



**KONICA MINOLTA**

## **SSD SUPPORT SOLUTIONS**

### **IP-711 - ALL ACTIVE SOLUTIONS**

**October 2006**

This document contains information that was exported directly from Konica Minolta's SSD Support knowledge base. Some solutions may contain hyperlink references which originally contained links to graphic or text files. If you wish to view these files, you must access the solutions via SSD CS Expert Support on Konica Minolta's website, [www.kmbs.konicaminolta.us](http://www.kmbs.konicaminolta.us).

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**Solution ID** TAUS0620964EN00**Solution Usage** 5**Description**

Installation Guide, IP711.

**Solution**

IP711 Installation Guide .

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** TAUS0624613EN00**Solution Usage** 3**Description**

"Job has been done improperly, check the record" message on the operation control panel when printing, with Copy Track turned on and using an IP-711 controller.

**Solution**

CAUSE: With Copy Track enabled there is no Access number assigned in the driver or the Access number box has not been check off. (Enabled).

SOLUTION: With Copy Track enabled on the copier, check the IP-711 driver to ensure there is an Access number and it is enabled, (checked off). Perform the following steps.

1. Right click on the driver and select Properties.
2. Click on Printing Preference.
3. Select the Job Management tab.
4. Check off the Access Code box (enable It.) and put in the corresponding Access Number which was assigned when set up Copy Track on the copier. Example, 001,002,003, etc.

**Solution ID** TAUS0626693EN00**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] key.
4. Touch the [Input] key.
5. Touch the [Reset Mode] key.
6. Touch [Scan] followed by [Set-up Mode].
7. Touch [OK].

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

**Solution ID** TAUS0620961EN00**Solution Usage** 2**Description**

User's Manual, IP711.

**Solution**

IP711 User's Manual .

Note: To view the PDF, Acrobat\* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe\* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

\* Trademark ownership information

**Solution ID** TAUS0623365EN00**Solution Usage** 2**Description**

'C:\WINNT\Explorer.exe' error window is displayed when attempting to select the printer properties of the PCL5c driver on a Microsoft\* Windows NT or Windows 2000 client.

**Solution**

CAUSE: This issue may appear immediately following the installation of Microsoft's service pack (SP4) for Windows NT or Windows 2000 operating systems.

SOLUTION: Download the revised PCL5c printer driver, version 2.02 (filename: 13zldr2k202s1.exe) from Konica's FTP site [[Print Driver Selector] URL <http://www.konicabt.com/Support/Drivers>] on the Konica website and on the FTP site .

\* Trademark ownership information

**Solution ID** TAUS0620967EN00

**Solution Usage** 1

**Description**

System Configurator, IP711.

**Solution**

8020/8031/IP711 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** TAUS0621188EN00

**Solution Usage** 1

**Description**

Scan to E-mail, multiple originals scanned through the RADF are E-mailed individually, as single page PDF files.

**Solution**

CAUSE: The engine hard drive is not installed.

SOLUTION: Install the engine hard drive (HD-131) (10GB) (Item# 960830). When using Scan to E-mail with the hard drive installed, multipage originals scanned through the RADF are E-mailed as a single multi-page PDF.

**Solution ID** TAUS0623119EN00

**Solution Usage** 1

**Description**

CorelDRAW\* 9 is not positioning the image correctly on the output.

**Solution**

CAUSE: CorelDRAW will not print correctly if the PPD (PostScript\* Printer Description) is not installed correctly within CorelDRAW.

SOLUTION: To make the CorelDRAW output print in the proper orientation, install the PPD by performing the following:

1. Print out a Microsoft\* Windows test page and determine the correct PPD for the printer.
2. On the general tab of the print dialog box, click the "Use PPD" checkbox. If a PPD has not been previously loaded, a "Select PPD File" dialog will appear.
3. Browse to the folder containing the PPD (search .ppd will locate the proper folder). Select the PPD stated on the Windows test page and click OK.
4. Once the PPD is selected, click on the "Properties" button in the print dialog and choose the proper paper size and orientation. The document should then print properly.

\* Trademark ownership information

**Solution ID** TAUS0623148EN00

**Solution Usage** 1

**Description**

How to select envelopes sizes for Tray 1.

**Solution**

Envelope sizes are not pre-set for Tray 1, but have to be programmed first in order to be selected. To set and select an envelope size, perform the following:

1. From the BASIC tab of the copier display select PAPER.
2. Select tray 1 and then press SIZE CHANGE.
3. Press CUSTOM SIZE.
4. Using the diagram of the paper orientation on the display, use X, Y, and the up/down arrows to input the size of the envelope.
5. Press SIZE REGISTRATION and then either size 1 or 2 to store the size for quick recall.

6. Select the size and press ENTER twice.
7. After this, select the stored size from the custom size screen. If the matching size envelope is selected in the print driver, envelopes will be pulled from Tray 1. If the size does not match, a paper mismatch error will be displayed on the display panel.

**Solution ID** TAUS0623442EN00

**Solution Usage** 1

#### Description

How to disable FTP printing on the IP711.

#### Solution

To disable FTP printing, perform the following:

1. Access MIB Browser (Management Information Base).
2. Set the browser to SNMP version 1.
3. Access the SET command in the browser.
4. Enter OID (Object Identifier) No. of '1.3.6.1.4.1.2590.1.1.2.1.5.7.6.1.1.2.1'.

Note: The syntax should be set to 'integer' type.

5. Set the OID value to 2.

1: Enable

2: Disable

6. Open Command Prompt window.

7. Type FTP IP711's TCP/IP\* address. The 'ftp: connect: Connection refused' message should be disabled with the OID value set correctly.

\* Trademark ownership information .

**Solution ID** TAUS0621189EN00

**Solution Usage** 0

#### Description

Does the IP711 require the engine hard drive (HD131) to print?

#### Solution

The IP711 will perform basic printing without an HD131.

8020/8031/IP711 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** TAUS0621311EN00

**Solution Usage** 0

#### Description

Service Training Workbook, IP711.

#### Solution

For information about the Service Training Workbook for the IP711, see Media Bulletin #101 .

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>]]

**Solution ID** TAUS0621398EN00

**Solution Usage** 0

#### Description

LPR printing is slow or hangs with Microsoft\* Windows NT 4.0. Delays or failures may result when you print to a Windows NT 4.0 print server connected through line printer remote (LPR) to a shared printer using the Line Printer Daemon (LPD) service.

CAUTION: This solution contains information about editing the registry. Before editing the registry, understand how to restore it if a problem occurs. For information about how to do this, view the ["Restoring the Registry"] URL [http://techweb.konicabt.com/tpm/media/restore\\_registry.pdf](http://techweb.konicabt.com/tpm/media/restore_registry.pdf)] Help topic in Regedit.exe or the ["Restoring a Registry Key"] URL [http://techweb.konicabt.com/tpm/media/restore\\_regkey.pdf](http://techweb.konicabt.com/tpm/media/restore_regkey.pdf)] Help topic in Regedit32.exe.

#### Solution

CAUSE: With Windows NT 4.0 Service Pack 3 and later, the default TCP Ports for LPR are 721-731. The symptom only occurs if 11 or more jobs are simultaneously spooled in an NT spooler. Once the 11th job reaches the spooler, all jobs will pause for approximately 3 minutes between jobs. Changes can be made so that ports greater than 1,023 can be used to prevent LPR from running out of available ports or conflicting with reserved ports. There is a registry entries that allow line printer remote (LPR) to use any available port higher than 1,023. With this entry, LPR is no longer restricted to only using the 11 TCP Ports (721 through 731) and will not conflict with reserved ports, even on very busy print servers.

**SOLUTION:** In Service Pack 3 (or later), a new registry entry is automatically generated when a new LPR port is created. This setting is defined on a per printer port basis and defaults to 0, which is RFC compliant. To enable individual IP address ports to use TCP ports 1024 and higher, apply Service Pack 3 (or later) and then perform the following steps:

1. Start Registry Editor (Regedt32.exe) and go to the following key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\LPDSVC\lpr

**WARNING:** Using Registry Editor incorrectly can cause serious problems that may require reinstallation of the operating system. Konica or Microsoft cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk.

Notes:

- a. For information about how to edit the registry, view the "Change Keys And Values" Help topic in Registry Editor (Regedit.exe) or the "Add and Delete Information in the Registry" and "Edit Registry Information" Help topics in Regedt32.exe.
  - b. Back up the registry before editing it and update your Emergency Repair Disk (ERD).
2. The installed LPR ports will be displayed on the right of the window. On the far right there will be a data value of (0) or (1) in parenthesis. The data value of (0) indicates that this LPR port uses ports 721-731, which is the default. The data value of (1) indicates that this LPR port uses any port greater than ( ) 1024.
3. To change a LPR port to use a port greater than 1024, perform the following:
- a. Double-click the entry to view the Edit DWORD Value window.
  - b. Change the value data from 0 to 1, and then click OK.
  - c. Repeat steps a and b as required to change other LPR ports.
  - d. Close the Registry Editor window.
  - e. Restart the Spooler Service for the changes to take affect. Type the following command at a command prompt:  
net stop spooler
  - f. To restart the Spooler service, type the following command at a command prompt:  
net start spooler
4. For more detailed and updated information see Microsoft Knowledge Base Article - 179156 .

Note: The reference links are live in the document.

5. To view any 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** TAUS0623010EN00

**Solution Usage** 0

#### Description

Where to get an TCP/IP\* address calculator.

#### Solution

A freeware version of a TCP/IP address calculator or a TCP/IP subnet calculator.

\* Trademark ownership information

**Solution ID** TAUS0623058EN00

**Solution Usage** 0

#### Description

Multiple scan blocks cannot be selected with the TWAIN driver.

#### Solution

**CAUSE:** Before selecting scan blocks, 'Separate Scan' is not selected, or after specifying a block by a rectangle, 'Select' button is not clicked before specifying the next block.

**SOLUTION:** Before scanning from application, check 'Separate Scan'. Specify the block by a rectangle, and then click 'Select' button every time specifying the next block.

Note: Some applications do not support the multi-block (multi-page) scan (i.e., Adobe\* Acrobat\*, Microsoft\* Office, etc.). Konica has confirmed that the following applications support this function: Adobe\* PhotoShop\*, Imaging\*, ePware\* and Docuworks\*.

\* Trademark ownership information

**Solution ID** TAUS0623324EN00

**Solution Usage** 0

#### Description

How to change the location of the spool file in Microsoft\* Windows 2000.

#### Solution

Changing the location of the spool file in Windows 2000.

Note: The latest version of [\[\[Windows Media Player| URL http://www.microsoft.com/windows/windowsmedia/download/default.asp\]\]](http://www.microsoft.com/windows/windowsmedia/download/default.asp) must be installed to view the link.

\* Trademark ownership information

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**Solution ID** TAUS0623359EN00

**Solution Usage** 0

**Description**

Unable to scan multiple pages to E-mail addresses.

**Solution**

CAUSE: File format not set to Adobe\* Acrobat\* PDF.

SOLUTION: To set the file format to PDF, perform the following,

1. Select the Scan button.
2. Select Scan Mode tab.
3. Select Color File.
4. Select PDF file format.
5. Select Document Set tab
6. Select Separate Scan.

Note: The E-mail destination is determined by the index list or the address that has been entered.

\* Trademark ownership information

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**Solution ID** TAUS0623858EN00

**Solution Usage** 0

**Description**

Scan error log list.

**Solution**

The Scan error log list provides some detail on the Scan error logs that are recorded on the main body.

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

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**Solution ID** TAUS0624402EN00

**Solution Usage** 0

**Description**

Duplexed print jobs print out simplex.

**Solution**

CAUSE: The mixed originals option is selected in the driver.

SOLUTION: This is a product limitation. Even though this may be an allowed copying function and the driver allows these functions to be selected, selecting the mixed original option in the driver will produce a less than desired finishing output.

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**Solution ID** TAUS0624674EN00

**Solution Usage** 0

**Description**

What is the command to view the PC TCP/IP\* address on a Microsoft\* Windows XP client?

**Solution**

At the command prompt, type = ipconfig. The Connection-specific DNS Suffix, IP Address, Subnet Mask and Default Gateway will be displayed.

Note: To view the entire syntax selection for ipconfig, type = ipconfig /? .

\* Trademark ownership information

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**Solution ID** TAUS0624707EN00

**Solution Usage** 0

**Description**

"ACCESS CODE INVALID" message when printing from Microsoft\* Windows 95/98/ME through a Windows 2000 or 2003 server. Printing from Windows

NT/2000/XP through the same queue is fine.

#### Solution

CAUSE: A possible corrupt spooler that only affects printing from non-NT based workstations.

SOLUTION: Delete the printer and all associated driver files and then reload the drivers. For more detail, refer to Microsoft Knowledge Base Article - 260737

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** TAUS0627737EN00

**Solution Usage** 0

#### Description

What is the default Network Management Utility administrator password?

#### Solution

The default password is 0000.

Note: This password is set in TECH. REP MODE.

**Solution ID** TAUS0629411EN00

**Solution Usage** 0

#### Description

Will Microsoft\* Windows XP Service Pack 2 create printing problems?

#### Solution

Service Pack 2 (SP2) is, in many ways, a new XP, and there is no way to test every possible combination of hardware and software on which it might be installed. Practice due diligence and evaluate the specific XP deployment before installing XP SP2.

There are several pre-installation steps that should be considered:

1. Understand the benefits of installing the service pack:
  - a. Malware attachment warnings
  - b. Malware download warnings
  - c. Pop-up blocker
  - d. Firewall turned on by default
  - e. Windows Security Center GUI that lets end users see and manage security settings (this can be blocked in a managed environment)
  - f. Enhancements to auto updates, including improvements for dial-up users
  - g. Better management of browser add-ons and e-mail addresses
  - h. A new wireless deployment wizard useful for small businesses
2. Grab a copy of the recovery document from <http://snipurl.com/8gju>. This document discusses how to recover from a problem XP SP2 installation. Please take the precaution of printing out the recovery instructions. Hopefully, they will never have to be used.. At any rate, be prepared when priorities change and XP SP2 must be installed immediately. When rushed, looking for recovery information before installing may end up being an after-thought.

Windows XP SP2 is also an issue for IT departments using SUS for updates, since it may need to be blocked from some SUS client computers and approved for others. Remember that the service pack will have to be approved in the SUS server database before clients can receive it, giving an extra layer of protection to SUS shops.

If any of these scenarios applies, here are some resources. Start with the free Microsoft tool at <http://snipurl.com/8gju>. It includes an executable, a script, ADM template to use with Group Policy, and sample E-mail text to be used to inform users on how to block and unblock delivery of XP SP2.

Note: Refer to the following links for more information about blocking:

<http://snipurl.com/8gjx>

<http://snipurl.com/8gjz>

<http://snipurl.com/8ei8>

For those who like to do things the hard way, the Registry can be edited to block XP SP2 delivery. Go to the following key:

HKEY\_LOCAL\_MACHINE\Software\Policies\Microsoft\Windows\WindowsUpdate and add the new value DoNotAllowXPSP2. Set the value to 1. This will block delivery of XP SP2 via SUS or Automatic Updates for up to 120 days. Removing the value will allow delivery of XP SP2, as will the passage of time.

This isn't a permanent solution; it just affords a little more breathing room.

And finally, do not believe everything read or heard. Contrary to some rumors, XP SP2 does not break things; it fixes things. Sometimes closing holes means good software will need to be revised or reconfigured.

Note: Most of the Microsoft URLs referenced above are very long; the "snipurl" versions do not break, and will not expire.

CAUTION: Incorrectly editing the registry may severely damage the system. Before making changes to the registry, back up any valued data on the computer.

\* Trademark ownership information

**Solution ID** TAUS0630917EN00

**Solution Usage** 0

**Description**

Cannot print or print preview a web page after installing Microsoft\* Windows XP SP2.

**Solution**

CAUSE: The web page includes an ActiveX object. For security reasons the printing function is blocked.

SOLUTION: The only way for an end-user to print the page is to turn off a Windows registry setting called "local machine zone lockdown". Microsoft advises against this, as it lowers security.

WARNING: In 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:

1. Before making changes to the registry, make a backup copy.
2. 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.
3. Do not replace the Windows registry with the registry of another version of the Windows or Windows NT operating systems.
4. Use reliable tools and programs other than Registry Editor to edit the registry.
5. Incorrectly editing the registry may severely damage the system. Use tools and programs that provide safer methods for editing the registry.
6. Never leave Registry Editor running unattended.

\* Trademark ownership information

**Solution ID** TAUS0630932EN00

**Solution Usage** 0

**Description**

Unable to print after installing Microsoft\* Windows XP SP2.

**Solution**

CAUSE: The printer driver is corrupt.

SOLUTION: Uninstall and then reinstall the printer driver. If that does not work, uninstall SP2, then uninstall the printer driver, reinstall SP2 and reinstall the printer driver.

\* Trademark ownership information

**Solution ID** TAUS0638799EN00

**Solution Usage** 0

**Description**

When printing from WordPerfect\* (version 10, 11 or 12) paper will not pull from the specified paper tray when selected from the print driver.

**Solution**

CAUSE: Paper tray calls must be made within the application using page setup. Tray call settings in the driver are over-ruled by page definitions established from the application.

SOLUTION: Page definitions have to be created within the File menu, and selecting Page Setup. A page definition has to be created for each tray on the printer. The default page definition used in new documents is the letter definition. These definitions are printer specific and should be created in the "printer page types" section.

1. Launch WordPerfect.
2. Go to the File Menu and select Page Setup.
3. Click on the tab that reads Page Setup.
4. In the section that reads Page Definition choose Printer Page Types.
5. Click on the button that reads Add.
6. In the Name section give this definition a name. (Corel\* recommend's that you identify the tray you want to print from; an example would be tray #1, tray #2 and so forth.)
7. In the Type section select the stationary tray you will print from. For example, select the letterhead type when printing on letterhead stationary; otherwise select standard paper size, when there is no option.
8. In the Size section select the appropriate stationary size. When selecting paper that is not the standard size, select User Defined Size and enter in the Height and Width below.
9. In the Source section select the tray where the stationary is located.
10. On the right-hand side of the screen in the section that reads Show Page Size for make sure that only the current printer is selected.
11. Click on OK.
12. Follow the steps outlined above once for each tray that you have. Next, to print a document from a specific tray, just go to the beginning of the document then go into page setup to select the page definition, then print. The document will now print from the appropriate tray.

\* Trademark ownership information

**Description**

"Spooler subsystem app has encountered a problem and needs to close" message following installation of the PCL\* driver on a Microsoft\* Windows XP workstation with a small inkjet printer connected via a parallel connection.

**Solution**

**CAUSE:** A third-party printer driver or a third-party service prevents adding printers, or the third-party printer driver or third-party service affects the functionality of a newly installed printer.

**Note:** As an example, this issue may occur if the Lexmark\* print service (LexBce Server service) is installed and is running on the computer before another printer is added.

**SOLUTION:** To resolve this issue, follow these steps:

1. If the Lexmark print service is installed on your computer, turn off the LexBce Server service. To do this:
  - a. Click Start, right-click My Computer, and then click Manage.
  - b. Expand Services and Applications, and then click Services.
  - c. In the right pane, right-click LexBce Server, and then click Properties.
  - d. On the General tab, in the Startup type list, click Disabled.
  - e. Under Service status, click Stop, and then click OK.
  - f. Right-click the Print Spooler service, and then click Start (if it is stopped).
  - g. Quit Computer Management.
2. Test whether the issue is resolved.

If the issue is resolved, the remaining steps are not required. If the issue is not resolved, go to step 3, and then follow the remaining steps.

3. Start the computer in Safe Mode.

For additional information about how to start the computer in Safe Mode, click Start, click Help and Support, type safe mode in the Search box, press the ENTER key, and then click the Start Windows in Safe Mode topic.

4. Start Microsoft Windows Explorer, then delete all the files and the folders in the following where C: is the drive that Windows XP is installed:

C:\Windows\System32\Spool\Printers

C:\Windows\System32\Spool\Drivers\w32x86

5. Start Registry Editor. To do this, click Start, click Run, type regedit in the Open box, and then click OK.

**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.

6. Locate and expand the following registry key:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86

View the list of subkeys. There should only be the following subkeys:

Drivers

Print Processors

7. If there are any subkeys other than the subkeys that are listed in step 6, follow these steps:

- a. On the File menu, click Export.
- b. In the File Name box, type a descriptive name for this key, and then click Save - for example, type WindowsNTx86regkey. Use this backup of the HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86 registry key to restore the key if any problems occur after completing this procedure.
- c. Delete all the subkeys other than the subkeys that are listed in step 6. To do this, right-click each subkey that is not on the list, and then click Delete. Click Yes when prompted to confirm the deletion.

8. Locate and then expand the following registry key:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86\Drivers

The registry entries for the printer drivers that are installed on the computer are stored in the Version-x subkey or subkeys, where x is a number (typically 2 or 3).

9. Expand the Version-x subkey or subkeys, and then delete the printer driver entries. To do this, right-click each printer driver subkey, and then click Delete. Click Yes when prompted to confirm the deletion.

10. Locate and then expand the following registry key:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Monitors

View the list of subkeys. There should only be the following subkeys for the default print monitors:

BJ Language Monitor

Local Port

PJL Language Monitor

Standard TCP/IP Port

USB Monitor

11. If there are any subkeys other than the subkeys that are listed in step 10, follow these steps:

- a. On the File menu, click Export.
- b. In the File Name box, type a descriptive name for this key - for example, type MonitorsRegkey, and then click Save. Use this backup of the HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Monitors registry key to restore the key if any problems occur after completing this procedure.
- c. Delete all the subkeys other than the subkeys that are listed in step 10.

11. To do this, right-click each subkey that is not on the list, and then click Delete. Click Yes when prompted to confirm the deletion.

12. If a local printer is attached, disconnect the printer cable from the computer and then restart the computer.

13. Verify that the Print Spooler service is running. To do this, follow these steps:

- a. Click Start, right-click My Computer, and then click Manage.
- b. Expand Services and Applications, and then click Services.
- c. In the right pane, right-click the Print Spooler service, and then click Start (if it is stopped).
- d. Quit Computer Management.

14. Reconnect the printer cable to the computer, add the printer and try to print a test page. To add the printer, follow these steps:

- a. Click Start, and then click Printers and Faxes.

- b. Click Add a printer. The Add Printer Wizard starts.
- c. Follow the instructions in the Add Printer Wizard to install the printer.

**Notes:**

- For additional information about how to manually remove printer drivers, refer to article number 135406 in the Microsoft Knowledge Base.
- For additional information about how to troubleshoot printing problems in Windows XP, refer to article numbers 314085 and 308028 in the Microsoft Knowledge Base.
- If unfamiliar with the registry or registry editor, refer to [\[\[Windows registry tips and guidelines|URL http://techweb.konicabt.com/tpm/media/registry\\_guide.pdf\]\]](http://techweb.konicabt.com/tpm/media/registry_guide.pdf) for additional information.
- To view the above PDFs, Acrobat\* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe\* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

\* Trademark ownership information

**Solution ID** TAUS0638956EN00

**Solution Usage** 0

**Description**

Unable to access All Active Solutions on NSSG Web Support.

**Solution**

CAUSE: Certain end user permissions are in place to prevent unauthorized access. Unfortunately, some technicians are also 'locked out'.

SOLUTION: Here is the [\[\[All Active Solutions for the IP711| URL http://techweb.konicabt.com/WebSolution/ip711.pdf\]\]](http://techweb.konicabt.com/WebSolution/ip711.pdf) document.

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** TAUS0639787EN00

**Solution Usage** 0

**Description**

Does this controller support the WATERMARK feature?

**Solution**

This can be set up from the SETUP tab on the print controller by performing the following:

1. Right click on the IP711 printer controller driver.
2. Select PROPERTIES.
3. Select PRINTING PREFERENCES.
4. Enter the desired Watermark on the SETUP tab.

**Solution ID** TAUS0641415EN00

**Solution Usage** 0

**Description**

In PageMaker for Macintosh 9 the finishing options are not accessible.

**Solution**

PageMaker does use the installed PPD for obtaining printer options. The options must be installed in PageMaker also.

Use the Following procedure:

Launch PageMaker, Select File ' Print ' features

Scroll all the way to the bottom and select the printer options there.

The finishing features will be available.

**Solution ID** TAUS0642132EN00

**Solution Usage** 0

**Description**

Scrambled characters when printing from Adobe\* Acrobat\* using the PCL\* driver.

**Solution**

CAUSE: The fonts used in the document are not resident on the local PC.

SOLUTION: When printing in Adobe\* Acrobat\*, click on Advanced button in print properties, then choose "Print as Image".

\* Trademark ownership information

**Solution ID** TAUS0642355EN00

**Solution Usage** 0

**Description**

Mail Merge staples all pages together, but end user would like to separate mail merge into separate jobs based by name or address.

**Solution**

Download and import [[word\_mail\_merge\_printing|URL [http://techweb.konicabt.com/tpm/media/word\\_mail\\_merge\\_printing.pdf](http://techweb.konicabt.com/tpm/media/word_mail_merge_printing.pdf)]] 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** TAUS0643943EN00

**Solution Usage** 0

**Description**

The printer will not 'wake up' out of power save mode after replacing or upgrading controller.

**Solution**

CAUSE: Incorrect installation procedure.

SOLUTION: When replacing or upgrading the controller, remove the DIMM from the f-board.

**Solution ID** TAUS0644113EN00

**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** TAUS0646880EN00

**Solution Usage** 0

**Description**

Does Konica Minolta provide support for Equitrac\* products?

**Solution**

For Equitrac technical support information please visit [[<http://www.metrics.com/Support/>] URL <http://www.metrics.com/Support/>] or contact trained Support Engineers by telephone at 519.885.2458, by fax at 519.746.7931 or via E-mail at [support@metrics.com](mailto:support@metrics.com)

Note: Technical Support is available Monday through Friday, 8 AM to 6 PM, EST.

\*[[Trademark ownership information] FILE V:\\TEXT\\TRADEMRK.TXT NEW]]

**Solution ID** TAUS0646920EN00

**Solution Usage** 0

**Description**

Following a Novell\* NDPS or iPrint installation, the Windows\* print driver is configured with default settings ONLY on the client workstation.

**Solution**

CAUSE: Novell NDPS or iPrint drivers are migrated from the Novell server to clients in a non-configured format. This is because the driver is not actually installed on the Novell server. In the Novell environment, the server simply holds, and then pushes the non-configured driver files to the client. In a Windows server environment, the Windows driver is installed on the server and can be configured prior to roll out to the clients.

SOLUTION: It is possible to roll-out configured drivers from in a Novell environment. Novell's ZenWorks\* allows the Novell administrator to create a snapshot of a client workstation before and after the driver is installed and configured. This snapshot can then be migrated to the user's workstations resulting in a configured driver installation.

Using ZenWorks to migrate a configured driver will vary based on Netware version, ZenWorks version, NDPS version and Windows client version. Therefore step by step instructions to perform this operation are not available. The Novell administrator at the location would be responsible for implementing this procedure.

[[Third party print driver configuration applications] URL <http://www.printerpropertiespro.com/>] for Novell are also available. Please consult the vendor(s) for implementing these solutions.

\* Trademark ownership information

**Solution ID** TAUS0648613EN00

**Solution Usage** 0

**Description**

How to ping in a Macintosh\*.

**Solution**

To ping a Macintosh\* perform the following:

1. Double click the Finder.
2. Select Applications.

3. Select Utilities.
4. Select Terminal.
5. From the Terminal window type the standard ping command.

\* Trademark ownership information

**Solution ID** TAUS0651091EN00

**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** TAUS0651146EN00

**Solution Usage** 0

**Description**

What is the default controller peripheral setting for the IP711?

**Solution**

The default Controller Peripheral Setting for the IP711 is 0. This can be set in Tech Rep Service Mode under the System Input, Peripheral Setting.

**Solution ID** TAUS0653463EN00

**Solution Usage** 0

**Description**

How to disable the print notification message when printing from Microsoft\* Windows XP.

**Solution**

To disable the print notification message when printing from Microsoft\* Windows XP perform the following:

1. Click the Start menu.
2. Select Printers and Faxes.
3. Click the File menu.
4. Select Server Properties.
5. Click the Advanced tab.
6. Uncheck the Show informational notifications for local printers check box.
7. Uncheck Show informational notifications for network printers check box.
8. Uncheck Notify when remote documents are printed check box.
9. Click Apply.
10. Click OK.

\* Trademark ownership information

**Solution ID** TAUS0655694EN00

**Solution Usage** 0

**Description**

Are Konica Minolta MFP's compatible with Category 6 cable standard?

**Solution**

Konica Minolta MFP's 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. It provides performance of up to 250 MHz.

**Solution ID** TAUS0656768EN01

**Solution Usage**

**Description**

What Konica Minolta print drivers will come bundled with Windows Vista?

**Solution**

The following list of drivers were included in a recent Vista release candidate and should be representative of what is included in the final retail product. These include a large number of legacy Konica, Minolta and Konica Minolta drivers. Unless otherwise noted, the majority of the drivers are Postscript

## Konica

7020/IP-421  
 7022/IP-422  
 7022/IP-423  
 7025/IP-421  
 7030/IP-421  
 7033/IP-402  
 7033/IP-411  
 7035/IP-421  
 7040/IP-402  
 7040/IP-411  
 7045/IP-431  
 7050/IP-201  
 7050/IP-301  
 7050/IP-302  
 7055/IP-303  
 7055/IP-304  
 7060/IP-302  
 7060/IP-304  
 7065/IP-303  
 7065/IP-304  
 7075/IP-601  
 7085/IP-602  
 7130/IP-422  
 7130/IP-423  
 7135/IP-423  
 7145/IP-423  
 7150/IP-302  
 7150/IP-304  
 7155/IP-511  
 7165/IP-511  
 Force 50/IP-301  
 Force 50/IP-302  
 Force 60/IP-302  
 Force 60/IP-304  
 Force 65/IP-511  
 Force 75/IP-601  
 Force 85/IP-602  
 KL-3015

## Konica Minolta

KM 1050  
 KM 350/250/200  
 KM 500/420  
 KM 7085/IP-602  
 KM 7145/IP-432  
 KM 7222/IP-424  
 KM 7228/IP-424  
 KM 7235/IP-424  
 KM 7255/IP-511A  
 KM 7272/IP-511A  
 KM 750/600  
 KM 920  
 KM C250  
 KM C351  
 KM C352/C300  
 KM C450  
 KM Di2010 PCL5e  
 KM Di2010f PCL5e  
 KM Di2510 PCL5e  
 KM Di2510f PCL5e  
 KM Di3010 PCL5e  
 KM Di3010f PCL5e  
 KM Di470 PCL5e  
 KM Di552 PCL5e  
 KM Pi7200E PCL5e  
 KM mc2450 PPD

KM mc5450 PPD  
KM mc7450 PPD  
Magicolor 2350  
Magicolor 3300 PPD  
Magicolor 7300 PPD  
PagePro 9100 PPD

Minolta

Minolta Di2010 PCL5e  
Minolta Di2010f PCL5e  
Minolta Di2510 PCL5e  
Minolta Di2510f PCL5e  
Minolta Di3010 PCL5e  
Minolta Di3010F PCL5e  
Minolta Di3510 PCL5e  
Minolta Di3510f PCL5e  
Minolta Di470 PCL5e  
Minolta Di552 PCL5e  
Minolta Pi1802/1502e PCL5e  
Minolta Pi3500  
Minolta Pi3502 PCL5e (MS)  
Minolta Pi5500 (MS)  
Minolta Pi5501 PCL5e (MS)  
Minolta Pi6200  
Minolta Pi6500e PCL5e  
Minolta Pi6500 Pro PCL5e (MS)  
Minolta Pi7200e PCL5e  
Minolta Pi7500Ver2 PCL5e (MS)  
Minolta Pi8500Pro PCL5e