



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

Pi6000 - ALL ACTIVE SOLUTIONS

October 2006

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

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Solution ID TAUS0611541EN00**Solution Usage** 0**Description**

What port name should be used for the Pi6000?

Solution

The port name required depends on what type of printing is being set up. In most cases, the TCP/IP address can be used. Please refer to the Network User Manual, beginning on page 4-13, for further details.

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

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Solution ID TAUS0620838EN00**Solution Usage** 0**Description**

Is there a listing of parts for the Pi6000?

Solution

Please refer to bulletin 2441 for cables and other parts for the Pi6000.

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

* Trademark ownership information

Solution ID TAUS0623899EN00**Solution Usage** 0**Description**

Are Microsoft* Windows 2003 drivers available?

Solution

PCL* drivers are provided with Windows 2003 server for most of the controllers. However, the Windows XP version of the drivers can also be used with Windows 2003 server. Printer drivers can be found in the "Library" section of MyKonicaMinolta.com. Users without MyKonicaMinolta.com access can download drivers from the public web site:

[\[\[http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home| URL http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home\]\]](http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home)

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Solution ID TAUS0627386EN00**Solution Usage** 0**Description**

Is AS/400* printing supported?

Solution

AS/400 support is available for digital copiers/printers that are connected to controllers which have PCL* emulation. Refer to the the Copier Bulletin # 01-MB-27 for answers to the most common questions about AS/400 printing. The P4Server brochure and specification sheet provide additional information.

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

* Trademark ownership information

Solution ID TAUS0630987EN00**Solution Usage** 0**Description**

Current printer driver(s) for the Pi6000.

Solution

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

[\[\[http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home| URL http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home\]\]](http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home)

Solution ID TAUS0632563EN00**Solution Usage** 0**Description**

The Pi6000 can be PINGed, but cannot be setup with its TCP/IP* utility.

Solution

CAUSE: Incorrect hardware hub).

SOLUTION: Make sure the hub can communicate with the Pi6000 at 10Mbps/sec. The Pi6000 NIC is not capable of communicating at 100Mbps/sec.

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Solution ID TAUS0632564EN00 **Solution Usage** 0

Description

When running the Remote Panel Utility for DOS, diagonal lines scroll across the screen

Solution

Cause: The ANSI.SYS driver must be loaded in when the PC is booted.

Solution: Add the following line to the CONFIG.SYS file:
device=C:\[path] \ansi.sys where [path] is the location of the ansi.sys file on the hard drive of the PC.

examples:
device=C:\WINNT\system32\ansi.sys
device=C:\windows\command\ansi.sys
Link

Solution ID TAUS0632565EN00 **Solution Usage** 0

Description

An SMTP error occurs while attempting to set the IP address on the Pi6000's NIC.

Solution

The communication speed with the hub must be 10 Mbps/second. The Pi6000 NIC will not support 100 Mbps/sec as a transmission speed.

Solution ID TAUS0632566EN00 **Solution Usage** 0

Description

How to print a network configuration page.

Solution

The easiest way to print a configuration page is to create a network error. Disconnect the power from the Pi6000, then disconnect the network cable and reconnect the power without the network connection. After a couple of minutes, a network configuration page will be printed.

Solution ID TAUS0632877EN00 **Solution Usage** 0

Description

How to determine the TCP/IP* address of the Pi6000 print controller.

Solution

To determine the TCP/IP address of the Pi6000 print controller, perform the following:
1. Make sure the Pi6000 is properly attached to the copier/printer, then unplug the network cable.
2. Power OFF/ON the controller and a configuration page containing the TCP/IP address will be printed.

Notes:
a. The TCP/IP controller utility (utiltcp.zip) can also be used.
b. The Network User's Manual describes the use of the TCP/IP utility beginning on page 4-20.
c. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> | URL <http://www.adobe.com/products/acrobat/readstep2.html>]
d. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [WinZip website] URL <http://www.winzip.com/ddchomea.htm>].
The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

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Solution ID TAUS0634260EN00 **Solution Usage** 0

Description

Is there a Windows XP driver available for the Pi6000 print controller? What can I do as a work around if one is not available?

Solution

Pi6000 drivers for Windows XP are not available. Please use the Windows 2000 driver as a work around, but note that some functionality may be lost.

Solution ID TAUS0634965EN00 **Solution Usage** 0

Description

How to get PageScope accessories and PageScope Cabinet.

Solution

The part number for PageScope Cabinet only is 7650-049. For information on scanning to FTP with PageScope Cabinet, please see section 9.2 of the PageScope Cabinet Operation Manual, which is linked below.

For the entire PageScope Suite (PageScope Cabinet, Net Care, EMF Plug-Ins, NDPS Gateway) the part number is 7650-0001-10.

For more information on PageScope, visit: [\[\[http://www.pagescope.com| URL http://www.pagescope.com/\]\]](http://www.pagescope.com)

The PageScope Cabinet Operation Manual is also available.

Solution ID TAUS0635012EN00 **Solution Usage** 0

Description

How to restore factory default settings.

Solution

Use jumper JP5 on the NIC. Please refer to page M-26 of the Pi6000 service manual for details.

Solution ID TAUS0635018EN00 **Solution Usage** 0

Description

After clearing a malfunction code of C-1330, a C-1840 print controller error is indicated on the control panel. After shutting down the copier and the print controller, it now prints normally from the workstation.

Solution

CAUSE: The C-1840 is a side effect of the engine code (for example, C-1330). When the printer reports a fatal error it shuts down communication with the controller. The Pi6000 does not know what has happened, so it reports a communication error, C-1840, which cannot be displayed until the original problem has been corrected.

SOLUTION: Once the cause of the original code (such as C-1330) has been resolved, the C-1840 can be reset and no further action will be needed.

Solution ID TAUS0635055EN00 **Solution Usage** 0

Description

Pi6000 finisher support.

Solution

The Pi6000 offers full support for the FN3 finisher only.

Solution ID TAUS0635741EN00 **Solution Usage** 0

Description

Item numbers for Parts or Service Manuals.

Solution

Please refer to this publications list .

Note:

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

* Trademark ownership information

Solution ID TAUS0636014EN00 **Solution Usage** 0

Description

When installing the print driver in *Windows 98 it is possible to browse to the printer but the queue cannot be seen or selected.

Solution

This can be caused if the printer has a space in its name or the printer name is longer than 10 characters. The space can be replaced by an underscore or

dash if desired.

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Solution ID TAUS0636966EN00

Solution Usage 0

Description

When printing from *PageMaker 6.5 running on *Windows XP, the application crashes when the PPD is selected in the print dialog.

Solution

Adobe states that PageMaker 6.5x [[may not meet expectations in Windows XP| URL <http://www.adobe.com/support/techdocs/328682.html>]], since it was released prior to Windows XP and was not developed for this operating system.

If problems are encountered with PageMaker 6.5 in Win XP, it is recommended that users upgrade to PageMaker 7. Adobe has tested PageMaker 7.0 in Windows XP, as well as Windows 2000, NT with Service Pack 5 or 6, ME, and 98. Adobe Technical Support fully supports and researches issues that arise when PageMaker 7.0 is used in these Windows operating systems.

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Solution ID TAUS0637533EN00

Solution Usage 0

Description

Slow printing of PDF files. When printing scanned images (PDF format) the print process is very slow.

Solution

Make sure that the check box for "Print as image" is NOT checked when printing from Acrobat Reader.

Solution ID TAUS0637678EN00

Solution Usage 0

Description

Is print spooler software is available for use with Windows 95/98/ME?

Solution

WLPR Spooler is still available. WLPR Spooler version 5.0b is attached below, as is a PDF file containing a quick start guide for installing the utility. For more information on this release of WLPR Spooler please refer to this link "<http://home.arcor.de/Heil-Consulting/download.htm>" Another spooling program is available for download from the University of Texas. Please refer to the following link "<http://www.utexas.edu/academic/otl/software/lpr/>"

Solution ID TAUS0637695EN00

Solution Usage 0

Description

How to completely remove a printer driver in Microsoft* Windows 2000 or Windows XP.

Solution

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

WINDOWS 2000

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

1. Remove the printer using the Printers folder in Windows 2000.
2. In Windows 2000, in Control Panel, double-click Administrative Tools, double-click Services, and then stop the Spooler service.
3. Run Registry Editor (Regedt32.exe) and go to the following subkey (note that this is all one path, which has been wrapped for readability):

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

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

4. Note the values on the right and write down the file names.
5. With the printer driver key selected, click Delete on the Edit menu.
6. Go to the following directory and delete the printer driver files noted in step 4:

%SystemRoot%\System32\Spool\Drivers\

Note: is Intel, MIPS, Alpha, or PPC. See the following table to match the folder with the version of Windows for which the printer driver was installed:

w32x86\0 : Intel Windows NT 3.1 printer drivers
w32x86\1 : Intel Windows NT 3.5x printer drivers

w32x86\2 : Intel Windows NT 4.0 printer drivers
 w32x86\3 : Intel Windows 2000 printer drivers
 Win40\0 : Windows 95 printer drivers

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

7. In Windows 2000, in Control Panel, double-click Administrative Tools, double-click Services, and then start the Spooler service.
8. If reinstalling a printer, use the Printers folder.
9. Delete the %windir%\inf\oem?.inf file that is associated with the removed printer driver. This removes the printer from the printer selection list when adding new printers.

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

WINDOWS XP

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

1. Click Start, and then click Printers and Faxes.
2. On the File menu, click Server Properties.
3. On the Drivers tab, click the printer driver to be deleted, and then click Remove.

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Solution ID TAUS0640951EN00 **Solution Usage** 0

Description

Information for parts number (vertical transport unit).

Solution

See KOM050113 for details.

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

* Trademark ownership information

Solution ID TAUS0643880EN00 **Solution Usage** 0

Description

When print jobs are sent from the Pi6000, the Job List light comes on momentarily and "C-1842 Controller Error" is briefly indicated, then the job disappears.

Solution

CAUSE: Copy Track is not enabled for the copier or insufficient memory is installed.

SOLUTION: Please check to see whether Copy Track is turned on for the printer. If Copy Track is enabled for the printer and a print job is received without a valid Account Number, the job will be processed by the controller but rejected by the copier. The copier will delete the print job and briefly display the C-1842 error code. To verify that this is the cause, turn off Copy Track for the printer and send a print job to the machine.

If Copy Track is not enabled, lost print jobs can also be caused by insufficient memory. Please refer to Bulletin 3105 for further details.

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

* Trademark ownership information

Solution ID TAUS0643930EN00 **Solution Usage** 0

Description

Jobs with multiple page sizes cannot be printed from multiple paper trays when using Adobe* Acrobat Reader.

Solution

CAUSE: Adobe Acrobat Reader (3.0 and later) prints all pages of a PDF file to the paper tray used for the first page.

SOLUTION: To work around this limitation, print all of the pages that have one page size, then print all the pages that have another page size. Refer to [\[\[Adobe Reader support| URL http://www.adobe.com/support/products/acrreader.html\]\]](http://www.adobe.com/support/products/acrreader.html) on the Adobe site.

* Trademark ownership information

Solution ID TAUS0644016EN00 **Solution Usage** 0

Description

Printer spool file errors when printing to the Konica Minolta print controllers using Corel* Draw 12.

Solution

CAUSE: This error is commonly caused by the \WINDOWS\SPOOL folder or \WINDOWS\SYSTEM32\SPOOL becoming too full or unable to accept new data.

SOLUTION: If this occurs, ensure that the SPOOL folder in the WINDOWS folder is purged of old print jobs. The spooler can also be disabled in the printer driver properties. For most printer drivers, click Start, Settings, Printers. Click the printer icon and click File, Properties. Click Details, Spool Settings. Enable the Print Directly To Printer check box.

Note: To easily find the SPOOL folder select "Start"=="Search" and enter "Spool" as the key word for the search.

* Trademark ownership information

Solution ID TAUS0644656EN00

Solution Usage 0

Description

All sets of the print job are stapled together. (For example, when 5 sets of a print job of 4 pages, stapled and sorted is sent from the workstation, the output is all 5 sets of the 4-page document is stapled together.)

Solution

CAUSE: Incorrect setting in driver.

SOLUTION: Always make sure that the collate check box is unchecked when the print dialog comes up after print is selected.

Note: With some *Windows 2000 drivers, it is also possible to print properly by turning off the "Advanced Printing Features" option. However, this disables certain printer features.

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Solution ID TAUS0644839EN00

Solution Usage 0

Description

Jobs do not print without pressing the print key.

Solution

CAUSE: Firmware problem.

SOLUTION: The permanent solution is to upgrade the copier with the latest firmware. The temporary solution is to replace the staple cartridge. Please see bulletin 2617D for additional information.

Solution ID TAUS0645368EN00

Solution Usage 0

Description

Unable to connect to a shared LPR port on a Windows* 2000 server (Event ID: 2005, LPR print monitor failed to open a temporary file while spooling output to port IP address: the system may be low on disk space or the Spool directory is write-protected.)

Solution

PROBABLE CAUSES:

1. Inappropriate permissions to the spool folder that is located at %SystemRoot%\System32\Spool\Printers by default.
 - a. On the Printers folder, click Server Properties on the File menu, and then click the Advanced tab to check the permissions on the spool folder.
 - b. Configure default permission on the Printers folder and all folders below it. For additional information about the default NTFS spool permissions, click the article number below to view the article in the Microsoft Knowledge Base: 148437 (<http://support.microsoft.com/kb/148437/EN-US/>) Default NTFS Permissions in Windows NT
 - c. Confirm the permissions on the system root and volume root, and then make sure that the Everyone group has at least Read permissions. For additional information, click the article number below to view the article in the Microsoft Knowledge Base: 152763 (<http://support.microsoft.com/kb/152763/EN-US/>) File Delete Child Directory Permission in NTFS
 - d. Run the following command to confirm that the destination LPR port that is created is actually a port to a valid Line Printer Daemon (LPD) server:

`lpq -s server IP address or host name -p print queue name`

For example, to test to see if a physical printer with the IP address of 192.168.1.15 and a queue name of RAW is available as an LPD, run the following command line:

`lpq -s 192.168.1.15 -p RAW`

Depending on the printer, when you run the command, either a blank line, or the following data is displayed:

```
Windows 2000 LPD Server
Printer \\192.168.1.15\RAW
Owner Status Jobname Job-Id Size Pages Priority
```

2. A print component such as TCP/IP printing was added and the service pack that the operating system is currently running on was not re-applied. In this

case, the spooler files are mismatched.

3. The Everyone group does not have Read permissions.

For details, please see Microsoft* Knowledge Base Article Q245033:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;Q245033>

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Solution ID TAUS0646113EN00

Solution Usage 0

Description

When using the "lock job" feature is there a limit to the number of jobs that can be locked and, if so, how many?

Solution

There is a limit, which depends on whether the machine is set to "Printer Priority" or "Copier Priority." The number of jobs that can be held is described in Marketing Bulletin #98-06 .

Note:

1. This bulletin was written about the Di620/Di520, but also applies to the Di450, Di470, and Di550.

2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
 [[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0646824EN00

Solution Usage 0

Description

Does Konica Minolta provide support for Equitrac* products?

Solution

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

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

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

Solution ID TAUS0646937EN00

Solution Usage 0

Description

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

Solution

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

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

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

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

* Trademark ownership information

Solution ID TAUS0646938EN00

Solution Usage 0

Description

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

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

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

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Solution ID TAUS0649956EN00

Solution Usage 0

Description

When print jobs are sent from the controller, the Job List light comes on momentarily and then the job disappears. Copy Track for the printer is enabled on the copier.

Solution

CAUSE: Incorrect number used. If Copy Track is enabled for the printer and a print job is received without a valid Account Number (NOT Access Code), the job will be processed by the controller but rejected by the copier. The copier will delete the print job and briefly display the C-1842 error code.

SOLUTION:

Use the account number (instead of the access code) when sending print jobs.

Solution ID TAUS0656768EN01

Solution Usage

Description

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

Solution

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

Konica

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

Force 50/IP-302
Force 60/IP-302
Force 60/IP-304
Force 65/IP-511
Force 75/IP-601
Force 85/IP-602
KL-3015

Konica Minolta

KM 1050
KM 350/250/200
KM 500/420
KM 7085/IP-602
KM 7145/IP-432
KM 7222/IP-424
KM 7228/IP-424
KM 7235/IP-424
KM 7255/IP-511A
KM 7272/IP-511A
KM 750/600
KM 920
KM C250
KM C351
KM C352/C300
KM C450
KM Di2010 PCL5e
KM Di2010f PCL5e
KM Di2510 PCL5e
KM Di2510f PCL5e
KM Di3010 PCL5e
KM Di3010f PCL5e
KM Di470 PCL5e
KM Di552 PCL5e
KM Pi7200E PCL5e
KM mc2450 PPD
KM mc5450 PPD
KM mc7450 PPD
Magicolor 2350
Magicolor 3300 PPD
Magicolor 7300 PPD
PagePro 9100 PPD

Minolta

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

Description

Mail Merge does not split after installing Macro to split it.

Solution

CAUSE: Incorrect section data was input into the macro.

SOLUTION: Check the bottom status bar of the word window of the original document. The number after Sec. should be input into the macro. Make sure that the Macro security is set to low in order to run.
