



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

bizhub 500 - ALL ACTIVE SOLUTIONS

October 2009

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Solution ID TAUS0702956EN***Solution Usage** 2**Description**

PC-102/PC-202/PC-402, abnormal noise when feeding paper from Tray 2.

Solution

CAUSE: Vibration of the Separation Roller fulcrum shaft when stopping its revolution when two or more sheets of paper are fed between Feed Roller and Separation Roller.

SOLUTION: Install Spacers (p/n 4040 5610 00 and p/n 4040 5612 00) to prevent the noise. Please refer to the attached documentation for the spacer location and install 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> .

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0902363EN***Solution Usage****Description**

Squeaking noise coming from the ADU (duplex) area.

Solution

CAUSE: The noise seems to be emanating from the area near the duplex drive gear (large white gear on the MFP drive section driving the duplex unit). It can be seen from the right side when the ADU door is open.

SOLUTION: Remove each of the gears (4) from their shaft on the Caulking Assembly in the Drive Unit (see attached Parts Manual page as a reference). Thoroughly clean the gears and each shaft then apply a light coating of grease like MOLYKOTE® EM-50L (p/n 4478 7801 01). Attached is the MOLYKOTE® EM-50L MSDS and Product Information sheet.

SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD

Solution ID TAUS0801906EN***Solution Usage** 8**Description**

Code C1183(C-1183).

Solution

CAUSE:Elevator position sensor failure.This failure may be due to a broken boss on the elevator unit due to a chemical reaction between plastic and oil in the area (see the attached picture). The broken boss is under the metal plate attached by the screw shown in the picture.

SOLUTION: A free of charge elevator unit (p/n 4349070101) is available to correct this problem. To claim the free elevator unit, please use the following procedure:

1. Open an SSD ticket.
2. It is mandatory to provide the machine and FS-508 or FS-510serial numbers for this claim to be processed.
3. Take a picture of the broken boss and attach it to the ticket.
4. Follow the online FOC Part(s) Ordering Procedure:

FOC PART(S) ORDERING PROCEDURE

A Free-of-Charge (FOC) elevator unit (p/n 4349070101) can be ordered via the Online Technical (FOC) & Special Program order form in MyKonicaMinolta.com.

To place the FOC claim, please go to Service => Warranty Repair & Special Programs => Warranty Services & Technical/FOC Programs => KMBS Technical (FOC) & Special Programs. Access and complete the SSD Program claim form that is located in the Claim Type drop-down by selecting "SSD Solution Claim" (bottom of the list).

After selecting "SSD Solution Claim", select the appropriate Solution ID from the "SSD Solutions" pop-up box in the Product RA/Claim Information at the bottom of the form. A description of the associated FOC part that will be shipped is then displayed.

Under this SSD program, KMBS will ship all parts at no-charge.

Upon receipt and verification of the online claim information, KMBS Service Operations will process a Free-of-Charge parts order.

All parts will be shipped via UPS 2-day Air Service, and an automated E-mail will be sent to the submitting KMBS Customer confirming the shipment and the KMBS claim number, parts order status and the UPS tracking number for the delivery.

Questions related to the FOC parts claims may be directed to KMBS Logistics Operations at (201) 934-5339.

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

Solution ID TAUS0703359EN***Solution Usage** 6**Description**

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

Solution

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

PC-101

PC-102

PC-103

PC-201

PC-202

PC-203

PF-124

PF-210

SOLUTION: Install the cassette repair countermeasure(s) as explained in the attached Parts Modification Notices and associated Applied Product Information. Also, please refer to attached Bulletin Number 5606.

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

Solution ID TAUS0701603EN***Solution Usage** 1**Description**

C-1190 (C1190)or C-1191 (C1191).

Solution

CAUSE: Possible crack in the motor mounting bushing located in the finisher.

SOLUTION: Obtain and install the Motor Mounting Repair Kit (p/n U700-0010) using the detailed procedures in attached Bulletin Number 5917. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

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

Solution ID TAUS0647541EN*

Solution Usage 13

Description

C-B003 (CB003) code.

Solution

PROBABLE CAUSES:

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

2. The Fax (Sub) was set to SET at installation.
Change the Fax (Sub) to Unset in Service Mode by performing the following:

- Access the Service Mode.
- Select the Option Board Status.
- Select UNSET of Fax (Sub).
- Select End and Exit to return to copy screen.

3. The FK-502 board is not seated properly.
Remove and reseat the fax board.

bizhub C451/C550/C650

4. Poor connection between the Fax board and the PCI board.

Ensure the connection between the Fax board and PCI board is secure.

Note : Please use the attached document on how to check the connection between the Fax board and PCI board.

5. The mounting brace for the PCI interface board into which the FK-502 connects has been pushed back, not making a complete connection.

Note : C-B016 code may also be indicated.

Reform the mounting brace for the PCI interface board and ensure that the FK-502 is properly seated into the connection. If the problem persists initialize the Fax board (Service Mode =>Fax =>Initialization).

6. Fax misconfiguration. The fax option is enabled when there is no fax kit installed.

Disable the fax option:

- Enter the Service mode.
- Select System 2.
- Select option Board Status.
- Check that Fax Circuit 1 and Circuit 2 are set to UNSET.
- Touch End and back out of Service mode.
- Power cycle the machine using the main power switch.

bizhub C552/C652

7. The fax PWB was installed in the incorrect slot.

When installing the fax PWB, it should be in the left slot when viewed from the right side of the copier. That slot is labeled "1" in the attached image. If the dual line kit is to be installed, that PWB would be installed in the right slot. That slot is labeled "2" in the attached Fax Install photo.

bizhub C351/C450

8. PWB-PCI board (p/n 4037 0141 03) is damaged during installation. If the PWB-PCI board is inserted into the middle slot instead of the rear slot, or if the board is mishandled, damage to the board may occur.

Notes :

- Damage may be caused by scratching the board with Board Guide when installing PWB-PCI and Board Guide.
- C-B001 may also be indicated and it is impossible to send/receive a fax.

Replace PWB-PCI (a part of MK-703 used for connection with optional board) taking care not to scratch or damage the board. Please refer to attached documentation for details.

bizhub C250

9. Power supply (PU1) problem.

Replace the DC power supply (p/n 4038 6201 02).

SPECIAL NOTE : Solution contribution by David Hansen, KMBS/Seattle.

bizhub 600/750

10. The FK-502 was not deinstalled in Tech Rep mode SYSTEM 2 when removed.

Deinstall the FK-502 in Tech Rep mode by performing the following procedure:

- Power OFF the machine with the main power switch.
- Press and hold the Utility Key and power ON the machine. Hold the Utility key until the Konica Minolta logo appears and or Trouble reset.
- Press Trouble Reset and enter Stop 0, 0 Stop, 0, 1. Press System 2 and then FAX.
- Select Fax Not Installed.

bizhub 361/421/501

11. FK-502 firmware is below version 10.

Please install FK-502 version 10 firmware or above to prevent the intermittent display of a C-B003. 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'.

bizhub 360/420/500/361/421/501

12. Internal software for the circuit board of ML-503 (FAX multi-line KIT) has been changed for bizhub 501/421/361. When using the previous ML-503 (before the modification), the FK-502 might not recognize the ML-503.

Use the modified ML-503 which can be used for bizhub 501/421/361 and bizhub 500/420/360. The modified ML-503 has a yellow tag seal on the side of the box as shown.

Please refer to attached documentation for ML-503 installation procedure.

13. The machine may display a C-B003 after the ML-503 is installed if the switch on the second fax kit has not been set to Line 2.

Please confirm SW2 on the second FK-502 is set to Line 2. Refer to the attached ML-503 Installation Manual providing the location of SW2 (page E-2).

bizhub 360/420/500

14. Problem with optional HDD if the fax option is also installed.

To correct, please perform the following:

a. Enter the Service mode and set the fax unit to "Uninstalled." (Service mode => System 2 => Option => Fax#1)

b. Power down machine and unplug. Disconnect the fax unit.

c. Perform the HDD setup described on pages E-2 and E-3 of the HD-505 Installation Manual.

d. If the setup is unsuccessful, replace the HD-505 (Item #16GA).

e. Power OFF the machine.

f. Install the Fax unit.

g. Power on the machine and set the fax unit to "Installed." (Service mode => System 2 => Option => Fax#1)

h. If necessary, initialize the fax unit. (Service mode => Fax => Initialization => Fax Function Parameters)

Note : Please refer to attached HD-505 Installation Manual. 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 Rich Raynor, ASG/SSD; Mark D'Attilio/Cesar Jimenez/Gary Scimeca/Ian Lynch, Production Print/SSD and Dave Bruni/Bill Hall/David Silverstein/John Miller, Workgroup/SSD

Solution ID TAUS0701320EN*

Solution Usage 13

Description

Unable to print and the Print tab is missing from the Web interface. There is also no option for printer from the machine LCD.

Solution

CAUSE: The IC-204 (bizhub 360/420/500) or IC-207 (bizhub 361/421/501) print controller is not installed.

SOLUTION: Verify that the print controller is not installed on the OACB. Order and install the IC-204 (p/n 16JE) or IC-207 (p/n A0P80Y1) print controller.

Note : The IC-204 is a little 8-pin chip that mounts on the OACB above the memory slots. There is also a yellow sticker on the chip that indicates IC-204.

The IC-207 is a little 8-pin chip that mounts to the left of the memory slots near the top.

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

Solution ID TAUS0807953EN*

Solution Usage 2

Description

PROBLEM:

Intermittently, the machine will lock up or not power ON.

Solution

CAUSE: Failed PRCB and/ or the OACB.

SOLUTION: Replace the PRCB (p/n 50GA-9020E) and OACB (p/n 50GA-930 1H) and Update the firmware to level 31.

Note: The PRCB will have a low level. It must be flashed with Ganges image boot 20, then flashed to 31.

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 by Don St. Onge -SSD Windsor.

Solution ID TAUS0702947EN*

Solution Usage 1

Description

When sending a fax from the FK-502 to a HP9120 fax machine or Olivetti® MFP machine, d-Color MF260, the line remains connected.

Solution

CAUSE: HP V.34 protocol or FK-502 settings/firmware.

SOLUTION: Prior to upgrading the firmware (if necessary), set V.34 = OFF when sending a fax to the HP9120 Fax or Olivetti® d-Color MF260:

1. Inserting the fax number directly on the fax display

If sending a FAX inserting directly the fax number on the fax display, set the "V.34" protocol OFF by performing the following setting:
FAX Button => Common Setting => Line Setting => "V.34 OFF", and then press the OK button twice.

2. Storing the fax Number in the Address Book

When adding a new contact to the Address Book via the Web Interface, perform the following setting :

Enter the TCP/IP address of the machine within the browser => Scan => Address Book => New Redistration => Abbr. Dial => Next => Insert User Name and Destination => Select "V.34 OFF" = ON => Apply.

If adding a new contact via product keyboard, perform the following steps:

Utility/Counter => One Touch Registration => FAX => Address Book => Address Dial => New => Insert User Name and FAX Number => Line Setting => Select "V.34 OFF" (this button must be highlighted in blue) => click twice the OK button.

Performing the above-mentioned setting when creating a new Contact causes the FK-502 to disable the "V.34" protocol for this Contact only.

When sending a fax to another Contact without to having set "V.34" OFF, the machine again uses the "V.34" protocol.

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

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

Solution ID TAUS0802636EN*

Solution Usage 1

Description

TheMFP can transmit a fax, but not receive a fax.

Solution

CAUSE: The "Number of rings" setting needs to be changed to 0.

SOLUTION: To change the "Number of rings" setting for the fax, perform the following procedure:

1. Enter Admin mode.
2. Select Fax Settings.
3. Select Telephone Line Settings.
4. Select Number Of Rx Call Rings and set it to 0.
5. Press Close 4x to exit the menu.

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

Solution ID TAUS0800234EN*

Solution Usage

Description

While printing from mainframe using VPS, the printer hangs.

Solution

CAUSE:VPS is usually set up to dump all jobs in a single connection (session) andthis causes the bizhub to hang.

SOLUTION:In the VPS definition file on the mainframe use the following settings:

TCPOPTS=00000020

RELREQ=A

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

Solution ID TAUS0801997EN*

Solution Usage

Description

Output for AS/400® loops continuouslyuntil 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 TAUS0802343EN***Solution Usage****Description**

Unable to TX to a BH350 T00 T86 and T48 codes.

Solution

CAUSE: ECM is enabled and coding ability is set JBIG

SOLUTION: Disable ECM and to change protocol to MH only also Uncheck option for "Check Remote Destination".

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0802637EN***Solution Usage****Description**

Host Name and File Path are blank using Scan-to-Home (Folder).

Solution

CAUSE: The LDAP server does not respond to an MFP request with the expected result because the domain user's E-mail address field is blank.

SOLUTION: The following table lists modification notices and special firmware for each engine series.

Model

Modification Notice

Firmware

360

DLBT0803345EN00.PDF

360US_M0G3100VW.EXE

420

DLBT0803345EN00.PDF

420US_M0G3100VW.EXE

500

DLBT0803345EN00.PDF

500US_M0G3100VW.EXE

361

DLBT0803346EN00.PDF

361US_M1G1300UI.EXE

421

DLBT0803346EN00.PDF

421US_M1G1300UI.EXE

501

DLBT0803346EN00.PDF

501US_M1G1300UI.EXE

600

DLBT0803843EN00.PDF

600_750_US_M1G3000V9.EXE

750

DLBT0803843EN00.PDF

600_750_US_M1G3000V9.EXE

C203

DLBT0803485EN00.PDF

C203_A02E0Y0-F000-GE8-R5.EXE

C253

DLBT0803484EN00.PDF

C253_A02E0Y0-F000-GD8-R5.EXE

C353

DLBT0803483EN00.PDF

C353_A02E0Y0-F000-GC8-R5.EXE

C451

DLBT0803493EN00.PDF

C451_A00K0Y0-F000-GC8-R5.EXE

C550

DLBT0803492EN00.PDF

C550_A00J0Y0-F000-GC8-R5.EXE

C650

DLBT0803491EN00.PDF

C650 A00H0Y0-F000-GC8-R5.EXE

The modification notice and firmware 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'

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

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

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

Description

To transmit a fax, the Off-Hook button must be pressed. Otherwise, the fax does not transmit.

Solution

CAUSE: The dial tone detection is set to On in the fax.

SOLUTION: To turn off the dial tone detection, perform the following procedure:

1. Enter Tech Rep Mode.
2. Select Fax.
3. Select Network and then select the #2 setting.
4. Set the Dial Tone Detect to Off.
5. Exit Tech Rep Mode.

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

Solution ID TAUS0808281EN*

Solution Usage

Description

PROBLEM:

The scan operation is pulling in the document and flipping for the second side which slows down the scanning by doubling it.

Solution

CAUSE:

This is a product limitation.

SOLUTION:

Work around, if originals are 8.5x11r and 8.5x14, place a legal cover sheet or blank and do not select mixed original. The scan settings will stay simplex and will scan the legal size for all.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0900125EN*

Solution Usage

Description

FK-502, R40 error during communication with CS Remote Care.

Solution

CAUSE: Faxcontroller bug.

SOLUTION: Please install attached fax controller program version G01-11 or later. Refer to the attached Release Notes prior to installation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Note : The latest version of firmware and 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'.

Solution ID TAUS0900943EN*

Solution Usage

Description

No Address Found when performing LDAP search to Netware server

Solution

CAUSE: The attribute "statusMember" on the Novel LDAP server was missing or bad.

SOLUTION: Using iManager, under LDAP, find the attribute "statusMember" and map the attribute StatusMember to member:x-status. Click OK. The names should start to be pulled in the LDAP search.

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

Solution ID TAUS0901613EN*

Solution Usage

Description

Select job cannot be deleted when deleting a job from the job list. Deletion rights not granted. User authentication is enabled on the machine.

Solution

CAUSE: This is normal for when User Authentication is enabled. User that is trying to delete the job is either not logged in or a different user than the sender.

Solution: Log into the machine if you are the sender before selecting the job to delete. Users only have rights to delete their own jobs.

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

Solution ID TAUS0902047EN*

Solution Usage

Description

Unable to format HDD. Prompted for a password.

Solution

CAUSE: Corrupted HDD.

SOLUTION: Replace the HD-505, 40GB HDD (Item #16GA).

SPECIAL NOTE: Solution contribution by Don St. Onge SSD Windsor

Solution ID TAUS0902105EN*

Solution Usage

Description

How to determine the print data stream of a spool file

Solution

To determine the print stream that a spool file has been created in, use the following command:

```
wrkoutq
```

1. On the resulting screen, locate the queue that contains the spool file. Use option 5 to display the spool files.

2. On the resulting list, enter option 8 besides the desired spool file.

The attributes for the spool file will be displayed. Page down to the next screen and locate Printer device type. To the right, you will see the data stream type: *SCS, *IPDS *AFPDS, *USERASCII, or others.

This information is important to determine which print server to use in order to print the spool file.

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

Solution ID TAUS0801871EN***Solution Usage** 4**Description**

Black one quarter-inch (1/4")line on the lead or trail edge of the paper when copying or printing.

Solution

CAUSE: Improper position of the charge corona cleaning handle.

SOLUTION: Be sure that the charge corona cleaning handle is at the home position (pushed in all the way).

SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD

Solution ID TAUS0901103EN***Solution Usage****Description**

Copy quality issue from Doc feeder only. Marks on output.

Solution

CAUSE: Incorrect settings

SOLUTION:

Perform the following:

1. Access Tech rep mode.
2. Select System 1.
3. Touch Initialization.
4. At the top left, Utility/Admin data settings should be highlighted.
5. Select Job Memory, then press Start, when completed.
6. Select the fourth selection, Service Mode Setting, adjust data and touch Image Process.
7. Press start when completed to do next by itself.
5. Select Machine ADF, adjust data, then back out of the Tech Rep mode.

Note: If this initialization does not resolve, replace DF607 (p/n 16EA -9311) if the issue is not then resolved,replace the PRCB (p/n50GA -902 0E),IMB (OACB) (p/n 50GA -930 3)

See attachment DF607 sample

SPECIAL NOTE: Solution contribution by Don St. Onge SSD Windsor

Solution ID TAUS0901902EN***Solution Usage****Description**

Poor image quality when scanning using RightFax®.

Solution

CAUSE:Scan settings can improve the image quality and should be changed

SOLUTION:Set the Text/Photo Mode ON with the procedures below:

- 1.Press the Scan button on the operation panel.
- 2.Touch Scan Settings (lower left).
- 3.Touch Original Type.
- 4.Touch and set Text/Photo to set ON.

Note :The Text/Photo Mode can be set to default with the procedures below:

- a. Service Mode => System2 => Network FAX Settings. In the Network FAX Setting screen, press "ON" the Internet FAX.
- b. Administrator Setting => Network Setting => Network FAX Settings => Network FAX Function Settings.In the Network FAX Function Setting screen, press "ON" the internet FAX.
- c. Press FAX button to go to the FAX screen.
- d. In the FAX screen, press Scan Setting and chose "Text/Photo" of the Original Image Type => "OK".
- e. Utility => User Setting => Initial Setting. In the Initial Setting, select Current Setting and press "OK".
- f. Administrator Setting => Network Setting => Network FAX Settings => Network FAX Function Setting.In the Network FAX Function Setting screen, press "OFF" the internet FAX.
- g. Service Mode => System2 => Network FAX Setting. In the Network FAX Setting screen, press "OFF" the internet FAX.
- h. Turn OFF/ON the main switch.

SPECIAL NOTE : Solution contribution by Stu Dern, ESS/SSD

Solution ID TAUS0701065EN***Solution Usage****Description**

E-mails are split into multiple files and when opened are not readable.

Solution

CAUSE: Incorrect settings.

SOLUTION: Binary division must be turned OFF and the divided E-mail size must be "maxed out". This is accomplished in the following manner:

1. Enter Admin. settings.
 2. Select Network settings.
 3. Select E-mail settings.
 4. Go to page 2-of-4 and set binary division OFF and "max out" the setting for divided E-mail size.
- SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD
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Solution ID TAUS0653472EN***Solution Usage** 30**Description**

C-2803 (C2803)with poor copy quality/jamming.

Solution**PROBABLE CAUSES:**

- 1.The developer drive belt has fallen off, so the agitator drive gear does not turn.
Reinstall and adjust the tension of the drive belt for the agitator drive gear. If necessary, replace the Developing Drive Pulley-Lower 45t (p/n 50GA 1565 0).
- 2.TCR output abnormality.
Replace TCR sensor (p/n 26NA 8804 1).
3. TheHV supply unit has failed.
Replace the HV supply unit (p/n 50GA84010).
Note : Developer is also being pulled from the developing unit to the drum.
4. Pulling developer onto the drum andcopies or constant jamming at the registration rollers andconstant failing of the PRCB after it is replaced due toshorted Toner Addition Solenoid (SD5).A longer screw wasinserted for solenoid which shorts the windings in the solenoid. Longer screw inserted when the C-2803 modification is installed or the assembly is removed.
Replace the PRCB (p/n 50GA-9020E), the toner solenoid (p/n 26NA82513) and install shorter screws.
Note : Please refer toattached documentation for solenoid location. 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> .
5. Toner is not being added to the developing unit due to the toner supply motor (M4) not being turned on. The PRCB has failed.
Replace the PRCB (p/n 50GA-9020E).
6. Firmware update required if still using an earlier version. TCR adjustment should also be run.
Note : Usually occurs when C-2803 or C-2801 error message is indicated at the time of setup.
Please 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'.
To run the TCR adjustment:
 1. Sub Power Switch OFF/ON.
 2. Get into "Service Mode".
 3. "Service Mode Screen" =>Press [Imaging Process Adjustment].
 4. "Process screen" =>Press [TCR Adjustment].
 5. "TCR Adjustment screen" =>Press the Start Key.

Solution ID TAUS0657865EN***Solution Usage** 17**Description**

During copy or print jobs, output may be faded (light), washed out, have blank streaks or is blank. C-2702 (C2702) error may also be indicated.

Solution**PROBABLE CAUSES:**

1. Improper contact of transfer power supply plate.
Inspect the transfer power supply plate (p/n 50GA 5051 0) to ensure that proper contact is being made. The plate is located at the lower left corner of the right side conveyance door. Contact is made at two locations- one with the copper plate at lower left of main body near the white supply wire and the other with transfer contact spring.
2. A transfer arcing/short abnormality. If the phenomenon is generated 5 consecutive times for three cycles the code is generated. Usually the transfer separation corona assembly shorting generates this code, however, the issue can include the blocks and the actual HV unit itself.
Replace the transfer separation assembly (p/n 50GA-2600). If this fails to resolve the issue, the corona end blocks should be replaced (p/n 50GA 5053 0). And if the issue still continues, the HV unit should be replaced (p/n 50GA 8401 0).
3. Internal arcing within the main body high voltage connecting plate assembly. C-2703 (C2703) code may also be indicated.
Inspect the main body high voltage connecting plate assembly for signs of arcing. Clean, insulate, or replace the cover plate (p/n 50GA-7380), high voltage connecting plate S assembly (p/n 50GA-7510), electrode connecting springs A (p/n 26NA 7325 1), contact pedestal 1 (p/n 50GA 7342 0), and high voltage connecting plate B assembly (p/n 26NA R712 00) as necessary.
4. Poor grounding of the T/S corona.
Ensure thatthe ground plate (p/n 1164 2155 01)is making good contact.Replace the T/Sassemblyif the problem persists (p/n 50GA-2600). Please refer to attached page from 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> .
5. The grounding tabs located on the lower left side of the side fuser door could be bent. When closing the side fuser door, check to see if the grounding tabs

meet on the adjacent grounding plate. If the tabs are bent they may be pushed up over the plate instead of down onto the plate.
If the grounding tabs do not meet the grounding plate, bend the tabs down slightly. This puts them in the proper position to meet the grounding plate.

Solution ID TAUS0701393EN***Solution Usage** 1**Description**

Image is rotated when copying through the manual bypass tray.

Solution

CAUSE: Incorrect settings.

SOLUTION: Set DipSw 22-6 to 1 to eliminate the rotation when using the manual bypass tray.

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

Solution ID TAUS0703124EN***Solution Usage** 1**Description**

Why is the image rotated 180 degrees when copies that are not stapled exit the machine?

Solution

CAUSE: Firmware update required.

SOLUTION: Switch 25-6 has been made available to address this issue with the release of version 30 firmware. Please update the machine firmware to version 30 or above and set Switch 25-6 to 1 (ON). Please follow these steps to set Switch 25-6:

1. Enter Service Mode.
2. Select System 2.
3. Select DipSW Setting.
4. Enter 25 under SW No.
5. Enter 6 under BIT No.
6. Select 1 (ON).
7. Select SET.
8. Select OK.
9. Exit Service Mode.

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 Dave Bruni, Workgroup/SSD

Solution ID TAUS0703252EN***Solution Usage** 1**Description**

Lead edge incorrect.

Solution

CAUSE: Paper loop is insufficient because the stop timing of the vertical conveyance clutch (CL3) is incorrect.

SOLUTION: When there is a lead edge timing problem, reset the amount of loop for Tray 2 by executing the printer resist loop adjustment.

Tray 2 re-setting data

Large; +0.75mm

Mid1 ; +0.50mm

Mid2 ; +2.00mm

Small; -2.75mm

Note : This application only pertains to the bizhub 500. The bizhub 420/360 is unaffected.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0658066EN***Solution Usage** 0**Description**

When copying a small original, a portion of the image on the copy is missing.

Solution

CAUSE: Non Image Erase setting is incorrect.

SOLUTION: To change the Non Image Erase setting:

1. Go to Administrator mode and enter the access code.
1. Enter System Setting.
2. Select Expert Adjustment.
3. Select Erase Adjustment.
4. Select Non Image Erase.

5. Select Do not Erase when x1.0 is selected.

SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD

Solution ID TAUS0801870EN*

Solution Usage

Description

Cutting off about a half-inch when copying/printing on all paper sizes.

Solution

CAUSE:Incorrect positioning of the dust proof glass cleaning rod.

SOLUTION: Be sure that the dust proof glass cleaning rod, shown on page 26 in the Field Service (Maintenance) section (see attached), is installed correctly and completely pushed in.

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 Craig Blyther, ASG/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 TAUS0901255EN***Solution Usage****Description**

Blurred line on image (line is 105mm from leading edge;the same distance as drum to fuser roller) and there is blurring at the trail edge of all copies.

Solution

CAUSE: Rotation speed of fuser roller and paper conveyance not equal.

SOLUTION: Adjust Fixing motor clock signal. Please see attached pages from Field ServiceManual for 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> .

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

Solution ID TAUS0657269EN***Solution Usage** 3**Description**

Uneven density on the edge of copies.

Solution

CAUSE: Failure of the Developing Unit, specifically, the Developing Roller.

SOLUTION: The Developing Roller is not an available part, therefore the entire Developing Unit must be replaced (p/n 50GA -300 1).

Solution ID TAUS0900249EN***Solution Usage** 1**Description**

Why is the image density light only when printing a Demo page from the machine?

Solution

The image density being light only when printing a Demo page from the machine can be caused by a failed NVRAM. If all other print and copy density is correct and the problem is only seen when printing the Demo page please reseal the NVRAM and install the latest firmware. If the problem continues please replace the NVRAM. A replacement can be requested following the steps beginning on page 6 of attached Bulletin Number 5783. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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

IMPORTANT : A call must be opened with SSD in order to begin the request for a replacement NVRAM.

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 Dave Bruni, Workgroup/SSD

Solution ID TAUS0808398EN*

Solution Usage 0

Description

Blank copies and the drum will not turn.

Solution

CAUSE: The dumper plate assy. is broken.

SOLUTION: Replace the dumper plate assy. (p/n 50GA-1550).

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

Solution ID TAUS0808339EN*

Solution Usage

Description

Cutting off a half inch on all paper sizes, regardless of paper size.

Solution

CAUSE: Incorrect installation of the bluecleaning handle on the charge corona. It was put on the wrong way.

SOLUTION: Reinstall the cleaning handle correctly.

SPECIAL NOTE: Solution contribution by Craig Blyther, ASG/SSD

Solution ID TAUS0700453EN*

Solution Usage 796

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 51

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 50

Description

NVRAM/BRU replacement form.

Solution

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

Notes :

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

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

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

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

Solution ID TAUS0800104EN*

Solution Usage 43

Description

VoIP TX/RX solutions.

Solution

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

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

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

the general design of VoIP using TCP/IP Packets

VoIP PBX systems

the general specification of VoIP and its

* Codecs

* Coding and decoding timings

* Fax fixed timings

* LAN Packet losses

* Quality of Services

* ITU/RFC Specification implementation

* Bugs

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

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

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

From Service Mode

```
==> FAX Settings
```

```
==> Communication
```

```
==> Protocolset "ON" the "V.29 EP Tone" Protocol
and set "OFF" all other faster protocols.
```

From Service Mode

```
==> FAX Settings
```

```
==> Communication
```

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

From Service Mode

```
==> FAX Settings
```

```
==> Function Parameter
```

```
==> Address "0e0012 = 01111000
```

```
(Hex 78 = 120 sec)
```

```
(T1 Timer for Calling)
```

From Service Mode

```
==> FAX Settings
```

```
==> Function Parameter
```

```
==> Address "0e0013 = 01111000
```

```
(Hex 78 = 120 sec).
```

```
(T1 Timer for Called)
```

From Service Mode

```
==> System 2
```

```
==> Software Switch
```

```
==> SoftSwitch 21 Bit5=1
```

```
00100000
```

```
(HEX 20 = over 4.5 sec)
```

```
(T4 Waiting time between start Identification)
```

Notes:

a. Before performing the above mentioned settings it is recommended to upgrade the firmware to the latest version and to check if the FK-502 will have the latest available version. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

b. Expect more communication problems than on an ISDN or analog line (approximately 15% more).

Workaround :

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

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

RightFax Server with "Setup Utility for RightFax" using OpenAPI.

SPECIAL NOTE : Solution contribution by KM Europe (BEU) and Cesar Jimenez, Production Print/SSD.

Solution ID TAUS0801227EN*

Solution Usage 24

Description

NVRAM replacement.

Solution

For NVRAM replacement, please follow these instructions:

CAUTION : Once a NVRAM is installed in an MFP and the MFP is powered up, the NVRAM is no longer useful for any other MFP. As a general rule, swapping a NVRAM between different MFPs is not allowed. NEVER replace a NVRAM from a different model or from any model with a different firmware version.

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

To replace a NVRAM;

1. Install new NVRAM in the MFP.
2. Power ON the MFP.

Note : When installing new NVRAM and turning on MFP first time, NVRAM is initialized according to the model/firmware version of the MFP in which the NVRAM is installed. While initializing, a hourglass screen is displayed for about 90 seconds. Do not power OFF the MFP while the hourglass screen is indicated.

3. Make following setting correctly in Service Mode.

System1 => Marketing Area

System2 => HDD

System2 => Option Board Status

System2 => Image Controller Setting

System2 => Software Switch Setting (required for bizhub product only)

* Switch Number 10

* Hex Assignment: 02

4. Power OFF/ON the MFP.

5. Do the setup procedure instructed in the Installation Manual.

Please refer to attached documentation for details.

7145/Di451

Please refer to attached documentation for details.

bizhub 500/420/360

Please refer to attached documentation for details.

7165/7155/Di650/Di551

Please refer to attached documentation for details.

7272/7255/Di7210/Di5510

Please refer to attached documentation for details.

bizhub 750/600

Please refer to attached documentation for details.

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

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800962EN*

Solution Usage 22

Description

SERVER CONNECT ERROR message and unable to scan to E-mail via Microsoft® Exchange Server 2003 and 2007.

Solution

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

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

1. Open the Control panel and select Windows Firewall.
2. Select Exceptions and Add Port.
3. Add a name and Port number.
4. Click on Change Scope.
5. Select Custom List and add the TCP/IP address for the exception.

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

Solution ID TAUS0701261EN*

Solution Usage 19

Description

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

Solution

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

At the Workstation/PC :

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

At the engine (direct input) :

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

Note : For more information on Microsoft® Vista™ File and Printer Sharing technologies, go to

http://www.microsoft.com/technet/network/evaluate/vista_fp.msp

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

Solution ID TAUS0801968EN*

Solution Usage 13

Description

FK-502, Fax Forward function.

Solution

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

Fax

E-Mail

FTP

SMB

Box

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

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

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

1. Enter a One Touch Dial, Fax, FTP or SMB recipient via [Utility/Counter]=> One Touch Registration => Scan => Address Book => E-Mail =>

New.

2. Enter a NAME for the Button.
3. Enter the E-Mail address.
4. Press OK.
5. Press Close 4 times.

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

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

Known Limitations/Problems :

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

No Fax forward function to stored "Programs".

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

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

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

Known Workarounds :

No sophisticated selective line forwarding.

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

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

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

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

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

No Fax forwarding to stored programs.

No Workaround available.

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

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

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

Switch Number: 28

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

HEX Assignment: 08 Forwarding TX by TIFF format

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

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

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

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

Solution ID TAUS0700030EN*

Solution Usage 10

Description

C-E084 Error Code

Solution

CAUSE:

C-E084 Error Code refers to Copy Sequence Abnormality. Memory Copy Sequence Abnormality.

SOLUTION:

1. Re-connect all connectors on the OACB [Overall Control Board]
2. Re-flash copier

3. Replace OACB

Note: Please open RADF and make sky shots up to 20. Observe the scanner, and see if there are any hesitations at any point. When the scanner hesitates it will not throw a code, it must count several hesitations before it reports a C-E084 code.

If a hesitation is observed replace SDB (p/n 50GA -905 0) SCANNER DRIVE BOARD ASSY, and M2 (p/n 50GA 8002 0) SCANNER DRIVE MOTOR
Note provided by Frederick Scranton – Milford , Ct

Solution ID TAUS0703269EN*

Solution Usage 9

Description

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

Solution

From theMFP Side:

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

From the computer:

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

Note : The MFP settings can be performed from the web browser. Time zone and daylight saving settings are critical to allow the MFP to synchronize with the active directory server.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD and Jim Behrends, Workgroup/SSD

Solution ID TAUS0703092EN*

Solution Usage 8

Description

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

Solution

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

Notes :

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

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

Solution ID TAUS0703410EN*

Solution Usage 8

Description

ADF control board part numbers are different for the DF-605 and DF-607.

Solution

DF-605 control board (p/n 4344-5206-02) and DF-607 control board (p/n 16EA-9311).

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

Solution ID TAUS0801706EN*

Solution Usage 8

Description

Paper Test requirements.

Solution

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

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

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

Solution ID TAUS0645779EN*

Solution Usage 7

Description

How to perform a Data Capture (Print Capture) on MFPs when printing using the Emperon controller.

Solution

Note : This procedure is used when you are having a printing issue only.

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

1. Press the utility button and select Administrator Settings.
2. Select Security setting => Security Detail => Print Data Capture must be set to Allow => Administrator Settings => Network Setting => FTP setting, FTP Server must be set to ON.
3. In Tech Rep Mode, select System2 and select Data Capture. Select ON.
4. Send print jobs. When finished, enter Command prompt and run FTP client.

5. Issue OPEN ipaddress command and login as the following user
capture
sysadm
6. Type lcd \ command to set the local directory to root of C: drive.
7. Use the ls command to list the files.
8. Type binary to change the transfer mode to binary. The response should be 200 .
9. Type set to l .
10. Use the get command to retrieve the files (i.e., get c741n.cpt). This will transfer the file to localC: drive.
11. After complete enter the bye command.
12. Type exit to quit the command prompt.

To delete the jobs on the HDD, select administrator settings => Security Detail => Restrict.
The function will remove the files from the printer.

Note : Please refer to attached pages from the Field Service Manual/Service Mode concerning Data Capture. 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 and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0653347EN*

Solution Usage 7

Description

How to reset the administrator password.

Solution

To reset the administrator password, perform the following:

1. Press the [Utility/Counter] key.
2. Touch [Details].
3. Press [Stop 0,0, Stop 0,1].
4. Press [Stop 0, C].
5. Touch [administrator password].
6. Enter the new password.

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

Solution ID TAUS0657076EN*

Solution Usage 7

Description

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

Solution

Please see attached Bulletin Number 5563 for details.

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

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

Solution ID 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)
 - l. User Define Option - *IBMSHRCNN
- m. System Driver (hit F4) - *IBMSNMPDRV or *HPPJLDRV if SNMP is disabled in the environment.
 - Note :Vary ON the device to allow attachment.
 - SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0649964EN*

Solution Usage 6

Description

Setting the default file type to PDF or TIFF in Scan mode.

Solution

To set the default file type for the Scan mode, perform the following:

1. Before accessing the Setting menu, press [Scan] and change the file type from [TIFF] to [PDF] on the operation touch panel.
2. Select [Utility/Counter] => [User Setting] => [Initial Setting]. Change from [Factory Default] to [Current Setting] and press OK.
3. Return to the basic screen.

Note : This is the basic procedure for default change, not only for the scan file type, but also the copy mode. For more detail, please see attached Copy Operations User Guide pages. 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 Tom Kelly, Workgroup/SSD

Solution ID TAUS0657371EN*

Solution Usage 6

Description

Citrix® compatibility.

Solution

Please refer to the attached Citrix® compatibility list for additional information. Some products not listed below are listed in the attached document. It covers other MFPs and Controllers like the bizhub C350/C353/C253/C203, the bizhub PRO 1050/920, the bizhub 600/601/750/751/360/361/362/420/421/500/501/162/180/210/222/282, IC-303 and IC-409.

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

IC-202

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

IC-203

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

IC-205

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

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

IC-302

Tested with Citrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1. Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

IC-401

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

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

IC-402

Tested with Citrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.0. Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The following are restrictions that were found:

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

IC-405

Tested with Citrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 2.0. Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Media Mixed function is not available by network printer.

IC-611

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

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

IP-901

Tested with Citrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1 and 2.1. Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

bizhub C350 Standard Controller

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

bizhub 200/250/350 Standard Controller

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

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

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

Tested with Citrix® Metaframe™. Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. No restrictions were found in testing.

Solution ID TAUS0800508EN*

Solution Usage 6

Description

Where to find paper recommendations for specific models.

Solution

Please refer to the attached Media Guides for the products listed. It can also be found on the MyKonicaMinolta.com web site by following the procedure below:

1. Log into the MyKonicaMinolta.com web site.
2. Click on "Products."
3. Click on "Supported Models Library."
4. Select "Office Systems" in the pull down menu for Category and select the appropriate product.
5. Click on the link for "Support Materials" and scroll to the link for the Media Guide Office Workgroup Products.

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 Bill Hall, Workgroup/SSD

Solution ID TAUS0801324EN*

Solution Usage 6

Description

Supporting bizhub vCare.

Solution

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

Notes :

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

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

Solution ID TAUS0648443EN*

Solution Usage 5

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/Mark D'Attilio, Production Print/SSD

Solution ID TAUS0652367EN*

Solution Usage 5

Description

How to enable an external key counter or card device.

Solution

To enable an external key counter, perform the following:

1. Enter the service mode.
2. Press [STOP], [9] on the operation panel to enter the security mode.
3. On the billing setting screen press [Management Function Choice].
4. Choose [Key Counter] to enable the plug-in key counter.
5. Press [Message] and select [Type1], [Type2], or [Type3] to determine which prompt appears on the operation panel.
6. Press [END].
7. Press [Exit].

Solution ID TAUS0801272EN*

Solution Usage 5

Description

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

Solution

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

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

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

1. Product model number(s).
 2. Now many products placed or being considered for placement.
 3. What "flavor" and version of Unix/Linux operating system.
- SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0900739EN*

Solution Usage 5

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 TAUS0901014EN*

Solution Usage 5

Description

How to set up Scan to Me and Scan to Home.

Solution

There are many versions of Scan to Me/Scan to Home, which are dependent on firmware and the MFP model in terms of functionality and activation. Use this document as a supplement to the firmware notes, which explain how to turn on Scan to Me/Scan to Home, but do not explain how to set it up. This supplement should help you configure an MFP so that the customer can scan for E-mail addresses and get from to addresses from an LDAP server residing in Active Directory.

These are overview steps. You should be able to determine the locations of these functions on a specific MFP.

Make sure that TCP/IP and DNS information is correct.

Check Date and Time, Time Zone, and Daylight Savings settings.

Set the Network Time Protocol (NTP) of the DNS server. This can be found in Detail setting under Network Settings.

Under Date and Time, perform Adjustment by pressing the Set Date button. Perform this AFTER the NTP is set up.

For Scan to Me, check the email setting; the TCP/IP address of the E-mail server needs to be entered.

Configure only these LDAP parameters:

Server name. This can be anything to identify which server is being authenticated to.

Enter the LDAP server TCP/IP address. If the customer gives you a name, PING it on a customer's computer to verify the TCP/IP address.

Enter the correct search base that contains the user addresses.

If SSL connections are not needed, do not change those settings; otherwise, set the to Yes.

Select the Authentication Type. GSS-Spnego uses Kerberos; however, NTLM V1/V2 may work as well.

Select Dynamic Authentication if the customer only wants to login to the LDAP server to pull FROM field addresses. Select User Authentication if the customer wants to sign on to the MFP before doing a function.

Set the referral setting to OFF.

A username and password are not required. DO enter the Domain Name.

Note : Without a login name and password you cannot check the LDAP connection; it will fail every time, even if the information is correct. You must enter a username and password in order to check the connection.

If the Check Connection button is not present, check that LDAP is enabled and that the Manual Destination Input setting is set to Allow. This setting is located in Security under Administrator.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0627763EN*

Solution Usage 4

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 TAUS0652780EN*

Solution Usage 4

Description

How to access Tech Rep Mode while machine is displaying an error code.

Solution

To enter the Tech. Rep. mode through Trouble reset, perform the following:

1. While powering the machine ON, hold down the Utility/Counter key until Trouble Reset screen appears.
2. Press Stop-0-0 Stop-01.
3. In Tech. Rep. mode, select System 1, then Initialization and the Utility/Admin setting data will be highlighted.
4. Select on right column, Job Mem Setting Data, Fax Setting data, Network setting data and press Start when it indicates Complete.
5. Press OK.

Note : If it does not complete and indicates Failed, this is still acceptable. One area was not corrupt and did not reset.

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0656962EN*

Solution Usage 4

Description

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

Solution

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

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

Solution ID TAUS0701508EN*

Solution Usage 4

Description

Image rotates when making copies from original glass to letterhead with either landscape or portrait selected.

Solution

CAUSE: Incorrect settings.

SOLUTION: Please verify that soft switches 22-6 and 25-6 are both set to 1.

Solution ID TAUS0701643EN*

Solution Usage 4

Description

New firmware release for support of eCopy™.

Solution

New firmware has been released for support of eCopy™ functions.

bizhub 360/420/500 and IC-204

Firmware level is Version 31-UL (Base Version: C 31)

bizhub 600/750 and IC-202

Firmware level is 57AA-1000-GUJ-30-000, Version 30-UJ.

Notes :

1. Please use the firmware at the same time as Konica Minolta TWAIN Driver for eCopy™ (NoGUI), Version 2.0.11d.

2. 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 Bill Hall, Workgroup/SSD

Solution ID TAUS0702178EN*

Solution Usage 4

Description

SC2804 after replacing the toner supply section.

Solution

CAUSE: The Toner SupplyStopper Spring (p/n 50GA32700) is not in the proper position.

SOLUTION: Ensure to place the Stopper Spring into proper position. For proper spring position, please review the pictures attached to this solution.

Solution ID TAUS0702294EN*

Solution Usage 4

Description

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

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

(supportedLDAPVersion) not enabled.

Solution

LDAP Production R5/R6 server setup :

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

Notes :

a. If you upgrade a server from a previous release to Lotus® Domino 6, the LDAP service uses the LDAP anonymous access configuration from the previous release. If you create or edit the domain Configuration Settings documents after updating the directory with the Lotus® Domino 6 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 TAUS0703682EN*

Solution Usage 4

Description

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

Solution

Please refer to attached install documentation for the step-by-step procedure and theeCopy™ compatible machine models, firmware and TWAIN drivers list. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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

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

Solution ID TAUS0900736EN*

Solution Usage 4

Description

How to load a 32-bit driver on a 64-bit operating system.

Solution

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

1. Load the 64-bit driver on the server and share it out.
2. Load a 32-bit driver on a workstation locally.
3. From the workstation perform the Run command to connect to the server (example: \\11.11.5.33) and press enter. This should bring up the server.
4. Navigate to the previously shared out printer on the server.
5. Right-click on the shared out printer and select properties.
6. Select the sharing tab and then click on the Additional Drivers button.
7. Select or check-off the 32-bit driver to be added to the 64-bit system.

8. Select OK and then browse to the folder that houses the 32-bit driver to be installed and select OK. The Additional Drivers window should now have the 32-bit and 64-bit checked off.

9. Check the Additional Drivers of the Server to make sure that the 32-bit has been pushed up (right-click on the shared out printer of the server => Properties => Sharing Tab => Additional Drivers).

Notes :

a. This was tested on like versions of 32-bit and 64-bit drivers.

b. To view this procedure, Apple® QuickTime® should be installed. It can be downloaded for free at <http://www.apple.com/quicktime/download/>.

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

Solution ID TAUS0901607EN*

Solution Usage 4

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 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>.

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 TAUS0651199EN*

Solution Usage 3

Description

Product Configuration Sheet.

Solution

bizhub 360/420/500 Configuration sheet . Options include:

DF-607

FK-502

FS-510/FS-511

HD-505

IC-204

JS-502

LU-201

MK-708

ML-503

MT-501

OT-501/OT-601
 PC-202/PC-402
 PU-501
 RU-502
 SC-502
 SD-502
 SP-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 TAUS0651550EN*

Solution Usage 3

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. More in-depth security information is also available on the Konica Minolta bizhub security page,
<http://kmb.s.konicaminolta.us/content/about/bizhubsecurity.html> .

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

Solution ID TAUS0652826EN*

Solution Usage 3

Description

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

Solution

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

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

Solution ID TAUS0654802EN*

Solution Usage 3

Description

How to install Hecon® key counter.

Solution

The key counter connector is located beneath the platen glass on the right hand side of the optics section. The connector wiring must be routed to the punch-out area at the front/right side cover.

To enable an external key counter, perform the following:

1. Enter the service mode.
2. Press [STOP], [9] on the operation panel to enter the security mode.
3. On the billing setting screen press [Management Function Choice].
4. Choose [Key Counter] to enable the plug-in key counter.
5. Press [Message] and select [Type1], [Type2], or [Type3] to determine which prompt appears on the operation panel.
6. Press [END].
7. Press [Exit].

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

Solution ID TAUS0656793EN*

Solution Usage 3

Description

SMTP authentication tips.

Solution

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

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

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

Solution ID TAUS0700396EN*

Solution Usage 3

Description

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

Solution

The PostScript printer PPD files for LINUX environments using CUPS (Common UNIX Printing System) and for OpenOffice (Word Processor application) are available via the Konica Minolta Download Selector:

1. Login in via www.mykonicaminolta.com .
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD" 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).

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

Solution ID TAUS0701555EN*

Solution Usage 3

Description

"Memory full" message when attempting to scan.

Solution

CAUSE: Insufficient storage space.

SOLUTION: Install the optional 40GB Hard Disk Drive, HD-505 (Item #16GA).

Solution ID TAUS0800029EN*

Solution Usage 3

Description

Firmware update procedure for bizhub 420/500.

Solution

Please see the attached procedure which summarizes the firmware upgrade process. 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 Dale Coleianne, District Service Manager - Northern Region

Solution ID TAUS0801813EN*

Solution Usage 3

Description

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

Solution

Solution:

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

1. Press the Fax key.
2. Press Scan Settings.

3. Press File Type and select PDF.
4. Press the Copy button.
5. Press Utility.
6. Press Copier settings
7. Press Default settings.
8. Press Current.

Solution ID TAUS0807951EN*

Solution Usage 3

Description

How to get the number of the fax line when it is not published.

Solution

CAUSE: No cover Sheet with number or the id on machine is the name of the customer without a number.

SOLUTION: Technician can dial 1 800 444 4444, this number will provided a greeting and state the number you are calling from.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0656733EN*

Solution Usage 2

Description

Where is the touch panel adjustment located?

Solution

To access to touch screen adjustment, perform the following:

1. Select the Accessibility button.
2. Select #5 Touch Panel Adj.

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

Solution ID TAUS0657927EN*

Solution Usage 2

Description

Konica Minolta SAP printing availability.

Solution

SAP printing device types are now available for many of the Konica Minolta products. The SAP device types are available for download from the Konica Minolta Download Selector.

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

Many of the Konica Minolta SAP device types support SAPR/3 version 4.6c and above.

Please refer to the attached Konica Minolta SAP device type list and to the printing and install guide. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

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

Solution ID 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 TAUS0703765EN***Solution Usage** 2**Description**

When attempting to load the boot file (for version 20 firmware) the file cannot be seen in the ISW Options menu.

Solution

CAUSE: Missing entry in the ISW initialization file.

SOLUTION: To enable the boot file to be loaded into the ISW utility, perform the following:

1. Using Notepad (or another text editor) open the "ISWTrns.INI" file from the C:\Program Files\KONICA MINOLTA\ISWTrns folder.
2. In the environment setting, change [EASYTRNS_MENU_DISPLAY] from [FALSE] to [TRUE] and save the file.
3. Restart the ISWTrns tool.
4. In ISW, Select the [EasyTrnsFile (T)] dialog from the Options(O) menu.
5. Browse to the boot file.

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

Solution ID TAUS0800087EN***Solution Usage** 2**Description**

Fuser driver gears do not fit onto the existing fuser drive panel/G assembly (p/n 50GA15070F).

Solution

CAUSE: The drive panel has been modified and the part number for the fuser gears have been changed.

SOLUTION: Refer to attached Bulletin Number 6123 for the correct part number for the specific fuser drive gear.

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 Gary Scimeca, Production Print/SSD

Solution ID TAUS0808178EN***Solution Usage** 2**Description**

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

Solution

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

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

Solution ID TAUS0808520EN***Solution Usage** 2**Description**

Compatibility for Captaris® RightFax®.

Solution

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

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

Notes :

- 1.The links in the Guide to the Konica MinoltaConnector for Captaris® RightFax® document are "live".
2. RightFax® is now called Open Text Fax Server®since the company, Open Text®, purchased Captaris®.

Solution ID TAUS0808628EN*

Solution Usage 2

Description

Unable to open the USB port indication when flashing the firmware.

Solution

When the main body uses the USB port to flash the firmware, it is necessary to install the USB driver of the ISWTrns. When a connection is made between the main body and the PC, the installation of the USB driver automatically starts. If the driver does not automatically start:

- 1.Enter Device manager, right click "My Computer" "Properties" "Hardware" and then "Device Manager" and find the Konica Minolta Copier USB listing, right click it, and select "Update Driver"
2. Choose "Don't search, I will choose the driver to install" and then click "Next" and browse to the C:\Windows\Drivers\Usb folder. When the "Completing the Found New Hardware Wizard" screen is displayed, click "Finish"
3. Check the "Device Manager" screen to see if the correct USB driver has been installed.
4. Driver name: KONICA MINOLTA 500/420 360 USB Driver for ISW.

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

Solution ID TAUS0900317EN*

Solution Usage 2

Description

Problem: What is the part number for the AD wiring going between CN 60 on the CCD and CN 46 on the OACB? Cannot find it in the manual.

Solution

The part number for the AD wiring is (p/n 50GA 9050 0) and it can be found on page 61 in the parts manual break out 2.

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

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

Solution ID TAUS0902606EN*

Solution Usage 2

Description

How to install a printer driver on a Macintosh® running OS 10.6.

Solution

To install a print driver on a Macintosh® running OS 10.6, there are 3possible solutions:

1. Generic : Install the printer normally and select "Generic Postscript Printer" from the "Print Using" menu.

Note : Installing the printer as a generic printer will limit the maximum paper size to legal and only allow duplexforthe finishing feature.

2. Manually install the Macintosh® OS 9 PPD file : Download the applicable OS 9 driver from the Konica Minolta website and unpack the files from the folder. Install the printer normally and select "Other" from the "Print Using" menu. Navigate to the folder containing the OS 9 PPD file and click "Add". If the "Installable Options" window appears, set the correct options.

Note : Installing the OS 9 PPD only applies to the models listed in the attached document.

3. Edit the PPD file : See the attached procedureto manually edit the PPD file. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Note : The above solutions are considered a workaround until an official OS 10.6 printer driver becomes available.

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

Solution ID TAUS0603556EN*

Solution Usage 1

Description

Power consumption data.

Solution

Please see attached power consumption data for warm-up, standby, and running modes.

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 Clinton Marquardt, ESS and Chuck Tripp, Production Print/SSD

Solution ID TAUS0652676EN*

Solution Usage 1

Description

PC-402 large capacity cassette field update.

Solution

See Bulletin 06-GB-005 for details.

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

Solution ID TAUS0652806EN*

Solution Usage 1

Description

Does the MFP support Divide Output (subset stapling)?

Solution

The current engine specification does not allow for this function. This function is required; please contact SSD hotline to forward this request to Product Planning. The following Product_change_request document lists information required for this type of request.

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

Solution ID TAUS0654773EN*

Solution Usage 1

Description

Why are Counter Reader settings not being updated?

Solution

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

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

Solution ID TAUS0656388EN*

Solution Usage 1

Description

How to disable the Protocol Trace List. The Protocol Trace List continuously prints out.

Solution

To turn off printing the Protocol Trace List, perform the following:

1. Press utility.
2. Press check details.
3. Press stop, 0, 0, stop, 0, 1.
4. Press Fax button.
5. Press List output button.
6. Press the OFF selection of the Protocol Trace List output.

Solution ID TAUS0657491EN***Solution Usage** 1**Description**

Phase 2.0 firmware functionality.

Solution

The following functionality has been added as part of the revisions incorporated within the Phase 2.0 Firmware update.

1. Support for the KM (integrated specifications) management device.
2. Security function (encryption board, ISO15408-compliant).
3. Support for FAX dual-line.
4. Support of Overlay/memory overlay function.
5. Support of Internet CS Remote Care.
6. Support of enlargement rotation function.
7. Dynamic DNS support.
8. LDAP server referral support.
9. Open API Ver.2 support.
10. Custom size APS in print mode.
11. Annotation for PDF file transmission.

Note: Please upgrade the bizhub420 or bizhub500 to MFP firmware version 20 or above. Click on the following link(s) when logged into My Konica Minolta to locate the latest firmware.

bizhub420- <http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=899>

bizhub500 - <http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=900>

Solution ID TAUS0657704EN***Solution Usage** 1**Description**

Bates Stamping availability.

Solution

Bates Stamping is available with the firmware update to version 20 or above.

In the Scan Mode, Bates Stamping via Annotation User Box is now available. Multiple Annotation User Boxes (up to 10) can be set up, each containing the appropriate information required for clients or accounts.

When a document is scanned, the respective Annotation User Box is selected. When the document is printed, it will contain the date, time, text, etc. outlined in the Annotation User Box.

The user can designate the format of the date and time, the density of the filing numbers, the text for primary and secondary fields and select the print position of the stamp elements.

Notes :

1. 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'.
2. Firmware update not required for the bizhub 360 Bates Stamping function. Supported with release version of firmware.
3. The HDD option is also required to be able to store scanned jobs to box which allows the Bates Stamping function.

Solution ID TAUS0658074EN***Solution Usage** 1**Description**

CS Remote Care/vCare E-mail Setup Instructions.

Solution

Attached are the zipped CSRC E-mail Setup Instructions:

bizhub PRO 1050/1050P/1050e vCare/CS Remote Care E-mail Setup Instructions version 1.8.5

bizhub 200/250/350/222/282/362 vCare/CS Remote Care E-mail Setup Instructions version 1.3.0

bizhub 360/420/500/600/750 vCare/CS Remote Care E-mail Setup Instructions version 1.2.1

bizhub PRO 920 vCare/CS Remote Care E-mail Setup Instructions version 1.8.2

bizhub C451/C550/C650/C203/C253/C353/C552/C652/361/421/501 vCare/CS Remote Care E-mail (One-Way) Setup Instructions version 1.3.0

bizhub PRO 950 vCare/CS Remote Care E-mail (One-Way) Setup Instructions version 1.3.2

bizhub C200 vCare/CS Remote Care E-mail Setup Instructions version 1.2.0

bizhub C450/C351/C250/C352/C300 CS Remote Care E-mail Setup Instructions version 1.3.8

bizhub C451/C550/C650/C203/C253/C353 vCare/CS Remote Care E-mail (Two-Way) Setup Instructions version 1.0.0

bizhub PRO C500/8050/IP-901/IP-921/IC-405/IC-302 vCare/CS Remote Care E-mail Setup Instructions version 1.8.3

bizhub PRO C6500/C6500P/C5500/C5501/C6501/C65hc/Main body NIC vCare/CS Remote Care E-mail Setup Instructions version 1.4.0

Notes :

1. To open the 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.
2. This vCare documentation can also be found by using the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Please see attached 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> .

Solution ID TAUS0700071EN*

Solution Usage 1

Description

C-3501 (C3501) code at start up. Code may be intermittent and C-3801 (C3801) may also be indicated.

Solution

PROBABLE CAUSES:

1. Failed DCPS.

Note : The fuser had already been replaced, but the error code reoccurred.

Replace the DCPS (p/n 50GA 8451 0) and reset the code. To reset the code:

- a. Turn ON the main power switch (SW1).
- b. With the Utility/Counter key pressed, turn ON the power switch (SW2).
- c. Press [Trouble reset] to release a trouble with [OK] displayed.
- d. Turn OFF and ON the power switch (SW2).

2. Failed Printer Control Board or DCPS.

Replace the PRCB (p/n 50GA -902 0E) and if the problem persists, replace the DCPS (p/n 50GA 8451 0) and reset the code.

Solution ID TAUS0700474EN*

Solution Usage 1

Description

How to set up secure printing.

Solution

To set up secure printing, perform the following:

1. Open the document to print and select Print.
2. Select the properties button.
3. Change output method to secure print.
4. In the Secure Print Settings box enter Print ID and Password and select OK.
5. Select OK to close the Printer Properties window.
6. Select OK to print the job.
7. Select OK in the Secure Print Confirmation box.
8. At the machine, press the BOX button.
9. On the display panel, select the System User Box tab.
10. Select Secure Print User Box.
11. Enter the Print ID and press OK.
12. Enter the Password and press OK.
13. Highlight the job to be printed.
14. Select Print (at this point, settings can be changed).
15. Press the Start button to print the job.

Solution ID TAUS0702072EN*

Solution Usage 1

Description

When copying a single page document from the glass and choosing the bypass as the paper source, the image is fine. If more than one copy is selected, the image is reversed.

Solution

CAUSE: Rotation is enabled and the incorrect original direction or no original direction is selected.

SOLUTION: Set machine for no rotation and ensure correct original direction is selected.

Solution ID TAUS0702080EN***Solution Usage** 1**Description**

Can the TWAIN driver for scanning be utilized on a Microsoft® Windows 2003 Terminal Server?

Solution

TWAIN scanning cannot be performed in a Microsoft® Windows 2003 Terminal Server environment.

Solution ID TAUS0702159EN***Solution Usage** 1**Description**

Tray 1 not lifting paper to indicate paper in the tray.

Solution

CAUSE: Failed Tray Set Sensor (PS8) for Tray 1.

SOLUTION: Replace the Tray Set Sensor for Tray 1 (p/n 4037090601).

Solution ID TAUS0702341EN***Solution Usage** 1**Description**

J3100 code at start up. Unable to clear.

Solution

CAUSE: The torsion spring and or the actuator in the Turnover Unit are missing or damaged.

SOLUTION: Replace the torsion spring (p/n 4030381901) and or the actuator (p/n 4030381802).

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 TAUS0702529EN***Solution Usage** 1**Description**

How to change the paper type.

Solution

On legacy Konica Minolta copiers, paper type was set directly from the paper select menu or with a dial at the front of the paper cassette. To standardize how this setting is made on the bizhub copiers, the setting is made in the following way:

1. Select the Utility/Counter key.
2. Select [2] User/Settings.
3. Select [1] System Settings.
4. Select [3] Paper Tray Settings.
5. Select [1] Paper Type.
6. Choose from paper trays 1 through 3 and set the paper type of the tray to either Normal, User, Recycle, Color paper, or Letterhead.

Solution ID TAUS0702534EN***Solution Usage** 1**Description**

How to install a printer using LPR (IP Printing) under Macintosh® OS9.

Solution

Please perform the procedures mentioned in the attached document.

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

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

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

Solution ID 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 TAUS0702865EN*

Solution Usage 1

Description

DF-607, misfeeding/jamming.

Solution

CAUSE: RADF feed tires not retracting to the proper position after the paper feed cover is shut. The wire harness for the paper feed cover has moved out of place and is putting pressure on the paper feed unit.

SOLUTION: Rewrap the wiring harness so to ensure that there is no pressure placed on the paper feed unit.

Solution ID TAUS0703842EN*

Solution Usage 1

Description

If a print job is printed to a user box and account track is on, which account is charged for the job when it is printed?

Solution

The account that is being used at the machine at the time of printing is charged for the print job, not the account that printed the job to the user box.

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

Solution ID TAUS0800173EN*

Solution Usage 1

Description

Can previous counter information be added to the counters after replacing the NVRAM?

Solution

It is not possible to add any counter information to the NVRAM if it has been replaced. The old counter information will have to be recorded elsewhere and possibly stored in the machine.

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 TAUS0800403EN*

Solution Usage 1

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 it 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 TAUS0800946EN*

Solution Usage 1

Description

How to find/display a MAC address.

Solution

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

The attached procedures are for Microsoft® Windows 98/NT/2000/2003/XP, DOS/Microsoft® Windows 3.11/Microsoft® Windows for Workgroups, Microsoft® Windows Vista™ and Macintosh® OS X. To 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 : Also attached is the Technitium MAC Address Changer® freeware program. This software is not supported by Konica Minolta and is to be used at your own risk.

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

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

Solution ID TAUS0900247EN*

Solution Usage 1

Description

How to change staple cartridge in saddle stitcher (SD-502).

Solution

To change staple cartridge in saddle stitcher:

1. Open front door.
2. Lift copy output tray and push down the cartridge holder and pull it out.
3. Press where it says push to unlock cartridge holder.
4. Take out the empty staple cartridge from holder.
5. Load the new staple cartridge into the holder.
6. Carefully remove the stopper.
7. Insert the staple cartridge and push it up until it locks into place.
8. Return the copy output tray to its original position.
9. Pull the handle of the mis-feed clearing door to open it and then close it.

SPECIAL NOTE : Solution contribution by Raymond Downs, Production Customer Support/SSD

Solution ID TAUS0901369EN*

Solution Usage 1

Description

How to limit user access to copy, scan, print, user box or fax functions?

Solution

To limit user access, perform the following:

1. Press Utility/Counter key.
2. Touch Administrator Settings.
3. Select User Authentication/Account Track.
4. Touch General settings.
5. Touch User Authentication ON (MFP).
6. Are you sure you want to clear all data as shown, select YES.

7. Select User Authentication Settings.
8. Touch User Registration.
9. Select a number and input the name and password for each user.
10. Select Function Permission and set Restrict or Allow accordingly.

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

Solution ID TAUS0901588EN*

Solution Usage 1

Description

Why SIP Fax is not working.

Solution

Attached is information designed to provide a better overview about the SIP Fax Function (FoIP - VoIP) implemented within most of the MFPs. In general, you should find this feature on machines from 20ppm onwards providing a large graphical LCD and sold after 2001 (no line-based LCDs).

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 KM Europe (BEU)

Solution ID TAUS0902450EN*

Solution Usage 1

Description

Microsoft® Windows 7 printer drivers included with the OS.

Solution

Please refer to attached document for a list of drivers included with the Microsoft® Windows 7 operating system. 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 TAUS0902479EN*

Solution Usage 1

Description

How to set up Scan to SMB on Microsoft® Windows 2008 Server.

Solution

Please see the attached video for the procedure. The video should be played on Microsoft® Windows Media Player version 9 or later. The latest Media Player can be downloaded at: <http://www.microsoft.com/windows/windowsmedia/default.mspx> .

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

Solution ID TAUS0629386EN*

Solution Usage 0

Description

ISO 15408 certification information.

Solution

The MFPs are certified ISO 15408 EAL Level 3. Refer to the following for more detailed information concerning ISO 15408 as well as the attached Security White Paper and Marketing Bulletin 09-GB-059.

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://kmb.s.konicaminolta.us/content/about/bizhubsecurity.html> , for more in-depth security information.

Solution ID TAUS0652626EN*

Solution Usage 0

Description

PC-402/LU-201 compatibility.

Solution

PC-402 has two item codes.

Item #4061-313 is compatible with bizhub C450/C351/200/250/350

Item #4061-317 is compatible for all of the above plus the bizhub 420/500.

There are no known compatibility issues with PC-402 (Item #4061-317).

If PC-402 (Item #4061-313) is used with the LU-201 on the bizhub 420/500, paper may jam.

Note : The item number on the box, along with the serial number, can be used to identify each PC-402. Item #4061-313 will start with s/n 313 xxxxx and Item #4061-317 will start with s/n 317 xxxxx.

Solution ID TAUS0654368EN*

Solution Usage 0

Description

"Server Connect" error message when scanning to E-mail. Both locations can see users in LDAP look up. The first location there were no issues when sending E-mail. The second location would give Server Connect error.

Solution

CAUSE: Two locations are connected via 100MB metro ethernet WAN. The timeout was set to max. The customer has two E-mail servers; one at each site.

SOLUTION: Change the SMTP mail server address to the local mail server.

Solution ID TAUS0656077EN*

Solution Usage 0

Description

How is the main body firmware upgraded?

Solution

The main body firmware is upgraded via the ISW software and either the parallel port or USB port.

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 TAUS0801987EN*

Solution Usage 0

Description

What can cause the machine to display the message "Remove the Paper from the Saddle Kit" even though the machine does not have the SD-502 installed?

Solution

The message "Remove the Paper from the Saddle Kit" will be displayed even though the machine does not have the SD-502 installed if PC8 (p/n 4037-0902-01) in the FS-510 is dirty or has failed. Inspect and clean PC8 and, if the problem continues, replace it.

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0808521EN*

Solution Usage 0

Description

Captaris® RightFax® documentation.

Solution

Please see attached Captaris® RightFax® documentation 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>.

The documentation includes:

Guide to the Konica Minolta Connector for Captaris® RightFax®

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

Operations for Captaris® RightFax® - User's Guide

Captaris® RightFax® Solutions with Konica Minolta white paper

Notes :

1. The links in the Guide to the Konica Minolta Connector for Captaris® RightFax® documentare "live".
2. RightFax® is now called Open Text Fax Server® since the company, Open Text®, purchased Captaris®.

Solution ID TAUS0900482EN*

Solution Usage 0

Description

Item number for the HD-505, 40GB HDD.

Solution

HD-505, 40GB HDD (Item #16GA).

Note : Highly Recommended. Required for all User Box functions (print/scan to User Box, Secure Printing) as well as Scan to HDD, Annotation, Watermarks and Stamping.

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

Solution ID TAUS0657569EN*

Solution Usage

Description

Is the "Copy" watermark available on this model?

Solution

The "Copy" watermark is unavailable on this model.

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

Solution ID TAUS0658103EN*

Solution Usage

Description

How to disable the fax stamp option. Currently the 'stamp' occurs all the time.

Solution

The ability to disable the fax stamp option has been added to the functions of the bizhub 420 and bizhub 500. Please update the firmware to version 20 or above to take advantage of this new functionality.

Note : Click on the following link(s) when logged into My Konica Minolta to locate the latest firmware.

bizhub 420 = <http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=899>

bizhub 500 = <http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=900>

Solution ID TAUS0658145EN*

Solution Usage

Description

FK-502, is VoIP (Voice over IP) supported for faxing?

Solution

VoIP (Voice over IP) is supported for faxing via SIP. SIP is a special protocol supporting voice and data transmission via Voice over IP (VoIP), allowing possible transmission in fax in SMTP (E-mail) format.

Net FAX function (Internet FAX / SIP-FAX / IP address FAX) has been added to the features supported by the bizhub 420 and bizhub 500. Please update the MFP firmware to version 20 or higher for this feature to be supported. 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 TAUS0658146EN*

Solution Usage

Description

No Separate Scan Key on the control panel.

Solution

CAUSE: Memory copy function/Separate Scan (input all originals in the memory once and then select jobs to output) was added to the available copy options via version 20 firmware upgrade. Please update the firmware in the bizhub 420 and bizhub 500 to version 20 or above.

SOLUTION: Click on the following link(s) when logged into My Konica Minolta to locate the latest firmware:

bizhub 420 = <http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=899>

bizhub 500 = <http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=900>

Solution ID TAUS0701073EN*

Solution Usage

Description

What other unit is needed when installing the FS-511?

Solution

The RU-502 (Relay Unit) is required when installing the FS-511 to the bizhub 360/420/500.

Solution ID TAUS0701106EN*

Solution Usage

Description

How to take an A4 document and convert it into a letter size document.

Solution

To take an A4 document and convert it into a letter size document, perform the following:

1. Set Application/Image Adjustment/Standard Size to 11 x 17.
2. Selected the tray with letter-R paper.
3. Set zoom to 0.900.

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 TAUS0701331EN*

Solution Usage

Description

What is required to install the two-line fax kit ML-503?

Solution

The ML-503 Fax Multi-Line Kit includes the FK-502 and ML-503.

Notes :

1. Attached are the configurationsheets for the MFP. They illustrate what options are required when configuring the bizhub 360/420/500 and bizhub 361/421/501.

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 John Miller, Workgroup/SSD

Solution ID TAUS0701343EN*

Solution Usage

Description

The FK-502 and the fax option is not being seen by the copier.

Solution

CAUSE:ADIPSW setting is required for enabling fax support on the bizhub 360/420/500 copiers. There is an isolation switch for the fax option. DIPSW 19, bit 1 will be enabled in the event a service issue with the fax goes not cleared. Set DIPSW 19, bit 1 to the OFF position if the fax option becomes invisible to the copier.

SOLUTION: Set DipSW 19, bit 1 to the OFF setting by the following procedure:

1. "Service Mode screen" Press [System 2].
2. "System Input screen" Press [DipSW Setting].
3. "Software Switch Setting screen" Press [SW No.].
4. Press the [+]/[-] or numeric keys to enter the DipSW No. In "SW Setting value", 8-bit data of the DipSW number selected is displayed in binary digit and hexadecimal digit.
5. Press [Bit No.].
6. Press the [+]/[-] or numeric keys to enter the bit number.
7. Press either of [OFF (0)] or [ON (1)] of "Bit Data" to set a value.
8. Press [Set].
9. Repeat steps 3 to 8 to set necessary software DipSW.
10. Press [OK].

Solution ID TAUS0701406EN*

Solution Usage

Description

How to stop formfeed at the beginning of a job in a UNIX environment.

Solution

To stop formfeed at the beginning of a job in a UNIX print environment, perform the following:

1. Press the Utility button.
2. Select User Settings.
3. Select Printer Settings.
4. Select Basic Settings.
5. Scroll to page 2 of 2.
6. Select Skip Blank Pages to ON.

Solution ID TAUS0701441EN*

Solution Usage

Description

What is the maximum monthly copy/print volume?

Solution

The maximum monthly volume is 150,000 copies/prints for the bizhub 360/420 and 175,000 for the bizhub 500.

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

Solution ID TAUS0701637EN*

Solution Usage

Description

What is the processor speed of the IC-204?

Solution

The processor speed is 400MHz.

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

Solution ID TAUS0701638EN***Solution Usage****Description**

What operating systems are supported for printing via the IC-204?

Solution

The IC-204 supports Microsoft® Windows 98SE/ME/NT 4.0 SP6/2000/XP/Server 2003/Vista™, Macintosh® OS 9.2 - Macintosh® OS X 10.5 (PPD files) and LINUX.

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

Solution ID TAUS0701655EN***Solution Usage****Description**

What is the maximum print resolution?

Solution

The maximum print resolution is 600x600 dpi.

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

Solution ID TAUS0701656EN***Solution Usage****Description**

What is the maximum size copy that can be made? Will the machine copy 12x18 size paper?

Solution

The maximum copy size is 11x17. These model machines will not copy 12x18 size paper.

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

Solution ID TAUS0702306EN***Solution Usage****Description**

How to increase the fuser temperature by 10 degrees C.

Solution

To increase/decrease the fuser temperature, perform the following:

1. Press the Utility button and select details.
2. Enter the service mode (stop, 0, 0, stop, 0, 1).
3. Select System 2.
4. Select DipSW Settings.
5. Change switch 36, bit 2 and switch 36, bit 3 to the desired setting (see chart below).
6. Cycle power OFF/ON.

Mode

36-3

36-2

Standard

0

0

Standard + 10 °C

0

1

Standard + 5 °C

1

0

Standard – 10 °C

1

1

Note : To view the attached PDF, Adobe Reader® 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 Tom Kelly, Workgroup/SSD

Solution ID TAUS0702313EN*

Solution Usage

Description

How to reset a fuser code.

Solution

To reset a fuser code, perform the following:

1. Turn OFF the main power switch.
2. Press and hold the utility button.
3. Turn the main power ON switch while holding down the utility button.
4. When Troubleshoot reset button appears, press it and cycle power OFF/ON.

Solution ID TAUS0702511EN*

Solution Usage

Description

How to store the received documents in PDF format rather than TIF when using the TSI RX Box.

Solution

Faxes received using the TSI RX Box can only be stored in TIF format and are unable to be stored as a PDF.

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0702579EN*

Solution Usage

Description

ICP list.

Solution

Please review 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 TAUS0702639EN*

Solution Usage

Description

PROBLEM: How do I set the LCT for letter size paper, it currently reads A4?

Solution

CAUSE: The LCT size setting in the service mode, system 2 is set for A4 size paper.

SOLUTION: To set the LCT for letter size paper, enter the service mode, then select system 2. Now select paper size settings, then paper tray 3. Change the setting to letter, then back out of service mode. Reboot the machine and verify the setting from the basic screen.

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

Solution ID TAUS0702694EN***Solution Usage****Description**

What is the difference between the "Number of Originals" and the "Number of Prints"?

Solution

The service documentation is a little unclear.

The "Number of Originals" corresponds to the number of faces that are produced and the "Number of Prints" is the quantity of sheets fed.

For example, if a two-sided original is fed and 5 copies are selected, the counters would indicate "10" for the amount of originals and "5" for the number of prints.

Solution ID TAUS0702889EN***Solution Usage****Description**

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

Solution

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

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

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

Solution ID TAUS0703363EN***Solution Usage****Description**

Can PageScope Data Administrator export user boxes to another unit?

Solution

PageScope Data Administrator cannot export user boxes to another unit.

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

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

Solution ID TAUS0703426EN***Solution Usage****Description**

Can the output capacity be changed when a finisher job tray is not connected? Only 400 sheets are output.

Solution

CAUSE: Incorrect settings.

SOLUTION: Service soft switch, DipSW 15, bit 6 can be set to ON. This will change the Stop/non-stop due to overload when not connected to Finisher/job tray. By default this capacity is set to 400 sheets. When enabled there is no limit.

Note : The output must be monitored since there is no limit when enabled.

To access the DIPSW setting mode, perform the following:

1. "Service Mode screen"; press [System 2].
2. "System Input screen"; press [DipSW Setting].
3. "Software Switch Setting screen"; press [SW No.].
4. Press the [+]/[-] or numeric keys to enter the DipSW No. (DipSW15). In "SW Setting value", 8-bit data of the DipSW number selected is displayed in binary digit and hexadecimal digit.
5. Press [Bit No.].
6. Press the [+]/[-] or numeric keys to enter the bit number (Bit 6).
7. Press either [OFF (0)] or [ON (1)] of "Bit Data" to set a value.
8. Press [Set].
9. Repeat steps 3 to 8 to set necessary software DipSW.
10. Press [OK].

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

Solution ID TAUS0703496EN***Solution Usage****Description**

How to program Tray 3 to letter size paper.

Solution

To program Tray 3 to letter size paper:

1. Please enter the Service mode.
2. Select System 2.
3. Select paper size adjustment.
4. Set the paper size to letter.
5. Back out of the Service mode and power cycle the machine.

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

Solution ID TAUS0703552EN*

Solution Usage

Description

What is the first copy out time for the 4-page booklet?

Solution

The first copy out time for copy is 49.30 seconds, and for print it is 38.37 seconds.

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

Solution ID TAUS0703635EN*

Solution Usage

Description

Is a connection/adapter harness available for the optional key counter?

Solution

There is a 4- pin female connection. The first pair of wires has a jumper for the set signal. The second pair triggers the counter and is based on a 24V DC circuit which is standard. This is a standard configuration for most vendors on the market.

Please check with the external vendor/counter manufacturer before replacing any harness. There maybe an adapter of their own available.

Note : Some vendors require a white four-pin female connection. An adapter is available in this case (p/n 1206K0010).

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

Solution ID TAUS0703750EN*

Solution Usage

Description

How to enable/disable Auto Zoom (ADF).

Solution

To enable/disable Auto Zoom (ADF), perform the following:

1. Press the Utility/Counter key.
2. Touch [User Setting] on the touchscreen.
3. Touch [4 Copier Setting] on the touchscreen.
4. Touch the up-arrow or down-arrow to scroll to screen 2/2.
5. Touch [Auto Zoom (ADF)] on the touchscreen.
6. Touch [ON] or [OFF] as desired by the customer.
7. Touch [Close] on the touchscreen.
8. Touch [Exit] on the touchscreen.

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

Solution ID TAUS0703773EN*

Solution Usage

Description

How to enable/disable spooling of print jobs to the HDD before RIP.

Solution

To enable/disable spooling of print jobs to the HDD before RIP, perform the following:

1. Press the Utility/Counter key.
2. Touch [2 User Setting] on the touchscreen.
3. Touch [6 Printer Setting] on the touchscreen.
4. Touch [1 Basic Setting] on the touchscreen.
5. Touch [Spool Print Jobs in HDD before RIP] on the touchscreen.
6. Touch [ON] or [OFF] to set the spooling functionality. Setting the spooling of print jobs to the HDD will delay the print job output from the machine.
7. Touch [Close] on the touchscreen.
8. Touch [Exit] on the touchscreen.

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

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

IsMagneCote® 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 TAUS0800558EN***Solution Usage****Description**

DF-607, part number for the Upper Mylar.

Solution

Upper Mylar (p/n 4344 PP03 00). It is listed as item 27 on page 4 in the version 3 DF-607PC Parts Manual. It is not listed in previous versions.

SPECIAL NOTE : Solution contribution by Chuck Tripp, 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 TAUS0800844EN***Solution Usage****Description**

Problem:

Is the Image Controller (IC-204) required for scanning to SMB?

Solution

Solution:

The Image Controller is NOT required for scanning to SMB.

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

Solution ID TAUS0800925EN***Solution Usage****Description**

How to set up FK-502 for transmit only.

Solution

Specify "Manual Reception" in line parameter setting in Admin. Mode. This way, if there is no external phone connected, the fax will not be received by the MFP.

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

Solution ID TAUS0800971EN***Solution Usage****Description**

HDD Backup Utility User's Guide.

Solution

Main features covered:

Backing up (saving)
 Restoring (recovering)
 Wizard operations (program in dialog format)
 Access limitations through auto protect
 Encoding backup data

Please refer to the attached documentation. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.**Solution ID** TAUS0801048EN***Solution Usage****Description**

How to program the scanner black compression level.

Solution

To program the scanner black compression level, perform the following:

1. Press the Utility/Counter key.
2. Touch [2 User Settings] on the touchscreen.
3. Touch [5 Scanner Settings] on the touchscreen.
4. Touch [Black Compression Level] on the touchscreen.
5. Touch [MH] or [MMR] on the touchscreen.
6. Touch [Close] on the touchscreen.
7. Touch [Exit] on the touchscreen.

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

Solution ID TAUS0801068EN***Solution Usage****Description**

How to allow/restrict Enlargement Rotation.

Solution

To allow/restrict Enlargement Rotation, perform the following:

1. Press the Utility/Counter key.
2. Touch [2 User Setting] on the touchscreen.
3. Touch [4 Copier Setting] on the touchscreen.
4. Touch [Enlargement Rotation] on the touchscreen.
5. Touch [Allow] or [Restrict] on the touchscreen as desired by the customer.
6. Touch [Close] on the touchscreen.
7. Touch [Exit] on the touchscreen.

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

Solution ID TAUS0801073EN*

Solution Usage

Description

How to change the date and time on the controller.

Solution

To change the date and time on the controller:

1. Utility Counter.
2. Administrator Settings.
3. System Settings.
4. Date and Time.
5. Select what needs to be changed (Year, Month, Day, Hour, Minute or Time Zone).
6. Select the C on the control panel.
7. Make the change using the numbered keypad.
8. When all the changes have been made, select OK.

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

Solution ID TAUS0801076EN*

Solution Usage

Description

Why, when a print job with a separator page is sent to the machine, does the separator page output to a different tray than the job?

Solution

The output of the print job separator page to a different tray than the rest of the print job has been addressed with the release of special firmware version 31 GUP. Please install version 31 GUP firmware to correct this issue. 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 Dave Bruni, Workgroup/SSD

Solution ID TAUS0801081EN*

Solution Usage

Description

Serial number and meter reading locations.

Solution

Serial Number: Open paper Tray 1. Located on UPC sticker on main body.

Meter: Open right front door. Meter is below power switch.

Note : Please see attachment as a reference.

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

Solution ID TAUS0801122EN*

Solution Usage

Description

What are the maximum E-Mail one-touch destinations?

Solution

Maximum E-Mail one-touch destinations:

Model

Destinations (max)

Comments

7272

1008

bizhub 600/750

600

bizhub 500/420/360

1000

2000 w/HDD

bizhub 200/250/350

549

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0801303EN*

Solution Usage

Description

How to add or change TCP/IP address to printer.

Solution

To add or change TCP/IP address to printer:

1. Utility/Counter.
2. Administrator Setting.
3. Enter Password (12345678).
4. Network Settings.
5. TCP/IP Settings.
6. ON.
7. Fwd Key (at top of screen).
8. Manual.
9. IP Address.
10. Change or add TCP/IP address using key pad.
11. OK/Close/Close.

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

Solution ID TAUS0801334EN*

Solution Usage

Description

How to enable/disable Auto Zoom (Platen).

Solution

To enable/disable Auto Zoom (Platen), perform the following:

1. Press the Utility/Counter key.
2. Touch [User Setting] on the touchscreen.
3. Touch [4 Copier Setting] on the touchscreen.
4. Touch the up-arrow or down-arrow to scroll to screen 2/2.
5. Touch [Auto Zoom (Platen)] on the touchscreen.
6. Touch [ON] or [OFF] as desired by the customer.
7. Touch [Close] on the touchscreen.
8. Touch [Exit] on the touchscreen.

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

Solution ID TAUS0801335EN*

Solution Usage

Description

After changing toner, the toner door will not close properly.

Solution

CAUSE: Incorrect toner bottle installation.

SOLUTION: Take out the toner bottle and check the housing ring in which the toner bottle slides. It has 3 notches that should be in the 12 o'clock position. If not, spin the ring to the 12 o'clock position. Insert toner bottle with arrow on the bottle at the 12 o'clock position.

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

Solution ID TAUS0801348EN*

Solution Usage

Description

How to enable/disable Auto Tray Switching.

Solution

To enable/disable Auto Tray Switching, perform the following:

1. Press the Utility/Counter key.
2. Touch [User Setting] on the touchscreen.
3. Touch [1 System] on the touchscreen.
4. Touch [3 Paper Tray Setting] on the touchscreen.
5. Touch [3 Auto Tray Switch ON/OFF] on the touchscreen.
6. Touch [Allow] or [Restrict] as desired by the customer.
7. Touch [OK] on the touchscreen.
8. Touch [Close] on the touchscreen.
9. Touch [Exit] on the touchscreen.

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

Solution ID TAUS0801362EN*

Solution Usage

Description

ISIS scan support.

Solution

Driver support for ISIS scanning is not available. This applies to all Konica Minolta devices, B/W MFPs and Color MFPs.

The TWAIN scanner I/F standard is supported. Scanner applications can support the TWAIN driver.

The latest product support OpenAPI which can expand scanner functions and connectivity to applications.

Note : ISIS is a scanner interface standard defined by EMC Captiva. Please refer to <http://en.wikipedia.org/wiki/ISIS> for more details.

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

Solution ID TAUS0801410EN*

Solution Usage

Description

How to perform the Lead Edge Erase Adjustment.

Solution

To perform the Lead Edge Erase Adjustment, perform the following:

1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [Machine] on the touchscreen.
5. Touch [Lead Edge Erase Adjustment] on the touchscreen.
6. Press the [C] key on the numeric keypad. Program the desired lead edge erase setting using the numeric keypad. The setting can be programmed with a value of +2.0 to -2.0.
7. Touch [Test Copy] on the touchscreen.
8. Press the START key. A test print will be output. Ensure the programmed setting provides the lead edge erase setting that meets the customer's needs.
9. Touch [END] on the touchscreen.
10. Touch [END] on the touchscreen.
11. Touch [Exit] on the touchscreen.

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

Solution ID TAUS0801512EN*

Solution Usage

Description

How to display the machine's MAC address on the touchscreen.

Solution

To display the machine MAC address on the touchscreen, perform the following:

1. Press the Utility/Counter key.
 2. Touch [3 Administrator Setting] on the touchscreen.
 3. Enter the Administrator password (Default password is (12345678).
 4. Touch [OK] on the touchscreen.
 5. Touch [5 Network Setting] on the touchscreen.
 6. Touch [0 Detail Setting] on the touchscreen.
 7. Touch [1 Device Setting] on the touchscreen. The MAC address will be displayed on the right side of the touchscreen.
 8. Touch [OK] on the touchscreen.
 9. Touch [Exit] on the touchscreen to return to the normal screen.
- SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0801690EN*

Solution Usage

Description

Is another MK-708 mount kit required when configuring dual line capability?

Solution

The MK-708 should already be installed if the machine has the FK-502 installed. Another MK-708 is not required, but, for dual line capability, the ML-503 kit (Item #7640X024) should be installed. Please refer to attached Installation Manuals for additional information. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Notes :

1. The multi-line kit (ML-503) come with another fax board (FK-502).
2. When the Fax kit is installed in a machine on which CS Remote Care setting is set as "FAX", the FAX-CSRC function allows the host to access all the data in the machine by default. Be sure to explain the above as well as FAX-CSRC functions to users before installing the Fax kit and get their consent.

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

Solution ID TAUS0801738EN*

Solution Usage

Description

FK-502, subject change for fax forwarding.

Solution

When forwarding to E-mail, the subject format can be selected as follows for Image Receiver Software.

Soft Switch number 28 =00 (hex)

FWD:[@@@] :FAX image from [**** :yyyy/mm/dd]

Note : @@@ represents the sender name registered in the MFP forwarding the fax job. When nothing is registered as the sender, subject of the E-mail will be blank.

**** represents the information of the fax sender.

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

Solution ID TAUS0801746EN*

Solution Usage

Description

MSDS information.

Solution

See attachment for MSDS information.

Note : To open the file(s) using WinZip®, WinZip® must be installed. WinZip® can be downloaded from the WinZip® website:

<http://www.winzip.com/ddchomea.htm>. The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

To view the zipped PDF(s), Adobe Reader® 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 TAUS0801949EN*

Solution Usage

Description

When scanning to FTP, can the machine print out a confirmation report?

Solution

The machine cannot print out a confirmation report for scan to FTP.

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

Solution ID TAUS0801975EN***Solution Usage****Description**

How to default the machine back to 1:1 duplex mode. It is currently defaulted to 1:2.

Solution

CAUSE: Improper machine programming. This kind of issue can happen after flashing a machine or accidentally caused by the end user.

SOLUTION: Please reset the control panel back to factory defaults:

- 1.Press the Utility key.
- 2.Touch User Setting.
- 3.Touch Initial Setting.
- 4.Touch Factory default.
- 5.Touch OK and exit the mode.

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

Solution ID TAUS0802054EN***Solution Usage****Description**

SP-501 installation instructions.

Solution

Please refer to the attached SP-501 (Stamp Unit) Installation 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> .

Solution ID TAUS0802099EN***Solution Usage****Description**

When the dual line kit (ML-503) is installed, can each line be set to send a different header automatically?

Solution

When the dual line kit is installed each line cannot be set to send a different header automatically. If the header needs to be changed it must be selected at the time of the transmission.

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0802165EN***Solution Usage****Description**

How to change the staple cartridge.

Solution

To change the staple cartridge:

1. Open front door.
2. Below FN5 and FN6 you will see a white and green gear.
3. Turn the green gear counterclockwise and that will move the staple unit to the front of the machine.
4. When the staple unit is all the way to the front, pull the green tab to the cartridge unit and it will release it.
5. Pull it out and replace the cartridge unit with a new one.

Refer to the attached PDF for illustrated instructions for the FS-510, FS-511, and SD-502.

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 Marge McLea, Production Customer Support/SSD

Solution ID TAUS0802271EN***Solution Usage****Description**

Is a local interface available for the bizhub 360/420/500 series?

Solution

Printing is supported only via Ethernet (network) connection on these models.

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

Solution ID TAUS0802510EN***Solution Usage****Description**

How to print the TX report.

Solution

To print the TX report, follow these steps:

Press the Administrator Settings key.

Enter the password (12345678).

Select Fax Settings.

Select Report Settings.

Check TX Report Results (if set to ON, it will print after every transmission).

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

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

Solution ID TAUS0802553EN***Solution Usage****Description**

Where are CN35 and CN36 located in the machine? These connectors are referenced in the Jamex® installation instructions but their location is not provided.

Solution

Both CN35 and CN36 that are referenced in the Jamex® installation instructions are located on the PRCB in the machine.

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0802560EN***Solution Usage****Description**

How to reprogram the total counters now that the NVRAM has been replaced. The counters do not match the machine actual counts.

Solution

The counters can not be reprogrammed. Please track the counts from the current count onward.

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

Solution ID TAUS0802879EN***Solution Usage****Description**

How to access Trouble Isolation.

Solution

To access Trouble Isolation:

1. Go into Service Mode.

2. System 1.

3. Trouble Isolation.

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

Solution ID TAUS0808640EN***Solution Usage****Description**

Location of hole punch scraps box. "Remove Punch Scraps" message may be indicated (PU-501).

Solution

Open the finisher (FS-510/FS-511) door and remove and empty the scraps box (dust box). Please refer to attached instructions. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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

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

Solution ID TAUS0900083EN***Solution Usage**

Description

How to default the opening scan size of a scanned document from Adobe® Acrobat® 7/8/9.

Solution

To default the opening scan size of a scanned document via Adobe® Acrobat® 7/8/9 perform the following:

1. Open a PDF.
 2. Select Edit and then Preferences (see attached photo).
 3. Click on Page Display => Magnification. Zoom to Scroll and select the desired opening size.
- SPECIAL NOTE : Solution contribution by Mark D'Attilio/Ian Lynch/Cesar Jimenez, Production Print/SSD

Solution ID TAUS0900084EN*

Solution Usage

Description

Problem:
This Mode can not be set with offset.
The bypass has been selected and it is currently configured for envelop printing.
The finisher is defaulted for offset sorting.

Solution

Cause:
Incompatible machine functions.

Solution:
Disable the offset option for the finisher.

Select the finishing button at the ready screen.
Touch the offset button to unselect it.

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

Solution ID TAUS0900101EN*

Solution Usage

Description

How to copy on OHP transparency

Solution

To copy on OHP transparency, perform the following:

1. Position original
2. Load OHP transparency into bypass tray 1 sheet at a time
3. Specify the paper type OHP
4. Load copy paper in any tray other than bypass to match transparency size
5. Touch Application tab
6. Touch sheet/cover the touch OHP interleave
7. Specify the tray loaded with paper for interleaf
8. Select copy or blank

– To copy the original image also onto interleaves, touch [Copy] under Copy or Blank to highlight it.

– To leave the interleaves blank, touch [Blank] under Copy or Blank to highlight it.

9. Touch ok
10. Select additional copy conditions
11. Press start

SPECIAL NOTE: Solution contribution by Raymond Downs, Production Customer Support/SSD

Solution ID TAUS0900311EN*

Solution Usage

Description

How to pre-program a 9 for the PBX system.

Solution

Topre-program a 9 for the PBX system, perform the following:

1. Enter the Admin Mode
2. Select Fax Setting.
3. Touch PBX CN Set.
4. Touch PBX CN Mode Set to ON.
5. Press the "C" key and enter 9 and press OK.
6. Press close three times to exit.

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

Solution ID TAUS0900368EN*

Solution Usage

Description

How to set the machine to accept another copy job while the previous job is printing, without having to use the next job reservation feature.

Solution

To enable the user to reserve a copy job without using next job reservation, perform the following:

1. Press the Utility key.
2. Select User Setting.
3. Select Display Setting.
4. Select Copy Screen.
5. Set Copy Operating Screen to OFF.
6. Exit the User Setting mode.

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

Solution ID TAUS0901085EN*

Solution Usage

Description

What load check mode can be used to turn the toner bottle?

Solution

Please use code 56 with multi code 1 to turn the toner bottle clock wise. Please use code 56 with multi code 2 to turn the toner bottle counter clock wise.

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

Solution ID TAUS0901278EN*

Solution Usage

Description

Why is the TX Stamp not applied to the original when a fax is sent, the operation of the stamp has been confirmed in state confirmation?

Solution

The TX Stamp will not be applied to the original when a fax is sent if mixed original has been selected. Please unset mixed original detection prior to choosing the stamp function.

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/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 TAUS0901575EN*

Solution Usage

Description

How to print booklets for MicroSoft Publisher 2003 onto legal size paper using a Windows driver.

Solution

To print booklets from MicroSoft Publisher 2003 perform the following:

In Publisher before creating the document:

1. Select File > page setup and under the layout tab select Full Page.
2. Under the Printer and Paper tab select a page size of 5.5 X 8.5 and save.
3. This will create a booklet that does not scale. If the booklet was already created image size may need to be adjusted on each page.

When printing perform the following:

1. Select File > Print and then select the printer properties.
2. On the basic tab select the paper size as 8.5 by 14.
3. On the layout tab select booklet.
4. On the finishing tab select center staple and fold.
5. Click OK and print.

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

Solution ID TAUS0901684EN*

Solution Usage

Description

Konica Minolta universal PostScript/PCL printer drivers.

Solution

The first versions of the universal PostScript/PCL printer drivers are available. These printer drivers offer customers the benefit of a simplified management for IT administrators and a powerful print driver for user utilizing multiple printers.

The concept is to offer a single universal PostScript/PCL printer driver that is available for Konica Minolta MFPs and printers and that is also compatible with other brands of PCL/PostScript printers. This creates a common user interface across all printers and automatically detects printers on the network for easy configuration.

Please refer to attached Marketing Bulletin #09-GB-017 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 TAUS0902269EN*

Solution Usage

Description

How to setup the machine to use and recognize both A4 and 8.5 X 11 from both the platen and document feeder.

Solution

To setup a machine to use recognize A4 and letter originals perform the following:

1. Enter the Service mode.
2. Select System 1.
3. Select Original Size Detection.
4. Change Original Glass Original Size Detect from "Inch Series" to "Full Size."
5. Change Original ADF Original Size Detect from "Inch Series to Full Size."
6. In Admin Mode go to copier settings and set both Platen AMS and ADF AMS to on.
7. Have the copier defaulted to Auto paper.
8. If the ADF does not properly recognize the sizes perform the ADF original size adjustment in service mode.

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

Solution ID TAUS0902314EN*

Solution Usage

Description

How to format the HDD.

Solution

To format the HDD, perform the following:

1. Press the Utility/Counter key.
 2. Touch [3 Administrator Settings] on the touchscreen.
 3. Input the Administrator Password (default password is 12345678).
 4. Touch [OK] on the touchscreen.
 5. Touch [9 Security Settings] on the touchscreen (or [0 Security Settings] for bizhub 360/420/500).
 6. Touch [6 HDD Settings] on the touchscreen.
 7. Touch [5 Format HDD] on the touchscreen.
 8. Touch [Yes] on the touchscreen.
 9. Touch [OK] on the touchscreen.
 10. Press the Reset key to return to the normal screen.
- CAUTION : Please be aware that the following data is deleted/erased when the hard disk is formatted.

Program address

Address Book

Authentication method settings

User authentication settings

Account track settings

User boxes

User box settings

Documents in user boxes

Secure print user box settings

Bulletin board user box settings

Note : Please refer to attached documentation 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>.

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

Solution ID TAUS0902480EN*

Solution Usage

Description

How to set up Scan to FTP on Microsoft® Windows 2008 Server.

Solution

Please see the attached video for the procedure. The video should be played on Microsoft® Windows Media Player version 9 or later. The latest Media Player can be downloaded at: <http://www.microsoft.com/windows/windowsmedia/default.mspx> .

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

Solution ID TAUS0902510EN*

Solution Usage

Description

What can cause the machine to display a C-1118 code?

Solution

The machine may display a C-1118 code if the one-way gears in the exit section have failed. Please replace the one-way gears (p/n 4349-1633-01) and (p/n 4349-1611-01) to correct the code.

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0902637EN*

Solution Usage

Description

Paper Feed Cabinet motor and board change.

Solution

Due to a change in suppliers, the motor used in the models listed has been changed. In order to keep the performance the same as with the older motors, the related PWB was also changed.

PC-101
 PC-102
 PC-103
 PC-104
 PC-201
 PC-202
 PC-203
 PC-204
 PC-206
 PC-402
 PC-403
 PC-405
 PC-407
 PF-122
 PF-124
 PF-210

Note :Original and modified parts are not to be mixed. Boards and motors must be replaced as a set (both must be either original style or modified style). Please see attached Bulletin Number 6703 for additional information and part numbers. 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 TAUS0802436EN***Solution Usage****Description**

DF-607, J-6501 that may clear by lifting and closing the document feeder.

Solution

PROBABLE CAUSES:

1.The DF-607 may be misaligned.

Adjust position of DF-607 using the alignment screws on the hinges.

2.PS6 is misaligned or has failed.

Adjust position/replace PS6 (p/n 4344 5167 02).

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

Solution ID TAUS0901876EN***Solution Usage****Description**

PC402, intermittent J-1305 codes.

Solution

CAUSE: The 1-way clutch for the tray 3 feed rollers is dirty or has failed.

SOLUTION: Clean the 1-way clutch for the tray 3 feed rollers (p/n 4030 3034 01). If necessary, replace the tray 3 1-way clutch.

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

Solution ID TAUS0902155EN***Solution Usage****Description**

J-7221 code when stapling or sorting.

Solution

CAUSE: Finisher exit roller one way gear has failed.

SOLUTION: Replace the finisher exit roller one way gear (p/n 4349 1633 01).

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

Solution ID TAUS0700176EN***Solution Usage** 12**Description**

J-3000 jam code. May occur only when duplexing.

Solution

PROBABLE CAUSES:

1. Shorted Toner Solenoid (SD5).

Note : CL1 fails and CL2 operates properly.

Check for a short at SD5 (p/n 26NA 8251 3). If a long screw was substituted for a short one it could contact the windings of the solenoid. Replace SD5 as necessary along with PRCB (p/n 50GA -902 0E)

2. Failed main board.

Check the following:

a. PS1 in IO mode (p/n 13QA 8552 1)

b. CL1 (p/n 57AA 8203 0) and CL2 (p/n 50GA 8202 0) in IO mode

If the CL1 fails and CL2 checks OK, check the Main Control Board for missing 24V DC on connector CN22-B5. Check for an open ICP4. If no voltage or a very low voltage is present, and ICP4 is OPEN, replace the Main CB (p/n 50GA -902 0E) after checking for short at the toner solenoid (p/n 26NA 8251 3).

3. Failed CL7 and or CL8.

Please replace the ADU clutches, CL7 and CL8 (p/n 50GA 8203 0).

Note : Both clutches have the same part number.

4. Guide sheet in the multi-bypass tray malformed or damaged.

Please replace the guide sheet in the multi-bypass tray with the modified guide sheet. For more information please see the attached Parts Modification Notices. 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 Jeff Rings, Mason City Business Systems and David Silverstein/James Behrends, Workgroup/SSD

Solution ID TAUS0801765EN***Solution Usage** 8**Description**

FS-xxx, first page not aligned properly/not stapled in stapled sets.

Solution

CAUSE: Static build-up on alignment plate which causes the first page to stick.

SOLUTION: Wipe affected area with anti-static compound (Brilliance®, Pledge®, dryer sheet, etc.).

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

Solution ID TAUS0657747EN***Solution Usage** 6**Description**

Pre-loop, registration, and ADU clutches are failing prematurely at around 80K copies.

Solution

CAUSE: Anti-corrosive lubrication seems to be migrating between the clutch plates. When examined, an oily build-up can be seen. Failure resulting in jams in the ADU, registration, and transport seem to increase around 80K copies.

SOLUTION: Remove the excess grease and clean the clutches. Only a small amount is required to keep gear noise down.

SPECIAL NOTE : Solution contribution by William Tank of Albin Business Centers.

Solution ID TAUS0703395EN*

Solution Usage 6

Description

Intermittent jamming/misfeeding from paper cassette(s).

Solution

CAUSE: Paper cassette moves forward due to machine vibration. The cassette holder is worn/weak and the "holding power" has decreased over time.

SOLUTION: The shape of holder has been changed, strengthening the power of cassette hold and by installing a Stop Ring (p/n 4348620600).

Install the cassette holder countermeasure to prevent the cassette from unlocking as explained in attached Bulletin Number 6217. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0800187EN*

Solution Usage 2

Description

Jamming in registration area when duplexing (various J-codes may be indicated).

Solution

CAUSE: ADU loop clutch failure. If there is repeated jamming in the registration area, often when duplexing, the clutch (CL3) in the vertical conveyance (behind the bypass feed area) may be the cause.

SOLUTION: Please replace CL3 (p/n 50GA 8202 0).

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

Solution ID TAUS0657353EN*

Solution Usage 1

Description

FS-511, J72-17. Paper jams at entrance to the punch unit.

Solution

CAUSE: Poor connection, obstruction in paper path or possible failed finisher registration clutch.

SOLUTION: Reseat punch unit and finisher registration clutch connections. Remove the punch unit to check for obstructions. If jamming continues, replace the finisher registration clutch (p/n 9322 1000 81).

Solution ID TAUS0702687EN*

Solution Usage 1

Description

J1305, J1311 and skewed copies and prints.

Solution

CAUSE: The paper lift cable has become dislodged from the guide pulley located at the front, top of the PC-402.

SOLUTION: Carefully remove the black cover mylar from the guide pulley and re-install the lift cable over the pulley.

SPECIAL NOTE : Solution provided by Gerald Koehl, Braden Business Systems.

Solution ID TAUS0901175EN*

Solution Usage 1

Description

How to display the jam counters?

Solution

To display the jam counter perform the following:

1. Enter the Service mode.
2. Select Counter.
3. Touch Jam.
4. Scroll through 1 of 16 pages to find the jam codes.

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

Solution ID TAUS0802648EN*

Solution Usage 0

Description

"Now Warming" displays if the machine is turned on with the right door open. When the door is then closed "Warming Up" stays on the screen. The fuser is warm. If all doors are closed at startup, C-6702 appears, but before this code shows up, the machine asks to close the covers, and then goes into the C-6702 code.

Solution

CAUSE: 2000 sheet LCT connections wires in connector are loose.

SOLUTION: Resolder connector wires or replace harness (p/n 4348 6801 02).

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0802037EN*

Solution Usage

Description

Fuser jams.

Solution

CAUSE: Rocking Collar (p/n 1200210502) becomes loose or dislodges.

SOLUTION: Replace the current part with the modified Separate Rocking Collar (p/n 1134304101). Please refer to attached Bulletin Number 6429 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 Don St. Onge, Workgroup/SSD

Solution ID TAUS0802846EN*

Solution Usage

Description

Paper skews when feeding from the PC-402.

Solution

CAUSE: The latches on the PC-402 door might be worn.

SOLUTION: Replace the latches for the PC-402 door. The part numbers are 15EK 1212 0 and 15EK 1213 0.

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

Solution ID TAUS0808283EN*

Solution Usage

Description

PROBLEM:

Stacker tray is not rising to the exit area while making copies/prints and removing stack (FS-511).

Solution

CAUSE:

This a product limitation

SOLUTION:

Advise customer not to remove the stack until a message states to remove it or when the job finishes.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/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 Hypertextual 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 TAUS0607358EN***Solution Usage** 22**Description**

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

Solution

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

SOLUTION:When printing and stapling multiple sets, the Collate option in the Microsoft® Word dialog box must be deselected. Please refer to attached example. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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

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

Solution ID TAUS0701860EN***Solution Usage** 13**Description**

HTTP 400 - Bad Request error. Unable to view the printer web browser (PageScope Web Connection).

Solution

CAUSE: The reason for the error:

1. A bad request. The browser sent a request that the server could not understand.
2. An attempt to communicate with plain HTTP to an SSL-enabled server port. Instead, use the HTTPS scheme to access the URL.
3. The request could not be understood by the server due to malformed syntax. The client SHOULD NOT repeat the request without modifications.

Note : The first digit of the status code specifies one of five classes of response.

1xx Informational

2xx Success

3xx Redirection

4xx Client Error

5xx Server Error

SOLUTION: The error can be eliminated by:

1. Checking for any enabled Pop-up blockers and reconfiguring them.
2. Checking for Internet security software that may be blocking Web access and disabling the service. Example: Norton® Internet Security.
3. Installing Microsoft® .NET Framework 1.1 Service Pack 1. Microsoft® has confirmed that this is a problem in Microsoft® products that are listed in the "Applies to" section. This problem was first corrected in .NET Framework 1.1 Service Pack 1. Please refer to Microsoft® Article ID: 826437 - FIX: "HTTP 400 - Bad request" error message in the .NET Framework 1.1 .

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

Solution ID TAUS0701255EN*

Solution Usage 12

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 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 TAUS0657164EN*

Solution Usage 7

Description

Time to acquire scan is excessive; slow scanning.The "Connecting" message lasts a long time.

Solution

CAUSE: Scanning may seem slow because the TWAIN driver is searching for all available machines to scan from on the network.

SOLUTION : When the Select Devices dialog box is displayed, select 'from registered devices' and also select 'Use this device for future session' option.Please see attachment for the procedure. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Note : These settings are only available when usingthe version 2.1.0.0 NoGUI TWAIN driver or earlier.

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

Solution ID TAUS0701650EN*

Solution Usage 5

Description

Unable to print from Adobe® Acrobat® 8 with the Visual PostScript driver.

Solution

CAUSE:An abnormality with the Visual PostScript driver.

SOLUTION:Visual PostScript drivers areavailable that correct this issue.

Microsoft® Windows NT4/2K/XP/2K3 (32-bit)

bizhub Pro 1050 Visual PostScript driver version 3.2.0.0

bizhub Pro 920 Visual PostScript driver version 2.8.0.0

bizhub 750/600 Visual PostScript driver version 3.1.0.0

bizhub 500/420/360 Visual PostScript driver version 3.1.0.0

Microsoft® Windows XP Pro/2K3 (64-bit)

bizhub Pro 1050 Visual PostScript driver version 3.2.0.0

bizhub Pro 920 Visual PostScript driver version 2.8.0.0

bizhub 750/600 Visual PostScript driver version 3.1.0.0

bizhub 500/420/360 Visual PostScript driver version 3.1.0.0

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

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

Solution ID TAUS0800366EN*

Solution Usage 5

Description

When printing from Microsoft® Publisher andperforming a mail merge, thecopiesare all stapled together.

Solution

CAUSE: This is a known anomaly with Microsoft® applications.

SOLUTION: Please read the attached Microsoft® articleregarding a resolution for the problem with Microsoft® Publisher 2000 and 2003. 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 Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802710EN*

Solution Usage 3

Description

Error code 2039when performing CSRC (CS Remote Care). TX/RX test is not sent to Lotus® Domino™ email server.

Solution

CAUSE: The engine will not complete the TX/RX test if the 'Short name' field is not populated, because the engine will not receive proper POP3 response from email server.

SOLUTION: Enter a name in the 'Short name' field. It is recommended to use the hostname (the portion to the left of '@' in the engine's email address). The attached file is a screenshot showing the Lotus® Domino™ 'Short name' field.

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

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

Solution ID TAUS0657138EN*

Solution Usage 2

Description

When scanning with eCopy™, the preview is not displayed, the optics did not work and the message at the bottom left of the scan indicates 'Scan complete'.

Solution

CAUSE: There is somewhat of an incompatibility with most of the KMBSTWAIN drivers and the eCopy™ ScanStation.

SOLUTION: There is a driver that does work well and supports color scanning. This has been commonly referred to as the GUI-suppressed (Non GUI) driver.

Notes :

1. Prior to installation, unload the present TWAIN driver via Control Panel > Add or Remove Programs.

IMPORTANT : Stop ALL eCopy™ services in order to remove the driver.

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

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

Solution ID 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 TAUS0800367EN*

Solution Usage 2

Description

When duplexing from Microsoft® Publisher 2007 there is a manual duplexing wizard that is opening. This is forcing manual duplexing.

Solution

CAUSE: Duplexing is being selected in the wrong location.

SOLUTION: Select duplexing under the Properties and select Single-sided in the initial print dialog window.

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

Solution ID TAUS0808581EN*

Solution Usage 2

Description

Certain MFP settings may affect PageScope applications from communicating with Konica Minolta devices.

Solution

For newer model Konica Minolta MFPs, the following MFP settings may affect communication with several PageScope applications.

Note : Depending on the MFP model and the PageScope application, these settings may differ.

This setting will affect most PageScope applications:

Admin Mode

1. Press the Utility button.
2. Select Administrator mode - Security button -Management Function Setting, then the Network Function Setting button.
3. Set to Allow.
4. Select Exit.

This setting will affect PageScope applications such as Data Administrator, Box Operator, Net Care and PageScope Enterprise Suite (depending on which PSES function is being used):

- Open API
1. Press the Utility button.
 2. Select Administrator mode.
 3. System Connection – Open API.
 4. Set to Allow.
 5. Select Exit.

Additionally, if theSNMP settings are not set to the default settings, they may need to be updated in the PageScope application.
Default SNMP v1/v2 settings

Admin mode=> Network Setting=> SNMP Setting
Read=> Public
Write=>Private
SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0900989EN*

Solution Usage 2

Description

How to obtain spool files from an AS/400 for analysis by the lab.

Solution

Because of the complexityand types of issues betweenMFPs 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 aretwo 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 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 awhile), press F11 to display the release version. This will appearunder the Installed Release column.
4. Use theattached 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 then V5R4M0, then use instructions called:
Instructions to copy spool files off AS400 V5 using FTP-final.pdf
5. After thefiles are obtained,attach them to the SSD ticket.

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

Solution ID TAUS0902460EN*

Solution Usage 2

Description

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

Solution

The attached documentation outlines procedures to:

divide Mail Merge into separate jobs based on name or address
separate a file that has already been merged into Microsoft® Word 2007. In other words, you only have a Word file with all the variable data incorporated. No need to add recipients from a spreadsheet.

Notes :

- 1.The instructions are for both scenarios using Microsoft® Word 2007 and attached are the files used in the instructions.
2. To view the DOC file, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; <http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf> .

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

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

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

Solution ID TAUS0702369EN*

Solution Usage 1

Description

"Destination device is not supported." message when attempting to connect to the MFP. The controller firmware of the bizhub750/600/500/420/360 is later than version 30.

Solution

CAUSE: The HDD TWAIN driver requires updating.

SOLUTION: Update the special HDD TWAIN driver ver.3.1.0.2 (15MB) .

Notes :

1. Please refer to the attached ReadMe, Program Release Information and Users Guide.
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 latest TWAIN drivers are 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'.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0702714EN*

Solution Usage 1

Description

When a PDF is output from Adobe® Acrobat® 8, it generates a PostScript error.

Solution

CAUSE: Bug in the Konica Minolta Visual PostScript driver when settings are as follows:

- Visual PostScript driver: "Path through - Off"
- Adobe® Acrobat® 8: "Choose Paper Source by PDF page size"

SOLUTION: Please use the special Konica Minolta Visual PostScript driver (32-bit or 64-bit as needed), version 3.1.0.0.

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0703335EN*

Solution Usage 1

Description

Why, when printing to HDD using PCL driver, does a warning message appear before storing the job?

Solution

To eliminate the popup window update the PCL driver. Please refer to the following.

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

bizhub C450

1. Release version and download file name
Following program version is explained in this file.

[Release version]

Product name

Program name

Based version

Release version

Language

Installation type

Note

C450

KONICA MINOLTA C450 PCL Driver

03.02.02.00

03.02.02.02

English

Add type

Windows 2000/XP/Server2003

[Download file name]

c450_pcl_win2k_xp_2k3_v03020202_en_add.exe

PRI_DLBT0703015EN.doc (this file)

2. Where changed

This program is released for the following purpose.

This driver is released for the following purpose.

And, please install this special driver only to the PC of a necessary customer.

When selected "Save in User Box" and "Save in User Box and Print" in Output Method, the confirmation dialog for setting doesn't show.

3. Restrictions

None

4. Programs to be applied at the same time

There is no program to be applied with this KONICA MINOLTA C450 PCL Driver.

However, using with latest version program is recommended.

5. How to install

5.1. How to update the driver

Open the Printer folder by selecting [Start] => [Settings] => [Printer], and please select the [Add Printer] icon.

5.2. How to check version

Open the properties of printer driver, and check the version in the order of Setup => Version tab.

bizhub C252/C252P

1. Release version and download file name

Following program version is explained in this file.

[Release version]

Product name

Program name

Based version

Release version

Language

Installation type

Note

C252

KONICA MINOLTA C252/C252P PCL Driver

03.02.01.00

03.02.01.08

English

Add type

Windows 2000/XP/Server2003

[Download file name]

c252_pcl_win2k_xp_2k3_v03020108_en_add.exe

PRI_DLBT0703014EN.doc (this file)

2. Where changed

This program is released for the following purpose.

This driver is released for the following purpose.

And, please install this special driver only to the PC of a necessary customer.

When selected "Save in User Box" and "Save in User Box and Print" in Output Method, the confirmation dialog for setting doesn't show.

3. Restrictions

None

4. Programs to be applied at the same time

There is no program to be applied with this KONICA MINOLTA C252/C252P PCL Driver.

However, using with latest version program is recommended.

5. How to install

5.1. How to update the driver

Open the Printer folder by selecting [Start] => [Settings] => [Printer], and please select the [Add Printer] icon.

5.2. How to check version

Open the properties of printer driver, and check the version in the order of Setup => Version tab.

bizhub 500/420/360

1. Release version and download file name

Following program version is explained in this file.

[Release version]

Product name

Program name

Based version

Release version

Language

Installation type

Note

ic204

KONICA MINOLTA 500/420/360 PCL Driver

03.01.00.00

03.01.00.06

English

Add type

Windows 2000/XP/Server2003

[Download file name]

ic204_pcl_win2k_xp_2k3_v03010006_en_add.exe

PRI_DLBT0703017EN.doc (this file)

2. Where changed

This program is released for the following purpose.

This driver is released for the following purpose.

And, please install this special driver only to the PC of a necessary customer.

When selected "Save in User Box" and "Save in User Box and Print" in Output Method, the confirmation dialog for setting doesn't show.

3. Restrictions

None

4. Programs to be applied at the same time

There is no program to be applied with this KONICA MINOLTA 500/420/360 PCL Driver.

However, using with latest version program is recommended.

5. How to install

5.1. How to update the driver

Open the Printer folder by selecting [Start] => [Settings] => [Printer], and please select the [Add Printer] icon.

5.2. How to check version

Open the properties of printer driver, and check the version in the order of Setup => Version tab.

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

Solution ID TAUS0655341EN***Solution Usage** 0**Description**

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

Solution

CAUSE: Registry edit required.

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

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

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

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

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

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

Never leave Registry Editor running unattended.

Konica Minolta is not responsible for any system errors that may result from using a registry editor incorrectly.

SOLUTION: Microsoft® Publisher can be enabled to individually collate, staple and duplex publications/records when using the Mail Merge feature of Publisher through a registry edit. This can be done either manually or by a script.

To manually edit the registry

Open the Registry Editor by clicking Start, click Run, type regedit, and then click OK. Go to:

1. HKEY_CURRENT_USER\Software\Microsoft\Office\ \Publisher\Printing

2. Right-click on the Printing folder, select New => String Value.

2. Create new "string value" called: NumberOfRecordsPerBatch

3. Double-click and set the Value Data to 1. Instead of grouping records together into groups of 10 to send to the printer (Publisher default), the records are now sent in groups of 1 (i.e., each document is sent separately).

Note : A value for this size setting can be set between 0 and 99999.

To update the registry "automatically" from a script

1. Download the script from <http://ed.mvps.org/20031Rec.reg> and save the REG file to the Desktop (script is also attached in case the URL cannot be accessed).

2. Double-click on the icon, and then click on Yes to the question, "Are you sure you want to add the information in C:\DOCUME~1\administrator account\Desktop\20031Rec.reg to the registry?"

3. The new value will be added to the registry.

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

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 TAUS0657140EN*

Solution Usage

Description

Using eCopy™, after pressing function key, the next screen does not display the preview scan.

Solution

CAUSE: The wrong TWAIN driver is being used.

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

Remove the current driver before installing this driver. If an error occurs during removal, stop the eCopy™ services and press the Retry button. Once removed, restart the eCopy™ services and install the new driver.

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

Solution ID TAUS0702713EN*

Solution Usage

Description

When printing from Adobe® Acrobat® 8, the print stops at page 45 and next page or later is not printed.

Solution

CAUSE: Bugin theKonica MinoltaVisual PostScript driver.

SOLUTION: Please use the special Konica MinoltaVisual PostScript driver (32-bit or 64-bit as needed), version 3.1.0.0.

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0702715EN*

Solution Usage

Description

When printing from Adobe® Acrobat® 8, the image of the last page is rotated by 180 degrees.

Solution

CAUSE: Bugin theKonica MinoltaVisual PostScript driver.

SOLUTION: Please use the special Konica MinoltaVisual PostScript driver (32-bit or 64-bit as needed), version 3.1.0.0.

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0702717EN*

Solution Usage

Description

A PDF cannot be output from Adobe® Acrobat® 8.

Solution

CAUSE: Bugin theKonica MinoltaVisual PostScript driver.

SOLUTION: Please use the special Konica MinoltaVisual PostScript driver (32-bit or 64-bit as needed), version 3.1.0.0.

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0703300EN*

Solution Usage

Description

TIF files created by the Fax Forwarding feature of the bizhub 420/500 cannot be loaded In OmniPage® Pro 15.

Solution

This issue appears to be related to the type of TIF files created by the bizhub 420/500 Fax Forwarding process.

Oneworkaround is to use PDFs when using the Fax Forwarding process since OmniPage® Pro can handle PDF file types. To set up the printer to default to PDF when forwarding faxes:

1. Select the FAX button.
2. Select the Scan Setting on the LCD.
3. Select the File Type as PDF.
4. Then make the setting permanent:
 - a. Select the Utility button.
 - b. Select User Setting.
 - c. Select Initial Setting. If the setting is set for Factory, change it to Current.

Another workaround: If it is a definite requirement to output these files in a TIF format, open the TIF file in another application (like Microsoft® Windows Paint) and then save the file in another format such as JPEG. It has been verified that after opening the TIF file in Microsoft® Windows Paint and then saving it as a JPEG file, the resulting JPEG file can be loaded into OmniPage® without issue.

SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID TAUS0800566EN*

Solution Usage

Description

When printing from special application, prints a blank page at the end of the print job.

Solution

CAUSE: The application may have added margins that cause the blank spacethus creating an extra page.

SOLUTION: To prevent this:

1. Access the UTILITY on the machine.
2. Select User Settings.
3. Select Printer Settings.
4. Select PCL Settings. The display will indicate MODE 1, MODE 2, MODE 3 and ON or OFF (default).
5. Select ON and MODE 3.
6. Exit to basic screen.
7. Power OFF machine, wait 5 seconds, then power ON.
8. Send test job.

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0801431EN*

Solution Usage

Description

When too many users simultaneously attempt to perform PageScope Box Operator functions while accessing the same MFP, it is possible that the PageScope Box Operator (PSBO) application may lock up intermittently. The PSBO application and/or the MFP may need to be restarted in order to resume using the PSBO application.

Solution

CAUSE: It is possible for multiple users to connect to the same MFP simultaneously through PSBO. However, only one document can be downloaded at a time from the same device, either through PSBO or PageScope Web Connection (PSWC). As a result, if two or more users attempt to download a document in a box by PSWC or PSBO simultaneously from the same MFP, the second user will have to wait until the previous download is completed.

SOLUTION: If the lockup issue occurs, the number of simultaneous connections from PSBO to the same MFP will need to be reduced. It is possible that this specification may be changed for future models.

SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID TAUS0801980EN*

Solution Usage

Description

"Device can not print in accordance w/guidelines pick another printer" message when trying to print postage from Stamps.Com.

Solution

CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minolta drivers. The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.

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

Solution ID 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 TAUS0808509EN*

Solution Usage

Description

When printing from an AS/400, the job reprints and an asterisk is displayed by jobname on the user console.

Solution

CAUSE: When an AS/400 is set up to perform remote printing, it uses the LPR protocol. When printing multiple copies in this configuration, the AS/400 sends

a control file that contains multiple entries for each job that is sent. When the MFP receives this file, it drops the connection immediately; the AS/400, confused, resends the same page each time.

SOLUTION: Install the latest firmware for each model, which should correct this issue. If it does not, then use the following firmware for specific models to correct the issue and report back to the Hotline.

bizhub 200/250/350/40P: 200_250_350_4040-0100-G3V-80-002.ZIP

bizhub 360: 360us_m0g1300d1.exe
 bizhub 420: 420us_m0g1300d1.exe
 bizhub 500: 500us_m0g1300d1.exe

bizhub 361: 361us_m1g1300c5.exe
 bizhub 421: 421us_m1g1300c5.exe
 bizhub 501: 501us_m1g1300c5.exe

bizhub 600/750: 600_750_us_m1g3000da.exe

bizhub PRO 1050: 1050_p131cpf0p.exe

bizhub C451: C451_A00K0Y0-F000-GC2-R4.EXE
 bizhub C550: C550_A00J0Y0-F000-GC2-R4.EXE
 bizhub C650: C650_A00H0Y0-F000-GC2-R4.EXE

bizhub C203: C203_A02E0Y0-F000-GE2-R4.EXE
 bizhub C253: C253_A02E0Y0-F000-GD2-R4.EXE
 bizhub C353: C353_A02E0Y0-F000-GC2-R4.EXE
 bizhub C353P: C353P_A02EY0-F000-GW1-72.EXE

Note: The firmware is available for download via the Konica Minolta Download Selector..

1. Login in via www.mykonicaminolta.com
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.
6. These files are located under "Specials".

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

Solution ID TAUS0900976EN*

Solution Usage

Description

After NVRAM replacement the MFP does not ask to enter Equitrac® code.

Solution

CAUSE: Equitrac® device has been unset.

SOLUTION: Reenable the Equitrac® device:

1. Enter the Service mode.
2. Press [STOP], [9] on the operation panel to enter the Security mode.
3. On the Billing setting screen press [Management Function Choice].
4. Choose [Key Counter Only] to enable the Equitrac®.
5. Press [END].
6. Press [Exit].

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

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 TAUS0901351EN*

Solution Usage

Description

How is the fax stamp and its settings enabled?

Solution

The fax stamp and its settings are enabledby performing the following:

1. Enter the service mode.
2. Select system 2.
3. Select DIPsw settings.
4. Change SW 37 bit 1 to a 1.
5. Press Set.
6. Cycle machine power.

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

Solution ID TAUS0902084EN*

Solution Usage

Description

How to push driver properties down to clients from a Netware server.

Solution

Because of the nature of how drivers are installed in the NDPS database, driver properties can not be saved.

Novellacknowledged this limitation; inNetware 6.5 and above there is a function called the Driver Profile.Use the following instructions to allow driver properties to be downloaded from the client when the printer driver is downloaded from the NDPS database.

Before creating the profile, the following items must be installed on the Netware 6.5 server:

- 1.SP5 or above, including all patches.
- 2.iPrint version 4.2.8 or higher.
- 3.TheiPrint LIB files must be updated.

These files can be found at <http://www.novell.com>

To install:

- 1.In Novell iManager, click iPrint > Print driver profile.
- 2.Browse to and select the print manager where you want the driver profile stored and made available to the printers on that manager
- 3.Select an operation and click OK (create, delete, modify)

After creating a printer driver profile associate it with a printer:

- 1.In Novell iManager, click iPrint > Manage printer.
- 2.Browse to and select the printer you want to modify.
- 3.Click drivers > printer_driver_operating_system.
- 4.Select the printer driver from the list of available printers.
- 5.Select the profile you want associated with this driver from the list of available driver profiles for the selected driver
- 6.Select OK to save the changes.

Note:If you experience winsock 11004 issues when creating the driver profile, update the local HOSTS file on the workstation with the IP address of the server and its DNS entry.

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

Solution ID TAUS0902136EN*

Solution Usage

Description

While upgrading the firmware on a MPI LinkCom™ III print server using Microsoft® Windows Vista™, the update may fail.

Solution

CAUSE: Anomalywhen attempting firmware install using Microsoft® Windows Vista™.

SOLUTION: The only known solution is to use Microsoft® Windows XP and recycle the print server before performing the upgrade again.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0902472EN*

Solution Usage

Description

Files are sent to eCopy™ while ScanStation® is in Send to eCopy™ mode, but they are not pulled into eCopy™.

Solution

CAUSE: When eCopy™ compares the date of a file to be pulled into eCopy™, it looks at the modified date instead of the created date.

SOLUTION: Check the date for the MFP or controller. Make sure that the is near to the date for eCopy™ ScanStation®.

Also, please refer to the attached document from eCopy™ which will be helpful when troubleshooting some scan to eCopy™ issues. 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

Solution ID TAUS0657486EN*

Solution Usage 61

Description

C2403 (C-2403).

Solution

PROBABLE CAUSES:

bizhub 360/420/500/361/421/501

1. Damaged wires on the TCRS sensor.

Note : C2303 (C-2303) may also be indicated with "Toner recharging" message.

Replace the TCRS sensor (p/n 26NA 8804 1).

2. The toner supply motor failed.

To test the motor:

a. Enter the Service mode.

b. Select State/Confirmation, then Load Check.

c. Enter code 56, multi-code 001 and press the print key. Verify the toner supply motor turns smoothly in a clockwise direction.

d. Press stop.

e. Enter multi-code 002 and press the print key. Verify the toner supply motor turns smoothly in the counterclockwise direction.

If the motor hesitates in either direction, replace the toner supply motor (p/n 26NA 8006 1).

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

bizhub 360/420/500

1. When an empty toner bottle is rotated while removing it from the machine, the alignment tab goes out of home position. Then, when a new bottle is inserted, it does not rotate correctly.

A modification is available. Please refer to attached Bulletin Number 5775 and follow the procedures outlined. 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 : To reset C-2403 after replacing the toner bottle, perform the following:

a. Power OFF the main switch (SW2, inside front door).

b. Slide the toner bottle cradle and remove spent toner bottle.

c. Prepare new toner bottle per instructions and place toner bottle in the cradle (line up the two notches at the rear so the cartridge is laying level in the cradle).

d. Turn bottle completely around and line up the arrow at the 12 o'clock position clockwise or counterclockwise and push cradle in and lock toner door.

e. The power should be re-enabled to ON while holding the Utility key; the Konica Minolta blue screen within 6 minutes, then the white screen with Trouble Reset. Touch and OK will appear.

f. Power OFF/ON and should go to Ready. This procedure may have to be redone several times.

2. Toner bottle is not turning.

Ensure that the toner bottle does not have any manufacturing defects. Also ensure that the pressure spring inside the pressure assembly (p/n 26TA-3332) is applying sufficient pressure when locked into place.

3. Excessive pressure from the Toner Bottle Door.

Remove the pressure springs (Toner Supply Unit (TSU), item #7 - see attached) located in toner door.

4. The toner bottle position sensor (PS28) may have shifted when the drive section on the back of the machine was removed or installed. As a result, PS28 cannot detect rotation of the toner bottle.

Install a new mounting plate (p/n 50GA33161E) and stopper seal (p/n 4470402481) for PS28. These parts prevent PS28 from becoming dislodged. Complete details are in attached Bulletin Number 6078.

5. Contact between parts around the bottle guide section.

Please install the Toner supply auxiliary cover countermeasure as explained in the attached Parts Modification Notice.

6. If toner bottle is not installed correctly and the customer forces it then it may cause tearing of the drive tabs on the toner bottle. This will cause the bottle not find the home position generating this error.

Please ensure that the toner bottle is inserted correctly. Refer to Bulletin 5471 for details on a modification to the toner guide assembly.

7. Even though the correct procedure was used per Bulletin Number 5471, there still may be burrs on the flange tips at neck of the toner bottle. Also, PS4 and PS28 may not be sensing properly.

Verify the correct operation of PS4 and PS28. Check for burrs on the flange tips at neck of the toner bottle. Use Scotch-Brite™ to remove the burrs on the toner bottle.

Note : The service documentation does not include a procedure for checking PS4 (Toner Bottle Sensor) and the PS28 (Toner Bottle Position Sensor). To check:

a. Enter the State Confirm mode=&gt;'Service Mode screen'; press [State Confirmation].

b. 'State Confirmation screen'; press [Sensor check].

c. 'Sensor Check screen'; press [Check Code] and, when entering the sensor check code in 3-digit format through the copy count setting button, a state (ON/OFF) or value is displayed in the Result area.

d. For the multi-mode, press [Multi Code] and enter a three-digit multi-code through the copy count setting key. When conducting the sensor check of other signal sources, repeat steps c and d.

IMPORTANT : Code 57, multi-mode 2, which is not listed in the bizhub 420/500 Service Manual, is used to monitor the output signals of PS4 (Toner Bottle Sensor), and multi-mode 3 for monitoring the output signal of PS28 (Toner Bottle Position Sensor). These sensors are located at the rear of the hopper assembly at the 11 o'clock position for PS28 and at the 12 o'clock position for PS4. The state of these sensors will switch from 0 to 1 if the bottle is moved.

8. Excessive toner misting due to openings in Toner supply holding main body (p/n 26NA32311E).

Clean the part thoroughly with alcohol. Apply a covering like electrical tape to cover the openings as shown in the attached file.

CAUTION : Do not cover the opening from which the toner is added to the developer.

SPECIAL NOTE : Solution contribution by Val Kenney, Southern Region DSM and Paul Speicher, Charlotte Copy Data.

9. Certain parts involved with the toner bottle become misaligned during the process of changing toner bottles. When the toner bottle is replaced, the toner bottle index part could rotate out of position. Subsequently, a customer would install a new toner bottle while the index part was out of home position. A boss has been added to the toner supply guide part assembly, and a corresponding notch has been made in the toner supply index part. Replacing these two parts will eliminate accidental rotation of the index part as a cause of this error code. Replace these parts as a set. Please refer to attached Bulletin Number 6496 for more detail.

bizhub 361/421/501

CAUSE: If the tray is pulled out when a toner bottle is being removed, the toner supply index part may turn from the correct position.

A toner supply guide tray is pushed down when removing, and also the bottle is pulled out without drawing the tray out completely.

SOLUTION: Please mark the positions shown in the attached file with a white marking pen. If the white mark and the arrow of index part has a gap, please fix the position and reload.

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 TAUS0700056EN*

Solution Usage 24

Description

C-6701 (C6701) or C-6702 (C6702) at power up. The MFP scans to home position and the exposure lamp lights. If code is indicated during copy cycle, copies may be all black.

Solution

PROBABLE CAUSES:

1. Failed Overall Control Board (OACB).

Check ICP3 on the OACB. If it is OPEN, check for shorts and replace the Overall CB (p/n 50GA -930 4M for bizhub 360/420/500 and p/n A0R5 H010 06 for bizhub 361/421/501).

2. A communication issue between the CCD and OACB. This issue usually appears shortly after replacing or removing the OACB (Overall Control Board). Please check the flat cable between the CCD and OACB. Make sure it is undamaged and connected properly. Replace the CCD cable (p/n 50GA 9050 0) if reseating it has no effect on the service code.

3. During start up the CCD sensor is not initializing properly. Light from the exposure lamp is not being reflected by the white patch located under the platen glass to the CCD sensor via the optics.

Make sure the optics is intact and positioned properly. Make sure the platen glass is also placed properly. The CCD also should be connected properly and positioned properly. Be sure the cover for the CCD assembly is mounted correctly. Replace the CCD (p/n 50GA -626 1) if the optics and exposure system are functioning properly.

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD; Jim Arnott -Perry Corporation and Phillip Britt, Albin Business Centers

Solution ID TAUS0654285EN*

Solution Usage 23

Description

C-E082 (CE082). C-E084 (CE084) may also be indicated.

Solution

PROBABLE CAUSES:

1. Possible failed parameter memory board assembly or firmware bug (bizhub 360/420/500).

Please upgrade the firmware to minimum level 14.0. 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'.

If the problem still persists, a call MUST be placed to the SSD Hotline at 800-825-5664 to determine if the NVRAM has failed. A large number of suspected NVRAM failures turn out to have different root causes. SSD/ESS will assist in determining such situations.

If the NVRAM has failed:

acquire a Problem Ticket number

go to www.mykonicaminolta.com ;select Service tab=> Warranty, Repair & Special Programs => RA Form. Fill out the RA Form. This is absolutely imperative to comply with ISO standards upon the return of the core. SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/SSD

2. The OACB firmware has become corrupt or the OACB has failed.

Note : This may occur at power up or when scanning. Possibly can be cleared by powering MFPOFF/ON but will reoccur.

Reflash the firmware to the OACB and if this does not resolve the problem, replace the OACB (p/n 50GA-930 3K for bizhub 360; p/n 50GA-930 1H for bizhub 420/500 and p/n AOR5 H010 06 for bizhub 361/421/501). 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 Don St. Onge, Workgroup/SSD and Chuck Tripp, Production Print/SSD

Solution ID TAUS0657589EN*

Solution Usage 19

Description

C-3201 (C3201) indicated.

Solution

bizhub 420/500

CAUSE: A motor speed abnormality of the Fusing Motor (M11). When M11 is ON, an EM error signal is detected 30 times in succession within a specified period of time. Bad connection between the Fusing Motor (M11) and the Printer Control Board (PRCB).

SOLUTION: Check to make sure the connections between the Fusing Motor (M11) and the Printer Control Board (PRCB) are made correctly by unplugging and reseating them. Try switching the Fusing Motor (M11) and the Drum Motor (M1) since these motors are exactly the same. If the service code is unchanged, replace the Printer Control Board (p/n 50GA-9020E). If the service code changes to a C-2202, replace the Fusing Motor (p/n 27LA-80030).

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

bizhub 360/420/500

CAUSE: Inadequate lubrication of the fixing (fusing) unit gears, which prevents the fixing motor from turning at the proper speed.

SOLUTION: Remove the fixing unit, disassemble the input gear assembly, and clean the factory lubricant from gear bores and shaft. Reassemble after applying a suitable high temperature grease.

SPECIAL NOTE : Solution contributed by Raymond Berger, OASYS, Inc., SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

bizhub C250/C252/C300/C352

Jams at fuser; paper not crumpled, just stops. Jam history indicates 3201 jams.

PROBABLE CAUSES:

1. Fusing Drive Motor failure to turn.

Check connections on the Fusing Drive Motor and make sure it is working properly. Check Fusing Unit for proper connection. Change the bizhub C250 PWB-MFP (p/n 4038012106) or the bizhub C300/C352 PWB-PRCB (p/n 9J06012106). Flash MFP with current firmware.

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

2. The FS-514 finisher exit motor (M4) has failed.

Replace the finisher exit motor (p/n 9J08 M102 00).

SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD and Cesar Jimenez, Production Print/SSD

bizhub C250/C250P/C252/C252P

CAUSE: Jam is incorrectly detected due to malformed (by heat) fuser actuator.

SOLUTION: Replace the Fusing Unit with a modified Fusing Unit (Lot Number for modified Fusing Unit: 071129) or install the modified heat-resistant Actuator (p/n 4038-5728-03) into the existing Fusing Unit. Current Fusing Unit part numbers - 4038 R773 00 for bizhub C252/C252P and 4038 0754 00 for bizhub C250/C250P.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

bizhub C351/C450/C450P

CAUSE: Material may have entangled in the exit rollers causing too much friction. This in turn causes the fuser drive motor to run slower than normal.

SOLUTION: Open the right side door and verify the exit rollers (p/n 4025 5901 02) rotate smoothly. If there is too much friction, remove the exit rollers and check for any foreign material.

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

bizhub C203/C253/C353

PROBABLE CAUSES:

1. Failed DCPU and/or fuser motor (M5).

Check for 24V DC at DCPU CN10, pin 1. Replace DCPU if no 24V DC present at DCPU CN10, pin 1 (p/n A02E M400 01). If deemed necessary, replace fuser motor M5 (p/n A02E M100 00).

2. Failed PRCB (PWB-MC).

Replace PRCB (p/n A02EH00106).

3. Binding fusing unit or possible failed fusing motor.

Prior to replacing the fusing motor (M5), please perform the following:

- a. Confirm that the fusing motor CN79 is firmly seated.
- b. Remove the fusing unit and ensure that the fuser rollers turn freely and are not restricting the rotation of the fusing motor.
- c. Inspect and reseal CN34 on the PRCB which is the interface connector for the fusing motor (M5).
- d. Replace the fusing motor (p/n A02E M100 00) as necessary.

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

Solution ID TAUS0657357EN*

Solution Usage 15

Description

Intermittent C-4701(C4701) at power up and when making copies.

Solution

CAUSE: An Image processing abnormality of the Laser Index Sensor.

SOLUTION: Replace Index sensor board (p/n 26NA-9092E). In the rare event that this fails to correct the problem, replace the Write Unit (p/n 50GA -6501). If that still does not resolve the issue, replace the Overall Control Board - OACB (p/n 50GA9101H).

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

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

Solution ID TAUS0801518EN*

Solution Usage 15

Description

No MFP operation. The LCD panel is lit blue and the data light on the control panel is lit solid. The OACB (Overall Control Board) was just replaced.

Solution

CAUSE: A blue screen and solid data light indicate the Image firmware on the OACB has been cleared or become corrupt. New OACBs do not come with Image Firmware installed and will also produce the same issue.

SOLUTION: To repair this issue the Image ROM must be re-installed. In most cases the firmware will need to be updated with ISW and a parallel connection. USB will not work. Send the "Control All" firmware choice in ISW to the MFP after powering ON. As soon as the data light is illuminated, send the file to the MFP. The data light should blink indicating the update is taking place. Please make sure not to disturb the MFP in any way as long as the data light is blinking. After approximately 10 to 20 minutes the data light will stop flashing, the document handler will bump and cycle and the MFP will power up with the panel. Please be patient. If the MFP is stopped in the middle of this update or if the data light fails to light solid, the OACB Overall Control Board has failed and should be replaced.

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 Ken Walker, Workgroup/SSD

Solution ID TAUS0652777EN*

Solution Usage 12

Description

C-C183 (CC183).

Solution

After replacing Overall System Control Board

CAUSE: When replacing the Overall Control Board, the "new" board does not have system code loaded.

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

After flashing the firmware

CAUSE: The machine was flashed with firmware for another model. The model setting in ISW on the computer was accidentally set to the wrong model.

SOLUTION: To re-flash:

1. Power OFF the machine, hold the Utility/counter key and power up the machine. Keep holding the key for at least 15 seconds.
2. Wait for the Trouble Reset screen. Do not run the Trouble Reset. Enter STOP, 0, 0, STOP, 0, 1. This accesses the Service Mode.
3. Set up ISW and use version 20 firmware.
4. First send the boot file. The boot file will erase the flash ROM.
5. Next send version 20 firmware.
6. Once version 20 firmware is uploaded, the machine should boot like normal and the code should be gone.
7. Continue upgrading to the latest version 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'.

After replacing the Printer Control Board (PRCB)

CAUSE: When replacing the Printer Control Board, the "new" board may have system code loaded because of board return or board repair.

SOLUTION: Flash the Printer Control Board with the current firmware. The latest version firmware or system software is available via the Konica Minolta

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

Note : In the case of the bizhub 420 and bizhub 500 it may be necessary to re-load the firmware, starting with special version 13-C2 if the machine displays a blue screen after attempting to flash it with the current firmware.

To re-flash, starting with v. 13-C2:

1. Power ON the machine.
2. Using ISW, send v. 13-C2 firmware to the machine. Wait for the machine display to return.
3. Using ISW send the boot file for version 20. The boot file will erase the flashROM.
4. Next send version 20 firmware.
5. Then load version 30 firmware.
6. Finally, load the current version of firmware.

SPECIAL NOTE : Solution contribution by Ken Walker, David Silverstein and Bill Hall, Workgroup/SSD

Solution ID TAUS0703844EN*

Solution Usage 12

Description

C2801 (C-2801) code possibly accompanied by a gray background on copies.

Solution

PROBABLE CAUSES:

1. The HVPS has failed.

Replace the HVPS (p/n 50GA84010).

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

2. A TCR output abnormality; the TCR output is in excess of 3.0V DC. This is usually due to a severe undertoning or a failed TCR sensor. It is possible to run the Toner Auto Condition mode under the Service Mode =>Image Adjust Mode. Running this setting will automatically add toner to the developer if depleted. If the Auto Toner Condition mode fails to correct the issue, the developer and the TCR sensor should be replaced.

Replace the developer and TCR sensor (p/n 26NA-8804-1). Be sure to reference the attached Field Service Manual pages and perform all adjustments associated with developer replacement.

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

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

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

Solution ID TAUS0657135EN*

Solution Usage 10

Description

TWAIN driver does not connect to the MFP.

Solution

CAUSE: Improper Network Function setting.

SOLUTION: To set the Network Function setting to 'Allow', perform the following:

1. Press the Utility button.
2. Select Administrator mode, Security button, Management Function Setting, and Network Function Setting.
3. Set to Allow.
4. Select Exit.

Solution ID TAUS0801161EN*

Solution Usage 9

Description

CE002 (C-E002) code after flashing the machine firmware.

Solution

CAUSE: The firmware has been upgraded from an earlier version and now the HDD (HD-505/HD-509) has to be "versioned up".

SOLUTION: Please version up the HDD.

1. Enter the Service mode.
2. Select State confirmation.
3. Select Memory/HDD Condition.
4. Select HDD Version Up and hit start.

5.Power cycle the machine from the main power switch when indicated and the code should be gone.

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

Solution ID TAUS0701100EN*

Solution Usage 8

Description

C6001 code at start up.

Solution

CAUSE: Ribbon cable going into the CCD to the OACB has become disconnected.

SOLUTION: Reseat the ribbon cable into the connectors for the CCD and the OACB.

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

Solution ID TAUS0701061EN*

Solution Usage 7

Description

FS-510, C-1102 code after installation of the OT-601.

Solution

CAUSE: The OT-601 was not installed correctly at setup.

SOLUTION: Verify that step 7 of the attached Installation Manual has been performed. Make sure that the Short Connector, supplied with the OT-601, is plugged into the empty finisher connector as shown in the OT-601 Installation 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 TAUS0808252EN*

Solution Usage 7

Description

Problem:

The machine has a blue screen and the data light is NOT lit.

Solution

Cause:

The OACB has failed.

Solution:

Please replaced the OACB (p/n 50GA-930 4M).

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

Solution ID TAUS0653520EN*

Solution Usage 6

Description

Scan to E-mail and Scan to SMB not listed or not available in the address book or for Direct Input after updating the main body firmware or after changing Vendor Mode.

Solution

CAUSE: E-mail and SMB functionality is not enabled.

SOLUTION: To enable SMB and E-mail scanning, perform the following:

1. While in Copy mode, press the Utility button.
2. Press Administrator Setting and enter the default passcode (12345678).
3. Select 5) Network Setting.
4. Select 6) SMB Setting.
5. Edit Scan Setting to ON.
6. Select 9) E-mail Setting.
7. Edit E-mail TX (SMTP) to ON.
8. Enter the Host Address of the SMTP server and exit out of mode.

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

Solution ID TAUS0701270EN*

Solution Usage 6

Description

C-D282 (CD282) at power-up.

Solution

CAUSE: Communication abnormality between the Overall Control Board (OACB) and the Scanner Drive Board (SDB). When the power switch (SW2) is turned ON, there is no response from the SDB.

SOLUTION: Any of the following may remedy the situation:

Check the physical connections between the OACB and the SDB.

Flash the MFP with the latest version firmware.

Replace the Scanner Drive Board (SDB) (p/n 50GA-9050).

Replace the Overall Control Board (OACB) (p/n 50GA-9301H).

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

Solution ID TAUS0701815EN*

Solution Usage 6

Description

PROBLEM: J1100 or J1200 codes while jamming from Tray 1 or Tray 2.

Solution

PROBABLE CAUSES:

1. Paper feed drive motor M9 has failed.

To verify the paper feed drive motor M9 has failed, check for 24V DC at PRCB CN32 pins 1 & 2. If 24V DC is not detected, replace the paper feed drive motor M9 (p/n 27LA80030).

3. Check for 5v on pin B11. If not present, measure DCPS CN20-1, CN20-2, CN20-6 for 24v. If one missing, replace the DCPS (p/n 50GA84510).

2. On occasion, when paper is fed from Tray 1 only, the paper may hit a main body guide after leaving the paper feed unit, resulting in a paper jam (J1100). The position of the paper feed unit guide plate may shift downward, permitting paper to run into the main body guide.

Install two collars between the upper and lower reinforcement plates to prevent the parts from shifting in affected machines.

Please refer to attached Bulletin Number 6524 for serial number information and collar installation 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>.

3. Failed PS1 (J1100 only).

Check PS1 in State confirm, sensor check 16, multicode 5. Paper present =1 (ON) which is the default and no paper =0 (OFF). If no change, replace PS1 (p/n 13QA 8552 1).

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0800855EN*

Solution Usage 6

Description

Backlight of the operational control panel display is lit, but the display is blank.

Solution

CAUSE: Failed System control board (OACB).

SOLUTION: Replace the System CB (p/n 50GA -930 40 for bizhub 360/420/500 and p/n A0R5 H010 06 for bizhub 361/421/501) as necessary.

SPECIAL NOTE : Solution contribution by Gerald Koehl of Braden Business Solutions and Micheal Johnson, KMBS/SF

Solution ID TAUS0801743EN***Solution Usage** 6**Description**

"Replace fuser" message.

Solution

CAUSE: Incorrect settings.

SOLUTION: To clear:

1. Enter Service Mode.
2. Select [System 1].
3. Select [Initialization].
4. Select [Counter Data].
5. Select [Fixing Counter].
6. Press the Start button.
7. Exit the Service Mode.

Note :This problem may occur after upgrading the firmware to version 31.

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

Solution ID TAUS0701178EN***Solution Usage** 5**Description**

C-6702 (C6702) shortly after power up.

Solution

PROBABLE CAUSES:

1. The Overall Control Board/System Control Board has failed.

Replace the failed Overall Control Board/System Control Board (p/n 50GA-930 1H).

2. The CCD Board has failed.

Check ICP2 on the CCD board. If it is open, check for shorts and replace the CCDunit (p/n 50GA -626 1).

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Jim Arnott -Perry Corporation

Solution ID TAUS0703714EN***Solution Usage** 5**Description**

Power up machine and basic copy screen is in Japanese.

Solution

CAUSE: New replacement NVRAM was installed and NVRAM was left in Market area that it was tested prior to shipping.

SOLUTION: To change:

1. Access the Utility/Counter then touch the top button on left side (details).
2. Then do Stop 00 Stop 01 and select third button on left column (System 1); then on right side first column first button (Market area); then select top row third button, the middle button (U.S.). Now screen is in English.
3. Select Serial Number and input all serial numbers needed.
4. Run the TCR adjustment as well.

Note : The top one is necessary but the others are optional.

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0703855EN***Solution Usage** 5**Description**

How to enable network settings when no Network settings button is available in the Administrator settings.

Solution

CAUSE: The network settings have become corrupt.

SOLUTION: Reinitialize the Network settings data. To reinitialize the Network settings data, perform the following.

1. Enter the Service mode.
2. Select System 1.
3. Select Initialization.
4. Select Network Settings Data and press start.

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

Solution ID TAUS0807903EN***Solution Usage** 5

Description

When copying from the glass, the user must click "finish" before output begins.

Solution

CAUSE: The machine is set for "sort" mode.

SOLUTION: Change the machine to "group" mode. To do this, touch the "finishing" button, then select "group" and touch "OK".

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

Solution ID TAUS0657177EN*

Solution Usage 4

Description

FS-510, C1104(C-1104) at power up.

Solution

CAUSE: Failed finisher control board.

SOLUTION: Replace the finisher control board (p/n 4349 0120 04).

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

Solution ID TAUS0703864EN*

Solution Usage 4

Description

PC-402,407; C-0206 (C0206) at power up.

Solution

CAUSE: Pinched PC-402/407 wiring harness causing the PC-402/407 control board to fail.

SOLUTION: Replace both the wiring harness (p/n 4348 6805 02) and the PC-402/407 control board (p/n 4348 0110 02).

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

Solution ID TAUS0800627EN*

Solution Usage 4

Description

When pressing the Fax key or the Scan key the operation panel locks up.

Solution

CAUSE: The NVRAM has failed.

SOLUTION: Please contact the SSD Hotline for instructions on how to replace the failed NVRAM.

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

Solution ID TAUS0800860EN*

Solution Usage 4

Description

When in the Fax/Scan mode the Direct Input tab is not displayed on the touchscreen.

Solution

PROBABLE CAUSES:

1. Manual Destination is set to Restrict.

Perform the following to set Manual Destination to Allow:

- a. Access Administrator Mode.
- b. Select Security Settings on the touchscreen.
- c. Select Security Details on the touchscreen.
- d. Set Manual Destination to Allow.

Note : Please update bizhub C451/C550/C650 firmware to version GCL-E3 or greater. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. Account track is enabled and the user currently logged in is restricted.

Perform the following to change the user's permissions:

- a. Enter Admin mode.
- b. Select User Authentication Settings.

- c. Select User Registration and locate the user whose permissions will be edited.
 - d. Select Edit
 - e. Select the Function Permission button and set Manual Destination Input to Allow.
- SPECIAL NOTE : Solution contribution by Ian Lynch and Gary Scimeca, Production Print/SSD

Solution ID TAUS0651694EN*

Solution Usage 3

Description

CLOSE > SECTION PROPERLY message with an illustration of the document feeder raised when an original is placed in the document feeder.

Solution

CAUSE: The magnet on the bottom, right, front of the document feeder is not properly aligned with the reed switch which is under the cover.

SOLUTION: Loosen the screws below the right hinge of the document feeder to align it. The document feeder manual lists this adjustment to correct document skew so ensure that the documents do not skew after changing this adjustment. The specification for maximum skew is 3mm.

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

Solution ID TAUS0800169EN*

Solution Usage 3

Description

C-D282 (CD282) error after the SDB and OACB were replaced.

Solution

CAUSE: Communication abnormality between the Overall Control Board (OACB), the Scanner Drive Board (SDB) and the PRCB when the power switch (SW2) is turned ON.

SOLUTION: Flash the unit with the latest version firmware. Replace the Main Control Board unit (p/n 50GA-9020E).

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 Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0800677EN*

Solution Usage 3

Description

Problem receiving faxes from remote locations, especially when connecting via satellite. R-07 is displayed.

Solution

CAUSE: Standard settings must be modified to compensate for issues caused by poor transmission conditions.

SOLUTION: Perform the following:

1. Enter the Service mode.
2. Enter the Fax Setting mode.
3. Select Communication.
4. Select Protocol.
5. Change the following setting: V29 EP Tone = ON
6. Change the following setting: V17 Selection Mode = On
7. Return to the Communication menu and select Timer2.
8. Change the following setting: CFR-PIXWAIT = 25.5 sec
9. Change the following setting: EOM-PIXWAIT = 6 sec
10. Return to the Communication menu and select Others.
11. Change the following setting: ECM Function = OFF

SPECIAL NOTE : Solution contribution by Robert Young, Office Systems of Texas

Solution ID TAUS0801066EN*

Solution Usage 3

Description

"Insert plug-in key counter" message after key counter is installed and enabled in billing management.

Solution

CAUSE: The wrong connector has been used to connect counter to main body.

SOLUTION: HECON® device may arrive with two connector types. Switch connectors. If this does not resolve issue, contact HECON® for assistance in obtaining correct connector for specific device.

HECON® Copy Control Products are now handled exclusively by the worldwide distributor, High Tech Accessory Items, and by the Canadian distributor, Densigraphix Kopi. Information on HECON® Copy Control Products can be found on their web sites below.

Worldwide
 High Tech Accessory Items
 P.O. Box 7654
 Rocky Mount, NC 27804
 Phone: 800-541-9079
 Phone: 252-937-4991
 Fax: 252-937-3847
 Sales: sales@hightech-ai.com
 Support: support@hightech-ai.com
 Web Site: www.hightech-ai.com

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 Densigraphix Kopi Inc.
 370 Britannia Road East, Suite 6
 Mississauga, Ontario L4Z 1X9
 Phone: 888-364-6273
 Fax: 800-563-3192
 Sales: sales@densi.com
 Support: service@densi.com
 Web Site: www.densi.com

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

Solution ID TAUS0801838EN*

Solution Usage 3

Description

C-6101 (C6101) service code on start up. The code can be cleared by powering OFF/ON but returns. Also, the scanner unit does not initialize and the exposure lamp does not light.

Solution

PROBABLE CAUSES:

1. The SDB (Scanner Drive Board) has failed.

Note : If the scanner is moved manually to the middle of the scanner and power is applied, the scanner never moves.

Please check that the scanner can manually be moved without binding, and if it does, replace the SCB (p/n 50GA-905 0). In some conditions the PRCB (Printer Control Board) can also fail. If replacement of the SDB fails to resolve the issue of C-6101, then replace the PRCB (p/n 50GA 902 0E).

2. A loose screw (or similar item) is jammed on the front side of the optics causing the optics to bind so that it is unable to return home.

Remove the screw (or similar item) binding the scanner.

SPECIAL NOTE : Solution contribution by Ken Walker, Bill Hall and Mike Galletta, Workgroup/SSD and Greg Lantowski, Production Print/SSD

Solution ID TAUS0802445EN*

Solution Usage 3

Description

When printing the MFP will hesitate and the output is slow.

Solution

CAUSE: Incorrect settings.

SOLUTION: Perform the following setting:

1. Admin Settings.
2. Output Settings.
3. Print/Fax Output Settings.
4. Select Page Print (Batch printing should be the default).

SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD

Solution ID TAUS0802895EN*

Solution Usage 3

Description

The MFP may stop communicating with vCare after an MFP RAM clear is performed.

Solution

CAUSE: A RAM clear on the MFP can cause the MFP to stop communicating with vCare.

SOLUTION: Reset the vCare settings on the MFP.

Workgroup Models

In Tech Rep mode, perform the following procedure:

CS Remote Care -> Server Settings: select Data Initialization; press Yes, then press End.

CS Remote Care -> Detail Settings: select RAM Clear; press Set, then press End.

Turn the MFP off and back on. (It is important to cycle the power.)

After the MFP powers up, re-enter all of the vCare settings and confirm successful communication with the vCare system.

For detailed information, refer to the "Ram Clear Settings" and "Data Initialization Settings" section of the bizhub vCare/CS Remote Care email Setup Instructions for each specific model.

PRO Models

The settings for PRO models vary depending upon how the bizhub PRO MFP is configured to communicate with vCare. For details, refer to the "CS Remote Care Initialization" section of the bizhub vCare/CS Remote Care Email Setup instructions for each specific model.

In addition, after performing "CS Remote Care Initialization" and cycling the power, reset the IP controller, main body or (for the C500 only) Fiery® controller email settings.

SPECIAL NOTE: Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0901524EN*

Solution Usage 3

Description

Code C-2403 still occurs intermittently after all code-related modifications have been made.

Solution

CAUSE: Toner gets into PS28 sensor PS28 and eventually blocks the sensor and causes failure.

SOLUTION: If all modifications have been completed on the toner hopper and the code still occurs intermittently, replace the rotation sensor PS28 (p/n 9335130061). Periodic cleaning is recommended to prevent the code from reoccurring.

SPECIAL NOTE: Solution contribution by Felix Burgen, ESS/SSD

Solution ID TAUS0657460EN*

Solution Usage 2

Description

DF-607, the ADF original size adjustment runs properly but the machine shows A4 when 8.5x11 paper 11-inch lead edge is placed in the ADF.

Solution

CAUSE: Incorrect settings.

SOLUTION: To allow the paper size to be displayed correctly:

1. Enter the Service Mode.
2. Select System 1.
3. Select Original Size Detection.
4. Select ADF Original Size Detection.
5. Change the setting to Inch Size.

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

Solution ID TAUS0703536EN*

Solution Usage 2

Description

PROBLEM: The machine indicates the incorrect user name or password ED9C7 when attempting to scan to SMB on a server or workstation with an account created for scanning.

Solution

CAUSE: An account is created on the server or workstation to provide a user name and password, either because the workstation does not use a password or the administrator does not want to use their password on the server. The created account does not have administrator rights. This will cause the scan to be rejected.

SOLUTION: Assign administrator rights to the account created for scanning purposes.

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

Solution ID TAUS0703610EN***Solution Usage** 2**Description**

FS-511, "Finisher full remove documents" message after 400 pages are exited to the tray during copying/printing.

Solution

CAUSE: Soft switch 15, bit 6 is set to 0 (off) -stop at 400 sheets.

SOLUTION: Change soft switch 15, bit 6 to 1 (on) -not stop.

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

Solution ID TAUS0800452EN***Solution Usage** 2**Description**

When using Vendor mode, copy jobs print out but print jobs do not.

Solution

CAUSE: Incorrect settings.

SOLUTION: After enabling Vendor mode, set the security settings for the function of Vendor mode. To Access the settings, use the following instructions. "Administrator Settings" => "Security Settings" => "Function Management Settings" => "Usage Settings".

The functions of Scan, Print and Fax, as well as the settings of ON, OFF and Disabled will be presented. Set the corresponding function (fax, print) to OFF so that Vendor mode will ignore that function. In other words, set Print to OFF so that print jobs will be output by the MFP.

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

Solution ID TAUS0800976EN***Solution Usage** 2**Description**

The machine distorts the copies when multiple originals are fed through the document feeder. The problem does not occur when copying from the glass.

Solution

CAUSE: Problem with OACB (Overall Control Board).

SOLUTION: Re-flash the machine. If the problem is not resolved, replace the OACB (p/n 50GA -930 4M) and flash the machine again.

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

Solution ID TAUS0801429EN***Solution Usage** 2**Description**

When running in duplex mode the machine will code out with J9703.

Solution

CAUSE: CL8 duplex clutch failure.

SOLUTION: Please replaced the CL8 duplex clutch (p/n 50GA82030).

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

Solution ID TAUS0802011EN***Solution Usage** 2**Description**

There is no duplexing selection available on the operation panel for 1:2 or 2:2.

Solution

CAUSE: Machine settings are corrupt. MFP failed to reset to default settings.

SOLUTION: To correct:

1. Access Tech Rep mode, go to State Confirm and Load check.
2. Run code 93-0.
3. Press Start. This stores the NVRAM settings that should contain the defaults.
4. Go back to System 2, Dipswitch settings, and set DIPSW31-0 to OFF, unlocking advanced output settings.
5. Go back to State Confirm, Load check and run 92-0 in the Output mode. This resets the NVRAM/Parameter Memory board to initial state.
6. Go back to System 1.
7. Reset the Marketing destination for U.S.
8. Go to Load check and run code 96-0 in the Output mode. This restores settings from 93-0 to the NVRAM.
9. Go to System 2, Dipswitch settings, and set DIPSW 31-0 to ON, locking new settings in place.

10. Back out to the basic screen and the duplex buttons should be selectable.

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0808296EN*

Solution Usage 2

Description

PROBLEM: The machine errors with T.81 when trying to send faxes on a PBX phone system. The machine will send using the off-hook function only.

Solution

CAUSE: Incorrect setting for PBX.

SOLUTION: Enter the administrator mode, select fax settings, then PBX CN set. Change the setting to "On" and enter the number to be dialed first for an outside line.

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

Solution ID TAUS0808299EN*

Solution Usage 2

Description

The Save Document key is missing under User Box menu. Flashing firmware and replacing System Control Boards all failed to resolve issue.

Solution

Cause:

The copier has been mistakenly set in one of the vending modes.

Solution:

Enter the service mode and press the "STOP" and then the "9" Key from the touch key pad. Select the Management Function choice and then make sure the mode is set to "Unset". Power OFF and then ON the copier. The Save Document Key should have returned.

Note:

If the vending mode is enabled, it should be noted that there are limitations in function based on the modes used. To verify simply disable vending to see if function returns.

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

Solution ID TAUS0808413EN*

Solution Usage 2

Description

Copies jam when duplexing.

Solution

CAUSE: Actuator came out/installed incorrectly. Customer could have reinstalled it backwards.

SOLUTION: Remove actuator (p/n 4030 3818 02) and torsion spring (p/n 4030 3819 01) and snap it back in correctly.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0900110EN*

Solution Usage 2

Description

C-2402 (C2402) code at power up after reseating and cleaning the drum carriage.

Solution

CAUSE: The erase lamp (EL) connector on the drum carriage is disconnected.

SOLUTION: Reconnect the erase lamp (EL) in the drum carriage.

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

Solution ID TAUS0900206EN***Solution Usage** 2**Description**

The machine displays "Enter serial number."

Solution

CAUSE: Missing data in the Service mode.

SOLUTION: To resolve this problem, perform the following:

1. Enter the Service mode.
2. Select System 1.
3. Select Serial Number.
4. Select Printer (body).
5. Enter the correct serial number of the machine and press OK.
6. Press End, then exit the Service mode.

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

Solution ID TAUS0700273EN***Solution Usage** 1**Description**

2702 error codes are displayed and return after clearing and attempting to make a new copy.

Solution

CAUSE: High voltage arcing to the drum.

SOLUTION: Check the drum surface for signs of arcing (pit marks). Verify the transfer/separator corona unit is properly installed. If the previous two conditions are met, replace the drum unit (item number 024K) to correct the problem.

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

Solution ID TAUS0701186EN***Solution Usage** 1**Description**

Error code C0000 (C-0000).

Solution

PROBABLE CAUSES:

1. Pinched or damaged wiring between OACB and the LDB or INDEXB.
Inspect wiring from connectors 50 and 51 of OACB. If damaged wiring is found replace wiring harness (p/n 50GA 9020 0).
2. Failed or corrupt NVRAM.
Please replace the NVRAM (p/n 50GA-9111). Follow the procedure in attached Bulletin Number 5783. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.
3. There is no firmware on the PRCB.
Note : This usually occurs after replacing the Printer Control Board (PRCB).
Install firmware on the PRCB. 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 Jim Behrends and Chuck Tripp, Production Print/SSD

Solution ID TAUS0703834EN***Solution Usage** 1**Description**

Why the Image Controller firmware failed to update from version 12 to 13 after version 31 firmware was installed.

Solution

The Image Controller firmware will not update from version 12 to 13 if firmware version 30 was not installed prior to version 31. Version 30 firmware should be installed on the machine and then version 31 to allow the Image Controller Firmware to update from version 12 to 13.

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 Dave Bruni, Workgroup/SSD

Solution ID TAUS0800377EN***Solution Usage** 1**Description**

Option setting for the HDD enabled in the service mode, yet in State Confirmation, Memory HDD Check, and Management list, the option for HDD is unavailable.

Solution

CAUSE: Incorrect configuration.

SOLUTION: Enter the Service mode, select System 2, DIPSW Settings and set DIPSW 19, bit 3 from ON to OFF. Reformat the HDD in the State Confirmation Memory and HDD adjust mode.

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

Solution ID TAUS0800690EN***Solution Usage** 1**Description**

Paper size detection malfunction/error.

Solution

CAUSE: Incorrect paper size sensors being actuated.

SOLUTION: To prevent a size detection error, a Lifting Stay (p/n 50GA627100) has been provided. See attached Parts Modification document for details and installation of the Lifting Stay. 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 TAUS0801123EN***Solution Usage** 1**Description**

C-8200 (C8200) code only in the morning.

Solution

CAUSE: Failing NVRAM.

Note : If firmware was update recently and then the problem started.

SOLUTION: Replace NVRAM from known working machine. If it does not register an error in the morning, open a ticket and state that a test was conducted which had positive results.

Provide all information in the ticket: serial number, meter reading and firmware version; also if it was just updated.

Then contact the SSD Hotline or check any web submission to see if SSD approved a replacement NVRAM. If approval has been provided, then provide the ticket number to the parts person so they can order via the Logistics site via KMBS web.

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0801414EN***Solution Usage** 1**Description**

The machine is having J9203 jam codes.

Solution

CAUSE: Failed CL8 ADU clutch.

SOLUTION: Please replace CL8 ADU Clutch (p/n 50GA82030).

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

Solution ID TAUS0801457EN***Solution Usage** 1**Description**

When printing from AS/400®, the writer fails when printer runs out of paper.

Solution

CAUSE: The writer on the AS/400® will stop the print job when it receives a paper out signal, if the paper out signal is not cleared by adding more paper then the network connection to the printer is terminated by the MFP.

SOLUTION:Increasing the Network timeout on the MFP corrects the issue.To set the Network timeout use the following procedure:

Most MFPs:

1. Press the utility button and go into Administrator settings => enter the password.
2. Go to Printer settings and then Network timeout set it to 300 seconds.

bizhub PRO 1050:

1. Press Machine button on the LCD, then the Controller button => Interface setting and then Network Timeout.
- 2.Set 300 seconds and press the SET button.

bizhub PRO 920:

1. Press the utility button and then the controller button on the LCD.
- 2.Select the Interface setting => Network setting.
3. Enter 300 seconds and press the SET button.

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

Solution ID TAUS0801915EN*

Solution Usage 1

Description

Fax reception works properly, but transmissions fail.

Solution

CAUSE: Incorrect setting.

SOLUTION: Make sure the OEM setting is "Off." Enter the Service mode and select System 2, then OEM setting to check or change this setting.

SPECIAL NOTE : Solution contribution by Mark Walker, KMBS/Dallas.

Solution ID TAUS0801919EN*

Solution Usage 1

Description

When replacing FRUs, it is necessary to reset the counter for that particular FRU. In some firmware versions, the button is missing.

Solution

CAUSE:The dipswitch that controls the button is set toOFF during firmware updates.

SOLUTION:Please set dipswitch 11-7 to ON.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0801954EN*

Solution Usage 1

Description

Intermittently getting fax TX deleted due to error: Protocol error.

Solution

CAUSE: Incorrect type of connection to phone line. A 4-conductor wire was used to connect the machine to the phone jack.

SOLUTION: Use a 2-wire line to connect the machine to the phone jack.

SPECIAL NOTE : Solution contribution by Bill Berkahn -Central Office Systems.

Solution ID TAUS0802356EN*

Solution Usage 1

Description

J97-02 codewhen attempting to duplex.

Solution

CAUSE: The ADU wiring harness is worn.

SOLUTION:Replace the ADU wiring harness (p/n 50GA90171).

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

Solution ID TAUS0802699EN***Solution Usage** 1**Description**

How to change Sleep/Power Save/Low Power mode.

Solution

Use this procedure to set the sleep, low power and power save mode.

1. Press the Utility/Counter key.
2. Select Administrator Settings.
3. Enter the Password (12345678).
4. Select System Settings.
5. Select Power Save Settings.
6. Press "C" on the key pad.
7. Use the key pad to change settings.
8. Press OK and back out of the menu.

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

Solution ID TAUS0808028EN***Solution Usage** 1**Description**

The machine has a C670 code. The CCD assembly has been replaced.

Solution

Cause:

Defective OACB.

Solution:

Please re-flash the machine. If the problem is not resolved replace the OACB (p/n 50GA-930 4M).

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

Solution ID TAUS0808140EN***Solution Usage** 1**Description**

PROBLEM: The copier is indicating a C3502 code on start up.

Solution

CAUSE:

This issue is caused by an over temperature condition of the lower fusing roller. This may be due to a failed thermister TH2, Failed PRCB, or DCPS.

SOLUTION:

To resolve the code proceed through the following steps:

Begin by cleaning the TH2 sensor and then clearing the code. To clear the code, hold the utility key down while powering on the copier.

Select the trouble reset screen.

After selecting trouble reset, select STOP, 0, STOP, 0,1 and enter the service mode.

Select System 2

Select DIPSW settings and set DIPSW3, bit 1 from a 1 to a 0.

Power OFF and then ON the copier.

If the code should return after resetting it, replace the TH2 (p/n 50GA-5440).

If the issue still is unresolved replace the PRCB (p/n 50GA-9020E).

Finally if the issue still is unresolved the DCPS (p/n 50GA-8451 01) should be replaced.

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

Solution ID TAUS0808287EN***Solution Usage** 1**Description**

Problem:

The machine is printing blank copies and the drum rotation has been checked in the load mode.

Solution

Cause:

The drum may not spin under normal load and yet it will spin in load mode.

Solution:

Please try replacing the Drum Coupling Plate (p/n 50GA-1550).

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

Solution ID TAUS0808621EN***Solution Usage** 1**Description**

C-0206 at power up.

Solution

Cause:

Opens in the harness connected to the PWB-H in the PC-402 or PC-407.

Solution:

Please check the harness for any damage.

Replace the PWB-H harness assembly as needed (p/n 4479 0105 03)

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

Solution ID TAUS0900250EN***Solution Usage** 1**Description**

DF-607/DF-613, matching paper size is not available.

Solution

CAUSE: Incorrect settings.

SOLUTION: To program for matching paper size:

1. Enter Service Mode.
2. Touch ADF.
3. Select Original Size Adj.
4. Set the original scale to max. Set to A3 mark on scale and press Start. OK should be displayed.
5. Set the original scan to min. Set to B6 mark on scale and press Start. OK should be displayed.
6. Press End and exit.

Note : There are two marks on top of the paper tray itself that should be used for the adjustment.

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

Solution ID TAUS0900259EN***Solution Usage** 1**Description**

C-2701 is displayed at power on. The suggestions in the Service Manual have not resolved the problem.

Solution

CAUSE:If the components cited in the Service Manual (Charging corona, High voltage unit, and Printer control board) have not resolved the problem the cause could be poor contact with the drum unit.

SOLUTION:Check drum unit contacts and clean if necessary.

SPECIAL NOTE : Solution contribution by Kevin Fortner, Novacopy.

Solution ID TAUS0900309EN*

Solution Usage 1

Description

Problem:
CD202 after flashing the machine firmware.

Solution

Cause:

Loose connection.

Solution:

Please reseal the memory board on the OACB CN35.

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

Solution ID TAUS0901084EN*

Solution Usage 1

Description

Why will the feed rollers in the DF-607 not lift?

Solution

The feed rollers in the DF-607 may not lift if ICP2 on the OACB fails. ICP2 on the OACB controls the ADF feed and should be checked for continuity. If it has failed please replace the OACB (p/n 50GA 9301 H).

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0901283EN*

Solution Usage 1

Description

Intermittently from glass, copies are flipping 90 degrees.

Solution

Cause: DIPSW settings have been set incorrectly. This causes the output to flip 90 degrees.

Solution: Please set and verify the copiers current DIPSW setting under the Service mode, System 2, Soft Switch Setting mode. Check DIPSW 22-6 (Image rotation) which should be set to 1 (not rotate). Also checked DIPSW 25-6 (image rotation when stapling) which should be set at 0 (not rotate).

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

Solution ID TAUS0901305EN*

Solution Usage 1

Description

Constant J-3100 code while copying (simplex/duplex), also the copies output are wavy.

Solution

Cause: Fixing Idling Gear B 15T failure.

Solution: Replace the Fixing Idling Gear B 15T Gear (P/N: 50GA54700)

Contributor name: Jonah Mattox, GLOBAL IMAGING SYSTEMS, INC.

Solution ID TAUS0901560EN***Solution Usage** 1**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 TAUS0901871EN***Solution Usage** 1**Description**

Legal (8.5 X 14) paper is not recognized from any tray. Tray reads as "???".

Solution

CAUSE: Machine's marketing area has erroneous data.

SOLUTION: Set the Marketing area in service mode to Europe then back to US to set the marketing area correctly.

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

Solution ID TAUS0657691EN***Solution Usage** 0**Description**

The machine produces an abnormal noise during the copy or print process.

Solution

CAUSE: It is possible that the drum drive motor (M1), the developing drive motor (M3), the paper feed motor (M9) or the fusing drive motor (M11) has not been installed correctly.

SOLUTION: Please follow the attached instructions to properly reinstall the affected motor.

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 Dave Bruni, Workgroup/SSD

Solution ID TAUS0701185EN***Solution Usage** 0**Description**

C-D202 (CD202).

Solution

CAUSE: Insufficient memory.

SOLUTION: Please install 128MB memory (p/n U226-0250) in the slot.

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

Solution ID TAUS0703175EN***Solution Usage** 0**Description**

Why is the message "Server Disk Full" displayed when scanning a large document to FTP?

Solution

The message "Server Disk Full" will be displayed when scanning a large document to FTP if the machine runs out of memory. The message can be prevented from being displayed by installing the HD-505 Hard Disk Drive(Item#16GA) in the machine.

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0703351EN*

Solution Usage 0

Description

C-0206 code is intermittently displayed.

Solution

CAUSE: Paper lift motor (M5)(p/n 4348075201)is not driving when paper runs out of the primary paper tray.

SOLUTION: Recommend adding a stack of paper to be shifted and one sheet in feed. Make several copies and see if the code comes back and if the paper is shifted properly. If the paper is not shifted, the PCCB (p/n 4348-0110-02) has failed and needs to be replaced.

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

Solution ID TAUS0800825EN*

Solution Usage 0

Description

In the Administrator mode, the number of fax redial attempts cannot be increased.The display (and the manual) indicates that up to 7 should be possible.

Solution

CAUSE: Incorrect setting.

SOLUTION: To allow up to 7 re-dial attempts, perform the following:

1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [FAX] on the touchscreen.
5. Touch [System] on the touchscreen.
6. Touch [Communication Setting] on the touchscreen.
7. Touch [-] or [+] on the touchscreen until the desired redial attempt value is displayed on the touchscreen. The redial attempt value can be set from 0 to 7.
8. Touch [End] on the touchscreen.
9. Touch [Function Parameter] on the touchscreen.
10. Touch [Address] on the touchscreen. Using the right-arrow, scroll to the furthest bit on the right side of the address.
11. Press the 1 key. The address displayed should be [000B0001].
12. Touch [Data] on the touchscreen. Use the right-arrow key and scroll to each of the last three bits on the right side of the address and press the 1 key. The address displayed should be [00000111] with a value of [07] displayed to the right of the data.
13. Touch [Decision] on the touchscreen.
14. Touch [Address] on the touchscreen. Use the right-arrow key and scroll to the furthest bit on the right side of the address.
15. Press the 2 key. The address displayed should be [000B0002].
16. Touch [Data] on the touchscreen. Use the right-arrow key and scroll to each of the last three bits on the right side of the address and press the 1 key. The address displayed should be [00000111] with a value of [07] displayed to the right of the data.
17. Touch [Decision] on the touchscreen.
18. Touch [End] on the touchscreen.
19. Touch [Exit] on the touchscreen.

Note : If the number of re-dials is subsequently changed to a lowernumberin the Admin mode, that number will be the maximum unless the procedure above is repeated.

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

Solution ID TAUS0800881EN*

Solution Usage 0

Description

Unable to PING after replacing the OACB,moving the IC-204 from original board and also the NVRAM.

Solution

CAUSE: Loose connections on the OACB (p/n 50GA 9303) and IC-204 or the NVRAM.

SOLUTION: Remove power from wall and reseal all of the OACBconnectors including the NVRAM and the IC-204 chip.

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0801751EN*

Solution Usage 0

Description

Intermittent J97-02.

Solution

CAUSE: ADU conveyance sensors and/or clutches are dirty or failed.

SOLUTION: Use sensor check and check ADU conveyance sensor 1 (PS24) using code 80, multicode 1, and for ADU conveyance sensor 2 (PS25) use code 80, multicode 2. If no problem is found with the sensors (p/n 9335-1300-61), replace the two ADU clutches (p/n 50GA82030).

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

Solution ID TAUS0802192EN*

Solution Usage 0

Description

In the Job List screen the "Increase Priority" button is not available.

Solution

CAUSE: Key counter is installed.

SOLUTION: According to specifications, this function is not compatible with key counters.

Note : If no key counter is installed, verify that the Administrator Setting/System Setting/Restrict User Access/Restrict Access to Job Settings/Changing Job Priority is set to "Allow."

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

Solution ID TAUS0808278EN*

Solution Usage 0

Description

PROBLEM:

MFP locking up, unable to delete job in job list.

Solution

CAUSE:

Corrupt or damaged OACB.

SOLUTION:

Replace OACB (p/n 50GA-9303K).

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0658279EN*

Solution Usage

Description

Machine will not criss-cross sort.

Solution

CAUSE: Incorrect image rotation setting. Even though the paper sources are supplied with the correct size and orientation of paper and sort/offset are selected, the machine will not allow criss-cross sorting.

SOLUTION: Set image rotation to "APS/AMS." To do this, enter the Administrator mode, select Copier, then select Image Rotation and set to APS/AMS.

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

Solution ID TAUS0700261EN*

Solution Usage

Description

PROBLEM: 2804 error code is displayed and will not clear.

Solution

CAUSE: A buildup of toner on the level detection sensor which causes an incorrect reading.

SOLUTION: Remove and clean the level detection sensor.

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

Solution ID TAUS0700368EN*

Solution Usage

Description

C-0203. Paper Tray 3 keeps lifting. If the paper tray is pulled out, the code can be reset.

Solution

CAUSE: The upper limit sensor/3 (PS114) does not turn ON within a specified period of time after the paper lift motor/3 (M124) turns ON. The upper limit sensor/3 (PS114) has failed.

SOLUTION: Check to make sure the actuator for this sensor is undamaged. If it is not, replace the sensor (p/n 4037-0906-01).

Solution ID TAUS0700498EN*

Solution Usage

Description

FS-511, three-hole punch is not possible.

Solution

CAUSE: Incorrect Marketing area setting.

SOLUTION: Please access the Service mode => System 1 => Marketing Area and set the Marketing Area to U.S.

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

Solution ID TAUS0701160EN*

Solution Usage

Description

C-0301 (C0301) at power up.

Solution

CAUSE: Conveyance suction fan (FM5) speed abnormality.

SOLUTION: Clean and inspect the conveyance suction fan (FM5). Replace the conveyance suction fan (p/n 9313 1100 33) as necessary.

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

Solution ID TAUS0703057EN*

Solution Usage

Description

With a Jamex© Vending System attached to the MFP, print jobs do not print and this is even occurring when the unit is in Vending mode (coins inserted).

Solution

CAUSE: When the MFP is in the vending mode the printing functions are disabled by default. Pass-through Printing must be enabled.

SOLUTION: To enable Pass-through Printing:

1. Enter the Service mode.
2. System 2 mode.
3. Select the Soft Switch Setting Mode and change DipSW 22, bit number 3 to ON.

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

Solution ID TAUS0703312EN*

Solution Usage

Description

When direct input to scan to E-mail is restricted the "Check Connection" button during LDAP setup disappears.

Solution

CAUSE: Firmware upgrade required or incorrect settings.

SOLUTION: Make sure the firmware is at 31_GUP level or greater.

Set the LDAP server settings before restricting the direct input to scan to E-mail. The "Check Connection" button is available when the direct input is not restricted.

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/SSD

Solution ID TAUS0703350EN*

Solution Usage

Description

No power. Fan motors and LEDs are not working at all.

Solution

CAUSE: DCPS1 failed.

SOLUTION: Please check that there is supply voltage of 120V AC being supplied to theMFP via the power cord. If there is and there are no fans or board LEDs the DCPS should be replaced (p/n 50GA84510).

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

Solution ID TAUS0800110EN*

Solution Usage

Description

When creating a scan to E-mail one-touch button, able to see it on admin in the web, but not showing up on the scan button at machine.

Solution

CAUSE: The scan to E-mail setting is restricted.

SOLUTION: Access the Admin mode on machine =>go to Network => select E-mail Setting, then E-mail TX =>select Scan to E-mail then highlight Allow.

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0800468EN*

Solution Usage

Description

The job separator does not place jobs into the correct output tray.

Solution

CAUSE: The finishing mode is defaulted to a different tray.

SOLUTION: Select the Finishing button on theMFP control panel and select the correct output tray. Press OK to exit the Finishing mode. Press the Utilitybutton and select User Setting\Initial Setting. SelectCurrent Settings and press OK. Press Close 2x to exit the mode.

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

Solution ID TAUS0808086EN*

Solution Usage

Description

Unable to see controller after installing the IC-204 controller option. Is there a DIPSW or other setting that needs to be set to enable the print controller?

Solution

Cause:
There are no settings that need to be set to enable the print controller IC-204. However, if the serial number for the main body or if the marketing area is improperly set under the service mode, System 1 setting mode then the controller will not be indicated.

Solution:
Please verify the correct serial number has been added and the marketing area for the main body is set for US. This is done under the Service mode, System 1 setting Mode, Serial number & Marketing area setting modes.

Note: If the settings keep changing to Japan marketing area or the serial number clears, the NVRAM may need to be replaced.

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

Solution ID TAUS0808254EN*

Solution Usage

Description

Problem:

User authentication will not turn off. The customer has decided not to use it and it will not turn off.

Solution

Cause:

File corruption on the HDD.

Solution:

Please format the HDD. Do a Physical and then a Logical format.

Enter service mode.

Select State Confirmation.

Select Memory/HDD Adjustment.

Select HDD format.

Select All and hit yes.

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

Solution ID TAUS0808594EN***Solution Usage****Description**

Problem:

Code E0B2.

Solution

Cause:

Internal issue on the OACB.

Solution:

Flash the machine firmware to version 31 or later firmware.

Replace the OACB (p/n 50GA -930 4M)

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 David Silverstein, Workgroup/SSD

Solution ID TAUS0808598EN***Solution Usage****Description**

Problem:

The toner bottle will not go to home position. The PS28 and motor M10 check out ok.

The machine is not indicating a code.

Solution

Cause:

Defective PRCB.

Solution:

Please replaced the PRCB (p/n 50GA -902 0E)

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

Solution ID TAUS0900261EN***Solution Usage****Description**

"Insert plug-in counter" indication when the function is already enabled.

Solution

CAUSE: Incorrect configuration.

SOLUTION: To correct:

1. Remove the top, right-side cover on the scanner unit.
2. Find the 4-pin connector and remove the loopback connector.
3. Insert the correct harness to the connector for the specified device.

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

Solution ID TAUS0900621EN*

Solution Usage

Description

What can cause the machine to display 'Original That Can Not be Loaded Together Has Been Detected Job Has Been Deleted' when copying through the ADF?

Solution

The machine may display 'Original That Can Not be Loaded Together Has Been Detected Job Has Been Deleted' when copying through the ADF if the ADF Original Size Adjustment has not been carried out. The ADF Original Size Adjustment can be completed using the following steps:

- 1) Enter the Service Mode
- 2) Choose ADF
- 3) Choose Original Size Adjustment
- 4) Select Max Width
- 5) Set the guides of the ADF to the outer most indicator on the tray and press Start
- 6) Select Min. Width
- 7) Set the guides of the ADF to the inner most indicator on the tray and press Start
- 8) Press OK
- 9) Exit the Service Mode

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0900742EN*

Solution Usage

Description

Image Shift does not function when using Page Scope Direct Print

Solution

CAUSE: This functionality is within specification.

SOLUTION: Image shift is not designed to function under PageScope Direct Print (PSDP).

SPECIAL NOTE: Solution contribution by Craig Blyther, ASG/SSD

Solution ID TAUS0900897EN*

Solution Usage

Description

Image Shift is not functioning when using PageScope Direct Print.

Solution

CAUSE: Machine limitation based on firmware.

SOLUTION: No update to the firmware is planned. The firmware is outdated, therefore the Image Shift function via PageScope Direct Print (PSDP) does not work and the firmware is unable to be modified.

SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD

Solution ID TAUS0900937EN*

Solution Usage

Description

The machine intermittently displays the J30-00 jam code.

Solution

CAUSE: The registration unit is worn or has failed.

SOLUTION: Replace the registration unit(p/n 50GA 380 0) to resolve the problem.

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

Solution ID TAUS0901086EN*

Solution Usage

Description

When can cause the machine to no longer recognize that the Key Counter has been inserted?

Solution

The machinemay no longer recognize that the Key Counter has been inserted if ICP8 has failed on the PRCB. Please check for continuity across ICP8 and if it has failed replace the PRCB (p/n 50GA 9020 E).

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0901150EN*

Solution Usage

Description

C-2001 at power up.

Solution

Cause: OACB failed.

Solution: Please replace the OACB (p/n 50GA -930 4M).

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

Solution ID TAUS0901151EN*

Solution Usage

Description

Printing does not work. The machine responds to PING and the IC-204 chip has been replaced. The Authentication and Copier Setting buttons do not appear in the administrator mode. User Authentication/Account Track is not enabled and there is no key counter.

Solution

CAUSE: Incorrect billing setting mode.

SOLUTION: Enter the service mode and then press Stop-9. Select Management Function Choice and then select Unset. Exit the service mode.

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

Solution ID TAUS0901359EN*

Solution Usage

Description

The web page doesn't display.

Solution

CAUSE: The logic is scrambled and must be re-initialized.

SOLUTION:

1. Enter Service Mode.
2. Touch Initialization.
3. Touch System 1.
4. Touch Network Setting Data.
5. Press the Start key and exit the Service Mode when the procedure is completed.
6. Power cycle the unit.

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

Solution ID TAUS0901478EN***Solution Usage****Description**

Why does the machine no longer print the phone numbers when the fax activity report is output from the machine after installing firmware version 31-GCT?

Solution

The machine no longer printing the phone numbers when the fax activity report is output from the machine can be corrected with the installation of Version 31 Phase 3.1 firmware. Please install Version 31 Phase 3.1 firmware or above to allow the phone numbers to be printed when the fax activity report is output.

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 Dave Bruni, Workgroup/SSD

Solution ID TAUS0901600EN***Solution Usage****Description**

Why can't the Vendor 1 key be selected in Service Mode?

Solution

The Vendor 1 key can't be selected in Service Mode if Account Track has been turned on. When Account Track has been turned on, none of the selections under Management Function Choice in Service Mode can be made. Please turn Account Track Off to allow the selections under Management Function Choice to be made available.

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0901719EN***Solution Usage****Description**

The machine displays the error code C28-01 on startup.

Solution

CAUSE: The drum unit has failed.

SOLUTION: Replace the drum unit (p/n 50GA 200 0) to correct the issue.

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

Solution ID TAUS0901865EN***Solution Usage****Description**

When trying to carry out the ADF Density Adjustment why does the Start key stay amber?

Solution

The Start key may stay amber when trying to carry out the ADF Density Adjustment if the ADF Original Size Detection is not set to Full Size. The ADF Original Size Detection can be changed using the following steps:

- 1) Enter Service Mode
- 2) Select System 1
- 3) Select Original Size Detection
- 4) Choose ADF Orig Size Detection
- 5) Select Full Size

The ADF Density Adjustment can now be carried out. Upon completion of the adjustment please go back in and set the ADF Original Size Detection to its prior setting.

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0902026EN***Solution Usage****Description**

The machine will not fax TX or RX. The Phone line has tested good.

Solution

Cause:

Board failure.

Solution:

Replace the fax NCU board (p/n 15PA-902 00),the fax control board (p/n 15LA-901 1E), andthe OACB (p/n 50GA-930 4M).

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

Solution ID TAUS0902194EN***Solution Usage****Description**

After replacing the HDD, the MFP won't recognize even after setting the HDD in service mode. Unable to see any functions for the HDD. Option status may show HDD installed.

Solution

CAUSE: Incorrect setting.

SOLUTION: Go into service mode under DipSW 19-3 and make sure that it is selected to "0".

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0902514EN***Solution Usage****Description**

Copy sets are limited when copying.

Solution

CAUSE: Incorrect dipSW settings.

SOLUTION: Set dipSW [9-0 to 9-3] to 0 for each setting to enable unlimited copy sets when copying.

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

Solution ID TAUS0700961EN***Solution Usage** 38**Description**

How to clear a 'Replace Fixing Unit' message.

Solution

To clear a 'Replace Fixing Unit' message, perform the following:

1. Enter Service Mode.
2. Select [System 1].
3. Select [Initialization].
4. Select [Counter Data].
5. Select [Fixing Counter].
6. Press the Start button.
7. Exit the Service Mode.

Notes :

- a. The Fixing Counter was added in version 31 firmware.
- b. The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0700746EN***Solution Usage** 19**Description**

Once the machine reaches a copy count of 250,000, the message "Replace Fixing Unit Soon" is displayed. If copying is continued, the message may change to "Replace Fixing Unit" and the machine becomes inoperable. Resetting the counters related to the fixing unit will not clear the message or the lockup.

Solution

CAUSE: This issue has been seen in firmware versions 21, 25 and 30 due to a firmware bug.

SOLUTION:

Special firmware version 31 has been released to correct the issue and is available for download. After downloading,

1. Go to Service Mode [Utility Counter, Details, Stop, 00. Stop, 01]
2. Click on System 1
3. Select Initialization
4. Select Counter Data
5. Choose Fixing Counter
6. Press Start

See the attached Readme for further details on firmware version 31, Phase 3.1.

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

Solution ID TAUS0700022EN***Solution Usage** 15**Description**

On new machines even the firmware is set to level 14 from the factory, the standard upgrade procedure for phase 2.0 does not work and may result in blank display.

Solution

As a first step flash the machine to level 14 and then follow the procedure to upgrade to version 20 as stated in the bulletin 5644.

Solution ID TAUS0701414EN***Solution Usage** 13**Description**

Not feeding or misfeeding from paper trays.

Solution

CAUSE: Worn friction plate sheet in the paper tray.

SOLUTION: Replace the friction plate. Please see attached Bulletin Number 5881.

Solution ID TAUS0701485EN***Solution Usage** 11**Description**

Blank display after updating firmware from level 13 to level 20.

Solution

CAUSE: Boot file was not sent first.

SOLUTION: Load firmware level 13 on the machine first, then send the boot file of level 20 before the level 20 firmware. If that does not correct the issue, replace the System Control Board (p/n 50GA-9301H).

Solution ID TAUS0701872EN*

Solution Usage 9

Description

When a large job (in excess of 50 pages) is being scanned and a print job is sent, as the document is in scan process, the machine may lock up. Immediate recovery can be achieved by powering the machine OFF/ON.

Solution

CAUSE: Firmware upgrade required.

SOLUTION: Upgrade the firmware to minimum version 31_GUP (34.38MB).

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 TAUS0656961EN*

Solution Usage 8

Description

How can Address Book and Authentication information be imported/exported with PageScope Data Administrator, version 2.21.4516?

Solution

A device can save Address or Authentication information by saving that information to a ".txt" or "tab text" file.

To save "Address Information":

1. Connect to a device and import the existing information from that device.
2. From the left-hand pane, expand Address Settings, and select the "Address Book" icon. 3. From the top menu select File => Export=> "Save the address book by Tab Text type". Alternatively, "Save all data to the file" could be selected, which would then save a Data Administrator *.bin file to the PC.

Notes :

- a. The main difference between Data Administrator *.bin files and "Tab Text" files is that *.bin files for certain models contain password information while "Tab Text" files often do not. The *.bin files can also contain all Authentication and Address settings. Data Administrator "*.bin" files can only be imported to another device from the same model family of the device that originally saved the *.bin file.
- b. The bizhub 250/300/350 series does not support exporting or saving a *.bin file from that device.

To save "Authentication" Information, expand "Authentication Settings" in the left hand pane.

To save "Account Track" settings:

1. Select the "Account track Settings" icon.
2. From the top menu, select "Export"=> "Save the account by the Tab Text type".

To save User Authentication settings:

1. Select the "User Authentication Settings" icon.
2. Select "Save the user list by the Tab Text form".
3. From either of these settings, "Save all data to the file" could also be selected which will save the settings in a Data Administrator *.bin file. Additionally, when importing a Data Administrator *.bin file, Address book, Authentication and Account Track settings could all be applied at once. This can often be performed by selecting the device icon on the left pane when connected to a device and then selecting to import a Data Administrator *.bin file.

To "Import" Address or Authentication information to a device:

1. The device first must be connected to and current information retrieved.
2. From the left-hand side, select the Device Icon.
3. From the top menu select, Import => "Import all data from the file" in order to import a Data Administrator *.bin file (from a device in the same family) which will contain all settings. **Note :** Data Administrator *.bin files can also be imported when any of following icons in the left side pane => Account Track Settings, User Authentication Settings or Address settings is selected and File => Import => "Import each data from the file" is selected from the Top menu.

Additionally, when selecting any of these icons and selecting to "Import from a file" a *.txt or *.CSV file can be imported, which will then launch an "Import Wizard". In the "Import Wizard" a "delimiter" must be specified and the fields being used for the data must be mapped.

The "Tab text" files which were saved from devices or any existing .CSV or .txt file (with the necessary information) could be used. If a "Tab text" file from a device does not contain necessary information such as password information, that .txt file should be edited before being imported through Data Administrator.

Authentication and Address data can be imported from LDAP:

1. Select one of the following icons from the left pane- (Account Track Settings, User Authentication Settings or Address settings).
2. From the top menu, select, File-Import => Import(LDAP). The other choice is File => Import => Import from the Previous device".

Note : Import from the previous Device will list a number of Legacy Konica and Minolta Devices from which information could be imported. It will then be necessary to supply the TCP/IP address of that Legacy device.

Solution ID TAUS0657834EN*

Solution Usage 8

Description

Tray 3 is randomly switching to A4 paper size.

Solution

CAUSE: Firmware upgrade required.

SOLUTION: A special firmware upgrade is available. It fixes Tray 3 to 8.5x11 size and A4 selection is not available.

Caution : First upgrade the machine to version 20 before upgrading to version 21-C7. For upgrading to version 20 please see the bulletin #5644 and also refer to the attached documentation.

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.Click on the following link(s) when logged into My Konica Minolta to locate the latest firmware.

bizhub 420 - <http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?groupid=0&productypeid=1&productid=899>

bizhub 500 - <http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?groupid=0&productypeid=1&productid=900>

Solution ID TAUS0658159EN*

Solution Usage 8

Description

Tray 1 and/or Tray 2 showing question marks (???)for the paper size after the tray(s)lifted.

Solution

CAUSE: Question marks can be displayed for Tray 1 if the width size detection sensors PS10 and PS11 (PS16 and PS17 for Tray 2) are not being activated properly.

SOLUTION: The width size detection sensors can be checked using the following steps:

1. Enter Service Mode
2. Select State Confirmation
3. Choose Sensor Check
4. For Tray 1, enter check code 11 multi-code 5 for PS10 or check code 11 multi-code 6 for PS11.
5. For Tray 2,enter checkcode 12 multi-code 5 for PS16 or check code 12 multi-code 6 for PS17

Note : The size detection actuator(s)(p/n 4030-3212-01) should be inspectedfor damage.

Solution ID TAUS0701984EN*

Solution Usage 8

Description

Possible error codes during TCR adjustment.

Solution

The following errors mightbeindicated on the displayduring the TCR adjustment:

Error

Cause

Action

Error 3

When the output ripple voltage of the TDS(Toner Density Sensor) is less than 0.5V at the end of TCR adjustment.

TCR sensor abnormality -> Replace TCR sensor

Printer control board abnormality -> Replace board

Error 4

When the output ripple voltage of the TCR sensor is less than 0.02V

Connector contact failure -> Check connection

TCR sensor abnormality -> Replace TCR sensor

Printer control board abnormality -> Replace board

Error 5

When the TCR adjustment voltage is out of from 6.2V to 7.6V

TCR sensor adjustment failure -> Replace TCR sensor

Error 6

A/D conversion error of TCSB(Toner sensor control board) output signal

Dirt of IDC sensor -> Clean up the IDC sensor
 Printer control board abnormality -> Replace board
 SPECIAL NOTE : Solution contribution byKonica Minolta Europe.

Solution ID TAUS0656189EN*

Solution Usage 7

Description

"Preparing for startup. Please wait." message when pressing utility/counter button, and the machine locks up. The machine functions properly as a copier with no error codes.

Solution

CAUSE: Failed OACB (System Control Board).

SOLUTION: Replace the OACB (p/n50GA-930 3K).

Solution ID TAUS0700426EN*

Solution Usage 6

Description

Some gray half-tones/shading are not rendered as expected.

Solution

CAUSE: The Gamma setting for density is a specification limit.

SOLUTION:A possible work-around includes the following adjustments:

1. Laser Diameter Adjustment.
2. Toner Density Adjustment.

If the above adjustments do not provide sufficient improvement, new firmware is available on the SSD Download Selector Search Page.

bizhub 750/600
 DLBT0701047EN00
 bizhub 500
 DLBT0701060EN00
 bizhub 420
 DLBT0701061EN00
 bizhub 360
 DLBT0701062EN00

Notes :

1. Refer the Service Manual for the adjustment procedures.
2. Try the Laser Diameter adjustmentfirst, and if the customer is still not satisfied, try the Toner Density adjustment.
3. The above-referenced DLBTs are attached.
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>

Solution ID TAUS0702322EN*

Solution Usage 6

Description

After installing the print driver (PCL or PostScript) on Microsoft® Windows Vista™, the User Authentication/Account Track selection is unavailable.

Solution

To enable User Authentication/Account Track in the print driver, perform the following:

1. Enter the Printer Properties of the driver.
2. Select the Configure tab.
3. Under Device Option, select the desired mode (User Authenticationor Account Track).
4. Enable the option in the drop down below Device Option.
5. Select Apply.
6. Verify that User Authentication/Account Track is available.

Solution ID TAUS0700508EN*

Solution Usage 5

Description

How to scan to a Macintosh® via FTP, E-mail or SMB.

Solution

Pleaserefer the attached'lab' instructions for scanning to a Macintosh® via FTP, E-mail or SMB (3.5MB).

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 TAUS0653773EN* **Solution Usage** 4

Description

How to upgrade firmware.

Solution

To upgrade firmware, use the latest ISWtrns utility version 3.64e which is available on the [[Konica Minolta FTP site| URL
<ftp://kbtldigital:kx15@ftp.konicabt.com>]] under the 420/500 firmware icon.

Solution ID TAUS0653872EN* **Solution Usage** 4

Description

Unable to send print jobs when the key counter is enabled.

Solution

CAUSE: Firmware bug

SOLUTION: Download the MFP firmware level 13-C2 and update the machine firmware.

Solution ID TAUS0654070EN* **Solution Usage** 4

Description

C-6001 code unable to reset.

Solution

CAUSE: CCD error, connection abnormality.

SOLUTION: Reseat connector on OACB (p/n 50GA-93010) and the CCD (p/n 50GA-6261). Reseat memory parameter board (p/n 50GA-9111) located on the OACB.

Note: One or all of these boards may need replacement.

Solution ID TAUS0656577EN* **Solution Usage** 4

Description

Unable to install 32-bit drivers on a Microsoft Windows 2003 64-bit server formigration to the 32-bit clients.

Solution

The 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 64-bit driver on the server, install the matching 32-bit(PCL, PostScript Visual, PostScript (Plug-in) or PostScript (Adobe) driver 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 TAUS0658315EN* **Solution Usage** 4

Description

Intermittent C-C284 code.

Solution

CAUSE: Firmware upgrade required.

SOLUTION: Upgrade the main body firmware to version 14 or above. If the problem keeps reoccurring after the main body firmware has been updated, it can be an indication that the NVRAM has started to fail.

Note : Click on the following link(s) when logged into My Konica Minolta to locate the required firmware.

bizhub 420 - <http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?groupid=0&productypeid=1&productid=899>

bizhub 500 - <http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?groupid=0&productypeid=1&productid=900>

Solution ID TAUS0700125EN***Solution Usage** 4**Description**

Slow printing on Adobe® PostScript files (single-page print job) using batch print process.

Solution

CAUSE: The slow printing will depend on the PostScript® print job parameters (single-page, 11x17, PDF parameter and low toner coverage per page). The results are based on SSD testing:

1. The bizhub 420/500 will pause at intermittent number of jobs for the batch print job.
2. The bizhub 600/750 will pause between the first twelve jobs and then will not pause rest batch print job process.

SOLUTION: Combine all the Postscript files into one PDF file using Adobe® Distler. Print the the new PDF file to the controller.

Note : SSD did receive an update from Konica Minolta Business Technologies in Japan based on escalation for this issue. Recommendation is to use software solution to combine the batch file and send the file as one print job.

Solution ID TAUS0701326EN***Solution Usage** 4**Description**

J13, J16-01, or various J30 codes during nonsort copying or printing

Solution

CAUSE: Finisher timing is off, caused by grease applied to the one-way gears (p/n 14GR77170 and 14GR45810) located behind the finisher jam removal knob FN6.

SOLUTION: Clean the gears with alcohol, or replace them.

Solution ID TAUS0701765EN***Solution Usage** 4**Description**

Is the System Control Board (OACB) the same for all these models?

Solution

The System Control Board (p/n 50GA-9303K) is the same for the listed models.

Solution ID TAUS0652501EN***Solution Usage** 3**Description**

Unable to locate the key counter connection.

Solution

The key counter connector is located beneath the platen glass on the right hand side of the optics section. The connector wiring must be routed to the punch-out area at the front/right side cover.

Solution ID TAUS0653552EN***Solution Usage** 3**Description**

C4401 code.

Solution

CAUSE: Failed write unit.

SOLUTION: Replace write unit (p/n 50GA-6500).

Solution ID TAUS0658068EN***Solution Usage** 3**Description**

C-2804 error code at power up or during operation. A slight grinding noise may also be heard.

Solution

PROBABLE CAUSES:

1. Toner density abnormality.
Replace TCR sensor (p/n 26NA 8804 1).

2. The frame holding the toner conveyance gear #5 (p/n 26NA 3268 0) may be malformed. The gear will not correctly drive the locking arm (p/n 50GA 3271 0),

therefore, creating a slight grinding noise when the toner bottle spins.

Verify the frame where the toner conveyance drive gear sits is aligned correctly. The toner conveyance drive gear should not move side-to-side on the shaft.

Solution ID TAUS0700711EN*

Solution Usage 3

Description

Unable to upgrade via USB. The USB driver wizard does not start.

Solution

CAUSE: The machine is not in the ISW mode when connecting USB.

SOLUTION: To start the USB Wizard, perform the following:

1. Put the machine in service mode.
2. Touch ISW on the display.
3. With the laptop on, connect the USB cable to the machine. The USB device should now be seen. Follow prompts to complete installation of the USB driver.

SPECIAL NOTE : Solution provided by Roger Brown, Advanced Digital Technologies, Casper WY

Solution ID TAUS0701137EN*

Solution Usage 3

Description

The data light remains on all of the time.

Solution

CAUSE: Copier HDD requires formatting.

SOLUTION: Format the copier HDD. To format the HDD, enter Tech Rep mode and select:

1. State Confirmation.
2. Memory/HDD Adjustment.
3. Format HDD.

Solution ID TAUS0701756EN*

Solution Usage 3

Description

Blank control panel after replacing PWB-OACB.

Solution

CAUSE: The Image firmware must be downloaded to the copier.

SOLUTION: Using the ISW application, download the Image firmware to the copier.

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 TAUS0701952EN*

Solution Usage 3

Description

Cannot connect to the network after installing a new NVRAM chip.

Solution

CAUSE: Setting needs to be changed.

SOLUTION: To activate the network after installing a new NVRAM chip, perform the following:

1. Disable the network (Admin. Mode/Network Settings/Network Settings/Off) and power the machine OFF with the main switch.
2. Power ON the machine and enable the network.

Solution ID TAUS0702483EN*

Solution Usage 3

Description

Setting SNMP v1/v2c "read/write community" names through PageScope Net Care.

Solution

Changing the read and/or write SNMP "community names" can be implemented as a security measure through PageScope Net Care. Please see attached document for instructions.

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

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

Solution ID TAUS0702659EN*

Solution Usage 3

Description

In the event that an issue arises that requires immediate action by the technician, certain NVRAMs may be exchanged/swapped between units due to their compatibility with other models.

Solution

The following groupings of main bodies are compatible for NVRAM exchange with others within their group only in emergency situations or for troubleshooting purposes :

7145/7222/7228/7235

bizhub 200/250/350

bizhub 360/420/500

bizhub 600/750

7155/7165/7085

7210/7255/7272/bizhub PRO 920/bizhub PRO 1050

C250/C252/C300/C351/C352/C450

C451/C550/C650

IMPORTANT : A new NVRAM should be obtained as soon as possible for the machine requiring one.

Notes :

1. The bizhub C350 NVRAM may only be used between other bizhub C350s.
2. CAUTION : The bizhub PRO C500/8050 NVRAMs may not be exchanged between units due to the serialization of the NVRAM.

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

Solution ID TAUS0702771EN*

Solution Usage 3

Description

Howto Copy Biometric User Authentication Settings ornon Biometric Authentication settingsfrom one MFP to one or multiple similar MFPs.

Solution

This procedure can be used to Copy Biometric User Authentication data from one C451/C550/C650 MFP to one or multiple similar devices. (This procedure could also befollowed to Copy non-Biometric Authentication information from one MFP, to one or multiple similar devices.

(Please see attached document for detailed instructions with screenshots)

The following isthe procedure to copy User Authentication settings from one (1) MFP to different MFP's using PageScope Data Administrator (PSDA). Settings copied include: User name, Password, email address and user Biometric profile. Multiple similar devices could also be Copied to at the same time.

1. From the PSDA main window tool bar select "Processing/Copy"
2. From the "Copy Collectively" window click the "Authentication" radio button and select Next.
3. Select the desired "Source" machine and click "Select". This is the MFP storing the desired user information to be copied. Click "Next" to continue. Select the desired destination MFP or multiple MFP's and click "Select". Click Next to continue.
4. PSDA will then initiate communication to selected MFP's to determine status and availability to prepare the copy process. You will see the import status within the "Status" window.
5. Once the process is complete select "Start" to begin the "Copy" process.
6. Upon completion of writing the data to the selected MFP you will see "Normal End" displayed in the Processing Result field.
7. Select Finish to complete the Copy process.
8. T he selected MFP's now contain all User name, Password, email address and user Biometric profile.

Solution ID TAUS0702941EN*

Solution Usage 3

Description

Setup utility for Citrix© MetaFrame, version 1.00 for use with Citrix© MetaFrame Presentation Server™ 3.0 andCitrix© MetaFrame Presentation Server™ XP FR3.

Solution

Setup utility for Citrix© MetaFrame, version 1.00 (2.95MB)

Notes :

1. To open theSetup utility for Citrix© MetaFrame, version 1.00 using WinZip®, WinZip® must be installed. WinZip® can be downloaded from the WinZip® website: <http://www.winzip.com/ddchomea.htm> .The file can either be saved to disk or opened.It is recommended to download the ZIP fileand open from the local computer to view or run.
2. IMPORTANT : Please refer to the attached documentation for additional detail. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0800977EN***Solution Usage** 3**Description**

Font Management Utility.

Solution

The latest Font Management Utility can be downloaded via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Please refer to the attached ReadMe prior to installation.

The attached Font Management Utility User's Guide covers the following:

Selecting and adding devices

Add/Delete Mode

Add Collectively Mode

Delete Collectively Mode

Font/form list settings file

Saving lists as files

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

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

Solution ID 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 TAUS0653477EN***Solution Usage** 2**Description**

How to enable jam codes so they are displayed on the control panel.

Solution

To enable jam codes, perform the following:

1. Enter the Service Mode.
2. Press [System 2].
3. Press [DipSW Setting].
4. Press [SW No.].
5. Go to switch 10.
6. Press [Bit No.].
7. Go to bit 7.
8. Press [ON (1)] of "Bit Data."
9. Press [Set].
10. Exit the Service Mode.

Solution ID TAUS0654290EN***Solution Usage** 2**Description**

How to adjust the LCD for sensitivity.

Solution

To adjust the LCD for sensitivity, perform the following:

1. Press the accessibility button on the control panel.
2. Touch the touchscreen adjust button.
3. With a fine point pen or pencil touch the crosshairs.

Solution ID TAUS0654434EN***Solution Usage** 2**Description**

FK502, fax setting tab is not available in the Administrator mode.

Solution

CAUSE: The Prefix/Suffix Auto setting has been set to ON.

SOLUTION: To set the Prefix/Suffix Auto setting to OFF, perform the following:

1. Press the Utility key.
2. Enter Administrator Setting.
3. Select System Connection.
4. Select Prefix/Suffix Auto Setting.
5. Select OFF.

Solution ID TAUS0656261EN*

Solution Usage 2

Description

How to set user defaults.

Solution

SOLUTION: Perform the following:

1. Make the desired settings on the copier screen.
2. Press the [Utility/Counter] key.
3. Select [User Setting].
4. Select [Initial Setting].
5. Select [Current Setting].
6. Press [OK].

Recommendation:

1. None--resolved.

Solution ID TAUS0658299EN*

Solution Usage 2

Description

Intermittent 'Carry Out the TCR adjustment' message even though the developer has not been replaced.

Solution

CAUSE: Firmware upgrade required.

SOLUTION: Upgrade the main body firmware version 14 or above. If the problem continues after the main body firmware has been updated, it may be an indication that the NVRAM has started to fail.

Note : Click on the following link(s) when logged into My Konica Minolta to locate the required firmware.

bizhub 420 - <http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?groupid=0&productypeid=1&productid=899>

bizhub 500 - <http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?groupid=0&productypeid=1&productid=900>

Solution ID TAUS0700449EN*

Solution Usage 2

Description

What can cause the image to shift toward the front or the rear when copying using the DF-607?

Solution

The image shift can be the result of the ADF Original Size Adjustment not being done. The ADF Original Size Adjustment can be completed using the following steps:

1. Enter Service Mode.
2. Select ADF.
3. Select Original Size Adjustment.
4. Press Max. Width.
5. Set the guides of the ADF to 11 inches and press Start.
6. After OK is displayed Press Min. Width.
7. Set the guides of the ADF to 5½ inches and press Start.
8. After OK is displayed exit the Service Mode and test the machine.

Note : If the problem has not been corrected or the machine displays NG when running the Max or Min adjustment, replace the PWA-VR (p/n 4344-5209-01).

Solution ID TAUS0700737EN*

Solution Usage 2

Description

Scan to FTP using a host name versus a TCP/IP address is not working in a workgroup environment.

Solution

CAUSE: A DNS server is required when using a host name versus the TCP/IP address.

SOLUTION: If no DNS server is available, then a TCP/IP address must be used instead of the PC host name.

Solution ID TAUS0701113EN***Solution Usage** 2**Description**

Procedure for upgrading to Phase 3.0, version 30 firmware and above.

Solution

Before upgrading to Phase 3.0, the machine must be at Phase 2.0, version 20 or higher. Once at version 20, machines can be upgraded directly to the highest level with no interim steps.

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

Solution ID TAUS0701471EN***Solution Usage** 2**Description**

Who to contact for parts and technical support concerning 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 TAUS0701540EN***Solution Usage** 2**Description**

Secure printing can be selected in the print driver, but the Secure Print User Box (under System User Box) is not available.

Solution

CAUSE: Secure printing requires the optional HDD.

SOLUTION: Install the optional HDD.

For the bizhub 420/500, order the HD-505(p/n 16GA).

For the bizhub 600/750, order the HD-503 (p/n 15NL).

Solution ID TAUS0701692EN***Solution Usage** 2**Description**

Can the machine be set to default to Scan at power up?

Solution

The machine can be set to default to Scan at powerup by following these steps:

1. Touch the Utility Counter Key.
2. Select User Settings.
3. Select 3. Initial Settings.
4. Choose Current Settings.
5. Touch OK.
6. Enter the Administrator Mode.
7. Select 1. System Settings.
8. Select 9. Reset Settings.
9. Choose the Scan selection.
10. Touch OK.
11. Back out of the Administrator mode to a normal panel.

Solution ID TAUS0701809EN***Solution Usage** 2**Description**

Data light remains lit.

Solution

CAUSE: The HDD option is set to installed, when HDD is not installed.

SOLUTION: Verify that there is no HDD physically installed. Check option setting. Enter Tech Rep mode and select:

1. System 2.
2. Option.
3. HDD confirm Not Installed.

Solution ID TAUS0701964EN***Solution Usage** 2

Description

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

Solution

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

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

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

Solution ID TAUS0702545EN*

Solution Usage 2

Description

Part number for the 128MB SODIMM on the OACB.

Solution

The 128MB SODIMM on the OACB (p/n U226-0250).

Solution ID TAUS0607009EN*

Solution Usage 1

Description

How to access Service Mode.

Solution

To access the Service Mode, please perform the following:

1. Turn the main power switch OFF.
2. Turn the main power switch ON while holding the 'utility' button.
3. On the LCD screen push the trouble reset button.
4. Press STOP, 0, 0, STOP, 0, 1.

Solution ID TAUS0651273EN*

Solution Usage 1

Description

Facsimile Operations User Manual and Network Fax Operations User Manual, bizhub500/420.

Solution

Refer to the attached bizhub 500/420 User's Guides [Facsimile Operations] and [Network Fax Operations].

CAUTION : Facsimile Operations is a 9MB file and Network Fax Operations is a 8.4MB file. Not recommended to download without a high-speed Internet connection.

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 TAUS0651275EN*

Solution Usage 1

Description

Box Operations User's Manual, bizhub 500/420.

Solution

Refer to the attached bizhub 500/420 User's Guide [Box Operations].

CAUTION : This is a 7.8MB file. Not recommended to download without a high-speed Internet connection.

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 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 TAUS0652188EN* **Solution Usage** 1

Description

Paper jam on the first copy out of the fuser.

Solution

CAUSE: If the right side door is not closed properly, the exit roller gear does not engage fully. Thus preventing the rollers to rotate and causes paper jam.

SOLUTION: Please instruct the operators to close the right side door firmly by applying pressure in the middle of the door.

In addition to this, please refer to the technical bulletin #5960

Solution ID TAUS0652454EN* **Solution Usage** 1

Description

Where is the Serial Number of the main body located?

Solution

Open Tray 1 and there is a label on the right side cover (alpha-numeric).

Solution ID TAUS0652848EN* **Solution Usage** 1

Description

How to change the paper size setting of Tray 3 or LCT from A4 paper size to letter (8.5x11).

Solution

To set the paper size for Tray 3 or the LCT, perform the following:

1. Enter the 'Service Mode screen' - Press [System 2].
2. 'System Input screen' - Press [Paper Size Setting].
3. 'Paper Size Setting screen' - Select [Tray 3] or [LCT] and press [Paper size].
4. Press [A4] or [8.5x11].
5. Press [OK] twice to return to [System Input screen].

Solution ID TAUS0653363EN* **Solution Usage** 1

Description

How to View or Print from the Web browser.

Solution

To View or Print from the Web browser, please perform the following:

1. Utility/ Counter, Administrator, Network Setting, Detail Setting, PSWC Setting - ENABLE.
2. Utility/ Counter, Administrator, Security Setting, Management Function Setting, Network Function Setting - ALLOW.
3. Reboot the copier.

Solution ID TAUS0653481EN* **Solution Usage** 1

Description

Cannot transmit (TX) faxes. Receive (RX) is OK.

Solution

CAUSE: Incorrect Dialing Method setting. The machine is set for pulse instead of touch tone dialing.

SOLUTION: To set the machine to tone dialing, perform the following:

1. Enter the Administrator Mode.
2. Select [Fax Setting].
3. Select [Telephone Line Settings].
4. Select [Dialing Method].
5. Set the method of dialing to PB (not 10pps or 20pps).

Solution ID TAUS0653857EN* **Solution Usage** 1

Description

Fuser jams.

Solution

Refer to Bulletin #5360 for details.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL

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

* Trademark ownership information

Solution ID TAUS0653875EN*

Solution Usage 1

Description

How to enable/disable Binary Division.

Solution

To to enable/disable Binary Division, perform the following:

1. Utility/ Counter
2. Administrator Setting
3. Network Setting
4. E-mail Setting
5. E-mail TX [SMTP]
6. Binary Division - ON/ OFF
7. Divided Mail Size: 100-15000kb
8. OK

Solution ID TAUS0654011EN*

Solution Usage 1

Description

After making copy settings they revert to initial settings when the original is placed on the document feeder (ADF).

Solution

CAUSE: Incorrect user setting.

SOLUTION: To correct the setting, perform the following:

1. Press the Utility/Counter key.
2. Select User Setting.
3. Select Reset Setting.
4. Select Job Reset.
5. Select When original is set on ADF.
6. Change setting to Do not reset.
7. Exit.

Solution ID TAUS0654087EN*

Solution Usage 1

Description

In FAX mode, when receiving a long size document (1,000mm) in a box and then sending the document from the box (push-scan: Email/FTP/SMB), pull-scan (Twain), memory shortage occurs during the TIF conversion process.

Solution

CAUSE: This is a restriction of Phase 1.8 program. When a long size document stored in a box is converted into TIF format and then sent, memory area more than allocated to FAX/scanner is required. As the result, memory full occurs and the operation stops.

SOLUTION: With Phase 1.8, the long size original mode can be enabled/disabled using non-volatile parameter. The default is OFF (disabled). If the function is needed, change the parameter setting.

A dipswitch to enable/disable the long size document button is provided.

The default is No display.

Dipswitch 35-5=0: No display (default), 1: Display (Current condition)

The non-volatile parameter for FAX reception length setting is changed from 1,000 to 460mm (17 inches + length to print terminal ID information)

Rough standard of memory use: When inputting one A3 page in TIF format, the file size is approx. 8.3MB. When converting FAX reception data into TIF format, the triple memory size is required: that is approx. 25MB.

With 1,000mm page data, approx. 60MB (20x3) is required.

As FAX memory allocation is limited to 32MB, 460mm is set as maximum.

Solution ID TAUS0654089EN*

Solution Usage 1

Description

When receiving a letter size FAX document with recording at full scale (x1.0) and TTI/RTI printing outside setting, reception size is reduced.

Solution

CAUSE: This is a restriction of Phase 1.8 program. With Phase1.8 FAX program, recording of reception data at full scale is not available. When receiving an A4 data, TTI and RTI data is recorded outside of the original data. The image is reduced in order to fit all the data including the TTI/RTI in A4 size. Full scale setting for transmission functions without problem.

SOLUTION: The function will be available from Phase 2.0.

Solution ID TAUS0654193EN*

Solution Usage 1

Description

How to set the default paper tray for Transmit Confirmation Reports.

Solution

The paper tray for the TCR can be changed by performing the following:

1. While in Copy mode, press Utility.
2. Select User Setting.
3. Select System Setting.
4. Select Paper Tray Setting.
5. Select Print List.
6. Press the tray desired (LCT) and back out of mode.

Solution ID TAUS0654501EN*

Solution Usage 1

Description

After updating the flash ROM using the ISW program, the LCD indicates "trouble reset."

Solution

CAUSE: This is normal operation.

SOLUTION: Press the Trouble Reset button. When OK is indicated, press Stop 0 0 Stop 0 1 to enter the service mode and verify that the upgrade was successful. Then power off the machine. For details, please see the ISW section (page 109) of the Field Service Manual.

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 TAUS0654645EN*

Solution Usage 1

Description

How to program platen APS to select 8.5x11 with small size originals.

Solution

To program platen APS to select 8.5x11 with small size originals, perform the following:

1. Enter the Tech Rep mode.
2. Select System 1.
3. Select Original Size Detect.
4. Select Original Glass Small Size Detect.
5. Select A4/8.5x11.
6. Exit the Tech Rep mode.

Solution ID TAUS0656373EN*

Solution Usage 1

Description

Part number for the Toner Bottle Position Sensor (PS28).

Solution

Toner Bottle Position Sensor (p/n 9335130061).

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 TAUS0657139EN*

Solution Usage 1

Description

Error while removing TWAIN driver from eCopy™ ScanStation.

Solution

CAUSE: The eCopy™ license has locked the TWAIN driver and has not released it.

SOLUTION: The two eCopy™ services must be stopped in order to remove the TWAIN driver. Once the services have stopped, press the Retry button and the removal process should continue. Once the TWAIN driver has been removed, restart the two services that were previously stopped.

Solution ID TAUS0658298EN*

Solution Usage 1

Description

Total meter count on the machine resets inadvertently.

Solution

CAUSE: Firmware upgrade required.

SOLUTION: Upgrade the main body firmware to version 14 or above. If the problem keeps reoccurring after the main body firmware has been updated, it can be an indication that the NVRAM has started to fail.

Note : Click on the following link(s) when logged into My Konica Minolta to locate the required firmware.

bizhub 420 - <http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?groupid=0&productypeid=1&productid=899>

bizhub 500 - <http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?groupid=0&productypeid=1&productid=900>

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 TAUS0700678EN*

Solution Usage 1

Description

"The requested page has a format that invalid or not supported error message" open scanned single page TIFF file from Microsoft Imaging for Windows ® (Image Preview) on Windows 2000 Pro or Server.

Solution

CAUSE: There is software abnormality with TIFF generate after upgrading the firmware to level 20.

Note : Konica Minolta SSD group has confirmed the following:

1. Cannot open this TIFF from Adobe ® PageScope.
2. Able to open multiple page TIFF from Microsoft Imaging and Photoshop.
3. Able to open the same TIFF file from Windows XP Pro Microsoft Office Document Imaging.

SOLUTION: Download 420/500 level 30 from the Konica Minolta Download Selector.

Solution ID TAUS0700764EN*

Solution Usage 1

Description

Due to the recent changes to the date that Daylight Saving Time begins, it may be necessary to adjust the time to allow the proper time to display on scans and faxes.

Solution

Refer to attached Bulletin #5806 for the details.

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

Solution ID TAUS0700857EN*

Solution Usage 1

Description

C-C111 after replacing a board.

Solution

CAUSE: The firmware of the replaced board does not match the machine firmware.

SOLUTION: Flash the machine to the latest version firmware.

Notes :

1. New boards seldom have firmware installed. Be prepared to flash the firmware whenever a board is replaced.
2. The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701105EN*

Solution Usage 1

Description

When attempting to enter additional Account Track members, the accounts will not be saved even though there are fewer than 100 accounts.

Solution

CAUSE: Limitation of the allotted memory for Account Track on the main body.

SOLUTION: The allotted memory is affected by the length of the Account Name and length of the Account Password. Even though the number of accounts may be under 100, there is only a limited amount of storage in the main body memory.

This can be alleviated by installing a hard disk drive and ensuring that it is formatted at installation. The accounts will then be stored on the drive and the limitation is negated.

If the customer does not want a hard drive installed, the account names and passwords can be adjusted so that they are shorter in length. With the shorter name and password length, more accounts can be added until the allotted memory is fully used.

Solution ID TAUS0701610EN*

Solution Usage 1

Description

How to change priority from copy job to print jobs allowing print jobs to begin sooner.

Solution

To change printing priority from "batch print" to "page print", perform the following:

1. Enter the Admin mode.
2. Select System Settings.
3. Select Output Settings.
4. Select Print/Fax Output Settings.
5. Select "Batch Print" to "Page Print."

Note : "Batch print" is equivalent to copier priority; "page print" is equivalent to printer priority.

Solution ID TAUS0701954EN*

Solution Usage 1

Description

How to clear the Network Setting Data.

Solution

The Network Setting Data can be cleared using the following steps:

1. Enter Service Mode.
2. Select System 1.
3. Select Initialization.
4. Select Utility/Administrator Setting Data.
5. Select Network Setting Data.
6. Press the Start Key.
7. Upon completion, back out of the Service Mode.

Solution ID TAUS0702303EN*

Solution Usage 1

Description

Constant jamming from trays 1 and 2. Operation panel also indicates "Please load paper" and "Tray does have paper". Machine can be reset by opening and

closing the paper feed trays.

Solution

CAUSE: Bent paper feed sensor and lift motor assembly at the frame mount right side of the unit next to the paper lift motor.

SOLUTION: Carefully re-form mounting plate to bring sensors and contacts into position.

Solution ID TAUS0702406EN*

Solution Usage 1

Description

C-6704 service code on start up.

Solution

CAUSE: The flat cable from the CCD to the OACB has a crack in one of the conductors. The code C-6704 is not indicated in the manual, and only seems to be indicated in the event of a bad cable.

SOLUTION: Replace the flat cable between the CCD and the OACB. The cable is called the AD Cable (p/n 50GA 9050 0). Attached are pages from the latest Parts Manual as an additional reference.

Solution ID TAUS0702496EN*

Solution Usage 1

Description

DF-607, J-6101 and a grinding noise. No feed from ADF.

Solution

CAUSE: The rear gear on the underside of the ADF cover is not aligned with the drive gear. The gear mounting plate is damaged.

SOLUTION: Re-form the gear mounting plate.

Solution ID TAUS0702538EN*

Solution Usage 1

Description

FS-508/FS-510, elevator drives down (or crashes down) to the bottom of the finisher when using the MT-501 or SD-502.

Solution

CAUSE: Damaged worm gear and gear on the drive section of the elevator lift. The worm gear (Pulley 29T - p/n 4611 4609 01) cannot drive the gear (Gear 16/42T - p/n 4349 2053 01) to lift up the elevator. The reason for the damage is little or no grease between the cog of the gears and between the shaft and the worm gear (see attached photo - Pulley Failure).

SOLUTION: Replace the damaged gear(s). Please apply additional lubrication to these areas when installing the MT-501 or SD-502. Recommended grease type is MOLYKOTE® EM-50L (p/n 4478 7801 01). Attached is the MOLYKOTE® EM-50L MSDS and Product Information sheet.

Notes :

1. The grease can probably be purchased locally or via the Internet if not in parts stock.
2. For reference, please see the attached pages from the FS-508/FS-510 Parts Guide Manual.
3. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0702737EN*

Solution Usage 1

Description

The Scan key no longer responds. The control panel has been replaced and the machine has been re-flashed.

Solution

CAUSE: SCB failure.

SOLUTION: Replace the System Control Board (p/n 50GA-9303K).

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 TAUS0651201EN***Solution Usage** 0**Description**

Specification and Installation Guide, bizhub PRO 420/500.

Solution

Specification and Installation Guide, bizhub PRO 420/500 .

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 TAUS0651342EN***Solution Usage** 0**Description**

Replacement parts, bizhub 500.

Solution

See Technical Bulletin 5267 for details.

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

* Trademark ownership information

Solution ID TAUS0651424EN***Solution Usage** 0**Description**

Printer Drivers, User Manuals and MSDS information, bizhub 500.

SolutionDrivers, Manuals, and MSDS information is available on the [\[\[Konica Minolta Support & Drivers page| URL http://www.kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home\]\]](http://www.kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home) of the public website.**Solution ID** TAUS0651437EN***Solution Usage** 0**Description**

Item number and compatibility of paper feed cabinet PC402.

Solution

The new-style PC402 paper feed cabinet (Item #4061317) is used with the bizhub 500. The 'old' PC402 (Item #4061313) is not compatible with the bizhub 500.

Solution ID TAUS0651769EN***Solution Usage** 0**Description**

Macintosh* OS 10.3.x/10.4.x printer driver support.

SolutionA Macintosh OS 10.3.x/10.4.x printer driver is available for the Konica Minolta bizhub 500. The driver is available for download from Konica Minolta NSSG Technical Web support driver selector database [\[\[Driver selector site| URL http://techweb.konicabt.com/DownloadSelector/Search.aspx\]\]](http://techweb.konicabt.com/DownloadSelector/Search.aspx).

* Trademark ownership information

Solution ID TAUS0652315EN***Solution Usage** 0**Description**

PC402 compatibility.

Solution

PC402 can be installed in the C450/C351/bizhub 200/bizhub 250/bizhub 350/bizhub 420/bizhub 500.

Note: PC402 has 2 Item codes:

1. 4061-313 is for the C450/C351/bizhub 200/bizhub 250/bizhub 350.
2. 4061-317 is for the C450/C351/bizhub 200/bizhub 250/bizhub 350/bizhub 420/bizhub 500.

The Item # is recognizable on the box or from the PC402 S/N (4061-313 will start the S/N, like as 313xxxxx or 4061-317 will start the S/N. like as 317xxxxx).

Solution ID TAUS0652434EN***Solution Usage** 0**Description**

Hecon* Kit availability for bizhub 500.

Solution

Hecon mounting Kit (Item #4623472) is available to connect the key counter. The kit does NOT include the receptacle. The receptacle part number is U021-0020 or PCUA 950817.

* Trademark ownership information

Solution ID TAUS0652571EN***Solution Usage** 0**Description**

In PageScope Net Care 5.5, when trying to access the bizhub 500, a message indicates that the needed plug-in for the model has not been installed and to check the web page.

Solution

CAUSE: Incorrect settings.

SOLUTION: First, go to Server Setting = Auto-Version Check and specify an Auto-Check interval. If using an HTTP Proxy Server, specify the Server Address:Port number as well as HTTP Proxy Account User name and Password (if necessary). Next, go out of PageScope Net Care and go back to the PageScope Net Care Web start page. Select to go into Console Tools. Select the Download Install selection on the left. Click on the Check Now button. Available plug-ins will then be shown. Check desired plug-ins, then select Install. Click on the Restart selection and select to Restart the Server. It may be necessary to reboot the PC for changes to take effect.

Solution ID TAUS0653356EN***Solution Usage** 0**Description**

How do you change the line monitor sound for the FK 502?

Solution

To change the line monitor sound for the FK 502, perform the following:

1. Select the Utility button.
2. Select the Admin. mode.
3. Enter the Admin. mode password (12345678).
4. Select #8 Fax Settings.
5. Select #3 Telephone line settings.
6. Scroll to page 2 of Telephone line settings.
7. Select Line monitor sound.
8. Select either ON or OFF.

Solution ID TAUS0653428EN***Solution Usage** 0**Description**

How to set priority for copy/fax/print.

Solution

To set priority for copy/fax/print, perform the following:

1. Press utility button.
2. Press User setting tab.
3. Press system setting tab.
4. Press reset tab.
5. Press system auto reset tab.
6. Select proper feature needed for priority.

Solution ID TAUS0653689EN***Solution Usage** 0**Description**

When receiving a fax, how to spool and print each fax page individually.

Solution

To spool and print each fax page individually, perform the following:

1. Press Utility.
2. Select Administration Setting.
3. Enter passcode (12345678).
4. Select Fax Settings.

5. Select Tx/Rx Setting.
6. Scroll to page 2.
7. Select Print Seperate Fax Pages.
8. Select On.

Solution ID TAUS0654064EN*

Solution Usage 0

Description

How to enable/disable Binary Division.

Solution

To to enable/disable Binary Division, perform the following:

1. Utility/ Counter
2. Administrator Setting
3. Network Setting
4. E-mail Setting
5. E-mail TX [SMTP]
6. Binary Division - ON/ OFF
7. Divided Mail Size: 100-15000kb
8. OK

Solution ID TAUS0654073EN*

Solution Usage 0

Description

With ATS disabled (OFF), when paper is set in a cassette and runs out, even if paper is set in the bypass tray, operation does not restart. If paper is set in the cassette, operation restarts but paper is fed from the bypass tray.

Solution

CAUSE: This is a restriction of Phase 1.8 program. It occurs when the ATS is set to OFF. After machine operation stops as paper runs out, when paper is supplied, APS functions and tray switching operation is performed. However, as cassette paper detection is prioritized, if no paper is in the cassette, the sequence stops with that state.

SOLUTION: To resolve this issue, set ATS ON (default). The function will be available from Phase 2.0.

Solution ID TAUS0654075EN*

Solution Usage 0

Description

When transmitting a large volume fax document (170 or more pages at 600dpi), memory full occurs and document transmission becomes impossible.

Solution

CAUSE: This is a restriction of Phase 1.8. The main purpose of the quick memory transmission is to prevent memory full when sending a large volume document. However, memory deletion at each page transmission is not realized with Phase 1.8.

SOLUTION: From phase 2.0 the documents will be converted to 400 dpi and up to 380 pages can be transmitted.

Solution ID TAUS0654085EN*

Solution Usage 0

Description

With Direct Print enabled, when receiving a large volume fax document (380 or more pages at 400dpi), memory full occurs and document reception becomes impossible.

Solution

CAUSE: This is a restriction of Phase 1.8 program. Direct Print can prevents FAX memory full at reception. With Phase 1.8, however, memory deletion at each page reception is not yet been realized.

SOLUTION: With Direct print mode, copy and print jobs have to wait until FAX reception completes. Therefore, the mode is set OFF as default. The function will be available from Phase 2.0.

Solution ID TAUS0654097EN*

Solution Usage 0

Description

The bizhub serial number locations.

Solution

The bizhub serial number locations .

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

* Trademark ownership information

Solution ID TAUS0654104EN***Solution Usage** 0**Description**

In scanner mode, when inputting a long size document (1,000mm) in a box and then sending the document from the box (push-scan: Email/FTP/SMB), pull-scan (Twain), memory shortage occurs during the TIF conversion process.

Solution

CAUSE: This is a restriction of Phase 1.8 program. With the current firmware structure, if a long page size document (max.1,000mm) is saved in a box and it is transmitted by PuchScan (Email/FTP/SMB), two areas of image memory as much as 11x17/600dpi is required and memory shortage occurs during TIF conversion. In printer mode, JBIG file is directly printed. File format conversion is not necessary. In scanner mode, conversion from JBIG to TIF/PDS is necessary. Accordingly, image memory for conversion is required.

SOLUTION: With Phase 1.8, PushScan (Email/FTP/SMB) available TIF image size is limited to up to 11 X 17. It will be corrected with Phase 2.0. Rough standard of memory use: When inputting one 11x17 page in TIF format, the file size is approx. 8.3MB. When converting FAX reception data into TIF format, the triple memory size is required: that is approx. 25MB. With 1,000mm page data, approx. 60MB (20x3) is required. As memory allocated to scanner is 32MB, scan size is limited up to 11x17.

Solution ID TAUS0654107EN***Solution Usage** 0**Description**

What are the PC202/PC402 applicable models?

Solution

PC202/PC402 are set up as options for bizhub 350/250/200, bizhub C450 and bizhub 500/420. The applicable products differ depending on the product codes.

1. PC202
 - a. Product code 4061212 works with the following model(s):
bizhub 350/250/200
bizhub C351
bizhub C450
bizhub 500/420
2. PC402
 - a. Product code 4061313 works with the following model(s):
bizhub 350/250/200
bizhub C351
bizhub C450
 - b. Product code 4061317 works with the following model(s)
bizhub 500/420

Note: Heater is provided for all models.

Solution ID TAUS0654194EN***Solution Usage** 0**Description**

How to select auto tray order.

Solution

To select auto tray order , perform the following:

1. Press Utility.
2. Select User Setting.
3. Select System Setting.
4. Select Paper Tray Setting.
5. Select Auto Tray Setting.

Solution ID TAUS0654509EN***Solution Usage** 0**Description**

Can the AS/400* print to the bizhub 500 via LinkCom* III?

Solution

The bizhub 500/IC204, produced acceptable output when receiving jobs from the AS/400 via the LinkCom III. Both IPDS and SCS print jobs produced output that was correct and acceptable.

* Trademark ownership information

Solution ID TAUS0654551EN* **Solution Usage** 0

Description

FK502, compatibility with a digital phone line.

Solution

The FK502 will not function on a digital phone line.

Solution ID TAUS0654621EN* **Solution Usage** 0

Description

How to select the number of redials.

Solution

To select the number of redials, perform the following:

1. Press the Utility key.
 2. Select Administrator Setting and enter code (12345678).
 3. Select Fax Setting.
 4. Select Telephone Line Settings.
 5. Select Number of Redials.
 6. Select the number 0-7.
 7. Press OK.
 8. Press Close.
 9. Press Exit.
-

Solution ID TAUS0654691EN* **Solution Usage** 0

Description

Countermeasure Against Wrinkle and Misalignment - Paper Exit Roller/1.

Solution

Refer to Bulletin #5456.pdf for details.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

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

* Trademark ownership information

Solution ID TAUS0654693EN* **Solution Usage** 0

Description

Countermeasure against abnormal noise.

Solution

Refer to Bulletin #5457.pdf for details.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

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

* Trademark ownership information

Solution ID TAUS0655297EN* **Solution Usage** 0

Description

How to change scan file name for Scan-to-Email/FTP/SMB from the operation panel.

Solution

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

1. Press [Scan] button.
 2. Press [Address Book]
 3. Select the desired programmed destination button.
 4. Press [Scan Setting] to change scanner setting.
 5. Press [OK].
 6. Press [Mode Check] button on the operation panel.
 7. Press [Email Setting] in lower left hand corner
 8. Press [Filename] button.
-

9. Press [Delete] until all characters are removed from the default filename field.
10. Enter new file name and press OK.
11. Press [Start] to scan the document.

Solution ID TAUS0655370EN*

Solution Usage 0

Description

When copying an odd-sized original from the platen glass with magnification adjustment, the trail edge of the image is cut off.

Solution

CAUSE: Expert Adjustment mode is not set to allow full image reproduction.

SOLUTION: To reproduce entire image from the platen glass, perform the following:

1. While in Copy mode, press the Utility button.
 2. Press Administrator Setting and enter Admin passcode.
 3. Press System Setting.
 4. Press Expert Adjustment.
 5. Press Erase Adjustment.
 6. Press Non-Image Area Erase.
 7. Select Do Not Erase When x1.0 is Selected.
- Exit out of Admin mode and verify operation.

Solution ID TAUS0655512EN*

Solution Usage 0

Description

Is Hyper terminal supported on the 500 bizhub?

Solution

Hyper terminal is not supported on this product.

Solution ID TAUS0656143EN*

Solution Usage 0

Description

Countermeasure against interference - conveyance earth plate.

Solution

Refer to Bulletin #5519.pdf for details.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

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

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

* Trademark ownership information

Solution ID TAUS0656269EN*

Solution Usage 0

Description

Special firmware for Secure SMB Scanning (Scan-to-Me and Scan-to-Home).

Solution

The bizhub 420/500 has a special firmware version 13-U1 (June 9, 2006) that, when logging into the copier using an Active Directory login name and password, if the User ID and Password are not entered on a one-touch for Scan to SMB, the Active Directory login ID and Password are used.

The bizhub 600/750 uses special firmware version 17-U4 (June 5, 2006) for the same feature.

These features are not incorporated with current firmware versions.

A similar feature is available in the B/W models using Phase 3 firmware and enabling a Soft Switch (refer to notes below).

For Color models, install the special firmware. Please click on the link for the appropriate model:

bizhub C352

bizhub C252

bizhub C300

bizhub C450

Notes :

1. Scan-to-Me\Scan-to-Home functionality is already added into Phase 3 software for the bizhub 360/420/500/600/750. In order to activate it, dipswitch 38-1 needs to be turned ON. Please see attached Scan to Me Scan to Home document. Keep in mind, if this feature is enabled, the normal Scan Tab Screen (LDAP Search, FTP) will no longer be available.
2. Refer to attached Marketing Bulletin #06-GB-037 for additional details.
3. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0656370EN*

Solution Usage 0

Description

Part number for the Toner Bottle Sensor (PS4).

Solution

Toner Bottle Sensor (p/n 9335130061).

Solution ID TAUS0656475EN*

Solution Usage 0

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.

* Trademark ownership information

Solution ID TAUS0657109EN*

Solution Usage 0

Description

How to determine the origin of scanning issues in eCopy™.

Solution

To help determine the origin of scanning problems, eCopy™ ShareScan OP ships with a simple TWAIN scanning application called Twack32 (TwainToolKit). It is used to determine whether or not a scanning problem is specific to the scanning device or a problem with the eCopy™ software.

To use Twack32:

1. Go to Target dir\ecopy\ScanStation Client\Bin\Twack_32.exe.
2. Go to File/Select Source and select the TWAIN driver being used (eCopy™ ShareScan OP must be closed).
3. Go to File/Acquire. The TWAIN interface should display.
4. Click on the Scan button. The image will preview on the screen.

Solution ID TAUS0657142EN*

Solution Usage 0

Description

Why does the Send to eCopy™ tab not appear in the Manage section?

Solution

The Send to eCopy™ tab does not appear for two reasons:

1. Using a simulator version of the eCopy™ software.
2. Wrong NFR key was obtained.

The Scanner NFR key takes control of the optics of the MFP and does realtime scanning. The Send to eCopy™ key allows the scanner function to work as stated above but also provides the option of monitoring a hotfolder. The send to eCopy™ does not allow both options to function. The TWAIN driver can be used to either scan or Send to eCopy™ to monitor a folder.

Solution ID TAUS0657586EN*

Solution Usage 0

Description

When using Scan to E-mail the machine indicates a Server Connect Error.

Solution

CAUSE: Administrator E-mail Address is not set.

SOLUTION: To set the Administrator E-mail Address:

1. Press the Utility key.
2. Press Administrator Setting and enter the passcode.
3. Press Administrator/Machine Setting.
4. Press Administrator Registration.
5. Set the Admin Name and E-mail Address.
6. Press OK to save.

Solution ID TAUS0700750EN*

Solution Usage 0

Description

Why is the image rotated 180 degrees when the staple mode is selected or on the first job, after reloading paper in the 1st or 2nd cassette?

Solution

Firmware requires updating. Please install version 30 or later firmware.

To prevent the image from being rotated 180 degrees when using the staple mode set DipSwitch 25-6 to 1 (ON). This DipSwitch setting was made available with version 30 firmware. The DipSwitch can be changed using the following steps:

1. Enter the Service Mode.
2. Select System 2.
3. Select Dip Switch Setting.
4. For Switch Number, enter 25.
5. For Bit Number, enter 6.
6. Choose ON.
7. Touch Set.
8. Touch OK.

Note : As a workaround, change the "Original Direction Setting" under the "Combine Original Mode" to the same direction in the cassette tray then set the machine settings to Current Setting.

Solution ID TAUS0701645EN*

Solution Usage 0

Description

"Please wait" message when any button is pressed in the Service Mode.

Solution

CAUSE: Trouble reset is necessary.

SOLUTION: Reset the machine and enter the Service Mode by performing the following:

1. Power the machine OFF.
2. Press and continue to hold the Utility/Counter button.
3. Power the machine ON. The Utility/Counter button can be released when the Konica Minolta logo appears.
4. Press the Trouble Reset button when it appears.
5. Press Stop - 0 - 0 - Stop - 0 - 1 to enter the Service Mode. Individual buttons in the Service Mode should now function properly.

Solution ID TAUS0702113EN*

Solution Usage 0

Description

How to set up Scan to SMB for a Microsoft® Windows Vista™ workstation.

Solution

Please perform the step-by-step procedures for the specified model as outlined in the attached documents.

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

Solution ID TAUS0702531EN*

Solution Usage 0

Description

Is the HDD required for scan to SMB?

Solution

The HDD is not required for scan to SMB.

Solution ID TAUS0651271EN***Solution Usage****Description**

Copy Operations User Manual, bizhub 500/420.

Solution

Refer to the attached bizhub 500/420 User's Guide [Copy Operations].

CAUTION : This is a 17MB file. Not recommended to download without a high-speed Internet connection.**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** TAUS0651272EN***Solution Usage****Description**

Network Scanner Operations User Manual, bizhub 500/420.

Solution

Refer to the attached bizhub 500/420 User's Guide [Network Scanner Operations].

CAUTION : This is a 8.2MB file. Not recommended to download without a high-speed Internet connection.**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** TAUS0654335EN***Solution Usage****Description**

How to obtain the Parameter memory board assembly (p/n 50GA-9111) from the parts center.

Solution

To request a replacement part, please fill out the BRU form (see attached) and return the defective part with the BRU form to the following address:

bizhub Customer Care Center

SSD / ESS

550 Marshall Phelps Road

Windsor, CT 06095

Notes :

1. To view a Word Document, Microsoft® Word® or Word® Viewer must be installed. Word Viewer 2003 (11.7MB) can be obtained free from Microsoft® at <http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf> .
2. Please allow three to four weeks for delivery of the replacement board.

Solution ID TAUS0654512EN***Solution Usage****Description**

Can the bizhub 500 print from the AS/400* using IBMSNMPDRV system driver?

Solution

The BizHub 500 / ic-204 produced acceptable output when receiving jobs from the AS/400. The SCS print jobs produced output that was correct and acceptable.

* Trademark ownership information

Solution ID TAUS0654650EN***Solution Usage****Description**

Unable to print the Reports (Configuration, Demo Page, PCL* Fonts, PostScript* Fonts) when browsing using PageScope Web Connection.

Solution**CAUSE**: A bug was identified with the earlier firmware.**SOLUTION**: This issue is corrected with Phase 2 release (minimum) which is available on the SSD Download Selector Search Page.

* Trademark ownership information

Solution ID TAUS0655608EN***Solution Usage**

Description

Are Konica Minolta MFPs compatible with Category 6 cable standard?

Solution

Konica Minolta MFPs are fully compatible with Category 6 cable standard.

Category 6 cable is a cable standard for Gigabit Ethernet and other network protocols that is backward compatible with the Category 5/5e and Category 3 cable standards.

Cat-6 features more stringent specifications for crosstalk and system noise. The cable standard is suitable for 10BASE-T/100BASE-TX and 1000BASE-T (Gigabit Ethernet) connections and it provides performance of up to 250MHz.

Solution ID TAUS0658000EN*

Solution Usage

Description

C0203 and the PC-202 is showing out of paper.

Solution

CAUSE: Failed PS116.

SOLUTION: Replace PS116 (p/n 4037-0902-01)in the PC-202.

Solution ID TAUS0658001EN*

Solution Usage

Description

C-0203indicating no paper inTray 3 even though there is paper in the drawer.

Solution

CAUSE: The upper limit sensor (PS114) does not turn ON within a specified period of time.

SOLUTION: Replace PS114(p/n 4349 0902 01).

SPECIAL NOTE : Solution provided by Rich Bicocchi of KMBS.

Solution ID TAUS0658119EN*

Solution Usage

Description

Unable to connect to System User Box using PageScope Box Operator.

Solution

CAUSE:Incorrect version of PageScope Box operator installed on the workstation.

SOLUTION:To install the correct version of PageScope Box operator, perform the following:

- 1.Uninstall the current version of Box Operator on the workstation.
2. Reboot the workstation.
3. Download and install PageScope Box Operator version 2.0.11.0 (or higher) from the SSD website.
- 4.Confirm that the machine firmware is atversion 20 (phase 2.0) or higher.

Note :Read instructions VERY carefully before performing the firmware update.

Solution ID TAUS0658176EN*

Solution Usage

Description

Can a custom paper size be used in a paper tray other than the bypass?

Solution

No, Only the bypass tray supports custom paper sizes.

Solution ID TAUS0658263EN*

Solution Usage

Description

How to increaseth number of redials in the Administrator Mode.

Solution

To increase the number of redials displayed in the Administrator Mode, follow the steps below:

1. Enter Service Mode.
2. Select Fax.
3. Select Function Parameter.

4. Under the Address heading enter 00B0001.
5. Under the Data heading enter 00001111.
6. Touch Decision.
7. Touch End.
8. Enter the Administrator Mode.
9. Select Fax Setting.
10. Touch Telephone Line Setting.
11. Confirm that the Number of Redials indicates 15.
12. Use the down arrow to set the machine for less redials at this time.

Solution ID TAUS0658277EN*

Solution Usage

Description

When sending a print job from a workstation, the machine prompts the user to load A4 paper.

Solution

CAUSE: Incorrect configuration.

SOLUTION: Perform the following:

1. Clear the 'Advanced printing features' check box on the server driver.
2. Share the printer back out to the workstations.

Solution ID TAUS0700149EN*

Solution Usage

Description

Unable to connect to Data Administrator 2.2.2 from bizhub 420/500 or bizhub 600/750 after Phase 2.0 Firmware is installed on the device.

Solution

CAUSE: Data Administrator 2.2 can not access the bizhub 420/500 or bizhub 600/750 if Firmware level Phase 2 is installed on the machine.

SOLUTION: Data Administrator Ver. 3 is now available and does support connecting to these devices with Phase 2 firmware installed.

Solution ID TAUS0700151EN*

Solution Usage

Description

Machine service life.

Solution

bizhub 420 - The machine service life is estimated at 1,800,000 prints or five years (whichever occurs earlier).

bizhub 500 - The machine service life is estimated at 2,250,000 prints or five years (whichever occurs earlier).

Solution ID TAUS0700287EN*

Solution Usage

Description

Receive timeout error when performing scan to E-mail with F5™ BIG-IP® device between the E-mail server and the engine.

Solution

The following are troubleshooting steps used for scan to E-mail with a F5™ BIG-IP® device in front of the E-mail server:

1. Verify the workstation on the same subnet with the engine was able to send E-mail via the F5™ device.
2. Check the network settings on the workstation. Perform the following:
 - a. Click on 'Start'.
 - b. Click on 'Run'
 - c. Type 'Enter' and press OK.
 - d. Enter 'ipconfig /all'.
 - e. Make note of the Default Gateway and DNS servers listed.
3. Verify that the MFP Gateway; DNS server TCP/IP address and DNS Search List under Network Setting in Administrator mode match the workstation settings.

IMPORTANT : The DNS settings are critical if using the F5™ hostname in the engine SMTP Server address field.
4. Verify the correct TCP/IP port is being used for outgoing mail.
5. Verify SMTP Authentication is not being used.
5. After steps 1 through 4 have been confirmed, reconfigure the engine to send E-mail directly to E-mail server sitting behind the F5™ device.
6. Another troubleshooting tool is performing a network capture. The following items will be needed to perform network capture:
 - a. Laptop
 - b. Hub (Network switch will not work because data is not to every port on the device)
 - c. Two patch cables
 - d. Network capture software

e. The attached Ethereal® Users Guide for information using Ethereal® network capture software. The network capture can be used to compare successful and unsuccessful E-mail transmissions. Ethereal® can be downloaded at: <http://www.ethereal.com/download.html> .

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

Solution ID TAUS0700385EN*

Solution Usage

Description

FK502, when the Account Track is enabled, the Account Track user's name is displayed in the Header Information instead of the FK502 sender's name.

Solution

CAUSE: Software switch setting 000B0039, Bit 6 (0X000100) is set to 0 (OFF).

SOLUTION: To set software switch 000B0039 Bit 6 (0X000100) to a 1 (ON), perform the following:

1. Enter the Service Mode. To enter the Service mode, perform the following:

- a. Press Utility/Counter.
- b. Press Details.
- c. Press Stop, 0, 0, Stop, 0, 1.
- d. Select [Fax].

2. Select [Function Parameter Setting].

3. Select address 000b0039 using [A] - [F] to change the letters and the numeric key pad to change the numbers.

4. Select the data and enter a value for "X" using the binary numbers. Setting "X" to 1 (ON); this fixed value will now use the header information set in the administrator mode => Fax => Header Information.

5. When the address and value have been set, select [Decision].

6. Select [End].

Note : The position of "X" is Bit 6.

Solution ID TAUS0700406EN*

Solution Usage

Description

When printing from special application, there is an extra blank page at the end of the print job.

Solution

CAUSE: The application may have added margins that cause the blank space to create an extra page.

SOLUTION: To correct, perform the following:

1. Access the UTILITY on the machine.
2. Select User Settings.
3. Select Printer Settings.
4. Select PCL Settings. MODE 1, MODE 2, MODE 3, and ON/ OFF will be indicated.
5. Select ON and MODE 3.
6. Exit to basic screen.
7. PowerOFF machine and wait 5 seconds before powering ON.
8. Send test job.

Solution ID TAUS0700584EN*

Solution Usage

Description

PPD file(s) for these printers/controllers.

Solution

The PPD files are available for download via the SSD support site. To locate them follow this procedure:

1. Login in via www.mykonicaminolta.com .
2. Select the 'Service' tab 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. Click on 'Download MSDS, Drivers, Firmware and more' located on the left.

Solution ID TAUS0700664EN*

Solution Usage

Description

Unable to access MFP with Phase 3 firmware using PageScope Data Administrator.

Solution

CAUSE: Early version of PageScope Data Administrator is installed.

SOLUTION: Install version 3.03 or later.

Solution ID TAUS0700962EN***Solution Usage****Description**

How to clear a 'Replace Drum' message.

Solution

To clear a 'Replace Drum' message, perform the following:

1. Enter Service Mode.
2. Select [System 1].
3. Select [Initialization].
4. Select [Counter Data].
5. Select [Drum Counter].
6. Press the Start button.
7. Exit the Service Mode.

Notes :

- a. The Drum Counter was added in version 31 firmware.
- b. The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0700985EN***Solution Usage****Description**

IC-204 User's Guide.

Solution

Refer to the attached PDF (13MB).

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 TAUS0700987EN***Solution Usage****Description**

The bizhub 500/420/360 Troubleshooting Guide.

Solution

Refer to 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 TAUS0701135EN***Solution Usage****Description**

FS-510, how to offset/sort with Mixed Original mode.

Solution

This function is only available with the FS-511. It is not supported with FS-510.

Solution ID TAUS0701209EN***Solution Usage****Description**

How many LDAP servers can be used?

Solution

A maximum number of five LDAP servers can be used.

Solution ID TAUS0701235EN***Solution Usage****Description**

MT-501, paper sizes that can be exited to the mail bin kit.

Solution

The standard paper sizes that can be exited to the mail bin kit are 8.5x11 or 5.5x8.5. Custom sizes that can be exited to the mail bin kit are 139.7mm x 182mm or 216mm x 297mm.

Solution ID TAUS0701287EN***Solution Usage****Description**

How to change the length of the delay before auto panel reset.

Solution

To change the the panel reset time interval, perform the following:

1. Enter the Admin mode.
2. Select Reset Setting.
3. Select Auto Reset.
4. Press the Input button.
5. Press the Clear key (on the 10-key pad).
6. Using the 10-key pad, enter the desired time interval (in minutes) before the panel is automatically reset.
7. Exit the Admin mode.

Solution ID TAUS0701357EN***Solution Usage****Description**

Offset does not work with the FS110.

Solution

CAUSE:Vendor mode is enabled.

SOLUTION: Disable Vendor mode.

Note: Offset does not work withM ailbins and Saddle Stitch.

Solution ID TAUS0701377EN***Solution Usage****Description**

Availability of fax only driver.

Solution

Konica Minolta Business Solutions has released a fax only driver that supports thefollowing products:

1. bizhub C450/C351/C250/C352/C300
2. bizhub 420/500
3. bizhub 600/750

Download the attached Fax_only_driver_v01020001_en_add.zip and Release Notes.

Note : To open the file(s) using WinZip®, WinZip® must be installed. WinZip® can be downloaded from the WinZip® website:

<http://www.winzip.com/ddchomea.htm> . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

Solution ID TAUS0701417EN***Solution Usage****Description**

"Failed to import data" error and cannot connect or import data from the bizhub 500 through PageScope Data Administrator.

Solution

CAUSE: Update required for PageScope Data Administrator and bizhub 500 firmware. Possibly incorrect connection procedure.

SOLUTION: Ensure that the latest version of PageScope Data Administrator 3.0.3 is installed and that the bizhub 500 has version 31 (Phase 3 firmware) loaded. Perform the following:

1. First delete any existing bizhub 500 entries from Device Registration then register the bizhub 500 by TCP/IP address. For a device that has been successfully connected to previously through Data Administrator, it is possible to "Edit the device registration information" by highlighting the device and then selecting the "Edit" button on the right side of the "Device registration" window. The device "Administrator password", "registered name"and "group name" can be changed through this screen.
2. Highlight the bizhub 500 and the press the "Edit" button.
3. Perform a "Test Connect".
4. If unsuccessful, check the settings on the "Detail" button.
5. Connect to the bizhub 500 by highlighting the machine and then press the "Address, Authentication, Administrator settings" button.
6. If unsuccessful, install PageScope Data Administrator 3.0.3.12061 on a laptop and connect to the bizhub 500 with a crossover cable to eliminate any network issues.

Notes :

- a. Refer to attached documentation for additional information.
- b. 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 TAUS0701476EN***Solution Usage**

Description

When attempting to transmit a fax from the PC (using the PCL driver) the document is printed, but not transmitted.

Solution

CAUSE: Incorrect setting.

SOLUTION: In the PCL driver, "Add recipient" must be clicked and the fax number must be entered to complete the fax transmission successfully.

Solution ID TAUS0701591EN*

Solution Usage

Description

PM kit availability.

Solution

A PM kit has not been created for this model. However, attached Bulletin Number 5267 provides an easy reference for replacement parts which includes part numbers and recommended replacement intervals.

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 TAUS0701609EN*

Solution Usage

Description

How to prevent saved jobs from being edited or deleted.

Solution

To restrict access to a saved program job, perform the following:

1. Enter the Admin. Mode.
2. Select System.
3. Select Restrict Access to Saved Program Jobs.
4. Select the job(s) to be locked.
5. Press OK and exit.

Solution ID TAUS0701651EN*

Solution Usage

Description

KONICA MINOLTA Font Management Utility 2.0.0 will not delete fonts.

Solution

CAUSE: When adding fonts to the a printer using the Font Management Utility, the add mode becomes locked.

SOLUTION: After adding Fonts to the printer with the Font Management Utility, close the application. If removal of the fonts is desired, re-open the application and proceed to remove the fonts.

Solution ID TAUS0701777EN*

Solution Usage

Description

Is the TWAIN driver the same?

Solution

According to the Readme files, the bizhub 500 and bizhub 600 can use the same TWAIN driver.

Solution ID TAUS0701933EN*

Solution Usage

Description

Preventative maintenance message after replacement of the drum, cleaning blade, and developer.

Solution

CAUSE: PM counter not reset.

SOLUTION: To clear the message:

1. Enter the tech rep mode.
2. Select "Counter"
3. Touch "PM"
4. Select "PM Counter/Cycle".
5. Enter "250000" and press "Set".

Solution ID TAUS0701970EN***Solution Usage****Description**

Jams when the card reader runs out of money.

Solution

CAUSE: Incorrect settings.

SOLUTION: SetDIPSW 1, bit 0 to 0. This allows the paper that is in the paper path to exit the copier and not jam when the end user runs out of money.

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 TAUS0702219EN***Solution Usage****Description**

How to verify that the IC-204 is installed.

Solution

To identify that the IC-204 is installed:

1. Press the Utility button.
 2. Touch User Setting.
 3. If Printer Setting is shown, the IC-204 is installed.
-

Solution ID TAUS0702289EN***Solution Usage****Description**

When faxing, the communication error list prints from the 8.5x14 tray by default.

Solution

CAUSE: Incorrect settings.

SOLUTION: Perform the following steps:

1. Press Utility.
 2. Press User settings.
 3. Press System settings.
 4. Press Paper tray settings.
 5. Press Print list and select the paper size/tray from which the report should feed.
-

Solution ID TAUS0702354EN***Solution Usage****Description**

What could cause the machine not to allow a fax number to be entered manually using Off-hook?

Solution

The machine may not allow fax numbers to be entered manually if the Manual Destination Input has been set to Restrict.

The Manual Destination Input can be changed as follows:

1. Press the Utility Key.
 2. Enter the Administrator Mode.
 3. Select Security.
 4. Select Security Details.
 5. Select Manual Destination Input.
 6. Choose Allow.
 7. Back out of the Administrator Mode.
-

Solution ID TAUS0702509EN***Solution Usage****Description**

Why is the fax header information is still printed on transmitted faxes even after it has been deleted in the Administrator Mode?

Solution

The fax header information will still be printed on transmitted faxes even though it has been deleted from the Administrator Mode if the Fax Initial Setting is set to Current Setting. The Fax Initial Setting can be changed using the following steps:

1. Touch the Fax Key on the control panel.
2. Touch the Utility/Counter key on the control panel.
3. Select User Setting.
4. Select Initial Setting.
5. Under Fax Initial Setting choose Factory Default.
6. Touch OK.
7. Exit the user mode.

Solution ID TAUS0702623EN*

Solution Usage

Description

How to get the platen to scan 11x17 and ignore the size detection.

Solution

To get the platen to scan 11x17 and ignore the size detection, perform the following:

1. Please select the Application tab.
2. Touch the Image Adjust button.
3. Touch the Standard Size button.
4. Select 11x17.
5. Go back to the copy menu and select Zoom.
6. Select 11x17 = Letter.
7. Go back to the copy menu.
8. Select paper and select the desired paper tray.
9. Make a test copy. It should work without cutting anything off.

Note : The machine will now scan the platen the full size of 11x17 and reduce it to fit on letter paper. The size detection sensors will be ignored.

Solution ID TAUS0702741EN*

Solution Usage

Description

Does the FK-502 support U.S. Air Force AFI 33-202, Volume 1, Facsimile Class 1 protocol requirement?

Solution

The FK-502 specification does not support the U.S. Air Force AFI 33-202, Volume 1, Facsimile Class 1 protocol requirement.

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 TAUS0703002EN*

Solution Usage

Description

How to set Fax Forward to default to PDF.

Solution

To set Fax Forward to default to PDF:

1. Select the FAX button.
2. Select the Scan Setting on the LCD.
3. Select the File Type as PDF.

The following makes the setting permanent:

1. Select the Utility button.
2. Select User Setting.
3. Select Initial Setting.
4. If the setting is set for Factory, change it to Current.

Solution ID TAUS0703081EN*

Solution Usage

Description

Serial number cut-in for each firmware Phase.

Solution

bizhub 500

Phase 2.0 (version 20)

Phase 2.1 (version 21)

50GE

05284

06209

bizhub 420

Phase 2.0 (version 20)

Phase 2.1 (version 21)

42GE

06175

07269