SSD SUPPORT SOLUTIONS

bizhub C252P - ALL ACTIVE SOLUTIONS

March 2009

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

Solution ID   TAUS0703359EN*   **Solution Usage**   4

Description

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

Solution

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

PC-101

PC-102

PC-103

PC-201

PC-202

PC-203

PF-124

PF-210

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

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

Solution ID	TAUS0657082EN*	**Solution Usage**	6

Description

The printer utility jig will not connect to the printer.

Solution

CAUSE: The instructions in the Service Manual for connecting the service jigare unclear.

SOLUTION: In order to establish a connection, press the Menu/Select key and turn the printer main power switch ON. The LEDs for Ready/Error will turn OFF. When "Please wait" is indicated on the LCD, release the Menu/Select key. Within a short time, "Trouble Reset" will be displayed on the LCD screen. When this is confirmed, start the jig panel simulator on the PC.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID	TAUS0702294EN*	**Solution Usage**	4

Description

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

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

(supportedLDAPVersion) not enabled.

Solution

LDAP Production R5/R6 server setup :
1. Edit Notes.ini and add LDAP task. ServerTasks = Router, Replica, Update, Amgr, AdminP, CalConn, Event, Sched, Stats, HTTP, POP3, maps, LDAP.
2. Create a new Configuration document for LDAP to control Anonymous Access.
3. Create a new Configuration doc, call it Allservers in the Group or Server name, then save and close the doc.
4. Now open the Allservers doc. Note that the Basics tab has changed.
5. Select Use these settings as the default for all servers. Note that Group or Server name is now *-Default-. Also there is now an LDAP tab.
6. Click on the fields that you want to be accessible button.
7. Set it to show First Name InternetAddress and LastName only. Do this so only limited info is available.
  Notes :
  a. If you upgrade a server from a previous release to Lotus® Domino 6, the LDAP service uses the LDAP anonymous access configuration from the previous release. If you create or edit the domain Configuration Settings documents after updating the directory with the Lotus® Domino 6 PUBNAMES.NTF design, the list of attributes allowed for anonymous access include the following attributes (attached - ldap1.pdf)not listed in the previous release:
  b.The Allservers configuration doc will only affect the servers running LDAP. It will also allow the MFPs to access LDAP without using an authentication account and password. This is the method that all users are using according to Lotus® Incident 1632724.
  c. Please refer to the attached document for more detail.
  d. To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
  e. To 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	TAUS0801356EN*	**Solution Usage**	2

Description

Cannot print to the MFP after the TCP/IP address has been entered and theMFP was rebooted.

Solution

CAUSE: Incorrect configuration.

SOLUTION: In the Admin mode under the TCP\IP settings, set theMFP to DHCP and reboot it. This will allow theMFP to browse the network. Once the DHCP field is populated, enter theMFP original static TCP\IP address under the TCP\IP settings and reboot theit again.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID	TAUS0808082EN*	**Solution Usage**	1

Description

Network tab disappears.

Solution

CAUSE: Even though the configuration page shows an IP address, the MFP needs to reassign the IP address.

SOLUTION: ARP and Ping will assign the IP address on network card remotely.
1. Check the MAC address on the MFP. Be sure the network cable is plugged into the MFP and the network.

2. Open a Command prompt on a networked PC.
3. Type 'arp -a' (without the quotation marks). Confirm that the MAC address of MFP is not listed.
4. Type 'arp -s IP_address_of_MFP Mac_Address_of_MFP'
 Example: 'arp –s 11.11.51.5 00-20-6B-5C-A9-12'
5. Type 'arp –a' and cconfirm that the MAC address of MFP is listed.
6. Type 'ping IP_address_of_MFP –t'. There should be a series of responses showing communication with the MFP.
 Example: 'ping 11.11.51.5 -t'
7. Quit the ping by pressing Ctrl+C.
Note: Print the attached document for reference.
 SPECIAL NOTE: Solution contribution by Craig Blyther, ASG/SSD

Solution ID   TAUS0808220EN*   **Solution Usage**

Description

Intermittently, the back light of the control panel will go out and no operation can be made from the control panel.

Solution

 CAUSE: Firmware update required.

 SOLUTION: Load the special firmware version according to the below table. 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

 Firmware Version

 bizhub C250/C250P/C450/C450P

 GW4-K0

 bizhub C252/C252P/C351

 GW4-K1

 bizhub C300

 GWB-K1

 bizhub C352/C352P

 GWB-K0
 SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0701976EN*   **Solution Usage**

Description

Streaks of one color from lead-to-trail.

Solution

CAUSE: Waste toner has backed up in the image unit auger system and possibly caused the system to fail.

SOLUTION: Turn the drum drive coupling of the image unit and ensure that the auger section is turning. The auger can be seen by opening the waste toner shutter/coupling at the end of the image unit. If it does not turn, the image unit will have to be replaced. Ensure that there is no toner blockage where the image unit waste toner shutter/coupling fits into the back of the machine.

IU Color

bizhub C250/C250P/C252/C252P IU

bizhub C300/C352/C352P IU

Black (K)

4062201

4062221

Yellow (Y)

4062301

4062321

Magenta (M)

4062401

4062421

Cyan (C)

4062501

4062521

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

Solution ID   TAUS0900584EN*   **Solution Usage**

Description

Poor copy quaility; smudging.

Solution

CAUSE:Failed PWB.

SOLUTION: Replace the PWB-C board (for bizhub C250/C250P - p/n 4038 0113 03 and the bizhub C252/C252P - p/n 4038 0113 05).

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

Solution ID   TAUS0801109EN*   **Solution Usage**   1

Description

Skew of individual color.

Solution

CAUSE:Incorrect laser print head adjustment or stripped adjustment screw.

SOLUTION:Perform the PH Unit Mechanical Adjustment on page 393 of the Service Manual. If adjustment does not work, check that the adjustment screw is not stripped. Replace the Print Head Unit Assembly (p/n 21 4039 R723 00), which can be found on page 15, key 21 of the June 2007 Parts Guide Manual.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID   TAUS0656584EN*   **Solution Usage**

Description

When performing Color Correction, the test page will not print out andthe start button is amber.

Solution

CAUSE: Incorrect paper size in the Universal Tray 1.

SOLUTION: Load 11x17 paper in the Universal Tray 1.

                   March 2009

Solution ID   TAUS0801346EN*   **Solution Usage**   0

Description

Corel® documents print light. Output from other applications is normal.

Solution

CAUSE: Setting in Corel®. When the colors in a file or in the workspace color palette are not displaying as bright, vibrant colors this can be caused by the Color Management being enabled in CorelDRAW®. The default setting in CorelDRAW® is Color Management enabled.

SOLUTION: To disable Color Management,perform the following:
1. Click on Tools, Color Management.
2. In the Style drop-down list, select "Color Management Off" and click OK.
 Note : In this mode, colors may not print as they are displayed on screen.
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0900363EN*   **Solution Usage**

Description

Grainy prints (internally generatedprints). Grainy magenta high compression mode.

Solution

CAUSE:Failed Print Head.

SOLUTION: Swap Magenta laser unit or unit causing the grainy prints with Cyan laser unit or another unit. See if the problem "travels".Replace all 4 laser units(p/n 9J06-R727-00).
  Note : Please see the attached sample ofthe grainy effect. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0700453EN*   **Solution Usage**   671

Description

NVRAM Troubleshooting Procedure used to identify NVRAM problems.

Solution

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

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

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

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

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

Known unrecoverable NVRAM symptoms:

 1. Stuck on hour glass screen

 2. Incorrect meters

 3. When performing the NVRAM restore procedure the codes repeat themselves

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

 Known fixes for various codes:

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

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

   IMPORTANT : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connection to backup the data before performing the Data Clear.

 If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

  8020/CF2002/8031/CF3102

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

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

  8050/CF5001/bizhub PRO C500

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

 Known defective NVRAM symptoms:

 1. Meters or default adjustment values are extremely high.

 2. Adjustments do not hold after powering the machine OFF/ON.

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

  bizhub 200/250/350

 Common symptoms when NVRAM replacement may be necessary:

 1. Machine not going to ready state.

 2. Not printing to a host name with DHCP.

 3. Not scanning to E-mail.

 4. On startup, abort code 0x0000999a.

 5. Abort code 0x00f00b00.

 6. Not printing.

 7. Machine rebooting every few minutes.

 8. Screen freezing in KM logo.

 9. Keep losing machine settings when power OFF.

  bizhub 420/500

 Common symptoms when NVRAM replacement may be necessary:

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

 1. Screen freeze in KM logo.

 2. Fax unit locking up the copier or not recognized.

 3. C-E084 error code.

 4. Cannot PING the copier.

 5. C-D203 error code.

 6. Display resetting to Japanese.

 7. Losing network settings after firmware upgrade.

 8. C-E002 error code.

 9. Scan to email or FTP.

 10. Loss of adjustment data.

 11. Total counter is reset.

 12. Display TCR adjustment.

 13. C-284x error code.

bizhub 600/750
Common symptoms when NVRAM replacement may be necessary:
1. Screen freeze in KM logo.
2. Cannot recognize DF.
3. Error code SC2203.

7145/7255
Common symptoms when NVRAM replacement may be necessary:
1. Blank screen.
2. Loss of E-mail addresses.
3. Loss of settings.
4. Error code E56-01.

Ordering Procedures :
Call the SSD Hotline at 800-825-5664, to open a Problem Ticket. Go to www.mykonicaminolta.com and select Service tab => Warranty, Repair & Special Programs => RA Form. Fill out the RA Form.
IMPORTANT NOTE : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.

Updates/Status :
Call Logistics at 201-934-5339.
Notes :
a. Refer toattached Bulletin Number 5783 for more detail as well as theattached RA form.
b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and Cesar Jimenezand Ed Bellone, Production Print/SSD

Solution ID　　TAUS0656768EN*　　　　　　　　　　　　　　　　　　　**Solution Usage**　47

Description
What Konica Minolta printer drivers will come bundled with Microsoft® Windows Vista™ and what is the release schedule for Vista™-compatible drivers?

Solution
Please refer to the Windows Vista™ Hardware Compatibility List for Printers & Scanners.
For EFI legacy products that will not receive a Vista™-specific driver, refer to the following statement:
"The previous drivers (System 5/5e-8/8e) will not work on 64-bit Vista™. However, these drivers will work on the 32-bit version of Windows Vista™ with minor issues."
Known issue : Borders and frames around icons and panes within the driver UI may not show up correctly.
Notes :
1. If a previous driver was Microsoft® Windows XP WHQL certified, Microsoft® also honors the digital signature (CAT file) on Windows Vista™.
2. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. The Windows Vista™ Compatibility Legend can be viewed at: http://kmbs.konicaminolta.us/content/support/vistasupport.html
4. Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS/SSD and Jim Behrends, Production Print/SSD

Solution ID　　TAUS0701604EN*　　　　　　　　　　　　　　　　　　　**Solution Usage**　31

Description
NVRAM/BRU replacement form.

Solution
The online NVRAM/BRU Replacement RA/Claim formis referencedin attached Bulletin Number 5783.
Notes :
1. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACEA NVRAM/BRU ORDER ONLINE. All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number, the request will be denied.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID   TAUS0607358EN*   **Solution Usage**   17

Description

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

Solution

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

SOLUTION: When printing and stapling multiple sets, the Collate option in the Microsoft® Word dialog box must be deselected.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio and Ed Bellone, Production Print/SSD

Solution ID   TAUS0700026EN*   **Solution Usage**   16

Description

How black and white versus color increment the machine counters.

Solution

The reason that many ofthe color printers will count a page as color, even though the page content looks like Black and White or Gray, is that many "Office" applications create or use graphics using RGB data. Even though a graphic may be black, it uses RGB values of 0-0-0 to achieve black or will use equal values of RGB to represent gray. As far asa Konica Minoltaprinter is concerned, this is color information and will therefore count the page as a color page. This scenario applies to applications like Microsoft® OfficeWord, Excel and Publisher, to name a few. Higher end applications like Adobe® PageMaker®/InDesign®/Illustrator® and Quark® typically use the CMYK color space.
A job can consist of just K (Black), with no CMY components. This will print as just black. If printing a gray shade from one of these applications, a halftone screen would have to be used using just K or using equal values of CMYK, which would count as color.
  Note : If the files have been converted to a PDF, Acrobat® 6 and7 Pro have built-in Preflighting tools under the "Advanced" menu. Preflighting the document will provide detail of what color components each graphic is composed. Other add-ons, such as Enfocus© PitStop Professional will also provide the same capabilities from within Acrobat®.
  SPECIAL NOTE : Solution contribution by Ed Bellone and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0630235EN*   **Solution Usage**   9

Description

Part number for the 128MB Compact Flash card which is used to install main body firmware.

Solution

Compact Flash card (p/n 7660403601).
  CAUTION : CF card cannot be larger than 256MB; 512MB will notallow the download to begin. Please see attachment.
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0702567EN*   **Solution Usage**   6

Description

Instead of 128MB CF cards to update thefirmware, can1GB or 512MB CF cards be used to program the MFP?

Solution

Only the 128MB CF card (p/n 7660 4036 01) is compatible.Please see attached photoas reference.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0801706EN*   **Solution Usage**   6

Description

Paper Test requirements.

Solution

For initial test the dealer/branch must supply 1000 sheets of the media paper. Once the paper is received the Ticket is escalated toESS.

If the initial test does not have any issues then a second test can be done. The dealer/branch must supply enough media to cover 1/3 of a PM cycle. There is a charge involved to cover labor and supplies. The dealer/branch will be notified byESS before the test to communicate the charges.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID   TAUS0702838EN*   **Solution Usage**   5

Description

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

Solution

To Create a Device Description on AS/400® to print to KMBS printers perform the following:
1. From the Main Menu under Selection or Command, type: CRTDEVPRT <enter>.
2. Change the following to set up the printer (those settings not changed, keep at default):
 a. Device Description - (name the printer i.e., KMPrinter)
 b. Device Class - *LAN
 c. Device Type - 3812
 d. Device Model - 1
 e. LAN Attach - *IP
 f. Port number 9100
  g. Font Identifier - 011
 h. Form Feed - * Autocut
 i. Manufacturer - *HP5si
 j. Paper Source (both) - *letter
 k. Address - (TCP/IP address of the NIC)
  l. User Define Option - *IBMSHRCNN
 m. System Driver (hit F4) - *IBMSNMPDRV or *HPPJLDRV if SNMP is disabled in the environment.
  Note :Vary ON the device to allow attachment.
 SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID   TAUS0657371EN*   **Solution Usage**   4

Description

Citrix© compatibility.

Solution

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

 IC-202
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.1, the Adobe® PostScript driver version 1.0.0 or the PCL driver version 1.01 the print controller can be used without restrictions.

 IC-203
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Presentation™ Server 3.0 environments with the Microsoft® Word 2003/Excel 2003 and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 2.0.28, the Adobe® PostScript driver version 2.0.28 or the PCL driver version 2.0.0, the print controller can be used without restrictions.

 IC-205
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the GDI driver version 1.00 or the PCL driver version 1.00 the print controller can be used with the following restrictions:
1. Cancelled print jobs may stay in queue when using the GDI driver.
2. The printer icon may disappear when cancelling a print job when using the GDI driver.
3. Print jobs may hang when printing from two or more workstations simultaneously using the GDI driver.

 IC-302
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

 IC-401
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PostScript driver version 1.0.
The following restrictions:
1. The mixed media function may not be used.
2. Enabling the "Delete pending print jobs at logout" on the Metaframe™ server does not result in the print jobs being deleted.

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3. Print job access codes should not be used.

IC-402
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.0.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The following are restrictions that were found:
1. Custom Size setting is not available.
2.Owner Information, Lock Job and Copier store print functions are not available.
3. The client default settings are not saved.

IC-405
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 2.0.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were thatMedia Mixed function is not available by network printer.

IC-611
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.0.7, the PostScript Adobe® driver version 1.0.0.7 or the PCL driver version 1.0.1 the print controller can be used with the following restrictions:
1. The watermark function will not function when using the PCL driver.
2. The PostScript Visual driver is not available with Microsoft® Windows 2003 Server.
3. Booklet mode may not function when called within Adobe® Acrobat®.

IP-901
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1 and 2.1.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

bizhub C350 Standard Controller
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PCL driver version 1.0 with the following restriction:
The watermark feature will not be available on a locally installed printer.

bizhub 200/250/350 Standard Controller
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.1 or the PCL driver version 1.0.2 the print controller can be used with the following restrictions:
1. The custom paper size setting is not available.
2. The default selections made on client workstations will not be reflected on the printer properties screens.

bizhub C650/C550/C451/C450/C352/C351/C300/C252/C250
Tested withCitrix© Metaframe™.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6.No restrictions were found in testing.

Solution ID   TAUS0657446EN*   **Solution Usage**   4

Description
Getting an invalid card error when loading firmware with a Crucial© 128MB Compact Flash card.

Solution
CAUSE: The Crucial© 128MB CF card is not supported.

SOLUTION: Load firmware using the recommended CF Card.
  Note : The recommended card is the 128MB SanDisk© Compact Flash card (p/n 7660 4036 01). Please see attached photoas reference.
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0648443EN*   **Solution Usage**   3

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

Solution
Follow the How to remove Macintosh OS X drivers instructions to correctly remove driver files prior to installing a new or updated version of the driver. This is highly recommended to avoid driver conflict.
Completely deleting\removing the PPD plug-ins for the loading of the driver will NOT overwrite the previous versions.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Bill Ehmke, ASG/SSD and Freddie Burnham, Production Print/SSD

Solution ID TAUS0701453EN* | **Solution Usage** 3

Description

Unable to access the printer from a web browser. Can print to and PING the machine.

Solution

CAUSE: TCP/IP conflict with another device on the network.

SOLUTION: Remove the network cable from the printer and PING the same TCP/IP address again. If there is a Reply from the same TCP/IP address, work with the network administrator to identify the other network device with the same TCP/IP address as the printer.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0801272EN* | **Solution Usage** 3

Description

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

Solution

Konica Minolta does not support Account track, Secure print, and User authentication from Unix/Linux environments at this time.
The availability of these options for Unix/Linux environments is being considered for future development.
Please attachticket to this solution and provide the following information;
1. Product model number(s).
2. Now many products placed or being considered for placement.
3.What "flavor" and version of Unix/Linux operating system.
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0651550EN* | **Solution Usage** 2

Description

Konica Minolta Security White Paper.

Solution

See Security White Paper for details.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0657465EN* | **Solution Usage** 2

Description

Unable to load firmware using a Kingston© 256MB CF card.

Solution

CAUSE: The Kingston© 256MB CF card is not supported.

SOLUTION: Load firmware using the recommended CF Card.
Note : The recommended card is the 128MB SanDisk© Compact Flash card (p/n 7660 4036 01). Please see attached photoas reference.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0658101EN* | **Solution Usage** 2

Description

How to increase image unit life.

March 2009

Solution

To increase image unit life:
1. Go into Service Mode.
2. At the Service, in order to get into the Enhanced Security Screen press: Stop, 0, Clear (Stop, 9 forbizhub C350).
3. Select IU Life Stop Setting.
4. Choose either Stop or No Stop.
5. Click on End to Save.
Please follow the steps outlined in the attached Bulletin Number 5705 -Extending Image Unit Life.To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID   TAUS0700396EN*   **Solution Usage**   2

Description

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

Solution

There are PostScript printer PPD files that can be used in LINUX environments using CUPS (Common UNIX Printing System) and for OpenOffice (Word Processor application).The PPD files are available for download via the SSD support site;
1. Login in via www.mykonicaminolta.com .
2. Select the "Service"tab locatedat the top of the page.
3. Select the "SSD" link located on the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.
6. Select Product Group, Product, File Type (Drivers) and OS (Linux).
  Note : The latest print drivers are also available via the Konica Minolta Download Selector from theKMBS public site (http://www.kmbs.konicaminolta.us).
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID   TAUS0701618EN*   **Solution Usage**   2

Description

PostScript printer driver for Microsoft® Windows Vista™.

Solution

The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us), Support & Drivers tab, or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
The Windows Vista™ Compatibility Legend can be viewed at: http://kmbs.konicaminolta.us/content/support/vistasupport.html
  Note : Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To 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   TAUS0703224EN*   **Solution Usage**   2

Description

How to print halftone test patterns.

Solution

To print halftone test patterns, perform the following procedure:
1. Enter Tech Rep mode.
2. Select Test Mode.
3. Select Halftone Pattern.
4. Select Single, Hyper, Gradation.
5. Select the desired halftone color.
6. Press C and enter the desired halftone density -1 (lightest)through 255 (darkest).
7. Press the START button to output the pattern.
 SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0700570EN*   **Solution Usage**   1

Description

Pop-Up drivers for User Authentication and/or Account Track information.

Solution

Pop-Up drivers for User Authentication and/or Account Track information have been released (see attachment).
  Notes :
 1. The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0703687EN*   **Solution Usage**   1

Description

Which densitometer models are supported?

Solution

 Both the DTP32 and DTP34 are supportedusing the latest version of the following SimWin Utility which is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
  Note : The part number for the DTP-34 is 690-00633.

Model

Program name

Download File name

Version

bizhub C450P

Jig panel simulator

SimWin_C450P_G00-21.zip

4037-002B-G00-21-000

bizhub C250P/C252P

SimWin_C250P_G00-21.zip

4038-002B-G00-21-000

bizhub C352P

SimWin_C352P_G00-21.zip

9J06-002B-G00-21-000
SPECIAL NOTE : Solution contribution by Rich Raynor and Bill Ehmke, ESS/SSD

Solution ID   TAUS0800335EN*   **Solution Usage**   1

Description

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

Solution

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

 SOLUTION: The following changes to the device description will cause the writing to ignore the time out and just report the error.
 1.Pick one of the devices and end the writer and vary the device off.
2.Select the option that will allow you to 'Change Device Desc'.
3.On the first screen look for the 'Printer error message' parameter and change it to '*INFO'.

4.Page down twice and look for the 'User-defined options' parameter it should read '*IBMSHRCNN'; under thisadd ERRMSGINFO.
5.Start the writer and vary the device on and test.These changes must be done for the other device on the AS/400®.
 SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID   TAUS0800939EN*   **Solution Usage**   1

Description

 The XML page cannot be displayed. Cannot view XML input using XSL style sheet."Please correct the error and then click the Refresh button, or try again later" message.

Solution

 1. HTTP and PageScope Web Connection (PSWC)have to be ON all the time in order to have web access.
2. Perform a Data Clear on the MFP, making sure that the default setting like PSWCis ON.
3. Tryaccessing theMFP froma laptop first. Use Microsoft® Windows Internet Explorer 6 or Firefox.
  Note : Using IE7maypresent difficulties.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0800968EN*   **Solution Usage**   1

Description

How to backup the original NVRAM (data) counters to the new NVRAM.

Solution

 Presentlythere is no way to backup any of the NVRAM data.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0808069EN*   **Solution Usage**   1

Description

What is SRA sized paper?

Solution

 SRA is the abbreviation of Supplementary Raw Format A. It is slightly larger than standard "A" size paper. SRA paper is typically used in printing where a bleed to the edge of the page is required, similar to printing 11x17 with bleeds on 12x18.
 Common SRA paper measurments in millimeters:
 SRA0 = 900x1280
SRA1 = 640x900
SRA2 = 450x640
SRA3 = 320x450
SRA4 = 225x320

Solution ID   TAUS0629386EN*   **Solution Usage**   0

Description

ISO 15408 certification information.

Solution

TheMFPsare certified ISO 15408. Refer to the following for more detailed information concerning ISO 15408 as well as the attached Security White Paper.
1. ISO 15408 FAQ
2. Trusted Computing Base
3. ISO 15408-3
4. Common Criteria
  Note : To viewa PDF, Adobe Reader® 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   TAUS0800244EN*   **Solution Usage**   0

Description

"Toner [color] is low. Replace when indicated" or "Toner is low [color]" message.

Solution

CAUSE: Phase 3.05 firmware enhancement.

SOLUTION:See attached Bulletin Number 6313 for additional information.
To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID   TAUS0800400EN*   **Solution Usage**   0

Description

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

Solution

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

Timeout Settings in the Operating System Printer Device Description

Settings in the printer device configuration in operating system that can cause writers to end are the Inactivity timer and Activation timer.
The recommended setting for Inactivity timer should be set at some value other than *NOMAX so that the connection will be closed during periods of no activity. Even if not sharing on the network, *NOMAX can cause problems with the writer connection.
The Activation timer should be set to a value large enough to prevent posting of intervention errors due to TCP/IP transmission delays and printer processing delays. The default setting of 170 seconds is usually large enough to accomplish this unless you send large files to a printer with a slow processor that has a lot of memory. Increasing the activation time will prevent unwanted intervention errors but that time will have to pass before you will get a desired intervention error.
Note that intervention errors do not stop the print process. If the Printer Error Message parameter in the Device Description for the writer was set to *INQ , then the intervention will require an operator input to retry or to cancel the writer.
(At R370, the Printer Error message is not recognized on ASCII printers. Change the User defined options parameter to ERRMSGINFO).
If the Printer Error Message parameter was set to *INFO , then the driver will continue to retry until the connection has been established or the TCP/IP has closed the socket or, in the case of a slow printer processor, the proper response is obtained which is either the printer is on-line or that the printer has received all the data. If the connection was eventually successful, the intervention message will be attempted to be removed from the message queue, and process will continue.
Please set the Printer Error Message to *INFO and the User Defined options to ERRMSGINFO.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID   TAUS0626631EN*   **Solution Usage**

Description

Is tandem printing or copying supported?

Solution

Tandem printing or copying is not supported at this time.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0657210EN*   **Solution Usage**

Description

Jig panel simulator.

Solution

The latest Jig panel simulator 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'. Select the "Utilities tab.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0701072EN*   **Solution Usage**

Description

Is tab printing or copying supported?

Solution

Tab printing or copying is not supported.

Solution ID   TAUS0701378EN*   **Solution Usage**

Description

FS-514, maximum paper specification for fold and staple.

Solution

The maximum paper specification for fold and staple is 90 g/m2.
SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID   TAUS0702361EN*   **Solution Usage**

Description

Where to findmanuals and other product documentation.

Solution

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

Solution ID   TAUS0702418EN*   **Solution Usage**

Description

Can printing be performed when using a host name instead of a TCP/IP address via DHCP?

Solution

Printing can be performed when using a host name instead of a TCP/IP address via DHCP. The Microsoft® Windows 2000 or 2003 Server must be set to Dynamically update DNS A and PTR records for DHCP.
Note :See attached screen shots for settings. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0702779EN*   **Solution Usage**

Description

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

Solution

CAUSE: Incorrect procedure.

SOLUTION: After ARPing the LinkCom™ box, PING the TCP/IP address in order to activate the ARP. The light will go solid and it will be seen in PrintGuide™.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0702889EN*

Solution Usage

Description

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

Solution

Please perfrom the step-by-step procedures mentioned in the attached PDF.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703363EN*

Solution Usage

Description

Can PageScope Data Administrator export user boxes to another unit?

Solution

PageScope Data Administrator cannot export user boxes to another unit.
Note : At this present time, there is no application or utility, except for the HDD Backup utility, which takes hours to complete the backup.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD and Ian Lynch, Production Print/SSD

Solution ID TAUS0703819EN*

Solution Usage

Description

SimWin cannot communicate with a DTP-32 or DTP-34.

Solution

CAUSE: There are two serial ports on the workstation andthe printer is connected to one of serial portswith the densitometerconnected to the 2nd serial port at the same time.

SOLUTION: Only one serial port can be used. The serial cable must be physically switched between the machine and densitometer.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0800082EN*

Solution Usage

Description

Is thereadifference between a 1301 error code and a C1301 error code?

Solution

The 1301 error code refers to a paper feed issue with Tray 3.The C1301 error code refers to the finishing option cooling fan motor, M9. When troubleshooting a problem, refer to the correct documentation for each error code.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD and Bill Hall, Workgroup/SSD

Solution ID TAUS0800126EN*

Solution Usage

Description

How to banner print from a Macintosh®.

Solution

Macintosh®does notsupport banner printing.
The supported OSs are Microsoft® Windows 2000 Professional, Microsoft® Windows XP Home and Professional, Microsoft® Windows Server 2003.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

March 2009

Solution ID   TAUS0800248EN*

<div align="right">

Solution Usage

</div>

Description

How to enable/disable Auto Color Selection (ACS).

Solution

To enable/disable Auto Color Selection change software switch #53 from hex 00=> 01 thenturn the main switch OFF/ON. See attached Bulletin Number 6313 for additional information.

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

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

Solution ID   TAUS0800403EN*

<div align="right">

Solution Usage

</div>

Description

How to print SAP R/3barcodes.

Solution

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

Currently the best andeasiestway to print SAP barcodes is to attached a device from Typehaus to the MFP.

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

To Purchase this device contactTypehaus at: http://typehaus.com . Be sure to mention your affiliation with Konica Minolta.

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

Solution ID   TAUS0800433EN*

<div align="right">

Solution Usage

</div>

Description

IsMagneCote® paper or magnetic backed paper supported?

Solution

MagneCote® paperor magnetic backed paper is not supported.

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

Solution ID   TAUS0800541EN*

<div align="right">

Solution Usage

</div>

Description

How to reset error codes.

Solution

To reset error codes, perform the following procedures:

1. Turn main power switch OFF.
2. Turn main power switch ON while pressing the Menu/Select key.
3. Keep pressing the Menu/Select key until the LED turns OFF on the control Panel.
4. Check to make sure that the "Trouble Reset" will be displayed on the control Panel after LED turns OFF.
5. Pressing the Menu/Select key.
6. Check to make sure that "OK" is displayed and the it has been reset.
7. Turn main power switch OFF and ON again, and make sure that the machine properly starts.

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

Solution ID   TAUS0800548EN*

<div align="right">

Solution Usage

</div>

Description

When using the firmware imaging tool the computer gets a Read error 0003, the system cannot find the path specified.

Solution

CAUSE: The temp folder may be missing from the root of the C: drive.

SOLUTION: Check and make sure the temp folder is on the root of the C: drive. Create it if it is missing.

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

<div align="right">March 2009</div>

Solution ID　TAUS0800657EN*　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

Installation instructions for the Microsoft® Windows NT 4 PostScript driver.

Solution

InstallMicrosoft® Windows NT 4.0 Service Pack 6a CD-ROM when installing the PostScript driver for Microsoft® Windows NT 4.
Why isthe SP 6a CD-ROM necessary for installing?
1. PostScript driver for Microsoft® Windows NT 4 needs the related file of Microsoft® PScript4.
2. The related file of PScript4 is includedon theCD-ROM of Service Pack 6a. However, the related file of PScript4 is not installed automatically when using Service Pack 6afor Microsoft® Windows NT 4.
3. Konica Minolta had a redistribution contractfor the related file of PScript4 with Microsoft®, but the contract expired in December 2006.
4. Due to the expiration of the redistribution contract,the related file of PScript4 cannot be includedon the CD-ROMfor the PostScript driver.
For details, please refer to the attached files.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　TAUS0800692EN*　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

Does the Parameter Chip come standard with the replacement board?

Solution

The Parameter Chip does not come standard on the new boards.
　Note : The Parameter Chip must be ordered online, as with the NVRAM. Please see page 6 of attached Bulletin Number5783. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID　TAUS0800946EN*　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

How to find/display a MAC address.

Solution

To find the MAC address of a specific device in a Microsoft® Windows environment, such as a main body internal NIC, access the command prompt,PING the TCP/IP address of the device and then perform the command, arp –a .
The attached procedures are for Microsoft® Windows 98/NT/2000/2003/XP, DOS/Microsoft® Windows 3.11/Microsoft® Windows for Workgroups, Microsoft® Windows Vista™ and Macintosh® OS X. To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
　Note : Also attached is the Technitium MAC Address Changer© freeware program. This software is not supported by Konica Minolta and is to be used at your own risk.
To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Freddie Burnham, Production Print/SSD

Solution ID　TAUS0800958EN*　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

Why are there numerous fuser jams when running 11x17, duplex and full bleed with 100% coverage?

Solution

Printing or copying originals at 100% coverage/fill is not supported and willcause fuser jams.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID　TAUS0801040EN*　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

How to find/display the MAC address in a Macintosh® OS X environment (versions 10.1, 10.2, 10.3, 10.4, 10.5).

Solution

Please perform the procedures mentioned in 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 .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0801045EN*   **Solution Usage**

Description

How to check Java version on a Macintosh® OS 10.X.

Solution

To check Java version on a Macintosh® OS 10.X:
Open a Finder window=> select the base HD=> select Applications=> select Utilities=> select Java.All installed versions of Java will be listed.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0801112EN*   **Solution Usage**

Description

What type of cable to use with the SimWin Panel Jig software.

Solution

TheField Service Manual addendum for the bizhub C250P indicates a serial cable but does not indicate how the cable is terminated. The bizhub C450P manual indicates that the cable is aRS-232C D-Sub 9-pin cross cable.
Please see attached documentation for examples. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD and Jim Behrends, Production Print/SSD

Solution ID   TAUS0801266EN*   **Solution Usage**

Description

Serial number and meter reading location.

Solution

Serial Number : Located on the UL label on the left side of machine.
Meter : Mechanical counter accessed by opening front door.Located on left side above the power switch.
Software counter accessed by pressing Utility/Counter button on Operation Panel.
Note : Please see attachment.
SPECIAL NOTE: Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0802186EN*   **Solution Usage**

Description

Can pre-punched paper be used for copying/printing? What type of paper should not be used?

Solution

Do not use the following types of paper otherwise decreased print quality, paper misfeeds or damage may result.

OHP transparencies that have already been fed through the machine (even if the transparency is still blank)
Paper that has been printed on with a heat-transfer printer or an inkjet printer
Paper that is either extremely thick or extremely thin
Folded, curled, wrinkled, or torn paper
Paper that has been left unwrapped for a long period of time
Damp paper, perforated paper, or paper with punched holes
Extremely smooth or extremely rough paper, or paper with an uneven surface
Paper that has been treated, such as carbon-backed, heat-sensitive or pressure-sensitive paper
Paper that has been decorated with foil or embossing
Paper of a non-standard shape (not rectangular)
Paper that is bound with glue, staples or paper clips
Paper with labels attached
Paper with ribbons, hooks, buttons, etc., attached
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

March 2009

Solution ID   TAUS0802224EN*   **Solution Usage**

Description

Available settings for extending the life of imaging units.

Solution

Be sure that the latest version of firmware is installed in the machine. Then use the model-specific steps included in attached Bulletin Number 6525 and Bulletin Number 6105 to adjust the IU Life settings.
   Notes :
 1. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 2.To viewthe 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   TAUS0802261EN*   **Solution Usage**

Description

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

Solution

To change the Page Size in Adobe® InDesign® in Macintosh® OSX 10.5:
 1. With the document open, select File.
 2. Select Print.
 3. On the General tab select the printer from the list.
 4. On the Setup tab select the desired page size.
 5. Select Print to print the job.
  SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0802262EN*   **Solution Usage**

Description

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

Solution

To change the Page Size in Adobe® Acrobat® in Macintosh® OSX 10.5:
 1. With the document open, select File.
 2. Select Page Setup.
 3. Format For: Select the printer from the list.
 4.Page Size:Select the desired page size.
 5. SelectOK.
  SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0802396EN*   **Solution Usage**

Description

Does the machine log and entry in the machine history when the machine is down due to a no toner condition?

Solution

The machine does not have the capability to log a no toner condition and only displays a message to replace toner.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802444EN*   **Solution Usage**

Description

Changing the toner filter (deodorant filter).

Solution

The toner filter is located in the back of printer. Please refer to attached procedure. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID   TAUS0802654EN*   **Solution Usage**

Description

Errors when writing to the CF card via the Firmware Imaging Toolkit.

Solution

CAUSE: Thereis additional setup configuration requiredafter installing the Firmware Imaging Toolkit.

SOLUTION:Procedure by OS:
Microsoft® Windows Vista™
1. Open Control Panel.
2. Open System and Maintenance, and then click on Administrative Tools.
3. Double-click on Local Security Policy.
4. Local Security Policy is opened and Security Settings is displayed in the left portion ofthewindow.
5. Click left side of Local Policies, and then Local Policies is opened.
6. Click displayed Security Options, and then double-click on[Devices: Allowed to format and eject removable media] that is displayed in the right side ofLocal Security Policy window.
7. Change the setting to Administrators and Interactive Users and click OK.
8. After restarting PC, all users can use Compact Flash Card.

Microsoft®Windows XP
1. Open Control Panel.
2. Open Performance and Maintenance, and then clickon Administrative Tools.
3. Double-click on Local Security Policy.
4. Please open the following policy.
Security Settings\Local Polices\Security Options\Allowed to format and eject removable media
5. Select Administrators and Interactive Users,and then click OK.
6. Reboothe PC to take effect.

Microsoft®Windows 2000
1. Open Control Panel.
2. Open Administrative Tools.
3. Double-click on Local Security Policy.
4. Please open the following policy.
Security Settings\Local Polices\Security Options\Allowed to format and eject removable NTFS media
5. Select Administrators and Interactive Users,and then click OK.
6. Reboothe PC to take effect.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID   TAUS0808234EN*   **Solution Usage**

Description

Where are the ICC color profiles stored on a Macintosh OS X system?

Solution

Color Profiles are stored in the Libraries ? Colorsync ? Profiles folder.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0808488EN*   **Solution Usage**

Description

C-5357 shortly after power ON.

Solution

CAUSE: Obstructed or failed cooling fan motor/1.

SOLUTION: Prior to replacing the cooling fan motor/1 (FM12), perform the following:
1.Check the cooling fan motor/1 connector for proper contact.
2. Inspect the fan housing for dust or other obstructions that restrict the fans rotation.

3.Reseat CNDM2 on PWB-M.
4. Replace cooling fan motor/1 (p/n 9313 1400 81) as necessary.
 SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0808537EN*   **Solution Usage**

Description

To what does a Status-* error message on the LCD screen refer?

Solution

 The Status-* error refers to a stabilization error. The number [*]following Status indicates the stabilization error.For example, Status-22 refers to a color registration adjust failure. Attached is alist of stabilization error codes. 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 Gary Scimeca, Production Print/SSD

Solution ID   TAUS0900005EN*   **Solution Usage**

Description

Installing and using Cygwin™.

Solution

 Please follow the procedures mentioned in the attached documentation.To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

 Below are the sample commands for each model.
  COMMANDS : (D:) being the drive letter of the CF Card.
 bizhub C200
mkcf tie D:
 bizhub C203
mkcf ti25 D:
 bizhub C253
mkcf ti 2 D:
 bizhub C350/C351/C450
mkcf D:
 bizhub C353
mkcf ti1 D:
 bizhub C451
mkcf mi3 D:
 bizhub C550
mkcf mi2 D:
 bizhub C650
mkcf mi1 D:
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0900135EN*   **Solution Usage**

Description

Is the NVRAM Recovery firmware compatible with the printer version?

Solution

 The NVRAM Recovery firmware is not supported on the printer version.
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0900580EN*   **Solution Usage**

Description

How to increase the timeout value for a PageScope Web Connection session.

Solution

 If the utility is used with the cache enabled and Administrator mode has timed out, the timed out page may appear even when PageScope Web Connection is accessed again. In addition, since the machine control panel remains locked and cannot be used, the machine must be restarted with the main power switch. In order to avoid this problem, disable the cache. To disable the cache:
 Microsoft® Internet Explorer

---

1 On the "Tools" menu, click "Internet Options".
2 On the General tab, click the [Settings] button under "Temporary Internet files".
3 Select "Every visit to the page", and then click the [OK] button.

  Netscape® Navigator
 1 On the "Edit" menu, click "Preferences".
2 Under "Category" on the left, click "Advanced", then "Cache".
3 Under "Document in cache is compared to document on network:", select "Every time".

  Mozilla® Firefox
 1 On the "Tools" menu, click "Options".
2 Click "Privacy", and then click the [Settings] button at the bottom of the dialog box.
3 Select the "Cache" check box under "Private data", select the "Clear private data when closing Firefox" check box under "Settings", and then click the [OK] button.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900736EN*   **Solution Usage**

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

Solution
 Please follow this step-by-step procedure and refer to the attached video.
 1. Load the 64-bit driver on the server and share it out.
 2. Load a 32-bit driver on a workstation locally.
 3. From the workstation perform the Run command to connect to the server (example: \\11.11.5.33) and press enter. This should bring up the server.
 4.Navigate to the previously shared out printer on the server.
 5. Right-click on the shared out printer and select properties.
 6. Select the sharing tab and then click on the Additional Drivers button.
 7. Select or check-off the 32-bit driver to be added to the 64-bit system.
 8. Select OK and then browse to the folder that houses the 32-bit driver to be installed and select OK. The Additional Drivers window should now have the 32-bitand 64-bit checked off.
 9. Check the Additional Drivers of the Server to make sure that the 32-bit has been pushed up (right-click on the shared out printer of the server =>Properties =>Sharing Tab =>Additional Drivers).
  Notes :
 a.This was tested on like versions of 32-bit and 64-bit drivers.
 b.To viewthis procedure, Apple© QuickTime®should be installed.It can be downloaded for free at http://www.apple.com/quicktime/download/ .
  SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID   TAUS0900738EN*   **Solution Usage**

Description
Requirements needed for testing and escalation to SSD or ASG of print quality or related issues for Fiery®, CREO©, Emperon and applications.

Solution
 Requirements are:

 Hard copy samples of issue, with the issue pointed out or circled.
 Hard copy samples of what the copies should look like (if possible).
 Engine test prints of gradations, halftones at different densities levels, 255, 100, 80, 40.
 Mixed halftones at different density levels (see attached Mixed halftones document for additional information).
 All machine management and adjustment list printouts.
 If relevant, Fiery® configuration page, PostScript and or PCL test page.
 If relevant, CREO© configuration page.
 Operating System versions (Service packs, 32-bit or 64-bit, etc.), application versions (e.g., Adobe® Acrobat® Pro 8.13), driver versions.
 A print to file. PCL or PostScript test print file. This file must have been tested using an LPR command to copy to the MFP and the reported failure observed prior to sending to SSD or ASG.
 If applicable, an archive job off of the Fiery® with rasters (RIPped data). This archive should have been tested and verified to contain the reported failure. The archive folder and associated files must be zipped before sending or placed directly on a CD or DVD.
 If applicable, an archive off of the CREO© that also contains the rasters (RIPped data)
 The original application file. If the problem is with Quark® or InDesign®, we need the file and all of its assets (fonts, linked graphics, etc.). Use the feature "Select Package" within the application for Portability (see attached InDesign file document for additional information). Fill out the wizard, put in the associated ticket number and special instructions of how the job was set up (detailed, including screen shots if available) and a folder name (usually of the ticket number and or name of the account). These files will typically be too large to attach to a ticket or to E-mail and will have to be sent on a CD/DVD.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID　　TAUS0900739EN*　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

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

Solution

 Please follow this step-by-step procedure and refer to the attached video.
 1. Load the 64-bit driver on the client.
 2. Load the 32-bit driver on the server and share it out.
　 Note : If you receive a pop-up indicating "COPY ERROR", setup cannot copy this file. Example: KOZJA_.PP_. This could possibly be a file path length
limitation. Try reducing this limitation by pulling out the specific driver needed and placing it on the desktop.
 3. From the 64-bit client perform the Run command to connect to the 32-bit server (example: \\11.11.5.33) and press enter.
 4. Double-click on the shared out printer.
 5. Select printer and then properties.
 6. Select the Sharing tab and click on the additional drivers box.
 7. Select or check-off the 64-bit (x64) driver to be added to the 32-bit server.
 8. Select OK and the 64-bit driver should be pushed up to the server.
 9. Check the additional drivers of the client and server to confirm that the x86 (32-bit) and x64 are both installed.
　 Notes :
 a.This was tested on like versions of 32-bit and 64-bit drivers.
 b.To viewthis procedure, Apple© QuickTime®should be installed.It can be downloaded for free at http://www.apple.com/quicktime/download/ .
 SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID   TAUS0800615EN*   **Solution Usage**

Description

DF-601/DF-608/DF-610/DF-611,small/odd size originals will jam or a part of the image is missing.

Solution

CAUSE: Incorrect settings.

SOLUTION:Set up a memory one-touch for small/odd size originals from the platen glass. Perform the following steps to run custom size paper from the RADF using a memory one-touch:

1.Press the Application Icon.
2.Press the Image Adjustment Icon.
3.Press the Standard Size Icon.
4.Press the Custom Size Icon.
5.Max out the X and Y coordinates.
6.Press mode memory and store the settings.
 Note : The programmed memory one-touch will allow odd size originals to be run from the RADF without jamming or cutting off a part of the image.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801765EN*   **Solution Usage**   8

Description

FS-xxx, first page not aligned properly/not stapled in stapled sets.

Solution

CAUSE:Static build-up onalignment plate which causes the first page to stick.

SOLUTION:Wipe affected are with anti-static compound (Brillianize®, Pledge®, dryer sheet, etc.).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0703395EN*   **Solution Usage**   6

Description

Intermittent jamming/misfeeding from paper cassette(s).

Solution

CAUSE: Paper cassettemoves forward due tomachine vibration. The cassette holder is worn/weak and t he "holding power" hasdecreasedover time.

SOLUTION: The shape of holder has been changed, strengthening the power of cassette hold and by installing a Stop Ring (p/n 4348620600).
Install thecassette holdercountermeasure to preventthe cassette from unlockingas explained inattached Bulletin Number 6217.To viewa PDF, Adobe Reader® 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   TAUS0808044EN*   **Solution Usage**   1

Description

PK-501/PK-510/PK-515 installation caution.

Solution

The mylarmay be bent or damagedwhen the technician installs the punch unit. Please refer to the attached Technical Information Notice for detail. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0900162EN*   **Solution Usage**

Description

Machine will not print color when thick paper (11x17 only) is fed from the bypass tray. The machine will indicate a jam when THICK paper selected.

Solution

Escalations System Support has escalated this issue to the Engineering Center in Japan for review and possible correction.
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.
For phone advisors, please attach to this solution so that an automatic E-mail 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 Craig Blyther, ASG/SSD

     March 2009

Solution ID   TAUS0658258EN*   **Solution Usage**   25

Description

Intermittent No Reply from PING; no printing and cannot browse; requires reboot to recover.

Solution

CAUSE:A vulnerability was corrected in early firmware where excessive SMB traffic can causethe NICto drop off.

SOLUTION:Please use the following firmware version or higherto correct this issue.
 IC-611 (bizhub PRO 1050)
Ver.30-COC0
 IC-203 (bizhub PRO 920)
Ver.20-COC0
IC-202 (bizhub 600/bizhub 750)
Ver. 30-CH
 bizhub 360/420/500
Version 30
 bizhub C450/C351/C250/C252/C352/C300
(Phase3.03/Ver.I8)
 Notes :
1. If the issue is not resolved by the new firmware, please obtain details to further the investigations. Currently, here are the first items to confirm and provide.
 a. Provide answers to the following questions:

What type of network environment is the customer using?

What is the network speed?

What is the NIC speed on our engine?

When the device goes down can it be PINGed orbrowsed to?

What protocols are on the network?

Is the machine in a power save or sleep mode at the time of failure?

Does the machine have a static TCP/IP address or is it dynamic (DHCP)?

How often does the incident occur?

Are there any routers, switches or hubs involved on the network segment(s)which aretrying to utilize the machine?

What type of 'special' applications are utilized by people who print to the device?
 b. If a bizhub 600/750/PRO 920, you can perform a Hyperterminal session and set transfer to text to create text file that shows the controller activity.
 c. Perform an Ethereal network packet capture. Instructions are attached.
2. The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 3. Refer to the attached PDF for reference. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/BSE

Solution ID   TAUS0701860EN*   **Solution Usage**   11

Description

HTTP 400 - Bad Request error. Unable to view the printer web browser (PageScope Web Connection).

Solution

CAUSE: The reason for the error:
1. A bad request.The browser sent a request that the server could not understand.
2. An attempt to communicatewith plain HTTP to an SSL-enabled server port. Instead, use the HTTPS scheme to access the URL.
3.The request could not be understood by the server due to malformed syntax. The client SHOULD NOT repeat the request without modifications.
 Note : The first digit of the status code specifies one of five classes of response.

1xx Informational

2xx Success

3xx Redirection

4xx Client Error

5xx Server Error

 SOLUTION: The error can be eliminated by:
1. Checking for any enabled Pop-up blockers and reconfiguring them.
2. Checking for Internet security software that may be blocking Web access and disabling the service. Example: Norton© Internet Security.
3. Installing Microsoft® .NET Framework 1.1 Service Pack 1. Microsoft® has confirmed that this is a problem inMicrosoft® products that are listed in the "Applies to" section. This problem was first corrected in.NET Framework 1.1 Service Pack 1.
   Note : Refer to Microsoft® Article ID: 826437 -   FIX: "HTTP 400 - Bad request" error message in the .NET Framework 1.1   .

Solution ID   TAUS0703832EN*   **Solution Usage**   11

Description

"Deleted Due To Error, No Account Set For Group Auth" message when printing with Account Track and the Macintosh® Intel® 10.4 latest version driver on a Macintosh® 10.5 'Leopard'.

Solution

 CAUSE: Driver incompatibility.

 SOLUTION: Tentative releaseof Macintosh® OS 10.5 'Leopard' drivers is 4/2008.
  SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID   TAUS0701255EN*   **Solution Usage**   10

Description

 Troubleshooting vCare/CS Remote Care E-mail communication failure.

Solution

 In the attached vCare/CS Remote Care E-mail Communication Troubleshooting Guide are troubleshooting methods and procedures to resolve vCare E-mail Communication issues. Topics addressed are:
 A. Essential vCare Technician troubleshooting tools
B. Email Communication Requirements
C. Additional Requirements
D. Troubleshooting when a email communication test fails
E. EMAIL Server Considerations
F. Determining the type of Authentication required on a Mail Server, through telnet
G. Ethereal network capture to diagnose email connectivity issues
H. Performing a Communication Test, Printing the Communication Log and verifying that the MFP is communicating with the vCare system
I. Verifying through the vCare web application that MFP setup is complete
J. Example Mail Server logs which record a CSRC Communication Test and reception of a "setup email"
K. Advanced Email Communication Troubleshooting

   Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID   TAUS0657732EN*   **Solution Usage**   5

Description

Finishing options are not being applied to multiple Microsoft® Excel 2000/2002/2003 worksheets using PCL or PostScript drivers.

Solution

 CAUSE: Microsoft Excel will treat each worksheet as a "separate" print job. Refer Microsoft® Knowledge Base article Q214383. The URL is http://support.microsoft.com/default.aspx?scid=kb;en-us;214383 .

 SOLUTION: There are two workaround options for this issue:

 To configure the first option, perform the following:
 1. Select first spreadsheet.
2. Click on File.
3. Click on Page Setup.
4. Click on Option button.
5. Select finishing options (i.e., duplex, stapling) from driver properties.
6. Click OK.
7. Select next spreadsheet.
8. Repeat steps2 through7 until finishing options are set for all applicable speadsheets.

To configure to setup the finishing select as the default, perform the following:
 1. Access printer driver list (Microsoft® Windows XP is "Printer and Faxes").
2. Right-click on the print driver.
3. Click'Set as Default Printer' for the workstation.
4. Click on Properties.
5. Click on Advanced tab.
6. Click on Printing Defaults.
7. Set the finishing options.
8. Click OK twice.
 Notes :
 a. These steps must be performed on a local print driver with login having manage or full rights to the local print driver.
 b. The drivers migrated from Microsoft® Windows 2000 or 2003 server then apply these settings from server print driver under "Printing Defaults".
 c. These settings will be applied to every print job built by the print driver.
 SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0630339EN*   **Solution Usage**   4

Description

Printing from Microsoft® Word, when attempting to print a 5.5x8.5 booklet (onto 8.5x11R paper) the output is always on 11x17.

Solution

 CAUSE: Scale to Paper Size is not set properly in Microsoft® Word.

SOLUTION: From the Microsoft® Word print dialog box, set Scale to Paper Size to 5.5x8.5.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0703546EN*   **Solution Usage**   4

Description

 Printing from any driver using an Adobe® CS3 Suite application is very slow. The print job maycomplete quickly, but the application indicates that it is still printing for a long period after the actual completion. The application is unavailable to perform any other tasks during this period.

Solution

 CAUSE: A compatibility issue between a native Intel® application, like Adobe® CS3 Suite applications and the Intel® versionMacintosh® OS 10.4x.

 SOLUTION: The best workaround for this issue is to hide the Macintosh® DOCK. The problem appears to be related to how the application interacts with the DOCK while it is visible. Auto-hiding theDOCK through preferences will correct this printing deficiency. Adobe® and Apple® have not officially acknowledged this problem, even though it affects printing using any print driver.
 SPECIAL NOTE : Solution contribution by Bill Ehmke and Ed Bellone, ESS/SSD

Solution ID   TAUS0700252EN*   **Solution Usage**   3

Description

How to default a Macintosh® driver to black & white.

Solution

 The drivercannot bedefaulted to black & white on a Macintosh®. This is a limitation of the operating system. Howevera PRESET can be made in the driver for black & white printing by performing the following:
 1. Select FilePrint andfrom the PRINT box, select the drop-down from the second box under the presets box.
 2. Select QUALITY.
 3. Select the drop down for SELECT COLOR.
 4. Select GRAYSCALE (or the desired functionalityto besaved as a preset like duplex, finishing options, etc.).
 5. Select PRESETS, then SAVE AS….
 6. Name the file (example: Black & White).
 7. Select OK. Select this saved PRESET of Black & White wheneverblack & white printing is required.
 SPECIAL NOTE : Solution contribution by Ed Bellone and Chuck Tripp, Production Print/SSD

Solution ID   TAUS0703476EN*   **Solution Usage**   2

Description

When printing from Microsoft® Office Excel, aseparate print job for each copy is created, and then sentto the MFP or printer.

Solution

 CAUSE: When the Collate checkbox in the print dialog box is selected (checked), Microsoft® Office Excel creates the separate print job for each copy. For example, ifselecting Collate in the print dialog box and entering 3 for number of copies, 3 jobs are created when printing the document. This is the specification for Microsoft® Office Excel. Thefollowing link is the explanation from Microsoft http://support.microsoft.com/kb/211474/en

 SOLUTION:Clear theCollate checkbox on the Print dialog andselectthe Collate checkbox on the Basic tab in the driver settings.
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0800366EN*   **Solution Usage**   2

Description

When printing from Microsoft® Publisher andperforming a mail merge, thecopiesare all stapled together.

Solution

 CAUSE: This is a known anomaly with Microsoft® applications.

 SOLUTION: Please read the attached Microsoft® articleregarding a resolution for the problem with Microsoft® Publisher 2000 and 2003. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801522EN*   **Solution Usage**   2

Description

 In PageScope Data Administrator (PSDA) version 4, when performing Settings for multiple devices (through the "Setting for multiple devices tab", when Editing or Adding accounts), the Data Export completes, but with errors and no information can be written to other devices. This issue occurs with alldevices communicating using OpenAPI version 2.x.
 Additionally, Japanese characters appear in the "Permitted Functions" section when performing Settings for multiple devices (through the "Setting for multiple devices tab" when Editing or Adding account information).

Solution

 CAUSE: Updated version of PageScope Data Administrator is required.

 SOLUTION: These issues have been addressed with the release of PageScope Data Administrator 4.0.4110 which is available for download 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 : It is necessary to first uninstall the existing version of PSDA version 4.x and the Device setup utility from Add/Remove Programs, reboot the PC, then install this current version.
 The following have been changed from the previous version:
 Fixing the problem as follows:

 The permitted functions show as Japanese characters.
 An error occurs to acquire the information of the account group box which does not support in OpenAPI version 2.X of the device.
 The following version of the firmware of the product that connects to this application must be used.
  Note : For information on the firmware version of your product and upgrades, contact a service center or the dealer where you purchased the MFP product.
 bizhub C450/C351 Phase 2.0 (Card version A7 [4037-0100-G00-B6-***]) or later
 bizhub C250 Phase 2.0 (Card version 88 [4038-0100-G00-75-***]) or later
 bizhub 750/600 Phase 2.0 (Card version 20 [57AA-0100-G00-20-***]) or later
 bizhub 500/420 Phase 2.0 (Card version 20 [50GA-0100-G00-20-***]) or later

  System Requirements
 Supported OS:
 Microsoft® Windows 2000 Professional (SP4 or later)
 Microsoft® Windows XP Professional/Professional x64 Edition (SP1 or later)
 Microsoft® Windows Vista™ Business/Enterprise/Business x64 Edition/Enterprise x64 Edition

 Microsoft® .NET Framework 2.0 (Microsoft® Windows 2000)
 Microsoft® .NET Framework 2.0 SP1 (Microsoft® Windows XP)
 Microsoft® .NET Framework 3.5 (Microsoft® Windows Vista™)

 Network:Properly configured TCP/IP protocol.
 SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID   TAUS0703029EN*   **Solution Usage**   1

Description
 CF card programming with Cygwin© and Imaging ToolKit 2006.

Solution

When testing Imaging ToolKit 2006 and Cygwin© (version based on the bizhub C550), two small problems appeared which can be both eliminated to get the tools working properly.

1. The Imaging Toolkit 2006 needs to be extracted first. Do not try to install it out of the archive otherwise there will be an error message about a missing file.

 Note : The latest version of Imaging ToolKit 2006 is available via the Konica Minolta Download Selector under Utilities. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Please refer to the attached Release Notes for additional detail. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
 http://www.adobe.com/products/acrobat/readstep2.html

2. Embedded Cygwin © was not working "out of the box". Microsoft® Windows Vista™ reported some memory problems. This issue could be solved by enabling the compatibility mode "Windows XP SP2" for the application "bash.exe" located in the bin folder of Cygwin/bin folder of bizhub C550 firmware.

 Note : Please refer to attached file for additional detail. To view the document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL;
 http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
 SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID   TAUS0800367EN*   **Solution Usage**   1

Description

When duplexing from Microsoft® Publisher 2007 there is a manual duplexing wizard that is opening. This is forcing manual duplexing.

Solution

 CAUSE: Duplexing is being selected in the wrong location.

 SOLUTION: Select duplexing under the Properties and select Single-sided in the initial print dialog window.
 SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID   TAUS0800544EN*   **Solution Usage**   1

Description

Only the first worksheet of a workbook is duplexed when printing from Microsoft® Excel.

Solution

 CAUSE:Microsoft® Excel prints each worksheet as a seperate print job; this is a limitation on Excel.

 SOLUTION: To print the entire Microsoft® Excel workbook duplexed, follow this workaround:
 1. In Microsoft® Excel select the first worksheet.
 2.Select File.
 3. SelectPrint.
 4. Select Properties.
 5. In the print driver select Duplex.
 6. Select OK.
 7. Select Cancel in the print dialog box.
 Repeatsteps 1-7 for each worksheet in the workbook.
 8. Select File.
 9. Select Print.
 10. Select Entire Workbook.
 11. Select OK.
 SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0800601EN*   **Solution Usage**   1

Description

When printing from Microsoft® Office Excel using authentication and printng several spreadsheets within the same document, the authentication dialog box pops up for each spreadsheet page.

Solution

 CAUSE: Improper selection in the printer driver.

 SOLUTION: Select PRINT ENTIRE WORKGROUP in the application dialog box.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0808166EN*   **Solution Usage**   1

Description

When printing a B/W page from Microsoft® Office Publisher 2003/2007 color page click is counted.

Solution

CAUSE:When printing, Publisher is defaulted to print as Composite RGB.

SOLUTION: Change it to Composite CMYK. Please perform the following procedure:
1. Select File.
2. Select Print Setup.
3. Select Printer Details Tab.
4. Select Advanced Printer Setup.
5. Select the Separations Tab.
6. Under Output, select Print colors as: Composite RGB (this willgenerate color page clicks).
7. Change it to Composite CMYK.
8. Select OK.
9. Select OK.
10. Now you can print the Document.
   Note :Please see the attached files forcomplete step-by-step procedure. To viewan AVI, Microsoft® Windows Media Playerversion 9 or newer must be installed. Downloadat:
   http://www.microsoft.com/windows/windowsmedia/player/10/default.aspx .
 To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0701197EN*   **Solution Usage**

Description

Macintosh® Intel O/S 10.4 losing connection after a few print jobs.Macintosh® must be rebooted to restore printing.

Solution

CAUSE: Corrupt or improperly installed driver.

SOLUTION: Completely remove and re-install the driver according 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 Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0702004EN*   **Solution Usage**

Description

MT-501, cannot print to the mailbin after upgrading to I8 firmware.

Solution

CAUSE: Print driver was not upgraded after upgrading machine firmware.

SOLUTION:Upgrade PostScript/PCL print drivers to version 3.
   Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (
http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0703335EN*   **Solution Usage**

Description

Why, when printing to HDD using PCL driver, doesa warning message appears before storing the job?

Solution

To eliminate the popup window update the PCL driver. Pleaserefer tothe following.
   Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (
http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

 bizhub C450
  1. Release version and download file name
 Following program version is explained in this file.

 [Release version]

Product name

Program name

Based version

Release version

Language

Installation type

Note

C450

  KONICA MINOLTA C450 PCL Driver

  03.02.02.00

03.02.02.02

English

Add type

Windows 2000/XP/Server2003

[Download file name]
  c450_pcl_win2k_xp_2k3_v03020202_en_add.exe
  PRI_DLBT0703015EN.doc (this file)

  2. Where changed
  This program is released for the following purpose.

  This driver is released for the following purpose.
 And, please install this special driver only to the PC of a necessary customer.

  When selected "Save in User Box" and "Save in User Box and Print" in Output Method, the confirmation dialog for setting doesn't show.

  3. Restrictions
None

  4. Programs to be applied at the same time
There is no program to be applied with this KONICA MINOLTA C450 PCL Driver.
However, using with latest version program is recommended.

  5. How to install
  5.1. How to update the driver
Open the Printer folder by selecting [Start] => [Settings] => [Printer], and please select the [Add Printer] icon.

  5.2. How to check version
Open the properties of printer driver, and check the version in the order of Setup ->Version tab.

  bizhub C252/C252P
  1. Release version and download file name
Following program version is explained in this file.

[Release version]

Product name

Program name

Based version

Release version

Language

Installation type

Note

C252

  KONICA MINOLTA C252/C252P PCL Driver

  03.02.01.00

03.02.01.08

English

Add type

Windows 2000/XP/Server2003

[Download file name]
  c252_pcl_win2k_xp_2k3_v03020108_en_add.exe
  PRI_DLBT0703014EN.doc (this file)

  2. Where changed
  This program is released for the following purpose.

  This driver is released for the following purpose.
And, please install this special driver only to the PC of a necessary customer.

  When selected "Save in User Box" and "Save in User Box and Print" in Output Method, the confirmation dialog for setting doesn't show.

  3. Restrictions
None

  4. Programs to be applied at the same time
There is no program to be applied with this KONICA MINOLTA C252/C252P PCL Driver.
However, using with latest version program is recommended.

  5. How to install
  5.1. How to update the driver
Open the Printer folder by selecting [Start] => [Settings] => [Printer], and please select the [Add Printer] icon.

  5.2. How to check version
Open the properties of printer driver, and check the version in the order of Setup ->Version tab.

 bizhub 500/420/360
  1. Release version and download file name
Following program version is explained in this file.

[Release version]

Product name

Program name

Based version

Release version

Language

Installation type

Note

ic204

  KONICA MINOLTA   500/420/360   PCL Driver

  03.01.00.00

03.01.00.06

English

Add type

Windows 2000/XP/Server2003

[Download file name]
  ic204_pcl_win2k_xp_2k3_v03010006_en_add.exe
  PRI_DLBT0703017EN.doc (this file)

  2. Where changed
  This program is released for the following purpose.

  This driver is released for the following purpose.
And, please install this special driver only to the PC of a necessary customer.

  When selected "Save in User Box" and "Save in User Box and Print" in Output Method, the confirmation dialog for setting doesn't show.

  3. Restrictions
None

  4. Programs to be applied at the same time
There is no program to be applied with this KONICA MINOLTA 500/420/360 PCL Driver.
However, using with latest version program is recommended.

  5. How to install
  5.1. How to update the driver
Open the Printer folder by selecting [Start] => [Settings] => [Printer], and please select the [Add Printer] icon.

  5.2. How to check version
Open the properties of printer driver, and check the version in the order of Setup ->Version tab.
SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/SSD

Solution ID   TAUS0800604EN*   **Solution Usage**

Description
 Paper size in printer driver not defaulting to 8.5x11 when printing from Macintosh® OS 10.5.

Solution
 CAUSE: Printer driver requires update.

 SOLUTION: Download printer driver version 2.6.3 (bizhub C450/C352/C351/C300) or version 3.1.4 (bizhub C250/C252).
   Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (
http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers,
Firmware and more'.
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0801330EN*   **Solution Usage**

Description

When attempting to unpack the Macintosh® driver (a file in .sit format) thefile is opened in Microsoft® Word instead of uncompressing it.

Solution

CAUSE: Stuffit® is not installed on the computer.

SOLUTION: Please download and install Stuffit® on the Macintosh®.
SPECIAL NOTE : Solution contribution byJohn Meyer, North Shore OfficeMachines.

Solution ID   TAUS0801342EN*   **Solution Usage**

Description

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

Solution ID   TAUS0801364EN*   **Solution Usage**

Description

Driver problem for Macintosh® OS 10.5.

Solution

A working application will be suddenly shut down when "Standard" is selected in the Presets in the Print dialog after any menu except "Standard" (e.g.: "Last Used Settings") is selected and "print" is executed. Please refer to the attached file for details. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

 Workaround 1
1.Display the Print dialog.
2.Select "Auto select" in "All pages from" in "Paper feed".
3.If the Preset has already been saved, select "Save" in the presets, and then execute the printing. If "Last Used Settings" has been selected, execute the printing.
4.Display the Print dialog once again.
5.Select "Standard" in the Presets.

 Workaround 2
1.Select the Driver which has the problem, in "System Preferences", and then select other driver (e.g.: generic Postscript Printer) in "Print Using" in "Driver".
2.Display the Print dialog.
3.Change to the Driver which has been selected at Step 1, in "Printer" in the Print dialog. If the Print dialog of the Driver which had been selected at Step 1 has already been displayed, it is not necessary to be changed it.
4.Select "Standard" in the Presets.
5.Change back to the MFP Driver in "Print Using" in "Driver".
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0801980EN*   **Solution Usage**

Description

"Device can not print in accordance w/guidelines pick another printer" message when trying to print postage from Stamps.Com.

Solution

CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minoltadrivers.The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

March 2009

Solution ID   TAUS0802060EN*

Solution Usage

Description

When printing AS/400® forms, the print does not line up with the form.

Solution

CAUSE:The AS/400® is rasterizing the forms based on an HP® LaserJet 5si (this is by design).The margins are not set correctly and produces the offset.

SOLUTION:Create or obtain a new WSCST (Workstation Customization Object)with the following keyword in it.
 DATASTREAM=HPPCL5
 Replace the line with the following:
 DATASTREAM=HPPCL5I
 Thiswill tell HPT to image the form instead of rasterize it.
 Recompile the WSCST, end the writer, vary the device description OFF/ON and start the writer.
 When the job is sent, the form should be inline with the text.
 SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID   TAUS0802249EN*

Solution Usage

Description

Slow printing after upgrading firmware.

Solution

CAUSE: The print driver was not updated after the machine firmware was upgraded.

SOLUTION: Update the print driver to the most recent version available. The latest print 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 Gregg Gallant, Production Print/SSD

Solution ID   TAUS0808457EN*

Solution Usage

Description

Errors when printing with account track on a Macintosh® OS 10.5 system.

Solution

CAUSE: Standard Macintosh® drivers are installed on an Intel®Macintosh® system.

SOLUTION:Install Intel® Macintosh® drivers whichare 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'.
To verify which Macintosh® hardware versionis being used, select the Apple® icon in the upper left corner of the screen then select About This Mac .Intel® is the newer system, Power PC® is the older (standard) system.
 SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0900441EN*

Solution Usage

Description

SMB printing for Emperon controllers.

Solution

Please perform the step-by-step procedures outlined in the attached document. To view the document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL:
http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0642074EN*   **Solution Usage**   26

Description
PLEASE WAIT message on the display.

Solution
CAUSE: A possible failed or corrupt NVRAM.

SOLUTION: Verify the NVRAM by swapping it to a known good PWB-MFP. If the results are the same please fill out the online NVRAM/BRU ordering form to obtain a new NVRAM.
   IMPORTANT : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied .
   Notes :
 1. Refer to the attached Bulletin Number 5783 for more detail and the BRU form.
 2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
   SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/BSE

Solution ID   TAUS0702927EN*   **Solution Usage**   22

Description
Network menu button is missing from Admin Mode.

Solution
CAUSE: Corrupt NVRAM and/or failed PWB-MFP.

SOLUTION: Perform the NVRAM Recovery Procedure (see attachment for instructions).
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
 If NVRAM Recovery Procedure is unsuccessful, replace the PWB-MFP and NVRAM. To receive a replacement NVRAM, please utilize the Online Technical & Special Program order form located within MyKonicaMinolta.com:
 1. Login to MyKonicaMinolta.com.
 2. Select the Service tab.
 3. Select Warranty, Repair, & Special Programs (menu at left side of screen).
 4. Click on Warranty Services & Technical/FOC Programs (in center of screen).
 5. Select NVRAM/BRU Replacement Program.
   IMPORTANT : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.

   PART NUMBERS (PWB-MFP)
 bizhub C250/C250P/C252/C252P (p/n 4038 0121 06)
 bizhub C203/C253 (p/n A02E H342 05)
 bizhub C300 (p/n 9J06-H003-01)
 bizhub C352/C352P (p/n 9J06-0101-02)
 bizhub C353/C353P (p/n A02E H341 05)
 bizhub C351/C450/C450P (p/n 4037013104)
 bizhub C451/C550 (p/n A00J H020 07)
 bizhub C650 (p/n A00J H021 00)
   SPECIAL NOTE : Solution contribution by Chuck Tripp and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0652146EN*   **Solution Usage**   19

Description
'Warming Up' message remains on the control panel or C-DC00 at power up.

Solution
PROBABLE CAUSES:
 1.Poor connection or there are bent pins on the copier-to-scanner interface cable.

Inpect the cable and straighten the pins on the male side and then check that the female connector holes are round inshape and not oval. If the holes are oval-shaped, insert a small pin to reform the hole tomostly round. Reseat the scanner cable connectionto mainbody.

2.After replacing the PWB-M (FPB), the Parameter chip, an8-pin removable chip on PWB-M, was not removed from the old board and installed on the new board.
Carefully remove the IC chip from the original board and install it on the new board.

3.The MFPB has failed (bizhub C300 and bizhub C352/C352P).
Replace the failed MFPB (p/n 9J06H003 01 - bizhub C300 and p/n 9J06 0101 02 - bizhub C352/C352P).

4. ThePWB-Mboardhas failed (bizhub C252/C252P).
Replace the failed PWB-Mboard (p/n 4038 H001 01).

5. Possiblefailed or missing Parameter chip (IC40).
The Service Manual states, on page 67, to relocate IC40 Parameter chip (8-pin chip) when replacing the PWB-MC board.
Please order a Parameter chip by:

calling the Hotline at 800-825-5664, to open a Ticket Number
going to www.mykonicaminolta.com ;select Service tab=> Warranty, Repair & Special Programs => RA Form. Fill outthe RA Form.

Solution ID   TAUS0700468EN*   **Solution Usage**   11

Description
FS-514, C1183 (C-1183) error code.

Solution
PROBABLE CAUSES:
1.Incorrect tray positioning.
Remove upper and/or lower tray and remount to correct position.

2. The ground wire and the 2 red wires for the sorter door interlock switch are not properly seated.
Inspect the harness and connector for problems with apoor/no connection. Reseat the connection for the door interlock and properly position in the harness.

3.Accessories improperly installed. Error code will occur when outputting paper to Tray 3 because the lower adjust platemay not be in the correct position.
Check for correct installation whenonly OT-601, SD-503 or MT-501 is mounted andwhen OT-601 + SD-503 or OT-601 + MT-501 are mounted.
Position the lower adjust plate in the correct position according to the attached OT-601 Installation Manual. The proper placement of the adjust plate is shown on page E-3, Section III. Installation procedures (if Mailbin Kit/Saddle Stitcher is mounted) are in figure labeled 9J06IXC129DB .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 .

4. Finisher may not be level.
Verify that the finisher is level to the main body.

5. Timing abnormalities. If an elevator tray starts to move up when paper is close to the upper position in the tray, trouble code C-1183 might occur because of the upper limit sensor chattering.
There is firmware to help eliminate timing problems. The timer is changed from 100ms to 180ms.The firmwareis 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 :Firmware version 07 (9J08-F050-G00-07-000 CHECKSUM-6881 Finisher.EXE)
is for the bizhub C300/C352/C352P and version CBF-00-007 (4038-F050-CBF-00-007(00) CHECKSUM-A599.EXE) is   only   for the bizhub C252/C252P.
  Note :Concerning the above5 issues, please refer tothe attached "C1183 Check" document for additional detail. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

6. PC11 sensor is not functioning.
Replace PC11 (p/n 4037 0905 01).

7. Firmware upgrade is suggested along with system settings changes.
The following settings can prevent C-1183 errors.The settings are under "Administrator setting" => "System Setting".

Set "OFF"for "Sleep Mode Setting".

Set "OFF"for "Weekly Timer ON/OFF Setting".

Set "OFF"for "Select Time for Power Save".
 or

Set "Sleep" on "Power Save Key".

Set "OFF" on "Weekly Timer ON/OFF Setting".

Set "OFF" on "Select Time for Power Save".

Update to the following specialfirmware for both of Main body and Finisher and set "01" for
"Switch No.29" on "Software Switch Setting" so that the finisher does not makea stopped position reset.
< Main body firmware >
 bizhub C352: Version GCy-G4 (20060914 9J06-F000-GCy-G4-000(00) CHECKSUM-1EBD.EXE) or greater
 bizhub C300: Version GCy-G6 (20060914 9J06-F000-GCy-G6-000(00) CHECKSUM-BA1A.EXE) or greater
 bizhub C252: Version CBF-00 (4038-F050-CBF-00-005(00)_CHECKSUM-0590.EXE) or greater
 <Finisher firmware>
Version G00-07 (9J08-F050-G00-07-000_CHECKSUM-3EA8_Finisher.EXE)
 <Procedure>
 a. Change "HEX Assignment" of "Switch No.29" to "01" (Initial setting is "00")
 b. "Service mode" => "System2" => "Software Switch Setting"
 c. Set "Tray1" for all output on "Output setting" => "Output Tray setting".

 8. Finisher overdriving downward.
 Replace home position sensor (p/n 4037 0905 01) and adjust white actuator of rear side belt (p/n 4349 2046 02).
  SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD, Greg Lantowski/Gregg Gallant/Ian Lynch, Production Print/SSD, KMBT (Japan) and Christopher Walters ofPrecision Copier Service, Inc.

Solution ID   TAUS0703093EN*   **Solution Usage**   8

Description
Recovery procedure for CF cards.

Solution
 Beforethe Recovery Procedure:

 Download the firmware file again and verify that the same problem reoccurs.

 Download the firmware file from another computer using a LAN line.
 If a CF card was accidentally or otherwise formatted for use with Microsoft Windows®, it is no longer useful as a device for installing firmware to the MFP.
 Attached,is a recovery procedure to fix this issue.The procedure uses a diskHEX editor toremove the data which prevents the MFP from loading the firmware.

  CAUTION : It has been tested by the field successfully, however, if the procedure is not followedcompletely, damagecan result in the CF card, which may also damage the MFP.
 SSD and KMBS holds no responsibility for the use or misuse of the procedure and the software that it references.
  Note : The attached file will extract the PDF procedure and the Disk HEX editor files. 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

 This procedure does not apply to the CF card for the C200 series because itcan use the FAT file format. It does not recognize FAT32 or any other format.

  SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE,Cesar Jimenez, Production Print/SSD, and Craig Blyther, ASG/SSD

Solution ID   TAUS0701329EN*   **Solution Usage**   6

Description
Configuration Page header is printing as Generic 25C-x or 35C-x.

Solution
 CAUSE: Incorrect settings.

 SOLUTION: To change the Configuration Page header to Konica Minolta bizhub C450/C352/C300/C252/C250, 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 "00".
 7. Click on Fix.
 8. Click on End.
 9.Power the copier OFF/ON.
 10. Print another Configuration Page. Page Headershould now be changed.

 To change the Configuration Page header to Konica Minolta bizhub C250P/C352P/C450P, 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". Whenpressing "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 "00".

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-1 = C250

Generic 35C-3= C352

Generic 35C-1= C450

Generic 25C-1P= C250P

Generic 35C-3P= C352P

Generic 35C-1P= C450P

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

Solution ID   TAUS0658014EN*   **Solution Usage**   3

Description

 C3201 (C-3201). Jams at fuser; papernot crumpled, just stops.Jam history indicates 3201 jams.

Solution

 PROBABLE CAUSES:

 1.Fusing Drive Motor failure to turn.

 Check connections on the Fusing Drive Motor and make sure it is working properly.Check Fusing Unit for proper connection.Change the bizhub C250 PWB-MFP(p/n 4038012106)or the bizhubC300/C352 PWB-PRCB (p/n 9J06012106).FlashMFP with current firmware.

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

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

 2. The FS-514 finisher exit motor (M4)has failed.

 Replace the finisher exit motor(p/n 9J08 M102 00).

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

 3. Applies to bizhub C250/C250P/C252/C252P only .

 Jam is incorrectly detected due to malformed (by heat) fuser actuator.

 Replace the Fusing Unit witha modified Fusing Unit (Lot Number for modified Fusing Unit: 071129)orinstall the modified heat-resistantActuator(p/n 4038-5728-03) into theexisting Fusing Unit. Current Fusing Unit part numbers - 4038 R773 00 forbizhub C252/C252Pand 4038 0754 00 for bizhub C250/C250P.

 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0700303EN*   **Solution Usage**   3

Description

Communication error when using either the DTP32 HS or the DTP34 densitometer.

Solution

 CAUSE: Connection failure during the initial negotiation between thedensitometer and the jig panel simulator program.

 SOLUTION: Download the following version of the Jig panel simulator program which is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

 Model

 Program name

 Download File name

 Version

 bizhub C450P

Jig panel simulator

SimWin_C450P_G00-21.zip

4037-002B-G00-21-000

 bizhub C250P/C252P

SimWin_C250P_G00-21.zip

4038-002B-G00-21-000

 bizhub C352P

SimWin_C352P_G00-21.zip

9J06-002B-G00-21-000
 SPECIAL NOTE : Solution contribution by Rich Raynor, ESS/SSD

Solution ID TAUS0703752EN*   **Solution Usage**   3

Description
Diagonal void lines on CMY test prints.

Solution
 CAUSE: The applicableimaging unit has failed.
  Note :See attached sample image.
 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: Replace the applicable imaging unit.
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0700416EN*   **Solution Usage**   2

Description
C-2651, C-2652, C-2653 or C-2654error code.

Solution
 CAUSE: Cyan (C-2651),Magenta (C-2652), Yellow (C-2653) or Black (C-2654)Imaging unit EEPROM Access Error. The rewritten data, which has been read
out, checked and found as error.

 SOLUTION: To correct, perform one or more of the following:
1. Clean the connection between the Imaging Unit and the machine.
2. Reinstall the Imaging Unit.
3. Replace the Imaging Unit.
   P/N   ITEM
 4062201Black Imaging Unit
 4062301Yellow Imaging Unit
 4062401 Magenta Imaging Unit
 4062501 Cyan Imaging Unit
 4. Replace the PWB-M Mechanical CB (p/n 4038-0101-05 for bizhub C250/P and p/n 4038 H001 01 for bizhub C252/P).
5. Flash theMFP with current firmware.
   Note :The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web
Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

 To allow the machine to continue to operate after an image unit has reached end of life, perform the following:
 a. Enter the Service mode.
 b. Enter Security mode (Stop, 0, Clear).
 c. Press IU Life Stop Setting and select Not Stop, then End.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0702683EN*   **Solution Usage**   2

Description

Unable to reset the counter after a new Transfer Belt has been installed. C-FB55, C-FB56, C-FB57, C-FB58 error codesmay be intermittent.

Solution

PROBABLE CAUSES:

1.Electrical noise (static) generated at the transfer belt unit section affects machine control.

To improve the new detection accuracy of the Transfer Kit, the method of installing the point of the contact to the rail has been changed. Install the modifiedgrounding spring onto the frame of the transfer belt unit. Please perform the procedures mentioned in Bulletin Number 5186 (bizhub C250/C250P/C252/C252P) and Bulletin Number 5627 (bizhub C300/C352/C352P).

   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 .

2. The two terminal plate/contacts that come in contact with the Transfer Belt are contaminated or are not making proper contact preventing the reset fuse from opening.

Clean and adjust the terminal plate/contacts as needed.

3. The wires to the transfer belt unit may be disconnected.

Remove the left cover (p/n 4038 1024 04) and verify there are2 wires connected to the transfer belt unit connector. The upperconnector shouldbe blue and the lower connector should be red.

4. The replacement transfer belt unit is used and was previously installed in another machine. When a new transfer belt unit is installed in a machine an internal component on the transfer belt unit changes state; this now indicates that the transfer belt unit is used.

A new unusedtransfer belt unit must be installed, this will reset the life counter for this unit.

Transfer belt for bizhub C250/C250P/C252/C252P -Item #4038077700

Transfer belt for bizhub C300/C352/C352P - Item #9J06R70400

Solution ID   TAUS0801066EN*   **Solution Usage**   2

Description

"Insert plug-in key counter" message after key counter is installed and enabled in billing management.

Solution

CAUSE: The wrong connector has been used to connect counter to main body.

SOLUTION: HECON® device may arrive withtwo connector types. Switch connectors. If this does not resolve issue, contact HECON® for assitance in obtaining correct connector for specific device.

HECON® Copy Control Products are now handled exclusively bythe worldwidedistributor, High Tech Accessory Items, and bythe Canadian distributor, Densigraphix Kopi. Information on HECON® Copy Control Products can be found on their web sites below.

Worldwide

High Tech Accessory Items

P.O. Box 7654

Rocky Mount, NC 27804

Phone: 800-541-9079

Phone: 252-937-4991

Fax: 252-937-3847

Sales: sales@hightech-ai.com

Support: support@hightech-ai.com

Web Site: www.hightech-ai.com

In Canada

Densigraphix Kopi Inc.

370 Britannia Road East, Suite 6

Mississauga, Ontario L4Z 1X9

Phone: 888-364-6273

Fax: 800-563-3192

Sales: sales@densi.com

Support: service@densi.com

Web Site: www.densi.com

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

Solution ID TAUS0801652EN*   **Solution Usage** 2

Description

TCP socket error occurs when using PageScope Web Connection if latest Adobe® Flash Player (Version 9.0.124.0) is installed. This problem does not occur on Adobe® Flash Player(Version 9.0.115.0)

Solution

CAUSE: Firmware update required.

SOLUTION: Please upgrade the MFP firmware to version J8 (i-Option 2) for bizhub C451/C550/C650/C203/C253/C353, versionGWJ-K1 for bizhub C252/C252P/C300/C351, version GWJ-K0 for bizhub C352/C352P/C450/C450P, version GWJ-K0 for bizhub C250/C250P, version GUC-13 for bizhub 501/421/361 and version 30-D4for bizhub 600/750. 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'.
 Notes :
 1.Please make sure to read the attached zipped Release Notes for other enhancements. To open the ZIP file, WinZip®should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
 2. To viewthe 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 .
 3. Please see attached Web sample of the error.
 SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/SSD and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0701314EN*   **Solution Usage** 1

Description

Intermittent C-6103 (C6103).

Solution

CAUSE: A firmware update is required.

SOLUTION: Update firmware to version I8 or above.
   Note : The firmware is available for download via the Konica Minolta Download Selector:
1. Login in via www.mykonicaminolta.com .
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.
 6. Select a Product Group and then a Product (model). A File Type and OS are optional selections.
 7.Click on ? Show .
 8. All product-related downloads are listed with the most current at the top of each category.
 SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0702267EN*   **Solution Usage** 1

Description

 C-9401 (C9401) service code that will not clear.

Solution

CAUSE: After installing a new PWB-C there may be a poor connection of the cable between the CCD and the PWB-C or the CCD wiring harness is defective.

SOLUTION: Make sure the CCD is coming on and the scanner is moving to home position when power is supplied to the copier. If the exposure lamp is illuminating, check the flat cable between the CCD and the PWB-C. If seated properly and the C-9401 error persists, replace the CCD wire harness (flat cable - p/n 4037 6819 01).

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

Solution ID   TAUS0702698EN*   **Solution Usage**   1

Description

Data Light is constantly on.

Solution

CAUSE: Corrupted data.

SOLUTION: To correct:
1. Perform a Data Clear.
2. Go into Service Mode =>System 1 =>Initialization =>Data Clear.
  CAUTION : Before performing a Data Clear make sure to backupone-touches andTCP/IP addresses becauseall will be cleared.
  Note :On machines witha fax unitinstalled, the constant data lightproblem may be causedif an incoming fax is received(RX) while updating the firmware.To avoid this, disconnect the phone line before loading firmware.
  SPECIAL NOTE : Solution contribution byBill Hall, Workgroup/SSD and Cesar Jimenez/Ian Lynch, Production Print/SSD.Additional information provided by Ramon Tappan, KMBS/Danka.

Solution ID   TAUS0702878EN*   **Solution Usage**   1

Description

P-21 code.

Solution

CAUSE:The contactsfor HV1 are misaligned and/or contaminated.

SOLUTION:Remove HV1 and inspect the contacts for contamination or misalignment and correct as needed.If the problem persists replace HV1 (p/n 4038 6203 03).
  SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0800452EN*   **Solution Usage**   1

Description

When using Vendor mode, copy jobs print out but print jobs do not.

Solution

CAUSE: Incorrect setings.

SOLUTION: Afterenabling Vendor mode,set the security settings for the function of Vendor mode. To Access the settings, use the following instructions.
"Administrator Settings" => "Security Settings" => "Function Management Settings" => "Usage Settings".
The functions of Scan, Print and Fax, as well as the settings of ON, OFF and Disabledwill be presented. Set the corresponding function (fax, print) to OFF so that Vendor mode will ignore that function. In other words, set Print to OFF so that print jobs will be output by the MFP.
  SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID   TAUS0800652EN*   **Solution Usage**   1

Description

During paper switchback on Duplex print a jam may occur at the finisher side when paper is between paper exit section of main unit and horizontal transport section of finisher.

Finisher does notindicate correctly where jam occurs.

Graphic display on the panel of main body whichpoints tojamlocation does not blink, but lights showingremaining paper.

Solution

CAUSE: Firmware/ROM update required.

SOLUTION: Updated firmware/ROM has been released. See attached Parts Modification document for details.
 Note : To viewthe PDF, Adobe Reader ® must be installed. Adobe Reader ® can be downloaded for free from the Adobe ® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0800756EN*   **Solution Usage**   1

Description

The last page of a duplexed print job, with an odd number of pages, is not being flipped so that the punches align with the rest of the pages.

Solution

 CAUSE: The paper type is designated as Plain Paper.

 SOLUTION: To properly duplex print onto pre-punched paper, the paper tray must be designated as Letterhead. The print driver (PCL or PostScript) must also be set with the paper tray as Letterhead.
  SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0801457EN*   **Solution Usage**   1

Description

When printing from AS/400®, the writer fails when printer runs out of paper.

Solution

 CAUSE:The writer on the AS/400® will stop the print job when it receives a paper out signal, if the paper out signal is not cleared by adding more paper then the network connection to the printer is terminated by the MFP.

 SOLUTION:Increasing the Network timeout on the MFP corrects the issue.To set the Network timeout use the following procedure:
 Most MFPs:
1. Press the utility button and go into Administrator settings => enter the password.
2. Go to Printer settings and then Network timeout set it to 300 seconds.

 bizhub PRO 1050:
1. Press Machine button on the LCD, then the Controller button => Interface setting and then Network Timeout.
2.Set 300 seconds and press the SET button.

 bizhub PRO 920:
1. Press the utility button and then the controller button on the LCD.
2.Select the Interface setting => Network setting.
3. Enter 300 seconds and press the SET button.
 SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID   TAUS0802297EN*   **Solution Usage**   1

Description

 Unable to clear an S-1 system code (CCD Clamp/Gain adjustment failure).

Solution

 CAUSE: According to the Field Service Manual, opening and closing the front door should clear this code and it does not. Even entering Trouble Reset screen by holding theMFP "Utility" key down while poweringON themachine fails to resolve the issue.

 SOLUTION: The solution for this issue provided in the Field Service Manual is unclear. Please add the following notes tothe manual to correct this condition.
To clear a S-1 system code:
 1. Call the Service Mode on the screen.
 2. Select the key as follows:

 [System 1]
 [Initialization]
 [System Error Clear]

---

3. Press the Start key.
4. When [OK] is displayed, turn OFF the Main Power Switch and turn itON again after waiting a minimum of 10 seconds.
 SPECIAL NOTE : Solution contribution by Harold Kammerer, KMBS/Wichita, KS

Solution ID   TAUS0802298EN*   **Solution Usage**   1

Description

Some system codes cannot be cleared.

Solution

 CAUSE: According to the Field Service Manual, opening and closing the front door should cleara systemcodeyet it does not. Even entering Trouble Reset screen by holding theMFP "Utility" key down while poweringON themachine fails to resolve theissue.

 SOLUTION: The solution for this issue provided in the Field Service Manual is unclear. Please add the following notes tothe manual to correct this condition.
To clear asystem code:
 1. Call the Service Mode on the screen.
 2. Select the key as follows:

 [System 1]
 [Initialization]
 [System Error Clear]
 3. Press the Start key.
 4. When [OK] is displayed, turn OFF the Main Power Switch and turn itON again after waiting a minimum of 10 seconds.
 SPECIAL NOTE : Solution contribution by Harold Kammerer, KMBS/Wichita, KS

Solution ID   TAUS0801239EN*   **Solution Usage**   0

Description

Life counter does not reset after replacing the transfer belt unit.

Solution

 CAUSE: The replacement transfer belt unit is used and was previously installed in another machine. When a new transfer belt unit is installed in a machine an internal component on the transfer belt unit changes state; this now indicates that the transfer belt unit is used.

 SOLUTION: A brand new transfer belt unit must be installed, this will reset the life counter for this unit.
 SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0808577EN*   **Solution Usage**   0

Description

 Problem: The machine displays the error codes P6, P7, P8 and P9.

Solution

 CAUSE: The IDC guide assembly is out of adjustment either front or rear.

 SOLUTION: Adjust the IDC guide assembly toward the front if it is shifted to the back or toward the back if it is shifted to the front. There is roughly 3mm in either direction.

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

Solution ID   TAUS0900375EN*   **Solution Usage**   0

Description
HECON® counter counts 3 forcolor.

Solution

CAUSE: Incorrect counter/management settings in billing management.

SOLUTION: To correct settings:
1. Enter Billing mode by entering Service mode, then STOP 9.
2. Counter settings=> MODE 1
3. Management Function Choice=> Key counter=> Color mode=> MODE 1.
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID   TAUS0658381EN*   **Solution Usage**

Description

FS-514, the finsher does not come on with 8.5x11 paper, but operates normally with 8.5x11 landscape.

Solution

CAUSE:The finisher has early firmware.

SOLUTION:Upgrade the finsher to the latest firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector.
Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID   TAUS0701426EN*   **Solution Usage**

Description

The flash card is not recognized when flashing the FS-514.

Solution

CAUSE:Incorrect firmware is being used.

SOLUTION:Ensure that the FS-514 firmware is for the correct MFP.
SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID   TAUS0702106EN*   **Solution Usage**

Description

CHECK SUM VERIFY ERROR!! message.

Solution

CAUSE: Normal indication.

SOLUTION:Once the CF Card has the firmware data installed using Cygwin™ , a check is performedand the CHECK SUM VERIFY ERROR!! message shown in the attached sample might beindicated. This is normaland the firmwarecan be usedwithout causing any problems.
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .

Below are the sample commands for each model.
COMMANDS : (D:) being the drive letter of the CF Card.
bizhub C200
mkcf tie D:
bizhub C203
mkcf ti25 D:
bizhub C253
mkcf ti 2 D:
bizhub C350/C351/C450
mkcf D:
bizhub C353
mkcf ti1 D:
bizhub C451
mkcf mi3 D:
bizhub C550
mkcf mi2 D:
bizhub C650
mkcf mi1 D:
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0800269EN*   **Solution Usage**

Description

A3 paper size is displayed for the LCT instead of 8.5x11.

Solution

CAUSE: LCT paper size is programmed for A3 in Tech Rep mode.

SOLUTION: To change the LCT size to 8.5x11 perform the following procedures:
1. Enter Tech Rep mode.
2. Select System 2.
3. Select LCT Paper Size Setting.
4. Select 8.5x11.
5. Exit Tech Rep mode and cycle thepower.
 SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0800758EN*   **Solution Usage**

Description

CD370 (or another code beginning with C-D3xx) possibly after replacing the NVRAM.

Solution

CAUSE: NVRAM abnormality.

SOLUTION: Reset the code by performing the following procedure:
 1. With the malfunction code displayed on the screen, press the following keys:
[downward arrow] [right arrow] [downward arrow] [right arrow] [downward arrow], then the [Menu/Select] key.
2. After the message "Data restoration OK to Start?" appears on the control panel press the Menu/Select key.
3. The message "Data restoration Now processing." appears on the control panel and data restoration sequence is carried out. When it is completed the technician is prompted to turn off the machine.
4. Power the machine off, wait 10 seconds, the turn on the power.
  Note :It might be necessary to repeat the procedure multiple times.
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0801115EN*   **Solution Usage**

Description

FS-514, output Tray 3 is not recognized by the machine with the OT-601 installed.

Solution

CAUSE: The short connector (jumper) is loose or not installed.

SOLUTION: Verify that the short connector (jumper) has been installed according to the attached OT-601 installation instructions. The short connector (jumper) installation is shown on page E-2 step 7.
  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 Ian Lynch, Production Print/SSD

Solution ID   TAUS0801647EN*   **Solution Usage**

Description

"Please Install Correct Imaging Unit and Close All Doors" error message appears on theMFP control panel.

Solution

CAUSE: One of the pins used to detect the tonercartridge may be shorted to ground.

SOLUTION: Remove all toner cartridges and verify the plate spring (p/n 4038 2282 03) is not in contact with the three (3) pins used to detect the toner cartridge.
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0801787EN*   **Solution Usage**

Description

Unable to create an E-mail one-touch button as the icon for adding users is missing on the operation panel in User mode.

Solution
 CAUSE: The HDD is set to Not Installed.

 SOLUTION: Set the HDD to Installed by performing the following:
 1. Enter Tech Rep Mode.
 2. Select System 2.
 3. Select HDD.
 4. Select Installed.
 5. Power the machine OFF/ON using the main power switch.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802561EN*   **Solution Usage**

Description
 When using the Firmware Imaging toolkit to install firmware on a CF card, the process stops abruptly and a message indicates that the process is in use by another process.

Solution
 CAUSE: Incorrect installation procedure.

 SOLUTION: Cancel the installation process and remove all USB devices except the card reader from the PC/laptop and restart the firmware installation to the CF card again.
  SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID   TAUS0802613EN*   **Solution Usage**

Description
Memory overflow error indicated when selecting the compact PDF mode after running several sheets through the MFP.

Solution
 CAUSE: Firmware update required.

 SOLUTION: Please install special firmware version:
  GX6-K0
  bizhub C250/C250P
 4038-F000-GX6-K0-000.EXE
  bizhub C352/C352P
 9J06-F000-GX6-K0-000.EXE

  GX6-K1
  bizhub C252/C252P
 4038-F000-GX6-K1-000.EXE
  bizhub C300
 9J06-F000-GX6-K1-000.EXE
  bizhub C351
 4037-F000-GX6-K1-000.EXE
  Notes :
 1.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 .
 2. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID   TAUS0808298EN*   **Solution Usage**

Description
The selection for double sided copies and booklets are missing. The copier is equipped with a folding finisher and all of two sided copy modes are not available.

Solution
 Cause:
 The copier has been mistakenly set in one of the vending modes.

 Solution:
 Enter the service mode and press the "STOP" and then the"9" Key from the touch key pad. Select the Management Function choice and then make sure the mode is set to "Unset". Power OFF and then ON the copier. The Save Document Key should have returned.

Note:
If the vending mode is enabled, it should be noted that there are limitations in function based on the modes used. To verify simply disable vending to see if function returns.

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

Solution ID   TAUS0900704EN*   **Solution Usage**

Description

Unable toselect duplex.

Solution

CAUSE: The paper tray is set for Single Sided Only.

SOLUTION: Change paper tray to a type other than Single Sided Only:
1. From the main copy screen select Paper.
2. Select the desired tray.
3. Unselect Single Sided Only.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0648676EN*

Solution Usage   27

Description
C3851 or C3852.

Solution
PROBABLE CAUSES:
1. Improper softswitch setting.
On phase 2.0 or higher firmware, change the following softswitch setting: Service Mode => System2 => Software Switch Setting Switch No.: 50, Bit Assignment: 00000001 Hex Assignment: 01
  Note : The hex value will be changed automatically when the bit assignment is changed.

2. Poor Fusing Unit connection.
Check the Fusing Unit connection(s).

3. Failed components.
 a. Replace Fusing Unit (p/n 4038-0754-00)
 b. Replace Mechanical Control Board PWB-M (p/n 4038-0101-05)
 c. Replace DC Power Supply PU1 (p/n 4038-6201-02)

Solution ID   TAUS0701414EN*

Solution Usage   9

Description
Not feeding or misfeeding from paper trays.

Solution
CAUSE: Worn friction plate sheet in the paper tray.

SOLUTION: Replace thefrictionplate. Please seeattached Bulletin Number5881.

Solution ID   TAUS0657818EN*

Solution Usage   6

Description
The customer changed the Admin password and forgot it. How can the admin password be accessed?

Solution
There is no procedure to restore the admin password. It is possible to reset and enter a new password. From Service mode, enter [STOP] [0] [Clear], select the [Administrator Password] and enter a new password. Once exiting the Service mode, the new password is effective.

Solution ID   TAUS0701867EN*

Solution Usage   6

Description
Printer lock up; unable toPING the copier/printer even when using a crossover cable; andunable to make changes on the copy screen.

Solution
CAUSE:Corrupted firmware orfailed Control Board.

SOLUTION:Re-seat the connectors on PWB-MFP.Flash and/or re-flash the copier/printer with current firmware.If the problem persists, replace the MFP Board.
 PART NUMBER MODEL ITEM
 4038-0121-06 bizhub C250 PWB-MFP (MFP Control Board)
 4038-2414-01 bizhub C252 PWB-MFP (MFP Control Board)
 9J06-0121-06 bizhub C300/C352 PWB-PRCB (Printer Control Board)
 4037013104 bizhub C351/C450 PWB-MFPC (MFP Control Board)

Solution ID   TAUS0701919EN*

Solution Usage   5

Description
Paper jams as it passes through the FS-507.

Solution
CAUSE: The actuator in the transport unit might be out of place, allowing the paper to pass by undetected.

SOLUTION: Check the actuator for PC-1 in the horizontal transport unit (p/n 4664-3008-01) and verify it is in the correct position.

Solution ID   TAUS0656740EN*

Solution Usage   3

March 2009

Description

C2255 after replacing one or more color image units.

Solution

CAUSE: Developer in the image unit(s) is packed, binding the operation.

SOLUTION: Remove the image unit(s) and shake as indicated in the installation instructions. In extreme cases, lightly tapping the affected image unit and manually rotating the developer drive coupling may be necessary to free the developer bind.

Solution ID   TAUS0701120EN*   **Solution Usage**   3

Description

When using Thick Paper Mode, heavy C or Y or M saturation is on output; normal paper mode is okay.

Solution

CAUSE: Thick Paper Mode changes the toner concentration to accomadate the potential less toner transferred.

SOLUTION:Follow the steps below:
1. Enter service mode (Utility>>Details>>stop 00, stop 01).
2. Select Imaging Process Adjustment.
3. Select Thick Paper Density Adjustment.
4. Set Desired colorfrom 0 to some negative number (-4).
5. Select End>>Exit to back out of service mode and confirm.

Solution ID   TAUS0701443EN*   **Solution Usage**   3

Description

Pass-through printing using Vendor Port 1 does not work after installing the special firmware for pass-through printing.

Solution

CAUSE: Software switch was not set.

SOLUTION: After installing this special firmware software switch 39 must be set to 01.
Follow these procedures:
1. EnterService mode.
2. Select System 2.
3. Select Software Switch Setting.
4. Enter Switch Number 39
5. Enter Hex Assignment 01
6. Press FIX.
7. Exit Service mode and cycle the copier power OFF/ON.

Solution ID   TAUS0702107EN*   **Solution Usage**   3

Description

Unable to install firmware using Firmware Imaging Tool 2.52.

Solution

CAUSE: Firmware Imaging Tool software conflict.

SOLUTION: Ifusing a previous version of Firmware Imaging Tool, delete it by going into Control Panel=> Add & Remove Programs. Once the previous software has been removed, install Firmware Imaging Tool 2.52.
   IMPORTANT :The correct model numberbeing updated must be viewable. If the model is not listed, chances are thatan earlier version of Firmware Imaging Tool is still being used. For the Firmware Imaging Tool version 2.52,bizhub C650/C550/C451 must be listed in order to see the correct files. Pleaserefer tothe attachedexample.

Solution ID   TAUS0702483EN*   **Solution Usage**   3

Description

Setting SNMP v1/v2c "read/write community" names through PageScope Net Care.

Solution

Changing the read and/or write SNMP "community names" can be implemented as a security measure through PageScope Net Care. Please see attached document for instructions.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0702771EN*   **Solution Usage**   3

Description

Howto Copy Biometric User Authentication Settings ornon Biometric Authentication settingsfrom one MFP to one or multiple similar MFPs.

Solution

This procedure can be used to Copy Biometric User Authentication data from one C451/C550/C650 MFP to one or multiple similar devices.
(This procedure could also befollowed to Copy non-Biometric Authentication information from one MFP, to one or multiple similar devices.

(Please see attached document for detailed instructions with screenshots)

The following isthe procedure to copy User Authentication settings from one (1) MFP to different MFP's using PageScope Data Administrator (PSDA).
Settings copied include: User name, Password, email address and user Biometric profile. Multiple similar devices could also be Copied to at the same time.
 1. From the PSDA main window tool bar select "Processing/Copy"
 2. From the "Copy Collectively" window click the "Authentication" radio button and select Next.
 3. Select the desired "Source" machine and click "Select". This is the MFP storing the desired user information to be copied. Click "Next" to continue.
 Select the desired destination MFP or multiple MFP's and click "Select". Click Next to continue.
  4. PSDA will then initiate communication to selected MFP's to determine status and availability to prepare the copy process. You will see the import status within the "Status" window.
 5. Once the process is complete select "Start" to begin the "Copy" process.
 6. Upon completion of writing the data to the selected MFP you will see "Normal End" displayed in the Processing Result field.
 7. Select Finish to complete the Copy process.
 8. T he selected MFP's now contain all User name, Password, email address and user Biometric profile.

Solution ID   TAUS0634060EN*   **Solution Usage**   2

Description

List of equipment that is no longer being supported.

Solution

Please see attached Product & Technical Support Bulletins 1792 and 2443 andMarketing Bulletin#07-GB-016.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0700438EN*   **Solution Usage**   2

Description

The life counter does not clear after replacing the imaging unit.

Solution

CAUSE: There is a stabilizer error on the copier.

SOLUTION: Check the control panelfor an 'oil can' icon. Press the 'oil can' to determine the stabilizer error. Correct the stabilizer error.

Solution ID   TAUS0700564EN*   **Solution Usage**   2

Description

Changes made for Low Power or Sleep modes are not being applied.

Solution

CAUSE: The copier power was not cycled OFF/ON after making changes to theLow Power or Sleep mode settings.

SOLUTION: Cycle the copier power OFF/ON.

Solution ID   TAUS0701567EN*   **Solution Usage**   2

Description

Jams when 2-point stapling more than one set of booklets.

Solution

CAUSE: Finisher firmware problem.

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

Solution ID TAUS0701899EN*

Solution Usage 2

Description

FS-603, finisher and Attachment kit item/part numbers.

Solution

There are 2 different item numbers available for the FS-603and thismay create confusion when ordering the finisher.
If the FS-603 (Item#7640X028)is orderedfor the bizhub C252/C252P,a kit to adapt the finisher wiring to the main body is included.
FS-603 (Item#4583712) does not contain the appropriate wiring adapter for the bizhub C252/C252P and the adapter had no part number assigned.
But now,due to the probability of orderingthe finisherwithout the included wiring adapter,a part number has beencreated foran Attachment kit(p/n 7640002566P).

Solution ID TAUS0651562EN*

Solution Usage 1

Description

Microsoft®-certified printer drivers - PCL, PostScript, PostScript (P)and PostScript (V).

Solution

The Konica Minolta Microsoft®-certified printer driverscan bedownloaded fromthe Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
These drivers will be shown as a WHQL (W indows H ardware Q uality L abs)Download.
Access the Download Selector and type WHQL in [Find downloads:],then click on Search->.

Solution ID TAUS0700244EN*

Solution Usage 1

Description

How to determine what version of Sun Java™ is installed on a Microsoft® Windows workstation.

Solution

To determine what version of Sun Java™ is installed, perform the following:
1. From a command prompt type:java -version
2. Press Enter.
3. The version of Sun Java™ will be indicated. If the command is not recognized then Sun Java™ is not installed.

Solution ID TAUS0700509EN*

Solution Usage 1

Description

PLEASE INSTALL THE IMAGING UNIT CORRECTLY, AND CLOSE ALL DOORS message with a new setup.

Solution

CAUSE: Incorrect imaging units were installed. It is easy to confuse the imaging units that come with new machines because the box containing the units is virtually identical between thebizhub C252 and bizhub C352.

SOLUTION: Install the correct imaging units.

Solution ID TAUS0700900EN*

Solution Usage 1

Description

Unable to perform any adjustments using the Panel Jig software (SimWin).

Solution

CAUSE: Incorrect procedure.

SOLUTION: When making adjustmentsto the machinewith the SimWin utility/remote desktop,select a different adjustment icon on the same screen after makingthe original adjustment and then go back tothe original adjustment icon and print a test page. This must be done for all adjustments.

Solution ID TAUS0701152EN*

Solution Usage 1

Description

How to set up Account Track on C450P and C250P

Solution

SOLUTION:
See the attached document for detailed instructions.

March 2009

Solution ID   TAUS0701193EN*   **Solution Usage**   1

Description

WEB PAGE CAN NOT BE DISPLAYED message using Microsoft® Windows Vista™. Unable to browse to the NIC, but able to print and to PING.

Solution

 CAUSE: Incorrect Proxy setting.

 SOLUTION: Possible incorrect settings within the Proxy Server. To check and see if the TCP/IP address for the controller is set for Exceptions for browsing out to it, check the following:
 1. Select TOOLS and INTERNET OPTIONS.
 2. Select the CONNECTIONS tab.
 3. Select LAN Settings.
 4. Select PROXY SERVER.
 5. Check to make sure that both USE PROXY SERVER FOR YOUR LAN and BYPASS PROXY SERVER FOR LOCAL ADDRESS is checked off.
 6. Select the ADVANCED button, and put in the TCP/IP address in the EXCEPTIONS (example 11.11.x). The'x' is for all TCP/IP addresses that start with that prefix.

Solution ID   TAUS0701199EN*   **Solution Usage**   1

Description

How to enable legal size booklet making.

Solution

 To enable and set up the machine for legal size booklets from the standard controller perform the attached instructions contained in Bulletin 5264.
   Notes :
 1. Current firmware will also allow for legal size booklet making providing switch 21 is set to01 as stated in the bulletin.
 2. The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 3. 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   TAUS0701280EN*   **Solution Usage**   1

Description

 Cannot write on to the CF card using the Firmware Imaging Tool.

 May encounter aRead Block 003 when attempting to rewrite the CF card.

Solution

 CAUSE: The CF card has been formatted using the Firmware Imaging Tool.

 SOLUTION:
 1. Do not format the CF card using the Firmware Imaging Tool. Just write on top of the previous data. Refer to   the following illustrations.
 a. Just browse to the location of the extracted downloaded files and select the drive letter where assigned to theCF card.
 b. When ready, clickWrite.
 2. An alternative is to use another CF card.
 3.To get the the present already-formatted card working again, perform the procedures for installing the data on to the card using the CYGWIN Utility. (S ee the Service Manual for the appropriate MFP model.)

Solution ID   TAUS0701975EN*   **Solution Usage**   1

Description

Streaks of one color from lead-to-trail.

Solution

 CAUSE: Waste toner has backed up in the image unit auger system and possibly caused the system to fail.

 SOLUTION: Turn the drum drive coupling of the image unit and ensure that the auger section is turning. The auger can be seen by opening the waste toner shutter/coupling at the end of the image unit. If it does not turn, the image unit will have to be replaced. Ensure that there is no toner blockage where the image unit waste toner shutter/couplingfits into the back of the machine.

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Solution ID   TAUS0702395EN*   **Solution Usage**   1

Description
P21 with black background.

Solution
CAUSE: Possible defective Print Head Unit (p/n 4039R72300).

SOLUTION: Swapthe Print Heads to verify which is the defective unit andreplace as necessary.

Solution ID   TAUS0702756EN*   **Solution Usage**   1

Description
How to prevent the machine from going into "sleep" mode.

Solution
If the Sleep modeis disabled, the Sleep mode OFF selection will not be available.
From the Administrator mode select:
1. System setting.
2. Power settings.
3. Sleep mode settings.
4. Select OFF.

If the [OFF] button is not displayed, perform the following:
1. Access the service mode and selectSystem1 => No Sleep => Permit => End.
2. Exit and return to step 1 to turnOFF the Sleep Mode.

Solution ID   TAUS0702888EN*   **Solution Usage**   1

Description
How to print to a printer on a Microsoft® Windows XP PC from a Macintosh® running OS version 10.4.x.

Solution
Please perfrom the step-by-step procedure mentioned in the attached document.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0800980EN*   **Solution Usage**   1

Description
Copy Protection Utility and device setup.

Solution
The latest Copy Protection Utility can be downloaded viathe Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Pleaserefer to the attached ReadMe files prior to installation and use.
The attached Copy Protection Utility User's Guide covers the following:

Specifying and editing copy protection settings
 - Copy protection patterns used by a device (multifunctional product) can be
specified and changed.
- Specified data can be imported as palette files (*.cpf, *.xml).
- Specified data can be exported as palette files (*.xml).
- Character settings files (*.ctf) created with Copy Protection Utility version 1
can also be imported.

Specifying and editing stamp settings
- Stamp patterns used by a device (multifunctional product) can be specified
and changed.
- Specified data can be imported as palette files (*.cpf, *.xml).
- Specified data can be exported as palette files (*.xml).
Also attached is the Device Set-Up User's Guide which covers the following:

Device Registration

Network Initial Setting

Export/Import of the Device list

Function Access Restriction File Settings

Group Settings

LDAP Server Access Settings

Display Option Settings

Displaying the Help

Displaying the version information
  Note : To viewa PDF, Adobe Reader® 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   TAUS0657562EN*   **Solution Usage**   0

Description
LCD display is in Japanese

Solution
 SOLUTION:

  1. Power on the machine.
  2. Press Utility
  3. Press 2 on the keypad
  4. Press 1 on the keypad
  5. Press 1 on the keypad
  6. Select the 1 st choice on the LCD panel (upper left box).
  7. Press OK.
  8. Power machine Off/On.

Solution ID   TAUS0701088EN*   **Solution Usage**   0

Description
FS-603 is not being recognized.

Solution
 CAUSE: FS-603 motor M6 (p/n 4583506401) drive belt is to tight causing fuse F3 on PU1 power supply to open.

 SOLUTION: Perform the shift motor belt tension adjustment (see attached document).
   Notes :
 1. Check for any other open fuses on PU1 and replace as necessary.
 2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

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Solution ID   TAUS0701372EN*   **Solution Usage**   0

Description
C-0204 at power up.

Solution
 CAUSE: A piece of paper has gotten stuck behind the tray.

 SOLUTION: Remove the tray and look for paper in the connector for the tray.

Solution ID   TAUS0702566EN*   **Solution Usage**   0

Description
 Part number for 128MB CF card.

Solution
 The 128MB CF card (p/n 7760-4036-01).

Solution ID   TAUS0647215EN*

Solution Usage

Description
Poor Fusing.

Solution
CAUSE: Fuser pressure levers are in the Envelope position (down).

SOULTION: Move the fuser pressure levers to the Normal position (up).

Solution ID   TAUS0648662EN*

Solution Usage

Description
How to make a signature booklet onto 8.5x11R paper.

Solution
To make a signature booklet onto 8.5x11R paper, make these settings in either the PS or PCL drivers.
1. Select Booklet Left Bind
2. Select Center Staple & Fold
3. Select 5.5x8.5 as the Output Paper Size

Solution ID   TAUS0655608EN*

Solution Usage

Description
Are Konica Minolta MFPs compatible with Category 6 cable standard?

Solution
 Konica Minolta MFPs are fully compatible with Category 6 cable standard.
 Category 6 cable is a cable standard for Gigabit Ethernet and other network protocols that is backward compatible with the Category 5/5e and Category 3 cable standards.
 Cat-6 features more stringent specifications for crosstalk and system noise. The cable standard is suitable for 10BASE-T/100BASE-TX and 1000BASE-T (Gigabit Ethernet) connections and it provides performance of up to 250MHz.

Solution ID   TAUS0657762EN*

Solution Usage

Description
 Unable to set Tray 2 for Thick 2 paper.

Solution
 CAUSE: Incorrect tray selection. Thick paper mode can not be used with Tray 2.

 SOLUTION:Thick paper mode can be used with Tray 1 and the Bypass Tray.

Solution ID   TAUS0657887EN*

Solution Usage

Description
Blank image from a new image unit.

Solution
 CAUSE: The image unit is not turning possibly due to improper storage causing the developer to jam in one end. The image unit can be checked to see if it is turning by observing the front of the auger shaft with the top door removed and the front door interlock actuated.

 SOLUTION: Shake the image unit from front to rear and use a pair of pliers to free it up.

Solution ID   TAUS0658198EN*

Solution Usage

Description
In Quark Express for Windows the Print Description option is greyed out.

Solution
 CAUSE: Only the Windows PCL driver is installed.

 SOLUTION: Quark Express requires the PostScript driver to be installed, then the Printer Description option will be available.

Solution ID   TAUS0658377EN*

Solution Usage

Description

CD010 after performing a physical format to correct a hard drive error.

Solution

CAUSE: Hard drive requires the logical format to be usable.

SOLUTION: Perform a logical format on the hard drive.

Solution ID TAUS0700557EN*   **Solution Usage**

Description

How to setup duplexed images to be centered on each other.

Solution

This is not an available option on this model. This option (Side 2drum clock adjust) is available on Production Print models such as the 8050/bizhub PRO C500.

Solution ID TAUS0700915EN*   **Solution Usage**

Description

Microsoft® Windows Vista™ driver-sharing.

Solution

Attached is is a workaround for the current Microsoft® Windows Vista™ driver-sharing issue.This may change as Vista™ evolves and Service Packs are released.
The process is as follows:
Upload the "in-box" Konica Minolta Vista™ PostScript Driver from a Vista™ client PC to a Microsoft® Windows 2003 Server. Once the file is uploaded to the Server, users can find the driver on the Share and install it by the normal method. Device configurations from the Server share are preserved on the client.
  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 TAUS0701242EN*   **Solution Usage**

Description

Part number for the PH window cleaning jig.

Solution

PH window cleaning jig(p/n 4038208302).

Solution ID TAUS0701374EN*   **Solution Usage**

Description

Black smudges on copies.

Solution

CAUSE: Poor contact on the side door interlock switch.

SOLUTION: Clean and inspect side door interlock switch.

Solution ID TAUS0701668EN*   **Solution Usage**

Description

Does the printer need the optional HDD installed to set up account track printing?

Solution

Account track can be set up on the printerwithout the optional HDD installed. Thenumber of accounts will be limited to 100.

Solution ID TAUS0701721EN*   **Solution Usage**

Description

HTTP Error 503 - Service unavailable error.

Solution

CAUSE: The server is currently unable to handle the request due to a temporary overloading or maintenance of the server. The implication is that this is a

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temporary condition which will be alleviated after some delay. If known, the length of the delay MAY be indicated in a Retry-After header. If no Retry-After is given, the client SHOULD handle the response as it would for a 500 response.

  Note : The existence of the 503 status code does not imply that aserver must use it when becoming overloaded. Some servers may wishto simply refuse the connection.

 Any client (e.g.,Web browser orthe CheckUpDown robot) goes through the following cycle when it communicates witha Web server:

•Obtains a TCP/IP address from the TCP/IP name ofa site (the site URL without the leading 'http://'). This lookup (conversion of TCP/IP name to TCP/IP address) is provided by domain name servers (DNSs).

•Opens a TCP/IP socket connection to that TCP/IP address.

•Writes an HTTP data stream through that socket.

•Receives an HTTP data stream back from your Web server in response. This data stream contains status codes whose values are determined by the HTTP protocol. Parse this data stream for status codes and other useful information.

  Note : This error occurs in the final step above when the client receives an HTTP status code that it recognises as '503'.

 SOLUTION:Check TCP Socket Settings and enable HTTP and PageScope Web Connection.

Ensure that SNMP isON and ports are correct.Update the firmware to most current version. If the problem persists, perform a Data Clear: Service Mode =>System 1 =>Initialization =>Data Clear.Swap NVRAM from a known working copier/printer.Finally, swap/replace the PWB-MFP.

  PART NUMBER MODEL ITEM
 4038012106 bizhub C250 PWB-MFP
 4038-2414-01 bizhub C252 PWB-MFP
 9J06-0121-06 bizhub C300/C352 PWB-PRCB
 4037013104 bizhub C351/C450 PWB-MFP

Solution ID   TAUS0701752EN*   **Solution Usage**

Description

Gradation Adjustment can not be seen in the Tech Rep mode or Admin Mode.

Solution

 CAUSE:Incorrect settings.

 SOLUTION:Perform the following:
 1. Service Mode.
 2. Imaging Process adjustment.
 3. DEV. Bias Choice.
 4. Select OFF and power the machine OFF/ON.

Solution ID   TAUS0702056EN*   **Solution Usage**

Description

C-4780 error code at power up.

Solution

 CAUSE: PWB-MFP or PRCB (for bizhub C300/C352)has failed.

 SOLUTION: Replace the PWB-MFP (p/n 4037013104 for bizhub C351/C450 andp/n 4038012106 for bizhub C250/C250P/C252/C252P) or PRCB (p/n 9J06012106 for bizhub C300/C352).

Solution ID   TAUS0702146EN*   **Solution Usage**

Description

 How to perform Print Screens (screen shots) from a Microsoft® Windows OS and Macintosh® OS.

Solution

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

Solution ID   TAUS0702248EN*   **Solution Usage**

Description

 When creating a Printer Driver Profile in iManager under iPrint task, Winsock error 11004 is encountered.The error message is: The DNS has been found in the database, but its associated data is not correct.

Solution

 CAUSE: The Novell TID is inaccurate. A DNS entry of the server needs to be on the workstation running iManager.Novell has been informed.

 SOLUTION: The DNS entry should look something like this:
  xxx.xxx.xxx.xxx Netware65.kmbs.local Netware65

Once placed in the etc/hosts file on the workstation, the error does not occur.A restart of the workstation is not necessary.

Solution ID   TAUS0702292EN*   **Solution Usage**

Description

How to configure LDAP access to a Lotus® Notes server through PageScope Web Connection.

Solution

To configure:
1. Log into PageScope Web Connection as Admin.
2. Access the TCP/IP settings.
3. Ensure that TCP/IP is enabled and, if accessing the LDAP server by DNS, that DNS settings are properly configured.
4. Access the Network => LDAP Setting => LDAP Function and set to ON.
5. Access the Network => LDAP Setting => LDAP Server Registration.
6. Select to create a new LDAP Server Registration.
7. It may be necessary to specify the search base of the Lotus® Notes LDAP server. Example: O=KM Corp, C=US
8. Enter the TCP/IP address or Host name of the LDAP server.
9. Set Authentication Method if Anonymous access is not configured for LDAP access on the Lotus® Notes server.
 Notes :
 a. When retrieving an LDAP list from a Lotus® Notes server, several considerations may affect the ability to access LDAP.
 One consideration is the version of Lotus® Notes. Later versions of Lotus® Notes allow for acquiring an LDAP listing from Active Directory while earlier versions require connecting directly to the Lotus® Notes server to retrieve an LDAP directory.
 Connecting to a Lotus® Notes LDAP server may also depend on how the Administrator has configured Lotus® Notes for Authentication. Later versions of Lotus® Notes can be configured to authenticate from Active Directory or Lotus® Notes User Accounts, however, earlier versions authenticate only from Lotus® Notes User accounts.
 Additionally, if Certificate Services is running, a secure login will be required.
 b. Please refer to the attached document for more detail.
 c. To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .

Solution ID   TAUS0702298EN*   **Solution Usage**

Description

 Cannot authenticate to Novell® server.

Solution

 CAUSE:The MFP does not allow the Admin user to authenticate to NDS.

 SOLUTION:Use another user to authenticate to NDS. This user does notrequire admin rights,but mustexist and have a valid password.

Solution ID   TAUS0702331EN*   **Solution Usage**

Description

 Characters are printed compressed together in an Advanced Function Presentation™ Data Stream (AFPDS) jobfromthe AS/400®.

Solution

 CAUSE:Some documents are designed in a way that Host Print Transform (HPT) finds it difficult to transform. IBM has recognized this and has provided a solution.

 SOLUTION:A new DataStream type has been created forWSCST (WorkStation Customization tables)that instructs HPT to create an image of the page instead of transformingit character-by-character.Using this method, spacing is maintained throughout the document.
   Note : Attached is a general use WSCST where the tray calls are set to ATS.

Solution ID   TAUS0702534EN*   **Solution Usage**

Description

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

Solution

 Please perform the procedures mentioned in the attached document.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

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Solution ID   TAUS0702890EN*   **Solution Usage**

Description

Printing to a Windows Samba shared printer from a Macintosh®.

Solution

Please perfrom the step-by-step procedure mentioned in the attached document.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

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