



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

CN3102Pro - ALL ACTIVE SOLUTIONS

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Solution ID TAUS0802540EN***Solution Usage** 1**Description**

Text print font is bold.

Bold Text

Text is using CMYK

Mis-registration on Text only

Solution

CAUSE: The Fiery® is set to Normal. When composing text which is specified as black, the color can be made up from a combination of CMYK which is referred to as Rich Black, or just from the black component which is referred to as Pure Black.

Rich Black often prints oversaturated and uses more toner than necessary. It can also spread fine text and mis-registration may become obvious. When set to print Pure Black, the text and graphics appear less saturated but can look cleaner as less toner is used to produce the black.

SOLUTION: From the driver:

1. Select Color.
2. Select Black Detection.
3. Select Expert Color.
4. Under the Black Channel select Pure Black ON and Black Overprint to Text/Graphics.
5. Under RGB Source and CMYK Simulation set Print Gray Using Black Only to Text/Graphics/Images.

Note : Please see attachment for visual reference of described issue and recommended driver 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 Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800561EN***Solution Usage****Description**

PANTONE® colors printed from an application do not match the PANTONE® swatch book.

Solution

CAUSE: Incorrect use of Fiery® color charts.

SOLUTION: Follow these procedures for Fiery® color charts:

1. Print Fiery® color charts.
2. Select the color on this chart that best matches the desired color (such as a PANTONE® swatch book).
3. Enter the number of the selected color on this chart into the application as the PANTONE® color.

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

Solution ID TAUS0656768EN***Solution Usage** 52**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 TAUS0801706EN***Solution Usage** 8**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 transferred 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 TAUS0801272EN***Solution Usage** 5**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 TAUS0637663EN***Solution Usage** 4**Description**

How to completely remove a printer driver in Microsoft® Windows 2000/XP/Vista™.

Solution

When removing a printer from the Printers folder, the printer driver file is not removed from the hard disk drive. This following describes a procedure to use if a printer driver file is corrupted:

WINDOWS 2000

WARNING : If using Registry Editor incorrectly, serious problems may occur that will require reinstallation of the operating system. Microsoft®/KMBS cannot guarantee that problems can be solved that result from using Registry Editor incorrectly. Use Registry Editor with extreme caution.

1. Remove the printer using the Printers folder in Microsoft® Windows 2000.

2. In Microsoft® Windows 2000, in Control Panel, double-click Administrative Tools, double-click Services, and then stop the Spooler service.

3. Run Registry Editor (Regedt32.exe) and go to the following subkey (note that this is all one path, which has been wrapped for readability):

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86\Drivers\Version-3\

Note : Version-3 is Microsoft® Windows 2000, and is the name of the printer to be removed.

4. Notice the values on the right and write down the file names.

5. With the printer driver key selected, click Delete on the Edit menu.

6. Go to the following directory and delete the printer driver files noted in step 4:

%SystemRoot%\System32\Spool\Drivers\

Note :If unable to delete the files and folders in the above directory structure after stopping the spooler service because of an error message that the files are in use (such as, Rasddui.dll), set the startup type for the Spooler service to Disabled, restart the computer, and then attempt to delete the files and folders again. After deleting the files, restore the Spooler startup to Automatic.

7. In Microsoft® Windows 2000, in Control Panel, double-click Administrative Tools, double-click Services, and then start the Spooler service.

8. If reinstalling a printer, use the Printers folder.

9. Delete the %windir%\inf\oem?.inf file that is associated with the removed printer driver. This removes the printer from the printer selection list when adding new printers.

Note : In addition to the steps listed above, it may be necessary to delete the printer's associated unidriver (Rasdd.dll, Pscript.dll, or Plotter.dll). If printing has been initialized or if a process is using this file, it will be locked open and cannot be deleted. The file can be renamed or the system can be restarted to free up the driver. Refer to the Printer.inf file to see which unidriver is used by a particular printer.

WINDOWS XP

Microsoft® Windows XP adds a user interface feature to delete driver files so the steps for Microsoft® Windows 2000 are no longer necessary. To delete printer driver files in Microsoft® Windows XP:

1. Click Start, and then click Printers and Faxes.

2. On the File menu, click Server Properties.

3. On the Drivers tab, click the printer driver to be deleted, and then click Remove.

WINDOWS VISTA

Removal of a printer driver in Microsoft® Windows Vista™ is very similar to the procedure used for XP:

1. Open Printers by clicking the Start button, clicking Control Panel, clicking Hardware and Sound, and then clicking Printers.

2. Right-click the printer that you want to remove, and then click Delete. If you cannot delete the printer, right-click it again, click Run as administrator, and then click Delete.

Remember, you cannot remove a printer if you have items in the print queue. If items are waiting to print when you try to remove a printer, Windows will wait until printing is complete, and then remove the printer. If you have permission to manage documents on the printer, you can also cancel all print jobs and then try to remove the printer again. For more information, see attached documentation concerning how to cancel printing and printer permissions. 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> .

Note : If you are prompted for an administrator password or confirmation, type the password or provide confirmation.

Solution ID TAUS0702740EN***Solution Usage** 4**Description**

How to properly remove Command WorkStation™ from a Macintosh®.

Solution

Please perform the step-by-step 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> .

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

Solution ID TAUS0800767EN***Solution Usage** 3**Description**

How to perform a calibration with ColorCal™ or ES-1000.

Solution

Steps to reproduce using ColorCal™ :

1. Run ColorWise Pro Tools® and login to the Fiery®; then click Calibrator.
2. Select the following:
 - a. Measurement Method = ColorCal™
 - b. Print Settings => Calibration Set => Media = Normal
3. Print Measurement Page. Place on the MFP glass with grayscale strip (Kodak® Gray Scale - p/n 10012662).
4. Click "Measure".
5. Select "Yes" for Scanner Calibration and follow the instructions.
6. After successful scanner calibration, click "Measure" and follow the instructions to completion.
7. After successful measurement process, print comparison page.
8. Click "Apply".
9. Click Done to close Calibration.

Note :See the attached MPEG file (CalScan.MPG), for ColorCal™ procedure.

Steps to reproduce using an ES-1000 :

1. Run ColorWise Pro Tools® and login to the Fiery®; then click Calibrator.
2. Select the following:
 - a. Measurement Method = ES-1000
 - b. Print Settings => Calibration Set => Media = Normal
3. Print Measurement Page. Place on the MFP glass with grayscale strip (Kodak® Gray Scale - p/n 10012662).
4. Click "Measure".
5. Select "Yes" for Scanner Calibration and follow the instructions.
6. After successful scanner calibration, click "Measure" and follow the instructions to completion.
7. After successful measurement process, print comparison page.
8. Click "Apply".
9. Click Done to close Calibration.

Note : Please see ColorWise Pro Tools® and calibration attachments for further 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> .

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

Solution ID TAUS0647125EN***Solution Usage** 2**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 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 TAUS0703585EN***Solution Usage** 2**Description**

Fiery® Microsoft® Windows Vista™ 32-bit and 64-bit utilities availability.

Solution

EFI® has released utilities that are compatible with 32-bit and 64-bit versions of Microsoft® Windows XP/2003/Vista™. They are also compatible with Microsoft® Windows 2000.

The utility CD is available for download through the Konica Minolta download site in ISO format. The filename is Fiery_Uilities_Vista32_64.iso

Note for Microsoft® Windows XP Users: Windows XP Service Pack 2 is required to install these utility applications on Windows XP operating systems.

A security issue has been identified in Microsoft® XML Core Services (MSXML) that could allow an attacker to compromise a Windows-based system and gain control over it. These utilities have been updated to be compatible with this change. Details of the security changes are available at:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=dea6a48f-fb00-43f3-a374-3220f9759c2d&displaylang=en>

This updated utility package is available for previously-shipped products using Fiery® code bases System 5/5e through System 8/8e.

The following is a list of the applications in this package:

Command Workstation 4.6

Impose 2.7

Compose 2.0

HotFolder Windows 2.4

CWPT Windows 3.9

FRS Windows 5.5.1

VDPRM Windows 1.3

Printer Delete Utility

These utility applications will be compatible with all flavors of the following operating systems:

Windows 2000

Windows XP/2003 (32-bit & 64-bit)

Windows Vista (32-bit & 64-bit)

For Vista™ compatibility, EFI® assumes that users are running Windows Vista™ with Vista-supported hardware. These applications will only run as 32-bit emulation mode in 64-bit operating systems. There are no plans to recompile these client applications to run natively in 64-bit mode.

Application Notes:

Command WorkStation™: Users should be running CWS 4.5.x or later.

WebTools: Microsoft® has 32-bit and 64-bit Internet Explorer applications packaged into their 64-bit operating systems. For 64-bit environments, WebTools is only supported using 32-bit Internet Explorer. It will not function using 64-bit Internet Explorer.

Impose and Compose: Impose and Compose: For Impose 2.7, full Vista™ compatibility requires Acrobat® 8.1 and Pitstop 7.2. The user will only experience the same level of functionality based on the available features of the Fiery®.

E-mail Port Monitor: EFI® will not provide a Vista™ compliant E-mail Port Monitor application. This application will not operate under Windows Vista™.

SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS/SSD

Solution ID TAUS0800808EN*

Solution Usage 2

Description

Burning ISO images.

Solution

Please perform 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>.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, 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 TAUS0702534EN*

Solution Usage 1

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> .

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

Solution ID TAUS0802476EN*

Solution Usage 1

Description

How to determine if an ES-1000 Spectrophotometer is faulty.

Solution

To determine if an ES-1000 Spectrophotometer is faulty, please read the following instructions to use EFI's diagnostic tool:

1. Go to <http://www.efi.com/support/download-software.asp> , and login to download the most recent version of the diagnostic tool.
2. Register and provide the ES-1000 serial number located on the bottom of the unit.
3. Select the "Software Update" link.
4. Look for Macintosh® and PC diagnostic tools are located under "Eye-One Diagnostics" (the simple installation takes only minutes to complete).
5. Attach the ES-1000 to the USB port and open the diagnostic tool. As soon as the window opens, there will be a message indicating whether or not the device is attached. The note should say "Device found" if the ES-1000 is attached correctly. If not, the message will indicate that the device is not communicating at a basic level.
6. Run the diagnostic and carefully follow the directions.
7. Scroll through the on-screen report for pass or fail results. In the results, the device serial number should match the ES-1000 sticker located at the bottom of the device. If not, consider this process a failure. Any other types of failures should be listed clearly.
8. Look for the phrase "Eye-One pro test passed" to see if the test was successful. If this phrase is not indicated, the diagnostic failed.
9. Attempt another diagnostic using the same computer if the diagnostic failed the first time.
10. Attempt another diagnostic with a second computer if the diagnostic fails again. This second diagnostic is to eliminate the possibility that the first computer is the problem.
11. Return the device if the second diagnostic fails.

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

Solution ID TAUS0651247EN*

Solution Usage 0

Description

What patches are included in the security patch for the IP-901 Version 2?

Solution

These files are to fix the problems explained in the bulletins issued by Microsoft®.

MS05-054 KB905915 => EFIWR_KB905915_SP1.exe: 1-LKOG1

MS06-001 KB912919 => EFIWR_KB912919.exe: 1-LRDCA

MS06-002 KB908519 => EFIWR_KB908519.exe: 1-LTFST

Note : The security patches can be obtained 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 see attached patch files and Release Notes (for accessibility in case the Download Selector cannot be accessed).

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 and Mark D'Attilio, Production Print/SSD

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 TAUS0802457EN***Solution Usage****Description**

How to create, export, change, restore and delete a preset.

Solution

Save a preset for frequently used print settings

You can save print settings needed for different applications or types of jobs as a preset.

You can save up to 50 presets.

To create a preset:

1. In the Start menu, choose Settings => Printers (Microsoft® Windows 2000) or Printers and Faxes (Microsoft® Windows XP/Server 2003).
2. Right-click the desired printer and choose Printing Preferences.
3. Click the Fiery® Printing tab.
4. Adjust the print settings in the Fiery® Printing tab as desired.
5. Under Preset, choose Save current Job Template. The Save Job Template dialog box appears.
6. Enter a descriptive name for the preset (up to 32 characters long) and click OK. The preset is added to the list of available presets. The presets are available any time you access the Fiery® Printing tab. They remain on your local hard disk until you delete them.

To export (or back up) a preset to a hard disk:

1. In the Start menu, choose Settings => Printers (Microsoft® Windows 2000) or Printers and Faxes (Microsoft® Windows XP/Server 2003).
2. Right-click the desired printer and choose Printing Preferences.
3. Click the Fiery® Printing tab.
4. Under Preset, choose Save and manage list of Job Templates. The Job Templates dialog box appears.
5. Click a name to select the saved preset you want to export or back up.
6. Click Export.
7. In the Export Job Templates dialog box, browse to select a folder in which to save the preset.
8. Enter a short file name for the exported preset and click Save. The file includes the long name you gave the preset when you created it. Choose a preset for print jobs. The Fiery® Printing tab shows which, if any, presets are available for all print jobs.

To change to a different preset for all print jobs:

1. In the Start menu, choose Settings => Printers (Microsoft® Windows 2000) or Printers and Faxes (Microsoft® Windows XP/Server 2003).
2. Right-click the desired printer and choose Printing Preferences.
3. Click the Fiery® Printing tab.
4. Under Preset, select a different preset. The preset is used until you select another one.

Note : When you access the Fiery® Printing tab from an application's Print dialog box and select a preset, the preset is used only for the current application session. If the preset you want is not displayed, but you previously backed it up to a disk (exported it), you can import it to use again.

To import (restore) a preset saved on a disk:

1. In the Fiery® Printing tab, under Preset, choose Save and manage list of Job Templates. The Job Templates dialog box appears.
2. Click Import.
3. Browse to the disk and folder containing the preset you want to import.

4. Select the preset file and click Open.
5. Click OK to close the Job Templates dialog box.

Delete a preset

1. In the Start menu, choose Settings => Printers (Microsoft® Windows 2000) or Printers and Faxes (Microsoft® Windows XP/Server 2003).
2. Right-click the desired printer and choose Printing Preferences.
3. Click the Fiery® Printing tab.
4. Under Preset, choose Save and manage list of Job Templates. The Job Templates dialog box appears.
5. Select the preset you want to delete and click Delete.
6. Click OK to close the Job Templates dialog box.

Note: Please see attachment for Screen procedures. 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 TAUS0802749EN*

Solution Usage

Description

How to create Hot Folders.

Solution

Please see attachments for complete step-by-step procedures. 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 TAUS0802763EN*

Solution Usage

Description

Connecting a Fiery® controller to Novell® 4.1 (if NDPS plug-in is installed) or 5.x using NDPS.

Solution

Please perform the step-by-step procedure 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> .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, 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 TAUS0808258EN*

Solution Usage

Description

How to install "Print Services for UNIX" on a Microsoft® Windows 2000 computer.

Solution

To install "Print Services for UNIX" on a Microsoft® Windows 2000 computer:

1. Open the Start => Settings => Network and Dial-up Connections dialogue.
2. In this window, click on the "Add Network Components" link.
3. With your Microsoft® Windows 2000 installation CD in the drive, checkmark "Other Network File and Print Services;" Next.
4. The "Print Services for UNIX" should then install. You will now be able to set up an LPR connection to your Fiery® controller.

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

Solution ID TAUS0900414EN***Solution Usage****Description**

How to calibrate a Fiery® (step-by-step method).

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 TAUS0900708EN***Solution Usage****Description**

Can the Fiery® job log be saved as a file?

Solution

The Fiery® job log can be saved as a file:

1. Open Command WorkStation™ (CWS).
2. On CWS select Server.
3. Select Job Log.
4. Select Export and Save. The job log will be saved as a text file.

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

Solution ID TAUS0900744EN***Solution Usage****Description**

Problems when printing from a Fiery®.A file that you have sent to your fierymay not print.

Solution

Before calling for support there are a few steps you might want to take to fix the problem yourself:

Step 1 . As is always the first step, and sometimes overlooked, is to check the cables and power going to the Fiery® controller and to the printer. We recommend that the Fiery® be put on a separate power supply that the printer and protected with battery back-up unit, also called a UPS. There have been cases of power fluctuations ruining hard drives inside the controllers.

Step 2 . Test Network connectivity. If you or the IT department has the TCP/IP address of the Fiery® controller, try toPING the address to test the network connection.

Step 3. If by now you still have not found the root of the issue, there may be a problem with your settings or file format. If installed, open up Command WorkStation™ and see if the file is stuck in the processing or spooling phase. Test to see if the problem only happens when printing a specific file or from a certain application. Possibly the job has gone through and there was a contradiction with the paper tray settings between the driver and printer settings. If so, a red warning sign will appear under the printing panel on the right side of your screen. Command WorkStation™ is a valuable application that monitors workflow and settings of your Fiery® controller. If you do not have this installed on any of your PCs or Macs or would like more information on Fiery® applications, please get in contact with your service organization.

Step 4. Finally, if problems are still persisting, we ask that you power down the Fiery® controller. Many controllers have a separate power switch on them or may be stand alone towers. Because the controller is a computer itself, like most computers, it will need to be restarted every once in a while to free up needed memory.

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

Solution ID TAUS0901053EN***Solution Usage****Description**

Can the Fiery® job log be saved in electronic format?

Solution

The Fiery® job log can be saved in electronic format. Follow these procedures:

1. Start Command WorkStation™ (CWS).
2. Select Server.
3. Select Job Log.
4. Select Export.
5. Save the file to the local workstation.

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

Solution ID TAUS0901466EN***Solution Usage****Description**

What is the recommended MD5 checker?

Solution

Therecommended MD5 checker is HkSFV (download attached file).

HkSFV uses CRC-32 and MD5 technology to validate the integrity of files that you have downloaded or moved through a potentially unstable medium (burnt to CD, transferred over the Internet/LAN). HkSFV can verify your files in seconds and is compatible with Win-SFV and md5sum.

HkSFV is the simple, easy and most automatic application to create or check SFV and MD5 files.

What is an SFV?

An SFV file is a tiny list of files and CRCs, which allow you to check to see if the files you have downloaded are exactly what you are expecting. The CRC algorithm used in SFV files allows you to see if the file you have has been changed, even a single byte, since the SFV file was created.

What is an MD5?

MD5 did not exist until somewhat recently, as md5sum is a popular UNIX format similar to SFV and UNIX does not use file extensions the way Microsoft® Windows-based systems do. MD5 uses the md5 algorithm to computechecksums, rather than the CRC-32method used by SFV. The md5 algorithm is almost as fast as CRC-32, but it is much more accurate at detecting changes in files.

Some key features of HkSFV:

Easy installation and automatic uninstallation (leaves no trace in the registry, even goes one step further than most programs and restores previous file associations when you remove it)

One-click creation and checking of SFVs and MD5s

Flawless & smooth upgrading to new versions (simply install the new version)

Automatic association with SFV files, and an option to fix file association when other programs steal it

Handles SFV and MD5 files from any other program invisibly (including files created on *NIX)

Database/cache of previously checked files

Batch SFV and MD5 checking - queue up and check many SFVs and MD5s in one pass, specify a directory and check all the SFVs and MD5s in that directory (including subdirectories, if you want)

Automatically find renamed files while checking SFV or MD5 files

Enqueue SFVs or MD5s during file verification

Recursive directory support during creation and verification

Supports creation of .bad and .missing files, or deleting failed files

Drag-and-drop SFV or MD5 file or directory to create/check SFV or MD5

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

Solution ID TAUS0607358EN***Solution Usage** 22**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. Please refer to attached example. 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 and Ed Bellone, Production Print/SSD

Solution ID TAUS0701860EN***Solution Usage** 13**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 TAUS0657485EN***Solution Usage** 12**Description**

Print jobs using Quark® Xpress 7.01 or higher will not print to any Fiery® controller.

Solution

CAUSE: There is a compatibility issue with Quark® Xpress 7.01 and 7.02 when printing through any Fiery®-based Macintosh® OS 10.4x print driver. The issue is related to the CUPS filter used by the Fiery® driver and how CUPS is accessed from Quark® Xpress 7.01x.

SOLUTION: There are EFI drivers to correct this issue for the IC-402 and the IC-406 and EFI will be updating drivers on a regular basis. If a driver has not been updated or will not get this upgrade, EFI has released an updated CUPS filter that replaces the one used by their driver. This is a universal installer (attached) that will cover all of the Fiery® drivers that are installed.

Install this filter after the Fiery® driver has been installed to overwrite the older version. This filter will also work with Intel Macintosh® machines.

Notes :

1. 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. Please be sure to refer to the attached Release Notes for the IC-402 and IC-406. 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>

3. If a customer has a controller other than the IC-402 or the IC-406, then please establish a new problem ticket and reference this solution ID number (TAUS0657485EN0*). This will allow communication of the field impact concerning provision of the drivers/installer.

SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS/SSD

Solution ID TAUS0647657EN*

Solution Usage 2

Description

License Verification failed with DocBuilder Pro dongle.

Solution

CAUSE: The computer with the dongle installed does not have the correct Hardlock™ driver installed or there is a driver conflict with LPT1.

SOLUTION: Download and install the latest Hardlock™ driver for the required operating system. Go to <http://www.aladdin.com/support/hardlock/index.asp> to access the files.

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

Solution ID TAUS0902460EN*

Solution Usage 2

Description

How to perform a Mail Merge using Microsoft® Word 2007.

Solution

The attached documentation outlines procedures to:

divide Mail Merge into separate jobs based on name or address

separate a file that has already been merged into Microsoft® Word 2007. In other words, you only have a Word file with all the variable data incorporated. No need to add recipients from a spreadsheet.

Notes :

1. The instructions are for both scenarios using Microsoft® Word 2007 and attached are the files used in the instructions.

2. To view the DOC file, 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> .

3. To view the XLS file, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the following URL; <http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN> .

4. 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 TAUS0614116EN*

Solution Usage 1

Description

When printing a large document from Microsoft® Publisher, a Publisher error box displays "There is not enough memory to display a picture. Some pictures may display incompletely or not at all. To make more memory available, save your work and close other programs: then try again."

Solution

CAUSE: Insufficient hard drive space for the spool folder.

SOLUTION: Confirm the workstation has sufficient hard drive space to spool the print job. The Spool folder location can be confirmed by viewing the Print Server Properties in Microsoft® Windows by clicking on Start, Settings, and then Printers. The Print Server Properties dialog box opens and now click on the Advanced tab to view the spool folder location. The default location for the spool folder for Microsoft® Windows 2000/XP is C:\WINDOWS\system32\spool\printers.

If the C: drive space is not sufficient, you may encounter insufficient memory errors when attempting to print which may be more evident with larger print jobs. If the system is equipped with additional hard drives, the spool folder location can be pointed to a drive with additional hard drive space. Be sure to obtain the System Administrators approval before making any changes to the spool folder location.

Solution ID TAUS0642343EN*

Solution Usage 1

Description

Separate jobs based on name or address are required yet when using Mail Merge, all pages are stapled together.

Solution

CAUSE: A macro should be copied into the normal.dot document.

SOLUTION: Import `word_mail_merge_printing` macro into normal.dot. Set up the driver you want to use as the default and then set the finishing features

desired in Printing Preferences. Run normal.dot under macros; you should be presented with a question of how many sections are in the merge (i.e., how many pages before the next name or address in the merge).

Solution ID TAUS0700744EN*

Solution Usage 1

Description

DEMO watermark. Impose License Verification failed on a Dell™ workstation.

Solution

CAUSE: Dell™ computers do not have the correct hardlock driver to recognize the Impose dongle.

SOLUTION: Download and install the latest hardlock driver from Aladdin Knowledge Systems.

For Microsoft® Windows XP workstations:

<ftp://ftp.ealaddin.com/pub/aladdin.de/hardlock/hldrv32.zip>

For 16-bit workstations:

<ftp://ftp.ealaddin.com/pub/aladdin.de/hardlock/hldrv16.zip>

SPECIAL NOTE : Solution contribution by Ed Bellone, 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 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 TAUS0808418EN*

Solution Usage 1

Description

"Adobe Version Incorrect" message when attempting to import/open a document on the Fiery® controller using Adobe® Acrobat® Reader version 9 or Adobe® Acrobat® Professional version 9.

Solution

CAUSE: Current Fiery® limitation.

SOLUTION:Fiery® will be able to supportAdobe® Acrobat® version 9 products sometime in mid 2009.

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

Solution ID TAUS0900464EN*

Solution Usage 1

Description

How to remove Fiery® printer driver PPD from Macintosh® OS 10.x.

Solution

To remove drivers and PPDs from Macintosh® OS 10.X:

1. Double-click on your Hard Disk and navigate to /Library/Printers/Contents/Resources/en.lprog/Fiery ****

Note : (Fiery****) being the specific driver you are trying to remove.

2. Delete/Trash thePPD and reboot the Macintosh®.

There is also an Automated Utility (Print Driver Removal) that can perform the same procedure, this Utility removes the PPD and plug-ins.

Note : Intel® Macintosh® has not been tested yet using the Print Driver Remover Tool.

3. To remove drivers and PPDs from Macintosh® OS 10.Xwith the Fiery® Removal Utility, please use the attached DriverRemover.dmg file. The utility and a sample photo are also attached.

Note : 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.

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

Solution ID TAUS0655341EN*

Solution Usage 0

Description

In Microsoft® Publisher 2002/2003, publications/records are not individually collated and stapled when duplexing and using the Mail Merge feature.

Solution

CAUSE: Registry edit required.

WARNING : In Microsoft® Windows, system configuration information is centrally located in the registry. While this simplifies the administration of a computer or network, one incorrect edit to the registry can disable the operating system. The following list provides some best practices for using the registry and Registry Editor safely:

Before making changes to the registry, make a backup copy.

Back up the registry by using a program such as Backup. After making changes to the registry, create an Automated System Recovery (ASR) disk. For troubleshooting purposes, keep a list of the changes you make to the registry. For more information, see System State data.

Do not replace the Microsoft® Windows registry with the registry of another version of the Microsoft® Windows or Microsoft® Windows NT-type operating systems.

Use reliable tools and programs other than Registry Editor to edit the registry.

Incorrectly editing the registry may severely damage the system. Use tools and programs that provide safer methods for editing the registry.

Never leave Registry Editor running unattended.

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.

2. Create new "string value" called: NumberOfRecordsPerBatch

3. Double-click and set the Value Data to 1 . Instead of grouping records together into groups of 10to send to the printer (Publisher default), 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> and save the REG file to the Desktop (script is also attached in case the URL cannot be

accessed).

2. 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?"
3. The new value will be added to the registry.

Note :Refer to Windows registry information for advanced users (<http://support.microsoft.com/kb/256986>) for additional registry editinformation.

Solution ID TAUS0702626EN*

Solution Usage

Description

Problems printing from Quark© 7.01/7.02 (Macintosh® OSX).
 Print jobs using Quark© Xpress 7.01 or 7.02 will not print to any Fiery® controller.
 Printing out of other applications on the same Macintosh® unitis OK.
 Quark© 7.0 from the same Macintosh® presents no problem printing.

Solution

CAUSE: The OSX CUPS filter requires updating.

SOLUTION: Please download the installer fromthe EFIweb site, then install it inthe Macintosh®.

<http://services.efi.com/support/drivers/download1.asp?oem=efi>

Notes :

- 1.Please go to the above web site, then select "OSX CUPS Filter FIX - x.x.xxxx" in the pull-down menu.

Filename: CUPS_Installer.hqx

This installer simply updates the CUPS filter to resolve the Quark© issue.

- 2.For controllers that receive Intel® Macintosh® drivers, this file will provide the same fix for Quark© 7.01 as provided with the Intel® Macintosh® drivers.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

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 Minoltadrivers.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 TAUS0802329EN*

Solution Usage

Description

Cannot print from a Macintosh® client running OS 10.4.x. When the print icon is selected, nothing happens.

Solution

CAUSE: A specific PPD plug-in may be invalid.

SOLUTION: To remove the plug-in, perform the following procedure:

1. From the Finder's Go menu, choose Go To Folder.
2. Select Library/Printers/PPD Plugins.
3. Remove the file "XeroxAccounting.plugin".
4. Try printing the file again.

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

Solution ID TAUS0802412EN*

Solution Usage

Description

Slow printing issue when utilizing Macintosh® OS 10.4.x.

Solution

CAUSE: Issue with the CUPS daemon configuration file on Macintosh® OS 10.4.x. being corrupt.

SOLUTION: The old CUPS daemon configuration file must be deleted and a new one created. Please see the attached document for instruction on how to remove and re-create the daemon configuration file.

SPECIAL NOTE : Solution contribution by Tim Blevins - KMBS/Cleveland

Solution ID TAUS0902011EN*

Solution Usage

Description

With the PostScript printer driver, fonts change when using the fold and staple options.

Solution

CAUSE: Incorrect driver settings.

SOLUTION: Enter the driver settings and under the PostScript tab change the "Send TrueType fonts" from "Automatic" to "Outline" or "Bitmap"; also change the TrueType font setting to "Download as soft font". Making these changes will keep the fonts that are sent with the print job; they will not be substituted.

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

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 TAUS0658164EN***Solution Usage** 2**Description**

Is Scan to SMB supported with the Fiery controller?

Solution

No, Scan to SMB is not supported with a Fiery controller.

Solution ID TAUS0701175EN***Solution Usage** 2**Description**

How to get an Activation Certificate or Authorization Code to activate EFI controller features

Solution

SOLUTION:

When an EFI option is purchased, you receive a certificate with a certificate number. You must get an authorization code from EFI to activate the features on the controller.

The code is obtained from <http://www.efi.com/activation> .

Follow the onscreen instructions to obtain the code. You will need the 16-digit system ID code from the controller on which the option is being installed. The ID code is in the upper left section of the controller configuration page. After a code is obtained, the option is activated from the Setup > Enable Options menu on the controller.

Notes:

1. For further information on enabling the options, refer to the [Activating Options on the IP-921/X3e 50C-K](#) document.
2. 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>

Solution ID TAUS0701964EN***Solution Usage** 2**Description**

When searching solutions by models, referenced links for the documents are not accessible.

Solution

CAUSE: This is a search of the printed database. The links are located within the solution in the database.

SOLUTION: Copy the solution ID number into the Knowledgebase look-up Keyword field and select Search to access the solution complete with active links to attached documents.

Note : If there is an actual 'dead' link within the solution, please send an E-mail to cses@kmb.konicaminolta.us with the solution ID number and please identify the link.

Solution ID TAUS0702502EN***Solution Usage** 2**Description**

ColorWise™ Pro Tools causes a Java™ error when launched.

Solution

CAUSE: An incompatible version of Java™ is installed on the computer.

SOLUTION: Remove the existing version and install Java™ 5, version 2. It is available with the Command WorkStation™ installation or from the [Java™ download archives](#) .

Solution ID TAUS0642602EN***Solution Usage** 1**Description**

Can Scantrip be used with the CN3102Pro?

Solution

Scantrip cannot be used with any of the Fiery®-designed controllers.

* Trademark ownership information

Solution ID TAUS0650021EN* **Solution Usage** 1

Description

Unable to access Fiery® WebTools® from the browser.

Solution

CAUSE: Pop-up blocker software is installed on the workstation.

SOLUTION: Either disable the pop-up blocker software or hold down the key that overrides when clicking on the WebTools link.

Note: The Ctrl key is the normal override key for most pop-up blockers.

* 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 TAUS0657372EN* **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 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 TAUS0702811EN* **Solution Usage** 1

Description

Print job prints properly but they are not listed in the Printed Jobs list in Command WorkStation™ (CWS).

Solution

CAUSE: LPR queue name is set to Direct in the Fiery® print driver. This causes the print job to only go into RAM on the Fiery® and if the Fiery® is restarted, these jobs will not be listed in CWS.

SOLUTION: Change the LRP queue name to Print. This setting allows the print job to be stored on the Fiery® hard drive (normal operation).

Solution ID TAUS0702813EN* **Solution Usage** 1

Description

Will installed options such as FACI or Production Print be lost if Fiery® system code is reloaded?

Solution

Installed options will not be lost if Fiery® system code is reloaded. This information is stored in the Fiery® motherboard BIOS.

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 TAUS0628886EN*

Solution Usage 0

Description

Where to get the PageScope Address Book utility.

Solution

The PageScope Address Book utility can be downloaded from the [[Konica Minolta PageScope web site| URL <https://marbt.konicaminolta.jp/crm/pssignup.nsf/NewSignupUS>]].

Solution ID TAUS0628906EN*

Solution Usage 0

Description

PageScope Address Book utility User Manual.

Solution

PageScope Address Book utility User Manual .

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 TAUS0628933EN*

Solution Usage 0

Description

PageScope Address Book utility information.

Solution

Konica Minolta Bulletin Number 4658

[[Managing the Address Book| URL <http://konicaminolta.jp/pagescope/us/products/products/psabu/index.html>]] or the [[Konica FTP site| URL <ftp://kbtldigital:kx15@ftp.konicabt.com>]]

[[Importing and Exporting Address Book Information| URL <http://konicaminolta.jp/pagescope/us/products/products/psabu/function.html>]]

Note: To view PDFs, 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 TAUS0639082EN*

Solution Usage 0

Description

Unable to access the controller on the network using Command WorkStation* (CWS).

Solution

CAUSE: Firewall software is installed and enabled on the workstation which will not allow CWS to communicate on the network. This software could include Norton*, McAfee*, ZoneAlarm*, or other vendor. Also, Microsoft* Windows XP Service Pack 2 includes firewall software.

SOLUTION: An exception must be made for CWS within the firewall software setting. This will allow CWS to communicate with the controller on the network.

* Trademark ownership information

Solution ID TAUS0639572EN***Solution Usage** 0**Description**

Current printer driver(s) for the CN3102Pro.

Solution

Printer drivers can be found in the "Library" section of MyKonicaMinolta.com. Users without MyKonicaMinolta.com access can download drivers from the public web site:

[[http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home] URL http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home]]**Solution ID** TAUS0639794EN***Solution Usage** 0**Description**

Does this controller support the WATERMARK feature?

Solution

For Microsoft* Windows 9x and ME drivers only. This can be set up by performing the following:

1. Right click on the 9x or ME S300 printer controller driver.
2. Select PROPERTIES.
3. Select the Fiery* Printing tab.
4. Enter the desired Watermark.

* Trademark ownership information

Solution ID TAUS0640321EN***Solution Usage** 0**Description**

When printing from Microsoft* Windows 2000, color prints are printing out black and white from all applications.

Solution

CAUSE: Black and white is selected in the driver.

SOLUTION: To check, perform the following:

1. In Printers (Start = Settings = Printers), right-click on the Fiery* driver (example: Fiery X3E, 31C-K, MPS, KPS with a version number V?).
2. Select Properties.
3. Select Printing Preferences.
4. Click on the Paper/Quality tab. Make sure that Color is selected.
5. Select O.K.

* Trademark ownership information

Solution ID TAUS0640385EN***Solution Usage** 0**Description**

When printing scanned images (as PDFs), the print process is very slow.

Solution

CAUSE: The check box for "Print as image" is not checked when printing from Acrobat* Reader.

SOLUTION: Select the check box for "Print as image" when printing from Acrobat* Reader.

* Trademark ownership information

Solution ID TAUS0641272EN***Solution Usage** 0**Description**

Thermostat replacement precautions for all models using Faston Terminals.

Solution

CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 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 TAUS0643482EN***Solution Usage** 0**Description**

Files from the CN3102Pro were archived onto a laptop. Can these files be imported onto another Fiery*?

Solution

To import the jobs from the laptop to the Fiery, perform the following steps:

1. In Command Workstation, select File\Import\Job. The "File of type" setting should be set to "All Known Formats".
2. Navigate to the archived job and select the largest file in the folder (00000000.000), click Add and then click Import.
3. The file should import and print out.

* Trademark ownership information

Solution ID TAUS0643494EN***Solution Usage** 0**Description**

Scanning multiple pages to FTP produces multiple files of a single page instead of one file of multiple pages. The copier has the optional HDD installed.

Solution

CAUSE: Incorrect setting in PageScope Light.

SOLUTION: To resolve this issue, perform the following:

1. Log into Pagescope Light as Administrator.
2. Select the Scan tab.
3. Select E-mail Mode Setting.
4. Set Scanned File Separation to No.
5. Click Apply.

Solution ID TAUS0644112EN***Solution Usage** 0**Description**

Are Macintosh* OS 10.4 drivers available or can OS 10.2/10.3 drivers be used on OS 10.4 Tiger?

Solution

Macintosh OS 10.4 Tiger currently ships with print drivers from EFI. It is recommended to use these drivers, rather than non-certified drivers that may ship with the controller. It is not recommended to use OS 10.2 or 10.3 drivers in 10.4, unless there are no alternatives. The native OS 10.4 drivers are only for use with EFI Fiery* controllers and are not intended for use with legacy Konica controllers. The following is a list of EFI drivers that ship with OS 10.4.

EFI Fiery S300 31C-M PS v1.0
 EFI Fiery S300 31C-M PS v1.0 eu
 EFI Fiery S300 31C-M PS v2.0
 EFI Fiery S300 31C-M PS v2.0 eu
 EFI Fiery S300 50C-K v1.1
 EFI Fiery S300 50C-K v1.1 eu
 EFI Fiery S300 50C-K v1.1 jp
 EFI Fiery X3 55BW-M PS v2.0
 EFI Fiery X3 55BW-M PS v2.0eu
 EFI Fiery X3 65BW-M Pro v1.0
 EFI Fiery X3 65BW-M Pro v1.0 eu
 EFI Fiery X3 75BW-M PS v2.0
 EFI Fiery X3 75BW-M PS v2.0 eu
 EFI Fiery X3e 08C-M jp
 EFI Fiery X3e 08C-M v3011.103
 EFI Fiery X3e 20C-M v1.0 jp
 EFI Fiery X3e 20C-M v2.0
 EFI Fiery X3e 20C-M v2.0 eu
 EFI Fiery X3e 22C-KM PS jp
 EFI Fiery X3e 22C-KM PS v2.0
 EFI Fiery X3e 22C-KM PS v2.0 eu
 EFI Fiery X3e 31C-M PS v1.0
 EFI Fiery X3e 31C-M PS v1.0 eu
 EFI Fiery X3e 31C-M PS v1.0 jp
 EFI Fiery X3e 31C-M PS v1.1
 EFI Fiery X3e 31C-M PS v1.1 eu
 EFI Fiery X3e 31C-M PS v1.2
 EFI Fiery X3e 31C-M PS v1.2 eu
 EFI Fiery X3e 31C-M PS v2.0
 EFI Fiery X3e 31C-M PS v2.0 eu
 EFI Fiery X3e 50C-K v1.0
 EFI Fiery X3e 50C-K v1.0 eu
 EFI Fiery X3e 50C-K v1.0 jp

EFI Fiery X3e 65BW-M
 EFI Fiery X3e 65BW-M eu
 EFI Fiery X3e 7255BW-KM
 EFI Fiery X3e 7255BW-KM eu
 EFI Fiery X5 85BW-M v1.0
 EFI Fiery X5 85BW-M v1.0 eu
 EFI Fiery Z4 08C-M jp
 EFI Fiery Z4 08C-M v3010.104
 EFI Fiery Z4 20C-M v1.01
 EFI Fiery Z4 20C-M v1.01 eu
 EFI Fiery Z5 08C-M v3011.103
 EFI Fiery Z5 20C-M v1.02
 EFI Fiery Z5 20C-M v1.02
 EFI Pi5500

* Trademark ownership information

Solution ID TAUS0651075EN*

Solution Usage 0

Description

File names are missing on the FreeForm Master list; only the numbers are displayed.

Solution

CAUSE: Two-Way Communication is disabled.

SOLUTION: Enable Two-Way Communication in the Printer Properties, as follows:

1. Select the Start button, settings, printers, right click on the printer.
2. Select Properties.
3. Select the Configuration tab and enable Two-Way Communications.

Solution ID TAUS0651089EN*

Solution Usage 0

Description

Maximum number of users allowed to be logged into Command WorkStation* concurrently.

Solution

The maximum number of users is 4. Exceed the maximum, and there is the possibility that Command WorkStation will not automatically update each client.

* Trademark ownership information

Solution ID TAUS0653031EN*

Solution Usage 0

Description

After replacing the CPU the Fiery* hangs when booting up. The Fiery* LCD screen displays the version of the display software or a DMA error.

Solution

CAUSE: When replacing the CPU, there is a sheet of thermal compound that needs to be inserted between the CPU and the heat sink.

SOLUTION: Before inserting the thermal sheet, remove the tape from both sides and cover the entire CPU with the thermal sheet. Line up the heat sink with the CPU and secure the locking clasp.

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 TAUS0653616EN*

Solution Usage 0

Description

Fiery* Command WorkStation* version 4.2.0.55 locks up when logging off the server or clicking on the X icon in the upper right corner to close.

Solution

CAUSE: Incompatible version of firmware.

SOLUTION: This has been corrected with the release of Command WorkStation version 4.2.0.63, Special Program Software [1-NF59P]. Please see Download Library document DLBT0601418EN01 .

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 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 TAUS0657369EN* **Solution Usage**

Description

Mail Merge does not split after installing 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 TAUS0657680EN* **Solution Usage**

Description

Is there a Windows TWAIN driver available for the Fiery

Solution

Yes, installing Fiery Remote Scan for Windows also installs a TWAIN driver.

Solution ID TAUS0700629EN* **Solution Usage**

Description

Print quality looks poor after performing calibration when using a densitometer with a serial connection.

Solution

CAUSE: A 3rd-party serial-to-USB adapter is being used to connect the serial densitometer to the computer USB connection.

SOLUTION: Calibrate using the serial densitometer to a computer with a serial connection that does not require any adapter.

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 attached document 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 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>

