



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

bizhub C280 - ALL ACTIVE SOLUTIONS

March 2010

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Solution ID TAUS0902728EN***Solution Usage****Description**

The sub-hopper unit is binding causing the retaining clip on the drive gear to come off and no toner is added to the developer unit. The unit will also create noise as it is binding.

Solution

CAUSE: The rear sub-hopper auger bushing (p/n 4163 5102 01) is not mounted properly.

SOLUTION: Mount the rear bushing(p/n 4163 5102 01) first into the rear slot on the sub-hopper. Once the rear bushing is in the proper position, mount the front bushing(p/n AOED 4012 00). This will ensure both bushings are mounted properly and prevent the sub-hopper from binding.

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

Solution ID TAUS0902745EN***Solution Usage** 2**Description**

Paper is exiting skewed; not stacking properly.

Solution

CAUSE: Neutralizing brush is tearing from Cover Output (see attached photo). This will affect the alignment of paper exiting at the Output tray.

SOLUTION: Remove the Cover Output (p/n A0ED 8901 00) and try to reposition the brush. If unable to do so, replace the Neutralizing brush (p/n A02E 8907 00).

Notes :

1. Edge of the Neutralizing brush has been secured by conductive tape beginning with the following serial number cut-in.

bizhub C220 A0ED013000641

bizhub C280 A0ED012001383

bizhub C360 A0ED011001915

2. Conductive tape will be included as a spare part (p/n 4036 3075 00).

3. Please refer to attached procedure for how to install the tape and the Parts Manual pages for parts location. 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 TAUS0702079EN***Solution Usage** 3**Description**

Code CD252at startup.

Solution

PROBABLE CAUSES:

1. The MFP controller setting does not match the installed controller.

Set the MFP to match the installed controller. To reset the error code, perform the following:

- a. Press Utility/Counter button.
- b. Press 'Job Details button' on the operation panel.
- c. Press Utility/Counter button.
- d. Repeat steps 3 and 4 until 'Meter Count' is displayed on the operation panel.
- e. Press 'Check Details' button.
- f. Enter Tech. Rep Mode (Stop, 0, 0, Stop, 0, 1).
- g. Press the 'System 2' button.
- h. Press 'Image Controller' button.
- i. Press 'Controller 0' for the standard controller. If the Fiery® controller is installed, press 1.
- j. Exit Tech Rep Mode.
- k. Cycle the power OFF/ON.

2. Interface cable is not fully seated.

Check the Fiery® interface cable (p/n 45061700 for the IC-409 and p/n 4508-0983 for the IC-412).

3. Incorrect DIPSW setting for the IC-412 (bizhub C360/C280 only).

Verify that DIPSW 2-1 and 2-2 on the MFP are in the "up" position. Please see the attached document for details. To view the PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Tom Kelly/Jim DiSarro, Workgroup/SSD and Craig Blyther/Clinton Marquardt, ESS

Solution ID TAUS1000160EN***Solution Usage** 3**Description**

When printing multiple print jobs, jobs will back up in the machines queue causing the machine to print slow or lock up.

Solution

When the machine is printing multiple print jobs, the machine will cycle between print jobs. This causes the machine to slow down and if the queue fills up enough, it could lock up the machine.

The reason the machine cycles between print jobs is because the machine is checking which printer language (PCL or PS) the next print job is using. To stop this from happening, you have to tell the machine which PDL to use. To accomplish this, please perform the following:

1. Utility
2. User Settings
3. Printer Settings
4. Basic Settings
5. PDL Settings
6. Choose PS or PCL, depending on what driver is being used.

For the Bizhub 200/250/350/222/282/362 follow these steps.

1. Utility
2. Printer Settings
3. PDL Set

Note: All computers that are printing to this machine will have to use the same printer language as what the machine has defaulted to (PCL or PS).

SPECIAL NOTE: Solution contribution by Randy Marquardt, Workgroup/SSD

Solution ID TAUS0808034EN***Solution Usage** 1**Description**

How to create a Group One-Touch.

Solution

Follow this procedure to set up a Group One-Touch.

1. Press the Utility/Counter button.
2. Select Administrator Settings.
3. Enter the password: 12345678; then press OK.
4. Select One-Touch/User Box Registration.
5. Select Create One-Touch Destination.
6. Select Group.
7. Select New.
8. Enter the Registration Name for the Address Book (up to 24 characters).
9. Select Group.
10. Select a destination type.
11. Select the destination(s) to be registered in the group.

For further information refer to the attached file.

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, QC/SSD and Ron Reed, SME/SSD

Solution ID TAUS0901477EN*

Solution Usage 1

Description

After the MFP wakes up from Sleep mode, the Fiery® becomes inaccessible and non-functional. This pertains to all IC-412 controllers shipped before the end of April 2009.

Steps to reproduce :

1. Let engine (MFP) entered into Power Save Mode. If the MFP went into the Power Save mode, Fiery® also goes into Sleep mode.
2. Wake up engine.

Result: The Fiery® wakes up and LED stops at "30". The Fiery® will be inaccessible. To recover, the user needs to manually cycle the main power switch on the Fiery®.

Solution

CAUSE: The BIOS settings of IC-412 motherboard are incorrect.

SOLUTION: Install the attached patch. The patch will automatically reset the BIOS back to the correct settings. This patch 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'. Please refer to attached Release Notes and Bulletin Number 6850 prior to installing the patch. 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 : All IC-412 shipments with correct BIOS settings will have a sticker on the outside of the box. EFI has added an additional process to the assembly procedure to clear CMOS on all motherboards. The shipping box for all products that have had this additional step taken will be identified by two ¼-inch blue dots.

Product Part#

Product Description

Cut-in EFI S/N

Mfg Cut-in date

45077367

SERVER,E10,HESS,IC-412/50_45C-KM,
US/EUROPE, ROHS,KONICA MINOLTA (A127-WY1)

R00005967

2009/5/4 SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

Solution ID TAUS0902662EN*

Solution Usage 1

Description

Need TWAIN support (eCopy) and Vendor 2 support (external counter).

Solution

Firmware is available that supports TWAIN scanning and Vendor 2 support.

Models C452, C552, C652: use firmware version A0P00Y0-F000-GC5-57.exe

Models C220, C280, C360: use firmware version A0ED0Y0-F000-GC5-57.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.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE, SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0902929EN*

Solution Usage 1

Description

Why can't the machine import into Pagescope Data Administrator?

Solution

In order to import into pagescope data administrator, check and adjust your settings on the MFP so that SNMP v3 is disabled.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0902890EN*

Solution Usage 0

Description

When upgrading to version 54 or version 57 firmware, a fax number of more than one digit cannot be entered into the main Rightfax® Connector screen.

Solution

CAUSE: Firmware update required.

SOLUTION: Upgrade the MFP to attached firmware version GC1-59 or later. The latest version firmware or system software is also available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

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

SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS

Solution ID TAUS1000260EN*

Solution Usage 0

Description

If the default scan/fax settings are changed to a file format other than PDF, the file will be transferred as PDF.

Reproduction Procedure

1. Utility/Counter ? Administrator settings ? Fax settings ? Function Settings ? Forward TX Setting ? Yes ? specify a Forward Dest.
2. Send a fax from one MFP to another MFP.
3. Confirm the data of the forwarding destination after receiving.

Solution

CAUSE: Settings must be reconfigured.

SOLUTION:By performing the following settings, you can transfer the Forward TX setting in TIF format.

Note : When using the Forward TX setting, the file format is PDF or TIF.

1. Software Switch Setting No.: 28
HEX: 08
- 2.Default Scan/Fax Settings: Current Setting

Software Switch Setting 28

Default Scan / Fax Settings

Current Setting

Factory Default

HEX 00

PDF

PDF

HEX 08

TIFF

PDF

Note :You can not transfer data in TIF format with only Software Switch settings.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0903047EN*

Solution Usage

Description

When performing the Scanable PDF OCR function, if more than one document is scanned into the machine will indicate "Please wait" for 5-30 seconds.

Solution

Cause:

The Machine is set for quality OCR setting.

Solution:

Change the OCR setting as follows:

Please try the following:

Touch the utility key.

Touch user settings.

Touch scan/Fax settings.

Select the down arrow key to bring up the second screen.

Select the OCR setting

Select Speed.

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

Solution ID TAUS1000168EN*

Solution Usage

Description

When printing from Unix/Linux using the Konica Minolta CUPS/Open Office PPD, the 2nd and subsequent pages are rotated 180 degrees.

Solution

CAUSE: This is caused by a firmware bug.

SOLUTION: New MFP firmware version GC9-59 is available to correct this issue.

System code, firmware, and drivers are available for download via the Konica Minolta Download Selector:

1. Login in via www.mykonicaminolta.com
2. Select the "Service" link located on the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" 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.

Refer to the attached PDF documents for further information on this firmware release.

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 Tony Pizzoferrato, ESS

Solution ID TAUS1000179EN*

Solution Usage

Description

Installed certificate, no access to Administrator mode.

Solution

CAUSE: For whatever reason, the certificate is corrupted.

SOLUTION: To regain access to the MFP, use this procedure:

1. From the operation panel, enter Administrator mode.
2. Select Security Setting > Security Details.
3. Page down to Initialize, select Network Settings; then press OK.
4. Recycle the MFP when complete. This will remove the certificate from the MFP and allow access to the MFP Administrator mode via a web browser.

If, when using the panel to turn off the SSL settings, the controls are not available then the protocol links are no longer valid and need to be rebuilt. This is because the links are pointing to the old certificate which is no longer installed on the MFP. Use the following procedure to create a new certificate and reorient the links to point them to the new certificate, making them valid and available.

1. Browse into the MFP using a web browser and enter Administrator mode.
2. Select Security > PKI Setting and click the Display button.
3. Click the New Registration button.
4. Select Create and install a self-signed certificate.
5. Complete the form with the appropriate information and click the OK button. You should see a message "Certificate is being created" and then another message "Certificate has been created and installed. SSL/TLS can be used".
6. Click the OK button.

To overwrite the protocol links, use this procedure:

1. Select the Protocol Setting selection from the column on the left. A list of protocols is displayed.
2. Select the protocols that were previously linked to the old certificate. If this is unknown, the best practice is to select the TCP Socket and OpenAPI protocols.
3. For each protocol that does not have SSL control via the panel, click the Create button beside that protocol. A message is displayed to connect each protocol to the certificate.
4. Click OK. When complete, you will see an asterisk(*) beside each protocol enabled to use that certificate.
5. When complete, recycle the MFP.

You should now have access to the SSL settings for those protocols via the operation panel. You can then disable the SSL settings as desired, then remove the certificate, then install a new non-corrupt certificate.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS

Solution ID TAUS1000263EN***Solution Usage****Description**

How to authenticate to an MFP using username (e.g., user1) to Novell Netware LDAP server.

Solution

CAUSE: Current firmware does not support Contextless login via Novell Netware LDAP.

SOLUTION: Use special firmware to enable this functionality. The procedure for configuring the settings is attached.

When setting up configuration, note the location of the LDAP configuration setting button. You must use the fourth button to set up the function, or it will not work.

This connection uses simple passwords (a Novell requirement). The customer must be made aware that simple passwords are required for access to the eDirectory via LDAP.

The firmware can be obtained from:

<ftp://special:12345@onyxftp.mykonicaminolta.com/contextless>

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 Paul Santangelo, ESS/BSE

Solution ID TAUS1000346EN***Solution Usage****Description**

The value of "Upper limit for signal transmission level setting" is not changed with Address parameter 130068.

Reproduction Procedure

1. Service mode? FAX setting? Function parameter ? Address:130068 is set to "0x08" (-8dBm).
 2. Service mode? FAX setting? Modem/NIC? TxATT ? Confirm "Upper limit for signal transmission level".
- Result: The value of "Upper limit for signal transmission level" is -10dBm.

Solution

CAUSE: Firmware anomaly (version G00-59).

SOLUTION: The "Upper limit for signal transmission level" can be changed at address 130069. When you change the value of "Upper limit for signal transmission level setting" please change address to 130069. The attached page from the FK-502 Service manual version 9.0 reflects this information. To view the PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0900951EN***Solution Usage** 2**Description**

Alternating magenta and yellow or cyan and red lines in the front-to-rear direction. This usually occurs during machine setup.

Solution

CAUSE: Improper setup procedure.

SOLUTION: Please perform the following in the order listed:

1. Touch Panel adjustment.
2. Gradation adjustment.
3. Date/Time Setting (Service Mode then Administrator Mode).
4. Install date.
5. Serial number input.
6. Unit change setting.
7. List output.

Please refer to attached Installation Manuals for details of these adjustments. The information is also included in the MFP Service Manuals.

CAUTION : The original bizhub C652/C552 InstallationManual is incorrect. Please see attached updated manual. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD; Bill Hall, Workgroup/SSD and KMBT (Japan)

Solution ID TAUS0903058EN***Solution Usage****Description**

At machine installation, scratches may occur at the Drum Unit when sliding the Drum Unit in or out.

Solution

CAUSE: Packing materials not removed.

SOLUTION: DO NOT insert or remove the drum unit when the protective packing materials are still under the Developing Unit. Please follow the procedure in the Installation Manual. The protective tape on the Drum Unit (K) must be removed after removing the protective materials located under the Developing Unit.

After installation, when adding the protective packing materials for transporting the machine, please pay attention to follow the reverse procedure.

Note : See attached documentation. To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS1000143EN***Solution Usage****Description**

Shaky image pattern on copies, internal test patterns and prints in all colors and all trays and paper sizes.

Solution

CAUSE: Write Unit has failed.

SOLUTION:

Replace write unit (p/n A0ED R708 00) Print Head Assy - Bizhub C360/C280.

Replace write unit (p/n A0ED R709 00) Print Head Assy - Bizhub C220.

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

Solution ID TAUS1000084EN***Solution Usage****Description**

Copy quality problems. When running stabilization the result is no good.

Solution

CAUSE: Poor connection.

SOLUTION: Re-seat the ribbon cable running between PJ02 on the MFPB and CN1 on the Printhead Relay Board (PHREYB). Replace the cable if necessary (p/n A0ED N113 00).

Also check the ribbon cable running between PJ03 on the MFPB and CN27 on the PRCB. Replace it if necessary (p/n A0ED N114 00).

Special note: Solution contributed by David McCoy, Komax Business Systems, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS1000253EN***Solution Usage****Description**

When printing grayscale images from Adobe® Acrobat® or Quark®, some striping or banding may occur in the images.

Solution

CAUSE: Firmware upgrade is required.

SOLUTION: Please install version 88 firmware or higher. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Note : Please refer to the attached document for an image quality sample. To view the PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Randall Marquardt, Workgroup/SSD

Solution ID TAUS1000392EN***Solution Usage****Description**

When printing black text from Microsoft® Word or similar application with the PostScript driver (Auto Color Setting), it may be printed lighter black (gray).

Solution

CAUSE: This is the image processing specification for the bizhub C360 series. KMBT (Japan) is re-examining the image parameter to improve this.

SOLUTION: As a workaround, please utilize either of the following methods.

Select "Gray scale" or "Full Color" on the "Select Color" setting.

Enable the "Pure Black" setting in the printer driver.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0646730EN***Solution Usage** 19**Description**

How to change the Administrator password.

Solution

To change the Administrator password, perform the following:

1. Enter the Service mode.
2. Press STOP-0-CLEAR to enter the Enhanced security mode.
3. Select Administrator Password.
4. Enter NEW Administrator password.
5. Click on END.

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

Solution ID TAUS0645779EN***Solution Usage** 9**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 TAUS0902606EN***Solution Usage** 8**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 3 possible 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 duplex for the 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 procedure to 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 TAUS0901137EN***Solution Usage** 3**Description**

In what format does the USB thumb drive have to be to flash firmware or print and scan?

Solution

The USB thumb drive should be formatted with FAT32.

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD and Mike McCarthy, Production Print/SSD

Solution ID TAUS0902479EN* **Solution Usage** 3

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> .

NOTE: Video is only for the settings on the server. Settings on the main body vary by model.

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

Solution ID TAUS0603556EN* **Solution Usage** 2

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 TAUS0902312EN* **Solution Usage** 2

Description

How to change the BootUp Screen using the Exclusive Image Making Tool.

Solution

Please perform the attached procedure. To view the PDF, you may need to download a free copy of Adobe Reader®.

Note : Also attached are the files and software needed to duplicate the procedure. To access the Exclusive Image Making Tool files, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: <http://www.winzip.com/ddchomea.htm> . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

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

Solution ID TAUS0902480EN* **Solution Usage** 2

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 TAUS0902495EN* **Solution Usage** 2

Description

Image Unit yield enhancement.

Solution

You can increase the overall yield of the cyan, magenta, and yellow Imaging Units by making several adjustments and changing specific settings on your MFP, especially when customers copy or print more in black and white than in color. In addition to increasing your CMY yields, you can also extend the period of time before the IU Life and Replacement indicator appears. Please follow the steps outlined in attached Bulletin Number 6901. IU yield enhancement procedure and settings are addressed in detail.

Note : To view the PDF, you may need to download a free copy of Adobe Reader®.

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

Solution ID TAUS0902787EN*

Solution Usage 2

Description

How to get Bluetooth (PDA/Phone) to sync with the MFP.

Solution

SOLUTION:

A. If sending to a user box, create the 1 touch public/personal box first then perform the following procedure.
B. If printing directly to the MFP, go straight to the following procedure.

1. Select "User box"
2. Select "System"
3. Select "Mobile/PDA"
4. Select "Use file" (right corner)
5. Select "Save in box" or "print directly"
6. Select box (if applicable).
7. The MFP will give you a pin code which can be entered on the mobile device.

For more information please see 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 John Miller, Workgroup/SSD

Solution ID TAUS1000207EN*

Solution Usage 2

Description

How to Scan to SMB or FTP in a Mac 10.x environment.

Solution

See the attached PDF for instructions on setting up a Mac 10.x for scanning.

SPECIAL NOTE: Solution contribution by Randall Marquardt SSD/Workgroup

Solution ID TAUS1000231EN*

Solution Usage 2

Description

Vendor/key counter specifications and vendor-related firmware guide.

Solution

The attached documents list all of the functions available for the MFPs when certain Vendor modes are enabled, and list any special firmware that might be needed. This information applies to all KMBS equipment.

If a function is listed as Not supported please use the Vendor-related Firmware updates document to see if Special firmware is available for the MFP in question.

If Special firmware is not available, please contact the SSD Hotline to submit a Product Change Request form.

Note : To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

Solution ID TAUS0800380EN*

Solution Usage 1

Description

How to change volume of control panel and warning sounds.

Solution

To adjust or disable the beep sound perform the following:

1. Press the Accessibility key.
2. Press the down arrow one time (to go to page 2).
3. Select the desired sound (Operation Confirmation, Successful Completion, Completed Preparation, or Caution).
4. Select NO or YES. If YES is selected, High, Medium, or Low can be chosen.
5. Press OK.

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

Solution ID TAUS0801892EN*

Solution Usage 1

Description

Unable to view scanned TIFF documents.

Solution

CAUSE: The color setting in the scan settings is defaulted to color.

SOLUTION: Change the default color setting from color to black or auto by performing the following:

1. Change the color setting in scan settings.
2. Select the Utility button.
3. Select User Settings.
4. Select Scan/Fax settings.
5. Select Default Scan/Fax settings.
6. Select Current Settings.

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

Solution ID TAUS0902613EN*

Solution Usage 1

Description

Installation Manuals for the bizhub C220/C280/C360.

Solution

Attached are the Installation Manuals for the bizhub C220/C280/C360 and options. Included is the manual for the:

bizhub C220/C280/C360
 AU-102
 AU-201H
 DF-617
 DK-507
 EK-604/EK-605
 FS-527
 FS-529
 JS-505
 JS-603
 KH-101
 MK-720
 PC-107
 PC-207
 PC-408
 PK-517
 SC-507
 SD-509
 UK-203
 WT-506
 WT-507

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

Solution ID TAUS0902683EN*

Solution Usage 1

Description

How is Integrated Equitrac® set up?

Solution

Integrated Equitrac® is supported in Equitrac® Office and Express, versions 4.1.0, build 3238 and higher.
These versions of Equitrac® install no differently from previous versions, however, the configuration for the OP panel to act as the page counter is different.
The attached setup guide contains the procedures to set up Equitrac® to integrate into the MFP.

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

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0902851EN*

Solution Usage 1

Description

Multifunctional products and printers supporting bizhub vCare and/or Total Counter Notification.

Solution

Download the attached document, which lists MFPs and printers compatible with vCare\CSRC (CS Remote Care) or Total Counter Notification in the engine administrator mode.

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

Solution ID TAUS1000062EN*

Solution Usage 1

Description

Can the number of output booklets be increased by removing the SD-509 catch tray?

Solution

Escalated to KMBT

This issue has been escalated to Konica Minolta Business Technologies in Japan.

KMBS/SSD is working with partners in support and R & D in Japan to obtain a resolution for this issue as quickly as possible. If viewing this solution via the web, please establish a ticket via either the web or by calling the contact center at 1-800-825-5664. Once a ticket has been established an E-mail will be sent when this solution is updated.

Note : For phone advisers, please attach to this solution for an automatic E-mail that will be sent to the technician when this solution is updated. End the call with call code "Escalated to Japan".

SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

Solution ID TAUS1000370EN*

Solution Usage 1

Description

Scan to Sharepoint functionality provides the ability to store documents on a SharePoint server from an MFP.
In order for Scan to Sharepoint to work, the appropriate i-Option LK-101 must be installed.

The following models require i-Option LK-101:

361, 421, 501

C203, C253, C353

C451, C550, C650

The following models require i-Option LK-102 v2:

C220, C280, C360,
C452, C552, C652

In addition, certain requirements below apply.

Solution

There are several configuration requirements:

Only SharePoint 2007 is supported.

The SharePoint site that the MFP connects to must be configured to use Basic Authentication.

NTLM/Single Sign-On or other types of Authentication are not supported.

A browser support file is required to be added to the SharePoint server in order to be compatible with the MFP's NetFront browser.

The MFP can only print PDF files from the SharePoint server. Other file types such as Microsoft Word are not supported.

The MFP can only scan PDF, XPS and TIFF files to the SharePoint server.

The MFP's Netfront browsersupports onlythe default Microsoft-provided templates for the SharePoint site.

SharePoint site-customized templates are not supported.

The only supported SharePoint action is Documentation storage.

SharePoint actions such as creating Tasks or Announcements are not supported from the MFP.

Engineering has escalated this issue to the Engineering Center in Japan. Updated Firmware and Browser Definition Files are in the process of being released in order to provide the functionality described above.

If viewing this solution via the web, please click on "Notify me when this solution changes" for an automatic email that will be sent to you when this solution is updated.

For phone advisors, please attach to this solution for an automatic email that will be sent to the technician when this solution is updated. End the call with call code "ESC_BT.

SPECIAL NOTE: Solution contribution by Mark Kemp, ESS

Solution ID TAUS0629386EN*

Solution Usage 0

Description

ISO 15408 certification information.

Solution

TheMFPsare 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-103.

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

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

Note : To view a PDF, you may need to download a free copy of Adobe Reader®.

Solution ID TAUS0800971EN*

Solution Usage 0

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

Solution ID TAUS0902848EN***Solution Usage** 0**Description**

Macintosh® OS X version 10.6 (Snow Leopard) printer driver information.

Solution

Please see the attached documentation concerning detailed information on Macintosh® OS X version 10.6 drivers and supported devices. 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 TAUS0901410EN***Solution Usage****Description**

Is the ED-100 densitometer supported by the Fiery® IC-412 controller?

Solution

The ED-100 is not supported by the IC-412. Certain documentation may have mistakenly included it as being compatible.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0902605EN***Solution Usage****Description**

Installation of KH-101 and FS-529.

Solution

The KH-101 and FS-529 can be installed on the MFP but certain precautions must be taken.

The KH-101 must be installed first.

Once both options are installed, it will be difficult to turn the adjustment dial (tight fit).

Please refer to the attached Installation Manuals and the note concerning the KH-101/FS-529. 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 TAUS0902614EN***Solution Usage****Description**

User Guides for the bizhub C220/C280/C360.

Solution

Attached are the User Guides for the bizhub C220/C280/C360 and options. Included is the:

Pocket Guide

User's Guide [Advanced Function Operations]

User's Guide [Box Operations]

Quick Guide [Copy/Print/Fax/Scan/Box Operations]

User's Guide [Copy Operations]

User's Guide [Enlarge Display Operations]

User's Guide [Fax Driver Operations]

User's Guide [Network Administrator]

User's Guide [Network Scan/Fax/Network Fax Operations]

User's Guide[Print Operations]

Trademarks/Copyrights

Using the Machine

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

Solution ID TAUS0902616EN*

Solution Usage

Description

Specification, configuration and installation information.

Solution

Please refer to the attached Specification sheet, Configuration sheet and Specification & Installation Guide for the bizhub C220/C280/C360. Some of the topics addressed:

- Space Requirements
- Environmental Considerations
- Electrical Requirements
- Component Considerations
- Mixed Original Support
- Standard Paper Tray Support
- Print Controller (Standard)
- Fiery® IC-412
- Network Functions
- Print Drivers
- Print Specifications
- Scanning
- PageScope Software
- Security
- Paper Considerations
- Paper Weight Conversion Chart
- Recommended Paper Stocks
- How to Build a bizhub C360/C280/C220 System (from start to finish)
- Accessory Options for bizhub C360/C280/C220 Full Color Printer/Copier/Scanner
- Consumable Yields

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 TAUS0902763EN*

Solution Usage

Description

OUI list for KMBS products

Solution

The first three octets (in transmission order) of the MAC Address identify the organization and are known as the Organizationally Unique Identifier (OUI). Some customers may want these numbers to add KMBS products to an exception list.

The attached file lists the OUI of popular models. If OUIs for other models are needed, establish a new ticket for the request.

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 Stu Dern, ESS

Solution ID TAUS0902900EN***Solution Usage****Description**

How to setup SMB sharing and Scan to SMB to a Novell® NetWare® 5.x or 6.x Server.

Solution**Prerequisite:**

The NetWare® Server must first be set up to support CIFS in order to support this function from the MFP:

Using Novell® Native File Access for Microsoft® Windows it is possible to configure NetWare® servers running TCP/IP only to use CIFS (SMB) over TCP/IP. Please see attached document "NW_CIFS_SMB_Support" for details on setup of NetWare® 5.x and 6.x prior to setup of MFP SMB Scanning. Create a folder on the NetWare® Server to be used for SMB Sharing and Grant proper access rights to it (the following example shows a "Local" or workgroup share):

Once the folder has been created, edit the /etc/cifs.cfg file to add the share, as follows:

Example: Folder called "Share" has been previously created in Volume "Data:" on NetWare® 6 Server named "NW6". We want the share to be called 'share' in the workgroup, 'workgroup'. This example is for NetWare® 6.5:

Listed in /etc/cifs.cfg :

```
SERVERNAME 'NW6"
COMMENT 'Netware 6 CIFS'
UNICODE ON
AUTHENT local
WORKGROUP 'WORKGROUP'
```

```
SHARE 'data:\share\' 'share' 0 'NW6 CIFS Share'
```

When specifying the -SHARE parameter line the syntax is as follows:

```
'localpath' 'sharename' connectionlimit 'comment'
```

A zero (0) means no connection limit.

Once you save this file, you need to set up a user with a simple password on the NetWare® Server for the MFP to use to scan via SMB to the share folder. You have to do this from a Microsoft® Windows client logged into the NetWare® Server with the latest NetWare® Client. You will need to run Console1 from the workstation to be able to set up a user with a simple password. The user will need to have the following rights to the share folder: Read, Write, Create, File Scan. See the attached document for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Next you need to stop and then start the CIFS Service on the NetWare® Server:

Type the following commands in sequence at the NetWare® command prompt to do this:

```
CIFSStop
CIFSSTRT
```

Typing CIFS INFO will display your information on the share. Test the share from a Microsoft® Windows PC by accessing the share folder and copying a file into it.

Once this is confirmed, setup the MFP for Scan to SMB share normally. This can be done in PageScope Web Connection under Store Address.

In the example above using the shared name 'share' in volume 'Data:' the following needs to be specified:

1. Host Address - TCP/IP Address of the NetWare® Server (or Host name if a DNS server is resolving it - note that for a host name, underscore characters in the name are not supported).
2. File Path - share
3. User ID - User name with appropriate rights
4. User Password defined as the simple password for the above user.

Scan to SMB to the CIFS share on the NetWare® Server should work normally.

SPECIAL NOTE : Solution contribution by David Holt, District Service Manager/Midwest Region

Solution ID TAUS0903064EN***Solution Usage****Description**

When thick 1 paper is selected in the IC-412 driver and the bypass is set for thick 1 why does the machine display "please load plain paper in the bypass" when the print job is sent?

Solution

This error will display if the IC-412 PCL driver is being used. To prevent the machine from displaying the error message please load plain paper and to allow the job to print correctly please use the IC-412 PS driver version 3.0.

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

Solution ID TAUS1000038EN***Solution Usage****Description**

When sending a multiple page fax using the PC Fax driver why are all the pages of the fax printed with the confirmation report?

Solution

When sending a multiple page fax using the PC Fax driver all the pages of the fax will be printed with the confirmation report if the collate box is checked. After selecting "file" and "print" in the application, please confirm that Collate under the Copies heading is unchecked.

SPECIAL NOTE: Solution contribution by Ron Richardson, Albin Business Centers and Dave Bruni, Workgroup/SSD, SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS1000052EN***Solution Usage****Description**

Can't access account data using Terminal Server

Solution

SOLUTION:1. The computer account for the license server must be a member of the Terminal Server License Servers group in the domain. If the license server is installed on a domain controller, the Network Service account must also be a member of the Terminal Server License Servers group.

2. Because TS Licensing Manager cannot dynamically update the number of TS Per User CALs that are currently issued and available, those columns are left blank in some areas of TS Licensing Manager. Instead there is a Generate Report hyperlink that takes you to this topic. In the Report node, you can view information from reports that have been created, but that information is specific to the date and time when the report was created.

3. In Windows Server 2008, you can use the TS Licensing Manager tool to create (generate) reports to track the Terminal Services Per User client access licenses (TS Per User CALs) that have been issued by a Terminal Services license server. TS Per User CAL tracking and reporting is supported only in domain-joined scenarios because the information about the TS Per User CAL that has been issued to a user is stored as part of the user account in Active Directory Domain Services (ADDS).

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS1000068EN***Solution Usage****Description**

Integrated Equitrac® for Konica Minolta supported models and firmware.

Solution

Konica Minolta Device

Minimum Firmware Level

bizhub 361, 421, 501

20

bizhub 601, 751 *

18

bizhub C203, C253, C353

R5

bizhub C220, C280, C360

54

bizhub C451, C550, C650

R5

bizhub C452, C552, C652

26

* Available for bizhub 601/751 by Spring 2010.
<http://www.equitrac.com/devices/konicaminolta.asp>

Not all card readers or card types are supported. The attached setup guide contains the procedures to set up Equitrac® to integrate into the MFP. 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 : Make sure you have OpenAPI set to Allow and SSL ON .
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS1000152EN*

Solution Usage

Description

How to enable the Proof Copy feature with Separate Scan when using a mechanical Key Counter.

Solution

The Key Counter mode and User Mode settings need to be set to allow this function.

In Service Mode

1. Go to Billing Setting (PressSop,9).
2. Touch Management Function Choice.
3. Touch Key Counter Only.
4. Touch Confirmation Copy.
5. Change fromBan to License.
6. Touch End.

In User Mode

1. Press the Utility key.
2. Select User Settings.
3. Select Copier Settings.
4. Select Separate Scan Output Method.
5. Change from Page Print to Batch Print.
6. Touch OK.

SPECIAL NOTE: Solution contribution by Stu Dern, ESS

Solution ID TAUS1000166EN*

Solution Usage

Description

Status notification email from the machine does not include location.

Solution

CAUSE: Location must be enter at the machine under the HTTP server settings.

SOLUTION: To have the location listed on the status notification email perform the following:

1. Enter Administrator Mode.
2. Select "Network Settings".
3. Select "HTTP server Settings".
4. Use the forward arrow to advance to screen 2.
5. Select "Printer information" button and enter the requisite information.
6. Save and exit.

Location will now be listed on the email from the machine.

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

Solution ID TAUS1000170EN*

Solution Usage

Description

What version of PDF is supported for scanning and printing?

Solution

Scan-to-HDD, Scan-to-Email, Scan-to-FTP, and Scan-to-SMB support PDF version 1.4.
The controllersupportw PDF version 1.4 for the Direct Print function.

SPECIAL NOTE: Solution contribution by Stu Dern, ESS

Solution ID TAUS1000192EN*

Solution Usage

Description

File names of the exported data from PageScope Web Connection (PSWC).

Solution

File names of meter count data exported from PSWC.

Meter Count

Product name_S/N_SC_date.txt

Account TrackCounter

Product name_S/N_TC_date.txt

User Counter

Product name_S/N_UC_date.txt

Abbreviation key

SC : Sales Counter (= Meter Count)

TC : stands for Account Track Counter

UC : stands for User Counter

CAUTION :Please note:

SC isNOT Section Counter; it is Meter Count.

TC isNOT Total Counter; it is stands forAccount TrackCounter.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS1000196EN*

Solution Usage

Description

Unable to create or edit a one-touch destination when not logged into administrator mode.

Solution

Cause: " Registering and Changing Addresses" is set to "Restrict" in the Administrator Settings

Solution: To change address restriction setting please perform the following:

1. Log into Administrator Mode.
2. Select System Settings.
3. Select Restrict User.
4. Select Restrict Access To Job Settings.
5. Change "Registering and Changing Addresses" from "restrict" to "allow".
6. Exit out of "Administrator Mode".

SPECIAL NOTE: Solution contribution by Stephen Schmelcke, Workgroup/SSD

Solution ID TAUS1000229EN*

Solution Usage

Description

Release of version 88 firmware (G00-88).

A0ED0Y0-F000-G00-88 for bizhub C220/C280/C360

A0P00Y0-F000-G00-88 for bizhub C452/C552/C652

Solution

Some of the fixes common to both bizhub series MFPs are:

When receiving the print data while MFP is scanning the documents, the message "Please Power Off" is indicated on the control panel.

If you log off with pressing ID button when using User Authentication and ShareScan, the MFP will hang up.

If you display the text area that has only a few lines, the bottom scrollbar button overlays the top one.

When enabling the "SMB Direct Hosting" setting (default setting), the following symptoms may occur with the specific network environment.

- Cannot print via network (LPR/RAW port). At this time, the MFP replies to PING requests.

- Cannot connect to the PageScope Web Connection. At this time, MFP replies to PING requests.

It is not possible to enter more than 1 digit of the phone number on the RightFax screen.

When using DevReqExtLogin while the MFP is in power save mode, C-FA14 code may occur.

When you print the PostScript file from Oracle, a PostScript error occurs.

This 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'.

Note : Please refer to attached Release Notes for functions added, changes of machine specifications and additional fixed issues. To view a PDF, you may need to download a free copy of Adobe Reader®.

Solution ID TAUS1000266EN*

Solution Usage

Description

SNMPv3 default auth-password and priv-password.

Solution

From the factory, the default password for auth-password and priv-password is set to the MAC address of the MFP.

The MAC address must be entered in the following case sensitive format (example):

00206B630D8A

Notes :

1. In order to change the auth-password or priv-password for SNMPv3, the current password is required. If SNMPv3 is used for the first time, the default password is required.

2. If a Data Clear is performed, Security Level Setting of the SNMPv3 Setting is set to "authpassword/priv-password" and the password is set to default (MAC address). See attached Security Function documentation.

3. Please see attached pages taken from the Network Administrator User's Guide as a reference. To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KM Europe (BEU)

Solution ID TAUS1000279EN*

Solution Usage

Description

How to set Scan to E-mail size limit.

Solution

To set Scan to E-mail size limit, browse the MFP then...

Log in as Administrator.

Click NETWORK tab.

Click EMAIL SETTINGS.

Click EMAIL TX (SMTP).

Click Max Mail Size.

Select NO LIMIT.

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

Solution ID TAUS1000300EN*

Solution Usage

Description

How to capture the MFP Engine System Logs.

Solution

The MFP System Logs, use in conjunction with network capture, can be a valuable resource for troubleshooting various problems related to the controller, especially the hard drive and NIC.

For detailed instructions to obtain an engine log, refer to 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 Stu Dern, ESS

Solution ID TAUS1000348EN*

Solution Usage

Description

What would cause the machine to power up to an hour glass and the USB memory stick not to be recognized after the MFPB is replaced?

Solution

The machine will power up to an hour glass and not recognize the USB memory stick if the incorrect MFPB is installed. The MFPB for the C360/C280 and the C220 are different and will not allow firmware to be installed if it is installed in the incorrect machine. Please use MFPB (p/n A0ED H020 02) for the C360 and the C280; the C220 uses MFPB (p/n A0ED H021 02).

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

Solution ID TAUS0902727EN***Solution Usage****Description**

Punched-hole originals (2 or 4 punched holes) may be torn when fed through the DF-617 in the 2-sidedmode.

Solution

CAUSE: Mylar guide needs to be removed.

SOLUTION:Removethe mylar (p/n A0HT 7060 00: 4pcs). Please refer to attached documentation.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Note : This mylar may only affect feeding of "A5 SEF 35g/m2". If you use "A5 SEF 35g/m2" as the original size after you peel off the mylar, a jam may occur. Size "A5 SEF 35g/m2" almost never is used in the field.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0903104EN***Solution Usage** 4**Description**

FS-527, C1183 when removing copies from the main exit tray of the finisher.

Solution

CAUSE: In earlier FS-527 finishers, Actuator /2 is not long enough to actuate the Upper Limit sensor (PS24).

SOLUTION: Install the modified actuator (p/n A0HR 8973 00). The actuator was installed during production beginning with finisher serial number A0HRWY1016166.

SPECIAL NOTE : Solution contribution by Craig Blyther, ESS

Solution ID TAUS1000309EN***Solution Usage** 0**Description**

Envelopes are creased or wrinkled when printing or copying.

Solution

CAUSE: Creasing or wrinkling is caused by excessive pressure on the envelopes due to their thickness.

SOLUTION: Install the following special firmware, which reduces pressure applied to the envelopes: ver. G14-01 (filename A0ED0Y0-0050-G14-01.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.

SPECIAL NOTE: Solution contribution by Craig Blyther, ESS

Solution ID TAUS0903012EN***Solution Usage****Description**

Intermittently, when copying or printing, paper jams are mistakenly detected.

Solution

CAUSE:Firmware update required.

SOLUTION: Download and install the latest available firmware (minimum version is G00-59). 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'.

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

Solution ID TAUS1000211EN***Solution Usage****Description**

FS-529,jamming at thetransport section. Jam code 72-17 or 72-21 may be indicated.

Solution

CAUSE: In the Transport section, L and R armstop off the Shaft. Thispart of the transport guidedrops down blocking the paper path.

SOLUTION:Reattach the two arms onto the shaft (p/n A0U7 PP7Y 00).TheL and R arms (p/n A0U7 PP5U 00) may need to be replaced if they are damaged.Please see attached document for parts location details. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by David Holt, SSD District Service Manager/Midwest Region

Solution ID TAUS1000273EN*

Solution Usage

Description

Intermittent jam code 1144when feeding from the first tray.

Solution

CAUSE:Failure of 1stPaper Feed assembly.

SOLUTION:Replace the1stPaper Feed assembly (p/nA0ED R731 00 for bizhub C280/C360 and p/n A0ED R732 00 forbizhub C220).

SPECIAL NOTE : Solution contribution by Joseph East, KMBS/Anaheim

Solution ID TAUS1000379EN*

Solution Usage

Description

Jamming (code 11-xx) sometimes occurs at the Vertical transport section whenthick paper fed fromTray 1.

Jamming (code 20-xx) sometimes occurs at the Vertical transport section whennormal paper isfed fromTrays 2, 3, 4 or LCC.

Solution

CAUSE:B urr on theedge of thepart shown in the attached file. Paper is caughton this burr andjamming occurs becausethe paper curls, skews,etc.

SOLUTION:Plaesmooth the burrwith emery cloth or a fine file. If Holder Plate is malformed, the fuser will have to be replaced (p/n A0ED R720 00).

Note : To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0800360EN***Solution Usage** 5**Description**

When inserting a scanned image as a color TIFF in Microsoft® Office applications, an error will occur after the file is selected. The application does not recognize the type of file. The same file may be viewed with Office Document Imaging.

Solution

CAUSE: In order to maintain a manageable scanned data file size of color images, JPEG compression format is utilized for TIFF on these models. However, JPEG compression is not supported on Microsoft® Office applications. Office is not able to open 24-bit True Color TIFF.

SOLUTION: It is recommended to use the black and whitesetting on these models when a TIFF image is to be imported into a Microsoft® Office document.

Note : To view color TIF files, you can download a free copy of Brava!® reader.

Please be aware that Konica Minolta does not provide any support related to this software. See attached Installation and User Guide for more detailed information. To view the PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Ron Reed, SME/SSD and Bill Hall/Jim Behrends, Workgroup/SSD

Solution ID TAUS0901217EN***Solution Usage** 2**Description**

'Movie Data Ng" message when installing Movie Data file.

Solution

CAUSE: HDD is not installed or is not enabled.

SOLUTION: Install HDD. After HDD is installed go to Service Mode=> System 2=> HDD=> set as "Installed"=> touch End=> exit Service Mode=> recycle power.

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

Solution ID TAUS0901350EN***Solution Usage** 2**Description**

Unable to generate an i-Option license code; Failed To Add Token is displayed in LMS (License Management Server).

Solution

CAUSE: The i-Option token number entered into LMS for activation is intended for use on a different series.

SOLUTION: To activate i-Option on the C360 or C552 series, it is necessary to use LK-101 v2 (Item Number A0PD01A). To activate on the C353 or C550 series use LK-101 (Item Number A0PD011).

The LK-102 PDF Encryption kit (Item Number A0PD012) can be used on all models (C353/C360/C550/C552 series).

SPECIAL NOTE: Solution contribution by Ron Reed, ASG/SSD, **SPECIAL NOTE:** Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0902460EN***Solution Usage** 2**Description**

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

Solution

The attached documentation outlines procedures to:

divide Mail Merge into separate jobs based on name or address

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

Notes :

1. The instructions are for both scenarios using Microsoft® Word 2007 and attached are the files used in the instructions. Please don't forget to check pages 30-31.

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 TAUS1000012EN*

Solution Usage 0

Description

Print driver Output Method settings do not return to the configured Default settings that were set up under Printing Preferences.

Solution

CAUSE: Current printer driver functionality.

SOLUTION: Special printer drivers are available that will reset the Output Method settings back to the configured Default settings after completion of print job.

Special PostScript and PCL drivers version 2.1.4.EIT1_01

Special PCL driver version 3.0.16.EIT1_00

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

SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS

Solution ID TAUS0801342EN*

Solution Usage

Description

Acrobat PDF / Microsoft® Word mixed original sizes (8.5x11, 8.5x14) are printing on one size paper.

Solution

CAUSE: Incorrect setting within the driver.

SOLUTION: Check and disable PostScript Passthrough within the driver. Select File ? Print ? Properties ? Advanced Properties ? PostScript Passthrough.

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

Solution ID TAUS0802290EN*

Solution Usage

Description

When sharing the printer driver on Macintosh® OS X (version 10.x), some printer features (User Authentication, etc.) do not work on client computers.

Solution

CAUSE: When you share the driver on Macintosh® OS X (printer server), the client computer loads only the PPD file of this printer (specification for Macintosh® OS X printer sharing). At this time, some features (User Authentication, etc.) which is provided by the PPD Plug-in do not work since the client Macintosh® computer does not have PPD plug-in file.

SOLUTION: If you install the driver files (PPD, Plug-in) in all client Macintosh® computers with the driver installer beforehand, this issue does not occur.

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'.

IMPORTANT : These printer drivers (printer drivers for Macintosh® OS X) do not support the printer sharing function for Macintosh® OS X. Therefore, if you have an issue with Macintosh® OS X printer sharing, Konica Minolta is not responsible to support it.

SPECIAL NOTE : Solution contribution by KMBT (Japan) and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900228EN***Solution Usage****Description**

Why a TIFF file scanned with Color or Gray Scale cannot be opened with Wang®/Kodak®/Microsoft® Imaging for Windows.

Solution

The compression method used is JPEG (JFIF). Wang®/Kodak®/Microsoft® Imaging for Windows does not support it. However, 1-bit (Black and white) TIFF images can be open with the application (compression method is G4).

Notes :

1. An excellent graphic viewer is IrfanView®. IrfanView® is a very fast, small, compact and innovative freeware (for non-commercial use) graphic viewer for Microsoft® Windows 9x/ME/NT/2000/XP/2003/Vista™. Download a free copy of IrfanView®.

Please be aware that Konica Minolta does not provide any support related to this software.

2. Wang®/Kodak®/Microsoft® Imaging for Windows (and the related controls ImgScan.ocx, ImgAdmin.ocx, ImgEdit.ocx, and ImgThumb.ocx) is no longer included in Microsoft® Windows XP; users must now purchase a license separately. You can legally install an older version of Wang®/Kodak®/Microsoft® Imaging for Windows on Microsoft® Windows XP if you have an earlier and relevant Microsoft® Windows license.

Image viewing, editing and scanning functions are superseded by Microsoft® Windows Picture and Fax Viewer and Microsoft® Paint, both of which are based on GDI+ in Microsoft® Windows XP.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0902661EN***Solution Usage****Description**

Scan to SMB is not completed and remains in sending state. The MFP must be rebooted in order to clear the sending state.

Solution

CAUSE: A network failure may have occurred while sending the Scan to SMB, causing an incomplete scan job that resulted in the device remaining in the sending state.

SOLUTION: Special firmware (ver.GC1-57) is available to resolve this issue and allow the system to recover to a normal state to allow the retry of the Scan to SMB without rebooting. The firmware (filename = A0ED0Y0-F000-GC1-57.exe) can be downloaded from the Download Selector site.

Release information for the firmware is attached to this solution.

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 Stu Dern, ESS

Solution ID TAUS0902725EN***Solution Usage****Description**

The MFP does not recognize the AU-201 Authentication Unit (IC Card Type).

Solution

CAUSE: The AU-201 Installation Manual contains an error in Section III: Setting IC card authentication, step 6.

SOLUTION: The instructions should read [Touch "Card 2"]. A revised install manual and detailed instructions are attached.

If the AU-201 still is not detected, confirm that the HDD has been formatted as directed in the attached file.

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 Stu Dern, ESS

Solution ID TAUS0902764EN***Solution Usage****Description**

SSL/TLS error when registering a device as a managed device from Authentication Manager.

LK-101 version 2 (Web browser) is available.

The proxy setting is ON.

Solution

CAUSE: When LK-101 version 2 (Web browser) is available and the proxy setting is ON, communication timeout occurs because switching to Authentication mode takes excessivetime.

SOLUTION:Change the timeout setting of Authentication Manager according to the following procedure.

1. Stop PageScope Enterprise Server from Admin Console.
 2. Open the following setting file with text editor.
C:\inetpub\wwwroot\PageScope EnterpriseSuite\App\Core\Data\Config.xml
 3. Find the following sentence in the file.
Item Name="Core_OpenApiTimeOut" Type="string" Value="15000" /
 4. Change value from '15000' to '60000'. Then save the file.
Item Name="Core_OpenApiTimeOut" Type="string" Value="60000" /
 5. Start PageScope Enterprise Server from Admin Console.
 6. Register a device as a managed device from Authentication Manager.
- Note : In case of a device whichmay generate anerror condition, un-manage it from Authentication Manager beforehand.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0902878EN*

Solution Usage

Description

What Setup Utility used to create the Rightfax connector on this model?

Solution

Please use Setup Utility for Rightfax version 1.3 with this model. Setup Utility for Rightfax version 1.2 is not compatible.

Note: Please see the attached PDF for more 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>

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 TAUS0902907EN*

Solution Usage

Description

How to setup SMB scanning to a Linux/Unix based CIFS shared folder.This folder can be in a discrete location or on a SAN or NAS.

Solution

Prerequisite:

Default Domain Server setting specified correctly (if you can do aPING confirmation successfully to the FQDN of the server, then this is correct; i.e., from the MFP do aPING confirmation to server01.mydomain.com).

NTP Server setting: Host or TCP/IP address of the AD Serverassigned for users to logon to.

SMB Client needs to be on - and set NTLM to v1/v2.

For the SMB Share setting do this on the MFP:

Host Address - DNS Host Name of or IP address of host

File Path - path to sharename - (Specify the full SMB path to the shared folder.You do not specify the server host name in the path.)

User ID - Username

Password - Password

So here is what it should look like if the shared folder is named 'share' and is in the root:

Host Address - mycompany-dc1-san1.mydomain.com (orthe TCP/IP address)

File Path - share (Note that it is not \share .It is just share .)

If the folder is several folders deep; i.e., data\users\share , then the File path would be: data\users\share .

IMPORTANT :The path to the shared folderis CASE-SENSITIVE in mostinstances for Linux and Unix.If the shared folder is named Shared , then the file path will be Shared , not shared .If the path is Data\Users\Share then the File Path will be Data\Users\Share , not data\users\share .

SPECIAL NOTE : Solution contribution by David Holt, District Service Manager/Midwest Region

Solution ID TAUS0902942EN*

Solution Usage

Description

Unable to print via USB when Account Track is enabled.

Solution

CAUSE: Incorrect setting in the driver (PCL or PostScript).

SOLUTION: As the drivers are common to the bizhub C220/C280/C360, the correct model MFP must be selected within the driver.

In the driver, go to Properties, click on the Configuration tab, click on Device option, select the appropriate model from the drop down. Click Apply, then OK.

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

Solution ID TAUS0902962EN*

Solution Usage

Description

Some PDF files won't print

Solution

CAUSE: Security restrictions preventing printing.

SOLUTION:

1. Open the file in question on a PC and select "File"
2. Click "Document properties"
3. Click "Security"
4. View if there are any restrictions for printing.

This feature can be viewed with all versions of Acrobat reader but can be changed with Acrobat standard or higher.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0903065EN*

Solution Usage

Description

ColorCal™ does not work well when IC-412 is connected to the bizhub C280/C360.

Steps to reproduce:

1. Connect IC-412 to MFP engine.
2. Run ColorWise Pro Tools® (CWPT) from client host; run calibration for ColorCal™.
3. After complete ColorCal™ calibration, set OK and done.
4. Open and view Measurement vs. Target on CWPT calibration.
5. Observe the D-Max Value (Measurement vs. Target).

Solution

CAUSE: A patch must be installed.

SOLUTION: Install attached patch, 1-13P18T. Please refer to attached Release Notes prior to patch installation. 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 TAUS1000067EN*

Solution Usage

Description

User Authentication to External Server (Microsoft® Windows Server 2008 AD) is set up and the Home folder is shared and configured in AD Users and Computers/User Properties/Profile tab. On the MFP Client SMB TX is set up and Scan to Home folder feature is enabled. When a user logs on, the logon to the Microsoft® Windows 2008 AD domain is successful but no Scan to Home button appears when the Fax/Scan button is pressed.

Solution

CAUSE: On the Microsoft® Windows 2008 Server, in Active Directory Users and Computers, User Properties/General Tab, no E-mail address has been set up.

SOLUTION: Enter a valid E-mail address for the user in the E-mail address field for AD users and computers/user properties/General Tab.
 SPECIAL NOTE : Solution contribution by David Holt, SSD District Service Manager/Midwest Region

Solution ID TAUS1000112EN*

Solution Usage

Description

When printing a Microsoft Excel booklet, the file will divide into separate print jobs. When printing these booklets to a user box, the file may also separate and some of the separated files will print out while others stay in the user box.

Solution

This is a known issue with Microsoft Excel and Microsoft is aware of it. See the attached PDF document for possible workarounds to the problem.

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 Randy Marquardt, Workgroup/SSD

Solution ID TAUS1000121EN*

Solution Usage

Description

When scanning to eCopy v4.3, the Scanstation displays scanning complete with no image.

Solution

CAUSE: Incorrect TWAIN driver installed.

SOLUTION: Use TWAIN driver version 3.1.2.22. See attached executable for correct TWAIN driver.

Note: Firmware version should be version 59.

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 TAUS1000150EN*

Solution Usage

Description

After doing an LDAP search you are unable to save the results to a one touch button. Additionally, the "Store Address" button will be missing from the LDAP searchresults screen. You might also lose the ability to create a one touch button all together.

Solution

There is a security setting named "Registering and Changing Addresses" that is set to "Restrict" which is prohibiting users from creating one touch buttons. This setting needs to be set to "Allow". The steps to accomplish this are as follows:

1. Log into the Machine through a web browser.
2. Log in as administrator.
3. Select either the "Security" tab or the "Scan" tab. (This will differ depending on the model you're servicing.)

Note: For further details, please see the attached PDF files for screen shots.

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 Randy Marquardt, Workgroup/SSD

Solution ID TAUS1000190EN*

Solution Usage

Description

When installing I-Option LK-105 the machine is indicating "failed to enable"

Solution

CAUSE:

The OCR dictionary has not been loaded on the MFP.

SOLUTION:

Install the OCR dictionary using the following procedure:

12.9.22 Install Data

A. Use

- To install OCR dictionary data into The HDD via USB memory

B. Procedure

1. Save data (*.tar) into the root directory of a USB memory.
2. Connect the USB memory device to the machine USB.
3. Select the keys as follows:
[System 2] ? [touch right arrow key] ? [Install Data].
4. Touch [OCR Dictionary].
5. Touch [Set].
6. Press the Start key to install the data.
7. Check result "OK" is displayed and touch [END].
8. Power cycle the main power switch.

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

Solution ID TAUS1000221EN*

Solution Usage

Description

WhenSSL (ON) is enabled, the TWAIN driver tries to connect and it takes approximately 15 seconds.

Reproduction Procedure

1. Register the Public/Personal BOX.
2. Save PDF datato Public/Personal BOX.
3. StartPageScope Web Connection(PSWC).
4. Register a device certificate.
5. RegisterSSL settings"ON" from the MFP.
6. StartAdobe Reader®.
7. File ? CreatePDF ? From Scanner ? Connect.

Solution

CAUSE: WhenSSL is enabled, theTWAIN driver tries to connect to a non-SSL port (port 59158) 3 times. After that, the TWAIN driver tries to connect to SSL port 59159. Therefore, it takes about 15 seconds to finally connect.

SOLUTION: Edit theINI file to change the network timeout value.

CAUTION : Before you change the INI file, please make a backup copy in case you encounter any problems after editing it. This will allow you toreplace the INI file with the original.

- 1.Open the INI file using a text editor such as Notepad.

File path: %SystemRoot%\twain_32\KONICA MINOLTA\HDD_V3

Note : "%SystemRoot%" indicates the directory in which Microsoft® Windows system isinstalled.

File name: kmtw3H.ini

2.Add [Network] section and "NetTimeout" key as shown below if they do not appear in the INI file. If this section and key exist in the file, modify the network timeout value.

[Network]

NetTimeout = 500

Note : NetTimeout value is specified in milliseconds. In the above example, the timeout value is 0.5 second (1 second = 1000)

If you sometimesare unable toconnect to the SSL port, please change the NetTimeout value.

3.Save INI file.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS1000285EN***Solution Usage****Description**

A web error is displayed when trying to log in as administrator with a browser after downgrading firmware from version 88 to 59.

Solution

CAUSE: Incorrect hex settings.

SOLUTION: When downgrading firmware from version 88 to 59, the soft switch 25 must be reset to 20 hex to 10 hex. If this is not performed the browser will return a page error when logging in as administrator.

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

Solution ID TAUS1000295EN***Solution Usage****Description**

Which MFPs managed by PageScope Authentication Manager (PSES) 1.3.x support Scan to Me and/or Scan to Home?

Solution

PSES Authentication Manager Version 1.3.x supports Scan-to-Home and Scan-to-HOMe as shown in the following table.

Supported

Not Supported

Scan-to-Home

C220 / C280 / C360
C452 / C552 / C652

361 / 421 / 501
C203 / C253 / C353
C451 / C550 / C650

Scan-to-Me

C220 / C280 / C360
C452 / C552 / C652

361 / 421 / 501
C203 / C253 / C353
C451 / C550 / C650

SPECIAL NOTE: Solution contribution by Mark Kemp, ESS

Solution ID TAUS1000401EN***Solution Usage****Description**

When attempting to load Voice Data, Movie Data, or OCR Dictionary the following message is displayed:
"Error. This invalid External Memory. Please make sure the External Memory."

Solution

CAUSE: The USB flash (thumb) drive was inserted into the USB service port before the machine was powered on.

SOLUTION: Turn off the main power and remove the USB flash drive. Power on the machine and enter the service mode. Select "System 2", then press the arrow to navigate to page 2 and select "Install Data". Select the type of file that is to be loaded (Voice Data, Movie Data, or OCR Dictionary) then select "Set". The start button should turn blue. Press the Start button to load the file.

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

Solution ID TAUS1000424EN*

Solution Usage

Description

In certain cases, the i-Option function may no longer be available on the MFP. This may occur after firmware has been upgraded.

Solution

CAUSE: The i-Option installation needs to be repaired.

SOLUTION: Follow these steps to correct the situation.

1. Perform the "Repair" and "Deactivation" procedures. If these do not resolve the issue, proceed to the next steps.
2. Contact SSD support to obtain an "Initialization Code". It will be necessary to provide the MFP serial number and "Request Code".
3. Perform the "Initialization" procedure on the MFP with this "Initialization" code. Then cycle power off/on.
4. From the MFP, launch PageScope Web Connection and go to Administrator Mode -> License Settings -> Install License. (An Internet Connection is required.)
5. Re-activate the License Code on the MFP by entering the original "Token" number.

SPECIAL NOTE: Solution contribution by Mark Kemp, ESS

Solution ID TAUS0701329EN***Solution Usage** 18**Description**

No Konica Minolta logo at power up ("Planets" only), Configuration Page header is printing as Generic and printer driver fails when trying to acquire the device information.

Solution

CAUSE: Incorrect settings.

SOLUTION: To change the Configuration Page header to Konica Minolta bizhub, please perform the following:

1. Access the Service Mode.
2. Select System 2.
3. Select Software Switch Setting.
4. Enter Switch No. "10".
5. Bin Assignment "00000000".
6. Hex Assignment "02".
7. Click on Fix.
8. Click on End.
9. Power the MFP OFF/ON.
10. Print another Configuration Page. Page Header should now be changed to Konica Minolta.

Note :Header Information:

Generic 20C-4= C203
 Generic 22C-1 = C220
 Generic 25C-1 = C250
 Generic 25C-4= C253
 Generic 28C-1 = C280
 Generic 35C-3= C352
 Generic 35C-4= C353
 Generic 36C-1 = C360
 Generic 35C-1= C450
 Generic 45C-2= C451
 Generic 45C-1= C550
 Generic 50C-1= C650

To change the Configuration Page header to Konica Minolta bizhub (for Printer-only models), perform the following:

1. Press the Menu/Select key.
2. Press the down arrow key 4 times to select "Tech. Rep. Mode".
3. Press the right arrow key. Enter the Tech. Rep. Mode password 9, 2, 7, 2, 9, 2, 7, 2.
4. Press the Menu/Select key.
5. Press the down arrow key 16 times. "Software SW" will appear.
6. Press the right arrow key. "Switch No." and "1" will appear.
7. Press the Menu/Select key. "1" will start blinking.
8. Press the up key and change this number to "10". When pressing "Menu/Select" key, the above settings will be saved and the display will show "Bin Assignment" and "00000000".
9. Press the down arrow key and the display will change to "HEX Assignment" and "00". Then press the down Menu/Select key. The "00" will blink.
10. Press the right arrow key and the 1st digit will blink. Change setting to "02".
11. Press the Menu/Select key to fix the value. The display will change to "Software SW".
12. Cycle the main power switch OFF/ON.

Note :Header Information:

Generic 25C-1P= C250P
 Generic 35C-1P= C450P
 Generic 35C-3P= C352P
 Generic 35C-4P= C353P

Please see the attachment for the visual symptom. 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, Worgroup/SSD and Greg Lantowski/Ian Lynch/Mark D'Attilio/Cesar Jimenez, Production Print/SSD,
 SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0902515EN***Solution Usage** 6**Description**

FK-502, LDAP search results default to fax numbers instead of E-mail addresses.

Solution

CAUSE: Firmware update required.

SOLUTION: Install Specialfirmware version GC3-57. After installing the firmware, to activate the desired default:

DIPSW No.48 0x00 : The fax number is displayed as default when the fax is installed (default). The E-mail address is displayed as default when the fax is not installed.

DIPSW No.48 0x08 : The E-mail address is always displayed as default.

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

Model

Program Name

Current Ver.

New Ver.

Program File Name

Checksum

Note

bizhub C652/C552/C452

MFP Firmware

G00-57

GC3-57

A0P00Y0-F000-GC3-57.EXE

8c51

-

Model

Program Name

Current Ver.

New Ver.

Program File Name

Checksum

Note

bizhub
C360/C280/C220

MFP Firmware

G00-57

GC3-57

A0ED0Y0-F000-GC3-57.EXE

cd0f

SPECIAL NOTE : Solution contribution by Craig Blyther, ESS

Solution ID TAUS0801763EN*

Solution Usage 5

Description

Unable to copy/print on OHP (transparencies) in full color.

Solution

CAUSE: Product limitation. Color reproduction quality on transparencies used for projector screening normally is not to target specification. However, there are workarounds that may work.

SOLUTION: The following workarounds have been provided for this issue.

IMPORTANT : Please remember to inform users and acknowledge the color reproduction limitation before proceeding with the following settings. Konica Minolta does not "officially" support copying/printing of color transparencies.

bizhub C650/C550/C451

1. Ensure that the firmware is at version 6B or later.
2. Make the following change in Service Mode.

Service Mode=> System 2 => Software SW

SW No.: 59

HEX setting: 01 (press FIX)

3. After setting switch 59 press the following key sequence:

End=> Reset => Security Screen: Stop => 0 => Clear.

Push [Engine FW DipSW] => Push [1] => End => Back to Service Mode => Back to Normal Mode/Screen

Turn the Main SW OFF/ON (wait a few seconds between turning the MFP OFF/ and then back ON).

Note : Service mode fusing temperature also needs to be changed: about -20 degrees C.

4. Select Paper Type [Thick4] on the MFP panel or the print driver.

Recommended OHP Paper: CG3700 by 3M™ (Item #7640000420).

There is no OHP Intersheet Support.

When the switch is just turned on in the morning, the Color OHP output quality may be at optimum levels.

Be sure to select [Thick4] and not [OHP].

Output will be counted under [Thick4].

bizhub C353/C253/C203

Official color transparency support is available for the bizhub C353/C253/C203 series provided the following conditions are met:

1. The firmware version must be version 62 or later.
2. Select Paper Type [Thick4] on the MFP panel or from the printer driver.

Notes :

- a. Recommended OHP Paper: CG3700 by 3M™ (Item #7640000420).
- b. OHP Interleave sheet is NOT supported. Although Konica Minolta supports OHP printing/copying utilizing this "workaround", Konica Minolta does not guarantee the image quality on the OHP to be equivalent to the image quality of other paper types and media.
- c. Please refer to attached Marketing Bulletin #08-GB-051. To view the PDF, you may need to download a free copy of Adobe Reader®.

bizhub C220/C280/C360

Recommended OHP Paper: CG3700 by 3M™ (Item #7640000420).

Select Paper Type [Thick1] on the MFP panel or the print driver.

bizhub C452/C552/C652

For minimum firmware version 26 :

Recommended OHP Paper: CG3700 by 3M™ (Item #7640000420).

Select Paper Type [Thick4] on the MFP panel or the print driver.

For firmware version 24 or earlier :

Recommended OHP Paper: CG3700 by 3M™ (Item #7640000420).

Select Paper Type [Thick4] on theMFP panel or the print driver.Please ensure that the following is completed first.

1. Set the software switch.

Service Mode=> System 2 => Software SW

SW No.: 59

HEX setting: 01 (press FIX)

2. Set the Security mode.

Security mode => Engine FW DipSW

Select [1]

3. Turn the Main SW OFF/ON (wait a few seconds between turning the MFP OFF/ and then back ON).

SPECIAL NOTE : Solution contribution by Craig Blyther/Rich Raynor, ESS;Cesar Jimenez, Production Print/SSD and KMBT (Japan)

Solution ID TAUS0902555EN*

Solution Usage 3

Description

The HTTP Communication protocol is newly supported for bizhub vCare.

Major advantages of HTTP communication include the ease of configuration and the utilization of the widely accepted HTTP protocol. MFPs registered in the vCare system as of 9/15 are to be configured via the new vCare HTTP protocol.

All supported MFPs will be configured for one-way HTTP communication:

- bizhub C220, C280, C360
- bizhub C452, C552, C652, C552DS, C652DS
- bizhub PRO 950
- bizhub PRO 1200, 1200P, 1051
- bizhub PRO C5500, C5501, C6500, C6501

Solution

Setup instructions for vCare HTTP can be downloaded from <http://www.mykonicaminolta.com> . Navigate to Products " Product Reference Materials. Select Application Solutions " bizhub vCare " Manuals " Installation Manuals. Choose the vCare HTTP setup instructions from the list of documents presented.

For assistance configuring MFPs for HTTP communication, call the SSD Hotline at 800-825-5664.

The attached "vCare HTTP Guides ver 1.5.zip" contains the vCare HTTP Setup Instructions for the currently supported models.

SPECIAL NOTE: Solution contribution by Mark Kemp, ESS

Solution ID TAUS0900426EN*

Solution Usage 1

Description

JPEG button is missing under Scan Settings after enabling Vendor2 mode on engine.

Solution

CAUSE:Incorrect DIPswitch setting for this workflow.

SOLUTION: Change DIPSW31 to a Hex value of 01. To do so, follow these steps:

1. Access Tech Rep Mode (Utility/Counter ? Meter Count ? Check Details ? Stop ? 00 ? Stop ? 01).
2. Click on System2 .
3. Press Software Switch Setting .
4. Press Switch No. and enter 31 .
5. Press Hex Assignment .
6. Press ? (right arrow) and enter 1 for the hex value.

7.Press the Fix button.

SPECIAL NOTE : Solution contribution by Rick Veale, ESS and Jim Behrends, Workgroup/SSD

Solution ID TAUS0902882EN*

Solution Usage 1

Description

The following functions of System Box do not work correctly.

Printing jobs stored in ID & Print box

When conducting ID & Print on User Authentication (MFP) or Relay Authentication, print job can not be printed out although print job is stored in ID & Print box.

Sending a Fax job stored in Re-Transmission box.

When Re-Transmission setting is ON, a Fax job is stored in Re-Transmission box, if re-transmission of specified number is failed such as a communication fax error. When selecting a Fax job stored in Re-Transmission box from the display panel, the fax job will not appear as a thumbnail.

Confirmation polling TX jobs stored in Bulletin Board box

Polling TX jobs which have been stored in the Bulletin Board box can not be shown because correct password is rejected by discord of encryption key. But the jobs will be sent to another fax machine by polling TX.

Confirmation documents stored in the Compulsory MEMORY RX User Box.

Documents which have been stored in the Compulsory MEMORY RX User Box can not be shown on Panel, PageScope Box Operator or PageScope Web Connection.

Solution

CAUSE: This issue occurs because of a bug in the following firmware versions.

bizhub C652/C552/C452:version 58 and earlier

bizhub C360/C280/C220:version 58 and earlier

SOLUTION: Update the firmware to version G00-59 or later. 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'.

IMPORTANT :After upgrading the firmware, please perform initialization of AES (encryption key of system box) according to the following procedure.

1. Hold down the "Utility/Counter" key and then turn ON the main switch and sub power switch.
2. After the following screen is displayed, touch "AES" key.

3. After "OK" is displayed on the "AES" key, turn OFF/ON the main switch.

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

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0903078EN*

Solution Usage 1

Description

When User Authentication to the MFP is set up and a user is registered, an E-mail address must be entered or just the @ sign in the E-mail address field otherwise the user will not be able to logon to the MFP. No SMTP or POP3 E-mail has been set up. All SMTP fields are "grayed out" on the MFP in Administrator mode, so no E-mail service is configured.

Solution

CAUSE: SMTP Authentication has been enabled.

SOLUTION: In PageScope Web Connection (PSWC) under E-Mail TX (SMTP) you will see that the box for SMTP Authentication is checked and an E-mail address has been entered. Uncheck the box and you will not be required to enter an E-mail address or the @ symbol in the E-mail field of registered users in order for them to authenticate (logon) to the MFP. Alternately, you can go into Administrator Mode => Network => E-Mail Settings => E-Mail TX (SMTP) => Screen 6 of 6 and, at screen 6 of 6, enable it and then select Detail. There, disable SMTP Authentication then return to Screen 6 of 6.

SPECIAL NOTE : Solution contribution by David Holt, SSD District Service Manager/Midwest Region

Solution ID TAUS1000172EN***Solution Usage** 1**Description**

Jamming while making copies with Equitrac® or other external copy device.

Solution

CAUSE: Incorrect DIPswitch setting.

SOLUTION: Change DIPSW35 to a Hex value of 05. To do so, use these steps:

1. Access Tech Rep Mode (Utility/Counter ? Meter Count ? Check Details ? Stop ? 00 ? Stop ? 01).
2. Click on System2 .
3. Press Software Switch Setting .
4. Press Switch No. and enter 35 .
5. Press Hex Assignment .
6. Press ? (right arrow) and enter 5 for the hex value.
7. Press the Fix button.

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

Solution ID TAUS1000176EN***Solution Usage** 1**Description**

C5501 shortly after power up or during operation.

Solution

CAUSE: Irregular voltage from the power supply. Firmware update is required.

SOLUTION: Install firmware version G12-01. 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.

IMPORTANT : This firmware eliminates the detection of a DCPU abnormality (C5501) If the fusing heater control does not detect an abnormal power supply frequency, a fusing temperature error malfunction code might be generated. (C37xx, C38xx or C39xx)

SPECIAL NOTE : Solution contribution by Craig Blyther, ESS

Solution ID TAUS0902412EN***Solution Usage****Description**

When powering ON for the first time after installing the USB expansion module (EK-604/EK-605), the MFP fails to start. A clicking sound is heard briefly (2 clicks).

Solution

CAUSE: The socket pins of PJ05 (especially Pin 1 - 5V DC) are touching the metal frame and so the 5V DC line is shorted to ground. The angle of metal frame is bent downward.

It is suspected that a relay on the DCPU is making the two "clicking" sounds (ON/OFF?) when powering ON with the main switch. Time between both "clicks" approximately one second.

SOLUTION: In August production, contact between the tip of PJ05 (Pin 1, Pin 2) and the frame has been eliminated and the USB connection is verified as working normally with the EK-605 board.

In September production a mylar sheet is supplied on the entire metal frame under the PWB.

On current MFPs, when the problem occurs, please correct the angle of the metal frame.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0902443EN***Solution Usage****Description**

When scanning to PDF or Compact PDF, PDFs are corrupted. Errors may occur when opening the resulting files, either shortly after installation or some time later.

Solution

CAUSE: Updated firmware is required. This behavior is related to firmware version 50.

SOLUTION: Upgrade the firmware to version 54 in any machine running an earlier version. The upgrade should be done at setup or the next service call, whichever occurs first.

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

Note : Please refer to attached Bulletin Number 7102. 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 TAUS0902588EN*

Solution Usage

Description

The machine indicates the video data is missing and the amber light on the scanner is flashing.

Solution

CAUSE: The video data is missing from the HDD. This is usually caused by formatting the HDD but can also occur by replacing the HDD. This is a new feature on these models which provides a video to help the customer perform various functions on the machine.

SOLUTION: Reload the video data after downloading it from the download selector for the appropriate model. Once the data is loaded on a USB drive, install the USB drive to the firmware port on the machine. Enter the service mode and select system 2. Using the arrow at the top of the page, scroll to the second page and select install data. Select video and press the print key. The video data will then be installed to the HDD and correct the problem.

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

Solution ID TAUS0902590EN*

Solution Usage

Description

After replacing the drum units or developer units, the life counter is not cleared.

Solution

CAUSE: The new release disable mode has been activated. This mode is used for troubleshooting purposes only and temporarily disables the detection of new drums or developer units.

SOLUTION: Open the front door, enter the service mode, select enhanced security then engine fw dipswitches. Touch key number 3 to change it from a highlighted state to a non highlighted state. Close the front door and reboot the machine. The machine will now detect a new unit has been installed and reset the life counter.

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

Solution ID TAUS0902674EN*

Solution Usage

Description

Code CC180 at power ON.

Solution

PROBABLE CAUSES:

1.Lack of the device driver when enabling the AU-201H in the Billingmode. TheMFP does not recognize the AU-201 at startup.

Install the loadable device driver for the AU-201H and follow the attached installation instructions. 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> .

bizhub C280/C360 only (Fiery® IC-412 not recognized at power up)

2. Incorrect switch settings on the MFPB board in the main body when installing the video interface board (VI-505).

Place switches 1 and 2 on the MFPB board the up position. Refer to step 9 on page 4 of the attached VI-505/IC-412 Installation Manual.

3. VI-505 relay board is not seated properly or has failed.

Reseat or replace VI-505 relay board (Item #A0YEWY2 - Interface Kit for IC-412).

SPECIAL NOTE : Solution contribution by Craig Blyther, ESS and Jim DiSarro/Jim Behrends, Workgroup/SSD

Solution ID TAUS0902675EN***Solution Usage****Description**

The CSRC (CS Remote Care) Initial Transmission button is missing after configuring the engine for simplex HTTP or E-mail (one-way) communication.

Solution

CAUSE: The engine serial number entered in Service Mode is shorter than 13 digits.

SOLUTION: To enter the correct serial number and confirm the HTTP or EMAIL settings, perform the following:

1. Open the right-hand cover (housing the duplex unit and bypass tray). The serial number is located on white sticker with barcode.
2. Close the cover.
3. Enter Service Mode by pressing [Utility/Counter], [Meter Count], [Job Details], [Stop], [00], [Stop],[00].
4. Press [System1].
5. Press [Printer]; then enter the correct serial number.
6. Power the sub switch and the main switch OFF/ON.
7. Enter Service Mode.
8. Press [CS Remote Care].
9. Press [ID CODE].
10. Enter a 7 digit code.
11. Enter the [ID CODE] again.
12. Press [Detail Setting].
13. Press [Basic Setting].
14. Press the [Initial Transmission] button.
15. Verify that the HTTP URL or vCare/CSRC Email address is listed under Device ID.
16. Press [Initial Transmission] in the bottom right hand corner to have the engine send the vCare/CSRC Setup request.

SPECIAL NOTE: Solution contribution by Rick Veale, ESS

Solution ID TAUS0902731EN***Solution Usage****Description**

Job Reservation not available with Vendor 2 enabled. Cannot scan the next job until previous printing is complete.

Solution

CAUSE: This is specification for the machine.

SOLUTION: The modification necessary for this change is too extensive. No product change requests will be accepted.

SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

Solution ID TAUS0902896EN***Solution Usage****Description**

When turning ON the main switch of the MFP, the MFP may not connect to the network. This happens when the MFP's IP address is not recognized, causing a conflict with another IP address on the network.

Solution

CAUSE: This is caused by a firmware bug.

SOLUTION: Special firmware (GC6-57 GCB-57 A0ED0Y0-F000-GCB-57.exe) is available to resolve this situation.

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.

SPECIAL NOTE: Solution contribution by Craig Blyther, ESS

Solution ID TAUS0902906EN***Solution Usage****Description**

The lock function of the cassette tray (1st and 2nd) might not work.

Solution

CAUSE: Lock lever(s) binding.

SOLUTION: Clean the lock lever(s) with alcohol. If still binding, reset the lock spring balance. Please refer to attached documentation 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 KMBT (Japan)

Solution ID TAUS0902979EN*

Solution Usage

Description

FK-502, the data light keeps flashing or the operation panel is not responsive when sending or receiving faxes.

Solution

CAUSE: This is caused by early firmware or mismatched firmware versions.

SOLUTION: Download and install the latest available firmware (minimum version is G00-59). The latest 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.

Notes :

- a. Reports for this issue have the optional fax unit installed.
- b. The problem can be intermittent and may not show in the job history.

SPECIAL NOTE : Solution contribution by Stu Dern, ESS

Solution ID TAUS0903011EN*

Solution Usage

Description

C-5601 when printing a solid red image (R color 255 steps).

Solution

CAUSE: Firmware update required.

SOLUTION: Download and install the latest available firmware (minimum version is G00-59). 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'.

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

Solution ID TAUS0903112EN*

Solution Usage

Description

Blank screen. The power light is on and the start button is amber.

Solution

CAUSE: NVRAM is not secure.

SOLUTION: Re-seat the NVRAM.

Special note: Solution David McCoy of Komax Business Systems.

Solution ID TAUS0903116EN***Solution Usage****Description**

C-C152 code at machine power up after installing firmware.

Solution

CAUSE: Scanner ROM sequence error during the contents check.

SOLUTION: Reflash scanner firmware and if the issue persists, replace the REYB/SCAN PWB I/F (p/n A0ED H01A 01).

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 Tom Kelly, Workgroup/SSD

Solution ID TAUS1000187EN***Solution Usage****Description**

Front door open message might still be indicated even if the front door is closed.

Solution

CAUSE: Torsion Coil spring (p/n A0ED 1367 00) at front door switch (MS1) is misshaped. The lever of the front door goes into the space shown in attached document preventing the lever of the front door from contacting MS1.

SOLUTION: Replace Torsion Coil Spring with the modified one (p/n A0ED 1367 01).

Note : Please be aware that this part may not be readily available as this is a recently released modification. In the interim, replace the spring with the current style. Please see attached Parts Manual page as a reference. To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS1000213EN***Solution Usage****Description**

Installation of OpenAPI application may fail after installing firmware version G00-88 or later.

Solution

CAUSE: Region Code not set.

SOLUTION: When installing the OpenAPI application, please perform the Region Code setting procedure as shown in the attached documentation. To view the PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS1000259EN***Solution Usage****Description**

Open section indication shown for the Saddle stitcher SD-509.

Solution

CAUSE: Open or loose connection on the SDCB.

SOLUTION: Reseat all the connections on the SDCB. If the problem persists, replace the SDCB (p/n A10D H100 03).

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

Solution ID TAUS1000296EN***Solution Usage****Description**

Error message "The connection to the authentication device could not be verified" when using the AU-102.

Solution

CAUSE: This is a bug in Early firmware.

SOLUTION: Install special firmware to address this issue.

Version

Filename

C220/C280/C360

GC2-88

A0ED0Y0-F000-GC2-88.exe

C452/C552/C652

GC2-88

A0P00Y0-F000-GC2-88.exe

The firmware has a function that detects the error and applies the countermeasure, allowing the AU-102 to perform initialization and automatic recovery without displaying the error.

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.

SPECIAL NOTE: Solution contribution by Stu Dern, ESS

Solution ID TAUS1000362EN*

Solution Usage

Description

If a job is sent to the MFP while receiving a Fax job when using PSES + AU-201, the following symptoms may occur.

The data indicator keeps blinking and the job is not printed.

"Connecting to Server" message on the control panel even if users hold the card over the AU-201.

The panel shuts off.

Solution

CAUSE: Firmware update is required.

SOLUTION: Please update the MFP with Special firmware version GC9-59. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS1000377EN*

Solution Usage

Description

When attempting to flash the machine firmware "NG" is displayed for the MFP controller and/or other components.

Solution

CAUSE: There are multiple firmware files in the root directory of the USB thumb drive.

SOLUTION: Delete any other files ending in the ".tar" extension. Only one firmware file can be in the root of the USB thumb drive when flashing the machine.

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

Solution ID TAUS1000396EN*

Solution Usage

Description

False C2551, C2553, C2555 or C2557 though enough toner remains in the toner bottle.

Solution

CAUSE: The Toner Near Empty switch (RSx) may be faulty. There is one switch per color toner cartridge.

Toner near empty switch/Y (RS4)

Toner near empty switch/M (RS5)

Toner near empty switch/C (RS6)

Toner near empty switch/K (RS7)

Note : Please see attached document as a reference. To view the PDF, you may need to download a free copy of Adobe Reader®.

SOLUTION: Please replace the suspect switch (p/n 9334 2710 11) or Sub Hopper assembly (p/n A0ED R711 00 for bizhub C360 and p/n A0ED R714 00 for bizhub C280/C220).

Note : This issue is under investigation. When new information is available, this information will be updated.

SPECIAL NOTE : Solution contribution by KMBT (Japan)
