2. Open a Command prompt on a networked PC.
 3. Type 'arp -a' (without the quotation marks). Confirm that the MAC address of MFP is not listed.
 4. Type 'arp -s IP_address_of_MFP Mac_Address_of_MFP'
 - Example: 'arp -s 11.11.51.5 00-20-6B-5C-A9-12'
 5. Type 'arp -a' and cconfirm that the MAC address of MFP is listed.
 6. Type 'ping IP_address_of_MFP -t'. There should be a series of responses showing communication with the MFP.
 - Example: 'ping 11.11.51.5 -t'
 7. Quit the ping by pressing Ctrl+C.
- Note: Print the attached document for reference.
- SPECIAL NOTE: Solution contribution by Craig Blyther, ASG/SSD

Solution ID TAUS0654382EN***Solution Usage** 0**Description**

FK-502, faxes can be received, but not sent. The OFF/ON HOOK button (which is viewed on the display panel when the FAX button is pressed) is missing.

Solution

CAUSE: Possible fax corruption.

SOLUTION: Try the following:

1. Trouble reset. Power up holding the Utility button, Trouble Reset, OK.
2. Reinitialize the fax board. Select the following in Tech Rep Mode: Fax, Initialization, highlight Fax Function Parameter and Communication Journal Data, select yes, yes, start.
3. Restore factory defaults. Select the following: Fax button, Utility/Counter Key button, User Setting, Initialize Setting, Factory Default, OK, cycle the power. Proceed by Follow the FK-502 Installation Manual Instructions.
4. If the preceding steps fail and the problem still persists, perform a Data Clear.

CAUTION : Performing a Data Clear will clear out all one touch accounts (Scan to SMB, FTP, Email, etc.) Make sure to back up all accounts by using Page Scope Data Administrator. Refer to the Service Manual page 299 for additional contents that will be cleared when performing a Data Clear and Initialization.

Data Clear

- a. Enter Tech Rep Mode.
- b. Press System 1.
- c. Press Initialization.
- d. Press Data Clear and then the Start key.
- e. Power machine OFF/ON when prompted.

Note : After the Data Clear:

Reinstall the HDD/under System 2/HDD and power the machine OFF/ON.

If a Fax is installed, set the target back to U.S. in System1/Marketing.

Reinput the TCP/IP address information.

Import the address book and device settings.

Solution ID TAUS0655750EN*

Solution Usage 0

Description

With fax kit installed and configured, nothing happens when FAX key on the control panel is pressed. Phase 2.5 firmware or higher is installed.

Solution

CAUSE: Restricted access configured in the Administrators Mode.

SOLUTION: Press Utility, Administrator Mode, Security Setting, Security Details, set Manual Input to YES, set Restrict Fax TX to OFF.

Solution ID TAUS0656615EN*

Solution Usage 0

Description

FK-502, unable to fax to international destinations.

Solution

CAUSE: Country code (011) was not dialed.

SOLUTION: Ensure to dial Country Code (011) before all international faxes.

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0900085EN*

Solution Usage 0

Description

Unable to scan to E-mail using a Microsoft® Exchange Server 2007.

Solution

CAUSE: The Microsoft® Exchange Server is not set up correctly.

SOLUTION: Please use the attached settings to set up scan to E-mail on the Microsoft® Exchange Server 2007. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701945EN***Solution Usage****Description**

Scan to E-mail is not working; Start Button is amber (orange). No Errors. Document Feeder will not feed the originals.

Solution

CAUSE: The machine has not been properly set up.

SOLUTION: Perform the following:

1. Press Utility/ Counter.
2. Administrator Settings [12345678].
3. Select Administrator Registration.
4. Under Administrator Name, enter a Name (Administrator Name or Copier Name).
5. E-mail address. Enter Administrator E-mail or Copier E-mail.
6. Press OK.
7. Select Input Machine Address.
8. Under Device Name, enter the given name for the copier.
9. E-mail Address. Enter the E-mail address of the copier.
10. Press OK.
11. Exit by pressing Close three (3) times.

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0808220EN***Solution Usage****Description**

Intermittently, the back light of the control panel will go out and no operation can be made from the control panel.

Solution

CAUSE: Firmware update required.

SOLUTION: Load the special firmware version according to the below table. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Model

Firmware Version

bizhub C250/C250P/C450/C450P

GW4-K0

bizhub C252/C252P/C351

GW4-K1

bizhub C300

GWB-K1

bizhub C352/C352P

GWB-K0

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0808452EN***Solution Usage****Description**

FK-502, when receiving a fax it is printed two times.

Solution

CAUSE:Corrupt fax memory.

SOLUTION:Perform the following fax initialization procedure:

1. Enter Tech Rep mode.
2. Select FAX.
3. Select INITIALIZATION.
4. Press Fax Function Parameter and Communication Journal Data and press the YES twice.
5. Power machine OFF/ON using the main power switch.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0808612EN***Solution Usage****Description**

Cannot perform single or multiple character searches in Microsoft® Windows 2003 Active Directory domain.

Solution

CAUSE: These engine series 'Use Referral' function are not compatible with LDAP \Domain Controller at Domain Functional level of Microsoft® Windows 2003.

SOLUTION: Refer attached document to disable 'Use Referral' function. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Rick Veale, ESS/BSE

Solution ID TAUS0701976EN***Solution Usage****Description**

Streaks of one color from lead-to-trail.

Solution

CAUSE: Waste toner has backed up in the image unit auger system and possibly caused the system to fail.

SOLUTION: Turn the drum drive coupling of the image unit and ensure that the auger section is turning. The auger can be seen by opening the waste toner shutter/coupling at the end of the image unit. If it does not turn, the image unit will have to be replaced. Ensure that there is no toner blockage where the image unit waste toner shutter/coupling fits into the back of the machine.

IU Color

bizhub C250/C250P/C252/C252P IU

bizhub C300/C352/C352P IU

Black (K)

4062201

4062221

Yellow (Y)

4062301

4062321

Magenta (M)

4062401

4062421

Cyan (C)

4062501

4062521

SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS0701999EN***Solution Usage****Description**

Faint 1 millimeter black line on the lower right trailing edge of the copy when using reduction.

Solution

CAUSE: Incorrect Image Position Lead Edge value.

SOLUTION: Increase Image Position Lead Edge:

1.Enter Service Mode.

2.Select Machine.

3.Select Scanner Area. Increase the value one step at a time and recheck in reduction mode until the line is gone.

Note :The Application Erase Right Edge can also be used from theMFP main copy screenin conjunction with the reduction to take care of the problem, but this would be temporary.

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0900584EN***Solution Usage****Description**

Poor copy quality; smudging.

Solution

CAUSE:Failed PWB.

SOLUTION: Replace the PWB-C board (for bizhub C250/C250P - p/n 4038 0113 03 and the bizhub C252/C252P - p/n 4038 0113 05).

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID

TAUS0703104EN*

Solution Usage

2

Description

Light image density when using the Thick 3 paper setting.

Solution

CAUSE: The 2nd image transfer density needs to be increased.

SOLUTION: Increase the 2nd image transfer density. This can be done in 2 different areas:

1. In Tech Rep mode,select Imaging Process Adjustment and then select Transfer Adjust. Increase the Thick 3 setting to a maximum of +5.
2. In the Admin mode, select Systemand then select Expert Adjust.Increasethe Density settings for all colors to a maximum of +5.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0654574EN*

Solution Usage 8

Description

Gray box(es) printed after installation.

One large gray box in the middle of all prints.

Many ¼-inch boxes throughout all pages.

Solution

CAUSE: Installation procedures were not completed properly.

SOLUTION: Complete the installation procedures thoroughly in the following order:

1. Adjusting Touch Panel - Press the Accessibility key, Touch Panel Adj.
2. Setting Gradation Adjustment - Go into Service Mode, Image Processing Adjustment, Gradation Adjustment.
3. Touch High Compression Mode and press Start (perform 3 times).
4. Touch Gradation Mode and press Start (perform 3 times).
5. Touch Resolution Mode and press Start (perform 3 times).
6. Date/Time Setting - go into Service Mode, Press Stop, 1, 1, 4, 4, Clear.
7. Go into Utility/Counter, Administrator Setting, System Setting, Date/Time Setting.
8. Install Date - go into Service Mode, System 1, Install Date.
9. Serial Number Input - go into Service Mode, System 1, Serial Number (if serial number is already there, Clear and re-enter it).
10. Unit Change - go into Service Mode, System 2, Unit Change.
11. List Output - Please Load 8.5x11 Landscape paper on Tray 1, go into Service Mode, List Output, and Touch Machine Management List and press Start.
12. Press Adjustments List and press Start.
13. Press Service Parameter List and press Start.
14. Press Fax Setting List and press Start.

Notes :

- a. Be sure to correctly follow the procedures in order as explained in the attached Installation Manual.
- b. If you do not follow the procedure in order, image trouble may occur.
- c. Repeat the procedure when trouble occurs as shown in the attachments (sample outputs).

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0654563EN*

Solution Usage 1

Description

An abnormal image when running the Gradation Adjustment Test Print in the High Compression Mode.

Solution

PROBABLE CAUSES:

1. The paper tray used for the test print is not reading the correct paper size.

Verify the paper tray used for the test print is set to 11x17. If the paper tray is reading 11x17W, the abnormal image may occur.

2. Failed PWB-CF board (bizhub C351/C450).

Note : Yellow background is printed on full color copy image (Fig.1) and grey background is printed on black & white copy image. Also abnormal image is printed on gradation adjustment test print only on high compression mode (Fig.2). No problem is observed in PC print and test print in gradation mode and resolution mode.

Fig.1 Fig.2

Replace PWB-CF p/n 4037 0134 04).

CAUTION : Please be sure to carefully install/remove PWB-CF. Refer to attached document for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0801144EN*

Solution Usage

Description

Color prints with black portions have "white" outlining the black areas of the print.

Solution

CAUSE: Defect in the transfer belt.

SOLUTION: Please replace the Image Transfer Belt Unit (p/n 4038R74300).

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0802369EN***Solution Usage** 1**Description**

FK-502, when fax forwarding the image is intermittently rotated and cut off.

Solution

CAUSE: The machine Fax memory is corrupt or the machine firmware is corrupt.

SOLUTION: Perform a Fax Initialization by performing the following procedure, and then flash or re-flash the machine to the latest firmware version.

1. Enter Tech Rep mode.
2. Select Fax.
3. Select Initialization, select all options and press YES.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0656584EN***Solution Usage****Description**

When performing Color Correction, the test page will not print out and the start button is amber.

Solution

CAUSE: Incorrect paper size in the Universal Tray 1.

SOLUTION: Load 11x17 paper in the Universal Tray 1.

Solution ID TAUS0801808EN***Solution Usage****Description**

DF-601, when using the RADF the image on the copies is shifted and crooked.

Solution

CAUSE: The machine is set for CURRENT and the data is corrupt.

SOLUTION: Set the machine to Factory settings by performing the following:

1. Press the Utility Key.
2. Press User Settings.
3. Press Initialization.
3. Select Factory and press OK.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0658061EN***Solution Usage** 4**Description**

P-6, P-7, P-8, P-9and P-21 codes.

Solution

CAUSE: HV1 has failed.

SOLUTION: Replace HV1 (p/n 9J06 6203 02).

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802163EN***Solution Usage****Description**

When printing banners, the output prints on multiple smaller pages.

Solution

CAUSE: Incorrect settings.

SOLUTION: When selecting banner printing, select "Change Overlap" and click on radio button "Print on one sheet".Page will print on size that is designated for page size and paper size should match.

Note : Printer has to be set to "Allow" while you are printing the document:

1. Utility/counter.
2. Banner Printing.
3. Allow.

SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0808124EN***Solution Usage****Description**

No yellow output when copying, printingor internal test prints.

Solution

CAUSE: The Transfer Belt has failed.

SOLUTION: Replace the failed Transfer Belt (Item #4038 R743 00).

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0702510EN*

Solution Usage 0

Description

During multiple page printing, color variation occurs.

Solution

CAUSE: There are two types of D-max adjustments in the Service Mode, which are "copy" and "print". When they are not same value, color variation could occur. Symptom is related to the Image Stabilization.

Example:

1. Image Stabilization when main SW ON refers to D-max "copy".
2. After 100 pages of multiple "Print Job", and Image Stabilization is activated after page 75 is printed out (SPAN 1 is chosen), Image Stabilization refers to D-max "print" because the "Print Job" is ongoing.
3. From page 1 to page 75, printed as D-max "copy", but from page 76 and onwards, Image Stabilization refers to D-max "print". Therefore, color variation could occur between page 75 and page 76.

Notes :

- a. As a condition of the above, Image Stabilization "Long" is activated between page 75 and page 76.
- b. If Image Stabilization "Normal" is activated, color variation does not occur.
- c. A condition of activating "Long" would be if a certain level of print quality change (image density) could be detected during multiple print/copy job.

SOLUTION: As a workaround, the same value should be set between D-max "copy" and "print".

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801346EN*

Solution Usage 0

Description

Corel® documents print light. Output from other applications is normal.

Solution

CAUSE: Setting in Corel®. When the colors in a file or in the workspace color palette are not displaying as bright, vibrant colors this can be caused by the Color Management being enabled in CorelDRAW®. The default setting in CorelDRAW® is Color Management enabled.

SOLUTION: To disable Color Management, perform the following:

1. Click on Tools, Color Management.
2. In the Style drop-down list, select "Color Management Off" and click OK.

Note : In this mode, colors may not print as they are displayed on screen.

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0700453EN*

Solution Usage 671

Description

NVRAM Troubleshooting Procedure used to identify NVRAM problems.

Solution

bizhub C250/C252/C300/C350/C351/C450

NVRAM trouble codes (C-D3xx codes) can occur at any time. Mostly these codes happen when updating firmware. A NVRAM Data Restore procedure was announced a few months ago to address these codes:

Stop, 0, 7, 1, 3, 9, *

What this procedure does is take a good image of the NVRAM off the MFP board (created when you performed the NVRAM Data Backup) and restore it to the NVRAM. There are approximately 30 registers that can be corrupt, so the above procedure may have to be done as much as 30 times.

WARNING : If a corrupt NVRAM is suspected, DO NOT perform the NVRAM Data Backup. This will take the corrupt NVRAM image and back it up to the MFP board. If this is done, and the NVRAM is replaced, the corrupt data that was just backed up will be transferred to the new NVRAM. If this is the case, then the NVRAM and MFP board will have to be replaced as a set.

Known unrecoverable NVRAM symptoms:

1. Stuck on hour glass screen
2. Incorrect meters
3. When performing the NVRAM restore procedure the codes repeat themselves

Note : One thing that has been noticed is these machines seem to be highly susceptible to voltage sags and spikes. It is HIGHLY recommended to install a quality power line conditioner on these machines.

Known fixes for various codes:

C-D36E and C-E002 – Install Phase 3.01 firmware (H5 or H6 depending on model).

If a corrupt NVRAM is suspected, please try performing a Data Clear. This can be found in the Tech Rep mode.

IMPORTANT : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connection to backup the data before performing the Data Clear.

If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

8020/CF2002/8031/CF3102

Codes C-3C00 through C-3C40 indicate a corrupt BRU

Codes C-3C50 through C-3C90 indicates a problem with the PWB-C board or the scanner to main body cable.

8050/CF5001/bizhub PRO C500

The NVRAM for the C500 cannot be replaced in the field. The only way to correct a corrupt NVRAM is to send the OACB, NVRAM, and PRCB into Konica Minolta to be reset.

Known defective NVRAM symptoms:

1. Meters or default adjustment values are extremely high.
2. Adjustments do not hold after powering the machine OFF/ON.

Note : On the Black and White machines verify that the NVRAM is bad by swapping a good NVRAM from another machine in the same product family. This will save significant time and expense in getting back the machine in working condition.

bizhub 200/250/350

Common symptoms when NVRAM replacement may be necessary:

1. Machine not going to ready state.
2. Not printing to a host name with DHCP.
3. Not scanning to E-mail.
4. On startup, abort code 0x0000999a.
5. Abort code 0x00f00b00.
6. Not printing.
7. Machine rebooting every few minutes.
8. Screen freezing in KM logo.
9. Keep losing machine settings when power OFF.

bizhub 420/500

Common symptoms when NVRAM replacement may be necessary:

Note: First try to flash the machine to the latest firmware before swapping the NVRAM because the firmware fixes many of the following symptoms:

1. Screen freeze in KM logo.
2. Fax unit locking up the copier or not recognized.
3. C-E084 error code.
4. Cannot PING the copier.
5. C-D203 error code.
6. Display resetting to Japanese.
7. Losing network settings after firmware upgrade.
8. C-E002 error code.
9. Scan to email or FTP.
10. Loss of adjustment data.
11. Total counter is reset.
12. Display TCR adjustment.
13. C-284x error code.

bizhub 600/750

Common symptoms when NVRAM replacement may be necessary:

1. Screen freeze in KM logo.
2. Cannot recognize DF.
3. Error code SC2203.

7145/7255

Common symptoms when NVRAM replacement may be necessary:

1. Blank screen.
2. Loss of E-mail addresses.
3. Loss of settings.
4. Error code E56-01.

Ordering Procedures :

Call the SSD Hotline at 800-825-5664, to open a Problem Ticket. Go to www.mykonicaminolta.com and select Service tab => Warranty, Repair & Special Programs => RA Form. Fill out the RA Form.

IMPORTANT NOTE : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.

Updates/Status :

Call Logistics at 201-934-5339.

Notes :

- a. Refer to attached Bulletin Number 5783 for more detail as well as the attached RA form.
- b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and Cesar Jimenez and Ed Bellone, Production Print/SSD

Solution ID TAUS0656768EN*

Solution Usage 47

Description

What Konica Minolta printer drivers will come bundled with Microsoft® Windows Vista™ and what is the release schedule for Vista™-compatible drivers?

Solution

Please refer to the Windows Vista™ Hardware Compatibility List for Printers & Scanners.

For EFI legacy products that will not receive a Vista™-specific driver, refer to the following statement:

"The previous drivers (System 5/5e-8/8e) will not work on 64-bit Vista™. However, these drivers will work on the 32-bit version of Windows Vista™ with minor issues."

Known issue : Borders and frames around icons and panes within the driver UI may not show up correctly.

Notes :

1. If a previous driver was Microsoft® Windows XP WHQL certified, Microsoft® also honors the digital signature (CAT file) on Windows Vista™.
2. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. The Windows Vista™ Compatibility Legend can be viewed at: <http://kmbs.konicaminolta.us/content/support/vistasupport.html>
4. Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS/SSD and Jim Behrends, Production Print/SSD

Solution ID TAUS0657563EN*

Solution Usage 44

Description

How to troubleshoot C-D370 (CD370).

Solution

To troubleshoot the error:

1. Reset the code by pressing stop-0-7-1-3-9. This will display a "" on the LCD. Press this button.
2. Perform a Data Clear and then perform the Setup Procedures from the beginning.
3. Perform a NVRAM Recovery Procedure. Please see attached document. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be

downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

4.If the problem persists Replace the NVRAM and PWB-MFP.

Note : Please call the SSD Hotline for NVRAM replacement.

PART NUMBER MODEL/BOARD

4038 0121 06 C250PWB-MFP

4038 2414 01 C252 PWB-MFP

A02E H342 05 C203/C253 PWB-MFP

A02E H341 05 C353 PWB-MFP

A00J H020 07 C451/C550 PWB-MFPB

A00J H021 00 C650PWB-MFPB

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0701604EN*

Solution Usage 31

Description

NVRAM/BRU replacement form.

Solution

The online NVRAM/BRU Replacement RA/Claim form is referenced in attached Bulletin Number 5783.

Notes :

1. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACE A NVRAM/BRU ORDER ONLINE. All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number, the request will be denied.

2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0800104EN*

Solution Usage 21

Description

VoIP TX/RX solutions.

Solution

More and more customers changing their PBX systems from analog or ISDN to VoIP-based PBX systems.

Note : A digital-to-analog converter can be used and will work, but Konica Minolta will not provide any support if there are phone/fax issues.

Due to the general incompatibility of fax and VoIP, certain settings may not work. The problem is not caused by the Fax Unit, but is caused by:

the general design of VoIP using TCP/IP Packets

VoIP PBX systems

the general specification of VoIP and its

* Codecs

* Coding and decoding timings

* Fax fixed timings

* LAN Packet losses

* Quality of Services

* ITU/RFC Specification implementation

* Bugs

* Interpretation of technical terms within the specifications of the ITU-T and RFC documents.

VoIP is still not supported officially by Konica Minolta, but may work in some instances.

Performing these suggested settings may solve the problem. Follow the operation made step-by-step:

From Service Mode

==> FAX Settings

==> Communication

==> Protocol Set "ON" the "V.29 EP Tone" Protocol

and set "OFF" all other faster protocols.

From Service Mode

==> FAX Settings

==> Communication

==> Others we have set "OFF" the "ECM Function"

From Service Mode

==> FAX Settings

==> Function Parameter

==> Address "0e0012" = 01111000

(Hex 78 = 120 sec)

(T1 Timer for Calling)

From Service Mode

==> FAX Settings
==> Function Parameter
==> Address "0e0013 = 01111000
(Hex 78 = 120 sec).
(T1 Timer for Called)
From Service Mode

==> System 2
==> Software Switch
==> SoftSwitch 21 Bit5=1
00100000
(HEX 20 = over 4.5 sec)
(T4 Waiting time between start Identification)
Notes:
a. Before performing the above mentioned settings it is recommended to upgrade the firmware to the latest version and to check if the FK-502 will have the latest available version. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
b.Expect more communication problems than on anISDN or analog line (approximately 15% more).

Workaround :
If the aforementioned settings do not show an acceptable result, offer as alternative:

UniMessage Pro Fax Server Solution where Scan to E-mail with auto prefix-suffix setting is used (depending on the machine Series - prefix-suffix will be added automatically or can be selected manually).

RightFax Server with "Setup Utility for RightFax" using OpenAPI.
SPECIAL NOTE : Solution contribution by KM Europe (BEU) and Cesar Jimenez, Production Print/SSD.

Solution ID

TAUS0607358EN*

Solution Usage

17

Description

The entire print job is stapled instead of each set when printing multiple stapled sets from Microsoft® Word.

Solution

CAUSE: The Collate option in the Microsoft® Word dialog box is selected.

SOLUTION: When printing and stapling multiple sets, the Collate option in the Microsoft® Word dialog box must be deselected.

SPECIAL NOTE : Solution contribution by Mark D'Attilio and Ed Bellone, Production Print/SSD

Solution ID

TAUS0646730EN*

Solution Usage

17

Description

How to change the Administrator password.

Solution

To change the Administrator password, perform the following:
1. Enter the Service mode.
2. Press STOP-0-CLEAR to enter the Enhanced security mode.
3. Select Administrator Password.
4. Enter NEW Administrator password.
5. Click on END.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID

TAUS0647697EN*

Solution Usage

17

Description

How to set up Microsoft® Windows® 2003 Server for Scan to SMB.

Solution

How to set up Microsoft® Windows® 2003 Server for Scan to SMB .

Note : To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL:

<http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf> .

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0700026EN*

Solution Usage 16

Description

How black and white versus color increment the machine counters.

Solution

The reason that many of the color printers will count a page as color, even though the page content looks like Black and White or Gray, is that many "Office" applications create or use graphics using RGB data. Even though a graphic may be black, it uses RGB values of 0-0-0 to achieve black or will use equal values of RGB to represent gray. As far as a Konica Minolta printer is concerned, this is color information and will therefore count the page as a color page. This scenario applies to applications like Microsoft® Office Word, Excel and Publisher, to name a few. Higher end applications like Adobe® PageMaker®/InDesign®/Illustrator® and Quark® typically use the CMYK color space.

A job can consist of just K (Black), with no CMY components. This will print as just black. If printing a gray shade from one of these applications, a halftone screen would have to be used using just K or using equal values of CMYK, which would count as color.

Note : If the files have been converted to a PDF, Acrobat® 6 and 7 Pro have built-in Preflighting tools under the "Advanced" menu. Preflighting the document will provide detail of what color components each graphic is composed. Other add-ons, such as Enfocus® PitStop Professional will also provide the same capabilities from within Acrobat®.

SPECIAL NOTE : Solution contribution by Ed Bellone and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701261EN*

Solution Usage 16

Description

How to set up Scan to SMB in Microsoft® Windows Vista™.

Solution

Microsoft® Windows Vista™ has a Public Folder Sharing function to make the setup easier than the previous OSs. Follow the procedures below.

At the Workstation/PC :

1. Right-click on the Network icon on the desktop.
2. Select Properties.
3. In the Network and Sharing Center, and then under the Sharing and Discovery title, click on Public Folder Sharing.
4. Click on 'Turn on sharing so anyone with network access can open, change, and create files'.
5. Click Apply (Click Continue to the 'Windows needs your permission to Continue' message).
6. Create the folder and set to share. Click on the 'This Computer' icon in the Network and Sharing Center to display the available hard drives or local disk(s).
7. Double-click on the desired disk and create a new folder.
8. Right-click on the new folder and select 'Share...In the File Sharing' dialog box. Make sure the desired user(s) are displayed and/or added as needed. Set the permission level to Co-owner to allow writing rights.
9. Click on Share and then (Click 'Continue' to the 'Windows needs your permission to Continue' message).

At the engine (direct input) :

1. Press the Scan button on operation panel.
2. Touch Direct Input tab.
3. Touch Scan to SMB.
4. In the host name field enter the TCP/IP address of the target PC.
5. In the Destination Folder enter the shared folder name.
6. In the User ID field enter the valid workgroup or domain User Name.
7. In the Password field enter the user Password.
8. Press Start.

Note : For more information on Microsoft® Vista™ File and Printer Sharing technologies, go to http://www.microsoft.com/technet/network/evaluate/vista_fp.msp

SPECIAL NOTE : Solution contribution by Jim Behrends, Mark D'Attilio and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0648861EN*

Solution Usage 12

Description

How to set up Microsoft® Windows 2000/XP for SMB scanning.

Solution

At the PC :

1. Create a folder on the root drive.
2. Right click the newly created folder and select properties.
3. Ensure that the Read Only and Hidden attributes are not checked.
4. Click the Sharing Tab.
5. Click the Share this folder radio button and enter a Share name.
6. Click the Permissions tab.
7. Add the desired User or Group and assign the appropriate permissions.

Notes :

- a. With Microsoft® Windows XP Home edition, the Network Setup Wizard will need to be run to enable file and print sharing. Access the Network Setup Wizard from: Start/All Programs/Accessories/Communications/Network Set Up Wizard.
- b. With Microsoft® Windows XP SP2, ensure that file and print sharing are a selected exception in the Windows Firewall settings. The Windows Firewall applet can be accessed from: Start/Control Panel/Windows Firewall/Exceptions.

At the bizhub :

1. Connect to the bizhub using PageScope Web connection.
2. Enter the Admin mode.
3. Select the Network Tab.
4. Ensure that TCP/IP is enabled.
5. Select and enable SMB.
6. Log out of the Admin mode.
7. Select Scan.
8. Select New Registration.
9. Select SMB and click next.
10. Enter the name of the SMB registration being created, and select a reference in the index.
11. Enter the PC NetBIOS name (uppercase) or TCP/IP address in the Host Address field.
12. Enter the folder name in the File Path field. If the folder is located on the root drive, enter only the folder name. If the folder is not located on the root drive, enter the path to the folder.
13. Enter the User ID and Password in their respective fields. If the PC is a member of a domain, enter the User name and Password of a valid domain user account. If the PC is in a workgroup, enter the User name and Password of the local user account. The User ID and password are case-sensitive.

Notes :

- a. The SMB protocol uses TCP/IP, NetBIOS and ARP broadcasts to communicate with the host PC.
- b. Please refer to attached document. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0642282EN*

Solution Usage 11

Description

How to change the default settings for the Scan Mode.

Solution

To specify the default settings of the Scan Mode, perform the following:

1. Press the [Scan] key on the copier operation panel to enter the Scan Mode.
2. Press the Utility Key.
3. Press User Settings.
4. Press Scan/Fax and select Factory.
5. Select the setting to make the default value in the Scan Mode.
6. Press the [Utility/Counter] key.
7. Touch the [User Setting] key.
8. Touch the [Initial Setting] key.
9. Touch [Current Setting] followed by [OK].
10. Touch [Close] twice to exit.

Note : The default settings of the Scan Mode can be set to factory default by touching [Factory Default].

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0657937EN*

Solution Usage 10

Description

Printing to banner sized paper.

Solution

Paper up to 1200mm (47-1/4 inch) long and 297mm wide (11-3/4 inches) can be loaded into the bypass tray and printed on using this machine at paper weight of Thick 1, 2, or 3 with the appropriate setting specified from the control panel. Machines with the optional Fiery® controller require optional memory installed on the PWB-MFPB. EM-309 (Item #A06HWW0) is required for the models that use an IC-406 and a 256MB DIMM (p/n 4037607601) is required for the models that use the IC-402.

Notes :

1. The latest PostScript Visual driver is required. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. The supported operating systems are:

Microsoft® Windows 2000 Professional, Microsoft® Windows XP Home and Professional, Microsoft® Windows Server 2003

3. For detailed information please view the attached documentation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by Ian Lynch and Jim Behrends, Production Print/SSD

Solution ID TAUS0630235EN*

Solution Usage 9

Description

Part number for the 128MB Compact Flash card which is used to install main body firmware.

Solution

Compact Flash card (p/n 7660403601).

CAUTION : CF card cannot be larger than 256MB; 512MB will not allow the download to begin. Please see attachment.

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0657076EN*

Solution Usage 7

Description

Parts required to connect a Hecon® conventional key counter, Hecon® Base 10 or legacy Minolta key counter to the main body.

Solution

Please see attached Bulletin Number 5563 for details.

Note : To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703092EN*

Solution Usage 7

Description

eCopy™ compatible machine models, firmware and TWAIN drivers list.

Solution

Please refer to attached documentation. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Notes :

1. The latest version firmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD and Bill Hall, Workgroup/SSD

Solution ID TAUS0702567EN*

Solution Usage 6

Description

Instead of 128MB CF cards to update the firmware, can 1GB or 512MB CF cards be used to program the MFP?

Solution

Only the 128MB CF card (p/n 7660 4036 01) is compatible. Please see attached photo as reference.

SPECIAL NOTE : Solution contribution by Mark D'Attilio/Cesar Jimenez/Ian Lynch, Production Print/SSD

Solution ID TAUS0800962EN*

Solution Usage 6

Description

SERVER CONNECT ERROR message and unable to scan to E-mail via Microsoft® Exchange Server 2007.

Solution

CAUSE: An exception for the printer was not added to the Microsoft® Exchange Server.

SOLUTION: Have the server Administrator add an exception for the printer to the Exchange exceptions list.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801706EN*

Solution Usage 6

Description

Paper Test requirements.

Solution

For initial test the dealer/branch must supply 1000 sheets of the media paper. Once the paper is received the Ticket is escalated to ESS.

If the initial test does not have any issues then a second test can be done. The dealer/branch must supply enough media to cover 1/3 of a PM cycle. There is a charge involved to cover labor and supplies. The dealer/branch will be notified by ESS before the test to communicate the charges.

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0647606EN*

Solution Usage 5

Description

How to extend the life of the image units past end of life.

Solution

To allow the machine to continue to operate after an image unit has reached end of life, perform the following:

1. Enter the Service Mode.
2. Enter Security Mode (Stop, 0, Clear).
3. Press IU Life Stop Setting and select Not Stop, then End.

Note : Be aware that copy quality can become poor. Please see the attached Bulletin Number 5705. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD, Ian Lynch and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0647637EN*

Solution Usage 5

Description

How to setup User Authentication.

Solution

To set up User Authentication, perform the following:

1. Access the [Administrator Mode] and enter the Admin password (12345678).
2. Select [4. User Authentication/account track].
3. Select [1. General Settings].
4. Select [On (MFP)] under the user authentication.
5. Select [OK].
6. Select [YES].
7. Select [2. User Authentication Settings].
8. Select [2. User Registration].
9. Highlight a Box number.
10. Select [User Name] and enter the individual's name.
11. Select [User Password] and enter the individual's password.
12. Select [OK].
13. Select [Close] 5 times to enter to the main copy screen.

Note : Please refer to attached documentation for additional detail. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0702838EN*

Solution Usage 5

Description

How to create a device printer on an AS/400® system using SCS over LAN.

Solution

To Create a Device Description on AS/400® to print to KMBS printers perform the following:

1. From the Main Menu under Selection or Command, type: CRTDEVPRN <enter>.
2. Change the following to set up the printer (those settings not changed, keep at default):
 - a. Device Description - (name the printer i.e., KMPrinter)
 - b. Device Class - *LAN
 - c. Device Type - 3812
 - d. Device Model - 1
 - e. LAN Attach - *IP
 - f. Port number 9100
 - g. Font Identifier - 011
 - h. Form Feed - * Autocut
 - i. Manufacturer - *HP5si
 - j. Paper Source (both) - *letter
 - k. Address - (TCP/IP address of the NIC)
 - l. User Define Option - *IBMSHRCNN
 - m. System Driver (hit F4) - *IBMSNMPDRV or *HPPJLDRV if SNMP is disabled in the environment.

Note : Vary ON the device to allow attachment.

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0801324EN*

Solution Usage 5

Description

Supporting bizhub vCare.

Solution

Initial setup documents for vCare support are attached. The attached documents were sent to all the BSCs. This information is for the BSCs only. It does not apply to dealers.

Notes :

1. Please be aware that the bizhub C203/C253/C353/C451/C550/C650 support one-way communication.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0645779EN*

Solution Usage 4

Description

How to capture a file on the color MFPs when printing using the Emperon controller.

Solution

The following must be set up in order to capture the files:

1. Press the utility button and select Administrator Settings.
2. Select Security setting = > Security Detail = > Print Data Capture must be set to Allow = > Administrator Settings = > Network Setting = > FTP setting, FTP Server must be set to ON.
3. In Tech Rep Mode, select System2 and select Data Capture. Select ON.
4. Send print jobs. When finished, enter Command prompt and run FTP client.
5. Issue OPEN ipaddress command and login as the following user
capture
sysadm
6. Type lcd \ command to set the local directory to root of C drive.
7. Use the ls command to list the files.
8. Type binary to change the transfer mode to binary. The response should be 200.
9. Type set to l.
10. Use the get command to retrieve the files (i.e., get c741n.cpt). This will transfer the file to local c drive.
11. After complete enter the bye command.
12. Type exit to quit the command prompt.

To delete the jobs on the HDD, select administrator settings = > Security Detail = > Restrict.

The function will remove the files from the printer.

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0647292EN***Solution Usage** 4**Description**

Why Auto Rotation cannot be turned OFF.

Solution

This is specification of the machine.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0657371EN***Solution Usage** 4**Description**

Citrix® compatibility.

Solution

Please refer to the attached Citrix® compatibility list for additional information. Some products not listed below are listed in the document. It covers other MFPs and Controllers like the bizhub C350/C353/C253/C203, the bizhub PRO 1050/920, the bizhub 600/750/360/420/500/162/180/210, IC-303 and IC-409.

To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

IC-202

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.1, the Adobe® PostScript driver version 1.0.0 or the PCL driver version 1.01 the print controller can be used without restrictions.

IC-203

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Presentation™ Server 3.0 environments with the Microsoft® Word 2003/Excel 2003 and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 2.0.28, the Adobe® PostScript driver version 2.0.28 or the PCL driver version 2.0.0, the print controller can be used without restrictions.

IC-205

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the GDI driver version 1.00 or the PCL driver version 1.00 the print controller can be used with the following restrictions:

1. Cancelled print jobs may stay in queue when using the GDI driver.
2. The printer icon may disappear when cancelling a print job when using the GDI driver.
3. Print jobs may hang when printing from two or more workstations simultaneously using the GDI driver.

IC-302

Tested with Citrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1.

Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

IC-401

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation Server™ 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PostScript driver version 1.0.

The following restrictions:

1. The mixed media function may not be used.
2. Enabling the "Delete pending print jobs at logout" on the Metaframe™ server does not result in the print jobs being deleted.
3. Print job access codes should not be used.

IC-402

Tested with Citrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.0.

Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The following are restrictions that were found:

1. Custom Size setting is not available.
2. Owner Information, Lock Job and Copier store print functions are not available.
3. The client default settings are not saved.

IC-405

Tested with Citrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 2.0.

Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Media Mixed function is not available by network printer.

IC-611

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation Server™ 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.0.7, the PostScript Adobe® driver version 1.0.0.7 or the PCL driver version 1.0.1 the print controller can be used with the following restrictions:

1. The watermark function will not function when using the PCL driver.
2. The PostScript Visual driver is not available with Microsoft® Windows 2003 Server.
3. Booklet mode may not function when called within Adobe® Acrobat®.

IP-901

Tested with Citrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1 and 2.1.

Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

bizhub C350 Standard Controller

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation Server™ 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PCL driver version 1.0 with the following restriction:

The watermark feature will not be available on a locally installed printer.

bizhub 200/250/350 Standard Controller

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation Server™ 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.1 or the PCL driver version 1.0.2 the print controller can be used with the following restrictions:

1. The custom paper size setting is not available.
2. The default selections made on client workstations will not be reflected on the printer properties screens.

bizhub C650/C550/C451/C450/C352/C351/C300/C252/C250

Tested with Citrix® Metaframe™.

Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. No restrictions were found in testing.

Solution ID TAUS0657446EN*

Solution Usage 4

Description

Getting an invalid card error when loading firmware with a Crucial® 128MB Compact Flash card.

Solution

CAUSE: The Crucial® 128MB CF card is not supported.

SOLUTION: Load firmware using the recommended CF Card.

Note : The recommended card is the 128MB SanDisk® Compact Flash card (p/n 7660 4036 01). Please see attached photo as reference.

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0700372EN*

Solution Usage 4

Description

C-D364 service code when copying/printing.

Solution

CAUSE: A NVRAM Data error.

SOLUTION: Restore NVRAM Data. When NVRAM data error is detected, restoring the backup data from Flash ROM on MFPC board is possible with the following procedure:

1. Press [Stop] & [0] & [7] & [1] & [3] & [9]. [*] Will be shown on the control panel.
2. Press the [*] on the control panel.

Note : This CD3XX error code may appear again and require the NVRAM Data restore procedure to be performed several times before clearing the error code(s) completely. By pressing [*], the data restore can be initiated. Restoring data takes a very short time.

3. When restore is finished, the control panel displays the message topower OFF the Main SW.
4. Power switch OFF/ON.

5. If restore failed, the trouble code will be shown again. If any trouble is detected, bring [*] onto the control panel. The actual restore is only possible when a NVRAM data error is detected.

Solution ID TAUS0800745EN*

Solution Usage 4

Description

How to enable SMB (File Sharing) from a Macintosh® OSX 10.2, 10.3 and 10.4.8, or 10.5.

Solution

Please see the attached document explaining how to enable SMB (File Sharing) from a Macintosh® OSX 10.2, 10.3 and 10.4.8, or 10.5. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Ed Bellone/Cesar Jimenez/Ian Lynch, Production Print/SSD

Solution ID TAUS0648443EN***Solution Usage** 3**Description**

How to remove print drivers from Macintosh® OS X, 10.2x, 10.3x, 10.4x, 10.5x.

Solution

Follow the [How to remove Macintosh OS X drivers instructions](#) to correctly remove driver files prior to installing a new or updated version of the driver. This is highly recommended to avoid driver conflict.

Completely deleting/removing the PPD plug-ins for the loading of the driver will NOT overwrite the previous versions.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Bill Ehmke, ASG/SSD and Freddie Burnham, Production Print/SSD

Solution ID TAUS0648457EN***Solution Usage** 3**Description**

Setup guide for User Authentication in combination with Active Directory™, NDS, and SMB/NTLM environments.

Solution

Refer to attached Setup Guide for User Authentication. This document outlines the methods to set up User Authentication.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0652826EN***Solution Usage** 3**Description**

How to add new plug-ins through PageScope Net Care 5.5 via Auto Version Check.

Solution

To add new plug-ins through PageScope Net Care 5.5 via Auto Version Check, perform the following:

1. In Server Setting-Auto-Version Check Setting set Check Interval, Day of Week, Day and Time settings.
2. To have the result of the Notification Check sent to the already configured Net Care Administrator account, select the Notify option. If the network where Net Care is installed is accessing the Internet through a Proxy Server, the TCP/IP address and port number of the Proxy Server must be specified here. If it is necessary to specify a HTTP Proxy account to access their Proxy Server, it would be specified under 'Use HTTP Proxy Account'.
3. After making these settings, to immediately check for updates, go out of Net Care and then login to the Console Tools.
4. Select Download Install.
5. Click on Check Now to check immediately for available Plug-in updates.
- 6 Once available plug-ins are listed, select the plug-ins to install, then select the Install button.
7. Prompted to restart the Server. Select to Restart. It may be necessary to stop and restart the Net Care service or reboot the computer for the change to take effect.

Solution ID TAUS0654475EN***Solution Usage** 3**Description**

FK-502, how to program the number of redial attempts.

Solution

To program the number of redial attempts, perform the following:

1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [FAX] on the touchscreen.
5. Touch [System] on the touchscreen.
6. Touch [Communication Setting] on the touchscreen.
7. Touch [-] or [+] on the touchscreen until the desired redial attempt value is displayed on the touchscreen, the redial attempt value can be set from 0 to 7.
8. Touch [End] on the touchscreen.
9. Touch [Function Parameter] on the touchscreen.
10. Touch [Address] on the touchscreen. Using the right-arrow scroll to the furthest bit on the right side of the address.

11. Press the 1 key. The address displayed should be [000B0001].
12. Touch [Data] on the touchscreen. Use the right-arrow key and scroll to each of the last three bits on the right side of the address and press the 1 key. The address displayed should be [00000111] with a value of [07] displayed to the right of the data.
13. Touch [Decision] on the touchscreen.
14. Touch [Address] on the touchscreen. Use the right-arrow key and scroll to the furthest bit on the right side of the address.
15. Press the 2 key. The address displayed should be [000B0002].
16. Touch [Data] on the touchscreen. Use the right-arrow key and scroll to each of the last three bits on the right side of the address and press the 1 key. The address displayed should be [00000111] with a value of [07] displayed to the right of the data.
17. Touch [Decision] on the touchscreen.
18. Touch [End] on the touchscreen.
19. Touch [Exit] on the touchscreen.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0656962EN*

Solution Usage 3

Description

Connecting a Hecon® (key counter) device to the mainbody.

Solution

Please see attached Bulletin Number 5563 in regards to Hecon® conventional key counter, Hecon® Base 10 and legacy Minolta key counter support. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0658132EN*

Solution Usage 3

Description

Cannot fax out with T00 and T82 error codes.

Solution

CAUSE: Incorrect settings.

SOLUTION: To correct:

1. In the Tech Rep mode, set the Marketing area for the fax to U.S. and then Initialize the fax.
2. Input the fax header data in the Administrator mode.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0701453EN*

Solution Usage 3

Description

Unable to access the printer from a web browser. Can print to and PING the machine.

Solution

CAUSE: TCP/IP conflict with another device on the network.

SOLUTION: Remove the network cable from the printer and PING the same TCP/IP address again. If there is a Reply from the same TCP/IP address, work with the network administrator to identify the other network device with the same TCP/IP address as the printer.

SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0801272EN*

Solution Usage 3

Description

Support for Account track, Secure print, and User authentication from Unix/Linux environments.

Solution

Konica Minolta does not support Account track, Secure print, and User authentication from Unix/Linux environments at this time.

The availability of these options for Unix/Linux environments is being considered for future development.

Please attach ticket to this solution and provide the following information;

1. Product model number(s).
2. Now many products placed or being considered for placement.
3. What "flavor" and version of Unix/Linux operating system.

SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0801501EN*

Solution Usage 3

Description

The Account Track screen resets and shortly after a copy job and the user is prompted to enter the password again.

Solution

Change the reset timing by performing the following:

1. Enter the Admin mode.
2. Select System Settings.
3. Select Reset Settings.
4. Select System Auto Reset.
5. Press the Clear key and enter the desired time delay before the screen is reset.
6. Exit the Admin mode.

Note :If a long delay is selected, users can re-activate account track manually by pressing the Access key.

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801813EN*

Solution Usage 3

Description

How to convert a TIFF into a PDF when fax forwarding.

Solution

Solution:

To convert a TIFF into a PDF when fax forwarding, perform the following steps:

1. Press the Fax key.
2. Press Scan Settings.
3. Press File Type and select PDF.
4. Press the Copy button.
5. Press Utility.
6. Press Copier settings
7. Press Default settings.
8. Press Current.

Solution ID TAUS0643108EN*

Solution Usage 2

Description

Slow printing of large files.

Solution

CAUSE: This can be caused by a network issue. If the data is flowing through a switch, the switch may contain "noise".

SOLUTION: Remove the bizhub C350 from the network and print the file. If it prints correctly, try routing the data through another switch. The MFPhasa setting to resolve slow printing:

ADMIN SETTINGS =>

SYSTEM SETTINGS =>

OUTPUT SETTINGS =>

PRINT/FAX OUTPUT SETTINGS =>

PRINT =>

SELECT BETWEEN PAGE PRINT and BATCH PRINT (select page printing because Batch is for job printing)

It changed the first copy outtime on a test document from 2 minutes, 6 seconds to 9 seconds.

SPECIAL NOTE : Solution contribution by Mario Hidalgo, Western Region DSM and Jim Behrends, Production Print/SSD

Solution ID TAUS0645890EN*

Solution Usage 2

Description

Why the FS-501 is unable to be connected to the bizhub C250.

Solution

The FS-501 can be connected to the bizhub C250 only if the FS-501 serial number is above 71211705.

SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/BSE

Solution ID TAUS0648745EN*

Solution Usage 2

Description

How to enable/disable the Protocol Trace List.

Solution

To enable/disable the Protocol Trace List, perform the following:

1. Access Tech Rep mode.
2. Select Fax/List Output/Protocol Trace Output.
3. Select to disable or enable printing the Protocol Trace List.

Solution ID TAUS0651550EN*

Solution Usage 2

Description

Konica Minolta Security White Paper.

Solution

See Security White Paper for details.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0652000EN*

Solution Usage 2

Description

FK-502, how to insert a pause between the PBX outside line number and the fax telephone number.

Solution

To insert a pause between the PBX outside line number and the fax telephone number, perform the following:

1. Enter Admin mode, then select Fax Settings => PBX Set.
2. Turn on PBX and enter Prefix.

When creating a new registration of the Fax destination, please do following:

1. Enter Admin Mode.
2. Press One Touch Reg. => Fax Reg. => Address Book => Abbr.Dial => New.
3. Before entering the Phone number, press 'out-side' button. After pressing the 'out-side' button, [E-] will be indicated on the display. This indicates a pause. Then please enter the number.

Solution ID TAUS0653176EN*

Solution Usage 2

Description

Why, when Compact PDF is selected, does the color type not change to Color and Color cannot be selected?

Solution

This is specification. Color must be selected first prior to selecting Compact PDF. When Compact PDF is selected the scanning mode will be Color at 300dpi.

Solution ID TAUS0656068EN*

Solution Usage 2

Description

FK-502, dual phone line capability.

Solution

Dual-line fax is available with the optional multi-line kit, ML-501 (Item #4599X001).

Solution ID TAUS0656793EN*

Solution Usage 2

Description

SMTP authentication tips.

Solution

Refer to the attached document which provides details on how to configure the MFP to allow SMTP Authentication for Scan to E-Mail.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Rick Veale, ESS/BSE

Solution ID TAUS0657465EN*

Solution Usage 2

Description

Unable to load firmware using a Kingston® 256MB CF card.

Solution

CAUSE: The Kingston® 256MB CF card is not supported.

SOLUTION: Load firmware using the recommended CF Card.

Note : The recommended card is the 128MB SanDisk® Compact Flash card (p/n 7660 4036 01). Please see attached photo as reference.

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0658101EN*

Solution Usage 2

Description

How to increase image unit life.

Solution

To increase image unit life:

1. Go into Service Mode.
2. At the Service, in order to get into the Enhanced Security Screen press: Stop, 0, Clear (Stop, 9 for bizhub C350).
3. Select IU Life Stop Setting.
4. Choose either Stop or No Stop.
5. Click on End to Save.

Please follow the steps outlined in the attached Bulletin Number 5705 -Extending Image Unit Life. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0658215EN*

Solution Usage 2

Description

How to program the touchscreen display language.

Solution

To program the touchscreen display language, perform the following:

1. Press the Utility/Counter key.
2. Touch [2 User Setting] on the touchscreen.
3. Touch [1 System Setting] on the touchscreen.
4. Touch [1 Language Selection] on the touchscreen.
5. Touch the desired touchscreen display language [English], [French], [Spanish], or [Japanese].
6. Touch [OK] on the touchscreen.
7. Touch [Exit] on the touchscreen.

SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID TAUS0700396EN*

Solution Usage 2

Description

PostScript printer PPD files for LINUX (CUPS) printing and for OpenOffice application.

Solution

There are PostScript printer PPD files that can be used in LINUX environments using CUPS (Common UNIX Printing System) and for OpenOffice (Word Processor application). The PPD files are available for download via the SSD support site;

1. Login in via www.mykonicaminolta.com .
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD" link located on the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.

5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.
 6. Select Product Group, Product, File Type (Drivers) and OS (Linux).
- Note : The latest print drivers are also available via the Konica Minolta Download Selector from theKMBS public site (<http://www.kmbs.konicaminolta.us>).
- SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0700745EN*

Solution Usage 2

Description

C-D351or C-D364 when copying or printing.

Solution

CAUSE:NVRAM data error.

SOLUTION: Restore theNVRAM data. When a NVRAM data error is detected, restoring the backup data from Flash ROM on MFPC board is possible with the following procedure:

1. Press [Stop], 0, 7, 1, 3, 9.The control panel will display [*].
2. Press[*] on the control panel.

Note: Thiserror code (or another C-D3xx code) may appear again. It may be necessary todo theNVRAM data restore procedureseveral times toclear the error code(s) completely.Pressing [*] initiates the data restore, which takes a very short time.

3. When the restore is finished, the control panel displays a message to power OFF the main power switch.
4. Turn the main power switch OFF/ON.

If the restore failed, thecode will be shown again. Note that a restore is possible only if an actual NVRAM data error is detected. If the procedure above does not work, the NVRAM can be confirmed as the root problem by temporarily swapping the NVRAM from oneof the following models:C250, C300, C351, C352 or C450.

To obtain a replacement NVRAM, follow the NVRAM/BRU replacement procedure (see attached bulletin), but only after the steps above have beenperformed.

Solution ID TAUS0701618EN*

Solution Usage 2

Description

PostScript printer driver for Microsoft® Windows Vista™.

Solution

The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (<http://www.kmbs.konicaminolta.us>), Support & Drivers tab, or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

The Windows Vista™ Compatibility Legend can be viewed at: <http://kmbs.konicaminolta.us/content/support/vistasupport.html>

Note : Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0703224EN*

Solution Usage 2

Description

How to print halftone test patterns.

Solution

To print halftone test patterns, perform the following procedure:

1. Enter Tech Rep mode.
2. Select Test Mode.
3. Select Halftone Pattern.
4. Select Single, Hyper, Gradation.
5. Select the desired halftone color.
6. Press C and enter the desired halftone density -1 (lightest)through 255 (darkest).
7. Press the START button to output the pattern.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0703411EN*

Solution Usage 2

Description

FK-502, how to adjust the cable EQL for TX and RX.

Solution

To adjust the cable EQL for TX and RX, perform the following:

1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [FAX] on the touchscreen.
5. Touch [Modem/NCU] on the touchscreen.
6. Touch [Cable EQL] on the touchscreen.
7. Under the heading of TX touch [-] or [+] to change the EQL TX value. The setting can be programmed to 0, 4, 8, or 12[dB].
8. Under the heading of RX touch [-] or [+] to change the EQL RX value. The setting can be programmed to 0, 4, 8, or 12[dB].
9. Touch [END] on the touchscreen.
10. Touch [Exit] on the touchscreen.

SPECIAL NOTE : Solution contribution by Jim Behrends and Ted Young, Production Print/SSD

Solution ID TAUS0703682EN*

Solution Usage 2

Description

eCopy™ ShareScan OP step-by-step installation instructions.

Solution

Please refer to attached install documentation for the step-by-step procedure and theeCopy™ compatible machine models, firmware and TWAIN drivers list.

To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801712EN*

Solution Usage 2

Description

Equitrac® cables for the Vendor 2 interface.

Solution

The Vendor 2 interface offers the ability to differentiate between color and B&W on a per page level. You can now track and differentiate between color and B&W for both copy and print based on user login when connected to Equitrac® Professional, Equitrac® Express or Equitrac® Office.

With the Vendor 2 interface you will have access to MFP features such as Auto Color, Duplex and Booklet that are not available with the Vendor 1 interface.

Other features such as User Box and TWAIN scanning are restricted. Please refer to the Service Manual for a complete list of restrictions and see the attached Marketing Bulletin for Item Numbers and Requirements. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0645545EN*

Solution Usage 1

Description

How to program the function of the Power Save button on the operator panel.

Solution

To program the function of the Power Save button, perform the following:

1. Press the Utility key.
 2. Select [3 Administrator Setting] and enter the passcode.
 3. Select [1 System Setting].
 4. Select [Power Save Key].
 5. Select [Low Power] or [Sleep].
-

Solution ID

TAUS0647125EN*

Solution Usage

1

Description
Printer driver support for Microsoft® Windows 64-bit operating system.

Solution
The latest 64-bit printer drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID

TAUS0648399EN*

Solution Usage

1

Description
Addedenhancements.

Solution
Enhancements
1. Job Erase (Mode 2)
2. SC-503 Hard Disk Drive Encryption Kit
3. VK-501 Vendor Kit (previously announced under separate bulletin)
4. Mixed Originals + Offset
See Bulletin #05-GB-095 for details. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .
Note : In order to access these capabilities, upgrade to the appropriate firmware level. The chart below indicates the minimum version firmware level required to support these functions:

bizhub C450
bizhub C351
bizhub C250
Firmware Level
69
69
43

The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID

TAUS0649475EN*

Solution Usage

1

Description
How to set up LDAP.

Solution
To set up LDAP, perform the following:
Note : Following is an example.
1.Enter Administrator mode, press the Utility button.
2. Select #3 Administrators setting, enter the Administrator Password (12345678) and select OK.
3. Select #5 Network Settings.
4. Select #7 LDAP.
5. Select #1 Enabling LDAP;enable LDAP functions.
a. Maximum Search Results is defaulted to 100.
b. Timeout default is at 60 seconds.

- c. Initial Settings for Search Details are all defaulted.
6. Select OK.
7. Select # 5 Network Settings.
8. Select # 7 LDAP Setting.
9. Select #2 Setting Up LDAP.This should be on screen 1/4.
Server Address .
This is the TCP/IP address of the Domain Server where the Global Catalog Active Directory lies (12.3.1.56).Check with the IT Network Administrator for this information.
- Search Database . Breakdown the domain address name and enter it here with the following example of ssd.konicaminolta.com (dc=ssd,dc=konicaminolta,dc=com).
10. Select the FWD => button to go to screen 2/4.
a. Enable SSL is OFF.
b. Port is at 389.
c. General Settings is set to Simple.
11. Select the FWD => button to go to screen 3/4.
Login Name . This is a partial combination of the Domain name/User sign in, on the network (ssd\JohnSmithXXX).
Password . This is client password to sign in on the network (****)
Domain Name . This is the Domain name (konicaminolta).
12. Select the FWD => button to go to screen 4/4.
Dynamic Authentication . This is set to Disable. If this function is enabled,it will promptforthe User ID and Password beforeperforming an LDAP Search for the Address Book.
13. Select OK, close, close.

From here an LDAP Search should be able to be performed if all fields are set up correctly and case-sensitive checked. Perform the following:

1. Select the Scan button on the operation panel.
2. Select the Address Book tab.
3. Select LDAP Search.
4. Select Basic Search.
5. Enter a name (preferably one in the Active Directory).
6. Select OK.

Solution ID TAUS0650393EN*

Solution Usage 1

Description

Is scan to PC (SMB) supported in a Novell® environment?

Solution

Scan to PC (SMB) in a Novell® environment is not supported as the necessary protocol is not installed on a Novell® Server or client. The following information are the specifications (as of 9/08/04) for PC (SMB) scanning:

Supported environment :

1. Connection to file sharing server in broadcast domain.
 2. SMB (TCP/IP) shared folder of Microsoft® Windows.
- Non-supported environment :
1. Network beyond router.
 2. SMB other than TCP/IP (NetBEUI/IPX are not supported).
 3. Direct Hosting SMB (mounted SMB on Microsoft® Windows 2000 or later).
 4. User Level sharing of Microsoft® Windows 98.
 5. Sharing that needs authentication with Microsoft® Windows 2003 Domain.
 6. CIFS mounting of non-Windows OS (e.g.: SAMBA® on UNIX/LINUX, CIFS sharing on Novell® Netware®)

Restrictions of mounting :

1. NetBIOS Name Binding;
 - a. On Microsoft® Windows network, TCP/IP has to be obtained from NetBIOS name as same mechanism as DNS to obtain TCP/IP address from Domain name of Internet.
 - b. On Microsoft® Windows OS, TCP/IP address can be obtained from NetBIOS name by following procedures:
(H Node case)
 - Cache in Local PC.
 - Inquiry to WINS server.
 - Inquiry by Broadcast.
 - lmhost in Local PC (NetBIOS ver. of host file in Domain).
 - Confirmation of host file in local PC.
 - Inquiry to DNS.
- 7145/7222/7228/7235 only support Inquiries by Broadcast. Therefore, this cannot be connected to a server beyond a router that cannot be reached by Broadcast.

Restrictions of SMB Protocol :

1. On Microsoft® Windows Network, there are various version protocols for authentication.
 - a. 7145/7222/7228/7235 cannot connect to the server that requires NTLM 0.12, higher-level protocol, since these models support only LANMAN 2.0.
 - b. Non-accessible servers since they require NTLM 0.12 or higher protocol.
 - c. Microsoft® Windows 98 User Level Sharing.
 - d. Microsoft® Windows 2003 Domain.

Restrictions of identification :It has been confirmed that mounting CIFS of non-Windows (e.g.: SAMBA® on UNIX/LINUX, CIFS sharing on Novell® Netware®) cannot be connected.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0650759EN*

Solution Usage 1

Description

FS-603, how to perform the skew/alignment adjustment for folding.

Solution

The skew/alignment adjustment for the FS-603 can be found in Tech Rep Service Mode, under Finisher Adjustment, Half Fold Position Adjustment. An adjustment of + 7 to - 7 can be made. There is also a mechanical adjustment to be performed starting on page 126 of the FS603 Service Manual .

Note : To view the referenced PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0651518EN*

Solution Usage 1

Description

How to check the image unit life.

Solution

There are two ways to check the life of the image units. The customer can check the life by pressing the Utility Key and then selecting [Unit Life Indicator]. The life will be displayed in bar graph form F (full) to E (empty).

The technician can check the actual life in minutes by performing the following:

1. Enter the Technical Mode.
2. Select [Counter].
3. Select [Life].
4. Select [2].

The image unit life will be displayed in minutes of use.

Solution ID TAUS0651795EN*

Solution Usage 1

Description

How to set the fax for international TX faxing.

Solution

To set the fax for international TX, perform the following:

1. Press the fax button on the control panel.
2. Press COMM. setting on the fax screen.
3. Press LINE setting.
4. Press OVERSEAS.
5. OK to back out to the fax screen.
6. Enter the overseas international number in the DIRECT input starting with 011, area code and then the telephone number.

Note : Make sure to use any prefix number (9) before the 011 in order to get an outside line. Example: 9 + 011 + country code + city code + number.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0651970EN*

Solution Usage 1

Description

How to allow Public User Access, but restrict Public User functions.

Solution

To allow Public User Access, but restrict Public User functions, perform the following:

1. From the copier/printer panel, enter Admin Mode. Select User Auth/Acct Track.
2. With User Authentication set to ON, set Public User Access to Allow.
3. Click OK
4. Select the User Registration button. Select the Up arrow.
5. Next to a box with the number 1000 is a box numbered 000. It is also labeled Public.
6. Select this box.
7. Select Function Permission to Allow or Restrict the following functions - Copy, Scan, Fax, Print, User Box or Print Scan/Fax from Box.
8. Select the Output Permission Box.
9. Select Allow or Restrict for Print Color, Print Black and White or Scan/Fax Color or Black and White.

Solution ID TAUS0652482EN***Solution Usage** 1**Description**

FS-603, why the first sheet of the second set and subsequent sets is not aligned properly when performing OFFSET sorting.

Solution

Due to the design structure of the FS-603 this may occur when OFFSET sorting multiple sets.

Solution ID TAUS0652589EN***Solution Usage** 1**Description**

ML-501, Multi-Line Kit availability.

Solution

The ML-501 Multi-Line Kit adds a second fax line to the MFP and supports the following functions:

Fax Transmissions and Receptions (TX and RX)

Fax Transmissions only

Fax Receptions only

Please see Bulletin 05-GB-142 for details.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0652663EN***Solution Usage** 1**Description**

Imaging Unit Protection Program.

Solution

See Imaging Unit Protection Program for details.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0654507EN***Solution Usage** 1**Description**

FK-502, how to program header information (change sender name info).

Solution

To program header information, perform the following:

1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [8. Fax Setting] on the touchscreen.
6. Touch [1. Header Information] on the touchscreen.
7. Touch [Sender Name] on the touchscreen and input the sender's name using the keypad displayed on the touchscreen.
8. Touch [OK] on the touchscreen and input the sender's fax number using the keypad displayed on the touchscreen.
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen to return to the normal screen.

SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0655353EN***Solution Usage** 1**Description**

Part number for the PWB-MFP, PWB-M or PWB-SIF board.

Solution

PWB-MFP (MFP Control Board)- p/n 4038012106

PWB-M (Mechanical Control Board)- p/n 4038010105

PWB-SIF (Slide Interface Board)- p/n 4038012303

Solution ID TAUS0657010EN*

Solution Usage 1

Description

How to enable output of a TX Report after every fax transmission.

Solution

To output a TX Report after every fax transmission, perform the following:

1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [7. Fax Setting] on the touchscreen.
6. Touch [7. Report Settings] on the touchscreen.
7. Touch [TX Report] on the touchscreen.
8. Touch [ON] on the touchscreen.
9. Touch [Exit] on the touchscreen to return to the normal copy screen.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0700570EN*

Solution Usage 1

Description

Pop-Up drivers for User Authentication and/or Account Track information.

Solution

Pop-Up drivers for User Authentication and/or Account Track information have been released (see attachment).

Notes :

1. The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0702445EN*

Solution Usage 1

Description

How to set up FTP Publishing Services on a Microsoft® Vista™ workstation.

Solution

Please follow the step-by-step procedures as shown in the attached document.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0702869EN*

Solution Usage 1

Description

Does the JS-601 require a finisher?

Solution

The JS-601 can only be installed on the FS-501. It cannot be installed on the machine by itself.

Solution ID TAUS0703108EN*

Solution Usage 1

Description

Compatibility between applications and firmware.

Solution

Please see the attached files that address compatibility between applications and firmware.

1. Compatibility with Phase 1.8 and Phase 2.0

Does the application for Phase 2.0 work on Phase 1.8 firmware?

Does the application for Phase 1.8 work on Phase 2.0 firmware?

2. Compatibility with Phase 2.0 and Phase 2.5
Does the application for Phase 2.5 work on Phase 2.0 firmware?
Does the application for Phase 2.0 work on Phase 2.5 firmware?

3. Compatibility with Phase 2.5 and Phase 3.0
Does the application for Phase 3.0 work on Phase 2.5 firmware?
Does the application for Phase 2.5 work on Phase 3.0 firmware?

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution IDTAUS0703269EN*

Solution Usage1

Description
How to set up User Authentication using Active Directory from theMFP and using the driver.

- Solution**
- From theMFP Side:
1. Administrator setting 1,2,3,4,5,6,7,8.
 2. System setting.
 3. Date/Time setting (also enter correct Time Zone). Use the same time as the server.
EST-Time Zone UTC - 05:00
CST-Time Zone UTC - 06:00
MST-Time Zone UTC - 07:00
PST-Time Zone UTC - 08:00
 4. Administrator Setting 1,2,3,4,5,6,7,8.
 5. Network setting.
 6. TCP/IP settings.
 7. FWD to page 3.
 8. DNS settings (enter Priority and substitute DNS TCP/IP addresses).
 9. Administrator setting.
 10. Network settings.
 11. Detail settings.
 12. Time Adjust settings (NTP Settings - ON, enter TCP/IP address of server).
 13. Administrator Mode (1,2,3,4,5,6,7,8).
 14. User Authentication/Account track.
 15. General settings.
 16. ON (External Server).
 17. Select Active Directory.
 18. Enter the Domain Name.
 19. Press Registration.
 20. Press OK, OK.
 21. Enable Account Track.
 22. Choose Account Track Input Method.
 23. Choose Account Name & Password.
 24. Press OK.

- From the computer:
1. Go into the Printers folder or Printers and Faxes.
 2. Right-click on the printer.
 3. Select Properties.
 4. Select the Option or Configure Tab (may not be available on some models).
 5. Make sure that User Authentication is set to ON [Device] (may not be available on some models).
 6. Open the application.
 7. Select File.
 8. Select Print.
 9. Choose the printer.
 10. Select Properties.
 11. Select the Setup tab.
 12. Choose User Authentication/Account Track.
 13. Enable User Authentication.
 14. Select Recipient User.
 15. Enter the User Login Name and Password (the ones used to login to the Domain).
 16. Select OK, OK, OK.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution IDTAUS0703516EN*

Solution Usage1

Description

How to update firmware using Internet ISW.

Solution

The Internet ISW function requires that the firmwareTAR file be extracted from theGZ file.
This can be done using WinZip® or WinRAR®.
Use an FTP server utility to host the firmware. There is one available via the Download Selector under Black and White Products => Utilities => ftp_server_1.0.exe.
To perform the update:
1. Go to Tech Rep mode.
2. Select the Internet ISW button.
3. Select the Internet ISW Set button => Set to ON => Press the END button. Determine if updating via FTP or HTTP.
4. Select the appropriate settings button, FTP or HTTP. The instructions are the same from here on in.
5. Select the desired button protocol button, and select the ON button => Press the END button.
6. If a proxy is required to access the server, select the Connect Proxy server button and select the ON button. Then press the Proxy Server button and enter the TCP/IP address and the port number of the proxy server. This will not be the host server holding the firmware. 7. Select the address space size IPv4, IPv6 or FQDN (Fully Qualified Domain Name).
8. When complete, press the connection settings buttons, check that the port number is set to 21, connection timeout is set to 1 minute and PASV mode is set to OFF.
9. Select the Forwarding Access Setting button.
10. Enter the User ID that the MFP will use to access the server.
11. Enter the password for the user.
12. Enter the address of the host server:

If using an HTTP server type h ttp://ip _address/directory

If using a FTP server type ftp://ip_address/directory
13. Enter the filename of the firmware. This should end with a TAR extension. Remember that this file is extracted from theGZ file and not renamed.
14. Press the END button.
15. Select the Download button and then press the ISW Start button. Start rebooting... message is indicated. The MFP will reboot.
16. After the hourglass, the following messages should be displayed:

Now connecting to the firmware server

Now getting information from the firmware server

Now downloading program data from the firmware server
IMPORTANT : The server hosting the firmware needs to be available even after the firmware starts and finishes. Tests show that firmware is still downloading even though programming of the firmware has begun.
17. The normal firmware update screen will be displayed and you can press start or wait 30 seconds; it will start automatically.
18. When complete, recycle the MFP.
19. After the hourglass a message will be displayed:
The version upgrade through the network download is complete. Touch [OK] to use the device.
20. Press the OK button to continue.
21. Check the firmware versions.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0703568EN*

Solution Usage 1

Description

Can a copy or scan job be programmed with the Vendor mode enabled while a job is printing?

Solution

A copy or scan job cannot be programmed with the Vendor mode enabled while a job is printing. This is the specification.
SPECIAL NOTE : Solution contribution by Rich Raynor, ESS/SSD

Solution ID TAUS0800335EN*

Solution Usage 1

Description

When the engine runs out of paper and is not addressed it will cause the writer on the AS/400® to stop.

Solution

CAUSE: The writer on the AS/400® times out after 170 seconds (by default) when MFP runs out of paper.

SOLUTION: The following changes to the device description will cause the writing to ignore the time out and just report the error.
1. Pick one of the devices and end the writer and vary the device off.
2. Select the option that will allow you to 'Change Device Desc'.
3. On the first screen look for the 'Printer error message' parameter and change it to '*INFO'.
4. Page down twice and look for the 'User-defined options' parameter it should read '*IBM SHRCNN'; under this add ERRMSG INFO.
5. Start the writer and vary the device on and test. These changes must be done for the other device on the AS/400®.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0800941EN*

Solution Usage 1

Description

T82, R76 and R00 using the FK-502

Solution

CAUSE: ECM is enabled or the customer is using a DSL line and there are no filters attached to the MFP.

SOLUTION: To correct:

1. Go into Service Mode, Fax Settings, and Communications to turn off - ECM.
2. Verify if the customer is using DSL.
3. DSL filters need to be installed.

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800943EN*

Solution Usage 1

Description

SMTP error 554.

Solution

CAUSE: The mail servers are set to POP before SMTP as a security measure to prevent SPAM. The mail server collects the TCP/IP address during authentication with the POP server, and then permits SMTP relaying from that TCP/IP address for a short period of time.

This means that incoming mail MUST be checked before mail is allowed to be sent. If setting an E-mail client (like Microsoft® Outlook) to check mail regularly, outgoing mail may sit in the Outbox until the incoming mail is checked again.

If only checking mail when initially opening the E-mail client, a Send/Receive will need to be forced before the outgoing mail can be sent.

If E-mail is not checked within 30 minutes, an "Error 554: Relay Access Denied" error may be received.

SOLUTION: Quick Fix

1. Move anything in the Outbox to the Drafts folder.
2. With nothing in Outbox, click Send/Receive.
3. After a successful Send/Receive, try sending an E-mail from the Drafts folder.

Long Term Fix (in Microsoft® Outlook)

1. In Microsoft® Outlook, go to "Tools" then "Email Accounts".
2. Click "View or change existing E-mail account", then click "Next".
3. Select the account, then click "Change".
4. Click "More Settings".
5. Click the tab labeled "Outgoing Server".
6. Select "My outgoing server (SMTP) requires authentication", then select "Log on to incoming mail server before sending mail" at the bottom.
7. Click "OK".
8. Click "Next".
9. Click "Finish".

Note : This procedure should be done by the on-site Network Administrator.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800968EN*

Solution Usage 1

Description

How to backup the original NVRAM (data) counters to the new NVRAM.

Solution

Presently there is no way to backup any of the NVRAM data.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0801546EN*

Solution Usage 1

Description

FK-502, how to insert a pause in the PBX setting.

Solution

It is not possible to insert a pause after the outside line access code in the PBX setting.
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and Ian Lynch, Production Print/SSD

Solution ID

TAUS0801734EN*

Solution Usage

1

Description

FK-502. fax communication time out errors.

Solution

CAUSE: No response to V.34 signal (High speed fax communication).

SOLUTION: New time settings have been implemented from phase 3.05 onwards.
1. New ITU recommendations T.30 for Faxing over IP 450ms time windows between ANSam and DIS.

Formerly, when a V.34 device sent a fax to a non-V.34 device, the sequence ANSam to DIS progress was 75ms. Because of the fact that the called device cannot respond to ANSam this setting has been implemented. However, if the V.17 modulation is used without disabling echo cancellers, it will negatively impact the half-duplex sequence. Therefore, to disable the echo cancellers, the time window between ANSam to DIS has been changed to 450ms ± 50ms (T.30 will be revised). With this version, it is possible to select the time window with the function parameter setting as follows.

Function parameter: 0e004b
Bit 1 =
0: 450ms (Default)
1: 75ms
2. When receiving a non-ECM Fax, error lines may occur if noise is on the line. Therefore, Konica Minolta has modified the time of non-ECM.
Function parameter: 0x0e000e
Bit 7 =
0: Normal (default)
1: Strict
ECM
Normal: Check time: 0.5s
Strict: Check time: 0.8s
Non-ECM
Normal: Check time: 0.8s
Strict: Check time: 1.1s
Note : The parameter does not work when using 2400bps
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID

TAUS0801968EN*

Solution Usage

1

Description

FK-502, Fax Forward function.

Solution

To use the Fax Forward function with an installed FK-502, the incoming fax can be sent to:

- Fax
- E-Mail

FTP

SMB

Box

To be able to forward a Fax, E-Mail, FTP, SMB or Box, store the recipient into the machine in advance.

Check the functionality of the stored recipient in advance before using it within the Fax forward function.

To store an E-Mail address for Fax forwarding to E-Mail:

1. Enter a One Touch Dial, Fax, FTP or SMB recipient via [Utility/Counter]=> One Touch Registration => Scan => Address Book => E-Mail => New.
2. Enter a NAME for the Button.
3. Enter the E-Mail address.
4. Press OK.
5. Press Close 4 times.

Enable the Fax forward function via [Utility/Counter] => Administrator setting => Password => Fax Setting => Function Setting => Fax Forward => Select from Address Book => E-Mail => select your preferred address.

Note : Speed Dial , E-Mail , FTP , SMB and Group is available. Groups may include a Box, but a Box will be ignored in combination with forwarding functions.

Known Limitations/Problems :

No sophisticated selective line forwarding if Multi-line is installed. This means, you cannot forward all Fax received on Line 1 to E-Mail Address A and forward all received Fax on Line2 to Address B.

No Fax forward function to stored "Programs".

No attachment file type selection (TIFF/PDF) for forwarded Fax.

Fax forward to Box and Group at the same time is NOT possible.

Fax Forward to E-mail and FTP/SMB is not possible.

Known Workarounds :

No sophisticated selective line forwarding.

You may use a Fax Server with Installed Unimessage Pro® or RightFax®. The price for a simple Server Hardware (Pentium® 4 desktop) and the Unimessage Pro® software is nearly the same as for the Fax Unit (FK-502).

In addition you can sell "Service for UMP" and a "Solution" offering more flexibility and functionality.

RightFax® is more focused on Major Account business and is much more expensive but will provide more functions.

You may use a bizhub 250/350 with FK-503 and Multi-line Kit, because this machine is able to have a sophisticated Fax forwarding function.

If more than one of the above mentioned machines are installed at customer site, each machine can be equipped with a FK-502 and may be used for Fax forwarding even if there is no Fax Kit needed. But the FK-502 line can be used to forward a Fax to a second address, because the place of the Fax number is easy to switch within a PBX.

No Fax forwarding to stored programs.

No Workaround available.

No attachment file type selection (TIFF/PDF) for forwarded Fax.

Press the [Utility/counter]=> User Setting => Initial Setting => Current Setting => OK => Close => Close. PDF becomes default for all scans and attachments (except programmed Program destinations).

Note : The bizhub C353/C253/C203 firmware version 88/E3/G3 is not capable to forward a Fax document with TIFF format. To support this feature i-Option 2/Gx0-J8) is available. This firmware will provide a soft switch to support TIFF/PDF in a different way.

Switch Number: 28

HEX Assignment: 00 Forwarding TX by PDF format [Default]

HEX Assignment: 08 Forwarding TX by TIFF format

Fax forward to a Box and Group membership at the same time is NOT supported

It is a specification limitation that a Group, containing a Box, can be selected, but the Box forward will be ignored.

Fax Forward to E-mail and FTP/SMB within a group is not possible.

SPECIAL NOTE : Solution contribution by KM Europe (BEU) and Ian Lynch, Production Print/SSD

Solution ID TAUS0808069EN*

Solution Usage 1

Description

What is SRA sized paper?

Solution

SRA is the abbreviation of Supplementary Raw Format A. It is slightly larger than standard "A" size paper. SRA paper is typically used in printing where a bleed to the edge of the page is required, similar to printing 11x17 with bleeds on 12x18.

Common SRA paper measurments in millimeters:

SRA0 = 900x1280
SRA1 = 640x900
SRA2 = 450x640
SRA3 = 320x450
SRA4 = 225x320

Solution ID

TAUS0808178EN*

Solution Usage

1

Description

How to forward faxes to different destinations for each line with multi-line fax option.

Solution

Due to design constraints, it is not possible to forward received faxes to different destination. Both lines will forward received fax to same forwarding destination. However, on a limited basis, it is possible to set up fax forwarding to different destinations based on TSI routing. Please refer to the User manual for the model in question.

SPECIAL NOTE: Solution contribution by Mahen Shukla, ESS/BSE and Ian Lynch, Production Print/SSD

Solution ID

TAUS0808520EN*

Solution Usage

1

Description

Compatibility for Captaris® RightFax®.

Solution

Konica Minolta includes RightFax® compatibility as a standard feature of the MFP firmware of the supported workgroup MFPs, as well as a built-in setup utility within the MFP PageScope Web Connection.

Konica Minolta also offers the downloadable Setup Utility for RightFax®, which provides another means of configuring the MFPs to communicate with RightFax®. All that is required is the purchase of one Konica Minolta Connector for Captaris® RightFax® for each MFP, where RightFax® functionality is needed. Please see attached Marketing Bulletin #08-GB-032 and Guide to the Konica Minolta Connector for Captaris® RightFax® for details. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Note : The links in the Guide to the Konica MinoltaConnector for Captaris® RightFax® document are "live".

Solution ID

TAUS0900013EN*

Solution Usage

1

Description

How to use the Firmware Imaging Toolkit software.

Solution

Please perform the step-by-step procedure mentioned in the attached documentation. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

CAUTION : Never format the CF card on color machines.

Notes :

1. Before installing the most current version always delete the previous version via Add and Remove Programs.

2. Firmware Imaging Toolkit 2006 can be downloaded via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0629386EN*

Solution Usage 0

Description

ISO 15408 certification information.

Solution

The MFPS are certified ISO 15408. Refer to the following for more detailed information concerning ISO 15408 as well as the attached Security White Paper.

1. ISO 15408 FAQ
2. Trusted Computing Base
3. ISO 15408-3
4. Common Criteria

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0650471EN*

Solution Usage 0

Description

How to change scan file name for Scan-to-Box from the operation panel.

Solution

To change the scan file name for entries from Address Book, perform the following procedure:

1. Press [Scan] button.
2. Press [Direct Input].
- Note: The default scan settings are used then skip steps 3 and 4.
3. Press [Scan Setting] to change scanner setting.
4. Press [OK].
5. Press [Save in User Box] button on the operation panel.
7. Press [Document Name] button.
8. Enter new file name.
9. Press [OK].
10. Select User Box.
11. Press [Start] to scan the document.

Solution ID TAUS0650578EN*

Solution Usage 0

Description

When setting both User Authentication and Account Track settings through PageScope Data Administrator, what does selecting "Synchronize" accomplish as opposed to selecting "Not synchronize User Authentication and Account Track"?

Solution

Synchronization allows use of the machine by only having to enter the user name after the machine was used once with the appropriate information entered for User Authentication and Account Track.

If the selection to Not Synchronize is made, then all information will be required to be entered for User Authentication and Account Track each time the machine is used.

Solution ID TAUS0650583EN***Solution Usage** 0**Description**

In what situation would User Authentication and Account Track Synchronization be selected/NOT selected?

Solution

User Authentication and Account Track Synchronization would be selected when the machine is used by multiple departments and the use of each employee is managed by each department. Totals can be maintained on each employee (each user) and each department (each account).

User Authentication and Account Track Synchronization would NOT be selected when a machine is used by multiple employees with each employee performing multiple projects which need to be totalled separately. With this setup, totals can be maintained on each employee (each user) and on each project (each account) on which the employee is working.

Solution ID TAUS0652207EN***Solution Usage** 0**Description**

How incoming Faxes can be saved in a Box so that they can be retrieved through PageScope Box Operator 2.0.3.0.

Solution

Perform the following:

1. From the MFP panel, to go into Admin mode and select Fax Setting => Function Setting => Memory RX and set to ON.
2. Enter a password. Received documents will then be saved in the Memory RX User Box.
3. From PageScope Box Operator, select Tools => Options.
4. Enter a check mark next to 'Display the Memory RX User Box'. In PageScope Box Administrator, the Memory RX User Box, which will be listed as Box number 0, will be displayed.
5. Double-click on the box.
6. Enter the password for the box. Documents contained in that box will now be available to view and save to the computer.

Solution ID TAUS0653280EN***Solution Usage** 0**Description**

Part number for the Front Cover Switch Assembly.

Solution

Front Cover Switch Assembly (p/n 4038R75800).

Notes :

1. See Bulletin #5362 for additional information.
2. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0653412EN***Solution Usage** 0**Description**

When updating fonts on the LinkCom™ III box, PrintGuide™ is unloaded.

Solution

CAUSE: During the update a physical page is generated to confirm that the fonts are being updated. If there is no printer, the PrintGuide™ application fails.

SOLUTION: Change the port monitor on the LinkCom™ box to parallel port. The parallel port will error out but the font update will complete successfully.

Note : Please refer to attached Marketing Bulletin #08-GB-002 for updates concerning LinkCom™ devices. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0653599EN***Solution Usage** 0**Description**

Can Equitrac® be used to track Color and B&W copies/pages?

Solution

When using the Smart cable (p/n CABX0805) with the bizhub C3xx series (except bizhub C350), the tracking of Color and B&W copies/pages is possible. When copying both Color and B&W images, they were accurately reported to the Equitrac® Office server.

Notes :

1. Since AutoColor is not an option when using Vendor 1 port connection, it has not been tested.
2. When printing, all modes were tested; Color, B&W and combination Color and B&W were accurately reported to the Equitrac® Office server.

Solution ID TAUS0653720EN***Solution Usage** 0**Description**

MSDS information for drum, developer and toner.

Solution

Drum MSDS
Black toner MSDS
Yellow toner MSDS
Cyan toner MSDS
Magenta toner MSDS
Black developer MSDS
Yellow developer MSDS
Red developer MSDS
Cyan developer MSDS

Notes :

1.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

2.The MSDS documentation is also available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (

<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0654131EN***Solution Usage** 0**Description**

Why, when a document is stored with PDF and Encrypt selected, is the stored file created as a thumbnail on the window of PageScope Box Operator?

Solution

This is the product specification. When the machine transmits the stored file onto a PC, an encrypted PDF file is generated. When performing Scan to HDD etc., a document is stored in the HDD as a unique formatted file of the machine, not as an encrypted PDF file. And when PageScope Box Operator thumbnails the file, the PageScope Box Operator and the machine do not "talk" to each other in PDF format. Therefore, the machine does not encrypt the file and the file is thumbnailled on the window of the PageScope Box Operator.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0654773EN***Solution Usage** 0**Description**

Why are Counter Reader settings not being updated?

Solution

Wait until the time specified in order to receive the Counter information. If the Net Care Server is shut OFF or not on the network at the set time of Data Acquisition, Counter Reader data will not be updated. The update will only occur at the set time. If the Net Care PC is not on the network or turned OFF at the specified time an update will not automatically occur the next time the Netcare Server is available on the network.

Select Counter Reader = > Server Settings = > Time of Acquisition; the time is set by Military Time. The time can only be set hourly.

Solution ID TAUS0656148EN***Solution Usage** 0**Description**

How to set up Microsoft® Windows XP for SMB scanning.

Solution

Perform the following:

At the PC :

1. Create a folder on the root drive.
2. Right click the newly created folder and select properties.
3. Ensure that the Read Only and Hidden attributes are not checked.
4. Click the Sharing Tab.
5. Click the Share this folder radio button and enter a Share name.
6. Click the Permissions tab.
7. Add the desired User or Group and assign the appropriate permissions.

Notes :

- a. With Microsoft® Windows XP Home edition, the Network Setup Wizard will need to be run to enable file and print sharing. Access the Network Setup Wizard from: Start => All Programs => Accessories => Communications => Network Set Up Wizard.
- b.. With Microsoft® Windows XP SP2, ensure that file and print sharing are a selected exception in the Windows Firewall settings. The Windows Firewall applet can be accessed from: Start => Control Panel => Windows Firewall => Exceptions.

At the MFP :

1. Connect to the MFP using PageScope Web connection.
2. Enter the Admin mode.
3. Select the Network Tab.
4. Ensure TCP/IP is enabled.
5. Select and enable SMB.
6. Log out of the Admin mode.
7. Select the Scan tab.
8. Select New Registration.
9. Select SMB and click next.
10. Enter the name of the SMB registration being created, and select a reference in the index.
11. Enter the PC name (uppercase) or TCP/IP address in the Host Address field.
12. Enter the folder name in the File Path field. If the folder is located on the root drive, enter only the folder name . If the folder is not located on the root drive, enter the path to the folder.
13. Enter the User ID and Password in their respective fields. If the PC is a member of a domain, enter the User name and Password of a valid domain user account. If the PC is in a workgroup, enter the User name and Password of the local user account. The User ID and password are case sensitive.

Notes :

- a. The SMB protocol uses TCP, NetBIOS and ARP broadcasts to communicate with the host PC.
- b. See the attached document for further details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0656352EN*

Solution Usage 0

Description

How to enable Banner Page.

Solution

To turn on Banner page, perform the following:

1. Select Utility/Counter key.
2. Select [2. User Setting].
3. Select [6. Printer Setting].
4. Select [1. Basic Setting].
5. Scroll to page 2/2 and Highlight [Banner Setting] and select [ON].

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0656355EN*

Solution Usage 0

Description

Maximum paper size used for printing.

Solution

The maximum print paper size is 12x18.

Solution ID TAUS0656364EN*

Solution Usage 0

Description

Maximum scan size used for copying.

Solution

The maximum scan size for copying is 11x17.

Solution ID TAUS0701625EN*

Solution Usage 0

Description

Incorrect subject on scan-to-email

Solution

CAUSE: This happens when a user has started to prepare a scan-to-email job, including manual entry of the subject, but did not actually send the email. Then the user stored the settings by pressing Utility > User Setting > Initial Setting > Current Setting.

SOLUTION: Change the default settings using these steps.

1. Change the current setting back to factory default.

Utility > User Setting > Initial Setting > Factory Setting

2. Change any preferred settings that need to differ from the factory settings.

Be sure that the Subject text is NOT changed via Scan > Rx Address > Mode > E-Mail Setting > Subject

3. Save the current settings.

Utility > User Setting > Initial Setting > Current Setting

Solution ID TAUS0800244EN*

Solution Usage 0

Description

"Toner [color] is low. Replace when indicated" or "Toner is low [color]" message.

Solution

CAUSE: Phase 3.05 firmware enhancement.

SOLUTION: See attached Bulletin Number 6313 for additional information.

To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0800400EN*

Solution Usage 0

Description

Preventing the write from crashing on the AS/400®.

Solution

In order to prevent the write from crashing on the AS/400® read the following IBM bulletin.

Timeout Settings in the Operating System Printer Device Description

Settings in the printer device configuration in operating system that can cause writers to end are the Inactivity timer and Activation timer.

The recommended setting for Inactivity timer should be set at some value other than *NOMAX so that the connection will be closed during periods of no activity. Even if not sharing on the network, *NOMAX can cause problems with the writer connection.

The Activation timer should be set to a value large enough to prevent posting of intervention errors due to TCP/IP transmission delays and printer processing delays. The default setting of 170 seconds is usually large enough to accomplish this unless you send large files to a printer with a slow processor that has a lot of memory. Increasing the activation time will prevent unwanted intervention errors but that time will have to pass before you will get a desired intervention error.

Note that intervention errors do not stop the print process. If the Printer Error Message parameter in the Device Description for the writer was set to *INQ , then the intervention will require an operator input to retry or to cancel the writer.

(At R370, the Printer Error message is not recognized on ASCII printers. Change the User defined options parameter to ERRMSGINFO).

If the Printer Error Message parameter was set to *INFO , then the driver will continue to retry until the connection has been established or the TCP/IP has closed the socket or, in the case of a slow printer processor, the proper response is obtained which is either the printer is on-line or that the printer has received all the data. If the connection was eventually successful, the intervention message will be attempted to be removed from the message queue, and process will continue.

Please set the Printer Error Message to *INFO and the User Defined options to ERRMSGINFO.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0801803EN*

Solution Usage 0

Description

Part number for the cable used for the vending 2 mode when an Equitrac® device is connected to the MFP.

Solution

bizhub C250/C252/C300/C351/C352/C450 and CF2002/CF3102

Equitrac® Vendor 2, VK-501 Interface Cable (p/n 7640005183) and for the Equitrac® (p/n CABX0805). To use this cable the MFP (copier) must also have the Vendor Interface Kit, VK-501 (p/n 4599234) installed.

bizhub C203/C253/C353/C451/C550/C650

Equitrac® Vendor 2 - 8-pin Interface Cable (p/n7640005184), and for Equitrac® (p/n CABX0813). An optional Vendor Kit is not needed for these models.

Note : Please contact Konica Minolta for the parts information. Do not call Equitrac® Customer Support.

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0808521EN*

Solution Usage 0

Description

Captaris® RightFax® documentation.

Solution

Please see attached Captaris® RightFax® documentation for reference.

Guide to the Konica Minolta Extension for Captaris® RightFax®

Guide to the Konica Minolta Connector for Captaris® RightFax®

Setup Utility for Captaris® RightFax® - User's Guide

Operations for Captaris® RightFax® - User's Guide

Notes :

1. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

2. The links in the Guide to the Konica Minolta Connector for Captaris® RightFax® and Guide to the Konica Minolta Extension for Captaris® RightFax® documents are "live".

Solution ID TAUS0603556EN*

Solution Usage

Description

Power consumption data.

Solution

To view power consumption data for warm-up, standby, and running modes, see the attachment.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE: Solution contribution by Clinton Marquardt, ESS/BSE

Solution ID TAUS0626631EN*

Solution Usage

Description

Is tandem printing or copying supported?

Solution

Tandem printing or copying is not supported at this time.

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0656826EN*

Solution Usage

Description

How to set up E-Mail Notification.

Solution

To set up E-Mail notifications, perform the following:

1. Browse to the NIC and log in as the Administrator.

2. Select the Network tab.

3. Select E-Mail TX (SMTP) and then insure E-Mail notification is turned ON.
4. Select System tab and then System Notification Setting tab.
5. Click on the Icon with a Pencil on a pad.
6. Enter the E-Mail address.
7. Make the desired setting for E-Mail Notification and press APPLY.

Solution ID TAUS0657806EN*
Solution Usage**Description**

Can copy and fax jobs be scanned into reserve while a print job is processing using Equitrac®?

Solution

When a print job is sent using Equitrac®, the operations panel of the machine is deactivated until the job has finished. This cannot be changed.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0658350EN*
Solution Usage**Description**

Can more than one header information be programmed?

Solution

Phase 3 firmware allows up to 20 different header information be programmed. To program header information, perform the following:

1. Press the Utility/Counter key.
 2. Touch [3. Administrator Setting] on the touchscreen.
 3. Enter the Administrator password (default password is 12345678).
 4. Touch [OK] on the touchscreen.
 5. Touch [7. Fax Setting] on the touchscreen.
 6. Touch [1. Header Information] on the touchscreen.
 7. Touch [Sender Name] on the touchscreen and input the sender's name using the keypad displayed on the touchscreen. To enter additional headers select Sender Name Registration.
 8. Touch [OK] on the touchscreen and input the sender's fax number using the keypad displayed on the touchscreen.
 9. Touch [OK] on the touchscreen.
 10. Touch [Exit] on the touchscreen to return to the normal screen.
- SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0700572EN*
Solution Usage**Description**

How to input the main body serial number.

Solution

To input the main body serial number, perform the following:

1. Press the Utility Key.
 2. Press Details, Stop, 0, 0, Stop 0, 1.
 3. Press System 1.
 4. Press Serial number.
 5. Enter the main body serial number and press OK.
- SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701027EN*
Solution Usage**Description**

FK-502, how to set up Fax ABBR Dial (Abbreviated Dial one-touch).

Solution

To set up Fax ABBR Dial (Abbreviated Dial one-touch), perform the following:

1. Press the Utility/Counter button.
2. Select #1 One Touch Registration.
3. Select #2 Fax.
4. Select # 1 Address Book.
5. Select # 1 Abbr. Dial.

6. Select New.
 7. Select Name, and type the name that will be associated to this fax one-touch (optional).
 8. Select OK.
 9. Select Line Setting, and select the desired settings accordingly (Overseas TX, ECM On/Off, Check Destination, Line 1, 2, or No Selection).
 10. Select OK.
 11. Select Tone, and enter a known valid fax number with optional pauses if needed (example: 9 p 1 p 8601234567).
Note : Notice the one-touch number that is now associated with this one-touch (example: No. 0020) and the Index of the location of the name; this will become the one-touch.
 12. Touch OK, and clear 5 times to get back to the main screen.
 13. From the main screen of the MFP select the Fax button.
 14. Select Abbr. Dial (A) and type in the fax one-touch number (No. 0020) or just go to the Address Book and select the name that is associated to the fax one-touch.
 15. Put the document to be faxed into the ADF and press the start button.
- SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701072EN*

Solution Usage

Description

Is tab printing or copying supported?

Solution

Tab printing or copying is not supported.

Solution ID TAUS0701168EN*

Solution Usage

Description

How to enable/disable the diagnostic code that is output along with the NG of a fax transmission report.

Solution

To enable/disable the diagnostic code that is generated along with the failed NG of a fax transmission report, perform the following:

1. Enter Service Mode.
2. Select FAX.
3. Select List Output.
4. Under the List Output Setting, select the desired ON/OFF of the Journal Diagnostic Code Addition.
5. Exit, OK, out of Service Mode and back to the main screen.

Note : This is used in conjunction with the printed report of a failed TX report. See solution on How to Enable a TX report after fax transmission TAUS0657010EN0* and/or TAUS0653229EN0*.

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0701829EN*

Solution Usage

Description

AD503, paper wrapping on the 2nd transfer roller and exit jams with duplex unit installed.

Solution

CAUSE: The duplex unit drive motor has failed.

SOLUTION: Replace the duplex unit drive motor (p/n 9314100101).

Solution ID TAUS0702361EN*

Solution Usage

Description

Where to find manuals and other product documentation.

Solution

Most documentation (manuals, etc.) can be downloaded from the MyKonicaMinolta.com Supported Models Library or from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab.

Solution ID TAUS0702418EN*
Solution Usage**Description**

Can printing be performed when using a host name instead of a TCP/IP address via DHCP?

Solution

Printing can be performed when using a host name instead of a TCP/IP address via DHCP. The Microsoft® Windows 2000 or 2003 Server must be set to Dynamically update DNS A and PTR records for DHCP.

Note :See attached screen shots for settings. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0702779EN*
Solution Usage**Description**

After ARPing LinkCom™ III, the LAN light still flashes and is not seen in PrintGuide™.

Solution

CAUSE: Incorrect procedure.

SOLUTION: After ARPing the LinkCom™ box, PING the TCP/IP address in order to activate the ARP. The light will go solid and it will be seen in PrintGuide™.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0702889EN*
Solution Usage**Description**

Printing to a printer on a Microsoft® Windows XP PC from a Macintosh® OS version 10.3.

Solution

Please perform the step-by-step procedures mentioned in the attached PDF.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703363EN*
Solution Usage**Description**

Can PageScope Data Administrator export user boxes to another unit?

Solution

PageScope Data Administrator cannot export user boxes to another unit.

Note : At this present time, there is no application or utility, except for the HDD Backup utility, which takes hours to complete the backup.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD and Ian Lynch, Production Print/SSD

Solution ID TAUS0703377EN*

Solution Usage

Description

ICP and PolySwitch (PSW) list.

Solution

In order to enhance product safety, ICPs and PolySwitches (PSWs) are use inthe bizhubC250/C352. ICPs and PSWs are IC protection andwork as a fuse. If the current to a board, motor or other device exceeds the rated value, the ICP and PSW are opened to protect the IC. The attached document shows related devices and different symptom when each ICP and PSW is opened.

Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0703455EN*

Solution Usage

Description

Can one phone line be shared for voice and for fax?

Solution

The specification requires the unit be connected to a dedicated analog PSTN line.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0703523EN*

Solution Usage

Description

FK-502, how to program the receive mode to Auto RX or Manual RX.

Solution

To program the receive mode to Auto RX or Manual RX, perform the following:

1. Press the Utility/Counter key.
2. Touch [3 Administrator Settings] on the touchscreen.
3. Enter the Administrator Password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [7 Fax Setting] on the touchscreen.
6. Touch [3 Telephone Line Setting] on the touchscreen.
7. Touch [Receive Mode] on the touchscreen.
8. Touch [Auto RX] or [Manual RX] on the touchscreen as desired by the customer.
9. Touch [Close] on the touchscreen.
10. Touch [Exit] on the touchscreen.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0703716EN*

Solution Usage

Description

How to display the toner concentration level of the developing units on the machine touchscreen.

Solution

To display the toner concentration level of the developing units on the machine touchscreen, perform the following:

8020/8031

1. Press the UTILITY key.
2. Touch [Meter Count] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [State Confirm] on the touchscreen.
5. Touch [Level History 1] on the touchscreen. The current ATDC value for the cyan, magenta, yellow, and black developing units will be displayed on the touchscreen. A value of 8.00% is normal.
6. Touch [END] on the touchscreen.
7. Touch [FIN. TIME] on the touchscreen.

bizhub C451/C550/C650

1. Press the Utility/Counter key.
2. Touch [Meter Count] on the touchscreen.
3. Touch [Check Details] on the touchscreen.
4. Press Stop-0-0-Stop-0-1.
5. Touch [State Confirmation] on the touchscreen.
6. Touch [Level history 1] on the touchscreen. The TCR level for the cyan, magenta, yellow, and black developing units will be displayed on the touchscreen. A value of approximately 7.00% is normal.
7. Touch [END] on the touchscreen.
8. Touch [Exit] on the touchscreen.

bizhub C250/C300/C351/C352/C450

1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [State Confirmation] on the touchscreen.
5. Touch [Level History1] on the touchscreen. The TCR for the cyan, magenta, yellow and black developer units will be displayed on the touchscreen. A value of approximately 8.00% is normal.
6. Touch [END] on the touchscreen.
7. Touch [Exit] on the touchscreen.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0703824EN*

Solution Usage

Description

How to set up dual-line faxing so both lines can TX and RX.

Solution

To set up dual-line faxing so both lines can TX and RX:

1. Enter Admin mode.
2. Select Fax Settings.
3. Select Multi-Line Settings.
4. Program Line 2 setting to TX & RX.
5. Exit Admin mode.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0800082EN*

Solution Usage

Description

Is there a difference between a 1301 error code and a C1301 error code?

Solution

The 1301 error code refers to a paper feed issue with Tray 3. The C1301 error code refers to the finishing option cooling fan motor, M9. When troubleshooting a problem, refer to the correct documentation for each error code.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD and Bill Hall, Workgroup/SSD

Solution ID TAUS0800248EN*

Solution Usage

Description

How to enable/disable Auto Color Selection (ACS).

Solution

To enable/disable Auto Color Selection change software switch #53 from hex 00 to 01 then turn the main switch OFF/ON. See attached Bulletin Number 6313 for additional information.

To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0800320EN*

Solution Usage

Description

ML-501, how to configure the machine to forward faxes from both lines to a SMB folder.

Solution

Only one line can be set to forward to a SMB folder.

SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0800403EN*

Solution Usage

Description

How to print SAP R/3barcodes.

Solution

In order to print SAP barcodes, you need to have the barcode fonts installed on the MFP. This means that you need to purchase SAP compatible barcode fonts and install them onto the HDD of the controller.

Currently the best and easiest way to print SAP barcodes is to attach a device from Typehaus to the MFP.

This device has been tested and is completely compatible with SAP barcodes. This device is so sophisticated that you need not configure it with a TCP/IP address, it will assume the TCP/IP address of the MFP and intercept the font call for the barcode and replace the call with the actual barcode fonts. Nothing else will be required.

To Purchase this device contact Typehaus at: <http://typehaus.com>. Be sure to mention your affiliation with Konica Minolta.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0800433EN*

Solution Usage

Description

Is MagneCote® paper or magnetic backed paper supported?

Solution

MagneCote® paper or magnetic backed paper is not supported.

SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0800479EN*

Solution Usage

Description

How to default to the address book tab?

Solution

To default to the address book tab:

1. Press the Utility/Counter button.
2. Select Users Settings.
3. Touch Display Setting.
4. Select Scan Basic Screen Default Setting.
5. Touch Address Book or the default index tab and exit.

Note : The unit must already be set to default to the scan mode.

To default to the scan mode:

1. Press Utility/Counter.
2. Administrator Setting.
3. System Setting.
4. Reset Setting.
5. System Auto Reset.
6. Select Scan and press OK and Exit.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0800501EN*

Solution Usage

Description

How to change the RESET timing for copying or scanning.

Solution

Settings to lengthen the Auto Rest time for both copying and scanning:

Utility/counter=> Administrator Settings => 1 System Settings=> 1 System Auto Reset=> Select "Input" for either copy or scan=> Press the "Clear" Clear button (C) on the number pad=> input a number 1-9 for the amount of minutes the machine should delay before resetting=> Press OK=> Exit.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0800548EN***Solution Usage****Description**

When using the firmware imaging tool the computer gets a Read error 0003, the system cannot find the path specified.

Solution

CAUSE: The temp folder may be missing from the root of the C: drive.

SOLUTION: Check and make sure the temp folder is on the root of the C: drive. Create it if it is missing.

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0800692EN***Solution Usage****Description**

Does the Parameter Chip come standard with the replacement board?

Solution

The Parameter Chip does not come standard on the new boards.

Note : The Parameter Chip must be ordered online, as with the NVRAM. Please see page 6 of attached Bulletin Number5783. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0800742EN***Solution Usage****Description**

How to enable FTP Publishing Services on Microsoft® Windows XP Pro/Windows 2000/Windows 2000 Server/Windows 2003 Server.

Solution

Please have the Network Administrator perform the setup procedures mentioned in the attached document. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Note : I386 files may be required. The instructions are for Microsoft® Windows XP Pro/Windows 2000/Windows 2000 Server/Windows 2003 Server.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800946EN***Solution Usage****Description**

How to find/display a MAC address.

Solution

To find the MAC address of a specific device in a Microsoft® Windows environment, such as a main body internal NIC, access the command prompt,PING the TCP/IP address of the device and then perform the command, arp -a .

The attached procedures are for Microsoft® Windows 98/NT/2000/2003/XP, DOS/Microsoft® Windows 3.11/Microsoft® Windows for Workgroups, Microsoft® Windows Vista™ and Macintosh® OS X. To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Note : Also attached is the Technitium MAC Address Changer© freeware program. This software is not supported by Konica Minolta and is to be used at your own risk.

To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: <http://www.winzip.com/ddchomea.htm> . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Freddie Burnham, Production Print/SSD

Solution ID TAUS0800948EN***Solution Usage****Description**

How to print a Counter List Log.

Solution

To print a Counter List Log:

1. Go to Utility/Counter.
2. Select Administrator Setting (12345678).
3. Select User Authentication/Account Track.
4. Select Counter List.

5. Select Paper Tray.

6. Press the Start button.

Note : Please see attachment. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800949EN*

Solution Usage

Description

How to print from a Macintosh® OS X version 10.4.11 using User Authentication.

Solution

To print from a Macintosh® OS X version 10.4.11 using User Authentication:

1. From the Macintosh® Application select File.
2. Select Print.
3. Select Printer (bizhub C250).
4. Select Copies & Pages and change it to Security.
5. Under the Security Tab place a check on User Authentication.
6. Select Recipient User.
7. Enter User Name and Password.
8. Select Print.
9. Select Print.

Note : Please see attachment. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800958EN*

Solution Usage

Description

Why are there numerous fuser jams when running 11x17, duplex and full bleed with 100% coverage?

Solution

Printing or copying originals at 100% coverage/fill is not supported and will cause fuser jams.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801010EN*

Solution Usage

Description

Manual Feed Tray (Bypass Tray) modifications.

Solution

The following changes have been implemented.

The shape of the Frame Assembly has been changed.

A Bracket, Shoulder Screw and Tapping Screw have been added.

The shape of the Tray has been changed (Rib deletion) for bizhub C250/C250P only.

The shape of the Edge Cover has been changed for bizhub C250/C250P only.

Due to the above changes, the part number for the Manual Feed Tray Unit has been changed.

Please refer to the attached Bulletins concerning modifications to strengthen the Manual Feed Tray frame assembly or to enhance Manual Feed Tray durability. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0801040EN*

Solution Usage

Description

How to find/display the MAC address in a Macintosh® OS X environment (versions 10.1, 10.2, 10.3, 10.4, 10.5).

Solution

Please perform the procedures mentioned in the attached documentation. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801045EN*

Solution Usage

Description

How to check Java version on a Macintosh® OS 10.X.

Solution

To check Java version on a Macintosh® OS 10.X:

Open a Finder window=> select the base HD=> select Applications=> select Utilities=> select Java.All installed versions of Java will be listed.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0801064EN*
Solution Usage**Description**

Will print be inhibited when transfer belt unit life is exceeded?

Solution

Printing will be inhibited when the maximum number of printed pages is reached for the transfer belt unit. See the table below for the maximum page count for each machine.

Machine

Maximum number of printed pages

C250/C252

151,037

C300

148,386

C352

148,687

C351/C450

402,000

C203/C253/C353

180,000

C451/C550/C650

550,000

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0801078EN*
Solution Usage**Description**

How to insert an image from a scanner into a Microsoft® Word 2007 document using a TWAIN driver.

Solution

Please perform the step-by-step procedure mentioned in the attached documentation. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801265EN*
Solution Usage**Description**

Serial number and meter reading location.

Solution

SerialNumber : Located at the left side of the machine on the UL sticker.

Meter : Open right front door. Meter on far left side midway down.

Note : Please see attachment.

SPECIAL NOTE: Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801301EN*
Solution Usage**Description**

How to insert an image from a scanner into a Microsoft® Word 2007 document.

Solution**INTRODUCTION**

This document describes how to insert an image from a scanner into a Microsoft® Office Word 2007 document.

MORE INFORMATION

To insert an image from a scanner into a Microsoft® Word 2007 document, follow these steps:

1. Install the Konica Minolta TWAIN driver.
2. Start Microsoft® Word 2007.
3. On the Insert tab, click Clip Art .
4. In the Clip Art pane, click Organize clips .
5. Select the Device (current TWAIN driver).
6. Select Device from the Device List and select Connect .
7. Make a selection from this screen.
8. Place the document on the platen glass of the MFP or documents in the document feeder.
9. Select Scan from the TWAIN driver.

Note : Please see attachment for complete details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801305EN*
Solution Usage**Description**

How to get the TCP/IP address of the printer.

Solution

To get the TCP/IP address of the printer:

1. Utility/Counter.
2. Administrator Settings.
3. Enter Password (12345678).
4. Network Settings.
5. TCP/IP Settings.
6. IP Settings.
7. OK or close out of all windows.

SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0801489EN*
Solution Usage**Description**

FK-502, is there a way to stop fax SPAM?

Solution

Currently there is no machine setting that will stop fax SPAM.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801536EN*
Solution Usage**Description**

When using fax forwarding the file is transmitted as a TIFF. Can this be changed to PDF?

Solution

The TIFF file format is utilized for fax forwarding and cannot be changed.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0801638EN*

Solution Usage

Description

Where is the Image Controller option in Tech Rep mode?

Solution

The bizhub C250/C252 did not have an option for a Fiery® controller.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801731EN*

Solution Usage

Description

Intermittently user authentication fails when authenticating with Active Directory.

Solution

CAUSE: Incorrect server name is entered for Active Directory authentication, or the server is a secondary or from a trusted domain.

SOLUTION: Enter the name of the server running Active Directory (primary domain controller).

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0801738EN*

Solution Usage

Description

FK-502, subject change for fax forwarding.

Solution

When forwarding to E-mail, the subject format can be selected as follows for Image Receiver Software.

Soft Switch number 28 =00 (hex)

FWD:[@@@] :FAX image from [**** :yyyy/mm/dd]

Note : @@@ represents the sender name registered in the MFP forwarding the fax job. When nothing is registered as the sender, subject of the E-mail will be blank.

**** represents the information of the fax sender.

SPECIAL NOTE : Solution contribution by Freddie Burnham and Ian Lynch, Production Print/SSD

Solution ID TAUS0801830EN*

Solution Usage

Description

When the dual line fax is in use, can each fax line be set to print to a separate output tray?

Solution

Only one output tray can be selected for both fax lines.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0801845EN*

Solution Usage

Description

How to edit a one-touch E-mail address.

Solution

To edit a one-touch E-mail address:

1. Press utility/counter.
2. One touch user box registration.
3. Create one-touch destination.
4. Address book.
5. Email.
6. Select the E-mail address.
7. Edit.
8. Then edit the address. SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0801889EN***Solution Usage****Description**

Pixel Ratio Screen/Toner Coverage.

Solution

Pixel Ratio Screen also known as Toner Coverage.

To access:

1. Select Utility/Counter.
2. Select Details.
3. Select Toner Coverage.

To print this information along with the meter reading:

1. On the Meter Count Screen, select Print.
2. Select Paper Tray.
3. Press Start.

Note : Please see attachment for sample printout.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801961EN***Solution Usage****Description**

How to print out a TX or RX fax activity report.

Solution

To print out a TX or RX fax activity report:

1. Press Job list on the Fax screen.
2. Press Fax TX tab.
3. Press Job History.
4. Press Comm. Setting.
5. Press Activity Report, TX Report or RX Report.
6. Press Print. The report will print out.

SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0801964EN***Solution Usage****Description**

How to confirm a TX or RX.

Solution

To confirm a TX or RX:

1. Press Job List in the Fax screen.
2. Press Print, Fax TX or RX.
3. User Box.
4. Press Job History. Confirm the communication result.

SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0802186EN***Solution Usage****Description**

Can pre-punched paper be used for copying/printing? What type of paper should not be used?

Solution

Do not use the following types of paper otherwise decreased print quality, paper misfeeds or damage may result.

OHP transparencies that have already been fed through the machine (even if the transparency is still blank)
 Paper that has been printed on with a heat-transfer printer or an inkjet printer
 Paper that is either extremely thick or extremely thin
 Folded, curled, wrinkled, or torn paper
 Paper that has been left unwrapped for a long period of time
 Damp paper, perforated paper, or paper with punched holes
 Extremely smooth or extremely rough paper, or paper with an uneven surface
 Paper that has been treated, such as carbon-backed, heat-sensitive or pressure-sensitive paper
 Paper that has been decorated with foil or embossing
 Paper of a non-standard shape (not rectangular)
 Paper that is bound with glue, staples or paper clips
 Paper with labels attached

Paper with ribbons, hooks, buttons, etc., attached

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0802224EN*

Solution Usage

Description

Available settings for extending the life of imaging units.

Solution

Be sure that the latest version of firmware is installed in the machine. Then use the model-specific steps included in attached Bulletin Number 6525 and Bulletin Number 6105 to adjust the IU Life settings.

Notes :

1. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. To view the PDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0802261EN*

Solution Usage

Description

How to change the Page Size in Adobe® InDesign® in Macintosh® OSX 10.5.

Solution

To change the Page Size in Adobe® InDesign® in Macintosh® OSX 10.5:

1. With the document open, select File.
2. Select Print.
3. On the General tab select the printer from the list.
4. On the Setup tab select the desired page size.
5. Select Print to print the job.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0802262EN*

Solution Usage

Description

How to change the Page Size in Adobe® Acrobat® in Macintosh® OSX 10.5.

Solution

To change the Page Size in Adobe® Acrobat® in Macintosh® OSX 10.5:

1. With the document open, select File.
2. Select Page Setup.
3. Format For: Select the printer from the list.
4. Page Size: Select the desired page size.
5. Select OK.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0802306EN*

Solution Usage

Description

Part number for Tray 2 assembly.

Solution

Tray 2 assembly (p/n4040-0156-01).

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0802396EN*

Solution Usage

Description

Does the machine log and entry in the machine history when the machine is down due to a no toner condition?

Solution

The machine does not have the capability to log a no toner condition and only displays a message to replace toner.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802444EN*

Solution Usage

Description

Changing the toner filter (deodorant filter).

Solution

The toner filter is located in the back of printer. Please refer to attached procedure. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0802477EN*

Solution Usage

Description

How to change the Waste Toner Box or Waste Toner Dump Box.

Solution

To change the Waste Toner Box or Waste Toner Dump Box:

1. Open the left door Grasp the handle and remove the Waste Toner Box.
2. Remove the Waste Toner Box.
3. Remove the cover on the Waste Toner Box and set it on the connecting port.

Note : If a finishing option is installed, remove it from the main unit before trying to replace the Waste Toner Bottle. Please see attached documentation for more detail. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0802569EN*

Solution Usage

Description

Why is the Fax Forward Selection not available in the Administrator Mode?

Solution

The Fax Forward Selection will not be available in the Administrator Mode if 'Receive into User Box' has been enabled. 'Receive into User Box' can be turned off using the following steps:

1. Enter the Administrator Mode.
2. Choose Fax Setting.
3. Select Function Setting.
4. Select PC-Fax RX Setting.
5. Choose Receive into User Box.
6. Select OFF.
7. Exit Administrator Mode.

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0802654EN*

Solution Usage

Description

Errors when writing to the CF card via the Firmware Imaging Toolkit.

Solution

CAUSE: There is additional setup configuration required after installing the Firmware Imaging Toolkit.

SOLUTION: Procedure by OS:

Microsoft® Windows Vista™

1. Open Control Panel.
2. Open System and Maintenance, and then click on Administrative Tools.
3. Double-click on Local Security Policy.
4. Local Security Policy is opened and Security Settings is displayed in the left portion of the window.

- 5. Click left side of Local Policies, and then Local Policies is opened.
- 6. Click displayed Security Options, and then double-click on[Devices: Allowed to format and eject removable media] that is displayed in the right side ofLocal Security Policy window.
- 7. Change the setting to Administrators and Interactive Users and click OK.
- 8. After restarting PC, all users can use Compact Flash Card.

- Microsoft®Windows XP
- 1. Open Control Panel.
 - 2. Open Performance and Maintenance, and then clickon Administrative Tools.
 - 3. Double-click on Local Security Policy.
 - 4. Please open the following policy:
Security Settings\Local Polices\Security Options\Allowed to format and eject removable media
 - 5. Select Administrators and Interactive Users,and then click OK.
 - 6. Rebootthe PC to take effect.
- Microsoft®Windows 2000
- 1. Open Control Panel.
 - 2. Open Administrative Tools.
 - 3. Double-click on Local Security Policy.
 - 4. Please open the following policy:
Security Settings\Local Polices\Security Options\Allowed to format and eject removable NTFS media
 - 5. Select Administrators and Interactive Users,and then click OK.
 - 6. Rebootthe PC to take effect.
- SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE and Ian Lynch, Production Print/SSD

Solution ID TAUS0802764EN*

Solution Usage

Description
FK-502, how to program the default paper tray for RX fax (Receiving).

- Solution**
- To program the default paper tray to print incoming faxes (receiving RX faxes), perform the following:
- 1. Press the Utility/Counter key.
 - 2. Touch [Administrator Setting] on the touchscreen.
 - 3. Touch [Fax Settings] on the touchscreen.
 - 4. Touch [TX/RX Setting] on the touchscreen.
 - 5. Go to Page 2
 - 6. Touch [Tray Selection for RX print] on the touchscreen. Select and highlight the desired fax paper tray located on the right side of the screen.
 - 7. Under Job Setting Select Prev or Next to selct the Tray you wish.
 - 8. Touch [OK] on the touchscreen.
 - 9. Press [Close].
 - 10. Press [Close].
 - 11. Press [Close].
- SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0807985EN*

Solution Usage

Description
Is it possible to use a key counter or vending device and user authentication/account track at the same time?

- Solution**
- It is notpossible -this is a machine limitation. The account track and authentication settings are not available when the plug-in counter or vending mode is enabled. They are not compatible. Either a vending device or user authentication/account track can be used but not both at the same time.
- SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD and Ian Lynch, Production Print/SSD

Solution ID TAUS0808234EN***Solution Usage****Description**

Where are the ICC color profiles stored on a Macintosh OS X system?

Solution

Color Profiles are stored in the Libraries ? Colorsync ? Profiles folder.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0808488EN***Solution Usage****Description**

C-5357 shortly after power ON.

Solution

CAUSE: Obstructed or failed cooling fan motor/1.

SOLUTION: Prior to replacing the cooling fan motor/1 (FM12), perform the following:

1. Check the cooling fan motor/1 connector for proper contact.
2. Inspect the fan housing for dust or other obstructions that restrict the fans rotation.
3. Reseat CNDM2 on PWB-M.
4. Replace cooling fan motor/1 (p/n 9313 1400 81) as necessary.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0808542EN***Solution Usage****Description**

How often should the gradation adjustment be performed and when.

Solution

In general the printer:

should be calibrated at least once a day depending on the volume of print jobs.

should be performed 30 minutes after the machine is powered on.

should also be performed at least every 1000 copies or less depending on the coverage/fill of the copy/print jobs.

Please refer to attached document for additional detail. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900005EN***Solution Usage****Description**

Installing and using Cygwin™.

Solution

Please follow the procedures mentioned in the attached documentation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Below are the sample commands for each model.

COMMANDS : (D:) being the drive letter of the CF Card.

bizhub C200

mkcf tie D:

bizhub C203

mkcf ti25 D:

bizhub C253

mkcf ti 2 D:

bizhub C350/C351/C450

mkcf D:

bizhub C353

mkcf ti1 D:

bizhub C451

mkcf mi3 D:

bizhub C550

mkcf mi2 D:

bizhub C650

mkcf mi1 D:

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0900083EN*

Solution Usage

Description

How to default the opening scan size of a scanned document from Adobe® Acrobat® 9.

Solution

To default the opening scan size of a scanned document via Adobe® Acrobat® 9 perform the following:

- 1.Open a PDF.
- 2.Select Edit and then Preferences.
- 3.Click on Zoom to scroll and select the desired opening size.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900116EN*

Solution Usage

Description

Is printing via FTP supported?

Solution

Printing via FTP is not supported on color MFPs.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0900318EN*

Solution Usage

Description

Settings for MFP board.

Solution

SetSW 700 on the MFP board as follows:

SW 700 = ON for bizhub C250

SW 700 = OFF for bizhub C250P

SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/BSE

Solution ID TAUS0900580EN*

Solution Usage

Description

How to increase the timeout value for a PageScope Web Connection session.

Solution

If the utility is used with the cache enabled and Administrator mode has timed out, the timed out page may appear even when PageScope Web Connection is accessed again. In addition, since the machine control panel remains locked and cannot be used, the machine must be restarted with the main power switch.

In order to avoid this problem, disable the cache. To disable the cache:

Microsoft® Internet Explorer

- 1 On the "Tools" menu, click "Internet Options".
- 2 On the General tab, click the [Settings] button under "Temporary Internet files".
- 3 Select "Every visit to the page", and then click the [OK] button.

Netscape® Navigator

- 1 On the "Edit" menu, click "Preferences".
- 2 Under "Category" on the left, click "Advanced", then "Cache".
- 3 Under "Document in cache is compared to document on network:", select "Every time".

Mozilla® Firefox

- 1 On the "Tools" menu, click "Options".
- 2 Click "Privacy", and then click the [Settings] button at the bottom of the dialog box.
- 3 Select the "Cache" check box under "Private data", select the "Clear private data when closing Firefox" check box under "Settings", and then click the [OK] button.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900736EN*

Solution Usage

Description

How to load a 32-bit driver on a 64-bit operating system.

Solution

Please follow this step-by-step procedure and refer to the attached video.

1. Load the 64-bit driver on the server and share it out.
2. Load a 32-bit driver on a workstation locally.
3. From the workstation perform the Run command to connect to the server (example: \\11.11.5.33) and press enter. This should bring up the server.
4. Navigate to the previously shared out printer on the server.
5. Right-click on the shared out printer and select properties.
6. Select the sharing tab and then click on the Additional Drivers button.
7. Select or check-off the 32-bit driver to be added to the 64-bit system.
8. Select OK and then browse to the folder that houses the 32-bit driver to be installed and select OK. The Additional Drivers window should now have the 32-bit and 64-bit checked off.
9. Check the Additional Drivers of the Server to make sure that the 32-bit has been pushed up (right-click on the shared out printer of the server => Properties => Sharing Tab => Additional Drivers).

Notes :

- a. This was tested on like versions of 32-bit and 64-bit drivers.
- b. To view this procedure, Apple® QuickTime® should be installed. It can be downloaded for free at <http://www.apple.com/quicktime/download/>.

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0900738EN*

Solution Usage

Description

Requirements needed for testing and escalation to SSD or ASG of print quality or related issues for Fiery®, CREO®, Emperon and applications.

Solution

Requirements are:

- Hard copy samples of issue, with the issue pointed out or circled.
- Hard copy samples of what the copies should look like (if possible).
- Engine test prints of gradations, halftones at different densities levels, 255, 100, 80, 40.
- Mixed halftones at different density levels (see attached Mixed halftones document for additional information).
- All machine management and adjustment list printouts.
- If relevant, Fiery® configuration page, PostScript and or PCL test page.
- If relevant, CREO® configuration page.
- Operating System versions (Service packs, 32-bit or 64-bit, etc.), application versions (e.g., Adobe® Acrobat® Pro 8.13), driver versions.
- A print to file. PCL or PostScript test print file. This file must have been tested using an LPR command to copy to the MFP and the reported failure observed prior to sending to SSD or ASG.
- If applicable, an archive job off of the Fiery® with rasters (RIPped data). This archive should have been tested and verified to contain the reported failure. The archive folder and associated files must be zipped before sending or placed directly on a CD or DVD.
- If applicable, an archive off of the CREO® that also contains the rasters (RIPped data)
- The original application file. If the problem is with Quark® or InDesign®, we need the file and all of its assets (fonts, linked graphics, etc.). Use the feature "Select Package" within the application for Portability (see attached InDesign file document for additional information). Fill out the wizard, put in the associated ticket number and special instructions of how the job was set up (detailed, including screen shots if available) and a folder name (usually of the ticket number and or name of the account). These files will typically be too large to attach to a ticket or to E-mail and will have to be sent on a CD/DVD.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0900739EN*

Solution Usage

Description

How to load a 64-bit driver on a 32-bit Server system (Microsoft® Windows 2003 Server/Vista™).

Solution

Please follow this step-by-step procedure and refer to the attached video.

1. Load the 64-bit driver on the client.
 2. Load the 32-bit driver on the server and share it out.
- Note : If you receive a pop-up indicating "COPY ERROR", setup cannot copy this file. Example: KOZJA_.PP_. This could possibly be a file path length

limitation. Try reducing this limitation by pulling out the specific driver needed and placing it on the desktop.

3. From the 64-bit client perform the Run command to connect to the 32-bit server (example: \\11.11.5.33) and press enter.
4. Double-click on the shared out printer.
5. Select printer and then properties.
6. Select the Sharing tab and click on the additional drivers box.
7. Select or check-off the 64-bit (x64) driver to be added to the 32-bit server.
8. Select OK and the 64-bit driver should be pushed up to the server.
9. Check the additional drivers of the client and server to confirm that the x86 (32-bit) and x64 are both installed.

Notes :

- a.This was tested on like versions of 32-bit and 64-bit drivers.
- b.To viewthis procedure, Apple© QuickTime®should be installed.It can be downloaded for free at <http://www.apple.com/quicktime/download/> .

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID	TAUS0900772EN*	Solution Usage
Description		
Paper size (Letter, 8 1/2x11, Legal, etc.) "not loaded in any tray" is displayed when printing through the PS driver, even though the correct paper size is loaded in the machine.		
Solution		
CAUSE: Incorrect setting. "Hold mismatched documents" is selected.		
SOLUTION: In Windows, open Printer Properties and select the "Advanced" tab and clear the check box for "Hold mismatched documents."		
Note: This is shown in the attached screen shot.		
Special note: Solution contributed by Luis Alvarez, KMBS/San Diego.		

Solution ID TAUS0800372EN***Solution Usage** 2**Description**

Original jam occurs at the feeding section near the original scale plate and may occasionally jam in Z-shape. Jams occur mostly when feeding short-edge originals such as 8.5x11R and 8.5x14.

Solution

CAUSE: The friction of the transport belt varies within a certain range. When the friction between the belt and the glass is extreme the stepping motor may not be driven properly and an original jam may occur due to insufficient torque to drive the motor.

SOLUTION: Please refer to attached Bulletin Number 5570 for parts and procedure to resolve the jamming. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0648870EN***Solution Usage** 1**Description**

DF-601, originals jam frequently.

Solution

CAUSE: Stepping motor driving transport belt does not rotate properly when friction between the belt and the glass is large.

SOLUTION: Please order the following parts in place of the "KIT" (p/n 9981000328FOC) which is no longer available:

PART NUMBER

4582502600

4582502700

4582502800

4582502900

9735031014 (2)

Please install them according to the DF-201 Spacer Kit Installation instructions. Attached is a visual breakdown of the parts needed.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0800615EN***Solution Usage****Description**

DF-601/DF-608/DF-610/DF-611, small/odd size originals will jam or a part of the image is missing.

Solution

CAUSE: Incorrect settings.

SOLUTION: Set up a memory one-touch for small/odd size originals from the platen glass. Perform the following steps to run custom size paper from the RADF using a memory one-touch:

1. Press the Application Icon.
2. Press the Image Adjustment Icon.
3. Press the Standard Size Icon.
4. Press the Custom Size Icon.
5. Max out the X and Y coordinates.
6. Press mode memory and store the settings.

Note : The programmed memory one-touch will allow odd size originals to be run from the RADF without jamming or cutting off a part of the image.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800646EN***Solution Usage****Description**

The guide in the transport belt unit is coming off.

Solution

CAUSE: Parts update required.

SOLUTION: There is amodified polyester film and plate to prevent the guide in the transport belt unit from coming off. See attached Parts Modification document for details.

Note : To viewthe PDF, Adobe Reader ® must be installed. Adobe Reader ® can be downloaded for free from the Adobe ® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID

TAUS0808568EN*

Solution Usage

Description

DF-601, "Misfeed detected. Remove misfeed at circle." message at power up. This message can be cleared by opening and closing any of the document feeder covers. Performing the ADF Sensor Auto Adjustment will result in all sensors displaying NG status on the display panel.

Solution

CAUSE: The Turnover Sensor PC5-DF is dirty or has failed. This senor can be checked in the ADF Sensor Check. It is listed as the Reverse Senor (Duplex Sensor for the bizhub C350) on the display panel. A status of 1 represents that paper is present and a status of 0 indicates that paper is not present.

SOLUTION: Clean the Turnover Senor PC5-DF andreplace the sensor (p/n 4582 6301 01) if it has failed.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0801765EN***Solution Usage** 8**Description**

FS-xxx, first page not aligned properly/not stapled in stapled sets.

Solution

CAUSE: Static build-up on alignment plate which causes the first page to stick.

SOLUTION: Wipe affected area with anti-static compound (Brilliance®, Pledge®, dryer sheet, etc.).

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0703395EN***Solution Usage** 6**Description**

Intermittent jamming/misfeeding from paper cassette(s).

Solution

CAUSE: Paper cassette moves forward due to machine vibration. The cassette holder is worn/weak and the "holding power" has decreased over time.

SOLUTION: The shape of holder has been changed, strengthening the power of cassette hold and by installing a Stop Ring (p/n 4348620600).

Install the cassette holder countermeasure to prevent the cassette from unlocking as explained in attached Bulletin Number 6217. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0800831EN***Solution Usage** 1**Description**

C-2152 (C2152).

Solution

CAUSE: In addition to the causes listed in the Service Manual (1st Image Transfer Pressure/Retraction Position Sensor, PC6; Main Motor, M1; the 1st Image Transfer Pressure/Retraction Clutch, CL3; and the Mechanical Control Board, PWB-M), check for paper stuck in the paper path. For example, paper in the fuser section could block a sensor causing the C-2152 code.

SOLUTION: Remove any paper stuck in the machine.

SPECIAL NOTE : Solution contribution by Steve Gastineau, Ultrex Business Products.

Solution ID TAUS0802282EN***Solution Usage** 1**Description**

The paper tray does not detect the paper size. The control panel indicates ??? instead of the actual paper size.

Solution

CAUSE: The paper in the tray may have been cut to size and the actual size of the paper is not recognized as a standard size by the MFP.

SOLUTION: Remove the paper from the tray and measure it to determine if it is a standard size (i.e., Letter, Legal, Ledger).

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0657952EN***Solution Usage****Description**

From Tray 2, paper skews and dog ears on the lead edge corner.

Solution

CAUSE: Instead of riding on top of the guide fins on the backside of the transport guide, the lead edge of the paper is falling in between the guide fins (see attached PDF for parts detail).

SOLUTION: The tray mechanical centering adjustment should be moved to the front or the rear depending on the direction of the skew. Finally, perform the internal electronic centering adjustment.

Note : To view the PDF, Acrobat® Reader must be installed. Acrobat® Reader can be downloaded for free from the Adobe® Web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution provided by Gerald Koehl of Braden Business Solutions.

Solution ID TAUS0703401EN*

Solution Usage

Description

Skew when feeding small size paper.

Solution

CAUSE: Paper path not designed for smaller size paper.

SOLUTION: Install the skew countermeasure parts to prevent smaller size paper skew as explained in the attached Parts Modification Notice and associated Applied Product Information. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0801504EN*

Solution Usage

Description

Jamming at fuser unit.

Solution

CAUSE: Fuser unit actuator has become malformed by the heat.

SOLUTION: Install the modified actuator (p/n 4038572803).

SPECIAL NOTE : Solution contribution by Rich Raynor, ESS/SSD

Solution ID TAUS0808174EN*

Solution Usage

Description

How to print envelopes from Microsoft Word®.

When printing envelopes from the bypass tray, there may be a message to load paper in the bypass.

Solution

The steps that follow describe the procedure to print on a standard #10 business envelope.

1. Place a #10 envelope on the bypass tray of the MFP.
2. Register the paper size and paper type of bypass tray using the MFP control panel: Custom paper size = > X=9 1/2, Y=4 1/8, Paper type = > envelope.
3. Install the C250 PCL Driver on a PC running Windows XP.
4. Open the Microsoft Word® file, and select Envelope Com10 on the Page Setup menu.
5. Set the printer driver setting as:
Original size = > Com10
Paper tray = > bypass tray
Paper type = > Envelope

SPECIAL NOTE: Solution contribution by Craig Blyther, ASG/SSD

Solution ID TAUS0900148EN*

Solution Usage

Description

Why will the bypass tray not lift when trying to feed paper even though the bypass does show the correct paper size?

Solution

The bypass tray may not lift when trying to feed paper even though the bypass does show the correct paper size if the Manual Bypass Tray Adjustment has not been carried out correctly. Please carry out the Manual Bypass Tray Adjustment as instructed in the bizhub C250 Field Service Manual. The Manual Bypass Tray Adjustment procedure has been attached to this solution for reference.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Note: Most documentation (manuals, etc.) can be downloaded from the MyKonicaMinolta.com Supported Models Library or from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab.

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID

TAUS0900162EN*

Solution Usage

Description

Machine will not print color when thick paper (11x17 only) is fed from the bypass tray. The machine will indicate a jam when THICK paper selected.

Solution

Escalations System Support has escalated this issue to the Engineering Center in Japan for review and possible correction.
If viewing this solution via the web, please establish a ticket via either the web or by calling the contact center at 1-800-825-5664. Once a ticket has been established an E-mail will be sent when this solution is updated.
For phone advisors, please attach to this solution so that an automatic E-mail will be sent to the technician when this solution is updated. End the call with call code "Escalated to Japan".
SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD

Solution ID TAUS0658258EN***Solution Usage** 25**Description**

Intermittent No Reply from PING; no printing and cannot browse; requires reboot to recover.

Solution

CAUSE: A vulnerability was corrected in early firmware where excessive SMB traffic can cause the NIC to drop off.

SOLUTION: Please use the following firmware version or higher to correct this issue.

IC-611 (bizhub PRO 1050)
Ver.30-COC0
IC-203 (bizhub PRO 920)
Ver.20-COC0
IC-202 (bizhub 600/bizhub 750)
Ver. 30-CH
bizhub 360/420/500
Version 30
bizhub C450/C351/C250/C252/C352/C300
(Phase3.03/Ver.18)

- Notes :
1. If the issue is not resolved by the new firmware, please obtain details to further the investigations. Currently, here are the first items to confirm and provide.
 - a. Provide answers to the following questions:

What type of network environment is the customer using?

What is the network speed?

What is the NIC speed on our engine?

When the device goes down can it be PINGed or browsed to?

What protocols are on the network?

Is the machine in a power save or sleep mode at the time of failure?

Does the machine have a static TCP/IP address or is it dynamic (DHCP)?

How often does the incident occur?

Are there any routers, switches or hubs involved on the network segment(s) which are trying to utilize the machine?

What type of 'special' applications are utilized by people who print to the device?

- b. If a bizhub 600/750/PRO 920, you can perform a Hyperterminal session and set transfer to text to create text file that shows the controller activity.
 - c. Perform an Ethernet network packet capture. Instructions are attached.
 2. The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 3. Refer to the attached PDF for reference. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.
- SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/BSE

Solution ID TAUS0701860EN***Solution Usage** 11**Description**

HTTP 400 - Bad Request error. Unable to view the printer web browser (PageScope Web Connection).

Solution

CAUSE: The reason for the error:

1. A bad request. The browser sent a request that the server could not understand.
2. An attempt to communicate with plain HTTP to an SSL-enabled server port. Instead, use the HTTPS scheme to access the URL.
3. The request could not be understood by the server due to malformed syntax. The client SHOULD NOT repeat the request without modifications.

Note : The first digit of the status code specifies one of five classes of response.

1xx Informational

2xx Success

3xx Redirection

4xx Client Error

5xx Server Error

SOLUTION: The error can be eliminated by:

1. Checking for any enabled Pop-up blockers and reconfiguring them.
2. Checking for Internet security software that may be blocking Web access and disabling the service. Example: Norton® Internet Security.
3. Installing Microsoft® .NET Framework 1.1 Service Pack 1. Microsoft® has confirmed that this is a problem in Microsoft® products that are listed in the "Applies to" section. This problem was first corrected in .NET Framework 1.1 Service Pack 1. Please refer to Microsoft® Article ID: 826437 - FIX: "HTTP 400 - Bad request" error message in the .NET Framework 1.1 .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703832EN*

Solution Usage 11

Description

"Deleted Due To Error, No Account Set For Group Auth" message when printing with Account Track and the Macintosh® Intel® 10.4 latest version driver on a Macintosh® 10.5 'Leopard'.

Solution

CAUSE: Driver incompatibility.

SOLUTION: Tentative release of Macintosh® OS 10.5 'Leopard' drivers is 4/2008.

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0701255EN*

Solution Usage 10

Description

Troubleshooting vCare/CS Remote Care E-mail communication failure.

Solution

In the attached vCare/CS Remote Care E-mail Communication Troubleshooting Guide are troubleshooting methods and procedures to resolve vCare E-mail Communication issues. Topics addressed are:

- A. Essential vCare Technician troubleshooting tools
- B. Email Communication Requirements
- C. Additional Requirements
- D. Troubleshooting when a email communication test fails
- E. EMAIL Server Considerations
- F. Determining the type of Authentication required on a Mail Server, through telnet
- G. Ethereal network capture to diagnose email connectivity issues
- H. Performing a Communication Test, Printing the Communication Log and verifying that the MFP is communicating with the vCare system
- I. Verifying through the vCare web application that MFP setup is complete
- J. Example Mail Server logs which record a CSRC Communication Test and reception of a "setup email"
- K. Advanced Email Communication Troubleshooting

Note : To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0657732EN*

Solution Usage 5

Description

Finishing options are not being applied to multiple Microsoft® Excel 2000/2002/2003 worksheets using PCL or PostScript drivers.

Solution

CAUSE: Microsoft Excel will treat each worksheet as a "separate" print job. Refer Microsoft® Knowledge Base article Q214383. The URL is
<http://support.microsoft.com/default.aspx?scid=kb;en-us;214383> .

SOLUTION: There are two workaround options for this issue:

To configure the first option, perform the following:

1. Select first spreadsheet.
2. Click on File.
3. Click on Page Setup.
4. Click on Option button.
5. Select finishing options (i.e., duplex, stapling) from driver properties.
6. Click OK.
7. Select next spreadsheet.

8. Repeat steps 2 through 7 until finishing options are set for all applicable spreadsheets.

To configure to setup the finishing select as the default, perform the following:

1. Access printer driver list (Microsoft® Windows XP is "Printer and Faxes").
2. Right-click on the print driver.
3. Click 'Set as Default Printer' for the workstation.
4. Click on Properties.
5. Click on Advanced tab.
6. Click on Printing Defaults.
7. Set the finishing options.
8. Click OK twice.

Notes :

- a. These steps must be performed on a local print driver with login having manage or full rights to the local print driver.
 - b. The drivers migrated from Microsoft® Windows 2000 or 2003 server then apply these settings from server print driver under "Printing Defaults".
 - c. These settings will be applied to every print job built by the print driver.
- SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0630339EN*

Solution Usage 4

Description

Printing from Microsoft® Word, when attempting to print a 5.5x8.5 booklet (onto 8.5x11R paper) the output is always on 11x17.

Solution

CAUSE: Scale to Paper Size is not set properly in Microsoft® Word.

SOLUTION: From the Microsoft® Word print dialog box, set Scale to Paper Size to 5.5x8.5.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703546EN*

Solution Usage 4

Description

Printing from any driver using an Adobe® CS3 Suite application is very slow. The print job may complete quickly, but the application indicates that it is still printing for a long period after the actual completion. The application is unavailable to perform any other tasks during this period.

Solution

CAUSE: A compatibility issue between a native Intel® application, like Adobe® CS3 Suite applications and the Intel® version Macintosh® OS 10.4x.

SOLUTION: The best workaround for this issue is to hide the Macintosh® DOCK. The problem appears to be related to how the application interacts with the DOCK while it is visible. Auto-hiding the DOCK through preferences will correct this printing deficiency. Adobe® and Apple® have not officially acknowledged this problem, even though it affects printing using any print driver.

SPECIAL NOTE : Solution contribution by Bill Ehmke and Ed Bellone, ESS/SSD

Solution ID TAUS0647492EN*

Solution Usage 3

Description

A file printed from the PC using the printer driver with Output Method set to Save in User Box does not allow the file to be listed using the PageScope Web Connection.

Solution

CAUSE: The file from the driver is not an image file, it is a PRN file. The Web Connection utility is designed to only display PDF or TIFF.

SOLUTION: Retrieve the Save in User Box print file from the engine operation panel.

Note : The Save in User Box and Print function is the same.

Solution ID TAUS0700252EN*

Solution Usage 3

Description

How to default a Macintosh® driver to black & white.

Solution

The driver cannot be defaulted to black & white on a Macintosh®. This is a limitation of the operating system. However a PRESET can be made in the driver for black & white printing by performing the following:

1. Select FilePrint and from the PRINT box, select the drop-down from the second box under the presets box.

2. Select QUALITY.
 3. Select the drop down for SELECT COLOR.
 4. Select GRAYSCALE (or the desired functionality to be saved as a preset like duplex, finishing options, etc.).
 5. Select PRESETS, then SAVE AS....
 6. Name the file (example: Black & White).
 7. Select OK. Select this saved PRESET of Black & White whenever black & white printing is required.
- SPECIAL NOTE : Solution contribution by Ed Bellone and Chuck Tripp, Production Print/SSD

Solution ID TAUS0701532EN*
Solution Usage 3**Description**

Account tracking or Authentication is not available in the driver on a Microsoft® Windows Vista™ 32-bit client PC.

Solution

CAUSE: Microsoft® Windows Vista™ built-in drivers for Konica Minolta printers are only PPD-based and do not have the Account track and Authentication options.

SOLUTION: Install the Microsoft® Windows XP digitally-signed PCL or PostScript driver which will function on the Microsoft® Windows Vista™ 32-bit client PC.

Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800748EN*
Solution Usage 3**Description**

"Error on Page" displayed when selecting Network Tab using Microsoft® IE6 and IE7.

Solution

CAUSE: The Web Browser is not refreshing the pages fast enough.

SOLUTION: On Microsoft® IE6 perform the following:

1. Tools.
2. Internet Options.
3. Select the General Tab.
4. Temporary Internet Files.
5. Select Settings.
6. Under 'Check for newer versions of stored pages', change to 'Every visit to page'.
7. Click OK, OK.

On Microsoft® IE7 perform the following:

1. Tools.
2. Internet Options.
3. Select the General Tab.
4. Under Browsing History, select Settings.
5. Under 'Check for newer versions of stored pages', change to 'Every time I visit the webpage'.
6. Click OK, OK.

Notes :

- a. Please delete all cache settings on Microsoft® Internet Explorer.
- b. Please refer to attached documentation for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0703476EN*
Solution Usage 2**Description**

When printing from Microsoft® Office Excel, a separate print job for each copy is created, and then sent to the MFP or printer.

Solution

CAUSE: When the Collate checkbox in the print dialog box is selected (checked), Microsoft® Office Excel creates the separate print job for each copy. For example, if selecting Collate in the print dialog box and entering 3 for number of copies, 3 jobs are created when printing the document. This is the specification for Microsoft® Office Excel. The following link is the explanation from Microsoft <http://support.microsoft.com/kb/211474/en>

SOLUTION: Clear the Collate checkbox on the Print dialog and select the Collate checkbox on the Basic tab in the driver settings.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800366EN***Solution Usage** 2**Description**

When printing from Microsoft® Publisher and performing a mail merge, the copies are all stapled together.

Solution

CAUSE: This is a known anomaly with Microsoft® applications.

SOLUTION: Please read the attached Microsoft® article regarding a resolution for the problem with Microsoft® Publisher 2000 and 2003. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801522EN***Solution Usage** 2**Description**

In PageScope Data Administrator (PSDA) version 4, when performing Settings for multiple devices (through the "Setting for multiple devices tab", when Editing or Adding accounts), the Data Export completes, but with errors and no information can be written to other devices. This issue occurs with all devices communicating using OpenAPI version 2.x.

Additionally, Japanese characters appear in the "Permitted Functions" section when performing Settings for multiple devices (through the "Setting for multiple devices tab" when Editing or Adding account information).

Solution

CAUSE: Updated version of PageScope Data Administrator is required.

SOLUTION: These issues have been addressed with the release of PageScope Data Administrator 4.0.4110 which is available for download via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

IMPORTANT : It is necessary to first uninstall the existing version of PSDA version 4.x and the Device setup utility from Add/Remove Programs, reboot the PC, then install this current version.

The following have been changed from the previous version:

Fixing the problem as follows:

The permitted functions show as Japanese characters.

An error occurs to acquire the information of the account group box which does not support in OpenAPI version 2.X of the device.

The following version of the firmware of the product that connects to this application must be used.

Note : For information on the firmware version of your product and upgrades, contact a service center or the dealer where you purchased the MFP product.

bizhub C450/C351 Phase 2.0 (Card version A7 [4037-0100-G00-B6-***]) or later

bizhub C250 Phase 2.0 (Card version 88 [4038-0100-G00-75-***]) or later

bizhub 750/600 Phase 2.0 (Card version 20 [57AA-0100-G00-20-***]) or later

bizhub 500/420 Phase 2.0 (Card version 20 [50GA-0100-G00-20-***]) or later

System Requirements**Supported OS:**

Microsoft® Windows 2000 Professional (SP4 or later)

Microsoft® Windows XP Professional/Professional x64 Edition (SP1 or later)

Microsoft® Windows Vista™ Business/Enterprise/Business x64 Edition/Enterprise x64 Edition

Microsoft® .NET Framework 2.0 (Microsoft® Windows 2000)

Microsoft® .NET Framework 2.0 SP1 (Microsoft® Windows XP)

Microsoft® .NET Framework 3.5 (Microsoft® Windows Vista™)

Network: Properly configured TCP/IP protocol.

SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID TAUS0657138EN***Solution Usage** 1**Description**

When scanning with eCopy™, the preview is not displayed, the optics did not work and the message at the bottom left of the scan indicates 'Scan complete'.

Solution

CAUSE: There is somewhat of an incompatibility with most of the KMBSTWAIN drivers and the eCopy™ ScanStation.

SOLUTION: There is a driver that does work well and supports color scanning. This has been commonly referred to as the GUI-suppressed (Non GUI) driver.

Notes :

1. Prior to installation, unload the present TWAIN driver via Control Panel > Add or Remove Programs.

IMPORTANT : Stop ALL eCopy™ services in order to remove the driver.

2. The latest TWAIN driver is available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0703029EN*

Solution Usage 1

Description

CF card programming with Cygwin© and Imaging ToolKit 2006.

Solution

When testing Imaging ToolKit 2006 and Cygwin© (version based on the bizhub C550), two small problems appeared which can be both eliminated to get the tools working properly.

1. The Imaging Toolkit 2006 needs to be extracted first. Do not try to install it out of the archive otherwise there will be an error message about a missing file.

Note : The latest version of Imaging ToolKit 2006 is available via the Konica Minolta Download Selector under Utilities. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Please refer to the attached Release Notes for additional detail. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

2. Embedded Cygwin © was not working "out of the box". Microsoft® Windows Vista™ reported some memory problems. This issue could be solved by enabling the compatibility mode "Windows XP SP2" for the application "bash.exe" located in the bin folder of Cygwin/bin folder of bizhub C550 firmware.

Note : Please refer to attached file for additional detail. To view the document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL;

<http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf>.

SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID TAUS0800367EN*

Solution Usage 1

Description

When duplexing from Microsoft® Publisher 2007 there is a manual duplexing wizard that is opening. This is forcing manual duplexing.

Solution

CAUSE: Duplexing is being selected in the wrong location.

SOLUTION: Select duplexing under the Properties and select Single-sided in the initial print dialog window.

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0800544EN*

Solution Usage 1

Description

Only the first worksheet of a workbook is duplexed when printing from Microsoft® Excel.

Solution

CAUSE: Microsoft® Excel prints each worksheet as a separate print job; this is a limitation on Excel.

SOLUTION: To print the entire Microsoft® Excel workbook duplexed, follow this workaround:

1. In Microsoft® Excel select the first worksheet.

2. Select File.

3. Select Print.

4. Select Properties.

5. In the print driver select Duplex.

6. Select OK.

7. Select Cancel in the print dialog box.

Repeat steps 1-7 for each worksheet in the workbook.

8. Select File.

9. Select Print.

10. Select Entire Workbook.

11. Select OK.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0800601EN*

Solution Usage 1

Description

When printing from Microsoft® Office Excel using authentication and printing several spreadsheets within the same document, the authentication dialog box pops up for each spreadsheet page.

Solution

CAUSE: Improper selection in the printer driver.

SOLUTION: Select PRINT ENTIRE WORKGROUP in the application dialog box.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802710EN*

Solution Usage 1

Description

Error code 2039 when performing CSRC (CS Remote Care). TX/RX test is not sent to Lotus® Domino™ email server.

Solution

CAUSE: The engine will not complete the TX/RX test if the 'Short name' field is not populated, because the engine will not receive proper POP3 response from email server.

SOLUTION: Enter a name in the 'Short name' field. It is recommended to use the hostname (the portion to the left of '@' in the engine's email address). The attached file is a screenshot showing the Lotus® Domino™ 'Short name' field.

Note: To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE: Solution contribution by Rick Veale, ESS/BSE

Solution ID TAUS0808166EN*

Solution Usage 1

Description

When printing a B/W page from Microsoft® Office Publisher 2003/2007 color page click is counted.

Solution

CAUSE: When printing, Publisher is defaulted to print as Composite RGB.

SOLUTION: Change it to Composite CMYK. Please perform the following procedure:

1. Select File.
2. Select Print Setup.
3. Select Printer Details Tab.
4. Select Advanced Printer Setup.
5. Select the Separations Tab.
6. Under Output, select Print colors as: Composite RGB (this will generate color page clicks).
7. Change it to Composite CMYK.
8. Select OK.
9. Select OK.
10. Now you can print the Document.

Note : Please see the attached files for complete step-by-step procedure. To view an AVI, Microsoft® Windows Media Player version 9 or newer must be installed. Download at:

<http://www.microsoft.com/windows/windowsmedia/player/10/default.aspx> .

To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0808581EN*

Solution Usage 1

Description

Certain MFP settings may affect PageScope applications from communicating with Konica Minolta devices.

Solution

For newer model Konica Minolta MFPs, the following MFP settings may affect communication with several PageScope applications.

Note : Depending on the MFP model and the PageScope application, these settings may differ.

This setting will affect most PageScope applications:

Admin Mode

1. Press the Utility button.
2. Select Administrator mode - Security button - Management Function Setting, then the Network Function Setting button.
3. Set to Allow.
4. Select Exit.

This setting will affect PageScope applications such as Data Administrator, Box Operator, Net Care and PageScope Enterprise Suite (depending on which

PSES function is being used):

Open API

1. Press the Utility button.
2. Select Administrator mode.
3. System Connection – Open API.
4. Set to Allow.
5. Select Exit.

Additionally, if theSNMP settings are not set to the default settings, they may need to be updated in the PageScope application.

Default SNMP v1/v2 settings

Admin mode=> Network Setting=> SNMP Setting

Read=> Public

Write=>Private

SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0649615EN*

Solution Usage 0

Description

When upgrading or downgrading a print driver with a different version, the version number does not change after installing the new print driver. The previous print driver was removed prior to installing the current one.

Solution

CAUSE: Conflicting DLL files.

SOLUTION: Some drivers have DLL files that are loaded in memory. When a driver is deleted, the DLL file is still loaded and cannot be overwritten. When a different version of that driver is installed, the DLL is not replaced which is why the version is not changed. In this scenario, you will have a driver that is comprised of components from 2 different versions.

After deleting the driver files, the PC must be rebooted to release any DLL from memory. Once this is done, the new driver can be reinstalled without issues.

Solution ID TAUS0650771EN*

Solution Usage 0

Description

Cannot connect to PageScope Box Operator.

Solution

CAUSE: Incorrect settings.

SOLUTION: Ensure that, in Admin Mode, Network Setting=> PageScope Web Connection (PSWC) is set to Enable and that in Admin Mode=> Security Setting=> Management Function Set=> Network Function Set is set to Allow.

Notes :

1. If this selection is not present, upgrade MFP firmware version to the latest. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
2. If unable to connect as Public User, a specified user name and password is necessary.

Solution ID TAUS0657140EN*

Solution Usage

Description

Using eCopy™, after pressing function key, the next screen does not display the preview scan.

Solution

CAUSE: The wrong TWAIN driver is being used.

SOLUTION: The latest TWAIN driver is available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Remove the current driver before installing this driver. If an error occurs during removal, stop the eCopy™ services and press the Retry button. Once removed, restart the eCopy™ services and install the new driver.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0701197EN*

Solution Usage

Description

Macintosh® Intel O/S 10.4 losing connection after a few print jobs. Macintosh® must be rebooted to restore printing.

Solution

CAUSE: Corrupt or improperly installed driver.

SOLUTION: Completely remove and re-install the driver according to the attached document.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701319EN*

Solution Usage

Description

A "Destination device is not supported" error occurs when trying to Import a document from a User Box with the Standard Controller using the HDD TWAIN driver.

Alternatively, no error message may occur and the HDD TWAIN driver does connect to the device after specifying a mailbox.

However, the "Acquire" button is not activated and is grayed out. No documents are displayed as being retrieved. Pressing the "Refresh" button does not make the "Acquire" button available or download the documents from the Users HDD box.

Solution

CAUSE: Driver upgrade required.

SOLUTION: Upgrade to the HDD TWAIN driver, version 2.0.9.

Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>), Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0702021EN*

Solution Usage

Description

The flash card is not recognized when doing NVRAM recovery.

Solution

CAUSE: The flash card was not properly programmed using either the Cygwin™ Utility or the Firmware Imaging Toolkit.

Note : Please refer to attached documentation for additional information. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SOLUTION: The flash card must be programmed in the same manner as it is for flashing the machine firmware.

SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS0800604EN*

Solution Usage

Description

Paper size in printer driver not defaulting to 8.5x11 when printing from Macintosh® OS 10.5.

Solution

CAUSE: Printer driver requires update.

SOLUTION: Download printer driver version 2.6.3 (bizhub C450/C352/C351/C300) or version 3.1.4 (bizhub C250/C252).

Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800834EN*

Solution Usage

Description

An application is terminated when choosing a preset setting associated with paper tray selection.

Solution

Applies to :
Macintosh® OS X version 10.5 drivers for the following models:

Model Name OWN /Generic
Driver Versions
bizhub C450 / 35C-1
2.6.3
bizhub C351 / 35C-2
2.6.3
bizhub C352 / 35C-3
2.6.3
bizhub C250 / 25C-1
3.1.4
bizhub C252 / 25C-2
3.1.4
Note : Macintosh® OS X version 10.5 drivers for other bizhub Color MFP such as C253/C353/C451/C550/C650 and Generic Versions of those models do not have this problem. To reproduce : 1.Open a document (example: Microsoft® Word). 2.Select Print from Menu. 3.Select Paper feeding and then select one of the trays, but not “Auto Select”. 4.Save the setting. 5.Click Print or Cancel to close the print dialog 6.Select Print from the menu and then select Standard in the list. 7.The application will be terminated. Status : This is a confirmed problemwith the printer drivers listed above. The driver update istentatively scheduledfor release around the 2nd or 3rdweekof May 2008.

Solution ID TAUS0801330EN*	Solution Usage
Description When attempting to unpack the Macintosh® driver (a file in .sit format) thefile is opened in Microsoft® Word instead of uncompressing it.	
Solution CAUSE: Stuffit® is not installed on the computer. SOLUTION: Please download and install Stuffit® on the Macintosh®. SPECIAL NOTE : Solution contribution byJohn Meyer, North Shore OfficeMachines.	
Solution ID TAUS0801342EN*	Solution Usage
Description PDF/Microsoft® Word mixed original sizes (8.5x11, 8.5x14) are printing on one size paper.	
Solution CAUSE:Incorrect setting within the driver. SOLUTION: Check and disable PostScript Passthrough within the driver. Select File ? Print ?Properties ?Advanced Properties ?PostScript Passthrough. SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD	

Solution ID TAUS0801364EN***Solution Usage****Description**

Driver problem for Macintosh® OS 10.5.

Solution

A working application will be suddenly shut down when "Standard" is selected in the Presets in the Print dialog after any menu except "Standard" (e.g.: "Last Used Settings") is selected and "print" is executed. Please refer to the attached file for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Workaround 1

1. Display the Print dialog.
2. Select "Auto select" in "All pages from" in "Paper feed".
3. If the Preset has already been saved, select "Save" in the presets, and then execute the printing. If "Last Used Settings" has been selected, execute the printing.
4. Display the Print dialog once again.
5. Select "Standard" in the Presets.

Workaround 2

1. Select the Driver which has the problem, in "System Preferences", and then select other driver (e.g.: generic Postscript Printer) in "Print Using" in "Driver".
2. Display the Print dialog.
3. Change to the Driver which has been selected at Step 1, in "Printer" in the Print dialog. If the Print dialog of the Driver which had been selected at Step 1 has already been displayed, it is not necessary to be changed it.
4. Select "Standard" in the Presets.
5. Change back to the MFP Driver in "Print Using" in "Driver".

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801431EN***Solution Usage****Description**

When too many users simultaneously attempt to perform PageScope Box Operator functions while accessing the same MFP, it is possible that the PageScope Box Operator (PSBO) application may lock up intermittently. The PSBO application and/or the MFP may need to be restarted in order to resume using the PSBO application.

Solution

CAUSE: It is possible for multiple users to connect to the same MFP simultaneously through PSBO. However, only one document can be downloaded at a time from the same device, either through PSBO or PageScope Web Connection (PSWC). As a result, if two or more users attempt to download a document in a box by PSWC or PSBO simultaneously from the same MFP, the second user will have to wait until the previous download is completed.

SOLUTION: If the lockup issue occurs, the number of simultaneous connections from PSBO to the same MFP will need to be reduced. It is possible that this specification may be changed for future models.

SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID TAUS0801980EN***Solution Usage****Description**

"Device can not print in accordance w/guidelines pick another printer" message when trying to print postage from Stamps.Com.

Solution

CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minolta drivers. The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0802060EN***Solution Usage****Description**

When printing AS/400® forms, the print does not line up with the form.

Solution

CAUSE: The AS/400® is rasterizing the forms based on an HP® LaserJet 5si (this is by design). The margins are not set correctly and produces the offset.

SOLUTION: Create or obtain a new WSCST (Workstation Customization Object) with the following keyword in it.

DATASTREAM=HPPCL5

Replace the line with the following:

DATASTREAM=HPPCL5I

This will tell HPT to image the form instead of rasterize it.

Recompile the WSCST, end the writer, vary the device description OFF/ON and start the writer.

When the job is sent, the form should be inline with the text.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0802249EN*

Solution Usage

Description

Slow printing after upgrading firmware.

Solution

CAUSE: The print driver was not updated after the machine firmware was upgraded.

SOLUTION: Update the print driver to the most recent version available. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0802499EN*

Solution Usage

Description

Customer application closes when the Phone Book is accessed in the PCL Fax driver.

Solution

CAUSE: The Phone Book in the Fax driver has exceeded 1000 entries.

SOLUTION: In order to proceed, the number of entries in the Phone Book must be kept under 1000.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0808457EN*

Solution Usage

Description

Errors when printing with account track on a Macintosh® OS 10.5 system.

Solution

CAUSE: Standard Macintosh® drivers are installed on an Intel® Macintosh® system.

SOLUTION: Install Intel® Macintosh® drivers which are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

To verify which Macintosh® hardware version is being used, select the Apple® icon in the upper left corner of the screen then select About This Mac. Intel® is the newer system, Power PC® is the older (standard) system.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0653114EN***Solution Usage** 30**Description**

C-D3xx codes.

Solution

CAUSE: The machine performs a CRC check on the NVRAM against the NVRAM image stored on the MFP board. The C-D3xx codes will be indicated if the checksums do not match.

SOLUTION: C-D3xx codes can be cleared by pressing Stop, 0, 7, 1, 3, 9. This will display a "*" button. Press this button and power the machine OFF/ON. What this procedure does is take a good image of the NVRAM off the MFP board (created when you performed the NVRAM Data Backup) and restore it to the NVRAM. There are approximately 30 registers that can be corrupt, so the above procedure may have to be done as much as 30 times.

WARNING : If a corrupt NVRAM is suspected, DO NOT perform the NVRAM Data Backup. This will take the corrupt NVRAM image and back it up to the MFP board. If this is done, and the NVRAM is replaced, the corrupt data that was just backed up will be transferred to the new NVRAM. If this is the case then the NVRAM and MFP board will have to be replaced as a set.

Notes :

1. One thing that has been noticed is these machines seem to be highly susceptible to voltage sags and spikes. It is HIGHLY recommended to install a quality power line conditioner on these machines.

2. If a corrupt NVRAM is suspected, please try performing a Data Clear. This can be found in the Tech Rep mode.

IMPORTANT : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connection to backup the data before performing the Data Clear.

If NVRAM replacement is necessary, please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

Solution ID TAUS0642074EN***Solution Usage** 26**Description**

PLEASE WAIT message on the display.

Solution

CAUSE: A possible failed or corrupt NVRAM.

SOLUTION: Verify the NVRAM by swapping it to a known good PWB-MFP. If the results are the same please fill out the online NVRAM/BRU ordering form to obtain a new NVRAM.

IMPORTANT : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.

Notes :

1. Refer to the attached Bulletin Number 5783 for more detail and the BRU form.

2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/BSE

Solution ID TAUS0702927EN***Solution Usage** 22**Description**

Network menu button is missing from Admin Mode.

Solution

CAUSE: Corrupt NVRAM and/or failed PWB-MFP.

SOLUTION: Perform the NVRAM Recovery Procedure (see attachment for instructions).

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>.

If NVRAM Recovery Procedure is unsuccessful, replace the PWB-MFP and NVRAM. To receive a replacement NVRAM, please utilize the Online Technical & Special Program order form located within MyKonicaMinolta.com:

1. Login to MyKonicaMinolta.com.

2. Select the Service tab.

3. Select Warranty, Repair, & Special Programs (menu at left side of screen).

4. Click on Warranty Services & Technical/FOC Programs (in center of screen).

5. Select NVRAM/BRU Replacement Program.

IMPORTANT : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.

PART NUMBERS (PWB-MFP)

bizhub C250/C250P/C252/C252P (p/n 4038 0121 06)

bizhub C203/C253 (p/n A02E H342 05)

bizhub C300 (p/n 9J06-H003-01)

bizhub C352/C352P (p/n 9J06-0101-02)

bizhub C353/C353P (p/n A02E H341 05)

bizhub C351/C450/C450P (p/n 4037013104)

bizhub C451/C550 (p/n A00J H020 07)

bizhub C650 (p/n A00J H021 00)

SPECIAL NOTE : Solution contribution by Chuck Tripp and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0652146EN***Solution Usage** 19**Description**

'Warming Up' message remains on the control panel or C-DC00 at power up.

Solution

PROBABLE CAUSES:

1. Poor connection or there are bent pins on the copier-to-scanner interface cable.

Inspect the cable and straighten the pins on the male side and then check that the female connector holes are round in shape and not oval. If the holes are oval-shaped, insert a small pin to reform the hole to mostly round. Reseat the scanner cable connection to mainbody.

2. After replacing the PWB-M (FPB), the Parameter chip, an 8-pin removable chip on PWB-M, was not removed from the old board and installed on the new board.

Carefully remove the IC chip from the original board and install it on the new board.

3. The MFPB has failed (bizhub C300 and bizhub C352/C352P).

Replace the failed MFPB (p/n 9J06H003 01 - bizhub C300 and p/n 9J06 0101 02 - bizhub C352/C352P).

4. The PWB-M board has failed (bizhub C252/C252P).

Replace the failed PWB-M board (p/n 4038 H001 01).

5. Possible failed or missing Parameter chip (IC40).

The Service Manual states, on page 67, to relocate IC40 Parameter chip (8-pin chip) when replacing the PWB-MC board.

Please order a Parameter chip by:

calling the Hotline at 800-825-5664, to open a Ticket Number

going to www.mykonica.minolta.com; select Service tab=> Warranty, Repair & Special Programs => RA Form. Fill out the RA Form.**Solution ID** TAUS0648916EN***Solution Usage** 15**Description**

Blank display with no lit control panel lights.

Solution

PROBABLE CAUSES:

1. Corrupt NVRAM.

Perform the NVRAM Recovery Procedure. If the problem persists, swap a NVRAM from another color MFP (bizhub C250/C252/C352/C353/C451/C550/C650) for testing purposes and see if it corrects the issue. If so, order a new NVRAM (can be downloaded from the Download Selector site under Special Firmware).

IMPORTANT : NVRAM initialize: All data except sales counter data will be initialized. Please see the attached documentation for instructions. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>.

CAUTION : Never format the CF card on color machines. Write the data to the existing info using the Firmware Imaging Toolkit 2006.

2. A bad connection between PWB-C (p/n 4038 0113 05) and PWB-MFP (p/n 4038 0121 06).

Reseat the Wire Harness Assembly between PWB-C and PWB-MFP.

Note : Machine will appear to have no power because the MFP Control Board is unable to detect when the Sub Power Switch is powered ON.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0700386EN***Solution Usage** 12**Description**

C3451 (C-3451)and/or C3452 (C-3452).

Solution

CAUSE: Thermistor voltage/temperature discrepancy.

SOLUTION: There are a few things that may cause the problem:

1. Check that the Fusing Unit is correctly installed.
2. Reseat connections on the Fusing Unit, PWB-MC and PU1 (bizhub C351/C450/C450P); PWB-MFPB and DCPU (bizhub C300/C352); PWB-MFP and DCPU (bizhub C250).
3. Exchange the Fusing Unit (p/n 4049 5230 for bizhub C351/C450/C450P , p/n 9J06 R706 00 for bizhub C300/C352 and p/n 4038 0754 00 for bizhub C250).
4. Exchange the Control Board (PWB-MC - p/n 4037 7803 01 for the bizhub C450/C450P and p/n 4037 7804 01 for the bizhub C351 ; PWB-MFPB - p/n 9J06 H003 01 for bizhub C300 and p/n 9J06 0101 02 for the bizhub C352 ; PWB-MFP - p/n 4038 0121 06 for the bizhub C250).
5. If the problem persists, replace the Power Supply - PU1 (p/n 4037 6211 02 for the bizhub C351/C450/C450P); DCPU (p/n 9J06 6201 01 for the bizhub C300/C352 and p/n 4038 6201 02 for the bizhub C250).

SPECIAL NOTE : Solution contribution by Cesar Jimenez/Greg Lantowski, Production Print/SSD and Tom Kelly, Workgroup/SSD

Solution ID TAUS0654282EN*

Solution Usage 9

Description

C-4765 (C4765) at power up or during copy/printing.

Solution

PROBABLE CAUSES:

1. Failed MFP memory.

Check and reseat memory chip in DIMM0 on PWB_MFP board. Replace memory (p/n 4037-6076-01) if necessary.

2. PWB-MFP or PWB-SIF board failure.

After performing a Memory Check and swapping MFP memory one at a time, if the problem persists, replace PWB-MFP (p/n 4037 0131 04 for the bizhub C351/C450 and p/n 4038 0121 06 for the bizhub C250). If the PWB-MFP still does not fix the problem, replace PWB-SIF (p/n 4037 0130 04 for the bizhub C351/C450 and p/n 4038 0123 03 for the bizhub C250).

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

3. Failed HDD.

Reseat HDD connector. Replace the HDD (p/n 4037 6095 01) as necessary.

SPECIAL NOTE : Solution contribution by Mark Woodard, Novacopy, Inc.

Solution ID TAUS0657135EN*

Solution Usage 9

Description

TWAIN driver does not connect to the MFP.

Solution

CAUSE: Improper Network Function setting.

SOLUTION: To set the Network Function setting to 'Allow', perform the following:

1. Press the Utility button.
2. Select Administrator mode, Security button, Management Function Setting, and Network Function Setting.
3. Set to Allow.
4. Select Exit.

Solution ID TAUS0657555EN*

Solution Usage 9

Description

Machine hangs ("locks up") at Image stabilization screen or Konica Minolta logo screen. This occurs when the FK-502 is installed.

Solution

CAUSE: Communication Journal Data not initialized.

SOLUTION: To initialize the Communication Journal Data:

1. Disconnect HDD connector.

2. Power ON the MFP (C-D004 will be indicated).
 3. Initialize the Communication Journal Data in Service Mode.
- SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0656653EN*

Solution Usage 8

Description

FK-502, able to transmit (TX) a fax, but unable to receive (RX).

Solution

PROBABLE CAUSES:

1. The fax board is installed in the incorrect slot.
Install the fax board in the rear most slot.

2. The Fax (Sub) was set to Set at installation.
Change the Fax (Sub) to Unset in Service Mode by performing the following:

- a. Access the Service Mode.
- b. Select the Option Board Status.
- c. Select Unset of Fax (Sub).
- d. Select End and Exit to return to copy screen.

Note : Also check the following settings: Service Mode => System 1 => Marketing Area Marketing Area = U.S.; Fax Target = U.S. => End => Exit.

If the problem persists:

- a. Trouble reset. Power up holding the Utility button, Trouble Reset, OK.
- b. Reinitialize the fax board. Select the following in Tech Rep Mode: Fax, Initialization, highlight Fax Function Parameter and Communication Journal Data, select yes, yes, start. Proceed by following the FK-502 Installation Manual Instructions making sure that the settings are correct.
- c. Restore factory defaults. Select the following: Fax button, Utility/Counter Key button, User Setting, Initialize Setting, Factory Default, OK, cycle the power. Proceed by following the FK-502 Installation Manual Instructions. If the preceding steps fail and the problem still persists, perform a DATA CLEAR.

CAUTION : Performing a Data Clear will clear out all one touch accounts (Scan to SMB, FTP, E-mail, etc.). Make sure to back up all accounts by using PageScope Data Administrator. Refer to the Service Manual, page 299, for additional contents that will be cleared when performing a Data Clear and Initialization.

- d. Data Clear, select the following: In Tech Rep Mode, System 1, Initialization, highlight Data Clear, press the START button. In approximately 5 seconds the operation panel will go blank for 5 seconds and then come back with RESULTS OK. PLEASE TURN OFF THE POWER AND BACK ON.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0700028EN*

Solution Usage 8

Description

C1191 (C-1191) error code.

Solution

PROBABLE CAUSES:

1. Aligning bar moving mechanism malfunction.

Check the operation of Align motor /2 (M6 - p/n 9J08 M103 00 2) and PC8 sensor (p/n 4037 0905 01). Replace the Finisher Control Board if deemed necessary (FSCB - p/n 9J08 0101 03).

2. The tray where the paper is stapled is out of place causing the stapling unit to bind, thus PC8 is not turned ON at power up.
Reinstall the tray (p/n 9J08 1504 03) so that the stapling unit is not obstructed.

Note : The tray is shown on P7 (Alignment Section), Key 15 in the Parts Manual (see attached page).

To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID TAUS0701418EN***Solution Usage** 8**Description**

A dim Konica Minolta display only. The machine does not boot.

Solution

bizhub C250/C252

CAUSE: The PWB-M (Mechanical Control Board) has failed.

SOLUTION: Reseat all connectors on PWB-M. Ensure all pins on PWB-M are properly aligned and fully inserted into the connectors when reseating the connectors. Replace PWB-M (p/n 4038 0101 05 for bizhub C250 and p/n 4038 H001 01 for bizhub C252). If the problem persists replace PWB-C (p/n 4038 0113 05).

bizhub C300/C352

CAUSE: PWB-MFPB (Mechanical Control Board) has failed.

SOLUTION: Reseat all connectors on PWB-MFPB. Ensure all pins on PWB-MFPB are properly aligned and full inserted into the connectors when reseating the connectors. Replace PWB-MFPB (p/n 9J06 H003 01) as necessary. If the problem persists replace IPB (p/n 9J06 0113 03).

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703093EN***Solution Usage** 8**Description**

Recovery procedure for CF cards.

Solution

Before the Recovery Procedure:

Download the firmware file again and verify that the same problem reoccurs.

Download the firmware file from another computer using a LAN line.

If a CF card was accidentally or otherwise formatted for use with Microsoft Windows®, it is no longer useful as a device for installing firmware to the MFP.

Attached is a recovery procedure to fix this issue. The procedure uses a diskHEX editor to remove the data which prevents the MFP from loading the firmware.

CAUTION : It has been tested by the field successfully, however, if the procedure is not followed completely, damage can result in the CF card, which may also damage the MFP.

SSD and KMBS holds no responsibility for the use or misuse of the procedure and the software that it references.

Notes :

1. The attached file will extract the PDF procedure and the Disk HEX editor files. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

2. This procedure does not apply to the CF card for the bizhub C200 because it can use the FAT file format. It does not recognize FAT32 or any other format.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE, Craig Blyther, ASG/SSD, Cesar Jimenez and Ian Lynch, Production Print/SSD, and

Solution ID TAUS0654880EN***Solution Usage** 7**Description**

The machine powers up with the hour glass displayed and may attempt to reboot or display may go blank but the main power light stays lit.

Solution

CAUSE: Corrupted firmware and/or board(s).

SOLUTION: Reflash the firmware. Swap/replace NVRAM and if the problem persists, replace PWB-MFP and reflash firmware.

If still getting the same symptom after replacing the PWB-MFP, possible failed PWB-ES (bizhub C351/C450).

PART NUMBER bizhub MODEL ITEM

4038 0121 06 C250 PWB-MFP (MFP Control Board)

4037 0131 04 C351/C450 PWB-MFPC (MFP Control Board)

4037 0132 04 C351/C450 PWB-ES

IMPORTANT : Always flash the MFP with most current firmware after any board replacement. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0657470EN*
Solution Usage 7**Description**

C-D201 (CD201) at power up and unable to clear the code.

Solution

CAUSE: Failed memory; memory in the wrong slot.

SOLUTION: Perform the Memory bus check in the Tech Rep Mode (State confirm, Memory Bus), for the scanner and Printer. Check and reseal each of the memory slots on the MFP board. Remove one-at-a-time and perform the memory bus check.

DIMM 0 = 256MB (p/n 4037 6076 01)

DIMM 1 = 256MB

DIMM 2 = 128MB

Replace failed memory as necessary.

Solution ID TAUS0648761EN*
Solution Usage 6**Description**

FK-502, unable to transmit faxes.

Solution

CAUSE: The Fax is set for Pulse dialing.

SOLUTION: Change the Pulse dialing to PB dialing. To change the setting perform the following;

1. Access the Administrator mode.
2. Select [8. Fax Setting].
3. Select [Telephone Line Settings].
4. Select [PB].
5. Power the copier OFF/ON.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0649162EN*
Solution Usage 6**Description**

C-D231 is indicated shortly after power up.

Solution

PROBABLE CAUSES:

1. The 128MB memory may be installed in the wrong slot.

Check to see if the memory module provided with the fax option has been inserted in the lower slot of three on the PWB-MFP board. If there is more than one memory board installed and there is uncertainty as to which memory module to insert, check the size of the memory. The one used for the fax option is slightly larger than the other memory modules. Make sure this larger module is inserted in the lowest slot.

If the memory module is inserted correctly, try removing the memory and then cleaning the pins with alcohol. Reinstall to the lower slot. If the C-D231 error persists, the fax option should be replaced.

2. The Fax option is set with no fax kit installed.

Disable the fax option:

- a. Enter Service mode.
- b. Select System 2.
- c. Select Option Board Status.
- d. Ensure Fax (Main) and Fax (Sub) are both Unset.

3. Memory DIMM is not installed or cannot be recognized by the system.

Install the required Memory DIMM (packed with Enhanced option board). Ensure that the Memory DIMM is installed correctly into the socket. Try to use a different Memory DIMM if the previous remedies fail.

Solution ID TAUS0701329EN*

Solution Usage 6

Description

Configuration Page header is printing as Generic 25C-x or 35C-x.

Solution

CAUSE: Incorrect settings.

SOLUTION: To change the Configuration Page header to Konica Minolta bizhub C450/C352/C300/C252/C250, perform the following:

1. Access the Service Mode.
2. Select System 2.
3. Select Software Switch Setting.
4. Enter Switch No. "10".
5. Bin Assignment "00000000".
6. Hex Assignment "00".
7. Click on Fix.
8. Click on End.
9. Power the copier OFF/ON.
10. Print another Configuration Page. Page Headers should now be changed.

To change the Configuration Page header to Konica Minolta bizhub C250P/C352P/C450P, perform the following:

1. Press the Menu/Select key.
2. Press the down arrow key 4 times to select "Tech. Rep. Mode".
3. Press the right arrow key. Enter the Tech. Rep. Mode password 9, 2, 7, 2, 9, 2, 7, 2.
4. Press the Menu/Select key.
5. Press the down arrow key 16 times. "Software SW" will appear.
6. Press the right arrow key. "Switch No." and "1" will appear.
7. Press the Menu/Select key. "1" will start blinking.
8. Press the up key and change this number to "10". When pressing "Menu/Select" key, the above settings will be saved and the display will show "Bin Assignment" and "00000000".
9. Press the down arrow key and the display will change to "HEX Assignment" and "00". Then press the down Menu/Select key. The "00" will blink.
10. Press the right arrow key and the 1st digit will blink. Change setting to "00".
11. Press the Menu/Select key to fix the value. The display will change to "Software SW".
12. Cycle the main power switch OFF/ON.

Note : Header Information:

Generic 25C-1 = C250

Generic 35C-3 = C352

Generic 35C-1 = C450

Generic 25C-1P = C250P

Generic 35C-3P = C352P

Generic 35C-1P = C450P

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0653904EN*

Solution Usage 5

Description

C-E002 after upgrading firmware (Phase 2.52 firmware and above).

Solution

PROBABLE CAUSES:

1. Incorrect download procedure or corrupt download.

Download the firmware using Compact Flash Card (128MB).

CAUTION : After flashing the firmware to Phase 2.52, downgrading the firmware to 1.x is not possible.

The first time powering ON the MFP after upgrade, either of the following screens may be displayed after 1-2 seconds:

- a. Copy operation screen (for about 5 minutes).
- b. Error screen (C-E002).

Note : The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. Serial number not entered.

Enter the serial number when the Service Mode, System 1, Serial Number screen is displayed after turning ON the Main Power.

3. Hard Disk Drive data not updated.

Update the data stored on the HDD. To update the Data stored in the HDD, select Service Mode => State Confirmation => Memory HDD Adj. => HDD version Up.

After the update, be sure to turn OFF Main Power.

When performing this, the FData (e.g., document information or destination address) in the NVRAM and HDD will be updated into the Phase 2.52 format.

4. NVRAM data not backed up.

Back up NVRAM data to the Flash ROM on MFPC board. To back up NVRAM data into Flash ROM on MFPC board, select Service Mode => Enhanced Security Mode (Stop, 0, Clear) => NVRAM Data Backup.

5. Power surge or sag.

TurnOFF/ON the main power.

6. Fax Function Parameter not initialized.

When Fax Unit is installed, initialize Fax Function Parameter. select Service Mode =>Fax =>Initialization.Recommend outputting the settings List for Fax before Initialization.

7. Perform a Data Clear.

IMPORTANT :Prior to the Data Clear:

The one touches will be erased so it is recommended to export the addresses from the machine.

The E-mail information will be erased so please export the Device information from the machine.

Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.

Backup any account codes with PageScope Data Administrator.

Data Clear

a.Enter Tech Rep Mode.

b.Press System 1.

c.Press Initialization.

d.Press Data Clear and then the Start key.

e.Power machine OFF/ON when prompted.

Note : After the Data Clear:

Reinstall the HDD/under System 2/HDD and power the machine OFF/ON.

If a Fax is installed, set the target back to U.S. in System1/Marketing.

Reinput the TCP/IP address information.

Import the address book and device settings.

Solution ID TAUS0703663EN*

Solution Usage 5

Description

FK-502, unable to receive or transmit.

Solution

CAUSE: Corrupt firmware, hard drive or memory.

SOLUTION: Format the hard drive and re-flash the machine if needed. To format the hard drive perform the following:

1. Enter the Tech Rep mode.

2. Select State Confirmation.

3. Select Memory/HDD Adj.

4. Press the down arrow and select HDD Format.

5. Press the Start key, format the hard drive Physical and then Logical.

Notes :

a. Perform a data clear if needed.

b. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800047EN*

Solution Usage 5

Description

FK-502, intermittent T81 and T82 errors when faxing.

Solution

CAUSE: The fax target area is set to 'Japan'.

SOLUTION: Set the fax target to 'U.S.' by performing the following procedure:

1. Enter Tech Rep mode.

2. Press System 1.

3. Press Marketing Area.

4. In the lower right hand corner of the touchscreen, press Fax Target and scroll to 'U.S.'.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0656943EN***Solution Usage** 4**Description**

Error R38 when receiving faxes. Faxes are going into Memory RX.

Solution

CAUSE: Possible Noise and/or crosstalk in the phone line.

SOLUTION: Perform a Data Clear. Re-check and re-enter all the Fax Settings like Marketing and Fax Target set to U.S. and Fax Main is Set. If the problem persists, the local telephone company needs to check and repair the phone line.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0702225EN***Solution Usage** 4**Description**

Error scanning to SMB and FTP; changing the file name allows the file to transfer.

Solution

CAUSE: Invalid character in the default naming convention of the file name.

SOLUTION: The default naming convention is based on the machine name. Rename the machine and remove the invalid character. To change the machine name perform the following:

1. Press the Utility key.
2. Select Administrator Setting.
3. Select Administrator/Machine Setting.
4. Select Input Machine Address.
5. Rename the machine to remove the invalid character.
6. Exit to normal operating screen.

SPECIAL NOTE : Solution contribution by Gregg Gallant and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800860EN***Solution Usage** 4**Description**

When in the Fax/Scan mode the Direct Input tab is not displayed on the touchscreen.

Solution

PROBABLE CAUSES:

1. Manual Destination is set to Restrict.

Perform the following to set Manual Destination to Allow:

- a. Access Administrator Mode.
- b. Select Security Settings on the touchscreen.
- c. Select Security Details on the touchscreen.
- d. Set Manual Destination to Allow.

Note : Please update bizhub C451/C550/C650 firmware to version GCL-E3 or greater. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. Account track is enabled and the user currently logged in is restricted.

Perform the following to change the user's permissions:

- a. Enter Admin mode.
- b. Select User Authentication Settings.
- c. Select User Registration and locate the user whose permissions will be edited.
- d. Select Edit
- e. Select the Function Permission button and set Manual Destination Input to Allow.

SPECIAL NOTE : Solution contribution by Ian Lynch and Gary Scimeca, Production Print/SSD

Solution ID TAUS0653733EN***Solution Usage** 3**Description**

C455x shortly after power up.

Solution

CAUSE: Failed laser unit (C4551 - Cyan; C4552 - Magenta; C4553 - Yellow; C4554 - Black).

SOLUTION: To confirm the failure of one of the laser units, perform the following:

1. Power the copier OFF and remove the power cord from the wall.
2. Switch the position of the laser unit with one of the other laser units.

3. Plug in the power cord and power the copier ON.
 4. The failure code should change dependent upon the new location. Replace the laser unit as necessary.
- MODEL PART NUMBER
 C250 4039 R713 00
 C252 4039 R723 00
 C300/C352 9J06 R727 00
 SPECIAL NOTE : Solution provided by Rob Dillon, Henry Hall Office Products.

Solution ID TAUS0654748EN*
Solution Usage 3**Description**

P5 alert.

Solution

CAUSE: : IDC Sensor (front) failure. Multiple issues can cause this error. Transfer belt is not being completely cleaned during the stabilizaion process.

SOLUTION: Verify the following items:

1. Clean the surface of the Transfer Belt. Replace Transfer Belt Unit if necessary.
2. Clean SE1 (IDC/Registration Sensor/F) and SE2 (IDC/Registration Sensor/R). For the bizhub C351/C450 , clean PC8 (IDC/Registration Sensor/1) and PC9 (IDC/Registration Sensor/2).
3. Reconnect sensors.
4. Open and close the Left Door, run an image stabilization sequence and select [State Confirmation] => [Level History 1] to check the IDC value. If value is 1.0V DC or less, replace sensors.

IDC1 = SE1 (front)and IDC2 = SE2 (rear) - p/n 9372 1300 12

IDC1 = PC8 (front)andIDC2 = PC9 (rear) - p/n 9372 1300 12

5. Check the HV1 connector for proper connection and correct as necessary.
6. Adjust the cleaning pad so that belt was being cleaned completely.
7. Check for a failed LED Assembly (bizhub C351/C450) . LED Assembly (whole assembly, C, M, Y, K and the driver board, etc.) -bizhub C351 (p/n 4037 0561 01) andbizhub C450 (p/n 4037 0764 00).
8. Replace PWB-MC (control board)andtransfer BRU Chip (IC40) fromfailed board. Control Board (PWB-MC - p/n 4037 7803 01 for the bizhub C450 and p/n 4037 7804 01 for the bizhub C351 ; PWB-MFPB - p/n 9J06 H003 01 for bizhub C300 and p/n 9J06 0101 02 for the bizhub C352 ; PWB-MFP - p/n 4038 0121 06 for the bizhub C250).
9. FlashMFP with current firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0654929EN*
Solution Usage 3**Description**

C0F23 (C-0F23) error code: MsgQue OverFlow.

Solution

CAUSE: Corrupt firmware, failed memory or PWB-MFP board.

SOLUTION:Reflashwith current firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Perform a Memory Test and replace Memory Module if needed (p/n 4037 6076 01).

If the problem persists, replace PWB-MFP (p/n 4038 0121 06 for bizhub C250/C250P and p/n 4037 0131 04 for bizhub C351/C450/C451).

Solution ID TAUS0655913EN*
Solution Usage 3**Description**

KONICA MINOLTA is displayed at power up and never gets past this state.

Solution

CAUSE: The PWB-M has failed.

SOLUTION: Replace the failed PWB-M (p/n 4038-0101-05).

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0656230EN*
Solution Usage 3**Description**

CB003 (C-B003), CB115 C-B115) and/orCB116 (C-B116).The error(s) may be indicated after installing the Dual Line Fax kit and initializing it or in the morning

when the machine was in the Auto shut OFF mode.

Solution

PROBABLE CAUSES:

1. Incorrect items at installation.

Required items:

The ML-501, Fax Multi-Line Kit (Item #4599X001) along with Fax Kit (FK-502) and Mounting Kits

MK-703/MK-704 for bizhub C351/C450

MK-706 for bizhub C300/C352

MK-704/MK-706 for bizhub C250

2. Corrupted or failed Fax Board/Fax Kit.

Replace either MK-706 (Mount Kit) or FK-502 (Fax Kit). It will be necessary to order an Enhanced Option Kit (Item #15LBX002 for bizhub C250/C252/C300; Item #7640X029 for bizhub C203/C253/C353; Item #7640X023 for bizhub C352; Item #15LBX001 for bizhub C351/C450) or Fax Board (Item #15LB for bizhub C451/C550/C650).

Note : Make sure to flash the Fax Board to current firmware levels matching the main body. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

3. FAX driver error; FAX board non-responsive (no response after initialization). Installation of fax board #1 in the wrong slot (dual-line configuration).

To correct:

Reseat the Fax Board.

IMPORTANT : If a dual-line configuration, ensure that fax board #1 is installed in the rear slot, not the center slot.

Make sure Fax (Main) is SET in the Service Mode. To Set the Fax (main) option board status perform the following:

- Access the Service Mode.
- Select System 2.
- Select Option Board Status.
- Set Fax (Main).
- Select End and Exit to return to copy screen.

Initialize the fax board. Select the following in Tech Rep Mode:

- Fax.
- Initialization.
- Highlight Fax Function Parameter and Communication Journal Data.
- Select Yes, Yes, Start.

If the problem persists replace the Fax Board, FK-502.

PARTS : bizhub C451/C550/C650 FK-502 (Item #15LB); bizhub C250/C252/C300 FK-502 (Item #15LBX002); bizhub C351/C450 FK-502 (Item #15LBX001); bizhub C352 FK-502 (Item #7640X023)

4. Failed MK-706 (Enhanced Option Connection - Mounting Kit).

Replace MK-706 (Item #4599471).

5. MFP is set for Multi-Fax but the hardware is configured incorrectly or is missing.

Check if there is a Multi-line Fax Kit (need 2 FK-502 and 1 ML-501). If not, go into Service Mode => System 2 => Option Board Status => Unset Fax [Circuit2]; Fax [Circuit 1] should be the only one set unless the two (2) FK-502 kits are installed. Replace the Fax Board (FK-502) if necessary.

If the problem persists, initialize the Fax Board (Service Mode => Fax => Initialization). PARTS : bizhub C451/C550/C650 FK-502 (Item #15LB); bizhub C250/C252/C300 FK-502 (Item #15LBX002); bizhub C351/C450 FK-502 (Item #15LBX001); bizhub C352 FK-502 (Item #7640X023)

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0656685EN*

Solution Usage 3

Description

C-C163 (CC163) at power up and the code cannot be cleared. Operation panel may be dimly lit.

Solution

PROBABLE CAUSES:

1. This error may occur after flashing the MFP firmware. It signifies a ROM contents faulty error due to incorrect or corrupted firmware being installed.

Reinstall the firmware verifying that the firmware file and checksum corresponds to the correct machine. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2.The DC Power Unit (DCPU) has failed. (bizhub C300/C352)
Replace the DCPU (p/n 9J06620101).

3. The PRCB ROM has failed. (bizhub C451/C550/C650)
Replace the PRCB (p/n A00J H001 06) and reflash machine firmware.

4. This error may occur after replacing PWB-MC because the incorrect PWB-MC is installed. (bizhub C351/C450)
Install the correct PWB-MC (p/n 4037780402 for bizhub C351 and p/n 4037780303 for bizhub C450).

5. This error may occur intermittently after replacing PWB-MFP. It is possible the ribbon cable on PWB-MFP was not fully seated. (bizhub C252)
Remove and reseal the ribbon cable on PWB-MFP.

6. Early version base firmware installed.
Please update firmware to most current base level available. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Cesar Jimenez/Gregg Gallant/Ed Bellone/Gary Scimeca, Production Print/SSD and Tom Kelly/Mike Galletta, Workgroup/SSD

Solution ID TAUS0658014EN*

Solution Usage 3

Description

C3201 (C-3201). Jams at fuser; papernot crumpled, just stops.Jam history indicates 3201 jams.

Solution

PROBABLE CAUSES:

1.Fusing Drive Motor failure to turn.

Check connections on the Fusing Drive Motor and make sure it is working properly.Check Fusing Unit for proper connection.Change the bizhub C250 PWB-MFP(p/n 4038012106)or the bizhubC300/C352 PWB-PRCB (p/n 9J06012106).FlashMFP with current firmware.

Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

2. The FS-514 finisher exit motor (M4)has failed.

Replace the finisher exit motor(p/n 9J08 M102 00).

SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

3. Applies to bizhub C250/C250P/C252/C252P only .

Jam is incorrectly detected due to malformed (by heat) fuser actuator.

Replace the Fusing Unit with a modified Fusing Unit (Lot Number for modified Fusing Unit: 071129)orinstall the modified heat-resistantActuator(p/n 4038-5728-03) into theexisting Fusing Unit. Current Fusing Unit part numbers - 4038 R773 00 forbizhub C252/C252Pand 4038 0754 00 for bizhub C250/C250P.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0703752EN*

Solution Usage 3

Description

Diagonal void lines on CMY test prints.

Solution

CAUSE: The applicable imaging unit has failed.

Note :See attached sample image.

To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

SOLUTION: Replace the applicable imaging unit.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0800016EN*

Solution Usage 3

Description

The job list is not displayed on the operation panel.

Solution

CAUSE: The job list is not enabled to display on the operation panel.

SOLUTION: The enable the job display feature perform the following procedure:

1.Press the Utility key.

2. Press User Settings.
3. Press Display Settings.
4. Press Sub Screen Display.
5. Press Job List and then OK.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800595EN*

Solution Usage 3

Description

C5102 (C-5102) at power up.

Solution

CAUSE: The main motor (M1) has failed.

SOLUTION: Replace M1 (p/n 4038M10100). If the problem persists replace PWB-M (p/n 4038 0101 05 for bizhub C250 and p/n 4038-H001-01 for bizhub C252).

SPECIAL NOTE : Solution contribution by Mark D'Attilio and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0654552EN*

Solution Usage 2

Description

Unable to view the Box, Print and Scan tabs when logging in via PageScope Web Connection. Only the System and Job tabs appear.

Solution

CAUSE: Firmware bug.

SOLUTION: To immediately correct, perform the following:

1. Via the web browser, click on the System tab.
2. Device Information
3. Input Tray.
4. The Box, Print and Scan tabs will reappear.

Note : When time permits, please upgrade to the latest firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0656881EN*

Solution Usage 2

Description

P-6 or P-7 or P-8 and P-21 with color background on copies/prints.

Solution

CAUSE: The contact spring for the Cyan (P-6), Magenta (P-7) or Yellow (P-8) Imaging Unit is hung up on the Holder Assembly (p/n 4038 2274 03) which is shown on page 12 of the bizhub C250P Parts Manual or page 18 of the bizhub C250 Parts Manual.

SOLUTION: Position the contact spring properly so it can make contact with the Imaging Unit contacts.

Solution ID TAUS0657419EN*

Solution Usage 2

Description

CFB52 and/or CFB53 codes when performing gradation or copying. The error may occur after only one copy when using the ADF (DF-601/DF-608).

Solution

CAUSE: The Wire Harness Assembly (Scanner Interface Cable) is loose or damaged.

SOLUTION: Check the Wire Harness Assembly for bent pins and reseal it. If damaged, replace it.

Part Number	Model	Connection

9J06 N101 00C300/C352 Image Processing Board to Printer CB
 4036 6861 01 C351/C450 Image Processing Board (PWB-C) to Copier Board (PWB-CF)
 4038 6862 01 C250/C252 Image Processing Board to MFP CB

Solution ID TAUS0700416EN*

Solution Usage 2

Description

C-2651, C-2652, C-2653 or C-2654 error code.

Solution

CAUSE: Cyan (C-2651), Magenta (C-2652), Yellow (C-2653) or Black (C-2654) Imaging unit EEPROM Access Error. The rewritten data, which has been read out, checked and found as error.

SOLUTION: To correct, perform one or more of the following:

1. Clean the connection between the Imaging Unit and the machine.
2. Reinstall the Imaging Unit.
3. Replace the Imaging Unit.

P/N ITEM

4062201 Black Imaging Unit

4062301 Yellow Imaging Unit

4062401 Magenta Imaging Unit

4062501 Cyan Imaging Unit

4. Replace the PWB-M Mechanical CB (p/n 4038-0101-05 for bizhub C250/P and p/n 4038 H001 01 for bizhub C252/P).

5. Flash the MFP with current firmware.

Note : The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

To allow the machine to continue to operate after an image unit has reached end of life, perform the following:

- a. Enter the Service mode.
- b. Enter Security mode (Stop, 0, Clear).
- c. Press IU Life Stop Setting and select Not Stop, then End.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0701962EN*

Solution Usage 2

Description

Service code C-D00F (CD00F).

Solution

CAUSE: This can be caused by a failed HDD or MFPB.

SOLUTION: To determine if the HDD has failed, perform the following steps:

1. Go to Tech Rep Mode and select Machine Adjust.
2. In Machine Adjust select Memory/Hard Disk Adjust.
3. In this screen select HDD R/W test.
4. If this test comes back 100% OK, then go to HDD Format and select Physical Format.
5. If this causes the Copier to cycle power, the HDD has failed.
6. Replace the HDD (p/n 9J06M70000 - bizhub C300-C352, p/n 4037609501 - bizhub C250-C252-C351-C450, p/n A00JM72100 - bizhub C203-C253-C353-C451-C550-C650).

7.If the HDD still causes the code replace the MFPB (p/n A02EH34205 - bizhub C203-C253, p/n A02EH34105 - bizhub C353, p/n A00JH02007 - bizhub C451-C550, p/n A00JH02100 - bizhub C650, p/n 4038012106 - bizhub C250-C252, p/n 9J06012106 - bizhub C300-C352, p/n 4031013104 bizhub C351-C450)

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0702683EN*

Solution Usage 2

Description

Unable to reset the counter after a new Transfer Belt has been installed. C-FB55, C-FB56, C-FB57, C-FB58 error codes may be intermittent.

Solution

PROBABLE CAUSES:

1. Electrical noise (static) generated at the transfer belt unit section affects machine control.

To improve the new detection accuracy of the Transfer Kit, the method of installing the point of the contact to the rail has been changed. Install the modified grounding spring onto the frame of the transfer belt unit. Please perform the procedures mentioned in Bulletin Number 5186 (bizhub C250/C250P/C252/C252P) and Bulletin Number 5627 (bizhub C300/C352/C352P).

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

2. The two terminal plate/contacts that come in contact with the Transfer Belt are contaminated or are not making proper contact preventing the reset fuse from opening.

Clean and adjust the terminal plate/contacts as needed.

3. The wires to the transfer belt unit may be disconnected.

Remove the left cover (p/n 4038 1024 04) and verify there are 2 wires connected to the transfer belt unit connector. The upper connector should be blue and the lower connector should be red.

4. The replacement transfer belt unit is used and was previously installed in another machine. When a new transfer belt unit is installed in a machine an internal component on the transfer belt unit changes state; this now indicates that the transfer belt unit is used.

A new unused transfer belt unit must be installed, this will reset the life counter for this unit.

Transfer belt for bizhub C250/C250P/C252/C252P - Item #4038077700

Transfer belt for bizhub C300/C352/C352P - Item #9J06R70400

Solution ID TAUS0702746EN*

Solution Usage 2

Description

Scan to E-mail PDF attachment not arriving to E-mail client.

Solution

PROBABLE CAUSES:

1. Binary division is set to a size that is small enough that all E-mails are divided.

To disable binary division, perform the following:

- Press the UTILITY/COUNTER button and then select Administrator setting on the LCD.
- Enter the administrator password (default is 12345678).
- Select network setting followed by E-mail setting.
- Select E-mail TX (SMTP) and make the desired changes to Binary division.
- Exit after making the changes.

2. Max Mail Size is set to a size that is small enough that all E-mails are divided.

To disable Max Mail Size, perform the following:

- Press the UTILITY/COUNTER button and then select Administrator setting on the LCD.
- Enter the administrator password (default is 12345678).
- Select network setting followed by E-mail setting.
- Select E-mail TX (SMTP) and make the desired changes to Max Mail Size.
- Exit after making the changes.

3. File Type is set to Single page.

Set the File Type setting to Multi page. To change the File Type setting, perform the following:

- Press the Scan button on the operation panel.
- Select Scan setting.
- Select File Type.
- Select Multi Page to have the entire sent as a single file.
- Select Single Page to create a file for each page scanned. For double-sided scans, a file is created for every two pages scanned.

Note : JPEGs will always send as separate E-mails. Only PDFs and TIFFs can be sent as multiple pages.

SPECIAL NOTE : Solution contribution by Jim Behrends and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703699EN***Solution Usage** 2**Description**

SERVER CONNECT ERROR message and unable to scan to SMB.

Solution

CAUSE: The file path contains spaces.

SOLUTION: The file path cannot contain spaces. Remove all spaces in the file path.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703820EN***Solution Usage** 2**Description**

Single page or multi-page PDF is not listed in the Scan options.

Solution

CAUSE: The HDD is set to Uninstalled in Tech Rep mode.

SOLUTION: Set the HDD to Installed, follow these procedures:

1. Enter Tech Rep Mode.
2. Select System 2.
3. Select HDD.
4. Set to Installed.
5. Exit Tech Rep mode and cycle the power on the printer.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0703863EN***Solution Usage** 2**Description**

REPLACE TRANSFER BELT message on the touchscreen after installing a new transfer belt.

Solution

CAUSE: The PWB-M board has failed.

SOLUTION: Replace the PWB-M board (p/n 4038 0101 05).

SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0800009EN***Solution Usage** 2**Description**

The NETWORK icon is missing in Administrator mode.

Solution

CAUSE: The NIC is corrupt and must be reset.

SOLUTION: Contact the SSD Hotline to obtain the file needed to reset the NIC. This issue is addressed in attached Bulletin Number 5783.

To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800391EN***Solution Usage** 2**Description**

MEMORY OVERFLOW is indicated when printing a 19-page PDF document from Adobe Reader® 8 and only when selecting booklets.

Solution

CAUSE: The memory on the main body is scrambled.

SOLUTION: Perform a System Error Clear:

1. Enter the Tech Rep mode.
2. Press System 1.
3. Press Initialize.
4. Press System Error Clear and press the Start Key.
5. Power the unit OFF/ON using the main power switch.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800556EN***Solution Usage** 2**Description**

C-D010 (CD010)after replacing the hard disk drive (HDD).

Solution

CAUSE: Hard disk drive not formatted. Hard disk drives do not come pre-formatted.

SOLUTION: Perform the below procedure to format the HDD:

1. Access Service Mode.
2. Select [State Confirmation] on the touchscreen.
3. Select [Memory/HDD Adj.] on the touchscreen.
4. Select [HDD Format] on the touchscreen.
5. Select [Physical Format] on the touchscreen.
6. Press the Start button on the control panel. When formatting result displays "OK" turnOFF the main power switch, wait for 10 seconds, and then turn it back ON. When the machine powers up again it will still indicate "C-D010".
7. Ignore the malfunction code and access Service Mode again.
8. Select [State Confirmation] on the touchscreen.
9. Select [Memory/HDD Adj.] on the touchscreen.
10. Select [HDD Format] on the touchscreen.
11. Select [Logical Format] on the touchscreen.
12. Press the Start button on the control panel. When formatting result displays "OK" turnOFF the Main Power Switch, wait for 10 seconds, and then turn it back ON.

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0800638EN***Solution Usage** 2**Description**

Intermittent Connection Timeout Error when scanning to E-Mail.

Solution

CAUSE: Heavy network traffic causing connection to timeout before data transmission is completed.

SOLUTION: Increase the Connection Timeout Setting by performing the below procedure:

1. Access the Administrator Mode.
2. Select [Network Setting] on the touchscreen.
3. Select [E-Mail Setting] on the touchscreen.
4. Select [E-Mail TX (SMTP)] on the touchscreen.
5. Select [Fwd.] on the touchscreen three times until reaching screen 3 of 4.
6. Press [+30] on the touchscreen until reaching the desired timeout value. The default setting is 60 seconds. The value can be set from 30 to 300 seconds.
7. Select [OK] on the touchscreen.
8. Select [Close] twice on the touchscreen.

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0801066EN***Solution Usage** 2**Description**

"Insert plug-in key counter" message after key counter is installed and enabled in billing management.

Solution

CAUSE: The wrong connector has been used to connect counter to main body.

SOLUTION: HECON® device may arrive with two connector types. Switch connectors. If this does not resolve issue, contact HECON® for assistance in obtaining correct connector for specific device.

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 Web Site: www.densi.com
 SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0801652EN*

Solution Usage 2

Description

TCP socket error occurs when using PageScope Web Connection if latest Adobe® Flash Player (Version 9.0.124.0) is installed. This problem does not occur on Adobe® Flash Player (Version 9.0.115.0)

Solution

CAUSE: Firmware update required.

SOLUTION: Please upgrade the MFP firmware to version J8 (i-Option 2) for bizhub C451/C550/C650/C203/C253/C353, version GWJ-K1 for bizhub C252/C252P/C300/C351, version GWJ-K0 for bizhub C352/C352P/C450/C450P, version GWJ-K0 for bizhub C250/C250P, version GUC-13 for bizhub 501/421/361 and version 30-D4 for bizhub 600/750. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Notes :

1. Please make sure to read the attached zipped Release Notes for other enhancements. To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: <http://www.winzip.com/ddchomea.htm>. The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.

2. To view the zipped PDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

3. Please see attached Web sample of the error.

SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/SSD and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801852EN*

Solution Usage 2

Description

DF-601/DF-605, after running Backup Data Initialization under the ADF Operation check, the document feeder stops working.

Solution

CAUSE: If there is no recovery data stored and the Backup Data Initialization is run, the ADF will be reset in such a way as to be nonfunctional.

SOLUTION: To restore the ADF back to a functional state, the special Recovery Jig Chip (p/n 4344-7902-01) must be used to program the ADF to default settings.

Install the chip into the socket on the ADF PWB-A, and power ON the MFP. This will reset the ADF. Power OFF the MFP and remove the chip.

IMPORTANT :

1. Running the Backup Data Initialization under Service mode => Operation Check => Backup Data Initialization should be avoided.

2. Ensure that the chip is removed from the ADF after completing the recovery.

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0801902EN*

Solution Usage 2

Description

C2553 (C-2553), P7 (P-7) and/or P21 (P-21) codes.

Solution

CAUSE: Failed Print Head.

SOLUTION: Replace IU. If the new IU does not help, reseat all the connections to the PH. Replace the PH if all else fails (p/n 4038 0778 00).

PART NUMBER IU

4062201 Black

4062301 Yellow

4062401 Magenta

4062501 Cyan

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0802895EN*

Solution Usage 2

Description

The MFP may stop communicating with vCare after an MFP RAM clear is performed.

Solution

CAUSE: A RAM clear on the MFP can cause the MFP to stop communicating with vCare.

SOLUTION: Reset the vCare settings on the MFP.

Workgroup Models

In Tech Rep mode, perform the following procedure:

CS Remote Care -> Server Settings: select Data Initialization; press Yes, then press End.

CS Remote Care -> Detail Settings: select RAM Clear; press Set, then press End.

Turn the MFP off and back on. (It is important to cycle the power.)

After the MFP powers up, re-enter all of the vCare settings and confirm successful communication with the vCare system.

For detailed information, refer to the "Ram Clear Settings" and "Data Initialization Settings" section of the bizhub vCare/CS Remote Care email Setup Instructions for each specific model.

PRO Models

The settings for PRO models vary depending upon how the bizhub PRO MFP is configured to communicate with vCare. For details, refer to the "CS Remote Care Initialization" section of the bizhub vCare/CS Remote Care Email Setup instructions for each specific model.

In addition, after performing "CS Remote Care Initialization" and cycling the power, reset the IP controller, main body or (for the C500 only) Fiery® controller email settings.

SPECIAL NOTE: Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0650201EN*

Solution Usage 1

Description

"Please load matching paper size" message when printing envelopes from Microsoft® Word.

Solution

CAUSE: Envelope is selected for the paper type at the main body.

SOLUTION: When using the Letters and Mailing feature, set the paper type at the main body to Normal .
To print envelopes from Microsoft® Word using the Letters and Mailings feature, perform the following:

At the MFP:

1. Load the envelope paper into the bypass tray.
2. From the Copy Screen on the operation panel, select Paper.
3. Select the bypass tray.
4. Select Change Tray settings.
5. Select Normal for the paper type (do not select Envelope for paper type).
6. Select Custom size.
7. Enter the envelope size.
8. Select OK three times to return to the copy screen.

From Microsoft® Word:

1. Open Microsoft® Word.
2. From the Tools menu, select Letters and Mailings, then Envelopes and Labels.
Note :If using Microsoft® Office Word 2007, click on the Mailings tab then click on Envelopes.
3. Enter the desired Delivery and Return addresses.
4. Click the Options tab.
5. Select the correct envelope size.
6. Select OK, then print.

Solution ID TAUS0652202EN*

Solution Usage 1

Description

FK-502, no TX and no RX after upgrading firmware to Phase 2.01.

Solution

CAUSE: The HDD must be installed in the copier.

SOLUTION: In the Tech Rep mode, verify the HDD is set to 'Installed' under the System 2 button. To enable the FAX, perform the following:

1. Enter the Service mode.
2. Select [System 2].
3. Select [Option board status].

4. Select [Set] for the Fax (Main).
5. Return to the main screen.

Initialize the Fax:

1. Select Fax.
2. Select Initialization.
3. Select Fax Function Parameter.
4. Select YES.
5. End.
6. Then go to [System 1].
7. Select [Marketing Area].
8. Marketing Area is set to [US].
9. Fax Target set to [US].
10. Return to the main screen.
11. Go to the Main Copier Screen.
12. Select [Utility/ Counter].
13. Select [User Setting].
14. Select [Initial Setting].
15. Select [Factory Default].
16. Click on OK.
17. CLOSE, CLOSE.
18. Power OFF copier [wait a few seconds].
19. Power ON copier.

Change the Pulse dialing to PB dialing. To change the setting, perform the following:

1. Access the Administrator mode.
2. Select [Fax Setting].
3. Select [Telephone Line Settings].
4. Select [PB].
5. Power the copier OFF/ON.

Solution ID TAUS0653876EN*

Solution Usage 1

Description

The MFP control panel blanks out during pre-drive.

Solution

CAUSE: The Hard Disk Drive was just replaced with the ribbon cable incorrectly connected.

SOLUTION: Connect the HDD ribbon cable with the red line on the edge of the cable at the top and with four(4) empty gold pins showing at the bottom of the HDD connector.

Solution ID TAUS0655427EN*

Solution Usage 1

Description

C0214 (C-0214) at power up and will not clear.

Solution

CAUSE: Trouble Reset has not been performed.

SOLUTION: Perform the Trouble Reset:

1. Power the machine OFF/ON while holding the Utility/Counter button down until the Trouble reset screen appears.
2. Press the Trouble Reset on the display panel and the message will indicate OK.
3. Power the MFP OFF/ON.

Solution ID TAUS0655833EN*

Solution Usage 1

Description

C6751 (C-6751) at power up.

Solution

CAUSE: Possible failed CCD unit (Charge Coupling Device) or scanner assembly (bizhub C200 only).

SOLUTION: Check for possible extraneous light and correct as necessary. Clean the lens, mirrors and CCD surface if dirty. Replace the CCD if necessary (p/n 4038 0769 00 for bizhub C250/C252; p/n 4037 0754 00 for bizhub C351/C450; p/n 9J06 R721 00 for bizhub C300/C352; p/n A02E R724 00 for bizhub C203/C253/C353). Replace the bizhub C200 scanner assembly if necessary (p/n A02F PP02 00).

SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0658114EN*

Solution Usage 1

Description

C-F023 (CF023) error code along with P6, P7, P8 and P9 stabilizer errors.

Solution

CAUSE: Memory on PWB-ES not fully 'seated'.

SOLUTION: Reseat the memory on PWB-ES.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701314EN*

Solution Usage 1

Description

Intermittent C-6103 (C6103).

Solution

CAUSE: A firmware update is required.

SOLUTION: Update firmware to version I8 or above.

Note : The firmware is available for download via the Konica Minolta Download Selector:

1. Login in via www.mykonicaminolta.com .
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.
6. Select a Product Group and then a Product (model). A File Type and OS are optional selections.
7. Click on ? Show .
8. All product-related downloads are listed with the most current at the top of each category.

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0702237EN*

Solution Usage 1

Description

Printing slowly; jobs do not print immediately. Machine status under the History Detail indicates that the machine is RECEIVING.

Solution

CAUSE: Improper setting at the machine.

SOLUTION: Change the PAGE PRINT by performing the following:

1. Enter Admin Mode.
2. Select #1 System Setting.
3. Select # 2 Output Setting.
4. Select # 1 Print\Fax Output Setting.
5. Select and highlight PRINT and change to PAGE PRINT from batch print under the Job Setting.
6. Exit and Close back to the main copy screen.

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0702267EN***Solution Usage** 1**Description**

C-9401 (C9401) service code that will not clear.

Solution

CAUSE: After installing a new PWB-C there may be a poor connection of the cable between the CCD and the PWB-C or the CCD wiring harness is defective.

SOLUTION: Make sure the CCD is coming on and the scanner is moving to home position when power is supplied to the copier. If the exposure lamp is illuminating, check the flat cable between the CCD and the PWB-C. If seated properly and the C-9401 error persists, replace the CCD wire harness (flat cable - p/n 4037 6819 01).

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0702698EN***Solution Usage** 1**Description**

Data Light is constantly on.

Solution

CAUSE: Corrupted data.

SOLUTION: To correct:

1. Perform a Data Clear.
2. Go into Service Mode =>System 1 =>Initialization =>Data Clear.

CAUTION : Before performing a Data Clear make sure to backup one-touches and TCP/IP addresses because all will be cleared.

Note : On machines with a fax unit installed, the constant data light problem may be caused if an incoming fax is received (RX) while updating the firmware. To avoid this, disconnect the phone line before loading firmware.

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Cesar Jimenez/Ian Lynch, Production Print/SSD. Additional information provided by Ramon Tappan, KMBS/Danka.

Solution ID TAUS0702878EN***Solution Usage** 1**Description**

P-21 code.

Solution

CAUSE: The contacts for HV1 are misaligned and/or contaminated.

SOLUTION: Remove HV1 and inspect the contacts for contamination or misalignment and correct as needed. If the problem persists replace HV1 (p/n 4038 6203 03).

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0703808EN***Solution Usage** 1**Description**

Jams occur at the FS-603 when sending more than one set of a stapled job.

Solution

Upgrade the FS-603 finisher firmware to minimum version 4. There are a number of fixes in version 4 that will correct this type of jam.

The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0800440EN***Solution Usage** 1**Description**

Cannot print meter count list with 'Vendor 2' mode external device connected to engine.

Solution

CAUSE: The engine specification does not allow meter count list to be printed with 'Vendor 2' mode enabled.

SOLUTION: To print the meter count list, perform the following:

1. Access Tech Rep Mode (Service Mode) for the appropriate engine.
 2. Press [STOP] and [9] to access Management Mode.
 3. Set the machine to [Unset].
 4. Exit Tech Rep Mode.
 5. Access engine's meter counts screen.
 6. Press [Print] to print to the meter count list.
- Note : Print the meter count list from bypass tray.
7. Reconfigure engine for [Vendor 2] mode.

SPECIAL NOTE : Solution contribution by Rick Veale, ESS/SSD

Solution ID TAUS0800452EN*

Solution Usage 1

Description

When using Vendor mode, copy jobs print out but print jobs do not.

Solution

CAUSE: Incorrect settings.

SOLUTION: After enabling Vendor mode, set the security settings for the function of Vendor mode. To Access the settings, use the following instructions. "Administrator Settings" => "Security Settings" => "Function Management Settings" => "Usage Settings".

The functions of Scan, Print and Fax, as well as the settings of ON, OFF and Disabled will be presented. Set the corresponding function (fax, print) to OFF so that Vendor mode will ignore that function. In other words, set Print to OFF so that print jobs will be output by the MFP.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0800507EN*

Solution Usage 1

Description

P-21 after copy or at initialization of machine during image stabilization.

Solution

CAUSE: Dirty or damaged transfer belt.

SOLUTION: Wipe clean the surface of the Transfer Belt with a soft cloth if it is dirty. Change the Image Transfer Belt Unit if the Transfer Belt is damaged (p/n 4038-0777-00).

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0800652EN*

Solution Usage 1

Description

During paper switchback on Duplex print a jam may occur at the finisher side when paper is between paper exit section of main unit and horizontal transport section of finisher.

Finisher does not indicate correctly where jam occurs.

Graphic display on the panel of main body which points to jam location does not blink, but lights showing remaining paper.

Solution

CAUSE: Firmware/ROM update required.

SOLUTION: Updated firmware/ROM has been released. See attached Parts Modification document for details.

Note : To view the PDF, Adobe Reader ® must be installed. Adobe Reader ® can be downloaded for free from the Adobe ® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0800756EN*

Solution Usage 1

Description

The last page of a duplexed print job, with an odd number of pages, is not being flipped so that the punches align with the rest of the pages.

Solution

CAUSE: The paper type is designated as Plain Paper.

SOLUTION: To properly duplex print onto pre-punched paper, the paper tray must be designated as Letterhead. The print driver (PCL or PostScript) must also be set with the paper tray as Letterhead.

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0800908EN*

Solution Usage 1

Description

Memory Full error when scanning to SMB.

Solution

CAUSE: The hard drive HDD is corrupted.

SOLUTION: Format the HDD. To format the HDD, follow this procedure:

1. Enter Service Mode.
2. Select State Confirm.
3. Select Memory\HDD Adjust.
4. Perform Physical Format.
5. Perform Logical Format.
6. Exit Service Mode.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0801174EN*

Solution Usage 1

Description

Hourglass is indicated on the display screen with no backlight.

Solution

CAUSE: The Slide Interface board (PWB-SIF) has failed.

SOLUTION: Replace the Slide Interface board(p/n 4038 0123 03).

SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0801355EN*

Solution Usage 1

Description

Control panel indicates to enter the HDD lock password after replacing the NVRAM.

Solution

CAUSE: Incorrect settings.

SOLUTION: Perform the following procedure:

1. Press the Utility button and enter Admin mode.
2. Select Security Settings.
3. Select HDD Settings.
4. Select HDD Lock Password and enter 20 characters. The characters cannot be all the same characters (i.e., 11111 or 44444).
5. Press OK.
6. Reboot the MFP.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0801457EN*

Solution Usage 1

Description

When printing from AS/400®, the writer fails when printer runs out of paper.

Solution

CAUSE: The writer on the AS/400® will stop the print job when it receives a paper out signal, if the paper out signal is not cleared by adding more paper then the network connection to the printer is terminated by the MFP.

SOLUTION: Increasing the Network timeout on the MFP corrects the issue. To set the Network timeout use the following procedure:

Most MFPs:

1. Press the utility button and go into Administrator settings => enter the password.
2. Go to Printer settings and then Network timeout set it to 300 seconds.

bizhub PRO 1050:

1. Press Machine button on the LCD, then the Controller button => Interface setting and then Network Timeout.
2. Set 300 seconds and press the SET button.

bizhub PRO 920:

1. Press the utility button and then the controller button on the LCD.
 2. Select the Interface setting => Network setting.
 3. Enter 300 seconds and press the SET button.
- SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0802081EN*

Solution Usage 1

Description

Unable to open web page or access NIC information through Admin mode. Also unable to scan to E-mail, FTP or SMB.

Solution

CAUSE: The NIC is corrupt.

SOLUTION: Perform the NVRAM recovery and select NIC instead of NVRAM. Contact the SSD Hotline if the recovery file is needed.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802297EN*

Solution Usage 1

Description

Unable to clear an S-1 system code (CCD Clamp/Gain adjustment failure).

Solution

CAUSE: According to the Field Service Manual, opening and closing the front door should clear this code and it does not. Even entering Trouble Reset screen by holding the MFP "Utility" key down while powering ON the machine fails to resolve the issue.

SOLUTION: The solution for this issue provided in the Field Service Manual is unclear. Please add the following notes to the manual to correct this condition.

To clear a S-1 system code:

1. Call the Service Mode on the screen.
2. Select the key as follows:

[System 1]

[Initialization]

[System Error Clear]

3. Press the Start key.

4. When [OK] is displayed, turn OFF the Main Power Switch and turn it ON again after waiting a minimum of 10 seconds.

SPECIAL NOTE : Solution contribution by Harold Kammerer, KMBS/Wichita, KS

Solution ID TAUS0802298EN*

Solution Usage 1

Description

Some system codes cannot be cleared.

Solution

CAUSE: According to the Field Service Manual, opening and closing the front door should clear a system code yet it does not. Even entering Trouble Reset screen by holding the MFP "Utility" key down while powering ON the machine fails to resolve the issue.

SOLUTION: The solution for this issue provided in the Field Service Manual is unclear. Please add the following notes to the manual to correct this condition.

To clear a system code:

1. Call the Service Mode on the screen.
2. Select the key as follows:

[System 1]

[Initialization]

[System Error Clear]

3. Press the Start key.

4. When [OK] is displayed, turn OFF the Main Power Switch and turn it ON again after waiting a minimum of 10 seconds.

SPECIAL NOTE : Solution contribution by Harold Kammerer, KMBS/Wichita, KS

Solution ID TAUS0802389EN*

Solution Usage 1

Description

"Invalid Card" message and C-D3xx code when attempting to flash the machine firmware. The error code cannot be cleared.

Solution

CAUSE: The NVRAM is corrupt.

SOLUTION: Download the attached NVRAM recovery file for the bizhub C250/C252 along with the (2) sets of instructions and perform the procedure.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0808137EN*

Solution Usage 1

Description

NO MATCHING PAPER SIZE message on the operation panel when loading 8.5x14 or 11x17 originals.

Solution

CAUSE: ATS (Auto Tray Switching) is not set properly.

SOLUTION: To set ATS (Auto Tray Switching) correctly, perform the following:

1. Press the Utility key.
2. Press User Settings.
3. Press System Settings.
4. Press Paper Tray Settings.
5. Select Auto Tray Selection and select all applicable trays to be used and press OK.
6. Select Auto Tray Switching and set to ALLOW and press OK.
7. Select No Matching Paper Tray Setting and set to SWITCH TRAYS and press OK.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900082EN*

Solution Usage 1

Description

Blank display.

Solution

CAUSE: Possible corrupted or damaged NVRAM.

SOLUTION: Perform "NVRAM Initialize" with NVRAM recovery card or replace the NVRAM.

Note : In case of the other issues than those mentioned:

Do "Data Clear" in system1 => Initialization of Service mode

Do "NVRAM Initialize" with NVRAM recovery card

If problem is not solved although above measurements have been applied, the NVRAM will need to be replaced.

How to use NVRAM recovery card

1. Create the card in the same manner as making a normal firmware card.

CAUTION : Never format the CF card on color machines. Write the data to the existing info using the Firmware Imaging Toolkit 2006 or Cygwin™. Please install the special firmware:

bizhubC450/C351 : 20070301_4037 -F000-GCN-G4-000(00), Checksum: 29F9.EXE

bizhubC250/C252 : 20070301_4038 -F000-GCN-G4-000(00), Checksum: 16E6.EXE

bizhubC352/C300 : 20070301_9J06 -F000-GCN-G4-000(00), Checksum: 66AA.EXE

bizhubC203 : A02E0Y0-F000-GEQ-J8(00).EXE

bizhubC253 : A02E0Y0-F000-GDQ-J8(00).EXE

bizhubC353 : A02E0Y0-F000-GCQ-J8(00).EXE

bizhubC451 : A00 K 0Y0-F000-GCQ-J8(00).EXE

bizhubC550 : A00 J 0Y0-F000-GCQ-J8(00).EXE

bizhubC650 : A00 H 0Y0-F000-GCQ-J8(00).EXE

2. Insert the card in the slot.

3. Power ON MFP while pressing "Clear" key until below screen appears.

4. Select either "NVRAM initialize" or "NIC setting erase".

5. Press "Start".

6. Power OFF/ON the MFP.

CAUTION : When first powering ON the MFP after having done "NVRAM initialize", the MFP panel may become dark for about 30 seconds after the hourglass screen. Do not power OFF the MFP until operation screen appears. If having done the "NVRAM initialize", be sure to make the following setting in the Service mode:

- System1 => Marketing Area
- System2 => HDD
- System2 => Option Board Status
- System2 => Image Controller Setting
- System2 => Software Switch Setting

Switch No.: 10, Hex Assignment: 00 (be sure to press 0,0)

7. Power OFF/ON the MFP again.

8. Do the setup procedure found in the attached instructions and Installation Manuals. To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: <http://www.winzip.com/ddchomea.htm>. The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

To view the zipped PDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>.

Note : Machine will appear to have no power because the MFP Control Board is unable to detect when the Sub Power Switch is powered ON. If the problem persists, swap a NVRAM from another color MFP (bizhub C250/C252/C352/C353/C451/C550/C650) for testing purposes and see if it corrects the issue. If so, order a new NVRAM.

IMPORTANT : All data except sales counter data will be initialized.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0649953EN*

Solution Usage 0

Description

Large size E-mails are not reaching the intended E-mail address. Smaller size E-mails are delivered normally.

Solution

PROBABLE CAUSES:

1. The SMTP server has a size limitation for E-mail attachments.

Increase E-mail attachment size limits set on the SMTP server.

2. The SMTP server SPAM filter is set to route large attachments to the SPAM folder.

Exclude the TCP/IP address of the machine in SPAM filter settings on the SMTP server.

Solution ID TAUS0654267EN*

Solution Usage 0

Description

C-D354 (CD354) when the HDD Backup Utility is used.

Solution

See attached documentation for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0655442EN*

Solution Usage 0

Description

Unable to duplex with an external key counter or vender device (Pcounter®, Hecon®).

Solution

CAUSE: Firmware compatibility.

SOLUTION: This has been corrected with special program Ver_A3_GCW (bizhub C250), Ver_GCW_32 (bizhub C300), Ver_D3_GCW (bizhub C351), Ver_GWC-31 (bizhub C352), Ver_D2_GCW (bizhub C450).

Attention : Be sure to follow the instructions in attached documentation when upgrading the firmware. To view the PDF, Adobe Reader® must be installed.

Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0655712EN*

Solution Usage 0

Description

FK-502, the OFFHOOK icon on the touchscreen is missing when selecting Fax mode and unable to Transmit or Receive.

Solution

CAUSE: The machine memory is corrupt.

SOLUTION: To reset the machine memory, perform the following:

1. Enter the Tech Rep mode.
2. Select System 1.
3. Select Initialization.
4. Select Data Clear and press Start.

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0701928EN*

Solution Usage 0

Description

C-D204 (CD204) at power up.

Solution

CAUSE: Incorrect setting or failure of optional memory.

SOLUTION: To resolve the error code please perform the following:

1. Enter the Service Mode.
2. Select [System 1].
3. Select [Communication System Setting].
4. If the Communication System Setting is set to JScribe, change it to "CS Remote Care".
5. Press End.
6. Exit the Service Mode and reboot the MFP.
7. If the problem is not resolved, re-seat or replace the optional expanded memory unit (EM-309).

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0800255EN*

Solution Usage 0

Description

P7, P21 and C2555 (C-2555) codes.

Solution

CAUSE: Possible failed yellow IU or print head.

SOLUTION: Try replacing the yellow IU. If the new yellow IU does not help, reseal all the connections to the yellow PH. Replace the PH if all else fails (p/n 4038 0778 00).

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0801239EN*

Solution Usage 0

Description

Life counter does not reset after replacing the transfer belt unit.

Solution

CAUSE: The replacement transfer belt unit is used and was previously installed in another machine. When a new transfer belt unit is installed in a machine an internal component on the transfer belt unit changes state; this now indicates that the transfer belt unit is used.

SOLUTION: A brand new transfer belt unit must be installed, this will reset the life counter for this unit.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0801256EN*

Solution Usage 0

Description

User authentication and account track not working.

Solution

CAUSE: Corrupted data.

SOLUTION: Perform a Data Clear.

IMPORTANT :Prior to the Data Clear:

The one touches will be erased so it is recommended to export the addresses from the machine.
The E-mail information will be erased so please export the Device information from the machine.
Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.
Backup any account codes with PageScope Data Administrator.

Data Clear

- 1.Enter Tech Rep Mode.
- 2.Press System 1.
- 3.Press Initialization.
- 4.Press Data Clear and then the Start key.
- 5.Power machine OFF/ON when prompted.

Note : After the Data Clear, perform the following:

- a. Reinstall the HDD under System 2/HDD and power the machine OFF/ON.
- b.If a Fax is installed, set the target back to U.S. in System1/Marketing.
- c. Reinput the TCP/IP address information.
- d. Import the address book and device settings.

SPECIAL NOTE : Solution contribution by Greg Lantowski and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801544EN*

Solution Usage 0

Description

The machine has a dim display with aC-B003 (CB003) error code.

Solution

CAUSE: Power supply (PU1) problem.

SOLUTION: Replace the DC power supply (p/n 4038 6201 02).

SPECIAL NOTE : Solution contribution by David Hansen, KMBS/Seattle.

Solution ID TAUS0801728EN*

Solution Usage 0

Description

FK-502, unable to Fax Forward.

Solution

CAUSE: Improper set up of One-Touch.

SOLUTION: To be able to forward a Fax, E-Mail, FTP, SMB or Box you must store the recipient into the machine in advance. To store an E-Mail address for Fax forwarding to E-Mail, check and perform the following:

- 1.Enter a One-Touch Dial, Fax, FTP or SMB recipient via [Utility/Counter]=> One-Touch Registration => Scan => Address Book => E-Mail => New.

Enter a NAME for the Button.

Enter the E-Mail address.

Press OK.

Press Close 4 times.

- 2.Enable the Fax forward function via [Utility/Counter] => Administrator setting => Password => Fax Setting => Function Setting => Fax Forward => Select from Address Book => E-Mail => select the preferred address.

Note : Please refer to the User Manual FK-502 Fax Operations for additional information. The manual can be downloaded from the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab => Manuals => "Accessories" category and model "FK-502".

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0656596EN*

Solution Usage

Description

FK-502, C-B110 is indicated on the operation panel after installing the fax kit.

Solution

CAUSE: The machine memory is corrupt.

SOLUTION: Clear the machine memory by performing the following procedure:

1. Enter the Tech Rep mode.
 2. Select System 1.
 3. Select Initialization.
 4. Select Data Clear and press start. The machine will cycle power and the message from the Data Clear should indicate OK.
- SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0656610EN*

Solution Usage

Description

"Maximum pages exceeded" message after installing the Fax kit.

Solution

CAUSE: Communication error with the machine and the Fax kit.

SOLUTION: Unset the Fax board in the Option board. Reseat the FK-502 board and Set the board in the Option board selection.

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0656676EN*

Solution Usage

Description

AUTHENTICATION FAILURE is displayed; User Authentication with External Server set to Active Directory, DNS and Time configuration is confirmed.

Solution

CAUSE: When utilizing Active Directory User Authentication, Microsoft 2000 and 2003 Servers switch from Kerberos over UDP to Kerberos over TCP when the user's PAC data exceeds 2000 bytes to ensure data integrity. This likelihood increases when the user is member of more than several groups in the domain typically seen with large accounts, IT staff, VP and others.

SOLUTION: Upgrade the engines firmware to specialROM version GCt_G4, with download name 20060828_4038-F000-GCt-G4-000(00)_CHECKSUM-61EB.EXE as referenced in DLBT0602281EN00. This new special ROM supports Kerberos over TCP and is available on the ftp site.

Note: Privilege Attribute Certificate(PAC) is strictly used in Windows 2000/2003 Kerberos authentication. Contains information such as the user's Security ID (SID), group membership SIDs, and users' rights on the domain. Our problems were related to when the user belongs to multiple groups within the domain, the data expands proportionally and the OS changed to TCP. Our original firmware only supported UDP.

Solution ID TAUS0657213EN*

Solution Usage

Description

FK-502, received faxes are partially blank and R29 and T31 codes are indicated.

Solution

CAUSE: ECM mode is ON.

SOLUTION: Disable ECM mode by performing the following:

1. Enter the Tech Rep mode.
2. Select FAX.
3. Select COMMUNICATION.
4. Select OTHERS.
5. Select OFF for ECM mode.

Solution ID TAUS0657416EN*

Solution Usage

Description

C-F023 (CF023).

Solution

CAUSE: Early version firmware, firmware is corrupt or System Program was aborted.

SOLUTION: Re-install firmware with the most current version. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0658233EN***Solution Usage****Description**

Will not print after coming out of sleep mode or only horizontal lines on the control panel during and after boot.

Solution

CAUSE: The PWB-C board has failed.

SOLUTION: Replace the failed PWB-C board (p/n 4038 0113 03).

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD and Tom Kelly, Workgroup/SSD

Solution ID TAUS0700563EN***Solution Usage****Description**

Machine will not come to ready from low power or sleep mode.

Solution

CAUSE: PWB-A failure.

SOLUTION: Replace PWB-A (p/n 4038-0121-06) to correct the problem.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0701158EN***Solution Usage****Description**

Now Warming Up Ready To Scan is indicated on the operation panel

Solution

CAUSE: The black IU has failed.

SOLUTION: Replace the failed Black IU (Item #4062201).

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0702106EN***Solution Usage****Description**

CHECK SUM VERIFY ERROR!! message.

Solution

CAUSE: Normal indication.

SOLUTION: Once the CF Card has the firmware data installed using Cygwin™, a check is performed and the CHECK SUM VERIFY ERROR!! message shown in the attached sample might be indicated. This is normal and the firmware can be used without causing any problems.

Note : To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

Below are the sample commands for each model.

COMMANDS : (D:) being the drive letter of the CF Card.

bizhub C200

mkcf tie D:

bizhub C203

mkcf ti25 D:

bizhub C253

mkcf ti 2 D:

bizhub C350/C351/C450

mkcf D:

bizhub C353

mkcf ti1 D:

bizhub C451

mkcf mi3 D:

bizhub C550

mkcf mi2 D:
 bizhub C650
 mkcf mi1 D:
 SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0702638EN*

Solution Usage

Description

CB123 (C-B123).

Solution

CAUSE: Device Error (DRAM).

SOLUTION: Reseat the Fax Board. Replace the Fax Board (FK-502) if necessary.

PARTS : bizhub C451/C550/C650 FK-502 Item#15LB; bizhub C250/C252/C300 FK-502 Item#15LBX002; bizhub C351/C450 FK-502 Item#15LBX001; bizhub C352 FK-502 Item #7640X023

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703271EN*

Solution Usage

Description

C-4154 shortly after power up.

Solution

CAUSE: Write Unit not working properly or has failed.

SOLUTION: Replace Print Head Unit (bizhub C250p/n 4038-0778-00 and bizhub C252p/n 4039-R723-00).

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703310EN*

Solution Usage

Description

MATCHING PAPER SIZE IS NOT AVAILABLE message when placing an 8.5x14 original on the platen glass.

Solution

CAUSE: The Original Size Detect for the Platen glass is set to Table 2.

SOLUTION: Set the Original Size Detect for the Platen glass to Table 1 by performing the following procedure:

1. Enter the Tech Rep mode.
2. Press System 1.
3. Press Original Size Detect.
4. Select Table 1 and press End.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703428EN*

Solution Usage

Description

Cannot print to the standard controller. The data light keeps flashing on the MFP control panel. The standard controller will answer aPING command.

Solution

CAUSE: Data Clear is required.

SOLUTION: Enter Tech Rep mode, select System 1 and then select Initialization. Press the Data Clear button.

CAUTION : If possible, back up the copier HDD prior to running Data Clear. All one-touch buttons will be lost. If the HDD cannot be accessed, set the HDD to "Not Installed" under System 2 and reboot the MFP prior to running Data Clear.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0703437EN*

Solution Usage

Description

No display.

Solution

Please refer to the attached troubleshooting document. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0703620EN***Solution Usage****Description**

IMAGING UNIT NOT INSTALLED CORRECTLY message.

Solution

CAUSE: A poor connection of the IU EPROM.

SOLUTION: Remove and reseal the IU EPROM mounted in the IU.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703786EN***Solution Usage****Description**

The data light blinks when a print job is sent. It does not print a configuration page, but does scan properly and it responds to PING. The web interface page launches properly.

Solution

CAUSE: Failed MFP board.

SOLUTION: Try performing a data clear and re-flashing the machine. If the problem is not resolved, replace PWB-MFP (p/n 4038 0121 06).

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0800002EN***Solution Usage****Description**

CD33D (C-D33D) error code.

Solution

CAUSE: Damaged or corrupted PWB-MFP.

SOLUTION: Flash the MFP with most current firmware. If that fails to correct the problem, replace PWB-MFP (p/n 4038012106).

Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800069EN***Solution Usage****Description**

The machine NIC will PING once and then stop replying.

Solution

CAUSE: The NVRAM has failed.

SOLUTION: Please contact the SSD hotline for further instructions regarding a replacement NVRAM.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800252EN***Solution Usage****Description**

A new fuser unit has been installed in the MFP and now the copies are being smudged.

Solution

CAUSE: Incorrect setting of the fuser pressure levers. The levers are set to the envelope position.

SOLUTION: Please set the fuser pressure levers to the normal paper position.

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0800254EN***Solution Usage****Description**

DF-601, when scanning letter C through the ADF it rotates the image and cuts off the lead and trail edges.

Solution

CAUSE: Failed VR for the ADF edge guides.

SOLUTION: Check the VR in the ADF sensor check mode. If the VR is not varying between about 1000 to about 50 then replace it (p/n 4582 6901 02).
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0800269EN*

Solution Usage

Description

A3 paper size is displayed for the LCT instead of 8.5x11.

Solution

CAUSE: LCT paper size is programmed for A3 in Tech Rep mode.

SOLUTION: To change the LCT size to 8.5x11 perform the following procedures:

1. Enter Tech Rep mode.
2. Select System 2.
3. Select LCT Paper Size Setting.
4. Select 8.5x11.
5. Exit Tech Rep mode and cycle the power.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0800350EN*

Solution Usage

Description

When scanning to E-mail the packet size is ballooning.

Solution

CAUSE: Corrupt memory.

SOLUTION: The packet size can not be changed on the MFP. In order to resolve the problem perform the following procedure:

1. Enter the Tech Rep mode.
2. Press System 1.
3. Press Initial.
4. Press System Clear and then press the Start key.
5. Power the machine OFF/ON using the main power switch.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800476EN*

Solution Usage

Description

When the dual line fax kit is installed, the Forward TX Setting does not allow to choose between Line 1 and Line 2.

Solution

CAUSE: The Multi Line Setting is set incorrectly

SOLUTION: Enter the Administrator mode and follow the procedure below:

1. Select Fax.
2. Select Multi Lines Setting.
3. Select Multi Lines Setting (again).
4. Select TX and RX.
5. Press OK.

Press Close 4x to exit the mode.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0800691EN*

Solution Usage

Description

The blank page removal feature fails to remove blank pages, regardless of the threshold setting.

Solution

CAUSE: The document was scanned in color.

SOLUTION: Blank page removal is only supported for black & white documents.

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0801025EN*

Solution Usage

Description

After coming out of energy save mode, the machine indicates a jam in the ADF conveyance section.

Solution

CAUSE: Failed PWB-C.

SOLUTION: Replace PWB-C (p/n 4038 0113 05).

SPECIAL NOTE : Solution contribution by Andy Peterman, KMBS/Milwaukee.

Solution ID TAUS0801156EN*

Solution Usage

Description

A new transfer belt was installed but the machine has not reset the indication on the display.

Solution

CAUSE: Improper installation procedure.

SOLUTION: Please remember to turnOFF the main power switch before installing a new transfer belt. The machine checks during its boot cycle to see if the belt has been replaced and will not initialize properly otherwise.

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0801226EN*

Solution Usage

Description

The operation panel is locking up frequently and scan to E-mail no longer functions.

Solution

CAUSE: Corrupt NVRAM or a failed NVRAM.

SOLUTION: Contact the SSD Hotline to obtain the recovery files and instructions. If the Recovery files do not resolve the problem then the NVRAM will need to be replaced and requires another call to the SSD Hotline.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801386EN*

Solution Usage

Description

If the fax line monitor is turned on, the fax will make noise from start to finish.

Solution

CAUSE: The FK-502 monitor sound will not cut off when it communicates with another fax due to incorrect dipswitch setting stated in Service Manual.

SOLUTION: Perform the below procedure:

1. Press Utility.
2. Press Job Detail.
3. Press the Fax tab.
4. Press Fax parameter tab.
5. Highlight the Address option and input the following 000e0101.
6. Highlight the Data tab and change bit 5 and 6 to "1" for ON and "0" for OFF.
7. Select the Decision button.
8. Select END.

SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD and Ian Lynch, Production Print/SSD

Solution ID TAUS0801469EN*

Solution Usage

Description

When scanning is complete the machine prompts the user to finish or complete the job.

Solution

CAUSE: Separate Scan is defaulted ON.

SOLUTION: Deselect Separate Scan by performing the following:

1. Press the Scan key.
2. Press the Utility Key and then User Settings.
3. Select Initial Settings and then select Factory and press OK.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801515EN***Solution Usage****Description**

Blank screen. The control panel is unresponsive.

Solution

CAUSE: Failed NVRAM.

SOLUTION: Replace the NVRAM.

SPECIAL NOTE : Solution contribution by Curt Keenan, ACM Technologies.

Solution ID TAUS0801568EN***Solution Usage****Description**

Stuck at warm up message. The initial call was C-3851.

Solution

CAUSE: After replacing the fuser and reseating the connections on the PWB-M board it was noticed that there were burnt components on the PWB-M board. The Yellow toner cartridge EEPROMS were bad, possibly from the PWB- M board taken out during a thunderstorm.

SOLUTION: Replace the Yellow toner cartridge.

SPECIAL NOTE : Solution contribution by Richard Tovsen, DSM/Midwest Region

Solution ID TAUS0801590EN***Solution Usage****Description**

After coming out of Energy Save mode, the machine indicates a jam in the ADF conveyance. The jam is not indicated when coming out of the Sleep mode if the document feeder is disconnected.

Solution

CAUSE: Failed PWB-C.

SOLUTION: Replaced PWB-C (p/n 4038 0113 05).

SPECIAL NOTE : Solution contribution by Andy Peterman, KMBS/Milwaukee.

Solution ID TAUS0801647EN***Solution Usage****Description**

"Please Install Correct Imaging Unit and Close All Doors" error message appears on theMFP control panel.

Solution

CAUSE: One of the pins used to detect the tonercartridge may be shorted to ground.

SOLUTION: Remove all toner cartridges and verify the plate spring (p/n 4038 2282 03) is not in contact with the three (3) pins used to detect the toner cartridge.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0801733EN***Solution Usage****Description**

After disabling the HDD in Service mode the error code for the HDD does not clear.

Solution

CAUSE: Power was cycled OFF\ON with the sub power switch.

SOLUTION: Cycle power OFF\ON with the main power switch.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0801787EN***Solution Usage****Description**

Unable to create an E-mail one-touch button as the icon for adding users is missing on the operation panel in User mode.

Solution

CAUSE: The HDD is set to Not Installed.

SOLUTION: Set the HDD to Installed by performing the following:

1. Enter Tech Rep Mode.
2. Select System 2.
3. Select HDD.
4. Select Installed.

5. Power the machine OFF/ON using the main power switch.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802089EN*

Solution Usage

Description

The operation panel is locked up and the touch panel adjustment can not be performed.

Solution

CAUSE: The touch panel has failed.

SOLUTION: Replace the touch panel (p/n 4037 7807 01).

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802112EN*

Solution Usage

Description

FK-502, intermittently when fax forwarding the image is rotated and cut off.

Solution

CAUSE: The FK-502 memory is corrupt.

SOLUTION: Perform a Fax Initialization by performing the following:

1. Enter Tech Rep Mode.
2. Press Fax.
3. Press Initialization.
4. Select Fax Function Parameter and press Yes.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802159EN*

Solution Usage

Description

C-11A4 and (C11A4).

Solution

CAUSE: Paper alignment pawls out of position or pawl belt tension incorrect.

SOLUTION: Check the position of the pawls (p/n 4583-4224-01) in the paper alignment section and make sure the pawls are not hanging upwards on the exit roller assembly. Check the belt tension on the pawls and then repair or replace accordingly.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0802214EN*

Solution Usage

Description

The control panel does not come on or light up. Occasionally, the KM logo is displayed, but with very little intensity.

Solution

CAUSE: Possible failed Power Supply or PWB-M.

SOLUTION: Check all connectors on power supply and control panel. Check for 24V DC and 5V DC at the power supply. Replace PMB-M (p/n 4038 0101 05) and flash the MFP with current firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0802345EN*

Solution Usage

Description

DF-601, scanner is moving to the right side of platen with every original fed.

Solution

CAUSE: Failed scan motor and scan driver board.

SOLUTION: Replace Scanner Drive Motor, M201 (p/n 9314 1910 81); Scanner Drive Board, PWB-C (p/n 4038 0113 03) and Ribbon cable from CCD to PWB-C (p/n 4036 6857 01).

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID

TAUS0802346EN*

Solution Usage

Description

LCD touch does not work comes to ready and basic screen, unable to select.

Solution

Cause: Touch screen panel failed.

Solution: Replace the Touch panel (p/n 4037780701).

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID

TAUS0802377EN*

Solution Usage

Description

The BOX tab is missing in PageScope Web Connection when browsing to the machine NIC.

Solution

PROBABLE CAUSES:

1. The main body memory is scrambled.

Perform a Data Clear.

IMPORTANT : Prior to the Data Clear:

The one touches will be erased so it is recommended to export the addresses from the machine.

The E-mail information will be erased so please export the Device information from the machine.

Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.

Backup any account codes with PageScope Data Administrator.

Data Clear

- a. Enter Tech Rep Mode.
- b. Press System 1.
- c. Press Initialization.
- d. Press Data Clear and then the Start key.
- e. Power machine OFF/ON when prompted.

After the Data Clear:

Reinstall the HDD under System 2/HDD and power the machine OFF/ON.

If a Fax is installed, set the target back to U.S. in System1/Marketing.

Reinput the TCP/IP address information.

Import the address book and device settings.

Note :Reinstall the HDD, TCP/IP address and set the machine to U.S. target if a FK-502 is installed.

2. Management Function Setting is disabled.

Enable Management Function Setting by performing the following:

- a.Enter Admin Mode.
- b.Select Security.
- c.Select Management Function Setting.
- d.Press ON.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802561EN*

Solution Usage

Description

When using the Firmware Imaging toolkit to install firmware on a CF card, the process stops abruptly and a message indicates that the process is in use by another process.

Solution

CAUSE: Incorrect installation procedure.

SOLUTION: Cancel the installation process and remove all USB devices except the card reader from the PC/laptop and restart the firmware installation to the CF card again.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0802613EN*

Solution Usage

Description

Memory overflow error indicated when selecting the compact PDF mode after running several sheets through the MFP.

Solution

CAUSE: Firmware update required.

SOLUTION: Please install special firmware version:

GX6-K0
bizhub C250/C250P
4038-F000-GX6-K0-000.EXE
bizhub C352/C352P
9J06-F000-GX6-K0-000.EXE

GX6-K1
bizhub C252/C252P
4038-F000-GX6-K1-000.EXE
bizhub C300
9J06-F000-GX6-K1-000.EXE
bizhub C351
4037-F000-GX6-K1-000.EXE

Notes :

- 1.Please refer to attached Release Notes prior to installing the firmware. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.
2. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0802639EN*

Solution Usage

Description

At power up an hourglass is displayed then the machine reboots.

Solution

PROBABLE CAUSES:

1. Corrupt firmware.

Reload the firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. PWB-MFP on the bizhub C250/C252 or the Printer Control Board (PRCB) on the bizhub C300/C352 has failed.

Replace the failed board according to the following table:

Product

Board

C250/C252

PWB-MFP (p/n 4038 0121 06)

C300/C352

PRCB (p/n 9J06 0121 06)

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0802646EN***Solution Usage****Description**

PROBLEM:

Hour glass frozen, display locked up.

Solution

CAUSE:

Power outage due to lightning.

SOLUTION:

Replace the PWB MFP board (p/n 4038 0121 06).

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0802745EN***Solution Usage****Description**

Unable to scan to email an 11x17 document from the platen glass.

Solution

CAUSE: Binary Division is ON.

SOLUTION: To turn Binary Division OFF perform the following:

1. Enter Admin mode.
2. Select Network Settings.
3. Select E-mail Settings.
4. Select E-mail TX (SMTP).
5. Press the forward arrow.
6. Select OFF under Binary Division.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0807929EN***Solution Usage****Description**

Message display does not light at power ON and the machine appears to be locked up.

Solution

CAUSE: Failed PWB-MFP (MFP Control Board).

SOLUTION: Replace the PWB-MFP (p/n 4038 0121 06).

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0808083EN***Solution Usage**

Description

Memory Overflow error when printing to User Box.

Solution

CAUSE: The main body memory is corrupt.

SOLUTION: Perform a Data Clear.

IMPORTANT : Prior to the Data Clear:

The one touches will be erased so it is recommended to export the addresses from the machine.
The E-mail information will be erased so please export the Device information from the machine.
Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.
Backup any account codes with PageScope Data Administrator.

Data Clear

1. Enter Tech Rep Mode.
2. Press System 1.
3. Press Initialization.
4. Press Data Clear and then the Start key.
5. Power machine OFF/ON when prompted.

Note : After the Data Clear, perform the following:

- a. Reinstall the HDD/under System 2/HDD and power the machine OFF/ON.
- b. If a Fax is installed, set the target back to U.S. in System1/Marketing.
- c. Reinput the TCP/IP address information.
- d. Import the address book and device settings.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900097EN*

Solution Usage

Description

The control panel does not display the message "Program Next Job" when the fax is operating.

Solution

CAUSE: By default, the fax active screens are set to OFF.

SOLUTION: To enable the fax active screens, perform the following:

1. Press the Utility button.
2. Select User.
3. Select Display Setting.
4. Select Fax Active Screen.
5. Set both, the Tx and the Rx Display, to ON.
6. Select Close four (4) times.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0900159EN*

Solution Usage

Description

The Controller and Network icons are not available.

Solution

CAUSE: The NVRAM and/or NIC is corrupted.

SOLUTION: Perform a NVRAM recovery and a NIC reset using the NVRAM recovery file which is available via the Konica Minolta Download Selector.
Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900361EN*

Solution Usage

Description

The one-touches do not appear in the address book when registered via PageScope Address Book Utility.

Solution

CAUSE: The main body memory is corrupt.

SOLUTION: Perform a Data Clear:
IMPORTANT : Prior to the Data Clear:

The one touches will be erased so it is recommended to export the addresses from the machine.
The E-mail information will be erased so please export the Device information from the machine.
Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.
Backup any account codes with PageScope Data Administrator.

Data Clear

1. Enter Tech Rep Mode.
2. Press System 1.
3. Press Initialization.
4. Press Data Clear and then the Start key.
5. When [OK] is displayed, wait 10 seconds or more and cycle the main power switch OFF/ON.

After the Data Clear:

1. Reinstall the HDD under System 2/HDD and power the machine OFF/ON.
 2. If a Fax is installed, set the target back to U.S. in System1/Marketing.
 3. Reinput the TCP/IP address information.
 4. Import the address book and device settings.
- Note : Reinstall the HDD, TCP/IP address and set the machine to U.S. target if a FK-502 is installed.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900416EN*

Solution Usage

Description

After a Scan to SMB button is created, it does not appear on the copier control panel.

Solution

CAUSE: The Print Setting has been disabled.

SOLUTION: To enable the Print Setting, perform the following procedure:

1. Press the Utility button and select Administrator mode.
2. Select Network Setting.
3. Select SMB Setting and set Print Setting to ON.
4. Press OK.
5. Press Close 2x to exit Administrator mode.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0900519EN*

Solution Usage

Description

The utility key does not seem to be working.

Solution

Cause: Corruption to the NVRAM.

Solution: Please use the NVRAM reset utility version GCN-G4 to reset the NVRAM.

Note: Please see attachment for more details.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0900696EN*

Solution Usage

Description

Bypass tray not feeding paper and "Please load paper in bypass tray message" displayed.

Solution

CAUSE: PWB-M board failed.

SOLUTION: Replace the PWB-M board(p/n 4038 0101 05). After replacing the board pleaseperform the bypass width adjustment.

SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID

TAUS0900704EN*

Solution Usage

Description

Unable toselect duplex.

Solution

CAUSE: The paper tray is set for Single Sided Only.

SOLUTION: Change paper tray to a type other than Single Sided Only:

1. From the main copy screen select Paper.
2. Select the desired tray.
3. Unselect Single Sided Only.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0642971EN***Solution Usage** 41**Description**

CE002 at power up.

Solution

PROBABLE CAUSES:

1. The hard drive is not selected as Installed.

To select the hard drive, enter the Tech. Mode. and do the following:

- a. Select [System 2].
- b. Select [HDD].
- c. Select [Installed].

2. The HDD Version Up procedure has not been completed. Phase 2 firmware was just installed.

To perform the HDD Version Up procedure, perform the following:

- a. Enter the Tech. Mode.
- b. Touch [State Confirmation] on the touchscreen.
- c. Touch [Memory HDD Adj.] on the touchscreen.
- d. Touch [HDD Version Up] on the touchscreen.
- e. Press the START key. The HDD Version Up result will be displayed on the right side of the touchscreen.
- f. Power the copier OFF using the main switch after the result is displayed on the touchscreen as OK. After, leaving the machine powered OFF for 30 seconds the machine can be powered ON and the failure code should be cleared.

3. Unspecified data or parameter is detected.

To resolve, perform the following:

- a. Perform the step-by-step procedures mentioned in the Technical Information document.
 - b. Make sure the Hard Disk Drive is installed under System 2.
 - c. Go to Service Mode, System 1, Initialization, Data Clear.
 - d. Re-flash copier with Phase 2.01 firmware, making sure that the firmware is installed.
 - e. Replace PWB-MFP (p/n 4038 0121 06 for the bizhub C250/C252 and p/n 4037 0131 04 for the bizhub C351/C450).
- Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0648676EN***Solution Usage** 27**Description**

C3851 or C3852.

Solution

PROBABLE CAUSES:

1. Improper softswitch setting.

On phase 2.0 or higher firmware, change the following softswitch setting: Service Mode => System2 => Software Switch Setting Switch No.: 50, Bit Assignment: 00000001 Hex Assignment: 01

Note : The hex value will be changed automatically when the bit assignment is changed.

2. Poor Fusing Unit connection.

Check the Fusing Unit connection(s).

3. Failed components.

- a. Replace Fusing Unit (p/n 4038-0754-00)
- b. Replace Mechanical Control Board PWB-M (p/n 4038-0101-05)
- c. Replace DC Power Supply PU1 (p/n 4038-6201-02)

Solution ID TAUS0653576EN***Solution Usage** 16**Description**

PC102/PC202 paper misfeed. Error code 1301 when feeding from Tray 3 or Tray 4.

Solution

CAUSE: The roller fails to pick up the paper because the pick-up roller does not fall all the way down to the correct position to feed paper. Close observation shows that the edge of the lever does not come over the rib on the cassette and the rib does not push the lever upward enough.

SOLUTION: To correct this issue please follow the steps outlined in bulletin 5505 which is attached to this solution.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>**Solution ID** TAUS0656652EN***Solution Usage** 12**Description**

How to change the frequency of Image Stabilization.

Solution

To change the frequency of Image Stabilization:

1. Enter TechRep mode.
2. Select Process Adjustment.
3. Select Image Stabilization.
4. Select Span1 for normal frequency; select Span2 for less frequent.

Notes :

- a. Phase 2.52 firmware or higher is required.
- b. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0621384EN*

Solution Usage 10

Description

C-12CC at power up.

Solution

CAUSE: The Hard Disk Drive (HDD) was installed but not formatted, or is corrupt.

SOLUTION: To format the hard drive, perform the following:

1. Enter the Tech. Rep. Mode by pressing Utility Key, Meter Count, Stop, 0, 0, Stop, 0, and 1.
2. Select [Machine Adjust].
3. Select [Memory/HardDisk Adjust].
4. Select [Hard Disc Format].
5. Select [Physical Format].
6. Press the Start key. The Start key will turn orange. Formatting will take approximately 9 - 15 minutes (dependant on drive size) and the progress is displayed.
7. When '100 OK' is displayed, select OK.
8. Select [Fin. Time] and power OFF the machine.
9. Power ON the machine and repeat steps 1 through 4.
10. Select [Logical Format].
11. Press the Start key and wait for the display [100 OK].
12. Select OK.
13. Select [Fin. Time].
14. Power the machine OFF/ON.

Solution ID TAUS0648983EN*

Solution Usage 10

Description

The copy is overlaid with a gray patch after set up.

Solution

CAUSE: Incorrect or incomplete setup procedure.

SOLUTION: Follow the setup instructions in the correct order and do not power the machine OFF between steps.

Solution ID TAUS0640087EN*

Solution Usage 9

Description

DF601, ORIGINAL LEFT ON GLASS message when original is placed in the feeder.

Solution

PROBABLE CAUSES:

1. The optional Original Size Detection Sensor has been enabled.

To disable the optional Original Size Detection Sensor, perform the following:

- a. Enter the TECH REP MODE.
- b. On the display select SYSTEM INPUT followed by ORG. DETECT OPTION SENSOR.
- c. Select UNSET followed by END and FIN.TIME to return to normal operations.

2. PC4 (Empty sensor) actuator is not flagging the photo sensor properly.

Check mechanical operation of the actuator, and check the sensor in the I/O mode. To check the Empty sensor in the I/O mode, perform the following:

- a. Enter the TECH REP MODE.
- b. Select ADF Check.
- c. Select I/O Check.
- d. Empty will read "0" with paper present, and read "1" with paper not present.

3. The feeder transport section open/close sensor (ConveyS sensor) is not working correctly. Feeder is not aligned correctly, sensor is defective or magnet is missing.

To test the operation of the (ConveyS) sensor, perform the following:

- a. Enter the TECH REP MODE.
- b. Press ADF Check.
- c. Press I/O Check.
- d. Open and close document feeder To Visually see if the ConveyS changes state (1= open, 0= closed).
- e. Perform the DF601 adjustment procedures according to the C350 Service Manual.

Solution ID TAUS0646524EN*

Solution Usage 9

Description

CD231 at power up.

Solution

CAUSE: Complete fax kit was not installed.

SOLUTION: These three items make up the complete fax kit, FK502, MK706 and MK704. If not installed together, the C250/C252 will display code CD231.

Solution ID TAUS0701414EN*

Solution Usage 9

Description

Not feeding or misfeeding from paper trays.

Solution

CAUSE: Worn friction plate sheet in the paper tray.

SOLUTION: Replace thefrictionplate. Please seeattached Bulletin Number5881.

Solution ID TAUS0649467EN*

Solution Usage 8

Description

JOB HAS BEEN DONE IMPROPERLY. CHECK THE LOG is displayed when attempting to scan to email when using the standard controller.

Solution

CAUSE: The Administrator Email Address and Device Email Address fields must be completed.

SOLUTION: Set the Administrator Email Address and Device Email Address fields.

1. From PageScope web connection, enter the Admin mode.
2. Select Network, Email, Email Transmission.
3. Enter Admin email address.
4. Enter Device email address.
5. Select Apply

Solution ID TAUS0656961EN*

Solution Usage 8

Description

How can Address Book and Authentication informationbe imported/exported with PageScope Data Administrator, version 2.21.4516?

Solution

A device can saveAddress or Authentication information by saving that information to a ".txt" or "tab text" file.

To save "Address Information":

- 1.Connect to a device and import the existing information from that device.
- 2.From the left-hand pane, expand Address Settings, and select the "Address Book" icon. 3. From the top menu select File => Export=> "Save the address book by Tab Text type". Alternatively, "Save all data to the file" could be selected, which would then save a Data Administrator *.bin file to the PC.

Notes :

a. The main difference between Data Administrator *.bin files and "Tab Text" files is that *.bin files for certain models contain password information while the"Tab Text" files often do not. The *.bin files can also contain all Authentication and Address settings. Data Administrator *.bin" files can only be imported to another device from the same model family of the device that originally saved the *.bin file.

b.The bizhub 250/300/350 series does not support exporting or saving a *.bin file from that device.

To save "Authentication" Information,expand "Authentication Settings" in the left hand pane.

To save "Account Track" settings:

- 1.Select the "Account track Settings" icon.
- 2.From the top menu, select "Export"=> "Save the account by the Tab Text type".

To save User Authentication settings:

- 1.Select the "User Authentication Settings" icon.
- 2.Select "Save the user list by the Tab Text form".
- 3.From either of these settings,"Save all data to the file" could also be selected which will save the settings in a Data Administrator *.bin file. Additionally,

when importing a Data Administrator *.bin file, Address book, Authentication and Account Track settings could all be applied at once. This can often be performed by selecting the device icon on the left pane when connected to a device and then selecting to import a Data Administrator *.bin file.

To "Import" Address or Authentication information to a device:
1.The device first must be connected to and current information retrieved.
2.From the left-hand side, select the Device Icon.
3. From the top menu select, Import "> "Import all data from the file" in order to import a Data Administrator *.bin file (from a device in the same family) which will contain all settings. Note : Data Administrator *.bin files can also be imported when any of following icons in the left side pane "> Account Track Settings, User Authentication Settings or Address settings is selected and File "> Import "> "Import each data from the file" is selected from the Top menu.
Additionally, when selecting any of these icons and selecting to "Import from a file" a *.txt or *.CSV file can be imported, which will then launch an "Import Wizard". In the "Import Wizard" a "delimiter" must be specified and the fields being used for the data must be mapped.
The "Tab text" files which were saved from devices or any existing .CSV or .txt file (with the necessary information) could be used. If a "Tab text" file from a device does not contain necessary information such as password information, that .txt file should be edited before being imported through Data Administrator.

Authentication and Address data can be imported from LDAP:
1.Select one the following icons from the left pane- (Account Track Settings, User Authentication Settings or Address settings).
2. From the top menu, select, File-Import "> Import(LDAP). The other choice is File "> Import "> Import from the Previous device".
Note :Import from the previous Device will list a number of Legacy Konica and Minolta Devices from which information could be imported. It will then be necessary to supply the TCP/IP address of that Legacy device.

Solution ID

TAUS0657673EN*

Solution Usage

8

Description

Jamming or skewing from the paper trays

Solution

CAUSE: Printer resist loop adjustment has not been performed.

SOLUTION: Enter Tech Rep mode and select Machine Adjust, then Printer Resist Loop. Try different valuesand test,Set the value that resolved thejamming or skewingproblem.

Solution ID

TAUS0700463EN*

Solution Usage

8

Description

How tocorrect faded copies.

Solution

There are a number of reasons for faded copies, and the following procedures could help to troubleshoot:

1. Print the Halftone internal prints, one for each color.
2. Change Transfer Belt.
3. Check Second Image Transfer Roller and replace if deemed necessary.
4. Perform a Reset + Stabilize 3 times.
5. Check Print Head and replace if deemed necessary.
6. Check High Voltage Unit and replace if deemed necessary.
7. Check Printer Control Board and replace if deemed necessary.

Part Number	Item
4038-0777-00C250	Transfer Belt
9J06R70400	C252/C300 Transfer Belt
4049212	C351/C450 Transfer Belt
4038-0778-00	C250 Print Head
9J06-R727-00	C252/C300 Print Head
4038-6203-02	C250 HV1
9J06-6203-02	C252/C300 HV1
4037-6201-01	C351/C450 HV1

Solution ID

TAUS0656382EN*

Solution Usage

6

Description

J7403 with apaper jam in the horizontal transport when using the FS-603.

Solution

PROBABLE CAUSES:

- 1.Firmware update required. Firmware of the finisher is modified so that the system speed is shifted gradually and the motor can follow the speed change. Upgrade the firmware on the FS-603 to minimum version 3.Download the file to a 'burner' and burn to the removable 1MB IC chip located on the finisherCB.

Notes :

- a. Refer to attached Bulletin Number 5507.
- b. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS

Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

c. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

2. PC6 in the horizontal transport unit has failed.

Replace PC6 (p/n 9335 1311 01).

Solution ID TAUS0657818EN*

Solution Usage 6

Description

The customer changed the Admin password and forgot it. How can the admin password be accessed?

Solution

There is no procedure to restore the admin password. It is possible to reset and enter a new password. From Service mode, enter [STOP] [0] [Clear], select the [Administrator Password] and enter a new password. Once exiting the Service mode, the new password is effective.

Solution ID TAUS0700862EN*

Solution Usage 6

Description

Troubleshooting common FTP configuration problems.

Solution

COMMON FTP CONFIGURATION PROBLEMS

- * The username or password is not correct. The password is usually case sensitive.
- * FTP is configured using a PORT other than PORT 21.
- * After several unsuccessful logon attempts, the account has been locked out.
- * Firewall software is installed between the printer and the FTP server. The firewall is configured to block PORT 21.
- * The FTP server is located on a different network segment and the gateway address is not configured on the NIC.
- * The file path is not configured or is incorrectly configured.
- * A " / " must be entered for files that are going to the root of an accounts FTP directory.
- * User account only allows 1 simultaneous logon and the account is being used by someone else.
- * The user account does not have upload permissions to write to a folder.
- * Scanned files are being sent to a nonexistent directory and the user account does not have permission to create a directory.
- * The user account has a disk quota assigned to it and it has been exceeded.
- * The FTP server is outside the customer's network and must pass through a proxy server for access; The KMBS NICs cannot be configured for proxy access.

Solution ID TAUS0701867EN*

Solution Usage 6

Description

Printer lock up; unable to PING the copier/printer even when using a crossover cable; and unable to make changes on the copy screen.

Solution

CAUSE: Corrupted firmware or failed Control Board.

SOLUTION: Re-seat the connectors on PWB-MFP. Flash and/or re-flash the copier/printer with current firmware. If the problem persists, replace the MFP Board.

PART NUMBER MODEL ITEM

4038-0121-06 bizhub C250 PWB-MFP (MFP Control Board)
 4038-2414-01 bizhub C252 PWB-MFP (MFP Control Board)
 9J06-0121-06 bizhub C300/C352 PWB-PRCB (Printer Control Board)
 4037013104 bizhub C351/C450 PWB-MFPC (MFP Control Board)

Solution ID TAUS0650723EN*

Solution Usage 5

Description

'Close Section Properly' message with the right side door indication.

Solution

CAUSE: No 24V DC output on PJ10 Pin 1 & 2 on PU1.

SOLUTION: Replace PU1 (p/n 4038620102).

Solution ID TAUS0651954EN*

Solution Usage 5

Description

Color Output Restriction for Public User.

Solution

General purpose of this functionality is prohibiting color output for public users, and allowing color output for specific users.

Procedure:

1. Press Utility/ Counter
2. Select Administrator Setting and enter the passcode.
3. Select User Authentication/Account Track.
4. Select General Settings.
5. Enable "User Authentication Setting", to ON [MFP] and set "Public User Access" to "Allow"
6. Account Track "OFF" and Click OK.
7. Go to "User Authentication Setting" Choose "User Registration".
8. Choose "Public" BOX # 000 on page 48, and Select Output Permission, Under Print, Color-RESTRICT, Click OK
9. Under Box # 001 Enter User Name, Password, Confirm Password, OK, Close 5X,
10. Click on Access
11. Be sure to choose "Do Not Display" of "Public User Key" in User Authentication Setting- Administrative Setting.

Note: A minimum firmware level of Phase 2.01 is needed.

Solution ID TAUS0656158EN*

Solution Usage 5

Description

Intermittent C2557.

Solution

CAUSE: The serial number input for the machine is incorrect.

SOLUTION: Input the correct machine serial number by performing the following procedure:

1. Enter the Tech Rep mode.
2. Select System 1.
3. Select Serial Number.
4. Enter the correct serial number and press END.

Solution ID TAUS0657641EN*

Solution Usage 5

Description

Color lines in the lead-to-trail direction.

Solution

CAUSE: The position of the horizontal conveyance tube becomes misaligned with the stirring mechanism thereby resulting in toner backing up in the in the horizontal conveyance tube.

SOLUTION: At the next PM (120K) or service call install the support plate (p/n 4038P00100FOC) using the instructions outlined in Bulletin 5618 (see attached).

Solution ID TAUS0701438EN*

Solution Usage 5

Description

How to configure ArGoSoft® mail server.

Solution

To configure ArGoSoft® mail server, refer to the attached Product and Technical Support Bulletin No. 3641.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0701919EN*

Solution Usage 5

Description

Paper jams as it passes through the FS-507.

Solution

CAUSE: The actuator in the transport unit might be out of place, allowing the paper to pass by undetected.

SOLUTION: Check the actuator for PC-1 in the horizontal transport unit (p/n 4664-3008-01) and verify it is in the correct position.

Solution ID TAUS0702134EN*

Solution Usage 5

Description

Cannot perform scan to E-mail with SSL/TLS enabled on Microsoft® Exchange 2000/2003 server.

Solution

This issue has been escalated to Konica Minolta Business Technologies in Japan:

CAUSE: Exchange uses the same port number for SMTP and SSL/TLS to send E-mail. The Konica Minolta multi-functional engines require SMTP and SSL/TLS to be separate TCP port numbers.

SOLUTION: This issue has been escalated to our solutions team in Japan. The SSD is in the process of working with our partners in development to obtain a resolution for this issue as quickly as possible.

Interim Solution :Create a second Exchange SMTP Virtual Server using the attached procedure.

Notes :

1. If viewing this solution via the web, please establish a ticket via either the web or by calling our contact center at 1-800-825-5664. Once ticket has been established, an E-mail will be sent when this is updated.
2. For phone advisors, please attach to this solution for an automatic E-mail that will be sent to the technician when this solution is updated. End the call with call code "Escalated to Japan".
3. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0702322EN*

Solution Usage 5

Description

After installing the print driver (PCL or PostScript) on Microsoft® Windows Vista™, the User Authentication/Account Track selection is unavailable.

Solution

To enable User Authentication/Account Track in the print driver, perform the following:

1. Enter the Printer Properties of the driver.
2. Select the Configure tab.
3. Under Device Option, select the desired mode (User Authentication or Account Track).
4. Enable the option in the drop down below Device Option.
5. Select Apply.
6. Verify that User Authentication/Account Track is available.

Solution ID TAUS0648397EN*

Solution Usage 4

Description

FS603, center fold is off-center intermittently.

Solution

CAUSE: One-way gears and pulleys that drive the folding unit and paper transport are slipping.

SOLUTION: Replace the one way gears and pulleys (p/n 4583-4449-01 (2), p/n 4583-4156-01 (1), p/n 4583-4277-01 (1)).

Solution ID TAUS0649523EN*

Solution Usage 4

Description

FK502, how to program the default paper tray for fax reports.

Solution

To program a default paper tray to print fax reports, perform the following:

1. Select Utility/Counter.
2. Select User Setting.
3. Select System Setting
4. Select Paper Tray Setting.
5. Select Print Lists
6. Select the paper tray for the fax reports to print from.
7. Press OK.
8. Press Exit on the lower left side of the display to return to the copier screen.

Solution ID TAUS0651608EN*

Solution Usage 4

Description

PageScope Box Operator, Job Spooler and Direct Print will not function with the new Phase 2.0 firmware for the C250.

Solution

CAUSE: An older version of these utilities are being used with the newer firmware.

SOLUTION: Updated versions of these utilities are available for download from the [[Konica Minolta FTP site| URL <ftp://kbtdigital:kx15@ftp.konicabt.com>]]. The minimum versions required for PageScope Box Operator is 2.0.3.0, Job Spooler 1.5.0.7 and Direct Print 1.1.5.26.

Solution ID TAUS0652685EN*

Solution Usage 4

Description

CD251 error code is indicated on initialization.

Solution

CAUSE: The JPEG option board (Scan Accelerator Kit) status is not SET or the Scan Accelerator Kit (SA-501) is not working properly.

SOLUTION: To correct the error code, perform the following:

1. Make sure that the Scan Accelerator Kit is inserted into the MFP properly.
2. Go into Service Mode.
3. Click on System 2.
4. Click on Option Board Status.
5. JPEG- change to [SET].
6. Save the settings and reboot the MFP via the main switch.

Note : If there is no Scan Accelerator Kit, perform the above and select JPEG-UNSET.

Solution ID TAUS0700006EN*

Solution Usage 4

Description

C-D004 at power up.

Solution

CAUSE: Failed PWB-MFP.

SOLUTION: Reseat all connectors on the PWB-MFP. Replace the PWB-MFP (p/n 4038-0121-06) as necessary.

Solution ID TAUS0700861EN*

Solution Usage 4

Description

Poor copy quality (ghosting/hazy) when using letterhead as a tray setting or duplexing.

Solution

CAUSE: A poor connection or poorly seated NVRAM on the PWB-MFP board.

SOLUTION: Reseat all connectors on the PWB-MFP board as well the NVRAM.

Solution ID TAUS0700908EN*

Solution Usage 4

Description

How to Scan to SMB/FTP/BOX on an Emperon controller.

Solution

Please see the attached step-by-step instruction procedures (Lab Exercises) for the Emperon standard controllers.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0646436EN*

Solution Usage 3

Description

System Configurator, C250.

Solution

C250 System Configurator .

Note: To view the PDF, Acrobat® Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe® Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> | URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0646437EN*

Solution Usage 3

Description

How to change the default settings for the Scan Mode.

Solution

To specify the default settings of the Scan Mode, perform the following:

1. Press the [Scan] key on the copier operation panel to enter the Scan Mode.
2. Select the setting to make the default value in the Scan Mode.
3. Press the [Utility/Counter] key.
4. Touch the [User Setting] key.
5. Touch the [Initial Setting] key.
6. Touch [Current Setting] followed by [OK].
7. Touch [Close] twice to exit.

Note: The default settings of the Scan Mode can be set to factory default by touching [Factory Default].

Solution ID TAUS0647356EN*

Solution Usage 3

Description

T-shirt transfer capability.

Solution

T-shirt transfers are not recommended. T-shirt transfers have been tested and found to cause damage to the transfer and fuser sections of the machine.

Solution ID TAUS0648076EN*

Solution Usage 3

Description

How to have the machine initialize in fax, scan, or copy mode.

Solution

To change the initialization mode, perform the following:

1. Press the Utility key.
2. Select [2. User Setting].
3. Select [1. System Setting].
4. Select [4. Reset Setting].
5. Select [System Auto Reset].
6. Set the priority mode to either Copy, Scan, or Fax.
7. Set the time to OFF or 1 to 9 minutes.

Solution ID TAUS0649193EN*

Solution Usage 3

Description

Macintosh* OS 10.3.x/10.4.x printer driver support for the standard controller.

Solution

A Macintosh* OS 10.3.x/10.4.x printer driver is available for the Konica Minolta bizhub C250 standard controller.

The driver and supporting documentation is available for download from Konica Minolta NSSG Technical Web support driver selector database [[Driver selector site] URL <http://techweb.konicabt.com/DownloadSelector/Search.aspx>]].

Note: Be sure to read through the drivers supporting documentation to ensure the bizhub C250 is updated with its proper firmware to support this driver. All equipment firmware and system code is available for download from Konica Minolta NSSG Technical Web support [[Tech Web] URL <http://techweb.konicabt.com>] a UserID and Password is required.

*[Trademark ownership information]

Solution ID TAUS0650083EN*

Solution Usage 3

Description

How to change or reset the password on the hard drive.

Solution

If the password on the hard drive has been forgotten the only way to have it reset is to send the Hard Drive, NVRAM, and MFP Board to KMBS for resetting. Please contact the hotline and open a problem ticket before sending in the Hard Drive, NVRAM, and MFP Board.

Please be aware that this procedure will erase all data on the hard drive. It will also erase stored email addresses and fax numbers.

NOTE: Hotline advisor - Please forward all requests to Engineering.

Solution ID TAUS0651324EN*

Solution Usage 3

Description

Cannot send or receive a fax.

Solution

CAUSE: The hard drive is not properly installed.

SOLUTION: The HDD must be installed in the copier. In the Tech Rep mode, verify the HDD is set to "Installed" under the System 2 button.

Solution ID TAUS0651336EN*

Solution Usage 3

Description

Can booklets be made by copying onto legal size paper?

Solution

Booklets can be made onto legal size paper by upgrading the MFP firmware to version 81 which can be obtained from the [[Konica Minolta FTP site| URL <ftp://kbtldigital.kx15@ftp.konicabt.com>]]. Please see Technical Bulletin 5264 for the soft switch settings and the driver configuration.

Notes:

1. If Legal paper is printed with Center staple and Fold function, a wrinkle might be generated on the paper.
2. Special PCL* Printer Driver ver.2.01 is to be applied at the same time (Microsoft* Windows 2K/XP English only).
3. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0651649EN*

Solution Usage 3

Description

Webinar presentation including detailed information for User Authentication in combination with Active Directory™, NDS, and SMB/NTLM environments.

Solution

Webinar Presentation for User Authentication with an External Server . This document outlines the methods to set up User Authentication.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0653218EN*

Solution Usage 3

Description

CD010 error message after performing the HDD physical format procedure.

Solution

CAUSE: The HDD logical format has not been performed, after the physical format procedure was completed.

SOLUTION: To perform the HDD logical format procedure, perform the following:

1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [State Confirmation] on the touchscreen.
5. Touch [Memory/HDD Adj.] on the touchscreen.
6. Touch the down arrow on the lower left corner of the touchscreen to display 2/2.
7. Touch [HDD Format] on the touchscreen.
8. Touch [Logical Format] on the touchscreen.
9. Press the START key. Result [OK]; PLEASE TURN THE MAIN-SWITCH OFF AND ON message will be displayed at the completion of the procedure.

Solution ID TAUS0653349EN*

Solution Usage 3

Description

Scanning 8.5x11 and Copier shows 11x17 Full Bleed when scanning.

Solution

CAUSE: Upgrade to 'Phase 2' firmware.

SOLUTION: After upgrading to Phase 2, please follow the step-by-step instructions then

1. Press the Scan key.
2. Press the Utility/Counter key.
3. Select User Setting.
4. Select Initial Setting.
5. Select Factory Default and click OK.

6. Power OFF the copier, wait about 5 seconds, then power the copier ON.

Solution ID TAUS0653779EN*

Solution Usage 3

Description

FK502, how to enable the TX Result Report Check Screen, which will display prior to sending each fax.

Solution

To enable the TX Result Report Check Screen which will display prior to sending each fax, perform the following:

1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [8. Fax Setting] on the touchscreen.
6. Touch [7. Report Setting] on the touchscreen.
7. Scroll to screen 3/3.
8. Touch [TX Result Report Check] on the touchscreen.
9. Touch [ON] on the touchscreen.
10. Touch [Close] on the touchscreen.
11. Touch [Exit] on the touchscreen.

Solution ID TAUS0653819EN*

Solution Usage 3

Description

Is scan to SMB supported in a Macintosh* environment?

Solution

Scan to SMB is supported with Phase 2 firmware in a Macintosh OS X environment using Windows File sharing.

* Trademark ownership information

Solution ID TAUS0653913EN*

Solution Usage 3

Description

CB003 shortly after power up.

Solution

CAUSE: Poor connection between the fax board and PCI expansion board, caused by failure to install the two (2) PCI expansion board mounting bracket support screws into the rear shield cover.

SOLUTION: To insure proper connection between the fax board and PCI expansion board, perform the following:

1. Power the copier OFF and remove the power cord from the wall.
2. Remove the fax board from the machine.
3. Remove the rear cover from the machine and the fifteen (15) screws from the rear shield cover.
4. Reinstall the fax board into the machine while supporting the PCI expansion board to ensure the two boards are firmly connected.
5. Reinstall the rear shield cover and ensure that the two (2) expansion board mounting bracket support screws are installed in the rear shield plate.
6. Reinstall the rear cover.

Solution ID TAUS0656740EN*

Solution Usage 3

Description

C2255 after replacing one or more color image units.

Solution

CAUSE: Developer in the image unit(s) is packed, binding the operation.

SOLUTION: Remove the image unit(s) and shake as indicated in the installation instructions. In extreme cases, lightly tapping the affected image unit and manually rotating the developer drive coupling may be necessary to free the developer bind.

Solution ID TAUS0657046EN*

Solution Usage 3

Description

FK502, how to change the file type from TIF to PDF.

Solution

To select PDF as the scanning file type for the FK-502, perform the following:

1. Press the Fax key.

2. Press Scan Settings.

3. Press File Type and select PDF.

Note : Phase 3 firmware (minimum) must be installed for this option. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0657164EN*

Solution Usage 3

Description

Time to acquire scan is excessive; slow scanning. The 'Connecting' message lasts a long time.

Solution

CAUSE: Scanning may seem slow because the TWAIN driver is searching for all available machines to scan from on the network.

SOLUTION : When the Select Devices dialog box is displayed, select 'from registered devices' and also select 'Use this device for future session' option. Please see attachment for procedure.

Note : To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0657844EN*

Solution Usage 3

Description

The attached document explains the differences between Span 1 and Span 2

Solution

See attached document.

Solution ID TAUS0658275EN*

Solution Usage 3

Description

FORWARD TX error message and unable to scan to E-mail.

Solution

CAUSE: SMTP authentication is ON.

SOLUTION: Disable SMTP authentication.

Notes :

1. If authentication is required, ArGoSoft® will have to be installed and used as a relay on a client PC. To configure ArGoSoft® mail server, refer to the attached Product and Technical Support Bulletin No. 3641.

2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0701101EN*

Solution Usage 3

Description

Poor copy quality, poor transfer. Image density too low or light.

Solution

CAUSE: Incorrect transfer voltage for the characteristics of the paper.

Note : Digital papers must be able to take and hold a charge in order to effect a clean and efficient image transfer. The characteristics that relate to efficient toner transfer include the paper's intrinsic conductivity (the product of the charge density and mobility) and also the charge injection and charge lifetimes. The paper must be able to allow charge transfer to exactly the right extent, followed by a limited decay, all the while holding the charge for long enough for the transfer step to take place.

SOLUTION: Adjust the 2nd transfer voltage in service mode under Image Process Adjustment/Transfer Adjustment or Transfer Output Fine Adjustment.

Note : Please refer to the attachment as an example of the image quality change by adjusting 2nd transfer voltage. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0701120EN*

Solution Usage 3

Description

When using Thick Paper Mode, heavy C or Y or M saturation is on output; normal paper mode is okay.

Solution

CAUSE: Thick Paper Mode changes the toner concentration to accomodate the potential less toner transferred.

SOLUTION: Follow the steps below:

1. Enter service mode (Utility>>Details>>stop 00, stop 01).
2. Select Imaging Process Adjustment.
3. Select Thick Paper Density Adjustment.
4. Set Desired color from 0 to some negative number (-4).
5. Select End>>Exit to back out of service mode and confirm.

Solution ID TAUS0701443EN*

Solution Usage 3

Description

Pass-through printing using Vendor Port 1 does not work after installing the special firmware for pass-through printing.

Solution

CAUSE: Software switch was not set.

SOLUTION: After installing this special firmware software switch 39 must be set to 01.

Follow these procedures:

1. Enter Service mode.
2. Select System 2.
3. Select Software Switch Setting.
4. Enter Switch Number 39
5. Enter Hex Assignment 01
6. Press FIX.
7. Exit Service mode and cycle the copier power OFF/ON.

Solution ID TAUS0701800EN*

Solution Usage 3

Description

How to reset life counters.

Solution

To reset life counters, perform the following:

1. Enter the service mode.
2. Select counter.
3. Select Life.
4. Select the part or component that was replaced.
5. Press the clear button to reset to 0.
6. Exit to normal operation screen.

Solution ID TAUS0702107EN*

Solution Usage 3

Description

Unable to install firmware using Firmware Imaging Tool 2.52.

Solution

CAUSE: Firmware Imaging Tool software conflict.

SOLUTION: If using a previous version of Firmware Imaging Tool, delete it by going into Control Panel> Add & Remove Programs. Once the previous software has been removed, install Firmware Imaging Tool 2.52.

IMPORTANT : The correct model number being updated must be viewable. If the model is not listed, chances are that an earlier version of Firmware Imaging Tool is still being used. For the Firmware Imaging Tool version 2.52, bizhub C650/C550/C451 must be listed in order to see the correct files. Please refer to the attached example.

Solution ID TAUS0702483EN*

Solution Usage 3

Description

Setting SNMP v1/v2c "read/write community" names through PageScope Net Care.

Solution

Changing the read and/or write SNMP "community names" can be implemented as a security measure through PageScope Net Care. Please see attached document for instructions.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0702659EN*

Solution Usage 3

Description

In the event that an issue arises that requires immediate action by the technician, certain NVRAMs may be exchanged/swapped between units due to their compatibility with other models.

Solution

The following groupings of main bodies are compatible for NVRAM exchange with others within their group only in emergency situations or for troubleshooting purposes :

7145/7222/7228/7235

bizhub 200/250/350

bizhub 360/420/500

bizhub 600/750

7155/7165/7085

7210/7255/7272/bizhub PRO 920/bizhub PRO 1050

C250/C252/C300/C351/C352/C450

C451/C550/C650

IMPORTANT : A new NVRAM should be obtained as soon as possible for the machine requiring one.

Notes :

1. The bizhub C350 NVRAM may only be used between other bizhub C350s.
 2. CAUTION : The bizhub PRO C500/8050 NVRAMs may not be exchanged between units due to the serialization of the NVRAM.
- SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0702771EN*

Solution Usage 3

Description

Howto Copy Biometric User Authentication Settings onnon Biometric Authentication settingsfrom one MFP to one or multiple similar MFPs.

Solution

This procedure can be used to Copy Biometric User Authentication data from one C451/C550/C650 MFP to one or multiple similar devices. (This procedure could also befollowed to Copy non-Biometric Authentication information from one MFP, to one or multiple similar devices.

(Please see attached document for detailed instructions with screenshots)

The following isthe procedure to copy User Authentication settings from one (1) MFP to different MFP's using PageScope Data Administrator (PSDA). Settings copied include: User name, Password, email address and user Biometric profile. Multiple similar devices could also be Copied to at the same time.

1. From the PSDA main window tool bar select "Processing/Copy"
2. From the "Copy Collectively" window click the "Authentication" radio button and select Next.
3. Select the desired "Source" machine and click "Select". This is the MFP storing the desired user information to be copied. Click "Next" to continue. Select the desired destination MFP or multiple MFP's and click "Select". Click Next to continue.
4. PSDA will then initiate communication to selected MFP's to determine status and availability to prepare the copy process. You will see the import status within the "Status" window.
5. Once the process is complete select "Start" to begin the "Copy" process.
6. Upon completion of writing the data to the selected MFP you will see "Normal End" displayed in the Processing Result field.
7. Select Finish to complete the Copy process.
8. T he selected MFP's now contain all User name, Password, email address and user Biometric profile.

Solution ID TAUS0702810EN*

Solution Usage 3

Description

Unable to transmit TX a fax, job is listed in the fax job list for redialing.

Solution

CAUSE: The Hard DiskDrive (HDD) in set to Not Installed.

SOLUTION: Set the Hard DiskDrive using the following procedure:

- 1.Enter Tech Rep mode.
2. Select System 2.
3. Select HDD.
4. Select Installed.
5. Exit Tech Rep mode and cyclemachine power.

Solution ID TAUS0702941EN*

Solution Usage 3

Description

Setup utility for Citrix® MetaFrame, version 1.00 for use with Citrix® MetaFrame Presentation Server™ 3.0 and Citrix® MetaFrame Presentation Server™ XP FR3.

Solution

Setup utility for Citrix® MetaFrame, version 1.00 (2.95MB)

Notes :

1. To open the Setup utility for Citrix® MetaFrame, version 1.00 using WinZip®, WinZip® must be installed. WinZip® can be downloaded from the WinZip® website: <http://www.winzip.com/ddchomea.htm>. The file can either be saved to disk or opened. It is recommended to download the ZIP file and open from the local computer to view or run.
2. IMPORTANT : Please refer to the attached documentation for additional detail. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0634060EN*

Solution Usage 2

Description

List of equipment that is no longer being supported.

Solution

Please see attached Product & Technical Support Bulletins 1792 and 2443 and Marketing Bulletin#07-GB-016.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0644265EN*

Solution Usage 2

Description

Are there any plans for a PC Faxing support for MAC environments?

Solution

There are no plans to support PC Faxing in MAC environments.

Solution ID TAUS0646511EN*

Solution Usage 2

Description

How to change the default settings for the Copy Mode.

Solution

To specify the default settings of the Copy Mode, perform the following:

1. Press the [Copy] key on the copier operation panel to enter the Copy Mode.
 2. Select the setting to make the default value in the Copy Mode.
 3. Press the [Utility/Counter] key.
 4. Touch the [User Setting] key.
 5. Touch the [Initial Setting] key.
 6. Touch [Current Setting] followed by [OK].
 7. Touch [Close] twice to exit.
- Note: The default settings of the Copy Mode can be set to factory default by touching [Factory Default].

Solution ID TAUS0646514EN*

Solution Usage 2

Description

FK502, How to enable the FAX.

Solution

To enable the FAX perform the following;

1. Enter the Service mode.
2. Select [System 2].
3. Select [Option board status].
4. Select [Set] for the Fax(Main).
5. Return to the main screen.

Solution ID TAUS0647475EN*

Solution Usage 2

Description

Scan to E-mails are sent as multiple files or multiple E-mails.

Solution**PROBABLE CAUSES:**

1. Binary division is set to a size that is small enough that all E-mails are divided.

Disable binary division, perform the following:

- a. Press the UTILITY/COUNTER button and then select Administrator setting on the LCD.
- b. Enter the administrator password (default is 12345678).
- c. Select network setting followed by E-mail setting.
- d. Select E-mail TX (SMTP) and make the desired changes to Binary division.
- e. Exit after making the changes.

2. Max Mail Size is set to a size that is small enough that all E-mails are divided.

Disable Max Mail Size, perform the following:

- a. Press the UTILITY/COUNTER button and then select Administrator setting on the LCD.
- b. Enter the administrator password (default is 12345678).
- c. Select network setting followed by E-mail setting.
- d. Select E-mail TX (SMTP) and make the desired changes to Max Mail Size.
- e. Exit after making the changes.

3. File Type is set to Single page.

Set the File Type setting to Multi page. To change the File Type setting perform the following:

- a. Press the Scan button on the operation panel.
- b. Select Scan setting.
- c. Select File Type.
- d. Select Multi Page to have the entire sent as a single file
- e. Select Single Page to create a file for each page scanned. For double sided scans, a file is created for every two pages scanned.

Note: JPEGs will always send as separate emails. Only PDFs and TIFFs can be sent as multiple pages.

4. The HDD is not set or has become corrupt and needs to be formatted.

Set and format the HDD in Tech Rep mode.

Solution ID TAUS0647737EN*

Solution Usage 2

Description

How to reset a trouble code.

Solution

To reset a trouble code power the machine OFF/ON using the main switch while pressing the Utility key, then follow the LCD prompts.

Solution ID TAUS0648008EN*

Solution Usage 2

Description

How to set Grayscale as a printing default.

Solution

To set Grayscale as a printing default, perform the following:

1. From the printer's folder, right click the print driver and select properties.
2. Select the Advanced tab.
3. Select Printing Defaults.
4. Select Quality.
5. Select Grayscale.
6. Select Apply.
7. Select Ok.

Solution ID TAUS0648069EN*

Solution Usage 2

Description

FK502, Protocol Error when faxing.

Solution

CAUSE: The Fax Target is set to something other than US. If the fax is initialized, it will default to Japan.

SOLUTION: Enter the technician mode, and perform the following:

1. Select [System 1].
2. Select [Marketing Area].
3. Select [Fax Target].
4. Use [+] or [-] to select [US].
5. Select [End], [End], [Exit] to return to the basic screen.

Note: If the fax is initialized, it will default to Japan.

Solution ID TAUS0648540EN***Solution Usage** 2**Description**

How to scan to SMB.

Solution

When setting up scanning to SMB, user rights must be set appropriately for the environment that the workstation is in (i.e., Local Workgroup or Domain). Below is an example of both:

1. User1@usa.konicaMinolta.us is an example of which user ID to add when sharing out a folder. This is when the machine is on a domain.
2. A machine is on the local workgroup. Use the machine name PW-Workstation_Name and then the username User1, ie \PW-Workstation_Name\User1. Then set the appropriate rights.

Solution ID TAUS0648635EN***Solution Usage** 2**Description**

How to do the manual bypass paper size adjustment.

Solution

To set the maximum and minimum widths for the manual bypass paper tray, perform the following:

1. From the Service Mode select [Machine].
2. Select [Manual Bypass Tray Adjustment].
3. Separate the side guides by 301mm. Note: There are 25.4mm to an inch.
4. Press the Start key and check to see that the results are [OK].
5. Select [Min. Width].
6. Separate the bypass side guides by 89mm.
7. Press the Start key and check to see that the results are [OK].

Solution ID TAUS0648776EN***Solution Usage** 2**Description**

Folder Cannot be Found error message is displayed in the Job Log when scanning to FTP.

Solution

CAUSE: the file path for the FTP folder is incorrect.

SOLUTION: when using the Konica Minolta FTP utility, enter a backslash for the File Path.

Solution ID TAUS0648831EN***Solution Usage** 2**Description**

How to print the fax Tx Report from another tray.

Solution

To set a different paper tray, perform the following:

1. Press the Utility/Counter key.
2. Select User Setting\System Setting\Paper Tray Setting\Print Lists.
3. Select the correct paper tray.
4. Press OK.
5. Press the panel reset key.

Solution ID TAUS0649594EN***Solution Usage** 2**Description**

Unable to print, PING, or browse to machine.

Solution

CAUSE: TCP/IP is set to OFF.

SOLUTION: Toenable TCP/IP, perform the following:

1. Enter the Utility Mode by pressing the Utility/Counter key.
2. Select [2. Administrator Setting].
3. Enter the Administrator password and select [OK].
4. Select [5. Network Setting].
5. Select [1. TCP/IP Setting].
6. Select [ON] under the TCP/IP Setting.

Solution ID TAUS0649930EN***Solution Usage** 2**Description**

How have print jobs pass through when a key counter device is installed

Solution

To have print jobs pass thru when a key counter is installed please perform the following:

1. Enter Service Mode.
2. Press STOP, 9.
3. Select Management Function Choice.
4. Select Key Counter Only.

Solution ID TAUS0650091EN***Solution Usage** 2**Description**

FK502, How to change the paper size used for the fax transmission reports.

Solution

To change the paper size of the fax reports, perform the following:

1. Press the Utility key.
2. Select [2. user Setting].
3. Select [1. System Setting].
4. Select [3. paper Tray].
5. Select [4. Print Lists].
6. Select the desired tray.

Solution ID TAUS0650526EN***Solution Usage** 2**Description**

Are the Copy Track or Secure Print features supported with Macintosh* 9.x?

Solution

The Copy Track or Secure Print features are not supported with Macintosh 9.x, but they are supported in Macintosh 10.x. Please reference Section 8 of the C250 Print Operations User Guide.

Solution ID TAUS0651223EN***Solution Usage** 2**Description**

Passwords for Authentication/Account track must be 8 digits.

Solution

CAUSE: Security password rules are enabled.

SOLUTION: Set the security password rules to OFF. To set the security password rules to OFF, perform the following:

1. Press Details.
2. Select Administrator Setting and enter the password.
3. Choose Security Setting.
4. Choose Security Details.
5. Set Password Rules to Off
6. Press Close 4 times to exit.

Solution ID TAUS0651670EN***Solution Usage** 2**Description**

Second side is blank when duplexing after upgrading to version 81 firmware.

Solution

CAUSE: Incorrect initial settings saved in the users mode.

SOLUTION: Restore the factory initial settings and then program the initial settings as the end user desires. To restore the factory initial settings perform the following:

1. Press the UTILITY/COUNTER button.
2. On the display select USER SETTING.
3. Select INITIAL SETTING.
4. Select FACTORY DEFAULT and press OK.
5. Select CLOSE twice to exit.

Solution ID TAUS0651817EN***Solution Usage** 2**Description**

What environments are supported for PC (SMB) scanning?

Solution

The following environments are supported/not supported for PC (SMB) scanning:

1. Supported environment:
 - a. Connection to file sharing server in broadcast domain.
 - b. SMB (TCP/IP) shared folder of Microsoft® Windows 98/ME/NT4/2K/XP.
 - c. Samba 2.0 / 3.0 environments (i.e., Linux and Macintosh® OS X)
2. Non-supported environment:
 - a. Network beyond router.
 - b. SMB other than TCP/IP (NetBEUI™/IPX™ are not supported).
 - c. Direct Hosting SMB (mounted SMB on Microsoft® Windows 2000 or later).
 - d. User Level sharing of Microsoft® Windows 98.
 - e. CIFS mounting of non-Windows OS (i.e., CIFS sharing on Novell® Netware®)

Notes :

- A. For additional information, refer to the Scan to SMB document.
- B. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0651829EN***Solution Usage** 2**Description**

Unable to print. The data light blinks but no document prints (including a test page).

Solution

CAUSE: Incorrect Image Controller setting.

SOLUTION: Set the proper Image Controller setting. To set the Image Controller mode, perform the following:

1. Enter Service mode.
2. Select System 2.
3. Select Image Controller setting.
4. Select Controller 0.
5. Select End/Exit to exit the service mode.

Solution ID TAUS0652068EN***Solution Usage** 2**Description**

Scanned file sizes are larger after upgrading to the A7 firmware than they were prior to the upgrade.

Solution

CAUSE: Incorrect initial settings saved in the users mode.

SOLUTION: Restore the factory initial settings and reset printer to enable correct compression ratio. To restore the factory initial settings, perform the following:

1. Press the UTILITY/COUNTER button.
2. On the display select USER SETTING.
3. Select INITIAL SETTING.
4. Select FACTORY DEFAULT and press OK.
5. Select CLOSE twice to exit.

Solution ID TAUS0652176EN***Solution Usage** 2**Description**

When faxing a full page, the image is reduced.

Solution

CAUSE: After upgrading the firmware to version 81, all jobs faxed will be reduced onto one side of the page (8.5x11).

SOLUTION: To correct this, check the following:

1. Go into Service Mode, System1, Marketing Area set to US, Fax Target is set to US.
2. Go into Fax, click on Initialization, Fax Function Parameter, YES.
3. Enter FAX mode, go into Utility/Counter, User Setting, Initial Setting, select Factory Default, OK, Close, Close, power OFF SubSwitch, power OFF Main Switch.
4. Wait a few seconds before powering ON again and send TX Fax.

Solution ID TAUS0652410EN***Solution Usage** 2**Description**

FK502, when the User Authentication is enabled, the Account Track user's name is displayed in the Header Information instead of the FK502 sender's name.

Solution

CAUSE: Software switch setting 000B0039, Bit 6 (0X000100) is set to 0 (OFF).

SOLUTION: To set software switch 000B0039 Bit 6 (0X000100) to a 1 (ON), perform the following:

1. Enter the Service Mode.
To enter the Service mode, perform the following:
 - a. Press Utility/Counter
 - b. Press Details
 - c. Press Stop, 0, 0, Stop, 0, 1
 - d. Select Fax].
 3. Select [Function Parameter Setting].
 4. Select address 000b0039 using [A] - [F] to change the letters and the numeric key pad to change the numbers.
 5. Select the data and enter a value for "X" using the binary numbers. Setting "X" to 1 (ON) this fixed value will now use the header information set in the administrator mode = Fax = Header Information.
 6. When the address and value have been set, select [Decision].
 7. Select [End].
- Note: The position of X is Bit 6.

Solution ID TAUS0652605EN***Solution Usage** 2**Description**

The electrostatic charger cleaning rod is present on the black imaging unit, but missing on all the color imaging units.

Solution

CAUSE: Specification.

SOLUTION: Since the C250 is designed primarily as a black and white copier with color capability, under normal use, the black imaging unit will be the primary imaging unit used. For this reason the electrostatic cleaning rod was made available on the black imaging unit for use by the customer if streaks should appear on the copies. However, due to the lower work load placed on the color imaging units, customer cleaning of the electrostatic charger for these units was deemed unnecessary and is therefore not provided.

Solution ID TAUS0652660EN***Solution Usage** 2**Description**

MP cassette section change to improve the paper feeding performance of the small size paper (Paper skewing prevention).

Solution

See Bulletin #5257 for details.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>] URL
<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0652794EN***Solution Usage** 2**Description**

What is the default Administrator Password?

Solution

The default Administrator Password for the Web Utilities is 12345678.

Solution ID TAUS0652963EN***Solution Usage** 2**Description**

C2551 shortly after power up.

Solution

CAUSE: The power supply has failed.

SOLUTION: Replace the power supply (p/n 4038-6201-02)

SPECIAL NOTE: Solution provided by Jim Frost, Albin Business Centers.

Solution ID TAUS0653725EN*

Solution Usage 2

Description

FK502, how to program fax reception to Memory RX Users Box.

Solution

To enable fax reception to the Memory RX Users Box, perform the following:

1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [8. Fax Setting] on the touchscreen.
6. Touch [5. Function Setting] on the touchscreen.
7. Touch [8. PC-Fax RX Setting] on the touchscreen.
8. Touch [ON] under Receive into User Box displayed on the touchscreen.
9. Touch [[Memory RX User Box] under Receiving Box Destination displayed on the touchscreen.
10. Touch [ON] or [OFF] under Save & Print on the touchscreen as desired by customer.
11. Touch [OK] on the touchscreen.
12. Touch [Exit] on the touchscreen.

Solution ID TAUS0653809EN*

Solution Usage 2

Description

FK502, unable to receive or send faxes. When [3. Administrator Setting] is accessed [8. Fax Setting] is not indicated on the touchscreen.

Solution

CAUSE: The NVRAM has failed.

SOLUTION: To confirm the NVRAM as a source for the problem, perform the following:

1. Substitute a known working NVRAM into the machine for troubleshooting purposes.
2. If, the problem is not experienced when a known working NVRAM is installed, the NVRAM has failed. Replace the NVRAM as necessary.
3. To receive a replacement NVRAM, please send the failed NVRAM along with the Image Processing data and the completed BRU form to the following address:

KMBS
 550 Marshall Phelps Rd
 Windsor, CT 06095
 Attn: C105 - Clinton Marquardt

Notes:

- a. If unable to acquire a copy of the Image Processing data, include the machine serial number and total count. Also provide the following information:
 - Is a coin vendor connected to the machine?
 - Is an HDD installed in the machine?
 - Is the additional 256MB memory installed in the machine?
 - Did the code occur at power up or when waiting, printing, or scanning?
- b. The replacement NVRAM will not have the machine total count programmed. Since there is no procedure for programming the total count, the mechanical counter will have to be used to get the actual total count.

SPECIAL NOTE: Solution provided by Rob Hollbrook, KMBS Downers Grove.

Solution ID TAUS0653942EN*

Solution Usage 2

Description

How to adjust the line monitor sound volume.

Solution

To adjust the line monitor sound volume, perform the following:

1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [7. Fax Setting] on the touchscreen.
6. Touch [3. Telephone Line Settings] on the touchscreen.
7. Touch the down-arrow two (2) times to access screen 3/3.
8. Touch [Line Monitor Sound Volume] on the touchscreen.
9. Touch [Lower] or [Higher] on the touchscreen to lower or increase the sound volume as desired.
10. Touch [OK] on the touchscreen when the desired volume has been programmed.
11. Touch [Exit] on the touchscreen to return to the normal copy mode.

Solution ID TAUS0653998EN*

Solution Usage 2

Description

Scan to emails are received as multiple email attachments with a .dat file extension.

Solution

CAUSE: Binary Division is turned ON.

SOLUTION: Browse to the Nic and log in as Administrator. Select Network, Email setting and scroll down to Binary Division and select OFF.

Solution ID TAUS0654364EN*

Solution Usage 2

Description

CD231 after removing the FK502.

Solution

CAUSE: The option board status is still set for a FAX board being installed.

SOLUTION: To disable the FAX, perform the following:

1. Enter the Service mode.
2. Select [System 2].
3. Select [Option board status].
4. Select [Unset] for the Fax (Main).
5. Return to the main screen.

Solution ID TAUS0654491EN*

Solution Usage 2

Description

'Please load paper in bypass tray' message when copying. The correct paper size and type is programmed for the bypass tray.

Solution

CAUSE: The manual bypass tray adjustment needs to be run.

SOLUTION: Perform the manual bypass tray adjustment.

1. Enter the Service Mode.
2. Select Machine.
3. Select Manual Bypass Tray Adjustment.
4. Select Max Width.
5. Load the bypass tray with 301mm width paper.
6. Press the Start button.
7. Select Min Width.
8. Load the bypass tray with 89mm width paper.
9. Press the Start button.
10. Select End.
11. Select Exit.

Solution ID TAUS0655283EN*

Solution Usage 2

Description

R27 error code on the fax main screen. Cannot receive (RX) but can send (TX) a fax.

Solution

CAUSE: Incorrect setting. Hard drive HDD not set or installed.

SOLUTION: The HDD must be installed in the copier. In the tech rep mode, under System 2, set the HDD to 'Installed'.

Solution ID TAUS0655718EN*

Solution Usage 2

Description

Compatibility with perforated or punched paper.

Solution

The User's Guide states that perforated or punched paper should not be used, otherwise decreased print quality, paper misfeeds, or damage to the machine may occur.

Solution ID TAUS0657373EN*

Solution Usage 2

Description

In Microsoft® Publisher 2002/2003, publications/records are not individually collated and stapled when duplexing and using the mail merge feature of

Publisher.

Solution

CAUSE: Registry edit required.

WARNING: Incorrectly editing the registry may severely damage the system. Before making changes to the registry, back up any valued data on the computer. Konica Minolta is not responsible for any system errors that may result from using a registry editor incorrectly.

SOLUTION: Microsoft® Publisher can be enabled to individually collate, staple and duplex publications/records when using the mail merge feature of Publisher through a registry edit. This can be done either manually or by a script.

To manually edit the registry, open the Registry Editor by clicking Start, click Run, type regedit, and then click OK. Go to:

1. HKEY_CURRENT_USER\Software\Microsoft\Office\ \Publisher\Printing.
2. Right-click on the Printing folder, select New=>String Value.
3. Create new "string value" called: NumberOfRecordsPerBatch.
3. Double-click and set the Value Data to 1. Instead of grouping records together into groups of 10 (Publisher default) to send to the printer, the records are now sent in groups of 1 (i.e., each document is sent separately).

Note: A value for this size setting can be set between 0 and 99999.

To update the registry 'automatically' from a script:

1. Download the script from <http://ed.mvps.org/20031Rec.reg> .
2. Save the REG file to the Desktop.
3. Double-click on the icon, and then click on Yes to the question, 'Are you sure you want to add the information in C:\DOCUME~1\administrator account\Desktop\20031Rec.reg to the registry?'
4. The new value will be added to the registry.

Notes:

- a. Refer to Windows registry tips and guidelines PDFfor additional information (see attached).
- b. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0657810EN*

Solution Usage 2

Description

Getting .DAT files when performing scan to E-mail with Binary division ON.

Solution

CAUSE: E-mail client compatibility. Some E-mail applications will reassemble the .DAT files to the original file type (example: Outlook Express) where regular Outlook will not.

SOLUTION: When performing scan to E-mail with size limitation, Binary division set to ON, make sure the selection of SINGLE PAGE is set (not multi-page) when selecting the Scan Settings under the File Type.

Solution ID TAUS0658219EN*

Solution Usage 2

Description

C0211 error code. The copier control panel indicates it is warming up. The Start button remains amber. The manual bypassdoes not get any drive.

Solution

CAUSE: Loose connector(s) on PWB-M.

SOLUTION: Reseat all connections on PWB-M.

Solution ID TAUS0658295EN*

Solution Usage 2

Description

Shadows around letters only on black when copying or printing.

Solution

CAUSE: Poor quality paper is being used.

SOLUTION: Ensure that only high quality paper designated for color copying is used.

Solution ID TAUS0658325EN*

Solution Usage 2

Description

Howto download TrueType fonts using the Font Downloader Utility.

Solution

TrueType fonts are not supported with the Font Downloader Utility. Adobe® Type 1 PostScript™ fonts are supported.

Solution ID TAUS0700438EN***Solution Usage** 2**Description**

The life counter does not clear after replacing the imaging unit.

Solution

CAUSE: There is a stabilizer error on the copier.

SOLUTION: Check the control panel for an 'oil can' icon. Press the 'oil can' to determine the stabilizer error. Correct the stabilizer error.

Solution ID TAUS0700464EN***Solution Usage** 2**Description**

Gray copies. Background on every color print or copy. The background appears to have a wavy pattern.

Solution

CAUSE: Failed Black Print Head.

Note : Gray background when printing internal test prints on every color.

SOLUTION: Replace Black Print Head (p/n 4038-0778-00 for bizhub C250) or (p/n 9J06-R727-00 for bizhub C252/C300).

Solution ID TAUS0700478EN***Solution Usage** 2**Description**

C2557 while copying.

Solution

CAUSE: PWB-M has failed.

SOLUTION: Reseat all connectors on PWB-M. Replace PWB-M (p/n 4038 0101 05) as necessary.

SPECIAL NOTE : Solution provided by Richard Brown, The W.S. Reed Company.

Solution ID TAUS0700564EN***Solution Usage** 2**Description**

Changes made for Low Power or Sleep modes are not being applied.

Solution

CAUSE: The copier power was not cycled OFF/ON after making changes to the Low Power or Sleep mode settings.

SOLUTION: Cycle the copier power OFF/ON.

Solution ID TAUS0700754EN***Solution Usage** 2**Description**

PLEASE INSTALL IMAGING UNIT CORRECTLY AND CLOSE ALL DOORS message after installing a new black image unit.

Solution

CAUSE: This symptom can be caused by corrupt machine firmware.

SOLUTION: Flash the machine to the latest version firmware.

Note : The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701798EN***Solution Usage** 2**Description**

The 'From' address, when scanning to E-mail with User Authentication enabled, is indicated as the user and not as the machine.

Solution

CAUSE: User Authentication is enabled.

SOLUTION: This action is correct for a User Authentication-enabled machine.

Solution ID TAUS0702781EN***Solution Usage** 2**Description**

The copier control panel locks up whenever the Scan button is pressed. The copier must be rebooted to clear the issue.

Solution

CAUSE: Failed Hard Disk Drive (HDD).

SOLUTION: To verify:

1. In the Tech Rep mode, unset the copier HDD, reboot the copier, and press the Scan button.
2. If the control panel does not lock up, enable the HDD again and reboot the copier.
3. If pressing the Scan button causes the copier control panel to lock up again, replace the copier HDD (p/n 9J06 M700 00).

Solution ID TAUS0702798EN***Solution Usage** 2**Description**

"Firmware Update" is indicated when using the NVRAM recovery card.

Solution

CAUSE: The Clear key is not being held while powering on the MFP with the NVRAM recovery card inserted in the machine. This will cause "Firmware Update" to be displayed in the upper right hand corner of the touch panel with no other selections available.

SOLUTION: Power on the MFP while holding the Clear key until the Clear Select screen appears. This screen will allow selection of NVRAM Initialize or NIC setting erase.

Solution ID TAUS0702930EN***Solution Usage** 2**Description**

FK-502, with the dual line fax kit, can one line be set to print and the second line set to forward to HDD?

Solution

The FK-502 dual line fax kit, at this time, does not support individual forwarding of the 2 separate fax lines.

Solution ID TAUS0800977EN***Solution Usage** 2**Description**

Font Management Utility.

Solution

The latest Font Management Utility can be downloaded via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Please refer to the attached ReadMe prior to installation. The attached Font Management Utility User's Guide covers the following:

Selecting and adding devices

Add/Delete Mode

Add Collectively Mode

Delete Collectively Mode

Font/form list settings file

Saving lists as files

Note : To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0642297EN***Solution Usage** 1**Description**

How to enable the Key Counter if an external counter security device (Hecon® key counter) is installed on the machine.

Solution

To enable the Key Counter for an external key counter device, perform the following:

1. Enter Service Mode.
2. Enter Billing Setting Mode by pressing the STOP button followed by the number (9) button.
3. Select Management Function Choice.
4. Select SET under the Key Counter.
5. Select the desired Color Mode and message.
6. Select END to exit.

Solution ID TAUS0644262EN***Solution Usage** 1**Description**

Will "Access Codes for COLOR output ONLY" be available any time in the near future?

Solution

"Access Codes just for color" will be available in Phase 2 (tentatively first quarter of 06).

Solution ID TAUS0646424EN***Solution Usage** 1**Description**

How to create (Burn) a CD from a System Code or User CD ISO file that is posted on the Konica Minolta web and FTP sites.

Solution

How to create a CD from an ISO CD image file. .

Notes:

1. Writing ISO files to CD-R

Most CD-R writing software includes a feature to create a CD from an image file. Below are instructions for some popular applications:

a. ISO Recorder is a third-party freeware add-on for Microsoft* Windows XP that adds image file writing capability. It is recommended for use by Microsoft when burning files from the MSDN library. [[ISO Recorder Instructions| URL <http://isorecorder.alexfeinman.com/HowTo.htm>]].

b. Roxio* Easy CD Creator v6.1 Basic

[[Creating an ISO image with Easy CD & DVD Creator v6.1 Basic| URL http://www.roxio.com/en/support/ecddvdvc/creating_iso_image.jhtml]]

c. Nero* Burning ROM

--- Burn a CD image to CD.

--- Create a Nero CD image (Audio).

--- Create a Nero CD image (Data).

2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>| URL

<http://www.adobe.com/products/acrobat/readstep2.html>]]

3. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL <http://www.winzip.com/ddchomea.htm>]].

The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

* Trademark ownership information

Solution ID TAUS0646509EN***Solution Usage** 1**Description**

How to access the Date & Time Setting screen.

Solution

To access the Date & Time Setting screen, perform the following:

1. Enter the Service Mode screen following the procedure in the service manual.

2. Enter Stop, 1, 1, 4, 4, Clear from the numeric keypad.

3. After updating the date and time select [Entry] to save and [end] to exit.

Solution ID TAUS0646510EN***Solution Usage** 1**Description**

How to install a key counter.

Solution

The Key Counter Kit (4179x002) must be installed. The C250 does not support key counters without this kit.

Note: Refer to the service manual for installation instructions.

Solution ID TAUS0646512EN***Solution Usage** 1**Description**

How to set the default reset mode.

Solution

To set the default reset mode perform the following:

1. Press the UTILITY button.

2. On the LCD display select USER SETTING.

3. Select SYSTEM SETTING.

4. Select RESET SETTING.
5. Select SYSTEM AUTO RESET.
6. Select the desired Priority mode. The default is COPY.
7. Select the time to reset by pressing the clear button and inputting a new time.
8. Select OK to save.

Solution ID TAUS0646628EN*

Solution Usage 1

Description

AD-503, does the C250 require additional memory (EM301) when installing an AD-503?

Solution

No, the C250 comes standard with 512MB of memory already installed in the machine. See the AD-503 Installation Manual for details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> | URL <http://www.adobe.com/products/acrobat/readstep2.html>]

* Trademark ownership information

Solution ID TAUS0647060EN*

Solution Usage 1

Description

WHQL Digitally Signed Drivers availability.

Solution

KMBS offers WHQL printer drivers for the C250 standard controller as follows.

1. Windows* 2003 Server* has the Designed for Windows 2003 Server logo.
2. Windows 2000 Server does not have the logo, but the operating system recognizes and accepts the Windows XP Professional* WHQL driver as digitally signed and does not display a warning or block message during installation.
3. Windows XP Professional has the Designed for Windows XP Professional logo.
4. Windows 2000 Professional* does not have the Designed for Windows 2000 Professional Logo, but it is listed as "Supported". The Windows 2000 driver does not display a warning or block message during installation.

Reference Microsoft's Windows Catalog and Windows Server Catalog at <http://www.microsoft.com/whdc/hcl/default.msp>

Note 1: Microsoft Windows 2000 Life Cycle Support Policy states WHQL has retired the Windows Hardware Logo qualification for Microsoft Windows 2000 in all hardware categories.

Note 2: The Windows XP Professional Drivers are accepted by the Windows 2000 Server as digitally signed and do not provide the unsigned driver warning or block message.

* Trademark ownership information

Solution ID TAUS0647061EN*

Solution Usage 1

Description

WHQL Digitally Signed Drivers availability.

Solution

KMBS offers WHQL printer drivers for the C450 standard controller as follows.

1. Windows* 2003 Server* has the Designed for Windows 2003 Server logo.
2. Windows 2000 Server does not have the logo, but the operating system recognizes and accepts the Windows XP Professional* WHQL driver as digitally signed and does not display a warning or block message during installation.
3. Windows XP Professional has the Designed for Windows XP Professional logo.
4. Windows 2000 Professional* does not have the Designed for Windows 2000 Professional Logo, but it is listed as "Supported". The Windows 2000 driver does not display a warning or block message during installation.

Reference Microsoft's Windows Catalog and Windows Server Catalog at <http://www.microsoft.com/whdc/hcl/default.msp>

Note 1: Microsoft Windows 2000 Life Cycle Support Policy states WHQL has retired the Windows Hardware Logo qualification for Microsoft Windows 2000 in all hardware categories.

Note 2: The Windows XP Professional Drivers are accepted by the Windows 2000 Server as digitally signed and do not provide the unsigned driver warning or block message.

* Trademark ownership information

Solution ID TAUS0647216EN*

Solution Usage 1

Description

Copies and prints not fusing after setup.

Solution

CAUSE: Right and left fuser release levers are placed in the down position for envelopes decreasing fusing pressure.

SOLUTION: Ensure that the right and left fuser release levers are set to the normal up position as outlined on page E-4 of the C250 installation instructions.

Solution ID TAUS0647651EN***Solution Usage** 1**Description**

Is there an optional key counter available for the C250/C450/C351, and or the ability to connect a third part solution such as a Coin-op, or credit card reader? How does the counter click counts, is color and monotone copies counted separately?

Solution

C250, C450, C351

Yes, there is an optional key counter available for the C250/C450/C351. In addition there are two mount kits available, one with the Legacy Konica style and one with the Legacy Minolta style. Functionally these kits are the same, the color and appearance being slightly different. The part numbers for the key counter and the interface kit are as follows:

Key Counter Kit = Part number 4179X002 (Key Counter Kit includes legacy Minolta Key Counter, Socket and Mount Kit).

Mount kit legacy Konica style = Part number 4623-472 (Key Counter Bracket for Key Counter).

Mount kit legacy Minolta style = Part number 4623-481 (Key Counter Bracket for Key Counter).

As far as third party solutions being available, none have been tested so far. Please refer to the Konica Minolta Web site or your Konica Minolta Marketing representative to see if any products have been evaluated in the future. Technically the electrical connection for the key counter is a standard one so it is probable that most third party solutions should technically work. You have to test thoroughly to make sure the device works accurately and does not cause any possible errors in the copiers operation and also counts accurately.

In regards to how the Key counter makes counts, the key counts the number of copies. The color of the copier does not mater, however, the size does. 1 click is made for 8.5" X 11", and 8.5" X 14 ". paper sizes 11" X 17" count twice.

Solution ID TAUS0647678EN***Solution Usage** 1**Description**

Gradation Adjustment button is missing in the Admin Mode.

Solution

CAUSE: The Bias Voltage Choice soft switch is ON (selected).

SOLUTION: Turn Bias Voltage Choice OFF

1. Enter Tech. Rep. Mode.
 2. Select Image Process Adjustment
 3. Select Dev. Bias choice.
- Select [OFF]

Solution ID TAUS0647894EN***Solution Usage** 1**Description**

How to perform trouble reset (to reset a trouble code).

Solution

SOLUTION: Perform the following:

1. Turn OFF Main Power Switch.
2. Turn Main Power Switch ON while pressing the Utility/Counter key.
3. Touch [Trouble Reset].
4. Check to make sure [OK] is on the display.
5. Turn OFF the Main Power Switch and wait 10 seconds, then power the unit ON.

Solution ID TAUS0647911EN***Solution Usage** 1**Description**

Image loss specification.

Solution

COPIER

Lead Edge - 4.2mm

Trail Edge - 4.2mm

Front/Rear Edge - 3mm

PRINTER

All Edges - 4.2mm

FAX
Lead Edge - 4.2 mm
Trail Edge - 3mm
Front/Rear Edge - 3mm

Solution ID TAUS0648000EN*

Solution Usage 1

Description

How to copy currency without poor copy quality.

Solution

It is prohibited under any circumstances to copy domestic or foreign currency, or works of art, without permission of the copyright owner. The machine is equipped with a BRU (Banknote Recognition Unit) which in most cases, when recognizing currency, will overlay the copy with black toner and display BILL DETECTED.

Solution ID TAUS0648015EN*

Solution Usage 1

Description

Can image stabilization be adjusted?

Solution

With the release of Phase 2.5 version firmware (and higher), image stabilization control can be adjusted from 140 to 400 copies/prints. Refer to attached Bulletin Number 5705 -Extending Image Unit Life.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0648032EN*

Solution Usage 1

Description

Changes made to the print driver are not migrated from the server to the clients.

Solution

CAUSE: The changes to the print driver are being made in Printing Preferences not the Printing Defaults tab.

SOLUTION: Make changes to the print driver in the Printing Defaults tab. To make changes to the print driver to use as the Printing Defaults, perform the following:

1. From the printer's folder, right click the print driver and select properties.
2. Select the Advanced tab.
3. Select Printing Defaults.
4. Make desired changes to the driver and select Apply.
5. Select Ok.

Note: The client driver settings will receive the changes the next time the driver is selected.

Solution ID TAUS0648093EN*

Solution Usage 1

Description

How to perform crisscross sorting.

Solution

To perform crisscross sorting, perform the following:

1. Select [Finishing].
2. Select [Sort & Offset].

Note : Auto Paper Select must be turned ON.

Solution ID TAUS0648096EN*

Solution Usage 1

Description

How to default the machine to black copies only.

Solution

To default the machine to black, perform the following:

1. Select Black on the basic screen.
2. Press the utility key.
3. Select [2. User Settings].
4. Select [3. Initial Settings].
5. Select [Current Settings].

6. Select [OK].
7. Select [Close] twice.

Solution ID TAUS0648240EN***Solution Usage** 1**Description**

How to change the count for 11x17 to two.

Solution

To enable two counts on the total counter for 11x17 paper, perform the following:

1. After entering TECH. REP. MODE, enter the Security Mode by pressing Stop and then 9.
2. Select [Counter Setting].
3. Select [Mode 2] .
4. Select [A3/11x17].
5. Select [End] and [Exit] to return to main screen.

Solution ID TAUS0648330EN***Solution Usage** 1**Description**

How to print the configuration page.

Solution

To print the printer configuration page perform the following:

1. Select Utility/counter.
2. Select User Setting.
3. Select Printer Setting.
4. Select Print Reports.
5. Select Configuration Page followed by the tray and press Print.

Solution ID TAUS0648333EN***Solution Usage** 1**Description**

Scan to FTP one touches that are created are not displayed in the address book.

Solution

CAUSE: FTP client is not enabled under FTP setup.

SOLUTION: Turn on FTP client on the machine by performing the following:

1. Select Utility/Counter.
2. Select Administrator Setting.
3. Enter the Administrator passcode and press OK.
4. Select Network Setting.
5. Select FTP Setting.
6. Select the Back arrow 1 time.
7. Select On for the FTP Client and exit the Screens.

Solution ID TAUS0648387EN***Solution Usage** 1**Description**

How to enter the Billing Setting mode.

Solution

To enter the Billing Setting mode, perform the following:

1. Press Utility/Counter
2. Press Details
3. Press Stop, 0, 0, Stop, 0, 1
4. Press Stop, 9

Solution ID TAUS0648555EN***Solution Usage** 1**Description**

The copier control panel blanks out when running the gradation adjustment.

Solution

CAUSE: Poor connection.

SOLUTION: Check the scanner interface cable for bent pins. If there are bent pins, straighten the pins with needle-nose pliers and check the female connection on the copier. Verify that the holes are the correct size and are clean.

Solution ID TAUS0648763EN*

Solution Usage 1

Description

Unable to send TX faxes.

Solution

CAUSE: The Fax is set for Pulse dialing.

SOLUTION: Change the Pulse dialing to PB dialing. To change the setting, perform the following:

1. Access the Administrator mode.
2. Select [8. Fax Setting].
3. Select [Telephone Line Settings].
4. Select [PB].
5. Power the copier OFF/ON.

Solution ID TAUS0648796EN*

Solution Usage 1

Description

How to set tray destinations on the FS-501.

Solution

You must enter admin mode via the password set. (12345678) default, Select system setting then select output settings. The exit tray destination defaults are as follows. Copy & print jobs default to tray 2. Faxes and reports default to tray 3. With JS-601 installed, tray 1 is available and can be selected. This function is only available on the FS-501.

Solution ID TAUS0648832EN*

Solution Usage 1

Description

How to scan to a shared box with Novell* 6.5.

Solution

This application is not supported.

* Trademark ownership information

Solution ID TAUS0649064EN*

Solution Usage 1

Description

When printing multiple pages, only one page prints out.

Solution

CAUSE: Incorrect printer driver.

SOLUTION: Verify the correct print driver is in use.

Solution ID TAUS0649109EN*

Solution Usage 1

Description

What are the factory default settings when using the Enlarge Display mode? Can the settings be stored?

Solution

Page 3-3 of the User's Guide (Enlarge Display Operations) lists the factory default settings for the Enlarge Display mode.

These settings cannot be stored as "Current Settings" under Utility\User Setting\Initial Setting mode.

Solution ID TAUS0649283EN*

Solution Usage 1

Description

How to setup LDAP on a C250.

Solution

To set up LDAP on a C250, perform the following:

1. Click on Utility/Counter.
2. Administrator Setting [12345678], Click OK.
3. Click on Network Setting.
4. Click on LDAP Setting.
5. Enable LDAP to ON and Click OK.
6. Click on Setting Up LDAP.
7. Select an Empty Selection BOX.
8. Enter LDAP Server Name.
9. Click on FWD >.
10. Enter Server IP Address. ie.- 11.11.0.2.
11. Enter Search Base. ie.- dc=kmbs, dc=local .
12. Click on FWD >.
13. Enable SSL to OFF, Port No. = 389, Port Number (SSL) = 636.
14. Click on FWD >.
15. Select Authentication Method ie.- SIMPLE.
16. Click on FWD >.
17. Select Server Authentication Method - Use Set Value.
18. Use Referral set to OFF.
19. Click on FWD >.
20. Enter Login Name ie.- user1.
21. Enter Password ie.- 1234.
22. Enter Domain Name. ie.- kmbs.local.
23. Click on OK, Close, Close, Close, Close, Close.
24. Reboot copier.

Troubleshooting Tips:

1. Ping the Server using the Copier.
2. Setup the LDAP information given using your Laptop with the Following Software's - PageScope Address Utility or Softerra* LDAP Browser 2.6.

Notes:

- a. As reference, see the function settings document and How to setup LDAP Setting on MFP Device .
- b. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL
<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID	TAUS0649319EN*	Solution Usage	1
Description			
FK502, What is needed to install the kit?			
Solution			
The FK502 kit consists of the FK502, MK704, and MK706.			

Solution ID	TAUS0649457EN*	Solution Usage	1
Description			
Server Connect error message when scanning to email.			
Solution			
The C250 is unable to contact the SMTP server.			
Check the following:			
1. Confirm the SMTP server IP address with the network administrator. 2. Ping the SMTP server. 3. Ping the C250 from the SMTP server. 4. Check that the port number is set to port 25. 5. Set a longer SMTP Connection Timeout value in cases where network traffic is heavy.			

Solution ID	TAUS0649903EN*	Solution Usage	1
Description			
Unable to access techrep mode.			
Solution			
To access the techrep mode please perform the following:			
1. Turn the main power switch off. 2. Turn the main power switch on while holding the "utility" button. 3. On the LCD screen push the trouble reset button. 4. Press STOP,0,0,STOP,0,1.			

5. On the password screen enter 92729272.
 Note: If 92729272 does not work, try 12345678.

Solution ID TAUS0649948EN*

Solution Usage 1

Description

FK502, How to disable dial tone detection.

Solution

Enter TechRep Mode, select FAX, then Network, then Network Settings 2, set Dial Tone Detection to OFF.

Solution ID TAUS0650538EN*

Solution Usage 1

Description

Booklet Scanning to SMB.

Solution

Perform the following procedure:

1. Place his Book on the platen glass.
2. Click on the Scan Button.
3. Click on the Address Book.
4. Click on the Destination Name (the Icon to Scan to).
5. Click on Scan Settings.
6. Click on File Type- Select PDF, Multi Page, then Click OK.
7. Click on Scan Size- 8 1/2 x 11 Portrait- Click OK.
8. Click on Application- Book Scanning- Book Separation-OK-OK.
9. Click on Separate Scan and click START.

Solution ID TAUS0650788EN*

Solution Usage 1

Description

INPUT ERROR message when attempting to change the Low Power setting.

Solution

CAUSE: Overwriting of the Low Power setting does not function.

SOLUTION: Press the C key to clear the current setting and then input the new time.

Solution ID TAUS0650803EN*

Solution Usage 1

Description

How to increase the auto reset time.

Solution

To increase the auto reset time, perform the following:

1. Press the Utility key.
2. Select [2. User Setting].
3. Select [1. System Setting].
4. Select [4. Reset Setting].
5. Select [System Auto Reset].
6. Set the time to OFF or increase up to 9 minutes.

Solution ID TAUS0650843EN*

Solution Usage 1

Description

Copier/printer does not recognize 12x18 paper.

Solution

CAUSE: Settings require a change.

SOLUTION: Manually input the 12x18 paper size. Press the Auto Paper Select button and select Tray 1. Select Change Tray Settings and select Custom Size. Enter 12x18 and store it for future use. Press OK three times.

Solution ID TAUS0651202EN*

Solution Usage 1

Description

Acoustic noise level.

Solution

Decibel Level:
63dB or less when running
40dB or less when idle

Solution ID	TAUS0651329EN*	Solution Usage	1
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Description

What modes can be controlled by enabling the User Authentication mode?

Solution

The machine allows access control to copy mode, scan mode, fax mode, print mode, user box mode, print "Scan/Fax" from user box. Also provides the ability to restrict access to color or black & white print modes and color scan mode. Each of the listed access controls can be set up differently for each logged-in individual.

Solution ID	TAUS0651418EN*	Solution Usage	1
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Description

How to print without Authentication with User Authentication enabled.

Solution

To print without Authentication with User Authentication enabled, perform the following:

1. Enter Administrator mode.
2. Select User Authentication/Account Track.
3. Select Print without Authentication.
4. Select Allow.
5. Select OK.

Solution ID	TAUS0651429EN*	Solution Usage	1
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Description

Is there a patch needed on the IC402 for the enhanced firmware (Phase 2) support?

Solution

When upgrading to the enhanced firmware with an IC402 installed, be sure to load the 4060pt11mtu8s1 patch on the IC402. The patch is available for download from the [[Konica Minolta FTP site| URL ftp://kbtldigital:kx15@ftp.konicabt.com]].

Solution ID	TAUS0651444EN*	Solution Usage	1
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Description

How to print the life counter data.

Solution

To print out the life counters, perform the following:

1. Press the Utility/Counter button and select Check Consumable Life.
2. Press the Print icon in the lower left corner of the screen.
3. Select the paper tray you wish to print from.
4. Press the Start button.

Solution ID	TAUS0651476EN*	Solution Usage	1
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Description

The PCL* driver settings that are stored under the "Save/Restore Setting" are not all selected when restoring the saved settings.

Solution

CAUSE: The "Save/Restore Setting" is not configured to restore all the settings.

SOLUTION: To configure the "Save/Restore Setting" to allow all saved settings to be restored, perform the following:

1. Open the drivers properties and select the "Setup" tab.
2. Click on the "Save/Restore Setting" button to open the pull down menu.
3. Select and open the bottom selection of "Detailed Restore Setting"
4. A new window will appear offering a list of settings that can be selected when a saved setting is restored.
5. Check the items that you want restored from your saved selection is opened and click OK to save.

* Trademark ownership information

Solution ID TAUS0651562EN***Solution Usage** 1**Description**

Microsoft®-certified printer drivers - PCL, PostScript, PostScript (P)and PostScript (V).

Solution

The Konica Minolta Microsoft®-certified printer drivers can be downloaded from the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

These drivers will be shown as a WHQL (W indows H ardware Q uality L abs)Download.

Access the Download Selector and type WHQL in [Find downloads:], then click on Search->.

Solution ID TAUS0651743EN***Solution Usage** 1**Description**

Is the account track information retained in the machines memory after upgrading to firmware version 2.01?

Solution

The account track information is retained in the machine memory when upgrading the firmware to version 2.01.

Solution ID TAUS0651835EN***Solution Usage** 1**Description**

How to obtain the TCP/IP* address for a Macintosh* workstation.

Solution

To obtain the TCP/IP address of a Macintosh workstation, perform the following:

1. Double-click the HDD icon on the desktop of the workstation.
2. Click on Application.
3. Double-click on the System Preferences folder.
4. Double-click on the Network folder. The TCP/IP address will be displayed.

* Trademark ownership information

Solution ID TAUS0651908EN***Solution Usage** 1**Description**

When browsing to the web interface from a Macintosh*, the browser does not pull up the information correctly and no selections can be made.

Solution

CAUSE: There is a compatibility problem with Microsoft* Internet Explorer and Safari* browsers when accessing the NIC.

SOLUTION: Download and install Mozilla* browser for Macintosh systems.

* Trademark ownership information

Solution ID TAUS0651998EN***Solution Usage** 1**Description**

Initial settings cannot be changed when vendor mode is enabled.

Solution

CAUSE: Specification.

SOLUTION: The following functions for vendor mode will be available at Phase3.0 release (est. July 2006).

1. Initial settings
2. Supporting duplex

Solution ID TAUS0652180EN***Solution Usage** 1**Description**

After upgrading the machine firmware, faxes sent from the C250 are received reduced.

Solution

CAUSE: The machine needs to be restored to Factory Default.

SOLUTION: To restore the machine to Factory Default, perform the following:

1. Press the Utility key.
2. Select [2. User Setting].
3. Select [Initial Setting].
4. Select [Factory Default].
5. Select [OK], [Close], [Close] to return to the basis screen.
6. Power OFF the machine using the main switch so that all power is removed from the machine.

Solution ID TAUS0652211EN*

Solution Usage 1

Description

How to forward faxes with PageScope Box Operator.

Solution

To forward faxes, perform the following:

1. Press the Utility key.
2. Select [3. Administrator Setting].
3. Enter the administrator password.
4. Select [Fax Setting].
5. Select [Function Setting].
6. Select [Memory RX] and turn it ON.
7. Enter a Password in the field.

Note: Open PageScope Box Operator and select Tools, Options. Check Display memory RX User Box and enter the Password to retrieve the fax.

Solution ID TAUS0652256EN*

Solution Usage 1

Description

FK502, when the Account Track is enabled, the Account Track user's name is displayed in the Header Information instead of the FK502 sender's name.

Solution

CAUSE: Software switch setting 000B0039, Bit 6 (0X000100) is set to 0 (OFF).

SOLUTION: To set software switch 000B0039 Bit 6 (0X000100) to a 1 (ON), perform the following:

1. Enter the Service Mode.
- To enter the Service mode, perform the following:
 - a. Press Utility/Counter
 - b. Press Details
 - c. Press Stop, 0, 0, Stop, 0, 1
 - d. Select Fax].
3. Select [Function Parameter Setting].
4. Select address 000b0039 using [A] - [F] to change the letters and the numeric key pad to change the numbers.
5. Select the data and enter a value for "X" using the binary numbers. Setting "X" to 1 (ON) this fixed value will now use the header information set in the administrator mode = Fax = Header Information.
6. When the address and value have been set, select [Decision].
7. Select [End].

Note: The position of X is Bit 6.

Solution ID TAUS0652268EN*

Solution Usage 1

Description

When the copier is powered ON, the control panel indicates the copier is ready. However, the fusing unit does not warm up and Tray 2 does not lift.

Solution

CAUSE: The data in the copier needs to be initialized

SOLUTION: Perform the following:

1. In the tech rep mode under System 1, perform the data clear initialization procedure.
2. In the tech rep mode under System 2, verify the HDD is set to 'Installed'.
3. Enter any data in the user mode that may have been lost when the initialization procedure was carried out.

Solution ID TAUS0652383EN*

Solution Usage 1

Description

FK502, how to route Incoming Faxes to an E-mail address.

Solution

To have Faxes received to an E-mail address, perform the following:

1. Access the Administrator mode.
 2. Select [Fax Settings].
 3. Select [Function Settings].
 4. Select [Forward TX Settings].
 5. Select either [Forward @ Print] or [Forward @ print (If TX fails)].
 6. Select (Select From Address Book).
 7. Select [E-mail].
 8. Select the desired E-mail address from the menu and return to the main copy screen.
- Note: Scan to E-mail must be set up first.

Solution ID TAUS0652395EN*

Solution Usage 1

Description

FS507, compatibility with the C250.

Solution

The FS507 is not compatible with the C250. The FS501 and FS603 are recommended for the C250.

Solution ID TAUS0652424EN*

Solution Usage 1

Description

How to print the meter count list.

Solution

To print the meter count list, perform the following:

1. Press the UTILITY key.
2. Select COUNTER LIST on the LCD.
3. Select PRINT and follow the instruction on the LCD.

Solution ID TAUS0652436EN*

Solution Usage 1

Description

How to create a user box from the machine touchscreen.

Solution

To create a user box from the machine touchscreen, perform the following:

1. Press the Utility/Counter key.
2. Touch [1 One-Touch Registration] on the touchscreen.
3. Touch [3 User Box] on the touchscreen.
4. Touch [1 Public/Personal User Box] on the touchscreen.
5. Touch [New] on the touchscreen. Specify the desired box settings User box No., Name, Password, Index, and Type.
6. Touch [Fwd.] on the touchscreen. Specify the Auto Delete Document schedule on the touchscreen.
7. Touch [OK] on the touchscreen.
8. Touch [Close] on the touchscreen.
9. Touch [Close] on the touchscreen.
10. Touch [Close] on the touchscreen.
11. Touch [Close] on the touchscreen to return to the normal copy screen.

Solution ID TAUS0652444EN*

Solution Usage 1

Description

Single Page and Multi-Page are missing from the Scan Setting screen that appears after the File Type is selected.

Solution

CAUSE: The hard drive is not selected or installed.

SOLUTION: Ensure that the hard drive is installed in the Tech. Mode under System 2, HDD.

Solution ID TAUS0652518EN*

Solution Usage 1

Description

The passwords for the user names are listed on the one-touch list print.

Solution

CAUSE: Specification.

SOLUTION: This will be corrected with phase 2.5. No ETA is available.

Solution ID TAUS0652610EN*

Solution Usage 1

Description

When sending a print job, can the copier be set to convert A4/A3 paper sizes to Letter/Legal?

Solution

To set the copier to convert paper sizes when printing, perform the following:

1. Press the Utility\Counter key.
2. Select #2 User.
3. Select #6 Printer.
4. Select #1 Basic and set the A4/A3 - Letter/Legal selection to ON.

Solution ID TAUS0652611EN*

Solution Usage 1

Description

Cannot send (TX) a fax after upgrading to phase 2 firmware.

Solution

CAUSE: Incorrect setting.

SOLUTION: Verify the following 2 items:

1. The HDD must be installed in the copier. In the tech rep mode, under System 2, set the HDD to 'Installed'.
2. Select Utility/Counter and enter the Administration mode. Select the Fax and verify the header information is correct.

Solution ID TAUS0652623EN*

Solution Usage 1

Description

How to change the default tab on the scan screen.

Solution

To change the default tab on the scan screen, perform the following:

1. Press Utility/Counter.
2. Press #2 User.
3. Press #2 Display.
4. Press #2 Scan Basic Default Setting.
5. Select Default Tab and select the new default tab.
6. Press the Close button 4 times to exit the menu.

Solution ID TAUS0652644EN*

Solution Usage 1

Description

FK502, how to print faxes that were received into memory.

Solution

To print faxes that were received into memory, perform the following:

1. Select Box.
2. Select System User.
3. Select Memory RX Box.
4. Select Print All.

Solution ID TAUS0652862EN*

Solution Usage 1

Description

When scanning to E-mail and using External Authentication, the 'From' field can be edited.

Solution

CAUSE: Restrict User Access options need to be programmed.

SOLUTION: Follow this procedure:

1. Select Utility.
2. Administrator.
3. System Settings.
4. Restrict User Access.
5. Restrict Access to Job Setting.
6. Change The Form Field set to RESTRICT.

Solution ID TAUS0652952EN***Solution Usage** 1**Description**

Box specifications.

Solution

The box specifications are:

Up to 1,000 boxes can be created.

Up to 200 documents can be saved in a single box.

A total of 9,000 pages can be saved in all boxes.

A total of 3,000 documents can be saved in all boxes.

Solution ID TAUS0652958EN***Solution Usage** 1**Description**

How to delete a User Box from a workstation.

Solution

To delete a User Box from a workstation, perform the following:

1. Browse to the PageScope Web Connection by entering the machines IP address.
2. Click on [Logout].
3. Click on [OK].
4. Select Login as Administrator
5. Click on [Login].
6. Enter the Administrator password (1, 2, 3, 4, 5, 6, 7, and 8) default setting.
7. Click on [OK].
8. Click on [Box].
9. Click on [Next].
10. Input the User Box Number to be deleted.
11. Click on [OK].
12. Click on [Delete User Box].
13. Click on [OK].
14. Click on [OK].

Solution ID TAUS0653137EN***Solution Usage** 1**Description**

An e-mail address is too long and will not fit in the destination space.

Solution

CAUSE: The destination name referred to in the user manual is the name of the one touch box and should not contain the actual e-mail address.

SOLUTION: Enter the name of the one-touch button under the Name tab and enter the e-mail address in the space provided under the E-Mail tab of the one-touch button registration screen. The actual e-mail address that the document will be scanned to can be up to 320 characters long.

Solution ID TAUS0653145EN***Solution Usage** 1**Description**

Cannot scan to e-mail using the standard controller. The Exchange 2000* mail server deletes the e-mail message and indicates the file is fragmented and is in 7 bit encoding. The mail server is looking for MIME.

Solution

CAUSE: Binary Division is set to "Enabled" in the E-mail set up screen.

SOLUTION: Log into the PageScope Web Connection as administrator and set Binary Division to "Disabled" in the e-mail TX set up screen.

* Trademark ownership information

Solution ID TAUS0653182EN***Solution Usage** 1**Description**

Prescan button is grayed out on the main window when using the Twain driver to scan an image into an application.

Solution

CAUSE: The original scan place is selected as ADF. The document to be pre-scanned has to be placed on the original glass for this feature to function.

SOLUTION: To allow the Prescan function to be selected, perform the following:

Access the [Settings] tab, set [Place] to [Original Glass] using the drop down arrow located to the right of ADF selection.

Solution ID TAUS0653226EN*

Solution Usage 1

Description

FK502, how to print an Activity Report.

Solution

To print an Activity Report, perform the following:

1. Press the FAX key.
2. Touch [Job List] on the touchscreen.
3. Touch [Fax TX] on the touchscreen.
4. Touch [Job History] on the touchscreen.
5. Touch [Comm. Setting]
6. Touch [Activity Report] on the right side of the touchscreen.
7. Touch [Print] on the touchscreen.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0653227EN*

Solution Usage 1

Description

FK502, how to print a TX Report.

Solution

To print a TX Report, perform the following:

1. Press the FAX key.
2. Touch [Job List] on the touchscreen.
3. Touch [Fax TX] on the touchscreen.
4. Touch [Job History] on the touchscreen.
5. Touch [Comm. Setting]
6. Touch [TX Report] on the right side of the touchscreen.
7. Touch [Print] on the touchscreen.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0653229EN*

Solution Usage 1

Description

FK502, how to print a RX Report.

Solution

To print a RX Report, perform the following:

1. Press the FAX key.
2. Touch [Job List] on the touchscreen.
3. Touch [Fax TX] on the touchscreen.
4. Touch [Job History] on the touchscreen.
5. Touch [Comm. Setting]
6. Touch [RX Report] on the right side of the touchscreen.
7. Touch [Print] on the touchscreen.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0653278EN*

Solution Usage 1

Description

When should the Copied Paper option, which is accessed by selecting the Quality/Density icon on the basic screen and choosing Special Quality, be used?

Solution

Select the Copied Paper option when copying images (documents) printed from this machine.

Solution ID TAUS0653314EN*

Solution Usage 1

Description

What is the default CE Password?

Solution

The default CE Password is 92729272.

Solution ID TAUS0653317EN***Solution Usage** 1**Description**

Where is 'Phase 2' firmware version 81 located?

Solution

Phase 2 firmware can be found in the folder labeled Warning.

Solution ID TAUS0653339EN***Solution Usage** 1**Description**

In Data Administrator 1.5, how to Backup, Restore and Import Address Data.

Solution

Connect to the device that you want to retrieve, backup or upload address data to. Select "Configure Address Data. Any existing address data will be downloaded. Select Backup to save a *.bin file of Address Data. For the same or a similar device this data should be able to be Written by selecting the "Restore" selection on the same screen and selecting the backed up *.bin file.

Another method to upload Address Data can be performed at this dialog box when connected to a Device, select File-Save Tab-Abbreviated Address. When connecting to this device from the Destination device, Select Import File and select either the *.bin or .txt file that had been saved. If importing a .txt file, a Wizard will launch which will require mapping data fields to the correct values.

Solution ID TAUS0653353EN***Solution Usage** 1**Description**

'Phase 2' firmware and drivers.

Solution

Go to the [[Konica Minolta FTP site| URL <ftp://kbtldigital:kx15@ftp.konicabt.com>]] and download the files from Solutions/PageScope/C250_C351_C450_Phase_2.0 or order the CD set referred to in Bulletin #5347 .

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0653400EN***Solution Usage** 1**Description**

Total electronic count reset procedure, C250.

Solution

A KMBS policy change effective November 2004 prevents provision of information regarding electronic counter reset procedures for all current and future products due to liability involved with potential fraud. The concern is that counters will be reset and the engine sold as new.

Solution ID TAUS0653841EN***Solution Usage** 1**Description**

GENERAL PROTECTION FAULT message error dialogue box when switching from a PCL* driver to a PostScript* driver within the Printer Properties of an existing PCL printer.

Solution

CAUSE: Switching from PCL to PostScript while in the Advanced Tab of Printer Properties can cause this behavior.

SOLUTION: Do not switch between PDLs in a defined Printer. Either create separate printers for different PDLs or use the same PDL when switching drivers.

* Trademark ownership information

Solution ID TAUS0653858EN***Solution Usage** 1**Description**

Fixing unit replacement.

Solution

Refer to Bulletin #5361 and SB5361att.pdf for details.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL

<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0653889EN*

Solution Usage 1

Description

C-D354 NVRAM Data Error.

Solution

To clear the C-D354 error, please perform the following:

1. On the control panel, press [Stop] [0] [7] [1] [3] [9] . [*] will appear on the LCD panel.
2. Touch [*] on the LCD panel. The NVRAM data saved in Flash memory will be restored in NVRAM.
3. After completion of the restore, power the machine OFF, then back ON.
4. With procedures above, the NVRAM data stored in flash ROM will be written into NVRAM.

To delete improper HDD data restored, please perform the HDD logical format:

1. Administrator mode, Security Setting, HDD Setting, HDD Formatting.
2. If the HDD is not installed, please perform the previous procedure.

Solution ID TAUS0653915EN*

Solution Usage 1

Description

Overlay Printing.

Solution

To Overlay Print, perform the following:

1. Use the PCL Driver.
2. Select a Document that has the Preset Header (i.e., Fax Cover Letter).
3. Select Document [Master], File , Print, Select the C250, Properties.
4. Select Overlay tab, Create Overlay, Browse Files, enter a name, OK, Print.
5. Open a New File which you want the overlay to print on top.
6. Select File print, select C250, Properties, Overlay, Print Overlay, select you [Master] file, OK, Print.

Solution ID TAUS0653941EN*

Solution Usage 1

Description

FK502, how to adjust the line monitor sound volume.

Solution

To adjust the line monitor sound volume, perform the following:

1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [8. Fax Setting] on the touchscreen.
6. Touch [3. Telephone Line Settings] on the touchscreen.
7. Touch the down-arrow two (2) times to access screen 3/3.
8. Touch [Line Monitor Sound Volume] on the touchscreen.
9. Touch [Lower] or [Higher] on the touchscreen to lower or increase the sound volume as desired.
10. Touch [OK] on the touchscreen when the desired volume has been programmed.
11. Touch [Exit] on the touchscreen to return to the normal copy mode.

Solution ID TAUS0654105EN*

Solution Usage 1

Description

FS501, "Selected Position can not be selected" message when stapling landscape and selecting right corner display from operation panel.

Solution

CAUSE: Landscape sizes selected.

SOLUTION: This a normal function of the FS501 when selecting landscape sizes.

Solution ID TAUS0654160EN*

Solution Usage 1

Description

How to set up the Fax Forward (TX) to another fax machine feature on the C250.

Solution

To enable and set up the Fax Forward (TX) Feature after installing the Fax Option on the C250, perform the following:

1. Press [Fax] and then press [Utility/Counter] key.
 2. Press [Administrator Setting] key.
 3. Enter the Administrator's Password and Press [OK].
 4. Press [Fax Settings] key.
 5. Press [Function Setting] key.
 6. Press [Forward TX Setting] key.
 7. Select either the [Forward & Print] or [Forward & Print (if TX fails)] key
- Note: - OFF = The received document is not transferred.
- Forward & Print = The received document is transferred and printed by this machine as well.
 - Forward & Print (If TX Fails) = The received document is transferred. If the transfer failed, the document is printed
8. Enter in [Forward Dest.] (The Fax Number of the other Party to which a document received is to be forwarded).
- Note: - Enter up to 38 digits in the [Forward Dest.] box.
- Use [Tone], [Pause] and [-]. See "Selecting One Destination" on page 3-21.
 - Pressing [Address Book] allows specification of [Forward Dest.] from [Address Book] that has been registered.
 - If pressing [C] (clear) the information entered will be deleted.
 - When wanting to stop the setting, press [Cancel].
9. Press [OK] then [Close] keys.
 10. Press [Exit] on the Sub-area.

Solution ID TAUS0654328EN*
Solution Usage 1**Description**

When faxing from the PC the following error message is displayed: The number of saved FAX recipients is zero. Change [Mode Selection] to .

Solution

CAUSE: The [Add Recipients] button must be clicked before clicking [OK].

SOLUTION: Click the [Add Recipients] button. This adds the recipient number to the recipient list.

Solution ID TAUS0654365EN*
Solution Usage 1**Description**

FK502, can the destination number be printed on the fax confirmation for off hook numbers?

Solution

The destination number can not be printed on the confirmation for numbers dialed off hook.

Solution ID TAUS0654434EN*
Solution Usage 1**Description**

FK502, fax setting tab is not available in the Administrator mode.

Solution

CAUSE: The Prefix/Suffix Auto setting has been set to ON.

SOLUTION: To set the Prefix/Suffix Auto setting to OFF, perform the following:

1. Press the Utility key.
2. Enter Administrator Setting.
3. Select System Connection.
4. Select Prefix/Suffix Auto Setting.
5. Select OFF.

Solution ID TAUS0654504EN*
Solution Usage 1**Description**

FK502, how to forward received faxes to another fax machine.

Solution

To forward received faxes to another fax machine, perform the following:

1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [8. Fax Setting] on the touchscreen.
6. Touch [5. Function Setting] on the touchscreen.
7. Touch [5. Forward TX Setting] on the touchscreen.

8. Select [Forward & Print] or Forward & Print (If TX Fails)] on the touchscreen.
9. Enter the fax number of the other party to which a document received is to be forwarded in the [Forward Dest.] on the touchscreen.
10. Touch [OK] on the touchscreen.
11. Touch [Close] on the touchscreen.
12. Touch [Exit] on the touchscreen to return to the normal screen.

Solution ID TAUS0654505EN***Solution Usage** 1**Description**

FK502, how to set inch priority over A4.

Solution

To set inch priority over A4, perform the following:

1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [8. Fax Setting] on the touchscreen.
6. Touch [4. TX/RX Setting] on the touchscreen.
7. Touch [Inch Paper Priority over A4] on the touchscreen.
8. Touch [ON] on the touchscreen.
9. Touch [Print Paper Size] on the touchscreen and select 11x17, 8.5x14, or 8.5x11.
10. Touch [Close] on the touchscreen.
11. Touch [Exit] on the touchscreen to return to the normal screen.

Solution ID TAUS0654544EN***Solution Usage** 1**Description**

How to program the Copy, Fax, Scan or Scan/Fax screen as the default after system auto reset is completed.

Solution

To program the Copy, Fax, Scan or Scan/Fax screen as the default after system auto reset is completed, perform the following:

1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [1. System Setting] on the touchscreen.
6. Touch [9. Reset Setting] on the touchscreen.
7. Touch [1. System Auto Reset] on the touchscreen.
8. Touch [Copy], [Scan], [Fax] or [Scan/Fax] under the Priority Mode selection heading.
Note : [Scan/Fax] selection on the bizhub C451/C550 rather than [Fax] and [Scan]
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen.

Solution ID TAUS0654545EN***Solution Usage** 1**Description**

How to disable the System Auto Reset function.

Solution

To disable the System Auto Reset function, perform the following:

1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [1. System Setting] on the touchscreen.
6. Touch [9. Reset Setting] on the touchscreen.
7. Touch [1. System Auto Reset] on the touchscreen.
8. Touch [OFF] under the System Auto Reset Time selection heading.
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen.

Solution ID TAUS0654567EN***Solution Usage** 1**Description**

How to prevent CF023 error code when trying to print a 100MB file from Adobe® Illustrator.

Solution

Two possible solutions are:

1. Export the file into Photoshop* and print it again.
2. Use the PostScript* driver instead of the PCL* driver.

* Trademark ownership information

Solution ID TAUS0654884EN*

Solution Usage 1

Description

Damaged NVRAM/ BRU Chip

Solution

CAUSE: A failed NVRAM or BRU Chip.

SOLUTION: To receive a replacement NVRAM or BRU Chip, please send the failed NVRAM/ BRU Chip along with the Image Processing data and the completed BRU form (Microsoft* Word format) to the following address:

KMBS
550 Marshall Phelps Rd
Windsor, CT 06095
Attn: C105 - Clint Marquardt

Note: If you cannot acquire a copy of the Image Processing data, include the machine serial number and total count. Also provide the following information:

1. Is a coin vendor connected to the machine?
2. Is an HDD installed in the machine?
3. Is the additional 256MB memory installed in the machine?
4. Did the code occur at power up or when waiting, printing, or scanning?

Note: The replacement NVRAM will not have the machine total count programmed. Since there is no procedure for programming the total count, the mechanical counter will have to be used to get the actual total count.

* Trademark ownership information

Solution ID TAUS0655578EN*

Solution Usage 1

Description

Unable to print to the bypass tray.

Solution

CAUSE: The manual bypass tray adjustment needs to be run.

SOLUTION: Perform the manual bypass tray adjustment.

1. Enter the Service Mode.
2. Select Machine.
3. Select Manual Bypass Tray Adjustment.
4. Select Max Width.
5. Load the bypass tray with 301mm width paper.
6. Press the Start button.
7. Select Min Width.
8. Load the bypass tray with 89mm width paper.
9. Press the Start button.
10. Select End.
11. Select Exit.

Solution ID TAUS0656873EN*

Solution Usage 1

Description

How to Fax from the PC.

Solution

To Fax from the PC the following is required:
Fax option installed and functional. Setup the Fax option in the driver under the Options.

From the driver:

1. Access PCL Print Driver from application.
2. Press > File Print and select C250 Print Driver on the Desktop Access Properties.
3. Access Fax Tab Activate Fax Mode.
4. Click on FAX as the Mode Selection.
5. Make desired Fax Selections.
6. Specify Fax Resolution, Cover Page, ECM Mode, International TX and V.34 settings.
7. Enter Fax Number of destination. Enter manually via numeric keypad or access via address book (numbers must be pre-programmed).

- 8.Begin Fax Transmission from the desktop.
 9.Press OK.
 Note : Make sure the driver and the firmware are compatible.

Solution ID TAUS0656907EN*

Solution Usage 1

Description

Utility/Counter key not working and cannot enter Tech Rep mode.

Solution

CAUSE:
 The machine firmware is corrupt.

SOLUTION:

1. Re-flash the machine with most current firmware.
2. Check that the correct firmware installed on the 128MB CF Card.

Solution ID TAUS0656968EN*

Solution Usage 1

Description

CFB55 error code (DMA error) at power up.

Solution

CAUSE: A failed NVRAM or BRU chip.

SOLUTION: To receive a replacement NVRAM or BRU chip, please send the failed NVRAM/ BRU chip along with the Image Processing data and the completed BRU form. Refer to Bulletin #5777 (attached).

Notes :

- 1.If unable to acquire a copy of the Image Processing data, include the machine serial number and total count. Also provide the following information:
 - a. Is a coin vendor connected to the machine?
 - b. Is an HDD installed in the machine?
 - c. Is the additional 256MB memory installed in the machine?
 - d. Did the code occur at power up or when waiting, printing, or scanning?
- 2.The replacement NVRAM will not have the machine total count programmed. Since there is no procedure for programming the total count, the mechanical counter will have to be used to get the actual total count.
3. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0657139EN*

Solution Usage 1

Description

Error while removing TWAIN driver from eCopy™ ScanStation.

Solution

CAUSE: The eCopy™ license has locked the TWAIN driver and has not released it.

SOLUTION: The two eCopy™ services must be stopped in order to remove the TWAIN driver. Once the services have stopped, press the Retry button and the removal process should continue. Once the TWAIN driver has been removed, restart the two services that were previously stopped.

Solution ID TAUS0657317EN*

Solution Usage 1

Description

"Please place original on glass" message.

Solution

CAUSE: Possible display malfunction, machine corruption.

SOLUTION: Try performing the following corrective actions after making sure that the machine is at the latest firmware level:

Trouble reset.

Check all ADF and platen glass sensors in the I/O mode. Compare with a functioning machine if necessary.

Perform a Factory Default in the COPY and SCAN modes.

Perform a Data Clear. Select the following in Tech Rep Mode: System 1, Initialization, highlight Data Clear, press the START button. In approximately 5 seconds the operation panel will go blank for 5 seconds and then come back with RESULTS OK. PLEASE TURN OFF THE POWER AND BACK ON.

CAUTION: Performing a Data Clear will clear out all one-touch accounts (Scan to SMB, FTP, email, etc.) Be sure to back up all accounts by using Page Scope Data Administrator. Refer to the service manual page 299 for additional content that will be cleared when performing a Data Clear and Initialization.

Solution ID	TAUS0657367EN*	Solution Usage	1
Description			
Mail merge does not split after installing word macro to split it.			
Solution			
CAUSE: Incorrect section data was input into the macro.			
SOLUTION: Check the bottom status bar of the word window of the original document. The number after Sec. should be input into the macro. Make sure that the Macro security is set to low in order to run.			
Solution ID	TAUS0657370EN*	Solution Usage	1
Description			
How to divide mail merge into separate jobs based on name or address. Mail Merge staples all pages together.			
Solution			
To divide mail merge into separate jobs based on name or address, follow the instructions in the attached file.			
Solution ID	TAUS0657385EN*	Solution Usage	1
Description			
When setting the bypass tray to letterhead paper type, all copies and prints are duplexed without duplex selected.			
Solution			
CAUSE: This is specification.			
SOLUTION: When setting the paper type to letterhead, the paper always passes through the duplex unit regardless if the paper is feeding from the bypass tray or any other tray in the machine. This is done in order to prevent the pre-printed portion of the letterhead from damaging by the take-up roller.			
Solution ID	TAUS0657676EN*	Solution Usage	1
Description			
Can the machine firmware be flashed back to a lower level from Phase 3.0?			
Solution			
The machine firmware can be flash back to Phase 2.x from Phase 3.0. It can not be flashed back to Phase 1.x.			
Solution ID	TAUS0657752EN*	Solution Usage	1
Description			
Is edge to edge printing supported?			
Solution			
Edge to edge printing is only supported when printing 11x17 full bleed on to 12x18 paper.			
There will always be a slight 2-3mm void area around the edge of the print, this is normal operation.			
Solution ID	TAUS0657765EN*	Solution Usage	1
Description			
How to change the LCD touchscreen to the non-layered type (copier-centric) as an alternative to using the sub-menus.			
Solution			
To change the LCD touchscreen to the non-layered type, perform the following:			
1. Press the Utility Key.			
2. Press User Settings.			
3. Press Display Settings.			
4. Press Copy Basic Screen.			
5. Press Type 2 for the non-layered type.			
Solution ID	TAUS0657829EN*	Solution Usage	1

Description

Start button is flashing.

Solution

CAUSE: PJ 7 on the power supply is disconnected. The power supply was just replaced.

SOLUTION: Check all connections on the power supply and reconnect PJ 7.

Solution ID TAUS0658084EN***Solution Usage** 1**Description**

Error message "Memory is full" when scanning to FTP or SMB using the standard controller.

Solution

CAUSE: Fax memory is installed, but the fax PWB has been removed.

SOLUTION: Remove the fax memory from the copier.

Solution ID TAUS0700244EN***Solution Usage** 1**Description**

How to determine what version of Sun Java™ is installed on a Microsoft® Windows workstation.

Solution

To determine what version of Sun Java™ is installed, perform the following:

1. From a command prompt type: java -version
2. Press Enter.
3. The version of Sun Java™ will be indicated. If the command is not recognized then Sun Java™ is not installed.

Solution ID TAUS0700579EN***Solution Usage** 1**Description**

Intermittent CFE07 codes.

Solution

CAUSE: Low level firmware.

SOLUTION: Upgrade firmware level to Phase 3 or higher.

Solution ID TAUS0700665EN***Solution Usage** 1**Description**

Error code C4705 at power up.

Solution

CAUSE: The Printer Control Board (PRCB) has failed on the bizhub C300/bizhub C352. The PWB-MFP has failed on the bizhub C250/bizhub C250P/bizhub C351/bizhub C450/bizhub C450P.

SOLUTION: Replace the PRCB (p/n 9J06012106 - bizhub C300/bizhub C352). Replace the PWB-MFP (p/n 4038012106 - bizhub C250/bizhub C250P; p/n 4037013104 - bizhub C351/bizhub C450/bizhub C450P).

Solution ID TAUS0700764EN***Solution Usage** 1**Description**

Due to the recent changes to the date that Daylight Saving Time begins, it may be necessary to adjust the time to allow the proper time to display on scans and faxes.

Solution

Refer to attached Bulletin #5806 for the details.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0700771EN***Solution Usage** 1**Description**

FK-502, how to change the transmit report to print without an image.

Solution

To change the transmit report to print without an image, perform the following:

1. Enter the Tech Rep mode.
2. Select Fax.
3. Select List Output.
4. Under TX Result Report select Without Image.

Solution ID TAUS0701193EN*
Solution Usage 1**Description**

WEB PAGE CAN NOT BE DISPLAYED message using Microsoft® Windows Vista™. Unable to browse to the NIC, but able to print and to PING.

Solution

CAUSE: Incorrect Proxy setting.

SOLUTION: Possible incorrect settings within the Proxy Server. To check and see if the TCP/IP address for the controller is set for Exceptions for browsing out to it, check the following:

1. Select TOOLS and INTERNET OPTIONS.
2. Select the CONNECTIONS tab.
3. Select LAN Settings.
4. Select PROXY SERVER.
5. Check to make sure that both USE PROXY SERVER FOR YOUR LAN and BYPASS PROXY SERVER FOR LOCAL ADDRESS is checked off.
6. Select the ADVANCED button, and put in the TCP/IP address in the EXCEPTIONS (example 11.11.x). The 'x' is for all TCP/IP addresses that start with that prefix.

Solution ID TAUS0701206EN*
Solution Usage 1**Description**

Color registration is off on the trail edge of 11x17 paper only.

Solution

CAUSE: The fuser speed needs adjustment.

SOLUTION: To adjust the fuser speed, perform the following:

1. Enter Tech Rep mode.
2. Select Machine.
3. Select Fusing Transport Speed.
4. Adjust the settings/data as needed.

Solution ID TAUS0701232EN*
Solution Usage 1**Description**

Does the Adobe® PostScript driver support PC faxing?

Solution

The Adobe® PostScript driver does not support PC faxing.

Solution ID TAUS0701280EN*
Solution Usage 1**Description**

Cannot write on to the CF card using the Firmware Imaging Tool.

May encounter aRead Block 003 when attempting to rewrite the CF card.

Solution

CAUSE: The CF card has been formatted using the Firmware Imaging Tool.

SOLUTION:

1. Do not format the CF card using the Firmware Imaging Tool. Just write on top of the previous data. Refer to the following illustrations.
 - a. Just browse to the location of the extracted downloaded files and select the drive letter where assigned to the CF card.
 - b. When ready, click Write.
2. An alternative is to use another CF card.
3. To get the the present already-formatted card working again, perform the procedures for installing the data on to the card using the CYGWIN Utility. (See the Service Manual for the appropriate MFP model.)

Solution ID	TAUS0701473EN*	Solution Usage	1
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Description

How to calibrate print color with the standard controller.

Solution

Print quality calibration with the standard controller is completed by performing gradation on the copier.

Solution ID	TAUS0701581EN*	Solution Usage	1
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Description

SERVER DISK FULL, is indicated on the operation panel when scanning and sending large jobs via E-mail.

Solution

CAUSE: Machine memory is corrupt and the max out time needs to be increased.

SOLUTION: Perform a Data Clear:

1. Enter the Tech Rep mode.
2. Press System 1.
3. Press Initialization.
4. Press Data Clear.

Also browse to the NIC, enter Admin mode and set the connection timeout for E-mail to 300 seconds.

Solution ID	TAUS0701631EN*	Solution Usage	1
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Description

Image registration is off by 2 to 3mm.

Solution

CAUSE: One of the image units is not seated properly.

SOLUTION: Reseat all image units.

Solution ID	TAUS0701636EN*	Solution Usage	1
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Description

Item number for the wiring harness required to connect an external key counter.

Solution

Wiring harness needed to connect the machine to an external key counter (Item #4623472).

Solution ID	TAUS0701863EN*	Solution Usage	1
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Description

PageScope Data Administrator 3.0.3 does not allow for the import of SMB information from a .csv or .txt file.

Solution

CAUSE: Special version of PageScope Data Administrator required.

SOLUTION: Install PageScope Data Administrator version 3.0.5.17091 (special application for SMB Sending Address Import Function).

Notes :

1. Restrictions : Only supports the same models and firmware levels as the current version 3.0.3 and does not support newer models or firmware levels that 3.0.6 or above does.
2. Before installing this version UNINSTALL the standard version of PageScope Data Administrator if it is previously installed on the same PC.
3. Other than the added SMB function, the functionality is the same as PageScope Data Administrator 3.0.3.
4. This special SMB version is available only to those who specifically request it. Contact the SSD Hotline if experiencing the SMB import issue and request PageScope Data Administrator version 3.0.5.17091.

Solution ID	TAUS0701968EN*	Solution Usage	1
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Description

How to limit the amount of time it takes for image stabilization.

Solution

To limit the amount of time it takes for image stabilization, perform the following:

1. Enter the service mode.
2. Select "Imaging Process Adjustment".
3. Touch "Stabilizer".
4. Set the selection to "Span 2".

Solution ID TAUS0701975EN*

Solution Usage 1

Description

Streaks of one color from lead-to-trail.

Solution

CAUSE: Waste toner has backed up in the image unit auger system and possibly caused the system to fail.

SOLUTION: Turn the drum drive coupling of the image unit and ensure that the auger section is turning. The auger can be seen by opening the waste toner shutter/coupling at the end of the image unit. If it does not turn, the image unit will have to be replaced. Ensure that there is no toner blockage where the image unit waste toner shutter/coupling fits into the back of the machine.

Solution ID TAUS0702084EN*

Solution Usage 1

Description

DF601, MISSFEED DETECTED REMOVE MISSFEED AT CIRCLE message after feeding an original onto the platen glass. The feed tires drop down twice.

Solution

CAUSE: The RADF empty detect sensor (PC4-DF) lever is not properly positioned within the RADF empty detect sensor.

SOLUTION: Inspect the position of the RADF empty detect sensor lever. Ensure the lever is not damaged or sticking in the raised position. Replace the lever (p/n 4582-3013-01) as necessary.

Solution ID TAUS0702091EN*

Solution Usage 1

Description

Is fax image data stored on the fax memory DIMM?

Solution

The fax memory DIMM is used as a work area for data other than the image data.

Note : The lithium battery is not used to backup the image data; fax TX/RX document data is stored on the hard disk and cannot be deleted even if the main power switch is turned OFF.

Solution ID TAUS0702190EN*

Solution Usage 1

Description

When sending or receiving a fax, the control panel indicates there is an incoming or outgoing fax and does not allow the user to copy off the platen glass until the fax operation is complete.

Solution

CAUSE: The Fax Rx or Fax Tx Active screen is set to ON.

SOLUTION: In the Utility mode, select the following:

1. User Setting.
2. Display Setting.
3. Fax Active Screen.
4. Set the Tx Display and the Rx Display to OFF.
5. Press Closefour times to exit the mode.

Solution ID TAUS0702384EN*

Solution Usage 1

Description

The finisher (FS-507) does not staple.

Solution

CAUSE: The e-clip holding the drive gears fell off the shaft and the gears moved out of position.

SOLUTION: Verify the e-clip is holding the drive gears (p/n 4643-5206-01 and p/n 4643-5224-01) in the correct position.

Solution ID TAUS0702460EN***Solution Usage** 1**Description**

ML-501, why, when fax forwarding, does the fax forward through both phone lines?

Solution

This is normal operation. Just one line cannot be selected for fax forwarding.

Solution ID TAUS0702756EN***Solution Usage** 1**Description**

How to prevent the machine from going into "sleep" mode.

Solution

If the Sleep mode is disabled, the Sleep mode OFF selection will not be available.
From the Administrator mode select:

1. System setting.
2. Power settings.
3. Sleep mode settings.
4. Select OFF.

If the [OFF] button is not displayed, perform the following:

1. Access the service mode and select System1 => No Sleep => Permit => End.
2. Exit and return to step 1 to turn OFF the Sleep Mode.

Solution ID TAUS0702827EN***Solution Usage** 1**Description**

Copying duplex originals, the original exits before the second side can be scanned.

Solution

CAUSE: Failed exit solenoid (SL2-DF).

SOLUTION: Replace the Exit Solenoid (p/n 9J06 M200 00) in the document feeder.

SPECIAL NOTE : Solution provided by David Hansen, KMBS/Seattle.

Solution ID TAUS0702886EN***Solution Usage** 1**Description**

When receiving a fax that is forwarded to an E-mail address, the time in the E-mail message header is incorrect. Checking the copier, the date/time verifies that it is correct.

Solution

CAUSE: The Time Zone setting is incorrect.

SOLUTION: To adjust the Time Zone, perform the following steps:

1. Press Utility.
2. Select Administrator.
3. Select System Setting.
4. Select Date/Time Setting.
5. Set the Time Zone to make up the difference between the copier clock and the E-mail server clock. Press OK to save the setting.
6. Press Close 3 times to exit the menu.

Solution ID TAUS0702888EN***Solution Usage** 1**Description**

How to print to a printer on a Microsoft® Windows XP PC from a Macintosh® running OS version 10.4.x.

Solution

Please perform the step-by-step procedure mentioned in the attached document.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0702947EN***Solution Usage** 1**Description**

When sending a fax from the FK-502 to a HP9120 fax machine or Olivetti® MFP machine, d-Color MF260, the line remains connected.

Solution

cause: HPV.34 protocol orFK-502 settings/firmware.

SOLUTION: Prior to upgrading the firmware (if necessary), set V.34 = OFF when sending a fax to the HP9120 Fax or Olivetti@d-Color MF260:

1. Inserting the fax number directly on the fax display

If sending a FAX inserting directly the fax number on the fax display, set the "V.34" protocol OFF by performing the following setting:
FAX Button => Common Setting => Line Setting => "V.34 OFF", and then press the OK button twice.

2. Storing the fax Number in the Address Book

When adding a new contact to the Address Book via the Web Interface, perform the following setting:
Enter the TCP/IP address of the machine within the browser => Scan => Address Book => New Redirection => Abbr. Dial => Next => Insert User Name and Destination => Select "V.34 OFF" = ON => Apply.

If adding a new contact via product keyboard, perform the following steps:
Utility/Counter => One Touch Registration => FAX => Address Book => Address Dial => New => Insert User Name and FAX Number => Line Setting => Select "V.34 OFF" (this button must be highlighted in blue) => click twice the OK button.

Performing the above-mentioned setting when creating a new Contact causes the FK-502 to disable the "V.34" protocol for this Contact only.
When sending a fax to another Contact without having set "V.34" OFF, the machine again uses the "V.34" protocol.

Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution IDTAUS0702951EN*

Solution Usage1

Description

The control panel is blank. The machine does not go through pre-drive.

Solution

CAUSE: Failed MFP board.

SOLUTION: Replace the MFP board (p/n 4038 0121 06).
SPECIAL NOTE : Solution provided by Todd Williams, KMBS/Louisville.

Solution IDTAUS0800980EN*

Solution Usage1

Description

Copy Protection Utility and device setup.

Solution

The latest Copy Protection Utility can be downloaded via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Please refer to the attached ReadMe files prior to installation and use.

The attached Copy Protection Utility User's Guide covers the following:

- Specifying and editing copy protection settings
- Copy protection patterns used by a device (multifunctional product) can be specified and changed.
 - Specified data can be imported as palette files (*.cpf, *.xml).
 - Specified data can be exported as palette files (*.xml).
 - Character settings files (*.ctf) created with Copy Protection Utility version 1 can also be imported.

- Specifying and editing stamp settings
- Stamp patterns used by a device (multifunctional product) can be specified and changed.
 - Specified data can be imported as palette files (*.cpf, *.xml).
 - Specified data can be exported as palette files (*.xml).
- Also attached is the Device Set-Up User's Guide which covers the following:

- Device Registration
- Network Initial Setting
- Export/Import of the Device list
- Function Access Restriction File Settings
- Group Settings

LDAP Server Access Settings

Display Option Settings

Displaying the Help

Displaying the version information

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0607923EN*

Solution Usage 0

Description

The bizhub serial number locations.

Solution

The bizhub serial number locations .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0644261EN*

Solution Usage 0

Description

Does the C250 offer 6-bit or 8-bit color?

Solution

The C250 is a 8-bit color device.

Solution ID TAUS0644263EN*

Solution Usage 0

Description

On the Touch Panel under the Application Tab, there is a selection for "Sheet/Cover/Chapter Insert". When you press on this selection, you have the following option: "OHP Interleave" and "Cover Mode". There is NO selection for "Chapter Insert". Will there be? If not, why does this selection contain "Chapter Insert".

Solution

Chapter Insert will be available in Phase 2.0 (first quarter 06).

Solution ID TAUS0644264EN*

Solution Usage 0

Description

Will PC Faxing ever be available via the PostScript* driver?

Solution

PC Faxing is not available via the PostScript driver. It will only be available with the PCL* driver.

* Trademark ownership information

Solution ID TAUS0644267EN*

Solution Usage 0

Description

Request to fold and staple documents that are already impositioned (for example in Quark). Documents such as 11" x 17" spreads.

Solution

Product Planning has requested that this capability be supported in Phase 2.0 (first quarter 06).

Solution ID TAUS0644270EN*

Solution Usage 0

Description

Is there a way to download forms into the hard drive of the C250 for variable data printing?

Solution

PCL Forms will be downloadable by using the downloader available in Phase 2.0 (first quarter 06).

Solution ID TAUS0645013EN*

Solution Usage 0

Description

How to download Postscript fonts into the hard drive of the C250.

Solution

The font downloader will be available in Phase 2.0 (first quarter 06).

Solution ID TAUS0646443EN*

Solution Usage 0

Description

C250 User Manuals.

Solution

Drivers, Manuals, and MSDS information is available on the [\[\[http://www.kmbs.konicaminolta.us\]](http://www.kmbs.konicaminolta.us) URL <http://www.kmbs.konicaminolta.us/>] website.

Solution ID TAUS0646447EN*

Solution Usage 0

Description

C250 MSDS information.

Solution

Drivers, Manuals, and MSDS information is available on the [\[\[http://www.kmbs.konicaminolta.us\]](http://www.kmbs.konicaminolta.us) URL <http://www.kmbs.konicaminolta.us/>] website.

Solution ID TAUS0646450EN*

Solution Usage 0

Description

Product Specifications, C250.

Solution

C250 Product Specifications .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html\]](http://www.adobe.com/products/acrobat/readstep2.html) URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0646747EN*

Solution Usage 0

Description

Bands of light background (C, M, Y or K) from lead-to-trail.

Solution

CAUSE: The charge corona on the imaging unit producing the background is dirty.

SOLUTION: Clean the charge by pulling out the blue cleaning rod. Picture directions are on the inside of the front door.

Solution ID TAUS0647056EN*

Solution Usage 0

Description

BTU rating of the machine.

Solution

The BTU specifications are listed in the copier's ASTM Data Sheet. This can be found on the MyKonicaMinolta web site. Navigate to the Library and select the product type and copier model. Check the box for manuals and search for a document titled ASTM.

Note: If the ASTM is unavailable the amount of BTU's can be calculated by finding the maximum power rating for the copier, with all of the accessories attached. This information is usually listed in the copier's service manual.

Use the following formulas to calculate BTU:

$P \text{ (Watts)} = I \text{ (Amps)} * E \text{ (Volts)}$

$KW \text{ (Kilo Watts)} = P \text{ (Watts)} / 1000$

$1W = 3.413 \text{ BTU or } 1KW = 3413 \text{ BTU}$

Solution ID TAUS0647069EN***Solution Usage** 0**Description**

"Printer on host rejecting our request. Will retry until it accepts the request or the job is cancelled by the user" error message when LPR or RAW printing. Event ID 2004 is logged in the host PC error log. The printer can be pinged and accessed via a web browser.

Solution

CAUSE: Microsoft Printer Spooler Service (spoolsv.exe) is disabled by antivirus software.

SOLUTION: Enable Microsoft Printer Spooler Service (spoolsv.exe) in the antivirus software.

Solution ID TAUS0647077EN***Solution Usage** 0**Description**

Printer Busy error message when LPR or RAW printing.

Solution

CAUSE: Microsoft Printer Spooler Service (spoolsv.exe) is disabled by antivirus software.

SOLUTION: Enable Microsoft Printer Spooler Service (spoolsv.exe) in the antivirus software.

Solution ID TAUS0647140EN***Solution Usage** 0**Description**

Power requirements, C250

Solution

Voltage: 115V AC $\pm$ 10%, dedicated line recommended

Current: 15A

Frequency: 60 Hz $\pm$ 2.5Hz

Grounding: Isolation recommended

Termination: NEMA Type 5-15R receptacle (125V AC, 2-pole, 3-wire, grounded).

Note: A dedicated AC line with an isolated ground is strongly recommended. A dedicated line mandates the exclusive use of an electrical branch circuit where the receptacle grounding terminal is grounded by an insulated grounding conductor that is isolated from the receptacle mounting hardware (per National Electrical code, article 250-74, exception no. 4).

Solution ID TAUS0647469EN***Solution Usage** 0**Description**

When printing multiple copies of a document that consists of 2 or more pages in staple mode, all the copies are stapled together.

Solution

CAUSE: Both the application and driver have the sort (collate) setting, but it is not linked between them.

SOLUTION: Uncheck the sort (collate) function on the application side.

Solution ID TAUS0647513EN***Solution Usage** 0**Description**

How to calibrate the standard controller.

Solution

There is no calibration for the standard controller.

Solution ID TAUS0647600EN***Solution Usage** 0**Description**

ISO-9660 image files and how to use them.

Solution

Many products are posted as ISO-9660 image files. An ISO image is an informal term for a disk image of an ISO 9660 file system. More loosely, it refers to any optical disk image, even a UDF (Universal Disk Format) image. As is typical for disk images, in addition to the data files that are contained in the ISO image, it also contains all the file system metadata (boot code, structures, and attributes). All of this information is contained in a single file. The most common use of an image file is to write it to a blank CD-R or DVD-R, resulting in an identical copy of the original disc including file name and volume label information. ISO image files may also be opened and their contents copied to a local folder, much like ZIP files if you have an image application like WinImage© or UltraISO©.

Writing ISO files to CD-R or DVD-R

Most CD-R writing software includes a feature to create a CD from an image file. Below are instructions for some popular applications:

1. ISO Recorder is a third-party freeware add-on for Microsoft® Windows XP that adds image file writing capability. It is recommended for use by Microsoft® when burning files from the MSDN library. ISO Recorder instructions .

2. Roxio® Easy Media Creator - How to create a disc image.

3. Nero® Burning ROM (now included as part of Nero® Ultra Edition)

- Burn a CD image to CD.
- Create a Nero® CD image (Audio).
- Create a Nero® CD image (Data).

Notes :

- a. To open the ZIP file(s), WinZip® must be installed. WinZip® can be downloaded from the WinZip® website at: <http://www.winzip.com/ddchomea.htm> .
- b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0647686EN*

Solution Usage 0

Description

Cuts of a 1/2 inch of the copy when feeding a 4x6 size original through the Document Feeder and selecting centering in the Image Adjustments.

Solution

This is a machine limitation. Sizes smaller than 5.5x8.5 are not recommended to be feed through the Document Feeder and can not be guaranty proper operation.

Solution ID TAUS0647687EN*

Solution Usage 0

Description

"Job Done Improperly. Check the Log" error message when scanning to SMB.

Solution

CAUSE: The root drive letter is used in place of the path to the destination folder.

SOLUTION: Enter the path to the destination folder (example: \public\scan).

Solution ID TAUS0647688EN*

Solution Usage 0

Description

When scanning to SMB, can the destination computer TCP/IP* address be used in place of the computer name?

Solution

When using the Scan to SMB function, the following information needs to be entered:

1. Host name: enter the destination PC TCP/IP address or computer name.
2. Destination folder: enter the path to the destination folder. If the folder is located on the root drive a backslash preceding the folder name is not necessary.
3. User Name: enter the login user name
4. Password: enter the password associated with the login user name.

Notes:

- a. For additional information, refer to the Scan to SMB document.
- b. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0647811EN*

Solution Usage 0

Description

To prevent the toner spill from base frame, the Seal for toner spill prevention has been added.

Solution

See KOM051349.pdf for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0647865EN*

Solution Usage 0

Description

To increase paper feeding efficiency, the Spacer has been added to the following position of the Holder.

Solution

See KOM051408.pdf for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0647912EN*

Solution Usage 0
Description

T-shirt transfer capability.

Solution

T-shirt transfers are not recommended.

Solution ID TAUS0647927EN*

Solution Usage 0
Description

Cannot print with the standard controller when EKC mode is enabled. The print job is deleted.

Solution

CAUSE: It is possible the port designated to print to was used by another device that is no longer present on the network.

SOLUTION: Remove the controller from the network and use a laptop to print to it when EKC mode is enabled to verify the standard controller is not the issue. If the standard controller prints correctly, delete the port and the driver on the customer's client PC, install the WHQL driver and select "Replace Existing Driver" when prompted during the driver installation process.

Solution ID TAUS0647942EN*

Solution Usage 0
Description

CD010 at power up.

Solution

CAUSE: Corrupted HDD.

SOLUTION: Format the HDD.

1. Access the service mode.
2. Access state confirmation.
3. Select memory/HDD adj.
4. Select HDD format.
5. Perform both a Physical and Logical format.
6. Power the copier OFF/ON.

Solution ID TAUS0648037EN*

Solution Usage 0
Description

Can account track settings be made remotely?

Solution

Using the PageScope Data Administrator Utility. In the utility, select the desired Device from the detected Device list. Select Configure Authentication Data. Enter Administrator Password (default 12345678). The Authentication function wizard will display. Select Setup Manually. Select either User Authentication and Account Track or Only Account Track. If selecting Account Track, select "Input name is Account Name and Password" in order to specify an Account Track password. On the Registering Accounts Screen, Select Add. Under Basic Account Track Information, enter Account Name and Password. Then select Output permissions for the Account Track User.

Solution ID TAUS0648046EN*

Solution Usage 0
Description

Half blank copies only when made from the ADF.

Solution

CAUSE: The original tray width adjustment of the ADF is incorrect.

SOLUTION: To adjust the ADF original tray width, perform the following:

1. Enter the Service Mode.
2. Select [ADF].
3. Select [Original Tray Width].
4. Adjust the side guides of the ADF to the maximum distance apart.
5. Select [Max. Width].
6. Press the Start key.
7. Confirm that the Result is OK.
8. Adjust the side guides to their minimum width apart.
9. Select [Min. Width].
10. Press the Start key.
11. Confirm the the Result is [OK].
12. Select [End].
13. Select [Exit].

Note: If either adjustment shows a Result of NG, go to ADF, Sensor Check, in the Service Mode. Width should display approximately 33 with the guides fully apart, and approximately 1003 with them in. Adjustment of the potentiometer on the bottom of the ADF tray may be necessary to calibrate the adjustment.

Solution ID TAUS0648116EN*

Solution Usage 0

Description

Glossy mode is not an option in the PCL* or the PostScript* driver.

Solution

CAUSE: In the Copy & Print Job Shops documentation it lists glossy mode printing with the PCL or the PS driver. This is a misprint.

SOLUTION: Due to changes in the fuser unit, glossy mode is not an option with the C250.

* Trademark ownership information

Solution ID TAUS0648134EN*

Solution Usage 0

Description

2nd Image Transfer Roller Separation Failure.

Solution

See TNBT0500199EN00.pdf and TNBT0500199EN00_Right_Door_Unit_Red_Painting.pdf for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0648211EN*

Solution Usage 0

Description

What TCP port number does the Gather Information function of the print driver use when communicating with the C250?

Solution

SNMP on TCP port number 161 is used for the Gather Information function of the print driver.

Solution ID TAUS0648317EN*

Solution Usage 0

Description

How to restrict the public user access to be Black and White copying only with User Authentication/Account track ON.

Solution

When Public Access is allowed, it can not be restricted to Black and White copying.

Solution ID TAUS0648344EN*

Solution Usage 0

Description

How to automatically have print jobs deleted after printing to a User Box?

Solution

The print job can be setup to delete Via the web browser when creating the User Box (i.e. Save, 12 hours, 1 day). The print job will NOT automatically delete after printing. You must select Highlight the job and select Delete on the display panel.

Solution ID TAUS0648382EN***Solution Usage** 0**Description**

When selecting multiple sets in the print driver and printing to a USER BOX, only 1 set will print when accessed.

Solution

CAUSE: This is normal machine operation

SOLUTION: Multiple sets can be printed out, but the amount must be set at the machine when the job is accessed.

Solution ID TAUS0648447EN***Solution Usage** 0**Description**

How to create a booklet using Microsoft* Publisher using the PCL driver.

Solution

From the Publisher document:

1. Select File/Print/Properties
2. Set the original size to 8.5x11 and the Output size to Same as Original.
3. Select the Layout tab.
4. In the Combination box select booklet.
5. In the Center Staple and Fold box, select Center Staple and Fold.
6. Select Ok and Ok to print.

* Trademark ownership information

Solution ID TAUS0648514EN***Solution Usage** 0**Description**

How to permanently store PCL* fonts and macros on the bizhub C250 print system.

Solution

A download utility is available on the [[Konica Minolta FTP site| URL ftp://kbtldigital:kx15@ftp.konicabt.com]] for this print system. The utility can be run on Microsoft* Windows 2000, Windows XP, Windows 98 and Windows ME. Once the resources have been downloaded they can be utilized from any operating system.

Note: Please carefully read the documentation that accompanies the utility to become familiar with all of the limitations and requirements of the program.

* Trademark ownership information

Solution ID TAUS0648784EN***Solution Usage** 0**Description**

Errors when trying to flash firmware on a CF card.

Solution

CAUSE: The CYGWIN utility was not obtained from KMBS.

SOLUTION: The complete CYGWIN utility is available on the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Other versions of the CYGWIN utility obtained from locations other than KMBS may not be the complete version, have caused errors, and will not be supported.

Solution ID TAUS0648851EN***Solution Usage** 0**Description**

FK-502, How to set up F code confidential boxes.

Solution

To set up F code confidential boxes with the FK-502, perform the following:

1. Press the UTILITY button.
2. Select ONE TOUCH REGISTRATION.
3. Select USER BOX.
4. Select PUBLIC/PERSONAL USER BOX.
5. Select NEW.
6. Enter a box number 1~999999999. Example 9.
7. Enter a NAME. Example "test".
8. Enter a PASSWORD. Example "tests".
9. RE-ENTER PASSWORD....."tests".
10. Hit the FWD- button on the display.

11. Turn on CONFIDENTIAL RX.

12. You should get the message INPUT A PASSWORD FOR THIS COMUNICATION USING THE KEYPAD 0~9, *, #. Example "1234"

NOTE: You will get either of the following messages depending on the amount of number used for a password, THE ENTERED COMMUNICATION PASSWORD IS INCORREDCT, ENTER PASSWORD AGAIN, OR The message RE-ENTER PASSWORD TO CONFIRM. Either message is O.K., just re-enter the same password.

13. Your CONFIDENTIAL box is now set up. The transmitting fax machine has to have F code capabilities and the following two pieces of information along with the fax number, the BOX NUMBER that you entered in step 6, and the PASSWORD that you entered in step 12.

Solution ID TAUS0648957EN*

Solution Usage 0

Description

Can an individual print head unit (PH Unit) be replaced?

Solution

An individual printer head (Y, M, C, or K) can not be replaced. The Printer Heads can only be replaced as a complete set of four. The reasons why each printer head cannot be replaced individually are as follows:

1. The specifications value of BOW in the lens in the PH Unit cannot be met if only one unit is replaced.
2. The production line parts and field replacement parts are classified according to their individual BOW characteristics and are therefore shipped according to this grouping.

Note: Be sure to make the skew adjustments whenever the printer head units are replaced with new ones, or whenever they are removed and then reinstalled again.

Solution ID TAUS0649009EN*

Solution Usage 0

Description

Part number for the Konica Minolta logo 11x17 color test chart.

Solution

Konica Minolta logo 11x17 color test chart (p/n 4036794101).

Solution ID TAUS0649020EN*

Solution Usage 0

Description

When using the Proof Copy feature, can multiple copies be made?

Solution

To make multiple copies of a copy job, set the amount before hitting the Proof Copy button. After the proof copy emerges, the control panel prompts to print the remainder of copies or cancel them.

Solution ID TAUS0649132EN*

Solution Usage 0

Description

"No Account Set for Group Auth" error message in the Job Log when printing using EKC accounts

Solution

CAUSE: An incorrect EKC account or passcode is entered.

SOLUTION: Enter the correct EKC account and passcode.

Solution ID TAUS0649220EN*

Solution Usage 0

Description

How to adjust the auto color level adjustment (ACS, auto color sensitivity), threshold or judgment between black & white and color copies

Solution

To adjust the auto color level adjustment (ACS, auto color sensitivity), threshold or judgment between black & white and color copies, perform the following:

1. Select the Utility button
2. Select User Setting.
3. Select System Setting.
4. Select #5 Auto Color Level Adjustment
5. Select a value 1 through 5 displayed on the screen, one being more towards the black & white threshold, and 5 being more towards the color threshold.

Solution ID TAUS0649255EN*

Solution Usage 0

Description

Can't login to the Novell LDAP server

Solution

You must have NLDAP.NLM running on the Novell server. The account you will log in with needs to have a "simple" login password. This password is not you normal Novell password. It must be set in Console one under the Login Authentication tab. When that is complete, you must set up LDAP in ABU with the following Authentication information. The Type is Simple, Username is the Typefull name i.e. cn=admin,o=NSSG. It is case sensitive. The "Simple" password set with Console one.

Solution ID TAUS0649269EN*

Solution Usage 0

Description

How to create a signature Booklet with Microsoft* Office Word/Publisher 2003 and the PostScript* driver.

Solution

From the document:

1. Select File/Print/Properties.
2. Set the original size to 8.5x11 and the Output size to 5.5x8.5.
3. Select the Layout tab.
4. In the Combination box select booklet.
5. In the Center Staple and Fold box, select Center Staple and Fold.
6. Select Ok and Ok to print.

* Trademark ownership information

Solution ID TAUS0649464EN*

Solution Usage 0

Description

When trying to log in, receives "Authentication Failed" message after setting up User Authentication against a Microsoft* Windows Server 2003 Active Directory Domain Controller.

Solution

CAUSE: The time or date is not synchronized between the computer and the domain to which it is attempting to log on. If the time or date on a client is not synchronized with the authenticating domain controller, Kerberos* validation does not succeed.

SOLUTION: Log on to the client locally by using an account with administrative privileges and set the time and date to match the time and date on the domain controller that validates the logon process.

* Trademark ownership information

Solution ID TAUS0649526EN*

Solution Usage 0

Description

Unable to access or use advanced print features or account codes from Adobe* PageMaker*.

Solution

PageMaker uses it's own PPDs to access printer features. Certain features are not available through the PPD and require access to the driver GUI. To correct this issue:

1. Select the driver properties from the printers group
2. Select Printing Preferences
3. Select the Advanced tab from the driver.
4. Under PostScript* Options, disable PostScript Pass Through

Note: In Pagemaker, the PPD option should not be available when selecting the print driver. To access the print driver features, select the Setup button.

* Trademark ownership information

Solution ID TAUS0649544EN*

Solution Usage 0

Description

FK502, How to turn OFF the fax line monitor sound.

Solution

To turn OFF the fax line monitor sound, perform the following:

1. Enter the Administrator Mode.
2. Select [8. Fax Setting].
3. Select [3. Telephone Line Setting].
4. Select the down arrow to scroll to the next screen.
5. Select [Line Monitor Sound].
6. Select [OFF].

Solution ID TAUS0649571EN***Solution Usage** 0**Description**

MK706, Mount Kit installation instructions step #13 is incorrectly labeled.

Solution

Step #13 has been revised to indicate that PJ01 of the Mount Kit should be inserted into PJ10 on the PWB-MFP board. See the Updated MK706 Installation Manual for details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0649742EN***Solution Usage** 0**Description**

Is Proof Copy available with a key counter installed?

Solution

No, Proof Copy is not available when a key counter is installed. This is specification.

Solution ID TAUS0649898EN***Solution Usage** 0**Description**

How to change scan file name for Scan-to-Email/FTP/SMB from the operation panel.

Solution

To change the scan file name for entries from Address Book, perform the following procedure:

1. Press [Scan] button.
2. Press [Address Book]
3. Perform "Detail Search" or select programmed destination button.

Note: The default scan settings are used then skip steps 4 and 5.

4. Press [Scan Setting] to change scanner setting.
5. Press [OK].
6. Press [Mode Check] button on the operation panel.
7. Press [Email Setting] in lower left hand corner
8. Press [Filename] button.
9. Press [Delete] until all characters are removed from the default filename field.
10. Enter new file name and press OK.
11. Press [Start] to scan the document.

Solution ID TAUS0650088EN***Solution Usage** 0**Description**

Enter Open API login name and password error message is displayed when using PageScope applications.

Solution

CAUSE: IS OpenAPI authentication is enabled.

SOLUTION: Turn IS OpenAPI authentication off.

1. Enter Administrator mode.
2. Select System Connection.
3. Select IS OpenAPI setting.
4. Set access setting to Allow, Port number to 50001, and Authentication to Off.

Solution ID TAUS0650165EN***Solution Usage** 0**Description**

How to set the Priority Mode COPY/SCAN/FAX.

Solution

To set the Priority Mode COPY/SCAN/FAX/ perform this procedure:

Select Utility button, Users Settings, System Settings, Reset Settings, System Auto Reset.

Select the desired Priority Mode COPY/SCAN/FAX and select OK.

Solution ID TAUS0650195EN***Solution Usage** 0**Description**

How to print envelopes from Microsoft Word using the Letters and Mailings feature.

Solution

To print envelopes from Microsoft Word using the Letters and Mailings feature, perform the following:

At the C250:

1. Load the envelope paper into the bypass tray.
2. From the Copy Screen on the operation panel, select Paper.
3. Select the bypass tray.
4. Select Change Tray settings.
5. Select Normal for the paper type (do not select Envelope for paper type).
6. Select Custom size.
7. Enter the envelope size.
8. Select Ok three times to return to the copy screen.

From Microsoft Word:

1. Open Microsoft Word.
2. From the Tools menu, select Letters and Mailings, then Envelopes and Labels.
3. Enter the desired Delivery and Return addresses.
4. Click the Options tab.
5. Select the correct envelope size.
6. Select Ok, then print.

Solution ID TAUS0650259EN***Solution Usage** 0**Description**

Printer Busy message when printing from Macintosh* OS 10.4.x.

Solution

CAUSE: IPP printing is selected for the printer type.

SOLUTION: When building the printer, select IP printing from the top most menu and select LPD from the Printer type menu.

Note: IPP is Internet Printing Protocol used for web-based printing.

* Trademark ownership information

Solution ID TAUS0650377EN***Solution Usage** 0**Description**

Is scan to PC (SMB) supported in a Novell* environment?

Solution

Scan to PC (SMB) in a Novell environment is not supported as the necessary protocol is not installed on a Novell Server or client.

The following information are the specifications (as of 9/08/04) for PC (SMB) scanning:

1. Supported environment:
 - a. Connection to file sharing server in broadcast domain.
 - b. SMB (TCP/IP*) shared folder of Microsoft* Windows 98/ME/NT4/2K/XP.
2. Non-supported environment:
 - a. Network beyond router.
 - b. SMB other than TCP/IP (NetBEUI*/IPX* are not supported).
 - c. Direct Hosting SMB (mounted SMB on Windows 2000 or later).
 - d. User Level sharing of Windows 98.
 - e. Sharing that needs authentication with Windows 2003 Domain.
 - f. CIFS* mounting of non-Windows OS (e.g.: SAMBA* on UNIX*/LINUX*, CIFS sharing on Novell Ntware*)
3. Restrictions of mounting:
 - a. NetBIOS* Name Binding;
 - I. On Windows network, TCP/IP has to be obtained from NetBIOS name as same mechanism as DNS to obtain TCP/IP address from Domain name of Internet.
 - II. On Windows OS, TCP/IP address can be obtained from NetBIOS name by following procedures:
 - (H Node case)
 - a. Cache in Local PC.
 - b. Inquiry to WINS server.
 - c. Inquiry by Broadcast.
 - d. Imhost in Local PC (NetBIOS ver. of host file in Domain).
 - e. Confirmation of host file in local PC.
 - f. Inquiry to DNS.
 - III. 7145/7222/7228/7235 only support Inquiries by Broadcast. Therefore, this cannot be connected to a server beyond a router that cannot be reached

by Broadcast.

4. Restrictions of SMB Protocol:

- a. On Windows Network, there are various version protocols for authentication.
 - I. 7145/7222/7228/7235 cannot connect to the server that requires NTLM0.12, higher-level protocol, since these models support only LANMAN2.0.
- b. Non-accessible servers since they require NTLM0.12 or higher protocol.
 - I. Windows 98 User Level Sharing.
 - II. Windows 2003 Domain.

5. Restrictions of identification:

- a. It has been confirmed that mounting CIFS of non-Windows (e.g.: SAMBA on UNIX/LINUX, CIFS sharing on Novell Netware) cannot be connected.

* Trademark ownership information

Solution ID TAUS0650532EN*

Solution Usage 0

Description

Can the software counters be reset or programmed to a different value?

Solution

No, the software counters can't be reset or programmed to a different value.

Solution ID TAUS0650537EN*

Solution Usage 0

Description

Booklet Scanning to FTP.

Solution

Perform the following procedure:

1. Place his Book on the Glass.
2. Click on the Scan Button.
3. Click on the Address Book.
4. Click on the Destination Name (the Icon to Scan to).
5. Click on Scan Settings.
6. Click on File Type- Select PDF, Multi Page then Click OK.
7. Click on Scan Size- 8 1/2 X 11 Portrait- Click OK.
8. Click on Application- Book Scanning- Book Separation-OK-OK.
9. Click on Separate Scan and click START.

Solution ID TAUS0650558EN*

Solution Usage 0

Description

How to create a booklet from Adobe* Acrobat* using Macintosh* OS 10.4 and the C250 standard controller.

Solution

To create a booklet from Adobe Acrobat, perform the following:

1. From within the PDF, select File/Print.
 2. Select the C351 TCP/IP* address from the Printer menu.
 3. Select Standard from the Presets menu.
 4. From the Copies and Pages menu select Finishing.
 5. From the Binding position menu select either Left Binding or Top Binding.
 6. From the Combination menu select Booklet.
 7. From the Fold menu select Center Fold and Staple.
 8. Select OK to Print.
- Note: Use Adobe PostScript* driver version 1.2.0 for Macintosh OS 10.4 support.

* Trademark ownership information

Solution ID TAUS0650641EN*

Solution Usage 0

Description

Is Internet Fax supported?

Solution

Internet Fax is not supported.

Solution ID TAUS0650690EN*

Solution Usage 0

Description

Can the Account Track user information be recovered after the this function has been turned off?

Solution

When the Account Track function is turned off all of the user data is erased and can not be recovered. The machine displays a warning screen explaining this when the key operator attempts to turn this function off, it gives them the option not to continue the procedure..

Solution ID

TAUS0650703EN*

Solution Usage

0

Description

How to turn off Sleep Mode.

Solution

To turn off Sleep Mode, follow these procedures:

Enter Tech Rep Mode:

- 1. Select System 1.
- 2. Select No Sleep.
- 3. Select Permit, then exit Tech Rep Mode.

Enter Admin Mode:

- 1. Select System Settings.
- 2. Select Power Save.
- 3. Select Sleep Mode.
- 4. Select Off and then OK, then exit Admin Mode.

Solution ID

TAUS0650796EN*

Solution Usage

0

Description

INPUT ERROR message when attempting to change the Sleep Mode setting.

Solution

CAUSE: Overwriting of the setting does not function.

SOLUTION: Press the C key to clear the current setting and then input the new time.

Solution ID

TAUS0650925EN*

Solution Usage

0

Description

Reasons why the NIC might not connect to a Novell* NDS server when attempting to configure using queue-based printing (IPX/SPX).

Solution

- 1. The SET 'reply to request for nearest server' setting is not enabled.
- 2. Not enough licenses.
- 3. Signature level not set between 0 - 2. Signature level 3 (packet encryption) is not supported.
- 4. No autosense. If the NICs are bound to three or more LAN protocols, then the autosense of media type fails. Select a frame type manually.
- 5. NDS and the local schema are corrupt and need to be repaired with DSRrepair.
- 6. Printer object is not set up as remote/unknown. Wipe all objects and recreate them with Quick Setup.
- 7. The Disable Bindery setting is checked in the IPX setup on the NIC. It disables everything.
- 8. Using autosense hubs. The port needs to be set up as a single speed or a single speed hub needs to be placed between the autosense hub and the NIC.
- 9. The NIC is not advertising on the network. Use Display Servers command and view three instances of the KN card.
- 10. If AppleTalk* is not needed, disable it. Both AppleTalk and Novell protocols are 'chatty'.

* Trademark ownership information

Solution ID

TAUS0650994EN*

Solution Usage

0

Description

How to print the Configuration page, PCL* font list, Demo page or the PostScript* font list.

Solution

To print Configuration page, PCL font list, Demo page or the PostScript font list, perform the following:

- 1. Press the Utility button.
- 2. Select #2 User Setting.
- 3. Select #6 Printer Setting.
- 4. Select #5 Print Reports.
- 5. Select Configuration Page, PCL font list, Demo page or the PostScript font list, followed by the tray and press Print.

* Trademark ownership information

Solution ID TAUS0651101EN***Solution Usage** 0**Description**

How can all faxes sent to the C250 (with Standard Controller) be retrieved through PageScope Box Operator?

Solution

It is necessary in Admin mode = Fax Setting = Function Setting to set the Memory RX function to ON and enter a password. In PageScope Box Operator, after connecting to the printer, select Box 0, Memory RX User Box and enter the password. Then retrieve images.

Solution ID TAUS0651298EN***Solution Usage** 0**Description**

How to configure the MFP to send scans to PageScope Workware.

Solution

Follow the instructions in the [Quick_Guide_for_Device_Connectivity_to_Workware](#) document for setup information using Scan to FTP and Scan to SMB.

If using scan to SMB on a Microsoft* Windows 2003 server, follow the instructions in the [Scan_to_SMB_on_Windows_2003](#) document.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>]] URL

<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0651346EN***Solution Usage** 0**Description**

New enhancements for the bizhub C250.

Solution

Bulletin 05-GB-128

Enhancement FAQs

Functions Matrix

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>]] URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0651401EN***Solution Usage** 0**Description**

How does the use of the Public User affect User Authentication and Account Track configuration?

Solution

When the Public User is selected, User Authentication and Account Track must be synchronized.

Solution ID TAUS0651405EN***Solution Usage** 0**Description**

When a Public User is used, how can restrictions of the MFP be set for the Public User?

Solution

The Public user can be allowed and configured through either the Public User button on the bottom of the User List Tab in Data Administrator or by selecting "Allow" for Public User Access in the User Authentication setup on the C450/C351/C250 panel. Once this selection is made, restrictions on what MFP functions the Public User has access to can be set.

Settings which can be allowed for the Public User are: Permit copy function, permit scan function, Permit Fax function, Permit Print function and Permit User Box. Any of these settings can also be disallowed.

Solution ID TAUS0651696EN***Solution Usage** 0**Description**

CLOSE SECTION PROPERLY message with an illustration of the document feeder raised when an original is placed in the document feeder.

Solution

CAUSE: The magnet on the bottom, right, front of the document feeder is not properly aligned with the reed switch which is under the cover.

SOLUTION: Loosen the screws below the right hinge of the document feeder to align it. The document feeder manual lists this adjustment to correct document skew so ensure that the documents do not skew after changing this adjustment. The specification for maximum skew is 3mm.

Solution ID TAUS0651733EN*

Solution Usage 0

Description

Unable to login through PageScope Web Connection. User is prompted for a user name and password.

Solution

CAUSE: This indicates that Authentication is enabled.

SOLUTION: Either provide valid username and password (Active Directory, SMB, NDS or MFP Authentication) or turn Authentication OFF.

Solution ID TAUS0651773EN*

Solution Usage 0

Description

FK502, how to change the coding ability.

Solution

To change the coding ability, perform the following:

1. Enter the Service mode.
2. Select Fax.
3. Select Communication.
4. Select Others.
5. Make the desired change.
6. Select End and Exit to exit the Service mode.

Solution ID TAUS0651941EN*

Solution Usage 0

Description

FK502, how to print a Fax setting list.

Solution

To print a Fax settings list, perform the following:

1. Enter the Administrator mode.
2. Select Fax Setting.
3. Select Job Setting List.
4. Select a paper tray.
5. Press the Start.
6. Select Close until returning to the main screen.

Solution ID TAUS0651944EN*

Solution Usage 0

Description

FK502, how to enable the Fax TX report.

Solution

To enable the Fax TX report, perform the following:

1. Enter the Administrator mode.
2. Select Fax Setting.
3. Select Report Settings.
4. Select TX Report.
5. Select the desired setting (ON/If TX fails/OFF).
6. Select Close until returning to the main screen.

Solution ID TAUS0652030EN*

Solution Usage 0

Description

Additional enhancement serial number break.

Solution

See Bulletin 05-GB-134 for details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0652032EN***Solution Usage** 0**Description**

New, Limited Extended Warranty Program.

Solution

See the New, Limited Extended Warranty Program announcement for details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0652046EN***Solution Usage** 0**Description**

Unable to duplex 12x18 either in copy or print mode.

Solution

CAUSE: Firmware bug.

SOLUTION: Install latest firmware version.

Note: The latest version system software is available on the Konica Minolta FTP site .

Solution ID TAUS0652072EN***Solution Usage** 0**Description**

Paper jam indication in the bypass tray.

Solution

CAUSE: The wire for the paper empty sensor has too much tension so when the bypass tray is continuously opened/closed the wire can become fatigued and break. This results in a jam indication in the area of the bypass tray because the machine did not indicate an add paper message after the paper ran out in the bypass tray.

SOLUTION: Re-route the wire for the paper empty sensor for the bypass tray by following the instructions in Bulletin 5307 .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0652098EN***Solution Usage** 0**Description**

In PageScope Job Spooler 1.5.0.7, can Active Jobs be held and reprinted in Job Spooler? Can completed jobs be reprinted?

Solution

Active jobs can only be changed in priority and not held. Completed jobs are only listed and can not be re-printed. Only by selecting in the driver for Output method -Save in User Box, can documents then be retrieved through Job Spooler. They are retrieved by accessing the User Box through Job Spooler. At this point, Job Settings can be changed and the document reprinted from Job Spooler.

Solution ID TAUS0652157EN***Solution Usage** 0**Description**

Can the Konica Minolta FTP Server Utility be used to scan to a subfolder of the designated FTP root folder?

Solution

The Konica Minolta FTP Server Utility can be used to scan to a subfolder of the designated FTP root folder. First, in the FTP Utility Settings, specify the path to the Root Folder. Then create subfolder(s) in Windows Explorer directly beneath the FTP root folder. In PageScope Web Connection, specify the FTP Destination path, /subfolder. The '/' represents the root FTP directory on the computer which has the FTP Server Utility installed. 'Subfolder' represents the name of the subfolder created directly beneath the FTP root folder.

Solution ID TAUS0652196EN***Solution Usage** 0**Description**

Paper jam indication in bypass tray.

Solution

CAUSE: The wire for the paper empty sensor has too much tension so when the bypass tray is continuously open/closed the wire can become fatigued and break. This results in a jam indication in the area of the bypass tray because the machine did not indicate an add paper message after the paper ran out in the bypass tray.

SOLUTION: Re-route the wire for the paper empty sensor for the bypass tray. Refer to Bulletin 5307 for more detail.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>]] URL

<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0652306EN*

Solution Usage 0

Description

FK502, how to change the redial interval.

Solution

To increase the redial interval (0-15 minutes), perform the following:

1. Enter the Service Mode.

To enter the Service mode, perform the following:

- a. Press Utility/Counter
- b. Press Details
- c. Press Stop, 0, 0, Stop, 0, 1
- d. Select [Fax].
3. Select [Function Parameter Setting].
4. Select address 000b0000 using [A] - [F] to change the letters and the numeric key pad to change the numbers.
5. Select the data and enter a value using the binary numbers. The decimal equivalent is displayed to the right.
6. When the address and value have been set, select [Decision].
7. Select [End].

Solution ID TAUS0652317EN*

Solution Usage 0

Description

When copying off the glass, the copier will not automatically pull paper from the manual bypass tray.

Solution

CAUSE: The bypass function is considered a manual function not an automatic function. This is normal operation.

SOLUTION: Manually select the bypass tray from the control panel.

Solution ID TAUS0652323EN*

Solution Usage 0

Description

Engine status information is not being displayed correctly using a web browser and PageScope Web Connection. Printer has Phase 2.0 firmware installed.

Solution

CAUSE: Macromedia Flash* is not installed for viewing flash content in the web browser.

SOLUTION: Install Macromedia Flash Player for PageScope Web Connection. This is available for download from the Konica Minolta driver selector or FTP site. The player is available for Microsoft* Windows Internet Explorer (this is the Active-X installer), other Windows web browsers, Macintosh* OSX and LINUX*. The flash player is version 8.

* Trademark ownership information

Solution ID TAUS0652449EN*

Solution Usage 0

Description

How well does the Konica Minolta Font Management Utility work?

Solution

Currently, the utility works well for downloading PCL* fonts and forms. PostScript* forms are also handled correctly. PostScript fonts seem to have difficulties with the utility. The same font that failed was able to be used and it was downloaded to a Fiery* using Command WorkStation*, so the utility may have a fault. These issues will be investigated further.

* Trademark ownership information

Solution ID TAUS0652622EN*

Solution Usage 0

Description

How to access Service Mode.

Solution

To access the Service Mode, please perform the following:

1. Turn the main power switch OFF.
2. Turn the main power switch ON while holding the 'utility' button.
3. On the LCD screen push the trouble reset button.
4. Press STOP, 0, 0, STOP, 0, 1.
5. Enter Password: 12345678 and Click on END.

Solution ID TAUS0652641EN*

Solution Usage 0

Description

How to connect to access devices through PageScope Data Administrator.

Solution

To connect to access devices through PageScope Data Administrator, make sure that, in the Admin mode of the copier, in System Connection = Open API = Access Setting is set to Allow; Port to 50001 and Authentication is set to OFF.

Solution ID TAUS0652764EN*

Solution Usage 0

Description

How to export authentication settings from a previous version of PageScope Data Administrator 1.5 and then import them into Data Administrator 2.0.

Solution

To export authentication settings from a previous version of Data Administrator 1.5 and then import them into Data Administrator 2.0, perform the following:

1. At the initial screen, select the Configure Authentication data button.
2. Select from the top, File-Backup or select the Backup icon.
3. Specify the file location, and then Save. Do not set a password for the file if prompted.
Note: As an alternative, select from File-Save TabText file and select either Account or User depending on what type of authentication is set. Specify the file name then Save. If there is an option for save to a CSV file, that can be used as well (do not use PSDA file if the file will later be imported in Data Administrator 2.0).
4. In Data Administrator 2.0, once the device is selected, in the Device Info dialog box, expand the items on the left.
5. Select Account Track Settings.
6. From the top menu, select File-Import each data from the device.
7. Use the drop down box to select either CSV, TXT (tab delimited) depending on the type of file that was originally saved. The Import Wizard will start; specify the delimiter and parameters for the imported file.

Solution ID TAUS0652770EN*

Solution Usage 0

Description

How to import Account Track data stored in a CSV or TXT (tab delimited) file into PageScope Data Administrator 2.0.

Solution

To import Account Track data stored in a CSV or TXT (tab delimited) file into PageScope Data Administrator 2.0, perform the following:

1. In Data Administrator 2.0, once the device has been accessed, in the Device Info dialog box, expand the items on the left.
2. Select Account Track Settings.
3. From the top menu, select File-Import each data from the device. Use the drop down box to select either CSV or TXT (tab delimited) depending on the type of file that was originally saved.
4. The Import Wizard will then appear. Specify the delimiter and parameters for the imported file.

Solution ID TAUS0652877EN*

Solution Usage 0

Description

Square box [gray] on all copies.

Solution

CAUSE: Improper installation procedure.

SOLUTION: Perform the installation procedure in the correct order:

1. Press the Accessibility Key on the control panel.
2. Select Touch Panel Adj.
3. Using a ballpoint lightly touch the center of the + marker at four places on the touch panel.
4. Press the Start Key, Close.
5. Service Mode.
6. Select Imaging Process Adjustment.
7. Touch Gradation Adjustment.

- 8. Touch High Compression Mode and press Start [a test pattern will be produced].
- 9. Place the test pattern face down on the original glass and 10 pieces of paper on top of it [11x17].
- 10. Lower the ADF cover and press the Start Key.
- 11. Perform this function 3 times.
- 12. Select Gradation Mode and press Start (a test pattern will be produced).
- 13. Place the test pattern face down on the original glass and 10 pieces of paper on top of it [11x17].
- 14. Lower the ADF cover and press the Start Key.
- 15. Perform this function 3 times.
- 16. Select Resolution Mode and press Start [a test pattern will be produced].
- 17. Place the test pattern face down on the original glass and 10 pieces of paper on top of it [11x17].
- 18. Lower the ADF cover and press the Start Key.
- 19. Perform this function 3 times.
- 20. Click on END.
- 21. In the Service Mode, press [Stop, 1, 1, 4, 4] Clear on the control panel.
- 22. Press Clear and Enter Date and Time.
- 23. Touch Entry, END, Exit.
- 24. Go to Utility/ Counter, Administrator Setting, System Setting, Date/ Time Setting.
- 25. Enter Data, Touch OK, Exit.
- 26. Service Mode, System 1, Install Date.
- 27. Enter Data, Touch Entry, End.
- 28. Select System 1, Serial Number, Clear and Enter Copier Serial Number, END.
- 29. Select System 2, Unit Change, Select the appropriate message type for each unit, END.
- 30. Service Mode, List Output, Machine Management List, Press Start.
- 31. Turn OFF/ON the main power switch.

Solution ID	TAUS0652988EN*	Solution Usage	0
Description			
Unable to access scanned documents via Box Operator.			
Solution			
CAUSE: Documents were scanned in while in Copy mode.			
SOLUTION: To access scanned documents via Box Operator they must be scanned in in the SCAN mode.			

Solution ID	TAUS0653019EN*	Solution Usage	0
Description			
How to set up a TCP/IP* Address Relay Configuration on a Microsoft* Windows 2003 Exchange Server.			
Solution			
To set up a TCP/IP Address Relay Configuration on a Microsoft Windows 2003 Exchange Server, perform the following:			
1. Log on to the Windows 2003 Exchange Server.			
2. Click on All Programs = Microsoft Exchange = System Manager .			
3. Click on Servers .			
4. Click on Protocols = SMTP .			
5. Right Click on Default SMTP Virtual Server and click on Properties .			
6. Click on the Access Tab, then under Relay Restrictions click on Relay .			
7. Under Single Computer, add the TCP/IP address of the printer and click OK .			
8. A Granted Key with the TCP/IP address of the printer will be indicated; click OK .			
9. Now the server is set up to give the MFP device E-mail Relay Access.			

* Trademark ownership information

Solution ID	TAUS0653053EN*	Solution Usage	0
Description			
How to set up a TCP/IP* Address Relay Configuration on a Microsoft* Windows 2000 Exchange Server.			
Solution			
To set up a TCP/IP Address Relay Configuration on a Microsoft Windows 2000 Exchange Server, perform the following:			
1. Log on to the Windows 2000 Exchange Server.			
2. Click on All Programs = Microsoft Exchange = System Manager .			
3. Click on Servers .			
4. Click on Protocols = SMTP .			
5. Right Click on Default SMTP Virtual Server and click on Properties .			
6. Click on the Access Tab, then under Relay Restrictions click on Relay .			
7. Under Single Computer, add the TCP/IP address of the printer and click OK .			
8. A Granted Key with the TCP/IP address of the printer will be indicated; click OK .			
9. Now the server is set up to give the MFP device E-mail Relay Access.			

* Trademark ownership information

Solution ID TAUS0653198EN*

Solution Usage 0

Description

FS603, hopper counter for booklets starts when first booklet hits the exit actuator. If the hopper is cleared before 20 counts, the counter starts over.

Solution

CAUSE: Hopper bracket positioning.

SOLUTION: Turn rear hopper bracket around and face down so booklets fall off the back off finisher.

SPECIAL NOTE: Solution Provided by Joe Spagnuolo of NEXICO, Inc. Sarasota, FL

Solution ID TAUS0653211EN*

Solution Usage 0

Description

C1182: Shift Motor Drive Malfunction

Solution

PROBABLE CAUSE:

- Check Shift Home Position Sensor [PC10-FN] I/O Check, PWB-A PJ25A-12 [ON]
- Check Shift Motor Pulse Sensor [PC11-FN] I/O Check, PWB-A PJ25A-14 [ON]
- Check Shift Motor Operation [M8-FN] PWB-A PJ5A-3 to 4
- If Problem Persists Replace PWB-A FN

Solution ID TAUS0653228EN*

Solution Usage 0

Description

Can custom Watermarks be created?

Solution

To create a custom Watermark using the standard controller PCL* driver perform the following:

1. Select File/Print form the document to be printed.
2. Click the Properties tab of the driver.
3. Click the Watermark tab.
4. Select the Watermark check box.
5. Click the Edit button.
6. Specify the following settings:
 - a. Watermark Text
 - b. Font Name, Style, and Size
 - c. Text Angle, Color, and Density
7. Click OK.
8. Select Overwrite or Transparent.
8. Select 1st Page Only check box if desired.
9. Click OK.

* Trademark ownership information

Solution ID TAUS0653253EN*

Solution Usage 0

Description

How to list the pending jobs on the copier control panel.

Solution

To display the pending jobs on the copier control panel, perform the following:

1. Press Utility\Counter.
2. Select User Setting.
3. Select Display Setting.
4. Select the Sub Screen Display menu and select the Job List button.
5. Press OK.
6. Press Close 3x to exit the menu.

Solution ID TAUS0653256EN*

Solution Usage 0

Description

After upgrading to 'Phase 2' firmware, incoming faxes are going into a user box and will not print out and the user cannot connect to the device using Pagescope Box Operator.

Solution

CAUSE: Incorrect settings or HDD needs to be formatted.

SOLUTION: Perform the following steps for each of the copier modes, Copy, Scan, and Fax (if installed):

1. Press the Utility/Counter key and select User Setting\Initial Setting and verify the copier is set to Factory Default.
2. Enter tech rep mode, select State Confirmation and then select Memory/HDD Adj. and format the HDD.
3. Verify the newest version of Pagescope Box Operator has been installed.

Solution ID TAUS0653272EN*

Solution Usage 0

Description

In PageScope Data Administrator 2.x, is it possible to Import Authentication Data through a .csv or .txt file to a device?

Solution

It is possible to Import Authentication Data through a .csv or .txt file in Data Admin 2.x. First, after connecting to the device, if an Authentication Mode is not set, it must be set. Select Edit-Authentication-Change Authentication Mode. Then select desired Auth. mode. From the tree view of the device at the left, if you just highlight the Authentication settings icon, then select, File-Import, the only choice is to import from a MFP backup file (.bin).

However, if the Authentication Mode icon is expanded, there should be a Account Track icon, User Auth. Setting icon or both icons underneath.

If one of these icons is highlighted and you select File-Import, then "Import Each Data from a File" from the top menu, a dialog box will open. This dialog box will allow you to browse to the file and then select from the drop down box .csv or .txt file in order to Import. Once the file has been selected, the Import File Wizard will appear. You will then be required to select a delimiter and map the fields of the file to Auth. settings. (It is necessary to hit the "Select" button when making selections.) After the data has been imported, Select the Account/Auth data you want to upload to the device and then select the "Write" button.

Solution ID TAUS0653279EN*

Solution Usage 0

Description

Part number for the Front Cover SW Assembly that has been changed.

Solution

Front Cover SW Assembly (p/n 4038R75800).

Notes:

1. See Bulletin #5362 for additional information.
2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> URL

<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0653297EN*

Solution Usage 0

Description

'Original Size Cannot be Detected' message when copying small size originals.

Solution

CAUSE: Matching size paper is not loaded in the machine.

SOLUTION: Set small size originals to be copied onto letter size paper. To set small size originals to be copied onto letter size, paper perform the following:

1. Select Utility.
2. Select User Setting.
3. Select Copier Setting.
4. Select Auto Paper Select for Small Original.
5. Select Letter.
6. Select Close three times to return to the copy screen.

Solution ID TAUS0653300EN*

Solution Usage 0

Description

How to set small size originals to be copied onto letter size paper.

Solution

To set small size originals to be copied onto letter size paper, perform the following:

1. Select Utility.
2. Select User Setting.
3. Select Copier Setting.
4. Select Auto Paper Select for Small Original.
5. Select Letter.

6. Select Close three times to return to the copy screen.

Solution ID TAUS0653305EN*

Solution Usage 0

Description

Staple Mode cannot be used, Open the Door and Follow the Instructions on the Label.

Solution

CAUSE:

- Tray Capacity is limited to the number of sheets to be stapled. [30 sheets]

SOLUTION:

- Sort+Staple jobs to a Maximum of 30 pages Only.

- Check Field Service Manual under the Sorter [Product Specifications]

Solution ID TAUS0653321EN*

Solution Usage 0

Description

Part number for the print head assembly.

Solution

Print head assembly (p/n 4038 0778 00).

Solution ID TAUS0653327EN*

Solution Usage 0

Description

In PageScope Data Administrator 1.5 is it possible to Write to Multiple Devices?

Solution

Writing to Multiple Devices is supported. Start Data Admin 1.5. Select 'Settings for multiple devices'. Select New Device Settings. Select "Copy the existing settings from Configured MFP". Also, select the Confirm and edit the data (through the wizard) check box. Click Next. Select a device from the list. (This will be the Source device), Select Import. Once the Device is connected to, the Device name, such as KonicaMinolta C450 should be listed next to Device Name. Click on the Select button. A dialog box that says "Log in processing to device" should appear. Detected devices should be listed.

It is necessary to highlight each device you want to send to, click on the Password button at bottom and enter the Admin password for that device.

It is then necessary to put a check next to the devices you want to write to. Click next. The "Select item (authentication and address)" dialog box should appear. Highlight devices you want to write to and click on the "Settings" button. Check whether to write Authentication or Address settings or both. Click Next

The "Prepare to export data to the device" dialog box should appear. Check the "Save configuration data" to a file box and browse to location in order to also save a *.bin file of the configured settings. Select Devices to Write to and then select the Write button.

Solution ID TAUS0653333EN*

Solution Usage 0

Description

In PageScope Data Administrator 1.5, how can Authentication Data be Backed up and Restored?

Solution

When accessing a device that has been previously accessed at least once from Data Admin and has existing Authentication data, select the "Configure authentication data" button. On the dialog screen from the top menu will be a "Backup" button. After selecting this you will be prompted to browse to a location to save the User.bin or *.bin file to.

This file can later be used by other devices in order to Import Authentication settings

To Restore the file, select the "Restore" icon on the top You will be prompted for the location of the *.bin file

I believe if you access another similar device you can Restore a *.bin file saved from a like device.

For Example if a *.bin file is saved from a C450 through the Backup button in the Authentication Settings dialog box, it most likely would be able to be restored through the "Restore" button on this screen to a C351.

This must be performed for each device you want to write to.

If you are unable to transfer Authentication data with a saved *.bin file, use the following method.

Select the Source device you want to Copy data from. Then select the "Configure Authentication data" button. Enter Admin password.

For a device that contains Account Track Authentication Data, from the File selection at the top of the Authentication Settings dialog box, Select File-Save Tab file-Account

You will be prompted for a location to save an Account Track data file (*.txt)

Then connect to the device you want to Write this data to

Select "Configure Authentication Data"

From the Account List or Registering Accounts dialog box, Select Import(File).

From the drop down box you can specify to import a TEXT(TAB)*.txt file

If importing a .txt file, a Wizard will launch which will require mapping data fields to the correct values

This must be done for each device you want to write to.

From the Source device that contains User Authentication Data, from the File selection at the top of the Authentication Settings dialog box, Select File-Save Tab file-User

You will be prompted for a location to save a User data file(.txt)
 Then connect to the device you want to Write this data to
 Select "Configure Authentication Data"
 From the Users list or Registering Users dialog box
 Select to Import(File).
 From the drop down box you can specify to import a TEXT(TAB))*(.txt) file
 If importing a .txt file, a Wizard will launch which will require mapping data fields to the correct values
 This must be done for each device you want to write to.

Solution ID TAUS0653536EN*
Solution Usage 0**Description**

How to Scan to FTP on a Novell* 6.5 with Service Pack 2.

Solution

To Scan to FTP on a Novell 6.5 with Service Pack 2, perform the following:

1. Login to the Copier via Web Browser [PSWC].
2. Click on the SCAN Tab.
3. Click on New Registration.
4. Select FTP.
5. Name- Enter the Name you want it to show up on the Copier [One Touch].
6. Host Address- The TCP/IP* Address of the Computer generating the FTP Services.
7. File Path- If the File folder is located on the Root of the Server enter " . " [Period]
8. User ID- login Name
9. Password- Password
10. Click on Apply.

* Trademark ownership information

Solution ID TAUS0653647EN*
Solution Usage 0**Description**

FK-502, how to program the default paper tray for Incoming Fax.

Solution

To program a default paper tray to print received faxes, perform the following:

1. Select Utility/Counter.
2. Select Administrator Setting.
3. Select Fax Setting.
4. Select TX/ RX Setting.
5. Highlight Tray selection for RX Print.
6. Select the paper tray by selecting the Prev. or Next button to choose Tray 1, Tray 2 or Tray 3.
7. Press Close.

Solution ID TAUS0653787EN*
Solution Usage 0**Description**

'Invalid MFP controller Type 607' message when using PageScope Box Operator.

Solution

CAUSE: Using Phase 1.8 software that comes with the original user software CD.

SOLUTION: To prevent the error message, perform the following:

1. Go to the computer's Control Panel = Add and Remove Programs and remove PageScope Box Operator.
2. Reboot the workstation.
3. Install the Phase 2 version of PageScope Box Operator.
4. Go to the [[Konica Minolta FTP site] URL <ftp://kbtldigital:kx15@ftp.konicabt.com>] and download the files from Solutions/PageScope/C250_C351_C450_Phase_2.0 or order the CD set referred to in Bulletin #5347 .

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
 [[<http://www.adobe.com/products/acrobat/readstep2.html>] URL
<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0653800EN*
Solution Usage 0**Description**

When printing from AS/400*, jobs may repeat over or multiple copies do not print.

Solution

CAUSE: A new option implemented by IBM should be used.

SOLUTION: When using the *IBMSNMPDRV system driver, multiple sets are sent using the same communication session. Under 'User-defined options' enter the following setting: *IBMSHRCNN. This will cause the SNMP communication session to be forced opened and forced close for each job or copy.

* Trademark ownership information

Solution ID TAUS0653835EN*

Solution Usage 0

Description

Harness of Duplex Unit Transport Sensor may be caught.

Solution

See TNBT0600079EN00.pdf for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0653896EN*

Solution Usage 0

Description

Proof Copy and Reservation Copy are Not Available with a Key Counter Connected.

Solution

CAUSE: Proof Copy and Reservation Copy are available with a key counter via changes in the Service Mode.

SOLUTION: To allow Proof Copy and Reservation Copy with a key counter connected, perform the following:

1. Access Service Mode, System Setting 2, Software SW Setting, Switch No. 32.
2. To enable proof copy: set the BIT 0000 0001 (HEX:01).
3. To enable both proof copy and reservation copy: set the BIT 0000 0011 (HEX: 03).

Solution ID TAUS0653899EN*

Solution Usage 0

Description

How to view received (RX) faxes before they are printed.

Solution

To view faxes before printing them out, perform the following:

1. At the copier, select Admin mode\Fax\Function\Memory Rx.
2. Select On and input a password, if desired.
3. Press OK.
4. Press Close 4 times to exit the Admin mode.
5. Send a fax for test purposes.
6. Press the Box button at the top of the copier control panel.
7. Select System User Box.
8. Select Memory Rx User Box and enter the password, if necessary.
9. Press OK and the fax should be listed.
10. Open Pagescope Box Operator on a PC client.
11. Click the Tools icon on the top menu bar and select Options.
12. Check the box "Display the Memory Rx User Box."
13. Click OK.
14. The fax Memory Rx User Box should appear on the screen.
15. Double click on any fax to view it.

Solution ID TAUS0653927EN*

Solution Usage 0

Description

'Possibly SNMP Read Community Name Changed' appears when adding a device. A box to input the correct Read community name will appear.

Solution

CAUSE: This message may appear if IS Open API is set to 'RESTRICT' in Admin Mode - System Connection.

SOLUTION: Set IS Open API Access setting to 'ALLOW' The default port should be 50001.

Solution ID TAUS0653992EN***Solution Usage** 0**Description**

CD023: Hard Disk Verify Error.

Solution

CAUSE: The C250 is looking for HDD to compensate for the depletion of RAM Memory since the File is too large for RAM to handle.

SOLUTION: Verify the following items:

1. Check HDD connection.
2. Install/ Replace HDD.
3. Change PWB-MFP.

Solution ID TAUS0654022EN***Solution Usage** 0**Description**

Can the TX report be modified?

Solution

The TX report can only be modified to either have a copy of the fax that was sent, or not have a copy of the Fax. All other information can not be modified.

Solution ID TAUS0654042EN***Solution Usage** 0**Description**

FK502, how to have the FAX confirmation report display part of the faxed image.

Solution

To print part of the faxed image on the confirmation report, perform the following:

1. Press the Utility/Counter key.
2. Select [Details].
3. Press Stop, 0, 0, Stop, 0, 1.
4. Select [FAX].
5. Select [List Output].
6. Select [TX Result Report].
7. Select [With Image].

Solution ID TAUS0654055EN***Solution Usage** 0**Description**

Page Scope Box operator is empty after performing a scan to hard drive. Unable to view the job on the HDD after performing a Scan to Hard drive.

Solution

CAUSE: Incorrect Network Settings/ Network Functions Setting.

SOLUTION: Solution: Check to make sure that the following are set correctly:

1. HTTP Server Settings and PSWC (Page Scope Web Connection) are both set to ON.
2. Network Function Setting set to ALLOW.

To check these settings perform the following steps:

1. Enter the Administrator Mode.
2. Select the Network Setting
3. Select HTTP SERVER SETTING
4. Set both HTTP Server Setting and PSWC to ON.
5. Select OK.
6. Select SECURITYSETTING.
7. Select Management Function Setting.
8. Select Network Function Setting and set to ALLOW.
9. Select OK followed by selecting Close 4 times.

Solution ID TAUS0654076EN***Solution Usage** 0**Description**

Why is Copy Protect xxxx code showing when trying to update the MFP boot controller?

Solution

This message is normal when updating the firmware from phase 2.01 onward. The code following the "Copy Protect" message is the checksum of the copy protect firmware.

Solution ID TAUS0654218EN***Solution Usage** 0**Description**

FK502, compatibility with a digital phone line.

Solution

The FK502 will not function on a digital phone line.

Solution ID TAUS0654243EN***Solution Usage** 0**Description**

Firmware Imaging Toolkit 2006 Ver. 2.5.0.

Solution

See DLBT0601182EN00.pdf for details.

To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0654264EN***Solution Usage** 0**Description**

PageScope Box Operator Preview offset problem.

Solution

See DLBT0601283EN01.pdf for details.

To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0654341EN***Solution Usage** 0**Description**

Scans which are 8.5x11 are produced as 11x17.

Solution

CAUSE: The machine firmware was updated and the machine needs the scan initialized to factory default settings.

SOLUTION: After updating the firmware, initialize scan, copy, and fax to factory default.

Scan key Utility User Setting Initial Setting Factory default

Copy key Utility User Setting Initial Setting Factory default

Fax key Utility User Setting Initial Setting Factory default

Solution ID TAUS0654343EN***Solution Usage** 0**Description**

THE SELECTED POSITION CAN NOT BE HOLE-PUNCHED. CANCEL HOLE-PUNCH MODE OR CHANGE THE POSITION message when trying to copy and hole punch on the top edge (8.5 edge) of an 8.5x11R when selected from the 2-hole position.

Solution

CAUSE: Possible low version of firmware or wrong selection of the 2-hole position.

SOLUTION: Make sure that you are at a minimum firmware of phase 2.

Make sure that you have 8.5x11R loaded in the copier and it is selected.

When you make your selection from the 2-hole position screen, under FINISHING, select the third picture view from the left (A:), which shows the 2-holes on the right side of the A: copy picture view. These picture views that are displayed in these settings are incorrect.

Solution ID TAUS0654377EN***Solution Usage** 0**Description**

Server Connect error message when scanning to E-mail. Both locations can see users in LDAP look up. The first location there were no issues when sending E-mail. The second location would give Server Connect error.

Solution

CAUSE: Two locations are connected via 100MB metro ethernet WAN. The timeout was set to max. The customer has two E-mail servers; one at each site.

SOLUTION: Change the SMTP mail server address to the local mail server.

Solution ID

TAUS0654440EN*

Solution Usage

0

Description

FK502, the Fax setting tab is not available in the Administrator mode.

Solution

CAUSE: The Prefix/Suffix Auto setting has been set to ON.

SOLUTION: To change the Prefix/Suffix Auto setting, perform the following:

1. Press the Utility key.
2. Enter Administrator Setting.
3. Select System Connection.
4. Select Prefix/Suffix Auto Setting.
5. Select OFF.

Solution ID

TAUS0654471EN*

Solution Usage

0

Description

Using Banner/Separator pages.

Solution

A separator or banner page typically identifies the sender of the document to the printer and gives the date and time of printing. One of the standard separator pages can be used or a custom page can be created. Microsoft* Windows provides three separator page files which are located in the systemroot\System32 folder.
Refer to the table showing the names of the separator page files, the type of printer with which it is compatible, and the purpose of each page.

To access the files, perform the following:

1. Go to Printers and Faxes, right-click on the desired Printer icon and select Properties.
2. Click on the Advanced tab, select Separator Page, Browse, select the file (i.e., Sysprint.sep).

Notes:

- a. The separator page files provided by Windows may not work with some printers.
- b. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL
<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID

TAUS0654524EN*

Solution Usage

0

Description

How to print Fax Confirmation Page onto Letter Size paper.

Solution

To print Fax Confirmation Page onto Letter Size paper, perform the following:

1. Utility/ Counter.
2. User Setting.
3. System Setting.
4. Paper Tray Setting.
5. Print List.
6. Select Paper Tray (tray from which the list is to print).
7. OK.

Solution ID

TAUS0654534EN*

Solution Usage

0

Description

FK502, sends 8.5x11 faxes as A3 after upgrading to Phase 2.01 firmware.

Solution

CAUSE: The initial setting of the fax needs to be initialized to the factory default.

SOLUTION: To set the initial setting of the fax to the factory default, perform the following:

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1. Press the Fax key.
2. Select Utility.
3. Select User Setting.
4. Select Initial Setting.
5. Select Factory Default.
6. Power the machine OFF/ON with the main switch.

Solution ID TAUS0654537EN*

Solution Usage 0

Description

How to change Priority Mode Screen when logging into COPY, SCAN or FAX.

Solution

To change Priority Mode Screen, perform the following:

1. Click on Utility/Counter.
2. Administrator Setting.
3. System Setting.
4. Reset Setting.
5. System Auto Reset.
6. Switch Priority Mode to: Copy, Scan or Fax.
7. Change Reset Time to 1-9 minutes.

Solution ID TAUS0654571EN*

Solution Usage 0

Description

Gray box after installation.

Solution

CAUSE: Installation procedures were not completed properly.

SOLUTION: Complete the installation procedures thoroughly:

1. Adjusting Touch Panel - Press the Accessibility key, Touch Panel Adj.
2. Setting Gradation Adjustment - Go into Service Mode, Image Processing Adjustment, Gradation Adjustment.
3. Touch High Compression Mode and press Start [perform 3 times].
4. Touch Gradation Mode and press Start [perform 3 times].
5. Touch Resolution Mode and press Start [perform 3 times].
6. Date/Time Setting - go into Service Mode, Press Stop, 1, 1, 4, 4, Clear.
7. Go into Utility/Counter, Administrator Setting, System Setting, Date/ Time Setting.
8. Install Date - go into Service Mode, System 1, Install Date.
9. Serial Number Input - go into Service Mode, System 1, Serial Number [If Serial Number is already there, Clear and re-enter it].
10. Unit Change - go into Service Mode, System 2, Unit Change.
11. List Output - Please Load 8.5x11 Landscape paper on Tray 1, go into Service Mode, List Output, and Touch Machine Management List and press Start.
12. Press Adjustments List and press Start.
13. Press Service Parameter List and press Start.
14. Press Fax Setting List and press Start.

Solution ID TAUS0654638EN*

Solution Usage 0

Description

Procedure to follow when upgrading to Phase 2.5 version firmware.

Solution

To upgrade the machine to Phase 2.5 version firmware use the following link for upgrade procedures and new enhancement features available.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[<http://www.adobe.com/products/acrobat/readstep2.html>]] URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0654646EN*

Solution Usage 0

Description

How to print an EKC Counter List report.

Solution

To print an EKC Counter List report, perform the following:

1. Enter the Administrator mode.
2. Select User Authentication/Account Track.
3. Select Counter List.
4. Select the desired paper tray and duplex settings.

5. Press the Start button.

Solution ID TAUS0654648EN*

Solution Usage 0

Description

How to print an EKC Counter List report.

Solution

To print an EKC Counter List report, perform the following:

1. Enter the Administrator mode.
2. Select User Authentication/Account Track.
3. Select Counter List.
4. Select the desired paper tray and duplex settings.
5. Press the Start button.

Solution ID TAUS0654660EN*

Solution Usage 0

Description

Phase 2.52 and 2.51 Enhanced Functions.

Solution

Refer to Bulletin #5458 and Bulletin #06-GB-030.pdf for details.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL

<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0654684EN*

Solution Usage 0

Description

DF601, improvement of DF inclination adjustment.

Solution

Refer to Bulletin #5454.pdf for details.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL

<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0654745EN*

Solution Usage 0

Description

The gradation adjustment chart does not print and the machine flashes STABILIZER NG.

Solution

CAUSE: There is a problem with the image produced by one of the imaging units or a problem with the belt unit.

SOLUTION: In test print mode, print all four halftones with the density set to 255 to determine the problem.

Solution ID TAUS0654761EN*

Solution Usage 0

Description

How to print to a personal User Box.

Solution

To print to a Personal User Box perform the following:

1. Press the Utility key.
2. Select One-Touch Registration.
3. Select User Box.
4. Select Public/Personal User Box.
5. Select New.
6. Specify the desired box settings (name, password, index, type).
7. Select Fwd.
8. Select the desired Auto Delete setting and Confidential Rx if an FK unit is installed.
9. In the print driver properties dialog box, select the Set Up tab.

10. Select Save in User Box or Print and Save in User Box from the Output Method drop down box.
11. Type in a file name and the desired User Box.
12. Select Ok three times.
13. At the C352 select the Box key.
14. On the LCD screen select the Personal Box.
15. Select Print, Combine, Route or Fax.
16. Select the document and the desired setting and press the Start key.

Solution ID TAUS0654797EN*
Solution Usage 0**Description**

How to use the password print (secure printing) function.

Solution

To use the password print (secure printing) function perform the following:

1. From the document, select File and Print.
2. Select the Properties Tab.
3. Select the Set Up tab.
4. Select Secure Print from the Output Method drop down box.
5. Type in a Secure Print ID and Password of your choice.
6. Select OK twice to print the document.
7. Press the Box key on the C250.
8. Select System User Box on the touch screen.
9. Select Secure Print User Box.
10. Enter the document ID and press OK.
11. Enter the document password and press OK.
12. Select the document to be printed and touch print.
13. Press the Start key.

Solution ID TAUS0654811EN*
Solution Usage 0**Description**

When installing a printer driver with the Novell* NDPS installer, the printer driver is not displayed or an error is produced.

Solution

CAUSE: The NDPS database on the Novell server is not properly synchronized.

SOLUTION: Synchronize the NDPS database.

From the server console, using NDPS MGR.

NDPS MGR and Status CONTROL
 Database Options (see list)
 Resynchronize Database files

* Trademark ownership information

Solution ID TAUS0654818EN*
Solution Usage 0**Description**

Japanese or Asian characters are displayed when powering the machine on. Resetting the machine to English produces C-D3xx codes that cannot be cleared.

Solution

CAUSE: Unknown.

SOLUTION: Reload copier firmware. If this does not resolve the problem please gather the following data:

1. Did this occur directly after a firmware upgrade or when the machine was powered on by the customer?
2. Is a surge protector installed on the equipment?
3. Are the internal counters scrambled?

Note : If viewing this solution via the web, please open a ticket withSSD via the Web or phone for proper problem tracking.

For phone advisors, please attach to this solution for an automatic E-mail that will be sent to the technician when this solution is updated. End the call with call code "ESC_ENG"

Solution ID TAUS0655300EN*
Solution Usage 0**Description**

Unable to connect with PageScope Box Operator to C250 Standard Controller.

Solution

CAUSE: Incorrect settings.

SOLUTION:

1. Make sure your using Box Operator version 2.03.0 and above.

ftp://ftp.konicabt.com/Solutions/PageScope/C250_C351_C450_Phase_2.0/PageScope_Box_Operator/

Solution ID TAUS0655432EN*

Solution Usage 0

Description

Is the bizhub C250/IC-402or the bizhub C450/IC-402 compatible with HPT on the AS/400™?

Solution

Eachbizhubconfigured with the Fiery® IC-402 produced acceptable output when receiving jobs from the AS/400™.This configuration will work well in the field andthe results found in testing should be reproducible by the end-user.

Solution ID TAUS0655437EN*

Solution Usage 0

Description

Is the BizHub C-250 outfitted with the Fiery ic-402 compatible with HPT on the AS/400?

Solution

The BizHub C-250 outfitted with the Fiery ic-402 produced acceptable output when receiving jobs from the AS/400. We feel that this configuration will work well in the field and that the results found in testing should be reproducible by the end-customer.

Solution ID TAUS0655453EN*

Solution Usage 0

Description

When performing the Gradation adjustment, after the test pattern prints, the start button doesn't turn green so that the chart can be scanned.

Solution

CAUSE: The paper detect sensor in the DF-601 is detecting paper not allowing the gradation chart to be scanned from the platen glass.

SOLUTION: Check the paper detect sensor in the ADF sensor check mode. Repair or replace the sensor as necessary.

Solution ID TAUS0655733EN*

Solution Usage 0

Description

How to change/reset the Image Unit life counters?

Solution

The image unit life counters can be reset only by replacing the image unit.

Solution ID TAUS0655813EN*

Solution Usage 0

Description

Specifications for printing on banner paper.

Solution

The specifications for printing on banner paper are:

Width - 210 to 297 mm (8 1/4 to 11 3/4 inches).

Length - 457.3 to 1200 (18 to 47 1/4 inches).

Weight - 127 to 160 gm2 (33 3/4 to 42 1/2 lb).

Note: Banner paper must be fed through the bypass one sheet at a time.

Solution ID TAUS0655857EN*

Solution Usage 0

Description

MATCHING PAPER SIZE IS NOT AVAILABLE. SELECT PAPER SIZE message. Even though the correct paper is loaded in the copier. Even though APS is selected it does not seem to be functioning properly.

Solution

Possible Causes:

CAUSE: Incorrect paper thickness is set.

SOLUTION: For any paper other than NORMAL you will be prompted with this message. This is a normal operation. To check or change the paper thicknesses perform the following:

1. Select PAPER.
2. Select the tray you want to check or change.
3. Select Change Tray Settings#6 Paper Type/Special Size Set.
4. Select the Thickness you want.

CAUSE: Paper tray is not setup in Auto Tray Selection

SOLUTION: To add the paper tray to the Auto Tray Selection perform the following:

1. Select Utility
2. Select User
3. Select System
4. Select Paper Tray Setting
5. Select Auto Tray Selection Setting
6. Highlight/Select all of the paper trays that should be included in ATS.
7. Select OK, then exit to main copier screen.

Solution ID TAUS0656150EN*

Solution Usage 0

Description

CD355. When restoring data with the HDD back up utility.

Solution

CAUSE: Firmware bug (older version of firmware).

Net work settings are reset and returned to the default value when rebooted after restoring the data, data transmission may be terminated.

SOLUTION: Suspension of use of HDD Backup Utility. Incompatibility between the HDD Backup Utility and the machine firmware level.

See Technical Notice Information TNBT0600127EN01.

Solution ID TAUS0656237EN*

Solution Usage 0

Description

How to set Account Track to disable color copying for specific users.

Solution

To set Account Track to disable color copying for specific users perform the following:

1. Enter the Administrator mode.
2. Select User Authentication/Account Track.
3. Select General Settings.
4. Select ON for Account Track.
5. Select Account Track Setting.
6. Select Account Track Registration.
7. Select an available registration number.
8. Create the user account by entering a user name and password.
9. Select Output permission.
10. Select Restrict from the Print selection.
11. Select OK and Close to exit the Administrator mode.

Solution ID TAUS0656442EN*

Solution Usage 0

Description

DF-601 is not being recognized by the engine.

Solution

SYMPTOM: Feed Rollers are always in the down position even if you open and close document feeder cover.

SOLUTION: Reseated all connectors from DF-601

* Trademark ownership information

Solution ID TAUS0656523EN*

Solution Usage 0

Description

FK502. How to program a PAUSE with in the telephone number, in the driver when performing PC FAX.

Solution

To program a PAUSE within the telephone number, in the driver when performing PC FAX, hold down the SHIFT key and select the P key.

Solution ID TAUS0657109EN*

Solution Usage 0

Description

How to determine the origin of scanning issues in eCopy™.

Solution

To help determine the origin of scanning problems, eCopy™ ShareScan OP ships with a simple TWAIN scanning application called Twack32 (TwainToolKit). It is used to determine whether or not a scanning problem is specific to the scanning device or a problem with the eCopy™ software.

To use Twack32:

1. Go to Target dir\ecopy\ScanStation Client\Bin\Twack_32.exe.
2. Go to File/Select Source and select the TWAIN driver being used (eCopy™ ShareScan OP must be closed).
3. Go to File/Acquire. The TWAIN interface should display.
4. Click on the Scan button. The image will preview on the screen.

Solution ID TAUS0657142EN*

Solution Usage 0

Description

Why does the Send to eCopy™ tab not appear in the Manage section?

Solution

The Send to eCopy™ tab does not appear for two reasons:

1. Using a simulator version of the eCopy™ software.
2. Wrong NFR key was obtained.

The Scanner NFR key takes control of the optics of the MFP and does realtime scanning. The Send to eCopy™ key allows the scanner function to work as stated above but also provides the option of monitoring a hotfolder. The send to eCopy™ does not allow both options to function. The TWAIN driver can be used to either scan or Send to eCopy™ to monitor a folder.

Solution ID TAUS0657562EN*

Solution Usage 0

Description

LCD display is in Japanese

Solution

SOLUTION:

1. Power on the machine.
2. Press Utility
3. Press 2 on the keypad
4. Press 1 on the keypad
5. Press 1 on the keypad
6. Select the 1 st choice on the LCD panel (upper left box).
7. Press OK.
8. Power machine Off/On.

Solution ID TAUS0658367EN*

Solution Usage 0

Description

Unable to send or receive with no dial tone. There is a dial tone with a phone or fax. Able to send or receive with another Fax.

Solution

CAUSE: Damaged NCU board.

SOLUTION: Replace the NCU board (p/n 15LB-9020)

Solution ID TAUS0700435EN*

Solution Usage 0

Description

How to set Scan to SMB so documents are sent as a single file rather than multiple files.

Solution

To set Scan to SMB so documents are sent as a single file, perform the following:

1. Press the Scan button.
2. Select Scan Setting on the display.
3. Select File Type.
4. Select Multi Page to have the documents sent as a single file.

Solution ID TAUS0700835EN*

Solution Usage 0

Description

Print jobs do not print when vendor mode is enabled.

Solution

CAUSE: Incorrect firmware level.

SOLUTION: The firmware that enables this function is GCV-H6. This firmware can be downloaded using the Konica Minolta Download Selector Tool located at:

<http://onyxftp.mykonicaminolta.com/Download/>

Solution ID TAUS0700965EN*

Solution Usage 0

Description

CEEE1 code after installing the SC-501 Hard Drive Encryption Kit.

Solution

CAUSE: An older firmware version that does not support the SC-501.

SOLUTION: Upgrade the machine firmware level to phase 2 or higher.

Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701088EN*

Solution Usage 0

Description

FS-603 is not being recognized.

Solution

CAUSE: FS-603 motor M6 (p/n 4583506401) drive belt is too tight causing fuse F3 on PU1 power supply to open.

SOLUTION: Perform the shift motor belt tension adjustment (see attached document).

Notes :

1. Check for any other open fuses on PU1 and replace as necessary.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0701121EN*

Solution Usage 0

Description

"Please Insert Correct Imaging Unit" message will not clear from the copier control panel.

Solution

CAUSE: The incorrect IU was installed in the copier.

SOLUTION: Turn OFF the main power to the copier, insert the correct IU, and turn ON the main power.

Solution ID TAUS0701238EN*

Solution Usage 0

Description

How to perform criss cross sorting without a finisher installed.

Solution

To set up criss cross sorting without a finisher installed, perform the following:

1. Press the Utility key.
2. Press the User Settings.
3. Press System Settings.
4. Press Paper Tray Settings.

5. Press Auto Tray Select. Select the trays that contain 8.5x11 and 8.5x11R and press OK.
6. Press Auto Tray Switch and select ALLOW and then OK.
7. Press #4 No Matching Paper in Tray Setting and select Switch Trays. Press OK.
8. Press close 4 times to return to the default LCD screen.
9. Press the Paper Icon on the operation panel.
10. Press Auto Paper

Solution ID TAUS0701272EN*
Solution Usage 0**Description**

Unable to print via the standard controller. Can PING and browse the NIC.

Solution

CAUSE: The memory is scrambled or corrupt.

SOLUTION: Perform a Data Clear by performing the following procedure:

1. Enter the Tech Rep Mode by pressing the Utility Key and then enter Stop 00, Stop 01.
2. Press System 1.
3. Press Initialization and then Data Clear.

Note: Prior to performing the Data Clear, export the address book. Upon completing the Data Clear reinstall the hard drive, the TCP/IP address and import the address book.

Solution ID TAUS0701293EN*
Solution Usage 0**Description**

No display and the start button is amber.

Solution

CAUSE: The FK-502 is installed in the incorrect slot.

SOLUTION: Install the FK-502 in the rear-most slot.

Solution ID TAUS0701568EN*
Solution Usage 0**Description**

LDAP does not function after upgrading firmware.

Solution

CAUSE: Corrupt firmware.

SOLUTION: Download the latest firmware version and re-flash the machine.

Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701573EN*
Solution Usage 0**Description**

'Warming up' message and the fuser lamps are cycling.

Solution

CAUSE: The copier-to-scanner interface cable has a loose connection.

SOLUTION: Reseat the copier-to-scanner interface cable.

Solution ID TAUS0702113EN*
Solution Usage 0**Description**

How to set up Scan to SMB for a Microsoft® Windows Vista™ workstation.

Solution

Please perform the step-by-step procedures for the specified model as outlined in the attached documents.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0702566EN*
Solution Usage 0

Description

Part number for 128MB CF card.

Solution

The 128MB CF card (p/n 7760-4036-01).

Solution ID TAUS0702792EN***Solution Usage** 0**Description**

How to set up pass through printing when a coin-op is installed.

Solution

To set up pass through printing with a coin-op installed, perform the following:

1. Install the special pass through printing firmware (bizhub C250/C352/C450= GCV-H5; bizhub C252/C300/C351= GCV-H6).
2. Enter Service Mode.
3. Select System 2.
4. Select Software Switch Settings.
5. Set Switch no. to 39.
6. Bit Assignment to 00000000.
7. Change the Hex Assignment to 01 and select Fix.
8. Return to main screen.

With the machine set this way, if vendor 1 is enabled, pass through printing will occur.

Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0644272EN***Solution Usage****Description**

Is there a TWAIN driver for the Macintosh on the standard controller?

Solution

A Twain driver is not available for Macintosh.

Solution ID TAUS0646439EN***Solution Usage****Description**

FK502, How to change the number of busy redials.

Solution

To increase the redials (0-7), perform the following:

1. Enter the Service Mode.
- To enter the Service mode, perform the following:
- a. Press Utility/Counter
 - b. Press Details
 - c. Press Stop, 0, 0, Stop, 0, 1
 - d. Select Fax].
3. Select [Function Parameter Setting].
 4. Select address 000b0001 using [A] - [F] to change the letters and the numeric key pad to change the numbers.
 5. Select the data and enter a value using the binary numbers. The decimal equivalent is displayed to the right.
 6. When the address and value have been set, select [Decision].
 7. Select [End].

Solution ID TAUS0646523EN***Solution Usage****Description**

How to select Secure Print.

Solution

To select Secure Print, perform the following:

1. Click File, Print, and Properties.
2. On the Setup Tab click on the Output Method drop down and select Secure Print.
3. Enter the user ID and Password in the dialog box that appears.
4. Say O.K. and then Print.
5. To retrieve the document from the machine, touch the BOX button on the operation panel followed by [System User Box], and then [Secured Document Box] in Box mode of the machine. After entering the user ID and Password, the document is available and can be printed.

Note : For further details on the box functions of this machine, refer to the C450 User's Guide [Box Operations].

Solution ID TAUS0647215EN***Solution Usage****Description**

Poor Fusing.

Solution

CAUSE: Fuser pressure levers are in the Envelope position (down).

SOLUTION: Move the fuser pressure levers to the Normal position (up).

Solution ID TAUS0648097EN***Solution Usage****Description**

C-D010 at power up.

Solution

CAUSE: An unformatted hard disk is connected.

SOLUTION: Format the hard drive.

Solution ID TAUS0648163EN***Solution Usage****Description**

Availability of the VK-501 Vendor Kit Interface for Jamex© products.

Solution

See attached Bulletin #05-GB-088 for details.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0648352EN***Solution Usage****Description**

When the utility/counter button is selected, only the Check Consumable Life indicating selector button is there, One-Touch registration, User Setting, and Administrator Settings are missing.

Solution

CAUSE: The machine is busy performing a function in the background that is not displayed such as transferring a scan or waiting to dial a fax.

SOLUTION: Check under job list to determine what function is being performed. Jobs can be deleted or wait until the function is performed.

Solution ID TAUS0648370EN***Solution Usage****Description**

How to set up scanning via the optional USB port.

Solution

Scanning is not supported via the USB port. Only network scanning via an Ethernet connection is supported.

Solution ID TAUS0648416EN***Solution Usage****Description**

Prerequisite to installing a Jamex© coin-op.

Solution

Prior to installing a Jamex© coin-op, the VK-501 Vender Kit Interface must be installed along with firmware version 69 or higher. Please refer to attached Marketing Bulletin #05-GB-088.

Notes :

1. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

2. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0648511EN***Solution Usage****Description**

Copies from the glass or through the document feeder are skewed.

Solution

CAUSE: The mirrors in the optics are out of position. SOLUTION: Perform the focus and scanner position adjustments in the mechanical adjustment section of the Field Service Manual. Note: Before performing this adjustment, ensure that the skew is not a paper skew or CCD skew. To test for paper skew, perform the following: 1. Open the front door and actuate the door interlock to run the machine with the door left open. 2. Pull the black charge cleaner (blue rod) approximately half way out. 3. Run a copy with white paper on the glass. This will produce a white copy with a black band from lead-to-trail. If the black band is not straight on the paper, the paper is skewed. To test the CCD, perform the following: 1. Remove the glass and the black CCD cover. 2. Place a piece of black tape across the middle of the CCD and reinstall the cover and glass. 3. Copy a white piece of paper. The band produced by the tape should be straight on the paper.

Solution ID TAUS0648662EN*

Solution Usage

Description

How to make a signature booklet onto 8.5x11R paper.

Solution

To make a signature booklet onto 8.5x11R paper, make these settings in either the PS or PCL drivers.

1. Select Booklet Left Bind
2. Select Center Staple & Fold
3. Select 5.5x8.5 as the Output Paper Size

Solution ID TAUS0649176EN*

Solution Usage

Description

How to change the default scan file name.

Solution

To change the scan file name perform the following:

1. Select the Scan tab.
2. Select the Mode button.
3. Select E-Mail Settings.
4. Select File Name.
5. Press the Delete button to delete each character in the default name.
6. Enter a new file name.
7. Select OK.

Solution ID TAUS0652901EN*

Solution Usage

Description

How to copy Authentication data and Address Book data from one supported model to another or to multiple engines.

Solution

To copy Authentication data and Address Book data from one supported model to another or to multiple engines, perform the following:

1. Detect the engine(s).
2. From the Device List, select from the top menu Processing => Copy. The Copy Collectively Box will come up.
3. Select the device that is the Origin of the Copy. Be sure to hit the Select button. Then choose whether to get the most recent data or to use the data which was imported the last time.
4. Select Next.
5. Choose to copy Authentication data, Address data or both (User Boxes will not be copied).
6. Select the Target Device(s); use the Select button. Administrator passwords for the target devices must be provided in order to transfer data.
7. Copy the data to the device(s).

Solution ID TAUS0653944EN*

Solution Usage

Description

Scan mode file format TIFF is black and white only.

Solution

CAUSE: Standard controller does not support color tiff scanning

Solution ID TAUS0654331EN*

Solution Usage

Description

When forwarding a fax to E-mail the subject field is blank.

Solution

CAUSE: Firmware bug.

SOLUTION: Install latest firmware version.

Note : The latest version system software is available on the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0655608EN*

Solution Usage

Description

Are Konica Minolta MFPs compatible with Category 6 cable standard?

Solution

Konica Minolta MFPs are fully compatible with Category 6 cable standard.

Category 6 cable is a cable standard for Gigabit Ethernet and other network protocols that is backward compatible with the Category 5/5e and Category 3 cable standards.

Cat-6 features more stringent specifications for crosstalk and system noise. The cable standard is suitable for 10BASE-T/100BASE-TX and 1000BASE-T (Gigabit Ethernet) connections and it provides performance of up to 250MHz.

Solution ID TAUS0656262EN*

Solution Usage

Description

Can custom stamps or watermarks be created for copying?

Solution

There is no capability to create custom stamps or watermarks at the machine.

Solution ID TAUS0656593EN*

Solution Usage

Description

Machine will power ON into the Copy screen, but will switch to the Box screen after approximately minute or two.

Solution

CAUSE: This problem may occur after upgrading the Firmware.

SOLUTION: Perform a Data clear. To access the Data clear, perform the following:

1. Access the Tech Rep mode.
2. Select [System 1].
3. Select [Initialization]. Highlight [Data Clear] and press Start.
4. Follow the instruction on the Display panel.
5. After the machine performs the data clear turn the main power OFF/ON.

Solution ID TAUS0656631EN*

Solution Usage

Description

How to have the Fax cover letter print out when faxing through the driver.

Solution

To have the fax cover letter print out, turn TX Report ON. To turn ON the TX report settings, perform the following:

1. Select Utility/Counter.
2. Select [Administrator Settings].
3. Select [Fax Settings].
4. Scroll to and Highlight [Report Settings].
5. Select [ON]. Return to the main copy screen.

Note : This will print out the Fax cover letter information, but not the fax information that was sent.

Solution ID TAUS0656721EN***Solution Usage****Description**

How to perform the HDD R/W check.

Solution

To perform the HDD R/W check, perform the following:

1. Press the Utility/Counter.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [State Confirmation] on the touchscreen.
5. Touch [Memory/HDD Adj.] on the touchscreen.
6. Touch the down-arrow on the lower left corner of the touchscreen and scroll to the second screen.
7. Touch [HDD R/W Check] on the touchscreen.
8. Press the START key, which will initiate the hard disk R/W check sequence and will be terminated automatically. This test is used to confirm that the HDD is connected properly, and if read/write operation of the hard disk is correctly performed.
9. The check result will be displayed as [OK] or [NG].
10. Touch [End] on the touchscreen.
11. Touch [Exit] on the touchscreen.

Solution ID TAUS0656800EN***Solution Usage****Description**

Is Bates Stamping supported?

Solution

Bates Stamping or, as referred to by Konica Minolta, Annotation User Box Function is supported for scanned documents only (Scan to E-Mail, FTP or PC (SMB)). The machine does not have the ability to place the Date/Time on the scanned originals, only on the received scanned job.

Notes :

1. Please refer to the attachment for a sample exercise on how to set up Annotation Box.
2. To view the attached document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL:
<http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf> .

Solution ID TAUS0656934EN***Solution Usage****Description**

Black test patterns are blurry in the Tech Rep mode.

Solution

CAUSE: The firmware on the machine is corrupt.

SOLUTION: Re-flash the machine.

Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'

Solution ID TAUS0657388EN***Solution Usage****Description**

CD231 service code with no fax kit installed on the machine.

Solution

CAUSE: Printer Memory has been installed in the fax memory slot (DIMM2) on PWB-MFP.

SOLUTION: Remove the memory and install it in the correct slot. Printer memory should be installed in slot DIMM0 and slot DIMM1.

Solution ID TAUS0657476EN***Solution Usage****Description**

Printing stops when the job reaches a 36x24 image in the print job. The job is being printed on 11x17 paper

Solution

CAUSE: Scaling is not properly set in the print driver or the driver is set to choose the paper size by the PDF size.

SOLUTION: Set Scaling to Reduce to Printer Margins and ensure that Choose Paper Source by PDF Page Size is not checked.

Solution ID TAUS0657521EN***Solution Usage****Description**

The gray security patch occurs after upgrading the firmware to Phase 2 or higher.

Solution

CAUSE: A data error occurred in the new installation.

SOLUTION: The set up will have to be done again from the touch panel adjustment to the list output in the correct order to eliminate the gray patch.

Solution ID TAUS0657537EN***Solution Usage****Description**

The File Type button in the Scan mode displays the following: '!'.
 !

Solution

CAUSE: The machine needs to be restored to Factory Default.

SOLUTION: To restore the machine to Factory Default, perform the following for each tab, i.e., Copy, Scan, Fax (if applicable):

1. Press the Utility key.
2. Select [User Setting].
3. Select [Initial Setting].
4. Select [Factory Default].
5. Select [OK], [Close], [Close] to return to the basis screen.
6. Power OFF the machine using the main switch so that all power is removed from the machine. Wait 10 seconds and power the machine ON.

Solution ID TAUS0657542EN***Solution Usage****Description**

"Log In" error when scanning multiple pages to E-mail with the standard controller.

Solution

CAUSE: Binary division is set to ON.

SOLUTION: In the Admin mode, select Network\E-Mail Setting\E-Mail Tx. Set Binary Division to OFF.

Solution ID TAUS0657744EN***Solution Usage****Description**

Does the hard disk drive (HDD) come standard or is it an option?

Solution

The C250/C351/C352/C450 all come standard with the HDD (hard disk drive).

Solution ID TAUS0657768EN***Solution Usage****Description**

PageScope Box Operator fails to display documents stored in a user box.

Solution

CAUSE: The http Server Setting is not properly programmed.

SOLUTION: To properly program the http Server Setting, perform the following:

1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Input the Administrator password (default password 1, 2, 3, 4, 5, 6, 7, 8).
4. Touch [OK] on the touchscreen.
5. Touch [5. Network Setting] on the touchscreen.
6. Touch [3. http Server Setting] on the touchscreen.
7. Touch [ON] under the heading of http Server Setting on the touchscreen.
8. Touch [ON] under the heading of PSWC on the touchscreen.
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen to return to the normal screen.

Solution ID TAUS0657797EN***Solution Usage**

Description

What is the maximum paper margin output when printing?

Solution

The maximum coverage/margin is 4.3 millimeters measured from the edge of any side of the document.

Solution ID TAUS0657887EN***Solution Usage****Description**

Blank image from a new image unit.

Solution

CAUSE: The image unit is not turning possibly due to improper storage causing the developer to jam in one end. The image unit can be checked to see if it is turning by observing the front of the auger shaft with the top door removed and the front door interlock actuated.

SOLUTION: Shake the image unit from front to rear and use a pair of pliers to free it up.

Solution ID TAUS0657946EN***Solution Usage****Description**

FS603, can thick paper be used for booklet covers?

Solution

Thick paper can not be used for the booklet cover because the paper specification for center fold and staple is 16 to 24 lb (60 to 90 gm2).

Solution ID TAUS0657960EN***Solution Usage****Description**

The Start button is flashing amber.

Solution

CAUSE: PWB-SIF failed.

SOLUTION: Replace PWB-SIF (p/n 4038-0123-03).

Solution ID TAUS0657992EN***Solution Usage****Description**

The Image Repeat function does not work with a non-standard size original.

Solution

CAUSE: Image Repeat function will work automatically with standard size originals only.

SOLUTION: If the scanner does not recognize the document, select the Image Repeat button and input a custom size under the Set Range button. Save the job settings for future use.

Solution ID TAUS0658198EN***Solution Usage****Description**

In Quark Express for Windows the Print Description option is greyed out.

Solution

CAUSE: Only the Windows PCL driver is installed.

SOLUTION: Quark Express requires the PostScript driver to be installed, then the Printer Description option will be available.

Solution ID TAUS0658204EN***Solution Usage****Description**

CFF06 code.

Solution

CAUSE: Failed HDD.

SOLUTION: Replace HDD (p/n 4037 6095 01).

Solution ID TAUS0658206EN*

Solution Usage

Description

Part number for the main body HDD.

Solution

HDD (p/n 4037 6095 01).

Solution ID TAUS0658251EN*

Solution Usage

Description

Intermittently unable to print .The TCP/IP address responds to a PING.

Solution

CAUSE: A TCP/IP address conflict (another device on the network is configured with the same TCP/IP address). Unplug the Ethernet cable from the C250 and PING the TCP/IP address. If the PING responds properly, another device on the network is configured with the same TCP/IP address.

SOLUTION: Check with the network administrator for proper TCP/IP address allocation and reconfigure the C250 TCP/IP address scheme.

Solution ID TAUS0658285EN*

Solution Usage

Description

How to program the touchscreen default scan file type.

Solution

To program the touchscreen default scan file type, perform the following:

1. Press the Scan button on the operation panel.
2. Touch [Scan Setting] on the touchscreen.
3. Touch [File Type] on the touchscreen.
4. Touch the desired scan file type [PDF], [JPEG], [COMPACT PDF] or [TIFF].
5. Touch [OK] on the touchscreen.
6. Touch [OK] on the touchscreen.
7. Press the Utility/Counter key on the operation panel.
8. Touch [2 User Setting] on the touchscreen.
9. Touch [3 Initial Setting] on the touchscreen.
10. Touch [Current Setting] on the touchscreen.
11. Touch [OK] on the touchscreen.
12. Touch [Exit] on the touchscreen.

Solution ID TAUS0658292EN*

Solution Usage

Description

C-CB10 at power up.

Solution

CAUSE: The Fax machine has not been initialized.

SOLUTION: Before setting and initializing the Fax unit, perform a Trouble reset.

1. Power the machine OFF/ON while holding down the [Utility] key (do not let go of the [Utility] key, this may take up to a minute).
2. Trouble reset will be indicated on the Display panel. Press Trouble reset and power OFF/ON the machine.
3. Enter the Tech Rep mode.
4. Select [FAX] and then select [Initialization].
5. Highlight [Fax Function Parameter] and [Communication Journal Data] and press [Yes] twice.
6. Exit to the main screen and perform the [Fax File Memory].

Solution ID TAUS0658297EN*

Solution Usage

Description

'503 Service Unavailable' message when attempting to browse to the C250.

Solution

CAUSE: PSWC is disabled.

SOLUTION: Enable PSWC. To enable PSWC, perform the following:

1. Enter Administrator mode.
2. Select Network Setting.
3. Select http Server Setting.
4. Select ON under PSWC.
5. Select OK.
6. Exit Administrator mode.

Solution ID TAUS0658377EN*

Solution Usage

Description

CD010 after performing a physical format to correct a hard drive error.

Solution

CAUSE: Hard drive requires the logical format to be usable.

SOLUTION: Perform a logical format on the hard drive.

Solution ID TAUS0700062EN*

Solution Usage

Description

REPLENISH PAPER message with paper loaded in the LCT. The size of the paper is displayed as [???].

Solution

CAUSE: Improper programming of the LCT paper size setting.

SOLUTION: To properly program the LCT paper size setting, perform the following:

1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [System 2] on the touchscreen.
6. Touch [LCT Paper Size Setting] on the touchscreen.
7. Touch [8.5x11] on the touchscreen.
8. Touch [END] on the touchscreen.
9. Touch [Exit] on the touchscreen.

Solution ID TAUS0700075EN*

Solution Usage

Description

How to adjust the background voltage margin.

Solution

To adjust the background voltage margin, perform the following:

1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [Background Voltage Margin] on the touchscreen.
5. Touch [Cyan], [Magenta], [Yellow], or [Black] on the touchscreen. Input the desired background voltage margin from 0 to 5 using the numeric keypad.
6. Touch [+/-] on the touchscreen to switch the value between positive and negative.
7. Touch [End] on the touchscreen.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0700287EN*

Solution Usage

Description

Receive timeout error when performing scan to E-mail with F5™ BIG-IP® device between the E-mail server and the engine.

Solution

The following are troubleshooting steps used for scan to E-mail with a F5™ BIG-IP® device in front of the E-mail server:

1. Verify the workstation on the same subnet with the engine was able to send E-mail via the F5™ device.
2. Check the network settings on the workstation. Perform the following:
 - a. Click on 'Start'.
 - b. Click on 'Run'.
 - c. Type 'Enter' and press OK.
 - d. Enter 'ipconfig /all'.
 - e. Make note of the Default Gateway and DNS servers listed.
3. Verify that the MFP Gateway; DNS server TCP/IP address and DNS Search List under Network Setting in Administrator mode match the workstation settings.

IMPORTANT : The DNS settings are critical if using the F5™ hostname in the engine SMTP Server address field.

4. Verify the correct TCP/IP port is being used for outgoing mail.
5. Verify SMTP Authentication is not being used.
5. After steps 1 through 4 have been confirmed, reconfigure the engine to send E-mail directly to E-mail server sitting behind the F5™ device.
6. Another troubleshooting tool is performing a network capture. The following items will be needed to perform network capture:
a. Laptop
b. Hub (Network switch will not work because data is not to every port on the device)
c. Two patch cables
d. Network capture software
e. The attached Ethereal® Users Guide for information using Ethereal® network capture software. The network capture can be used to compare successful and unsuccessful E-mail transmissions. Ethereal® can be downloaded at: <http://www.ethereal.com/download.html>.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID	TAUS0700434EN*	Solution Usage
Description	How to set the fax default to TONE, instead of manually selecting tone or pulse at the copier or in the driver.	
Solution	In order to set the fax default to TONE, perform the following: 1. Enter the Administrator mode. 2. Select #8 Fax Setting. 3. Select #3 Telephone Line Setting and set it to PB (Push Button) instead of 10pps. 4. Go back to the main screen and power the main switch OFF/ON.	

Solution ID	TAUS0700530EN*	Solution Usage
Description	LCD goes out after about 10 seconds.	
Solution	CAUSE: PWB-MFP not working properly. SOLUTION: 1. Reseat all the connectors on the PWB-MFP. 2. Flash the copier with current firmware. 3. Replace PWB-MFP. Model Part Number =====	
	C250 PWB-MFP 4038012106 C300 Printer Control Board 9J06012106 C352 Printer Control Board 9J06012106	

Solution ID	TAUS0700551EN*	Solution Usage
Description	C-D010 at power up.	
Solution	CAUSE: A failed HDD. SOLUTION: Reseat the HDD wire harness assembly and perform the HDD format procedure. Replace the HDD (p/n 4037 6095 01) as necessary.	

Solution ID	TAUS0700557EN*	Solution Usage
Description	How to setup duplexed images to be centered on each other.	
Solution	This is not an available option on this model. This option (Side 2 drum clock adjust) is available on Production Print models such as the 8050/bizhub PRO C500.	

Solution ID	TAUS0700565EN*	Solution Usage
Description		

Why, when scanning to a User Box and selecting Single Page PDF, is the scanned image file multi-page?

Solution

This is a machine limitation when scanning to a User Box;considered normal operation.

Solution ID TAUS0700605EN*

Solution Usage

Description

Intermittent CF023 error code.

Solution

CAUSE: Poor connections.

SOLUTION: Reseat all connections on PWB-MFP. Also reseat all memory modules and the HDD.

Solution ID TAUS0700625EN*

Solution Usage

Description

Machine will not 'wake up' from low power mode.

Solution

CAUSE: The PWB-MFP board has failed.

SOLUTION: Replace the PWB-MFP board (p/n 4638012106).

Solution ID TAUS0700781EN*

Solution Usage

Description

When scanning in black and white to PC (SMB),the file size is too large.

Solution

CAUSE: Full color is selected on the operation panel.

SOLUTION: Select Black on the operation panel via scan settings.

Solution ID TAUS0700790EN*

Solution Usage

Description

When using theE-mail notification feature, can multiple E-mail addresses be entered?

Solution

Multiple E-mail addresses can be used with the E-mail notification feature. When adding multiple E-mail addresses, separate the addresses using a comma and no spaces.

Solution ID TAUS0700808EN*

Solution Usage

Description

C4151 at power up.

Solution

CAUSE: Failure of cyan polygon motor to rotate at proper speed.

SOLUTION: Reseat connectors attached to the cyan print head unit. Replace the cyan print head along with the magenta, yellow, and black print head unit (p/n 4038 0778 00) as necessary.

Solution ID TAUS0700915EN*

Solution Usage

Description

Microsoft® Windows Vista™ driver-sharing.

Solution

Attached is a workaround for the current Microsoft® Windows Vista™ driver-sharing issue.This may change as Vista™ evolves and Service Packs are released.

The process is as follows:

Upload the "in-box" Konica Minolta Vista™ PostScript Driver from a Vista™ client PC to a Microsoft® Windows 2003 Server. Once the file is uploaded to the

Server, users can find the driver on the Share and install it by the normal method. Device configurations from the Server share are preserved on the client.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0701058EN***Solution Usage****Description**

One multiple page scanned job becomes a multiple file PDF when retrieved.

Solution

CAUSE: Hard Disk Drive (HDD) not enabled.

SOLUTION: The hard drive provides sufficient storage to allow multiple page scans to be built as onePDF. To enable the HDD:

1. Press Utility.
2. Press the details button and enter Stop 0, 0, Stop 0, 1.
3. Press system 2, select the HDD and enable it.

Solution ID TAUS0701141EN***Solution Usage****Description**

Is there a TWAIN driver for Macintosh® environments utilizing the standard controller?

Solution

Presently there are no TWAIN drivers for use with a Macintosh® utilizing the Emperon controller. Fiery® controllers currently support TWAIN scanning.

Solution ID TAUS0701145EN***Solution Usage****Description**

Admin mode is missing in Network Settings.

Solution

CAUSE: The NVRAM has failed.

SOLUTION: Please call the Hotline to request a new NVRAM.

Notes :

1. Refer to the attached PDF for additional information.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0701205EN***Solution Usage****Description**

White dots in black areas exhibited on the second side.

Solution

CAUSE: The NVRAM has failed.

SOLUTION: To receive a replacement NVRAM or BRU Chip please call the Hotline.

Solution ID TAUS0701228EN***Solution Usage****Description**

FK502, can watermarks be placed on an incoming fax?

Solution

Watermarks cannot be placed on incoming faxes.

Solution ID TAUS0701237EN***Solution Usage****Description**

Can copy or print jobs be offset without a finisher installed?

Solution

Copy jobs or print jobs cannot be offset without a finisher installed.

Solution ID TAUS0701242EN***Solution Usage****Description**

Part number for the PH window cleaning jig.

Solution

PH window cleaning jig(p/n 4038208302).

Solution ID TAUS0701302EN***Solution Usage****Description**

What is the Classified Paper Size Counter?

Solution

This is the special "tool" to check the number of counts of specified paper which can be selected from the Administrator setting.
[Utility] => [Administrator Setting] => [System] => [List/Counter] => [Paper Size/Type Counter]

Note : This counter can be reset from Administrator setting and these counters do not relate to the total counter directly.

Solution ID TAUS0701313EN***Solution Usage****Description**

PageScope Box Operator is not displaying the documents in the User Box.

Solution

CAUSE: The User Box was created without a password.

SOLUTION: When creating a User Box, a password must be used in order to view and retrieve the documents using PageScope Box Operator.

Solution ID TAUS0701354EN***Solution Usage****Description**

Can the copier be initialized without losing the one-touch buttons stored on the copier HDD?

Solution

The one-touch buttons can be saved in one of 2 ways:

1. Use PageScope Data Administrator to back up the HDD data.
2. Turn off the HDD under System 2 of the Tech Rep mode and reboot the copier. Initialize the copier. Enable the HDD after the copier is initialized. Reboot the copier.

Solution ID TAUS0701374EN***Solution Usage****Description**

Black smudges on copies.

Solution

CAUSE: Poor contact on the side door interlock switch.

SOLUTION: Clean and inspect side door interlock switch.

Solution ID TAUS0701377EN***Solution Usage****Description**

Availability of fax only driver.

Solution

Konica Minolta Business Solutions has released a fax only driver that supports the following products:

1. bizhub C450/C351/C250/C352/C300
2. bizhub 420/500
3. bizhub 600/750

Download the attached Fax_only_driver_v01020001_en_add.zip and Release Notes.

Note : To open the file(s) using WinZip®, WinZip® must be installed. WinZip® can be downloaded from the WinZip® website:

<http://www.winzip.com/ddchomea.htm> . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local

computer to view.

Solution ID TAUS0701455EN*

Solution Usage

Description

The bypass does not lift or feed the paper when copying.

Solution

CAUSE: The data for the manual bypass tray adjustment is corrupt or missing.

SOLUTION: Perform the manual bypass tray adjustment:

1. Enter the Service Mode.
2. Select Machine.
3. Select Manual Bypass Tray Adjustment.
4. Select Max Width.
5. Load the bypass tray with a piece of paper 301mm wide.
6. Press the Start button.
7. Select Min Width.
8. Load the bypass tray with paper 89mm wide.
9. Press the Start button.
10. Select End.
11. Select Exit.

Solution ID TAUS0701477EN*

Solution Usage

Description

Can the size of the scan be selected when scanning off the glass?

Solution

Control over the size of the document to be scanned is determined in the scan document settings. Press Scan, then "Scan Settings" and select the dimension size limitation of the document to scan. The normal setting for this feature is "Auto".

Note :As an example, this feature can be used to scan an open book if only needing to scan one page of the book.

Solution ID TAUS0701491EN*

Solution Usage

Description

Unable to fax directly after setting up and enabling RightFax®.

Solution

CAUSE: Incorrect configuration.

SOLUTION: Direct faxing is not supported when an MFP is configured for using a RightFax® server.

Solution ID TAUS0701495EN*

Solution Usage

Description

Unable to purchase the MFP module and MFP extension for Captaris® RightFax® from Konica Minolta.

Solution

CAUSE: The MFP module and MFP extension for Captaris® RightFax® are not purchased from Konica Minolta.

SOLUTION: The MFP module and MFP extension are purchased directly by the customer from Captaris®. Once installed by the customer and licensed by Captaris®, the RightFax® integration can be performed.

Please refer to the Guide to the Konica Minolta Extension for Captaris® RightFax® for more detailed information.

Notes :

1. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>
2. The links in the Guide to the Konica Minolta Extension for Captaris® RightFax® document are "live".

Solution ID TAUS0701577EN*

Solution Usage

Description

Is SIP fax supported?

Solution

SIP fax is currently not supported in the U.S. market.

Solution ID

TAUS0701651EN*

Solution Usage

Description

KONICA MINOLTA Font Management Utility 2.0.0 will not delete fonts.

Solution

CAUSE:When adding fonts to the a printer using the Font Management Utility, the add mode becomes locked.

SOLUTION:After adding Fonts to the printer with the Font Management Utility, close the application. If removal ofthe fonts is desired, re-open the application and proceed to remove the fonts.

Solution ID

TAUS0701693EN*

Solution Usage

Description

Received faxes do not print.

Solution

CAUSE: Memory reception is enabled.

SOLUTION: To disable memory reception, perform the following:

1. Enter Admin mode.
2. Select Fax Settings.
3. Select Function Settings.
4. Select Memory RX.
5. Select Memory RX to OFF.
6. Exit Admin mode.

Solution ID

TAUS0701721EN*

Solution Usage

Description

HTTP Error 503 - Service unavailable error.

Solution

CAUSE: The server is currently unable to handle the request due to a temporary overloading or maintenance of the server. The implication is that this is a temporary condition which will be alleviated after some delay. If known, the length of the delay MAY be indicated in a Retry-After header. If no Retry-After is given, the client SHOULD handle the response as it would for a 500 response.

Note : The existence of the 503 status code does not imply that a server must use it when becoming overloaded. Some servers may wish to simply refuse the connection.

Any client (e.g., Web browser or the CheckUpDown robot) goes through the following cycle when it communicates with a Web server:

- Obtains a TCP/IP address from the TCP/IP name of a site (the site URL without the leading 'http://'). This lookup (conversion of TCP/IP name to TCP/IP address) is provided by domain name servers (DNSs).
- Opens a TCP/IP socket connection to that TCP/IP address.
- Writes an HTTP data stream through that socket.
- Receives an HTTP data stream back from your Web server in response. This data stream contains status codes whose values are determined by the HTTP protocol. Parse this data stream for status codes and other useful information.

Note : This error occurs in the final step above when the client receives an HTTP status code that it recognises as '503'.

SOLUTION:Check TCP Socket Settings and enable HTTP and PageScope Web Connection.

Ensure that SNMP is ON and ports are correct. Update the firmware to most current version. If the problem persists, perform a Data Clear: Service Mode =>System 1 =>Initialization =>Data Clear.Swap NVRAM from a known working copier/printer.Finally, swap/replace the PWB-MFP.

PART NUMBER MODEL ITEM
4038012106 bizhub C250 PWB-MFP
4038-2414-01 bizhub C252 PWB-MFP
9J06-0121-06 bizhub C300/C352 PWB-PRCB
4037013104 bizhub C351/C450 PWB-MFP

Solution ID

TAUS0701752EN*

Solution Usage

Description

Gradation Adjustment can not be seen in the Tech Rep mode or Admin Mode.

Solution

CAUSE:Incorrect settings.

SOLUTION:Perform the following:

1. Service Mode.
2. Imaging Process adjustment.
3. DEV. Bias Choice.
4. Select OFF and power the machine OFF/ON.

Solution ID TAUS0702056EN*

Solution Usage

Description

C-4780 error code at power up.

Solution

CAUSE: PWB-MFP or PRCB (for bizhub C300/C352)has failed.

SOLUTION: Replace the PWB-MFP (p/n 4037013104 for bizhub C351/C450 andp/n 4038012106 for bizhub C250/C250P/C252/C252P) or PRCB (p/n 9J06012106 for bizhub C300/C352).

Solution ID TAUS0702146EN*

Solution Usage

Description

How to perform Print Screens (screen shots) from a Microsoft® Windows OS and Macintosh® OS.

Solution

Please see the attacheddocument for detailed information.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0702150EN*

Solution Usage

Description

How to enable/disable DNS Server Auto Obtain from the touchscreen.

Solution

To enable/disable DNS Server Auto Obtain from the touchscreen, perform the following:

1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [5 Network Setting] on the touchscreen.
6. Touch [1 TCP/IP Setting] on the touchscreen.
7. Touch [Fwd] on the touchscreen twice to access screen 3/5.
8. Under DNS Server Auto Obtain touch [Enable] or [Disable] as desired by the customer.
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen.

Solution ID TAUS0702187EN*

Solution Usage

Description

User Authentication/Account Track is grayed out in the document properties of the driver under the Basics tab.

Solution

CAUSE: Authentication/Account Track option is disabled in the driver properties.

SOLUTION: Check to make sure that the Authentication/Account Track option is enabled as a default in the driver properties. To enable:

1. Select the Start/Settings/Printers.
2. Right-click on the driver and select properties.
3. Select the Configure tab.
4. Under the Device Option field, select the User Authentication or Account track option to be enabled.
5. Select the drop down arrow under Setting and enable the device.
- 6.Click Apply and OK.

Note :It is necessaryto close the application and re-open it in order for the settings to take place. These options will be defaulted to "disable" if an Acquire Device Information is performed.

Solution ID TAUS0702248EN*

Solution Usage

Description

When creating a Printer Driver Profile in iManager under iPrint task, Winsock error 11004 is encountered.The error message is: The DNS has been found in the database, but its associated data is not correct.

Solution

CAUSE: The Novell TID is inaccurate. A DNS entry of the server needs to be on the workstation running iManager.Novell has been informed.

SOLUTION: The DNS entry should look something like this:

xxx.xxx.xxx.xxx Netware65.kmbs.local Netware65

Once placed in the etc/hosts file on the workstation, the error does not occur.A restart of the workstation is not necessary.

Solution ID

TAUS0702292EN*

Solution Usage

Description

How to configure LDAP access to a Lotus® Notes server through PageScope Web Connection.

Solution

To configure:

1. Log into PageScope Web Connection as Admin.
2. Access the TCP/IP settings.
3. Ensure that TCP/IP is enabled and, if accessing the LDAP server by DNS, that DNS settings are properly configured.
4. Access the Network => LDAP Setting => LDAP Function and set to ON.
5. Access the Network => LDAP Setting => LDAP Server Registration.
6. Select to create a new LDAP Server Registration.
7. It may be necessary to specify the search base of the Lotus® Notes LDAP server. Example: O=KM Corp, C=US
8. Enter the TCP/IP address or Host name of the LDAP server.
9. Set Authentication Method if Anonymous access is not configured for LDAP access on the Lotus® Notes server.

Notes :

- a. When retrieving an LDAP list from a Lotus® Notes server, several considerations may affect the ability to access LDAP. One consideration is the version of Lotus® Notes. Later versions of Lotus® Notes allow for acquiring an LDAP listing from Active Directory while earlier versions require connecting directly to the Lotus® Notes server to retrieve an LDAP directory. Connecting to a Lotus® Notes LDAP server may also depend on how the Administrator has configured Lotus® Notes for Authentication. Later versions of Lotus® Notes can be configured to authenticate from Active Directory or Lotus® Notes User Accounts, however, earlier versions authenticate only from Lotus® Notes User accounts.

Additionally, if Certificate Services is running, a secure login will be required.

- b. Please refer to the attached document for more detail.
- c. To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; <http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf> .

Solution ID

TAUS0702331EN*

Solution Usage

Description

Characters are printed compressed together in an Advanced Function Presentation™ Data Stream (AFPDS) jobfromthe AS/400®.

Solution

CAUSE:Some documents are designed in a way that Host Print Transform (HPT) finds it difficult to transform. IBM has recognized this and has provided a solution.

SOLUTION:A new DataStream type has been created forWSCST (WorkStation Customization tables)that instructs HPT to create an image of the page instead of transformingsit character-by-character.Using this method, spacing is maintained throughout the document.

Note : Attached is a general use WSCST where the tray calls are set to ATS.

Solution ID

TAUS0702385EN*

Solution Usage

Description

Black prints are light, all other colors print fine.

Solution

CAUSE: HV1 has failed.

SOLUTION: Replace HV1 (p/n 4038 6203 02).

Solution ID

TAUS0702389EN*

Solution Usage

Description

What is the difference between banner page and banner printing?

Solution

Banner page is basically a separator page that prints between each job. Banner printing is print onto banner size paper.

Solution ID TAUS0702396EN*

Solution Usage

Description

What is the difference between Separate Scan and Single Page Scan when scanning to a destination via the standard controller?

Solution

When selecting Separate Scan, this allows for the building of a document that is more than the RADF can handle, typically 50 sheets. Documents greater than 50 pages should use this function so that only one file is built and received.

When using Single Page Scan, this will break down the document into single page documents or file. If 10 pages are scanned, 10 files will be received.

Solution ID TAUS0702425EN*

Solution Usage

Description

Punch unit is offsetting on every page when the punch feature is selected.

Solution

CAUSE: Failed Finisher Control Board.

SOLUTION: Replace the Finisher CB (p/n 4583 5179 01).

Solution ID TAUS0702534EN*

Solution Usage

Description

How to install a printer using LPR (IP Printing) under Macintosh® OS9.

Solution

Please perform the procedures mentioned in the attached document.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0702709EN*

Solution Usage

Description

C-0B76 finisher error code.

Solution

CAUSE: The shaft on which the gear rides is deformed. The punch unit cannot be driven from front to rear.

SOLUTION: Reform the shaft (p/n 13YM77380) toward the punch unit rail. This will allow the drive gears to mesh properly so the punch unit can be mechanically driven from front to rear.

Solution ID TAUS0702745EN*

Solution Usage

Description

Is the IP Scanner utility supported?

Solution

The IP Scanner utility is a legacy Minolta product and is not supported on Konica Minolta printers.

Solution ID TAUS0702806EN*

Solution Usage

Description

Network Fax Setting button is missing from screen 2/2 of the Network Setting display.

Solution

CAUSE: The internet fax setting is set to OFF.

SOLUTION: To set the internet fax setting to ON, perform the following:

1. Press the Utility/counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [System 2] on the touchscreen.

5. Touch [Network Fax Settings] on the touchscreen.
6. Touch [ON] which is located next to Internet Fax on the touchscreen.
7. Touch [END] on the touchscreen.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0702890EN*

Solution Usage

Description

Printing to a Windows Samba shared printer from a Macintosh®.

Solution

Please perform the step-by-step procedure mentioned in the attached document.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0702899EN*

Solution Usage

Description

How to check the HDD capacity.

Solution

To check the HDD capacity, perform the following:

1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [9 Security Setting] on the touchscreen.
6. Touch [6 HDD Setting] on the touchscreen.
7. Touch [1 Check HDD Capacity] on the touchscreen.
8. Touch [Close] on the touchscreen.
9. Touch [Exit] on the touchscreen.

Solution ID TAUS0703001EN*

Solution Usage

Description

The machine copies very slow and well below the rated output for black and white and color.

Solution

CAUSE: The machine memory is corrupt.

SOLUTION: Perform a data clear:

1. Browse to the NIC/Log on as Administrator/Select the Scan tab/ImportExport and back up the one-touch addresses to the desktop.
2. Enter Tech Rep mode.
3. Select System 1.
4. Select Data Clear and press start. Wait for the machine to cycle OFF/ON and for the POWER OFF MACHINE WITH THE MAIN POWER SWITCH message.
5. Import the one-touch list back to the NIC.
6. Re-install the HDD and power the machine OFF/ON.
7. Reset the Marketing area to U.S. and the target to U.S.
8. Re-install the TCP/IP address and power the machine OFF/ON.

Solution ID TAUS0703053EN*

Solution Usage

Description

How to program a one-touch destination key from the operation panel.

Solution

To program a one-touch destination key from the operation panel perform the following:

1. Press the Utility key and enter the Admin Mode.
2. Press One-Touch Registration.
3. Press Scan.
4. Press Address Book.
5. Press E-mail, FTP, SMB or User Box.
6. Press New.
7. Enter Name and Address, File Path or User Box information and press OK.

