



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

bizhub PRO 1050eP - ALL ACTIVE SOLUTIONS

May 2009

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Solution ID TAUS0654921EN***Solution Usage****Description**

Abnormal noise and/or jam codes J11-xx, J12-xx, J13-xx, J14-xx, J15-xx.

Solution

CAUSE: Cap of the torque limiter misaligns and torque on the separation roller (p/n 55VA R749 00) increases.

Note : Jam codes associated with trays:

Tray 1: J11-01, J11-02, J11-03

Tray 2: J12-01, J12-02, J12-03

Tray 3: J13-01, J13-02, J13-03

Tray 4: J14-01, J14-02, J14-03

Tray 5: J15-01, J15-02, J15-03

SOLUTION: Replace the torque limiter and separation roller (if needed). Design of torque limiter has been changed. Modified style torque limiter (p/n 55FA 5819 1E).

Solution ID TAUS0701937EN***Solution Usage****Description**

LS-501/502, abnormal noise.

Solution

CAUSE: If the clip ring keeps rotating while touching the outer rim of the bearing, the clip wears and detaches from the roller shaft. The bearing then becomes loose and the roller shaft is damaged. If this happens, abnormal noise may occur from the bearing. Additionally, the roller shaft becomes damaged further if the tension of the belt that transfers drive to the roller is excessive.

- A Bearing
- B Clip ring
- C Roller
- D Belt

SOLUTION: Replace the roller with the modified roller (p/n 15AV46040 is the original style and p/n 15AV46041 is the modified).

Notes :

1. The modified roller is more durable and the ring has been changed from a clip to e-clip to prevent detachment. Therefore, after replacing the roller with the modified one, use the recommended e-clip (p/n 00Z670606). It is not possible to fit the original clip ring on the modified roller.
2. CAUTION : When installing the belt (D), be careful not to adjust the tension in excess, so that it does not exceed the tension spring load. Otherwise, bearing damage may reoccur.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0808415EN***Solution Usage****Description**

Abnormal noise coming from the toner supply pump unit.

Solution

Modified parts are available to prevent the abnormal noise made by the toner supply pump unit. Please refer to attached Bulletin Number 6658 for the details.

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

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

Solution ID TAUS0701482EN***Solution Usage** 1**Description**

PF-701, SC53-04 and/or J17-12.

Solution

CAUSE: Disengaged separation clutch stopper. The stopper of the separation clutch/2 of the tray is disengaged from the screw, breaking the clutch driving cable. If the power supply side (DC24V) of the cable is broken, DC power supply failure (SC53-04) occurs. If the grounding side (GND) of the cable is broken, the clutch does not operate and paper double feed occurs. For the position of stopper and the state of screw, see the attached file.

SOLUTION: The length of screw has been changed from 6mm to 8mm to prevent the stopper from being disengaged from the screw. This change has been applied from the production in February 2007; serial number cut-in: 15BY00637.

If the above problem occurs, check the state of stopper. If the stopper is disengaged from the screw, return it to the normal state. Check for broken cable connector and the correct size screw. Replace either DC power supply/2 (p/n 57GB 8452 0) or the clutch (p/n 56AA 8201 2) as needed.

CAUTION : To check the state of stopper, the tray unit needs to be removed. At that time, do not hold the guide part of the tray. If the part is held, the lower guide may become malformed, causing paper skew jam to occur.

INCORRECT

CORRECT

Notes :

a. This issue is similar to the PF-701 abnormal noise and no paper feed due to a failed paper feed guide panel. Please refer to attached documentation. It is recommended that both areas are checked at the same time if there is a need to check either.

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

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

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

Solution ID TAUS0802257EN***Solution Usage** 1**Description**

C-7777 code when bundle press cable is unwrapped.

Solution

CAUSE: The left and/or right sway springs (p/n 15AN 5029 1E - left and p/n 15AN 5030 1E - right) have failed.

SOLUTION: Replace the damaged spring(s) and rewrap the bundle press cables. The Bundle Press will need to be removed for service. Documentation for Bundle press removal and Bundle Press Wire installation is attached.

Note : To view the attached documents, 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> .

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

Solution ID TAUS0641163EN***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. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0800299EN***Solution Usage****Description**

FS-503, non-stapled 11x17 paper is bending or creasing.

Solution

CAUSE: The mounting plate for the intermediate roller release solenoid SD7 is damaged causing the solenoid to bind.

SOLUTION: Repair or replace the SD7 mounting plate (p/n 15AA42940).
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0900337EN*

Solution Usage

Description

SD-501 Bundle Press motor (M23) replacement procedure.

Solution

The attached documents provide detailed instruction on replacing the bundle press motor (p/n 120H 8001 2).

IMPORTANT : The bundle press will need to be removed to perform this procedure. Documentation is attached for this procedure as well.

Note :To view the attached documents, 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> .

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

Solution ID TAUS0642674EN***Solution Usage** 5**Description**

SC49-01.

Solution

PROBABLE CAUSES:

1. Failed IC Controller board or HDD/2

Replace IC controller board (p/n 56UA-910 2E), If this does not resolve or error code changes to a different C-49XX code replace HDD/2 (p/n 56UE -922 0)

2. Incorrect settings.

Note : Other than the error, when printing the same job to 2 different machines, one prints the job right away and the other one takes time.

At the printer, make sure 'Spool' mode is set to 'Auto'. When printing from MicroPress®, select:

- a. Machine tab.
- b. Controller tab.
- c. 04 - Spool, select 'Auto'.

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

Solution ID TAUS0702992EN***Solution Usage** 4**Description**

"HTTP 400 Bad Request" error message when trying to browse to the controller via PageScope Web Connection using Microsoft® Internet Explorer 7 with Microsoft® .Net Framework 3.0 installed on a Microsoft® Windows XP SP2 workstation.

Solution

CAUSE: Bug in controller firmware.

SOLUTION: Install minimum version 21-COS0 (IC-203) or 31-COS0 (IC-611) print controller firmware. The firmware files (IC-203 - 27.4MB) or (IC-611 - 28.6MB) and corresponding Release Notes are attached.

Notes :

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

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

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

SPECIAL NOTE : Solution contribution by Bob Felch, ESS/SSD

Solution ID TAUS0702803EN***Solution Usage** 3**Description**

Unable to perform Scan to SMB to a Microsoft® Windows Server 2003 domain controller environment.

Solution

CAUSE: Printer controller firmware does not support Scan to SMB on a Microsoft® Windows Server 2003 domain controller environment.

SOLUTION: Load the below print controller firmware version (or later) to support Scan to SMB on a Microsoft® Windows Server 2003 domain controllers environment.

Model/Controller

Controller Firmware

1050 PRO series/IC-611

Minimum version 30-CON0

920 PRO/IC-203

Minimum version 20-CON0

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

Solution ID TAUS0800781EN*	Solution Usage 1
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Description

MicroPress® cannot connect to the printer.

Solution

CAUSE: IncorrectRAWport settings on the controller NIC.

SOLUTION: To configure the raw port settings, perform the following:

1. From the main screen, press the Utility key, then touch (06) Machine Manager.
2. Touch (04) Network Setting, then touch (02) Controller NIC.
3. Touch (01) TCP/IP then touch Next two times.
4. SetRAW 5 to 9201 andRAW 6 to 9202.
5. Ensure that all ports are highlighted to "Use".
6. After the setting is complete, reboot the printer.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0650986EN*	Solution Usage 0
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Description

Slow printing to a bizhub PRO 1050 connected to MicroPress® controller. The entire job spools to the printer before printing begins.

Solution

CAUSE: Spool mode is set to ON.

SOLUTION: When printing from MicroPress®, set spool on the engine to AUTO:

1. Access Machine tab.
2. Controller tab.
3. 04 - Spool and select "Auto".

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

Solution ID TAUS0702086EN*	Solution Usage
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Description

The desired paper weight is set on the main body and in the print driver. When trying to print the job the machine requests 62-71gsm paper.

Solution

CAUSE: System code upgrade required. The control has version 30 C0C0 system code installed.

SOLUTION: Upgrade the IC-611 system code to version 30 CoK0 and install the latest printer driver available.

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

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

Solution ID TAUS0702378EN*	Solution Usage
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Description

The controller firmware cannot be upgraded, there is no MAC address listed on the configuration sheet.

Solution

CAUSE: The Postscript chip is not installed or installed incorrectly.

SOLUTION: Install or re-install the Postscript chip to correct the problem.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0703180EN*

Solution Usage

Description

Multiple copy tab jobs, with the first 2 tabs being ejected, will cause the bizhub PRO 1050 to jam.

Solution

CAUSE: Multiple Job Accelerator is set to "OFF".

SOLUTION: The current workaround is to enable Multiple Job Accelerator (refer to attached photo).

SPECIAL NOTE : Solution contribution by Bob Felch, QA/SSD and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703519EN*

Solution Usage

Description

SC49-10.

Solution

CAUSE: The IC-611hard drive needs to be reformatted.

SOLUTION: To perform the IP HDD Format procedure, perform the following:

1. Press the Utility/Counter key.
2. Press Stop-0-0-Stop-0-1.
3. Touch [14 IP HDD Format] on the touchscreen.
4. Touch [01 IP HDD Format] on the touchscreen.
5. Touch the desired item to be formatted [Document], [Parameter], [Font], [Spool], or [Select All] on the touchscreen. Execute Format Yes/No will be displayed on the touchscreen.
6. Touch [Yes] on the touchscreen. IP HDD Formatting will be displayed on the touchscreen. IP HDD Format Normal End will be displayed on the touchscreen within approximately one minute.
7. Touch [Return] on the enable touchscreen.
8. Touch [Exit] on the touchscreen.
9. Touch [Exit] on the touchscreen.
10. If the problem remains, open the IC-611 and reseal the memory sticks.

SPECIAL NOTE : Solution contribution by Peter Lewandowski -Connecticut Business Systems, LLC and Greg Lantowski, Production Print/SSD

Solution ID TAUS0800682EN*

Solution Usage

Description

Forms do not print when using sys/Start function. MFP appears to "hang" with flashing data light.

Solution

CAUSE:When using sys/Start function to store forms on the HDD of the printer, procedures and trigger formats must be followed precisely. Procedures that work for other printers, e.g. HP, may not work.

SOLUTION:When creating the trigger to activate the form,it is necessary toput the name of the form in uppercase. This differs from other manufacturers where the form name can be in different cases.

Wrong :

(test) run test

(TEST) run test

Correct :

(NOB176A) run NOB176A

The procedure for using the sys/Start function is a follows:

1. Send the form to the printer It should not print andthe data light may flash.
2. Send the sys/start file to the printer.A confirmation page may print.
3. Make sure the form name trigger that is embeddedin the datafile is at the topand is correctly formatted.
4. Send the datafile to the printer. The form and data should print correctly.

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

Solution ID TAUS0801624EN***Solution Usage****Description**

PrintStation Manager™ will open and, after approximately 15 seconds, will automatically close.

Solution

CAUSE: There are corrupt file(s) in the Virtual Printer directory. There may be more than one corrupt file and if there are multiple Virtual Printers there may be corrupt files in multiple locations.

SOLUTION: To correct:

1. Double-click on My Computer/(C:) drive/MicroPress/PSM/VP.

2. Create a backup directory for each of the existing Virtual Printer directories.

3. Move all of the files from the active Virtual Printer directories to the backup directory.

Note : Copying the files and pasting them to the backup directory will not result in the desired outcome. The files need to be MOVED from the active Virtual Printer directories. 4. Leave the backup directory and active Virtual Printer Directory windows open.

5. Try to launch the PrintStation Manager™ (PSM). At this point the PSM should launch.

6. Shut down the PSM software.

7. Go back to the backup directory and move some of the jobs from there to the matching active Virtual Printer Directory.

8. Try to launch the PSM. At this point the PSM may or may not launch. If it does launch repeat steps 6–8 until the PSM will not launch.

9. If the PSM will not launch then the last batch of files moved into the active Virtual Printer directory contains the corrupt file.

10. Move some or all, of the last batch of files back into the backup directory.

11. Move a smaller batch of files into the active Virtual Printer directory.

12. Try to launch the PSM. At this point the PSM may or may not launch. If it does launch repeat steps 6–8 until the PSM will not launch.

13. Continue to do this until you are able to determine which file is keeping the PSM from launching. Once the file is pinpointed, delete the file.

14. At that point you should be able to return all of the jobs to the appropriate directories and launch the PSM.

Note : If you already have the PSM open and you want to see if there are any corrupt files that are not keeping the PSM from being booted, complete the following steps:

Minimize the PSM.

Double-click on My Computer/(C:) drive/MicroPress/PSM/VP and open one of the existing virtual printer directories.

Make the directory that you opened small enough to have the PSM window and the Virtual Printer directory open on the monitor at the same time.

Make sure that the PSM window is open to the same Virtual Printer as the Virtual Printer directory to which you are comparing.

Compare the job list in both windows and if you see that there are jobs in the Virtual Printer directory that do not exist in the matching window of the PSM, delete them; they are corrupt files.

Do this for each Virtual Printer directory and Virtual Printer.

When finished, close all the open Virtual Printer directory windows.

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

Solution ID TAUS0801997EN***Solution Usage****Description**

Output for AS/400® loops continuously until job is held.

Solution

CAUSE: When using a remote output queue on an AS/400®, the XAIX destination option is normally used for printing multiple copies.

The remote writer opens the connection to the printer and sends down multiple copies of the print data and control file pair. Each control file contains one print command for the data file that preceded it. This method is required for printers that start printing the data right away. However, there are some print servers that will close the connection after the first copy is sent. This is an unexpected close, resulting in retrying to send from the beginning which will cause the remote writer to loop forever and will cause the spooled file to be printed indefinitely. In this case, XAIX should not be used.

When XAIX is not specified, the data file and control file will be sent once, but the control file will contain multiple print commands. This reduces network traffic, but can only be used with servers that can buffer all the data before knowing how many copies to print.

Therefore, without XAIX specified, the print server may or may not print multiple copies of the OS/400® or i5/OS® spooled file.

SOLUTION: Install the following minimum firmware version:

bizhub 350/250/200

Base firmware version 80 (filename: 4040-0100-G30-80-002)

bizhub 360/420/500

Special model-specific firmware version 31-GD1 file name:

bizhub 360: 360us_m0g3100d1.exe
 bizhub 420: 420us_m0g3100d1.exe
 bizhub 500: 500us_m0g3100d1.exe

bizhub 361/421/501

Special model-specific firmware version 13-GC5 file name:

bizhub 501: 501US_m1g1300c5.exe
 bizhub 421: 421US_m1g1300c5.exe
 bizhub 361: 361US_m1g1300c5.exe

bizhub C203/C253/C353/C353P

Special model-specific firmware version, file name and checksum:

bizhub C353 GC2-R4 : A02E0Y0-F000-GC2-R4.EXE, Checksum8FE5
 bizhub C253 GD2-R4 : A02E0Y0-F000-GD2-R4.EXE, Checksum9C53
 bizhub C203 GE2-R4 : A02E0Y0-F000-GE2-R4.EXE, ChecksumBF30
 bizhub C353P GW1-72 : A02E0Y0-F000-GW1-72.EXE, Checksum9217

bizhub C451/C550/C650

Special model-specific firmware version GC2-R4, file name and checksum:

bizhub C451 GC2-R4: A00K0Y0 -F000-GC2-R4.EXE, Checksum 80AA

bizhub C550 GC2-R4: A00J0Y0 -F000-GC2-R4.EXE, Checksum 2266

bizhub C650 GC2-R4: A00H0Y0 -F000-GC2-R4.EXE, Checksum A684

bizhub PRO 1050 Series/IC-611

Print controller system code (ISW Trns install) version 31_CPF0_ISW (filename: 1050_p131cpf0p.exe)

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

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0802317EN*

Solution Usage

Description

C-4904 (C4904).

Solution

CAUSE: The Image Controller board or the HDD/2 have failed.

SOLUTION: Replace the ICB (p/n 56UA-910 2E) and if this does not clear the code or the code changes to a different C-49XXerror, replace HDD/2 (p/n 56UE-922 0).

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

Solution ID TAUS0802912EN*

Solution Usage

Description

Troubleshooting procedure for SD-501 SDDDB ICP1 failure resulting in SC77-95.

Solution

Attached is the troubleshooting procedure to resolve SD-501 SDDB ICP1 failures as there are many components connected to this ICP. 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 Felix Burgen, ESS/BSE

Solution ID TAUS0640469EN***Solution Usage** 27**Description**

Toner spilling/dumping or poor fill.

Solution

Depending on customer usage, there are different conditions that will cause toner spilling. Use the following to diagnose and correct:

CONDITION 1**CAUSE:** The customer runs long jobs of high density copies/prints and then runs lower density copies/prints. Toner spills/dumps from the lower ducts onto the front or back of the transfer/separation unit.**SOLUTION:** Print the black ratio list and look at the average black ratio %. If the average black ratio is below 5%, increase the black band width from .25 to .50mm by setting software dipswitch 6-3 to 1 and 6-4 to 0.**CONDITION 2****CAUSE:** The customer runs long jobs of higher density copies/prints. Toner spills/dumps from the developing unit or cleaning unit and copies/prints have background and high density.**SOLUTION:** Print the black ratio list and look at the average black ratio %. If it is above 6.5% clean the upper ducts, install the developer pad modification (p/n 56UA30830) once the part becomes available. Reduce toner density setting by 5% by setting software dipswitch 23-2 to 1.**Notes :**

1. See Bulletin Number 5024 and attached Bulletin Number 6492 for details.
2. See Solid Density Improvement as well as the Toner Dusting/Dumping document for the complete installation instructions and modification updates.
3. See 1050 Toner Spill Countermeasures document.
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 Jim Behrends, Production Print/SSD**Solution ID** TAUS0800685EN***Solution Usage** 1**Description**

SD-501, front cover soiling.

Solution**CAUSE:** The front cover becomes dirty/soiled during booklet creation due to the shape of Pressing Plate/1 (non-supply part) and Pressing Plate/2.**SOLUTION:** To remedy this problem, changes have been made to the shape of the Pressing Plate/1 and Pressing Plate/2. In accordance with this, the part number of Support Plate 1 assembly (p/n 15AN-6221) has been changed.See attached Parts Modification document for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .**Solution ID** TAUS0900063EN***Solution Usage** 0**Description**

Background.

Solution**CAUSE:** Toner hose #6 is clogged.**SOLUTION:** Clean or replace toner hose #6 (p/n 14RT-2421).**SPECIAL NOTE :** Solution contribution by Mark D'Attilio, Production Print/SSD**Solution ID** TAUS0703243EN***Solution Usage****Description**

Marks on the edge of 8.5x14 paper. This is not a problem with 8.5x11 or 11x17 paper.

Solution**CAUSE:** Firmware upgrade required. The finisher has version 41 firmware installed presently.

SOLUTION: Upgrade the firmware to version 50 or greater for both the main body and the LS-501 finisher.

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

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

Solution ID TAUS0800732EN*

Solution Usage

Description

Smearing along edge of paper. This occurs when paper is fed from main body bizhub PRO 1050 series or from the LS-501/LS-502 installed on the bizhub PRO 1050 series or the bizhub PRO C6500 series.

Solution

CAUSE: Idler, conveyance and feed rollers need to be replaced with modified rollers.

SOLUTION: The modified rollers have a different type of rubber to prevent smearing on copies. Urethane rubber is now used rather than EPDM rubber. See attached Parts Modification documents for more detail. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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

Solution ID TAUS0800734EN*

Solution Usage

Description

FD-501, marks on edge of copies.

Solution

CAUSE: Conveyance driver roller composition (rubber).

SOLUTION: Modified rollers now use urethane rubber rather than EPDM rubber. See attached Parts Modification document for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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

Solution ID TAUS0808275EN*

Solution Usage

Description

Thin gray lines (digital) on the entire page in the main scan direction that occurs on copies and prints. The copied or printed image is still visible through the lines. Problem may only occur with certain paper settings or on one side of a duplexed page.

Solution

CAUSE: A failed Image Processing Board.

SOLUTION: Replace the failed Image Processing Board (p/n 56UA-901 4F).

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

Solution ID TAUS0808597EN*

Solution Usage

Description

Black lines on prints/copies which reappear every 10K-12K after the charge wires and grid have been cleaned.

Solution

CAUSE: Incorrect settings.

SOLUTION: Check the following configuration for charge cleaning:

1: Soft switch 3-3 and 3-4 must= 0 to enable the charger cleaning function.

2: Soft switch 2-4 and 2-5 should= 1 to enable charger cleaning every 5000 copies/prints.

3:Version 70 base firmware or greater should be installed. Read the contents of attached Bulletin Number 6492. This bulletin contains valuable information on soft switch setting changes that may increase copy quality especially if the modified developing unit has been installed.

Notes :

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

b. 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 Greg Lantowski, Production Print/SSD

Solution ID TAUS0900447EN*

Solution Usage

Description

A smear is on the second side of the first copy only and in the front-to-rear direction.

Solution

CAUSE: Conveyance roller 2 is worn.

SOLUTION: Replace conveyance roller 2 (p/n 56UA47412E).

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

Solution ID TAUS0900545EN*

Solution Usage

Description

Marks, streaks on copies/prints from the fuser.

Solution

CAUSE: Incorrect paper weight setting for the paper being used causing underfusing.

SOLUTION: Ensure that the paper weight setting for the paper being used is set correctly. If the weight is set less than the actual weight of the paper being used, improper fusing will cause an excessive buildup on the cleaning web, resulting in toner being transferred back to the copies/prints.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0901335EN*

Solution Usage

Description

Smear on the second side of the first copy in the front-to-rear direction.

Solution

CAUSE: Conveyance roller 2 has failed.

SOLUTION: Replace conveyance roller/2 (p/n 56UA 4741 2E).

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

Solution ID TAUS0702274EN***Solution Usage** 2**Description**

Glue discoloration, replacement.

Solution

CAUSE: Glue becomes discolored if the amount of glue is too small with respect to the amount of time that the glue is in the tank. When the machine is powered on, and only a few perfect-bind jobs are run, the glue in the tank will become brown as a result of being heated for too long.

SOLUTION To minimize the tendency of the glue to darken, reduce the Auto Low Power and Auto shutoff times. The following times are recommended:

Auto Low Power: 5 minutes

Auto Shutoff: 30 minutes

Procedure : [Utility/Counter] => [06 Machine manager Setting] => [01 System Setting] => [01 Power Save Setting]

Notes :

1. There are no individual Auto Low Power and Auto Shutoff settings for the PB-501. However, when the PB-501 is not used for the preset time, only the PB-501 shifts to the low power mode or the Auto Shutoff Mode.

2. The glue temperature in low-power mode is 90 degrees C.

If the color of the glue has changed even after implementing the above procedure, replace the glue in the tank. Note that the change of color, even as shown in the attached JPG file, does not affect the performance of the glue - only its appearance.

Procedure : Complete illustrated instructions for replacing the glue are contained 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>

Solution ID TAUS0800024EN***Solution Usage** 2**Description**

Poor fusing on certain heavier stock.

Solution

CAUSE: On certain types of paper, poor fusing occurs due to the type coating on surface of the paper.

SOLUTION: When experiencing a poor fusing condition on heavier stock, set the paper type to Embossed. The embossed setting will increase the heat of the fixing unit and will also slow the output slightly to allow the paper more time in the fuser.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0703155EN***Solution Usage** 1**Description**

PB-501 glue pasting area adjustments.

Solution

This is information about machine behavior when the following adjustment is performed (the adjustment is written in User's manual): 04 Pasting start position adjustment (Go Ahead)

When 04 Pasting start position adjustment (Go Ahead) is operated, 05 Pasting finish position adjustment (Go Ahead) value also changes accordingly.

However, 05 Pasting finish position adjustment (Go Ahead) is an individual control. For example, if the pasting start position for Go Ahead is set 30 steps earlier, the finish position in Go Ahead direction also changes 30 steps earlier. If you do not wish to change the finish position in Go Ahead direction, set 05 Pasting finish position adjustment (Go Ahead) 30 steps later.

About Go Ahead and Go Back operations:

Go Ahead operation creates a base for easy glue attachment in Go Back direction. The pasting thickness in Go Ahead direction is smaller than in Go Back direction. If there is a part where no glue is applied on rear side during Go Ahead operation, glue application during Go Back operation may become uneven. Uneven glue application tends to occur more on rear side than on front side during Go Ahead operation.

Go Back operation applies glue amount necessary for cover sheet attachment.

With PB-501 firmware version 30, the pasting finish position control has been changed. Value from the standard position is used for the pasting finish position. It is not affected by change of the pasting start position. Therefore, even if the pasting start position (Go Ahead) is changed, the pasting finish position does not change.

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0702499EN***Solution Usage****Description**

PB-501 glue pasting position adjustments.

Solution

If the glue pasting finish position on forward movement is set inside the paper size, the following problems may occur:

Glue from the tank becomes thready and attaches on the glue unit and/or the wiring arm on the rear side of PB-501 inside.

Glue at the spine corner part of body paper drops near the spine corner part on the cover paper, causing spine corner forming failure to occur.
The glue pasting finish position on forward movement and the glue pasting start position on backward movement are adjusted to be outside of the paper size during the manufacturing process.
Adjustment values:

Glue pasting finish position on forward movement (Ahead): 127

From Machine state screen => Adjustment => 02 Finisher Adjustment => 06 Perfect Binder Adjustment => 05 Pasting Finish Position Adjustment [Go Ahead]

Glue pasting start position on backward movement (Back): 0

From Machine state screen => Adjustment => 02 Finisher Adjustment => 06 Perfect Binder Adjustment => 04 Pasting Start Position Adjustment [Go Back]

Note : If glue protrusion occurs on the machine in the field, 04 Pasting Start Position Adjustment [Go Back] is recommended.

IMPORTANT : Please instruct the customer to refrain from using this adjustment function.

The glue tank unit stop position is changed for each paper size to catch glue that drips from the pasting finish position (during Go Ahead operation). The glue tank unit shift amount is controlled for each paper size. This is implemented by a PB-501 firmware upgrade (PB-501 version 30).

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

CAUTION : After installing this firmware version, set the pasting finish position (Go Ahead/Go Back) and pasting start position (Go Ahead/Go Back) to 0 and adjust them again.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0701614EN***Solution Usage** 6**Description**

SD-501, dust mark appears on bundles of paper output in the Trimming mode.

Solution

CAUSE: Dust accumulation not dropping from the Trimming board.

SOLUTION: Install the following parts by adhering to the attached installation procedure.

PART NUMBER ITEM
 15AQ-5800 Paddle unit
 15AQ-5810 Guide sheet/3 Assembly
 15AQN19200 DC relay wiring/K
 15AQN19300 DC relay wiring/L

Notes :

1. If trimming dust does not drop properly after installation of the paddle unit, please check the following:

Whether or not the guide sheet/3 fully opens
 If the guide sheet/3 cannot fully open:
 a. Trimming dust is caught at the moving part of the guide sheet/3.
 Remove the dust.
 b. The press board of the dust box does not move smoothly.
 Apply additional grease on the slide shaft of the press board (compress the long spring and set it aside to apply grease on the shaft).
 c. The positional relation between the press board and open roller of the guide sheet/3 is not correct and the press board is malformed.
 Correct the malformation "manually".

Whether or not the black plastic is tight (taut or stiff) when the guide sheet/3 is fully opened
 If it is not stiff, after ensuring guide sheet/3 fully opens, fix the plastic while guide sheet/3 is fully opened.
 2. To view the attached document, 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> .
 SPECIAL NOTE : Solution contribution by Freddie Burnham and Ed Bellone, Production Print/SSD

Solution ID TAUS0802319EN***Solution Usage** 1**Description**

Trail edge of tabs print light.

Solution

CAUSE: Trail edge deletion is set to the standard 3mm deletion.

SOLUTION: Set the trail edge deletion to 1mm by setting dipswitch 11-2 to 1.
 SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0802806EN***Solution Usage****Description**

Approximately 1-2 hours after power up, black stripes appear on prints. Stripes are without margins, in crosswise direction, and show no set pattern (in distance between them). Please refer to attached examples.

Solution

CAUSE: Failed write unit.

SOLUTION: Replace write unit (p/n56UA-6502).
 SPECIAL NOTE : Solution contribution by KM Poland (BPL).

Solution ID TAUS0800715EN***Solution Usage** 1**Description**

Improving image registration accuracy between Side 1/Side 2.

Solution

Please refer to the attached document for the parts to replace to improve front and back position accuracy. To view the attached document, 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> .

Solution ID TAUS0801540EN***Solution Usage****Description**

Image is mis-centered when using preprinted paper.

Solution

CAUSE: Incorrect detection by centering sensor. If using preprinted paper with a solid black image on the lead edge, the sensor may detect the edge of the paper incorrectly.

If a black solid image is located near the dotted area as shown in Figure 1, the sensor may also detect the edge of paper incorrectly. If this happens, the centering correction allowable range is exceeded and image is not centered correctly on the paper.

Figure 1 :

Paper feed direction

SOLUTION: Change the paper set direction in the tray and original orientation so that solid black image does not align with the lead edge. If centering does not work correctly with preprinted paper, rotate the paper 90 or 180 degrees as shown by Figure 2.

Figure 2 :

Paper feed direction Paper feed direction

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801900EN***Solution Usage****Description**

Image is not centered correctly when using a specific paper feed tray.

Solution

CAUSE: Paper position in the tray is different from other trays.

SOLUTION: Adjust paper position in the tray which is causing centering error by tray centering adjustment (mechanical adjustment), or adjust paper position of all trays and then perform printer centering adjustment.

Note : To have automatic centering correction function properly, it is necessary that all trays have the same paper position mechanically. First, ensure that the positions are all equal in all trays.

[A] Adjust paper position of the tray which is causing the centering error :

1. Set the software dipswitch 12-3 (printer auto centering correction) to 1 (disabled).
2. Enter the Service mode.
3. Select [01 Machine Adjustment] => [04 Centering Adjustment] => [01 Printer Centering Adjustment] and touch [COPY].
4. Set A4 or A3 paper in the tray which is causing centering error and press the START button. Test pattern No.16 will be output (this checks image centering without auto correction).
5. Fold the output paper in half along the center in the main scan direction, and measure how much the left and right lines misalign from each other.
6. Pull out the tray and remove paper.
7. If the paper guide [1] is at the small size position, open the guide.
8. Loosen two screws [2] and move the paper guide [1]. According to the mis-centering checked in step 5, adjust the center position using the marking line [3].
9. Tighten two screws [2].
10. Repeat steps 4 and 5 and check the mis-centering again. If it is not within the standard range (+/-2mm), repeat steps 6 through 9. Repeat the steps until the standard value can be obtained.
11. Set the software dipswitch 12-3 to 0 (enabled).

If it is not resolved by procedure [A], adjust paper position in all trays [B] and then perform printer centering adjustment [C].

[B] Adjust paper position in all trays :

1. Set the software dipswitch 12-3 (printer auto centering correction) to 1 (disabled).

2. Enter the Service mode.
3. Select [01 Machine Adjustment] => [04 Centering Adjustment] => [01 Printer Centering Adjustment] and then touch [COPY].
4. Set A4 or A3 paper in each tray and press the START button. Test pattern No.16 will be output (this checks image centering without auto correction).
5. Fold the output paper in half along the center in the main scan direction, and measure how much the left and right lines misalign from each other.
6. Pull out each tray and remove paper.
7. If the paper guide [1] is at the small size position, open the guide.
8. Loosen two screws [2] and move the paper guide [1]. According to the mis-centering checked in step 5, adjust the center position of each tray using the marking line [3].
9. Tighten two screws [2].
10. Repeat steps 4 and 5 and check the mis-centering again. If there are trays which is not within the standard range (+/-2mm), repeat steps 6 through 9. Repeat the steps until the standard value can be obtained.
11. Set the software dipswitch 12-3 to 0 (enabled).

[C] Perform Printer centering adjustment : (Service Manual Section 10.3.4)

1. Enter the Service mode.
2. Select [01 Machine Adjustment] => [04 Centering Adjustment] => [01 Printer Centering Adjustment] and then touch [COPY].
3. Set A4 or A3 paper in each tray and press the START button. Test pattern No.16 will be output.
4. Fold the output paper in half along the center in the main scan direction, and measure how much the left and right lines misalign from each other.
5. If the amount is not within the standard range (+/-1.5mm), touch [SERVICE]. On Printer centering adjustment screen, enter a numeric value using the numeric keys and touch [Set]. Setting range: -64 (image in front) to +63 (image in back) 1 step = 0.1mm
Example: Image is too much on the front side (the red dash line is the paper position). Check the amount of difference between the center line of image and the folded line of paper and input + value (the image moves to the rear side).

CAUTION : Do not input too large of a value. The value falls out of correction range and the setting may not be reflected on actual print. If it becomes impossible to adjust, return the setting value to 0 once. Then adjust it again.

6. Repeat steps 3 through 5 until the standard value can be obtained.

CAUTION : If adjustment of is performed and the value is changed in step 5, standard value on the printer side is changed. Scanner (original glass) centering adjustment and ADF centering adjustment may be needed. If centering error is seen with scanned image, perform the following adjustment:

Scanner (original glass) centering adjustment (Service Manual Section 10.3.4)

1. Enter the Service mode.
2. Select [01 Machine Adjustment] => [04 Centering Adjustment] => [02 Scanner Centering Adjustment] and touch [COPY].
3. Select A3 paper and set the test chart on the original glass. Press the START button.
4. Fold the output paper in half along the center in the main scan direction, and measure how much the left and right lines misalign from each other.
5. If it is not within the standard range: +/-2mm, touch [SERVICE]. On the Scanner (Orig. Glass) centering Adj. screen, enter a numeric value using the numeric keys and press [Set]. Setting range: -30(image in front) to +30(image in back) 1 step=0.1mm
6. Repeat steps 3 through 5 until the standard value can be obtained.

ADF centering adjustment (Service Manual Section 10.3.4)

1. Enter the Service mode.
2. Select [01 Machine Adjustment] => [04 Centering Adjustment] => [03 ADF Centering Adjustment] and then touch [COPY].
3. Touch [Next] or [Back] to select the item you adjust and touch [COPY].
4. Select paper according to the adjusted item. Set the test chart on the ADF and press the START button.
5. Fold the output paper in half along the center in the main scan direction and measure how much the left and right lines misalign from each other.
6. If the value is not within the standard range: +/-2mm, touch [SERVICE]. On the ADF centering adjustment screen, enter a numeric value using the numeric keys and touch [Set]. Setting range: -30(image in front) to +30(image in back) 1 step=0.1mm
7. Repeat steps 3 through 6 until the standard value can be obtained.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0807866EN*

Solution Usage

Description

PF-701, image miscentering, skew, jamming.

Solution

CAUSE: The tray side guides are moving outward. When the paper trays are full, and the trays are forcibly inserted into the machine, the tray side guides may be forced outward causing miscentering and possibly jamming.

SOLUTION: A side guide reinforcement bracket is now available to hold the side guides in place. Additional information can be found in attached Bulletin Number6597. 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 Bob Moeller, Production Print/SSD

Solution ID TAUS0802584EN***Solution Usage** 0**Description**

When printing 3-D or MaxiCode barcodes from AS/400® or mainframe, the job does not print correctly.

Solution

CAUSE: There are too many variables for the HPT on a HOST system to correctly image a UPS shipping ticket and 3-D MaxiCode barcode.

SOLUTION: Use a LinkCom™ III with the following configuration:

The configuration can be set up using PrintGuide™.

Set up the LinkCom™ III to support IP40 emulation and install the IP40 font set.

Under the IPDS tab select the following settings.

- Postscript
- Edge-to-Edge is on
- Report Margins to system is on
- 37 code page
- IP40 emulation
- 600dpi
- VPA is set to Physical

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

Solution ID TAUS0802601EN***Solution Usage****Description**

Triledge of tabloid sheets is blurred/stretched after replacing the PRCB. The image issue starts at the 11" mark on tabloid/landscape sheets.

Solution

CAUSE: A modified PRCB (p/n 56UA-9023J) has been installed on machine using version 60 or earlier firmware.

SOLUTION: Flash machine to at least version 70 firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Note : Please review attached Bulletin Number 6492 before updating to version 70 firmware. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

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

Solution ID TAUS0654912EN***Solution Usage** 5**Description**

How to prevent low density on long runs when running high percentage of coverage originals.

Solution

To prevent low density on long runs when running high percentage of coverage originals, perform the following:

1. Install bizhub PRO 1050 version 70 or higher firmware.
2. Install improved developing unit (p/n 58UA-3000).
Note :DSD rollers on the ends are black.
3. Return any image quality DIPsw settings to factory default.
4. Recall factory settings to the process adjustments and rerun the process adjustments.
5. Reference the attached Bulletin Number 6492 for bizhub PRO 1050 version 70 firmware. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .
SPECIAL NOTE : Solution contribution by Felix Burgen, ESS/SSD

Solution ID TAUS0645347EN***Solution Usage** 3**Description**

Poor fill on solids when copying or printing.

Solution

CAUSE: Poor drum ground.

SOLUTION: Check the drum bias. Normal bias is about 1.6 ohms. Replace the failed drum bearing (55TA75020).

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

Solution ID TAUS0651748EN***Solution Usage** 1**Description**

Poor image density; light density, poor fill especially during long runs.

Solution

PROBABLE CAUSES:

1. Failed TCSB (Toner control sensor board).

Replace the TCSB (p/n 55VA-9510).

2. Toner may be compacted on the toner hopper preventing toner from being conveyed to the developing unit.

Access the I/O mode and run output code 54-09 for 10 seconds. This code will run the toner pump and air pump together to assist toner conveyance.

3. Various machine settings may be incorrect.

Perform the procedure to improve solid density on single or duplex copies .

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

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

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

Solution ID TAUS0802657EN***Solution Usage** 1**Description**

Dark copies/prints, Error 3 when performing Max density adjustments, and bias error when performing HV auto adjustment.

Solution

CAUSE: High voltage power supply/1 has failed.

SOLUTION: Replace high voltage power supply/1 (p/n 56UA84010).

Note : High voltage power supply/1 is located at the machine rear, directly above the flywheels in a metal enclosure.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0808532EN*

Solution Usage 1

Description

After replacement of PRCB board, the print/copy quality is poor (light image) and no SC entry appears.

Solution

CAUSE: Incorrect setting of connector(s) on PRCB board.

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

Note : As a recommendation, please secure the wire with a cable tie so that it is not possible to use an incorrect connector on the PRCB board.

SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID TAUS0808084EN*

Solution Usage

Description

Light or washed out copies at installation or afterperforming a PM.

Solution

CAUSE: Only one bag of developer was installed.

SOLUTION: Install both bags of developer in the developing unit.

Note : A new machine also needs two toner bottles at installation.

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

Solution ID TAUS0900306EN*

Solution Usage

Description

Light copies and prints.

Solution

CAUSE: Afterupgrading to version 70 firmware andinstallingthe modified developing unit soft switch 27-6 must be set = 1 or light copies and prints will result.

SOLUTION: It is recommended that you thoroughly read attached Bulletin Number 6492 and verify the condition of all soft switches listed toward the end of the bulletin.

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 Greg Lantowski, Production Print/SSD

Solution ID TAUS0802538EN***Solution Usage** 4**Description**

Light blotchy copies/prints.

Solution

PROBABLE CAUSES:

After replacement of the printer control board

1. Connector 209 is plugged into the wrong connector on the printer control board.

Note : TRANSFER FAILURE message if the HV auto adjust is run.

There are two possible locations on the printer control board that CN209 can be plugged into. Ensure that the connector (5-pin, all violet wires) is connected to CN209 on the printer control board. CN1 on the printer control board is below CN209 and is the same size. CN1 should be empty.

On second side of duplexed documents

2. The T/S corona unit is failing.

Replace the transfer separation assembly (p/n 56UE-2700).

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0800886EN***Solution Usage****Description**

When using wide/custom size paper, 2nd and subsequent pages are output blank.

Solution

CAUSE: To use wide/custom size paper, accurate paper size input is necessary. If the size input from Paper Size is very different from the actual paper size, transfer control may extend past side 2 of the first sheet. As the result, transfer current is not output and blank pages (transfer failure = very light image) are output.

SOLUTION: When using wide/custom size paper, input the actual size of paper for Paper Size.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0900349EN***Solution Usage****Description**

Blurred characters printed on laminated tabs.

Solution

CAUSE: The transfer value needs to be increased.

SOLUTION: To increase the transfer value, enter the HV adjustment mode and increase the transfer value in small increments until the desired quality is achieved.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0901028EN***Solution Usage****Description**

Partial faded image.

Solution

CAUSE: Firmware upgrade is needed.

SOLUTION: With installation of printer control board (p/n 56UA-9023J), the machine firmware and all peripherals must be upgraded to minimum version 70. Before installing version 70 firmware, please refer to attached Bulletin Number 6492 for important information. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

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

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0700453EN*

Solution Usage 731

Description

NVRAM Troubleshooting Procedure used to identify NVRAM problems and information concerning damaged or missing NVRAM/BRU.

Solution

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

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

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

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

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

Known unrecoverable NVRAM symptoms:

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

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

Known fixes for various codes:

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

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

CAUTION : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connection to backup the data before performing the Data Clear. If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

8020/CF2002/8031/CF3102

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

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

8050/CF5001/bizhub PRO C500

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

Known defective NVRAM symptoms:

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

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

bizhub 200/250/350

Common symptoms when NVRAM replacement may be necessary:

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

bizhub 420/500

Common symptoms when NVRAM replacement may be necessary:

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

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

bizhub 600/750

Common symptoms when NVRAM replacement may be necessary:

1. Screen freeze in Konica Minolta logo.
2. Cannot recognize document feeder.
3. Error code SC2203 .

7145/7255

Common symptoms when NVRAM replacement may be necessary:

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

Ordering Procedures

Call the SSD Hotline at 800-825-5664, to open a Problem Ticket.

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

The NVRAM can be ordered via the Online Technical & Special Program order form located within MyKonicaMinolta.com:

1. Login to MKM.com.
2. Select the Service tab.
3. Select Warranty, Repair, & Special Programs (menu at left side of screen).
4. Click on Warranty Services & Technical/FOC Programs (in center of screen).
5. Select NVRAM/BRU Replacement Program.

Updates/Status

Call Logistics at 201-934-5339.

Notes :

a. Refer to the attached RA form and Bulletin Number 5783 for more detail. The bulletin may be a bit out-of-date concerning actual ordering procedures and applicable models.

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

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

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

Solution ID TAUS0656768EN*

Solution Usage 49

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 TAUS0701604EN*

Solution Usage 39

Description

NVRAM/BRU replacement form.

Solution

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

Notes :

1. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACE A NVRAM/BRU ORDER ONLINE. All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number, the request will be denied.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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

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

Solution ID TAUS0607358EN*

Solution Usage 18

Description

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

Solution

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

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

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

Solution ID TAUS0654653EN*

Solution Usage 9

Description

Part number for the RC-501 waste toner collecting box.

Solution

RC-501 waste toner collecting box (p/n 14RTR70700).

Solution ID TAUS0648137EN*

Solution Usage 7

Description

Soft upper fixing roller to improve the image quality of halftones and reduction in orange peel effect on large solid black areas (Optional Upgrade).

Solution

Refer to bulletin 5136 details.

Note : To view the above 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 TAUS0702838EN*

Solution Usage 7

Description

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

Solution

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

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

Note : Vary ON the device to allow attachment.

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

Solution ID TAUS0801706EN***Solution Usage** 7**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 TAUS0652474EN***Solution Usage** 6**Description**

What is the part number for the main body hard drive (HDD1)?

Solution

The part number for HDD1 has been changed because the production of the hard drive (p/n 56UA-920 0) used for HDD1 has been discontinued. The new type hard drive is p/n 56UA-920 1E.

When replacing the old type hard drive with the new type, please ensure to replace the Image Processing Board (IPB) and System Control Board (OACB) together.

Please see attached Bulletin Number 5526 for parts combination information.

Note : The bizhub PRO 1050e and bizhub PRO 1050eP already have the new style parts so the new style hard drive can be installed without any other modifications.

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

Solution ID TAUS0657371EN***Solution Usage** 5**Description**

Citrix® compatibility.

Solution

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

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

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

IC-202

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

IC-203

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

IC-205

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

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

IC-302

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

Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were

not available.

IC-401

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

The following restrictions:

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

IC-402

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

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

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

IC-405

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

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

IC-611

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

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

IP-901

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

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

bizhub C350 Standard Controller

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation Server™ 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PCL driver version 1.0 with the following restriction:
The watermark feature will not be available on a locally installed printer.

bizhub 200/250/350 Standard Controller

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

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

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

Tested with Citrix® Metaframe™.

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

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

Solution ID TAUS0702294EN*

Solution Usage 5

Description

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

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

(supportedLDAPVersion) not enabled.

Solution

LDAP Production R5/R6 server setup :

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

Notes :

a. If you upgrade a server from a previous release to Lotus® Domino 6, the LDAP service uses the LDAP anonymous access configuration from the previous release. If you create or edit the domain Configuration Settings documents after updating the directory with the Lotus® Domino 6 PUBNAMES.NTF design, the list of attributes allowed for anonymous access include the following attributes (attached - ldap1.pdf) not listed in the previous release:

b. The Allservers configuration doc will only affect the servers running LDAP. It will also allow the MFPs to access LDAP without using an authentication account and password. This is the method that all users are using according to Lotus® Incident 1632724.

c. Please refer to the attached document for more detail.

d. To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; <http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf> .

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

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

Solution ID TAUS0648443EN*

Solution Usage 4

Description

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

Solution

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

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

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

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

Solution ID TAUS0652658EN*

Solution Usage 4

Description

FS-503/FS-521, part number for staple case (not shown in Parts Manual).

Solution

Staple case (s/n 15AA43560).

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0703268EN*

Solution Usage 4

Description

ISW error codes list.

Solution

ISWERROR CODES

Error Code

Description

Action

01

There is an error in the command to ISW processing unit.

Program is not executing normally. Restart from power ON and re-execute the ISW.

1F

A program error is detected.

Program is not executing normally. Restart from power ON and re-execute the ISW.

41

Input data format error

Check the ISW transfer data file.

42

Invalid machine name input data

Check the ISW transfer data file.

43

Invalid board name input data

Check the ISW transfer data file.

81

Input device error such as input timeout.

Check that the communication cable between input devices (PC or ISW Tool) is properly connected.

C1

Failed to erase flash ROM. (during ISW to image control board)

There is an error in the flash ROM on the image control board. Restart from ISW. If the error persists, the life of the image control board flash ROM may have expired. Replace the image control board.

C2

Failed to write flash ROM. (during ISW to image control board)

There is an error in the flash ROM on the image control board. Restart from ISW. If the error persists, the life of the image control board flash ROM may have expired. Replace the image control board.

Error Code

Description

Action

C3

ROM checksum error. (during ISW to image control board)

The checksum result after program writing does not match the ROM checksum data of the ISW transfer data file. Restart from ISW. If the error persists, the ISW transfer data file may not be created correctly.

C4

Output device error such as output timeout

An error was detected in the ISW board targeted at that time. Check the ISW board.

E1

Failed to erase flash ROM. (during ISW to printer control board and FNS control board)

There is an error in the flash ROM on the printer control board or FNS control board. Restart from ISW. If the error persists, the life of the targeted flash ROM may have expired. Replace the targeted control board.

E2

Failed to write flash ROM. (during ISW to printer control board and FNS control board)

There is an error in the flash ROM on the printer control board or FNS control board. Restart from ISW. If the error persists, the life of the targeted flash ROM may have expired. Replace the targeted control board.

E3

Communication error between image control board, printer control board, and FNS control board (during ISW to printer control board and FNS control board)

Check the I/F between the image control board and printer control board, or I/F between the printer control board and FNS control board.

Error Code

Description

Action

F80-11

Printer Control ISW not written

Perform ISW data install

F80-21

VIF Control ISW not written

Perform ISW data install

F80-30

ISW time-out

Perform ISW data install

F80-31

ISW data error

Perform ISW data install

F80-32

ISW write error

Perform ISW data install

F80-40

FNS ISW not written

Perform ISW data install

F80-41

ZU ISW not written

Perform ISW data install

Note : Please refer to attached Error Codes list. 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 TAUS0703328EN***Solution Usage** 4**Description**

SD-501, what are the I/O codes to operate the trimmer scrap paddle motor (M33)? The codes are not listed in the Service Manual.

Solution

To operate the trimmer scrap paddle motor in I/O mode, use the following codes:

71-65(M33) in the forward direction

71-66 (M33) in the reverse direction

If the motor does not operate, ensure that dipswitch 1 on the SD control board is turned OFF.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0801272EN***Solution Usage** 4**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 TAUS0900739EN***Solution Usage** 4**Description**

How to load a 64-bit driver on a 32-bit Server system (Microsoft® Windows 2003 Server/Vista™).

Solution

Please follow this step-by-step procedure and refer to the attached video.

1. Load the 64-bit driver on the client.

2. Load the 32-bit driver on the server and share it out.

Note : If you receive a pop-up indicating "COPY ERROR", setup cannot copy this file. Example: KOZJA_PP_. This could possibly be a file path length limitation. Try reducing this limitation by pulling out the specific driver needed and placing it on the desktop.

3. From the 64-bit client perform the Run command to connect to the 32-bit server (example: \\11.11.5.33) and press enter.

4. Double-click on the shared out printer.

5. Select printer and then properties.

6. Select the Sharing tab and click on the additional drivers box.

7. Select or check-off the 64-bit (x64) driver to be added to the 32-bit server.
8. Select OK and the 64-bit driver should be pushed up to the server.
9. Check the additional drivers of the client and server to confirm that the x86 (32-bit) and x64 are both installed.

Notes :

- a. This was tested on like versions of 32-bit and 64-bit drivers.
 - b. To view this procedure, Apple® QuickTime® should be installed. It can be downloaded for free at <http://www.apple.com/quicktime/download/>.
- SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0627763EN***Solution Usage** 3**Description**

Vellum paper specifications.

Solution

Vellum paper is outside of the special paper specifications of the machine therefore specific paper specification can not be provided. The paper may run through the machine, however Konica Minolta does not support a particular brand of vellum paper.

Note : Vellum paper has tendencies to hold a static charge causing the paper to have transfer problems with possible premature wearing of the drum. This paper, in some cases is coated, and could possibly lead to premature wearing of the fuser rollers or leave marks on the copies.

Solution ID TAUS0642584EN***Solution Usage** 3**Description**

How to install an indicator light system (Status indicator light).

Solution

Konica Minolta does not supply an indicator light system. However, one can be purchased and installed. The following information is needed:

Patlite Corporation www.patlite.com/

Patlite LES-402A-RYGB (four light pole mounted system)

Patlite SZ-012 Mounting Bracket (needed to mount the light pole to the machine)

The following connectors are needed to connect the Light Pole Wiring to the machine:

Tyco Electronics AMP www.tycoelectronics.com/

Connector (concave) - 179228-6 (CRIMP TYPE II RECPT HSG)

Connector (convex) - 292254-6 (CT RELAY HDR ASSY 6P NAT)

Pins (6 needed) - 179618-1

Connector packed in installation kit has 7 wires. Only six are used for the light bar. Pin 1 is marked in the plastic of the connector with the black wires attached; please look closely.

The wires on the machine plug side of the connector are numbered in reverse (pin 1 on the indicator light side of the connector is attached to pin 6 of the machine side). Keep this in mind when consulting the machine schematics and the Service Manual section for connecting the indicator light.

Connector pins below refer to the harness with the black wires that comes in the kit with the light.

Pin 1 is not used (would be a ground but our system switches to ground)

Pin 2 connected to the BLACK wire in the light harness (+24 volt power lead)

Pin 3 is connected to the ORANGE wire in the light harness and causes the AMBER light to come on. This happens when the machine is out of toner.

Pin 4 is connected to the RED wire in the light harness and causes the RED light to come on. This happens when there is a machine paper jam or when there is a paper mismatch from the Fiery® controller and the Detail Check button comes on requiring customer interaction.

Pin 5 is connected to the GREEN wire in the light harness and causes the GREEN light to come on. This happens when the machine is operating normally (making copies). The BLUE light is also on at this time.

Pin 6 is connected to the BLUE wire in the light harness and causes the BLUE light to come on. This happens when the machine is on and ready to copy, print or scan but not actually running. The BLUE light is also on with the GREEN light when the machine is operating and making copies.

Note : This is a four-light system that indicates Ready, Operating, Low toner, and Jam. The wiring for the light system can be found in the Service Manual. Please see attachments for reference. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Ed Bellone/Cesar Jimenez/Jim Behrends, Production Print/SSD

Solution ID TAUS0656450EN***Solution Usage** 3**Description**

SD-501, how to adjust the trimmer receiver movement count.

Solution

Verify that dipswitch 22-5 is set to 1 (Tech Rep mode) to display the Timmer Count Adjustment correctly.

To adjust the trimmer count, perform the following:

1. With the machine powered ON touch [MACHINE] on the upper right corner of the touchscreen.
2. Touch [Adjustment] on the touchscreen.
3. Touch [02 Finisher Adjustment] on the touchscreen.
4. Touch [06 Trimmer Count Adjustment] on the touchscreen. Select [700], [500], or [300] as the trimmer count setting.
5. Touch [OK] on the touchscreen.
6. Touch [RETURN] on the touchscreen.

Note : The cutting board (p/n 15AN 5282 1E), also referred as the trimmer receiver or the catching plate, must be replaced when it has reached its useful life (after 18,900trim cycles).The part can be found in the SD-501 Parts Guide Manual in the paper adjustment unit sectionat theend of the manual.Replacement procedure can be found in the SD-501 Field Service Manual and is titled as:Replacing the trimmer board assembly.

Solution ID TAUS0703274EN*

Solution Usage 3

Description

How to adjust PF-701 paper tray size detection setting.

Solution

See attached PF-701 installation instructions for the tray size adjustment 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 Ed Bellone, Production Print/SSD

Solution ID TAUS0800473EN*

Solution Usage 3

Description

Is GBC® pre-punched paper a supported paper type?

Solution

At this time GBC® pre-punched paperis not a supported type. If attempting to run this stock and a jamsoccurs, rotate paper to the 8.5x11R position or rotate image and run with holes on trail edge.

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

Solution ID TAUS0651550EN*

Solution Usage 2

Description

Konica Minolta Security White Paper.

Solution

See Security White Paper for details.

Notes :

a.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> .

b. Also, go to Konica Minolta's bizhub security page, <http://kmb.konicaminolta.us/content/about/bizhubsecurity.html> , for more in-depth security information.

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

Solution ID TAUS0657904EN***Solution Usage** 2**Description**

How to perform File Capture on the IC-611.

Solution

Capturing files is necessary when printing issues occur and analysis of printer files sent to the IC-611 is necessary. To enable the File Capture mode on the IC-611:

1. Connect to the IC-611 with a laptop via a Null Modem cable and start a HyperTerminal session.
2. Wait till the monitor displays: Network Driver Status: NETeDrvStat Ready (NETd ReadyNormal End)
3. Press enter to get to the VxWorks® command prompt.
4. At the prompt enter: RBIFdDumpModeSet 1 then press Enter.
Note : This command is case-sensitive and must be entered exactly as shown.
5. The next line should read: value = 0 = 0x0 . This means that the command took.
6. Send the print job; it should print and the job will be stored to the controller for retrieval.
7. To exit the capture mode press Enter and type the following command (ensure to enter exactly as listed): RBIFdDumpModeSet 0 then press Enter.
8. The next line should read: value = 0 = 0x0 . This means that the command took.

Retrieving a captured document from the IC-611

From a laptop or workstation, connect to the NIC of the IC-611 via an FTP session. To do so, perform the following:

1. From the command prompt enter ftp [space] [TCP/IP address of IC-611 NIC] and press enter (example: ftp 11.11.1.74).
2. For user, enter capture .
3. For the password, enter sysadm .
4. Type dir and press Enter. This should show the parent and current directories and the stored captured file. The file name will be something like this: 185566864.dat . The numbers will be different but the file extension will be DAT.
5. Type the following command to retrieve the document: get [space] xxxxxxxx.dat then press Enter. This should retrieve the file. Make note of the name of the file.
6. Type bye and press Enter to exit the FTP session and type exit to end the command prompt session.
7. Search for the file and copy it to the necessary media so it can be attached to a Problem Ticket.

Solution ID TAUS0700396EN***Solution Usage** 2**Description**

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

Solution

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

1. Login in via www.mykonicaminolta.com .
 2. Select the "Service" tab located at the top of the page.
 3. Select the "SSD" link located on the left.
 4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
 5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.
 6. Select Product Group, Product, File Type (Drivers) and OS (Linux).
- Note : The latest print drivers are also available via the Konica Minolta Download Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>).
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0700912EN***Solution Usage** 2**Description**

SD-501, how to install the bundle press cable (wire).

Solution

On occasion it may be necessary to install a replacement bundle press wire on the SD-501. Attached Bulletin Number 6055 provides a detailed process for successfully installing the wire and correctly adjusting the bundle press.

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

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

Solution ID TAUS0701618EN***Solution Usage** 2**Description**

PostScript printer driver for Microsoft® Windows Vista™.

Solution

The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from 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'.

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

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

Solution ID TAUS0703145EN***Solution Usage** 2**Description**

PB-501, serial number setting in Service Mode.

Solution

In the Service Mode, [07 System Setting]> [03 M/C Serial Number Setting], currently, only a 9-digit number can be entered. Serial number of the PB-501 is, however, a 13-digit number and it is not possible to enter all digits. Therefore, when entering the number, input the 3-digit location number and 6-digit sequential number.

Example: A075010 00001 > Input 010 00001

A075 = Product number (for PB-501)

001 = Location (010: North America)

00001: Sequential number

Note : The bizhub PRO 1050 firmware version 50 with PB-501 version 20 allows 13-digit number input. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0703443EN***Solution Usage** 2**Description**

Are urethane feed rollers available for use on the PF-701?

Solution

There are 3 rollers available as urethane covered rollers.

PART NUMBER ITEM

15byr70800 Separating unit urethane

15byr70700 Pickup unit urethane

15byr70400 CMS roller set upper lower urethane

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

Solution ID TAUS0800094EN***Solution Usage** 2**Description**

How to clear the message of EXCHANGE TIME OF TONER COLLECT BOX on RC-501 equipped machines.

Solution

CAUSE: The message appears based on copy/print count and not on the amount of toner in the collection box. When the predefined count is reached, the message will appear.

SOLUTION: To clear the message, perform the following:

1. Access the Service mode.
2. Touch 03 [Counter].
3. On the right of the screen touch 03 [Parts counter].
4. On the next screen, touch 01 [Count of special parts].
5. Touch [Next] 12 times.
6. Using the up/down arrows, highlight 150 [Toner collect box] and touch count reset at the bottom of the touch screen.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0800263EN*

Solution Usage 2

Description

Information concerning Image control program (version 60) and Print control program (version 60).

Solution

Image control program (version 60) and Print control program (version 60) can be downloaded via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

NEW FUNCTIONS, SPECIFICATION CHANGES**New Job Log functions (web utility)**

The following functions have been added: Remote Panel, Remote Monitor, and Multi-monitor.

Prevention of glue deterioration in the PB-501

Glue warm-up does not occur when the power switch is turned on.

Glue warm-up begins when perfect binding is selected for job output.

Glue warm-up starts when a perfect binding job is received in printer mode.

The PB-501 shuts off one minute after a perfect binding job is completed.

The low-power/shutoff mode can be cancelled when perfect binding is selected. In Service Mode:

Dipswitch 21-3 = 0: Normal control (default); 21-3= 1: Glue deterioration reduction control

New counter for PB-501 booklet thickness

A Perfect Bind count key has been added in the Utility menu. The count data is displayed when the key is pressed. The count has also been added to the individual count in the management list.

Dipswitch 23-7 = 0: Disabled (default); 23-7= 1: Enabled (effective only when PB-501 is connected)

New count items in the management list (all counters start at "0"):

202: Total book volumes (same as conventional "194 Perfect bind set," which remains as it is; it increments continuously from the already-existing count.

203: Total book volumes (0.0 – 10.0mm)

204: Total book volumes (10.1 – 20.0mm)

205: Total book volumes (20.1 – 30.0mm)

206: Total bodies (same as conventional "198 Perfect bind sub compile output," which remains as it is; it increments continuously from the already-existing count.

207: Total thickness

Change of cover paper image imposition control

When the body paper is a wide size, the print position is aligned between the cover paper and body paper.

Change of default tray for PB-501 cover paper adjustment mode

PB cover paper adjustment: PB tray

Main body tray adjustment: Tray 4 when a PFU is connected; Tray 2 without a PFU.

PB-501 message

While the PB-501 is being shut off, a message appears on the adjustment screen: "Perfect Binder is now on shut-off mode".

Use of the CLEAR (C) hard key is enabled when setting the amount of image shift.

Ability to change output paper size when the page size is different between sides 1 and 2

In printer mode, when outputting duplexed mixed-size documents, if the page size is different between sides 1 and 2, side 2 is not printed on that sheet; instead, is printed on side 1 of the next sheet.

Example : If side 1 is 8½ x11, and side 2 is 11x17, side 2 will not print on the back of the 8½ x11 sheet; it will print on side 1 of the following 11x17 sheet.

Dipswitch 29-2 = 0: Normal control (default); 29-2 = 1: if size is different, print on next paper

Function to check staple capacity when print operation starts

During the batch reading (Dipswitch 21-0 = 0) if the staple capacity is exceeded, then the staple mode is canceled. Printing continues without interruption.

Dipswitch 14-3 = 0: Stop printing when the staple capacity is reached (default); 14-3 = 1: Cancel the staple mode and continue output

Page stamp dash length setting moved to key operator setting

In the Utility menu: [02 Function Setting] ? [02 Each Function Setting]

Dash Length (Stamp Page) has been added

Note : When this program version is installed, the Dipswitch setting status before installation is carried over; however, the old software Dipswitch setting becomes invalid.

Removed "2 Repeat and Staple" constraint

Dipswitch 29-0 = 0: Prohibited (default); 29-0= 1: Enabled (constraint removed)

The LS-501/LS-502 stacking capacity can be set to 5,000 sheets, regardless of weight

Dipswitch 29-1 = 0: Limit switchover by paper weight (default); 29-1 = 1: Limit is set to 5,000 sheets

CAUTION : This change does not mean that mechanical parts have been strengthened. Depending upon the paper weight, the strength margin may be exceeded. Use this mode with understanding.

Display of the number of already-output pages when a service code occurs

If a service code occurs during job output, the number of pages already output can be displayed.

Dipswitch 5-5 = 0: No display; conventional screen display (default); 5-5 = 1: Display the number of pages already output

Removed limitation to output tab paper to only the main tray on the LS-501/LS-502

Dipswitch 21-2 = 0: Prohibited (default); 21-2 = 1: Enabled

CAUTION : Tab paper output onto the LS main tray is allowed under certain conditions. Note that the output paper may be misaligned, depending upon the tab bank position.

* Only 5-bank tab paper (letter size) is permitted

* Job starts from the 1st (top) bank; tabs are placed in order

* Unnecessary tab automatic eject function is not available

* Offset function is not available

* Mechanical change to the LS (addition of a PET part) is required (already present in LS-501 beginning with serial number 15AT*****)

Note : For Malfunction Corrections and additional detail please refer to attached Bulletin Number 6329.

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

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

Solution ID TAUS0800408EN*

Solution Usage 2

Description

How to adjust paper tray size detection for the main body and PFU trays.

Solution

To adjust the paper size settings, perform the following:

1. Enter the Tech Rep mode.
2. Select [01 Machine Adjustment].
3. Select [01 Tray adjustment].
4. Select the tray to be adjusted. Using Tray 1 as an example, Tray adjustment (tray1) -1 will be displayed.
5. Open Tray 1 and move the side guides to their maximum width. Now start moving the side guides inward and line up the hash mark on the side guide with the 250 hash mark on the tray. If the side guide hash mark exceeds the tray hash mark the adjustment must be started over. Push the tray back in and press the [START] button on the touchscreen.
6. Select [NEXT] on the touchscreen to display Tray adjustment (tray1) -2. Open tray one and move the side guides to their maximum width. Now start moving the side guide inward and line up the hash mark on the side guide with the A4/A3 hash mark on the tray. If the side guide hash mark exceeds the tray hash mark the adjustment must be started over. Push the tray back in and press the [START] button on the touchscreen.
7. After all trays have been adjusted return to the main copy screen. For further detailed instruction refer to the adjustment section in the Field Service Manual.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0802020EN*

Solution Usage 2

Description

Which firmware versions are supported with MicroPress® system software version 7.5.1.1 on the bizhub PRO 1050?

Solution

The below firmware versions are supported with MicroPress® system software version 7.5.1.1 on the bizhub PRO 1050.

Program Name

Version

Print Control Program

70

Image Control Program

70

FD Control Program

70

SD Control Program

70

FS Control Program

70

LS Control Program

70

IC-611 Controller Firmware

72_BCL0

SPECIAL NOTE : Solution contribution by Ian Lynch, Greg Lantowski and Mike McCarthy, Production Print/SSD

Solution ID TAUS0638523EN*

Solution Usage 1

Description

Memory specifications.

Solution

The bizhub PRO1050 comes standard with 256MB of RAM which is not expandable. A 40GB hard drive is also standard.

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

Solution ID TAUS0647125EN*

Solution Usage 1

Description

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

Solution

The latest 64-bit printer drivers are available via the Konica Minolta Download Selector. Access the Selector from 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 TAUS0647907EN*

Solution Usage 1

Description

How to prevent toner spill/cleaning failure in high temperature environments.

Solution

To prevent toner spill and cleaning failure in high temperature environments, install firmware version C2: 20-EBK0 or later. This controls black streaks at minimum width when the machine internal temperature becomes 45 degrees C. or higher. This control is switched over by dipswitch setting 7-7 = 0.

Dipswitch 7-7 = 0: Control with temperature

Dipswitch 7-7 = 1: No control with temperature

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

Solution ID TAUS0650990EN*

Solution Usage 1

Description

Part number for the write unit.

Solution

Write unit (p/n 56UA-6500).

Solution ID TAUS0652429EN*

Solution Usage 1

Description

How to set the machine for two counts for large paper.

Solution

To enable two counts for large paper, set software dipswitch 4-7 to 1. This will increment the total counter two clicks when running 11x17 paper. This setting does not affect the PM counter.

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

Solution ID TAUS0658038EN*

Solution Usage 1

Description

Is copying or printing to 4x6 postcard stock supported?

Solution

The bizhub PRO 1050 Postcard Kit (Item #56UA-9980) and the Small Size Universal Paper Feed Kit (Item #15BAR9010) are available. The Postcard Kit allows 4-inch by 6-inch custom size feeding and the Small Custom Size Universal paper feed kit supports from 152mm to 182mm width custom size feeding. With both kits, feeding can be done from the main body or PF-701 PFU. Engine firmware version 30-ABU0 and Controller firmware version 30 or later is necessary to use both kits.

Notes :

1. The Post Card Size feed support kit can be used with the following:

PCL

PostScript(V)

2. The PostScript visual driver (version 2.2.1.0 or after) only supports the Small Custom Size Universal feed support kit.

3. These kits are NOT for use with bizhub PRO 1050s employing MicroPress® workflows.

4. Please refer to attached Marketing Bulletin #06-GB-051 for more details (includes additional technical documentation not released with the bulletin). 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 Jim Behrends, Production Print/SSD

Solution ID TAUS0700203EN*

Solution Usage 1

Description

PB-501 issues update.

Solution

From the field reports and interactions, the number of known pending PB-501 issues are:

1. Glue overflow (SC78-43).
2. Trimmer dust on the Machine Status screen does not light.
3. 2nd and later booklets are not shifted when perfect bind cover page print and image shift are selected.
4. With combination of FD+SD+PB, when specifying the PB sub tray, job is output onto the SD sub tray.
5. When the START button is pressed, machine displays 'FNS operating' message.
6. J74-70.
7. SC78-99 during Perfect bind mode .
8. Requested action when SC78-17 occurs.

For the cause/correction schedule and other information, please see the attachment. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by Vartkes Tashjian, Production Print/SSD

Solution ID TAUS0700345EN*

Solution Usage 1

Description

What are the configurations for the Perfect Binder finishing option (PB-501)?

Solution

Supported configurations are on the first page of the installation instructions. See attachment.

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

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

Solution ID TAUS0701526EN*

Solution Usage 1

Description

Why, even after disabling the IPP port, can it still be detected as an open port when scanned by port scanning software?

Solution

The IPP disable function only disables the IPP print function, not closing the port itself. If port scan is done by using any port scan software, the IPP port will be indicated as an open port even after disabling the IPP print function. Of course, no IPP print can be made after disabling it.

Note : The next generation models will close the IPP port itself by disabling the IPP function.

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 TAUS0702779EN*

Solution Usage 1

Description

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

Solution

CAUSE: Incorrect procedure.

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

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0703431EN*

Solution Usage 1

Description

Is the bundle press assembly for the SD-501 available as a complete assembly?

Solution

This unit is available as a complete assembly (Up Down Conveying assembly -p/n15AN-6001).

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

Solution ID TAUS0703828EN*

Solution Usage 1

Description

Does the PP-701 work on all PF-701s?

Solution

The PP-701 will only work on a PF-701 with serial number prefix 15BY. There is no kit available that will work on older units with serial number prefix 15AV.

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

Solution ID TAUS0800335EN*

Solution Usage 1

Description

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

Solution

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

SOLUTION: The following changes to the device description will cause the writing to ignore the time out and just report the error.

1. Pick one of the devices and end the writer and vary the device off.
2. Select the option that will allow you to 'Change Device Desc'.
3. On the first screen look for the 'Printer error message' parameter and change it to '*INFO'.

4. Page down twice and look for the 'User-defined options' parameter it should read '*IBMSHRCNN'; under this add ERRMSGINFO.

5. Start the writer and vary the device on and test. These changes must be done for the other device on the AS/400®.

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

Solution ID TAUS0800374EN*

Solution Usage 1

Description

RC-501, installation caution.

Solution

CAUTION : To prevent the possibility of the RC-501 waste toner hose from becoming plugged with toner, the following should be performed:

Inspect the routing of the hose from the machine to the toner collection container. The hose should be in a straight path downward from the machine to the collection container with no loops that will force the waste toner to travel in an upward direction. If necessary, cut the hose to remove excess length so that there is a straight downward path from the machine to the collection container. Also inspect the hose and insure that it is not clogged with waste toner.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0800390EN*

Solution Usage 1

Description

LS-501/LS-502, change in stacker capacity limit.

Solution

There is a firmware upgrade to allow the stacker capacity of 5000 sheets regardless of the paper weight being used. Previously, the capacity was less than 5000 sheets if heavier stock was used.

Upgrade image and printer control firmware to version 60 or higher and set software switch 29-1 to 1 (ON).

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0800457EN*

Solution Usage 1

Description

Part number for the PB Drive Board.

Solution

PBDB (p/n A075H02002).

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

Solution ID TAUS0800681EN*

Solution Usage 1

Description

PB-501, differences between bizhub PRO 1050/PrintCenterPro™ 1050 series dedicated type and bizhub PRO 1050/PrintCenterPro™ 1050 series/bizhub PRO C6500/IKON CPP650 supporting type.

Solution

The following are differences between PB-501 for bizhub PRO 1050/PrintCenterPro™ 1050 series and PB-501 for bizhub PRO 1050/PrintCenterPro™ 1050 series/bizhub PRO C6500/IKON CPP650.

1. PB-501 destination code for bizhub PRO 1050/PrintCenterPro™ 1050 series is A075010 .

PB-501 destination code for bizhub PRO 1050/PrintCenterPro™ 1050 series/bizhub PRO C6500/IKON CPP650 is A075011 or A075WW1 (Generic).

CAUTION : There are two firmware versions: one is bizhub PRO 1050/PrintCenterPro™ 1050 series support version and the other is C6500 support version.

When the machines are shipped from the factory, bizhub PRO C6500 support version has been installed for Generic and bizhub PRO 1050e support version has been installed for North America.

2. Differences

a. Connection to RU-503/RU-504

When connecting only the PB-501 to the bizhub PRO C6500, installation of RU-503 or RU-504 is needed between bizhub PRO C6500 and PB-501.

To allow coupling of PB-501 and the RU, the shape of the PB-501 coupling part has been changed and the position of the hole in the PB-501 frame for installation of the coupling part has been changed in the bizhub PRO 1050e/C6500 common type.

b. Prevention of glue from becoming sticky (remaining problem from bizhub PRO 1050e-dedicated version)

If pasting finish position in Go Ahead movement is set within paper size, glue drops. To catch glue that drops from the pasting finish position in Go Ahead movement, the glue tank unit stop position changes for each paper size (this control has been implemented by PB firmware).

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800707EN*

Solution Usage 1

Description

What are the ventilation specifications (ventilation equipment/CFM) when installing a PB-501 at a customer location?

Solution

Due to the wide variety of locations in which the PB-501 may be set up, ventilation requirements have not been established. The customer will need to discuss with a local vendor/contractor in order to fit their individual needs and that of local building requirements and code.

SPECIAL NOTE : Solution contribution by Ron Reed, ESS/SSD

Solution ID TAUS0801513EN*

Solution Usage 1

Description

Caution when installing bizhub PRO C6500/bizhub PRO 1050 common options (FD-501/FS-503/LS-501/PB-501/SD-501).

Solution

The bizhub PRO C6500 and bizhub PRO 1050 have common finishing options. The product names are the same, however, the connectable engines differ depending on the product codes. Please check the product codes and install them to appropriate engines.

Option (product code) - common to bizhub PRO C6500 and bizhub PRO 1050

FS-503 [15AE (all)]
 FD-501 [15BN (North America), 15BP (Europe)]
 SD-501 [15AQ (all)]
 LS-501 [15AM (North America), 15AT (Europe)]
 PB-501 [A075011 (North America), A075WW1 (Europe), A0750Y1 (Asia Pacific, Generic)]

Note : The products of the above product codes can be connected to both bizhub PRO C6500 and bizhub PRO 1050 by switching the dipswitch which is located on the control board of each option (only on LS-501, the switch is toggle type and located in the connection part to the next option), and rewriting the firmware. As the default, the switches are set to bizhub PRO C6500. When connecting to bizhub PRO C6500, the switch operation is not necessary. When connecting to bizhub PRO 1050, the switch operation is necessary.

Option (product code) - dedicated to bizhub PRO 1050

FS-503 [15AA (all)]
 FD-501 [15AH (North America), 15AJ (Europe)]
 SD-501 [15AN (all)]
 LS-501 [15AV (all)]
 PB-501 [A075010 (North America), A0750Y0 (Europe, Asia Pacific)]
 IMPORTANT : The bizhub PRO C6500 cannot be connected.

Option installation procedure (summary) :

1. Switch the dipswitch (toggle) according to the main body model (need to change the wiring only for PB-501).
2. Connect the option to the main body.
3. Rewrite the firmware by ISW.

Note : For details, refer to the Installation Manual attached to the product.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801605EN*

Solution Usage 1

Description

When recalling and printing a job that has been stored on the HDD while being output, "Memory overflow" error is indicated and the job cannot be output.

Solution

CAUSE: If data volume of the stored image is too large to access the extension memory area, memory overflow occurs. Data volume tends to become large especially if the size of image is large, Photo mode is selected and/or the Background is adjusted. Memory overflow also tends to occur with 1-2 mode because the machine needs to prepare an image of two pages before outputting.

SOLUTION: Set dipswitch 10-0 to 1 and 10-1 to 1. The extension memory area is now enlarged to the maximum size (210MB).

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801741EN*

Solution Usage 1

Description

Configuration information.

Solution

See attached System Configurator and Accessory Options List for information.

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

Solution ID TAUS0802256EN* **Solution Usage** 1

Description

How to print an 8.5x11 booklet onto 11x17 paper.

Solution

To print an 8.5x11 booklet onto 11x17 paper use the following settings in the PostScript driver. On the Setup screen of the driver select these settings:

8.5x11 Original Size

Same As Original for Output Size

Layout set to Normal (do not select booklet here)

Binding Position set to Auto

Print Type set to Booklet

On the Special Functions screen of the driver select Center Staple and Fold.

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

Solution ID TAUS0802262EN* **Solution Usage** 1

Description

How to change the Page Size in Adobe® Acrobat® in Macintosh® OSX 10.5.

Solution

To change the Page Size in Adobe® Acrobat® in Macintosh® OSX 10.5:

1. With the document open, select File.
2. Select Page Setup.
3. Format For: Select the printer from the list.
4. Page Size: Select the desired page size.
5. Select OK.

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

Solution ID TAUS0802526EN* **Solution Usage** 1

Description

Field tips, problems printing with Adobe® Acrobat® 8.x.

Solution

For details, see attached file "Problems when PDF output with Acrobat 8.x". 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 KM Europe (BEU).

Solution ID TAUS0802671EN***Solution Usage** 1**Description**

PB-501, part number for the glue tank assembly.

Solution

Glue tank assembly, also referred to as the mating assembly, (p/n A075A36E1).

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0807918EN***Solution Usage** 1**Description**

FD-501, part number for the exit tray when the FD is the only accessory used.

Solution

FD-501 exit tray (p/n 15AAR72500). This tray is needed when the FD is the only option used. To use the FD-501 as the only option, firmware version 70 or higher is required for main body and the FD unit. The latest version firmware or system software is available via the Konica Minolta Download Selector.

Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0900456EN***Solution Usage** 1**Description**

How to disable PB-501 until needed for print job.

Solution

To be able to disable (isolate) the Perfect Binder unit:

1. Load PB-501 version 30 firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. Set DPSW 21-3=1.

Note : Glue deterioration reduction measures.

Does not conduct glue warming up when the power switch is turned ON.

Start glue warming up by wake-up signal from the main body.

Shut off PB-501 in a minute after a perfect bind job is completed.

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

Solution ID TAUS0901572EN***Solution Usage** 1**Description**

ICP list referencing voltages and loads for troubleshooting.

Solution

The attached document lists the loads associated with the ICPs on each of the option boards, along with the related voltages. This can be useful for troubleshooting. The following peripherals (options) are included:

DF-603

FD-501

FS-503

LS-501/LS-502

SD-501

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

Solution ID TAUS0629386EN***Solution Usage** 0**Description**

ISO 15408 certification information.

Solution

The MFPS are certified ISO 15408 EAL Level 3. Refer to the following for more detailed information concerning ISO 15408 as well as the attached Security White Paper.

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

Notes :

- a. 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> .
- b. Also, go to Konica Minolta's bizhub security page, <http://kmbs.konicaminolta.us/content/about/bizhubsecurity.html> , for more in-depth security information.

Solution ID TAUS0641840EN***Solution Usage** 0**Description**

What are the dipswitch settings for the soft fuser roller?

Solution

When using the soft fuser roller (orange color roller), dipswitch 27 -1 should be set to 1 (enable). This dipswitch will only function with level 14 or higher firmware.

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

Solution ID TAUS0650199EN***Solution Usage** 0**Description**

SOFHA Macintosh® OS 10.3 and higher PPD.

Solution

See Bulletin 05-GB-117 and attached Release Notes for details. The latest SOFHA printer driver is attached (for accessibility in case the Download Selector cannot be accessed). The driver is for Macintosh® O/S 10.5 PowerPC® or Intel®.

Notes :

1. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .
2. The latest print drivers are also available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

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

Solution ID TAUS0651751EN***Solution Usage** 0**Description**

How to archive a file from a MicroPress® 7/7.5/8 system.

Solution

To archive a file from a MicroPress® 7/7.5/8 system, perform the following:

1. From MicroPress®, highlight the file that is to be archived.
2. From the MicroPress® toolbar, press the Archive button. This will bring up a dialog box which prompts for a destination to save the file.
3. Select a location to save the file and select OK. The file will then be saved with an MSM extension. This is the archive format used by MicroPress®. The file is then portable and can be "unarchived" on the same or another system. Job settings will be saved with the file.

Note : Archiving is the method that SSD requires if a file needs to be submitted for testing.

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

Solution ID TAUS0701531EN***Solution Usage** 0**Description**

Sheets of paper are misaligned when exited onto the main tray in the non-staple mode. Misalignment is largely in the front-to-rear direction.

Solution

CAUSE: It is difficult to adjust the alignment plate position as the same adjustment plate is used between staple mode and non-staple mode. Although the adjustment is correct in the non-staple mode, it may not have same position in the staple mode.

SOLUTION: With Version 40 firmware or above, the alignment plate position is adjusted separately for staple mode and non-staple mode. The adjustment method has also been changed. Update the firmware version and adjust the position with the non-staple mode. Programs to be applied at the same time (the changes are applied to the following and later versions):

- Print control program Ver.40
- Image control program Ver.40
- FD control program Ver.41
- SD control program Ver.40
- FS control program Ver.40
- LS control program Ver.41

CAUTION :The adjustment method has been changed to improve the adjustment accuracy. Therefore, please also adjust the alignment plate position with the staple mode.

If the plate position (paper width) with the staple mode is adjusted smaller than the actual paper width, the last sheet of paper bundle may interfere with the alignment plate. As the result, it cannot drop at the stapling position causing misaligned staple bundle. If this happens, adjust the plate position again.

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

Solution ID TAUS0703156EN***Solution Usage** 0**Description**

PB-501, how to clean the glue catcher plate in the glue tank unit.

Solution

The glue catcher plate is installed to catch glue that seeps from the sealing part of the pasting roller/formation roller shaft in the glue tank unit.

This is the method to clean the glue caught by this catcher plate:

1. Check timing .

When the glue tank unit has operated (pasting roller has rotated) for approximately 1,000 hours, check the glue dripping condition around the glue catcher plate.

General users: approximately 25 months (PB-501 is used for approximately 2 hours a day and 20 days a month).

Heavy users: approximately 10 months (PB-501 is used for approximately 4 hours a day and 25 days a month).

Note : From the main body firmware version 50, the glue tank unit operation time (pasting roller rotation time) is added to the PM parts count items ([Parts Counter] => [Count of Special Parts]).

It is displayed as Melt tank assembly on the count screen.

2. Check point .

Check glue dripping condition on the glue catcher plate in the tank unit. See Figure 1 of the attached photos.

If glue has attached on the plate, clean it.

3. How to clean .

a. Remove the covers/Right and Left of the glue tank unit. See Figure 2 of the attached photos.

b. Remove glue around the glue catcher plate.

CAUTION : If using a screwdriver or other tool to remove the glue, be careful not to damage the wiring or other parts in the glue tank unit.

c. Reinstall the covers/Right and Left.

4. Rough indication of glue tank unit replacement time .

a. When glue has attached on the solenoid plunger or rocking lever in the glue tank unit. See Figure 3 of the attached photos.

If glue attaches on the solenoid plunger or rocking lever, the pasting roller cannot move up/down normally, causing the following symptoms to occur.

The glue cannot be pasted evenly. The spine part of book becomes uneven.

Little glue is pasted on the spine part of book. Cover sheet comes unglued or does not stick on the body sheets of paper.

b. When a large amount of glue flows out from the catcher plate and accumulates in the glue tank unit.

Note : To view the photos in the attached Excel® document, 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> .

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0703206EN*

Solution Usage 0

Description

SD-501 Saddle Stitcher Installation Manual.

Solution

SD-501 Saddle Stitcher Installation Manual (see attached).

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 TAUS0800400EN*

Solution Usage 0

Description

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

Solution

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

Timeout Settings in the Operating System Printer Device Description

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

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

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

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

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

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

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

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

Solution ID TAUS0800900EN*

Solution Usage 0

Description

PB-501, glue removal tool.

Solution

A new tool is available to simplify the process of removing glue from the glue tank in the PB-501. Although previous methods are still acceptable, the new jig reduces time and makes the process cleaner and easier. Complete instructions for using the glue removal tool are in attached Bulletin Number6434.

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

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

Solution ID TAUS0658059EN*

Solution Usage

Description

How to perform the IP HDD Format procedure.

Solution

To perform the IP HDD Format procedure, perform the following:

1. Press the Utility/Counter key.
2. Press Stop-0-0-Stop-0-1.
3. Touch [14 IP HDD Format] on the touchscreen.
4. Touch [01 IP HDD Format] on the touchscreen.
5. Touch the desired item to be formatted [Document], [Parameter], [Font], [Spool], or [Select All] on the touchscreen. Execute Format Yes/No will be displayed on the touchscreen.
6. Touch [Yes] on the touchscreen. IP HDD Formatting will be displayed on the touchscreen. IP HDD Format Normal End will be displayed on the touchscreen within approximately one minute.
7. Touch [Return] on the enable touchscreen.
8. Touch [Exit] on the touchscreen.
9. Touch [Exit] on the touchscreen.
10. If the problem remains, open the IC-611 and reseal the memory sticks.

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

Solution ID TAUS0701136GE*

Solution Usage

Description

Are Citrix© certified drivers available?

Solution

Citrix© certified drivers are not available.

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

Solution ID TAUS0701231EN*

Solution Usage

Description

No paper lift from the second tandem tray on the LS-501/LS-502. No service codes are being indicated, and powering ON/OFF the copier does not clear issue.

Solution

CAUSE:Failedfaulty parts feature of the copier. If an error or service code goes un-cleared the copier will automatically isolate the option so copies can be made without the option.

SOLUTION: To clear the issue with the tandem tray, perform the following:

1. Enter the service mode.
2. "Service mode menu screen" Press the [07 System Setting] key.
3. A sub menu appears on the right side of the screen. Press the [01 Software SW Setting] key on the sub menu.
4. "Software switch setting mode screen" Press the [up arrow], [down arrow] key or the numeric keys to select a DIPSW bit number.
5. Press the [On (1)], or [Off (0)] key to set the selected bit number ON/OFF.
6. Set DIPSW 33, bit 7 from On (1) to Off (0).
7. Press the [Return] key to return to the "Service mode menu screen" on which the sub menu was displayed.

Solution ID TAUS0701265EN*

Solution Usage

Description

Default HDD lock password information.

Solution

Thebizhub PRO 1050 and 920 series have the function to protect HDDdata, which is activated when the security enhance mode is enabled. This function is explained in the User's Guide (Security). However, the description about the default password (password when machine is shipped from the factory) is incorrect.

Default password

Wrong: 9-digit main body serialnumber

Correct: 9-digit main body serialnumber + 23 space characters

However, there was a firmware bug causing the default password to change to the '9-digit main body serial number'. This has been corrected by a firmware revision.

Therefore, there are cases the default password may have been changed to the '9-digit main body serial number' unintentionally.

To change the HDD lock password, input of the default password is required. Basically, it is possible to change the password by inputting the '9-digit main body serial number + 23 space characters'. If this password is not accepted, try the '9-digit main body serial number'.

CAUTION : After changing the HDD lock password, be careful not to forget the new password.

Note : Please ensure that the latest firmware update is installed. The latest version firmware or system software is available via the Konica Minolta

Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Ron Reed, ESS/SSD

Solution ID TAUS0701525EN*

Solution Usage

Description

It is not possible to make a print-at-once if a TIFF file was directly printed without using a print driver such as PageScope Direct Print.

Solution

CAUSE: The image file was recognized as a custom size original. This occurs due to the bizhub PRO 1050/920 recalculating the image size as 600dpi instead of using the actual resolution of the TIFF file.

SOLUTION: The bizhub PRO 1050/920 has a function to calculate the original size of the TIFF image by using the resolution and pixel data in the tag information. However, it is not enabled as default. Changing the dipswitch settings (below) can enable/disable the function. However, it ONLY can automatically feed the matched size paper when the size was matched exactly in millimeter order. If the size differs 1mm, the machine recognizes it as a custom size and stops.

DIPSW42-5 (0): Default setting. Recalculate the size by 600dpi.

DIPSW42-5 (1): Uses tagged information of TIFF image to calculate the original size.

Solution ID TAUS0701714EN*

Solution Usage

Description

PB-501, how many glue pellets are added with the replacement of a new Glue tank?

Solution

With the replacement of the Glue tank assembly (p/n A075A39E0 -MATING ASSY.), manually add the glue pellets letting them melt till the liquid glue is level (machine powered OFF so that the Glue motor is not turning) and half-way up on the large glue-carrying roller or just below the application roller.

Review, check and perform, if necessary, the mechanical adjustments for the Glue tank starting on page 60 of the PB-501 Service Manual (see attached).

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

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

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

Solution ID TAUS0702346EN*

Solution Usage

Description

After specifying a zoom setting and selecting Sheet Insertion mode, the magnification (Zoom) is canceled when a document is placed in the document feeder.

Solution

CAUSE: Specification of the Sheet Insertion function. When Sheet Insertion is selected, AMS is automatically selected. Accordingly, the magnification (Zoom) that was set before selecting Sheet Insertion is now canceled.

For example:

1. On the basic screen, specify x0.950 zoom.
2. On the Application selection screen, select [Sheet Insertion] => [Front Cover] => [Cover/Print] then OK.
3. On the basic screen, [x 0.950] and [Auto Zoom] are selected.
4. When a document is placed in the document feeder, the display changes to the zoom that matches the document size and paper size (Automatic magnification selection).

Note : When specified zoom+ Sheet Insertion mode (set by using above steps 1-3) are stored using Memory mode, the same behavior (step 4) occurs after recalling the Memory mode setting.

SOLUTION: Select Sheet Insertion before setting the magnification (Zoom).

1. On the application selection screen, select [Sheet Insertion] and set the desired sheet insertion mode.

2. On the basic screen, specify the desired zoom.

3. On the basic screen, the zoom is indicated as specified. [Auto Zoom] is not selected.
4. The zoom display does not change when a document is placed in the document feeder. The document can be copied at the specified zoom.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0702889EN*

Solution Usage

Description

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

Solution

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

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

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

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

Solution ID TAUS0703297EN***Solution Usage****Description**

What settings are required to make the LS-501 and LS-502 finishers automatically switch over when printing?

Solution

Settings:

1. Print continuation must be set to "ON".
 2. Pile permissions must be enabled.
 3. From the control panel enter the Controller menu and select the Output tray screen. Select the "stacker auto" setting not the "auto setting".
- SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0703454EN***Solution Usage****Description**

SD-501, trimmer lubrication.

Solution

Periodic lubrication of the SD-501 trimmer has been added to the maintenance requirements for all units to maintain performance and reduce wear. The recommended lubricant is Molykote® EM-30L grease (p/n 00GR00220). Some points are lubricated every 4,000,000 prints; others every 8,000,000 prints. Refer to attached Bulletin Number 6199 for complete details, including the parts to be lubricated and a detailed schedule.

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

SPECIAL NOTE: Solution contribution by KMBT (Japan) and Ed Bellone/Ian Lynch, Production Print/SSD

Solution ID TAUS0703457EN***Solution Usage****Description**

How to allow custom size paper tray setting smaller than 182x140mm.

Solution

Setting software dipswitch 21-4 to 1 will allow the trays to be set to a minimum 150x132mm custom size.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0703614EN***Solution Usage****Description**

When using heavy cover stock (above 105g/m²) and "Normal" stock (below 74g/m²) for inside pages, the machine runs the inside pages then indicates "Please wait, initial job operating". This takes about 10 seconds then runs the cover sheet, saddle stitches the booklet and dispenses it. After output the display indicates "Finisher operating" then "Please wait, initial job operating" and this takes about 20 seconds then starts the job over again.

Solution

CAUSE: Difference in paper Weight/Type.

After the machine has printed the last inside page the fuser must heat up, slowing the transport speed down, and opening the fuser roller spacing to ensure proper printing and fusing on the heavier cover paper. Then the machine needs to let the fuser section cool down, reset roller spacing and transport speed back for the normal weight inside pages. If the machine did not do these steps and stayed at one constant setting, copy quality could not be maintained.

SOLUTION: Print the covers separately and insert them from the Post Inserter. Use stock closer in weight/type for covers and inner sheets.

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

Solution ID TAUS0703616EN***Solution Usage****Description**

Can preset paper color names be changed?

Solution

Default Paper Color choices names cannot be changed. Other papers can be registered with any name the customer would like in tray set-up, but they will all have to use one of the preset color choices.

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

Solution ID TAUS0703677EN***Solution Usage****Description**

Wrong parts in the 750K PM kit.

Solution

Between the months of October and November 2007, some kits were shipped with the incorrect Charging Control Plate and the incorrect Discharge Wire. D56UEPM750 PM-KIT (750K) lot number H4452 contains the incorrect Charging Control Plate (p/n 57GA25080) and the incorrect Discharge Wire (p/n 55VA26130), yet should have a Charging Control Plate (p/n 56UA25080) and Discharge Wire (p/n 56UA26130). Replacement spare parts are available free-of-charge. To order the FOC replacement, please contact Lisa Piazza at 1-800-456-6422 x2185 or via E-mail (piazzal@kmbbs.konicaminolta.us).

SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/SSD

Solution ID TAUS0703805EN*

Solution Usage

Description

What soft switch enables/disables hole punching and folding on the FD-501?

Solution

Soft switch 33-0 controls faulty part isolation for the fold/punch function of the FD-501. If 33-0 is set to 1 the fold/punch function is disabled.

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

Solution ID TAUS0800025EN*

Solution Usage

Description

Is the PB-501 for the bizhub PRO 1050e/1050eP compatible with the bizhub PRO C6500/C6500P?

Solution

The PB-501 for the bizhub PRO 1050e/1050eP (Item # A075010) is not compatible with the bizhub PRO C6500/6500P (Item # A075011). However, the same GC-501 glue chips (Item # A0800Y0) are used for both versions.

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

Solution ID TAUS0800068EN*

Solution Usage

Description

Part number of the Punch Drive Board.

Solution

Punch Drive Board (p/n 15AG-934 IE).

Note : The Punch Drive Board is listed in the Parts Catalog as the 'FNS Drive Board/3 ASSY'.

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

Solution ID TAUS0800153EN*

Solution Usage

Description

When using the external HDD option in a high security setting where a hard drive will be stored in a secure location for use with secured documents, which drive should be removed from the system?

Solution

The IC-611 HDD is the recommended Hard Disk Drive to completely remove for storage in a secure location. An additional HDD can be ordered (p/n 56UE-9220) to allow machine to be operational in printer form for non-secure operations.

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

Solution ID TAUS0800180EN*

Solution Usage

Description

How to obtain diagnostic logs for the bizhub PRO 1050.

Solution

Please use the attached procedure to obtain the following:

Engine log (capture.txt)

Controller logs (errTraceX.log)

DebugData0.log file Print file (#####.dat)

EngineTIF file (#.tif)

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

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

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

Solution ID TAUS0800356EN***Solution Usage****Description**

Can a punch unit be installed in the FS-503?

Solution

There is no punch unit that can be installed in the FS-503. The FS-503 must be configured in conjunction with an FD-501 to add the punching feature.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0800403EN***Solution Usage****Description**

How to print SAP R/3barcodes.

Solution

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

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

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

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

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

Solution ID TAUS0800433EN***Solution Usage****Description**

Is MagneCote® paper or magnetic backed paper supported?

Solution

MagneCote® paper or magnetic backed paper is not supported.

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

Solution ID TAUS0800551EN***Solution Usage****Description**

SD-501, part number for the trimmer pressing plate/C.

Solution

Pressing plate/C in the SD-501 trimmer unit is the black plastic piece that the trimmer press presses the book against for trimming. The part is not shown in the SD-501 parts guide. Pressing plate/C (p/n 15ANPA1100).

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

Solution ID TAUS0800608EN***Solution Usage****Description**

Additional information concerning "Custom Size Settings".

Solution

In the Konica Minolta PCL driver, the "Custom Size Settings" can only be specified from the printer driver setup dialog box, which can be displayed from the "Printers" window (or "Printers and Faxes" window).

Please refer to attached documentation for clarification. 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>.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800611EN***Solution Usage****Description**

Additional information concerning PageScope Web Connection.

Solution

Additional information for bizhub PRO 920/IC-203 and bizhub PRO 1050 series/IC unit:

1. "Done Job List" maximum number.

Maximum is 100 ([Print] and [Scan transmission]). If it exceeds 100, the jobs are deleted from old history.

2. Please note that "Done Job List" is all deleted when the main body power is turned OFF.

Note : Please refer to attached documentation for clarification. 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> .

Additional information for bizhub 360/420/500/IC-204 and bizhub 600/750/IC-202

1. "Job History" maximum number.

Maximum is 100 in all jobs ([Print], [Scan], [Fax TX], [Fax RX] and [HDD/Memory]) total.

2. "Job History" display/non-display setting (after main body power is cycled OFF/ON).

Even if main body power is cycled OFF/ON, "Job History" is not usually deleted. However "Job History" can be set to non-display (data is deleted) by DipSW 24-1.

DipSw 24-1

0: Display

1: Non-display

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800614EN***Solution Usage****Description**

Output tray selected when the output tray setting is [Auto].

Solution

When the output paper tray setting is set as [Auto] or [Default] via the printer driver, the output paper tray is selected automatically according to the priority of the function which was set and the finisher composition. For more detail, see attached file.

Note : To view the attached document, 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> .

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800654EN***Solution Usage****Description**

Press assembly installation procedure.

Solution

Attached is the press motor and related unit removal/installation procedure. Please use it when bundle press wire damage occurs or when replacing the press motor in the field.

The file includes the following removal procedures on separate worksheets.

1. Procedure to remove Up-down conveyance unit assembly.

2. Procedure to remove Press assembly.

3. Procedure to remove Press Motor assembly.

4. Procedure to remove Press Motor.

Note : To view the attached document, 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> .

Also attached is Bulletin Number 6055 which provides a detailed process for successfully installing the wire and correctly adjusting the bundle press. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800661EN***Solution Usage****Description**

Unique parts for the Saddle Stitch Booklet Maker (SD-501).

Solution

Parts number information for the Saddle Stitch Booklet Maker (SD-501) is provided in the attached Parts Modification document. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0800666EN*

Solution Usage

Description

Improvement in the exchange of the Toner Collection Box.

Solution

To facilitate the exchange of the Toner Collection Box, Joint Pipe 1 assembly and Joint Pipe 2 assembly are available. In accordance with this, Joint Pipe 2 assembly has been added to the component parts for the Toner Collection Box. See attached Parts Modification document for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0800713EN*

Solution Usage

Description

Countermeasure against soiled edge.

Solution

Please find attached modification procedures for Main body, FD-501, FS-503, and LS-501/LS-502, to correct soiled edge problem. To view the attached document, 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> .

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800731EN*

Solution Usage

Description

Parts have changed for the drum separating claw and toner guide brush assembly.

Solution

To be able to use the parts in common between all the listed MFPs, the drum separating claw (p/n 57GA2919) amount of coating has changed and the length of the bristles on the toner guide brush assembly (p/n 57GA-574) has changed. See attached Parts Modification document for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0800919EN***Solution Usage****Description**

Serial number and meter reading location.

Solution

Serial number: Open left front door. UPC label is located on left/inside frame in line with handle 12B.

Meter location: Open right front door. Meter is located on upper frame.

Note : Please see attachment for further clarification.

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

Solution ID TAUS0801103EN***Solution Usage****Description**

How to set up multiple line printing on tabs.

Solution

PostScript (V)Driver:

File=> Print => Properties => Select "Per Page Settings" Tab=> Check "Per Page Settings" Box => Select "Tab Paper Settings" => Make desired settings - clickOK => Click "Add" => enter page # for first tab => select paper source => Check "Use Tab Paper" => in TAB Paper section click details to enter text layout and font options => in text box type first line of text => press enter => type second line of text => press enter => enter third line of text if desired => click OK => Click "Add" to enter next TAB => repeat as needed. When finished making settings, click "Save AS" to save .xml to workstation => Click OK => Click OK.

PostScript (plug-in):

File => Print => Properties => Select "bizhub PRO 1050" tab => Select "Tab Settings" Tab => Make desired settings for the tab paper, font type, text placement => Select "Trays" TAB => In pages box enter page # for first tab => Under "Print Type" select "Print Single Sided" => Under "Paper Source" select desired feed tray => Check "Use Tab Paper" => A new text box will open => Enter first line of text => Press enter key => Enter second line of text => Press Enter key => Enter third line of text => In next set of page setting boxes enter page # for second tab => follow preceding steps until all desired tabs are entered => Click OK => Click Ok => Click OK.

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

Solution ID TAUS0801263EN***Solution Usage****Description**

Serial number and meter reading location.

Solution

Serial Number : Open left front door. UPC label is located on left/inside frame in line with handle 12B.

Meter : Open right front door. Meter is located on upper frame.

Note : Please see attachment.

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

Solution ID TAUS0801484EN***Solution Usage****Description**

How to set the default screen type

Solution

To set the default screen type, perform the following:

1. From the main screen, touch the Utility/Counter key.
2. On the next screen, touch System Setting then touch DefaultScreen Setting.
3. Select the desired default screen, Machine, Job list, or Copier.
4. Touch OK, then Exit.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0801500EN***Solution Usage****Description**

When printing two A4 originals on A3 sheet by 2-in-1 + Folding + Outside Print, the 1st page is printed on the right side and the 2nd page is printed on the left side. How to place the 1st page on the left side and the 2nd page on the right side.

2-in-1 + Folding + Outside Print with FD-501

Solution

CAUSE: The specification for 2-in-1 + Folding + Outside Print with FD-501 is designed on assumption that user would place 1st page on the right side and 2nd page on the left side. To change this a firmware upgrade is required.

SOLUTION: Install minimum version 70 firmware. A switch to change the page layout has been added. To place 1st page on the left side and 2nd page on the right side with FD-501 by 2-in-1 + Folding + Outside Print, perform the following:

1. Access Service mode.
2. Select [07 System Setting] => [01 Software DIPSW Setting].
3. Set the dipswitch 28-5 to 1. Default is 0: 1st page on the right and 2nd page on the left (conventional layout).

DIPSW 28-5=1

DIPSW 28-5=0

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801612EN*

Solution Usage

Description

Paper information, set when registering a program job, is not retained. If a program job is registered with a specified paper feed tray set with specified paper conditions (size, weight, type of paper), when recalling the job, the tray is selected but the paper conditions set for the tray are cleared. User needs to set the paper conditions again.

For example, if the user sets custom size thick paper (300x210, 150gsm) in Tray 2 and registers a program job with Tray 2 (set with the paper conditions) and single-staple mode:

Set the paper to use in Tray 2 and select Custom (with manual input of the actual paper size) and Paper weight for Tray 2.

On the copy screen, select Tray 2, set the original and select single-staple mode.

Press Program (bizhub PRO 920)/Mode Memory (bizhub PRO 1050) key and register the job with an arbitrary name.

Then set other paper in Tray 2 and recall the above program job. Tray 2 and single-staple mode are selected, but the paper size and weight information previously set for Tray 2 has changed. If the user copies the job without change, the job is printed on the paper currently set in Tray 2.

Solution

CAUSE: This is product specification.

Note : When registering a program job, only paper feed tray information is stored for paper-related information. Paper size, type and weight is not stored. When the program job is recalled, paper currently set in the specified tray is used.

SOLUTION: When recalling a program job, set the paper to use in the specified tray and set the paper conditions again before outputting.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801628EN*

Solution Usage

Description

What controls the amount of glue pellets to be dispensed? There is not enough pellets being dispensed to fill the glue tank.

Solution

The timing to supply pellets into the glue tank is determined by the glue tank temperature sensor/Up (TH2) provided in the glue tank unit. As the molten glue inside the glue tank decreases, the TH2 surface not soaked in the glue becomes wider. This finally causes the TH2 temperature lower than a prescribed level, and it is judged that the glue is getting low and another pellets need to be supplied.

It is recommended to set the PB-501 top glue sensor to 136 degrees via the Service mode.

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

Solution ID TAUS0801678EN*

Solution Usage

Description

How to create a one-touch from the controller.

Solution

To create a one-touch from the controller:

1. Select Scan.
2. Select SMB.

3. Select Manual.
4. Profile Name (name that appears as the one-touch).
5. Reference Name (used as a search key word when searching destinations).
6. Host Address (specify an SMB server name or a TCP/IP address of the SMB server).
7. File Path (specify a directory in the SMB server).
8. Login Name (specify a Login Name for the SMB server).
9. Password (specify a corresponding Password).
10. Register.

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

Solution ID TAUS0801705EN*

Solution Usage

Description

How to format a replacement HDD/1.

Solution

The HDD/1 ships preformatted and is plug-and-play. No additional formatting is required.

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

Solution ID TAUS0801740EN*

Solution Usage

Description

MSDS information for drum, developer and toner.

Solution

Attached are the Material Safety Data Sheets for the bizhub PRO 1050/1050P/1050e/1050eP drum, developer and toner.

Notes :

1. To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: <http://www.winzip.com/ddchomea.htm> . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
2. To view 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> .
3. The MSDS documentation is also available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0801863EN*

Solution Usage

Description

EFI MicroPress® version 7.5.1.1 update and connectivity options.

Solution

Whether installed from the factory on new MicroPress® Servers, or installed as an update on existing MicroPress® Servers, version 7.5.1.1 system software can now drive the following:

MicroPress Prodigy for the bizhub PRO C6500/C6500P/C5500

Connectivity Kit for the bizhub PRO C6500/C6500P/C5500 for the MicroPress® Professional and Production Servers

Additional finishing support for the bizhub PRO 1050e/1050eP

For more details concerning connectivity options please refer to the attached Marketing Bulletin #08-GB-035. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0801979EN***Solution Usage****Description**

Can the FS-607 be installed on a bizhub PRO 1050 series machine?

Solution

The bizhub PRO C6500 series finisher, FS-607, cannot be installed on any bizhub PRO 1050 series machine (1050/1050E or1050P/1050EP). Newer style production finishers (FD-501, LS-501/LS-502, SD-501, FS-503, PB-501)can be swapped between the bizhub PRO C6500 and the bizhub PRO 1050 "E" series machines.

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

Solution ID TAUS0802138EN***Solution Usage****Description**

How to print a User Management List.

Solution

To print a User Management List:

1. Utility Key.
2. #6 Machine Managers Setting.
3. #1 System Setting.
4. Management List Print.
5. User Management List.
6. Press the Copy button located in the upper left corner on the LED screen.

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

Solution ID TAUS0802153EN***Solution Usage****Description**

Copy paper skew detection function with firmware version 70.

Solution

Copy paper skew detection function (applies only to bizhub PRO 1050e and bizhub PRO 1050eP beginning with serial numbers 58U*** or 58W***) is a function to detect paper skew and stop the machine. In order to use this function, modified mechanical parts and aspecial print control board (p/n 56UA-9023J)have beeninstalled.

IMPORTANT : If themodified print control board is installed in a machine that has NOT been modified in production, this function must be turned OFF in the Utility menu. If the functionremains enabled, a paper jam will be indicated even if there is no skew.

[Skew Detection Threshold] will appear in the Utility menu ? [Function Setting].

Note : Please review attached Bulletin Number 6492 before updating to version 70 firmware. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0802255EN***Solution Usage****Description**

Why is there slow output when copying with multiple tray calls? Machine will exit sheet from first selected tray completely to output tray before starting copying of next sheet from a different feed tray.

Solution

This is correct machine operation. The machine will output all sheets from one tray completely to output and then make any necessary settings changes and adjustments needed for paper loaded in the next feed tray to be used.

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

Solution ID TAUS0802258EN***Solution Usage****Description**

Whentrimming amount is set to 400 steps (1 step = 0.1mm)via Service mode => Finisher Adjustment => Saddle Stitcher Adj => Trimming Adjustment, the edge of the booklet is not trimmed by 40mm.

Solution

CAUSE: The booklet size is too small to cut 40mm. The minimum booklet size is 122mm. If the finishing size is less than 122mm, the cut amount is controlled. Booklets are not cut as much as the steps set in the Service mode if the booklet size is too small.

SOLUTION: Increase the size of the booklet.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0802261EN*

Solution Usage

Description

How to change the Page Size in Adobe® InDesign® in Macintosh® OSX 10.5.

Solution

To change the Page Size in Adobe® InDesign® in Macintosh® OSX 10.5:

1. With the document open, select File.
2. Select Print.
3. On the General tab select the printer from the list.
4. On the Setup tab select the desired page size.
5. Select Print to print the job.

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

Solution ID TAUS0802376EN*

Solution Usage

Description

Pagescope Data Administrator compatibility.

Solution

TheMFP is not compatible with Pagescope Data Administrator.

SPECIAL NOTE : Solution contribution by John Miller, Workgroup/SSD and Rich Raynor, ASG/SSD

Solution ID TAUS0802633EN*

Solution Usage

Description

Troubleshooting guide (version 4) for main body and options (also a separate Troubleshooting Guide for perfect binding).

Solution

Attached, please find the bizhub PRO 1050/1050e/1050P/1050eP Troubleshooting Guide files. The information has been updated to reflect the latest escalation issues and information.

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

FILES

Controller

- EN_1050_Controller_Special_Driver.doc(IPF1, PSV1, PSP1, PLG1, PCL1)

Mainbody

- EN_1050_Ele_PrintControlBD (E1-E23)
- EN_1050_Ele_ScannerDriveBD (E24-E27)
- EN_1050_Ele_ACDB (E28-E37)
- EN_1050_Ele_PFUDB (E38-E45)
- EN_1050_Ele_ADUDB1 (E46-E61)
- EN_1050_Ele_ADUDB2 (E62-E65)
- EN_1050_Ele_OperationBD3 (E66-E69)
- EN_1050_Ele_DoubleFeedPrevention (E70-E74)
- EN_1050_Engine special ROM list (EF1-EF2, PBF1, LSF1, FSF1)
- EN_1050_ICPLList (EM1, EOP1-EOP6)
- EN_1050_MB_mech_PFU_Ver.4 (M1-M84)
- EN_1050_Process_Ver.4 (P1-P20)

Options

FD-501

- EN_1050_FD501(FD1-FD2)

FS-503

- EN_1050_FS503_Ver.4 (F1-F7)

LS-501

- EN_1050_LS501502 (LS1)

PB-501

- EN_1050_PB501_Ver.1(PB1-PB29)

Also attached, is the Troubleshooting Guide for perfect binding. This guide is specific to perfect binding. It includes body paper misalignment, cover paper skew, spine corner formation failure, glue application amount adjustment and other issues.

Adjustments regarding perfect binding are written in the Service Manual and User's Guide. This TSG summarizes check points and procedures by problem to perform adjustments more smoothly.

SD-501

- EN_1050_SP501_Ver.4 1-20 (SD1-SD20)

- EN_1050_SP501_Ver.4 21-40 (SD21-SD40)

- EN_1050_SP501_Ver.4 41-58 (SD41-SD58)

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 Felix Burgen, ESS/BSE

Solution ID TAUS0802729EN*

Solution Usage

Description

Guide Plate Assembly (Conveyance Guide Plate/J) part number.

Solution

Attachment Guide Plate Assembly (Conveyance Guide Plate/J)- lower portion only (p/n 15AG46411E) and the complete plate assembly (p/n 15AG1130).

Note : Please see attachment for Guide Plate location. 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 TAUS0802755EN*

Solution Usage

Description

'Press START to restart' message and the machine suddenly stops while a job is in process. The job will continue and print normally after START is pressed.

Solution

CAUSE: The charger cleaning function is disabled (Dipswitch 3-3=1). Even if it is set to OFF, the machine stops when the charger cleaning interval begins.

SOLUTION: Enable the charger cleaning function (Dipswitch 3-3=0). Then, the machine will always start automatically after it stops for charger cleaning.

If the customer does not like the machine to stop frequently for cleaning extend the cleaning interval. Dipswitch 2-4, 2-5 =

0, 0 (every 10,000 pages)

1, 0 (every 20,000 pages)

0, 1 (every 30,000 pages)

1, 1 (every 5,000 pages)

If the customer wants to disable the cleaning operation after the machine is powered ON in the morning (fixing temperature 50 degrees C. or less at power ON), set Dipswitch 2-1, 2-2, 2-3 = 1, 1, 1 (No cleaning).

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0802778EN*

Solution Usage

Description

What parts are in the 750K PM kit for bizhub PRO 1050?

Solution

See attached list for parts that are included in the 750K PM kit (p/n D56UEPM750) for the bizhub PRO 1050. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

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

Solution ID TAUS0808013EN***Solution Usage****Description**

List of Konica Minolta 1050 and IKON 1050 serial number prefixes with accessories.

PP-701
 PF-701
 LS-501
 LS-502
 FD-501
 FS-503
 SD-501

Solution

For a list of serial numbers for Konica Minolta and IKON 1050 machines and accessories, refer to the 1050SN.xls file attached to this solution.

SPECIAL NOTE: Solution contribution by Felix Burgen, ESS/BSE

Solution ID TAUS0808249EN***Solution Usage****Description**

How to replace staples

Solution

To replace staples, perform the following steps:

1. Open the front door and pull out the stacker unit.
2. Pull the stapler cartridge knob [1] in the arrowmarked direction to remove it.
3. Hold the knob [2] of the cover [1] and open it.
4. Rotate and wind up carefully the remaining refill staples [3] in the arrow-marked direction [4] and take it out.

Note: The refill staples are apt to break away. Be careful when handling them.

5. With the refill staples [1] set as shown in the drawing, place them gently in the pocket [2] of the stapler cartridge.
6. Feed the refill staples [1] by hand to the arrowmarked direction [2] and get the tip of the refill staples near to the stapling position [3].

Note: New refill staples are attached with a lead sheet. The tip of the refill staples can be pulled up to the stapling position by this lead sheet.

7. Close the cover [4].
8. Reinstall the above parts following the removal steps in reverse.

Refer to the attached document for illustrated instructions.

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

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

Solution ID TAUS0808514EN***Solution Usage****Description**

How to print account track records.

Solution

To print account track records, perform the following:

1. Press the Utility/Counter key.
2. Touch (6) Machine Manager.
3. Touch (01) System Setting.
4. Touch (04) management list Print.
5. Highlight Use Management List.
6. Touch Copy on the upper left of the screen.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0900006EN*

Solution Usage

Description

Boot sequence for bizhub PRO 1050e.

Solution

The attached video shows the exact bizhub PRO 1050e boot sequence. To view, please use Microsoft® Windows Media Player version 9 or newer.

<http://www.microsoft.com/windows/windowsmedia/player/10/default.aspx>

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

Solution ID TAUS0900336EN*

Solution Usage

Description

How to remove the SD-501 Bundle Press.

Solution

The attached documentation provides detailed description of the Bundle Press removal process.

Note :To view the attached document, 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> .

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

Solution ID TAUS0900341EN*

Solution Usage

Description

SD-501 Up-Down Conveyance Section removal procedure.

Solution

The attached documentation provides detailed description of the SD-501 Up-Down Conveyance section removal.

Note :To view the attached document, 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> .

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

Solution ID TAUS0900350EN*

Solution Usage

Description

FD-501, caution when exchanging control or driver boards.

Solution

CAUTION : When exchanging or replacing boards on the FD-501 unit, before removing connectors from the boards, mark the connectors either by numbers or other means of identification. The boards have connectors of the same size and pin numbers which can easily be installed in the wrong locations resulting in board damage, erratic operation. Troubleshooting this can be very difficult.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0900590EN*

Solution Usage

Description

LS-501/LS-502, interchangeability of Built-In Trolley and spare parts information.

Solution

An additional Trolley can be ordered for use in the LS-501/LS-502. Take care to note interchangeability of the old and new styles. See attached Bulletin Number 5861 for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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

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

Solution ID TAUS0900656EN***Solution Usage****Description**

FD-501, what is the supported paper weight for folding?

Solution

The supported paper weight for folding is 50gsm to 130gsm.

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

Solution ID TAUS0900690EN***Solution Usage****Description**

Part number for the HDD/2 ribbon cable.

Solution

Theribbon cable is the same one used on theHDD/1 (p/n 56UA 9057 0). The replacement cable is slightly longer than the original cable for HDD/2, the IC-611 hard drive.

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

Solution ID TAUS0900736EN***Solution Usage****Description**

How to load a 32-bit driver on a 64-bit operating system.

Solution

Please follow this step-by-step procedure and refer to the attached video.

1. Load the 64-bit driver on the server and share it out.
2. Load a 32-bit driver on a workstation locally.
3. From the workstation perform the Run command to connect to the server (example: \\11.11.5.33) and press enter. This should bring up the server.
- 4.Navigate to the previously shared out printer on the server.
5. Right-click on the shared out printer and select properties.
6. Select the sharing tab and then click on the Additional Drivers button.
7. Select or check-off the 32-bit driver to be added to the 64-bit system.
8. Select OK and then browse to the folder that houses the 32-bit driver to be installed and select OK. The Additional Drivers window should now have the 32-bitand 64-bit checked off.
9. Check the Additional Drivers of the Server to make sure that the 32-bit has been pushed up (right-click on the shared out printer of the server =>Properties =>Sharing Tab =>Additional Drivers).

Notes :

- a.This was tested on like versions of 32-bit and 64-bit drivers.
- b.To viewthis procedure, Apple© QuickTime©should be installed.It can be downloaded for free at <http://www.apple.com/quicktime/download/> .

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

Solution ID TAUS0901120EN***Solution Usage****Description**

Are the urethane rollers available for the bizhub PRO 1050 series as separate part numbers?

Solution

Smooth urethane roller (p/n A08R 5622 01) andribbed roller (p/n A08R 5621 01).

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

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

What is the recommended MD5 checker?

Solution

The recommended 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 compute checksums, rather than the CRC-32 method 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 TAUS0901528JP***Solution Usage****Description**

How to set a custom paper size in the print driver.

Solution

Microsoft® Windows 98/Me

1. Click the Microsoft® Windows [Start] button.
2. Point to [Settings] and click [Printers]. The Printers window will open.
3. Select this driver in the Printers window, and open its screen.
Note : To open this driver's screen, select this driver in the Printers window, and click [Properties] on the [File] menu.
4. Open the [Setup] tab for this driver, then select [Custom Size Settings] for [Original Size] or [Output Size].
5. Make the required settings on the Custom Size Settings dialog.
6. Click [OK] to close the dialog.
7. Click [OK] to close the screen for this driver.

Microsoft® Windows NT4/2000/XP

1. Log onto Windows with a login name, such as Administrator, that has administrator privileges.
Note : If this printer driver is shared from another personal computer, login with a user name that has administrator privileges on that computer.
2. Click the Microsoft® Windows [Start] button.
3. Point to [Settings] and click [Printers]. The Printers window will open.
Note : The procedure for opening the Printers window may vary according to the operating system.
4. Select this driver in the Printers window, and open its screen.
Note : To open this driver's screen, select this driver in the Printers window, and click [Printing References] on the [File] menu (for Microsoft® Windows NT, click [Document Defaults]).
5. Open the [Setup] tab for this driver, then select [Custom Size Settings] for [Original Size] or [Output Size].
6. Make the required settings on the Custom Size Settings dialog.
7. Click [OK] to close the dialog.
8. Click [OK] to close the screen for this driver.

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

Solution ID TAUS0901574EN***Solution Usage****Description**

Software switch (DIPSW) information.

Solution

Attached is the Service Modesoftware DIPsw list based on version 70 firmware. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0901607EN***Solution Usage****Description**

Security features.

Solution

Please refer to attached matrix to view the various security features. Features included:

User Authentication
 HDD Encryption
 Automatic Job Erase (Temporary Data Overwrite)
 HDD Sanitizing (Overwrite all data)
 Hard Drive Lock
 SSL (HTTPS)
 IP Filtering
 Port and Protocol Control
 Protection from Virus/Worms
 Secure Print
 Scan Data Encryption
 SMTP Authentication
 POP3 Before SMTP
 APOP Authentication
 User (Network) Authentication
 ISO 15408 Certification
 Copy Protect

Notes :

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

b. For more in-depth security information, please go to Konica Minolta's bizhub security page,
<http://kmbs.konicaminolta.us/content/about/bizhubsecurity.html> .

Solution ID TAUS0701114EN***Solution Usage****Description**

SD-501, part number for the staple clincher.

Solution

Stapler w/clincher (p/n 15ANR72900).

Notes :

1. The part number for the staple clincher is not listed in the SD-501 Parts Manual.
2. The clincher is not available separately.
3. The stapler must be ordered which will also include the clincher.
4. The left and right staplers are interchangeable.

Solution ID TAUS0801026EN***Solution Usage****Description**

DF-603, J65-03.

Solution

PROBABLE CAUSES:

1. PS306 or PS308 has failed.

Replace failed sensor(s) (p/n 13GA-933 1).

2. ICP1 on the RADF Control Board is OPEN due to damaged wiring from PS306 or PS308 to RADF Control Board.

Replace wiring harness for PS306 (p/n 15AS90150) or PS308 (p/n 15AS90100) and the RADF Control Board (p/n 15AS R713 00).

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

Solution ID TAUS0900678EN***Solution Usage****Description**

DF-603, J65-1 at power up.

Solution

CAUSE: Failed MFDB1 (multi-feed detection sensor board).

SOLUTION: Replace MFDB1 (p/n 15ASR71400).

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

Solution ID TAUS0901123EN***Solution Usage****Description**

DF-603, SC60-03. Unable to use the document feeder. Printing is OK.

Solution

PROBABLE CAUSES:

1. There is no firmware on the RADF CB.

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

Note : Isolate DF (DIPsw 18-4 = 1) is set correctly.

2. The RADF CB has failed.

Replace the RADF CB (p/n 15AS R713 00).

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

Solution ID TAUS0643102EN***Solution Usage** 12**Description**

J93-01 and/or J94-01 when duplexing. Jamming may be intermittent.

Solution**PROBABLE CAUSES:**

Note :A secondary symptom is that the registration rollers intermittently spin in the wrong direction after paper is fed through.

1. Early version image firmware.
Upgrade to version 13CMAO or higher.

2. Incorrect settings for the timing compensation of the ADU.

Note : Jamming may occur when duplexing 8.5x11R paper and making booklets on the SD-501 when exiting the job to the drawer.

Set software dipswitch 26-5 to 1. This changes the timing compensation of the ADU. When enabled it should eliminate J93-01 and J94-01 jams caused when duplexing larger length paper or possibly even 8.5x11R.

3. Out of adjustment.

Perform the paper feed pick-up roller height adjustment for all paper trays (Section 5.1.4 of the Field Service Manual). Perform the paper feed pick-up amount adjustment for all paper trays (Section 5.1.6 of the Field Service Manual).

4. ADU Drive Board 2 has failed. ADU Drive Board upgrade required.
Install ADU Drive Boards (p/n 56UA-9072G and p/n 56UA-9082F) as a set due to circuit changes.

5. Unexpected deceleration of the loop motor (Regist motor).
Check PS42 (ADU deceleration). If no fault found, replace the loop motor (p/n 56UA-386 0).
SPECIAL NOTE : Solution contribution by Greg Lantowski and Bob Moeller, Production Print/SSD

Solution ID TAUS0640660EN***Solution Usage** 10**Description**

When inserting heavy stock or tabs, the machine output pauses during the insertion process.

Solution

CAUSE: The machine is adjusting the fixing temperature for the different weights of stock being used.

SOLUTION: This is normal operation and cannot be defeated. This will occur when paper weights of 131 - 161g or higher are selected. Weights below 131 - 161g will not cause the output to pause.

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

Solution ID TAUS0640213EN***Solution Usage** 9**Description**

FS-503, J72-17 and copies are not slowing down as they exit the finisher.

Solution**PROBABLE CAUSES:**

1. Pinched wire to the Paper Exit Opening Solenoid (SD9).

Loosen the wire ties to the the solenoid and check for pinched or broken wires. Repair as necessary.

2. Intermediate Roller Release Solenoid (SD7) is loose on its shaft causing constant pressure.

Properly mount and adjust the solenoid on the shaft to provide correct pressure.

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

Solution ID TAUS0657168EN***Solution Usage** 9**Description**

J31-02.

Solution**PROBABLE CAUSES:**

1. The shape of the separation guide plate permits the corners of the paper to strike the plate instead of being guided. The corners can curl underneath, preventing the paper from moving smoothly away from the drum.

A set of self-adhesive mylar guides is available to change the effective angle of the guide plate at the corners of the paper. The guides (p/n U226-0240) should be installed in any machine that exhibits separation jams. It also may be necessary to perform the drum separation claw adjustment. Please refer to

attached Bulletin Number 6535 for the mylar guide installation procedure and drum separation claw adjustment. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

2. The firmware is corrupt. The jam code is indicated only when feeding tabs. If the tab section is removed, the tabs feed fine. Reflash the firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

3. Failed registration motor. Paper jams at the registration roller. Replace the registration motor (p/n 56UA-3860).

4. Poor separation due to improperly adjusted laser power. To check, access the LD1 or LD2 offset adjustment and print the test pattern on 11x17 paper. Ensure that both lasers are functioning and that they are properly adjusted according to the specifications in the Field Service Manual.

5. Paper stops on the conveyance section and may have flipped over due to improper operation of the drum separation claws. To inspect the drum claws perform the following:

- Remove the claw assembly from the drum unit by removing 2 shoulder screws and the connector for the claw solenoid.
- Thoroughly clean the entire claw assembly.
- Ensure the claw solenoid is not binding and moves freely. Clean if needed.
- Check claw operation by pushing the claw down against the spring tension and releasing. The claw should return fully to its original position without hesitation. If not, remove and clean the claw shaft and replace the claw springs (p/n 56GA 2913 0) and claws (p/n 57GA 2919 0).

Note : Claw replacement is recommended every 1 million copies/prints.

6. Loss of drum drive due to an improperly engaged drum coupling. There may be no image on the paper. Check the coupling engagement by removing the coupling screw, rotate the coupling clockwise until the coupling engages the drum and reinstall the coupling screw.

7. The front door interlock switches have failed which interrupts 24V DC to the HV2 power supply. The jamming may also be accompanied by poor image transfer. Replace the (2) front door interlock switches (p/n 40AA 8501 1).

8. Drum separation claw-to-drum gap is not adjusted correctly. Adjust drum claw solenoid (SD5) to have a gap of 0.5mm - 1.0mm between drum separation claws and drum.

9. Failed T/S corona wires, incorrect settings and/or failed HV2. Perform the following:

Replace T/S corona (p/n 56UA 2613 0)

Run all drum peculiarity adjustments

Check LD1 and LD2 bias settings and adjust if necessary

Change the TSL Lamp value to 255

Replace HV2 (p/n 56UA 8402 1) if the problem remains

10. The registration unit has failed. Replace the registration unit (p/n 56UA R776 00).

11. A modified print control board (p/n 56UA-9023J) is installed in older machines where mechanical parts for skew detection are not installed. The paper jam, J31-02, will be indicated even if there is no paper skew (applies only to bizhub PRO 1050e and bizhub PRO 1050eP beginning with serial numbers 58U*** or 58W***).

Note : If ordering a new print control board (PRCB), only the modified print control board (p/n 56UA-9023J) is shipped. If the modified print control board is installed in a machine that has NOT been modified in production, this function must be turned OFF in the Utility menu. [Skew Detection Threshold] will appear in the Utility menu ? [Function Setting].

Note : Please review attached Bulletin Number 6492 before updating to version 70 firmware. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Bob Moeller/Mike McCarthy/Cesar Jimenez/Mark D'Attilio, Production Print/SSD and KM Europe (BEU)

Solution ID TAUS0801765EN*

Solution Usage 8

Description

FS-xxx, first page not aligned properly/not stapled in stapled sets.

Solution

CAUSE:Static build-up onalignment plate which causes the first page to stick.

SOLUTION:Wipe affected are with anti-static compound (Brilliance®, Pledge®, dryer sheet, etc.).

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

Solution ID TAUS0702463EN*

Solution Usage 7

Description

SC46-14 from specified paper feed tray.

Solution

PROBABLE CAUSES:

1. Paper feed clutch is installed incorrectly.

Check the paper feed clutch of the tray being used when the code occurred. If the position is incorrect, correct it. If the wire has broken, replace the clutch (p/n 56AA 8201 2). For details, see the attachedBulletin Number 6127.To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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

2.Paper feed rollers are worn.

Replace the feeding roller assemblies A (p/n 55VA-4840) and B (p/n 55VA-4830).

Notes :

a. Feeding roller assembly A (pickup rubber) and Feeding roller assembly B (paper feed roller, separation roller).

b. SC46-14 is caused by various factors. As one of the causes, it is initiated if PVV (image effective signal) is not output within 20 seconds after 1st paper feed (paper feed from a tray) starts. It possibly occurs due to the following:

Two sheets of paper are fed connectedly (like double feed in an unusual way) due to clutch failure.

Paper feed timing is incorrect due to paper feed parts wearing.

3. Failure of ImageProcessing Board.

Replace ImageProcessing Board(p/n 56UA-9014F).

4. Inconsistent paper feed timing or size recognition.

When troubleshooting this issue, try to determine if the problem is occurring from a specific paper tray. If so, all the feed components in the tray should be replaced and the tray size adjustment should be performed also.

5. The Printer CB hasfailed.

Replace the Printer Control Board (p/n 56UA-902 21).

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

Solution ID TAUS0703474EN*

Solution Usage 6

Description

Trimmed surface is poorly finished. For example, it is incompletely trimmed or the surface is burred.

Solution

CAUSE: The paper holding plate in the trimmer unit is not positioned correctly or the holding plate may become loose due to machine vibration while used.

SOLUTION: Remove the trimmer unit and reinstall the paper holding plate (A in the photo) correctly as instructed in the attached document. Trimming performance is affected if the paper holding plate is not positioned correctly.

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

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

SPECIAL NOTE : Solution contribution by KMBT (Japan) and Ed Bellone/Ian Lynch, Production Print/SSD

Solution ID TAUS0648452EN***Solution Usage** 4**Description**

SD-501, SC77-78.

Solution

PROBABLE CAUSES:

At power up. Saddle stitch mode is grayed out on the operation panel.
 CAUSE: The SD501 is locked out due to a mechanical malfunction.

SOLUTION: In the Service mode, set software settings 34-0 through 34-7 to 0.

To access the Service Mode perform the following;

1. Select Utility/Counter.
2. Select [Details].
3. Press stop-00-stop-01.
4. [07] System settings.
5. [01] Software switches.

Which was indicated after code J72-73.

CAUSE: If the shaft supporting Gear /B is loose or the gear backlash alignment is not correct, Gear /B (p/n 15AN77190) or the stopper gear assembly (p/n 15AN-6890) may wear abnormally, or the teeth may be damaged.

SOLUTION: Gear /B has been redesigned to be stronger and more resilient. If the original gear has been damaged, it should be replaced with the new style.

Notes :

1. When removing a gear from the shaft that supports the wire winding pulley, or when removing the stopper gear, position adjustment is necessary.
2. Please refer to Bulletin Number 6050 for additional detail. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Only when trimming.

CAUSE: The trimmer registration sensor (PS55) is not functioning due to a malformed sensor mounting bracket.

SOLUTION: Inspect the sensor mounting bracket and adjust as necessary, To confirm correct sensor operation, use I/O input check code 71-68.

SPECIAL NOTE : Solution contribution by Allen Johnson, IKON Office Solutions, Norcross, GA

Solution ID TAUS0651032EN***Solution Usage** 4**Description**

FS-503, steps to prevent intermittent J72-20 (J-7220) as copies are exited from the stacker unit.

Solution

Steps to prevent intermittent J72-20 (J-7220) jam code:

1. Clean the finisher exit sensor and clean/lubricate all moving parts related to the stacker operation.
2. Be sure all firmware is updated to the latest firmware versions available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

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

Solution ID TAUS0649711EN***Solution Usage** 3**Description**

J74-02.

Solution

PROBABLE CAUSES:

1. Jamming in stacker tray and the previous copy being folded over in the tray. The rear stoppers were not returning fast enough and holding up the trailing edge of copy. The next copy would hit this trail edge and fold it over and jam.

Replace rear stopper solenoid, SD3 (p/n 15AV 8255 0).

SPECIAL NOTE : Solution provided by Dave Bridges, DSM, Konica Minolta Business Solutions

2.The front paper press lever is not functioning.
Replace the front paper press solenoid, SD6 (p/n 15AV 8253 0).

3.Conveyance Motor (M2) has failed causingmis-timing caused by varying paper speed.
Replace the Conveyance Motor, M2 (p/n 15AV 8002 0).
SPECIAL NOTE : Solution contributed by Frank Bartosik, Illinois Paper Company.

Solution ID TAUS0703798EN*

Solution Usage 3

Description

SD-501, SC77-77 (installed on B/W MFPs)or C-1258 (installed on Color MFPs)at power on. Abnormal noise may accompany the error.

Solution

PROBABLE CAUSES:

1. Worm gear of bundle press motor (M23) is loose due to set screw(s)not gripping shaftbecause of insufficient lock agent or a set position failure.

Bundle press section does not return to its home position and it cannot be detected by the bundle press home sensor.

After the operation starts, bundle press section does not move to the predefined position and it cannot be detected.

Abnormal noise also may occur since the motor keeps rotating when gears do not engage properly.

If the worm gear is not worn or the edge part of the worm gear is not cracked, reinstall it on the motor.If the gear is damaged, replace it (p/n 15AN 7720 1E).

Note : When tightening the worm gear set screw(s) (a as seen below), please apply lock agent ("older" SD-501 M23 motor worm gearshave one set screw whereas the more recent production models havetwo screws).

2.The bundle press home position sensor (PS37) is not being actuated by the bundle press motor (M23). The bundle press cable is wrapping around itself causing the unit raise up cocked instead of parallel.

Inspect and realign the cable to wind properly around the capstan.

3. Swing springs left (p/n 15AN 5029 1E) and right (p/n 15AN 5030 1E) are broken.

Replace the left and right swing springs.

SPECIAL NOTE : Solution contribution by David Leathers, Blue Technologies, Inc. and Greg Lantowski/Jim Behrends/Ed Bellone, Production Print/SSD

Solution ID TAUS0646893EN*

Solution Usage 2

Description

J31-01.

Solution

PROBABLE CAUSES:

1.Loop timing is incorrect for different type of paper. The jamming may be intermittent and usually occur once within the first few hours of operation in the morning.

Clean the 1st paper feed bushings and increased the 1st page loop by one increment.

Note : Depending on type of paper, loop adjustment should be done in increments of 1 (one + -).

2. The registration motor (M17) has failed. Jams when copying from any paper tray.

To check the operation of the registration motor (M17), perform the following:

a. Access the I/O mode, output code 83, multimode 01 to energize the registration motor. The registration motor should rotate freely at 490mm/s.

b. If, the registration motor makes a loud noise and fails to rotate it has failed. Replace the registration motor (p/n 56UA-3860) as necessary.

SPECIAL NOTE : Solution provided by Steve Boerger, KMBS Chicago.

3. M18 (loop motor) has a plastic drive gear attached tothe output shaft. The drive pin that holds the gearhas worn through a good portion of the plastic gear causing excessive play.This resultsin timing problems.

Note : The bizhub PRO 1050 series machines with high meter counts may experience this problem.

Replace the plastic drive gear (p/n 56UA885800).

SPECIAL NOTE : Solution contribution by Doug Howe,KMBS/San Francisco.

4. The drive pin for the paper exit drive motor is damaged or the paper exit drive motor (M17) has failed. J94-01 codes may also be indicated.

Replace the damaged drive pin for M17 (p/n 55VA48500) or replace M17 which includes the drive pin (p/n 56AA80110).

5. Modified parts are available to prevent J31-01. Please refer to attached Parts Modification Notice for the details. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0651354EN*

Solution Usage 2

Description

FD-501, SC77-33 (3-hole) or SC77-34 (4-hole) after approximately 30,000 punch operations. The codes for the bizhub PRO 6500 MFPs are C-1224 or C-1225.

Solution

CAUSE: Soilage, such as toner residue, is adhered to impregnated oil of the punch pin slide bearing which is attached to the punch pin (punch support pedestal/A - p/n 13QR10100).

SOLUTION: Clean the punch pin and the punch support pedestal approximately every 100,000 punches. If the punch pin is damaged, replace the punch unit (p/n 15AH-550 1).

Note : Use the procedure beginning on page 2 of attached Bulletin Number 6433 to clean the punch units listed in the included table. Punch units with serial numbers greater than those listed were produced with a design that prevents binding.

Solution ID TAUS0802207EN*

Solution Usage 2

Description

"Press Start to Restart" message while operating. Machine will stop and message will appear withno jam or faultindicated.

Solution

CAUSE: A hesitation (slippage) has occurred in the paper feed section causing a timing abnormality. This hesitation is not large enough to cause a jam code but machine will detect the abnormality and halt operation. This issue is most prevelant when running gloss stocks and/or during long runs.

SOLUTION: When issue occurs clean/replace feed components of paper tray currently in use. In the case of thick or glossy stocks adjust the feed roller tension if issue is occuring frequently.

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

Solution ID TAUS0651455EN*

Solution Usage 1

Description

J17-08.

Solution

CAUSE: Improper installation of the paper dust removing brush for the registration roller.

SOLUTION: When installing the paper dust removing brush for the registration roller, be sure to insert it fully until it hits against the back. When not inserted fully, the light path for detection of the registration sensor, PS40 (PS44 for bizhub PRO 920) will become blocked, thus resulting in a jam indication.

Note : This code may occur when printing or copying. The J17-08 will still be displayed, but may not belisted on the jam list.

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

Solution ID TAUS0801642EN*

Solution Usage 1

Description

FS-503, J72-20 or J-7220 errorswhen making 2 or more stapled sets of a document. No jam is indicated when making single sets.

Solution

CAUSE: Failed Finisher drive board.

SOLUTION: Replace the FS-503 Finisher drive board (p/n15AA-9320).

SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD andMatthew Behling, KMBS/Milwaukee

Solution ID TAUS0802655EN*

Solution Usage 1

Description

LS-501/LS-502, will not raise or lower.

Solution

CAUSE:The LS main tray has been isolated by software switches.

SOLUTION:Check software switches: 33-6 for LS-501 and 33-7 for LS-502.For normal operation, the switches should be OFF.If either is isolated, the switch will be ON.

SPECIAL NOTE : Solution contribution by Bob Moeller/Ed Bellone/Ian Lynch, Production Print/SSD

Solution ID TAUS0802753EN***Solution Usage** 1**Description**

SD-501/SD-506, trimming scraps overflow at the scrap guide or trimming failure occurs if 15mm or more is trimmed.

Solution

CAUSE:The trimming scrap removal paddle rotates in the reverse direction when 15mm or more amount is trimmed. It is the specification (this is to ensure the paddle tip touch the long-width scraps).

Since the scrap dropping position changes, the scraps may not drop into the scrap box smoothly, depending on type of paper.

SOLUTION:Check the areas which can prevent scraps from dropping into the box.

The black trimmer scraps guide attached on the trimming unit side is loose. In that state, the dropping path is narrowed. Attach the guide properly. This may occur if the paddle unit was installed in the field.

If the customer always trims 15mm or more for their booklets, remove the paddle once and watch the operation. The scraps drop by weight.

Note : When removing the trimmer paddle, remove the paddle shaft part only (shown below). It is not necessary to remove the whole paddle unit.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0807869EN***Solution Usage** 1**Description**

FS-503, paper conveyance issues. Paddles not properly turning.

Last sheet is misaligned in a stapled bundle.

J72-20 when stapling. Paper is not fully entering the stacker resulting in mis-stapled sets or jamming.

Abnormal noise when jobs are output to the sub tray.

Solution**PROBABLE CAUSES:**

1. If load to the stacker paddle motor increases, the stepper motor may lose timing, stopping the paddle shaft rotation. If this happens, paper alignment in the stacker section in staple mode is affected and the last sheet may be misaligned in a stapled bundle.

The finisher program has been updated. The paddle motor driving frequency and acceleration and deceleration curve specification have been changed. The change has been applied in the FS-503 finisher program version 71 (for bizhub PRO 1050 series only) and version 27 (bizhub PRO C6500/C6500P only). The firmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Also, please see the attached files (in case the Download Selector cannot be accessed).

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

2. The stacker regulating belts (paddles) are not turning due to the paddle motor (M2) not functioning. Paper is catching on the paddles.

Check the operation of M2 using I/O check mode, output code 72-76. If the motor does not function or is noisy/sluggish, replace M2 (p/n 15AA R738 00).

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

Solution ID TAUS0808512EN***Solution Usage** 1**Description**

FS-503, sheets within a set misaligned or not stapled.

Solution

CAUSE:The bushings for the paper feed roller shaft holder are binding due to contamination causing the shaft to bind and stalling M2 at the rear of the stacker. Please see attached page 14 of the FS-503 Parts Manual as a reference. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SOLUTION:Clean the shaft and bushings and all other related shafts and bushings.

SPECIAL NOTE : Solution contribution by Hector Nunez, Edwards Business Machines

Solution ID TAUS0800752EN***Solution Usage** 0**Description**

PB-501, J74-71 or last sheets of paper misaligned/skewed.

Solution

CAUSE: Rotation Arm/Right preventing proper paper feed or the Regulating Plates creating a misfeed condition of last sheets of paper.

SOLUTION: Modified parts are available to eliminate the problem. See attached Parts Modification document for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0802607EN*

Solution Usage 0

Description

FS-503, incorrect alignment of stapled copies.

Solution

CAUSE: Incorrect adjustment of alignment/Fr (p/n 15AA42470) or alignment plate/Rr (p/n 15AA42480).

SOLUTION: Perform the alignment/Fr or alignment plate/Rr adjustment.

Note : See attached alignment plate adjustment PDF.

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

Solution ID TAUS0700506EN*

Solution Usage

Description

PB-501, SC74-74 when feeding cover paper to the Perfect Binder.

Solution

CAUSE: Incorrect paper size setting for cover paper.

SOLUTION: Set cover paper size accordingly.

Note : Cover paper must be the exact height of the book and at least 2 times the width plus the thickness of the spine.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0703357EN*

Solution Usage

Description

SD-501, trimmer scraps are being exited on completed sets when using the trimming mode.

Solution

CAUSE: SD-501 (15AQ version) paddle motor (M33) not operating. A hardware DIP switch setting on the SD-501 control board needs to be changed.

SOLUTION: Access the hardware DIP switch on the SD-501 control board and set DIP switch 1 to the OFF position. This will enable M33 (paddle motor).

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

Solution ID TAUS0703453EN*

Solution Usage

Description

Front page gets caught using 5.5x8.5S or A5S paper in model PB-501

Solution

CAUSE: The design of a guide plate could permit 5.5x8.5S or A5S paper to catch.

SOLUTION: A new Guide Plate /Upper (p/n A075570600) was installed from first production to eliminate this occurrence. For complete details, refer to the attached Parts Modification Notice.

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

SPECIAL NOTE: Solution contribution by KMBT (Japan).

Solution ID TAUS0800636EN*

Solution Usage

Description

If the PFU tray is pulled in/out frequently when coated paper or pre-printed paper is fully loaded, there is the possibility that the tray up/down wire may break.

Solution

CAUSE: Parts update required.

SOLUTION: There is a modified drive up/down pulley to prevent the tray up/down wire from breaking. See attached Parts Modification document for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0800675EN*

Solution Usage

Description

SD-501, paper skewing/jamming.

Solution

CAUSE: Guide Sheet/A is damaged.

SOLUTION: To prevent damage of Guide Sheet/A, Cushion/1(quantity of 3) and Cushion/2(quantity of 4) are available. In accordance with this, the part number of the Paper Adjusting Unit has been changed. See attached Parts Modification document for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0801805EN*

Solution Usage

Description

J-9201 and J-9401 codes when running 8.5x11 GBC punched paper in portrait direction.

Solution

CAUSE: GBC punched paper is not a supported paper type. The punched holes are activating sensors at inappropriate time.

SOLUTION: While the paper type is not supported, it has been run with the most success in the 8.5x11R mode or by setting the paper type as transparency with the punched holes at the trailing edge.

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

Solution ID TAUS0802391EN*

Solution Usage

Description

J13-17 after a job is output onto LS-501 sub tray or conveyed to a finishing option connected after the LS-501.

Solution

CAUSE: While outputting a job onto LS sub tray or other finishing option connected after LS, when the gate (C in the photo below) lifts up, the gate partly touches the sensor, PS4 (A in the photo below) causing the sensor to falsely detect. The gate should stop at the gate stopper (B in the photo below). However, the gate stopper recedes for some reason.

SOLUTION: If there is a gap between the gate and the gate stopper (check by inserting a sheet of paper at B), slightly push the gate stopper with a finger and make the gate touch the gate stopper to avoid the gate touching the sensor.

CAUTION : Do not push the gate stopper too firmly. The edge of the gate may interfere with paper path if it is too malformed (paper jam may occur). If the gate is too separated from the gate stopper, the gate stopper part may have already become damaged. Replace the guide (p/n 15AV45021).

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0802693EN*

Solution Usage

Description

SD-501, "Check Bundle Exit Tray of Saddle Stitch" message. Fold, staple and trim are selected.

Solution

PROBABLE CAUSES:

1. Bundle Press exit tray full sensor has failed or its actuator is not working properly.

Check PS61 (bundle press exit sensor) in I/O 71-75. Repair or replace the sensor (p/n 08AA 8551 2), actuator (p/n 15AN 5202 0) or spring (p/n 15AN 5203 0) for the bundle press exit tray.

2. Bundle tray set sensor (PS58) has failed.

Check the bundle tray set sensor in I/O 71-71. Sensor will read L for set and H when tray pulled out. Replace the sensor (p/n 56AA 8551 1) if necessary.

Please see attached documentation as a reference. 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> . Click on the highlighted links within the PDF to view additional information.

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

Solution ID TAUS0802851EN*

Solution Usage

Description

Error code J72-30 (J-7230).

Solution

CAUSE: After the paper exit driving shaft has been replaced the jam occurs. Light shielding tape was not applied to some replacement parts. This occurs only with replacement parts; production machines are not affected.

SOLUTION: Apply black vinyl tape to the shaft as instructed in Bulletin Number 6598. It is preferable to use tape with a matte (non-glossy) finish. Obtain the tape locally.

PARTS INFORMATION

The following spare parts may not have tape applied. If they do not, apply it as instructed in attached Bulletin Number 6598 when installing the part into the machine. 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> .

Model

Description

Part Number

FS-503

Paper exit driving shaft

15AA46290

FS-521

Driving shaft /H

A0GY902100

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

Solution ID TAUS0808525EN*

Solution Usage

Description

SD-501, in some cases, a pressure line may appear about 25mm from the trimmed edge of a booklet. This is most noticeable with the following conditions:

Glossy (coated) stock used for covers
 Heavy toner application on pages that contact the trimmer board
 Booklets over 50 pages thick
 Trimmer board nearing its end of life

Solution

CAUSE: A protrusion or ridge at the edge of the trimmer board may have developed during the molding process in manufacturing. The ridge occurs where the flat surface of the trimmer board meets the beveled edge on the booklet entrance side, causing a line to be pressed into the finished booklet.

SOLUTION: Remove the trimmer board from the SD-501. Use a sharp knife or blade to remove the ridge.

WARNING : To avoid personal injury, keep your hands away from the blade.

Angle the blade away from the direction of travel to avoid cutting into the trimmer board.

Draw the blade along the length of the ridge in a single continuous motion from one end of the board to the other. Repeat two or three times until the ridge line

area is slightly rounded. Do not remove too much, or marks from dents may result.

Note : Please refer to attached Bulletin Number 6409 for more information. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

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

Solution ID TAUS0808529EN*

Solution Usage

Description

SD-501, booklets are being exited without being trimmed if Trim is selected.

Solution

CAUSE: The bundle press lower limit sensor (PS47) is ON due to the sensor being contaminated, defective, or due to damaged wiring. This prevents the bundle press from lowering to press the booklet to be conveyed to the trimmer.

SOLUTION: Observe the operation of the bundle press when making booklets. If the press does not lower to the booklet, perform the following:

1. Check the state of PS47 using I/O input check code 71-50. If L is displayed, the sensor is on and the bundle press will not lower.

2. Begin by cleaning the sensor. If cleaning does not resolve the issue, replace PS47 (p/n 08AA85512).

3. If the problem remains, the wiring for PS47 should be checked for damage.

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

Solution ID TAUS0808546EN***Solution Usage****Description**

FS-503, J72-30 only when using subset stapling in print mode (selected in printer driver).

Solution

CAUSE: Failed finisher board.

SOLUTION: Replace the finisher board (p/n 15AA-9312F).

SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID TAUS0808611EN***Solution Usage****Description**

SD-501/SD-506, "Dust Box In Trimmer Is Not Set" message.

Solution

CAUSE: Trimming scrap collection box is not closed.

SOLUTION: Close the bottom drawer on the SD unit.

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

Solution ID TAUS0900343EN***Solution Usage****Description**

SD-501, Improper trimming. Too much or too little is being trimmed from booklets.

Solution

CAUSE: The trimming adjustment for the size being used needs to be performed.

SOLUTION: When in the adjustment screen for trimming, use the [Next] or [Back] selection to select the paper size being used.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0900399EN***Solution Usage****Description**

When printing a job with punch settings enabled using mixed paper sizes such as 8.5x11 and 11x17, the first portion of one paper size will output but, when switching to the next paper size, a "Punching will be canceled, press start to restart" message is indicated on the control panel. This does not occur when copying.

Solution

CAUSE: Incorrect dipswitch setting.

SOLUTION: Set DipSW 44-7 to 1.

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

Solution ID TAUS0900537EN***Solution Usage****Description**

Finisher options must be emptied after every print job when using Planet Press®.

Solution

CAUSE: Pile Permission is not enabled on the controller.

SOLUTION: To enable Pile Permission on the controller, perform the following:

1. From the main screen, touch the [Machine] tab.
2. Touch the [Controller] icon on the next screen.

3. On the next ascreen, touch 02[Printer Setting].
 4. Touch 01[Basic Setting].
 5. Touch [Next].
 6. Touch [Pile Permission] and select [ON].
- SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0900544EN*

Solution Usage

Description

J73-17 after paper output onto the sub tray or paper passes through the LS-501/LS-502.

Solution

CAUSE: The sponge, which is attached on the gate stopper section that controls the LS entrance switching gate, has sagged downward due to age deterioration. Sometimes, the gate stopper moves for no apparent reason. Then the gate interferes with the sensor (PS4) during operation. As the result, the sensor "chatters" causing J73-17 to occur.

- A: Gate stopper
- B: PS4

SOLUTION: As a temporary measure, pull out the gate solenoid. If the gate interferes with the sensor, slightly push the gate stopper with a finger toward the gate until the gate does not interfere with the sensor when the solenoid is pulled.

CAUTION : Do not push the gate stopper too much. Ensure that the gate stopper does not protrude into the gate.

Note : The gate stopper interference rubber will be changed as follows.

Rubber material: CR rubber hardness 60 degrees

Size: Rubber plate thickness 2.0mm, 10mm x 8mm (the horizontal dimension of the rubber will be changed from 5mm to 8mm).

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0900984EN*

Solution Usage

Description

SD-501, preprinted heavy covers are misaligned when making booklets.

Solution

CAUSE: Excessive curl on the preprinted covers.

SOLUTION: Before using preprinted heavy covers, ensure that excessive curl is removed.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0900987EN*

Solution Usage

Description

Staple quantity limited to less than 50 sheets.

Solution

CAUSE: Software switch setting limiting amount of sheets that can be stapled.

SOLUTION: To increase the amount of sheets that can be stapled, set software switch 37-3 to ON (1).

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0901045EN*

Solution Usage

Description

J17-12.

Solution

CAUSE: The paper stops at the registration roller. Misadjusted or failed multi-feed detection boards/1 and /2.

SOLUTION: Disable the multi-feed detection boards (DIPsw 26-2 = 1). This will allow paper to feed correctly. Perform the attached multi-feed detection board

adjustment.

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

Note : When replacing a failed multi-feed detection board please replace both multi-feed detection boards as a set (p/n 56UA-8401 E).

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

Solution ID TAUS0901124EN*

Solution Usage

Description

Wrinkle and creasing when paper enters the SD-501. Paper is fed into SD unit straight, paper skews and a wrinkle/crease is formed.

Solution

CAUSE: Uneven pressure on paper feed. Worn or out-of-position SD-501 entrance roller (CONVEYANCE DRIVE ROLLER A).

SOLUTION: Replace the SD-501 entrance roller (p/n 15AN 4514 0).

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

Solution ID TAUS0901436EN*

Solution Usage

Description

Skew only when duplexing.

Solution

CAUSE: Worn rubber idler rollers in the ADU causing uneven paper conveyance through the ADU.

SOLUTION: Replace worn rubber idler rollers (p/n 56UA45991 and p/n 56UA45840).

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

Solution ID TAUS0658258EN***Solution Usage** 25**Description**

Intermittent No Reply from PING; no printing and cannot browse; requires reboot to recover.

Solution

CAUSE: A vulnerability was corrected in early firmware where excessive SMB traffic can cause the NIC to drop off.

SOLUTION: Please use the following firmware version or higher to correct this issue.

IC-611 (bizhub PRO 1050)

Ver.30-COC0

IC-203 (bizhub PRO 920)

Ver.20-COC0

IC-202 (bizhub 600/bizhub 750)

Ver. 30-CH

bizhub 360/420/500

Version 30

bizhub C450/C351/C250/C252/C352/C300

(Phase3.03/Ver.18)

Notes :

1. If the issue is not resolved by the new firmware, please obtain details to further the investigations. Currently, here are the first items to confirm and provide.
 - a. Provide answers to the following questions:

What type of network environment is the customer using?

What is the network speed?

What is the NIC speed on our engine?

When the device goes down can it be PINGed or browsed to?

What protocols are on the network?

Is the machine in a power save or sleep mode at the time of failure?

Does the machine have a static TCP/IP address or is it dynamic (DHCP)?

How often does the incident occur?

Are there any routers, switches or hubs involved on the network segment(s) which are trying to utilize the machine?

What type of 'special' applications are utilized by people who print to the device?

b. If a bizhub 600/750/PRO 920, you can perform a Hypertext session and set transfer to text to create text file that shows the controller activity.

c. Perform an Ethernet network packet capture. Instructions are attached.

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

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

SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/BSE

Solution ID TAUS0701860EN***Solution Usage** 12**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 TAUS0801511EN*

Solution Usage 11

Description

TCP socket error occurs when using PageScope Web Connection if latest Adobe® Flash Player (Version 9.0.124.0) is installed. This problem does not occur on Adobe® Flash Player (Version 9.0.115.0). "Socket connection error" message is displayed in the top center of the screen. Please see attached Web sample.

Solution

CAUSE: Firmware bug.

SOLUTION: Konica Minolta Japan will be releasing firmware to correct this issue. Please read the Release Notes to determine if existing firmware meets your needs. It will be noted if the firmware corrects the issue.

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

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0701255EN*

Solution Usage 10

Description

Troubleshooting vCare/CS Remote Care E-mail communication failure.

Solution

In the attached vCare/CS Remote Care E-mail Communication Troubleshooting Guide are troubleshooting methods and procedures to resolve vCare E-mail Communication issues. Topics addressed are:

- A. Essential vCare Technician troubleshooting tools
- B. Email Communication Requirements
- C. Additional Requirements
- D. Troubleshooting when a email communication test fails
- E. EMAIL Server Considerations
- F. Determining the type of Authentication required on a Mail Server, through telnet
- G. Ethereal network capture to diagnose email connectivity issues
- H. Performing a Communication Test, Printing the Communication Log and verifying that the MFP is communicating with the vCare system
- I. Verifying through the vCare web application that MFP setup is complete
- J. Example Mail Server logs which record a CSRC Communication Test and reception of a "setup email"
- K. Advanced Email Communication Troubleshooting

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

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

Solution ID TAUS0800366EN*

Solution Usage 3

Description

When printing from Microsoft® Publisher and performing a mail merge, the copies are all stapled together.

Solution

CAUSE: This is a known anomaly with Microsoft® applications.

SOLUTION: Please read the attached Microsoft® article regarding a resolution for the problem with Microsoft® Publisher 2000 and 2003. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

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

Solution ID TAUS0701267EN*

Solution Usage 2

Description

When loading ISWTrns on Microsoft® Vista™, USB is not available under Settings.

Solution

CAUSE: Earlier ISWTrns version is being used.

SOLUTION: The USB feature is available in ISWTrns utility version 3.74E and newer.

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

Solution ID TAUS0703545EN*

Solution Usage 1

Description

Why when trying to print a duplexed document using a 2-page overlay, is only the first page of the overlay showing up on the document.

Solution

A 2-page overlay cannot be created. Overlays are .EPS files. EPS stands for Encapsulated PostScript. PostScript was originally designed only for sending to a printer but PostScript's ability to scale and translate (move the origin of) what follows makes it possible to embed pieces of PostScript and place them where desired on the page. These pieces are usually EPS files. EPS is considered a graphic file format. Under the rules of EPS, only single page PostScript files can be translated.

So to summarize; when creating the "Overlay" (.EPS) file, no matter how many pages in the current file, only one page will convert over and the rest will be lost.

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

Solution ID TAUS0802060EN*

Solution Usage 0

Description

When printing AS/400® forms, the print does not line up with the form.

Solution

CAUSE: The AS/400® is rasterizing the forms based on an HP® LaserJet 5si (this is by design). The margins are not set correctly and produces the offset.

SOLUTION: Create or obtain a new WSCST (Workstation Customization Object) with the following keyword in it.

DATASTREAM=HPPCL5

Replace the line with the following:

DATASTREAM=HPPCL5I

This will tell HPT to image the form instead of rasterize it.

Recompile the WSCST, end the writer, vary the device description OFF/ON and start the writer.

When the job is sent, the form should be inline with the text.

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

Solution ID TAUS0702350EN*

Solution Usage

Description

Original data is printed to the main tray of the finisher (FNS) and the tab paper is printed to the main tray of the LS.

Solution

CAUSE: Bug in the plug-in driver.

SOLUTION: Please use the special IC-611 PostScript (plug-in) driver version 3.0.170 (63.66MB). It 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'.

Notes :

1. Refer to the attached ReadMe file.

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0702605EN*

Solution Usage

Description

Problem printing jobs with multiple per page settings in the document. If too many are built into the document, the job will fail to print.

Solution

CAUSE: Printer driver upgrade required.

SOLUTION: Use version 3.0.170 of the PostScript Plug-in (SOFHA®) driver. It supports this functionality. It is available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Check the driver description for the word "plugin" as an identifier that the correct driver is being downloaded.

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

Solution ID TAUS0703544EN*

Solution Usage

Description

When image shift checkbox under Image/Layout is selected, there is no place to input a shift amount.

Solution

CAUSE: When using Macintosh® driver the image shift settings are applied directly on the bizhub PRO 1050 control panel.

SOLUTION: Before printing the job, on bizhub PRO 1050 Control Panel in COPY Screen Select Application=> Image Shift=> Make desired selections=> Select OK=> Select OK.

Now print job from Macintosh® with Image Shift Box Select (suggest using Proof and Print to check shift settings).

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

Solution ID TAUS0703825EN*

Solution Usage

Description

When printing "A5" size PDF original from Adobe® Acrobat® 8.1 using the PostScript(V) driver, if "A5" is selected as [Output Size], the message "The document could not be printed" is indicated before spooling takes place.

Solution

CAUSE: Updated PostScript(V) printer driver is required.

SOLUTION: Please install one of the attached special drivers, version 3.3.0.0. Refer to the Release Notes prior to installation.

Included in the ZIP file (9.1MB) is:

For 32-bit

ps502_psv_winnt_v3300_en_add.exe: Add Type (for Windows NT4)

ps502_psv_win2k_xp_2k3_v3300_en_add.exe: Add Type (for Windows 2000/XP/Server2003)

ps502_psv_winnt_2k_xp_2k3_v3300_en_inst.exe: Setup Type (for Windows NT4/2000/XP/Server2003)

For 64-bit

ps502_psv_winxp64_2k364_v3300_en_add.exe: Add Type (for Windows XP/Server2003)

ps502_psv_winxp64_2k364_v3300_en_inst.exe: Setup Type (for Windows XP/Server2003)

Notes :

1. To open the file(s) using WinZip®, WinZip® must be installed. WinZip® can be downloaded from the WinZip® website:

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

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

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

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0703840EN*

Solution Usage

Description

SD-501/FD-501, unable to select booklet and front cover from the Post Inserter.

Solution

CAUSE: Incorrect settings in the driver.

SOLUTION: Booklet must be selected under the "Print Type" setting of the Visual driver. This is found under the Setup tab/Binding/Print Type. Under the "Setup" tab, 8.5x11 must also be selected as the "Original Size". Do not select booklet under the "Layout" selection as it will not allow a booklet to be made. Under the "Special Functions" tab check the "Fold" function then select "Center Staple & Fold" from the menu choices. In the "Per Page Settings" tab select "PI Front Cover" and "PI Back Cover" if these functions will be used.

Make the rest of the driver selections in the order the job will be processed by the bizhub PRO 1050 and the finishers.

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

Solution ID TAUS0800471EN*

Solution Usage

Description

Page scaling option has no effect when printing from Adobe® Acrobat® using the PostScript Visual driver.

Solution

CAUSE: Page scaling is set to "Fit To Paper" on application print interface screen. This will override the settings applied in printer driver.

SOLUTION: Follow these output steps:

File=> Print=> Select Printer=> Set "Page Scaling" to "NONE"=> Check "Auto Rotate and Center"=> Click "Properties"=> Change page scaling percentage as desired=> Click "OK"=> Confirm "Page Scaling" is still set to "NONE"=> Click "OK".

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

Solution ID TAUS0800709EN*

Solution Usage

Description

When printing, one set will output then the "Mode Check" screen is displayed on control panel. "Print to continue" must be pressed to output the job.

Solution

CAUSE: "Proof and Print" is selected in the printer driver Properties.

SOLUTION: In Printers and Faxes menu, right-click selected printer, select Properties, change output method to Print, then click Apply.

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

Solution ID TAUS0800738EN*

Solution Usage

Description

Incorrect font when printing to bizhub PRO 1050 from Printgroove Queue.

Solution

CAUSE: The PDF file that has been uploaded to Printgroove Queue is version 1.6 which is out of the specification for the bizhub PRO 1050. The bizhub PRO 1050 only supports direct printing of PDF files versions 1.3, 1.4, or 1.5.

SOLUTION: Be sure to create the PDF file to version 1.3, 1.4, 1.5 prior to uploading the PDF to Printgroove Queue for printing.

Note : The bizhub PRO 1050 specification for direct PDF printing is PDF file versions 1.3, 1.4, 1.5. This specification is not subject to change.

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

Solution ID TAUS0801589EN*

Solution Usage

Description

When "2 Repeat" and "2 Repeat Reversal" are selected from DocuWorks™ via the PostScript Plug-in driver, dotted lines become narrow lines.

Solution

CAUSE: Updated Konica Minolta bizhub PRO 1050 PostScript (Plug-in) driver is required.

SOLUTION: Please use the attached special driver version 3.0.175 (64.9MB). Please refer to the Release Notes prior to downloading. 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 : This driver supports Microsoft® Windows 32-bit/64-bit OS versions. Microsoft® Windows 98/ME are not compatible operating systems.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801910EN***Solution Usage****Description**

The print job (variable data) is sent to the machine (bizhub PRO 1050 series) until all variable data is combined (flow together). The waiting period can be excessively long before the machine starts printing.

Solution

CAUSE: Incorrect driver settings.

SOLUTION: Change the basic driver settings (see attached).

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 KM Europe (BEU).

Solution ID TAUS0801980EN***Solution Usage****Description**

"Device can not print in accordance w/guidelines pick another printer" message when trying to print postage from Stamps.Com.

Solution

CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minolta drivers. The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.

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

Solution ID 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 TAUS0802698EN***Solution Usage****Description**

Finisher not recognized in driver.

Solution

CAUSE: Incorrect driver setup.

SOLUTION: Follow these steps to configure the driver:

1. On the computer click Start (lower left hand corner)
2. Select Printer and Faxes
3. Click on the printer Properties
4. Click on Options
5. Select the finisher
6. Select Gather Information; then click OK.

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

Solution ID TAUS0900111EN***Solution Usage****Description**

The Booklet option does not appear in the Print Type drop down box of the IC-611 PCL driver.

Solution

CAUSE: The Collate box is not checked in the PCL driver.

SOLUTION: Refer to the attached file which indicates the location of the Collate box under the Setup tab of the PCL driver. 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 Gary Scimeca, Production Print/SSD

Solution ID TAUS0900989EN***Solution Usage****Description**

How to obtain spool files from an AS/400 for analysis by the lab.

Solution

Because of the complexity and types of issues between MFPs and the AS/400, the Lab may occasionally require that a spool file be provided so that the exact issue can be re-created by the lab. There are two methods to follow, depending upon the OS version on the AS/400.

Follow these steps to obtain the spool file.

1. Obtain the version of the OS/400 that is installed on the AS/400 by issuing the following command:

GO LICPGM

(The user will need appropriate rights in order to do this.)

2. When the Work with Licensed Programs menu is displayed, type option 10 to display installed licensed programs.

3. After the list is displayed (it may take a while), press F11 to display the release version. This will appear under the Installed Release column.

4. Use the attached instructions to obtain the spool file.

If the OS version is V5R4M0 or higher, then use instructions called
Backing up Spool files System i V5R4Mx.pdf

If the OS version is lower than V5R4M0, then use instructions called:
Instructions to copy spool files off AS400 V5 using FTP-final.pdf

5. After the files are obtained, attach them to the SSD ticket.

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

Solution ID TAUS0901089EN***Solution Usage****Description**

Microsoft® Word does not return to the default printer when closed and reopened.

Solution

CAUSE: Microsoft® Outlook is open and is using Microsoft® Word as the default program for editing messages.

SOLUTION: To change the default mail message editing program perform the following:

1. Go into Microsoft® Outlook and select Tools from the tool bar.

2. Scroll down to Options.

3. Click on the Mail Format Tab.

4. Make sure the Use Microsoft Office Word 2003 to edit e-mail messages checkbox is selected.

Note : In versions before Microsoft® Outlook 2003, the text reads Use Microsoft Word to edit e-mail messages . In Microsoft® Outlook 2007, there is no longer an Outlook editor. The default is Microsoft® Word and cannot be changed.

5. Close the dialog.

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

Solution ID TAUS0622313EN***Solution Usage** 14**Description**

ISW DATA ERROR 41 when attempting to flash the firmware.

Solution

CAUSE: A printer is attached to LPT1 preventing the ISW utility from sending the file to LPT1.

SOLUTION: Remove the printer (or other device) that is attached to LPT1.

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

Solution ID TAUS0642419EN***Solution Usage** 14**Description**

SC28-04 shortly after power up.

Solution

CAUSE: ICP5 on ADUDB/1 has opened resulting in a loss of 24V DC to HV2.

SOLUTION: Replace the ADU drive board assembly (p/n 56UA-9070).

SPECIAL NOTE : Solution provided by Nick Ferrendelli, KMBS/Orange County.

Solution ID TAUS0648928EN***Solution Usage** 11**Description**

SC90-01 at power up.

Solution

CAUSE: Open ICP4 on the ADU DB.

SOLUTION: Locate ICP4 next to CN500. Check to see if there is 5V DC from both legs of the ICP4. If 5V DC is missing from either leg of the ICP replace the ADU DB/1 (p/n 56UA-9072G).

SPECIAL NOTE : Solution contribution by Brent Christensen, Ultrex Business Products

Solution ID TAUS0703266EN***Solution Usage** 11**Description**

SC32-06, SC32-10, SC32-13, SC32-16 or SC32-19 error code.

Solution

CAUSE: Open ICP21 on the print control board. ICP21 on the print control board (p/n 56UA-9022I) possibly opens due to excessive repetition of fan motor startup current. The bizhub PRO 1050e/1050eP has a larger developing suction fan (FM5) than the bizhub PRO 1050. Accordingly, a heavier load is applied on the ICP.

Notes :

1. Normally when the error codes occur the detected contents are as follows:

SC32-06 : FM11 (p/n 27LA 8051 1) abnormality and open ICP21 detected

SC32-10 : FM4 (p/n 56UA 8053 0) abnormality and open ICP21 detected

2. There are 6 fans protected by ICP21. Abnormal detection is performed when the fan starts operating. Additionally, the following codes may appear:

SC32-13 : FM5 (p/n 56UA 8053 0) for bizhub PRO 1050/1050e and p/n 564A M153 00 for bizhub PRO 1050e/1050eP) abnormality and open ICP21 detected

SC32-16 : FM9 (p/n 13NT 8051 1) abnormality and open ICP21 detected

SC32-19 : FM10/FM28 (p/n 56UA 8054 0) abnormality and open ICP21 detected

SOLUTION: Replace the Print control board assembly (currently p/n 56UA-9022I) with the modified Print control board assembly (p/n 56UA-9023J). The rated current capacity of ICP21 has been increased from 1.8A to 3.0A.

CAUTION : Replace the suspect fan motor at the same time the board is replaced to prevent additional board failures.

IMPORTANT : If the printer control board is replaced with the modified version (p/n 56UA-9023J), the machine firmware must be upgraded to version 70 or higher. If a lower version firmware is in the machine, jamming and image quality issues will be evident.

If the modified print control board is installed in a machine that has NOT been modified in production, Copy Paper Skew Detection function must be turned OFF in the Utility menu. [Skew Detection Threshold] will appear in the Utility menu ? [Function Setting]. (applies only to bizhub PRO 1050e and bizhub PRO 1050eP beginning with serial numbers 58U*** or 58W***)

Notes :

a. Confirm electrical checks identified in attached SC32xx document.

b. Please review attached Bulletin Number 6492 before updating to version 70 firmware. To view a PDF, Adobe Reader® must be installed. Adobe Reader®

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

SPECIAL NOTE : Solution contribution by Ed Bellone and Bob Moeller, Production Print/SSD and Felix Burgen, ESS/BSE

Solution ID TAUS0654643EN*

Solution Usage 9

Description

FS-503, SC77-25.

Solution

CAUSE: A failed paper lift up gear and/or the intermediate roller open close motor (M25). Note : The motor worm gear and paper lift up gear are worn or improperly meshed and unable to transmit the drive. This applies to machines below the following serial numbers:

15AE03833

15AF00951

Manufacturing changes were made to eliminate this situation on machines with higher serial numbers.

SOLUTION: Replace paper lift up gear (p/n 540077321) and/or the intermediate roller open close motor (p/n 15AAR71700 - includes worm gear).

Notes : 1. The operation of the intermediate roller and motor can be checked using I/O mode output code 72-56. When initiated, the intermediate roller should perform a home search.

2. If improperly meshed and only slightly worn, loosen the screw that fixes the M25 motor (using bit-1 Phillips-head screw driver). While pressing the worm gear slightly in the direction of the gear, tighten the screw and apply a drop (2-3mm size) of Plus Guard grease (p/n 00GR00020) on the worm gear. Apply a few drops (5-6mm size) of Plus Guard grease also on the cam surface. If the worm gear and worm wheel are seriously worn, replace them with new ones and then apply a drop (2-3mm size) of Plus Guard grease on the worm gear. Apply a few drops (5-6mm size) of Plus Guard grease also on the cam surface.

CAUTION : Be careful not to smear grease on the nearby sensor.

3. Refer to attached documentation for additional detail. To view the document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL:

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

Solution ID TAUS0647868EN*

Solution Usage 7

Description

SC46-01 or SC29-10.

Solution

CAUSE: Write unit has failed.

SOLUTION: Check connection to IPB. If connector is seated properly and no damage to pins or wiring, replace the write unit (p/n 56UA-650 2).

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

Solution ID TAUS0647357EN*

Solution Usage 6

Description

Stapled set quantities are limited based on the number of pages per set.

Solution

CAUSE: Firmware update required and dipswitches must be set correctly.

SOLUTION: Install bizhub PRO 1050/1050P Image control program minimum version 21-JULY0. This must be used with FS-503 Control program minimum version 20-JULY0. The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Please set dipswitches as follows:

Limit for mixed paper weight staple job is now selectable. Dipswitch 37-3 = 0: When the lowest limit value among paper size, weight and type is reached (default) =1: When limit with paper size is reached.

Note : To make this change effective, it is necessary to apply FS-503 Control program version 20-JULY0 or later.

Paper exit limit with staple/fold mode is now selectable. Dipswitch 37-4 = 0: Limit with software (default) =1: Limit with FS-503 main tray lower limit sensor.

Note : To make this change effective, it is necessary to apply FS-503 Control program version 20-JULY0 or later.

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

Solution ID TAUS0651801EN***Solution Usage** 5**Description**

CHECK POWER AND CABLE message for SD-501/SD-506 at power up.

Solution

CAUSE: SD-501/SD-506 door switches not actuated.

SOLUTION: Make certain that the finisher doors are closed and the switches actuated. If the switches are actuated and the problem persists, check the continuity. Replace the door switches (p/n 40AA85010) as needed.

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

Solution ID TAUS0656192EN***Solution Usage** 5**Description**

SC23-21 at power up with the RC-501 toner reclaimer kit installed.

Solution

PROBABLE CAUSES:

1. Failed toner pump motor (M28).

Replace recycle pump motor and harness assembly (p/n 56UA-7800). Also remove plastic retainer for the two rubber hoses which is mounted directly below and touching the pump harness (where it connects to the left side of the recycler circuit board).

2. Failed ICP9 on PRCB.

Replace PRCB (56UA-9023J).

Note : The toner pump motor (M28) or clogged toner supply hoses may have caused the ICP to fail. Ensure the toner supply hoses are not clogged and M28 (p/n 56UA-7800) is working properly.

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

Solution ID TAUS0646740EN***Solution Usage** 4**Description**

How to obtain a firmware data capture log.

Solution

Please use the attached procedure to obtain the following:

Engine log (capture.txt)

Controller logs (errTraceX.log)

DebugData0.log file Print file (#####.dat)

Engine TIF file (#.tif)

Detailed instructions to obtain a firmware data capture log. Also please see additional 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 TAUS0655762EN***Solution Usage** 4**Description**

SC95-01.

Solution

PROBABLE CAUSES:

1. ICP18 on ADUDB1 has failed.

Replace ADUDB1 (p/n 56UA-9072 - modified and p/n 56UA-9070 - original).

Note : ADUDB1 and ADUDB2 modified and original style cannot be interchanged.

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

2. The connector for the ADU cooling fan/1 (FM14) was inadvertently plugged into CN598 of the ADU driver board/2.

The cooling fan connector should be plugged into the connector located on the plate above the ADU driver board. CN598 on the ADU driver board is for the connector from the multi-feed detection sensor in the registration unit.

SPECIAL NOTE : Solution contribution by Vernon Ellis, BSC Windsor

Solution ID TAUS0657242EN*

Solution Usage 4

Description

Finishing peripherals are not being recognized when installed or after replacing the finishing option control board.

Solution

Please note that the legacy finishing options for thebizhub PRO 1050 cannot be used on thebizhub PRO C6500. The legacy finishing products for thebizhub PRO 1050 carry the same name as thebizhub PRO C6500 yet they are incompatible.

The finishing options for thebizhub PRO C6500 start with the following serial numbers:

FS-503 – 15AE

FD-501 – 15BN

SD-501 – 15AQ

LS-501 – 15AM

The legacy finishing options for the bizhub PRO 1050 start with the following serial numbers: FS-503 – 15AA

FD-501 – 15AH

SD-501 – 15AN

LS-501 – 15AV

Notes :

1.The finishing options for thebizhub PRO C6500 are capable of being used on thebizhub PRO 1050. The finishing options are shipped with firmware for thebizhub PRO C6500 and must be flashed withbizhub PRO 1050 firmware to work. In order to flash to the appropriatebizhub PRO 1050 firmware version the newer style finishers must be configured with the hardware dipswitches set to: 1 = ON, 2 = OFF, 3 = ON, 4 = ON

If the finishing options are installed later on a bizhub Pro C6500, the firmware has to be flashed again to the correct model.

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

3. When connecting the finishing features onto the bizhub PRO 1050 the nearest finisher needs the jumper installed in connector 19 on the finisher control board. All other finishers should have the wiring connector for connector 19 installed.

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

Solution ID TAUS0700293EN*

Solution Usage 4

Description

SC23-13 while making copies or at power up.

Solution

PROBABLE CAUSES:

1. Dirty M10 (Air separation motor) encoder sensor.

Remove the top panel where the motor resides and clean the encoder wheel and sensor. If the problem persists, replace M10 (p/n 56GR 8006 2).

2. Possible binding of M10 motor (p/n 56GA 8006 2).

Check toner conveyance main body assembly (p/n 56UA -330 1) and toner supply main body upper (p/n 56UA R768 00) for binding components when in the state confirmation I/O mode and replace parts as necessary.

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

Solution ID TAUS0800607EN*

Solution Usage 4

Description

SD-501, PLEASE EXCHANGE TRIMMER RECEIVER OF SADDLE STITCH UNIT message.

Solution

CAUSE:The surface of the cutting board of the trimmer unit has reached its useful life (after 18,900trim cycles).

SOLUTION:The cutting board (p/n 15AN 5282 1E), also referred as the trimmer receiver or the catching plate, must be replaced.The part can be found in the SD-501 Parts Guide Manual in the paper adjustment unit sectionat theend of the manual.Replacement procedure can be found in the SD-501 Field Service

Manual and is titled as: Replacing the trimmer board assembly.

Note : Reset the trimmer board solenoid operation counter by the output check code "71-95" of the I/O check mode in the Service mode.

SPECIAL NOTE : Solution contribution by Bob Moeller/Mike McCarthy/David Aekus/Ed Bellone, Production Print/SSD

Solution ID TAUS0801024EN*

Solution Usage 4

Description

SC32-10 at power up.

Solution

PROBABLE CAUSES:

1. Failed ICP21 on the PRCB.

Replace PRCB (p/n 56UA-9023J).

IMPORTANT : If the modified print control board is installed in a machine that has NOT been modified in production, Copy Paper Skew Detection function must be turned OFF in the Utility menu. [Skew Detection Threshold] will appear in the Utility menu ? [Function Setting]. (applies only to bizhub PRO 1050e and bizhub PRO 1050eP beginning with serial numbers 58U*** or 58W***)

Note : Please review attached Bulletin Number 6492 before updating to version 70 firmware. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

2. Failed Transfer/Separation Suction Fan (FM4).

Replace FM4 (p/n 56UA 8053 0).

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

Solution ID TAUS0642217EN*

Solution Usage 3

Description

LS-501, PLEASE REMOVE PAPER FROM STACKER message at power up.

Solution

CAUSE: Stacker upper limit sensor, PS3(p/n 13GA85511) or Paper empty sensor, PS6(p/n 120A85521) are ON when tray is empty.

SOLUTION: Using diagnostics, verify the condition of the sensors. For PS3, use diagnostic code 73, P-07-P. LOW (L) should be displayed. For PS6 use code 73, P-08-P. HI (H) should be displayed. If either sensor is in the wrong condition, check the wiring and actuator (p/n 15AV50460) for the affected sensor.

Note : These checks should be performed with the stacker tray removed.

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

Solution ID TAUS0652076EN*

Solution Usage 3

Description

SC76-04.

Solution

PROBABLE CAUSES:

1. A damaged or missing gripper causing the grip conveyance home sensor (PS5) to not see the gripper.

Replace the damaged or missing gripper parts. Refer to LS-501/LS-502 Bulletin Number 5025 for installation assistance.

Notes :

a. Be sure to perform the grip conveyance sensor adjustment as outlined in the LS-501/LS-502 Field Service Manual.

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

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

SPECIAL NOTE : Solution provided by Walter Yantz, KMBS Melville, NY

2. Abnormality created when machine attempts to recover from lower power mode.

Change power save settings to Auto Off: Utility=> Machine Manager=> System Setting=> Power Save Setting=> Auto Off (select desired time before Auto Off).

Note : The SC76-04 code usually occurs only in the morning.

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

Solution ID TAUS0658370EN***Solution Usage** 3**Description**

Operation panel and buttons not responding. Unable to adjust touchscreen in Service Mode.

Solution

CAUSE: Failed NVRAM.

SOLUTION: Replace NVRAM. The NVRAM can be ordered via the Online Technical & Special Program order form located within MyKonicaMinolta.com ? Service ? Warranty, Repair, & Special Programs ? Warranty Services & Technical/FOC Programs ? NVRAM/BRU Replacement Program.

IMPORTANT :You must have anSSD ticket number in order to place yourNVRAM/BRU order online.

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

Solution ID TAUS0700033EN***Solution Usage** 3**Description**

SC46-25.

Solution

CAUSE: There are a variety of possible causes:

The light blocking cover at the read section and the lens cover are removed.
The connector of the CCD board is disconnected.
The power cable of the CCD board is unplugged.
The ICP of the CCD board is cut off.
The light volume of the exposure lamp is excessive.
The exposure lamp does not light up.

SOLUTION: A list of things to check/replace:

Check the light blocking and lens covers.
Check for pinched or unplugged wires.
Reseat the Image Control board (p/n 57GA-9010).
Check for pinched wires or unplugged wires; reseat Image Control Board.
Check CCD Board.
Replace CCD Board (p/n 57GA-6302E).
Check Exposure Lamp.
Replace Exposure Lamp [L1] (p/n 56UA83010).
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0800278EN***Solution Usage** 3**Description**

SD-501, Booklets are skewing and J72-90 codes.

Solution

CAUSE: When the bund clip releases the booklet at the lower limit position, uneven spring tension causes one side of the booklet to release before the other. This will cause the booklet to skew and an intermittent J72-90 code.

SOLUTION: Verify that the Paper Holding Springs are installed correctly (not reversed). If the springs are installed correctly try adjusting the spring tension on the side that is not release correctly by unwinding the spring by a quarter turn. If problem persists replace the Paper Holding Spring/Left (p/n 15AN 5524 1E) and the Paper Holding Spring/Right (p/n 15AN 5538 1E).

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

Solution ID TAUS0648078EN***Solution Usage** 2**Description**

SC56-02 at power up

Solution

CAUSE:A poor connection between the operation unit and image control board or OACB.

SOLUTION: Inspect the wiring from the operation unit to the image CB/OACB.

Note : Normally the connection problem is related to the blue connector that is connected when mounting the operation unit during machine set up.

Solution ID TAUS0649215EN***Solution Usage** 2**Description**

CANNOT CONNECT THE COPIER PLEASE CHECK THE TARGET message when attempting to backup the main body HDD using NetBackupTool version 3.

Solution

CAUSE: The device connection is attached to the IC-611 NIC interface rather than the main body NIC interface.

SOLUTION: Attach the device connection to the main body NIC interface. The default password is 00000000. Make sure the machine NIC is configured before connecting it. It is suggested getting 2 TCP/IP addresses at installation and setting them both up at the same time.

Be sure to request 2 drops or a small hub or switch to be able to have both NICs available at all times.

SPECIAL NOTE : Solution provided by Bill Campbell, R.S. Business Machines, Inc.

Solution ID TAUS0650229EN***Solution Usage** 2**Description**

"Please Wait... Warming Up" message on the operation panel.

If printing, the print operation may be interrupted.

The message may also be constant with the MFP never reaching "Ready" status.

The message may also be indicated every 5 minutes during MFP operation.

Solution

PROBABLE CAUSES:

1. While tray is switched during copying or between jobs, if the process control changes (fusing temperature/line speed), the fusing pre-rotation is performed. To avoid interruption by the fusing pre-rotation, perform the following before continuous printing:

Access [Utility] => [06 Administrator Setting] => [05 Copier/PrinterSetting]

Set [Continuous Print (Print)] ON.

Set [Continuous Print (Copy)] ON.

Set [Fixing Prerotation Set] OFF.

Concerns :

a. If [Continuous Print (Print, Copy)] are turned ON, next job is exited directly and stacked on the paper exit tray. As there is no interval, it would be difficult to remove the previous job from the tray.

b. If [Fusing prerotation Set] is turned OFF, the control is not performed when fusing temperature or line speed changes. Accordingly:

When changing from fusing temperature HIGH to LOW, paper curl may be increased.

When changing from fusing temperature LOW to HIGH, insufficient fusing may occur.

Note : Even if the above is performed, continuous printing will be interrupted by finisher operation when paper size changes or finishing mode changes.

2. bizhub PRO 920 - One of the heat lamps in the lower fuser roller has failed (either L2 or L3).

Use a meter and check both heat lamps for continuity. Replace L2 (p/n 55VB 8302 2) or L3 (p/n 55VB 8303 3) as necessary.

3. bizhub PRO 920 - Fuser lamps do NOT come on due to a possible mechanical or sensor malfunction of the ADU section.

Check the operation of the green handle lever #4 of the ADU release for proper operation. Check for bent or broken parts. Make sure that the sensor (p/n 56AA 8551 0) is being flagged.

Note : For lever and sensor reference see attached page from the Parts Manual. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

4. bizhub PRO 1050 series - A failed ADUDB1.

Replace the failed ADU Drive Board Assembly (p/n 56UA 9072 G).

5. bizhub PRO 1050 series - Failed SW10 (front door switch).

Note : If the installed PF-701 is removed from machine main body, machine status reaches "Ready" status.

Install new SW10 interlock switch (p/n 12QR 8601 1).

Note : Front door switch indicates that front door is closed, but the 24V DC line was interrupted.

6. bizhub PRO 1050 series - Software dipswitch 11-0 is set to ON which will prevent service codes from being displayed thus, masking the cause of a malfunction.

Set software dipswitch 11-0 to OFF. This will allow service codes to be displayed and the cause of the problem can be identified.

Note : This software switch should always be set to OFF to prevent potential equipment damage from an undetected service code.

7. bizhub PRO 1050 series -The AC Driver board failed.

To isolate the problem, perform the following:

- a.Ensure both fixing lamps are not open by performing a continuity check.
- b.With a meter, check for 120V AC at the front terminal of the fixing unit where the lamp leads connect.
- c.If no voltage is present, the problem may be an open thermostat in the fixing unit.
- d.If voltage is present and the lamps check good, the problem is likely a failed AC driver board (p/n 56GB-9080).

Note : At power up, one or both lamps may briefly flash ON, then remain OFF.

SPECIAL NOTE : Solution contribution by Freddie Burnham/Bob Moeller/Ian Lynch/Ed Bellone, Production Print/SSD and KM Europe (BEU)

Solution ID TAUS0656066EN*

Solution Usage 2

Description

SD-501, SC77-74.

Solution

PROBABLE CAUSES:

- 1.The clincher up/down gear (p/n 12QR 7706 0) has become damaged.

Replace the gear with the modified up/down gear C(p/n 15AN 7744 0). The stacker section must be withdrawn to access the gear.Please refer to attached Bulletin Number 5384. 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 : A grinding noise may also be heard.

2. Failed M20 (clinchier up/down motor) which "appears" to function normally, but lacks speed and strength to lift the clinchers and activate PS26 (clinchier up/down home sensor) at the designated time (for reference, please see attached SD-501 Theory of Operation).

The commutator in M20 becomes dirty and fails to make good connection with the brushes. The motor loses strength and speed or may fail to commence rotating. When continuity is measured with a meter, reading will fluctuate wildly as the shaft is slowly turned, indicating poor connection through the commutator to the windings of the armature.

Replace M20 (FNS driving motor 1 - p/n 120H 8001 0).

3. The staple clincher wiring is disconnected or the solenoid stopper portion of the staple clincher breaks.

Check the staple clincher wiring connection. The shape of the staple Assy/B has been changed. Please refer to attached Bulletin Number 6428 and replace the part.

SPECIAL NOTE : Solution contribution by Steve Bray, Pacific Office Automation/Beaverton, OR and Bob Moeller/Ed Bellone, Production Print/SSD

Solution ID TAUS0702090EN*

Solution Usage 2

Description

PB-501, SC78-16.

Solution

PROBABLE CAUSES:

1. Motor M32 has failed.
Replace M32 (p/n 15AA 8005 0) and the PB-501 driver board (p/n A075 H510 00).

2. An OPEN ICP12, ICP19 and/or ICP59 on the finisher drive board of the Perfect Binder.

Verify open ICP fuses and replace the Perfect Binder control board (p/n A075 H020 02).

Note : Clean melted glue residue and set machine to lower power mode function to prevent further issues.

ICP

Supply Voltage

Supplied To

ICP12

5V DC

M32

ICP19

5V DC

PB drive board

ICP59

24V DC

M32

3. Low level of firmware.

Note : The SC78-16 occurs after machine completes book jobs and sets idle for more than 30 minutes. A SC78-14 may also be indicated.

Update firmware to minimum version of 50 and version 20 on the Perfect Binder. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Freddie Burnham, Chuck Tripp, Greg Lantowski and Ian Lynch - Production Print/SSD

Solution ID TAUS0702282EN*

Solution Usage 2

Description

Error codes J11-06, SC53-14, SC53-17.

Solution

PROBABLE CAUSES:

1. Wiring in the vertical conveyance unit may contact moving parts such as clutches and shafts, resulting in a short circuit and related error codes.

Use electrical tape or wiring bands to secure the wiring away from moving parts.

2. Wiring at the back of the ADU (the harness that is routed down the wire frame assembly at the elbow or in the middle of the assembly) can also get pinched or broken and cause a short when opening and closing the ADU.

Use electrical tape or wiring bands to secure the wiring away from moving parts. For details, refer to the attached Bulletin Number 6053. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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

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

Solution ID TAUS0800183EN*

Solution Usage 2

Description

Intermittent C-2101/J-3102 even though LD1 and LD2 are adjusted properly.

Solution

CAUSE: The transfer separation lamp has failed.

SOLUTION: Replace the TSL (p/n 55VA 8308).

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

Solution ID TAUS0801282EN*

Solution Usage 2

Description

Intermittent J-3202 and/or J-3203.

Solution

CAUSE: Failure of M13 or ADUDB

SOLUTION: Replace M13 (p/n 56AA 8011 2) followed by the ADUDB (p/n 56UA-907 2G) if needed.

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

Solution ID TAUS0801798EN***Solution Usage** 2**Description**

SC80-00 after replacing the SD-501 control board.

Solution

CAUSE: Firmware on the SD-501 control board is either missing or not compatible.

SOLUTION: Load the latest firmware for the SD-501 for use with this model. The latest firmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

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

Solution ID TAUS0801904EN***Solution Usage** 2**Description**

Slow printing (output) when printing many single jobs (e.g., mail merge).

Solution

CAUSE: Those many single jobs are sent to the machine [Spool] and handed over to [Reserve Job] (= seen in the machine display). Handing over from [Spool] to [Reserve Job] happens only if a previous job is finished in [Reserve Job].

SOLUTION: Check setting of DIPSW 16-1 (Copy reservation function).

If DIPSW is set to "1 [Disabled]" = slow printing/output

If DIPSW is set to "0 [Enabled]" = fast printing/output

SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID TAUS0642200EN***Solution Usage** 1**Description**

SC21-05 and/or SC33-02.

Solution

PROBABLE CAUSES:

1. Loss of 24V DC to the ADU driver boards due to a broken wire in the movable wiring harness from the ADU unit to the printer control board.

Check for 24V DC at CN500-1 and CN501-1 on ADUDB1. If no voltage is present, inspect the wiring in the movable harness from the ADU unit to the printer CB and DC power supply. Repair any visible breaks in the wiring. If nothing visible is found, replace the harness (p/n 56UA90600).

2. Broken (OPEN) T/S Corona wires.

Replace T/S corona (p/n 56UA 2613 0). Check ICP10 on the ADU Drive Board for 24V DC (ICP10 is near CN521). Replace the ADU Drive Board assembly (p/n 56UA 907 2G) if necessary.

Note : Please see attachment for reference. 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 TAUS0650955EN***Solution Usage** 1**Description**

SC23-22.

Solution

CAUSE: Toner hoses are blocked with toner causing the toner pump (M28) to be plugged with compacted toner.

SOLUTION: Access M28 which is located in the rear of the machine in the upper right corner with hoses #1 and 2. It is the farthest right of the two side-by-side motors. Clean the pump section and hoses of all toner:

1. Disconnect all toner hoses from their fittings and vacuum the hoses. It may be necessary to twist or tap on the hoses to break up compacted toner.

2. Disassemble the toner pump at the rear of the machine and clean out all compacted toner.

3. After reassembling, test M28 by using I/O output code 54-05.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0655758EN***Solution Usage** 1**Description**

FD-501, J73-05 at power up.

Solution

CAUSE: No 24V DC present on the Folding Unit driver board (an open ICP). The wiring going to subtray exit photosensor was wrapped around one of the rollers.

SOLUTION: Repair the wiring and replace the FDDDB (p/n 15AG-9341E).

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

Solution ID TAUS0701742EN*

Solution Usage 1

Description

LS-501, not recognized.

Solution

CAUSE: The LS-501 has been isolated in software dipswitches.

SOLUTION: Perform the following:

1. Access Service mode Touch System Setting on the touchscreen.
2. Touch Software SW setting.
3. Use the arrows to scroll to software switch 33-6; set to OFF.

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

Solution ID TAUS0702971EN*

Solution Usage 1

Description

SD-501, C-1246 (C1246).

Solution

PROBABLE CAUSES:

1. M11 (Bundle clip motor) has failed.

After verifying that PS33 (bundle clip upper limit sensor) and PS30 (bundle clip lower limit sensor) are functioning by checking in the I/O mode, replace the bundle clip motor (p/n 15AN R728 00). The motor may operate but may be too weak to overcome the spring pressure at the top and bottom of the slope section.

2. Loose bundle clip wire tension.

Adjust bundle clip wire tension so that there is no slack in the wire.

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

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

Solution ID TAUS0703464EN*

Solution Usage 1

Description

When performing copy or print jobs with the number of tab banks being more than 5 (such as 10 tab bank), jamming will occur in the finishing unit.

Solution

CAUSE: Tab banks selected are out of specification for the finishing unit.

SOLUTION: Even though the product specification of the main body supports 2-15 tab banks; the FS-503, FD-501, PB-501, and PI-501 specification supports up to 5 tabs.

If more than 5 tabs are being used for a job, paper handling ability can not be assured and jamming may occur. Tabbed paper must be fed so that the tab is on the lead edge as it exits the finishing unit.

In regards to the LS-501 and LS-502 (installed on bizhub PRO 1050), tabbed paper is supported only with firmware version 50ACQ0 installed. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Ron Reed, ESS/SSD

Solution ID TAUS0703807EN*

Solution Usage 1

Description

The SD-501 is generating a SC77-66 error.

Solution

CAUSE: Paper scraps from the trimmer have packed into PS34 causing the error code or possible failed sensor.

SOLUTION: Clean the sensor, remove the paper scraps and test the operation of the sensor in the I/O state confirmation mode (71-46) for proper operation. Replace the sensor (p/n 08AA 8551 2) as needed.

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

Solution ID TAUS0800033EN*

Solution Usage 1

Description

Archived files will not print or archived jobs from an older version System Code imported to a current version System Code will not print or the jobs when printed would be held at the MFP waiting for user interaction (PROOF) before printing.

Solution

CAUSE: The jobs when printed would be held at the MFP waiting for user interaction (PROOF) before printing. Jobs were saved before archiving as Held.

SOLUTION: Choose an Archived job and import into PrintStation Manager™. Right-click and select Info; in Finishing Output these jobs were checked as Held. Once unchecking Held, the jobs will print immediately.

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

Solution ID TAUS0800151EN*

Solution Usage 1

Description

When printing booklets with a cover page or an odd number of sheets, the cover page may be misaligned or skewed when stapled.

Solution

CAUSE: Settings need to be changed.

SOLUTION: Enabling Cover sheet single fold control with folding & stapling/multi-center setting improves accuracy of folding cover paper.

DipSW 40-3 DipSW 40-2 Mode

0 0 Normal control

0 1 Enables control under a certain condition (see note)

1 0 Enables the control all the time

Note : Enables the control only when the weight of cover paper fed from the main body is 131 g/m² or heavier.

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

Solution ID TAUS0800177EN*

Solution Usage 1

Description

Copies/prints are skewing as they pass thru the SD-501.

Solution

CAUSE: Timing of the release solenoid due to a failed FNS CB.

SOLUTION: Replace the Finisher Control Board (p/n 15AN-9313).

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

Solution ID TAUS0800717EN*

Solution Usage 1

Description

PB-501, troubleshooting for wrinkles/dents at spine of booklet.

Solution

Wrinkles and/or dents at spine of booklets influence the quality of perfect bound booklets. Therefore, please pay attention to the following for troubleshooting tips.

CAUSE: A slight pasting unevenness at spine of a book may cause wrinkles and/or dents after cover paper is attached. If glue applying conditions (glue applying area and cover paper pressing force) are the same, wrinkles and/or dents become more noticeable when cover paper is thin or book is thick. For the details, see the attached Paper Wrinkles and Dents document.

SOLUTION: By pressing the cover paper forcibly against the spine of book, flatten the glue at the spine. Concretely, according to the combination of cover paper weight and book thickness, increase the cover paper pressing force (spine corner forming position adjustment). The adjustment is on the [Machine] screen => [Adjustment] => [Finisher Adjustment] => [Perfect Binder Adjustment] => [Spine corner forming Position Adj. (front and rear sides)].

For the amount of adjustment, see the attached Rough indication document.

Additionally, cover paper pressing force set when the machine is shipped from the factory (gap between the spine of book and cover paper). See the shipment standard in the attached Rough indication document.

During the manufacturing process, the following values are input.

Basic: 0.8mm

Only for 7mm or thicker book printed with bizhub PRO C6500: 1.5mm

Adjustment target during the manufacturing process:

Book thickness: 10mm, cover paper weight: 128g/m²

For specified paper for PB-501, see the attached Specified Paper for PB-501 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 KMBT (Japan).

Solution ID TAUS0801457EN*

Solution Usage 1

Description

When printing from AS/400®, the writer fails when printer runs out of paper.

Solution

CAUSE: The writer on the AS/400® will stop the print job when it receives a paper out signal, if the paper out signal is not cleared by adding more paper then the network connection to the printer is terminated by the MFP.

SOLUTION: Increasing the Network timeout on the MFP corrects the issue. To set the Network timeout use the following procedure:

Most MFPs:

1. Press the utility button and go into Administrator settings => enter the password.
2. Go to Printer settings and then Network timeout set it to 300 seconds.

bizhub PRO 1050:

1. Press Machine button on the LCD, then the Controller button => Interface setting and then Network Timeout.
2. Set 300 seconds and press the SET button.

bizhub PRO 920:

1. Press the utility button and then the controller button on the LCD.
2. Select the Interface setting => Network setting.
3. Enter 300 seconds and press the SET button.

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

Solution ID TAUS0801482EN*

Solution Usage 1

Description

Cannot flash firmware on the FD-501.

Solution

CAUSE: Dipswitch on CB not set correctly or jumper not installed on FD control board

SOLUTION: If the FD-501 is the newer version with a serial number prefix of 15BN, the following must be done:

1. On the FD control board, set hardware dipswitch #2 to OFF.
2. The jumper must be installed to CN19 of the FD control board. The connector is located on the top row of connectors, third connector in from the left.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0801627EN*

Solution Usage 1

Description

SC23-50 code that will not clear. Power cycle does not clear code.

Solution

CAUSE: Toner collection box detected full.

Note : SC23-50 code is not found in the Field Service Manual version 2.0.

SOLUTION: To reset:

1. Check toner collection box to be empty.
2. Reset toner collection box counter in Service mode.

3. Power cycle the machine.

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

Solution ID TAUS0801812EN*

Solution Usage 1

Description

Paper tray not detecting 8.5x11R after updating firmware to version 70.

Solution

CAUSE: Incorrect settings.

SOLUTION: Please apply the following settings:

Select Machine tab

Select Paper Setting

Select Desired Tray

Select Size Setting

Select Search Size Set

Select the following items: 5.5x8.5, 8.5x11R, and 8.5x14.

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

Solution ID TAUS0802253EN*

Solution Usage 1

Description

"Cannot Add More" message when attempting to add a user.

Solution

CAUSE: Section Distribution Number is set to 1000 (default).

SOLUTION: The Users Manual states to change the Section Distribution Number to something other than 1000:

1. Select Utility.
2. Select Machine Manager.
3. Select User Authentication.
4. Select Authentication Method.
5. Select Authorization Set.
6. Set Section Distribution Number to 0999.
7. Save and exit back to main screen.

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

Solution ID TAUS0802425EN*

Solution Usage 1

Description

SD-501, SC77-72 code at power up.

Solution

CAUSE: Worn 1st folding blade drive gear.

SOLUTION: Replace up/down gear A (p/n 13QE77011) or blade drive gear (p/n 15AN77030).

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

Solution ID TAUS0900039EN*

Solution Usage 1

Description

SC28-03 and SC28-04 codes during operation.

Solution

CAUSE: SC28-03 refers to an OPENT/S Corona wire and SC28-04 code usually comes up right after the T/S corona wire is replaced.

SOLUTION: Perform the following in order:

Replace T/S corona (p/n 56UA 2613 0)

Check ICP5 on the ADU Drive Board for 24V DC(ICP5 is near CN531)

Replace ADU Drive Board assembly (p/n 56UA 907 2G) if necessary

If ICP5 is not OPEN then replace HV2 (p/n 56UA 8402 1)

Note : Please see attachments as reference. 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 TAUS0900540EN*

Solution Usage 1

Description

No power, blank display.

Solution

CAUSE: DC Power Supply 1 (DCPS1) has failed.

SOLUTION: To confirm that DC Power Supply 1 has failed, perform the following:

1. With the main and sub switches in the ON position, measure the AC voltage input to DCPS1 at CN2-1 and 2-3 by inserting one meter lead into pin 1 and the other lead into pin 3 with the meter set on AC voltage. The reading should be 208-230V AC.
2. With the meter set on DC voltage, check CN72-1 for 5V DC and CN74-1 for 24V DC.
3. If one or both of the DC voltages are missing, replace DCPS1 (p/n 56UA84512E). SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0644279EN*

Solution Usage 0

Description

SD-501, SC77-65.

Solution

PROBABLE CAUSES:

1. One or both of the Paper Holding Springs in the bundle clip have broken causing the bundle clip to jam. If not broken, Paper Holding Spring/left (p/n 15AN 5524 0) and Paper Holding Spring/right (p/n 15AN 5538 0) may be incorrectly installed .

Inspect the holding springs on the bundle clip which are located in the slope section of the SD unit. If broken or even if they are incorrectly installed, replace the springs. The work of replacing the springs takes approximately 10 minutes.

Notes :

- a. For the location of the springs, see the SD-501 Parts Manual, page 9, references 8 and 10.
- b. The machines on which the springs may be incorrectly installed include s/n 15AN00001 to 15AN00187.
- c. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

2. PS33 (bundle clip upper limit sensor) located at the top of the slope section has failed.

Using I/O mode code 71-42 input, check the sensor for changes of state. If the sensor does not change state, replace PS33 (p/n 08AA 8551 2).

3. M11 (Bundle clip motor) has failed.

After verifying that PS33 (bundle clip upper limit sensor), PS30 (bundle clip lower limit sensor) and PS34 (bundle clip home position sensor) are functioning by checking in the I/O mode, replace the bundle clip motor (p/n 15AN R728 00). The motor may operate but may be too weak to overcome the spring pressure at the top and bottom of the slope section.

4. The bundle clip is binding on its rail due to contamination or lack of lubrication.

Note : This occurs when making booklets.

Clean the bundle clip rail and lubricate with a light lubrication. Do not use a heavy grease.

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

Solution ID TAUS0703631EN***Solution Usage** 0**Description**

SC80-13 and thecode isnot listed in any service documentation.

Solution

CAUSE: Corrupt printer control board firmware or no firmware on the printer control board.

SOLUTION: Normally, this code will appear after installing a newprinter control board. New boards are shipped with no firmware installed.Installation of firmware on the printer control boardwill correct the problem. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0800067EN***Solution Usage** 0**Description**

SC77-34.

Solution

CAUSE:Possible failed Punch Drive motor.

SOLUTION: Use ouput mode 70-21 to check Punch Drive motor (M10) operation. If abnormality detected, replace M10 (p/n 56GA 8006 2).

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

Solution ID TAUS0800546EN***Solution Usage** 0**Description**

J-9301 when duplexing only happens when feeding from specific tray. If tray is location is changed (insert Tray 1 into Tray 2 position) problem does not follow tray.

Solution

CAUSE: Parameter Memory Board (NVRAM) has failed.

SOLUTION: Replace the NVRAM following the procedures in attached document. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

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

Solution ID TAUS0901087EN***Solution Usage** 0**Description**

Not all Items are listed under Counter - Data Collection menu.

Solution

CAUSE: DIPsw 30-1 is set to "0".

SOLUTION: Change DIPsw 30-1 to "1". This will enable the view of the following additional counters.

[08 JAM data of time series]

[09 JAM count]

[10 Count of each copy mode]

[11 SC data of time series]

[12 SC count]

[13 JAM count of each section]

[14 SC count of each section]

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

Solution ID TAUS0700285EN***Solution Usage****Description**

PF-701, noise or paper feed failure.

Solution

CAUSE: The flanged bearing in the paper feed driving section of PF-701 detaches, causing abnormal noise and/or paper feed failure to occur. For the position of the bearing, see the attached PF-701 Bearing Photo document. The bearing is normally installed with the flange placed toward the front of the paper feed unit.

SOLUTION:Correction has been implemented as per attached Bulletin Number 5754. However, units may exist that did not go through the correction process and may have the drive bearing reversed. If noise or feed issues exist with the PF-701, follow the process described in the bulletin.

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 Ron Reed, ESS/SSD

Solution ID TAUS0701128EN*

Solution Usage

Description

After upgrading firmware (version 40 or higher), the reserve job screen does not contain print jobs sent to the machine.

Solution

CAUSE:Incorrect dipswitch settings.

SOLUTION:Access the Tech Rep mode, select 07 (System setting), select 01 (Software SW Setting) from the right side of the screen. Set the following dipswitches:

- 10-0 to 0
- 10-1 to 0
- 12-0 to 0
- 12-1to0
- 16-1 to 0
- 18-5to 0
- 20-6to 0
- 24-0to 0
- 26-3to0
- 26-7 to 0
- 42-0to 0

Solution ID TAUS0702018EN*

Solution Usage

Description

Loud popping noise anddamage to the LS-501 and LS-502.

Solution

PROBABLE CAUSES:

1. The main cause of damage to the LS-501 and LS-502 is power to the machine being turned off before the stacker tray has fully descended onto the hand cart. This is not an issue for day-to-day operation in a static configuration; it becomes an issue if the bizhub PROconfiguration is being changed and the LS units are being moved.

Before moving an LS-501 or LS-502, always be certain that the stacker tray has finished moving to the lowered position before turning the machine off. This keeps tension on the stacker up/down wires, keeping them from binding when the unit is connected the next time.

2. Another cause of damage is improper positioning of the stacker tray on the hand cart, usually after unloading paper from the tray. If the tray is not positioned properly, the upper limit switch is not actuated, so the mechanism continues driving the tray until the alignment plate or other parts are damaged, or the up/down wires break.

Be certain that the stacker tray is positioned properly on the hand cart before placing it back inside the LS-501 or LS-502.

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

Solution ID TAUS0702115EN*

Solution Usage

Description

"Please load paper size" message from the platen or ADF. Able to manually select the tray. APS is enabled for both.

Solution

CAUSE: Paper type is not set under the Auto Paper Type selection.

SOLUTION: To set the Auto Paper Type Selection perform the following:

1. Select Utility.
2. Select Function Setting (B/W MFPs).
 - a. SelectUser Setting for the color MFPs.
 - b. System Setting for the color MFPs.
3. Select Feed Tray Setting.
4. Select Auto Paper Type Selection.

5. Set the paper type and color of the trays to use -usually Normal and White.
 6. Return to normal operations screen and test.
- SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0703150EN*

Solution Usage

Description

FD-501, J73-06or J-7359 at power up.

Solution

CAUSE: The connector to the main tray exit sensor (PS18) has become dislodged from the sensor, resulting in a false jam detection:

SOLUTION: To check the operation of the main tray exit sensor (PS18), perform the following:

1. Access the I/O mode and use input code 70, multimode 13 to check the operation of the sensor.
2. If, additional accessories are attached to the exit of the FD-501 they will have to be removed to access the main tray exit sensor.
3. Reattach the connector to the main tray exit sensor if it is dislodged and check the operation of the main tray exit sensor.

SPECIAL NOTE : Solution provided by Tien Nguyen, KMBS Washington.

Solution ID TAUS0703320EN*

Solution Usage

Description

FS-503, a copy job is unable to exit unless it is stapled.

Solution

CAUSE: The coupling gear (18 teeth) located on the back of the staple unit is broken.

SOLUTION: Replace the coupling gear (p/n129U77041).

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

Solution ID TAUS0703471EN*

Solution Usage

Description

FS-503, will not staple.

Solution

PROBABLE CAUSES:

1. The box that catches all the staple trimmings is not installed or, is not installed properly.

Note : A staple cartridge with a red dot is displayed when the details icon is selected.

Inspect the metal sensor actuator at the rear of the box and insure that it is not bent. Insert the box fully and secure with the locking bracket.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

2. Modified parts are available to prevent staple failure. Please refer to attached Bulletin Number 6656 for the details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0703472EN*

Solution Usage

Description

External control device counters not incrementing.

Solution

CAUSE: The AC driver board has failed.

SOLUTION: To confirm, access the AC driver board which is located at the rear of the machine to the right of the printer control board. With a voltmeter set on DC volts, check CN35-1 for 24V DC. if no voltage is present, replace the AC driver board (p/n 56GB-9080).

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

Solution ID TAUS0703518EN*

Solution Usage

Description

J19-1 (J19-01) during operation.

Solution

PROBABLE CAUSES:

1. The main body right side vertical conveyance door is misaligned or bent which causes the door interlock switch to open during operation.

Inspect the right side vertical conveyance door for proper alignment. If the gaps at the top and bottom of the door are unequal, adjust the door to achieve an even gap at the top and bottom of the door.

2. Failed Door Switch/1 (SW4).

Replace Door Switch/1 (p/n 56UA 8501 0).

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

Solution ID TAUS0703547EN*

Solution Usage

Description

J94-03that will not clear.

Solution

CAUSE: PS43 checked good.The ADU driver board had failed.

SOLUTION:Replace the ADU driver board (pn/ 56UA-9072G).

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

Solution ID TAUS0703806EN*

Solution Usage

Description

The MFP stops, then starts to print between booklets. The machine light becomes red and flashes, "Now warming up, initial mode operating" message is indicated, then the next booklet prints.

Solution

CAUSE: Incorrect setting(s).

SOLUTION: Set the insert paper tray to "COVER" so the printer prints the job correctly. If only setting the machine to recognize cover paper, then it will print one booklet, stop to warm up, then print again.

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

Solution ID TAUS0800021EN*

Solution Usage

Description

Insert tray message either constant or intermittent.

Solution

CAUSE: The paper tray rail(s) are loose causing intermittent connections on the paper tray connectors.

SOLUTION: Inspect the affected tray rails and tighten all screws that secure the rails. Replace any missing screws.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0800161EN*

Solution Usage

Description

SC13-02.

Solution

CAUSE: Paper Feed Motor (M40) has failed.

SOLUTION: Replace M40 (p/n 65AA 8002 1).

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

Solution ID TAUS0800186EN***Solution Usage****Description**

SC80-43 error code (unable to flash firmware).

Solution

PROBABLE CAUSES:

1. There is no firmware presently installed on the LS-501. This code occurs when doing a new installation of the finisher or if the finisher control board is replaced.

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

2. The 2-pin connector (blue wires) on the LS-501 is not connected.

The extra 2-pin connector not connected to the peripheral to which the LS connects must be plugged into the female connector on the plate where the wiring is passing through on the LS-501.

SPECIAL NOTE : Solution contribution by Greg Lantowski/Ed Bellone/Ian Lynch/Bob Moeller, Production Print/SSD

Solution ID TAUS0800487EN***Solution Usage****Description**

J51-01 during warm up or during operation.

Solution

CAUSE: The charge corona grid has become dislodged and is contacting the drum surface.

SOLUTION: Access the charge corona and insure that the charge coronagrid is properly installed and is not damaged.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0800655EN***Solution Usage****Description**

PB-501, when outputting a perfect bind job, if the machine stops for some reason and switches to the Low Power mode, perfect binder does not recover after the main body recovers from the Low Power mode.

Solution

CAUSE: Main body firmware requires an update.

SOLUTION: To temporarily resolve the issue, on the MFP screen, select Output Application = > Perfect Bind, then press OK. By this action, the perfect binder starts the recovery operation. The indicator for the perfect binder will now appear on the operation screen.

As a permanent fix, install firmware version 50 or greater. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800689EN***Solution Usage****Description**

Tray 1 or Tray 2 will not open.

Solution

CAUSE: Failed Handle release sensor.

SOLUTION: Check for and remove jammed paper. Replace PS9, Handle release sensor for Tray 1 (p/n 56AA85511) or PS15, Handle release sensor for Tray 2 (p/n 56AA85511).

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

Solution ID TAUS0800737EN***Solution Usage****Description**

SD-501, staples jamming, misfiring, not pushing through sheets.

Solution

CAUSE: Staple unit not adjusted correctly.

SOLUTION: Perform the Tilt/Gap adjustment to correct staple alignment. The attached document shows the procedures for this adjustment as listed in the SD-501 Service Manual. 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 Chuck Tripp, Production Print/SSD

Solution ID TAUS0800899EN***Solution Usage****Description**

Various jam codes may occur when the punch blade in the FD-501 punch section binds.

Solution

CAUSE The punch unit can bind when debris accumulates on the punch blade. This is most likely to be an issue when there is toner on the portion of the paper being punched.

SOLUTION Use the procedure beginning on page 2 of attached Bulletin Number 6433 to clean the punch units indicated in the included table. Punch units with serial numbers greater than those listed were produced with a design that prevents binding.

If a punch blade is actually broken, the entire punch unit should be replaced (p/n 15AH-550 1).

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

Solution ID TAUS0801089EN***Solution Usage****Description**

SD-501, SC77-82.

Solution

PROBABLE CAUSES:

1. SD-501 trimming scraps not dumping; backing up due to malfunction of the Bundle Exit motor (M5).

Test the M5 motor in the Machine Condition I/O Service Mode 71-09 and 71-21 for proper operation. Also, with the scrap drawer out, try manually rotating the M5 motor clockwise with only your index finger; it should rotate easily with no hesitation. Look for binds or cracked gears. Replace the failed M5 motor (p/n 27LA 8003 2E) as necessary.

Note : This DC BRUSHLESS MOTOR/30 can be found on page 29 (Trimmer Section), Key 10 of the SD-501 Parts Manual.

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

2. Trimming scrap wraps around the scrap removal paddle. As shown by Figure 1, the trimming scraps drop unevenly (the center of the scrap delays) and the scrap is caught at the roller of the paddle.

Figure 1

If the unit continues trimming operation, the scrap does not drop and wraps around the paddle as shown by Figure 2.

Figure 2

This might occur because:

The trimming blade is dull.

The trimming scrap width is large.

If the scrap tends to drop vertically (not horizontally), the scrap in the collection box is not straight or the trimmed surface is not smooth then the trimming blade is dull. Replace the blade unit (p/n 15AN-5701).

If the scrapis about 10mm, it may easily be caught by the paddle. Set the width to between 2mm and 4 mm:

- a. Enter the Service Mode.
- b. Touch [11 Finisher Adjustment].
- c. Touch [06 Saddle Stitcher Adj.].
- d. Touch [07 Trimming Adjustment].
- e. Enter a value using numeric keys and touch [Set]. Value: 1 step = 0.1mm

Note : Modified parts for the paddle need to be installed. For more detail, please refer to the attached Parts Modification Notice and the parts installation procedure. 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> .

IMPORTANT : Please be aware that some or all of the modified replacement parts may not be readily available as this is a recently released modification by Konica Minolta Japan (6/19/2008).

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801127EN*

Solution Usage

Description

SC78-41 error code with the PB-501 installed

Solution

CAUSE: Incorrect setting(s) and/or firmware version.

SOLUTION: Set dip switch 3-1 to 0. Verify version 30 firmware or higher is on the PB-501. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

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

Solution ID TAUS0801437EN*

Solution Usage

Description

FS-503 will not initialize even though the main body does recognize it.

Solution

CAUSE: DIPsw 34-4 (SD-501 faulty part isolation) has been set to ON.

SOLUTION: Set DIPsw 34-4 to OFF.

Note : This pertains to machines not having the SD-501 installed.

SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID TAUS0801445EN*

Solution Usage

Description

PB-501, J74-86.

Solution

CAUSE: The book conveyance belts are too tight causing the conveyance belt motor (M61) to bind.

SOLUTION: Slightly stretch the book conveyance belts to relax tension.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0801611EN*

Solution Usage

Description

SD-501, J-7290.

Solution

CAUSE: Modified part is required.

SOLUTION: Please install the modified Stopper Caulking (p/n 15AN-5911). Refer to the attached Parts Modification Notice for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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

Solution ID TAUS0801726EN***Solution Usage****Description**

Unable to load firmware the on LS-501 during initial installation. Stacker S1-1 is grayed out in ISW mode.

Solution

CAUSE: The toggle switch is set to SYS2 (by default the toggle switch is set to SYS2 for use on the bizhub PRO C6500).

SOLUTION: Set the toggle switch to SYS1. The procedure is given in the attached LS-501 Installation Manual on page E-6 step 7. 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 Ian Lynch, Production Print/SSD

Solution ID TAUS0801762EN***Solution Usage****Description**

SD-501, C-7771.

Solution

CAUSE: The bundle press does not find home.

SOLUTION: Replace the Bundle Press home position sensor PS36 (p/n 08AA 8551-2).

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

Solution ID TAUS0801864EN***Solution Usage****Description**

During power up sequence, machine stops with code E56-02. The message "Please turn the copier off, then after 10 seconds on....." is indicated (see attached message photo).

After about 20 seconds the screen becomes "garbled" (see attached garbled photo).

There is no way to get into the Service mode.

Solution

CAUSE: A poor connection between the operation unit and OACB.

SOLUTION: Inspect the wiring from the operation unit to the OACB and disconnect/reconnect all connectors.

SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID TAUS0801868EN***Solution Usage****Description**

Unable to output tab stock to the LS-501 main tray.

Solution

CAUSE: Low level of firmware and MicroPress® version.

SOLUTION: Printing tab stock to the LS-501 main tray is supported with the following software versions or greater:

MicroPress® system software version 7.5.1.1

IC-611 firmware version 72-BCL0

bizhub PRO 1050 version 70

LS-501 version 70

Note : Software DIPSw 21-2 must be set to 1.

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

Solution ID TAUS0801959EN***Solution Usage****Description**

When staple limit is reached, staple mode cancel message is displayed once. After the mode is cancelled, the machine outputs continuously without interruption for cancel message display.

Solution

CAUSE: Firmware bug.

SOLUTION: Please update the MFP firmware with special version70-UOK0. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS

Solution ID TAUS0801960EN*

Solution Usage

Description

Next job cannot be reserved while scanning a large document.

Solution

CAUSE: Firmware bug.

SOLUTION: Upgrade the MFP firmware to special version70-UOK0 and change DipSW 24 as follows:

DipSW 24 Bit 0 = 0: Job reserve screen is available

DipSW 24 Bit 0= 1: Continue operation without job reservation screen (default)

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

SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS

Solution ID TAUS0802152EN*

Solution Usage

Description

When an SC error occurs during a job, the machine sometimes does not display the number of pages already printed.

Solution

CAUSE: Firmware update required. There is an added dipswitch that needs to be set.

SOLUTION: Please install firmware version 70 (engine) and version 31-BCL0 (controller) or greater. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SetDIPSW 5-5 = 1 .

Note : Please refer to attached Bulletin Number 6492 for additional information. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0802162EN*

Solution Usage

Description

LS-501/LS-502, sub tray message when printing a mixed size document to the main stacker tray. Pressing the start button releases to the sub tray.

Solution

CAUSE: Machine specification. Mixed output is not supported to the main stacker tray.

SOLUTION: Print all pages as the same size or to a supported output tray.

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

Solution ID TAUS0802164EN*

Solution Usage

Description

Error codes are displayed with the E or F prefix instead of the SC prefix.

Solution

CAUSE: A dipswitch has been set to cause a screen switchover.

SOLUTION: If a SC error indication is desired instead of E or F, set dipswitch 11-3 to 0.

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

Solution ID TAUS0802254EN***Solution Usage****Description**

Cannot select Auto Paper Select.

Solution

CAUSE: Incorrect settings in the Copy Settings options.

SOLUTION: Perform the following procedures:

1. Select Utility.
2. Select Copy Settings.
3. Select Each Setting Screen.
4. Set all options to ON and Auto.
5. Exit back to the main screen.

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

Solution ID TAUS0802542EN***Solution Usage****Description**

Blank display with the power LED and power save LED on.

Solution

CAUSE:DC power supply/2 has failed.

SOLUTION:To confirm, perform the following:

- 1.Measure the AC input to DCPS2 at CN1-2 and CN1-6 on DCPS2. The input should be 208-230V AC.
- 2.If the correct input voltage is present, check for 5V DC on CN11-1 and 24V DC on CN11-6.
- 3.If either voltage is missing DCPS2 is defective and will need to be replaced (p/n 57GB84520).

SPECIAL NOTE :Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0802551EN***Solution Usage****Description**

LS-501, C1203 (C-1203)or C1204 (C-1204) at power up.

Solution

PROBABLE CAUSES:

- 1.The Grip Conveyance Sensor Adjustment has not been performed.

Note : The LSCB may have just been replaced.

Perform the Grip Conveyance Sensor Adjustment (procedures are listed in the LS-501 section of the Service Manual). See attached procedure. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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

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

2. The Holder Claw (Grip) is damaged or missing.

Reinstall or replace the Holder Claw (p/n 15AV 5050 1).

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

Solution ID TAUS0802604EN***Solution Usage****Description**

SC52-08 at power up.

Solution

CAUSE: Cooling fan FM3 has failed and/or ICP6 on the ACDB may have failed. ICP6 protects the ACDB circuit for FM3.

SOLUTION: Replace FM3 (p/n 13NT80510) and ACDB (p/n 56GB-9080) as necessary.

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

Solution ID TAUS0802691EN*

Solution Usage

Description

All finishers not recognized after replacing any finisher control board.

Solution

CAUSE: Incorrect hardware dipswitch setting on the replacement control board.

SOLUTION: Locate the bank of hardware dipswitches on the replacement control board. Set dipswitch 2 to the OFF position. Do not change any other dipswitches.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0802847EN*

Solution Usage

Description

Incorrect paper size recognition after performing the tray size adjustment.

Solution

CAUSE: The tray was not inserted into the machine when the adjustment was performed.

SOLUTION: In order for the tray adjustment to work, the tray must be inserted into the machine for each part of the adjustment. If the tray is not inserted into the machine, the adjustment will not take effect.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0808146EN*

Solution Usage

Description

Front Door is Open Please Close message with the front door closed.

Solution

CAUSE:DCPS/1 has failed so no voltage is supplied to the door switch.

SOLUTION:Replace DCPS/1 (p/n 56UA84511).

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

Solution ID TAUS0808313EN*

Solution Usage

Description

How to enable the copier's NIC if it is not responsive. Cannot ping the copiers NIC even with the IP address statically set under the Administrative Settings of the copier.

Solution

Cause: The NIC has become disabled under soft switch setting by error or improper isolation.

Solution: Please enter the the copiers service mode and set under Soft Switch Setting Mode DIPSW 22, Bit 0 to ON. This is the default seating for the copier and may change to OFF in the event of failed parts isolation or error.

1. Enter the service mode.
2. "Service mode menu screen" Press the [07 System Setting] key.
3. A sub menu appears on the right side of the screen. Press the [01 Software SW Setting] key on the sub menu.
4. "Software switch setting mode screen" Press the [Left Arrow], [Right Arrow] key or the numeric keys to select a DIPSW bit number.
5. Press the [On (1)] or [Off (0)] key to set the selected bit number ON/OFF.
6. Press the [Return] key to return to the "Service mode menu screen" on which the sub menu was displayed.
7. Set DIPSW 22-0 to OFF. Note: The default setting of DIPSW 22, bit 0 is ON. Normally there is no need to set this DIPSW. Only in the event of error or fault will the bit change to an OFF setting.

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

Solution ID TAUS0900042EN***Solution Usage****Description**

SC33-04 code.

Solution

CAUSE: A failed Transfer Assist Motor (M19) or OPEN ICP7 on ADUDB.

SOLUTION: Replace Transfer Assist Motor (p/n 13GQ8003 0). Check ICP7 on the ADU Drive Board for 24V DC (ICP7 is near CN521). Replace the ADU Drive Board assembly (p/n 56UA 907 2G) if necessary.

Note: Please see attachment for reference. 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 TAUS0900229EN***Solution Usage****Description**

Unable to print TIFF files using PageScope Direct Print.

Solution

CAUSE: The compression method used is JPEG (JFIF) and the print controllers do not support JPEG (scanner compression method).

SOLUTION: When printing a TIFF file using PageScope Direct Print, please use the G3 (MH) or G4 (MMR) scanner compression method by changing DipSW 43.

DipSW 43-0 = 0 G4 (MMR)

43-0 = 1 G3 (MH)

Note: G3 is MH (Modified Huffman) and G4 is MMR (Modified Modified Read). MH is a one-dimensional encoding scheme that compresses each horizontal scan line of the image.

MMR is a two-dimensional encoding scheme that makes use of the high degree of vertical correlation between each scan line in the fax image to achieve a higher compression than MH.

SPECIAL NOTE: Solution contribution by KMBT (Japan).

Solution ID TAUS0900312EN***Solution Usage****Description**

The FS-503 main exit tray is grayed out in the driver settings and on the mainbody display.

Solution

CAUSE: Soft switch 35-1 has been set = 1 by the machine. This indicates a severe problem with the main exit tray.

SOLUTION: Repair the problem then reset soft switch 35-1 = 0 to restore main tray operation on the FS-503.

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

Solution ID TAUS0900347EN***Solution Usage****Description**

No finishers recognized.

Solution

CAUSE: Incompatible firmware on the installed finishers.

SOLUTION: Check the readme files for the engine firmware and install the finisher firmware recommended for the installed finishers. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE: Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0900352EN***Solution Usage****Description**

Main Tray lowers but will not raise.

Solution

CAUSE: A damaged Paper Exit Detection Actuator.

Note : The tray can be raised in I/O mode.

SOLUTION: Replace the Paper Exit Detection Actuator (p/n 15AA 4645 0).

SPECIAL NOTE : Solution contribution by Ken Humphrey, IKON

Solution ID TAUS0900541EN*

Solution Usage

Description

CS Remote Care (CSRC) error 00-05 when performing the TX/RX test.

Solution

CAUSE: Incorrect machine password.

SOLUTION: The correct password for the bizhub PRO 1050 series machine is the first four digits of the equipment ID followed by PRO1 (XXXX PRO1). Uppercase letters must be used.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0900884EN*

Solution Usage

Description

Cannot flash the accessories at installation.

Solution

CAUSE: Improper combination or connection of accessories with the main body.

SOLUTION: Refer to the attached document "Flashing Info.xls" for proper hardware, dipswitch, and connector settings to allow proper communication from finisher to finisher.

SPECIAL NOTE: Solution contribution by Felix Burgen, ESS/BSE

Solution ID TAUS0901343EN*

Solution Usage

Description

Poor transfer. Transfer error when running HV Adjust (Transfer). Also possible codes such as J31-02, SC28-03 and SC28-04.

Solution

CAUSE: Failed HV2.

SOLUTION: Prior to replacing HV2, please verify that the T/S corona (p/n 56UA 2613 0) is good. Also, check ICP5 on the ADU Drive Board for 24V DC (ICP5 is near CN531). If ICP5 is not OPEN then replace HV2 (p/n 56UA 8402 1). Replace ADU Drive Board assembly (p/n 56UA 907 2G) if necessary.

Note : Please see attachment as a reference for ICP5 location. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

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

Solution ID TAUS0901560EN*

Solution Usage

Description

On a vCare-enabled MFP, the start button continually flashes amber.

Solution

CAUSE: This occurs if a technician did not press the "Maintenance Completion" button when exiting the MFP's vCare/CS Remote Care settings in Tech Rep Mode. This is a normal function, which alerts the vCare system that vCare settings have been configured at the MFP, but may not have been fully completed.

SOLUTION: If the blinking start key is related to vCare/CS Remote Care settings, use this procedure:

1. Enter the MFP's Tech Rep mode:
Press the Utility/Counter button.
Press the [Details] button
Press Stop, 0. 0., Stop, 0. 1.
2. Press [CS Remote Care].
3. Press the "Maintenance Completion" button.
4. Exit Tech Rep mode.

Note: For certain MFP models, this symptom also can occur when it is necessary to replace a board. Consult the Field Service Manual and this Knowledgebase if the symptom is not related to vCare/CSRC settings.

SPECIAL NOTE: Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0702742EN***Solution Usage** 6**Description**

Intermittent SC36-05. Thermistors were replaced but the error still reoccurs.

Solution

CAUSE: A low temperature reading causes the issue from TH1. This can be the result of failed thermistors or an issue with the wire harness between the MFP control board and thermistors.

SOLUTION: Please check the continuity between the control board and each thermistor. There should be less than .5 ohms of continuity between board and thermistors. Repair any harness if continuity is more than this reading.

IMPORTANT : The schematic for the bizhub PRO 1050 is incorrect. The thermistor inputs are incorrectly labeled. The schematic diagram falsely indicates that the ADU PWB controls the thermistors. The connectors should be:

H1 through CN451, pins 2 and 3 at rear of fuser to CN223, pins 7 and 8 on PRCB

TH2 through CN451, pins 4 and 5 at rear of fuser to CN223, pins 5 and 6 on PRCB

TH3 through CN451, pins 6 and 7 at rear of fuser to CN223, pins 3 and 4 on PRCB

TH4 through CN451, pins 8 and 9 at rear of fuser to CN223, pins 1 and 2 on PRCB.

Solution ID TAUS0701488EN***Solution Usage** 4**Description**

Background.

Solution

CAUSE: Charge wires becoming contaminated prematurely because HV1 power supply has failed.

SOLUTION: To help diagnose, temporarily increase the charge value to 140. If the symptoms improve, HV1 (p/n 56UA84010) has likely failed and should be replaced.

Solution ID TAUS0701424EN***Solution Usage** 3**Description**

Varying front-to-rear registration (centering).

Solution

CAUSE: The registration centering sensor (PS54) located in the registration unit has failed.

SOLUTION: If the problem persists after ensuring that the auto centering function is enabled (software dipswitch 12-3=0), replace the centering sensor (p/n 56UA-3700).

Solution ID TAUS0702483EN***Solution Usage** 3**Description**

Setting SNMP v1/v2c "read/write community" names through PageScope Net Care.

Solution

Changing the read and/or write SNMP "community names" can be implemented as a security measure through PageScope Net Care. Please see attached document for instructions.

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

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

Solution ID TAUS0702659EN***Solution Usage** 3**Description**

In the event that an issue arises that requires immediate action by the technician, certain NVRAMs may be exchanged/swapped between units due to their compatibility with other models.

Solution

The following groupings of main bodies are compatible for NVRAM exchange with others within their group only in emergency situations or for troubleshooting purposes :

7145/7222/7228/7235

bizhub 200/250/350

bizhub 360/420/500

bizhub 600/750

7155/7165/7085

7210/7255/7272/bizhub PRO 920/bizhub PRO 1050

C250/C252/C300/C351/C352/C450

C451/C550/C650

IMPORTANT : A new NVRAM should be obtained as soon as possible for the machine requiring one.

Notes :

1. The bizhub C350 NVRAM may only be used between other bizhub C350s.
 2. CAUTION : The bizhub PRO C500/8050 NVRAMs may not be exchanged between units due to the serialization of the NVRAM.
- SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID 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** TAUS0700327EN***Solution Usage** 2**Description**

FD-501, FS-503, LS-501, SD-501 not recognized by the machine.

Solution

CAUSE: The peripheral devices are defaulted for a bizhub PRO C6500.

SOLUTION: To allow each device to be recognized, perform the following:

1. FD-501 - Remove the back cover of the finisher and turn OFF dipswitch SW2.
2. FS-503 - Remove the back cover of the finisher and turn OFF dipswitch SW2.
3. LS-501 - Remove the connector cover on the left side of the finishing large capacity stacker and set the toggle switch to SYS1.
4. SD-501 - Remove the back cover of the finisher saddle stitcher and turn OFF dipswitch SW2.

Note : Refer to the C6500 installation instructions for each of these peripherals.

Solution ID TAUS0700331EN***Solution Usage** 2**Description**

What firmware and system code is required to support printing with the PB-501?

Solution

For the bizhub PRO 1050/1050P/1050e/1050eP firmware versions, refer to Bulletins 5739 and 5740 (see attached). For the IC-611 system code refer to the DLBT0603466EN00 document (see attached).

Notes :

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

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

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

Solution ID TAUS0700420EN***Solution Usage** 2**Description**

ISW DATA ERROR 41 message when attempting to flash the firmware.

Solution

CAUSE: A printer is attached to LPT1 preventing the ISW utility from sending the file to LPT1.

SOLUTION: Remove the printer (or other device) that is attached to LPT1.

Solution ID TAUS0700810EN***Solution Usage** 2**Description**

Recommended labels.

Solution

The only labels recommended and approved is Avery 5160.

Solution ID TAUS0700812EN*

Solution Usage 2

Description

After connecting machines in tandem, the tandem selection is not available.

Solution

CAUSE: The software switch to enable tandem is not set.

SOLUTION: To enable the tandem function perform the following:

1. Enter the tech Rep mode.
2. Select [07 System Setting.
3. Select [01 Software SW Setting.
4. Set Software Switch 20-7 to ON to enable the tandem function.

Solution ID TAUS0701408EN*

Solution Usage 2

Description

SC21-07 error code at power up.

Solution

CAUSE: Broken transfer assist home sensor actuator.

SOLUTION: Replace the T/S corona (p/n 56UE-2700). As ainterim solution, turn off Transfer Assist by setting software switch 6-2 to 1.

Solution ID TAUS0701471EN*

Solution Usage 2

Description

Who to contact for parts and technical supportconcerning Jamex™ products.

Solution

Support is provided by Jamex™ by calling 800-289-6550. Refer to attached Marketing Bulletin #04-GB-016 for more detail.

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 TAUS0701946EN*

Solution Usage 2

Description

FS-503, output of tabbed inserts are misaligned on the exit tray.

Solution

CAUSE:The FS-503 is being used in conjunction with the LS-501 andtabbed inserts are shifted either to the front or to the rear when exited to the finisher main tray. If the LS-501 is removed, the tabbed inserts line up with the rest of the output document. A firmware upgrade is required.

SOLUTION:Install special LS-501 firmware version 50 ACG0.

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

Solution ID TAUS0701964EN*

Solution Usage 2

Description

When searching solutions by models,referenced links for the documentsare notaccessible.

Solution

CAUSE: This is a search of the printed database. The links are locatedwithin 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@kmbs.konicaminolta.us with the solution ID number and please identify the link.

Solution ID TAUS0702281EN*

Solution Usage 2

Description

Deformed developing unit PET sheet, background, low density

Solution

CAUSE: The packaging for spare developing units was inappropriate. This deformed the PET sheet on the developing unit upper cover, allowing toner scattering that results in backgrounding or low image density.

SOLUTION: The packaging was redesigned. For units already on hand, check the shape of the PET sheet attached to the upper cover of the developing unit. If dents are noticed, replace the upper cover with the one from the old developing unit (if it is not damaged). Or obtain a new cover (p/mn 56UA-3012).

Refer to the attached PDF bulletin for details and illustration of deformed PET sheets.

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 TAUS0702474EN* **Solution Usage** 2

Description

Will PageScope Direct Print support PDF version 1.6?

Solution

PDF version 1.6 is not supported by PageScope Direct Print on the bizhub PRO 920/1050 series. Therefore, please use PDF version 1.4 or 1.5.

Note : The upcoming model releases will support PDF version 1.6.

Solution ID TAUS0800170EN* **Solution Usage** 2

Description

The PB-501 can be installed on both the bizhub PRO 1050 and bizhub PRO C6500. To ensure proper operation of the PB-501, settings must be correct depending on which main body it is being installed.

Solution

bizhub PRO 1050 setup :

Access the PB control board by removing the cover above the book stacker. Ensure that DIP SW 1 is OFF.

If only the PB-501 will be installed on the bizhub PRO 1050, leave the jumper on CN29.

If any other finishing option is being installed (FD, LS or SD), remove the jumper from CN29 on the PB control board and install wire harness connector 29 onto CN29.

Install PB firmware version 30 (filename a075j1300000.bin) which is available from the KMBS Download Selector.

Recall Factory Initial Data in Service Mode/Finisher Adjustment.

bizhub PRO C6500 setup :

Access the PB control board by removing the cover above the book stacker. Set DIP SW 1 to ON.

Since the PB-501 will always be connected with a relay unit, remove the jumper from CN29 on the PB control board and install wire harness connector 29 onto CN29.

Install PB firmware version 20 (filename A0750Y0_00J1_G00_2000.bin) which is contained in bizhub PRO C6500 firmware version 30 and is available from the KMBS Download Selector.

Recall Factory Initial Data in Service Mode/Finisher Adjustment.

Note : Please see attachments as reference.

SPECIAL NOTE : Solution contribution by Ron Reed, ASG/SSD and Cesar Jimenez, Production Print/SSD

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 (Windows Hardware Quality Labs) Download.

Access the Download Selector and type WHQL in [Find downloads:], then click on Search->.

Solution ID TAUS0656583EN* **Solution Usage** 1

Description

How to load 32 bit XP drivers on a Windows® 2003 64 bit server for driver migration to the 32 bit clients.

Solution

32 bit driver files are not recognized when attempting to load on a 64 bit system, therefore the files must be pulled from a 32 bit system in order to add additional driver support on a 64 bit server.

1. After installing the PCL, PS(Visual), PS(Plug-in) or PS(Adobe*) driver on the server, install the same type driver (32 bit version) on one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64 bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32 bit clients when migrating the driver files.

Note: It is important to install the same type of driver on the client to match the driver installed on the server.

Solution ID TAUS0700223EN*

Solution Usage 1

Description

SD-501, SC77-67.

Solution

CAUSE: The overlap home sensor (PS17) located at the bottom of the SD right side has become dislodged or damaged possibly due to a paper jam.

SOLUTION: Inspect PS17 (p/n 13QA85511) and the overlap mechanism for damage. The belt for the overlap mechanism may have also come off the pulleys. Place belt back on pulleys and re-tension using the belt tension mechanism.

Note : To inspect, the SD unit must be pulled away from the accessory to which it is attached.

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 TAUS0700302EN*

Solution Usage 1

Description

Are the original design FD-501 and SD-501 compatible with thebizhub PRO1050E?

Solution

The original design FD-501 and SD-501 are compatible with the bizhub PRO1050E.

Solution ID TAUS0700970EN*

Solution Usage 1

Description

MODE UNAVAILABLE FOR STAPLE MODE, MODE WILL BE CANCELLED driver message when trying to print with booklet mode.

Solution

CAUSE: Possible faulty part isolation dipswitch tripped or unavailable on the finisher.

SOLUTION: Check the isolation dipswitches 33, 34 and 35 under System settings (25 mode) of the Field Service Manual and make sure that they are all set to NORMAL (set to0).

Solution ID TAUS0701279EN*

Solution Usage 1

Description

PB-501, what size cover stock is needed to perfect bind?

Solution

The PB-501 requires that 11x18 paper be used for the cover.

Solution ID TAUS0701353EN*

Solution Usage 1

Description

Early main body firmware does not support the format which Acrobat™ version 8 uses. When the job is sent, it will not print and will be deleted by the image processor.

Solution

CAUSE: Firmware update required.

SOLUTION: Update the main body to version 50.

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

Solution ID TAUS0701401EN*

Solution Usage 1

Description

When a RX/TX CS Remote Care E-mail Communication Test is performed, if the test is unsuccessful due to incorrect POP3 settings, the screen hangs or displays the status message "Now Communicating", without ever returning an error code. Additionally, no error code is printed out in the Communication log.

Solution

CAUSE: Firmware upgrade required.

SOLUTION: Special Printer Controller firmware for the bizhub PRO 1050 (30-COKO) and bizhub PRO 920 (20-COKO) has been released to address this issue. After applying this special firmware, when a CSRC Communication Test fails, related to incorrect POP3 settings, the error "Communication Error code 00-05" will display on the screen and a "Reception Failed" entry (mode 8000, result 0005) will now be listed in the Communication log.

Notes :

1. This special firmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Search under the Product Group for 'BlackWhite Products' => 'bizhub PRO 1050' or 'bizhub920' => 'Firmware' selection, as well as 'Solutions' => 'CS Remote Care' => 'Firmware' selection.
2. If the Communication Test is successful, a "Completed" status is then displayed on the screen. When the Communication log is printed from Tech Rep Mode => List Output, the successful communication is listed in the log.

Solution ID TAUS0701735EN*

Solution Usage 1

Description

FD-501, unable to staple and fold with paper placed in the PI unit. The Staple/Fold option will not turn green when selected on the PI operation panel.

Solution

CAUSE: The staple and fold feature requires the use of the SD-501 booklet maker.

SOLUTION: Verify that the booklet exit tray on the front side of the SD-501 is pulled out slightly so the tray can be used.

The PI operation panel does not have the ability to display messages to advise the user to pull this tray out to perform this operation.

Solution ID TAUS0701743EN*

Solution Usage 1

Description

Faded blotchy areas on copies/prints.

Solution

CAUSE: The transfer exposure lamp (TSL) is dirty.

SOLUTION: Access the TSL by removing the T/S corona unit. The TSL will be visible on the T/S unit mounting bracket. Clean with an alcohol-dampened cloth.

Solution ID TAUS0702009EN*

Solution Usage 1

Description

PB-501, "Please change the output mode or weight setting of paper for P.B. body" message. Start button stays amber.

Solution

CAUSE: PB-501 paper weights are turned off under Machine Manager Setting.

SOLUTION: To set the useful paper weight settings for the PB-501 perform the following.

1. Enter the Machine Manager Setting.
2. Select System Setting.
3. Select Perfect Binding Setting.
4. Select Useful Paper Weight Select and turn on all paper weights that are supported.
5. Exit to normal screens.

Solution ID TAUS0702512EN***Solution Usage** 1**Description**

Konica Minolta MicroPress® System Software Installation Checklist.

Solution

PROCEDURES TO FOLLOW:

1. Please check all firmware levels are up to date according to attached Konica Minolta MicroPress® Checklist.
2. This information applies for MicroPress® versions 7.0.1.1 and 7.5.0.0 (see attached EFI bulletin).
3. Do not install any other firmware versions on the MFPs other than the ones mentioned in the document.
4. Do not install any patches other than the ones mentioned in the attached document.
5. Attached Bulletin07-GB-018 specifies new functionalities and/or features available with MicroPress® version 7.5.0.0.
6. Any new firmware or patches for the engines or controllers (MicroPress®-related) will be updated in the Konica Minolta Firmware List accessible at SSD Web Support (CS Expert Support) by clicking on 'Latest Firmware Levels' in the left-hand "menu" of each technician's Home Page.

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 TAUS0702551EN***Solution Usage** 1**Description**

SC53-12 at power up.

Solution

CAUSE: Loss of 24V DC to CL4, CL5, and CL6. OPEN ICP14 on the PRCB.

SOLUTION: Replace the PRCB (p/n 56UA-9021).

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 TAUS0703007EN***Solution Usage** 1**Description**

How to output a printer job that exceeds the finisher staple capacity limit.

Solution

When outputting a printer job with staple mode, the machine cancels the staple mode and stops indicating to press the START key to continue printing at the point the staple capacity is exceeded. To continue the operation, the user needs to press the START key.

CAUTION : The FS-604 exits the pages before the capacity limit is exceeded without stapling. On the other hand, the FS-509 and FS-516 exit the sheets before the capacity limit is exceeded with stapling.

How to output continuously:

Set the software dipswitches as follows. This setting enables batch data reading. At the point data reading operation completed, if the number of pages of the job exceeds the staple capacity, the staple mode is canceled and all pages are output without being interrupted.

Dipswitch settings:

Dipswitch 21-0=1

Dipswitch 29-2=0 (bizhub PRO 920)

Dipswitch 14-3=1 (bizhub PRO 1050/1050P/1050e/1050eP with FS-503). Image control program must be version 50-COM0 or later.

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

CAUTIONS :

1. The output of the 1st set of jobs slows down as output operation starts after all pages are read.
2. Staple mode is canceled when mixed original mode is selected (including mixture of the same series sizes).

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0703420EN***Solution Usage** 1**Description**

Folded corner, lead edge damage on 5.5x8.5 paper in PB-501.

Solution

CAUSE: The design of the PB-501 may permit the lead edge of the paper to be folded or damaged.

SOLUTION: The shape of Guide Plate /6 (p/n A075 7012 11) has been changed, and four Conveyance Sheets (p/n A075 7091 00, set of 4) have been added. For details, refer to attached Bulletin Number 6210.

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0802670EN*

Solution Usage 1

Description

PB-501, SC78-45 (glue tank underheating).

Solution

CAUSE: The glue tank heater is defective or, the wiring to the glue tank heater is damaged.

SOLUTION: Remove the glue tank and inspect the wiring to the tank heater and perform a continuity check on the heater. If the wiring is damaged make necessary repairs. If the tank heater has no continuity, replace the glue tank assembly (p/n A075A36E1).

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0900483EN*

Solution Usage 1

Description

J74-60, J74-79 and J74-89 and the cover stock wrinkles at the entrance to the PB-501.

Solution

CAUSE: Interference with paper conveyance.

SOLUTION: Adjust the PB-501 left side cover clamp so that the cutout is correctly aligned over the sensor.

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

Solution ID TAUS0702414EN*

Solution Usage 0

Description

How to replace the PB-501 glue tank

Solution

To replace the glue tank in the PB-501, use the procedure detailed in Bulletin #6079, attached. This procedure supplements the information in the PB-501 Service Manual.

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 TAUS0900106EN*

Solution Usage 0

Description

PB-501, checklist for uneven glue supply & Glue Tank replacement procedure.

Solution

To check if there is uneven glue supply (mainly at PB-501 rear side) and what is necessary and important to do if the glue tank is replaced refer to attached checklist. 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 KM Europe (BEU).

Solution ID TAUS0653391EN***Solution Usage****Description**

SD501, trimmer board laminating causing mylar pieces to collect on the blade and waste container.

Solution

A new version trimmer board (gray) is now available. Install the new version trimmer board(p/n 15AN-52821E) and blade (p/n 15AN-5700) as necessary.

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 TAUS0700424EN***Solution Usage****Description**

Unable to delete forms placed on the IC611 HDD via the PostScript Plug-in (SOHFA) driver.

Solution

CAUSE: Password entered incorrectly from within the driver when attempting to delete.

SOLUTION: To delete previously created forms using the Plug-in driver, perform the following:

1. From within application (i.e., Microsoft® Word®) select properties.
 2. Select bizhub PRO 1050 (tab).
 3. Select Forms (upper menu bar, scan to the right to view).
 4. Once in forms, highlight the form to be deleted.
 5. Enter the password 'password' (without the quotes).
 6. Select delete form.If the password in the driver matches the password on the machine, the form selected will be deleted.
-

Solution ID TAUS0700707EN***Solution Usage****Description**

PB-501 not recognized when attached to the FD-501, but is recognized if connected directly to the printer.

Solution

PROBABLE CAUSES:

1. The FD-501 has a lower firmware version that does not support communication with the PB-501.

Ensure that the FD-501 firmware is at the latest level. Bulletin Numbers 5739 and 5740 (see attached)detail the minimum firmware requirements to support the PB-501.

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

2. Installation procedures were not followed.

Attach the PB-501 directly to the main body and perform steps 5 through 7 of the setup instructions. Reinstall options and set loop connectors according toInstallation Manual for the FD-501 and the SD-501.

Notes :

- a. Please refer to attached PB-501 Installation Manual (11.7MB).
 - b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>
-

Solution ID TAUS0700811EN***Solution Usage****Description**

SD-501, the staple clincher is shown as not available in the Parts Manual.

Solution

CAUSE: The stapler and clincher are available together as a set only.

SOLUTION: Order the stapler and clincher set (p/n 15ANR72900).

Solution ID TAUS0700813EN*

Solution Usage

Description

How to select a User Paper setting after it has been established.

Solution

To access a previously established User Paper Setting, perform the following:

1. Press the Utility key.
2. Touch Function Setting.
3. Touch (05) User Paper setting.
4. Select User Paper 1,2, or 3 depending on what user paper was previously established.

Solution ID TAUS0701022EN*

Solution Usage

Description

How to delete Plug-in forms when the password is unknown.

Solution

If the Plug-in forms password has changed or has been forgotten, it can be reset using the File attached. The lowest version level for this functionality is 30-CO10. LPR this file to the IC-611 and the password will be reset to the default setting.

To obtain the required EPROM (in case the controller is not at lowest level), check for the latest version of the IC-611 firmware from the SSD support home page:

1. Login in via www.mykonicaminolta.com .
2. Select the "Service" link located on the top of the page.
3. Select the "SSD" link located on the left.
4. Select the "SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.

Solution ID TAUS0701099EN*

Solution Usage

Description

Machine comes out of power save immediately after the Power Save button is pressed.

Solution

CAUSE: Auto Shut Off is enabled not allowing the Power Save Button to function.

SOLUTION: Disable Auto Shut Off by using the following procedure:

1. Press the Utility key then, select Machine Manager.
2. Touch (01) System Setting.
3. Touch (01) Power Save.
4. Under Auto Shut Off, set to ---minutes. This will disable Auto Shut Off.

Solution ID TAUS0701383EN*

Solution Usage

Description

Auto paper select not functioning with normal paper.

Solution

CAUSE: The paper type is not highlighted in the auto paper type settings.

SOLUTION: To set the auto paper type selections, perform the following:

1. Press the Utility/Counter key.
2. Touch (02) Function Setting.
3. Touch (01) Feed Tray Setting.
4. Touch (03) Auto Paper Type.
5. Highlight the type, weight and colors of paper desired in the auto paper type search.

Solution ID TAUS0701384EN*

Solution Usage

Description

Part number correction for the registration roller ball bearing.

Solution

CAUSE: The Parts Manual shows the front and rear registration roller ball bearings as being the same part but they are different sizes.

SOLUTION: Bulletin 5525 shows the correct part numbers for the ball bearings (see attached).

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 TAUS0701410EN*

Solution Usage

Description

SD-501, J72-78 error code when folding.

Solution

CAUSE: Folding Roller/1 is damaged (rubber is pulled away from the metal roller).

SOLUTION: Replace the Folding Roller/1 (p/n 15AN48510).

Solution ID TAUS0701486EN*

Solution Usage

Description

Unable to update firmware on the FS-503. It is the only finishing feature installed.

Solution

CAUSE: The jumper in CN19 on the Finisher Control Board was removed and the harness was plugged in. This is for use only with multiple finishing features.

SOLUTION: Unplug the harness from CN19 on the Finisher Control Board, plug the jumper back into the connector and proceed with loading firmware.

Solution ID TAUS0701527EN*

Solution Usage

Description

How to export/import the non-volatile data of parameter board.

Solution

Exporting (for backup) and importing (for restoring) the parameter board data is possible using the Web Utilities. Trouble caused by non-volatile data abnormality like electrical noise can be minimized by data exporting.

Importable data:

All data except counter data can be imported. It is not possible to specify data items for import.

Note : To perform this, the machine needs to be in a network accessible environment via main body NIC, as data is exported/imported via network.

To import/export the non-volatile data of parameter board, perform the following:

Preparation on the main body:

1. Access [Utility Menu] => [Machine Manager Setting] => [Network Setting] => [Machine NIC Setting]. Perform the network setting of the main body NIC.
2. Turn OFF/ON the power switch. Enter the Service mode.

Preparation on the Web browser:

1. On the Web browser, access the Web Utilities of the main body NIC.
2. Select [Extension for maintenance].
2. Enter 'ce' for User Name.
4. Enter CE password for Password (default is 92729272).
5. Select [Machine Setting data Import/Export].

Caution : If 'Access deny in the present machine mode' message, the main body may not be in the Service mode.

How to export :

1. Select [Submit] which is under Export on the browser screen.
2. Save the data following the screen instructions.

How to import :

1. Select [Browse] which is under Import on the browser screen. Select backup data that has been saved.
2. Select [Submit] which is under Import.

Considerations:

When importing the data, the machine serial number is not checked. Be careful not to import data of a different machine.

Solution ID TAUS0701556EN*

Solution Usage

Description

When printing from HOST, trays are not switching. When printing from certain applications on HOST systems, PostScript tray switching, which was working on

an HP™ printer, does not function now.

Solution

CAUSE: The PostScript tray switch command for HP™ is more basic than for an IC-611. The IC-611 requires certain command switches in the tray command in order to handle tray switching.

SOLUTION: Load firmware version 30-COK0 or higher and set soft switch 43-7 to 1. This will allow HP™-type tray commands to function in PostScript.

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

Solution ID TAUS0701557EN*

Solution Usage

Description

PCL subset commands do not work. When placing PCL commands in the middle of the print job, they are not recognized.

Solution

CAUSE: Bug in PCL interpreter.

SOLUTION: Load firmware version 30-COK0 or later. Use soft switch 43-6 and set it to 1. This setting will enable the PCL interpreter to recognize PCL commands in the middle of the print job.

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

Solution ID TAUS0701558EN*

Solution Usage

Description

LRS VPS is not printing to the printer. LRS VPS is a HOST application which transforms IBM® EBCDIC print jobs to ASCII. When set up to print RAW to Port 9100 or 10001, the job does not print.

Solution

CAUSE: VPS is looking for an acknowledgement from the printer that the previous packet has been received. By default, the Konica Minolta printer does not send the acknowledgement.

SOLUTION: For the bizhub PRO 1050, load minimum firmware 30-COK0 and set soft switch 43-5 to 1.

For the bizhub PRO 920, load minimum firmware 20-COK0 and set soft switch 43-5 to 1.

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

Solution ID TAUS0701706EN*

Solution Usage

Description

Cannot withdraw the ADU. The release handle will not move.

Solution

CAUSE: One or more of main body paper tray handle release sensors is ON which will not allow the ADU to be withdrawn.

SOLUTION: Using I/O input, check the handle release sensors for Tray 1 and Tray 2. If either sensor is ON, inspect the tray latch mechanism and repair as needed.

Note : It is normal operation that the ADU cannot be withdrawn if any main body paper tray is open.

Solution ID TAUS0701723EN*

Solution Usage

Description

Correction in PB-501 Wiring Diagram.

Solution

On the PB-501 Driver Board wiring, pins 1 & 2 are missing on connector 83. The wiring diagram in the Version 3 Service Handbook shows two gray wires supplying 24V DC to M32. On first production units the wires are not missing, and are yellow in color.

The wiring diagram is incorrect in showing the wires. From the start of production the wires have been moved. Proper connection information is attached.

Note : To view the document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL: <http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf>.

Solution ID TAUS0701788EN*

Solution Usage

Description

SD-501, how to increase the saddle stitching capacity for heavier papers.

Solution

To increase the saddle stitching capacity for heavier paper (90-244g/m2), set the following software dipswitches:
 10-5 to 0, 10-6 to 1, 10-7 to 1
 This setting will allow 30 more pages of 90-244g/m2 paper to be saddle stitched.

Solution ID TAUS0701791EN***Solution Usage****Description**

When selecting a manual fold, the start button on the folder flashes and will not start.

Solution

CAUSE: PS46 (FD unit sub tray full sensor) actuator is binding which signals the machine that the tray is full.

SOLUTION: Inspect the actuator for free movement. Check for the mylar interfering with the sensor actuator. Trim mylar as necessary.

Solution ID TAUS0701858EN***Solution Usage****Description**

LS501, intermittent J74-04 when paper exits to the subtray.

Solution

CAUSE: PFU and main body paper trays are not mechanically aligned. Auto tray centering is set to ON resulting in a timing issue when paper tray switching occurs.

SOLUTION: To correct this issue:

1. Turn paper auto centering OFF (dipswitch 12-3 = 0).
2. Load 11x17 paper in all trays to determine tray variance, then send the output to the LS-501 subtray.
3. Align the paper trays mechanically so that all paper output exits evenly on the previous sheet in the subtray.
4. Set dipswitch 12-3 = 1 when the alignment adjustment is complete.

Note : If issues continue after enabling auto paper centering, the registration centering sensor (PS54) located in the registration unit has failed. Replace the centering sensor (p/n 56UA-3700).

Solution ID TAUS0702030EN***Solution Usage****Description**

Uneven stacking/folding in the SD-501.

Solution

CAUSE: A "sticky" solenoid that controls the flipper guides ability to extend out to guide the paper past the pusher. Please be aware this solenoid has two "identities". It is shown as SD2 in the Parts Manual and SD-3 in the SD-501 Theory of Operation Manual.

SOLUTION: Replace the solenoid (p/n 15AV82550).

SPECIAL NOTE : Solution submitted by Walt McDonald of Frontier Business Systems

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 TAUS0702372EN***Solution Usage****Description**

Unable to print from Microsoft® Windows 2003 server. Printer listed as off-line when viewed from the Printers window. Able to print via LPR but not RAW. Able to PING and browse the NIC from a workstation.

Solution

CAUSE: SNMP (port 161) is disabled on the controller.

SOLUTION: To enable SNMP on the controller, perform the following:

1. Access the Machine Manager Setting (press the Utility/Counter key).
2. Touch [06 Machine Manager Setting] on the touchscreen.
3. Touch [04 Network Setting] on the touchscreen.

4. Touch [02 Controller NIC Setting] on the touchscreen sub menu.
5. Touch [05 SNMP] on the touchscreen.
6. Set SNMP to USE.
7. Set Read Community Name = public.
8. Set Write Community Name = private.
9. Touch OK.
10. Reboot the engine and controller using the main power switch.

Solution ID TAUS0702397EN*

Solution Usage

Description

What is the maximum number of save/restore settings that can be programmed in the PostScript Visual driver?

Solution

An unlimited number of preset jobs can be created and then saved under the save restore option in the driver.

Solution ID TAUS0702534EN*

Solution Usage

Description

How to install a printer using LPR (IP Printing) under Macintosh® OS9.

Solution

Please perform the procedures mentioned in the attached document.

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

Solution ID TAUS0702582EN*

Solution Usage

Description

Maximum number of LS-501 stacker units that can be attached to the main body in succession.

Solution

The maximum number of LS-501 stacker units that can be attached to the main body in succession is two.

Solution ID TAUS0702601EN*

Solution Usage

Description

Why does the machine touchscreen display a COPY count value? The machine is a printer-only device.

Solution

This is normal operation. Any internal machine lists or test prints that are output are registered as copies as opposed to prints since they are generated independently of the print controller.

Solution ID TAUS0702743EN*

Solution Usage

Description

Correction is required to the bizhub PRO 1050 schematic diagram.

Solution

CAUSE: The thermistor inputs are incorrectly labeled. The schematic diagram falsely indicates that the ADU PWB controls the thermistors.

SOLUTION: The connectors should be:

H1 through CN451, pins 2 and 3 at rear of fuser to CN223, pins 7 and 8 on PRCB
 TH2 through CN451, pins 4 and 5 at rear of fuser to CN223, pins 5 and 6 on PRCB
 TH3 through CN451, pins 6 and 7 at rear of fuser to CN223, pins 3 and 4 on PRCB
 TH4 through CN451, pins 8 and 9 at rear of fuser to CN223, pins 1 and 2 on PRCB.

Solution ID TAUS0702890EN*

Solution Usage

Description

Printing to a Windows Samba shared printer from a Macintosh®.

Solution

Please perform the step-by-step procedure mentioned in the attached document.

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

Solution ID TAUS0702959EN*

Solution Usage

Description

FD-501 has a function to detect multiple paper feeding from the PI. The function can be turned ON/OFF using the switch located on the FD-501 manual operating portion. When the status display lamps are both OFF, what is the operating condition of the function?

Solution

When the status display lamps are both OFF, the multi-feed function is ON. The function operating status:

Upper lamp is ON: multi-feed function is ON

Lower lamp is ON: multi-feed function is OFF

Both upper and lower lamps are OFF: multi-feed function is ON (the same as only upper lamp ON)

SPECIAL NOTE : Solution contribution from KMBT, Japan.

Solution ID TAUS0702960EN*

Solution Usage

Description

Jam occurs if a job stored on the main body HDD is deleted while in output operation. It tends to occur if a large volume job is deleted.

Solution

CAUSE: Due to the performance limitation of the system, if a large volume job is deleted during print operation, the operation cannot be processed in time, resulting in paper jam.

SOLUTION: Delete jobs stored in the HDD during idle.

SPECIAL NOTE : Solution contribution from KMBT, Japan.

Solution ID TAUS0703082EN*

Solution Usage

Description

PB-501 caution.

Solution

CAUTION : End users should not use the temperature setting function in the Perfect Binder adjustment. The function is described in the User's Guide, but if the temperature setting is changed, glue leakage due to too much glue supply may occur.

When installing the PB-501 in the field, install the special program (I-ROM: Ver.40-ACA0) to the main body (see attached). The firmware is also available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Note : Please refer to the attached Release Notes for additional detail. To view the document, Microsoft® Word® or Word® Viewer must be installed.

Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL;

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

This special program masks the temperature adjustment menu, Perfect Binder Adjustment.

On the machine Status screen [Adjustment] => [02. Finisher Adjustment] => [06 Perfect Binder Adjustment], [07 Temperature Adjustment] menu is masked.

IMPORTANT : If the PB-501 was installed before this special program was released, please be sure to explain to the customer that, for safety reasons, use of this function is not allowed and the firmware update is necessary.

If the temperature has been changed, return it to the default.

132 degrees C. = Melt tank Top (TH2)

145 degrees C. = Melt tank Mid (TH3)

185 degrees C. = Melt tank Low (TH4)

165 degrees C. = Pasting roller (TH1)

The function is also provided in the Service mode. However, it will not be masked and technicians should not use it.

Solution ID TAUS0800179EN*

Solution Usage

Description

What is the part number for the folder rollers? The rollers are pictured using dashed lines and no part number is given in new version of Parts Catalog.

Solution

The part was taken off the list of servicable parts because Japan was considering making it a replaceable unit. Japan has decided against this action and the original part number of 15AG-5734 0 is the correct number to use for ordering these rollers.

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

Solution ID TAUS0801002EN*

Solution Usage

Description

If the feed direction (FD) alignment plate does not move properly, there is interference with the paper clamp, which can result in the alignment plate being bent. There is no associated error code.

Solution

CAUSE: Evaporated glue can accumulate on the slide shafts for the FD alignment plate, preventing the plate from operating normally.

SOLUTION: As a preventive measure, apply grease to the slide shafts at the next service visit. The grease will prevent evaporated glue from adhering to the shafts. After the initial application of grease, reapply it every 750,000 prints. The recommended grease is Plas Guard No. 2 (p/n 00GR00020).

Notes :

1. Applying grease to the FD alignment plate shafts has been added to the 750,000-print PM schedule.
2. Please refer to attached Bulletin Number 6450 for additional information. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0801725EN*

Solution Usage

Description

PB-501, SC78-15.

Solution

CAUSE: Severe damage to the machine involving the glue tank and the regulation plate /2 in the clamp section. The screws that secure regulation plate/2 are loose and the plate interferes with the glue tank. In some cases, the regulation plate bows outward and the clamp unit becomes bent.

SOLUTION: Due to the potential serious damage that may occur if the regulation plate becomes loose (and also as a preventive measure), check the screws on the next service call to ensure that they are tight. If loose, add a drop of thread lock adhesive to prevent loosening in the future. Machines currently in production have the screws fastened with a thread lock adhesive.

Note : Please refer to attached Bulletin Number 6503 for more detail. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0802203EN*

Solution Usage

Description

PB-501, J-7498.

Solution

CAUSE: M45 is not reversing the cover sheet into home position.

SOLUTION: Reseat connection at CN55 of the PD Drive Board and inspect wiring between connection and M45. Replace M45 if necessary (p/n 13QA 8001 4).

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

Solution ID TAUS0802529EN*

Solution Usage

Description

PB-501, problem with UP/DOWN Unit.

Solution

Changes have been made to prevent the bearing for the Rotation Shaft/1 in the UP/DOWN Unit from falling off. Please refer to the attached Parts

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0802715EN*

Solution Usage

Description

PB-501, not recognized

Solution

CAUSE: The Perfect Binder has been isolated by isolation software dipperswitches.

SOLUTION: Access software switch settings by entering Service mode, selecting System setting, selecting SoftwareSW setting. Use the arrows to scroll to software switch 35-5 and set to 0 (OFF).

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0808417EN*

Solution Usage

Description

PB-501, Clamp Unit failure.

Solution

Modified parts are available to prevent Clamp Unit failure. A different type of Support Shaft screw is used. Please refer to attached Bulletin Number 6659 for the details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0808629EN*

Solution Usage

Description

PB-501, SC78-56 code will not clear after glue tank replacement.

Solution

CAUSE: Software Switch 3-1 is latched as a result of the temperature code.

SOLUTION: Reset Software Switch 3-1 to 0.

SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID TAUS0808660EN*

Solution Usage

Description

C-7834 during initialization of, or while running, the PB-501.

Solution

CAUSE: Possible damaged wiring or failure of motor M65.

SOLUTION: Reseat CN65 on the PBDB and inspect the wiring harness between CN65 and M65 for possible damage. If damaged wiring is found, replace the wiring harness (p/n A075 N160 04). If no damage is found, replace M65 (p/n 15AA R736 00).

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

Solution ID TAUS0900351EN*

Solution Usage

Description

PB-501, J74-98. Covers not being aligned properly and dropping.

Solution

CAUSE: One of the up/down belts has jumped a tooth.

SOLUTION:Correct the distance on the belts and replace as needed (p/n A075 4802 00 - Up/down Belt/D1059L or p/n A075 4803 00 - Up/down Belt/E1059L).

SPECIAL NOTE : Solution contribution by Brian King, R.S. Business Machines, Inc.
