KONICA MINOLTA

SSD SUPPORT SOLUTIONS

bizhub C451 - 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   TAUS0703379EN*   **Solution Usage**   52

Description
Squeaking noise from the fusing unit.

Solution
 CAUSE: Fusing unit failure.

 SOLUTION: This issue has been escalated to Konica Minolta Business Technologies in Japan.
 KMBS/SSD is working with partners in support and R & D in Japan to obtain a resolution for this issue as quickly as possible.
 If viewing this solution via the web, please establish a ticket via either the web or by calling the contact center at   1-800-825-5664   . Once a ticket has been established an E-mail will be sent when this solution is updated.
 IMPORTANT: For phone advisors, please attach thissolution to the ticket so thatan automatic E-mailwill be sent to the technician when this solution is updated. Please end the call with call code "Escalated to Japan".
 Replace the fusing unit (p/n A00JR72122). Serial number cut-in is as follows:

 bizhub C550 A00J010008998 and below

 bizhub C451 A00K010009747 and below

 bizhub C650 A00H010001659 and below
 SPECIAL NOTE: Solution contribution by Craig Blyther, ASG/SSD

Solution ID   TAUS0703215EN*   **Solution Usage**   13

Description
"Creaking" (or squeaking) noise from fusing unit.

Solution
 CAUSE: The bushing which holds the brush roller in the fusing unit is slightly angled to the roller shaft; the edge of the bushing is "vibrating".

 SOLUTION: Please apply heat-resistant conductive grease like SANKOL ECG25(p/n A00JPP0000) between the brush roller and bushing (see attachment).
   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 KMBT (Japan).

Solution ID   TAUS0800191EN*   **Solution Usage**   3

Description
 C3101 (C-3101)with anabnormal noisefrom thefusing unit.

Solution
 CAUSE: The fusing drive unit was not installed properly. As a result, there is excessive spacebetween the gearon the main body and the gearon the fusing unit;the drive is not transmitted properly.

 SOLUTION: Please reinstall the fusing drive unit and the exit drive unit and confirm the installation of the driving units by referring to the attached file. Replace the gear (p/n A00J 2355 00) if itis damaged (stripped) by the worm motor (p/n A00J R749 00).
 Also,please see attachment (gear.pdf) as a reference.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 .
 SPECIAL NOTE : Solution contribution by KMBT (Japan) and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0703394EN*   **Solution Usage**

Description
Abnormal noise.

Solution

CAUSE: Power supply fan is noisy.

SOLUTION: Install thepower supply fanmounting countermeasure as explained in the attached Parts Modification Notice and associated Applied Product 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   TAUS0702441EN*   **Solution Usage**   3

Description
FS-608, C1104.

Solution

CAUSE: A damagedCoupling Gear in the stacker section of the FS-608.

SOLUTION: Replace the 18-tooth (18T) Coupling Gear (p/n 129U 7704 1).
  Note : Please refer to page 13 of the May 2007 FS-608 Parts Manual (attached). 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 provided by Bill Griswell -Gordon Document Products in   Marietta , Georgia

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Solution ID   TAUS0800902EN*   **Solution Usage**   2

Description
DF-610/DF-611, jamming on 2nd side.

Solution
CAUSE:Damaged mylar on the 2nd transport guide plate.

SOLUTION: Replace the damaged mylar (p\n 9J07 4703 01).
  SPECIAL NOTE : Solution contribution by Gregg Gallant and Ian Lynch, Production Print/SSD

Solution ID   TAUS0703203EN*   **Solution Usage**

Description
FS-517/FS-608, lower cover plate is bent out of the box at installation.

Solution
CAUSE: When placing the finisher on the palette, the lower cover plate (p/n A07R16090)was damaged by the packing material.

SOLUTION: This issue only affected a small percentage of FS-517/FS-608 finishers. The correction in the packing material has been changed for FS-517 (S/N A07R00604 and later) and FS-608 (S/N A07U0081 and later).
  Since there is only a limited supply of the lower covers (p/n A07R16090-FOC) the program will expire in 6 months or when the FOC lower covers are depleted.
  To obtain a free-of-charge lower cover plate (p/n A07R16090-FOC), please follow the procedure below:
  FOC PART(S) ORDERING PROCEDURE (U.S. market only) :
  Free-of-Charge (FOC) part(s) can be ordered via the online KMBS Technical (FOC) & Special Programs order form which is accessible in MyKonicaMinolta.com => Service => Warranty, Repair& Special Programs => Warranty Services & Technical/FOC Programs =>SSD Technical (FOC) & Special Programs.
  Upon receipt and verification of the online claim information, KMBS Logistics Operations will process a Free-of-Charge parts order. All parts will be shipped via UPS Ground Service. KMBS will ship all parts at no-charge; no invoice will be generated. Questions related to an FOC parts claims may be directed to KMBS Logistics Operations by calling 201-934-5339.
   IMPORTANT REMINDER :As mentioned above, the FOC program will end either in 6 months or when the FOC lower covers are depleted.
  SPECIAL NOTE : Solution contribution by Rich Raynor and Craig Blyther, ESS/SSD

Solution ID   TAUS0801319EN*   **Solution Usage**

Description
C1183 (C-1183) when printing to Tray 3 on the FS-519 finisher.

Solution
CAUSE: The bracket that holds PS11 (p/n 4037 0905 01) is malformed.

SOLUTION: Replace the PS11 holding bracket (p/n 9J08 9104 00).
  SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0801519EN*   **Solution Usage**

Description
JS-504/JS-505, lower tray lever breakage.

Solution

Please refer toBulletin Number 6481for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0801971EN*   **Solution Usage**

Description

P-22after install.

Solution

 CAUSE: Laser unit mounting posts are broken off when MFP installed causing the color misregistraion P-22 error. Tray 1 may have been stuck and, when forced open, can also break off laser unit mounting poststhatmay protrude through into Tray 1.

 SOLUTION: Epoxy post back onto laser unit or replace entire laser unit (P/H assembly).
 bizhub C451/C550 - p/n A00J R741 00
 bizhub C650 - p/n A00H R700 00
    SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID   TAUS0808549EN*   **Solution Usage**

Description

LU-301, Caster weld failure.

Solution

 CAUSE: Manufacturing anomaly. Insufficient spot-welding of the nuts on the left support plate.

 SOLUTION: Please review the attached Bulletin Number 6627 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   TAUS0702732EN*   **Solution Usage**   31

Description

TheMFP will not come out of Power Save Mode when a print job is sent to the IC-409. This occurs mainly in the morning when the machine stays in Power Save Mode overnight. Main body and controller may need to be power-cycled in order for printing to take place.

Solution

CAUSE: System code version 1.0 firmware bug causing the IC-409 to lose communication with the main body.

SOLUTION: The IC-409 must have patches 1-U52ZX and 1-UF108 installed to allow communication to be maintained during the Low Power Mode. These patches only apply to IC-409 system code version 1.0 and should not be installed on the the IC-409 running system code version 1.01 and above.
   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'.
   SPECIAL NOTE : Solution contribution by Ron Reed and Tony Pizzoferrato, ESS/SSD

Solution ID   TAUS0800785EN*   **Solution Usage**   21

Description

With IC-409 version 1.01 system code, theMFP will not come out of Power Save Mode when a print job is sent to the IC-409.This occurs mainly in the morning when the machine stays in Power Save Mode overnight. Main body and controller may need to be power-cycled in order for printing to take place.

Solution

CAUSE: Firmware bugwith the IC-409 version 1.01 in which itloses communication with the main body when theMFP goes into Power Save Mode.

SOLUTION: A new patch file (1-XL217)for the IC-409 isavailable that corrects this issue.
Patch files are available for download via the Konica Minolta Download Selector:
1. Login in via www.mykonicaminolta.com
2. Select the "Service" link located on the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located on the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.
6. Search for the patch file name or select Color Products => IC-409 => System Code.
   Note:
1.Please ensure that the IC-409 system code 1.01 has patch 1-W5C85 (16.8MB)installed prior to installing patch 1-XL217 (17.94MB).
2. If issuepersists after installing patch 1-XL217, please install patches 1-ZB8PP and
1-105NZD.
3. Please refer to the attachedRelease Notesand other documentation for more detail on these patches. 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 byTony Pizzoferrato, ESS/SSD

Solution ID   TAUS0700907EN*   **Solution Usage**   9

Description

How to scan to E-mail using an Emperon controller.

Solution

See the attached documents, whichhave step-by-step Scan to E-mail setup instructions for the Emperon standard controllers. Theseare training documents andare structured using classroom examples. Be sure to replace site-specific parameters (TCP/IP addresses, E-mail addresses, etc., with those specific to the installation.
   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 .
   SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0702393EN*   **Solution Usage**   8

Description

With the IC-409 installed, the network communication between the client PC and the MFP may fail."Unable to Connect to the Network" messagemay display after the MFP times out when attempting to connect. This occurs mainly when the IC-409 and MFP are manually configured for TCP/IP.

Solution

CAUSE:The IC-409 will attempt to resolve any TCP/IP addressing conflict but is not able to due to the address being manually set.

SOLUTION:To allow proper addressing and communication, perform the following:
1. Shut down the IC-409.
2. On the main body, set Utility/Admininistration Setting/Network Setting/TCP-IP Setting/IP Setting to Auto Input.
3. Power down the main body.
4. Power up the IC-409.

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5. After 3 minutes, power up the main body.
 This will allow the IC-409 to act as a DHCP server and set a TCP/IP address on the main body NIC.Since the MFP NIC is addressed by the IC-409, a conflict does not exist.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID   TAUS0647541EN*   **Solution Usage**   6

Description
FK-502, C-B003 after installing the fax kit.

Solution
 PROBABLE CAUSES:
1. The fax board is installed in the incorrect slot.
Install the fax board in the rearmost slot.

2. The Fax (Sub) was set to Set at installation.
Change the Fax (Sub) to Unset in Service Mode by performing the following:
 a. Access the Service Mode.
 b. Select the Option Board Status.
 c. Select Unset of Fax (Sub).
 d. Select End and Exit to return to copy screen.

 3.The FK-502 board is not seated properly.
 Remove and reseat the fax board.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio and Ian Lynch, Production Print/SSD

Solution ID   TAUS0702345EN*   **Solution Usage**   6

Description
PLEASE POWER ON CONTROLLER message. Fiery® is correctly configured. This may occur after upgrading the IC-409 to version 1.01.

Solution
 CAUSE: Incorrect firmware or corrupted system software.

 SOLUTION:Update theMFP firmware to themost current base firmware available.
 If message reoccurs, remove the sticker covering the Service mode switches and flip the switches ON/OFF at least 3x. Return the switches to the OFF position andreinstall the system software. Install the following patches:
1-W5C85
1-VKPBU
1-THD8Q
1-XL217
1-ZB8PP
1-Z5Q9E
1-105NZD
   Note : The latest version firmware or system software (and patches)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 and Ian Lynch, 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.

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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   TAUS0702439EN*   **Solution Usage**   4

Description
F023.

Solution
 CAUSE: MFPB failed.

 SOLUTION:Perform a Data Clear. Reseat all the connections on PWB-MFPB. Replace MFPB if necessary and flashMFP with most current firmware. If the problem persists, swap 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.
  PARTS : bizhub C550 - PWB-MFPB (p/n A00J H020 07); bizhub C451- PWB-MFPB (p/n A00J H020 07); bizhub C650 - PWB-MFPB (p/n A00J H021 00)
  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

Solution ID   TAUS0702651EN*   **Solution Usage**   3

Description
C1127 (C-1127) error code.

Solution
 CAUSE: The after punch shift home sensor (PS303) is not turned ON after a lapse of a given time after the punch shift motor (M302) is turned ON.

 SOLUTION:Replace the Punch drive board (PDB) (p/n A04F H010 01) and theFinisher Control Board (p/n A07R H090 12).
  Note : If the error reoccurs, perform a System Error Clear:
1.Enter Tech Rep Mode.
2.Press System 1.
3.Press Initialization.
4.Press System Error Clear and press the Start key.
5.Power the machine OFF/ON using the main power switch.
  CAUTION :When attempting to flashfirmware,if the error code is not cleared, the machine willget stuckat the PRCB and the flash will be unsuccessful.
  SPECIAL NOTE : Solution contribution by Cesar Jimenez and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800406EN*   **Solution Usage**   3

Description
FK-502, T81 message is displayed when attempting to fax out without the OFF HOOK option selected. If, OFF HOOK is selected the fax is sent successfully.

Solution
 CAUSE: Dial Tone Detection is set to ON.

 SOLUTION: To set Dial Tone Detection to OFF, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [FAX] on the touchscreen.
5. Touch [NetWork] on the touchscreen.
6. Touch [NetWork Setting 2] on the touchscreen. The Dial Tone Detection setting selection option will be displayed at the top of the touchscreen.
7. Touch [OFF] on the touchscreen.
8. Touch [END] on the touchscreen.
9. Touch [Exit] on the touchscreen.
10. Power the copier OFF/ON to lock the setting into the fax unit.

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

Solution ID TAUS0702318EN*   **Solution Usage** 2

Description

After connecting the Fiery® IC-409 to the MFP, Scan to FTP and Scan to E-mail stop working. The Fiery® is accessible when PINGed; Pagescope web connection can be accessed,and can print.

Solution

CAUSE: Incorrect system settings.

SOLUTION:During the IC-409 installation make sure the following is settings are entered in the main body options:
1.In Service Mode Under [System2], set selection to[Controller1].
2.In Utility=> Administrator Settings => TCP/IP Settings => IP Settings => set to AUTO. This will allow the main body to then obtain a TCP/IP address from the IC-409.
  Note : This is very important when switching between built-in and Fiery® controller.
 SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0703698EN*   **Solution Usage** 2

Description

FK-502, unable to transmit or receive and an error R09 is indicated.

Solution

CAUSE: The hard drive is not installed.

SOLUTION: Re-install the hard drive by performing the following:
1. Enter the Tech Rep mode.
2. Press System 2.
3. Press HDD.
4. Press Installed.
5. Power machine OFF/ON using the main power switch.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio/Chuck Tripp/Ian Lynch, Production Print/SSD

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 TAUS0653781EN*   **Solution Usage** 1

Description

FK-502, unable to TX from operation panel or with RightFax®. The fax screen can not be accessed on the operation panel.

Solution

CAUSE: Fax TX Restrict is ON.

SOLUTION: Set Fax TX Restrict OFF. To set Fax TX Restrict OFF, perform the following:
1. Enter the Administrator mode.
2. Select Security Setting.
3. Select Security Details.
4. Select the down arrow.
5. Select Restrict Fax TX.

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6. Select OFF.
7. Select Close 4 times to exit the Administrator mode.
 SPECIAL NOTE : Solution provided by Shane Dempsey, U.S. Imaging Solutions, LLC. and Ian Lynch, Production Print/SSD

Solution ID TAUS0702079EN*   **Solution Usage** 1

Description

CD252 (C-D252) code at start up.

Solution

 CAUSE: The Controller 1 setting is enabled in Tech. Rep. Mode without the IC-409 (Fiery® controller) installed.

 SOLUTION: To reset the error code, perform the following:
 1. Press Utility/Counter button.
 2. Press 'Job Details button' on the operation panel.
 3. Press Utility/Counter button.
 4. Repeat steps 3 and 4 until 'Meter Count' is displayed on the operation panel.
 5. Press 'Check Details' button.
 6. Enter Tech. Rep Mode (Stop, 0, 0, Stop, 0, 1).
 7. Press 'System 2' button.
 8. Press 'Image Controller'. Button.
 9. Press 'Controller 0' for the standard controller.
 10. Exit Tech Rep Mode.
 11. Cycle power OFF/ON.
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0702135EN*   **Solution Usage** 1

Description

T81 when attempting to transmit a fax TX using one-touch dialing.

Solution

 CAUSE: Dial tone not detected.Fax TX off hook is OK. Fax RX is OK.

 SOLUTION: When setting up one-touch dialing, insert at least one extra pause to allow time for the PBX dialtone to be detected.Also make sure to disable
Dial Tone Detection ; go to:
 1. Service Mode.
 2. Fax.
 3. Network.
 4.Network Setting2.
 5, Dial Tone Detection and set it to OFF.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0801190EN*   **Solution Usage** 1

Description

Finishing options do not work via IC-409 when selected through any driver.

Solution

 CAUSE: The No Authentication and Account Printing setting under server setup on the IC-409 is set incorrectly.

 SOLUTION: If Account tracking and User Authentication are being utilized for printing, ensure that the No Authentication and Account Printing setting is set to
Enabled. If Account tracking and User Authentication are not being utilized for printing then ensure that the No Authentication and Account Printing setting is
set to Disable.

 How to set No Authentication and Account Printing setting;
 1. Utility button.
 2. Controller details.
 3. Menu => Run Setup => Yes => OK.
 4. Password => Fiery.1=>ENTER.
 5. Server Setup => Enter => OK => OK => Enter => OK => OK => OK => down arrow to select Enable or Disable => OK
 6. Menu => Save changes => Yes => OK.
 7. Exit setup.
 8. Reboot system.
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD and Mike McCarthy, Production Print/SSD

March 2009

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   TAUS0808268EN*   **Solution Usage**   1

Description

 Unable to establish an HTTP/IPP printing connectionthrough a Gateway with printer on a local LAN.
 The following error message appears: "Windows cannot connect to the printer. Either the printer name was types incorrectly, or the specified printer has lost its connection to the server."

Solution

 CAUSE:TheMFPdoes not accept an HTTP/IPPURI that specifies thegateway's IP address to be used in conjunction with the gateway's port forwarding setting.

SOLUTION: New firmware is now available that corrects this issue for the following models;
 C203 - version GY6-R5
 C253 - version GX6-R5
 C353 - version GW6-R5
 C451 - version GW6-R5
 C550 - version GW6-R5
 C650 - version GW6-R5

 The new firmwareis available for download via the Konica Minolta Download Selector :
1. Login in via www.mykonicaminolta.com
2. Select the "Service" link located on the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located on the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.

 Please refer to the attached PDF documents for detail information on this firmware release.

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

Solution ID   TAUS0656615EN*   **Solution Usage**   0

Description

FK-502, unable to fax to international destinations.

Solution

 CAUSE: Country code (011) was not dialed.

 SOLUTION: Ensure to dial Country Code (011) before all international faxes.
 SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0703640EN*   **Solution Usage**   0

Description

When the MFP "wakes up" from Power Save Mode, the "i" mark is not indicated on the panel.

Solution

CAUSE: Failure of IC-409 firmware.

SOLUTION:To verify:
1.Place theMFP into Power Save Mode and wait for about 30 seconds.
2."Wake-up" the engine from Power Save Mode and check that the "i" mark is indicated on the panel.
3.Perform the previous stepsrepeatedly.It may take about 2 minutes to display the "i" mark or the "i" may not be indicated on the panel at all.
Install the attached IC-409 patches (1-U52ZX and 1-UFI08) and please refer to the Release Notes for detail.
  Note : To open the ZIP file, WinZip® must be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm .
The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
  SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0900085EN*   **Solution Usage**   0

Description

Unable to scan to E-mail using a Microsoft® Exchange Server 2007.

Solution

CAUSE:The Microsoft® Exchange Server is not set up correctly.

SOLUTION:Please use the attached settings to set up scan to E-mail on the Microsoft® Exchange Server 2007. 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   TAUS0701945EN*   **Solution Usage**

Description

Scan to E-mail is not working; Start Button is amber (orange). No Errors. Document Feeder will not feed the originals.

Solution

CAUSE: The machine has not been properly set up.

SOLUTION: Perform the following:
1. Press Utility/ Counter.
2. Administrator Settings [12345678].
3. Select Administrator Registration.
4. Under Administrator Name, enter a Name (Administrator Name or Copier Name).
5. E-mail address. Enter Administrator E-mail or Copier E-mail.
6. Press OK.
7. Select Input Machine Address.
8. Under Device Name, enter the given name for the copier.
9. E-mail Address. Enter the E-mail address of the copier.
10. Press OK.
11. Exitby pressing Close three (3) times.
  SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID   TAUS0702844EN*   **Solution Usage**

Description

When scanning to SMB using Send and Print, why is an error message not displayed if the connection to the SMB server fails?

Solution

The failure to display an error message when the connection to the SMB server fails using Send and Print has been addressed with version 6B firmware. Please update the machine firmware to version 6B or later.
  Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0703050EN*   **Solution Usage**

Description

When manually configuring the TCP/IP address on the IC-409 (Fiery®) and the MFP, the network communication between a client PC and the MFP may fail. This may be a problem when trying to use the network-related functions like network printing, scanning to FTP, etc.

Solution

 CAUSE: The IC-409 replies to an ARP request for two TCP/IP addresses, which are the TCP/IP address of IC-409 and the address of the Fiery®. If the next TCP/IP address for the IC-409 is assigned to the MFP, the MFP and a client PC cannot make proper network communication.
 For example, TCP/IP address configuration:
 TCP/IP address 192.168.1.10
 Subnet mask 255.255.255.0
 In this case, if assigning 192.168.1.11 to the MFP, the problem will be seen.
 A patch file is required.

 SOLUTION: Until patch file is installed, please use this workaround:
 Assign a TCP/IP address to the MFP excluding the assigned TCP/IP address for the IC-409 and the next TCP/IP address.
 Since the IC-409 replies to an ARP request for the two TCP/IP addresses, please do not assign those two addresses to other network devices either.
 For example, it is O.K. to assign: 192.168.1.12 and 192.168.1.9 or even 192.168.1.100, however, please do not assign 192.168.1.11.
   Notes :
 1.When using DHCP configuration, the problem will not happen. However, the IC-409 will request two TCP/IP addresses and the MFP will request one address. Therefore, three (3) TCP/IP addresses are taken up.
 2. Attached is the patch file (ic409v10_pt1thd8q.exe - 2.41MB)and it can also be downloaded from the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 3.   IMPORTANT   - Refer to the attached Release Notes and instructions prior to patch installation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
  SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0703132EN*   **Solution Usage**

Description

Why is Envelope not displayed under the paper size in Paper Jam History?

Solution

 Envelope not being displayed under paper size in the Paper Jam History has been addressed with version 58 firmware. Please install version 58 firmwareor later on the machine.
   Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
  SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0703669EN*   **Solution Usage**

Description

 Unable to print a calibration page from Command WorkStation™.

Solution

 CAUSE: The IC-409 system code is corrupt.

 SOLUTION: Reload system code on the IC-409.
   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 Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800822EN*   **Solution Usage**

Description

How to set up Scan to FTP via PageScope Web Connection.

Solution

 Please perform the step-by-step 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 .
  SPECIAL NOTE : Solution contribution byIan Lynch and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0800905EN*   **Solution Usage**

Description

Issues pertaining to network connection of the IC-409.

Solution

Please refer to the attached documentation for details. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0801561EN*   **Solution Usage**

Description

Whensending a banner job with plain paper as the paper type to the Fiery®,the job will be deleted at the MFP.

Solution

CAUSE:According to MFP specification, the banners must be printed on thick paper.

 SOLUTION: Please select following thick paper as a media type in printer driver when printing banners.
 Fiery X3eTY 50_45C-KM (IC-409)
bizhub C451 = Thick3
bizhubC353/C253/C203 = Thick1 or Thick2
 IC-406/IC-402
 Thick1, Thick2 or Thick3
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0801997EN*   **Solution Usage**

Description

 Output for AS/400® loops continuouslyuntil job is held.

Solution

 CAUSE: When using a remote output queue on an AS/400®, the XAIX destination option is normally used for printing multiple copies.
 The remote writer opens the connection to the printer and sends down multiple copies of the print data and control file pair. Each control file contains one print command for the data file that preceded it. This method is required for printers that start printing the data right away. However, there are some print servers that will close the connection after the first copy is sent. This is an unexpected close, resulting in retrying to send from the beginning which will cause the remote writer to loop forever and will cause the spooled file to be printed indefinitely. In this case, XAIX should not be used.
 When XAIX is not specified, the data file and control file will be sent once, but the control file will contain multiple print commands. This reduces network traffic, but can only be used with serversthat can buffer all the data before knowing how many copies to print.
 Therefore, without XAIX specified, the print server may or may not print multiple copies of the OS/400® or i5/OS® spooled file.

 SOLUTION: Install the following minimum firmware version:
  bizhub 350/250/200
Base firmware version 80 (filename: 4040-0100-G30-80-002)

  bizhub 360/420/500
Special model-specific firmware version 31-GD1 file name:

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

  bizhub 361/421/501
Special model-specific firmware version 13-GC5 file name:

bizhub 501: 501US_m1g1300c5.exe

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

bizhub C203/C253/C353/C353P
Special model-specific firmware version, file name and checksum:

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

bizhub C451/C550/C650
Special model-specific firmware version GC2-R4, file name and checksum:

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

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

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

bizhub PRO 1050 Series/IC-611
Print controller system code (ISW Trns install) version 31_CPF0_ISW (filename: 1050_p131cpf0p.exe)
 Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID   TAUS0802637EN*   **Solution Usage**

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

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

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

Model

Modification Notice

Firmware

360

DLBT0803345EN00.PDF

360US_M0G3100VW.EXE

420

DLBT0803345EN00.PDF

420US_M0G3100VW.EXE

500

DLBT0803345EN00.PDF

500US_M0G3100VW.EXE

361

DLBT0803346EN00.PDF

361US_M1G1300UI.EXE

421

DLBT0803346EN00.PDF

421US_M1G1300UI.EXE

501

DLBT0803346EN00.PDF

501US_M1G1300UI.EXE

600

DLBT0803843EN00.PDF

600_750_US_M1G3000V9.EXE

750

DLBT0803843EN00.PDF

600_750_US_M1G3000V9.EXE

C203

DLBT0803485EN00.PDF

C203_A02E0Y0-F000-GE8-R5.EXE

C253

DLBT0803484EN00.PDF

C253_A02E0Y0-F000-GD8-R5.EXE

C353

DLBT0803483EN00.PDF

C353_A02E0Y0-F000-GC8-R5.EXE

C451

DLBT0803493EN00.PDF

C451_A00K0Y0-F000-GC8-R5.EXE

C550

DLBT0803492EN00.PDF

C550_A00J0Y0-F000-GC8-R5.EXE

C650

DLBT0803491EN00.PDF

C650 A00H0Y0-F000-GC8-R5.EXE

The modification notice and firmwareare available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'

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

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

Solution ID   TAUS0802695EN*   **Solution Usage**

Description

FK-502, when routing to a fax to an E-mail and the size of the fax is to large for the E-mail server, is a notification sent or does the machine indicate that the fax did not go through?

Solution

Thereceived andforwarded job will be printed if it cannot be routed to the specified destination as long as the setting Forward and Print if TX fails is selected.To select this option, perform the following:
1. Enter Admin Mode.
2. Select FAX.
3. Select Forward Fax Setting.
4. Select Forward and Print if TX Fails.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802703EN*   **Solution Usage**

Description

FK-502, receiving faxes is extremely slow.

Solution

CAUSE:The machine firmware is corrupt or the Fax memory is scrambled.

SOLUTION:Flash or reflash the machine firmware to the latest version. Perform a Fax initialization by performing the following procedure:
1. Enter Tech Rep Mode.
2. Select Fax.
3. Select Initialization.
4. Select Fax Function Parameter and press Yes.
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 Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802748EN*   **Solution Usage**

Description

A yellow halftone band on a Microsoft® PowerPoint document after being converted from Microsoft® Excel.

Solution

CAUSE:The IC-409 needs to be calibrated.

SOLUTION:Calibrate the IC-409 via Command WorkStation™.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0808163EN*   **Solution Usage**

Description

Normally, when executing ColorCal™ on the IC-409, it is necessary to place the Kodak® Gray Scale together with the measurement page on the original glass. However, ColorCal™ can be successfully measured without using the Gray Scale.
[Procedure]
 When executing ColorCal from MFP panel
1. Select ColorCal™ from the MFP panel (selecting Standard or Expert does not matter).
2. Output measurement page.
3. Place only the measurement page on the original glass. DO NOT use Kodak® Gray Scale.
4. Execute ColorCal™.
5. ColorCal™ is successfully measured and "Apply/Overwrite Yes" is indcated. This is not correct.Normally, "Kodak Gray Scale is not detected." is displayed.

Solution

 CAUSE: This is specification. When customers loose the Kodak® Gray Scale, they should not perform ColorCal™ until they get a new Gray Scale. To allow for executing ColorCal™ without the Gray Scale, this operation is used as an "emergency" countermeasure only.

 SOLUTION: Basically, it is not recommended to perform ColorCal™ without the Gray Scale. If placing only the measurement page on the original glass and executing ColorCal™, a value of the Gray Scale is used which was previously measured successfully.
  Note : Attachedare samples of the Actual Kodak® Gray Scale and a video for reference.
 SPECIAL NOTE : Solution contribution by KMBT (Japan) and Cesar Jimenez/Ian Lynch, Production Print/SSD

Solution ID　　TAUS0808361EN*　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
 The fax will not receive when connected to a PBX phone system.

Solution
 CAUSE: The phone line rings once with one tone and subsequent rings have a different tone.

 SOLUTION: To changethe fax network setting, perform the following procedure:
1. Enter Service mode
2. Select Fax.
3. Select Network.
4. Select the Network 1 tab and set Receive Signal detection Mode to "Time".
5. Press OK.
6. Press Exit.
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID　　TAUS0808426EN*　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
 When sending a job from Macintosh® OS to the IC-409 when MFP and IC-409 are in sleep mode, neither the MFP nor IC-409 "wake up". The job is not printed, but remains in the driver spool. The IC-409 PostScript driver is used to send the job.

Solution
 CAUSE: System software requires an upgrade.

 SOLUTION: Upgrade system software to IC-409 version 1.01,patch 1-Z5Q9E. Please see attached patch file and documentation(for accessibility in case the Download Selector cannot be accessed).The latest version firmware or system software is also available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
  Note :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　　TAUS0808427EN*　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
 When sending a print job from a PC to the IC-409 when the MFP and IC-409 are in sleep mode, the MFP does not "wake up" but the controller does.The IC-409 PostScript driver is used to send the joband the job is sentbut not printed.

Solution
 CAUSE: System software requires an upgrade.

 SOLUTION: Upgrade system software to IC-409 version 1.01,and install patchesin order.

1-XL217
1-ZB8PP
If the issue is not improved after applying patch "1-XL217" and "1-ZB8PP", please apply patch "1-105NZD".
Refer to The Program relaease Notes prior to installation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0808452EN*   **Solution Usage**

Description
FK-502, when receiving a fax it is printed two times.

Solution
CAUSE:Corrupt fax memory.

SOLUTION:Perform the following fax initialization procedure:
1. Enter Tech Rep mode.
2. Select FAX.
3. Select INITIALIZATION.
4. Press Fax Function Parameter and Communication Journal Data and press the YES twice.
5. Power machine OFF/ON using the main power switch.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900030EN*   **Solution Usage**

Description
Unable to print, PING or browse the NIC.

Solution
CAUSE:The PRCB has failed.

SOLUTION: Replace the PRCB (p/n A00J H001 06).
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900054EN*   **Solution Usage**

Description
Unable to print via Authentication and NTLM ver2.

Solution
CAUSE: The print driver is corrupt.

SOLUTION: Remove the print driver files via server properties and then delete the actual print driver. Reboot the Client and/or the Server and then reinstall the print driver. 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 Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900385EN*   **Solution Usage**

Description
SCANNER NOT AVAILABLE message on the operation panel when pressing the Fax/Scan key.

Solution
CAUSE: The scanner is isolated.

SOLUTION: To activate the scanner, perform the following:
1. Enter Tech Rep Mode.
2. Select System 1.
3. Select Trouble Isolation.

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4. Press the number 3 tab.
5. Select the scanner and change to UNSET.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900501EN* **Solution Usage**

Description

FK-502, incoming faxes are not picked up when calls are routed through an Avaya© automated phone system.

Solution

 CAUSE:The number of RX call rings is set to the default value of [2].The Avaya© automated phone system only recognizes the incoming fax communication when the RX call rings are programmed to [0].

 SOLUTION:To program the RX call rings to [0], perform the following:
1.Press the Utility/Counter key.
2.Touch [3 Administrator Settings] on the touchscreen.
3.Input the Administrator password (default password is 12345678).
4.Touch [OK] on the touchscreen.
5.Touch [8 Fax Settings] on the touchscreen.
6.Touch [3 Line Parameter Setting] on the touchscreen.
7.Touch [Number of RX call Rings] on the touchscreen.
8.Repeatedly, touch [-] on the touchscreen until 0x is displayed as the number of RX call rings.
9.Touch [OK] on the touchscreen.
10. Touch [Close] on the touchscreen.
11. Press the Reset key.
 SPECIAL NOTE : Solution contribution by Mark Midkiff, KMBS/Miami Lakes, FL

Solution ID TAUS0900625EN* **Solution Usage**

Description

Why when trying to print a 4 page pre-paginated booklet from Publisher 2007 asking for 4 sets does the job show in the job queue as one 16 page job?

Solution

 When trying to print a 4 page pre-paginated booklet from Publisher 2007 asking for 4 sets the job may show in the job queue as one 16 page job due to it's interaction with the driver. To allow the correct output please install the version 6.3.1 PS driver for the standard controller on the workstation.

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

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

Solution ID TAUS0900677EN* **Solution Usage**

Description

The machine is indicating a C-B003 code.

Solution

 Cause:Fax misconfiguration. The fax option is turned on when there is no fax kit installed.

 Solution: Turn off the fax options.

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

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

Solution ID　TAUS0800155EN*　　　　　　　　　　　　　**Solution Usage**　7

Description
There are ¼ inch gray/black squares all over the copies.

Solution
CAUSE: Incorrect or incomplete setup procedure causes a security pattern to be output over the copies.

SOLUTION: Follow the setup procedure completely and in the correct order and do not cycle power between steps.Common installation errors are:

Date and time enter in one location

Touch panel not adjusted

List outputs not printed out upon completion of setup
Seeattachment for the installation procedure and sample of the output (box_sample). 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 .
SPECIAL NOTE : Solution contribution by Freddie Burnham/Jim Behrends/Cesar Jimenez, Production Print/SSD

Solution ID　TAUS0801599EN*　　　　　　　　　　　　　**Solution Usage**　5

Description
Black smudges/smears/halo-effect or text that looks bolded or offset on the second side.

Solution
CAUSE: The secondary transfer is set too low.

SOLUTION: To adjust the secondary transfer, perform the following:
1. Enter Tech Rep mode.
2. Select Image Processing Adjustment.
3. Select Transfer Output Fine Adjustment.
4. Select Secondary transfer Voltage.
5. Select Plain paper.
6. Select Black and increase the value to +7.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID　TAUS0802468EN*　　　　　　　　　　　　　**Solution Usage**　5

Description
Black smudges/smears/halo-effect/ghosting or text that looks bolded or offset on the firstor second side of the copies.

Solution
CAUSE:The secondary transfer is set too low.

SOLUTION:To adjust the secondary transfer, perform the following:
1.Enter Tech Rep mode.
2.Select Image Processing Adjustment.
3.Select Transfer Output Fine Adjustment.
4.Select Primary Trans Adj.
5.Increase the data to a (3) for all four colors.
6.Select Secondary Transfer Voltage.
7.Select Plain paper.
8.Select Black and increase the value to +7.
SPECIAL NOTE :Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID　TAUS0802107EN*　　　　　　　　　　　　　**Solution Usage**　3

Description
When first powering up the machine in the morning, the following image failure is generated:

Carrier adhesion (Black and possibly Magenta)
Low image density/images are almost not printed
Uneven image density

Solution

CAUSE: Poor contact between the main body and the Black Imaging Unit. As for Magenta, since the failure occurrence ratio is quite low, there may not be an issue.

SOLUTION: Apply either rubber or a harder urethane foam on the fixed lever control part of the Imaging Unit, and press it down on the back side of the IU. This should ensure better contact. A terminal plate has been added in production so that the terminal of the Black Imaging Unit will certainly contact with the pin located on the main body. Please refer to the attachment for details. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801367EN*   **Solution Usage** 2

Description
Marks on copies.

Solution

CAUSE: Static electricity has been generated by the friction of the paper and the Guide Plate, and there is a possibility that toner is "sprinkled" in the feeding direction of the paper.

SOLUTION:A Guide Sheet has been attached to the Guide Plate, thus the generation of static electricity by the friction of the paper and the Guide Plate has been prevented. Please refer to the attached Parts Modification Notice for more 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 TAUS0802321EN*   **Solution Usage** 1

Description
Dark corner band from lead-to-trail on the front or rear side of copies only.

Solution

CAUSE: Possible missing scanner glide bushings.

SOLUTION: Check to make sure that the black plastic glide bushings on the ends of the scanner unit are intact. These items can be located on page 10, Scanner section, Key 11 (p/n 4002 1481 01)and Key 12 (p/n 4002 1480 01) of the March 2008 bizhub C451/C550/C650 Parts Guide Manual.
  Note : See attached copy sampleas areference. 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 TAUS0808143EN*   **Solution Usage** 1

Description
Image failure (black streaks) in the main scan direction on thick paper.

Solution

CAUSE:Vibrations are created when the trailing edge of the preceding paper is passing by the timing roller.

SOLUTION:Reduce the effect of the vibrations on image quality by widening the paper interval by changing the below setting:
1. Enter Service Mode.
2. Select [Machine] on the touch panel.
3. Select [Thick Paper Mode] on the touch panel.
4. Select [Image Quality] on the touch panel.
5. Select [End] on the touch panel.
6. Select [Exit] on the touch panel.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0703744EN*   **Solution Usage**

Description

When scanning an 8.5x11 original to a file there is a line near the edge of the scanned image. There are no lines on copies.

Solution

 CAUSE: Incorrect adjustment.

 SOLUTION: Perform the Scan Area adjustment, as described in section 10.4.6 of the Field Service Manual.
  SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0800806EN*   **Solution Usage**

Description

Triangular lines at the front or back of the copy in the main scan direction (see attachment for sample).

Solution

 CAUSE: One of the bushings is missing from the 2/3 mirror assembly.

 SOLUTION: Please inspect the 2/3 mirror assembly and make sure that the assembly is properly sliding across the guides. If the bushings are missing andthey are found in the scanner they can be easily snapped back in place;lift gently up on the assembly and push them back in place. If they cannot be found then please order them. There are two part numbers for them depending upon which is missing (p/n 4002 1481 01 and p/n 4002 1480 01).
  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 David Silverstein, Workgroup/SSD

Solution ID   TAUS0801572EN*   **Solution Usage**

Description

Output has squares on most pages. The boxes vary in size and color.Some are filled, and some are open, and sometimes rectangles are printed. C-FC2B code may be logged.

Solution

 CAUSE: Memory failure.

 SOLUTION: Replace the memory modules (p/n V865 3000 12) located on PWB-MFP.

 SPECIAL NOTE : Solution contribution by Bruce Bode, KMBS/Des Moines

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Solution ID   TAUS0900591EN*   **Solution Usage**

Description

What can cause intermittent Magenta background across the entire page that fades in from lead to trail?

Solution

 Intermittent Magenta background across the entire page that fades in from lead to trail can be caused by a failing HV1. Please replace HV1 (p/n A00J M407 01) to correct the problem.

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

March 2009

Solution ID   TAUS0808189EN*   **Solution Usage**   1

Description

Unable to view fax forwarding files asTIFF. Files are forwarded only as PDF.

Solution

Change the default "Scan/Fax Settings" to "current settings"
Note: Do NOT change the default "Copier Settings".
1. Press theUtility button.
2. Select Scan/Fax Settings.
3. Select Default Scan/Fax Settings. This will change the default scan settings to TIFF.
SPECIAL NOTE: Solution contribution by Craig Blyther, ASG/SSD

Solution ID TAUS0703835EN*

Description

P-14at power up possibly with incorrect color registration (P-21 and/orP-22 may also be indicated).

Solution

PROBABLE CAUSES:

1. Low level of firmware.

Update firmware level to most current level available. 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'.

Also, if the problem is not corrected, replace Image Unit. Please refer to attached Bulletin Number 5860 for the Imaging Unit part number(s). To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

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

2. Failed print head relay board.

  Note : Code may occur after stabilization runs. Performing the color alignment adjustment does not correct the problem.

Replace the print head relay board (p/n A00J H003 00). The print head relay board is also referred to as REYB/PH or PWB-J.

Besure to check Imaging Unit and replace if necessary. Target Black Imaging Unit which is the most common cause of the P-14 code. Please see attached Bulletin Number 5860 (for the Imaging Unit part number). 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 Harding, KMBS/Edison and Cesar Jimenez, Production Print/SSD

3. The Color Alignment Adjustment was not performed during setup.

  Note : Code may be indicated after a new setup.

Perform the Color Alignment Adjustment:

 a. Enter Service mode.

 b. Select Machine.

 c. Select and perform the Color Alignment Adjustment.

 d. Exit Service mode and cycle the power.

Also, pleasemake sure to check Imaging Unit and replace if necessary. Target Black Imaging Unit which is the most common cause of the P-14 code.Please see attached procedure and Bulletin Number 5860 (for the Imaging Unit part number). 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 Gregg Gallant and Cesar Jimenez, Production Print/SSD

4. The Skew adjustment needs to be performed.

Perform the following skew adjustment procedure:

 a.Enter Tech Rep mode.

 b.Select Machine.

 c.Skew Adjustment.

 d. Perform the procedure as outline in the Service manual or download the attached document.

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

Solution ID TAUS0654574EN*

Description

Gray box(es) printed after installation.

One large gray box in the middle of all prints.

Many ¼-inch boxes throughout all pages.

Solution

CAUSE: Installation procedures were not completed properly.

SOLUTION: Complete the installation procedures thoroughly in the following order:

1. Adjusting Touch Panel - Press the Accessibility key, Touch Panel Adj.

2. Setting Gradation Adjustment - Go into Service Mode, Image Processing Adjustment, Gradation Adjustment.

3. Touch High Compression Mode and press Start (perform 3 times).

4. Touch Gradation Mode and press Start (perform 3 times).

5. Touch Resolution Mode and press Start (perform 3 times).

6. Date/Time Setting - go into Service Mode, Press Stop, 1, 1, 4, 4, Clear.

7. Go into Utility/Counter, Administrator Setting, System Setting, Date/Time Setting.

8. Install Date - go into Service Mode, System 1, Install Date.

9. Serial Number Input - go into Service Mode, System 1, Serial Number (if serial number is already there, Clear and re-enter it).

10. Unit Change - go into Service Mode, System 2, Unit Change.

11. List Output - Please Load 8.5x11 Landscape paper on Tray 1, go into Service Mode, List Output, and Touch Machine Management List and press Start.

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12. Press Adjustments List and press Start.
13. Press Service Parameter List and press Start.
14. Press Fax Setting List and press Start.
 Notes :
 a. Be sure to correctly follow the procedures in order as explained in the attached Installation Manual.
 b. If you do not follow the procedure in order, image trouble may occur.
 c. Repeat the procedure whentrouble occursas shown in the attachments (sample outputs).
 •

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

Solution ID   TAUS0800430EN*   **Solution Usage**   3

Description

Intermittent streaks from front to rear and faded colors. A sample image has been attached to this document.

Solution

 CAUSE: The black toner filter or the ozone filter may be clogged.

 SOLUTION: Remove and clean the ozone filter (p/n A00J R731 00), and the black toner filter located on the right side of the MFP. The black toner filteris the filter that ships with the black toner cartridge.
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0801553EN*   **Solution Usage**   1

Description

Black (more than other colors)has a halo or offsetting aroundcharacters.

Solution

 CAUSE: Failed second transfer roller.

 SOLUTION: Replace the second transfer roller(p/n A00JR71500).
 SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID   TAUS0702629EN*   **Solution Usage**

Description

PROBLEM: Black squares are printed uniformly across the copies.

Solution

 CAUSE: Incorrect gradation adjustment settings.

 SOLUTION: To correct the problem, enter the service mode, select image adjustment, then gradation. Run each of the gradation adjustments three times as outlined in the setup instructions. Once the gradation settings are correct, the black squares will be eliminated.

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

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

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

Solution ID   TAUS0703418EN*   **Solution Usage**

Description

 Non-driver based printing of raw ASCII text exhibits incorrect character spacing (too close) when using the printer Courier font.

Solution

 CAUSE:An abnormality with firmware version 58.

 SOLUTION: Upgrade the bizhub C451/C550/C650 to version 6B or above. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 Note : Please refer to the attached exerpt from the Print Operations Users Guide regarding available font selections that affect non-driver based printing of

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raw ASCII text. 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 Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0703660EN*   **Solution Usage**

Description

Square dots on copy (internal prints).

Solution

CAUSE: Damaged PWB-MFPB. Please see attachment for a copy quality sample of the problem.

SOLUTION:Replace the PWB-MFPB and flash the copier with most current firmware.
PART NUMBERS
bizhubC550 - PWB-MFPB, p/n A00J H020 07
bizhubC451 - PWB-MFPB, p/n A00J H020 07
bizhubC650 - PWB-MFPB, p/n A00J H021 00
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 PDF, Adobe Reader® 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 TAUS0703816EN*   **Solution Usage**

Description

Color copies are distorted but prints are normal.

Solution

CAUSE: Bushing on the 2nd mirror assembly is binding.

SOLUTION: Clean and/or replace the bushing (p\n 4002148001) if damaged.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0801175EN*   **Solution Usage**

Description

When printing on thick paper, the first sheet is OK, but subsequent pages are blurred near the trail edge.

Solution

CAUSE: The loop senors PS41 and PS42 have failed or possibly their actuators are worn or broken.

SOLUTION: Repair or replace PS41 or PS42 and/or the actuators (p/n 4037090601 - PS41/PS42, p/n A00J107500 - PS41 Actuator and p/n A00J104002 - PS42 Actuator). SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0801211EN*   **Solution Usage**

Description

DF-611, copies of originals fed through the RADF are light. Copies of originals placed on the glass are OK.

Solution

CAUSE:The machine memory is scrambled.

SOLUTION:Reset the machine to factory defaults by performing the following:
1.Press the Utility key.
2.Press User Settings.
3.Press Copier Settings.
4.Press Default Copier Settings.
5.Press Factory and OK.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801212EN*   **Solution Usage**

Description
DF-611, copies are wavy and exhibit poor copy quality from the document feeder.Copies of originals placed on the glass are OK.

Solution
CAUSE:Incorrect document feeder height.

SOLUTION:Perform the RADF height adjustment as outlined in the Service Manual.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801723EN*   **Solution Usage**

Description
Blank image from one or more colors.

Solution
CAUSE: The lock lever for the imaging unit is not locked properly and the imaging unit is not rotating.

SOLUTION: Inspect the lock lever assembly and replace it, if necessary. The part numbers are:
A00JR70100 forYellow/Magenta lock lever
A00JR70200 forCyan lock lever
A00JR70300 forBlack lock lever
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0801823EN*   **Solution Usage**

Description
Black/color image background.

Solution
CAUSE:Laser drive board failure.
Note : Please refer tothe attachment sample of the faluty imagefor black. 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 PH unit (p/n A00J R741 00).
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0900032EN*   **Solution Usage**

Description
Blue lines in the lead-to-trail direction.

Solution
CAUSE: The MFPB has failed.

SOLUTION: Replace the MFPB(p/n A00J H020 07 for the bizhub C451/C550 and p/n A00J H021 00 for the bizhub C650).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900424EN*   **Solution Usage**

Description
Blank copies; internal prints and printing is normal.

Solution

CAUSE: Poor connection of interface cable between the IPB (PWB-C)and MFP boards. Failed I/F cable or IPB.

SOLUTION: Reseat the I/F cable. If issue is not resolved replace the I/F cable (p/n A00J N140 01) followed by the IPB (p/n A00J H011 00).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0800055EN*   **Solution Usage**   2

Description

When printing via Microsoft® Office Excel, files will print landscape on portrait paper or portrait on landscape paper and cannot be corrected

Solution

CAUSE: Microsoft® Office Excel Job Control is enabled.

SOLUTION: Disable Microsoft® Office Excel Job Control in Printing Preferences. To disable: Start=> Printers and Faxes => right-click printer=> select Printing Preferences=> select "Other" tab=> uncheck Excel Job Control=> click Apply=> click OK.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0800697EN*   **Solution Usage**   1

Description

Adjustment procedure for color registration.

Solution

Please refer to the attached document to adjust color registration.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   TAUS0802369EN*   **Solution Usage**   1

Description

FK-502, when fax forwarding the image is intermittently rotated and cut off.

Solution

CAUSE: The machine Fax memory is corrupt or the machine firmware is corrupt.

SOLUTION: Perform a Fax Initialization by performing the following procedure, and then flash or re-flash the machine to the latest firmware version.
1. Enter Tech Rep mode.
2. Select Fax.
3. Select Initialization, select all options and press YES.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802680EN*   **Solution Usage**   1

Description

When using Microsoft® Publisher 2007 to create a banner page, the separate pages that comprise the banner page are incorrectly oriented and tiled.

Solution

CAUSE:An anomaly in Microsoft® Publisher 2007.

SOLUTION:Perform the following and refer to the attached workaround documentas a reference.
1.Open the Properties of the printer driver.
2.Settings tab => Save Custom Size.
3.Register the paper size.
4. Open the Publisher file.
5. Open the Print screen.
6.The paper size setting clicks the Properties of the printer, and selects the registered paper size.
7.The registered size of the form appears in the PostScript/PCL driver.
   Notes :
 a.To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 b. Try using the 2007 Microsoft® Office Add-in: Microsoft Save as PDF or XPS to make a banner.It worksvery well without the tiling. This is a "save as" PDF converter rather than a "print PDF", although it works okay with Acrobat®.
 http://www.microsoft.com/downloads/details.aspx?familyid=4D951911-3E7E-4AE6-B059-A2E79ED87041&displaylang=en%20
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0802742EN*   **Solution Usage**

Description

When printing a duplex job and three hole punching, the last page is improperly orientated onto thepaper.

Solution

CAUSE:The firmware is corrupt.

SOLUTION:Flash or reflash the machine firmware to at least version J8. 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 Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0808139EN*   **Solution Usage**

Description

Using Microsoft® Publisher, when duplexing, the second side is not orientated properly.

Solution

CAUSE: The type of binding required is not set properly in the print driver.

SOLUTION: To setthe type of binding required, perform the following procedure:
1. Upon performing a File Print, select Properties.
2. Select the Layout Tab.
3. Select the Binding Position.
4. Select Left, Right or Top to perform the required binding position.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900035EN*   **Solution Usage**

Description

When printing on Letterhead paper, if the tray and driver are set for Letterhead, the machine will print the image on the opposite side of the letterhead.

Solution

CAUSE: Paper loaded in the paper tray incorrectly.

SOLUTION: When printing on Letterhead and selecting Letterhead on the engine and in the printer driver, the letterhead paper must be loaded into the paper tray facedown.

Solution ID   TAUS0900092EN*   **Solution Usage**

Description

The annotation (Bates stamping) location cannot be changed when using scan to box.

Solution

CAUSE: Special firmware is needed to allow this function.

SOLUTION: Please install GY2-R5 firmware.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 Clinton Marquardt, ESS/BES

Solution ID   TAUS0801822EN*   **Solution Usage**   2

Description

Grainy texture in the halftone image in high compression mode when copying.Print is O.K.

(Normal condition)

(Abnormal condition)

Solution

CAUSE: Laser drive board failure.

SOLUTION: Replace the PH unit (p/n A00J R741 00).
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0703218EN*   **Solution Usage**   1

Description

Scan to E-mail, PDF or TIFF comes through as MIME-encoded text instead of image file.

Solution

CAUSE: Corrupt machine memory settings.

SOLUTION: Perform a System Data Clear:
1. Enter the Service Mode (Utility, Details, stop, 0, 0, stop, 0, 1).
2. Select System 1.
3. Select Initialization.
4. Select Data Clear.
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0703741EN*   **Solution Usage**

Description

Non-standard originals are not rotated when reduced to 8.5x11.For example, an 11x14 original is reduced and cut off instead of reduced and rotated.

Solution

CAUSE:Incorrect setting.

SOLUTION:To auto rotate custom originals when reducing to letter size (portrait) perform the following:
1. Enter the Admin mode.
2. Select Copier settings.
3.Go to page 2 and select Automatic Image Rotation.
4. Set Automatic Image Rotation to "When Auto Zoom/Reduce is set."
5. Exit the Admin mode.
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0800935EN*   **Solution Usage**

Description

Black text on a gray backgroundis bolder thanthe same text printed onwhite or another color background.

Solution

CAUSE: Firmware upgrade required.

SOLUTION: In order to have the text/lines on the graybackground look normal as compared toother colored or white background,upgrade to fimware version 88 or greater. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
  Note : Please refer to attached print sample. 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   TAUS0703514EN*   **Solution Usage**   8

Description

P21 or color shift during copying or printing. Color shift is in main scan direction and the amount of color shift is different between front and back side. Color shift occurs at maximum 1mm to 2mm.

Solution

CAUSE: Firmware update from version 6B is required.

SOLUTION: Install minimum firmware version 6M to correct this issue.
Please refer to attachment as an example of the color shift.
To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
   Note : 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 Rich Raynor, ESS/SSD

Solution ID   TAUS0800826EN*   **Solution Usage**   5

Description

Poor blue reproduction or intermittent banding front to rear. Blue will have a marble effect and banding is most likely in brown or green but may appear in other colors.

Solution

CAUSE: First and second transfer is too low.

SOLUTION: Increase the first and second transfer slowly until the problem is resolved. To increase the transfer voltage perform the following:
1. Enter service mode.
2. Select Image Processing Adjustment.
3. Select Transfer Output Fine Adjustment.
4. Increase for each color under 1st transfer by 1 then test. Repeat as needed.
5. Perform the same for 2nd transfer if needed.
   SPECIAL NOTE : Solution contribution byJohn Sobala, DSM - North Region

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Solution ID   TAUS0702383EN*   **Solution Usage**   2

Description

Black text on agray backgroundappears morebold thanthe same text printed onregular white background.

Solution

CAUSE: A settings change is required.

SOLUTION: In order to have the text on the gray backgroundbethe sameason thewhite, please change the driver settings:
1. For the Emperon Controller,set "OFF" for Photo Smoothing and set "Resolution" or "High Resolution" (any setting but "Auto") for Text screen.
2. ForFiery® IC-409,set "OFF" for Edge Enhancement.
   Notes :
 a. Refer to attached document for more detail.
 b. To view the document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
   SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0703465EN*   **Solution Usage**   2

Description

Image density is light on single-sided copies and prints.

Solution

CAUSE: Secondary transfer adjustment is set to 0 in the Tech Rep mode by default.

SOLUTION: This should only affect serial number range between A00K0100000001 through A00K010000135. To change the secondary transfer for first side:
1. Access Tech Rep mode.
2.Press Utility => Meter Count => Check details => Image Process Adjustment => Transfer output Fine Adjustment => Secondary transfer adjustment => First side => Plain paper.
3. Change the setting from 0 to 3 by using the plus sign on the screen.
   SPECIAL NOTE : Solution contribution by Rich Raynor, ESS/SSD

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Solution ID   TAUS0800208EN*   **Solution Usage**   2

Description
Color registration issues.

Solution
Review the attached lattice pattern sample image. If this is the issue, replace PWB-MFP(p/n A00J H020 07).
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0800805EN*   **Solution Usage**   1

Description
Copies from the glass or EDH are light. Prints are normal density.

Solution
CAUSE: Mis-alignment of lens.

SOLUTION: Perform the mechanical alignment ofthe optics section as described in section 14.1 of the Field Service Manual. Please see attachment.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 .
Also:
Check/clean Exposure Lamp
Check/clean Mirrors
Replace Scanner relay board (p/n A00J H00A 02) if necessay
Replace CCD Unit (p/n A00J R705 00) if necessary
SPECIAL NOTE : Solution contribution by Earl Simmons, KMBS/Woodland Hills and Cesar Jimenez, Production Print/SSD

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   TAUS0703638EN*   **Solution Usage**

Description
When printing from Adobe® Photoshop®, the color density varies throughout the output image.

Solution
CAUSE: Firmware issue does not allow proper color rendering in the document.

SOLUTION: Install firmware version 6M to correct this issue.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Ron Reed, ESS/SSD

Solution ID   TAUS0800125EN*   **Solution Usage**

Description
Prints too dark when selecting greyscale.

Solution
CAUSE: Adjustment required.

SOLUTION: Perform the Monochrome Density Adjustment:

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In Service Mode select=> Imaging Process Adjustment=> Monochrome Density Adjustment=> select Lighter or Darker as necessary to a maximum of +2 or -2 in single step increments. The default setting is 0.
 SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0800218EN*   **Solution Usage**

Description

Unable to copy or print onto transparencies in color.

Solution

 CAUSE: The machine copies and prints onto transparencies in black only.

 SOLUTION: This is a machine limitation.
 SPECIAL NOTE : Solution contribution by Ted Young and Jim Behrends, Production Print/SSD

Solution ID   TAUS0801905EN*   **Solution Usage**

Description

 Color shift happens if Glossy mode is enabled andpaperis fed from a tray whichis set to "Letterhead", "Colored paper" or"Special paper". This problem will not happen if only Glossy modeis used or if only "Special paper"is used without Glossy mode selected.

Solution

 CAUSE:Possibly a failed PWB Assembly EE.
 Note : Please check the attached file for the colorshift symptom. 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 PWB Assembly EE board (p/n A00J H00C 00).
 SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID   TAUS0802314EN*   **Solution Usage**

Description

Copying or printing the first 8.5x11 page, is OK, but subsequent pages have incorrect color alignment.

Solution

 CAUSE: The spring on the fuser loop sensor flagfell off.This allowed the flag to remain in a position that indicated a paper loop condition causing fuser drive to run at full speed.This would pull the primary transfer belt.
 Note : This problem would also be seen if the first copy was run on 11x17 paper.

 SOLUTION: Reposition the fuser loop sensor actuator spring.
 SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID   TAUS0802375EN*   **Solution Usage**

Description

When making copies using full color with a blue pen circle on the original, the circle is copied as black.

Solution

 CAUSE: The machine firmware is corrupt.

 SOLUTION: Flash or re-flash the machine to firmware version J8. 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 Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0808650EN*   **Solution Usage**

Description

Color copies are black and white.

Solution

Cause: IPB failure

Solution:

1. Check and reseat the connections from the CCD unit to the IPB.
2. Check and reseat the thick gray SCSI cable from the IPB to the MFP board.
3. If the problem pesists, then replace the IPB (p/n A00J H011 00).

Note: Printing is in color when this occurs.

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

Solution ID   TAUS0900031EN*   **Solution Usage**

Description

Yellow is not reproducing when copying from the glass or RADF. Internal prints are OK and single colors are OK.

Solution

CAUSE: The memory is corrupt.

SOLUTION: Perform a data clear:
1. Enter Tech Rep mode.
2.Press System 2.
3.Press Initialization.
4. Press Data Clear and then the Start key.
5.Power the unit OFF/ON using the main power switch when prompted.

 IMPORTANT : Prior to the Data Clear, perform the following:
 1. The one touches will be erased.Export the addresses from the machine.
2. The E-mail information will be erased.Export the Device information from the machine.
3. Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.
4. Backup any account codes with PageScope Data Administrator.

 After the Data Clear, perform the following:
 1. Reinstall the HDD in System 2/HDD and power the machine OFF/ON.
2. If a Fax is installed, set the target back to U.S. in System1/Marketing.
3. Re-input the TCP/IP address information.
4. Import the address book and device settings.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0703289EN*   **Solution Usage**

Description

White lines in the feed direction on copies and test prints.

Solution

CAUSE: There is developer on the mirror beneath the imaging unit and it is blocking the laser beam path causing the lines.See the attached sample image.
  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: Remove the imaging unit and check for developer spilled onto the print head mirror. The mirror is part of the print head assembly (p/n A00J R741 00).
  SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0900099EN*   **Solution Usage**

Description

White lines in main scan/cross direction while printing/copying.

Solution

CAUSE: Failed PWB Assembly MFP.

SOLUTION: Replace PWB Assembly MFP (p/n A00J H020 07 for bizhub C550/C451 and p/n A00J H021 00 for bizhub C650).
  Note : A copy sample is attached for reference. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.acrobat.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID   TAUS0900450EN*   **Solution Usage**

Description

White dots on copies.

Solution

CAUSE: The black image unit has failed.

SOLUTION: Replace the black image unit (Item #A06003F).
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, 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.

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 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   TAUS0657563EN*   **Solution Usage**   44

Description
How to troubleshoot C-D370 (CD370).

Solution
 To troubleshoot the error:
 1.Reset the code by pressing stop-0-7-1-3-9. This will display a "*" on the LCD. Press this button.
 2.Perform a Data Clear and then perform the Setup Procedures from the beginning.
 3. Perform a NVRAM Recovery Procedure. Please see attached document. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be

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downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 4.If the problem persists Replace the NVRAM and PWB-MFP.
   Note : Please call the SSD Hotline for NVRAM replacement.

 PART NUMBER MODEL/BOARD
 4038 0121 06 C250PWB-MFP
 4038 2414 01 C252 PWB-MFP
 A02E H342 05 C203/C253 PWB-MFP
 A02E H341 05 C353 PWB-MFP
 A00J H020 07 C451/C550 PWB-MFPB
 A00J H021 00 C650PWB-MFPB
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Cesar Jimenez, 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:
http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID   TAUS0800104EN*   **Solution Usage**   21

Description
 VoIP TX/RXsolutions.

Solution
 More and more customers changing their PBX systems from analog or ISDN to VoIP-based PBX systems.
   Note : A digital-to-analog converter can be usedand will work, but Konica MInolta will not provide any support if there arephone/fax issues.

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

 the general design of VoIP using TCP/IP Packets
 VoIP PBX systems
 the general specification of VoIP and it's
 * Codecs
* Coding an decoding timings
 * Fax fixed timings
* LAN Packet losses
 * Quality of Services
 * ITU/RFC Specification implementation
 * Bugs
 * Interpretation of technical terms within the specifications of the ITU-T and RFC documents.
VoIP is still not supported offically by Konica Minolta, but may work in some instances.
 Performing these suggested settings may solve the problem.Follow the operation made step-by-step:

 From Service Mode

 ==> FAX Settings
 ==> Communication
 ==> Protocolset "ON" the "V.29 EP Tone" Protocol
and set "OFF" all other faster protocolls.
 From Service Mode

 ==> FAX Settings
 ==> Communication
 ==> Others we have set "OFF" the "ECM Function"
 From Service Mode

 ==> FAX Settings
 ==> Function Parameter
 ==> Address "0e0012 = 01111000
(Hex 78 = 120 sec)
(T1 Timer for Calling)

From Service Mode

==> FAX Settings
==> Function Parameter
==> Address "0e0013 = 01111000
(Hex 78 = 120 sec).
(T1 Timer for Called)
From Service Mode

==> System 2
==> Software Switch
==> SoftSwitch 21 Bit5=1
00100000
(HEX 20 = over 4.5 sec)
(T4 Waiting time between start Identification)
  Notes:
   a. Before performing the above mentioned settings it is recommended to upgrade the firmware to the latest version and to check if the FK-502 will have the latest available version. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 b.Expect more communication problems than on anISDN or analog line (approximately 15% more).

  Workaround :
If the aforementioned settingsdo not showan acceptable result,offer as alternative:

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

RightFax Server with "Setup Utility for RightFax" using OpenAPI.
 SPECIAL NOTE : Solution contribution by KM Europe (BEU) and Cesar Jimenez, Production Print/SSD.

Solution ID   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   TAUS0646730EN*   **Solution Usage**   17

Description

How to change the Administrator password.

Solution

To change the Administrator password, perform the following:
1. Enter the Service mode.
2. Press STOP-0-CLEAR to enter the Enhanced security mode.
3. Select Administrator Password.
4. Enter NEW Administrator password.
5. Click on END.
 SPECIAL NOTE : Solution contribution by Ed Bellone, 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   TAUS0701261EN*   **Solution Usage**   16

Description

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

Solution

Microsoft® Windows Vista™ has a Public Folder Sharing function to make the setup easier than the previous OSs. Follow the procedures below.
At the Workstation/PC :
1. Right-click on the Network icon on the desktop.
2. Select Properties.
3. In the Network and Sharing Center, and then under the Sharing and Discovery title, click on Public Folder Sharing.
4. Click on 'Turn on sharing so anyone with network access can open, change, and create files'.
5. Click Apply (Click Continue to the 'Windows needs your permission to Continue' message).
6. Create the folder and set to share. Click on the 'This Computer' icon in the Network and Sharing Center to display the available hard drives or local disk(s).

7.Double-click on the desired disk and create a new folder.
8.Right-click on the new folder and select 'Share…In the File Sharing' dialog box. Make sure the desired user(s) are displayed and/or added as needed. Set the permission level to Co-owner to allow writing rights.
9.Click on Share and then (Click 'Continue' to the 'Windows needs your permission to Continue' message).

At the engine (direct input) :
1. Press the Scan button on operation panel.
2. Touch Direct Input tab.
3. Touch Scan to SMB.
4. In the host name field enter theTCP/IP address of the target PC.
5. In the Destination Folder enter the shared folder name.
6. in the User ID field enter the valid workgroup or domain User Name.
7. In the Password field enter the user Password.
8. Press Start.
Note : For more information on Microsoft® Vista™ File and Printer Sharing technologies, go to
http://www.microsoft.com/technet/network/evaluate/vista_fp.mspx
SPECIAL NOTE : Solution contribution by Jim Behrends, Mark D'Attilio and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0801227EN*   **Solution Usage**   14

Description
NVRAM replacement.

Solution

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

bizhub C650/C550/C451/C353/C253/C203
To replace a NVRAM;
1. Install new NVRAM in the MFP.
2. Power ON the MFP.
Note : When installing new NVRAM and turning on MFP first time, NVRAM is initialized according to the model/firmware version of the MFP in which the NVRAM is installed. While initializing, a hourglass screen is displayed for about 90 seconds. Do not power OFF the MFP while the hourglass screen is indicated.
3.Make following setting correctly in Service Mode.

System1 => Marketing Area

System2 => HDD
System2 => Option Board Status
System2 => Image Controller Setting
System2 => Software Switch Setting (required for bizhub product only)
* Switch Numbe 10
* Hex Assignment: 02
4.Power OFF/ON the MFP.
5.Do the setup procedure instructed in the Installation Manual.
Please refer to attached documentation for details.

7145/Di451
Please refer to attached documentation fordetails.

bizhub 500/420/360
Please refer to attached documentation fordetails.

7165/7155/Di650/Di551
Please refer to attached documentation fordetails.

7272/7255/Di7210/Di5510
Please refer to attached documentation fordetails.

bizhub 750/600
Please refer to attached documentation fordetails.
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 .
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0642282EN*   **Solution Usage**   11

Description
How to change the default settings for the Scan Mode.

Solution
To specify the default settings of the Scan Mode, perform the following:
1. Press the [Scan] key on the copier operation panel to enter the Scan Mode.
2. Press the Utility Key.
3. Press User Settings.
4. Press Scan/Fax and select Factory.
5. Select the setting to make the default value in the Scan Mode.
6. Press the [Utility/Counter] key.
7. Touch the [User Setting] key.
8. Touch the [Initial Setting] key.
9. Touch [Current Setting] followed by [OK].
10. Touch [Close] twice to exit.
Note : The default settings of the Scan Mode can be set to factory default by touching [Factory Default].
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0702513EN*   **Solution Usage**   10

Description
How to install/connect an Equitrac© device.

Solution
There are 2 different methods for connecting the device.

Key counter connector = 4-pin
Vendor connector = 8-pin
To install/connect Equitrac© :
1.Equitrac©must have thesupply cable (Item #CABX0094)along with any adaptersfor the product.
2.Move the control panel up and then left.
3.Remove the curved, beige/white cover/panel (two screws) behind the control panel (noticea 4-pin connector).Depending upon the Equitrac©cable, the adapteron top of it may have to be removed.
4. Remove the black cover on the right side of the platen glass and break off the cut-out nearest the control panel/front.
5.Connect the Equitrac©cable referenced in step 1 into the to cable behind the control panel.
6.Run the cable through the outlet that was broken off.

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7. Replace all the covers and powerON the machine.

8. Go to the Tech Rep mode, then billing mode (stop-9).

9. Select "management function choice" toenable the counter.

10. Select "key counter only" tab.

11. Select "End".

12. Select "Exit".

13. There should be a red box on the main screen that indicates "Insert Plug-In counter".Thismeans thatthe device is ready.End user codecan now be entered to activate the Equitrac© device.

  Vendor Connector

 1. Equitrac© must have the supply cable (Item #CABX0813) along with any adapters for the product.

 2. Remove Back Cover. Please see the attached connector documents for connector location andattached Marketing Bulletin for more details.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

  SPECIAL NOTE : Solution contribution by Earnest Newson - KMBS/Carrollton, TX and Cesar Jimenez, 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   TAUS0657076EN*   **Solution Usage**   7

Description

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

Solution

 Please see attached Bulletin Number 5563 for details.

  Note : To 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   TAUS0702105EN*   **Solution Usage**   7

Description

How to set up the AU-101 Biometric Authentication Unit.

Solution

 Please perform the step-by-step procedures outlined in the attached document. Refer to the attached User's Guide and Quick Guide if necessary.

  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   TAUS0703092EN*   **Solution Usage**   7

Description

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

Solution

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

  Notes :

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

 2. The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site

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(http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD and Bill Hall, Workgroup/SSD

Solution ID TAUS0701830EN*   **Solution Usage** 6

Description
What are the colorOHP film specifications?

Solution
It is not recommended to color copy or print ontoOHP film with the bizhub C451, bizhub C550 and bizhub C650. Black is the only colorspecified for OHP film copying/printing.

Solution ID TAUS0702437EN*   **Solution Usage** 6

Description
Part number for the IC-409 System Software DVD.

Solution
 Fiery® IC-409 System Software DVD, version 1.01(p/n 4506 7441).
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD andIan Lynch, 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 TAUS0800962EN*   **Solution Usage** 6

Description
 SERVER CONNECT ERROR message and unable to scan to E-mail viaMicrosoft® Exchange Server 2007.

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

 SOLUTION: Have theserver Administrator add an exception for the printer to the Exchange exceptions list.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, 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   TAUS0647606EN*

Description

How to extend the life of the image units past end of life.

Solution

To allow the machine to continue to operate after an image unit has reached end of life, perform the following:
1. Enter the Service Mode.
2. Enter Security Mode (Stop, 0, Clear).
3. Press IU Life Stop Setting and select Not Stop, then End.
  Note : Be aware that copy quality can become poor. Please see the attached Bulletin Number 5705. 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 Bill Hall, Workgroup/SSD,Ian Lynch and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0647637EN*

Solution Usage   5

Description

How to setup User Authentication.

Solution

To set up User Authentication, perform the following:
1. Access the [Administrator Mode] and enter the Admin password (12345678).
2. Select [4. User Authentication/account track].
3. Select [1. General Settings].
4. Select [On (MFP)] under the user authentication.
5. Select [OK].
6. Select [YES].
7. Select [2. User Authentication Settings].
8. Select [2. User Registration].
9. Highlight a Box number.
10. Select [User Name] and enterthe individual's name.
11. Select [User Password] and enter the individual's password.
12. Select [OK].
13. Select [Close] 5 times to enter to the main copy screen.
  Note : Please refer to attached documentation 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
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0701048EN*

Solution Usage   5

Description

PK-512, how to enable the punch option.

Solution

To enable the punch option, perform the following:
1. Enter the Service Mode.
2. Select Finisher.
3. Select Punch Option Setting.
4. Select PK-512.
5. Select 2-holes/3-holes.
6. Press Decision.
7. Cycle Power OFF/ON.

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   TAUS0703275EN*   **Solution Usage**   5

Description

How to allow public users to make B/W copies whilenot allowingcolor.

Solution

 To allow public users to make black & white copies while preventing them from making color copies, perform the following:
 1.Enter the Administrator mode.
2.Press User Authentication/Account Track.
3.Press General Settings.
4.Touch User Authentication and select (On MFP) and press OK.
5.System will prompt, "Are you sure you want to clear all data"; press YES.
6.Press User Authentication Settings.
7.Select User Registration.
8.Press the upward arrow."000 Public" should be displayed.
9.Select Edit.
10. Select Output Permission.
11. Select Color Restrict.
  SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800065EN*   **Solution Usage**   5

Description

FS-609 Booklet Finisher and IC-409 Fiery® Image Controller.

Solution

 These functional enhancements are made available through the support of firmware upgrade version 62 or later. This firmware upgrade supports the FS-609 as well as the IC-409 Fiery® Image Controller.

Item #	C353	C253	C203	Notes	C650	C550	C451
FS-609 - A0D60Y0	Supported	Supported	Supported				

Requires firmware upgrade version 62

Not Supported

Not Supported

Not Supported

IC-409 - A074WY1

Supported

Supported

Not Supported

Requires firmware upgrade version 62; not available for the bizhub C203

Supported

Supported

Supported

 The FS-609 Booklet Finisher supports the PK-501 Punch Kit (Item #4614452) and the MS-5D Staples (Item #4623361).
  IMPORTANT : There has been an Item number change. Item #A074WY0 for the bizhub C650/C550/C451 has been discontinued. TheItem #A074WY1 now supportsboth thebizhub C650/C550/C451as well as thebizhub C253/C353. The IC-409 with Item #A074WY0 is no longer available.
 Both versions of the IC-409 Fiery® Image Controller do share the same interface to connect to their respective devices - the VI-504 (Item #A091WW0).
 Like the IC-409 Fiery® Image Controller for the bizhub C650/C550/C451 (as explained in attached Marketing Bulletin #07-GB-035), the IC-409 for the bizhub C353/C253 can be used simultaneously with the standard Emperon Print System.
   Note : To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 In order to connect the IC-409 on the bizhub C353/C253, two (2) TCP/IP addresses are required. One is required for the Fiery® Controller and one for the device itself. With two TCP/IP addresses the Emperon Print System can be used in conjunction with the IC-409 Fiery® Image Controller. This connection method will enable users to perform the following functions:

 Printing to the Emperon Print System as well as the Fiery® Image Controller using the two separate TCP/IP addresses

 User Box functionality is still available with the Fiery® Image Controller attached
PC-Faxing is possible using the PC-Fax Driver available with the Emperon Print System

---

Solution ID   TAUS0801324EN*   **Solution Usage**   5

Description
 Supporting bizhub vCare.

Solution
 Initial setup documents for vCare support are attached. The attacheddocuments were sent to all the BSCs. This information is for the BSCs only. It does not apply to dealers.
   Notes :
 1. Please be aware that the bizhub C203/C253/C353/C451/C550/C650 support one-way communication.
 2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID   TAUS0645779EN*   **Solution Usage**   4

Description
How to capture a file on the color MFPs when printing using the Emperon controller.

Solution
 The following must be set up in order to capture the files:
1. Press the utility button and select Administrator Settings.
2. Select Security setting => Security Detail => Print Data Capture must be set to Allow =>
Administrator Settings => Network Setting => FTP setting, FTP Server must be set to ON.
3. In Tech Rep Mode, select System2 and select Data Capture. Select ON.
4. Send print jobs. When finished, enter Command prompt and run FTP client.
5. Issue OPEN ipaddress command and login as the following user
  capture

---

sysadm

6. Type lcd \ command to set the local directory to root of C drive.

7. Use the ls command to list the files.

8. Type binary to change the transfer mode to binary.The response should be 200 .

9. Type set to I .

10. Use the get command to retrieve the files (i.e., get c741n.cpt). This will transfer the file tolocal c drive.

11. After complete enter the bye command.

12. Type exit to quit the command prompt.

To delete the jobs on the HDD,select administrator settings => Security Detail => Restrict.

The function will remove the files from the printer.

 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.
 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   TAUS0700805EN*   **Solution Usage**   4

Description
What type of envelope is supported?

Solution
Preservation Wove 24lb. #6 3/4 (98mm x 165mm) is the approved envelope type.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0702740EN*   **Solution Usage**   4

Description
How to properly remove Command WorkStation™ from a Macintosh®.

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

Solution ID   TAUS0703749EN*   **Solution Usage**   4

Description
How to perform the NVRAM recovery procedure.

Solution
Attached isa document which explains how to perform the NVRAM and NICrecovery procedure. To viewthe PDF, Adobe Reader® must be installed. Adobe

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Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
  IMPORTANT NOTE :   Please read the information carefully and use the correct firmware for the machine on which you are performing this procedure. Using theincorrect firmware can cause unexpected results and possible damage to the NVRAM.
  SPECIAL NOTE : Solution contribution by Rich Raynor, ASG/SSD and Jim Behrends, Production Print/SSD

Solution ID   TAUS0800745EN*   **Solution Usage**   4

Description

How to enable SMB (File Sharing) from a Macintosh® OSX 10.2, 10.3 and 10.4.8, or 10.5.

Solution

 Please see the attached documentsexplaining how to enable SMB (File Sharing) from a
 Macintosh® OSX 10.2, 10.3 and 10.4.8, or 10.5. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Ed Bellone/Cesar Jimenez/Ian Lynch, 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   TAUS0654475EN*   **Solution Usage**   3

Description
FK-502, how to program the number of redial attempts.

Solution

 To program the number of redial attempts, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [FAX] on the touchscreen.
5. Touch [System] on the touchscreen.
6. Touch [Communication Setting] on the touchscreen.
7. Touch [-] or [+] on the touchscreen until the desired redial attempt value is displayed on the touchscreen, the redial attempt value can be set from 0 to 7.
8. Touch [End] on the touchscreen.
9. Touch [Function Parameter] on the touchscreen.
10. Touch [Address] on the touchscreen. Using the right-arrow scroll to the furthest bit on the right side of the address.
11. Press the 1 key. The address displayed should be [000B0001].
12. Touch [Data] on the touchscreen. Use the right-arrow key and scroll to each of the last three bits on the right side of the address and press the 1 key. The address displayed should be [00000111] with a value of [07] displayed to the right of the data.
13. Touch [Decision] on the touchscreen.
14. Touch [Address] on the touchscreen. Use the right-arrow key and scroll to the furthest bit on the right side of the address.
15. Press the 2 key. The address displayed should be [000B0002].
16. Touch [Data] on the touchscreen. Use the right-arrow key and scroll to each of the last three bits on the right side of the address and press the 1 key. The address displayed should be [00000111] with a value of [07] displayed to the right of the data.
17. Touch [Decision] on the touchscreen.
18. Touch [End] on the touchscreen.

---

19. Touch [Exit] on the touchscreen.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0656962EN*   **Solution Usage**   3

Description

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

Solution

Please seeattachedBulletin Number 5563inregards to Hecon® conventional key counter, Hecon® Base 10 and legacy Minolta key counter support. 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   TAUS0658132EN*   **Solution Usage**   3

Description

Cannot fax out with T00 and T82 error codes.

Solution

CAUSE: Incorrect settings.

SOLUTION: To correct:
1. In the Tech Rep mode, set the Marketing area for the fax to U.S. and then Initialize the fax.
2. Input the fax header data in the Administrator mode.
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0701349EN*   **Solution Usage**   3

Description

AU-101, how to enable the Bio Authentication Unit.

Solution

To enable the AU-101, perform the following:
1. Press Utility.
2. Select Meter Count.
3. Press stop-0-0 stop-0-1 to enter the service mode.
4. Press stop-9 to enter the Billing setting.
5. Select Management Function Choice.
6. Select Authentication Device2.
7. Select Bio.
8. Select End.
9. Select Exit.
10. Cycle power OFF/ON.

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   TAUS0702326EN*   **Solution Usage**   3

Description

C-CC00 code at power up after updating firmware.

Solution

CAUSE: The HDD Conversion Up has not been performed after firmware upgrade.

 SOLUTION: To perform a HDD Conversion Up, perform the following:
 1. Enter the service mode (Utility-Details-stop-0-0-stop-0-1).
2. Select State Confirmation.
3.Select Memory HDD Adj.
4. Scroll to page 2/2.
5. Select Conversion Up.
6. Press the Start button.
7. Turn the Main Power OFF/ON.

Solution ID   TAUS0702640EN*   **Solution Usage**   3

Description

Configuration page header is printing as Generic 45C-2, Generic 45C-1 or Generic 50C-1.

Solution

 CAUSE: Incorrect settings.

 SOLUTION: To change the Configuration Page header to Konica Minolta bizhub C451/C550/C650perform the following:
1. Access the Service Mode.
2. Select System 2.
3. Select Software Switch Setting.
4. Enter Switch No. "10".
5. Bin Assignment "00000010".
6. Hex Assignment "02".
7. Click on Fix.
8. Click on End.
9. Power the copier OFF/ON.
10. Print another Configuration Page. Page Header should now be changed.
   Note : Header Information:
Generic 45C-2 = C451
Generic 45C-1 = C550
Generic 50C-1 = C650
 SPECIAL NOTE : Solution contribution by Cesar Jimenez and Greg Lantowski, Production Print/SSD

Solution ID   TAUS0702693EN*   **Solution Usage**   3

Description

Synchronizing Account Track users with Active Directory.

Solution

 Synchronizing Account Track users with Active Directory:
 1. Select Utility/Counter.
2. Administrator Setting.
3. [4] User Authentication/Account Track.
4. [2] User Registration Settings.
5. [2] User Registration.
6. Select the User to Synchronize.
7. Click on Edit.
8. Choose Account Name [located in the middle of the page].
9. Select the User to Synchronize with the first selection.
10. Click on OK twice.
11. Click on Close.
   Note : Previously, the Account Track Codes and Active Directory had to be set up.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0702738EN*   **Solution Usage**   3

Description

 Support for "Scan to me/Scan to home" secure SMB scanning using Active Directory.

Solution

 Scan to Me/Scan to Home is a supported feature that is available with special firmware version GWK-6M and a software switch setting.
 Before Setting the Soft Switch:

 Verify that User Authentication to Active Directory works.
 Verify that Scan to E-mail works.

Verify that LDAP works.
Follow this procedure:
1. Enter Service Mode.
2. Enter System 2.
3. Enter Switch Settings.
4. Enter Switch 26.
5. Enter HEX 10.
6. Select FIX.
7. Exit Service Mode and power cycle the machine.
 Notes :
 a. Please refer to attached documentation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 b. 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 Gregg Gallant and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0702913EN*   **Solution Usage** 3

Description
How to set up LDAP.

Solution
 Please perform the step-by-step procedures mentioned on 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 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 TAUS0801501EN*   **Solution Usage** 3

Description
The Account Track screen resets and shortly after a copy job and the user is prompted to enter the password again.

Solution
 Change the reset timing by performing the following:
 1. Enter the Admin mode.
2. Select System Settings.
3. Select Reset Settings.
4. Select System Auto Reset.
5. Press the Clear key and enter the desired time delay before the screen is reset.
6. Exit the Admin mode.
 Note :If a long delay is selected, users can re-activate account track manually by pressing the Access key.
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801813EN*   **Solution Usage** 3

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

Solution
 Solution:
 To convert a TIFF into a PDF when fax forwarding, perform the following steps:
 1. Press the Fax key.

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

Solution ID   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   TAUS0652000EN*   **Solution Usage**   2

Description
FK-502, how to insert a pause between the PBX outside line number and the fax telephone number.

Solution
To insert a pause between the PBX outside line number and the fax telephone number, perform the following:
1. Enter Admin mode, then select Fax Settings => PBX Set.
2. Turn on PBX and enter Prefix.

When creating a new registration of the Fax destination, please do following:
1. Enter Admin Mode.
2. Press One Touch Reg. => Fax Reg. => Address Book => Abbr.Dial => New.
3. Before entering the Phone number, press 'out-side' button. After pressing the 'out-side' button, [E-] will be indicated on the display. This indicates a pause.
Then please enter the number.

Solution ID   TAUS0656793EN*   **Solution Usage**   2

Description
SMTP authentication tips.

Solution
 Refer to the attacheddocument whichprovides details on how to configure the MFP to allow SMTP Authentication for Scan to E-Mail.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Rick Veale, ESS/BSE

Solution ID   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

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Solution ID   TAUS0658101EN*   **Solution Usage**   2

Description

How to increase image unit life.

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   TAUS0658215EN*   **Solution Usage**   2

Description

How to program the touchscreen display language.

Solution

To program the touchscreen display language, perform the following:
1. Press the Utility/Counter key.
2. Touch [2 User Setting] on the touchscreen.
3. Touch [1 System Setting] on the touchscreen.
4. Touch [1 Language Selection] on the touchscreen.
5. Touch the desired touchscreen display language [English], [French], [Spanish], or [Japanese].
6. Touch [OK] on the touchscreen.
7. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID   TAUS0701161EN*   **Solution Usage**   2

Description

Howto default the priority display screen to either copy or Fax/Scan display screen.

Solution

To default the priority display screen, perform the following:
1. Press Utility button.
2. Select Administrator Settings and enter passcode (default 12345678).
3. Select System Setting.
4. Reset Settings.
5. Select System Auto Reset.

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   TAUS0702015EN*   **Solution Usage**   2

Description
LED blinks for low toner, low paper.

Solution
 CAUSE: By default, the orange LEDs on the front of the machine blink when either the toner level or the paper level is low. As a result, operators may replace the toner cartrdige too soon, wasting toner and increasing the cost of operation. Similarly, many operators prefer to have the paper indication appear only when the paper source is completely empty.

 SOLUTION: It is strongly recommended that both the low-toner and low-paper indications be disabled at the next service call. Use this procedure:
 1. Ensure that Version 58 or higher firmware is installed.
 2. To disable the low-toner indication, change the following setting: Service Mode => System 1 => Machine LED Setting => Warning Status => Type 2 (Type 1 enables the indication).
 3. To disable the low-paper indication, change the following setting: Service Mode => System 1 => Machine LED Setting => Paper Remainder => Type 2 (Type 1 enables the indication).
 Complete details are contained in attached BulletinNumber 5980. 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 TAUS0702849EN* **Solution Usage** 2

Description
 FS-519,is unable to be attached to the main body.

Solution
 CAUSE: Unable to fit the FS-519 transport section of the finisher into the machine due to improper configuration/installation.

 SOLUTION:Be advised thatparts (pictures attached) must be removed in order for the finisher to connect to the engine.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703111EN* **Solution Usage** 2

Description
How to set up Account Track.

Solution
 PREREQUISITES :Access to Administrator Setting via a password will be needed. The default password is 12345678.
 APPLICATIONS :The customer has two departments that utilize various copy modes on the bizhub. The client requires that Account Track "accounts" for these departments be set up. The Marketing Department is the first account that will be set up and there are no copy limits. The Sales Department is the second account andcolor copying will be set with limits. This job shop exercise will instructin setting up accounts with account names and passwords. End-users cannot gain access to the MFP unless they have an authorized password and/or an account name.Copy limitations on color copying will alsobe requiredfor the second account.
  Note : Please use the attached step-by-step instructions. 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 Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703197EN* **Solution Usage** 2

Description
Is printing directly from a USB memorysupported?

Solution

Printing directly fromUSB memoryis supported. Use of this Direct Print function requires the engine firmware be upgraded toversion 6B, it also requires installation of the EK-602 USB Host Board option (Item #A090WW0). Supported file types are PDF, JPG, TIF,and XPS.

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 Gregg Gallant, Production Print/SSD

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 TAUS0703292EN*	**Solution Usage** 2

Description

Is the FS-517/FS-608 compatible for use with the bizhub C451?

Solution

The FS-517/FS-608 is compatible with the bizhub C451 but version 6B or later firmware must be installed. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Notes :
1. Please refer to attached Marketing bulletin 07-GB-037 for information on other changes to the product. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
2. The FS-608 and FS-517 are the same as those used on the bizhub C550/C650.
3.The PI-503cannot be used on the finishers for this machine.
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0703411EN*	**Solution Usage** 2

Description

FK-502, how to adjust the cable EQL for TX and RX.

Solution

To adjust the cable EQL for TX and RX, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [FAX] on the touchscreen.
5. Touch [Modem/NCU] on the touchscreen.
6. Touch [Cable EQL] on the touchscreen.
7. Under the heading of TX touch [-] or [+] to change the EQL TX value. The setting can be programmed to 0, 4, 8, or 12[dB].
8. Under the heading of RX touch [-] or [+] to change the EQL RX value. The setting can be programmed to 0, 4, 8, or 12[dB].
9. Touch [END] on the touchscreen.
10. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Jim Behrends and Ted Young, Production Print/SSD

Solution ID TAUS0703682EN*	**Solution Usage** 2

Description

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

Solution

Please refer to attached install documentation for the step-by-step procedure and theeCopy™ compatible machine models, firmware and TWAIN drivers list.
To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0800084EN*   **Solution Usage**   2

Description
How to configure the IC-409 to the MFP.

Solution
Please refer to attached documentation for detailed 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 .

Solution ID   TAUS0800210EN*   **Solution Usage**   2

Description
WhichUSB drives are approved for scan to USB?

Solution
Following are the USB drives tested and approved for the scan to USB function:
Model   Maker   Result
RUF-C64M/U2 (64MB) BUFFALO Passed
RUF2-E128-B (128MB)   Passed
RUF2-S1G+C4-BK (1GB)   Passed
MF-UU2512WH (512MB)ELECOM   Passed
MF-AU201GGT (1GB) Failed
GH-UFD2GTB (2GB)GREEN HOUSE   Passed
TB-M2/1GG (1GB) I-O DATA Passed
TB-B2G (2GB) Failed
TG256-NRX044 (256MB) Passed
SDCZ6-1024-J65 (1GB) SanDisk   Passed
USM512JX (512MB) SONY Passed
USM1GJ (1GB)   Passed
Note : Only USBsticksformattedwith FAT32 are supported as product specification.The above list was verified withFAT32 USB memory sticks.
CAUTION : If the USB drive has the U3 security option, remove this feature from the USB before trying to scan because this feature disables the scanning of files stored on the USB stick.

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

Solution ID   TAUS0800338EN*   **Solution Usage**   2

Description

What port and protocol is used for the driver auto configuration feature?

Solution

The port number used for the driver auto configuration option is Port 161 and the protocol is SNMP.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800508EN*   **Solution Usage**   2

Description

Where to find paper recommendations for specific models.

Solution

Please refer to the attachedMedia Guide for the products listed. It can also be found on the MyKonicaMinolta.com web site by following the procedure below:
1. Log into the MyKonicaMinolta.com web site.
2. Click on "Products."
3. Click on "Supported Models Library."
4. Select "Office Systems" in the pull down menu for Category and select the appropriate product.
5. Click on the link for "Support Materials" and scroll to the link for the Media Guide Office Workgroup Products.
  Note : To 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 Bill Hall, Workgroup/SSD

Solution ID   TAUS0800987EN*   **Solution Usage**   2

Description

Scanned PDF files open in Adobe® Acrobat® at less than 100% of the selected default size.

Solution

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

KMBS/SSD is working with partners in support and R&D in Japan to obtain a resolution for this issue as quickly as possible. New firmware that corrects this issue is expected to be provided in the second quarter of 2008.
If viewing this solution via the web, please establish a ticket via either the web or by calling our 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 for an automatic E-mail that will be sent to the technician when this solution is updated. End the call with call code "Escalated to Japan".
SPECIAL NOTE : Solution contribution by Gabe Smith, ESS/SSD

Solution ID   TAUS0801502EN*   **Solution Usage**   2

Description

FS-608, how to change the Tri-Fold to INSIDE fold.

Solution

 Please perform the following procedure to change the tri-fold to INSIDE:
1.Enter Admin Mode.
2.Select Security Settings.
3.Select Administrator Security Levels and set to a Level 1 or level 2.This will allow this option to be displayed in user settings.Return to the main screen.
4.Press the Utility key and select User Settings.
5.Select Copier Settings and scroll to page 3.
6.Select Tri-Fold Settings and then select either INSIDE or OUTSIDE tri-fold and press OK.
   Note : An FS-608 must be installed for the inside outside option to appear.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801712EN*   **Solution Usage**   2

Description

Equitrac© cables for the Vendor 2 interface.

Solution

 The Vendor 2 interface offers the ability to differentiate between color and B&W on a per page level. You can now track and differentiate between color and B&W for both copy and print based on user login when connected to Equitrac© Professional, Equitrac© Express or Equitrac© Office.
 With the Vendor 2 interface you will have access to MFP features such as Auto Color, Duplex and Booklet that are not available with the Vendor 1 interface. Other features such as User Box and TWAIN scanning are restricted. Please refer to the Service Manual for a complete list of restrictions and see the attached Marketing Bulletin forItem Numbers and Requirements. 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   TAUS0801799EN*   **Solution Usage**   2

Description

Print jobs do not print with a Jamex® coin-op device attached.

Solution

 CAUSE:Special firmware is needed to print form a Jamex® coin-op device.
   Note : Please see the attached Marketing Bulletinto obtain details concerning the special firmware needed for printing. 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:Install the firmware and change Software Swtich 39 to Hex value 01.To changea softwareswitch:
 1.Enter the Service mode.
 2.Select System 2.
 3.Select Software Switch Setting.
   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 Mark D'Attilio, Production Print/SSD and Bill Hall, Workgroup/SSD

Solution ID   TAUS0801842EN*   **Solution Usage**   2

Description

How to print aTX report (confirmation page) after every fax sent.

Solution

To print a TX report (confirmation page) after every fax sent:
 Di152/152f and Di183/183f
1. Press Utility key.
2. Scroll down to Reports; press YES.
3. Scroll down to TX reports; press YES.
4. Move arrow to ON and press YES.

 bizhub C203/C253/C353/C451/C550/C650
1. Utility/counter.
2. Administrator Settings.
3. Fax Settings.
4. Report Settings.
5. TX Result Report.
6. On.
 SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID   TAUS0802171EN*   **Solution Usage**   2

Description

Unable to change the default resolution because the "Default Scan/Fax Settings" button is grayed out.

Solution

 To change the default scanning resolution perform the following:
 1. Press the Scan/Fax key.
 2. Press Users Settings.
 3. Press Scan/Fax.
 4. Press Factory Settings and then OK.
5. Select Scan Settings.
6. Select Resolution and set the desired scan resolution.
7. Press the Utility key.
8. Select User Settings.
9. Select Scan/Fax Settings.
10. Select Default Scan/Fax Settings button and set to Current.
11. Press OK.
12. Exit the Utility mode.
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802852EN*   **Solution Usage**   2

Description
 PROBLEM:

 There are intermittent ghost jams, no jam codes are shown. The LCD displays the jam in the entrance or middle of the conveyance area of the finisher.

Solution
 CAUSE:

 In the transport section entrance there is an entrance path switching plate that activates a sensor on the rear of the transport by the solenoid. The sensor will activate if the plate is home and think there is paper there.

 SOLUTION:
 Open finisher door to clear the jam.
 Adjust the position of the sensor bracket. (bend the sensor bracket a bit).
 (THANKS: PAT BOYKIN) provided this solution.

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

Solution ID   TAUS0650393EN*   **Solution Usage**   1

Description
Is scan to PC (SMB) supported in a Novell® environment?

Solution

Scan to PC (SMB) in a Novell® environment is not supported as the necessary protocol is not installed on a Novell® Server or client.
The following information are the specifications (as of 9/08/04) for PC (SMB) scanning:

Supported environment :
1. Connection to file sharing server in broadcast domain.
2. SMB (TCP/IP) shared folder of Microsoft® Windows.
Non-supported environment :
1. Network beyond router.
2. SMB other than TCP/IP (NetBEUI/IPX are not supported).
3. Direct Hosting SMB (mounted SMB on Microsoft® Windows 2000 or later).
4. User Level sharing of Microsoft® Windows 98.
5. Sharing that needs authentication with Microsoft® Windows 2003 Domain.
6. CIFS mounting of non-Windows OS (e.g.: SAMBA® on UNIX/LINUX, CIFS sharing on Novell® Netware®)
Restrictions of mounting :
1. NetBIOS Name Binding;
a. On Microsoft® Windows network, TCP/IP has to be obtained from NetBIOS name as same mechanism as DNS to obtain TCP/IP address from Domain name of Internet.
b. On Microsoft® Windows OS, TCP/IP address can be obtained from NetBIOS name by following procedures:
(H Node case)
- Cache in Local PC.
-Inquiry to WINS server.
- Inquiry by Broadcast.
- Imhost in Local PC (NetBIOS ver. of host file in Domain).
- Confirmation of host file in local PC.
- Inquiry to DNS.
7145/7222/7228/7235 only support Inquiries by Broadcast. Therefore, this cannot be connected to a server beyond a router that cannot be reached by Broadcast.

Restrictions of SMB Protocol :
1. On Microsoft® Windows Network, there are various version protocols for authentication.
a. 7145/7222/7228/7235 cannot connect to the server that requires NTLM 0.12, higher-level protocol, since these models support only LANMAN 2.0.
b. Non-accessible servers since they require NTLM 0.12 or higher protocol.
c. Microsoft® Windows 98 User Level Sharing.
d. Microsoft® Windows 2003 Domain.
Restrictions of identification :It has been confirmed that mounting CIFS of non-Windows (e.g.: SAMBA® on UNIX/LINUX, CIFS sharing on Novell® Netware®) cannot be connected.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID　TAUS0651795EN*　　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　1

Description
How to set the fax for international TX faxing.

Solution
To set the fax for international TX, perform the following:
1. Press the fax button on the control panel.
2. Press COMM. setting on the fax screen.
3. Press LINE setting.
4. Press OVERSEAS.
5. OK to back out to the fax screen.
6. Enter the overseas international number in the DIRECT input starting with 011, area code and then the telephone number.
Note : Make sure to use any prefix number (9) before the 011 in order to get an outside line. Example: 9 + 011 + country code + city code + number.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID　TAUS0701062EN*　　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　1

Description
How to access Service Mode when unable to use the normal procedure.

Solution
Service Mode can be accessed through the Trouble Reset screen using the below procedure: 1. TurnON the main power switch while holding the UTILITY/COUNTER key.
2.When TROUBLE RESET appears on the touchscreen press STOP, 0, 0, STOP, 0, 1.
3.If prompted for a password enter 92729272 andtouch END.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD andIan Lynch, Production Print/SSD

　　　　　　　　　　　　　　　　　　　　　　　March 2009

Solution ID   TAUS0701174EN*   **Solution Usage**   1

Description

Unable to print booklets from Microsoft® Publisher.

Solution

CAUSE: Incorrect settings.

SOLUTION: In order to print booklets in Microsoft® Publisher ensure the proper settings are selected inPublisher and the printer driver:
1. Select booklet within Publisher.
2. Within theLayout tab of the print driver ensureprint type is selected to2-sided.
3. Select the proper binding.
4. Under the Finish tab, select Saddle Stitch.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0701876EN*   **Solution Usage**   1

Description

How to change the display to Quick Copy or Copier Centric screen.

Solution

TheMFP supports two different screen types: Basic (the default) and Copier Centric (quick copy). To Change to the Copier Centric screen, perform the following:
1. Press [Utility/Counter].
2. Select [2. User Setting].
3. Select [2. Custom Display Setting].
4. Select [1. Copier Setting]. The BASIC (default) tab will be displayed.
5. Select [QUICK COPY]. This is the Copier Centric option.
6. Press [Close] 4 times to return to the Ready screen.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0702145EN*   **Solution Usage**   1

Description

What settings are required to choose the paper tray from which the TX Report prints?

Solution

The tray from which the TX Report prints can be selected using the following steps:
1. Press the Utility/Counter Key.
2. Select User Setting.
3. Select System Setting.
4. Select Paper Tray Setting.
5. Select Print Lists.
6. Select the paper tray from which the TX Report should print.
7. Press OK.
8. Follow the prompts to exit back to a normal panel.

Solution ID   TAUS0702192EN*   **Solution Usage**   1

Description

How to default the color mode to B/W on the touchscreen.

Solution

To default the color mode to B/W on the touchscreen, perform the following:
1. Touch [Color] on the touchscreen.
2. Touch [Black] on the touchscreen.
3. Touch [OK] on the touchscreen.
4. Press the Utility/Counter key.
5. Touch [2 User Settings] on the touchscreen.
6. Touch [3 Copier Settings] on the touchscreen.
7. Touch [Default Copier Settings] on the touchscreen.
8. Touch [Current Settings] on the touchscreen.
9. Touch [OK] on the touchscreen.
10. Touch [OK] on the touchscreen.
11. Touch [Close] on the touchscreen.

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12. Touch [Close] on the touchscreen.
   SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0702445EN* **Solution Usage** 1

Description
How to set up FTP Publishing Services on a Microsoft® Vista™ workstation.

Solution
 Please follow the step-by-step procedures as shown in the attacheddocument.
   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 TAUS0702576EN* **Solution Usage** 1

Description
ICP list.

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

Solution ID TAUS0702593EN* **Solution Usage** 1

Description
MachineindicatesthatThick 3 papershould be loaded in the bypass tray when printing. Thick 3 paper is set for the bypass tray, and Auto tray select and Thick 3 is set at the driver.

Solution
 CAUSE: The bypass tray is not enabled in the Auto tray select settings.

 SOLUTION: To enable the bypass tray in theauto tray select settings, perform the following:
 1. Press Utility.
 2. Select User settings.
 3. Select Paper tray settings.
 4. Select Auto tray select settings.
 5. Highlight the bypass tray.

Solution ID TAUS0702618EN* **Solution Usage** 1

Description
How to enable Account Track on a Macintosh®.

Solution
 In the Macintosh® go to File=> Print => Copies and Pages => Security tabs.Click on Security and make the necessary entries/changes in the User authentication settings for Account Track.
   SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0703089EN* **Solution Usage** 1

Description
FK-502, how to enable/disable Compulsory Memory RX with dual line kit installed.

Solution

 To enable/disable Compulsory Memory RX, perform the following:
 1.   Press the Utility/Counter key.
 2.   Touch [Meter Count] on the touchscreen.
 3.   Touch [Check Details] on the touchscreen.
 4.   Press Stop-0-0-Stop-0-1.
 5.   Touch [FAX] on the touchscreen.
 6.   Touch [Line 1] on the touchscreen.

7. Touch [System] on the touchscreen.
8. Under the heading of Compulsory Memory RX touch [ON] or [OFF] as the desired setting.
9. Touch [[END] on the touchscreen.
10. Touch [Exit] on the touchscreen.
   Note : This applies only if a second fax line is installed on the machine.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0703110EN*   **Solution Usage**   1

Description

How to perform a Secure Print.

Solution

  SECURE PRINT : Secure Print allows security to be imposed upon a document to be sent to the bizhubfor printing. The document will be "printed" to a secure User Box and cannot be accessed, printed, or even viewed without first entering its authentication data at the MFP. Secure Print is a very powerful feature as it allows security control of a document "on the fly". The security data is imposed on the document in the print driver as a one-time function that applies only to that specific printing of that specific document at that specific time. No prior programming is required to use Secure Print.
  APPLICATIONS : The end user has a document prepared and wants to print the document to the bizhub, however, they do not plan on retrieving the document.
  Note : For step-by-step procedures, please see attachment. 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   TAUS0703115EN*   **Solution Usage**   1

Description

Booklet creation.

Solution

  PREREQUISITES :An 8-page 8.5x11 Microsoft® OfficeWord document with text will be needed. In addition, legal size paper (8.5x14) be must loaded in one of the cassettes. The bizhubmust have the FS-608 booklet finisher.
  APPLICATIONS :The end userhas to create an 8.5x14 stapled and folded booklet from a Microsoft® OfficeWord document that is 8.5x11.
  Note : Please perform the step-by-step procedures mentioned in the attached PDF. 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   TAUS0703293EN*   **Solution Usage**   1

Description

FK-502, how to enable and adjust the line monitor speaker volume.

Solution

 To adjust the line monitor speaker volume, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Settings] on the touchscreen.
3. Enter the Administrator Password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [8 Fax Settings] on the touchscreen.
6. Touch [3 Line Parameter Setting] on the touchscreen.
7. Press the down-arrow on the lower left of the touchscreenone timeuntil screen 2/3 is displayed.
8.Select [Line Monitor Sound] and Select [On].
9.Press the down-arrow on the lower left of the touchscreenone timeuntil screen 3/3 is displayed.
10. Touch [Line Monitor Sound Vol.] on the touchscreen.
11. Touch [Lower] or [Higher] on the touchscreen to increase or decrease the monitor speaker volume as desired by the customer. The setting range is 0 to 31.
12. Touch [OK] on the touchscreen.
13. P ress the Reset key.
  SPECIAL NOTE : Solution contribution by Ted Young and Jim Behrends, Production Print/SSD

Solution ID   TAUS0703308EN*   **Solution Usage**   1

Description

Can Account tracking codes and counts be Exported and Imported from the machine NIC?

Solution

 Account tracking codes and counts can be Exported and Imported. When performing a Data Clear, Account tracking informationis erased. The

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followingprocedure can be used in the event a Data Clear needs to be performed to backup the Account codes and Copy/Print/Scan limits.

To backup Export and Import Account tracking data, perform the following:

1. Browse to the NIC and log in as Administrator.
2. On the Maintenance tab select Import/Export.
3. Select Device Setting and select OK.
4. Select Export and click OK.
5. Save the file to the desktop or a folder.
6. To Import the file perform the same procedure but this time select Import.
7. Browse to the file and click OK.

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

Solution ID　　TAUS0703516EN*　　　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　　1

Description

How to update firmware using Internet ISW.

Solution

The Internet ISW function requires that the firmwareTAR file be extracted from theGZ file.

This can be done using WinZip® or WinRAR®.

Use an FTP server utility to host the firmware. There isone availablevia the Download Selectorunder Black and White Products => Utilities => ftp_server_1.0.exe.

To perform the update:

1. Go to Tech Rep mode.
2. Select the Internet ISW button.
3. Select the Internet ISW Set button => Set to ON => Press the END button.Determine if updating via FTP or HTTP.
4. Select the appropriate settings button, FTP or HTTP. The instructions are the same from here on in.
5. Select the desired button protocol button, and select the ON button => Press the END button.
6. If a proxy is required to access the server, select the Connect Proxy server button and select the ON button. Then press the Proxy Server button and enter the TCP/IP address and the port number of the proxy server. This will   not   be the host server holding the firmware. 7.Select the address space size IPv4, IPv6 or FQDN (Fully Qualified Domain Name).
8. When complete, press the connection settings buttons, check that the port number is set to 21, connection timeout is set to 1 minute and PASV mode is set to OFF.
9. Select the Forwarding Access Setting button.
10.Enter the User ID that the MFP will use to access the server.
11. Enter the password for the user.
12. Enter the address of the host server:

If using an HTTP server type h ttp://ip _address/directory

If using a FTP server type ftp://ip_address/directory
13. Enter the filenameof the firmware. This should end with a TAR extension. Remember that this file is extracted from theGZ file and not renamed.
14. Press the END button.
15. Select the Download button and then press the ISW Start button.Start rebooting... message is indicated.The MFP will reboot.
16. After the hourglass, the following messages should be displayed:

Now connecting to the firmware server

Now getting information from the firmware server

Now downloading program data from the firmware server

IMPORTANT :The server hosting the firmware needs to be available even after the firmware starts and finishes. Tests show that firmware is still downloading even though programming of the firmware has begun.
17. The normal firmware update screen will be displayed andyou can press start or wait 30 seconds; it will start automatically.
18. When complete, recycle the MFP.
19. After the hourglass a message will be displayed:

The version upgrade through the network download is complete. Touch [OK] to use the device.
20. Press the OK button to continue.
21. Check the firmware versions.

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

Solution ID　　TAUS0703719EN*　　　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　　1

Description

How to save the scan settings as default when using the User Box feature.

Solution

To save the scan settings as default when using a User Box, follow the procedure below:
1. Create a User Box.
2. Press the Fax/Scan button and select the User Box that was just created.
3. Select Scan Settings and input the applicable scan settings.

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4. Press OK.
5. Press Utility/Counter.
6. Select User Settings.
7. SelectScan/Fax Settings.
8. Select Default Scan/Fax Settings.
9. Select Current Setting.
10. Press OK twice.
11. Press Close twice.
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0800041EN*   **Solution Usage**   1

Description

Canprinting to the Emperon and the Fiery® be done atthe same time?

Solution

 Printing to the Emperon and the Fiery® simultaneously is possible. Please see the attached document. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD and Clinton Marquardt, ESS/SSD

Solution ID   TAUS0800137EN*   **Solution Usage**   1

Description

 Ifa scanned job is storedto user box and then openedwith PageScope Box Operator (Box Operator Viewer),the file is automatically deleted.

Solution

 CAUSE: This is specification.The "Document Hold Setting" is set to "OFF" and the scanned jobwill be deleted automatically.

 SOLUTION: Set the "Document Hold Setting" to "ON" (Administrator Settings => System Settings => User Box Settings => Document Hold Setting).
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0800146EN*   **Solution Usage**   1

Description

How to set the file format for fax forwarding to default to PDF.

Solution

 To set the default fax forwading file format to PDF, perform the following:
 1. Press the FAX button.
2. Select the Scan Setting on the LCD.
3. Select the File Type as PDF.

[The steps below make the setting the default.]
4. Select the Utility button.
5. Select User Setting.
6. Select Scan/Fax Settings.
7. If the setting is set for Factory, change it to Current.
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0800184EN*   **Solution Usage**   1

Description

Which interface kit is required to support the connection of the IC-409 (Fiery®) on the bizhub C451?

Solution

 To support printing through the IC-409 (Fiery® controller X3e TY 50-45C-KM) please order the VI-504 (Item #A091WW00).
 See attached Installation Manual 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 .

Solution ID   TAUS0800214EN*   **Solution Usage**   1

Description

 How to program the Low Power Mode/Sleep Mode Setting.

Solution

To program the Low Power Mode/Sleep Mode Setting, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [1 System Settings] on the touchscreen.
6. Touch [1 Power Save Settings] on the touchscreen.
7. Touch setting desired to change on the touchscreen; Low Power Mode setting or Sleep Mode.
8. Press the [C] key. Input the Low Power Mode setting desired by the customer using the numeric keypad. The Low Power Mode setting can be programmed within a range of 10 to 240 minutes and can NOT be turned off.
9. For the Sleep Mode select Yes for ON, for a time range of 15 to 240 minutes, or No for off.
10. Touch [OK] on the touchscreen.
11. Press the Reset key.
 SPECIAL NOTE : Solution contribution by Freddie Burnham and Ted Young, Production Print/SSD

Solution ID   TAUS0800335EN*   **Solution Usage**   1

Description

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

Solution

 CAUSE: The writer on the AS/400® times 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   TAUS0800353EN*   **Solution Usage**   1

Description

Does the AU-101 or AU-201support external server authentication?

Solution

 The AU-101 and AU-201do not support external server authentication.
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0800380EN*   **Solution Usage**   1

Description

How to adjust the beep sound volume.

Solution

 Toadjust or disable the beep sound perform the following adjustment:
 1. Press the Accessibility key.
 2. Press the down arrow one time.
 3. Press Operation Confirm Sound.
 4. Select NO, High Medium or Low and press OK.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800426EN*   **Solution Usage**   1

Description

The front cover for the FS-519 interferes with the MFP cover.

Solution

 CAUSE: Incorrect installation of finisher.

 SOLUTION: Please adjust the casters for the FS-519. If the casters cannot be adjusted, please install the two spacers and protective film in the FS-519 KIT (p/n A0DARS0011).
 Regarding this issue and the KIT install instruction, please refer the attached documentation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 FOC PART(S) ORDERING PROCEDURE (U.S. market only) :
 Free-of-Charge (FOC) part(s) can be ordered via the online KMBS Technical (FOC) & Special Programs order form which is accessible in

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MyKonicaMinolta.com => Service => Warranty, Repair& Special Programs => Warranty Services & Technical/FOC Programs =>SSD Technical (FOC) & Special Programs.

Upon receipt and verification of the online claim information, KMBS Logistics Operations will process a Free-of-Charge parts order. All parts will be shipped via UPS Ground Service. KMBS will ship all parts at no-charge; no invoice will be generated. Questions related to an FOC parts claims may be directed to KMBS Logistics Operations by calling 201-934-5339.

IMPORTANT REMINDER :As mentioned above, the FOC program will end either in 6 months or when the FOCFS-519 KITsare depleted.

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

Solution ID   TAUS0800549EN*   **Solution Usage**   1

Description

If the machine is equipped with the AU-101, can the machine be accessed using the user name and password?

Solution

The machine can be accessed either with the AU-101 or from the control panel using the user name and password.

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

Solution ID   TAUS0800570EN*   **Solution Usage**   1

Description

Is the system software version 1.01 the same for all?

Solution

System software (p/n 4506-7441) is the same for all the listed models.

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

Solution ID   TAUS0800820EN*   **Solution Usage**   1

Description

How to set up Scan-to-USB; scanning to a USB flash drive.

Solution

MFPSettings :
1. Press Administrator Setting.
2. Press System Settings.
3. Select User Box Settings.
4. Select External Memory Function Settings.
5. Select Save Document - ON.
6. Press OK.
7. Press Close 4 times.
8. Reboot the MFP.

Inserting USB memory device :
1. Press User Box.
2. Save Document.
3. System User Box.
4. External Memory.
5. Press OK.
6. SelectScan Settings.
7. SelectFile Type.
8. Press OK.
9. Press Start.
 Notes :
 a. Konica Minolta has used several 8GB PNY© USB flash ("thumb") drives for testing.
 b. Please see attached video (53.5MB).Use QuickTime® to view thevideo. Apple© QuickTime® can be downloaded for free from http://www.apple.com/quicktime/download/ .
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0800849EN*   **Solution Usage**   1

Description

How to scan to SMB with the Fiery® IC-409 connected.

Solution

To scan to SMB with the Fiery® IC-409 connected, please see the attached documentation.

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

Solution ID   TAUS0800887EN*   **Solution Usage**   1

Description

How to delete a secure print document without printing the document.

Solution

To delete a secure print document without printing the document, perform the following:
1. Press the User Box key.
2. Touch [File Document] on the touchscreen.
3. Touch [System User Box] on the touchscreen.
4. Touch [Secure Print User Box] on the touchscreen.
5. Touch [OK] on the touchscreen.
6. Input the ID for the secure print document stored on the machine.
7. Touch [OK] on the touchscreen.
8. Input the password for the secure print document stored on the machine.
9. Touch [OK] on the touchscreen.
10. Highlight the desired secure print document to be deleted.
11. Touch [Delete] on the touchscreen.
12. Touch [Yes] on the touchscreen.
13. Touch [OK] on the touchscreen.
14. Press the Copy key.
 SPECIAL NOTE : Solution contribution by Ted Young and Mark D'Attilio, Production Print/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   TAUS0800943EN*   **Solution Usage**   1

Description
 SMTP error 554.

Solution

 CAUSE: The mail servers are set to POP before SMTP as a security measure to prevent SPAM. The mail server collectsthe TCP/IP address during authenticationwith the POP server, and then permits SMTP relaying from that TCP/IP address for a short period of time.
 This means thatincoming mail MUST be checkedbeforemail is allowed to be sent. Ifsettingan E-mail client (like Microsoft® Outlook) to checkmail regularly,outgoing mail may sit inthe Outbox until the incoming mail is checked again.
 Ifonly checking mail wheninitially openingthe E-mail client,a Send/Receive will need to be forced beforethe outgoing mail can be sent.
 IfE-mail is not checked within 30 minutes,an "Error 554: Relay Access Denied" error may be received.

 SOLUTION: Quick Fix
 1. Move anything inthe Outbox tothe Drafts folder.
2. With nothing inOutbox, click Send/Receive.
3. After a successful Send/Receive, try sending an E-mail fromthe Drafts folder.

 Long Term Fix (in Microsoft® Outlook)
 1. In Microsoft® Outlook, go to "Tools" then "Email Accounts".
2. Click "View or change existing E-mail account", then click "Next".
3. Selectthe account, then click "Change".
4. Click "More Settings".
5. Click the tab labeled "Outgoing Server".
6. Select "My outgoing server (SMTP) requires authentication", then select "Log on to incoming mail server before sending mail" at the bottom.
7. Click "OK".

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8. Click "Next".
9. Click "Finish".
 Note : This procedure should be done by theonsite Network Administrator.
 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   TAUS0801083EN*   **Solution Usage**   1

Description
Preventing half foldsfrom skewing.

Solution
 Perform the Folding stopper tilt adjustment(see attached).
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID   TAUS0801120EN*   **Solution Usage**   1

Description
Can the machine be set so the message "Do You Want To Print The Communication Report" is not displayed when scanning to E-mail?

Solution
 The message"Do You Want To Print The Communication Report" can be prevented from being displayed when scanning to E-mail by making the following settings:
 1. Enter the Administrator mode on the machine.
 2. Choose Fax Settings.
 3. Choose Report Settings.
 4. Scroll until TX Result Report Check is displayed.
 5.Set the TX Result Report Check to OFF.
 6. Exit the Administrator mode.

Solution ID   TAUS0801142EN*   **Solution Usage**   1

Description
 Configuring and licensing i-Option for supported MFPs.

Solution
 i-Option provides enhanced features for MFPs which support i-Option. MFPs which currently support i-Option are:

 bizhub C451/C550/C650
 bizhub C203/C253/C353
 There are two separate i-Option features available. One or both may be registered on the same MFP.

 LK-101 - Provides access to the Web Browser & Image Panel
 LK-102 - Adds Enhanced PDF Encryption capabilities
 Firmware version 88 or higher for the bizhub C451/C550/C650 or bizhub C203/C253/C353 will support i-Option. However, to enable i-Option features,
i-Optionmust be purchased, licensed and the MFP configured correctly. Extra 512MB RAM must be installed on the MFP (UK-201 Upgrade Kit).
 Please see the attached documents for information on configuring and licensing supported MFPs for i-Option functionality and the correctItem Codes (or
consult MyKonicaMinolta.com for the up-to-date Item 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 Mark Kemp, ESS/SSD

Solution ID   TAUS0801325EN*   **Solution Usage**   1

Description

How to Import/Export addresses or CSV files to the fax driver.

Solution

To Import/Export a CSV file to the fax driver Address Book:
1. Go to the Printing Preferences of the fax driver.
2. Select the Phone Book entry.
3. Go to File.
4. Select Open.
5. Select the CSV file to import.
6. Select OK.
7. Select File and the Save.

To Export addresses:
1. Open driver and select printing preferences.
2. Select the Phone Book entry tab.
3. Select the Folder or the Group to export.
4. Go to File.
5. Go to Save As.
6. Select the location to where the file is to be saved and select OK.
SPECIAL NOTE : Solution contribution by Craig Blyther, ESS/SSD

Solution ID   TAUS0801329EN*   **Solution Usage**   1

Description

How to change the number of pages that can be used with tri-folding.

Solution

The machine can be set to tri-fold 1, 2, or 3 sheets. To change the setting, perform the following:
1. Call the Service Mode to the screen.
2. Touch [Finisher].
3. Touch [Fold power of pages restrict.].
4. Select a folding mode where the maximum is restricted and enter a desirable maximum number with the 10-key pad.
5. Touch [END].
6. Touch [Exit] on the Service Mode screen.
7. Turn OFF the main power switch. then, wait for 10 seconds or more and turn ON the main power switch.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0801452EN*   **Solution Usage**   1

Description

Can the Fax/Scan function be accessed when Account Track is enabled?

Solution

The function is not possible when Account Track is enabled.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0801493EN*   **Solution Usage**   1

Description

Can jam codes be displayed to the user when they occur?

Solution

This machine cannot be set to display jam codes as they occur.To view jam code history, enter the Service Mode and select [Counter] then [JAM].
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0801546EN*   **Solution Usage**   1

Description
FK-502, how to insert a pause in the PBX setting.

Solution
It is not possible to insert a pauseafter the outside line access code in the PBX setting.
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and Ian Lynch, Production Print/SSD

Solution ID   TAUS0801586EN*   **Solution Usage**   1

Description
DF-611, can the EEPROM (IC17) for the DFCB be ordered?

Solution
The EEPROM (IC17) has been made available to order as a field replaceable unit (p/n V864800079).
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0801654EN*   **Solution Usage**   1

Description
LK-101/LK-102/LK-103 License Authentication Operation Guide.

Solution
See attached LK-101/LK-102/LK-103 License Authentication Operation Guide. Some of the topics covered are:

Input/ Display confirmation procedure when operation the license management
Upgrade instructions when using functions added from i-Option
Instructions for part replacement
Activation
Deactivation
Repair
Initialization
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 .

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Solution ID TAUS0801711EN*

Description

How to reset the administrator password. The administrator password has been changed and is not working.

Solution

To reset the administrator password:
1. Please enter the Service mode.
2. Press Stop, 0, Clear and the Security mode should come up.
3. Select administrator password and enter a new password.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0801734EN*

Description

FK-502. fax communication time out errors.

Solution

CAUSE: No response to V.34 signal (High speed fax communication).

SOLUTION: New time settings have been implemented from phase 3.05 onwards.
1. New ITU recommendations T.30 for Faxing over IP 450ms time windows between ANSam and DIS.

Formerly,when a V.34 device sent a fax to a non-V.34 device, the sequence ANSam to DISprogress was75ms. Because of the fact that the called device cannot respond to ANSam this setting has been implemented. However, if the V.17 modulation is used without disabling echo cancellers, it will negatively impact the half-duplex sequence. Therefore, to disable the echo cancellers, the time window between ANSam to DIS has been changed to 450ms ± 50ms (T.30 will be revised). With this version, it is possible select the time window with the function parameter setting as follows.
Function parameter: 0e004b
Bit 1 =
0: 450ms (Default)
1: 75ms
2. When receiving a non-ECM Fax, error lines may occur if noise is on the line. Therefore, Konica Minolta has modified the time of non-ECM.
Function parameter: 0x0e000e
Bit 7 =
0: Normal (default)
1: Strict
ECM
Normal: Check time: 0.5s
Strict: Check time: 0.8s
Non-ECM
Normal: Check time: 0.8s
Strict: Check time: 1.1s
Note : Theparameter does not work when using 2400bps
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0801836EN*

Description

Where is the SMTP E-mail server information located on the controller?

Solution

To locate the SMTP E-mail server information:
1. Utility/Counter.
2. Adminstrator Settings.
3. Password.
4. Enter 12345678.
5. Network.
6. E-mail.
7. SMTP.
8. Enter SMTP server address.
SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID   TAUS0802155EN*   **Solution Usage**   1

Description

What can cause a CB116 (C-B116) code to be indicated when the FK-502 is set in Service mode?

Solution

The machine will display a CB116 code when the FK-502 is set in Service mode if it has been installed in the incorrect slot on the machine. Please confirm that the FK-502 has been installed in the rearmost slot on the machine.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0802231EN*   **Solution Usage**   1

Description

How to default to Copy, Fax/Scan or User Box mode.

Solution

To default to Copy, Fax/Scan or User Box mode:
1. Press the Utility/Counter key.
2. Enter [Administrator Settings].
3. Touch [System Setting].
4. Touch [Reset Setting].
5. Touch [Auto Reset].
6. Touch [Copy], [Fax/Scan] or [User Box] depending on your selection.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0802283EN*   **Solution Usage**   1

Description

How to program the compact PDF compression level.

Solution

To program the compact PDF compression level, perform the following:
1. Press the Utility/Counter key.
2. Touch [2 User Setting] on the touchscreen.
3. Touch [4 Scan/Fax Settings] on the touchscreen.
4. Touch the down-arrow on the touchscreen to access screen 2/2.
5. Touch Compact PDF Compression Level on the touchscreen.
6. Touch [High Quality], [Standard], or [High Compression] on the touchscreen as desired by the customer.
7. Touch [OK] on the touchscreen.
8. Press the Reset key.
SPECIAL NOTE : Solution contribution by Ted Young and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802327EN*   **Solution Usage**   1

Description

What steps should be performed if the "Initialization" procedure fails to clear the "License Management Error"?

Solution

After an "Initialization" code has been received from SSD Technical Support, the "Initialization" procedure fails to clear the "License Management" error on the MFP. An "Invalid setting" message may be displayed on the MFP after entering the "Initialization" code.
If the "Initialization" procedure fails to clear the "License Management" error on the MFP The NVRAM and Service EEPROM boards need to be replaced with brand-new NVRAM and Service EEPROM boards at the same time, so that both will then be in an initial condition After this is completed reload the latest firmware.
   Notes :
1.If any i-Option functions had been purchased for this MFP, the i-Option License registration procedure will need to be performed again.
2. The online NVRAM/BRU Replacement RA/Claim form is referenced in attached Bulletin
Number 5783. 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 .
3. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACE A
NVRAM/BRU ORDER ONLINE . All requests for NVRAMs must be approved by the SSD
Hotline and a problem ticket generated. If a request is received without an established problem ticket number, the request will be denied.
SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/SSD

Solution ID   TAUS0802694EN*   **Solution Usage**   1

Description

How to disable the banner page option to separate jobs.

Solution

To disable the banner page option, perform the following:
1. Press the Utility key.
2. Press User Settings.
3. Press Printer Settings.
4. Press Basic Settings.
5. Press the down arrow and select Banner Sheet Printing.
6. Press OFF and then OK.
SPECIAL NOTE : Solution contribution by Rich Raynor, ASG/SSD

Solution ID   TAUS0802862EN*   **Solution Usage**   1

Description

FS519,Stapled sets are not properly aligned.

Solution

CAUSE: The aligning belt drive gear has been dislodged or is missing.

SOLUTION: Reseat or replace the aligning belt drive gear (p/n 9J08 1626 02).

SPECIAL NOTE: Solution contribution by Tom Kelly, 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   TAUS0808178EN*   **Solution Usage**   1

Description

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

Solution

Due to design constraints, it is not possible to forward received faxes to different destination. Both lines will forward received fax to same forwarding destination. However, on a limited basis, it is possible to set up fax forwarding to different destinations based on TSI routing. Please refer to the User manual for the model in question.
SPECIAL NOTE: Solution contribution by Mahen Shukla, ESS/BSE and Ian Lynch, Production Print/SSD

Solution ID   TAUS0808502EN*   **Solution Usage**   1

Description

How to default the finisher to offset.

Solution

 To program the finisher default to offset,perform the following:
1.Press the Utility key.
2.Press User Settings.
3.Press Copier Settings.
4.Press Default Copier Settings.
5.Press Factory and OK.
6.Return to the main screen and select Finishing.
7.Under Offset select YES and press OK.
8.Press the Utility key.
9.Press User Settings.
10. Press Copier Settings.
11. Press Default Copier Settings.
12. Press Factory and OK.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0808520EN*   **Solution Usage**   1

Description

Compatibility for Captaris® RightFax®.

Solution

 Konica Minolta includes RightFax® compatibility as a standard feature of the MFP firmware of the supported workgroup MFPs, as well as a built-in setup utility within the MFP PageScope Web Connection.
 Konica Minolta also offers the downloadable Setup Utility for RightFax®, which provides another means of configuring the MFPs to communicate with RightFax®. All that is required is the purchase of one Konica Minolta Connector for Captaris® RightFax® for each MFP, where RightFax® functionality is needed. Please see attached Marketing Bulletin #08-GB-032 and Guide to the Konica Minolta Connector for Captaris® RightFax® for details. To 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 : The links in the Guide to the Konica MinoltaConnector for Captaris® RightFax® document are "live".

Solution ID   TAUS0900013EN*   **Solution Usage**   1

Description

How to use the Firmware Imaging Toolkit software.

Solution

 Please perform the step-by-step procedure 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 .
  CAUTION : Never format the CF card on color machines.
 Notes :
 1.Before installing the most current version always delete the previous version via
Add and Remove Programs.

 2. Firmware Imaging Toolkit 2006 can be downloaded via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0900358EN*   **Solution Usage**   1

Description

FS-608, how to print a Signature Booklet (5.5x8.5) with Macintosh® 10.5 using Microsoft® Word.

Solution

Tocreate a Signature Booklet (5.5x8.5) with Macintosh® 10.5 using Microsoft® Word (MFP is printingonto 11x17 paper),perform the following:
1. Select File/Print.
2.Select the drop-down for Copy & Pages.
3. SelectPaper handling.
4. Select Scale to fit.
5. Select Destination paper size (5.5x8.5 not 8.5x11).
6.InLayout & finish select Booklet.
7. Select Left bind.
8. In Finish, select Center staple and fold.
   Note : As long as 8.5x11R landscape isin the paper drawerselected in the printer driver, it will print out a Signature Booklet of 5.5x11.
  SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD

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   TAUS0702065EN*   **Solution Usage**   0

Description

How to duplex glossy paper.

Solution

Duplexing glossy paper is not recommended.

Solution ID   TAUS0702426EN*   **Solution Usage**   0

Description

How to set up with Active Directory.

Solution

To set up with Active Directory:
1.Enable [ON] External Server.
2. Go to User Authentication/Account Track.
3. Select External Server Setting.
4. Highlight a Number.
5. Select New.
6. Enter the Server Name.
7. Under Server Type select Active Directory.
8. Then go to User Authentication/ Account Track.
9. Select General Settings.
10. Select User Authentication- External Server Authentication.
11. Make Sure to go into System Settings.
12. Set Daylight Savings Time Settings.

13. Set Date / Time Settings.
14. Then go to Network Settings.
15. Detail Setting.
16. Time Adjust Setting.
17. NTP Setting.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0702908EN*   **Solution Usage**   0

Description

How to set up User Authentication [Embedded].

Solution

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

Solution ID   TAUS0703114EN*   **Solution Usage**   0

Description

How to use Copy Protect mode.

Solution

 PREREQUISITES : One letter size original (8.5x11) with textis needed. After setting up "Copy Protect" parameters, a copy will be made of the first copy.
 APPLICATIONS : Copy Protect allows (for security purposes) printed copies to have hidden text (such as "invalid copy") that prevents unauthorized copying. This hidden text will appear when making copies of the original copy.
   Note : Please perform the step-by-step procedures mentioned in the attacheddocumentation. 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   TAUS0703286EN*   **Solution Usage**   0

Description

Is Microsoft® Windows 98/ME supported?

Solution

 Microsoft® Windows 98/ME is not supported and there are no print drivers available.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0703689EN*   **Solution Usage**   0

Description

PK-515 modification for the FS-514 and the older style FS-519.

Solution

 The FS-514 and the older style FS-519do not come with the punch waste container sensor bracket.
 Part numbers and step-by-step procedure on how to assemble the bracket for the punch unit on the PK-515 for the older model FS-519 are included 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 Craig Blyther, ESS/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   TAUS0801302EN*   **Solution Usage**   0

Description

Previous documentation may detail different ways to access the i-Option License Management Server (LMS), which may not be correct.

Solution

The correct way to access the LMS is througha MyKonicaMinolta.com login => Service tab.From the Service tab of MKM are two links:

License Code Generation
 - GenerateLicense Code
To perform i-Option license registration.

License Management Server
-Generate License Code
 -Deactivate License Code
-Deactivate License Code in LMS
 -Repair License Code
Which may be necessary to be perfomed if "License Management Error" results on an MFP which i-Option had never been registered.
  Note : Please see attached documentation. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0801387EN*   **Solution Usage**   0

Description
How to change the count for 11x17 to one.

Solution
To enable one count on the total counter for 11x17 paper, perform the following:
1. Enter Tech. Rep. Mode and press Stop 9.
2. Select [Counter Setting].
3. Press Mode 1, End, and Exit.
  Note : Select Mode 2 for two counts.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0801803EN*   **Solution Usage**   0

Description
Part number for the cable used for the vending 2 mode when an Equitrac© device is connected to the MFP.

Solution
 bizhub C250/C252/C300/C351/C352/C450 and CF2002/CF3102
 Equitrac© Vendor 2, VK-501 Interface Cable (p/n 7640005183) and for the Equitrac© (p/n CABX0805). To use this cable the MFP (copier)must also have the Vendor Interface Kit, VK-501 (p/n 4599234) installed.

 bizhub C203/C253/C353/C451/C550/C650
 Equitrac© Vendor 2 - 8-pin Interface Cable (p/n7640005184), and for Equitrac© (p/n CABX0813).An optional Vendor Kit is not needed for these models.
  Note :Please contact Konica Minolta for the parts information. Do not call Equitrac© Customer Support.
 SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0801844EN*   **Solution Usage**   0

Description

How to setthe tray from which the TX Report prints.

Solution

   To setthe tray from which the TX Report prints:
1. Press the Utility/Counter Key.
2. Select User Setting.
3. Select System Setting.
4. Select Paper Tray Setting.
5. Select Print Lists.
6. Select the paper tray from which the TX Report should print.
7. Press OK.
8. Follow the prompts to exit back to a normal panel.
   SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID   TAUS0802098EN*   **Solution Usage**   0

Description

Increase yield of color imaging units using version 6B firmware.

Solution

Several factors influence the yield of color Imaging Units (IUs):

Color IU life is defined by the "life count"
Life count is the number of hours that the IU is in use (running)
Standard yield is the number of prints that the IU can produce before the "life count" reaches the "life value" under standard conditions as shown in the table below.
Due to this system, a color IU may reach life end before achieving the standard yield under certain conditions. This is because the ratio of hours that the IU is working for printing increases.

the print volume is low
the number of prints per job (p/j) is low
the ratio of color to monochrome prints is low

Factors that influence IU page yield

Conditions on which standard yield is based

C451

C550

C650

Job mode

BW
Color

5 p/j
5 p/j

6 p/j

5 p/j

7 p/j
5 p/j

Color mode

"Color" or "BW: (not "AUTO"

Paper size

8.5 x 11 (A4)

Average print volume per month

BW
Color

11,400
3,000

20,000
5,000

30,800
7,700

Number of image stabilizations
- number of times the machine is turned on
- number of times returning from sleep mode
- temperature/humidity change

- 20 times/month
- none
- no change

Version 6B firmware (Function Enhancement 2) has three functions to help improve the standard yield for color IUs in low volume / low p/j / low color ration machines. These improvements:

Reduce the image stabilization when returning from sleep mode
Offer a choice to suspend color IU life stop
Provide the choice for a new ACS mode
These measures can increase the life of the IU when

users are printing mainly in monochrome
the print volume is low
if ACS is chosen for the default copy mode
the sleep timer setting is short

DETAILS
1. Reduced image stabilization when returning from sleep mode
With Version 6B firmware, image stabilization will not be performed when the printer wakes from sleep mode unless it has been at least 8 hours since the previous stabilization. If the duration is less than 8 hours and the print head temperature changes at least 2 degrees, auto color registration correction is done. This process, which is a part of image stabilization, takes 4 seconds.

Condition

Behavior

Machine state

Time since last image stabilization

Print head temperature change

Old firmware

Ver. 6B firmware

Return from sleep

8 hours or more

Image stabilization

Image stabilization

Less than 8 hours

2° or more

Auto color registration correction

Less than 2°

No process

Return from power save

2° or more

Auto color registration correction

Auto color registration correction

Less than 2°

No process

No process

2. Suspend color IU life stop

The life counter value can be suspended in the service mode. This also suspends the IU replacement message.

Condition

Life value
(message displayed)

Maximum print
(life stop)

Normal

1630M

3776M

Suspend

5415M

5581M

Even if "suspend" is selected, the number of prints will not exceed the standard yield.
Using this function will run printing into the margin of quality. Therefore, if extended lifetime is set, print quality may be reduced if the life counter exceeds 3610M. It is important to understand this limitation and monitor the machine accordingly.

3. Select the new ACS mode

The ACS mode can be changed to limit the amount of time that the color IUs run. When the new mode is selected, the printer works as though doing monochrome printing without driving the color IUs.
Service Mode ? System Setting 2 ? Software SW setting:
Switch Number 50: Hex 00 ? 01
Turn the main switch off and back on

If a color original is copied, the first copy time take a few extra seconds while the color IUs are prepared.
If mixed originals are copied, the machine works as a color machine from the first color original.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0808521EN*   **Solution Usage**   0

Description
Captaris® RightFax® documentation.

Solution
Please see attached Captaris® RightFax® documentation for reference.

Guide to the Konica Minolta Extension for Captaris® RightFax®
Guide to the Konica Minolta Connector for Captaris® RightFax®
Setup Utility for Captaris® RightFax® - User's Guide
Operations for Captaris® RightFax® - User's Guide
  Notes :
1. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
2. The links in the Guide to the Konica MinoltaConnector for Captaris® RightFax® and Guide to the Konica Minolta Extension for Captaris® RightFax® documents are "live".

Solution ID   TAUS0900142EN*   **Solution Usage**   0

Description
Is account tracking supported onMacintosh® O/S 10.5?

Solution
Account tracking is supported onMacintosh O/S 10.5.Additionally, the account track selection can be found in the COPIES AND PAGES pull down and then select OUTPUT METHOD.The account track and authentication screen will be present.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0603556EN*   **Solution Usage**

Description
Power consumption data.

Solution
To view power consumption data for warm-up, standby, and running modes, see the attachment.
Note: 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 Clinton Marquardt, ESS/BSE

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   TAUS0700806EN*   **Solution Usage**

Description

Is the SA-501 (Scan Accelerator Kit) required to enable Bates Stamping?

Solution

 The SA-501 Scan Accelerator Kit is not required to enable Bates Stamping.
  SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID   TAUS0700807EN*   **Solution Usage**

Description

Is the optics LED- or laser-based?

Solution

 Theoptics islaser-based.
  SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700827EN*   **Solution Usage**

Description

Is there a battery backup feature for the fax receptions held in memory?

Solution

 There is no battery backup due to the fact the fax jobs are stored on the HDD, therefore, there is no need for the battery backup.
  SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700868EN*   **Solution Usage**

Description

Can the file formats supported by the MFP be applied to all original types (Auto, Full Color, Grayscale, Black)?

Solution

 Not all file formats are supported.The following chart indicates which file types are supported per each of the original types available.Please note that the bizhub C451/C550/C650 supports an increased number of file formats and original types as compared to the bizhub C450/C352/C300/C252/C250 mid-range color series.

 bizhub C451/C550/C650 Original Setting & File Type Compatibility Matrix

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File Type	Auto	Full Color	Grayscale	Black
PDF	Yes	Yes	Yes	Yes
Compact PDF	Yes *	Yes	Yes *	No
TIFF	Yes *	Yes *	Yes *	Yes
JPEG	Yes	Yes	Yes	No

* Improvements over the bizhub C450/C352/C300/C252/C250.

The bizhub C450/C352/C300/C252/C250 do not support Auto Mode or Grayscale for Compact PDF; no Auto, Full Color or Grayscale for TIFF files and JPEG files could not be scanned if the Original Setting was set to Black.Scanning JPEG files in Black is the only scenario common to the mid-range color series and the bizhub C451/C550/C650.All other file types and original settings have been improved to provide greater versatility.

bizhub C450/C352/C300/C252/C250 Original Setting and File Type Matrix

File Type	Auto	Full Color

Grayscale

Black

PDF

Yes

Yes

Yes

Yes

Compact PDF

No

Yes

No

No

TIFF

No

No

No

Yes

JPEG

Yes

Yes

Yes

No   SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0700876EN*   **Solution Usage**

Description

When stored scan jobs are printed, can you select duplex and have all the jobs duplexed as one document?

Solution

 When you combine files in the box and print in duplex mode, theMFP prints those files in duplex, however, not as a whole job (combined job), but duplex for each original job. Because each job is originally one-sided, it has the rear side as a blank sheet. If those files are combined and printed in duplex mode, as each original file has the blank rear side, it is printed as if in simplex mode. Therefore, for either scanned file or print file, it is printed in one-sided mode.
 SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700877EN*   **Solution Usage**

Description

Does the controller offer IPv6 support?

Solution

TheIC-409 does offer support for IPv6 as well as IPv4.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700879EN*   **Solution Usage**

Description
How to scan and make a copy at the same time.

Solution
The Send and Print feature will allow you to scan or fax a document and make a copy at the same time.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700880EN*   **Solution Usage**

Description
How to get meter information on the number of copies and prints for color and B/W according to each account or user.

Solution
The meter count information gives you only the totals. It does not break down by account or user.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700881EN*   **Solution Usage**

Description
Are all the new and upgraded PageScope utilities (Font Management, HDD Backup, Print Status Notifier, etc.) backwards compatible with older models?

Solution
ThePageScope utilities are compatible with older models.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700882EN*   **Solution Usage**

Description
Is the HDD backup utility the same as the utilities available for other bizhub products?

Solution
The HDD backup utility is the same as for the other bizhub products.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700883EN*   **Solution Usage**

Description
Is it possible for the MFP to distinguish between color and B/W clicks in PRINT mode?

Solution
Via the utility counter,it can distinguish within PRINT mode as well as in COPY mode.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700892EN*   **Solution Usage**

Description
Can the MFP apply the same PDF Encryption permissions at the device as are available with Adobe® Acrobat®?

Solution

TheMFP can apply the same PDF Encryption permissions at the device as are available when using Adobe® Acrobat®.

Solution ID   TAUS0701027EN*   **Solution Usage**

Description

FK-502, how to set up Fax ABBR Dial (Abbreviated Dial one-touch).

Solution

To set up Fax ABBR Dial (Abbreviated Dial one-touch), perform the following:
1. Press the Utility/Counter button.
2. Select #1 One Touch Registration.
3. Select #2 Fax.
4. Select # 1 Address Book.
5. Select # 1 Abbr. Dial.
6. Select New.
7. Select Name, and type the name that will be associated to this fax one-touch (optional).
8. Select OK.
9. Select Line Setting, and select the desired settings accordingly (Overseas TX, ECM On/Off, Check Destination, Line 1, 2, or No Selection).
10. Select OK.
11. Select Tone, and enter a known valid fax number with optional pauses if needed (example: 9 p 1 p 8601234567).
   Note : Notice the one-touch number that is now associated with this one-touch (example: No. 0020) and the Index of the location of the name; this will becomethe one-touch.
12. Touch OK, and clear 5 times to get back to the main screen.
13. From the main screen of the MFP select the Fax button.
14. Select Abbr. Dial (A) and type in the fax one-touch number (No. 0020) or just go to the Address Book and select the name that is associated to the fax one-touch.
15. Put the document to be faxed into the ADF andpress the start button.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0701032EN*   **Solution Usage**

Description

Is Bates Stamping available when printing?

Solution

 Annotation (Bates Stamping) is a scan function and is only supported when scanning. It is possible to date/time, page number, and place a logo or company name on each page printed out with various stamp functions when using the Emperon controller. If these settings are saved as a favorite setting in the driver it is then possible to have one-touch "Bates Stamping" when printing. Date/time and page numbering are selections in the driver and can be edited for location. A logo can be created as an overlay and the same method can be used for a company name. Once all the selections are made they can be saved as a favorite setting to allow for quicker selection of the settings.
 SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID   TAUS0701038EN*   **Solution Usage**

Description

What is the default Administrator Password?

Solution

 The default Administrator Password is 12345678.
  SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0701039EN*   **Solution Usage**

Description

How to access Service Mode.

Solution

 To access Service Mode, perform the following:
 1.Press the UTILITY/COUNTER key.
 2.Select METER COUNT on the touchscreen.

3.Select CHECK DETAILS on the touchscreen.
4.Press STOP, 0, 0, STOP, 0, 1.
 SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0701168EN*   **Solution Usage**

Description

How to enable/disable the diagnostic code that is output along with the NG of a fax transmission report.

Solution

To enable/disable the diagnostic code that is generated along with the failed NG of a fax transmission report,perform the following:
1. Enter Service Mode.
2. Select FAX.
3. Select List Output.
4. Under the List Output Setting, select the desired ON/OFF of the Journal Diagnostic Code Addition.
5. Exit, OK, out of Service Mode and back to the main screen.
  Note : This is used in conjunction with the printed report of a failed TX report. See solution on How to Enable a TX report after fax transmission TAUS0657010EN0* and/or TAUS0653229EN0*.
 SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID   TAUS0701274EN*   **Solution Usage**

Description

What options are required for to perform Bates Stamping (Annotation)?

Solution

 Thebizhub C203/C253/C353/C451/C550/C650do not require optional accessories to perform Bates Stamping. Bates Stamping is offered as a standard function and referred to as Annotation.
  Note : Annotation (Bates Stamping) applies to scanned documents only.
 SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID   TAUS0701284EN*   **Solution Usage**

Description

Does theMFPhave the ability to E-mail meter counts from Pagescope Netcare?

Solution

 TheMFP doeshave the ability to E-mail meter counts from Pagescope Net Care.
 SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0701432EN*   **Solution Usage**

Description

AU101, when authenticating to an external server and a user scans to E-mail, only one document can be scanned. Machine does not keep the users 'From:' address in the 'From:' field requiring the user to log out/log in to send the next scan job.

Solution

 In order to scan multiple E-mails while authenticating with a external server,perform the following:
1. Press Utility.
2. Select Administration Settings.
3. Select System Settings.
4. Select Reset Settings.
5. Select Job Reset.
6. Select Next Job.
7. Select Reset Data After Job and set it to OFF.

Solution ID   TAUS0701463EN*   **Solution Usage**

Description

Why are there two permissions requested for PDF Encryption, one for the password and one for document permissions?

Solution

One permission enables the file to be opened and the other permission allows print and edit functions.

Solution ID   TAUS0702118EN*   **Solution Usage**

Description

PK-510/PK-512, how to enable the punch option.

Solution

To enable the punch option, perform the following:
1. Access the Service Mode.
2. Touch [Finisher] on the touchscreen.
3. Touch [Punch option setting] on the touchscreen.
4. Touch [PK-512 or the PK-510] on the touchscreen.
5. Touch [2-Holes/3-Holes] on the touchscreen.
6. Touch [decision] on the touchscreen.
7. Cycle power OFF/ON.
   Note : See the attacheddocumentation for more 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   TAUS0702124EN*   **Solution Usage**

Description

Can theMFP print through the USB and Ethernet ports simultaneously?

Solution

The unit is capable ofprinting through the USB andEthernet ports simultaneously.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0702358EN*   **Solution Usage**

Description

MSDS information for drum, developerand toner.

Solution

Attached are the Material Safety Data Sheets for the bizhub C451/C550/C650.
   Notes :
 1. To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
 2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 3. The MSDS documentation is also available via the Konica Minolta Download Selector. Access the Selector from 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'.

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   TAUS0702517EN*   **Solution Usage**

Description

Why does the Start Key stay orange (amber) when trying to print the Machine Management List?

Solution

 The Start Key will remain orange (amber)when trying to print the Machine Management List if Letter Landscape (8.5x11R) is not available. Letter Landscape (8.5x11R) must be available in one of the paper trays or the manual bypass.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0702677EN*   **Solution Usage**

Description

How to prevent boxes for EPS and PDF from disappearing when printing from Macintosh® OS 10.4.

Solution

 Use the Macintosh® OS 10.4x PostScript Driver version 2.01.
   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 Malcolm Hibbert, Workgroup/SSD and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0702699EN*   **Solution Usage**

Description

How to print the Account Track list.

March 2009

Solution

To print the Account Track list, perform the following:
1. Press Utility/Counter.
2. Select Administrator Settings.
3. Select User Authentication/Account Track.
4. Select Print Counter List.
5. Select Paper Tray.
6.Press Start.
7.A Counter List will be printed as shown in the attached document.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0702757EN*   **Solution Usage**

Description

Is the FS-608 finisher compatible with these models?

Solution

The FS-608 iscompatible with these models.
  SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0702775EN*   **Solution Usage**

Description

Is TWAIN scanning possible using the USB port?

Solution

Only local printing is available via the USB port. TWAIN scanning is not possible.
  SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/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   TAUS0702856EN*   **Solution Usage**

Description
C-2152 code at startup.

Solution
CAUSE: The PRCB has failed.

SOLUTION: Replace the PRCB (p/n A00J H001 06).

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:

         March 2009

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

Solution ID   TAUS0703109EN*   **Solution Usage**

Description

How to create a Trifold from the driver.

Solution

  PREREQUISITES : The folder function is available only when the optional finisher FS-608 is installed.
   Note : The fold function cannot be specified when the staple, punch, or saddle stitch function is specified.
  APPLICATION : Sometimes an end user will have a document prepared for folding such as an advertising flyer or a rebate special, etc. They may want to print this document, either single-sided or duplexed, and apply a trifold to finish the document. They want to place the image(s) of their digital file on Letter Size Paper (8.5x11).
   Note : Please see the attached PDF for step-by-step 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 Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0703112EN*   **Solution Usage**

Description

How to perform a Letter to Legal Booklet creation.

Solution

 Please perform the step-by-step 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   TAUS0703113EN*   **Solution Usage**

Description

How to fax from the Desktop using the fax driver.

Solution

 The FK-502 Fax Kit must be installed on the machine and the fax driver software must be loaded onthe PC. The bizhubfax driver ison thePrint Driver CD orit can be downloadedvia 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'. Normally, a faxis sent by loading an original into the fax machine and sending it from the device. With computer faxing (PC-Fax) a faxcan besent directly fromthe computer without using any paper.
 This product now has a separate fax print driver that receives the transmission commands sent from the application. It is available as a separate driver to enable users to set it as a default.
 The data is transmitted to the MFP print controller via USB for a stand-alone printer or Ethernet interface when used as a network printer. In the print controller, the data is then rasterized to form the bitmap image data. Finally, the data is stored in the memory of the MFP and transmitted like a conventional fax job.
 Beforeattempting to send a fax,make sure the Fax Driver is configured properly and that it recognizes all of the installed options.
   Note : Please perform the step-by-step driver procedure 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   TAUS0703196EN*   **Solution Usage**

Description

Is printing from a PC USB port supported?

Solution

 Printing from a PCUSB ports is supported. It requires the EK-602 USB Host Board option(Item #A090WW0).
  SPECIAL NOTE : Solution contribution by Gregg Gallant, 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   TAUS0703383EN*   **Solution Usage**

Description

Why the Saddle kit option is not shown.

Solution

The Saddle Stitch function and Fold function are available only when optional finisher FS-608 is installed.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0703390EN*   **Solution Usage**

Description

FK-502, how to program the receive mode to Auto RX or Manual RX.

Solution

To program the receive mode to Auto RX or Manual RX, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Settings] on the touchscreen.
3. Enter the Administrator Password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [3 Line Parameter Settings] on the touchscreen.
6. Touch [8 Fax Settings] on the touchscreen.
7. Touch [Receive Mode] on the touchscreen.
8. Touch [Auto RX] or [Manual RX] as desired by the customer.
9. Touch [OK] on the touchscreen.
10. Press the Reset key.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0703421EN*   **Solution Usage**

Description

Compatibilty of bizhub C451 firmware on the bizhub C550/C650.

Solution

None of the firmware versions are compatible/interchangeable.
Note : Each firmware version is specific to the model number and must be installed on the correct model.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0703455EN*   **Solution Usage**

Description

Can one phone line be shared for voice and for fax?

Solution

The specification requires the unit be connected to a dedicated analog PSTN line.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0703463EN*   **Solution Usage**

Description

How to enable or disable the Separate Scan feature on theMFP display as a default.

Solution

To have the Separate Scan feature highlighted as a DEFAULT on the operation control panel,select it (highlight it) before performing the following:
1. Press the Utility/Counter button on the control panel.
2. Select #2 User Settings.
3. Select #3 Copier Settings.
4. Select Default Copier Settings. Select Current Settings.
5. Exit back out to the mainscreen by hitting the OK, OK, Close, and Close.
The Separate Scan Feature should now be permanently highlighted (green) on theMFP display.
Note : To set it back to where it is NOT permanently displayed on theMFPpanel selects the FACTORY DEFAULT instead of Current Settings and this will set thedisplay back to the factory defaults.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID   TAUS0703483EN*   **Solution Usage**

Description

Is there a Popup driver available for the MFP using Account Track?

Solution

The Popup for Account Track is available in both the standard PCL and Visual PostScript drivers. The Popup must be enabled in the properties of both drivers and can be done using the following steps:
1. Navigate to the Printers and Faxes Folder.
2. Right click on the bizhub C451 driver and choose Properties.
3. Choose the settings tab.
4. Check "Popup Authentication Dialog when Printing".
5. Select Apply.
6. Select OK.
  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 Dave Bruni, Workgroup/SSD

Solution ID   TAUS0703484EN*   **Solution Usage**

Description

When installing the AU-101 is it necessary to install the EK-602?

Solution

It is necessary to install the EK-602 USB Host Board when the AU-101 is installed.
  SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0703505EN*   **Solution Usage**

Description

Certain jam and error codes are not currently listed in the bizhub C451/C550/C650 Service Manual version 4.0.

Solution

Attached is a current list of jam and error codes.
  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 Rich Raynor, ESS/SSD

Solution ID   TAUS0703511EN*   **Solution Usage**

Description

Can a pause be inserted into the phone number when using Desktop Faxing?

Solution

A pause can be inserted into the phone number that is entered into the driver.Inserting "P" (without the quotation marks) in the phone number will set up the pause when the fax dials the phone number.
  SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0703584EN*   **Solution Usage**

Description

Can transfer paper be used?

Solution

Transfer paper has not been testedand is currently not a recommended paper type.
  SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0703651EN*   **Solution Usage**

Description

How to enable/disable Duplex Print (RX).

Solution

To enable/disable Duplex Print (RX), perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.

---

5. Touch [8 Fax Setting] on the touchscreen.
6. Touch [4 TX/RX Settings] on the touchscreen.
7. Touch [Duplex Print (RX)] on the touchscreen.
8. Touch [ON] or [OFF] as desired by the customer.
9. Touch [OK] on the touchscreen.
10. Press the Reset key.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0703656EN*   **Solution Usage**

Description

The Net Care Counter Reader counts are not displayed correctly when Active Directory Authentication is enabled on the MFP.
The User Authentication users do not appear in the Net Care Counter Reader function and all the Account Track Counters are all listed at 0.

Solution

CAUSE: User(s)never logged in at the MFP.

SOLUTION: If Active Directory Authentication is enabled on the MFP and is Synchronized with Account Track, if the user has never logged in at the MFP and has printed to the MFP, the Counters will not display correctly in the Net Care Counter Reader function. Once the user has logged in at the MFP panel, the User Authentication/Account Track synchronization will take place and the Counter readings in Net Care will be automatically updated and displayed correctly.

SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID   TAUS0703716EN*   **Solution Usage**

Description

How to display the toner concentration level of the developing units on the machine touchscreen.

Solution

To display the toner concentration level of the developing units on the machine touchscreen, perform the following:
8020/8031
1. Press the UTILITY key.
2. Touch [Meter Count] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [State Confirm] on the touchscreen.
5. Touch [Level History 1] on the touchscreen. The current ATDC value for the cyan, magenta, yellow, and black developing units will be displayed on the touchscreen. A value of 8.00% is normal.
6. Touch [END] on the touchscreen.
7. Touch [FIN. TIME] on the touchscreen.

bizhub C451/C550/C650
1. Press the Utility/Counter key.
2. Touch [Meter Count] on the touchscreen.
3. Touch [Check Details] on the touchscreen.
4. Press Stop-0-0-Stop-0-1.
5. Touch [State Confirmation] on the touchscreen.
6. Touch [Level history 1] on the touchscreen.The TCR level for the cyan, magenta, yellow, and black developing units will be displayed on the touchscreen. A value of approximately 7.00% is normal.
7. Touch [END] on the touchscreen.
8. Touch [Exit] on the touchscreen.

bizhub C250/C300/C351/C352/C450
1.Press the Utility/Counter key.
2.Touch [Details] on the touchscreen.
3.Press Stop-0-0-Stop-0-1.
4.Touch [State Confirmation] on the touchscreen.
5.Touch [Level History1] on the touchscreen. The TCR for the cyan, magenta, yellow and black developer units will be displayed on the touchscreen. A value of approximately 8.00% is normal.
6.Touch [END] on the touchscreen.
7.Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0703734EN*   **Solution Usage**

Description

Where is the program key on the Fax/Scan menu?

Solution

To find the program key, press the Fax/Scan button and then press the Mode Memory, and the programmed keys are shown.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0703747EN*   **Solution Usage**

Description

Will the standard controller keep track of print jobs?

Solution

The standard controller does keeptrack of print jobs. Touch Job List, then Job Details, and then Job History to see the printed jobs.
Note : Secure documents are automatically deleted after a set length of time. The default setting is 1 day, and the setting can be specified in the administrator mode.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0703796EN*   **Solution Usage**

Description

When the PK-515 is installed into the bizhub C451, the Punch Unit selection is limited to the PK-510.

Solution

CAUSE: Firmware/printer driver change is required.

SOLUTION: Until a firmware/driver update is available to correct this issue, please select the PK-510 as the Punch Unit. There will be no problem with the operation of the PK-515. Please refer to the attached documentation 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 .
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0703797EN*   **Solution Usage**

Description

How to delete unused User Boxes.

Solution

To delete unused User Boxes, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Settings] on the touchscreen.
3. Input the Administrator password (default password 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [1 System Settings] on the touchscreen.
6. Touch [0 User Box Settings] on the touchscreen.
7. Touch [1 Delete Unused User Box].
8. Touch [Yes] on the touchscreen.
9. Touch [OK] on the touchscreen.
10. Press the Reset key.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0703809EN*   **Solution Usage**

Description

Where is the admin E-mail address information entered when setting up scan to E-mail via the Konica Minolta Web Interface?

Solution

Under the Konica Minolta Web, login as the administrator, enter the admin password (12345678 - unless it has been changed). Under the "Maintenance" tab of the web interface select the "Machine Setting" tab. Enter the admin E-mail address information andfollow the prompts to save the informationthen exit.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

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Solution ID   TAUS0703817EN*   **Solution Usage**

Description

Why Banner printing defaults the driver to Thick 3 and the setting is greyed out.

Solution

This is normal operation for both the driver and the printer. The machine will slow down when printing onto banner paper sizes.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0703839EN*   **Solution Usage**

Description

How to access the machinevia the Web interface to program the one-touch buttons.

Solution

Please be aware that the IC-409 will assign the TCP/IP address automatically to the machine. The jumper cable needs to be connected from the IC-409 to the main body allowing this to happen.
The machine needs to be set to DHCP (automatic TCP/IP address). The TCP/IP address for the main body with this configuration will be the one above the TCP/IP address for the IC-409. For example if the TCP/IP address for the IC-409 is 192.168.1.1 the main body can be accessed at 192.168.1.2, To program the one-touch information the main body needs to be accessed at its TCP/IP address not the TCP/IP address for the IC-409.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0703862EN*   **Solution Usage**

Description

Is desktop faxing for Intel® Macintosh® available?

Solution

Desktop faxing is not available for Intel® Macintosh®.
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0800122EN*   **Solution Usage**

Description

Why the scan to box feature is lost when installing the Equitrac©.

Solution

This is the specification of the machine and will not be implemented in the future firmware according to Japan.
SPECIAL NOTE : Solution contribution by Craig Blyther, ESS/SSD

Solution ID   TAUS0800138EN*   **Solution Usage**

Description

When storing a PC print job to a public box andchecking the print settings of this job on the MFP panel,print quantity (copies) is displayed as "1" even ifmultiple copies were selected.

Solution

CAUSE: Incorrect setting.

SOLUTION: ChangeSoftware Switch 64 to Hex Assignment 1:
1. Touch [Software Switch Setting].
2. Touch [Switch No.] and enter the intended switch number with the ten-key pad.
3. Touch [Bit Assignment].
4. Use [?] or [?] to select a bit. To set the bit, enter 0 or 1 with the ten-key pad.
5. To set the bit in hex, touch [HEX Assignment] and use the ten-key pad and [A] to [F]
keys to enter numbers and characters.
6. Touch [Fix].
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0800227EN*   **Solution Usage**

Description

FK-502, during multi-line faxing, can Line 1 be set for reception only.

Solution

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Line 1 is used for both transmission and reception and cannot be set as reception-only line.
  SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0800280EN*   **Solution Usage**

Description
How to print full bleed on 12x18 paper.

Solution
 Output 11x17 originals on 12x18 paper to preserve color bars, crop marks and margins.
  SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID   TAUS0800354EN*   **Solution Usage**

Description
How to enable direct printing while Vendor 2 mode is enabled.

Solution
 To direct print without going through the "Secure Print mode" under Vendor mode, please perform the following:
 Access Administrator Settings => Security Settings => Function Management Settings => Usage Settings for Each Function => Print => Please select "OFF" on Print setting.
  SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0800355EN*   **Solution Usage**

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

Solution
 Please perform the step-by-step procedure 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   TAUS0800357EN*   **Solution Usage**

Description
How to program a paper tray for special paper type.

Solution
 To program a paper tray for a special paper type, perform the following:
 1. Touch the paper icon on touchscreen.
 2. Touch the desired paper tray to be programmed on the touchscreen.
 3. Touch [Change Tray Settings] on the touchscreen.
 4. Touch the special paper type desired [Plain Paper], [Special Paper], [Thick], [Thick 1+], [Thick 2], [Thick 3], [Letterhead], or [Colored Paper] as desired by the customer.
 5. Touch [OK] on the touchscreen.
 6. Touch [OK] on the touchscreen.
  SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0800403EN*   **Solution Usage**

Description
How to print SAP R/3barcodes.

Solution
 In order to print SAP barcodes, you need to have the barcode fonts installed on the MFP. This means that you need to purchase SAP compatible barcode fonts and install them onto the HDD of the controller.
 Currently the best 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   TAUS0800432EN*   **Solution Usage**

March 2009

Description

How to enable/disable auto color selection (ACS).

Solution

To enable/disable auto color selection (ACS), perform the following:
1. Press the Utility/ Counter key.
2. Touch [Meter Count] on the touchscreen.
3. Touch [Check Details] on the touchscreen.
4. Press Stop-0-0-Stop-0-1.
5. Touch [System 2] on the touchscreen.
6. Touch [Software Switch Setting] on the touchscreen.
7. Touch [Switch No.] on the touchscreen and enter "50" using the numeric keypad.
8. Touch [HEX Assignment] on the touchscreen and enter "00" to disable ACS or enter "01" to enable ACS using the numeric keypad.
9. Touch [Fix] on the touchscreen.
10. Touch [END] on the touchscreen.
11. Touch [Exit] on the touchscreen.
 SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID　　TAUS0800433EN*　　　　　　　　　　　　　　　　　　　**Solution Usage**

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　　TAUS0800548EN*　　　　　　　　　　　　　　　　　　　**Solution Usage**

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

Solution ID　　TAUS0800555EN*　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

What is the Product Specification for detectable paper sizes that can be run in the DF-611?

Solution

 According to the Product Specifications of the DF-611 Field Service Manual, the detectable paper sizes that can be run in the DF-611are 5.5x8.5 to 11x17. Please see the attached product specificationdocument for additional/other 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　　TAUS0800576EN*　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

How do you adjust button sound volumeon the machine?

Solution

 To adjust the button sound volume, perform the following:
 1. Press the Accessibility key.
 2. Scroll to page 2/2.
 3. Select Sound Setting.
 4.Select Operation Confirmation Sound.
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0800613EN*   **Solution Usage**

Description

Update to Service Manual: new Jam code & Trouble codes are added.

Solution

The bizhub C650/C550/C451 Field Service Manual updates:
Page562: Jam code 9901 is added.
Page 564: Jam code 9901 is added.
Page579-1:Description of jam code 9901 is added.
Page604-1: Trouble codes CC170 to CC174 are added.
Page657: Descriptionsof trouble codes CC170 to CC174 are added.
  Note : Please refer toattached file 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 .
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0800637EN*   **Solution Usage**

Description

The bizhub C451/C550/C650 series does notuse software switchestoisolate a faulty component. Howcan this be done on these models?

Solution

To isolate a faulty component, please perform the following:
1. Enter the Service mode.
2. Select System 1.
3. Select Trouble Isolation.
4. Change the affected component to "Set."
5. Exit the Service mode.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0800643EN*   **Solution Usage**

Description

Are printer drivers available for Microsoft® Windows 9x/ME?

Solution

Microsoft® Windows* 9x/ME is not supported, thus printer drivers are not available.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800701EN*   **Solution Usage**

Description

Special switch for "Image Logging".Store any processed document onan FTP Server.

Solution

 How to enable the "Image Logging" function
1. Enter Service Mode.
2. Select "System 2".
3.Press "Software Switch Setting".
4. Click on "Switch No.".
5. Enter "63".
6. Select "Hex Assignment".
7. Change from "00" to "01".
8. Press "Fix".
9. Select "End".
10. Press "Exit".
11. Press "Utility/Counter".

 How to set the "Image Logging" function
1. Enter "Administrator Mode".
2. Select "Security Settings".
3. Press "Image Log Transfer Settings".
4. Select "ON".
5. Select "FTP Server".
6. Press "Server Settings".
7. Enter "Host Name, File Path, User Name and Password".

8. Press "OK".
9. Select "Forward".
10. Select "All Items or Individual Item". All Items means: "All processed documents, received or send using any of the available functions of the machine will be stored."
Individual Item means: "Fax, Fax Rx, Scan" or any combination can be selectedto store a copy of the processed document."
11. Leave the Administrator Mode.

Depending onsettings, all documents the machineprocesses will be stored on an FTP location.
IMPORTANT :Please do NOT enable this switch if the customeris notrequesting this feature.
In addition it is recommended to let the customer sign awaiver denotingthat this special function has been enabled and that this feature may have to be explained toother users, depending of course, onthebusiness and the provision ofnationallaw.
SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID   TAUS0800708EN*   **Solution Usage**

Description

Ther PK-512 Service Manual states that in Service Mode , whenselecting State Confirmation ,   the edge detection sensors 1~5 will indicate 1 when no paper is present and 0 when paper is present. When verifying this, the machineindicates 0 when no paper present and 1 when paper is present.

Solution

CAUSE: The Service Manual is incorrect.

SOLUTION:Please correct your Service Manual information.The correct state is for the machine to indicate 0 when no paper present and indicate 1 when paper is present.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0800710EN*   **Solution Usage**

Description

When the driver Quality tab is selected, 600dpi resolution is indicated but cannot be changed.

Solution

The default screen resolution for theMFP is600dpiand cannot be changed. Some items such as resolution may appear grayed out.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0800742EN*   **Solution Usage**

Description

How to enable FTP Publishing Services on Microsoft® Windows XP Pro/Windows 2000/Windows 2000 Server/Windows 2003 Server.

Solution

Please have the Network Administrator perform the setup procedures mentioned in the attached document. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Note : I386 files may be required. The instructions are for Microsoft® Windows XP Pro/Windows 2000/Windows 2000 Server/Windows 2003 Server.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0800794EN*   **Solution Usage**

Description

Issystem softwarefor the IC-409compatible when the controller is connected to the bizhub C253/C353 and the bizhub C550 series MFPs?

Solution

The IC-409 system software iscompatible for use withthe bizhub C253/C353 andbizhub C451/C550/C650.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0800944EN*   **Solution Usage**

Description

Can a fusing unit be swapped from one machine to the another of the same model?

Solution

Fusing units cannot be swapped from machine to machine. When installing a fusing unit,a fuse willOPEN andthe fusing unitis now"married" to the machine.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/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   TAUS0800960EN*   **Solution Usage**

Description
When printing, the drivers are very slow populating the printing preferences dialog box.

Solution
 CAUSE:Prioritize Arranging Papers is selectedon the finishing tab under Paper Arrangement.

 SOLUTION: Change Prioritize Arranging Papers to Prioritize Production on the finishing tab of the print driver under Paper Arrangement.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801015EN*   **Solution Usage**

Description
Power source requirements.

Solution

 The power source requirements are:

  Voltage fluctuation: Maximum ± 10% (at 110V/120 to 127V/220 to
240V AC)

  Frequency fluctuation: Maximum ± 3 Hz (at 50 Hz/60 Hz)

 Use a power source with as little voltage or frequency fluctuations as possible.
   Note : This information is available in the Quick Guide for each model on page X-29. To view this informationrefer tothe attached guide for the corresponding model. 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 Chuck Tripp, 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   TAUS0801057EN*   **Solution Usage**

Description

ZU-603, Installation and Service Manuals.

Solution

Attached are:

 ZU-603 Installation Manual
 ZU-603 Sevice Manual (Theory of Operation)
 ZU-603 Sevice Manual (Field Service)
 ZU-603 Wiring Diagram
 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   TAUS0801064EN*   **Solution Usage**

Description

Will print be inhibited when transfer belt unit life is exceeded?

Solution

Printing will be inhibited when the maximum number of printed pages is reached for the transfer belt unit. See the table below for the maximum page count for each machine.

Machine	Maximum number of printed pages
C250/C252	151,037
C300	148,386

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C352

148,687

C351/C450

402,000

C203/C253/C353

180,000

C451/C550/C650

550,000

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

Solution ID TAUS0801071EN* **Solution Usage**

Description
Can version 88 firmware be downgraded?

Solution
The version 88 (i-Option) firmware cannot be downgraded to a lower level (Function Enhancement Level).
  Note :A downgrade cannot beforcedby exchanging the NVRAM.
  SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0801078EN* **Solution Usage**

Description
How to insert an image from a scanner into a Microsoft® Word 2007 document using a TWAIN driver.

Solution
Please perform the step-by-step procedure 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 TAUS0801080EN* **Solution Usage**

Description
Serial number and meter reading locations.

Solution
Serial Number :
Located on the UL label at the lower rear of machine.

  Meter :
Mechanical counter is located behind the white door immediately to the right of the front door.
Software counter accessed by pressing Utility/Counter on the operation panel.Press Meter Count at upper left of display.
  Note: Please see attachment.
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801099EN* **Solution Usage**

Description

How to use the proof printing feature to print multiple sets when using the standard or Fiery® controller.

Solution

To print out the sets, perform the following:
1. Press the Job details tab.
2. Press the Release held tab twice.
3. Highlight the job and press the Start key.
   Note : Please ensure that machine firmware version is the latest. 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 Craig Blyther, ESS/SSD

Solution ID   TAUS0801234EN*   **Solution Usage**

Description

Print Head Unit part number.

Solution

Print Head Unit (p/n A00J R741 00). See attached photo as a reference.
   Reasons why each printer head cannot be replaced individually : The specifications value of BOW of the lens in the PH Unit cannot be met. The line parts and replacement parts are classified according to their characteristics and shipped according to this grouping. It has to do with the different lots of curved lens assemblies. The unts are calibrated based on measurement of that lens (with some type of device).
   SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0801241EN*   **Solution Usage**

Description

How to print out an E-mail one-touch list.

Solution

To print out an E-mail one-touch list, perform the following:
1. Enter Admin Mode.
2. Select One Touch User Box Reg.
3. Select Address Reg List.
4. Select Address Book List.
5. Select E-mail and then Print.
   SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801253EN*   **Solution Usage**

Description

How to program the Administrator Feature Level.

Solution

To program the Administrator Feature Level, perform the following:
1. Press the Utility/Counter key.
2. Touch [Meter Count] on the touchscreen.
3. Touch [Check Details] on the touchscreen.
4. Press Stop-0-0-Stop-0-1.
5. Press Stop-0-Clear.
6. Touch [Administrator Feature Level] on the touchscreen.
7. Touch [Level 1], [Level 2], or [Prohibit] as desired by the customer.
8. Touch [END] on the touchscreen.
9. Touch [Exit] on the touchscreen.
   SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0801301EN*   **Solution Usage**

Description

How to insert an image from a scanner into a Microsoft® Word 2007 document.

Solution

 INTRODUCTION
This document describes how to insert an image from a scanner into a Microsoft® Office Word 2007 document.

 MORE INFORMATION
To insert an image from a scanner into a Microsoft® Word 2007 document, follow these steps:
 1. Installthe Konica Minolta TWAIN driver.
 2. Start Microsoft® Word 2007.
 3. On the Insert tab, click Clip Art .
 4. In the Clip Art pane, click Organize clips .
 5. Select the Device (current TWAIN driver).
 6. Select Device from the Device List and select Connect .
 7. Makea selection from this screen.
 8. Placethe document on the platen glass of theMFP or documentsin the document feeder.
 9. Select Scan from the TWAIN driver.
   Note : Please see attachment for complete details. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from
the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0801340EN*   **Solution Usage**

Description

When scanning, is there an option for blank page removal?

Solution

 Blank page removal is not available.
  SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID   TAUS0801352EN*   **Solution Usage**

Description

Can the fax can be set to send at different times?

Solution

 The fax unit can be programmed to transmit at a specified time.To send a fax at a specified time, perform the following:
1. Press [Fax/Scan] key, and make the Fax/Scan screen display.
2. Load the original to be faxed.
3. Touch [Communication Settings].
4. Touch [Communication Settings].
5. Touch [Timer TX].
6. Enter the transmission start time using the keypad.
   Note :The transmission start time should be in the 24-hour clock format.
7. Touch [OK] twice, and then touch [Close].Timer TX is set, and the machine returns to the Fax/Scan screen.
8. Specify other settings if required.
9. Specify the destination.
10. Press [Start] key.
  SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0801388EN*   **Solution Usage**

Description

How to disable the print function when forwarding a fax.

Solution

 To disable the fax from printing out at the machine:
 1. Enter the Admin. Mode.
 2. Select Fax Settings.
 3. Function Settings.
 4. Forward TX Setting.
 5. Select the Foward & Print (If TX Fails) and pressOK and exit the mode.
  SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0801420EN*   **Solution Usage**

Description

Can the default file name when scanning to SMB be changed?

Solution

The default file name when scanning to SMB cannot be changed.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0801456EN*   **Solution Usage**

Description

User manually forwarding and intermittently the faxes are not being forwarded to the folder and faxes are lost.

Solution

CAUSE: Customer does not have a dedicated fax line for the machine andthe faxes are answered andmanually forwarded to the fax.

SOLUTION:SMB forwarding should function correctly all the time when set up correctly and intermittent receipt at the folder could be based on the way the fax is connected to the phone line and transferred. Connect the fax to a direct fax line with no rollover or forwarding line involved.
SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0801458EN*   **Solution Usage**

Description

What is the maximum capacity of the evelator tray for stapled sets?

Solution

The maximum number of stapled sets is determined by paper size and number of pages in the stapled set.The maximum is 100 sets for 8.5x11 with sets of less than 10 pages each.
Note : Please see page 2 of the FS-517 in the bizhub C650 Field Service Manual for the complete table listing.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0801462EN*   **Solution Usage**

Description

How to print out an E-mail one-touch address list.

Solution

To print out an E-mail one-touch address list, perform the following:
1.Enter Admin Mode.
2.Select One Touch User Box Reg.
3.Select Address Reg List.
4.Select Address Book List.
5.Select E-mail and then Print.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801486EN*   **Solution Usage**

Description

How toset a one-touch to dial out.

Solution

It is possible to direct dial a remote fax but not through a one-touch. If the line is a standard digital T1 line, it normallyis not supported with this fax option. Although, if an outbound fax is possible, it mayfunction with the T1 line. Make the following changes:
1. Enter the Service mode.
2. Select Fax, and then select Network.
3. Select Network setting 2 and set dial tone detection toOFF and DC-loop check to OFF.
4. Restart the MFP.
5. It should now be possible to set a one-touch key and fax out.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0801503EN*   **Solution Usage**

Description

When sending E-mail from the machine, can a list of "From" addresses be accessed to change them instead of manually entering the "From" address each time?

Solution

The "From" addresses can only be entered manually unless User Authentication is activated.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0801526EN*   **Solution Usage**

Description

How to enable the POP UP box when authentication is enabled.

Solution

To enable the POP UP box when authentication is enabled perform the following within the driver (Example: the bizhub C451/550/650 PostScript driver version 6.1.2).
1.Select Start =>Printer and Faxes.
2.Right-click on the driver =>select Properties.
3.Select the Settings tab and check off the box, Popup Authentication Dialog when Printing .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID   TAUS0801566EN*   **Solution Usage**

Description

The Service Manual only indicates the capacity but not paper weight. What is the exact specification?

Solution

The exact specification for tri-fold is Plain paper (17lb to 24 lb), 8-1/2×11 w, A4 w, and 16K w, 3 sets (17lb to 21- 1/4 lb) 16 sets (21-1/2 lb to 24 lb), from finishing tray number 3. The information can be found in the User's Manual on page 208 (see attached).
  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 Ken Walker, Workgroup/SSD

Solution ID   TAUS0801567EN*   **Solution Usage**

Description

Office Workgroup and Production Print - Basic Functionality Chart (Marketing Bulletin 08_GB_024).

Solution

Konica Minolta is pleased to announce a new sales tool called the Office Workgroup and Production Print - Basic Functionality Chart (see attachment). This chart has been developed to give you a broad overview of the basic functionality on all current Office Workgroup MFPs and Production Print Systems.
 This 'at-a-glance' chart will be helpful to determine product families, standard and optional features, print and scan PPM speeds, copy, print controller, local and network scanning destinations and lastly fax functionality.
 Models associated with the chart are: bizhub 160, 161f, 181, 200, C203, 250, C253, 350, C353, C353P, 360, 421, C451, 501, C550, 600, C650, 750 and bizhub PRO C5500, C6500, 920, 1050e.
 This chart will be associated under Support Materials or individual product pages for each model listed on MyKonicaMinolta.com.
  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   TAUS0801602EN*   **Solution Usage**

Description

The Engine Network ID (MAC address) does not appear on the configuration page in DHCP mode.

Solution

CAUSE: System code patch required.

SOLUTION:Install the attached IC-409 patch file (1-VLROC). Please refer to the attached Release Notes prior to installation. 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 .

Notes :

1.The patch file (18.9MB) is also 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'.

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

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0801609EN*   **Solution Usage**

Description

Troubleshooting Guide (version 2.0) and Options Troubleshooting Guide (version 2.1).

Solution

Troubleshooting Guide for bizhub C451/C550/C650 (15.7MB). Also, Options Troubleshooting Guide for bizhub C451/C550/C650 which includes FS-517/FS-519/FS-608/PK-510/PK-515. Please see 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 .

Solution ID   TAUS0801649EN*   **Solution Usage**

Description

How to perform a Data Clear.

Solution

To perform a Data Clear:

IMPORTANT : Prior to the Data Clear:

The one touches will be erased so it is recommended to export the addresses from the machine.

The E-mail information will be erased so please export the Device information from the machine.

Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.

Backup any account codes with PageScope Data Administrator.

Data Clear

1. Enter Tech Rep Mode.

2. Press System 1.

3. Press Initialization.

4. Press Data Clear and then the Start key.

5. When [OK] is displayed, wait 10 seconds or more and cycle the main power switch OFF/ON.

After the Data Clear:

1. Reinstall the HDD under System 2/HDD and power the machine OFF/ON.

2. If a Fax is installed, set the target back to U.S. in System1/Marketing.

3. Reinput the TCP/IP address information.

4. Import the address book and device settings.

Note : Reinstall the HDD, TCP/IP address and set the machine to U.S. target if a FK-502 is installed.

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

Solution ID   TAUS0801665EN*   **Solution Usage**

Description

Why does the machine not allow multiple one-touch destinations for scanning to be selected? The message "The address for the communication method exceeds the number of one touches for broadcast" may be displayed.

Solution

The machine will not allow multiple one-touch destinations for scanning to be selected if Restrict Broadcasting is enabled.

Restrict Broadcasting can be turnedOFF by carrying out the following steps:

1. Enter the Administrator Mode.

2. Choose System Setting.

3. Select Restrict User Access.

4. Select Restrict Operation.

5. Touch Restrict Broadcasting and set it to OFF.

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

Solution ID   TAUS0801717EN*   **Solution Usage**

Description

"Could not execute because the size of file has reach its maximum" message. Registration of Photo under the Store Address tab in PageScope Web Connection will not registerbitmap images that are 48x48 and 24-bit BMP.

Solution

CAUSE: Thedata size of the photo/bitmap is larger than the acceptable size.

SOLUTION: The specification of acceptable photo data is as follows:

File Type: BMP format, 24-bit color, uncompressed

Image Size: 48x48 pixels

Data Size: 6966 bytes
SPECIAL NOTE : Solution contribution by Ron Reed, ASG/SSD

Solution ID   TAUS0801731EN*   **Solution Usage**

Description

Intermittently user authentication fails when authenticating with Active Directory.

Solution

CAUSE: Incorrect server name is entered for Active Directory authentication, or the server is a secondary or from a trusted domain.

SOLUTION: Enter the name of the server running Active Directory (primary domain controller).
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0801737EN*   **Solution Usage**

Description

FK-502, multi-line, Fax Forwarding, fax troubleshooting.

Solution

Please see the attached document pertaining to FK-502 multi-line, Fax Forwarding, fax troubleshooting. 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   TAUS0801738EN*   **Solution Usage**

Description

FK-502, subject change for fax forwarding.

Solution

When forwarding to E-mail, the subject format can be selectedasfollows for Image Receiver Software.
Soft Switch number 28 =00 (hex)
FWD:[@@@] :FAX image from [**** :yyyy/mm/dd]
  Note : @@@   represents the sender name registered in the MFP forwarding the fax job. When nothing is registered as the sender,subject of the E-mail will be blank.
  ****   represents the information of the fax sender.
SPECIAL NOTE : Solution contribution by Freddie Burnham and Ian Lynch, Production Print/SSD

Solution ID   TAUS0801752EN*   **Solution Usage**

Description

Fusing Unit pico fuse location.

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Solution

Please see attachments for the location of the Fusing Unit pico fuse. 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   TAUS0801837EN*   **Solution Usage**

Description

How to change the E-mail Administrator, or who the E-mail is from whenscanningto E-mail.

Solution

To change the E-mail Administrator, or who the E-mail is from whenscanningto E-mail:

 Utility
 Administrator Setting
 Password
 Administrator Machine Settings
 Administrator Registration
 Fill out Administrator Name (this will indicate who the E-mail is from)
 Fill out E-mail address of the Administrator
  SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID   TAUS0801966EN*   **Solution Usage**

Description

How to print out a configure page.

Solution

 To print out a configure page:
 1. Utilities/Counter.
 2.User Setting.
 3.Printer Settings.
 4.Print Report Configure page.
  SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID   TAUS0801974EN*   **Solution Usage**

Description

What can cause the from address of the machine not to change when scanning to E-mail even though the Administrator Registration E-mail address has been changed?

Solution

 The from address for the machine when scanning to E-mail will not change even through the Administrator Registration E-mail address has been changed if the Scan/Fax settings have been set to current setting.
 The Default Scan Fax Settings can be changed using the following steps:
 1. Touch the Fax/Scan Key.
 2. Touch the Utility Key.
 3. Select User Setting.
 4. Choose Scan/Fax Setting.
 5. Choose Default Scan/Fax Settings.
 6. Choose Current Setting.
 7. Touch OK.
 8. Exit the User Mode.
 9. Power the machine OFF/ON.
  SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0801982EN*   **Solution Usage**

Description

Can the fax driver be used with the IC-409 connected?

Solution

 The controllerwill work as long as the Fax driver is pointed to theMFP TCP/IP address and not the TCP/IP address for the IC-409.

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

Solution ID   TAUS0802009EN*

Solution Usage

Description
Can the Emperon controller print an E-mail attachment?

Solution
Due to the specification of the unit not supporting the function, the Emperon controller will not printany attachment from an E-mail.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0802039EN*

Solution Usage

Description
Firmware J8 serial number break.

Solution
Please refer to attached Marketing Bulletin 08-GB-040 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 .

Solution ID   TAUS0802054EN*

Solution Usage

Description
SP-501 installation instructions.

Solution
Please refer to the attached SP-501 (Stamp Unit) Installation Manual. 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   TAUS0802109EN*

Solution Usage

Description
How to disable the beep sound when a fax tranmission does not complete.

Solution
To disable the Fax Incomplete Tone, perform the following:
1. Press the Accessibility buton.
2. Select page 2/2.
3. Select 2) Sound Setting.
4.Select 4) Caution Sound.
5. Select Simple Caution Sound (Level 2).
6. Set to NO and press OK.
7. Press Reset to return to normal mode.
SPECIAL NOTE : Solution contribution by Ron Reed, ASG/SSD

Solution ID   TAUS0802116EN*

Solution Usage

Description
Waste toner box location and replacement.

Solution
Waste toner box location and replacement:
1. Open front door on main body, where toner is located.
2. The waste toner is located below the toner.
3. Push out the blue handles on the right and left hand side, and the toner box will pop out.
4. Insert new toner box.
SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID   TAUS0802137EN*   **Solution Usage**

Description

How to receive faxes from a computer fax server.

Solution

To receive faxes from a computer fax server:
1. Enter Tech Rep Mode.
2. Select Fax and then Modem/NCU.
3. Select the RX setting and change the speed to 14400 and exit the mode.
 Note : If transmitting (TX) is the problem, then lower the speed to 14400.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0802150EN*   **Solution Usage**

Description

Setting up WebDAV on a Microsoft® Windows XP Pro workstation.

Solution

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

Solution ID   TAUS0802158EN*   **Solution Usage**

Description

Why is the TSI User Box selection not available in the Administrator Mode?

Solution

 The TSI User Box selection will not be available in the Administrator Mode if Fax Forwarding has beenenabled. Please usethe following steps to turn off the Fax Forwarding function:
1. Enter the Administrator Mode.
2. Select Fax.
3. Select Function Settings.
4. Select Forward TX Setting.
5. Choose No.
 SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0802220EN*   **Solution Usage**

Description

Why faxes are forwarded to a user box when Vendor mode is enabled.

Solution

 Due to the specificationof the Vending mode, faxes will be forwarded to a user box so the unit can properly process the data.
 Note :If PC-Fax RX Setting is set to Allow, then Memory RX Setting will be missing from the tabs.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

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　　TAUS0802295EN*　　　　　　　　　　　　　　　　　**Solution Usage**

Description

What could cause the Memory RX Setting not to be available in the Admin Mode?

Solution

The Memory RXSetting will not be available if the TSIUser Box is turned on. The TSIUser Box can be turned off using the following steps:

1. Enter the Admin Mode.
2. Choose Fax.
3. Choose Function Setting.
4. Choose TSI User Box.
5. Select No.

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

Solution ID　　TAUS0802299EN*　　　　　　　　　　　　　　　　　**Solution Usage**

Description

Duplex option is not shown when printing from Macintosh® OS 10.5.

Solution

CAUSE: Incorrect settings.

SOLUTION: To select the duplex option, please select the following:
1. Select File/print from the application being used.
2.Click on Firefox®, and select Layout/Finish.
3.Click Print Type and choose 2-Sided.
  Note :The duplex (2-Sided)option is not listed as a finishing function and can only be seen when the file/print is selected from the application.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0802302EN*   **Solution Usage**

Solution
 The message "Cannot be set Since Single Side Only is selected" when trying to make a duplex copy from the LU-301 will be displayed if the tray is set for Single Side Only. The setting for the LU-301 can be changed carrying out the following steps:
 1. Touch the Paperselection on the LCD panel.
 2.Select the LU-301.
 3.Select Change Tray Settings.
 4. Choose Plain Paper.
 5. Touch OK.
  SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0802312EN*   **Solution Usage**

Description
When programming one-touch keys using the web interface; can the default reset timeout interval be changed?

Solution
 Change the reset timing by performing the following:
 1. Enter the Admin mode.
2. Select System Settings.
3. Select Reset Settings.
4. Select System Auto Reset.
5. Press the Clear key and enter the desired time delay before the screen is reset.
6. Exit the Admin mode.
  SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID   TAUS0802313EN*   **Solution Usage**

Description
How to add or remove a tray from the ATS selection list.

Solution
 To add or remove a tray from the ATS selection list:
 1. Press Utility.
 2. Select User settings.
 3. Select Paper tray settings.
 4. Select Auto tray select settings.
 5. Highlight the tray you want to add/remove from the ATS selection list.
 6. Exit the settings and power cycle the machine.
  SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID   TAUS0802323EN*   **Solution Usage**

Description
With User Authenication, Novell® server, new users without restrictions are being created.

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

 KMBS/SSD is working with partners in support and R&D in Japan to obtain a resolution for this issue as quickly as possible.
 If viewing this solution via the web, please establish a ticket via either the web or by calling the contact center at 1-800-825-5664. Once a ticket has been established an E-mail will be sent when this solution is updated.
 For phone advisors, please attach to this solution for an automatic E-mail that will be sent to the technician when this solution is updated. Once the toner and developerlot numbersare received, end the call with call code "Escalated to Japan".

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

Solution ID   TAUS0802392EN*   **Solution Usage**

Description

Why the machine management list cannot be printed even though the Start Key is blue.

Solution

The machine management list will not be printed if the HDD has been set to "not installed" in Service Mode. Please confirm that the HDD is set to "installed" using the following steps:
1. Enter Service Mode.
2. Choose System 2
3. Select HDD
4. Choose Installed.
5. Touch OK.
6. Exit Service Mode.
7. Power Cycle the machine using both the sub and main power switches.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0802400EN*   **Solution Usage**

Description

Why more than 1000 fonts cannot be downloaded to the machine.

Solution

This is the machine specification. The machine can store 1000 or less number of fonts (Download fonts and Resident fonts). The machine has 217Resident fonts, thereforethat leaves no more than 782fonts that can be downloaded.It is strongly recommended, though,that782 fontsare NOT downloaded.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0802411EN*   **Solution Usage**

Description

FK-502, when routing a fax to an E-mail address, what happens if the E-mail does not go through due to an E-mail server malfunction?

Solution

Providing that PRINT IF TX FAILS is selected when setting up the routing address, the machine will indicate that the fax received the job OK and is complete. The machine will also print the document in the case of failure. In essence if the document prints the job has failed to route to the selected location.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802414EN*   **Solution Usage**

Description

FS-519 installation.

Solution

The FS-519 is a common option for the bizhub C451 and bizhub C353 series. However, installation is different.
The FS-519 has two Installation Manuals, and on page E-1 in both manuals there is highlighted information describing the differences (see attached).

bizhub C451 Installation Manual states:
'Applied Machine: C451' at the top of the page and 'mounting bracket B and adjustment screw are not used to install the finisher to the models explained here.' at the bottom of the page.

bizhub C353 seriesInstallation Manual states:
'Applied Machines: C353/C253/C203/C353P' at the top of the page and 'Guide A, guide B, and mounting bracket A are not used to install the finisher to the models explained here.' at the bottom of the page.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

                            March 2009

Solution ID   TAUS0802452EN*   **Solution Usage**

Description

The Account Tracking list indicates LARGE SIZE below the TOTAL count, what size is being tracked?

Solution

 The LARGE SIZE indication on the Account Tracking reportis for tracking jobs that use 11x17 paper.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802465EN*   **Solution Usage**

Description

What can cause the link lights on the RJ45 connection not to light?

Solution

 The link lights on the RJ45 connection may not light if the Network speed has been changed from the Auto Selection and set to a specific speed. The
Network speed can be set back to Auto carrying out the following steps:
 1. Enter Administrator Mode.
 2. Select Network.
 3. Touch the Forward key.
 4. Choose Detail Setting.
 5. Choose Device Setting.
 6. Set theNetwork Speed to Auto.
 SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0802505EN*   **Solution Usage**

Description

FK-502, how to enable/disable Busy Tone detection.

Solution

 To enable/disable Busy Tone detection, perform the following:
 1. Press the Utility/Counter key.
 2. Touch [Meter Count] on the touchscreen.
 3. Touch [Check Details] on the touchscreen.
 4. Press Stop-0-0-Stop-0-1.
 5. Touch [FAX] on the touchscreen.
 6. Touch [Network] on the touchscreen. BUSY TONE Detection will be displayed on the touchscreen.
 7. Touch [ON] or [OFF] as desired by the customer.
 8. Touch [END] on the touchscreen.
 9. Touch [Exit] on the touchscreen.
 SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0802515EN*   **Solution Usage**

Description

Recommended OHP paper (transparencies).

Solution

 The recommended OHP paper (transparencies) is CG3700 by 3M (Item #7640000420).
  Notes :
 1. Konica Minolta does not "officially" support color transparencies for the bizhub C650/C550/C451. Please refer to attached Marketing Bulletin #08-GB-051
for more 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 .
 2. Konica Minolta does not guarantee the image quality on the OHP to be equivalent to the image quality of other paper types and media.
 3. For the bizhub PRO C500, feed transparencies from the MF tray in the landscape direction only. Select Normal 1 for paper type setting. The registration
sensor is the reflective type and will misdetect the lead edge of the transparency if the following is not performed:

 Update tofirmware level version 12 or higher and setdipswitch 4-1 to 1 in the 25 mode.

4. Transparencies that are labeled for use in the HP® Color LaserJet 5/5M will also work in the KL3015.
  SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID　　TAUS0802534EN*　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

What is the part number for the Tray 3 (1500 sheet) paper feed assembly?

Solution

Tray 3 (1500 sheet) paper feed assembly (p/n is A00JR75700).

Solution ID　　TAUS0802550EN*　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

When printing to the machine and selecting the Manual Bypass Tray in the driver why does the machine always ask for paper to loaded in the bypass even though paper is present?

Solution

 The machinewill ask for paper to loaded in the bypass even though paper is present if the Manual Bypass Adjustment has not been carried out. The manual bypass adjustment can be carried out using the following steps:
 1. Enter the Service Mode.
 2. Select Machine.
 3. Select Manual Bypass Tray Adjustment.
 4. Select Max Width.
 5. Set the guides 301mm apart.
 6. Press the start key and confirm OK is displayed.
 7. Select Min Width.
 8. Set the guides89 mm apart.
 9. Press the start key and confirm OK is displayed.
10. Exit the Service mode.
 SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID　　TAUS0802641EN*　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

When opening up driver properties or Printing defaults, there is a delay before the properties are displayed.

Solution

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

 KMBS/SSD is working withpartners in support in Japan to obtain a resolution for this issue as quickly as possible.
   Note : 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 Paul Santangelo, ESS/BSE

Solution ID　　TAUS0802642EN*　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

Can eCopy™ be connected to the EFI Fiery® IC-409?

Solution

 The IC-409 can be connectedby two methods. With each method, there is a change in function and limitation. Please choose the best method to meet your customer's needs:

 Function

　　　　　　　　　　　　　　　　　　　　　　　March 2009

Method A

Method B

Notes

Web page

Use the machine TCP/IP
address to access PageScope Web Connection and the Fiery® TCP/IP address to access
 Fiery® Web Tools

Same as Method A

No Difference
between A and B.

Fiery® Network Limitation

Fiery® Remote Scan 5 will not be
supported

No Limitation

Machine (Emperon) Network Limitation

No Limitation

The following will not be supported
- 1000Base-T
- AppleTalk™
- IPX/SPX
- IPv6
- IPSec
- SMB Browsing

 See attached documentation to set up configuration. 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 Paul Santangelo, ESS/BSE

Solution ID   TAUS0802645EN*   **Solution Usage**

Description
   The   equipment ID is wrong.

Solution
 It is necessary to call theVcare queueto correct the address.

 SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/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. Rebootthe 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. Rebootthe PC to take effect.
 SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0802704EN* **Solution Usage**

Description
Microsoft® Internet Explorer timeout when browsing to the NIC.

Solution
 CAUSE: Internet Explorer is not set to refresh page every visit.

 SOLUTION: Set Internet Explorer to refresh page every visit by performing the following:
 1. Open Internet Explorer properties.
 2. Select Settings.
 3. Select the radio button for Every visit to the page and click OK.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802732EN* **Solution Usage**

Description
How to enable/disable Tray 1.

Solution
 To enable/disable Tray 1, perform the following:
 1. Press the Utility/Counter key.
 2. Touch [Meter Count] on the touchscreen.
 3. Touch [Check Details] on the touchscreen.
 4. Press Stop-0-0-Stop-0-1.
 5. Touch [System 1] on the touchscreen.
 6. Touch [Trouble Isolation] on the touchscreen.
 7. Tray 1 will be displayed on the touchscreen. Touch [Set] to place Tray 1 in the disabled mode or [Unset] to place Tray 1 in the enabled mode.
 8. Touch [Apply] on the touchscreen.
 9. Power the machine OFF/ON using the main power switch.
 SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0802751EN* **Solution Usage**

Description
How to set up WebDav from Microsoft® Windows 2003 Server.

Solution

Please perform the step-by-step 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   TAUS0802759EN*   **Solution Usage**

Description

How to two-hole punch onto 8.5x11R paper when printing.

Solution

To perform a two-hole punch print using 8.5x11R paper, make the following selections in the print driver:
1.Select the paper tray being used.
2.Go to the layout tab and select Top Bind.
3.Go to the Finish tab and select 2 Hole Top.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802764EN*   **Solution Usage**

Description

FK-502, how to program the default paper tray for RX fax (Receiving).

Solution

To program the default paper tray to print incoming faxes (receiving RX faxes), perform the following:
 1. Press the Utility/Counter key.
2. Touch [Administrator Setting] on the touchscreen.
3. Touch [Fax Settings] on the touchscreen.
4. Touch [TX/RX Setting] on the touchscreen.
5. Go to Page 2
6. Touch [Tray Selection for RX print] on the touchscreen. Select and highlight the desired fax paper tray located on the right side of the screen.
7. Under Job Setting Select Prev or Next to selct the Tray you wish.
8. Touch [OK] on the touchscreen.
9. Press [Close].
10. Press [Close].
11. Press [Close].
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID   TAUS0802819EN*   **Solution Usage**

Description

 How to set up WebDav from Microsoft® Windows 2000 Server.

Solution

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

Solution ID   TAUS0802879EN*   **Solution Usage**

Description
How toaccess Trouble Isolation.

Solution

To access Trouble Isolation:
1. Go into Service Mode.
2. System 1.
3. Trouble Isolation.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0802914EN*   **Solution Usage**

Description

 Why all vCare/CSRC and network settings need to be reset after the NVRAM reset procedure has been performed.

Solution

 After the NVRAM reset procedurehas been performed, the MFP will stop communicating with the vCare system.
 The NVRAM reset procedure procedure is performed to Initailize a corrupt NVRAM or to reset the NIC settings to Factory Default.
 When loading this special firmware, there is a choice to perform one of two options

 NVRAM Initialize.
 Resets the NVRAM except those counters that are shown on the first page of the counter list.

 NIC setting erase.
 Reset the Network settings saved in the NVRAM.
 Only one of these options can be performed at a time.
 Additionally, after either of the options for this procedure has been performed, the MFP network settings will also need to be reset.
 Please refer to attached "NVRAM reset procedure" for more detailsand for all settings which will need to be reset on the MFP. 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 .

 To reset vCare/CSRC settings
 For the bizhub workgroup models, (the settings for bizhub production models differ)in Tech Rep mode, perform the following procedure in order to reset
settings:
 1. CS Remote Care - Server Settings, select Data Initialization – press Yes, then press End.
 2.In the CS Remote Care - Detail Settings, select RAM Clear - press Set, then press End.
 IMPORTANT :Remember to cycle power.
 3. After the MFP powers up, then re-enter all the vCare settings and confirm successful communication with the vCare system.
 4. Please consult the MFP bizhub vCare E-mail Setup Instructions for each specific model for details on all the required settings.
 SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/SSD

Solution ID   TAUS0807972EN*   **Solution Usage**

Description

How to display the Counter/Data warnings on the touchscreen.

Solution

 To display the Counter/Data warnings on the touchscreen, perform the following:
 1. Press the Utility /Counter key.
 2. Touch [Meter Count] on the touchscreen.
 3. Touch [Check Details] on the touchscreen.
 4. Press STOP-0-0-STOP-0-1.
 5. Touch [Counters] on the touchscreen.
 6. Touch [Warning] on the touchscreen. The Counter/Data warnings will be displayed on the touchscreen.
 7. Touch [END] on the touchscreen.
 8. Touch [Exit] on the touchscreen.
 SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0807985EN*   **Solution Usage**

Description

 Is it possible to use a key counter or vending device and user authentication/account track at the same time?

Solution

 It is notpossible -this is a machine limitation. The account track and authentication settings are not available when the plug-in counter or vending mode is
enabled. They are not compatible. Either a vending device or user authentication/account track can be used but not both at the same time.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD and Ian Lynch, Production Print/SSD

                   March 2009

Solution ID   TAUS0808015EN*

Solution Usage

Description

Fax direct input is not visible.

Solution

CAUSE: Incorrect setting.

SOLUTION: To enable direct input, perform the following:
1. Enter the Administrator mode.
2. Select User Authentication/Account Track.
3. Select Public User Access.
4. Set Direct Input to "Allow".
5. Exit the Administrator mode.

Special note: Solution contributed by Donald Schroeder, KMBS/Rolling Meadows.

Solution ID   TAUS0808078EN*

Solution Usage

Description

How to enable/disable the PS Error Page.

Solution

To enable/disable the PS Error Page, perform the following:
1.Press the Utility/counter key.
2.Touch [2 User Settings] on the touchscreen.
3.Touch [5 Printer Settings] on the touchscreen.
4.Touch [PS Setting] on the touchscreen.
5.Touch [Print PS Error] on the touchscreen.
6.Touch [ON] or [OFF] on the touchscreen as desired by the customer.
7.Touch [OK] on the touchscreen.
8.Press the Reset key.
 SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0808105EN*

Solution Usage

Description

Where can a PPD file be found for Adobe® PageMaker®?

Solution

Download the latest PostScript driver.Once executed, there will be a PPD PageMaker® folder.In the folder is the PPD file for the bizhub C451/C550/C650.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0808135EN*

Solution Usage

Description

How to disable the charge cleaning motor.

Solution

To disable the charge cleaning motor, perform the following:
1.Enter Tech Rep mode.
2.Select System 1.
3.Select Charging CH Cleaning.
4.Select Self Cleaning.
5.Select OFF.
  Note :A code C2101 (C-2101) may occur at power up.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0808218EN*

Solution Usage

Description

Where is the print head (write unit) window cleaning tool stored at on the machine?

Solution

The print head window cleaning tool is stored in the compartment located in the front of tray 1.

Solution ID   TAUS0808222EN*   **Solution Usage**

Description

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

Solution

To enable/disable spooling of print jobs to the HDD before RIP, perform the following:
1.Press the Utility/Counter key.
2.Touch [2 User Settings] on the touchscreen.
3.Touch [5 Printer Settings] on the touchscreen.
4.Touch [1 Basic Settings] on the touchscreen.
5. Touch [Spool Print Jobs in HDD before RIP] on the touchscreen.
6.Touch [ON] or [OFF] on the touchscreen as desired by the customer.
7.Touch [OK] on the touchscreen.
8. Press the Reset key.
 SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

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   TAUS0808276EN*   **Solution Usage**

Description

How to program the Enlarge Display timer setting.

Solution

 To program the Enlarge Display timer setting, perform the following:
1.Press the Accessibility key.
2.Touch [3 System Auto Reset Confirmation] on the touchscreen.
3.Touch [Yes], [No], [30 Second], [60 Second], [90 Second], or [120 Second] as desired by the customer.
4.Touch [OK] on the touchscreen.
5.Touch [Close] on the touchscreen.
 SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0808363EN*   **Solution Usage**

Description

USB extension cable.

Solution

 AUSB extension cable (Item #7640006665) is available for bizhub C650/C550/C451 and bizhub C353/C253/C203 machines equipped with the EK-603. This new extension cable is designed to improve usability when scanning to or printing from a USB thumb drive. The extension cable measures 3 feet long with the USB port attaching conveniently to the side of the MFP.
 Please refer to attached Marketing Bulletin #08-GB-080 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 .

Solution ID   TAUS0808397EN*   **Solution Usage**

Description
FK-502, the confirmation page is printed on to 11x17 paper and not 8.5x11.

Solution
CAUSE: The incorrect paper tray is set as the priority tray in Auto Tray Settings.

SOLUTION: Perform the following procedure to select the desired paper tray for the confirmation page:
1. Press the Utility key.
2. Press User Settings.
3. Press System Settings.
4. Press Paper Tray Settings.
5. Press Auto Tray Settings
6. ON the right side of the touchscreen under Tray Priority, highlight the desired paper tray and then press the TOP icon to move the tray to the top of the list.
   SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0808404EN*   **Solution Usage**

Description
The address book data, stored in the machine, shall be also available in phone book of the fax driver. How to get them out of the machine and stored in the phone book of the driver.

Solution
There are two ways to do so:
1. Using the PageScope Data Administrator
2. Using the PageScope Web Connection

If using the PageScope Web Connection:
1.It is necessary to be logged in as the system administrator.
2.From there, choose the "Maintenance" tab and click on "Import/Export".
3.From the following list mark "Address" and click on "Export".
4.Select from the following "Address (Export)" list "Address" and click to "OK".
5.Click on "Download" follow by a click on "Save".
6.Choose the directory where to store the export file.
The machine's address book will be stored in aTXT file.Now thisTXT file can be modified and converted into a CSV file.

To import the fax addresses into the phone book of the fax driver,perform the following:
1. Go to the Printing Preferences of the fax driver.
2. Select the Phone Book entry.
3. Go to File.
4. Select Open.
5. Select the CSV file to import.
6. Select OK.
7. Select File and the Save.
 SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID   TAUS0808472EN*   **Solution Usage**

Description
 How to set Hidden User Info security feature.

Solution

 When enabled this featurewill enable user to hide document name when printing. It hides printing status and can delete history of printed jobs. To set up the feature,l og in as Administrator:

(0) Security Settings=> (4) Security Details=> page 2 => Hide Personal Info=> NO (hides document name).

(0) Security Settings=> (4) Security Details => page 2=> Display Activity Log =>NO (hides printing status).

(0) Security Settings=> (4) Security Details=> page 2=> Delete Job Log (deletes history of printed documents).
  SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID   TAUS0808504EN*   **Solution Usage**

Description
Is DFS supported?

Solution
DFS is a facility in which 2 or more servers are configured in a cluster backing up each other's functions, so if a server fails, another will take over seamlessly.

Only the following MFPs are compatible with DFS:
C650: A00H0Y0-F000-GW7-J8.EXE
C550: A00J0Y0-F000-GW7-J8.EXE
C451: A00K0Y0-F000-GW7-J8.EXE
C353: A02E0Y0-F000-GW7-J8.EXE
C352: A02E0Y0-F000-GX7-J8.EXE
C203: A02E0Y0-F000-GY7-J8.EXE

Firmware is available at the following address:

   ftp://special:12345@onyxftp.mykonicaminolta.com\valspar

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

Solution ID   TAUS0808542EN*   **Solution Usage**

Description
How often should the gradation adjustment be perofmred and when.

Solution
In general the printer:

should be calibrated at least once a day depending on the volume of print jobs.
should be performed 30 minutes after the machine is powered on.
should also be performed at least every 1000 copies or less depending on the coverage/fill of the copy/print jobs.
Please refer to attached document 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 .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0808626EN*   **Solution Usage**

Description
Does the Hard Drive (HDD) come standard on the unit?

Solution
The Hard Drive (60GB HDD p/n A00J M721 00) comes standard on the unit.

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/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   TAUS0900045EN*   **Solution Usage**

Description
ML-501, how to obtain multiple fax line functionality.

Solution
 The Multi-Line ML-501 kit (Item #4599X002) is required to allow the machine to function with multiple fax line functionality.The Fax Multi-Line Kit consists of the ML-501 Multi-Line and the FK-502 fax board.
 SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0900059EN*   **Solution Usage**

Description
How to send documents to and access a share on the HDD of the MFP

Solution
 In order to comply with the security certifications that KMBS has obtained, (KMBS is ISO15408 EAL Level 3 certified), access to the machine HDD from points on the network beyond the MFP itself is not permitted. For the purpose of making scanned or archived files available to network users, KMBS recommends creating a "shared folder" on the target network. Users can be accorded appropriate rights by the local administrator to access this folder.
 KMBS MFPs have the capability to scan to the shared folder through the Scan to SMB feature. For networks, that cannot dedicate a shared folder for the purpose of group file storage, KMBSrecommends the purchase of an external network HDD. The devices are relatively inexpensive, secure, and offer the same functionality that a network share offers. It must be noted that these devices work with scan to SMB but certain models may not support the scan to FTP functionality with KMBS products.

 SPECIAL NOTE: Solution contribution by Gabe Smith, ESS/BSE

Solution ID   TAUS0900062EN*   **Solution Usage**

Description
USB extension cable.

Solution
 USB extension cable (Item #7640006665) for bizhub C650/C550/C451/C353/C253/C203 machines equipped with the EK-603. Thisextension cable is designed to improve usability when scanning to or printing from a USB thumb drive.
 The cableoffers easy accessibility to all users through Section 508 compliance. The extension cable measures 3 feet long, with the USB port attaching conveniently to the side of the MFP.
 Please seeattached Marketing Bulletin 08-GB-080 for the details. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0900072EN*   **Solution Usage**

Description
"Have the image transfer belt unit replaced soon" message on the operation panel.Is there a way to"override" this message?

Solution
 There is no way to "override" the "Have the image transfer belt unit replaced soon" message.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900083EN*   **Solution Usage**

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

Solution
 To default the opening scan size of a scanned document via Adobe® Acrobat® 9 perform the following:
 1.Open a PDF.
 2.Select Edit and then Preferences.
 3.Click on Zoom to scroll and select the desired opening size.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900103EN*   **Solution Usage**

Description
How to program a fax number.

Solution
 To program a fax number, perform the following:
1. Enter the Administrator mode.
2. Select One-Touch Registration.
3. Select Fax Registration.
4. Select Address Book.
5. Select Abbr. Dial.
6. Select the first letter of the name(optional step).
7. Select New.
8. Enter the name of the recipient.
9. Enter the fax number of the recipient.
   Note :Press the Pause key if pauses need to be inserted in the phone number, especially when working with a PBX system.
10. Exit the Administrator mode.
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0900116EN*   **Solution Usage**

Description
Is printing via FTP supported?

Solution
 Printing via FTP is not supported on color MFPs.
  SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID   TAUS0900124EN*   **Solution Usage**

Description
Can the bizhub C451 be configured with a ZU-603 Z-Fold/Punch Unit?

Solution
 The bizhub C451 cannot be configured with a ZU-603 Z-Fold/Punch Unit (Item #A07T010).
  SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0900174EN*   **Solution Usage**

Description
How to program the machine to automatically delete documents stored in a User's Box after the document is retrieved.

Solution

To program the machine to automatically delete documents stored in a User's Box after the document is retrieved, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Settings] on the touchscreen.
3. Input the administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [1 System Settings] on the touchscreen.
6. Touch [0 User Box Setting] on the touchscreen.
7. Touch [6 Document Hold Setting] on the touchscreen.
8. Touch [OFF] on the touchscreen. Once OFF is selected the document is automatically deleted when retrieved from a User's Box.
9. Touch [OK] on the touchscreen.
10. Press the RESET key.
 SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0900205EN*   **Solution Usage**

Description
IC-409 compatibility.

Solution
 There has been an Item number change. Item #A074WY0 for the bizhub C650/C550/C451 has been discontinued. TheItem #A074WY1 now supportsboth thebizhub C650/C550/C451as well as thebizhub C253/C353. The IC-409 with Item #A074WY0 is no longer available.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0900232EN*   **Solution Usage**

Description
How to print a Signature Booklet (5.5x8.5) with Macintosh® 10.5 using Adobe® Indesign® CS2 version 4.0.5 or CS3 version 5.0.4, utilizing the Emperon controller with an FS-608 finisher.

Solution
 Tocreate Signature Booklets (5.5x8.5) with Macintosh® 10.5 using Adobe® Indesign® CS2 version 4.0.5 or CS3 version 5.0.4, utilizing the Emperon controller with an FS-608 finisher attached, perform the following:
 1. Select File/Print.
2. Select the correct print driver in the Printer dropdown.
3. Select Page Setup (you might get a "WARNING" to use the settings in the Indesign® Print dialog box to avoided conflict... select OK).
4. Select 5.5x8.5 in the dropdown for the paper size and select OK.
5. Select Printer button, select the Layout/Finish ("Finishing" for CS2) in the layout dropdown.
6. Select booklet in the Print Type drop down ("Combination" for CS2).
7. Select Finish button, then select center staple and fold on the Fold & Staple dropdown.
 8. Select the Layout/Finish dropdown ("Finishing" for CS2) and select the Paper Tray/Output Tray ("Paper Feed" for CS2) to choose the tray of the machine that holds the 8.5x11R paper, under the Paper Tray dropdown ("All Pages From:" for CS2).
9. Select Print.
 SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID   TAUS0900296EN*   **Solution Usage**

Description
How to program the length of time a document stored in a registered User's Box will remain available prior to being automatically deleted.

Solution
 To program the length of time a document stored in a registered User's Box will remain available prior to being automatically deleted, perform the following:
1. Press the Utility/Counter key.
2. Touch [1 One-Touch/User Box Registration] on the touchscreen.
3. Touch [2 Create User Box] on the touchscreen.
4. Touch [1 Public/Personal User Box] on the touchscreen.
5. Display the desired Users Box by touching the alphabetically linked key on the touchscreen.
6. Touch the desired User's Box to highlight it.
7. Touch [Edit] on the touchscreen.
8. Input the User's Box password.
9. Touch [OK] on the touchscreen.
10. Touch [Forward] on the upper right side of the touchscreen to display screen 2/2.
11. Select the desired automatic deletion time by touching [1 day], [2 days], [3 days], [7 days],[30 days], [12 hours], or [Save] as desired by the customer.If, [Save] is selected the automatic delete function will not automatically delete any documents stored in the User's Box.

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12. Touch [OK] on the touchscreen.
13. Press the Reset key.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0900310EN*   **Solution Usage**

Description

How to retrieve the Token Certificate number.

Solution

As long as the i-Option is still installed it can be retrieved from the License Management Server (LMS) by any service technician.Access the LMS from the Service sectionon www.mykonicaminolta.com ,select Deactivate License Code, enter the serial number of the MFP and select Retrieve.As long as the i-Option is still installed on the machine it will list the installed option(s) along with the tokenused to activate it.This is the token for that particular machine serial number.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID   TAUS0900332EN*   **Solution Usage**

Description

Ozone Duct Seal coming off from the duct at the edge (where circledbelow).

Solution

CAUSE: Modificationmay benecessary.

SOLUTION: In order totemporarily correct the problem in production, the edge of the ozone duct seal is fixed with the white tape as shown in the photo.This applies to serial numbers beginning with:
A00H010003005 - bizhub C650
A00J010011325 - bizhub C550
A00K010013629 - bizhub C451
   CAUTION :Please do not attempt to remove the tape because the seal may possiblyget caught under the IUwhen IU isinstalled and the seal may come off.

(Magenta/Yellow)

(Cyan/Black)

   Note : If encountering an Ozone Duct Seal that is coming off, please attempt totape it securely. Konica Minoltain Japanis investigating the issue andthe seal materialwill likely be changed.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0900380EN*   **Solution Usage**

Description

Is there a way to disable the counter for troubleshooting purposes?

Solution

To disable the counter for troubleshooting purposes, perform the following procedure:
1.Enter Tech Rep Mode.
2.Select Test Mode.
3.Select Running Mode.
4.Select the desired paper tray and press Start.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900405EN*   **Solution Usage**

Description

How to print a fax activity report

Solution

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To print a fax activity report, perform the following:

1. Press job list
2. Press job details
3. Press send
4. Press job history
5. Press Comm. list
6. Press fax TX list
7. Press either Activity report, TX report or RX report and then press start

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

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

Solution ID　　TAUS0900410EN*　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
Where is the serial number for the scanner located?

Solution
The serial number for the scanner can be found on the right side frame. Remove the right side cover on the scanner.

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

Solution ID　　TAUS0900417EN*　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
The LDAP search tabis not displayedwhen authentication is enabled.

Solution
CAUSE: Firmware problem.

SOLUTION: Upgrade the machine firmware to version G00-R5 or higher.

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 contributed by Felician Christensen, Lincoln Office Equipment, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD.

Solution ID　　TAUS0900435EN*　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
How to reprogram the electronic total counters after replacing the NVRAM.

Solution
The counters cannot be reprogrammed. Please track the counts from the current count onward.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID　　TAUS0900475EN*　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
Error code C-2A01, C-2A02, C-2A03, or C-2A04.

Solution
CAUSE: Failed EEPROM in toner cartridge.

C-2A01 indicates cyan
C-2A02 indicates magenta
C-2A03 indicates yellow
C-2A04 indicates black

SOLUTION: Replace the toner cartridge and reflash the machine. Item numbers are as follows:

A070131 - TN411K Toner Black (Yield: 45K)
A070230 - TN611Y Toner Yellow (Yield: 27K)
A070330 - TN611M Toner Magenta (Yield: 27K)
A070430 - TN611C Toner Cyan (Yield: 27K)
  Note : If all the codes are displayed, it may be necessary to replace the PRCB (p/n
A00J H001 06).

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 Bill Hall, Workgroup/SSD

Solution ID   TAUS0900512EN*   **Solution Usage**

Description

Can custom or non-standard size paper be used in paper trays 1 and 2?

Solution

Custom or non-standard size originals can only be used and programmedfrom the bypass tray.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, 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   TAUS0900669EN*   **Solution Usage**

Description
 What is SRA?

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 for printing 11x17 with bleeds on 12x18.

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

Solution ID   TAUS0900714EN*   **Solution Usage**

Description

Is Bates Stamping supported when copying?

Solution

 Annotation (Bates Stamping) is a scan function and is only supported when scanning. It is possible to date/time, page number, and place a logo or company name on each page printed out with various stamp functions when copying. By enabling header footer stamp (Utility => Administrator => System setting => Forward => Stamp setting), and then programming selections, it is possible to place date and time, distribution numbers and text on as either a header or footer when selected under Applications =>Stamp/Composition but it will not have sequential page numbers or a logo. Page numbering has to be selected separately and the location can be manually adjusted to fine tune exactly where it is placed along with the font size. A logo can be saved as an overlay that can be selected with that option. Once all the desired settings have been made to create the desired "Bates Stamp" it should then be saved in Mode Memory for one touch recall so that it does not have to be set up every time it needs to be used. If all jobs at a location require it, then it can be set as the default selections when copying.
  SPECIAL NOTE : Solution contribution by Jim Behrends, 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

         March 2009

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 TAUS0900271EN*   **Solution Usage**

Description

When a sheet of paper is placed in theDF-611, the user is prompted to close the document feeder.

Solution

CAUSE:Failure of reed switch RS201.
  Note : The scan lamplights when the 15 degree switch is activated.The DF height adjustmentis OK.

SOLUTION:In the Sensor Check mode, page 7/7, the Original Cover sensor does not change state when the document feeder is lowered.It does not change state if the magnet from the document feeder is placed over it, but might change state if a more powerful magnet is used.Replace RS201 (p/n 9334 2610 12).
  SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Ian Lynch, Production Print/SSD

Solution ID   TAUS0702507EN*   **Solution Usage**   48

Description
DF-611, intermittent jamming with possibleJ-6602, J-6603 or C-8103codes.

Solution
PROBABLE CAUSES:
1. Worn or damaged beveled gear with cam that lifts the paper tray.
Replace the beveled gear with cam (p/n 4641 3417 02).

2. The spring pressure for the separation roller is too weak or too strong.
Increase/decrease the spring pressure for the DF-611 separation roller to determine the best results.

3. The DF lift plate lowers in the middle of a job due to a failed DF control board.
Replace the DF control board (p/n A01H RA01 02).

4. Fluctuations of sensor read signal.
Slightly raise the lift plate. For more details see the attached file. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

5.Double feeding\multi-feeding.
Trim back the mylar on the Separator Pad Assembly (p/n A01H R704 00) to the glue line (approximately 3mm) exposing more of the rubber underneath which prevents multiple sheet paper feed. See the attached photo for reference.

6. The lift plate is not producing strong enough pressure.
Install mylar shims (p/n A01H 5615 00 and A01H 5616 01) under the lift plate to increase pressure. Multiple sheets can be used. See attached DF-611 Mylar Placement document for location.

7. The DF-611 M6 lift assembly has failed.
Replace the failed M6 Lift assembly (p/n 9J07 R707 00).

8. The lift plate does not reach the required height and fails to activate PS16.
  Note : Multi-sheet feeding and jamming when attempting to feed between one and five originals through the document feeder may occur.
Install theLever/Spacer Kit (p/n U226-0300). Please seeattached Bulletin Number 6687 for the details..
  SPECIAL NOTE : Solution contribution by Bill Hall and David Silverstein, Workgroup/SSD; Mahen Shukla and Clinton Marquardt, ESS/BSE; Mark D'Attilio/Freddie Burnham/Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0703856EN*   **Solution Usage**   8

Description
FS-608, J72-24 when half-folding a single sheet on 8.5x11R standard paper (20 lb.).

Solution
CAUSE: Anti-static (neutralizing) brushes in stacker unit are interfering with the paper.

SOLUTION: Trim, replaceor remove theanti-static brushes (p/n A07U721700)in stacker unit. Please refer to attached documentation showing neutralizing brush location.
To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0801765EN*   **Solution Usage**   8

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

Solution
 CAUSE:Static build-up 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   TAUS0703478EN*   **Solution Usage**   7

Description
 Multi-feed from Tray 3. Approximately 20 sheets of paper stopat thegap of the transfer guide.

Solution
 CAUSE: When copy paper is added on top of paper remaining in the tray, the surface area between the remaining paper and the newly-added paper may have an extremely low friction potential. This is dependent upon the type of paper being used or how the paper may have been stored.
  Note : Wax-coated wrapping is used by some paper manufacturers to prevent humidity from accessing reams of stored paper.

 SOLUTION: A special modified guide plate (p/n A00J662900) should be installed to prevent mult-feeding or misfeedingof paper. Please refer to the attached documentation for detailed information. To view the PDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0703177EN*   **Solution Usage**   6

Description
Multi-sheet feeding from Tray 3.

Solution
 CAUSE: When Tray 3contains approximately 500 sheets of paper, multiple sheets of paper are feeding into the machine.

 SOLUTION: Replace the Pick-up roller (p/n 56AAR72100). This roller is used in the bizhub 600/750 andis approximately 1mm to 2mm wider than the existing pick-up roller in Tray 3. Install therolleronto the hub and cut the excess to allow the roller to fit properly.
  Note : Attached is an illustration showing the bizhub 600/750 pick-up roller.
  SPECIAL NOTE : Solution contribution by Rich Raynor, ESS/SSD

Solution ID   TAUS0703172EN*   **Solution Usage**   3

Description
Jamming from Tray 3.

Solution
 CAUSE: Insufficient paper feed take up pressure.

 SOLUTION: Add an additional weight plate (p/n A00JP00100) to the paper feed take-up assembly.
  Note : If a second weight plateis added, change screw (p/n V116030803 M3x8mm) to (p/n V116031003 M3x10). Attached is an illustration on how to install the additional plates. 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 Rich Raynor, ESS/SSD

Solution ID   TAUS0802064EN*   **Solution Usage**   3

Description
J-3001 is indicated and J-3202 may also be displayed. Paper may be stopped in the 2nd image transfer section. The jamming occurs from all trays andis most frequent when using letter paper in the portrait direction.

Solution
 PROBABLE CAUSES:
 1.A damaged Guide Assembly is either catching the paper or is bent and not pushing the 2nd transfer roller holder into place.
 Re-form or replace the Guide Assembly (p/n A00J R724 00). The Guide Assembly is located in the paper path directly underneath the Transfer Unit.
 Two issues can occur which will cause paper misfeeds.

 The Mylar can become deformed and catch the paper.
 Metal part of the guide can get bent which will cause the 2nd transfer roller holder not to fully seat when the right side door is closed.
 Either one of these issues will cause paper misfeeds in the 2nd image transfer section of the machine.
  SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

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2. Failed one-way gear.
Replace the one-way gear located at the exit unit (p/n A00J 8951 00).
 SPECIAL NOTE : Solution contribution by Abel Villasenor, Pacific Office Automation.

3. A stalled exit roller drive motor.
Replace the exit roller drive motor (p/n A00J M120 00).
 SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID   TAUS0702903EN*   **Solution Usage**   1

Description
FS-608, measure for half-fold misalignment due to static.

Solution
 See attached Parts Modification Noticefor 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 .
 SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID   TAUS0703513EN*   **Solution Usage**   1

Description
Jamming from Tray 3 or Tray 4 when last sheet in the stack is fed. Noise from Tray 3 and Tray 4.

Solution
 CAUSE: At installation, when removing the packing tape from trays, a tacky residue may be left on the lift plate resulting in the last sheet not feeding from the tray.

 SOLUTION:Upon removal of the packing tape from the tray lift plate, clean the surface with alcohol to remove any residue. Please refer to attached documentation for complete information, including examples.
 If the above procedure has been done and theproblem persists,replace both clutches for horizontal transport (LCC drive CL3 & CL4 -p/n A00J M200 00).
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0800333EN*   **Solution Usage**   1

Description
FS-517/FS-518/FS-608, C-1102 (C1102) code at power up or intermittently.

Solution
 PROBABLE CAUSES:
 1.The exit tray drive motor (M3 - Conveyance) has failed.
 Replace the exit tray drive motor (p/n 15JK R704 00).
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

2. The FinisherDriving board has failed.
 Replace the FNDB (p/n A07R H020 11 for FS-517, p/n A07P H020 00 for FS-518 and p/n A04D H020 12 for FS-608).
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

3. Broken gear in the tray 1 lifting mechanism.
 Replace Up/Down Gear A 40T 27T (p/n 14JS 7701 0).
 SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0802282EN*   **Solution Usage**   1

Description
The paper tray does not detect the paper size. The control panel indicates ??? instead of the actual paper size.

Solution
 CAUSE: The paper in the tray may have been cut to size and the actual size of the paper is not recognized as a standard size by the MFP.

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SOLUTION: Remove the paper from the tray and measure it to determine if it is a standard size (i.e., Letter, Legal, Ledger).
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0807902EN*

Solution Usage   1

Description

Originalsjam in the turn around section of the document feeder when using the duplex mode.Originals do not jam in simplex mode.

Solution

CAUSE: The mylar guide (p/n 9J07-4703-01) may be out of position. Thisallows the original to feed underthe mylar guideinstead of over the mylar guide.

SOLUTION: View the attached image. It illustratesthere should not be a gap between the mylar guide and the guide plate (p/n 9J07-4602-02). If there is a gap, remove the old mylar guide and properly installa new mylar guide.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0808006EN*

Solution Usage   1

Description

A paper tray is installed but is not recognized by the machine.

Solution

CAUSE:The tray has been isolated.

SOLUTION:Please follow the procedure listed below.
1. Enter Service mode.
2. Select System 1.
3. Select Trouble Isolation.
4. Select the tray and change to Unset.
5. Exit Service mode and cycle the power.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

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   TAUS0900009EN*

Solution Usage   1

Description
Problem:

FS-517, Intermittent Stapler(s) not firing

Solution

Cause:

Pinched or loose stapler connections.

SOLUTION:

Reseat connections on stapler front & rear. Also remove tie wraps on stapler harness. (Note: Install electrical tape in place of tie wrap(s).

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

Solution ID   TAUS0701944EN*   **Solution Usage**   0

Description

Paper jam between 2nd image transfer section and paper exit section.

Solution

CAUSE:The paper exit actuatordoes not move properly.

SOLUTION:With either sandpaper or fine grit emery cloth,sand down the sideof the opening(ditch) that holds the paper exit actuator by about 0.2mm. Please refer to the attached procedure.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html
  SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0702617EN*   **Solution Usage**

Description

The machine jams when trying to crease/staple copies.

Solution

CAUSE: The internal creasing unit is not mounted correctly.

SOLUTION: Reseat the internal crease unit. When reinstalling the unit, be sure that the paper guide on the crease unit is unobstructed as the incorrect position of the guide plate will cause jamming to occur when the paper strikes it.

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

Solution ID   TAUS0703531EN*   **Solution Usage**

Description

FS-519, jamming in transport section after PK-515 is installed.

Solution

CAUSE: The separation cover on the PK-515 was not cut from the front cover as indicated on page E-5 of the installation instructions. This cover should have been removed in step 7 on page E-5.

SOLUTION: Remove separation cover from the front cover of the PK-515. Attached is the page from the installation instructions outlining the separation cover to be removed.
  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 Rich Raynor, ESS/SSD andIan Lynch, Production Print/SSD

Solution ID   TAUS0801375EN*   **Solution Usage**

Description

When making booklets with the FS-608, the 3rd page either jams or is misaligned.

Solution

CAUSE: Incorrect adjustments.

SOLUTION: Adjust the paper feed loop timing for Tray 1 and Tray 2.The timing was set to "0".Change the setting to +3, increasing the feed speed of the paper.After making the change,test the adjustment by makingbooklets.
  SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID   TAUS0801674EN*   **Solution Usage**

Description

FS-514/FS-519, jamming in exit section on 8.5x11R (landscape) paper.

Solution

CAUSE: Exit Paddle is worn or damaged.

SOLUTION: Replace the Exit Paddle (p/n 9J08 1605 01).
 SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0802525EN*   **Solution Usage**

Description
Intermittent paper jamming between 2nd image transfer and paper exit section.

Solution
 CAUSE: The paper exit actuatordoes not move properly (binding).

SOLUTION: To prevent this, the shape of the actuator installation part of for the Guide Plate has been changed. Moreover, to improve jam access,a Guide Assembly (includinga Guide Plate) has been added. Please refer to the attached Parts Modification Notice for more 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 KMBT (Japan).

Solution ID   TAUS0808026EN*   **Solution Usage**

Description
 Problem:
 The machine indicates "please close the following" and does not indicate where.
 The machine is a new install and the FS-608 is installed and not recognized.

Solution

    Cause:

 The finisher transfer control board is improperly configured.

 Solution:
 1. Please check the finisher transfer control board and make sure that switch SW1 bits 1 and 2 are in the on position on the board.

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

Solution ID   TAUS0808116EN*   **Solution Usage**

Description
PK-512/PK-515, the hole position from the punch unit in not centered in the front-to-rear direction.

Solution
 CAUSE:The Punch Edge Detection adjustment needs to be performed.

 SOLUTION:Perform the Punch Edge Detection adjustment:
 1.Enter Tech Rep Mode.
2.Press Finisher.
 3.Press FS/FN Adjustment.
4.Press Punch Edge Detection and press the Start key.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0808376EN*   **Solution Usage**

Description
FS-517/FS-608, jam error 7220 will not clear.

Solution
 CAUSE:PS6 was checked in the I/O mode and it is working properly yetPS20 (p/n 08AA 8551 2) may be activated. The sensor is locatedin the staple section

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of the finisher.

SOLUTION: Enter Service mode and select State Confirmation. Select Sensor Check and verify PS20 reads 0 on screen 4 of 12. If it reads 1 ,verify that the actuator for PS20 (p/n A07R 7236 00) is working properly. Replace the photosensor and/or the actuator as needed.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID　　TAUS0808419EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

FS-608, the half fold position is occasionally incorrect.

Solution

CAUSE: The folding rollers are contaminated.

SOLUTION: Thoroughly clean the folding rollers.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID　　TAUS0900465EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

Document exits 2"-3" and trail edge is just past the slit glass when J-6605 occurs. It happens when single-sided or double-sided copying is performed.

Solution

CAUSE: Failed PS9 (Before Read sensor).

SOLUTION:Clean or replace PS9(p/n 9335191052).
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID　　TAUS0900517EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

The FS-608 fold position varies up to 1 inch.

Solution

CAUSE: The saddle stitch stopper motor, M18, or its home position sensor, PS23, is failing.

SOLUTION: Replace M18 (p/n 13QJ R705 00)and PS23 (p/n 08AA 8551 2)as a set.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID　　TAUS0900681EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

Tray 3 and 4 do not feed at all. The clutches do not turn on. The machine indicates jam codes 1301 and 1401 as a result.

Solution

Cause: ICP-17 openedon the PFTDB.

Solution: Please check ICP 17 on the PFTDB and see if it is open. If it is please check all harnesses and components connected to the PFTDB for shorts. Replace the PFTDB(p/n A00J H002 06).

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

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   TAUS0702181EN*   **Solution Usage**   8

Description

How to set up Scan to SMBfor a Microsoft® Windows 2000/XP workstation.

Solution

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

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Solution ID   TAUS0702214EN*   **Solution Usage**   5

Description

When attempting to print with account track enabled, the job log details indicate "No account set for group authentication."

Solution

CAUSE: Missing TCP/IP setting.

SOLUTION:To allow printing with account track authentication enabled, perform the following:
1. Open the driver Printer Properties.
2. Click onthe Configure tab.
3. Click the "Acquire Settings" button.
4. Select "Specify IP Address or Printer Name."
5. Enter the TCP/IP address of the MFP.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, 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   TAUS0702520EN*   **Solution Usage**   4

Description

Unable to select or configure the FS-608 and FS-517 finishers in the PostScript or PCL drivers.

Solution

CAUSE: Incompatible bizhub C451 firmware or printer driver version.

SOLUTION: The mimimum bizhub C451 firmware required for FS-608 or FS-517 support is version 6B. The minimum PostScriptor PCL driver version is 5.1.2.0.
  Note : The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
The latest print drivers are also available via the Konica Minolta Download Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab.
SPECIAL NOTE : Solution contribution by Ed Bellone, 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   TAUS0800143EN*   **Solution Usage**   4

Description

If User Authentication (Active Directory Authentication) and/or Account Track is enabled on the bizhub C451/C550/C650 with version 58 or 6B firmware and PageScope Web Connection is used with Microsoft® Internet Explorer version6 or 7, the web page may be blank or tabs may be missing and/or the overall performance of navigating the page is extremely slow. This is an intermittent issue.
Additionally, with Authentication enabled andwhen accessing PageScope Web Connection (PSWC), if immediately trying to login as an Administrator, a blank screen results.When selecting the refresh button in the IE browser, a "Login Invalid" message occurs.

Solution

CAUSE: This issue may be caused by Web browser (IE) cache setting. Please try the following settings described in the attached documentation.
  Note : To view the document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .

SOLUTION: As a workaround, if first logging in as an Authenticated user through PSWC, then logging out, it ispossible to log in to PSWC as an Administrator.
Additionally, this issue does not occur with Firefox®.
SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID   TAUS0800360EN*   **Solution Usage**   4

Description

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

Solution

CAUSE: In order to maintain a manageable scanned data file size of color images, JPEG compression format is utilized for TIFF on the bizhub

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C451/C550/C650. However, JPEG compression is not supported on Microsoft® Office applications. Office is not able to open 24-bit True Color TIFF.

 SOLUTION: It is recommended to use the Gray Scale setting on the bizhub C451/C550/C650 when a TIFF image is to be imported into a Microsoft® Office document.
   Note :Color TIFF files can be read by theBrava! reader, whichis available at no charge from the following web site:
http://www.bravaviewer.com/downloadreader.htm . Please be aware thatKonica Minolta does not provide any support related to this software.
 SPECIAL NOTE : Solution contribution by Ron Reed, ESS/SSD and Bill Hall, Workgroup/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   TAUS0703340EN*   **Solution Usage**   3

Description
 When automatically authenticating the TWAIN driver, an error message is indicated.

Solution
 CAUSE:A bug in the TWAIN driver.

 SOLUTION:Please remove the current 3.xx.xx version of the TWAIN driver under add/remove programs andinstall the attached TWAIN driver (17.5MB).
 SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID   TAUS0703672EN*   **Solution Usage**   3

Description
"Server Disk Full error" message when scanning to E-mail.

Solution
 CAUSE: E-mail Server may be limited in E-mail file size.

 SOLUTION:Check SMTP Server or Exchange Server.Outgoing E-mail is set upwith a2MB size filter.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0800018EN*   **Solution Usage**   3

Description
Slow printer driver response.

Solution
 CAUSE: Incorrect settings.

 SOLUTION: In the Printer Properties, the Acquire Device Information=> Acquire settings are set to default and need to be changed to the device TCP/IP address by selecting Printers and faxes=> Printer Properties of desired printer=> select Configure tab=> select Acquire Settings=> uncheck Auto=> select Specify IP Address or Printer Name=> Input device TCP/IP address into box=> select apply (see attached).
 All unnecessary network protocols should be disabled (i.e., Appletalk®, Bonjour®, etc.).
   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 Chuck Tripp, Production Print/SSD

Solution ID   TAUS0800748EN*   **Solution Usage**   3

Description

"Error on Page" displayed when selecting Network Tab using Microsoft® IE6 and IE7.

Solution

CAUSE: The Web Browser is not refreshing the pages fast enough.

SOLUTION: On Microsoft® IE6 perform the following:
1. Tools.
2. Internet Options.
3. Select the General Tab.
4. Temporary Internet Files.
5. Select Settings.
6. Under 'Check for newer versions of stored pages', change to 'Every visit to page'.
7. Click OK, OK.

On Microsoft® IE7 perform the following:
1. Tools.
2. Internet Options.
3. Select the General Tab.
4. Under Browsing History, select Settings.
5. Under 'Check for newer versions of stored pages', change to 'Every time I visit the webpage'.
6. Click OK, OK.
 Notes :
 a. Please delete all cache settings on Microsoft® Internet Explorer.
 b. Please refer to attached documentation for details. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID   TAUS0802548EN*   **Solution Usage**   3

Description

When printing with Account Track/User Authenticationenabled, the print job does not print out.

Solution

CAUSE: Incorrect printer driver settings.

SOLUTION: To perform print pass through with Account Track/User Authentication enabled, in the printer driver Properties, select the Configure tab and, under Device Option, select Account Track.

If this setting is set to "Enable", you have to input Department Name and Password even if the "Print without authentication" is set to Allow.If the Department Name and Password are blank, the print job will canceled.

If this setting is set to "Disable",thejob can be printed.

If the setting is grayed out and cannot be changed, you mustuncheck the"AUTO" setting in the "Acquire Settings" option to allow changes to be made.
 SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0703052EN*   **Solution Usage**   2

Description

Unable to create a booklet with a cover.

Solution

CAUSE: The printer driver allowed the selection for half fold with Thick paper even though the FS-608 cannot fold Thick paper. This is specification for the FS-608.

SOLUTION: Download the latest version PostScript/PCL driver which has the constraint installednot allowing half fold with Thick paper selected.

Note : 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'.
 SPECIAL NOTE : Solution contribution by Rich Raynor, ASG/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   TAUS0703655EN*   **Solution Usage**   2

Description

 When the pop-up Authentication setting is selected in the bizhubC451/C550/C650 driver, it is necessary to enter the Authentication and Account Track information each time when printing (in the pop-up Authentication dialog box) even through Synchronization is configured for User Authentication and Account Track on the MFP.
 Additionally, it is also possible to enter for the same User Authentication user a different Account Track account than was entered when previously printing, even though User Authentication/Account Track is set to be Synchronized on the MFP.

Solution

 CAUSE: Not configured to "Synchronize".

 SOLUTION: When the pop-up Authentication feature is enabled in the bizhub C451/C550/C650 driver, the User Authentication/Acct Track information must be entered each time in the driver; in the pop-up Authentication dialog box when printing when Active Directory or External Server Authentication is configured on the MFP for Authentication. This function is by design.
 However, when MFP Authentication is configured and "Synchronize" is selected to Synchronize User Authentication & Account Track setting on the MFP, it is not necessary to enter the Account Track credentials as it will already be synchronized after specifying the User Authentication credentials in the pop-up Authentication dialog box in the driver.
 SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID   TAUS0800092EN*   **Solution Usage**   2

Description

PostScript and PCL drivers do not migrate the User Authentication (User Name\Password) and Account Track (Department Name\Password) to Microsoft® Windows Vista™ Business from Microsoft® Windows 2003 Server (R2).

Solution

 CAUSE: The PostScript and PCL driver will forward default user authentication and account track settings.
 The SSD department is currently working withpartners in support and R&D in Japan to confirm if this is the case.

 SOLUTION: This issue has been escalated tothe solutions team in Japan.SSD is in the process of working withpartners in development to obtain a resolution for this issue as quickly as possible.
 The current workaround is to enter appropriate information in the migrated print driver on the workstation.
   Note :If viewing this solution via the web, please establish a ticket via either the web or by calling the SSD hotline center at 1-800-825-5664. Once a ticket has been established an E-mail will be sent when the solution is updated.
 For phone advisors, please attach to this solution for an automatic E-mail that will be sent to the technician when this solution is updated. End the call with call code "Escalated to Japan".
 SPECIAL NOTE : Solution contribution by Rick Veale, ESS/SSD

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:

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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 TAUS0801606EN*   **Solution Usage** 2

Description

When the IC-409 is installed, the following two problemsoccur withthe Konica Minolta TWAIN driver.

A device is not automatically detected on the TWAIN driver.

When using manual registration of a device, there is a connection error after pressing the Scan key.

Solution

[Existing Conditions]

bizhub C650 Series/C353 Series:Firmware version 88 (i-Option)

IC-409: version 1.0/version 1.01

Connection type: Connecting IC-409 and Emperon controller separately

Emperon TCP/IP address: Manual input

Service Mode: System2 => Image Controller Setting => Controller 1

OS: Microsoft® Windows XP SP2

Konica Minolta TWAIN driver: version 3.1.2.3

Application: Adobe® Photoshop®, etc.

[Procedure]
1. Start Adobe® Photoshop®.
2. Select the Konica Minolta TWAIN driver, version 3.
3. A device is not automatically detected.   <-- issue (1)
4. Register a device manually.
5. Connect to the device.
6. The error occurs whenthe Scan key is pressed.   <-- issue (2)
  Note : Please refer to the attached file. 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 .

CAUSE: This behavior is the product limitation when the Fiery® is connected.

SOLUTION: When the IC-409 is connected,the Konica Minolta TWAIN driver cannot be used. Please use Fiery® Remote Scan.
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0702144EN*   **Solution Usage**   1

Description
 Cannot view the PageScope Web Connection (printer web page). Unable to configure the One-Touches. Can only view the Fiery® Web Page.

Solution
 CAUSE: The printer has not been configured properly. The correct TCP/IP address for the printer is not used.

 SOLUTION: Print out a copy of the Fiery® Configuration Page. On page 2 of the configuration there is the ENGINE IP ADDRESS. This is the address to be used for the PageScope Web Connection andwill be in the same TCP/IP address scheme as the customer's network.
 Please perform the procedures mentioned in the attached document.To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
  SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/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   TAUS0703461EN*   **Solution Usage**   1

Description
When creating a PageScope Driver Packaging Utility (DPU) package and saving the package with the setting to launch with Administrative credentials, the pop-up Authentication checkbox is not preserved when a domain user installs the package.

Solution
 Konica Minolta Japan has released a special PostScript driver based on the bizhub C451/C550/C650 version 5.1.2 PostScript driver which will work with DPU version 1.2.0.3 to address this issue. The pop-up Authentication driver setting is preserved with this special driver, however Printing Preferences are NOT preserved.
 Please contact SSD support and ask for Mark Kemp to obtain this special driver.
  Note : Further modification of the special driver to include the functionality of preserving Pinting Preferences when the DPU driver package is created, will require a detailed business case to be presented.
  SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID   TAUS0703475EN*   **Solution Usage**   1

Description

The time spanfrom when Printis clicked on a Macintosh® OS version10.3 or 10.4 client untilthe job is displayed on the Job List screen of the MFP is slow. Protocol/Speed -AppleTalk®: about 28 seconds andTCP/IP: about 29 seconds.

Solution

CAUSE: There are many printing functions and much conflicting information. If the Macintosh® OS loads a larger size PPD, sends it as a print job, and there is a performance issue, a driver update is required.

SOLUTION:There is a printerdriverfor this issue, version1-TYYHX.
IMPORTANT : This driver is only for Macintosh OS 10.3.x and 10.4.x.It can only be used for Fast and not Comprehensive restraint check. Customer must realize that if a functionality restriction is selected, an error message will not display. All conflicting functions will be released from the print job.
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   TAUS0703717EN*   **Solution Usage**   1

Description

All duplex jobs spool completely before starting to print.

Solution

CAUSE: Paper Arrangement is set to Prioritize Arranging Papers under the Finish tab in the driver.

SOLUTION: Set the Paper Arrangement to Prioritize Productivity. If speed is an issue this should be set as a default.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID   TAUS0800085EN*   **Solution Usage**   1

Description

When printing a document with a Custom paper sizeregisteredby "Save Custom Size"under the Settings tab of the PCL driver properties, a document is printedas default paper size (Letter).

When printing a document with a paper size set in Print Server Properties under the Settings tab of the PCL driver, a documentis also printedas default paper size (Letter).

Solution

CAUSE: Firmware and printer driver updates required. Printing Preferences setting requires a change.

SOLUTION: As a temporary countermeasure, w hen printing a document with Custom paper size, please registerthe paper size by using "Custom size"under "Original size" or "Paper size" of Printing Preferences.
Notes :
1.This issuehas beenfixed with i-Option 2 (except for the bizhub C353P/magicolor 8650). The latest version of firmware, system software or printer drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
2. Regarding the bizhub C353P/magicolor 8650, a release date for a fix has not yet been finalized.

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   TAUS0801321EN* **Solution Usage**   1

Description

Adobe® InDesign® CS3 on an Intel-based Macintosh®, the job takes a very long time to print. In addition, duplexing causes the same content to print on the front and back of the paper. For example, the first 5 sheets of paper have page 1 on both front and back, the next 5 have page 2 on front and back, and so on.

Solution

CAUSE: This issue is not a Konica Minolta issue but rather an Adobe® application issue.

SOLUTION: Please go to the Adobe® web site and download the update from the following web link www.adobe.com/support/downloads . Please note that this issue does not affect Microsoft® Windows users or PowerPC Macintosh® OS users.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0801550EN* **Solution Usage**   1

Description

User Authentication and Account Track does not work correctly on Macintosh® 10.5.x. Jobs sent with Account Track or User Authentication disappear from the queue. No error message indicated.

Solution

CAUSE: Updated printer driver required.

SOLUTION: Please install version 1.2.0 printer driver for the Macintosh® operating system 10.5.x. The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
  SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0802291EN*   **Solution Usage**   1

Description

When clicking individual Box from PageScope Web Connection, it is impossible to open the Box.
 [Procedure]
 1. Open PageScope Web Connection.
 2. Open Box tab.
 3. Select any Box from User Box List.
 4. File List of selected Box is not displayed.
   Note :For details, please refer to the attached file. 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

 CAUSE: Failure of PageScope Web Connection. When repeating the following procedure, this problem occurs.
 1. Open PageScope Web Connection.
 2. Open Box tab.
 3. Select any Box from User Box List.
 4. Display File List of selected Box.
 5. Select Download to PC.
 6. Select a job for downloading and click Download Setting button.
 7. Click OK button.
 8. "Now exporting. Please wait." is displayed.
 9. "Preparation for download has been completed...." is displayed. Click Download button.
 10. File Download screen is displayed. Click Save.
 11. Name the file and click Save.
 12. Click Close button on Download complete screen.
 13. Click "x"in upper-right corner of "Preparation for download has been completed..." screen.
   Note : If clicking the "Back" button in the screen, this problem does not occur.
 14. Perform the Download to PC operation according to the above procedure and click "x" button in Step 13.
   Note :If repeating this operation around 35 times, this problem occurs.

 [Supplemental Information]
 In Store Address operation, click "x" in upper-right corner of "Address Book registration is complete" screen. If repeating this operation around 35 times, you cannot open the Box.

 SOLUTION: As atemporary countermeasure, when this problem occurs, please turn OFF/ON the MFP main power. The problem will be resolved. However, if repeating the above procedure, this problem will reoccur.
 Specialfirmware that corrects this problem is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
   Note : Please refer to the attached Release Notes prior to downloading and installing the firmware. 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 .
  SPECIAL NOTE : Solution contribution by KMBT (Japan).

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   TAUS0808221EN*   **Solution Usage**   1

Description

 How to print from Microsoft Vista® Photo Gallery with user authentication or account track enabled in the PCL or PostScript® print driver.

Solution
 The attached document contains theprocedure to print from Microsoft Vista® Photo Gallery with user authenication or account track enabled.
 Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
  http://www.adobe.com/products/acrobat/readstep2.html

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

Solution ID   TAUS0808581EN*   **Solution Usage**   1

Description
Certain MFP settings may affect PageScope applications from communicating with Konica Minolta devices.

Solution
 For newer model Konica Minolta MFPs, the following MFP settings may affect communication with several PageScope applications.
  Note : Depending on the MFP model and the PageScope application, these settings may differ.
 This setting will affect most PageScope applications:
 Admin Mode
1. Press the Utility button.
2. Select Administrator mode - Security button -Management Function Setting, then the Network Function Setting button.
3. Set to Allow.
4. Select Exit.

 This setting will affect PageScope applications such as Data Administrator, Box Operator, Net Care and PageScope Enterprise Suite (depending on which PSES function is being used):
 Open API
1. Press the Utility button.
2. Select Administrator mode.
3. System Connection – Open API.
4. Set to Allow.
5. Select Exit.

 Additionally, if theSNMP settings are not set to the default settings, they may need to be updated in the PageScope application.
 Default SNMP v1/v2 settings

 Admin mode=> Network Setting=> SNMP Setting
 Read=> Public
 Write=>Private
 SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/SSD

Solution ID   TAUS0900426EN*   **Solution Usage**   1

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

Solution
 CAUSE: Incorrect DIPswitch settingfor this workflow.

 SOLUTION: Change DIPSW31 to a Hex value of 01. To do so, use these steps:
   1.   Access Tech Rep Mode (Utility/Counter ? Meter Count ? Check Details ? Stop ? 00 ? Stop ? 01 .
   2.   Click on System2.
   3.   Press Software Switch Setting .
   4.   Press Switch No. and enter 31 .

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5. Press Hex Assignment.
6. Press ? (right arrow) and enter 1 for the hex value.
7. Press the Fix button.
SPECIAL NOTE: Solution contribution by Rick Veale, ESS/BSE

Solution ID　TAUS0701926EN*　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　0

Description

When trying to print from Microsoft® Publisher™ to any tray set to Thick 2,the printerindicates that paper should be loaded in the bypass tray.
This problem occurs with the following paper sizes when using the PCL driver: 12x18, 8x13, 16K, 8K and Postcard.

Solution

CAUSE: Referring totheaffected paper sizes, there is no ID of officially-defined paper size in Microsoft® Publisher™. If the paper size without ID is set, Microsoft® Publisher™ changes the size to"Custom Size". This is specification for the application.
In the case of thebizhub C550, Tray 2 does NOT support non-standard-sized (custom size) paper as a machine specification. Tray 2 supports only standard-sized paper.
So when the custom size document was sent to the bizhub C550 Tray 2, the bizhub C550 is forcing the job to the bypass tray.

SOLUTION: For this issue, pleaseutilize any of the following workarounds:
Workaround 1 :
Please use the PostScript driver.

Workaround 2 :
Please do not specify any particular tray. Leave the driver setting on "Auto".

Workaround 3 :
Please change the following setting on the bizhub C550.
[Utility/Counter]=> [User Settings] => [System Settings] => [Paper Tray Settings] => [No Matching Paper in Tray Setting] => Stop Printing (Tray Fixed) => Switch Trays (Tray Priority)
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD

Solution ID　TAUS0702505EN*　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　0

Description
There is no fax tab in the PCL driver.

Solution

CAUSE: There is a separate fax driver for PC faxing;not part of the PCL driver on this model.

SOLUTION: Install the PC Fax driverwhich can be obtained from 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　TAUS0702788EN*　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　0

Description
Small size customprint jobs from Microsoft® Wordprint onto letter size paper. Paperispulled from a tray configured for8.5x11 instead of the tray configured for the custom paper size.

Solution
CAUSE: The IC-406 or IC-409 Postscript™ print drivers are building the document for 8.5x11 (letter) size.

SOLUTION: Perform one of the following solutions.

Print Microsoft® Word documents using the appropriate PCL print driver.
To configure PostScript driver for small custom size printing on a Windows XP workstation, perform the following steps:

a. Access 'Printers and Faxes' icon
b. Click on the 'File' menu.
c. Click on ' Server Properties'.
d. Click 'Create a New Form' checkbox.

---

　　e. Enter the appropriate paper size for width and height.
　　f. Enter a form name.
　　g. Click 'Apply' to add the form.
　　h. Open the Word document.
　　i. Click on 'File' menu.
　　j. Click on 'Page Setup'.
　　k. Click on the 'Paper' tab.
　　l. Select the form name in the 'Paper Size' drop down list.
　　m. Press 'OK'.
　　n. Click on 'File',then 'Print'.
　　o. Click the 'Properties' button.
　　p. Select 'PostScript Custom Size' in the 'Document Size' drop down list.
　　q. Enter the custom paper size.
　　Note: To configure the custom form in Windows Vista®, accessMicrosoft Vista Print Management.
　　SPECIAL NOTE: Solution contribution by Rick Veale, ESS/BSE

Solution ID　　TAUS0703306EN*　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　　0

Description

When using the PostScript/PPD driver version 5.1.2.0, Page Setup options in Microsoft® Office Excel® are changed by print driver. Print driver will change setup options such as Layout, Scaling, and Page size.

Solution

CAUSE: Incorrect settings.

SOLUTION: Changes are madefrom within theprinter driver. The setting "Excel Job Control" is enabled by default. To disable/enable:
1.Go to the "Printers and Faxes" folder in Microsoft® Windows.
2.Right-click on the desired printer.
3.Select "Printing Preferences...".
4.When device GUI opens, select last tab labeled "Others".
5.Uncheck/check "Excel Job Control".
6.Click "Apply".
7.Click "OK".
　SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID　　TAUS0703467EN*　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　　0

Description

If User Authentication (Active Directory Authentication) and/or Account Track is enabled on the bizhub C451/C550/C650 with version 58 or 6B firmware and PageScope Web Connection is used with Microsoft® Internet Explorer version6 or 7 the web page may be blank or tabs may be missing and/or the overall performance of navigating the page is extremely slow. This is an intermittent issue.
Additionally, with Authentication enabled andwhen accessing PageScope Web Connection (PSWC), if immediately trying to login as an Administrator, a blank screen results.When selecting the refresh button in the IE browser, a "Login Invalid" message occurs.

Solution

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

KMBS/SSD is working with partners in support and R & D in Japan to obtain a resolution for this issue as quickly as possible.
If viewing this solution via the web, please establish a ticket via either the web or by calling our 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 for an automatic E-mail that will be sent to the technician when this solution is updated. End the call with call code "Escalated to Japan".
　　Notes ：
1.Workaround: If first logging in as an Authenticated user through PSWC, then logging out, it is then possible to log into PSWC as an Administrator.
2. This issue does not occur with Firefox®.
3. This issue may be caused by Web browser (IE) cache setting.   Please try the following settings described in the attached documentation. 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 Mark Kemp, ESS/SSD

Solution ID　　TAUS0800205EN*　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　　0

Description

Unable to print specific Microsoft® Visio 2003 file with PCL XL driver; aPCL XL error page prints out.

Solution

CAUSE: Improper file rendering ofsome particular Microsoft® Visio 2003 files with the bizhub C650/C550/C451 PCL XL driver.

SOLUTION: A new bizhub C650/C550/C451 PCL XL driver version 6.1.2.0 isavailable that corrects this issue.ThisPCL driver is available fordownload 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 Tony Pizzoferrato, ESS/SSD

Solution ID   TAUS0800573EN*   **Solution Usage**   0

Description

Printing booklets from Adobe® InDesign®, 2nd side of image on 11x17 is rotated 180 degrees.

Solution

CAUSE: Top bindingis not selected in Adobe® InDesign®.

SOLUTION:Select Top bindingin Adobe® InDesign®.
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0808655EN*   **Solution Usage**   0

Description

"Device not Supported"error message when scanning into eCopy™ using:

firmware version G00-R5
No GUI RealTime TWAIN driver version 3.0.1.73

Solution

CAUSE: The No GUI RealTime TWAIN driver version 3.0.1.73 for eCopy™is not compatible with version R5 firmware.

SOLUTION: Install the No GUI RealTime TWAIN driver version 3.1.2.5 for eCopy™which supports version R5 firmware. This No GUI RealTime TWAIN driver is posted on the Download Selector.Enter "eCopy" under Quick Search and click ? Search.
Before installing thisTWAIN driver,uninstall the current TWAIN driver then reboot the PC.
SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/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   TAUS0702021EN*   **Solution Usage**

Description

The flash card is not recognized when doing NVRAM recovery.

Solution

CAUSE:The flash card was not properly programmed using either the Cygwin™ Utilityor the Firmware Imaging Toolkit.
  Note : Please refer to attached documentation foradditional 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 .

SOLUTION:The flash card must be programmed in the same manner as it is for flashing the machine firmware.
SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID   TAUS0702137EN*   **Solution Usage**

Description

When printing from an application, the unit prints in multiples of eight.

Solution

CAUSE: Collate is selected in the driver.

SOLUTION: Uncheck the collate selection in the driver. Right-click the driver, select Printing Preferences and uncheck collate.
  Note : This occurs whether the driver isPCL or the PostScript.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0703087EN*   **Solution Usage**

Description

PostScript errors when printing using the overlay feature within the PostScript driver.

Solution

CAUSE: When creating a overlay in the PostScript driver the application will produce PostScript errors when printing to the machine using Adobe® Illustrator and Acrobat® applications.

SOLUTION: Disable the PostScript pass-through option within the driver when creating the overlay:
1. Select the bizhub PostScript printer.
2. Select the Properties tab.
3. Select the Advanced tab.
4. Disable the PostScript pass-through option.
5. Select the Stamp/composition tab.
6. Select "Create overlay".
7. Select Apply, then OK and name the overlay that is being created.
8. Print the overlay.
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0703208EN*   **Solution Usage**

Description

Printing hangs when using Microsoft® Office PowerPoint 2003.

Solution

CAUSE:The "Popup Authentication Dialog when printing" box is checked under the Settings tab in the driver Properties.

SOLUTION: When this box is unchecked the problem does not occur.
  SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0703307EN*   **Solution Usage**

Description

If paper size other than original document size is selected in Adobe® Illustrator® File => Print interface, change is not seen in the printer driver when using PostScript/PPD driver version 5.1.2.0; documentwill still output on original document size paper.

Solution

CAUSE: Post-Script Passthrough must be disabled.

SOLUTION:To disable:
1.Go to the "Printers and Faxes" folder in Microsoft® Windows.
2.Right-click on the desired printer.
3.Select "Printing Preferences...".
4.When device GUI opens, select last tab labeled"Advanced".
5.Click the word "Enabled" next to "Postscript Passthrough".
6.Drop-down menu appears. Select "Disabled".
7.Click "Apply".
8.Click "OK".
  SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0703333EN*   **Solution Usage**

Description

FS-608, unable to tri-fold and use the cover sheet mode using the PCLor PostScriptprint driver.

Solution

 CAUSE: Incorrect settings.

 SOLUTION: To correct:
 1. Download the latest version driver.
  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'.
 2.At the basic screen select paper source from AUTO to Tray1/8.5x11R.
 3.Thenselect tri-folding.
 4.Select the Application button.
 5. Select sheet/cover/chapter insert.
 6. Select Cover Sheet.
 7. Select front copy and then select the traytopull from.
  Note : The main reason why this would not work is because the paper source must manually be selectedfrom Auto to a Manual Tray.
 SPECIAL NOTE : Solution contribution by Craig Blyther, ESS/SSD

Solution ID   TAUS0703425EN*   **Solution Usage**

Description

When printing an Adobe® InDesign® CS2/Illustrator® CS2 document from the PostScript driver, it is printed on a different paper size. The paper size setting
of the original document does notremainin thePostScript printer driver,but reverts tothe default setting.

Solution

 CAUSE:Incorrectsettings or printer driver.

 SOLUTION:Open printer driver Properties by clicking "Printer" button in Adobe® InDesign® CS2/Illustrator® CS2 print dialog, then set correct document
size.If problem persists,please use the PCL driver.
  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   TAUS0703480EN*   **Solution Usage**

Description

PostScript error ("stackunderflow" with an "astore" Offending Command) when printing a multi-page PDF document with Combination (N-Up) selected in
Adobe® Acrobat® versions 5/6/7. This symptom does not occur with the PCL driver.

Solution

 CAUSE:The bizhub C203/C253/C353 PostScript driver version 2.0.0.0 or bizhub C451/C550/C650 PostScript driver version 2.1.0.0 is being used with the
settings:
 - Combination (N-up) : 2 in 1
 - PostScript Pass through : Enable (Default)
 Driver update required.

 SOLUTION: Use the bizhub C203/C253/C353/C451/C550/C650 PostScript driver version 5.1.2.0 or later.
  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   TAUS0703510EN*   **Solution Usage**

Description

 When printing a document from Microsoft® Windows NT 4.0 clientvia Microsoft® Windows 2000/2003 Server (Point and Print), the document cannot be
printed correctly.
 Reproduction Environment
 Driver: PostScript/PCL driverversion 2.1.0.0/5.2.1.0
 Firmware: 5U/6M

 Reproduction Procedure
 1. Install a driver in Microsoft® Windows 2000 Server and share it.
 2. Install a Microsoft® Windows NT 4.0 driver in Microsoft® Windows 2000 Server as an "Additional Driver".
 3. Install a driver in Microsoft® Windows NT 4.0 from Microsoft® Windows 2000 Server by Point and Print.
 4. Attempt to print a test page.

Solution

 CAUSE: Restrictions of the internal structure of the Microsoft® Windows NT 4.0 driver. When using a Microsoft® Windows NT 4.0 driver under a Point and
Print environment, the settings informationis sent from Server to Client by using the built-in spool driverof the OS(Microsoft® Windows NT 4.0).

However, Microsoft® Windows 2000 or later does not have a spool driver in the OS, therefore the settings informationis sent to the printer without being analyzedat the server.

SOLUTION: Please install the Microsoft® Windows NT 4.0 driver locally on the Windows NTclient, then set the shared printeron theserver as an output port.
Note : Please refer to the attached documentation 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
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0703767EN*   **Solution Usage**

Description

When printing from Adobe® Acrobat® Reader 8 using the PostScript driver and choosing the Stamp function, why does the stamp print as a mirror image?

Solution

The Stamp can be printed correctly when printingfrom Acrobat® 8 using the PostScript driver by setting PostScript Pass Through to Disable in the driver.The PostScript Pass Through setting can be made using the following steps:
1. From the Print Screen select the Properties button.
2. Select the Advanced Tab.
3. Choose PostScript Pass Through.
4. From the drop down select Disable.
5. Select OK.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800157EN*   **Solution Usage**

Description

Unable to print from a Macintosh® O/S 10.4 from an application called Free Hand®.

Solution

CAUSE: An early version driver is installed.

SOLUTION: Upgrade the driver to minimum version 1.01.
Note : The driver installer package will not install with an early version Expander®. When double-clicking the installer package a dialog box will pop up and requestchoosing an application. Please upgrade Expander® to the latest version available.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800388EN*   **Solution Usage**

Description

Driver is not reporting the correct punch kitinstalled in the MFP.

Solution

CAUSE:Incorrect setting on the MFP.

SOLUTION:To change the setting:
1. Enter Tech Rep Mode.
2. Select Finisher.
3. Select Punch Option Setting.
4. Select the Finisher and Select 2-hole/3-hole Button.
5. Press the Decision button, if the Decision button is not pressed, the configuration will not be saved.
6. A message willindicate to powerOFF/ON the MFP.
7. Reacquire Device information in the driver. It should be correct now.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID   TAUS0800777EN*   **Solution Usage**

Description

Why the Printer Properties window for the printer driver is slow to open.

Solution

Three cases based ontime explaining whythe Printer Properties window for the printer driveris slow to open.
<Case 1>
Symptom: It takes about 1-3 seconds to open the Properties window.
Status of network packets: A large amount of SNMPpacketshave been generated.
CAUSE: Incorrect setting - Properties => Configure tab => Acquire Settings key => Auto: ON
Environment:

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OS: Microsoft® Windows XP

Driver: PCL/PostScript all versions
SOLUTION: Change setting - Properties => Configure tab => Acquire Settings key => Auto: OFF

<Case 2>
Sympton: It takes about   30 seconds - one minute   to open the Properties screen or to
release the applications of Microsoft® Excel orAdobe® Acrobat®, etc. when printing.
Status of network packets: The response has slowedabout 10-100 timeson the part of
the SNMP communication (the communication does not stop).
CAUSE: In an environment that the secure application manager, Neoteris®, (SSL-VPN) was installed on a PC, there was a problem in processing acquisition
of device information. Please refer to the attacheddocument to confirm whether Neoteris® is installed.
Environment:

OS: Microsoft® Windows XP
Driver: PCL/PostScript version 5.1.2.0 orearlier
SOLUTION: Please use PCL/PostScript version 6.1.2.0 or later.

<Case 3>
Sympton: It takes about   one - three minutes   to open the Properties screen or to release the applications when printing.
Status of network packets: The network communication stops for about one minute at the OpenAPI communication using TCP (port number: 50001).
CAUSE:The limitation of Microsoft® Windows OS. Printer driver two-way communication by OpenAPI uses "WinINet.DLL" that Microsoft® Windows OS
prepares. The following settings of Microsoft® Internet Explorer 6 are related to the limitation of Microsoft® Windows OS.
IE => Tools => Internet Options.. => Connections tab => LAN settings Use automatic configuration script: ON.
Please refer to attached documentation concerning Microsoft® Knowledgebase Article ID 883788.
Environment:

OS: Microsoft® Windows Server 2003 /Internet Explorer 6
Driver: PCL/PostScript all versions
SOLUTION: Use Microsoft® Internet Explorer 7.
 Notes :
1. "WinINet.DLL" seems to be used generally by the network programming of the Microsoft® Windows application.
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 . Click onblue-highlighted links within the PDF(s) to view additional details.
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0800907EN*   **Solution Usage**

Description
Caution when overwriting firmware.

Solution
 A problemoccurs if the firmware withthe bugfixis overwritten in the MFP withfirmware not havingthe fix. Please refer to the attached documentation for details.
To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0801154EN*   **Solution Usage**

Description
Scan to Authorized Folder function availability.

Solution
  Scan to Authorized Folder function is available.This function enables a user to scan to a network resource via SMB other than their Home directory.If the
user has rights to a certain folder destination, the MFP can scan to that destination via SMB. It can be set up in concert with User authentication so that when
the user logs into the MFP, the user credentials are passed from User Authentication function to Scan to SMB function without any other user interact other
thanpushing a one-touch button.

 The following MFP firmware is required for the Scan to Authorized Folder.
 bizhub C203(version GER-72)
 bizhub C253 (version GDR-72)
 bizhub C353 (version GCR-72)
 bizhub C451 (version GWK-6M)
 bizhub C550 (version GWK-6M)
 bizhub C650 (version GWK-6M)

 Overview of steps to set it up:

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1. Ensure that date and time is accurate; also set up Network time adjust.
2. Setup one-touch button leaving the User and Password is blank.
3. Turn of User Authentication function.
4. Test Function.
5. In Tech Rep mode => System 2 => Switch Settings =>Switch 26, Hex assignment 0x01.

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

Solution ID   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   TAUS0801431EN*   **Solution Usage**

Description

When too many users simultaneously attempt to perform PageScope Box Operator functions while accessing the same MFP, it is possible that the PageScope Box Operator (PSBO)application may lock up intermittently. The PSBO application and/or the MFP may need to be restarted in order to resume using the PSBO application.

Solution

CAUSE: It is possible for multiple users to connect to the same MFP simultaneously through PSBO. However, only one document can be downloaded at a time from the same device, either through PSBO or PageScope Web Connection (PSWC). As a result, if two or more users attempt to download a document in a box by PSWC or PSBO simultaneously from the same MFP, the second user will have to wait until the previous download is completed.

SOLUTION:If the lockup issue occurs, the number of simultaneous connections from PSBO to the same MFP will need to be reduced. It is possible that this specification may be changed for future models.
SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID   TAUS0801551EN*   **Solution Usage**

Description

The application in use will be terminated when selecting "Standard" on Presets after printing a document with a preset other than "Standard" onMacintosh® version 10.5.x(only happenswhen setting "Paper Feed" to other than "Auto Select").

Solution

CAUSE: Updated printer driver required.

SOLUTION: Please install version 1.2.0 printer driver for the Macintosh® operating system 10.5.x. The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0801687EN*   **Solution Usage**

Description

When printing a Microsoft® Excel 2003/2007 file with the PostScript driver, it is printed with same size even though the Zoom value was changed ("Adjust to" via"Page Setup" on the menu). This symptom does not occur when printingwith thePCL driver orif usingthe PostScript driverafter changing the default value of Zoom in the printer folder.
Print Criteria :

OS: Microsoft® Windows 2K/XP/Vista
Driver: All versions on bizhub C353/C253/C203/magicolor 8650 and all versions except Initial Function Version on bizhub C650/C550/C450
Procedure :
1. Change to an arbitrary value for Zoom (Adjust to) by "File"=> "Page Setup" on the menu after opening Microsoft® Excel.
2. Open the driver properties after selecting the PostScript driver by "File"=> "Print" on the menu.
3. Close the properties after clicking "OK" without changing anything.
4. Start the print operation.

Solution

CAUSE:Anomaly with the PostScript driver.

SOLUTION: Pleasechoose one ofthe following countermeasures:

Use the PCL driver.
Change the value of Zoom in the properties of the PostScript driver.
After opening the properties of the PostScript driver with the printer folder of Microsoft® Windows and selecting "Manual" in Zoom, pleasesave it.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0801730EN*   **Solution Usage**

Description

When printing a document from Microsoft® Windows Picture and Fax Viewer or Microsoft® Office Picture Manager by using a PostScript driver on Microsoft® Windows XP Service Pack 3 thePaper Type setting cannot be changed.
This issue does not occurwith Microsoft® Windows XP Service Pack 2.

Reproduction Procedure
1. Open a documentwith Microsoft® Windows Picture and FAX Viewer orMicrosoft® Office Picture Manager.
2. Open Photo Printing Wizard then select the PostScript driver.
3. Open the driver Properties then change the Paper Type setting.
4. Print a document.
Result: The document is printedon Plain Paper setting.

Solution

CAUSE: Incorrect printer driver being used.

SOLUTION: Please use PCL driver.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0801827EN*   **Solution Usage**

Description

Print output from SAP using the HP® LaserJet 4000 device type does not match the output as compared to the HP® LaserJet 4000 printer.

Solution

CAUSE: A bug with PCL5 interpreter.

SOLUTION: New firmware version J8 isavailable that corrects this issue. Firmware version J8canbe downloadedvia 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 Tony Pizzoferrato, ESS/SSD

Solution ID   TAUS0801944EN*   **Solution Usage**

Description

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Driver options grayed out when driver is shared from a server.

Solution

Escalated to Konica Minolta Japan:

Solutions Support and Development has completed testing for the above referenced problem.Advanced Support Grouphas 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 our 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 Rich Raynor, ASG/SSD

Solution ID   TAUS0801980EN*   **Solution Usage**

Description

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

Solution

CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica 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

Solution ID   TAUS0801981EN*   **Solution Usage**

Description

When printing to the machine using the embedded controller there is a pop-up requesting user name and password.

Solution

CAUSE: Improper driver settings.

SOLUTION: Please check that User authentication and Account Track are notenabled:
1. Open the driver folder and right-click on the printer icon.
2.Click on the General tab.
3.Click on User authentication/account track button and ensure that all is unchecked.
4.Check that the Pop-up authentication dialog when printing is unchecked:
 a.Open the Properties of the driver.
 b.Click on the Settings tab.
 c.Uncheck the Pop-up authentication dialog when printing.
 d.Click Apply and Exit.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0802059EN*   **Solution Usage**

Description

When registering application via RightFax® utility, the application does not appear on the touch panel.

Solution

CAUSE: Conflict with the Fax Kit (FK-502).

SOLUTION: Disable the FK-502 in Service mode =>System 2 =>Option Board Status and reboot the system. If this does not resolved the problem, then remove theFax Kit.

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

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　　TAUS0802061EN*　　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

Unable to locate the application registration option via PageScope Web when using the RightFax® utility.

Solution

CAUSE: The Fax Kit (FK-502) is installed and conflicts with the RightFax® utility.

SOLUTION: Remove the Fax Kitand disable the function.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID　　TAUS0802083EN*　　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

PostScript or PCL driver will not hold the settings in Printing preferences/Printing defaults.

Solution

CAUSE: The registry records only one setting for each user logging into Microsoft® Windows.

SOLUTION: This is the specification for the bizhub C353/C650 series printer drivers because the authentication settings and Account Track are stored in the Microsoft® Windows User registry key. Even if the authentication settings and Account Track are changed for Printing preference, Printer default, Application, etc.,the datais stored in the User registry key which is always the same for your Microsoft® Windows user account.
SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD

Solution ID　　TAUS0802134EN*　　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

Why the MFP/print controllercannot print multiple page documents from Microsoft® Windows Vista™ 64-bit using Adobe® Photoshop® Elements version 6.

Solution

Adobe® Photoshop® Elements version 6 is not compatible with Microsoft® Windows Vista™ 64-bit.
　　Note : One can search for application compatibility with Microsoft® Windows Vista™ on the Microsoft web site. Some applications and printer drivers might be compatible with Vista™ 32-bit, but not Vista™ 64-bit. Always start your check here: http://www.microsoft.com/windows/compatibility/Default.aspx .
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID　　TAUS0802290EN*　　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

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

Solution

CAUSE: When you share the driver on Macintosh® OS X (printer server), the client computer loads only the PPD fileof this printer (specification for Macintosh® OS X printer sharing).At this time, some features (UserAuthentication, etc.)which is provided by the PPD Plug-in

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do not worksince the clientMacintosh® computerdoes nothave PPD plug-in file.

SOLUTION: If you install the driver files (PPD, Plug-in)in all client Macintosh® computers
with the driver installer beforehand, thisissue does not occur.
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'.
IMPORTANT : Theseprinter drivers (printer drivers for Macintosh® OS X)do not support
the printer sharing functionfor Macintosh® OS X. Therefore,if you have anissuewith Macintosh® OS X printer sharing, Konica Minoltais not responsible
tosupport it.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0802552EN*   **Solution Usage**

Description

Why, when using Microsoft® Windows XP/Vista™ andafter installingthe printer driver by Point and Print, are the [Add...] and [Edit...] selections in Favorite
Setting"grayed out" on the Client side?

Solution
Reproduction Procedure
1. Log into the Clientwith Admin rights then accessthe Serverwith User rights.
2. Install the driver in the Server then share it.
3. Install the driver in the Client by using Point and Print.
4. StartMicrosoft® Word then open the driver Properties from the Print menu.
When opening the driver Properties from the application,registry access is limited according to Microsoft® Windows specification. Therefore, this menu
cannot be used.
Note : Default settings in the "Favorite Setting" list cannot be edited or deleted.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0802754EN*   **Solution Usage**

Description
Whenusing the Secure Print function on a Macintosh® OS version 10.5.x,the Secure Print ID cannot be entered.

Solution
CAUSE: This is a bug in Macintosh® OS version 10.5.x and Apple® has been notified for them to fix the issue (Bug ID# 6265872). The issue is not
reproducible with Macintosh® OS 10.4.x. The issue is not just limited to the Secure Print ID field; it occurs in some other fields of Owner information.
Note : See attached Steps To Reproduce document for additional details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be
downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SOLUTION: It is possible to recover by clicking in the text box above or below the "Secure Print ID" text box once. If you then click back into the "Secure Print
ID" text box, you can type into the text box.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0807883EN*   **Solution Usage**

Description
PROBLEM: When logged into Pagescope Web Connection, the session times out before all settings are made.

Solution
CAUSE: Incorrect settings within Internet Explorer.

SOLUTION: Enter Internet Explorer, select tools, then internet options.On the general tab, select temporary internet files. Next, select settings, then set check
for newer versions of stored pages to every visit to the page.

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

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Solution ID   TAUS0807931EN*   **Solution Usage**

Description
When trying to import bio-authentication information to the machine using PageScope Data Administrator why is the import tab grayed out?

Solution
The import tab will be grayed out when trying to import bio-authentication information to the machine using PageScope Data Administrator if the version 2.0 AU-101 plug-in for PageScope Data Administrator has not been installed. Please download and install the version 2.0 plug-in for the import feature to function.
   Note : The AU-101 plug-in is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
   SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0807932EN*   **Solution Usage**

Description
When trying to access the machine via PageScope Web Connection using Internet Explorer® why does the connection fail but using Firefox© there is not a problem?

Solution
When trying to access the machine via PageScope Web Connection using Internet Explorer® the connection may fail if the machine firmware is not current. Please install firmware version J8 or later to allow Internet Explorer® to connect to the machine. The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
   SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0808165EN*   **Solution Usage**

Description
PROBLEM:

Unable to scan SMB utilizing host name. Using host address scanning to SMB works fine.

Solution
CAUSE:

The Host Name is not entered into the machine with all capital letters.

SOLUTION:

Enter the Host Name in all capital letters.

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

Solution ID   TAUS0808197EN*   **Solution Usage**

Description
The PostScript and PCL Favorite Setting 'ADD' or 'EDIT' buttons may be grayed out for a shared printer driver (Point and Print) accessed from an application's Print properties.

Solution
CAUSE: The domain login account has 'Print Only' rights to the printer driver.

SOLUTION: To enable the 'ADD' (or 'EDIT') Favorite Setting in Microsoft® Windows XP Professional:
1. Click on Start .
2. Click on Printers and Faxes from the program list.
3. Right-click on the appropriate PCL or PostScript driver.
4. Click on Printing Preferences .
5. Select the required functions in the print driver.
6. Click on the Finish tab.
7. Click the Add button to open new dialog window and enter title for these default settings.
8. Press OK to close this windows.
9. Click the Apply button.
 Note : Default settings in the "Favorite Setting" list cannot be edited or deleted.

To enable the 'ADD' (or 'EDIT') Favorite Setting in Microsoft® Windows Vista™:
1. Click on Start .
2. Click on the Control Panel from list in left hand column.
3. Double-click on Printers (from Classic View).
4. Right-click on the appropriate PCL or PostScript driver.
5. Click on Printing Preferences .
6. Select the required functions in the print driver.
7. Click on the Finish tab.
8. Click the Add button to open new dialog window and enter title for these default settings.
9. Press OK to close this window.
10. Click the Apply button.
 Note : Default settings in the "Favorite Setting" list cannot be edited or deleted.
 SPECIAL NOTE : Solution contribution by Rick Veale, ESS/BSE

Solution ID   TAUS0808401EN*   **Solution Usage**

Description

 "Relay server could not be acquired" message when a user tries to open the Authentication/Account Track template in the printer driver properties on the Client. Printer driver is shared on the print server.

Solution

 Reproduction Procedure
 1.From theMFP, set User Authentication with Relay server.
 2. Install the driver on Server PC and share it.
 3. On Client PC, install the driver by using Point and Print.
 4. Open Authentication/Account Track template in the printer driver Properties.

 CAUSE: If the setting is set to Auto, the Client PC cannot access the MFP according to machine specification.

 SOLUTION: On the print server select Driver Properties=> Configure =>Acquire Settings =>
Disable Auto mode, choose "Specify IP Address or printer name" and enter the TCP/IP address of the printer.
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0808509EN*   **Solution Usage**

Description
When printing from AS/400, job will reprint and an asterisk will be displayed by the jobname on the user console.

Solution
Background: When an AS/400 is set up to perform remote printing, it uses the LPR protocol.

Cause:When printing multiple copies in this configuration, the AS/400sends a control file that contains multiple entries for each job that is sent.When the MFP

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receives this file, it drops the connection immediately;the AS/400, confused, will resend the same page each time.

 Soluton:Special firmware has been preparedfor each current machine.The firmware can be obtained from thelocation below.Eventually the rewritten codewill be placed in future firmware so specials versions will not be necessary.Please consult the companion documentation with the firmware to determine if the next upgrade will have this fix.

   ftp://special:12345@onyxftp.mykonicaminolta.com   /AS400_reprint

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

Solution ID   TAUS0900058EN*   **Solution Usage**

Description
 The print driver is not migrating to the clients from the server.

Solution
 CAUSE: An early version print driver was installed.

 SOLUTION: Remove the print driver files via the Server properties and then delete the actual driver icon. Reboot the server and reinstall the latest version print driver. 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 Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900143EN*   **Solution Usage**

Description
Print jobs from Word 97 never print. There is no problem printing from other applications.

Solution
 CAUSE: Driver incompatibility with background printing.

 SOLUTION: Disable Word's background printing function by performing the following:

 1. In MS Word, go to the Tools menu.
 2. Select Options.
 3. Click on the Print tab.
 4. Clear (un-check) the check box for Background Printing.
 5. Click OK.

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

Solution ID   TAUS0900208EN*   **Solution Usage**

Description
Device option settings in driver properties are grayed out and cannot be changed.

Solution
 CAUSE: Acquire Settings option is set "AUTO".

 SOLUTION: In the driver properties, under the Configure tab, select the Acquire Settings button and uncheck "AUTO".
 SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0900228EN*   **Solution Usage**

Description
WhyaTIFFfile scanned with Color or Gray Scale cannot be opened with Wang®/Kodak®/Microsoft®Imaging for Windows.

Solution

 The compression method used is JPEG (JFIF). Wang®/Kodak®/Microsoft® Imaging for Windows does not support it. However, 1-bit (Black and white) TIFF images can be open with the application (compression method is G4).
  Notes :
 1. An excellent graphic viewer is IrfanView©. IrfanView© is a very fast, small, compact and innovativefreeware (for non-commercial use) graphic viewer for Microsoft® Windows 9x/ME/NT/2000/XP/2003/Vista™. It can be downloaded from http://www.irfanview.com/index.htm . Please be aware thatKonica Minolta does not provide any support related to this software.
 2.Wang®/Kodak®/Microsoft® Imaging for Windows (and the related controls ImgScan.ocx, ImgAdmin.ocx, ImgEdit.ocx, and ImgThumb.ocx) is no longer included in Microsoft® Windows XP; users must now purchase a license separately. You can legally install an older version of Wang®/Kodak®/Microsoft® Imaging for Windows on Microsoft® Windows XP if you have an earlier and relevant Microsoft® Windows license.
 Image viewing, editing and scanning functions are superseded by Microsoft® Windows Picture and Fax Viewer and Microsoft® Paint, both of which are based on GDI+ in Microsoft® Windows XP.
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0900362EN*   **Solution Usage**

Description

 When printing using the version 6.3.0.0 PCL driver anda Microsoft® Office application (32-bit version)on a 64-bit Microsoft® Windows Server XP SP2/2003 SP2 OS, no watermark will print (with Watermark selected under the Stamp tab of the driver).

Solution

 CAUSE:WOW64 (Windows-on-Windows 64-bit)in SP2. When using 32-bit Microsoft® Office applications on 64-bit Microsoft®Windows, the watermark draw command of PCL driver is called by the 32-bit application. That is, the PCL driver of 64-bit is triggered from the 32-bit process,and WOW64 mediates between 32-bitand 64-bit Microsoft® Windows.
 API that the PCL driver uses is not supported with WOW64 (this is a restriction of WOW64). Therefore, the watermark draw command does not work correctly.
  Notes :
 1.The problem does not occur in the following environments:

 Microsoft® Windows Server2003 x64 SP1

 Microsoft® Windows XP x64 SP1
 The following applications work fine because they are 64-bit versions:

 Notepad

 Paint

 Fax viewer
 2. Microsoft®explanation of WOW64: "WOW64is the x86 emulator that allows 32-bit Windows-based applications to run seamlessly on 64-bit Windows.
 The system isolates 32-bit applications from 64-bit applications, which includes preventing file and registry collisions. Console, GUI, and service applications are supported. The system provides interoperability across the 32/64 boundary for scenarios such as cut and paste and COM. However, 32-bit processes cannot load 64-bit DLLs, and 64-bit processes cannot load 32-bit DLLs."

 SOLUTION: Use the 64-bit PostScript driver whichworks for the watermark.
 The PCL driver settings can also be changed (PCL driver Properties => Settings tab => EMF Spool: ON). However, when Point & Print and this setting are used at the same time, User authentication and Account track functions cannot be used.
  SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0900392EN*   **Solution Usage**

Description

 When scanning an 8.5x11-R duplex document, from abizhub C203/253/C353 or C451/C550/C650 into the eCopy ScanStation client, the second page of the scan is rotated 180 degrees.

 This issue occurs with the Ver3.0.1.73_Mosel123_Thames_NoGUI TWAIN driver installed on the eCopy ShareScan SP2 ScanStation.

Solution

 CAUSE: eCopy support has reported that this is the current specification.
 When scanning a documentby the short edge, the eCopy software processes the scan in Calendar mode. When scanning a document by the long edge, the eCopy software processes the scan in Bookmode.

 SOLUTION: The workaround to prevent this from occurring is to scan using the long edge first.

 SPECIAL NOTE: Solution contribution by Mark Kemp, ASG/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   TAUS0900596EN*   **Solution Usage**

Description

Microsoft® Windows clients running a Citrix session are not able to print to thebizhub C451 shared via PageScope Enterprise Suite. Clients experienced the "Relay Server Settings could not be Acquired" error. When users start a Citrix session, they are not pulling their default local printers into the sessions. They are printing through a shared network printer (which is installed on the PageScope Enterprise Suiteserver) that is accessed through the Citrix session. This issue is not dependent on a Citrix environment and may occur with regular shared printing.

Solution

CAUSE: Incorrect settings.

SOLUTION: When using the shared printer driver under PageScope Enterprise Suite (PSES) environment, it is necessary to change the "Acquire Settings" under the Option tab of the printer driver properties to specify the TCP/IP address or printer name. If the setting is set to "Specify IP address or Printer Name", the printer driver on the client PC accesses the MFP directly, then it can get the information from PSES, so the error does not occur.
SPECIAL NOTE : Solution contribution by David Holt, SSD District Service Manager/Midwest Region

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Solution ID   TAUS0900661EN*   **Solution Usage**

Description

Unable to access or use advanced print features or account codes from Adobe® PageMaker®.

Solution

CAUSE: PageMaker® uses its own PPDs to access printer features. Certain features are not available through the PPD and require access to the Konica Minolta driver GUI.

SOLUTION: To correct this issue, perform the following:
1. Select the driver properties from the printers group.
2. Select Printing Preferences.
3. Select the Advanced tab from the driver.
4. Under PostScript Options, disable PostScript Pass Through.
  Note : In PageMaker®, the PPD option should not be available when selecting the printer driver. To access the Konica Minolta print driver features, select the Setup button.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0900689EN*   **Solution Usage**

Description

When sending a single page job from Microsoft® Publisher, using the PCL driver and asking for multiple sets of the job, the print the job is sent multiple times.

Solution

CAUSE: Anomaly when using the PCL printer driver.

SOLUTION:When printing from Microsoft® Publisher it is recommended that the PostScript driver be used.
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID   TAUS0900699EN*   **Solution Usage**

Description

Mac 10.5, FS 608, Unable to find driver for the C451 that will recognize the finisher.

Solution

CAUSE: Driver not compatible. No finisher options.

SOLUTION: http://onyxftp.mykonicaminolta.com/DownloadFile/Download.ashx?fileid=13331&productid=952 This driver sets up correctly allowing for all choices of finisher along with authentication working correctly.

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 Don St. Onge, Workgroup/SSD

Solution ID   TAUS0800843EN*   **Solution Usage**   30

Description
What to do if a "License Management error occurred" message is indicated after upgrading firmware or replacing the NVRAM or EEPROM board.

Solution
Whenever this message is indicated, it is necessary to perform the Repair operation (see attached "Repair Procedure").
   Notes :
1. When replacing the NVRAM or the EEPROM board, if the parts are replaced with used parts, the License Management error condition cannot be resolved by performing the repair operation.
In this scenario, Initialization would then be necessary and support must be contacted.
Additionally, if both the NVRAM and the EEPROM board are replaced, Initialization will be necessary.
 IMPORTANT : Perform the Repair Procedure first, then the Initialize Procedure.
If Initialization is required, collect the following information before calling support:

If i-Option ever was ever licensed on the MFP and if the additional 512MB of memory was ever installed at any time

Thefirmware levelprior to the machinebeing upgraded to version 88

If the machine   ever   had firmware version 85 or 86

A history of recent NVRAM or EEPROM borad replacement

Obtain a machine Management List and have it ready to attach to the ticket.

A screenshot of the message returned from the LMS if "Repair" was unsuccessful

A "Request Code" from the MFP and the S/N must be obtained in order to start the "Initialization" procedure (see attached "Obtain Request Code" and "Initialize")
2. Make sure to enter the MFP Serial Number, Repair Demand Code and the Request Code in Capital Letters when entering data in License Management Server online.
3. 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 .
 SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/SSD and Cesar Jimenez, Production Print/SSD

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)

       March 2009

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

Solution ID   TAUS0701516EN*   **Solution Usage**   11

Description
C-8104 (C8104) code at power up.

Solution
PROBABLE CAUSES:
1.Failed Glass Movement Unit (bizhub C451/C550/C650 only).
Replace the failedGlass Movement Unit(p/n A00J R706 00).

2.Failed Original Glass Position Control Board (PWB-ID).
Replace the failed Original Glass Position CB (p/n 9J07 0104 02).

3.Slit glass holderis applying to much pressure to the glass not allowing the cleaner plate to go all the way back into home position.
Carefully form the slit glass holding brackets to alleviate pressure between the slit glass and the cleaning plate.

4. The dustproof seal in the ADF slit glass movement unit can become damaged or worn (bizhub C451/C550/C650 only). Friction can cause the edge of the seal to peel up, interfering with proper glass movement during the cleaning process.
Aseal is available to compensate for a worn or damaged dustproof seal. Theseal is installed over the edge of the original one, providing a smooth and more durable surface that will not catch as the slit glass moves underneath the sheet assembly.
Replace the Seal (p/n A00J 2911 00).
  Note : Please refer to attached Bulletin Number 6166 for the procedure to install the seal. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

5.The covers are not properly aligned around the glass.
Remove and reseat the coverssurrounding the glass (p/n A02E 2882 00 and p/n A02E 2892 00 for bizhub C203/C252/C353; p/n A00J 2882 03 and p/n A00J 2892 00 for bizhub C451/C550/C650).

6. Incorrect setting.
Perform the following:
 a. Enter Tech Rep Mode.
 b.Select System 2.
 c.Select Split Line Detect.
 d.Setting.
 e.Set it to Not Set.
 f.Press End and exit Tech Rep Mode.

7. The shaft of stepping motor, M202(p/n A00J M12B 01), is locked and does not rotate.A glue-like substanceis hardened around the motor shaft and the bearing.
Rotating this shaft or sliding the Original glass by handreleases this locked condition and afterwardsthe motorshould work without any problem.
  SPECIAL NOTE : Solution contribution by Ian Lynch and Gary Scimeca, Production Print/SSD and Tom Kelly, Workgroup/SSD

Solution ID   TAUS0703575EN*   **Solution Usage**   10

Description
FS-517/FS-519/FS-608, "The part indicated by arrow is open. Ensure that it is properly closed." message.

Solution
 bizhub C451/C550/C650 with FS-517/FS-608
CAUSE: SW1 settings on the Transfer control board (p/n A07R H090 12) are incorrect.

SOLUTION: Please setSW1-1 and SW1-2 from OFF to ON (SW1-1:OFF ? ON; SW1-2OFF ? ON). Please refer to attachments for supporting information.

 bizhub C203/C252/C353/C451 with FS-519
CAUSE: SW2 under the shutter drive assembly of the finisher is in the incorrect position.

SOLUTION: Reposition the SW2(Microswitch, p/n 9331 2200 31) actuator under the tab as illustrated in the attached documemtion.
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

March 2009

Solution ID   TAUS0703449EN*   **Solution Usage**   9

Description

If a Fax board is installed and a user performs an LDAP search, the default display will list Fax numbers instead of E-mail addresses.

Solution

CAUSE: Firmware update required.

SOLUTION: Upgrade firmware to version 88 or greater for bizhub C203/C253/C353 and version 6M or greater for bizhub C451/C550/C650. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
   SPECIAL NOTE : Solution contribution by Don St.Onge, SSD

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   TAUS0702374EN*   **Solution Usage**   7

Description

C0105 code at power up.

Solution

CAUSE: Fuse 301 has failed on the Power Supply Board.

SOLUTION: Replace thePower Supply Board(p/n A00JM40405).

Solution ID   TAUS0703323EN*   **Solution Usage**   7

Description

NIC not responding; unable toPING the MFP.MFP drops off the network.Must reboot theMFP in order to get the machine back online.MFP locks up.

Solution

CAUSE: Failed NIC.

SOLUTION:Replace the PWB-MFP; the NICis part of the PWB-MFP.Flash theMFP to most current firmware version after board replacement.
 PARTS : bizhub C550 PWB-MFPB (p/n A00J H020 07); bizhub C451 PWB-MFPB (p/n A00J H020 07); bizhub C650 PWB-MFPB (p/n A00J H021 00).
   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

Solution ID   TAUS0703436EN*   **Solution Usage**   7

Description

Prints have a blue background and P21 is indicated.

Solution

CAUSE: Failed HV2.

SOLUTION: Replace HV2 (p/n A00J M408 01).
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0648761EN*   **Solution Usage**   6

Description

FK-502, unable to transmit faxes.

Solution

CAUSE: The Fax is set for Pulse dialing.

SOLUTION: Change the Pulse dialing to PB dialing. To change the setting perform the following;
1. Access the Administrator mode.
2. Select [8. Fax Setting].
3. Select [Telephone Line Settings].
4. Select [PB].
5. Power the copier OFF/ON.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0649162EN*   **Solution Usage**   6

Description

C-D231 is indicated shortly after power up.

Solution

PROBABLE CAUSES:
1. The 128MB memory may be installed in the wrong slot.
Check to see if the memory module provided with the fax option has been inserted in the lower slot of three on the PWB-MFP board. If there is more than one memory board installed and there is uncertainty as to which memory module to insert, check the size of the memory. The one used for the fax option is slightly larger than the other memory modules. Make sure this larger module is inserted in the lowest slot.
If the memory module is inserted correctly, try removing the memory and then cleaning the pins with alcohol. Reinstall to the lower slot. If the C-D231 error persists, the fax option should be replaced.

2. The Fax option is set with no fax kit installed.
Disable the fax option:
a. Enter Service mode.
b. Select System 2.
c. Select Option Board Status.
d. Ensure Fax (Main) and Fax (Sub) are both Unset.

3. Memory DIMM is not installed or cannot be recognized by the system.
Install the required Memory DIMM (packed with Enhanced option board). Ensure that the Memory DIMM is installed correctly into the socket. Try to use a different Memory DIMM if the previous remedies fail.

Solution ID   TAUS0701505EN*   **Solution Usage**   6

Description

Machine beeps when the Fax/Scan button is pressed and fails to display the fax/scan screen.

Solution

CAUSE: The HDD is not enabled.

SOLUTION: To enable the HDD, perform the following:
1. Press the Utility/Counter key.
2. Touch [Meter Count] on the touchscreen.
3. Touch [Check Details] on the touchscreen.
4. Press Stop, 0, 0, Stop, 0, 1 on the touchscreen.
5. Touch [System 2] on the touchscreen.
6. Touch [HDD] on the touchscreen.
7. Touch [Installed] on the touchscreen.
8. Touch [End] on the touchscreen.
9. Touch [Exit] on the touchscreen.
 SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0701715EN*   **Solution Usage**   6

Description
C-CC00 (CCC00) after upgrading the firmware.

Solution
 CAUSE:HDD conversion up was not performed after the firmware upgrade.

 SOLUTION:Perform the HDD conversion up procedure as follows:
 1. Enter Service mode.
  Note : To enter the service mode, it may be necessary to perform the following:
  a.With the main power switch OFF, turnON the sub power switch.
  b.While holding down the Utility/Counter button, turnON the main power switch. Do not release the Utility/Counter button until the Konica Minolta logo appears.
  c.When the Trouble Reset button appears, press Stop-0-0-Stop-0-1.
 2. Select State Confirmation.
 3. Select Memory HDD Adj.
 4.Go to page 2 and select Conversion up.
 5. Press the start key (Start Key is lt in blue)
 6. When Conversion Up is completed, the result is displayed on the screen.
 7. Power machine OFF/ON using the main power switch when prompted.
 8. The upgrade is now complete and no error code should be indicated.
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0702438EN*   **Solution Usage**   6

Description
CE002 (C-E002)at power up.

Solution
 CAUSE: MFPB has failed.

 SOLUTION: To correct:
 1. Perform a Data Clear.
 2. Access Service Mode and enable the Hard Disk Drive (HDD).
 3. Format the Hard Disk Drive (HDD).
 4. Replace the HDD (p/n A00J M721 00).
 5. Replace MFPB.

 bizhub C550 PWB-MFPB (p/n A00J H020 07)
 bizhub C451 PWB-MFPB (p/n A00J H020 07)
 bizhub C650 PWB-MFPB (p/n A00J H021 00)
 6. FlashMFP with most current firmware.The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 7. If the problem persists, swap the NVRAM.
  Notes :
  a. The online NVRAM/BRU Replacement RA/Claim form is referenced in attached Bulletin Number 5783. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
  b.   IMPORTANT : AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACE A NVRAM/BRU ORDER ONLINE . All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number, the request will be denied.

Solution ID   TAUS0800276EN*   **Solution Usage**   6

Description

C-3102 (C3102).

Solution

 CAUSE: Fusing roller failure to turn due to a broken Fuser Rotation Sensor Holder.

 SOLUTION: Replace Broken Fuser Rotation Sensor Holder (p/n A00J 7323 01).
 SPECIAL NOTE : Solution contribution by Pat Boykin, DSM - GSS and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0703506EN*   **Solution Usage**   5

Description

The machine is indicating "Please close this section properly" and the arrow is pointing to the top tray of the finisher.

Solution

 CAUSE: Malfunction or improper installation of the Shutter Detect Switch (SW2).

 SOLUTION: Please Check the Shutter detect switch (p/n 9331 2200 31)and verify that it is installed properly and functioning properly. Please see the attached image for details on the switch location.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD and Ian Lynch, Production Print/SSD

Solution ID   TAUS0703663EN*   **Solution Usage**   5

Description

FK-502, unable to receive or transmit.

Solution

 CAUSE: Corrupt firmware, hard drive or memory.

 SOLUTION: Format the hard drive and re-flash the machine if needed. To format the hard drive perform the following:
 1. Enter the Tech Rep mode.
 2. Select State Confirmation.
 3. Select Memory/HDD Adj.
 4. Press the down arrow and select HDD Format.
 5. Press the Start key, format the hard drive Physical and then Logical.
  Notes :
 a. Perform a data clear if needed.
 b. 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 Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800047EN*   **Solution Usage**   5

Description

FK-502, intermittent T81 and T82 errors when faxing.

Solution

 CAUSE: The fax target area is set to 'Japan'.

 SOLUTION: Set the fax target to 'U.S.' by performing the following procedure:
 1. Enter Tech Rep mode.
 2. Press System 1.
 3. Press Marketing Area.
 4. In the lower right hand corner of the touchscreen, press Fax Target and scroll to 'U.S.'.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800115EN*   **Solution Usage**   5

Description

How to prevent changing MFP 'FROM' E-mail address field for Scan to E-mail when logged into MFP with User Authentication\Active Directory enabled.

Solution

 To restrict changing MFP 'FROM' E-mail address field, perform the following:
 1. Press Utility\Counter button.

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2. Press Administrator Setting.
3. Enter Administrator password.
4. Press System Setting.
5. Press 'Restrict User Access'.
6. Press 'Restrict Job Setting Access.
7. Change the 'From' Access to Restrict.
　Notes ：
　a. The MFP administrator E-mail address will be listed in the FROM field on the E-mail client entry list.Please refer to theattached document for additional information.
　b. This is current specification recceived from Konica Minolta Business Technologies in Japan.
　c. 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 Rick Veale, ESS/SSD

Solution ID　　TAUS0801278EN*　　　　　　　　　　　　　　　　　　　　**Solution Usage**　　5

Description

Cannot access Admin mode and cannot reset Admin password in Service mode.

Solution

CAUSE:Data Clear required.
　IMPORTANT :Prior to the Data Clear:

　The one touches will be erased soit is recommended toexport the addresses from the machine.
　The E-mail information will be erased so please export the Device information from the machine.
　Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.
　Backup any account codes with PageScope Data Administrator.

　SOLUTION:To resolve this problem, please perform the following procedure:
1. Enter Service mode.
2. Select System 1.
3. Select Initialization.
4. Select Data Clear, press blue Start button, wait for instructions on LCD.
5. The Admin password will now be reset to the default 12345678.
6. Network settings and HDD is returned to an Unset default values, this information will need to be reprogrammed into the machine.

　After the Data Clear, perform the following:
1. Reinstall the HDDunder System 2/HDD and power the machine OFF/ON.
2.If a Fax is installed, set the target back to U.S. in System1/Marketing.
3. Reinput the TCP/IP address information.
4. Import the address book and device settings.
　SPECIAL NOTE : Solution contribution by Gregg Gallant and Mark D'Attilio, Production Print/SSD and Bill Hall, Workgroup/SSD

Solution ID　　TAUS0802041EN*　　　　　　　　　　　　　　　　　　　　**Solution Usage**　　5

Description

Why the "Repair" procedure is unsuccessful in resolving "License Management error occurred" message on the MFP.

Solution

Some reasons why the "Repair" procedure may be unsuccessful:

　If the serial number of the MFP is input with lower case letters, the request can not be resolved correctly. Ensure that the serial number is in Upper Case letters prior to performing the Repair Process.
　When replacing the NVRAM or the EEPROM board, please replace them with new parts. When the parts are replaced with used parts, the License Management error condition cannot be resolved by performing the Repair operation.
　If both the NVRAM and the EEPROM board are replaced.
　If "Initialization" is required, please collect the following information before calling support:

　If i-Option ever was ever licensed on the MFP and if the additional 512MB of memory was ever installed at any time
　A history of recent NVRAM or EEPROM board replacement
　Obtain a machine Management List and have it ready to attach to the ticket.
　A screenshot of the message returned from the LMS if "Repair" was unsuccessful
　A "Request Code" from the MFP and theserial numbermust be obtained in order to start the "Initialization" procedure (see attached"Obtain Request Code").
　Note to SSD support :After all the necessary information has been collected, escalate the issue to ASG through your team leader. A member of the i-Option support team will then take ownership of the ticket and obtain an"Initialization" code. which will be recorded in the ticket.
　The technicianwill then enter the Initialization code at the MFP, following theinstructions in the attached "Perform Initialize Procedure" document. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
　IMPORTANT: It may take from 1-3 days to receive an "Initialization" code from support

---

If i-Option features had previously been registered on the MFP, it will be necessary to re-register and re-license the i-Option functions after Initialization is completed (see attached"i-Option Setup Instructions and License Activation").
 SPECIAL NOTE : Solution contribution by Mark Kemp and Ron Reed, ASG/SSD

Solution ID   TAUS0656943EN*   **Solution Usage**   4

Description

 Error R38 when receiving faxes. Faxes are going into Memory RX.

Solution

 CAUSE:Possible Noise and/or crosstalk in the phone line.

 SOLUTION:Perform a Data Clear.Re-check and re-enter all the Fax Settings like Marketing and Fax Target set to U.S. and Fax Main is Set.If the problem persists, the local telephone company needs to check and repair the phone line.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0701263EN*   **Solution Usage**   4

Description

FK-502, C-B003 and/or C-B016 codes after installation fax kit.

Solution

 CAUSE: The mounting brace for the PCI interface board into whichthe FK-502connectshas been pushed back, not making a complete connection.

 SOLUTION:Reform the mounting brace for the PCI interface board and ensure that the FK-502 is properly seated intothe connection.If the problem persists initialize the Fax board
 (Service Mode =>Fax =>Initialization).
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0702225EN*   **Solution Usage**   4

Description

Error scanning to SMB and FTP; changing the file name allows the file to transfer.

Solution

 CAUSE:Invalid character in the default naming convention of the file name.

 SOLUTION:The default naming convention is based on the machine name. Rename the machine and remove the invalid character. To change the machine name perform the following:
 1.Press the Utility key.
 2.Select Administrator Setting.
 3.Select Administrator/Machine Setting.
 4.Select Input Machine Address.
 5.Rename the machine to remove the invalid character.
 6. Exit to normal operating screen.
 SPECIAL NOTE : Solution contribution by Gregg Gallant and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0800860EN*   **Solution Usage**   4

Description

When in the Fax/Scan mode the Direct Input tab is not displayed on the touchscreen.

Solution

 PROBABLE CAUSES:
 1.Manual Destination is set to Restrict.
 Perform thefollowing to set Manual Destination to Allow:
 a.Access Administrator Mode.
 b.Select Security Settings on the touchscreen.
 c.Select Security Details on the touchscreen.
 d.Set Manual Destination to Allow.
  Note : Please updatebizhub C451/C550/C650firmware to version GCL-E3 or greater. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

 2. Account track is enabled and the user currently logged in is restricted.
 Perform thefollowing to change the user's permissions:

---

a. Enter Admin mode.
b. Select User Authentication Settings.
c. Select User Registration and locate the user whose permissions will be edited.
d. Select Edit
e. Select the Function Permission buttonand set Manual Destination Input to Allow.
SPECIAL NOTE : Solution contribution by Ian Lynch and Gary Scimeca, Production Print/SSD

Solution ID   TAUS0656685EN*   **Solution Usage**   3

Description

C-C163 (CC163) at power up and the code cannot be cleared. Operation panel may be dimly lit.

Solution

PROBABLE CAUSES:
1. This error may occur afterflashing the MFP firmware. It signifies a ROM contents faultyerror due to incorrect or corruptedfirmware being installed.
Reinstall thefirmware verifyingthat the firmware file and checksum corresponds to thecorrect machine. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2.The DC Power Unit (DCPU) has failed. (bizhub C300/C352)
Replace the DCPU (p/n 9J06620101).

3. The PRCB ROM has failed. (bizhub C451/C550/C650)
Replace the PRCB (p/n A00J H001 06) and reflash machine firmware.

4. This error may occur after replacing PWB-MC because the incorrect PWB-MC is installed. (bizhub C351/C450)
Install the correct PWB-MC (p/n 4037780402 for bizhub C351 and p/n 4037780303 for bizhub C450).

5. This error may occur intermittently afterreplacing PWB-MFP. It is possible the ribbon cable on PWB-MFP was not fully seated. (bizhub C252)
Remove and reseat the ribbon cable on PWB-MFP.

6. Early version base firmware installed.
Please update firmware to most current base level available. 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/Gregg Gallant/Ed Bellone/Gary Scimeca, Production Print/SSD and Tom Kelly/Mike Galletta, Workgroup/SSD

Solution ID   TAUS0702249EN*   **Solution Usage**   3

Description
C-6102 (C6102) error code at power up.

Solution
PROBABLE CAUSES:
1.(bizhub C451/C550/C650 only) Loose connection or failed scanner ribbon cable between the PWB-C (IPB) and PWB-IF (REYB/SCAN).
Reseat or replace the scanner ribbon cable (p/n A00J N146 00) as necessary.

2.(bizhub C451/C550/C650 only) Contact failure of connector (PJ108) on M201 or (CN5REYB/SCAN) on Scanner Relay Board.
Check and correct the connection of (PJ108) on M201 or (CN5REYB/SCAN) on Scanner Relay Board.Replace the scanner drive boardif necessary (p/n A00J H00A 02).

3. (bizhub C203/C253/C353 only) The power supply (DCPU) has failed.
Replace the failed power supply (p/n A02E M400 01).
SPECIAL NOTE : Solution contribution by Ed Bellone andMark D'Attilio, Production Print/SSD

Solution ID   TAUS0702758EN*   **Solution Usage**   3

Description

FK-502, when the User Authentication is enabled, the Account Track user name is displayed in the header information instead of the FK-502 sender name.Sender nameisshown at the receiving end.

Solution

CAUSE: Software switch setting 000B0039, Bit 6 (0 X 000100) is set to 0 (OFF).

SOLUTION: To set software switch 000B0039, Bit 6 (0 X 000100) to1 (ON), perform the following:
1. Enter the Service Mode. To enter the Service mode, perform the following:
a. Press Utility/Counter.

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  b. Press Details.
  c. Press Stop, 0, 0, Stop, 0, 1.
  2. Select Fax.
  3. Select [Function Parameter Setting].
  4. Select address 000B0039 using [A] - [F] to change the letters and the numeric keypad to change the numbers.
  5. Select the data and enter a value for X using the binary numbers. Set X to 1 (ON); this fixed value will now use the header information set in the administrator mode => Fax => Header Information.
  6. Press 0 or 1 on the keypad to make the changes.
  7. When the address and value have been set, select [Decision].
  8. Select [End].
  Note : The position of X is Bit 1.
  SPECIAL NOTE : Solution contribution by Craig Blyther, ESS/SSD and Cesar Jimenez, Production Print/SSD

Solution ID　　TAUS0702826EN*　　　　　　　　　　　　　　　　　**Solution Usage**　3

Description
 C-3823 (C3823) and/or C-3923 (C3923) error.

Solution
 PROBABLE CAUSES:
 1.The connections for the fusing unit, from the power supplies and the printer control board, have been disconnected.
 Remove and reinstall the fusing unit. Perform Trouble Reset.

 2. Failed Fusing unit.
 Replace the Fuser (p/n A00J R721 22).

 3. Failed IH power supply (IHPU).
 Replace the IHPU (p/n A00J M400 03).
 SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID　　TAUS0703094EN*　　　　　　　　　　　　　　　　　**Solution Usage**　3

Description
Unable to select Booklet feature when using Freeform™.

Solution
 CAUSE: FreeForm™ does not support the booklet feature.

 SOLUTION: Unfortunately, there is no solution that will allow the functionality of creating a booklet from a document when using FreeForm™. It is recommendend to first have document imposed as needed and then utilize FreeForm™.
 The IC-303/IC-305 does have an Impose™ module option available that can be used to impose the file prior to utlizing FreeForm™.
 SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD andChuck Tripp, Production Print/SSD

Solution ID　　TAUS0703101EN*　　　　　　　　　　　　　　　　　**Solution Usage**　3

Description
C-4501 (C4501) at power up.

Solution
 PROBABLE CAUSES:
 1. Failed power supply.
   Note :The PH was already swapped.
 Replace the DC power supply (p/n A00J M404 05).
  SPECIAL NOTE :Solution provided by Rob Radigan, Prior Typewriter Company.

 2. The PH unit has failed.
 Replace the PH unit (p/n A00J R741 00).

 3. PH relay board (REYB/PH) failed.
 Replace PH relay board(p/n A00J H00A 02).

4. Failed Printer control board (PRCB).
 Replace the Printer control board (p/n A00J 1329 01).
  SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0703229EN*   **Solution Usage**   3

Description
C-2A0x or C-265x at power up.

Solution
 CAUSE: EEPROM access error.

 SOLUTION: Replacetoner cartridge/IU related to the error code.
  ITEM # ERROR ITEM
 A070230C-2A03 Yellowtoner cartridge
 A070330C-2A02 Magentatoner cartridge
 A070430 C-2A01 Cyan toner cartridge
 A06003FC-2654 BlackImage unit
 A06007F C-2653 YellowImage unit
 A0600DF C-2652 MagentaImage unit
 A0600JFC-2651 CyanImage unit
  SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0703281EN*   **Solution Usage**   3

Description
C-6103 (C6103), C-9401 (C9401) or S-1 intermittently.

Solution
 PROBABLE CAUSES:
 1.Connections on the Scanner relay board are loose or the board has failed.
 Reseat connections on the Scanner relay board. If necessary, replace the Scanner relay board (p/n A00J H00A 02). If the problem persists replace the CCD
Unit (p/n A00J R705 00) and re-flash the MFP firmware.
  SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD and Cesar Jimenez, Production Print/SSD

 2. The exposure lamp cableis out of position (C-6103 error only).
   Note : The error occurs when scanning after having replaced the scanner assembly.
 Reinstall the exposure cable into the white housing bracket.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/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   TAUS0800016EN*   **Solution Usage**   3

Description
The job list is not displayed on the operation panel.

Solution
 CAUSE: The job list is not enabled to display on the operation panel.

 SOLUTION: The enable the job display feature perform the following procedure:
1.Press the Utility key.
2.Press User Settings.
3.Press Display Settings.
4.Press Sub Screen Display.
5.Press Job List and then OK.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800043EN*   **Solution Usage**   3

Description

Missing the Forward TX Setting tab.

Solution

CAUSE: Incorrect setting.

SOLUTION: To have the Forward TX Setting tab indicated:
1. Enter the administrator mode.
2. Select Fax Settings.
3. Select Function Settings.
4. Select PC-Fax RX Setting, select Restrict and exit the mode.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0800274EN*   **Solution Usage**   3

Description

The Fax/Scan button does not light; only beeps.

Solution

To have the button light:
1. Enter the Sevice Mode.
2. Touch System 2.
3. Select HDD and press Installed.
4. Press End and then Exit.
  Note : The HDD must be installed and functioning properly.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0801307EN*   **Solution Usage**   3

Description

Shadow image on copies and prints when duplexing. The shadow is noticable onlywhen printingheavy black images.

Solution

CAUSE: Failed image transfer roller.

SOLUTION: Replace the image transfer roller (p/n A00J R715 00).
 SPECIAL NOTE : Solution contribution byBrandon Renn, KMBS/Baltimore.

Solution ID   TAUS0801378EN*   **Solution Usage**   3

Description

Control panel does not respond even if touching some keyon the panel during sleep/low power mode. Other functions such as printing and PageScope Web
Connection work normally. This malfunction can be resolved bypowering the main power switch OFF/ON .

Solution

CAUSE: Poor connection for IPB/PWB-C or failed board.

SOLUTION: Disconnect connectors/wireson IPB/PWB-C and then securely reseat them. If problem persists, replace the IPB/PWB-C (p/n A00J H011 00).
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0900157EN*   **Solution Usage**   3

Description

 AU-101 may disconnect after entering sleep or auto shutoff mode.

Solution

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

 BT is asking for SyslogAll files when the AU-101has disconnected from the MFP. Please update the ticket with the log some we can forward them to BT.

 KMBS/SSD is working with our partners in support in Japan to obtain a resolution for this issue as quickly as possible.

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Note: If viewing this solution via the web, please establish a ticket via either the web or by calling the SSD hotline center at 1-800-825-5664. Once a ticket has been established an E-mail will be sent when the solution is updated. For phone advisors, please attach to this solution for an automatic email that will be sent to the technician when this solution is updated. End the call with call code "escalated to Japan".

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

Solution ID   TAUS0656230EN*   **Solution Usage**   2

Description

CB003 (C-B003), CB115 C-B115) and/orCB116 (C-B116).The error(s) may be indicated after installing the Dual Line Fax kit and initializing it or in the morning when the machine was in the Auto shut OFF mode.

Solution

PROBABLE CAUSES:

1.Incorrect items at installation.

Required items:

The ML-501, Fax Multi-Line Kit (Item #4599X001) alongwithFax Kit (FK-502) and Mounting Kits

MK-703/MK-704 for bizhub C351/C450

MK-706 for bizhub C300/C352

MK-704/MK-706for bizhub C250

2.Corrupted orfailed Fax Board/Fax Kit.

Replace eitherMK-706 (Mount Kit) orFK-502 (Fax Kit).It will be necessary to order an Enhanced Option Kit (Item #15LBX002 for bizhub C250/C252/C300;Item #7640X029 for bizhub C203/C253/C353; Item #7640X023 for bizhub C352; Item #15LBX001 for bizhub C351/C450) or Fax Board(Item #15LB for bizhub C451/C550/C650).

Note : Make sure to flash the Fax Board to current firmware levels matching the main body. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

3. FAX driver error; FAX board non-responsive (no response after initialization). Installation of fax board #1 in the wrong slot (dual-line configuration).

To correct:

Reseat the Fax Board.

IMPORTANT :If a dual-line configuration,ensure thatfax board #1 is installed in the rear slot, not the center slot.

Make sure Fax (Main) is SET in the Service Mode. To Set the Fax (main) option board status perform the following:

   a. Access the Service Mode.

   b. Select System 2.

   c. Select Option Board Status.

   d. Set Fax (Main).

   e. Select End and Exit to return to copy screen.

Initialize the fax board. Select the following in Tech Rep Mode:

   a. Fax.

   b. Initialization.

   c. Highlight Fax Function Parameter and Communication Journal Data.

   d. Select Yes, Yes, Start.

If the problem persists replace the Fax Board, FK-502.

PARTS : bizhub C451/C550/C650 FK-502 (Item #15LB); bizhub C250/C252/C300 FK-502 (Item #15LBX002); bizhub C351/C450 FK-502 (Item #15LBX001); bizhub C352 FK-502 (Item #7640X023)

4. Failed MK-706 (Enhanced Option Connection - Mounting Kit).

Replace MK-706 (Item #4599471).

5. MFP isset for Multi-Fax but the hardware is configured incorrectly or is missing.

Check if there is a Multi-line Fax Kit (need 2 FK-502 and 1 ML-501). If not, go into Service Mode => System 2 => Option Board Status => Unset Fax [Circuit2]; Fax [Circuit 1] should be the only oneset unless the two (2) FK-502 kits areinstalled. Replace the Fax Board (FK-502) if necessary.

If the problem persists, initialize the Fax Board (Service Mode =>Fax =>Initialization). PARTS : bizhub C451/C550/C650 FK-502 (Item #15LB); bizhub C250/C252/C300 FK-502 (Item #15LBX002); bizhub C351/C450 FK-502 (Item #15LBX001); bizhub C352 FK-502 (Item #7640X023)

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

     March 2009

Solution ID   TAUS0701962EN*   **Solution Usage**   2

Description
Service code C-D00F (CD00F).

Solution
CAUSE: This can be caused by a failed HDD or MFPB.

SOLUTION: To determine if the HDD has failed, perform the following steps:
1. Go to Tech Rep Mode and select Machine Adjust.
2. In Machine Adjust select Memory/Hard Disk Adjust.
3. In this screen select HDD R/W test.
4. If this test comes back 100% OK, then go to HDD Format and select Physical Format.
5. If this causes the Copier to cycle power, the HDD has failed.
6. Replace the HDD (p/n 9J06M70000 - bizhub C300-C352, p/n 4037609501 - bizhub C250-C252-C351-C450 , p/n A00JM72100 -
bizhubC203-C253-C353-C451-C550-C650).
7.If the HDD still causes the code replace the MFPB (p/n A02EH34205 - bizhub C203-C253, p/n A02EH34105 - bizhub C353, p/n A00JH02007 - bizhub
C451-C550, p/n A00JH02100 - bizhub C650, p/n 4038012106 - bizhub C250-C252, p/n 9J06012106 - bizhub C300-C352, p/n 4031013104 bizhub
C351-C450)
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID   TAUS0702424EN*   **Solution Usage**   2

Description
C-1137 (C1137) at power up or intermittently.

Solution
CAUSE: Gate motor (M12) drive failure. This is themotor thatswitches the tray and the stacker. Even if the gate motor operates forthree seconds, the gate
home sensor (PS16) does not detect it.

SOLUTION: Refer to the attached document for troubleshooting suggestions.
  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 Craig Blyther, ESS/SSD

Solution ID   TAUS0702427EN*   **Solution Usage**   2

Description
C2151 (C-2151).

Solution
CAUSE: The pressure welding alienation sensor does not turn OFF (retracting) even after the lapse of a given period of time after the 2nd image transfer
pressure retraction motor has started rotating during the 2nd image transfer roller is retracting.

SOLUTION: To correct:
1. Replace Transfer roller.
2. Check PS50 (Pressure Welding Alienation Sensor) and replace if necessary (p/n 9335 1300 61).
3. Replace M3 Motor (2nd Image Transfer Pressure Retraction Motor).
4. Replace PRCB (Printer Control Board).
5. Replace DCPU (DC Power Supply).

PARTS :

bizhub C451/C550 M3 Motor (p/n 4037 R709 00) andPRCB (p/n A00J H001 06)

bizhubC650 M3 Motor (p/n 4037 R709 00), PRCB (p/n A00J 1329 01) andPWB-MC (p/n A00J H001 06)

DCPU (A00J M404 05)
SPECIAL NOTE : Solution contributed by Cesar Jimenez, Production Print/SSD; Don St. Onge, Workgroup/SSD; and John Neville, KMBS/Providence.

Solution ID   TAUS0702746EN*   **Solution Usage**   2

Description
Scan to E-mail PDF attachment not arriving to E-mail client.

Solution
 PROBABLE CAUSES:
1. Binary division is set to a size that is small enough that all E-mails are divided.
To disable binary division, perform the following:
 a. Press the UTILITY/COUNTER button and then select Administrator setting on the LCD.
 b. Enter the administrator password (default is 12345678).
 c. Select network setting followed by E-mail setting.
 d. Select E-mail TX (SMTP) and make the desired changes to Binary division.
 e. Exit after making the changes.

 2. Max Mail Size is set to a size that is small enough that all E-mails are divided.
To disable Max Mail Size, perform the following:
 a. Press the UTILITY/COUNTER button and then select Administrator setting on the LCD.
 b. Enter the administrator password (default is 12345678).
 c. Select network setting followed by E-mail setting.
 d. Select E-mail TX (SMTP) and make the desired changes to Max Mail Size.
 e. Exit after making the changes.

 3. File Type is set to Single page.
Set the File Type setting to Multi page. To change the File Type setting, perform the following:
 a. Press the Scan button on the operation panel.
 b. Select Scan setting.
 c. Select File Type.
 d. Select Multi Page to have the entire sent as a single file.
 e. Select Single Page to create a file for each page scanned. For double-sided scans, a file is created for every two pages scanned.
 Note : JPEGs will always send as separate E-mails. Only PDFs and TIFFs can be sent as multiple pages.
 SPECIAL NOTE : Solution contribution by Jim Behrends and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0702812EN*   **Solution Usage**   2

Description
FS-608, C1183 (C-1183) error code at power up on anew install.

Solution
 CAUSE:All of the shipping brackets were not removed during setup.

 SOLUTION: Ensure that all shipping brackets have been removed during setup.

Solution ID   TAUS0702857EN*   **Solution Usage**   2

Description
 Blank display:

 after removing the VI-504 interface board for the IC-409.

 after removing the Fiery® with the Relay Circuit Board and changing it to an embedded controller.

Solution
 PROBABLE CAUSES:
 1. PWB-JMP (p/n A00J H025 00) has been removed from Connector PJ17 on the PWB-MFP.
 The PWB-JMP is removed when installing the VI-504 interface which is used in conjunction with the IC-409.
  Note : Please view attached photos which show the location of the PWB-JMP and the attached Installation Instructions for the Video Interface Kit/Image
Controller. 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 .
  IMPORTANT : When installing an IC-409 with the VI-504 interface board please keep the PWB-JMP.It will be need to be reinstalled if the VI-504 is removed
from the PWB-MFP.

 2. Memory missing on the PWB-MFP.
 Install the correct memory on the board.
 SPECIAL NOTE : Solution contribution by Rich Raynor, ESS/SSD and John Sobala, DSM - East Region

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Solution ID TAUS0703217EN* **Solution Usage** 2

Description

The listing for an LDAP search defaults to fax numbers instead of E-mail addresses.

Solution

CAUSE: Firmware update required.

SOLUTION: Upgrade firmware to version 88 or greater for bizhub C203/C253/C353 and version 6M or greater for bizhub C451/C550/C650. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
   SPECIAL NOTE : Solution contribution by Don St.Onge, SSD

Solution ID TAUS0703254EN* **Solution Usage** 2

Description

ERROR OCCURRED WHILE COMMUNICATING WITH DEVICE message when trying to scan using the TWAIN driver.

Solution

CAUSE: The hard disk drive (HDD)is not installed in System 2.

SOLUTION: Set the hard disk drive to "Installed" by performing the following:
1. Enter the Tech Rep mode.
2. Pres System 2.
3. Press HDD.
4. Press 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 TAUS0703422EN* **Solution Usage** 2

Description
C-C164 (CC164) error.

Solution

CAUSE: The wrong model firmware was installed.

SOLUTION: The firmware versions for the bizhub C203/C253/C353/C451/C550/C650 are not interchangeable and must be installed on the correct model.
  Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD and Ian Lynch, Production Print/SSD

Solution ID TAUS0703451EN* **Solution Usage** 2

Description

When the Admin password is entered, the control panel indicates it is incorrect.

Solution

CAUSE: If the default Admin password is changed and the copier is initialized, the Admin password will revert back to the default password of 12345678.

SOLUTION: Access Tech Rep Mode and press Stop, 0, Clear. Select the Administrator Password and input a new Admin password.
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0703788EN* **Solution Usage** 2

Description

"Originals left on original glass" is displayed intermittently."Paper of matching size not available"may also be displayed.

Solution

CAUSE:Incorrect document feeder height adjustment.
  Note : The original size sensors, 20-degree switch and original cover sensors are OK.

SOLUTION:Perform the document feeder height adjustment.
  Note : It may also be proactive to check other mechanical adjustments for the feeder. Please refer to attached DF-611/DF-610 Mechanical Adjustment

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section of the Service Manual. 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 Bill Hall, Workgroup/SSD and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0703850EN*   **Solution Usage**   2

Description

Why, after updating the firmware on the machine, is a CC165 (C-C165)indicated?

Solution

 The errorcode will be displayed after the firmware update is complete when there is a model mismatch between themachineand document feeder. The bizhub C650 should be installed with the DF-610. The DF-611 is for use with bizhub C550/C451/C353/C253/C203.
 SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD and Jim Behrends, Production Print/SSD

Solution ID   TAUS0800156EN*   **Solution Usage**   2

Description

P-21 at power up.

Solution

 CAUSE: A loose connector on thePRCB or the MFPB.

 SOLUTION: Reseat all connectors on the PRCB and theMFPB.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800209EN*   **Solution Usage**   2

Description

PK-512/PK-515, the hole position from the punch unit varies from front-to-rear.

Solution

 CAUSE: Firmware upgrade required.

 SOLUTION: Upgrade theMFP firmware version to 6M or greater. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0800241EN*   **Solution Usage**   2

Description

Intermittent CFC2B (C-FC2B) error code.

Solution

 PROBABLE CAUSES:
 1. A failed or corrupted hard drive.
 Perform a physical and then a logical format on the HDD. If problem persists replace the HDD (p/n A00J M721 00).

 2. Failed memory modules.
 Replace the memory modules (p/n V865 3000 12) located on PWB-MFP.

 3. Loose or damaged HDD cable.
 Reseat or replace the HDD cable (p/n 4036 6870 01).
 SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0800267EN*   **Solution Usage**   2

Description

FS-608, Booklet mode is automatically turning on when folding is selected.

Solution

 CAUSE: Incorrect settings.

 SOLUTION: To disable booklet mode from automatically turning on when folding is selected, perform the following procedure:
 1. Select Utility.
 2. Select User Settings.

---

3. Select Copier Settings.
4. Select Auto Booklet Mode On When Fold & Staple.
5. Select OFF.
6. Exit User Settings.
 SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0800391EN* | **Solution Usage** 2

Description

MEMORY OVERFLOW is indicated when printing a 19-page PDF document from Adobe Reader® 8 and only when selecting booklets.

Solution

CAUSE: The memory on the main body is scrambled.

SOLUTION: Perform a System Error Clear:
1. Enter the Tech Rep mode.
2. Press System 1.
3. Press Initialize.
4. Press System Error Clear and press the Start Key.
5. Power the unit OFF/ON using the main power switch.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800442EN* | **Solution Usage** 2

Description

NIC drops off the network after receiving an RSVP packet.

Solution

CAUSE:Firmware upgrade required.

SOLUTION: Please download file C451_A00K0Y0-F000-GW9-6M.exe from the KMBS Download Selector.Install firmware on the bizhub C451and report back while onsite. If this does not correct the issue, there is an unreleased version of the firmware that ESS can provide.
 SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0800495EN* | **Solution Usage** 2

Description

Why Thick paper insertion is not working when creating booklets by printing or copying.

Solution

When creating a booklet using thick paper,a message will be generatedthat the option is not possible with booklet selected.
 For printing and copying, use the following procedure to create a booklet with thick paper:
 Print Mode :
 1. At the MFP, put 11x17 Plain paper in Tray 1, and 11x 17 Thick paper in Tray 2. Change the Tray 2 paper setting to be "Thick 2".
 2. Go back to your desktop, and launch Printer Properties. Then, go to Printer Preference and change the Tray 2 paper setting to "Thick 2" in Printer Properties.
 3. Open an application that can be printed as booklet (8-page original, for example).
 4. File => Print and open the printer driver. Under printer settings, select "Original: 8.5x11; Output: 11x17" and select "Tray 1"; go to Layout and select "Booklet"; go to Finishing and select "Center Staple & Fold";go to Cover Mode and select "Front Cover" and "Tray 2".
   Note : The firmware version onthe test bizhubC550 is version 6B.

 Copy Mode :
 1. Set 11x17 plain paper in Tray 1.
 2. Set 11x17 Thick 2 paper in Tray 2. Set paper tray settings to be "Thick 2".
 3. Go to Application and select Booklet.
 4. Select Tray 1 as your paper tray.
 5. Go to Application => Cover Mode setting and set "Front Cover". Select the paper tray for Front Cover to be Tray 2.
 6. Go to "Finishing" and select "Center Staple & Fold".
 7. Press "Start".
 SPECIAL NOTE : Solution contribution by Craig Blyther, ESS/SSD

Solution ID TAUS0800556EN* | **Solution Usage** 2

Description

C-D010 (CD010)after replacing the hard disk drive (HDD).

Solution

CAUSE: Hard disk drive not formatted. Hard disk drives do not come pre-formatted.

SOLUTION: Perform the below procedure to format the HDD:
1.Access Service Mode.
2.Select [State Confirmation] on the touchscreen.
3.Select [Memory/HDD Adj.] on the touchscreen.
4.Select [HDD Format] on the touchscreen.
5.Select [Physical Format] on the touchscreen.
6.Press the Start button on the control panel. When formatting result displays "OK" turnOFF the main power switch, wait for 10 seconds, and then turn it back ON. When the machine powers up again it will still indicate "C-D010".
7.Ignore the malfunction code and access Service Mode again.
8.Select [State Confirmation] on the touchscreen.
9.Select [Memory/HDD Adj.] on the touchscreen.
10.Select [HDD Format] on the touchscreen.
11.Select [Logical Format] on the touchscreen.
12.Press the Start button on the control panel. When formatting result displays "OK" turnOFF the Main Power Switch, wait for 10 seconds, and then turn it back ON.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0800603EN*   **Solution Usage**   2

Description

Unable to access the scan mode and the operation panel beeps. Also an ARP request is stated on the operation panel.

Solution

CAUSE:A failed NVRAM.

SOLUTION: ContactSSD via the Hotline to obtain information regarding the replacement of the NVRAM.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800688EN*   **Solution Usage**   2

Description

FS-519, J72-18 error when copying and/or duplexing.

Solution

CAUSE: Separation Cover not removed.

SOLUTION: Review page E-5 of the attached installation instructions for the punch kit and verify the correct cover has been removed. This will assure properly installation of the punch kit.
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 Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0800718EN*   **Solution Usage**   2

Description

CE002 (C-E002) afterflashing the machine.

Solution

CAUSE: Incomplete upgrade.

SOLUTION:To complete the upgrade and resolve the code, perform the following:
1. With the code displayed on the screen, press the Utility/Meter Count button.
2. Press Meter Count.
3. Press Check Details.
4. Press Stop, 0, 0, Stop, 0, 1.
5. Select State Confirmation.
6. Select Memory/HDD Adjustment.
7. Select HDD Version Upgrade. The start button should be blue.
8. Press Start.
9. After the process completes, turn the main power OFF.
SPECIAL NOTE : Solution contribution by by Bill Hall, Workgroup/SSD

Solution ID   TAUS0800988EN*   **Solution Usage**   2

Description

Print jobs reach the machine and the blue data light flashes, but nothing prints.

Solution

CAUSE: Corrupted memory.

SOLUTION: Backup any critical information that might be lost, then enter the Service Mode/System 1/Initialization and perform a Data Clear.
  Note : Data to be cleared by this function is listed in section 13.2 of the Field Service Manual.
  SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

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.
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Web Site: www.densi.com
 SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0801113EN*   **Solution Usage**   2

Description

FS-519, C1183 (C-1183) error code when outputting paper to Tray 3. This occurs when the FS-519 is configured with an OT-602 (Additional Output Tray) installed inconjunction with an MT-502 (Mailbin Kit) or a SD-505 (Saddle Stitcher Kit).

Solution

CAUSE: The lower adjust plate is not in the correct position.

SOLUTION: Position the lower adjust plate in the correct position according to the attached OT-602 Installation Manual. The proper placement of the adjust plate is shown on page E-3, step IV Installation procedures (if mailbin/saddle stitcher is mounted) in figure (9J06IXC129DB).
  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   TAUS0801114EN*   **Solution Usage**   2

March 2009

Description

The machine freezes withthe hourglass displayed.When attempting to flash the MFP firmware, "NG" might be indicated.

Solution

CAUSE: TheMFP memory may be faulty.

SOLUTION: Remove theMFP memory and test it in another machine.If necessary, replace the memory, EM-309 (p/n A06HWW0).
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD and Jeff Swenson, The Swenson Group

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Solution ID   TAUS0801138EN*   **Solution Usage**   2

Description

"Replace toner cartridge(M)" message when cyan toner is empty.

Solution

CAUSE: Firmware update required.

SOLUTION: Please update the MFP firmware to version GCL-E3 or greater. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/SSD

Solution ID   TAUS0801202EN*   **Solution Usage**   2

Description

REPLACE TONER SOON messageafter replacing the black toner cartridge.

Solution

CAUSE: The black toner cartridge/bottle drive has failed.

SOLUTION: Replace the black bottle drive unit (p/n A00J R713 00).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801228EN*   **Solution Usage**   2

Description

Constant "Original left on glass"messagethat will not clear.

Solution

CAUSE: A failed NVRAM.

SOLUTION: Contact the SSD Hotline to obtain authorization to purchase a new NVRAM.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801245EN*   **Solution Usage**   2

Description

Start button stays Amber when trying to perform HDD conversion up after firmware flash.

Solution

CAUSE:Firmware flash was corrupted or incomplete.

SOLUTION:Re-flash machine. It may be neccesary to re-download 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 Chuck Tripp, Production Print/SSD

Solution ID   TAUS0801495EN*   **Solution Usage**   2

Description

Slow spooling and printing.

Solution

PROBABLE CAUSES:
1. Early version firmware and print driver.
Flash the machine firmware to version 88 or later and upgrade the print driver to version 6.1.2.0. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
IMPORTANT : Change "Prioritize Arranging Papers" to "Prioritize Production" on the finishing tab of the printer driver under Paper Arrangement.

2. NIC speed is set too slow.
Set NIC speed setting to higher speed or Auto by accessing Utility=> Administrator Settings => Network Settings => Select Forward to go to page 2 => Detail => Device Settings.
SPECIAL NOTE : Solution contribution by Mark D'Attilio and Chuck TrippProduction 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   TAUS0801736EN*   **Solution Usage**   2

Description

C-5371 (C5371) code.

Solution

CAUSE: The CPU cooling fan has failed.

SOLUTION:Please replace the MFP board (p/n A00J H020 07).
Note :There is no part number for the fan.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0801763EN*   **Solution Usage**   2

Description

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

Solution

CAUSE: Dipswitch setting improperly set.

SOLUTION:The following workarounds have been provided for this issue.
Please note that Konica Minolta does not "officially" support color transparencies for the bizhub C650/C550/C451/C203/C253/C353.

bizhub C650/C550/C451
1. Ensure that the firmware is at version 6B or later.
2. Make the following change in Service Mode.

Service Mode=> System 2 => Software SW

SW No.: 59

HEX setting: 01 (press FIX)
3. After setting switch 59press the following key sequence:

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

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

Turn the Main SW OFF/ON (wait a few seconds between turning the MFP OFF/ and then back ON).
   Note : Service mode fusing temperature also needs to bechanged: about -20 degrees C.
4. Select Paper Type [Thick 4] on theMFP panel or the print driver.
  Notes :
a. Recommended OHP Paper: CG3700 by 3M™ (Item #7640000420).
b. There is no OHP Intersheet Support.
c. When the switch is just turned on in the morning, the Color OHP output quality may be at optimum levels.
d. Be sure to select [Thick 4] and not [OHP].
e. Output will be counted under [Thick 4].

 bizhub C353/C253/C203
 Official color transparency supportIS available for the bizhub C353/C253/C203 series provided the following conditions are met:
1. The firmware version must be Version 62 or later.
 2. Select Paper Type [Thick 4] on theMFP panel or from the printer driver.
  Notes :
 a. Recommended OHP Paper: CG3700 by 3M™ (Item #7640000420).
 b. OHP Interleave sheet is NOT supported. Although Konica Minolta supports OHP printing/copying utilizing this "workaround", Konica Minolta does not guarantee the image quality on the OHP to be equivalent to the image quality of other paper types and media.
 c. Please refer to attached Marketing Bulletin #08-GB-051. To 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 Craig Blyther and Rich Raynor, ASG/SSD and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0801802EN*   **Solution Usage**   2

Description
Unable to print PDF documents fromPreview on a Macintosh®.

Solution
 CAUSE:The firmware on the machine does not support Macintosh® Preview.

 SOLUTION:Upgrade the machine firmware to version J8 or greater which supports Macintosh® Preview. The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD and Dave Bruni, Workgroup/SSD

Solution ID   TAUS0801888EN*   **Solution Usage**   2

Description
Replaced the fusing unit in the machine and the fuser counter will not reset.

Solution
 CAUSE: The PWB Assembly EE (SV ERB) board has failed.

 SOLUTION: Replace the PWB Assembly EE (SV ERB) board (p/n A00J H00C 00).
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0801983EN*   **Solution Usage**   2

Description
No display after replacing the MFP board or the memory modules.

Solution
 CAUSE: Incorrect memory replacement procedure.

SOLUTION: The two 512MB memory modules (p/n V865-3000-12) must be installed in the middle and lower slot of the MFP board. The top slot is empty.
  Note : The memory modules are interchangeable and only the lower memory module is required for the unit to start up. Therefore, the middle memory module can be swapped with the lower one for troubleshooting. The standard required memory is 1024MB.
  SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0802260EN* **Solution Usage** 2

Description

If public user access is allowed and job is printed, it will output correctly per set restrictions. If file is sent with user authentication information entered, it does not print, data light will flashand no job is output.

Solution

CAUSE: ID & Print is enabled without an AU-101 in use.

SOLUTION: Disable ID & Print under Utility =>Administrator settings =>User Authentication/Account track =>User Authentication Settings =>Administrator Settings =>ID & Print Settings.
  SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0802895EN* **Solution Usage** 2

Description

The MFP may stop communicating with vCare after an MFP RAM clear is performed.

Solution

CAUSE: A RAM clear on the MFP can cause the MFP to stop communicating with vCare.

SOLUTION: Reset the vCare settings on the MFP.

 Workgroup Models
In Tech Rep mode, perform the following procedure:

CS Remote Care -> Server Settings: select Data Initialization; press Yes, then press End.
CS Remote Care -> Detail Settings: select RAM Clear; press Set, then press End.
 Turn the MFP off and back on. (It is important tocycle the power.)
 After the MFP powers up, re-enter all of the vCare settings and confirm successful communication with the vCare system.
 For detailed information,refer to the "Ram Clear Settings" and "Data Initialization Settings" section of the bizhub vCare/CS Remote Care email Setup Instructions for each specific model.

 PRO Models
 The settings for PRO models vary depending upon how the bizhub PRO MFP is configured to communicate with vCare. For details, refer to the "CS Remote Care Initialization" section of the bizhub vCare/CS Remote Care Email Setup instructions for each specific model.
 In addition, after performing "CS Remote Care Initialization" and cycling the power, reset the IP controller, main body or (for the C500 only) Fiery® controller email settings.

 SPECIAL NOTE: Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0900144EN* **Solution Usage** 2

Description

The operation panel is stuck at the hourglass.

Solution

CAUSE: The NVRAM is corrupt or has failed.

SOLUTION: Perform a NVRAM recovery procedure using the attached firmware files and associated instructions. If the NVRAM recovery procedure does not resolve the problem, please contact the SSD Hotline.
   Notes :
 1.The latest version firmware or system software is also available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 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   TAUS0702236EN*   **Solution Usage**   1

Description

FS-608 is not recognized in the driver. Unable to select as an installable option. It is recognized as a copier but not as a printer.

Solution

CAUSE: Non-supported configuration; firmware update required.

SOLUTION: The FS-608was originallyconfigured for the bizhub C550/C650 and not the bizhub C451. The bizhub C451 must have firmware version 6B or later firmware installed.
   Notes :
1.Please refer to attached Marketing bulletin 07-GB-037 for information on other changes to the product. 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.The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
   SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID   TAUS0702446EN*   **Solution Usage**   1

Description

Forms software on AS/400® does not print.

Solution

CAUSE: Documents with HPGL and PCL can cause the bizhub C451 to lock up. Firmware upgrade required.

SOLUTION:Special firmware has been release to correct the issue. Please download and install version GCM-6B.
   Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
   SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/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   TAUS0703130EN*   **Solution Usage**   1

Description

C-FC23, C-FA14 or C-DC60 error codes. Machine may "lock up".

Solution

bizhub C451/C550/C650
   C-FA14 (CFA14) intermittently when making a copy from the document feeder orwhen Header/Footer and the Annotation User Box are used.
CAUSE: Firmware update required.

SOLUTION: Please update the machine firmware to version G00-6M or above.
   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'.

C-DC60 (CDC60) at power up or CFC23 (C-FC23) when scanning or copying.
PROBABLE CAUSES:
1. The PWB-C board has failed.
Replace the PWB-C board (p/n A00J H011 00).

2. Improper connection between the Image Processing Board and the MFP Board.
Check the Scanner Interface Cable for a proper connection. Replace the Scanner Interface Cable if necessary (p/n A00J N140 01).

 bizhub C203/C253/C353/C451/C550/C650
  The machine is "stuck"or locked up indicating the Konica Minolta logo.After replacing the NVRAM the machine is "stuck" at the "planet" screen.
 PROBABLE CAUSES:
 1.Improper connection between the Image Processing Board and the MFP Board.
 Check the Scanner Interface Cable for a proper connection. Replace the Scanner Interface Cable if necessary (p/n A00J N140 01).

 2. The MFPB has failed.
 Replace the MFPB (p/n A00J H020 07 forbizhub C451/C550 ; p/nA00JH021 00forbizhub C650 ; p/nA02E H342 05 for bizhub C203/C253 and p/n A02E H341 05 for bizhub C353).
  Note :Upon replacement of the MFPB reinstall the original NVRAM.

  Intermittent C-FC23 (CFC23) error code when scanning to E-mail and C-FA14 (CFA14) error code when copying off the glass.
 CAUSE: TheMFP to scanner interface cable might be loose or is failing.

 SOLUTION: Reseat theMFP to scanner interface cable. If the error codes persist, replace the interface cable (p/n A00J N140 01).

  C-FA14 (CFA14).
 CAUSE: There is no communication between the IPB and the MFPB boards.

 SOLUTION: Reseat the connections between the IPB and the MFPB boards, and tighten both ends of the connectors.

 bizhub C203/C253/C353
  C-FA14 (CFA14)   and "Please power machine off and on" message.
 CAUSE: Failed IPB.
   Note : This may occur during the High Compression mode when performing the gradation adjustment.
 SOLUTION: Check the harness connection between the MFP and the IPB. Please replace the IPB (p/n A02E H311 00) if necessary.

  C-FC23 (CFC23) code at power up.
 CAUSE: The MFPB board has failed.

 SOLUTION: Replace the MFPB board (p/n A02E H341 05) for the bizhub C353 and (p/n A02E H342 05) for the bizhub C253/C203 .
  SPECIAL NOTE : Solution contribution by Tom Kelly/Dave Bruni/Ken Walker/Malcolm Hibbert/David Silverstein, Workgroup/SSD andMark D'Attilio/Ian Lynch/Gary Scimeca, Production Print/SSD

Solution ID   TAUS0703277EN*   **Solution Usage**   1

Description
When placing letter paper in the Document feeder the copier indicates A4.

Solution
 CAUSE: An improperly functioning DF Table Resistor, or an incorrectly adjusted resistor.

 SOLUTION: Make the following adjustment aftereither of the following procedures has been performed.
• When the document width detection variable resistor has been replaced.
• When the EEPROM has been replaced.
 1. Call the Service Mode to the screen.
 2. Touch [ADF].
 3. Touch [Original Tray Width].
 4. Widen the width across the edge guides [1] by sliding them to the "A3 = 297mm" position.
 5. Touch [Max. Width].
 6. Press the Start key.
 7. OK is displayed when the adjustment has been completed.
 8. Narrow the width across the edge guides [1] by sliding them to the "B6 = 125mm" position.
 9. Touch [Min. Width].
 10. Press the Start key.
 11. OK is displayed when the adjustment has been completed.
 12. Touch [END].
 13. Touch [Exit] on the Service Mode screen.
 14. Turn OFF the main power switch; wait for 10 seconds, then turn the switch ON.
  Note :If the result is NG:
• Possible causes includes failure of the document width detection variable resistor, wrong wiring to the volume and failure of the DFCB.
 SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0703504EN*   **Solution Usage**   1

Description
C-C172 error code at power up.

Solution
CAUSE: Controller 2, 3 or Others is set under System 2 => Image Controller section in the Tech Rep mode.

SOLUTION: Ensure that only Controller 0 or Controller 1 are set in the Tech Rep mode => System 2 => Image Controller setting.
SPECIAL NOTE : Solution contribution by Rich Raynor, ESS/SSD

Solution ID   TAUS0703690EN*   **Solution Usage**   1

Description
If the network speed of the bizhub C451/C550/C650 is changed via Utility/Administrator Settings/Network Settings/Detail Settings/Device Setting to 100Mbps Full Duplex or 100Mbps Half Duplex on the main body, the opposing setting is displayed when viewed in PageScope Web Connection (PSWC).
The settings of 10Mbps Half Duplex, 10Mbps Full Duplex and 1G Full will display in PSWC as it was set in the Device Setting mode on the main body.

Current Indication (Incorrect)

Correct

100Mbps Full Duplex

100Mbps Half Duplex

100Mbps Half Duplex

100Mbps Full Duplex

Solution
CAUSE: Firmware bug.

SOLUTION: Firmware version 88 for the main body allows the network settings to be properly displayed on the operation panel.
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'.
SPECIAL NOTE : Solution contribution by Ron Reed, ESS/SSD

Solution ID   TAUS0703696EN*   **Solution Usage**   1

Description
When using the MFP in an environment where there are more than 75 clients, printing or scanning a job using TCP/IP may not be possible. List of issues:

Failure to send printing data
Failure to transfer scanned data to another PC
Screen of PageScope Web Connection is not displayed
FailureofPING (some PCsmayrespond to aPING but somemay fail)
If powering OFF/ON the main power,connection to the MFP will be successfultemporarily. However, the problem returnsover time

Solution
CAUSE: The MAC address information is memorized to the ARP table temporarily during TCP communication. If many clients access the MFP, excessive information is memorized and the memory of the APR table may run out. In this case, a new entry cannot be made and TCP/IP communication cannot be performed. A firmware upgrade is required.

SOLUTION: Please install firmware version G00-6M or greater. Refer to the attached Release Notes for additional detail.
To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0703728EN*   **Solution Usage**   1

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Description

There is a spelling error in Service Mode.In Tech Rep. Mode =>(Stop, 9) =>Billing Settings =>Management Function Choice =>Authentication Device 2, when Authentication Device is set to BIO, scanning timeout shouldindicate ' Scanning Time-out' but insteadindicates ' Sacanning Time-out'.Please refer to the attached file.

Solution

CAUSE: Firmware update required.
 Note : This applies to all existing firmware versions. Although the word ismisspelled, the function can still be operated correctly.

SOLUTION:Thishas beenfixed with i-Option 2 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'.

Solution ID   TAUS0703751EN*   **Solution Usage**   1

Description

Black gradient pattern on copies running from front-to-rear. See attached sample image.

Solution

CAUSE: Failed PWB-MFPB.

SOLUTION: Replace PWB-MFPB (p/n A00J H020 07) and reflash the MFP.
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0703847EN*   **Solution Usage**   1

Description

Machine turns off automatically every 20 minutes.

Solution

CAUSE: The PRCB has failed.

SOLUTION: Replace the PRCB (p/n A00J H001 06).
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0703857EN*   **Solution Usage**   1

Description

C-C164 (CC164) code at start up after reflashing machine firmware.

Solution

CAUSE: The PRCB has failed.

SOLUTION: Replace the PRCB (p/n A00J H001 06).
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0800051EN*   **Solution Usage**   1

Description

Black areas appear blue when copying. Internal test prints and PC printing are OK.

Solution

CAUSE: Problem with CCD cable.

SOLUTION: Replace the ribbon cable (p/n A00J N146 00)between the CCD and the IPB.
 SPECIAL NOTE : Solution provided by Alan Sielski, KMBS/Cleveland.

Solution ID   TAUS0800159EN*   **Solution Usage**   1

Description

Intermittent C-3B04 (C3B04).

Solution

CAUSE: Power problem in the fusing unit.

Solution: Replace the IH power supply (IHPU, p/n A00J-M400-03) andfusing unitcoil (p/n A00J-R751-00).

SPECIAL NOTE : Solution contribution by Roland Koennecke, Digitec Office Solutions.

Solution ID TAUS0800181EN* **Solution Usage** 1

Description

The EK-602 does not communicate with the MFP.

Solution

CAUSE: TheMFP has an early version of firmware installed on it.

SOLUTION: Upgrade the copier to version 6M firmware or greater.The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0800256EN* **Solution Usage** 1

Description

FK-502, the fax forwarding is not present in the administrator's mode.

Solution

CAUSE: The machine logic is confused.

SOLUTION: Please initialize the fax option:
1.Enter the Service Mode.
2.Select the Fax button.
3.Select the Initialize button. Initialize all the fax setting data and the journal.
4.Back out of Service Mode and power the machine main power OFF/ON.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0800257EN* **Solution Usage** 1

Description

C3B04 (C-3B04).

Solution

PROBABLE CAUSES:
1. Failed Fusing Unit.
Replace Fusing Unit (Item#A00JR72100).

2. Failed IH Power Supply.
Replace the IHPU (p/n A00J M400 03).

3. Failed Relay Drive Board.
Replace the REDB (p/n A00J H004 00).

4. Failed Printer Control Board.
Replace the PRCB (p/n A00J H001 06).
Note : Please check outlet power for any surges or sags as poor power quality may contribute toboard failure.
SPECIAL NOTE : Solution contribution by Ian Lynch and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800273EN* **Solution Usage** 1

Description

FS-519 is not recognized.

Solution

CAUSE: Failed FNCB

SOLUTION:Verify that 24V DC, 5V DCand 3.3V DCare present on CN19, CN20 and CN35. Ifnot all present, replace the FNCB (p\n A0DAH00101).
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0800307EN* **Solution Usage** 1

Description

C-FC81 (CFC81)code.

Solution
PROBABLE CAUSES:
1.The expansion memory on the MFP Control Board has failed.
Replaced the expansion memory card (p/n V865-3000-12).
  Note :The expansion memory card is the same for the models listed.

2.The built-in memory on the MFP Control Board has failed.
Replace the PWB-MFP assembly (p/n A00J H020 07 forbizhub C451/C550 and p/n A00J H020 07 forbizhub C650).

To check the memory prior to replacing parts:
1.Enter Service Mode.
2.Select State Confirmation.
3.Select Memory/HDD Adj.
4.Touch Compress/Decompression Check and press the Start key.
  Note :The memory test willindicate NG.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0800440EN*   **Solution Usage**   1

Description
Cannot print meter count list with 'Vendor 2' mode external device connected to engine.

Solution
 CAUSE: The engine specification does not allow meter count list to be printed with 'Vendor 2' mode enabled.

 SOLUTION: To print the meter count list, perform the following:
 1. Access Tech Rep Mode (Service Mode) for the appropriate engine.
 2. Press [STOP] and [9] to access Management Mode.
 3. Set the machine to [Unset].
 4. Exit Tech Rep Mode.
 5. Access engine's meter counts screen.
 6. Press [Print] to print to the meter count list.
   Note : Print the meter count list from bypass tray.
 7. Reconfigure engine for [Vendor 2] mode.
  SPECIAL NOTE : Solution contribution by Rick Veale, ESS/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   TAUS0800521EN*   **Solution Usage**   1

Description
Ledger size paperin the bypass is read as B4 (European/metric size).

Solution
 CAUSE: Adjustment necessary.

 SOLUTION: To adjust the bypass so it reads the size correctly, perform the following:
 1. Call the Service Mode to the screen.
2. Touch these keys in this order: [Machine] ? [Manual Bypass Tray Adjustment].
3. Touch [Max. Width].
4. Load the bypass tray with paper having a width of 301 mm.
5. Press the Start key and check that the results are [OK].
6. Touch [Min. Width.].
7. Load the bypass tray with paper having a width of 89 mm.
8. Press the Start key and check that the results are [OK].

Note :Perform the adjustment again if the results are [NG].
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0800694EN*   **Solution Usage**   1

Description

Unable to banner print to the bizhub C451 via the IC-409.

Solution

CAUSE: Insufficient memory.

SOLUTION: Banner printing on the bizhub C451 via the IC-409 is possible   by adding additional memory, EM-309 (p/n A06HWW0), to the main body.
SPECIAL NOTE : Solution contribution by   David   Mounts, Pacific Office Automation, Inc.

Solution ID   TAUS0800720EN*   **Solution Usage**   1

Description

When loading originals on the original tray of Document Feeder, "Original left on original glass" message may appear on the control panel even though there is no original on the original glass. Incorrect original sizesmay be detected even though originals other than those sizes are set on theplaten glass.

Solution
CAUSE: Different situations may cause the problem:

a. CCD may misdetect outside light such as fluorescent lamp as an original.
b. Scan area adjustment failure.
c. Scanner and mirror unit position adjustment failure.
d. Loose connection between CCD board (CCDB) and Image processing board (IPB/PWB-C).

SOLUTION:
 CCD may misdetect outside light such as fluorescent lamp as an original.
 Lowerthe document feeder at20 degree angle (Exposure lamp lights up at this point) and hold it. Copy withone of the misdetected paper sizes and check if the output imageis blank or very has low image density areas corresponding tothe front side of the original glass. If so, outside light may be reachingthe CCD.
 1. Move the machine toa place not influenced byany outside light.
 2. Adjust the original detection timing from 20 to 16 degrees so as to blockoutside light by the document feeder.Refer to the photo in the attached Technical Notice. Attach/glue adequate plastic plate, such as acrylic, approximately 4.5mm in length, on the catch claw of the document feeder actuator in order to extend the height of it and change the original detecting angleto approximately16 degrees.
 Note : If extremely decreasing the original detecting angle, misdetection may also occur.

 Scan area adjustment failure.
 Check set value of side edge of image position under Scan area adjustment. Misdetection may occur when the value is over + 4.1mm. Set the value under +4.1mm and then turn OFF/ON the main power. Set value cannot be reflected if the procedure is not performed.
 Note : Whenthe adjustment of Scanner and the position of its components are proper, the value is sure to be under +4.1mm.

 Scanner and mirrors unit position adjustment failure.
 Perform Focus positioning of the scanner and mirrors unit adjustment and Scanner position adjustment.

 Loose connection between CCD board (CCDB) and Image processing board (IPB/PWB-C).
 Remove both connectors mounted on the CCDB and IPB and then securely reseat them.
 Note : To viewthe attached Technical Notice, Adobe Reader® 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   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   TAUS0800810EN*   **Solution Usage**   1

Description

Cannot transmit a fax. The Direct Input tab is missing from the control panel.

Solution

CAUSE: TheMFP must be initialized.

SOLUTION:To initialize the MFP:
1.Enter Tech Rep mode and select System 1.
2.Select Initialization and then select System Error Clear.
3.Press the Start button. TheMFP control panel will stepthrough the process.
  Note : When theMFP is initialized, all one-touch data on theMFP HDD will be deleted. Either back up the HDD data or unset the HDD and reboot theMFP prior to performing the initialization.
  SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0800811EN*   **Solution Usage**   1

Description

When scanning to E-mail, the "From" address listed on the received E-mail is from a previous owner of the machine.

Solution

CAUSE: TheMFP is set to Current Settings and is using data from the previous owner.

SOLUTION: To set theMFP to Factory Default follow the procedure below:
1. Press the Scan\Fax button.
2. Press the Utility button.
3. Select User.
4. Select Scan/Fax Settings.
5. Select Default Scan/Fax Settings and set it to Factory Default.
6. Press OK 2x.
7. Press Close 2x to exit the mode.
  SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0800957EN*   **Solution Usage**   1

Description

The Start key is flashing amber and the machine will not go to the ready state.

Solution

PROBABLE CAUSES:
1. The PWB-REDB (Scanner Relay Board) has failed.
Replace the Scanner Relay Board (p/n A00J H00A 02).
  Note : This board is also referred to as the PWB-IF board or the REYB/SCAN board.

2. The PWB-MFPB has failed.
Replace the PWB-MFPB (p/n A00J H020 07).
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800967EN*   **Solution Usage**   1

Description

Separate Scan is automatically selected when copying off the platen glass.

Solution

CAUSE: Separate scan was selected and the machine was changed to default setting of CURRENT.

SOLUTION: Set the machine back to FACTORY defaults by performing the following procedure:
1. Press the Utility key and press User Settings.
2. Select Copier.
3. Select Copier Default Settings and select FACTORY.
4. Press OK to return to the main copy screen.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801110EN*   **Solution Usage**   1

Description

Unable to transmit.

Solution

CAUSE: Incorrect setting(s).

SOLUTION: To transmit:
1. Enter the Service Mode.
2. Select Fax.
3. Touch Network and select Network 2.
4. Set Dial Tone Detection to OFF and exit the mode.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0801111EN*   **Solution Usage**   1

Description

OFF-hook does not work, but ON-hook does.

Solution

CAUSE: Incorrect setting(s).

SOLUTION: To change:
1. Enter the Service Mode.
2. Select Fax.
3. Touch Network and select Network 2.
4. Set Dial Toner Detection to OFF and DC-Loop Check to OFF.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0801176EN*   **Solution Usage**   1

Description

C5351 (C-5351) codeat power up.

Solution

CAUSE: The Power Supply Cooling fan (FM9) has failed.

SOLUTION: Replace the Power Supply Cooling fan (p/n 4556 M100 00). If the issue persists, replace the DCPS (p/n A00J M404 05).
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0801188EN*   **Solution Usage**   1

Description

After installing a new black (K) toner cartridge the machine still indicates that black (K) toner is still low.

Solution

CAUSE: The toner bottle drive unit for Cyan and (K) black has failed.

SOLUTION:
 Before changing the toner bottle drive unit be sure that CN-29 on the PRCB is connected properly. Disconnect this connector and reset it. If the issue of low toner still remains when the copier is next restarted replace the toner bottle drive unit for Cyan and (K) black (p/n A00J R713 00).

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

Solution ID   TAUS0801201EN*   **Solution Usage**   1

Description

FK-502, unable to transmit but can receive.

Solution

CAUSE: The Fax dialing method is set to Pulse.

SOLUTION: Set the dialing method to PB by performing the following:
1. Enter Admin Mode.
2. Press FAX.
3. Press Line Parameter Settings.
4. Press Dialing Method.
5. Select PB and press OK.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801206EN*   **Solution Usage**   1

Description

PK-512, jamming in the punch unit and no code is indicated.

Solution

CAUSE: The PK-512 punch size sensing board has failed.

SOLUTION: Replace the punch size sensing board (p/n A04FY1000101).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801285EN*   **Solution Usage**   1

Description

Slow fax transmission (TX).

Solution

CAUSE: Incorrect settings/configuration.

SOLUTION: Compare to another similar machine using the same document that is being faxed. Check the following and try different settings.
1. Check to make sure that the fax protocols are set correctly in Tech Rep Mode.
a. In service mode select the Fax button.
b. Select Communication button.
c. Select the Protocol, and set all the following to on:

V8/V34
V17 EP Tone
V29 EP Tone
V17 Selection Mode "_"
d. Also select the OTHERS button and make sure that MH/MR/MMR/JBIG is selected.
2. Other things to take into consideration when faxing that will affect the transmission speed are the Scan Settings and the Communication Settings of the operation control panel of the MFP.
a. Scan settings normal or standard are 200x100 but can go up to 600x600.
b. Original type text/picture, picture.
c. Communication Settings V34 off/on.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID   TAUS0801382EN*   **Solution Usage**   1

Description

Tray 3/Tray 4 is not indicating the proper paper size. The paper size indicated in the LCD is stated as a "X" and "Y" instead of the actual paper size.

Solution

CAUSE: The LCC Paper Size setting is not being entered forTray 3/Tray 4.

SOLUTION: To set the LCC Paper Size:
1. Please enter the Service mode => System 2 =>LCC Paper Size.
2.Set the paper size for the desired tray (Tray 3 or Tray 4). If this setting is not made the paper sizeindicated isX and Y instead of the actual paper size.
Note : This only happens if the paper size has never been set; in the case of NVRAM replacement or a new installation.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0801457EN*   **Solution Usage**   1

Description

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

Solution

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

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

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

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

Solution ID   TAUS0801537EN*   **Solution Usage**   1

Description

During fax TX, the machine does not answer.

Solution

CAUSE: Incorrect firmware. Very early firmware versions did not support the FK-502.

SOLUTION: Upgrade to the current level of 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 Bill Hall, Workgroup/SSD

Solution ID   TAUS0801573EN*   **Solution Usage**   1

Description

The MFP control panel remains blank after the MFP is powered ON. The engine does not power up either.

Solution

CAUSE: TheMFP HDD may have failed.

SOLUTION: Remove theMFP HDD and powerON the MFP. If the problem is resolved, replace theMFP HDD (p/n A00J M721 00).
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0801619EN*   **Solution Usage**   1

Description

"Install toner cartridge" message for any color after replacing toner with new cartridge. Toner cartridge is full and indicator shows full.

Solution

CAUSE: Toner grounding clip in front of toner cartridge is out of position. It reads the toner cartridge life control chip on the toner cartridge.

SOLUTION: Reposition the grounding clip so that itmakes good contact with the toner cartridge life control chip.
Note : Check all toner cartridge grounding clips, as the wrong unit may be indicated on the panel.
SPECIAL NOTE : Solution contribution by Mike McCarthy and David Aekus, Production Print/SSD

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Solution ID   TAUS0801773EN*   **Solution Usage**   1

Description

Unable to print via Account Tracking and NO ACCOUNT SET FOR GROUP AUTHORIZATION is displayed in Job History.

Solution

CAUSE: The standard controller configuration page indicates a Generic version and not Konica Minolta.

SOLUTION: To change the Configuration Page header to Konica Minolta, 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 "00000010".
6. Hex Assignment "02".
7. Click on Fix.
8. Click on End.
9. Power the copier OFF/ON.
10. Print another Configuration Page. Page Header should now be changed to Konica Minolta.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801874EN*   **Solution Usage**   1

Description

After installing version 88 firmware why can faxes no longer be forwarded as a TIFF?

Solution

The inability to forward faxes as a TIFF has been addressed with firmware version J8. Please install firmware version J8 or later to allow TIFF to be set for fax forwarding, and set Software Switch 28 to HEX assignment 08:
1. Enter the ServiceMode.
2. Select System 2
3. Select Software Switch Setting.
4. Touch Switch Number and enter 28.
5. Select Hex Assignment and enter 08 or set bit 3 to1; 08 will be displayed in the Hex Assignment.
6. Touch Fix.
7. Exit Service Mode.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0801891EN*   **Solution Usage**   1

Description

DF-610, C-8103 (C8103) code at power up.

Solution

CAUSE: The RADF lift motor assembly has failed.

SOLUTION: Replace the RADF lift motor assembly (p/n A07H R700 00).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0802215EN*   **Solution Usage**   1

Description

C9401 (C-9401).

Solution

CAUSE: Possible loose connection,failed Relay Board and/or Image Processing Board.

SOLUTION:Reseat all connectorsas well as theNVRAMandmemory. If the problem persists replace Relay Board, REYB/PH, (p/n A00J H00A 02) and PWB-C IPB (p/n A00J H011 00).
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0802398EN*   **Solution Usage**   1

Description
FS-517, intermittent C1106 (C-1106) codes.

Solution
 CAUSE:Early firmware, corrupt firmware/printer driverand/or originalparts are installed on the FS-517.

 SOLUTION: The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 Also, see the attached Bulletin Number 6348 and install therequired parts. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802687EN*   **Solution Usage**   1

Description
Unable to scan to SMB and five beeps are heard when pressing the Fax/Scan key.

Solution
 CAUSE: The machine memory is scrambled.

 SOLUTION: Perform a Data Clear.
  IMPORTANT : Prior to the Data Clear:
 The one touches will be erased so it is recommended to export the addresses from the machine.
 The E-mail information will be erased so please export the Device information from the machine.
 Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.
 Backup any account codes with PageScope Data Administrator.

 Data Clear
 1. Enter Tech Rep Mode.
 2. Press System 1.
 3. Press Initialization.
 4. Press Data Clear and then the Start key.
 5. Power machine OFF/ON when prompted.
  Note : After the Data Clear, perform the following:
 a. Reinstall the HDD under System 2/HDD and power the machine OFF/ON.
 b. If a Fax is installed, set the target back to U.S. in System1/Marketing.
 c. Reinput the TCP/IP address information.
 d. Import the address book and device settings.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802730EN*   **Solution Usage**   1

Description
CC153 (C-C153) at power up after flashing the firmware.

Solution
 CAUSE: The machine was powered off before the flash process was completed.

 SOLUTION: Reflash the machine.Please wait untilthe Start key lights a solid blue before powering the machine off.

If the problem persists and you did perform the procedure mentioned above, then replace the machine's PWB-MFP.

 C203_C253 PWB-MFP p/n- A02E H342 05
 C353 PWB-MFP p/n- A02E H341 05

C451_C550 PWB-MFPB p/n- A00J H020 07
C650- PWB-MFPB p/n- A00J H021 00

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

Solution ID   TAUS0807903EN*   **Solution Usage**   1

Description

When copying from the glass, the user must click "finish" before output begins.

Solution

CAUSE: The machine is set for "sort" mode.

SOLUTION: Change the machine to "group" mode. To do this,touch the "finishing" button, then select "group" and touch "OK".
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0808118EN*   **Solution Usage**   1

Description

Intermittent SERVER CONNECTION ERROR when scanning to (SMB).

Solution

CAUSE:The MFPB has failed.

SOLUTION:Replace the failed MFPB(p/n A00J H021 00 for bizhub C650 and p/n A00J H020 07 forbizhub C451/550).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0808137EN*   **Solution Usage**   1

Description

NO MATCHING PAPER SIZE message on the operation panel when loading 8.5x14 or 11x17 originals.

Solution

CAUSE: ATS (Auto Tray Switching) is not set properly.

SOLUTION: To set ATS (Auto Tray Switching) correctly, perform the following:
1.Press the Utility key.
2.Press User Settings.
3.Press System Settings.
4.Press Paper Tray Settings.
5.Select Auto Tray Selection and select all applicable trays to be used and press OK.
6.Select Auto Tray Switching and set to ALLOW and press OK.
7.Select No Matching Paper Tray Setting and set to SWITCH TRAYS and press OK.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900082EN*   **Solution Usage**   1

Description

Blank display.

Solution

CAUSE: Possible corrupted or damaged NVRAM.

SOLUTION:Perform "NVRAM Initialize" with NVRAM recovery card or replace the NVRAM.
Note :In case of the other issues than those mentioned:

Do "Data Clear" in system1 => Initialization of Service mode
Do "NVRAM Initialize" with NVRAM recovery card
Ifproblem is not solved although above measurements have been applied, the NVRAM will need to be replaced.

How to use NVRAM recovery card
1.Create the cardin same manner as making a normalfirmware card.
CAUTION : Never format the CF card on color machines. Write the datato the existing info using the Firmware Imaging Toolkit 2006 or Cygwin™. Please installthe special firmware:

---

bizhubC450/C351 : 20070301_ 4037 -F000-GCN-G4-000(00), Checksum: 29F9.EXE
bizhubC250/C252 : 20070301_ 4038 -F000-GCN-G4-000(00), Checksum: 16E6.EXE
bizhubC352/C300 : 20070301_ 9J06 -F000-GCN-G4-000(00), Checksum: 66AA.EXE
bizhubC203 : A02E0Y0-F000- GEQ -J8(00).EXE
bizhubC253 : A02E0Y0-F000- GDQ -J8(00).EXE
bizhubC353 : A02E0Y0-F000- GCQ -J8(00).EXE
bizhubC451 : A00 K 0Y0-F000-GCQ-J8(00).EXE
bizhubC550 : A00 J 0Y0-F000-GCQ-J8(00).EXE
bizhubC650 : A00 H 0Y0-F000-GCQ-J8(00).EXE
2. Insert the card in the slot.
3.Power ONMFP while pressing "Clear" key until below screen appears.
4. Select either "NVRAM initialize" or "NIC setting erase".
5. Press "Start".
6.Power OFF/ONthe MFP.
 CAUTION :When firstpowering ONthe MFP after having done "NVRAM initialize", the MFP panel maybecome dark for about 30 seconds after the hourglass screen. Do not power OFF the MFP until operation screen appears.If having done the"NVRAM initialize", be sure to
make the following settingin the Service mode:
- System1 => Marketing Area
- System2 => HDD
- System2 => Option Board Status
- System2 => Image Controller Setting
- System2 => Software Switch Setting

Switch No.: 10, Hex Assignment: 00 (be sure to press 0,0)
7. Power OFF/ONthe MFP again.
8. Do the setup procedurefound in the attached instuctions and Installation Manuals. To open the ZIP file, WinZip®should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm .The file can either be saved to disk or opened.It is recommended to download the ZIP and open from the local computer to view.
 To view the zipped PDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
 Note :Machine will appear to have no power because the MFP Control Board is unable to detect when the Sub Power Switch is powered ON.If the problem persists, swap a NVRAM from another color MFP (bizhub C250/C252/C352/C353/C451/C550/C650) for testing purposes and see if it corrects the issue. If so, order a new NVRAM.
 IMPORTANT : All data except sales counter data will be initialized.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0900091EN*   **Solution Usage**   1

Description
Scan-to-Me\Scan-to-Home with Microsoft® Windows Active Directory authentication.

Solution
 Please seeattachedMarketing Bulletin 09-GB-091for information which includes:

 MFP compatibility

 Authentication compatibility

 special firmware levels

 soft switch settings
 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 Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0900314EN*   **Solution Usage**   1

Description
 If a Fax board is installed and a user performs an LDAP search, the default display will list Fax numbers instead of E-mail addresses.

Solution
 CAUSE: Firmware update required.

SOLUTION: Upgrade firmware to version 88 or greater for bizhub C203/C253/C353 and version 6M or greater for bizhub C451/C550/C650.

Amendment: There is no way to change the display list. Konica Minolta , Japan states that this is a specification.

Note:Please push the"Name Dest." button to change the E-mail addresses display.

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

SPECIAL NOTE: Solution contribution by Paul Santangelo , ESS/ SSD,   SPECIAL NOTE: Solution contribution by Don St.Onge, SSD

Solution ID   TAUS0703564EN*   **Solution Usage**   0

Description
Disk full error only when scanning to E-mail.

Solution
CAUSE: E-mail server limitation. The maximum E-mail size allowed by the server has been exceeded.

SOLUTION:Reduce the size of scan jobs or enable binary division and set the divided mail sizeby performing the following:
1. Enter the Administrator Mode.
2. Select Network Settings.
3. Select E-Mail Settings.
4. Select E-Mail TX (SMTP).
5. Set Binary Division to ON.
6. Enter the maximum E-mail size allowed by the server under "Divided Mail Size."
 SPECIAL NOTE : Solution provided by Miguel Godinez -KMBS/Miami.

Solution ID   TAUS0703858EN*   **Solution Usage**   0

Description
A"fail to connect error" when tried to authenticate through Active Directory.

Solution
CAUSE: Main bodydoes not have Daylight Saving time enabled.

SOLUTION: Enable Daylight Saving time. To enable Daylight Saving time, perform the following:
1. Press the Utility button.
2. Select the Administrator mode and enter passcode (12345678).
3. Select System Set.
4. Select Daylight Saving Time and select Yes.
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0800318EN*   **Solution Usage**   0

Description
FS-608, not recognized by the main body.

Solution
CAUSE: The PRCB has failed.

SOLUTION: Replace the PRCB (p/n A00J H001 06).
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0800959EN*   **Solution Usage**   0

Description
The Admin password is not working after upgrading the machine firmware.

Solution
CAUSE: The hard drive is corrupt.

SOLUTION: When prompted for the password enter 92729272. If this does not allow access to Admin mode format the hard drive by performing the following procedure:
1. Enter Tech Rep Mode.
2. Select State Confirmation.

---

3. Press the down arrow and select HDD Format.
4. Perform a Physical and Logical format.
5. Press End and power the machine OFF/ON with the main power switch.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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   TAUS0801256EN*   **Solution Usage**   0

Description

User authentication and account track not working.

Solution

 CAUSE: Corrupted data.

 SOLUTION: Perform a Data Clear.
 IMPORTANT :Prior to the Data Clear:

 The one touches will be erased soit is recommended toexport the addresses from the machine.
 The E-mail information will be erased so please export the Device information from the machine.
 Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.
 Backup any account codes with PageScope Data Administrator.
 Data Clear
1.Enter Tech Rep Mode.
2.Press System 1.
3.Press Initialization.
4.Press Data Clear and then the Start key.
5.Power machine OFF/ON when prompted.
  Note : After the Data Clear, perform the following:
 a. Reinstall the HDDunder System 2/HDD and power the machine OFF/ON.
 b.If a Fax is installed, set the target back to U.S. in System1/Marketing.
 c. Reinput the TCP/IP address information.
 d. Import the address book and device settings.

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

Solution ID   TAUS0801318EN*   **Solution Usage**   0

Description

Control panel is locked up and the data light remains lit. The Utility button does not function.

Solution

 CAUSE: TheMFP HDD may be malfunctioning.

 SOLUTION: Disconnect the HDD and let theMFP boot up. When the HDD error appears, enter Tech Rep mode and disable the HDD by selecting System 2 and then HDD. Reboot theMFP and verify the control panel responds normally.If it responds, replace theMFP HDD (p/n A00J M721 00).
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

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Solution ID   TAUS0801351EN*   **Solution Usage**   0

Description

Jamming at the vertical transport rollers when pulling from trays 2, 3, 4, and the LCT.

Solution

CAUSE: Failed PFTDB.

SOLUTION: Replace the paper feed/transport drive board (p/n A00J H002 06).
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0801399EN*   **Solution Usage**   0

Description

After flashing the machine firmware the machine is indicating code C165.

Solution

CAUSE: Possiblefailed flash ROM on the ADF CB.

SOLUTION: Please try rewriting the firmware to the flash card and reflash the machine. If the flash does not help, then please replace the DF CB (p/n A01H RA01 02).
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0801403EN*   **Solution Usage**   0

Description

A few minutes after installing new toner the machine indicates that it is empty again and that the toner cartridge needs to be replaced.

Solution

CAUSE: The TLD sensor in the hopper has failed.

SOLUTION: Replace the TLD (p/n 40AA 8803 1).
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0801693EN*   **Solution Usage**   0

Description

Why is the message "The job has been deleted due to insufficient memory" displayed when printing PDF documents with booklet selected?

Solution

The incorrect display of the message "The job has been deleted due to insufficient memory" when printing PDF documents with booklet selected has been addressed with the release of version J8 firmware (i-Option 2). Please install firmware version J8 or later to correct this issue. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0801786EN*   **Solution Usage**   0

Description

FK-502, unable to receive, yet able to transmit.

Solution

CAUSE: The fax memory is corrupt.

SOLUTION: Perform a Fax Initialization by performing the following:
1. Enter Tech Rep Mode.

---

2. Press Fax.
3. Press Initialization.
4. Press Fax Function Parameter.
5. Press the Start key.
6. Power the machine OFF/ON.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801881EN*   **Solution Usage**   0

Description

What can cause the machine to erroneously display a R29 error?

Solution

The erroneous display of a R29 error by the machine has been addressed with version J8 firmware. Please install version J8 firmware or later. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0802251EN*   **Solution Usage**   0

Description

The blue and orange scanner lights are illuminated and the START key is solid amber. The machine may have been subjected to a power surge.

Solution

 CAUSE: Failure of MFP board and NVRAM.

 SOLUTION: Replace the MFB board and NVRAM.
 PARTS :

 bizhub C550 PWB-MFPB (p/n A00J H020 07)

 bizhub C451 PWB-MFPB (p/n A00J H020 07)

 bizhub C650 PWB-MFPB (p/n A00J H021 00)
   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.
 SPECIAL NOTE : Solution contribution by Rich Giddings, KMBS/Indianapolis.

Solution ID   TAUS0802340EN*   **Solution Usage**   0

Description

 "Install toner cartridge" message for C, M, Y or K after toner cartridge(s) installed.

Solution

 CAUSE: CN29 on PWB-MC (upper right hand corner of board) has been dislodged or is partially connected.

 SOLUTION: Reseat CN29 on PWB-MC.
 SPECIAL NOTE : Solution contribution by Dennis Kozlowski - KMBS/Pittsburgh

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Solution ID   TAUS0802528EN*   **Solution Usage**   0

Description

 All jobs that are sent will only be printed out in one set. Neither the staple nor the punch function work.

Solution

 CAUSE: Both IC-409 andMFP have the "No authentication printing" setting.

 IC-409: Server Setup => No Authentication and Account Printing

---

bizhub: Administrator mode => UserAuthentication/Account Track => Print without Authentication

SOLUTION: Please setthe followingcombination.

IC-409 Setting:

No Authentication and Account Printing

bizhub setting:
Administrator mode => User Authentication/Account Track => Print without Authentication

Allow

Restrict (Default)

Enable

Staple/punch/copies etc. are canceled and print.
Do not use this combination.

Disable
(Default)

No Authentication and Account jobs are printed.
Staple/punch/copies, etc.
work fine.

No Authentication and Account jobs are NOT printed.
Only the configuration page, PS test page and calibration page for Fiery are printed.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0807923EN*   **Solution Usage**   0

Description
 When the Box button is selected, the MFP displays the Application Menushowing Copy, Scan/Fax andUser Box instead ofdisplayingSave/Use/File Document choices.

Solution
 CAUSE:Firmware bug.
  Note :All production machines with below listed version J8 firmware have this issue.

 bizhub C353:G00-J8
 bizhub C253:G10-J8
 bizhub C203:G20-J8
 bizhubC650/C550/C451:G00-J8
 When upgrading thefirmware to the J8 version (includingspecial firmware based on J8)

 The issue does NOT occur when upgrading thefirmware from i-Optionfirmware (Ver.88) to J8.
 The issue willoccur onlywhen performing Data Clear after upgrading thefirmware to Ver.J8 fromfirmwareearlier thanVer.88.

 SOLUTION: The issue was fixed withfirmware Ver.R4 or later. It is possible to bring the application menu back to the box menu after installingfirmware Ver.R4 or later. Software SW No. 78 0x02: Bring back to box menu.
 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 .
  Note :It is recommended to upgrade the firmware to newest version. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0808176EN*   **Solution Usage**   0

Description

The Auto Paper Select button is missing from theMFP control panel.

Solution

CAUSE: A power surge may have caused theMFP to act erratically.

SOLUTION: TheMFP will need to be initialized. Perform the following procedure:
1. Enter the Service mode.
2. Select System 1.
3. Select Initialization.
4. Select Data Clear and press the Start button.
   Note : Initializing theMFP will clear the data on theHDD. To avoid data loss, back up the HDD or disable the HDD and reboot theMFP prior to performing the initialization procedure.
   SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0808190EN*   **Solution Usage**   0

Description

The copier control panel indicates "Address Book is updating" after theMFP firmware was upgraded.

Solution

CAUSE: The NVRAM might not be fully seated or the data is corrupt.

SOLUTION: Remove the NVRAM from theMFP and let it sit for a few minutes. Then reinstall it.
   SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/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   TAUS0701916EN*   **Solution Usage**

Description

Whenthe Access key is pressed twice whilethe authorized user logs into the copier, the copier logs off but the management device does not log off.

Solution

CAUSE:The copier does not output a log off signal to the management device.

SOLUTION: Update thefirmware to version 49 or later.
   Note :The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
   SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0701917EN*   **Solution Usage**

Description

When setting "Synchronize User Authentication & Account Track" to "Do not synchronize", cannot import the User Information which was exported inPageScope Web Connection.

Solution

CAUSE: Firmware upgrade required.

SOLUTION: Update thefirmware to version 49 or later.
  Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0701982EN*   **Solution Usage**

Description

 Installed Tray status is shown incorrectly on the Configuration Page. Tray 3 does not indicate any paper size. "None" is always indicated. Also,LU-301 will register as being installed even if the unit is not connected.

Solution

 CAUSE: Firmware upgrade required. Firmware version 58 is curently installed.

SOLUTION: This issue will be fixed with thenext firmware release in August 2007.
  Notes :
1. The Configuration Page can be printedby usingthe following procedure:
[Utility/Counter]=>[2.User Settings]=> [5.Printer Settings]=> [5.Print Reports]=> [Configuration Page].
2.Please refer to the attached PDF file for an example of the issue.
3. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   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   TAUS0702433EN*   **Solution Usage**

Description
CD251 (C-D251).

Solution
 PROBABLE CAUSES:
 1.Either the Scan Accelerator Kit (SA-501) is enabled (set) or not working properly.

To correct:
 a. Make sure that the Scan Accelerator Kit is inserted into theMFP properly.
 b. Go into Service Mode.
 c. Click on System 2.
 d. Click on Option Board Status.
 e. JPEG - change to set.
 f. Save the settings and reboot theMFP (main switch).
  Note : If there is no Scan Accelerator Kit then perform the above and select JPEG -unset.
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

 2. The JPEG board (Scan Accelerator Kit) is not initializing due to the Fax board (FK-502) being installed in the wrong slot of the PCI board.
Install the Fax board (FK-502) into the rear slot of the PCI board.
 SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0702435EN*   **Solution Usage**

Description
CFC23.

Solution
 CAUSE:failed PWB-MFPB. PWB-MFPB not working properly.

 SOLUTION:Reseat all the connections on the MFPB Board (including memory). Flash theMFP to most current firmware. Replace MFPB Board and flash the MFP.
  PARTS : bizhub C550 - PWB-MFPB (p/n A00J H020 07); bizhub C451 - PWB-MFPB (p/n A00J H020 07); bizhub C650 - PWB-MFPB (p/n A00J H021 00)
   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

Solution ID   TAUS0702638EN*   **Solution Usage**

Description
CB123 (C-B123).

Solution
 CAUSE: Device Error (DRAM).

 SOLUTION:Reseat the Fax Board.Replace the Fax Board (FK-502) if necessary.
  PARTS : bizhub C451/C550/C650 FK-502 Item#15LB; bizhub C250/C252/C300 FK-502 Item#15LBX002; bizhub C351/C450 FK-502 Item#15LBX001; bizhub C352 FK-502 Item #7640X023
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0702906EN*   **Solution Usage**

Description
Gradation Adjustment button is missing in the Admin Mode.

Solution
 CAUSE: The Bias Voltage Choice soft switch is ON (selected).

 SOLUTION: Turn Bias Voltage Choice OFF:
 1. Enter Service Mode.
 2. Select Image Process Adjustment.
 3. Select Dev. Bias choice. Select [OFF].
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0702907EN*   **Solution Usage**

Description
Unable to perform High Compression Gradation Adjustment.

Solution
 CAUSE: Mirrorassembly isout of position.

 SOLUTION:Adjust the Mirror assembly.
   Note :Please see Field Service Manual for procedures. Attached are pages from the Mechanical Adjustment/Scanner section. 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   TAUS0703065EN*   **Solution Usage**

Description
Unresponsive area on the touch panel.

Solution

CAUSE: There are two different manufacturer's touch panelsused for the bizhub C353/C203/C253 andthe panels have small differeneceswith valid pixels.

One is used for the bizhub C353/C203 and another one for the bizhub C253.
The firmwareis designed for the bizhub C253 touch panel, therefore, creating thesegment between the response area and screen imagefor thebizhub C353/C203 panel. The gap is approximately (maximum) 3-4mm and isespecially noticeable for the OK key area at the bottom of screen.

SOLUTION:The touch panel is normally operated by fingers and this issue may not be noticeable by the end user. However, if machine operationis affected by this , please adjust the touch panel i   n the Touch Panel Adjustment mode. Click the lowest position of [+] markwith thepen as a temporary solution.

Notes :
1.Please watch the attached video for the adjustment procedure.Download and use the free QuickTime® Player to view the attached video: http://www.apple.com/quicktime/download .
2. It is recommended to download the video to the computer desktop and open it in the QuickTime® Player.
3.Firmware will be improved to facilitate theadjustment method for matching the response area and the screen image even if valid pixels are different onbothtypes of panels.
     SPECIAL NOTE : Solution contribution by KMBT (Japan) and Cesar Jimenez, Production Print/SSD.

Solution ID   TAUS0703142EN*   **Solution Usage**

Description
C-2A04 at power up.

Solution
CAUSE: EEPROM access error (TC-K).

SOLUTION: Replace black toner cartridge (Item #A070130).
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID   TAUS0703190EN*   **Solution Usage**

Description
Boxes are not listed when using PageScope Box Operator version 3.1.01. Box Tab is missing when browsing out to the PageScope Web Connection page.

Solution
CAUSE: Network Function Usage isset to Not Allow.

SOLUTION: Follow these procedures to change the Network Function Usage:
1. Enter Admin Mode.
2. Select Security.
3. Select Function Management.
4. Select Network Function Usage.
5.Change settingto On.
6. Exit Admin mode and cycle the machine power.
SPECIAL NOTE : Solution contribution by Gregg Gallant and Freddie Burnham, Production Print/SSD and Clinton Marquardt, ESS/SSD

Solution ID   TAUS0703225EN*   **Solution Usage**

Description
C-3305at power up.

Solution
CAUSE: The Fusing cooling fan motor/3 (FM5) has failed.

SOLUTION: Replace the Fusing cooling fan motor/3 (p/n 9J06 M100 00).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

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Solution ID   TAUS0703413EN*   **Solution Usage**

Description

Image Repeat does not work.

Solution

CAUSE: Parameters were not set correctly or not set.

SOLUTION: The size of the original to be repeated needs to be set.Please perform the procedures mentioned in the attachment (41.3MB). 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 provided by William McEntire -KMBS Anaheim, California

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Solution ID   TAUS0703414EN*   **Solution Usage**

Description

Unable to perform High Compression Gradation Adjustment.

Solution

CAUSE: Mirror assembly is out of position.

SOLUTION:Adjust the mirror assembly.

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

Solution ID   TAUS0703488EN*   **Solution Usage**

Description

Why is the machine serial number not displayed in the Counter Screen?

Solution

The machine serial number not being displayed in the Counter Screen has been addressed with version 6b firmware. Please update the machine firmware to version 6b firmwareor later.

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

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

Solution ID   TAUS0703490EN*   **Solution Usage**

Description

Is the JS-504 Job Separatorsupported?

Solution

The JS-504 Job Separator is supported on the bizhub C451 with version 6b firmware installed. Prior to connecting the JS-504 Job Separatorinstall version 6b firmware or later on the bizhub C451.

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

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

Solution ID   TAUS0703512EN*   **Solution Usage**

Description

Why, when using Send and Print while scanning to SMB, is an error message not indicated if there is a connection error?

Solution

The failure of an error message to be displayed using Send and Print when scanning to SMB if there is a connection error has been addressed with version 6b firmware. Please install version 6b firmware or later to allow the message to be displayed.

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

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

Solution ID   TAUS0703515EN*   **Solution Usage**

Description

Why are received faxes not counted in Account Track?

Solution

The failure of received faxes to be counted in Account Track has been addressed with version 6b firmware. Received faxes will be counted under the Public account when Account Track has been enabled on the machine. Please update the machine firmware to version 6b firmware or later.
　Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
　SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID　TAUS0703517EN*　　　　　　　　　　　　　　　**Solution Usage**

Description

Why, after the machine is poweredOFF and backON, does the Paper Remainder Light start blinking for a low paper indication even though the Machine State LED has been set to Type 2?

Solution

The incorrect operation of the Paper Remainder Light when the machine is poweredOFF and backON has been addressed with version 6b firmware. Please update the machine firmware to version 6b or later.
　Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
　SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID　TAUS0703526EN*　　　　　　　　　　　　　　　**Solution Usage**

Description

When the Configuration page is printed for the machine, why does Tray 3 indicate None for the paper size?

Solution

The incorrectpaper sizeshown forTray 3 on the Configuration pagehas been addressed with version 6b firmware. Please update the machine firmware to version 6b or later.
　Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
　SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID　TAUS0703530EN*　　　　　　　　　　　　　　　**Solution Usage**

Description

Why does the Large Size Countercontinue to increment on the Counters List even though Large Size Counter Mode has been set to No Count?

Solution

The Large Size Counter continuing to increment even through the Large Size Counter Mode has been set to No Count has been addressed with version 6b firmware. Please install version 6b firmware or later to allow the correct count to be displayed in the Counters List.
　Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
　SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID　TAUS0703661EN*　　　　　　　　　　　　　　　**Solution Usage**

Description

CDCA0 (C-DCA0)at power up.

Solution

CAUSE: Corrupted or damaged Image Processing Board.

SOLUTION:Flash theMFP with current firmware.Reseat the connections on the Image Processing Board and re-flash.Replace Image Processing Board [PWB-C] IPB (p/n A00J H011 00) if necessary.
　SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID　TAUS0703668EN*　　　　　　　　　　　　　　　**Solution Usage**

Description

Gradation Adjustment button is missing in the Admin Mode.

Solution

CAUSE: The Bias Voltage Choice softswitch is ON (selected).

SOLUTION: Turn Bias Voltage Choice OFF:
1. Enter Service Mode.
2. Select Image Process Adjustment.
3. Select Dev. Bias choice. Select [OFF].

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

Solution ID   TAUS0703673EN*   **Solution Usage**

Description

Separate scan will not turn off.

Solution

CAUSE:The default is set to sort all copies. The separate scan mode is automatically initiated when copying off the glass.

SOLUTION: Once the sort mode is turned off, all copies off the glass will print immediately and separate scan remains off unless manually enabled.
SPECIAL NOTE : Solution provided by Matthew Payne, Inland Business Machinesof Chico - Chico, California

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Solution ID   TAUS0703722EN*   **Solution Usage**

Description

Can the machine continue copying once the IU Life Counter has reached its limit?

Solution

The machine can nowcontinue copying once the IU Life Counter has reached its limit with version 6b firmware. Once version 6b firmware is installed the steps below allow suspending the IU Life Counter.
1. Enter Service Mode.
2. Select System 1.
3.Select IU Life Setting.
4. Choose Suspend.
  Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0703723EN*   **Solution Usage**

Description

When exporting the Account Track Counter information from PSWC why is the Account Name not displayed?

Solution

The failure of the Account Name being displayed when the Account Track Counter information is exportedfrom PSWC has been addressed with version 6b firmware. Please upgrade the machine firmware to version 6b or later.
  Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0703724EN*   **Solution Usage**

Description

Patterns that look like bar codes are on all output, whether copying or printing.

Solution

CAUSE: Failure of MFP board.

SOLUTION: Replace the MFP board (bizhub C550 PWB-MFP: p/n A00J H020 07; bizhub C451 PWB-MFP: p/n A00J H020 07; bizhub C650 PWB-MFP: p/n A00J H021 00).
SPECIAL NOTE : Solution provided by Michael Duale, KMBS/Denver.

Solution ID   TAUS0703730EN*   **Solution Usage**

Description

Cannot access the PageScope Web Connection screen for theMFP when the IC-409 is set to DHCP. Print a configuration page from the IC-409 and the field for theMFP TCP/IP address is missing.

Solution

CAUSE: This is aMFP firmware issue.

SOLUTION: Upgrade theMFP firmware to minimum version 6M.
  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 Gary Scimeca, Production Print/SSD

Solution ID   TAUS0703838EN*   **Solution Usage**

Description

The machine never indicates near empty for paper trays butwill indicate empty for all trays.

Solution

CAUSE: Improper programming of the machine.

SOLUTION: Please check the Machine State LED setting in the System 1 mode of the Service mode. Make sure the Machine State LED is set for Type 1.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0800036EN*   **Solution Usage**

Description

TFTPD: Socket has not been created. 10048 during System Software installation.

Solution

CAUSE: Fiery® and laptop are not communicating. Possible bad connection or corrupted system software.

SOLUTION:Make sure that a crossover cable is being used andthat the crossover cable is good.Replace if needed.
Corrupted System Software CD. Order a new IC-409 System Software CD (p/n 45062261).
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0800050EN*   **Solution Usage**

Description

J7243and jamming only induplex mode when using hole punch.

Solution

CAUSE: Incorrect adjustment.

SOLUTION: To correct this problem, perform the following:
1. Enter the Tech Rep mode.
2. Select Finisher.
3.Enter FS-FN adjustment.
4. Run the Punch Edge Detection.
SPECIAL NOTE : Solution provided by Pete Meany, Eastern Copy Products.

Solution ID   TAUS0800141EN*   **Solution Usage**

Description

CC172 (C-C172) error code at power up or after flashing firmware.

Solution

CAUSE: Controller 2, 3 or others is set under Image controller setting in the Tech Rep mode.

SOLUTION: Access the Tech Rep mode => System2 => Image Controller Setting and select either Controller 0 or Controller 1 depending on the type of controller (i.e., Controller 0 Emperon controller or Controller 1 is the IC-409).
SPECIAL NOTE : Solution contribution by Rich Raynor, ESS/SSD

Solution ID   TAUS0800147EN*   **Solution Usage**

Description

Paper intermittently jams in the punch kit. Some copies might have a dog-eared edge when they exit the finisher.

Solution

CAUSE: The cover indicated on page E7 has not been removed.

SOLUTION: Review page E7 of the attached installation instructions for the punch kit and verify the correct cover has been removed.This willassure properly installation of the punch kit.
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 Gary Scimeca, Production Print/SSD

Solution ID   TAUS0800160EN*   **Solution Usage**

Description

"Unable to check sender" when attempting to fax TX.

Solution

CAUSE: Incorrect setting. "Check Dest. and Send"is set to Yes.

SOLUTION: Tochange this setting perform the following:
1. Enter the Administrator Setting mode.
2. Select [One-Touch/User Box Reg].
3. Select [Create One-Touch Destination].
4. Select [Address Book].
5. Select the One-Touch destination to be changed and select [Edit].
6. Select [Line Settings].
7. Under [Dest. & Send] select [No].
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID　　TAUS0800185EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

When trying to scan to E-mail, theMFP control panel indicates the "From Address" needs to be entered.

Solution

CAUSE: The is a conflict with a setting under Communication Settings.

SOLUTION: Set the Scan/Fax settings back to factory default by performing the following procedure:
1. Press the Fax/Scan button.
2. Press the Utility/Counter button.
3. Select User Settings.
4. Select Scan/Fax Settings.
5. Select Default Scan/Fax Settings and set it to Factory Default.
6. Press OK (x2).
7. Press Close (x2).
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID　　TAUS0800235EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

Why the width settings for the DF-611 document feeder hold only until the machine is powered OFF.

Solution

The DFCB was just replaced. When replacing the DFCB be sure to transfer over IC17. IC17 stores the settings for the document feeder.
 SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID　　TAUS0800319EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

C-E004 (CE004)code intermittently.

Solution

CAUSE: Fuser unit not seated fully.

SOLUTION: Reseat the fuser unit ensuring that the unit is properly seated. If the code continues to persist, replace the fuser unit (p/n A00J R721 11).
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID　　TAUS0800350EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

When scanning to E-mail the packet size is ballooning.

Solution

CAUSE: Corrupt memory.

SOLUTION: The packet size can not be changed on the MFP. In order to resolve the problem perform the following procedure:
1. Enter the Tech Rep mode.
2. Press System 1.
3. Press Initial.
4. Press System Clear and then press the Start key.
5. Power the machine OFF/ON using the main power switch.

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

Solution ID   TAUS0800384EN*   **Solution Usage**

Description
FS-517, STAPLER CAN NOT BE USED message on the operation panel at power up.

Solution
CAUSE: Corrupt memory.

SOLUTION: Perform a manual trouble-reset by performing the following procedure:
1. Power OFF the machine with the main power switch.
2. Power the machine ON with the main power switch while holding the UTILITY key.
3. Upon seeing Konica Minolta on the touchscreen, release the UTILITY key.
4. When TROUBLE-RESET appears press the icon and then power the machine OFF/ON with the main power switch.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800531EN*   **Solution Usage**

Description
The Near empty LEDs never indicate. The machine will indicate when paper trays are empty.

Solution
CAUSE: Incorrect setting in the Service mode for the Machine State LED setting.

SOLUTION: To program the Machine State LED setting:
1. Enter Service mode.
2.Select Service 1.
3.Select Machine State LED setting. Make sure that everything is set for Type 1.
4.Touch End and exit the Service mode.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0800588EN*   **Solution Usage**

Description
C-2253(C2253) at power up.

Solution
CAUSE: Thecolor PC motor has failed.

 SOLUTION: Replace the color PC motor(M2 - p/n A02E M103 00 for bizhub C203/C253/C353 or M16 - p/n 9314 2300 21 for bizhub C451/C550/C650). If the problem persists, replace Printer Control Board (PRCB -p/n A02E H001 06 for bizhub C203/C253/C353 or p/n A00J H001 06 for bizhub C451/C550/C650).
   Note : Please see attachments for motor (M2 and M16) locations. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0800598EN*   **Solution Usage**

Description
The bypass tray is reading 11x17 paper as B4.

Solution
CAUSE: The central-VR gear has slipped a tooth in relationship with the side guides.

 SOLUTION: Disassemble the bypass tray so that the side guide gear can be manually manipulated. This is a trial and error adjustment. Adjust until the proper paper size is displayed.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800639EN*   **Solution Usage**

Description
DF-611 is not recognized.

Solution

CAUSE: The trouble isolation switch is enabled or set.

SOLUTION: To enable the DF-611 perform the following procedure:
1. Enter Tech Rep mode.
2. Select System 1.
3. Select Trouble Isolation.
4. Press the page 3 indicator.
5. Press UNSET for the Scanner and press APPLY.
6. Power the machine OFF/ON using the main power switch.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800644EN*   **Solution Usage**

Description

Skewed image. The skew starts approximatley half-way down the page (lead-to-trail). This is more noticable on 11x17 and larger paper.

Solution

CAUSE:Misaligned fusing unit.

SOLUTION: Remove and reinstall the fuser unit. If this does not correct the issue then replace the fuser unit (p/n A00JR72111).
 SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD

Solution ID   TAUS0800691EN*   **Solution Usage**

Description

The blank page removal feature fails to remove blank pages, regardless of the threshold setting.

Solution

CAUSE: The document was scanned in color.

SOLUTION: Blank page removal is only supported for black & white documents.
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0800702EN*   **Solution Usage**

Description
T09 error.

Solution

CAUSE: The V.34 protocol is set to ON.

SOLUTION: To set the protocol to OFF:
1. Press the Fax/Scan button.
2. Touch Communication Settings.
3. Select Line Settings.
4. Highlight the V.34 protocol, pressOK and exit.

To store the settings as default, please perform the following:
1. Press Utility/Counter button.
2. Select User Settings.
3. Touch Scan/Fax Settings.
4. Touch Current Setting, press OK and exit.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0800783EN*   **Solution Usage**

Description

The USB External Memory icon does not show up in the System User Box screen.

Solution

CAUSE: The External Memory Settings have not been enabled.

SOLUTION: Toenable the External Memory Settings, access the Admin mode and perform the following procedure:
1. Select System Settings.
2. Select User Box Settings.
3. Select External Memory Settings and set both of the External Memory Settings to ON.
4. Press OK.
5. Press Close 4x to exit the Admin mode menu.
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0800792EN*   **Solution Usage**

Description

When using the Fax/Scan mode and Mixed Original Detection if the Start Key is pressed before originals are placed in the EDH, why does the Start Key not turn blue again even after originals are placed on the EDH?

Solution

 The failure of the Start Key to turn blue when using the Fax/Scan mode and Mixed Original Detection if the Start Key is pressed before originals are placed in the EDH has been addressed with version 88 firmware. Please update the machine firmware to version 88 or above. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0800814EN*   **Solution Usage**

Description

 "Only one external memory can be used. Re-install the external memory."This message appears when inserting a USB U3 flash drive.

Solution

 CAUSE: Flash memory drives with U3 software are not supported. Using a flash memory drive with U3 software will corrupt theMFP firmware and will not allowopening ofthe flash drive nor any other flash drive thereafter.

 SOLUTION:Use a non-U3 USB flash drive.Re-install theMFP firmware using themost current version. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0800845EN*   **Solution Usage**

Description

The machine indicates "Stabilizing image" and never comes to the Ready state.

Solution

 CAUSE: Failed HDD.

 SOLUTION: Replace the hard disk drive (p/n A00J M721 00) and format it (Physical and then Logical).
 SPECIAL NOTE : Solution contribution byPedro Padilla, Business Copy Associates.

Solution ID   TAUS0800869EN*   **Solution Usage**

Description

File Format error when importing .dat files that were on amachine that previously had firmware updated. Cannot import the User Information, Device settings or the address of the one-touches, which were exported in PageScope Web Connection.

Solution

 CAUSE: Machine was updated to version 88 from version 6M and the data export was not performed correctly. Setting "Synchronize User Authentication & Account Track" to "Do not synchronize",prevents importing the User Information which was exported in PageScope Web Connection (PSWC).

 SOLUTION: If PSWC is used to export one-touch data, aone-touch must first be created on the machine with version 88 firmware installed,thenexport,open it up and compare the columns to the previous firmware export fileconverting itto match the version 88 export columns.
 SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0800930EN*   **Solution Usage**

Description

C2A02 (C-2A02) at power up.

Solution

CAUSE: The system memory is locked up.

SOLUTION: Perform a System Error Clear by performing the following:
1. Enter the Tech Rep mode.
2. Press System 1.
3. Press Initialization.
4. Press System Error Clear and press the Start key. When prompted, power the unit OFF/ON using the main power switch.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800961EN*   **Solution Usage**

Description

When selecting Fax/Scan, RETRIEVING is displayed on the operation panel.

Solution

CAUSE: The hard drive is corrupt.

SOLUTION: Format the hard drive by performing the following procedure:
1. Enter Tech Rep Mode.
2. Select State Confirmation.
3. Press the down arrow and select HDD Format.
4. Perform a Physical and Logical format.
5. Press End and power the machine OFF/ON with the main power switch.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801006EN*   **Solution Usage**

Description

 "No Dial Tone" message when sending a fax via One-Touch key.The T1 fax linepasses through a PBX. Direct Dial faxing works without an issue.

Solution

 CAUSE: T1 fax does not have a dial tone like with analog phone systems. When making a Direct Dial faxa person usually ignores the fact that there is no dial tone and the fax goes through. When using the One-Touch setting, by default theMFP checks the fax line for a dial tone. If a dial tone is not detected, in the case of a T1, theMFP indicates a "No Dial Tone" message on the LCD display.

 SOLUTION: Disable theMFP check for a Dial Tone. To do this, enter the [Service Mode] =>Select the [Fax] =>then [Network] =>select [Network Settings 2] =>set DC-Loop Check=OFF, Dial Tone Detection=OFF and 1300HZ Tone Detection=OFF. One-touch keys should now work without indicating "No Dial Tone".
 SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0801032EN*   **Solution Usage**

Description

Toner does not fuse properly first thing in the morning. The problem will correct itself as more copies are made.

Solution

CAUSE: Firmware upgrade recommended.

 SOLUTION: Upgrade thefirmware to level 6M or above. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0801059EN*   **Solution Usage**

Description
Machine will not power on.

Solution
CAUSE: HDD has failed.

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SOLUTION: Disconnect the HDD, If machine powers up correctly, replace the HDD (p/n A00J M721 00).
 SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0801117EN*   **Solution Usage**

Description

What would cause the machine to indicate C-D403 after the i-Option has been installed?

Solution

 The C-D403 code will be displayed if the 512MB of memory that comes with the UK-201 is not installed or it has not been seated correctly in the machine. If the 512MB of memory has been installed please reseat the memory and if the problem continues replace the UK-201 (Item #A0PDWY1).
 SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0801200EN*   **Solution Usage**

Description

C6301 (C-6301) at power up.

Solution

 CAUSE: The lamp inverter board has failed.

 SOLUTION: Replace the Lamp Inverter board(p/n AOOJM41000).
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0801231EN*   **Solution Usage**

Description

 Unable to print a configuration page or a print job; copying works fine.

Solution

 CAUSE: The machine memory is corrupt.

 SOLUTION: Perform a data clear using the following procedure:
 1. Enter Tech Rep Mode.
 2. Press System 1.
 3. Press Initialization.
 4. Press Data Clear and wait for a message to power the machine OFF/ON.
   Note : Prior to the data clear back up all one touch addresses, account tracking and authentication data. Make a note of the TCP/IP address and the machine E-mail address. After the data clear insure to reinstall the HDD and set the FK-502 if applicable to U.S. in the Marketing area in System 1.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801299EN*   **Solution Usage**

Description

When theMFP is powered ON the control panel flashes but theMFP never powers up.

Solution

 CAUSE: TheMFP HDDhas failed.

 SOLUTION: Replace theMFP HDD (p/n A00J M721 00).
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0801309EN*   **Solution Usage**

Description

When Authentication on the MFP is enabled, why can fax numbers no longer be manually entered?

Solution

The ability to enter fax numbers manually entry is restricted by default when Authentication on the MFP is enabled. Fax numbers can be manually entered by making the following setting on the machine.
1. Enter the Administrator Mode.
2. Select User Authentication/Account Track.
3. Select User Authentication Settings.
4. Select User Registration.
5. Choosea user accountto allow manual faxdialing.
6.Touch Edit.
7.Touch Function Permissions.
8.Choose Manual Destination Input.
9 Select Allow.
10. Exit out to a normal panel.
 SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0801357EN*   **Solution Usage**

Description
C-B003 (CB003) code at power up.

Solution
 CAUSE: Poor connection between the Fax board and the PCI board.

 SOLUTION: Ensure the connection between the Fax board and PCI board is secure.
   Note : Please use the attached document on how to check the connection between the Fax board and PCI board. 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 Rich Raynor, ESS/SSD

Solution ID   TAUS0801384EN*   **Solution Usage**

Description
 A3 paper not recognized by the document feeder.

Solution
 CAUSE:Normal operation.

 SOLUTION: This is specification of the machine because the machine only reads ininch size through the feeder. It can be manually selected and fedbut will not be recognizedas A3 automatically.
 SPECIAL NOTE : Solution contribution by Craig Blyther, ESS/SSD

Solution ID   TAUS0801386EN*   **Solution Usage**

Description
If the fax line monitor is turned on, the fax will make noise from start to finish.

Solution
 CAUSE: The FK-502 monitor sound will not cut off when it communicates withanother fax due to incorrect dipswitch setting stated in Service Manual.

 SOLUTION: Perform the below procedure:
 1. Press Utility.
2. Press Job Detail.
3. Press the Fax tab.
4. Press Fax parameter tab.
5. Highlight the Address option and input the following 000e0101.
6. Highlight the Data tab and change bit 5 and 6 to"1" forON and "0" for OFF.
7. Select the Decision button.
8. Select END.
 SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD and Ian Lynch, Production Print/SSD

Solution ID   TAUS0801393EN*   **Solution Usage**

Description
What could cause the machine to intermittently display a J3102?

Solution
 The intermittent display of a J3102 can be caused by PS47 not changing state properly. Please inspect the actuator for PS47 and confirm that it is properly seated at its mounting point.
  SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0801416EN*   **Solution Usage**

Description
Error code C225B (C-225B) at power up.

Solution
 CAUSE: Black drum motor M18 has failed.

 SOLUTION:Replace Main Drive Unit (p\n A00JR70400).
  SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0801435EN*   **Solution Usage**

Description
Upgraded the machine to version 88 firmware and now the machine is coding with a CC171 (C-C171).

Solution
 CAUSE: The HDD format has been corrupted.

 SOLUTION: Please enter the Service mode and try doing the version up on the HDD.

 Turn OFF the main power switch.
 Turn main power switch ON while pressing the Utility/Counter key.
 When the trouble reset screen appears enter Stop 0 0 stop 0 1.
 If the machine is looking for a password try entering 92729272 and hit end.
 If you cannot get into the Service mode or if the machine is locking you out because of the code, then try the following:

 Try physically disconnecting the HDD.
 Enter the Service mode through the Trouble Reset screen.
 Disablethe HDD.
 PowerOFF the machine.
 Physically reconnect the HDD.
 Power ONthe machine andenter Service mode through the Trouble Reset screen.
 Enablethe HDD.
 Power OFFthe machine as indicated, and then, again, enter the Service mode through the Trouble Reset screen.
 Physically format the HDD.
 Logically format the HDD.
 If all else fails, try replacing the HDD (p/n A00J M721 00).
  SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0801463EN*   **Solution Usage**

Description
The machine is not coming out of low power mode.

Solution
 CAUSE: Early version firmware or corrupt firmware.

 SOLUTION: Flash the machine to version GCL-E3 or later. 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 Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801646EN*   **Solution Usage**

Description
 The MFP will display "Please Wait" and any key operations will not be possible when sending fax to group address registered in the FAX program. Copy function works after cycling main switch OFF/ON. However, when switching to FAX/Scan screen, "Please Wait" is indicated and the MFP will hang up again.
 Problem happens when:

Selecting program FAX key with group addressregistered in and deleting any of broadcast destinations from the group address displayed on the left area of the panel/one touch list.
FAX/Net FAX addresses remain in the broadcast destinations after being edited.
Note :The problem will not occur when sending afax to group address without using program FAX key.The problem will also not occur on scan to E-mail/BOX/FTP/SMB/WebDAV.

Solution

CAUSE:Firmware upgradeis required.

SOLUTION: Please upgrade the MFP firmware to version J8 (i-Option 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'. Please make sure to read the attached Release Notes for other enhancements. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
IMPORTANT : Prior to updating the firmware,to recover the MFP on which the problem is occurring:
1. When "Please Wait" is displayed and the MFPhangs up again,turn main switch OFF.
2. Remove the cable for HDD.
3. Turn main switch ON.
4. C-D004 will be displayed.
5. Set FAX board "Unset" in Service mode.
6. Turn main switch OFF.
7. Connect HDD cable.
8. Turn main switch ON andconfirm the jobs are deleted in Job History.
9. Set FAX board "Set" in Service mode.
SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/SSD

Solution ID   TAUS0801651EN*   **Solution Usage**

Description

The Speed Dial Number is printed as "0000" or "1024" from NO.101 on onward when the group address list is output.

Solution

CAUSE: Firmware update required.

SOLUTION: Please upgrade the MFP firmware to version J8 (i-Option 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'. Please make sure to read the attached Release Notes for other enhancements. 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   TAUS0801653EN*   **Solution Usage**

Description

Only 50 address books are printed in the Address Book List even ifsetting 50 or more in the Number of Destinations.

Solution

CAUSE: Firmware update required.

SOLUTION: Please upgrade the MFP firmware to version J8 (i-Option 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'. Please make sure to read the attached Release Notes for other enhancements. 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   TAUS0801688EN*   **Solution Usage**

Description

After doing the data clear, the machine is not allowing the selection of the scan features.

Solution

CAUSE: When a data clear is executed, the HDD is set to "Uninstalled".

SOLUTION: Please enter Service mode and select System 2. Select Hard Disk and set it to "Installed". The machine will need to be rebooted.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0801691EN*   **Solution Usage**

Description

Why is the message "The output tray has reached its capacity" intermittently displayed for the JS-504/JS-505 even though the paper has been removed?

Solution

The incorrect display ofthe message "The output tray has reached its capacity"for the JS-504 (bizhub C451) or JS-505 (bizhub C203/C253/C353) has been addressed with the release of firmware version J8 (i-Option 2). Please install firmware version J8 or later on the machine to correct this issue. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0801715EN*   **Solution Usage**

Description

The machinecontinuously indicates that somethingis left on the platen glasswhennothing wascopied.

Solution

CAUSE: Incorrect document feeder has been installed on the machine.

SOLUTION: Please check that a DF-610 has not been installed on the machine. The machine will not function properly with the DF-610. Please install a DF-611 instead.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0801733EN*   **Solution Usage**

Description

After disabling the HDD in Service mode the error code for the HDD does not clear.

Solution

CAUSE: Power was cycled OFF\ON with the sub power switch.

SOLUTION: Cycle power OFF\ON with the main power switch.
 SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0801766EN*   **Solution Usage**

Description

When scanning to E-mail using the standard controller, the start button is not lit blue unless the [From:] address is re-entered in the connection settings. After the button is lit blue the scan will not complete and a server connect error is indicated.

Solution

CAUSE: Data clear required.

SOLUTION:Performa data clearand re-enter all Scan to E-mail settings using the touch panel. Do not use the web connection.
 SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0801770EN*   **Solution Usage**

Description

User authentication may fail in an environment where the MFP receives an ICMP Fragmentation Needed message.

Solution

CAUSE: Firmware update required.

SOLUTION: Update to the most current version of i-Option 2. Please refer to the attached Release Notes. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Note : The latest i-Option 2 firmware to correct this issue has just been released from Konica Minolta Japan and may not yet be available via the Konica Minolta Download Selector.It should be made available before the end of July 2008.

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   TAUS0801816EN*   **Solution Usage**

Description

Long distance access codes are not working when set up for TONE.

Solution

CAUSE:Incorrect settings.

SOLUTION: Change the following settings in Service mode under Fax parameters:

0e00d9: PB dial signal transmission time PB dial signal transmission time
0x19(125ms) Bit will be: 00101000

0e00da PB dial inter digit pause PB dial inter digit pause time
0x15(105ms) Bit will be: 00101000

0e00e5 PB signal transmission level PB signal transmission level
0x0a(-10dBm)Bit will be: 00000110
SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD

Solution ID   TAUS0801824EN*   **Solution Usage**

Description

Machine indicates it is ready to copy but the start button flashes orange (amber)and copies or prints cannot be made.

Solution

CAUSE: PRCB cannot recognize the total counter.

SOLUTION: Please check the followingto verifyif connectors/wires are loose/damaged:
Total Counter => CN148 => CN145 => PJ6/REYB/SL (Slide Interface Board/PWB Assembly SIF) => PJ8/REYB/SL => CN31/PRCB
PARTS
PWB Assembly SIF (p/n A00J H024 01)

PRCB (p/n A00J H001 06)
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801829EN*   **Solution Usage**

Description

The Proof Copy button does not work when an external counting device is connected to the MFP.

Solution

CAUSE: The external counting device will disable the Proof Copy button.

SOLUTION: Advise the end user that the Proof Copy button cannot be combined with the external counting device.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0801875EN*   **Solution Usage**

Description

When the machine is set for Vendor 2 mode why can Fax one-touch destinations not be deleted, edited or created?

Solution

The inability to delete, edit or create a Fax one-touch destination has been addressed with version J8 firmware. Please install firmware version J8 or latter to correct this issue. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0801925EN*   **Solution Usage**

Description

Low toner indication message.

Solution

CAUSE: When putting a new toner cartridge into the machine, a low toner message will indicate on the LCD.

SOLUTION: Shake the cartridge before putting it into the machine as it may have compacted toner from shipping or sitting on the shelf.
SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD

Solution ID TAUS0801954EN*   **Solution Usage**

Description

Intermittently getting fax TX deleted due to error: Protocol error.

Solution

CAUSE: Incorrect type of connection to phone line. A 4-conductor wire was used to connect the machine to the phone jack.

SOLUTION: Use a 2-wire line to connect the machine to the phone jack.
SPECIAL NOTE : Solution contribution by Bill Berkhahn -Central Office Systems.

Solution ID TAUS0801957EN*   **Solution Usage**

Description

TheMFP does not recognize the Fiery® controller. The controller type is set to 1 and the SCSI and crossover cables are connected to the correct ports. "00" is displayed on the IC-409.

Solution

CAUSE: Early version of firmware on the MFP.

SOLUTION: Flash theMFP firmware to version 6M or higher. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID　　TAUS0801958EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

When external security device is installed, MFP will not multitask (i.e., print and receive faxes).

Solution

CAUSE:The MFP locks itself down when in any mode except normal.

SOLUTION:When setting up Key counter or vendor modes, also set "The Next job reservation" button to License. The default is Ban.
 SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID　　TAUS0801993EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

Unable toselect Compact XPS as file type of Scan toxx even after upgrading to i-Option firmware (version 88).

Solution

CAUSE: Incorrect setting.

SOLUTION: Please change the setting of dipswitch as follows in order to use Compact XPS. SW No.78: 0x00 => 0x01
　 Note : Please be sure to use version 3.1.030000 or later when using PageScope Box Operator.
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID　　TAUS0802014EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

After upgrading to version J8 firmware the Biometric authentication requires thata user name and password be entered in addition to a finger scan.

Solution

CAUSE: Incorrect configuration.

SOLUTION: To correct this, perform the following:
1. Select the Utility button.
2. Select Administrator setting.
3. Select User authentication.
4. Select Authentication device setting.
5. Select General settings then select Bio authentication.
6.Enable the setting for "one to many".
7. Save and Exit.
Once this change is madea finger scan will be the only required authenticationto gain entry to scan, copy or print a job.
 SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID　　TAUS0802042EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
J72-43.

Solution

CAUSE: Incorrect punch option (PK-512) is installed.

SOLUTION: Install the PK-515 (Item #A0DHWY1).
　 Note : The PK-512 (Item #A04F0Y1) is the 2/3 hole punch for the FS-517/FS-607/FS-608/FS-520.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID　　TAUS0802056EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
Unable to access the administrator mode. Passcode will not work and machine locks up when trying to reset the paasword in the security mode.

　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　March 2009

Solution

CAUSE:Corupt machine memory.

SOLUTION: Perform a Data Clear in the service mode under: System1 =>Initialization. Be sure to backup all one-touch information since it is possible that it could be lost during the Data Clear.
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0802088EN*   **Solution Usage**

Description

The machine is locking up when the hard drive is installed.

Solution

CAUSE: Corrupt firmware.

SOLUTION: Re-flash the machine with the latest available 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 Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802176EN*   **Solution Usage**

Description

At power up the the hourglass appears and then the machine shuts down. When attempting to flash the machine thescanner firmware fails to load.

Solution

CAUSE:Failed relay board.
Note : The IPB (Image Processing Board) has already been replaced.

SOLUTION: Replace the scanner relay board (p/n A00J H00A 02).
SPECIAL NOTE : Solution contribution by Jolin Putrus, KMBS/San Diego.

Solution ID   TAUS0802184EN*   **Solution Usage**

Description

Cannot print a center stapled and folded booklet using thick stock. If thick stock is selected as paper for entire booklet, the machine will output job without printing or folding.

Solution

CAUSE: This is correct operation. Thick stock cannot be used for all pages of a folded and stapled booklet, it can only be applied as a cover.

SOLUTION:As a workaround, for printing and copying, use the following procedure to create a booklet with thick paper:
Print Mode :
1. At the MFP, put 11x17 Plain paper in Tray 1, and 11x 17 Thick paper in Tray 2. Change the Tray 2 paper setting to be "Thick 2".
2. Go back to your desktop, and launch Printer Properties. Then, go to Printer Preference and change the Tray 2 paper setting to "Thick 2" in Printer Properties.
3. Open an application that can be printed as booklet (8-page original, for example).
4. File => Print and open the printer driver. Under printer settings, select "Original: 8.5x11; Output: 11x17" and select "Tray 1"; go to Layout and select "Booklet"; go to Finishing and select "Center Staple & Fold";go to Cover Mode and select "Front Cover" and "Tray 2".
Note : Ensure that the latest firmware, system software and printer driver are installed. The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Copy Mode :
1. Set 11x17 plain paper in Tray 1.
2. Set 11x17 Thick 2 paper in Tray 2. Set paper tray settings to be "Thick 2".
3. Go to Application and select Booklet.
4. Select Tray 1 as your paper tray.
5. Go to Application => Cover Mode setting and set "Front Cover". Select the paper tray for Front Cover to be Tray 2.
6. Go to "Finishing" and select "Center Staple & Fold".
7. Press "Start".
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0802194EN*   **Solution Usage**

Description

After attempting to copy money, the following error message is displayed: "Reproduction of this original may be prohibited. Please check the original."

Solution

CAUSE: Prohibited operation.

SOLUTION: Power the machine OFF/ON with the main power switch.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0802195EN*   **Solution Usage**

Description

Fax cannot betaken out ofmemory RX mode.

Solution

CAUSE: A key counter is installed on the machine.

SOLUTION: Memory RX is normal operation when a key counter is installed. Incoming fax messages must be printed out from memory.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0802240EN*   **Solution Usage**

Description

Users cannot start copy jobs while a print job is printing. The key counter does not allow the use of the reserve function.

Solution

CAUSE: Incorrect setting.

SOLUTION: To enable the reserve job function when a key counter is installed, perform the following:
1. Enter the Service mode.
2. Press Stop-9 to enter the Billing setting mode
3. Select Management Function Choice
4. Select Key Counter Only
5. Set the Next Job Reservation to "License."
6. Exit the Service mode.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0802339EN*   **Solution Usage**

Description

C3202 (C-3202).

Solution

CAUSE:Abnormal timing of the fusing motor.

SOLUTION:Replace thePRCB(p/n A00J H001 06) and M30 (p/n A00J M115 01).
SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0802362EN*   **Solution Usage**

Description

C9402 (C-9402) when copying or scanning.

Solution

CAUSE: The PWB Assembly C (Image Processing Board) has failed.

SOLUTION: Reseat all connectors on the Image Processing board (p/n A00J H011 00) and replace if needed.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802377EN* **Solution Usage**

Description

The BOX tab is missing in PageScope Web Connection when browsing to the machine NIC.

Solution
PROBABLE CAUSES:
1. The main body memory is scrambled.
Perform a Data Clear.
IMPORTANT : Prior to the Data Clear:

The one touches will be erased so it is recommended to export the addresses from the machine.

The E-mail information will be erased so please export the Device information from the machine.

Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.

Backup any account codes with PageScope Data Administrator.
Data Clear
a. Enter Tech Rep Mode.
b. Press System 1.
c. Press Initialization.
d. Press Data Clear and then the Start key.
e. Power machine OFF/ON when prompted.

After the Data Clear:

Reinstall the HDD under System 2/HDD and power the machine OFF/ON.

If a Fax is installed, set the target back to U.S. in System1/Marketing.

Reinput the TCP/IP address information.

Import the address book and device settings.
 Note :Reinstall the HDD, TCP/IP address and set the machine to U.S. target if a FK-502 is installed.

2. Management Function Setting is disabled.
Enable Management Function Setting by performing the following:
a.Enter Admin Mode.
b.Select Security.
c.Select Management Function Setting.
d.Press ON.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802395EN* **Solution Usage**

Description

After upgrading the firmware, the HDD version up procedure can not be performed.

Solution
CAUSE: Corruption of the machine memory.

SOLUTION: Downgrade the firmware to version 6M and perform and HDD version down. If the version down does not work then perform an HDD version up.
Upgrade to version J8.
 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 Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802430EN* **Solution Usage**

Description

CC180 (C-C180) error code after installing the AU-201H card reader

Solution

CAUSE: Prior to installing the card reader, the AU-201H driver must be downloaded to the MFP using the Compact Flash card.

SOLUTION: Download the AU-201H card reader firmware to the MFP. To verify the firmware is installed:
1.Enter Service mode and select the Firmware tab.
2.Select tab 4 and verify the firmware is listed under "Loadable Device Driver".
Notes :
a.Please refer to the attached firmware file and associated Release Notes.
b. The latest version firmware or system software is also available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
c. 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 Gary Scimeca and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802439EN* **Solution Usage**

Description

Server connect error and forward TX error when scanning to SMB.

Solution

CAUSE: A password is required, not just the user's name.

SOLUTION: Create a password for the account or use an account that has a password.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0802447EN* **Solution Usage**

Description

CF061 (C-F061) when overwriting all data on the HDDfor the MFP.

Solution

CAUSE:Web Browser enabled (Web Browser can be enabled by activating the licenseby using the license token) which preventsoverwritingfrom properly completing (Overwrite All Data isset in Administrator mode: Admin mode => Security Settings => HDD Settings => Overwrite All data).

SOLUTION: Whenperforming Overwrite All Datafor the HDD,please disable the Web Browser first.When no Web Browser is activated, the error will not occur.
1.From the License Management Server (LMS), obtain the deactivation code to disable the license.
2.Enter the deactivation code in the MFP.
3.Obtain deactivation completion code from MFP.
4.Enter the deactivation completion code in the LMS.
If the error occurs while the MFP is overwriting the all dataon theHDD, please disable the Web Browser, andperform Overwrite All Data again.
Note :Whenpowering OFF/ON main power after overwriting all data, CD010 (C-D010)isindicated on the control panel. It is necessary to perform a logical format to make the HDD accessible from MFP system.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0802474EN* **Solution Usage**

Description

"Unable to Half-fold/Center Staple and Fold/Tri-fold" message (please see attached documentation).

Solution

CAUSE: Trouble Isolation is enabled.

SOLUTION:To disable:
1. Go into Service Mode.
2. System 1.
3. Trouble Isolation.
4. Select Page 2.
Note : To viewthe attachedPDF, Adobe Reader® 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 James Cappucci Technician -KMBS/Salem, NH

Solution ID   TAUS0802523EN*   **Solution Usage**

Description

When printing a document with thick paper andcenter fold and staplesettings, Improper Paper Type error occurs then paper fold cancelled.Document is printed with the following settings:

Paper Type: Thick1

Center fold and staple is selected

Solution

CAUSE: The finishercannot fold thick paper as a machine specification. Therefore, when printing a document with these settings, paper fold is cancelled.

SOLUTION: Please do not print with the following combination.

Paper Type: Thick1, Thick1+, Thick2

Center fold and staple selected
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0802554EN*   **Solution Usage**

Description
If the MFP is connected to a Vendor device, the received faxes are sent to the Fax RX box.

Solution

CAUSE: Vendor mode, by design,does not allowprinting of faxes toprevent faxes from being placed in the same tray as copied/printed documents. A firmware update is required to change this.

SOLUTION: Install special firmware version GCK-6B (Ver. GCK-6B) to allowfaxes to print.To configure:
1.Enter: Stop, 0, Stop, 0, 0, 1.
2.Select Soft Switch setting.
3.SetDipSW - SWNo.38= 0x01 (01 in Hex mode). This settingallows faxes to print directly as they are received while the machine is set to Vendor2 or Key counter mode.
  Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Additionally it is possible to set the color MFP to accept the next Job by setting the Next Job setting:
1. Enter: Stop, 0, Stop, 0, 0, 1.
2.Enter the Secure mode by selecting Stop 9 under [Management Function] button.
3. Select Enable the Key Counter or vendor mode.

To allow the next Job reservation:
1.Select the Next Job reservation.
2.Select License.
3. Select the Proper Pulse count for color under the [Color Mode].
  Note : Please refer to attached Release Notes for each MFP. 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 David Vartkes Tashjian, ESS/BSE

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   TAUS0802688EN*   **Solution Usage**

Description

The machine settings such as E-mail Admin Name and Device Name are not being stored after input.

Solution

CAUSE: The machine memory is scrambled.

SOLUTION: Perform a Data Clear.
IMPORTANT : Prior to the Data Clear:
The one touches will be erased so it is recommended to export the addresses from the machine.
The E-mail information will be erased so please export the Device information from the machine.
Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.
Backup any account codes with PageScope Data Administrator.
Data Clear
1. Enter Tech Rep Mode.
2. Press System 1.
3. Press Initialization.
4. Press Data Clear and then the Start key.
5. Power machine OFF/ON when prompted.
 Note : After the Data Clear, perform the following:
 a. Reinstall the HDD under System 2/HDD and power the machine OFF/ON.
 b. If a Fax is installed, set the target back to U.S. in System1/Marketing.
 c. Reinput the TCP/IP address information.
 d. Import the address book and device settings.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802689EN*   **Solution Usage**

Description

When in Fax/Scan mode and selecting memory mode, the REGISTER PROGRAM icon is missing or is not displayed.

Solution

CAUSE:The setting for programming one-touches via memory mode is set toRestrict in Admin mode.

SOLUTION:Set the Program Register to Allow by performing the following procedure:
1.Enter Admin Mode.
2.Select System Settings.
3 Select Restrict User Access.
4.Select Restrict Access To Job Settings.
5.Select Register and Change Addresses.
6.Set to Allow.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802692EN*   **Solution Usage**

Description

FS-608, unable to upgrade the finisher and the firmware flash process is stuck at the finisher with N/G displayed on the operation panel.

Solution

CAUSE:The FS-608 finisher CB has failed.

SOLUTION:Replace the FS-608 CB (p/n A04D H010 02).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802700EN*   **Solution Usage**

Description

How to turn on/off dial tone when faxing.

Solution

Use these steps to tun off the dial tone when faxing:
1. Press the Utility/Counter key.
2. PressAdmin setting.
3. Enter the password.
4. Select Fax Settings.
5. Select Line Perameter Settings.
6. Select Line Monitor Sound On/Off .

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

Solution ID   TAUS0802734EN*   **Solution Usage**

Description

No power after removing the IC-409 and the two (2) relay boards.

Solution

CAUSE: The relay jumper board was not reinstalled on the main body.

SOLUTION: Replace the relay jumper when removing the IC-409. Pleaserefer topage five of the attached installation guide. 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   TAUS0802737EN*   **Solution Usage**

Description

FS-517, STAPLER CANNOT BE USED CURRENTLY message is indicated on the touchscreen.

Solution

CAUSE: The stapler has been programmed to Not installed.

SOLUTION: Program the stapler to installed by performing the following.
1. Press the Utility/Counter key.
2. Touch [Meter Count] on the touchscreen.
3. Touch [Check Details] on the touchscreen.
4. Press Stop-0-0-Stop-0-1.
5. Touch [System 1] on the touchscreen.
6. Touch [Trouble Isolation] on the touchscreen.
7. Touch [2] on the touchscreen to display page two of the isolation menu.
8. Staple will be displayed on the touchscreen. Touch [Unset] to place the stapler in the enabled mode.
9. Touch [Apply] on the touchscreen.
10. Power the machine OFF/ON using the main power switch.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0802747EN*   **Solution Usage**

Description

FS-608, unable to tri-fold more then one sheet when feeding from the DF-611.

Solution

CAUSE:The tri-fold page folding option is set to one.

SOLUTION:Perform the following adjustment to increase the number of tri-folded copies to 3.
1.Enter Tech Rep Mode.
2.Select Finisher.

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3.Select Fold Power of Pages Restrict.
4.Select Three Fold.
5.Press Clear and enter 3.

Solution ID   TAUS0802857EN*   **Solution Usage**

Description
INSTALL TONER CARTRIDGE FOR ALL COLORSmessage on the operation panel.

Solution
 CAUSE:The firmware is corrupt.

 SOLUTION:Flash or reflash the firmware to version J8 or later. 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 Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802911EN*   **Solution Usage**

Description
EnlargeDisplay is not setting to default as specified in the User's Guide.

Solution
 CAUSE: When setting the machine to the EnlargeDisplay as default it will hold the settings until the machine is powered OFF/ON.

 SOLUTION: Unfortunately, it is impossible to make the EnlargeDisplaythe default after the main power is cycled OFF/ON. This is specification.
 SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD

Solution ID   TAUS0808010EN*   **Solution Usage**

Description
When updating firmware to version G00_R5, pagescope won't connect to authentication manager.

Solution
 After successful installation of firmware version G00_R5, you must go back into the MFP and enable the API-interface.

 Select the following:

1. Administrator
2. System connection
3. Open API
4. Set access settings to Allow

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

Solution ID   TAUS0808083EN*   **Solution Usage**

Description
 Memory Overflow error when printing to User Box.

Solution
 CAUSE: The main body memory is corrupt.

 SOLUTION:Perform a Data Clear.
 IMPORTANT :Prior to the Data Clear:

The one touches will be erased soit is recommended toexport the addresses from the machine.
The E-mail information will be erased so please export the Device information from the machine.
Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.

Backup any account codes with PageScope Data Administrator.
 Data Clear
1.Enter Tech Rep Mode.
2.Press System 1.
3.Press Initialization.
4.Press Data Clear and then the Start key.
5.Power machine OFF/ON when prompted.
  Note : After the Data Clear, perform the following:
 a. Reinstall the HDDunder System 2/HDD and power the machine OFF/ON.
 b.If a Fax is installed, set the target back to U.S. in System1/Marketing.
 c. Reinput the TCP/IP address information.
 d. Import the address book and device settings.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID　　TAUS0808101EN*　　　　　　　　　　　　　　　　**Solution Usage**

Description

J2001 code intermittently and if not cleared within 20 seconds machine powers off.

Solution

 CAUSE: The Paper feed/transport board has failed.

 SOLUTION: Replace the Paper feed/transport board (p/n A00J H002 06).

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

Solution ID　　TAUS0808110EN*　　　　　　　　　　　　　　　　**Solution Usage**

Description
The operation panel is locked up after flashing the firmware to J8.

Solution
 CAUSE:Unknown anomaly.

 SOLUTION:Flash the machineback to version 6M. Reflash the machine to version J8.All firmwareand system softwareare 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 Mark D'Attilio, Production Print/SSD

Solution ID　　TAUS0808126EN*　　　　　　　　　　　　　　　　**Solution Usage**

Description
 S1 error message and the code will not clear.

Solution
 CAUSE:The error needs to be reset.

 SOLUTION:Reset the S1 error message by performing the following:
1.Enter Tech Rep Mode.
2.Press System 1.
3.Press Initialization.
4.Press System Error Clear and press the Start key.
5.Power the machine OFF/ON using the main power switch.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID　　TAUS0808173EN*　　　　　　　　　　　　　　　　**Solution Usage**

Description
 PROBLEM:

When stapling (FS517)more than five pages, the pages are uneven.

Solution

CAUSE: The Finisher driver board has failed.

SOLUTION: Replace the Finisher driver board (p/n A07R H020 11).

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

Solution ID   TAUS0808187EN*   **Solution Usage**

Description

Unable to view the registration key when programing the mode memory for scanning.

Solution

CAUSE: Unable to view the registration tab when programming the scanning in memory mode option.

SOLUTION: To review the registration tab perform the following:
1. Enter Administrator Settings - 12345678
2. Select System Settings
3. Select Restrict User Access
4. Restrict acsess to job setting
5. Select Registering and Change Address
6. Exit out of Admin Mode

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

Solution ID   TAUS0808251EN*   **Solution Usage**

Description

PROBLEM: The machine displays the error code CD002.

Solution

CAUSE: The hard disk drive has failed.

SOLUTION: After verifying the connections between the hard disk drive and the MFPB, replace the hard disk drive (p/n A00J M721 00) to resolve the problem.

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

Solution ID   TAUS0808375EN*   **Solution Usage**

Description

PROBLEM: The machine locks up on startup.

Solution

CAUSE: Defective or improperly formatted hard disk drive.

SOLUTION: Reformat the hard disk drive, if the problem persists, replace the harddisk drive (p/n A00J M721 00) to resolve the problem.

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

Solution ID   TAUS0808409EN*   **Solution Usage**

Description

"Original left on original glass." message. The machine was recently moved to a different floor.

Solution
 CAUSE: The document feeder right side hinge was out of alignment after the machine was moved.

 SOLUTION:Perform the skew adjustment on the right side hinge of the document feeder.
   Note : It may also be proactive to check other mechanical adjustments for the feeder. Please refer to attached DF-611/DF-610 Mechanical Adjustment section of the Service Manual. 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 Greg Lantowski, Production Print/SSD

Solution ID   TAUS0808464EN*   **Solution Usage**

Description
MFP jams, all finisher indicator lights are on.

Solution
 CAUSE:The reversing unit obtains its power from the finisher.The power connection is hidden between the MPF mainbody and the finisher. It is difficult to see if thepower cable has becomedisconnected from the reversing unit.

 SOLUTION: Separate the main body from the finisher and inspect the blue power cable. If itis not attached,reconnect it.If the MFP was flashed before this solution was implemented, thenreflash the MPF while the units are connected.

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

Solution ID   TAUS0900088EN*   **Solution Usage**

Description
It is impossible to export authentication information from PageScope Web Connection.

Solution
 CAUSE: Firmwarei-option 2 (J8)or later is installed.

 SOLUTION: This problem has been fixed by version C451/C550/C650: GCN-R5. Please install attached special firmware after referring to the attached Release Notes.
  bizhub C451 : A00 K 0Y0-F000-GCN-R5.EXE, Checksum: 3430
  bizhub C550 : A00 J 0Y0-F000-GCN-R5.EXE, Checksum: 0E9F
  bizhub C650 : A00 H 0Y0-F000-GCN-R5.EXE, Checksum: AB44
  Notes :
 1.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 2. The latest version firmware or system software is also available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0900089EN*   **Solution Usage**

Description

When enabling and using Web browser (i-Option), it is impossible to logout from Microsoft® Office SharePoint Server.

Solution

CAUSE: Firmwarei-option 2 (J8)or later is installed.

SOLUTION: This problem has been fixed by version C451/C550/C650: GCN-R5. Please install attached special firmware after referring to the attached Release Notes.
 bizhub C451 : A00 K 0Y0-F000-GCN-R5.EXE, Checksum: 3430
 bizhub C550 : A00 J 0Y0-F000-GCN-R5.EXE, Checksum: 0E9F
 bizhub C650 : A00 H 0Y0-F000-GCN-R5.EXE, Checksum: AB44
 Notes :
 1.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
 2. The latest version firmware or system software is also available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID　　TAUS0900090EN*　　　　　　　　　　　　　　　　**Solution Usage**

Description

If trouble code is detected when printing the job in Memory User Box using MFP with FK-502, received FAX data disappears.

Solution

CAUSE: Firmwarei-option 2 (J8)or later is installed.

SOLUTION: This problem has been fixed by version C451/C550/C650: GCN-R5. Please install attached special firmware after referring to the attached Release Notes.
 bizhub C451 : A00 K 0Y0-F000-GCN-R5.EXE, Checksum: 3430
 bizhub C550 : A00 J 0Y0-F000-GCN-R5.EXE, Checksum: 0E9F
 bizhub C650 : A00 H 0Y0-F000-GCN-R5.EXE, Checksum: AB44
 Notes :
 1.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
 2. The latest version firmware or system software is also available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID　　TAUS0900108EN*　　　　　　　　　　　　　　　　**Solution Usage**

Description

The touchscreen indicates, HOLE PUNCH CAN NOT BE USED RIGHT NOW. A hole punch is not installed.

Solution

CAUSE: The NVRAM is corrupt.

SOLUTION: Download the NVRAM recovery file and instructions from the web site and perform the NVRAM recovery procedure.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID　　TAUS0900123EN*　　　　　　　　　　　　　　　　**Solution Usage**

Description

When removing the Fiery® and the two (2) relay boards, the machine does not power up.

Solution

CAUSE: The Relay jumper board is not installed.

SOLUTION: The Relay jumper board that was removed when installing the Relay circuit board must be reinstalled when the IC-409 is removed.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900137EN*   **Solution Usage**

Description

After initialization of the machine (Data Clear), error code C-FA51 (IGC internal error) is indicated.

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 KM Poland (BPL).

Solution ID   TAUS0900149EN*   **Solution Usage**

Description

When a document is scanned to email from the original glass why is it scanned twice?

Solution

Adocument that is scanned to email from the original glassmay bescanned twice if the machine is unable to detect the correct original size. Please carry out the Original Size Detecting Sensor Adjustment as instructed in the bizhub C451/C550 Field service Manual. The Original Size Detecting Sensor Adjustment has been attached to this solution for reference.

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

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

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

Solution ID   TAUS0900265EN*   **Solution Usage**

Description

After replacing PWB-MFP, the Power LED and the Print link LED are on; nothing else happens. If the flashcard is inserted, the problem remains the same.

Solution

CAUSE: PWB-JMP is missing from the new PWB-MFP

 SOLUTION: Remove PWB-JMP from theoriginal PWB-MFP and install it onto thereplacement PWB-MFP. If PWB-JMP cannot be located, order a new one (p/n A00J H025 00).
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS0900361EN*   **Solution Usage**

Description

The one-touches do not appear in the address book when registered via PageScope Address Book Utility.

Solution

CAUSE: The main body memory is corrupt.

SOLUTION:Perform a Data Clear:
 IMPORTANT : Prior to the Data Clear:

The one touches will be erased so it is recommended to export the addresses from the machine.
The E-mail information will be erased so please export the Device information from the machine.
Make a note of the TCP/IP address configuration as the machine will be reset to DHCP.
Backup any account codes with PageScope Data Administrator.
 Data Clear
1. Enter Tech Rep Mode.

2. Press System 1.
3. Press Initialization.
4. Press Data Clear and then the Start key.
5. When [OK] is displayed, wait 10 seconds or more and cycle the main power switch OFF/ON.

After the Data Clear:
1. Reinstall the HDD under System 2/HDD and power the machine OFF/ON.
2. If a Fax is installed, set the target back to U.S. in System1/Marketing.
3. Reinput the TCP/IP address information.
4. Import the address book and device settings.
 Note : Reinstall the HDD, TCP/IP address and set the machine to U.S. target if a FK-502 is installed.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900418EN*   **Solution Usage**

Description

Tray 1 or Tray 2 sensing incorrect paper sizes. The displaymayindicate ??? for 8.5x11S, A4 instead of 8.5x11, A3 for 11x17or ??? for 8.5x14.

Solution

 CAUSE: Failed tray CD paper size sensors.

 SOLUTION: Replace CD paper size sensor/1 and sensor/2 (p/n 4037 0906 01).
 SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID   TAUS0900624EN*   **Solution Usage**

Description
C0202 (C-0202) at power up or after clearing a paper jam.

Solution
 CAUSE: A piece of paper is wedged behind paper Tray 1.

 SOLUTION: Remove the paper behind Tray 1.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900663EN*   **Solution Usage**

Description
Proof Copy button does not work.

Solution
 CAUSE: The hard drive HDD is turned off.

 SOLUTION:Enable the hard HDD:
1. Enter Service Mode.
2. Select System 2.
3. Select HDD.
4. Set to Installed.
5. Exit Service Mode and cycle the machine power.
 SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0900694EN*   **Solution Usage**

Description
 "Install toner cartridge" message for C, M, Y or K after toner cartridge(s) installed.

Solution
 CAUSE:Connector CN57 in harness to PRCB has been dislodged or is partially connected causing machine not to read Toner cartridgeEEP-ROMs.

SOLUTION: Reseat connector CN 57 in harness to PRCB.

SPECIAL NOTE: Solution contribution by Jim DiSarro, 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   TAUS0702143EN*

Solution Usage   19

Description

"Please power on the controller" message. The Fiery® is ON and displays "00".

Solution

CAUSE: There are three possible scenarios:
1. The Fiery® has not been configured.
2. Fiery® is still booting.
3. Improper booting sequence.

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

Solution ID   TAUS0701132EN*

Solution Usage   15

Description

Ticking noise from the fixing unit while the machine is in an idle state.

Solution

CAUSE: Movement of the cam gear on the shaft located on the rear of the fixing unit causes a clicking sound.

SOLUTION: Please install the countermeasure kit which is outlined in the attached Bulletin Number 5947.
  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   TAUS0701317EN*

Solution Usage   15

Description

The Start button is amber when attempting to scan to E-mail. When a sheet is placed in the document feeder it will not feed; will not allow scanning.

Solution

CAUSE: The Administrator E-mail Address field has not been filled out.

SOLUTION: From the control Panel of the machine follow the procedure below:
1. Press utility.
2. Press administrator and enter password.
3. Select administrator machine setting.
4. Administrator Registration.
5. Enter administrative name and E-mail address.
6. Input Machine address.
7. Device Name and E-mail address
8. Select OK andPower the machine OFF/ON.

Solution ID   TAUS0702382EN*

Solution Usage   12

Description

Only one set will print from the IC-409 controller.

Solution

CAUSE: No Authentication and Account Printing is enabled.

SOLUTION: Disable No Authentication and Account Printing on the IC-409 under Server Setup.

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   TAUS0702750EN*

Solution Usage   6

Description

Dark bands from front-to-rear on copies and prints.

Solution

CAUSE: Failed PWB-MFP.

SOLUTION: View the attached file and confirm the symptom is the same.
Replace PWB-MFP (p/n A00J H020 07 for the bizhub C451\C550 and p/n A00J H021 00 for the bizhub C650) and flash the copier.
 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 TAUS0701438EN*   **Solution Usage** 5

Description

How to configure ArGoSoft© mail server.

Solution

To configure ArGoSoft© mail server,refer to theattached Product and Technical Support Bulletin No. 3641.
  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 TAUS0702134EN*   **Solution Usage** 5

Description

Cannot perform scan to E-mail with SSL\TLS enabled on Microsoft® Exchange 2000\2003 server.

Solution

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

 CAUSE: Exchange uses the same port number for SMTP and SSL\TLS to send E-mail. The Konica Minolta multi-functional engines require SMTP and SSL\TLS to be separate TCP port numbers.

 SOLUTION: This issue has been escalated to our solutions team in Japan. The SSD is in the process or working with our partners in development to obtain a resolution for this issue as quickly as possible.
 Interim Solution :Create a second Exchange SMTP Virtual Server using the attached procedure.
  Notes :
 1. If viewing this solution via the web, please establish a ticket via either the web or by calling our contact center at 1-800-825-5664. Once ticket has been established, an E-mail will be sent when this is updated.
 2. For phone advisors, please attach to this solution for an automatic E-mail that will be sent to the technician when this solution is updated. End the call with call code "Escalated to Japan".
 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 TAUS0702322EN*   **Solution Usage** 5

Description

After installing the print driver (PCL or PostScript) on Microsoft® Windows Vista™, the User Authentication/Account Track selection is unavailable.

Solution

To enable User Authentication/Account Track in the print driver, perform the following:
 1. Enter the Printer Properties of the driver.
 2. Select the Configure tab.
 3. Under Device Option, select the desired mode (User Authenticationor Account Track).
 4. Enable the option in the drop down below Device Option.
 5. Select Apply.
 6. Verify that User Authentication/Account Track is available.

Solution ID TAUS0702421EN*   **Solution Usage** 5

Description

The machine does not recognize the finisher.

Solution

CAUSE: Possible ground on communications lines from the PRCB.

SOLUTION: Check the harness coming from CN30 on the PRCB. Remove any tie-wrapsand then reboot the machine.

Solution ID TAUS0702493EN*   **Solution Usage** 5

Description

Scanning to E-mail fails. "Failed to complete job.Check log."messagealmost immediately.The log indicates a server connection error.

Solution

CAUSE: Server information missing from setting.

SOLUTION: Make sure that the server address has been entered.Perform the following:
1. Press the Utility button.
2.Press the Administrator Settings button and enter the password.
3. Press the Network Settings button.
4. Press the E-Mail Settings button.
5. Press the E-Mail TX (SMTP) button.
6. Go to screen 2 and make sure the TCP/IP address of the E-mail server has been entered.

Solution ID TAUS0647925EN*   **Solution Usage** 4

Description

How to perform trouble reset (to reset a trouble code).

Solution

To perform trouble reset, do the following:
1. Turn OFF Main Power Switch.
2. Turn Main Power Switch ON while pressing the Utility/Counter key.
3. Touch [Trouble Reset].
4. Check to make sure [OK] is on the display.
5. Turn OFF the Main Power Switch and wait 10 seconds, then power the unit ON.

Solution ID TAUS0652685EN*   **Solution Usage** 4

Description

CD251 error code is indicated on initialization.

Solution

CAUSE: The JPEG option board (Scan Accelerator Kit) statusis notSET or the Scan Accelerator Kit (SA-501) is not working properly.

SOLUTION: To correct the error code, perform the following:
1. Make sure that the Scan Accelerator Kit is inserted into theMFP properly.
2. Go into Service Mode.
3. Click on System 2.
4. Click on Option Board Status.
5. JPEG- change to [SET].
6. Save the settings and reboot theMFP via the main switch.
  Note : If there is no Scan Accelerator Kit, perform the above and select JPEG-UNSET.

Solution ID TAUS0651649EN*   **Solution Usage** 3

Description

Webinar presentation including detailed information for User Authentication in combination with Active Directory™, NDS, and SMB/NTLM environments.

Solution

Webinar Presentation for User Authentication with an External Server . This document outlines the methods to set up User Authentication.
 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 TAUS0701800EN*   **Solution Usage** 3

Description

How to reset life counters.

Solution

To reset life counters, perform the following:
1. Enter the service mode.
2. Select counter.
3. Select Life.
4. Select the part or component that was replaced.
5. Press the clear button to reset to 0.

---

6. Exit to normal operation screen.

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 TAUS0702571EN*   **Solution Usage** 3

Description

 When making copies, the prints have 1/4 inch boxes in an array across the page.

Solution

 CAUSE: The calibrations were not followed properly or for some reason they did not take.

 SOLUTION: Follow the setup instructions step-by-step. Please see the attached Installation Manual for details.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
 http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702659EN*   **Solution Usage** 3

Description

In the event that an issue arises that requires immediate action by the technician, certain NVRAMs may be exchanged/swapped between units due to their compatibility with other models.

Solution

 The following groupings of main bodies are compatible for NVRAM exchange with others within their group only in   emergency   situations or for troubleshooting purposes :

 7145/7222/7228/7235

 bizhub 200/250/350

 bizhub 360/420/500

 bizhub 600/750

 7155/7165/7085

 7210/7255/7272/bizhub PRO 920/bizhub PRO 1050

 C250/C252/C300/C351/C352/C450

 C451/C550/C650

 IMPORTANT : A new NVRAM should be obtained as soon as possible for the machine requiring one.
  Notes :
1. The bizhub C350 NVRAM may only be used between other bizhub C350s.

---

2. CAUTION : The bizhub PRO C500/8050 NVRAMs may not be exchanged between units due to the serialization of the NVRAM.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0702769EN*　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage** 3

Description

When you "Export" or Save the Biometric User Authentication settings from the C451/C550/C650 (FW ver 58 with the AU-101 Biometric Unit installed),
through PageScope Data Administrator ver 3.1.2
(with the PSDA Biometric plug-in installed on that PC),
as a PSDA *.bin file, the Biometric profile data is NOT saved.

As a result, that backup PSDA *bin file can not later be imported into PSDA at a later time, to thenbe written to either the same MFP or t　o another C451/C550/C650 device.

Solution

Please see attached document for detailed instructions and screenshots.

(Additionally, there is the ability to Copy an MFP's Bio Authentication data from one MFP to another or multiple MFPS in the same family which is covered in another solution)

User Authentication settings including User name, Password, email address and biometric profile can be programmed via PageScope Data Administrator. ALL settings for each MFP can be saved to the local PC or any location on the network to be used at a later time.
Note: If User settings are imported from a programmed MFP and a backup file is completed on a daily or weekly basis all user counter information will also be saved and can be restored.

1. Complete User Authentication and biometric setup with PSDA and "Write" all data to the desired MFP. Before writing ensure all user profiles have been registered using the AU-101.
2. Once all data has been written to the MFP select File/Export/Save all data to the file.
3. Create a folder on the local PC or anywhere on the network to store the backup data. When naming the file it is very important to identify the exact MFP you are backing up. This data will be specific to this MFP and cannot be restored to a different MFP. Select Save when complete.
4. PSDA has the ability to apply an encryption password meaning the file cannot be opened or used unless the password is entered at the time of use. It is not required to enter a password but if one is used don't forget to record it for future use. Select OK to continue.
5. When completed a message indicating "Export to the file" will be displayed, select OK t o complete the backup process.
6. If the authentication settings are lost and you wish to restore them, select the desired MFP within PDSA and import the Authenticatrion settings.
7. Once the MFP information has been imported, select Authentication Settings from the "Selection Functions" options
8. Select File/Restore Authentications Settings.
9. Navigate to the saved backup file and select open. Please note that each file is specific to an MFP. You cannot restore biometric settings from one MFP to a different MFP.
10. If an encryption password was entered enter when creating the backup file enter it h ere.
11. You can choose to reset all user counters to "0" or set to the value at the time the backup occurred. Select Next to continue.
You will now see an overview of the settings to be written to the MFP including the total number of users to be added. Select Start to begin the restore process. Upon completion of writing all data to the MFP you will receive a "Restoration of Authentication Settings complete" notification. All data, including the biometric profiles,
have been restored to the MFP.
Note: If the data is imported from the MFP and a backup is completed on a daily or weekly basis all user counter information will also be saved can and restored

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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.

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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   TAUS0702939EN*   **Solution Usage**   3

Description
Configuration Page header is printing as Generic 50C-1 or 45C-x.

Solution
 CAUSE: Incorrect settings.

 SOLUTION: To change the Configuration Page header to Konica Minolta bizhub C451/C550/C650, perform the following:
1. Access the Service Mode.
2. Select System 2.
3. Select Software Switch Setting.
4. Enter Switch No. "10".
5. Change the Hex Assignment to "02".
6. Click on Fix.
7. Click on End.
8. Power the copier OFF/ON.
9. Print another Configuration Page. Page Header should now be changed.

Solution ID   TAUS0702953EN*   **Solution Usage**   3

Description
Does the bizhub C451 have banner printing capability?

Solution
The bizhub C451 supports the banner print function only when optional finisher, FS-519, is installed.

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   TAUS0651223EN*   **Solution Usage**   2

Description
Passwords for Authentication/Account track must be 8 digits.

Solution
CAUSE: Security password rules are enabled.

SOLUTION: Set the security password rules to OFF. To set the security password rules to OFF, perform the following:
1. Press Details.
2. Select Administrator Setting and enter the password.
3. Choose Security Setting.
4. Choose Security Details.
5. Set Password Rules to Off
6. Press Close 4 times to exit.

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.

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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   TAUS0701040EN*

Solution Usage   2

Description

How to access Enhanced Security Mode.

Solution

To access Enhanced Security Mode, perform the following:
1. Press the UTILITY/COUNTER key.
2. Select METER COUNT on the touchscreen.
3. Select CHECK DETAILS on the touchscreen.
4. Press STOP, 0, 0, STOP, 0, 1.
5. Press STOP, 0, CLEAR.

Solution ID   TAUS0701041EN*

Solution Usage   2

Description

How to access Billing Setting Mode.

Solution

To access Billing Setting Mode, perform the following:
1.Press the UTILITY/COUNTER key.
2.Select METER COUNT on the touchscreen.
3.Select CHECK DETAILS on the touchscreen.
4.Press STOP, 0, 0, STOP, 0, 1.
5.Press STOP, 9.

Solution ID   TAUS0701318EN*

Solution Usage   2

Description

Unable to enter the Administrator E-mail Address in the E-mail TX tab of PageScope Web Connection.

Solution

CAUSE: The Administrator E-mail Address is only displayed in the E-mail TX Tab of PageScope Web Connection and must be entered in the Maintenance Tab.

SOLUTION: Enter the Administrator E-mail Address using the below procedure:
1. From PageScope Web Connection, enter the Administrator mode.
2. Select Maintenance.
3. Select Machine Setting.
4. Enter the Admin E-mail Address.
5.Press OK.

Solution ID   TAUS0701798EN*

Solution Usage   2

Description

The 'From' address, when scanning to E-mail with User Authentication enabled, is indicated as the user and not as the machine.

Solution

CAUSE: User Authentication is enabled.

SOLUTION: This action is correct for a User Authentication-enabled machine.

Solution ID   TAUS0702217EN*

Solution Usage   2

Description

What is the controller type setting for the IC-409?

Solution

The controller type setting for the IC-409 is 1.To set the controller type setting, perform the following:
1. Enter Tech Rep mode.
2. Select System 2.
3. Select Image Controller.
4. Select 1 for the IC-409.

Solution ID TAUS0702239EN*   **Solution Usage** 2

Description

Part numbers and compatibility of the Toner Cartridge, Imaging Units, Fusing Unit, and Image Transfer Belt.

Solution

The Toner Cartridge, Imaging Units, Fusing Unit, and Image Transfer Belt are all compatible between the bizhub C550/C451/C650.
See that attached Bulletin Number 5860 foradditonal part numberinformation.
  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 TAUS0702253EN*   **Solution Usage** 2

Description

How to disable separate scan when copying from the glass.

Solution

If the default is set to sort all copies, the Separate Scan mode is automatically initiated when copying off the glass.To disable separate scan when copying from the glass,perform the following:
1.Press Panel reset.
2. Go to finishing options.
3. Select group.
4. Select OK.
5. Press the Utility button.
6. Select User settings.
7. Select Copier settings.
8. Select Default setting, then Current, then OK.
9.Press Panel reset one more time and make a copy off the glass.

Solution ID TAUS0702386EN*   **Solution Usage** 2

Description

How to enable the banner page option to separate jobs.

Solution

To enable the banner page option, perform the following:
1. Press the Utility key.
2. Press User Settings.
3. Press Printer Settings.
4. Press Basic Settings.
5. Press the down arrow and select Banner Sheet Printing.
6. Press ON and then OK.

Solution ID TAUS0702602EN*   **Solution Usage** 2

Description

Authentication Device Settings is missing after User Authentication is set to ON (MFP) when installing the (AU-101) Biometric device.

Solution

CAUSE: The security mode setting is off.

SOLUTION: To change:
1. Enter Tech Rep. mode.
2. Press Stop 9 and select Management Function Choice.
3. Select Authentication Device 2.
4. Touch Bio and press End. Exit the Billing Setting and Authentication Device Settings should now be displayed.
  Note : Continue pressing theOK key until "Registration complete" is indicated.

Solution ID   TAUS0702678EN*

Solution Usage   2

Description

How to forward a fax to E-mail, FTP, SMB destinations.

Solution

   To use the Fax Forward TX setting, perform the following:
1. Press the UTILITY button.
2. Select the ADMINISTRATOR button and enter the password (12345678).
3. Select #8 Fax Setting.
4. Select # 5 Function Setting.
5. Select # 5 Forward TX Setting.
6. Select Forward & Print (prints out a copy), Forward & Print if TX fails (forwards to E-mail and prints if the transmission to E-mail fails).
7.Touch the "Select from Address Book" andselecteither EMAIL, FTP, or SMB one-touch followed by "Select OK".
   8.Close all the way out untilreturning to the basic screen of the operation.
     Note :The one-touch for E-mail, FTP or SMB must already be programmed.

Solution ID   TAUS0702748EN*

Solution Usage   2

Description

"Device not supported" message with TWAIN driver.

Solution

 CAUSE: Firmware update required. Currently, there is not a NonGUI version of theTWAIN driver that is supported with version 6b.

 SOLUTION: In order to connect to theMFP with the latest NonGUITWAIN driver,use version 58 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'.

Solution ID   TAUS0702819EN*

Solution Usage   2

Description

After creating a Group one-touch why does it not appear in the Address Book?

Solution

 When Group one-touchesare created they willnot be displayed in the Address Book.
 The Group one-touch thatwas created canbe usedfollowing these steps:
 1. Touch Fax/Scan.
 2. Touch Search.
 3. Touch Address Type.
 4. Touch Group.
 5. Touch the group thatwas created.
 6. Touch Select All.
 7. Touch OK.

Solution ID   TAUS0702929EN*

Solution Usage   2

Description

The sensitivity of the bio-authentication option seems to be incorrect. The machinemay also be losing authentication passwords randomly.

Solution

 CAUSE:Power problems. The sensitivity of the AU-101 can be adversely affected by incorrect line voltage.

 SOLUTION: Install a line filter.
  SPECIAL NOTE : Solution provided by Pete Gossett, Netwise Resources.

Solution ID   TAUS0703038EN*

Solution Usage   2

Description

What is the speed differencewhen the Scan Accelerator Board is installed?

Solution

 Please see the attached document for the scan speed increases.
   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   TAUS0800977EN*

Description

Font Management Utility.

Solution

The latest Font Management 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 prior to installation.
The attached Font Management Utility User's Guide covers the following:

Selecting and adding devices
Add/Delete Mode
Add Collectively Mode
Delete Collectively Mode
Font/form list settings file
Saving lists as files
  Note : To 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   TAUS0801783EN*

Description

When copying or printing originals the color density drops off. This is especiallynoticeable with large jobs.

Solution

CAUSE: Copying/printing with a very high fill rate.

SOLUTION: To increase the density perform the following:
1. Enter Tech Rep Mode.
2. Press Image Processing Adjustment.
3. Select TCR Level Supply.
4. Increase CMYK to +1.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0642297EN*

Description

How to enable the Key Counter if an external counter security device (Hecon® key counter) is installed on the machine.

Solution

To enable the Key Counter for an external key counter device, perform the following:
1. Enter Service Mode.
2. Enter Billing Setting Mode by pressing the STOP button followed by the number (9) button.
3. Select Management Function Choice.
4. Select SET under the Key Counter.
5. Select the desired Color Mode and message.
6. Select END to exit.

Solution ID   TAUS0651329EN*

Description

What modes can be controlled by enabling the User Authentication mode?

Solution

Themachine allows access control to copy mode, scan mode, fax mode, print mode, user box mode, print "Scan/Fax" from user box.
Also provides the ability to restrict access to color or black & white print modes and color scan mode.
Each of the listed access controls can be set up differently for each logged-in individual.

Solution ID   TAUS0652862EN*

Description

When scanning to E-mail and using External Authentication, the 'From' field can be edited.

Solution

CAUSE: Restrict User Access options need to be programmed.

SOLUTION: Follow this procedure:
1. Select Utility.
2. Administrator.
3. System Settings.
4. Restrict User Access.
5. Restrict Access to Job Setting.
6. Change The Form Field set to RESTRICT.

Solution ID TAUS0654544EN*

Solution Usage 1

Description

How to program the Copy, Fax, Scan or Scan/Fax screen as the default after system auto reset is completed.

Solution

To program theCopy, Fax, Scan or Scan/Faxscreen as the default after system auto reset is completed, perform the following:
1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [1. System Setting] on the touchscreen.
6. Touch [9. Reset Setting] on the touchscreen.
7. Touch [1. System Auto Reset] on the touchscreen.
8. Touch [Copy], [Scan], [Fax] or [Scan/Fax]under the Priority Mode selection heading.
  Note : [Scan/Fax]selection on the bizhub C451/C550 rather than [Fax] and[Scan]
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen.

Solution ID TAUS0656907EN*

Solution Usage 1

Description

Utility/Counter key not working and cannot enterTech Rep mode.

Solution

CAUSE:
The machine firmware is corrupt.

SOLUTION:
1. Re-flash the machine with most current firmware.
2. Check that the correct firmware installed on the128MB CF Card.

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 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   TAUS0701206EN*   **Solution Usage**   1

Description

Color registration is off on the trail edge of 11x17 paper only.

Solution

 CAUSE: The fuser speed needs adjustment.

 SOLUTION: To adjust the fuser speed,perform the following:
 1.EnterTech Rep mode.
 2. Select Machine.
 3. Select Fusing Transport Speed.
 4. Adjust the settings/data as needed.

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   TAUS0702129EN*   **Solution Usage**   1

Description

C2255.

Solution

 CAUSE: Color developing motor fails to turn.The motor lock signal remains HIGH for a predetermined continuous period of time while the motor is turning.

 SOLUTION: Perform the following:
   1. One of the color image units may be locked up reseat and check connection.
 2. Check PU1 (reconnect).
 3. Checkfor 24V DC on PU1 PJ5PU1-11.
 4. Check thatM17 (Color Developing Motor - p/n- 9J06 M103 00) is working properly.
 5. Replace PU1 (DC Power Supply - p/n A00J M404 05).

Solution ID   TAUS0702152EN*   **Solution Usage**   1

Description

FK502, how to enable/disable the Fax Activity Report.

Solution

 To enable/disable the Fax Activity Report, perform the following:
 1. Press the Utility/Counter key.
 2. Touch [3 Administrator Settings] on the touchscreen.
 3. Enter the Administrator password (default password is 12345678).
 4. Touch [OK] on the touchscreen.
 5. Touch [8 Fax Settings] on the touchscreen.
 6. Touch [7 Report Settings] on the touchscreen.
 7. Touch [Activity Report] on the touchscreen.

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8. Under Administrator Settings; Report Settings; Activity Report touch [ON] or [OFF] as desired by the customer. If, ON is chosen select the printing frequency of the report by touching [Daily], [100/Daily], or [Every 100 Comm.].
9. Touch [OK] on the touchscreen.
10. Press the Reset key.

Solution ID TAUS0702223EN*   **Solution Usage** 1

Description

Issue when configuring the KT-1 plug in counter option for the copier. There is a long wire harness with alarge connectorthatis unable to connect tothe copier or counter.

Solution

CAUSE: Harness is forinstallation of the plug-in counter install of the KT-1 for a bizhub C350, and is not needed.

SOLUTION:Attachedare pagesfrom the bizhub C650/C550/C451 Field Service Manualwith instructionsfor installing the optional plug-in counter kit.
The kit comes with all of the hardware and wire harness for connection to the bizhub color copier line. Depending onthe installationthere maybe unused items.
There are no instructions with the kit.
  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 TAUS0702224EN*   **Solution Usage** 1

Description

What version main body firmware is required to support the IC-409?

Solution

Minimum firmware version 58 is required to support the IC-409.

Solution ID TAUS0702431EN*   **Solution Usage** 1

Description

C4101 code at initial setup.

Solution

CAUSE: Polygon motor rotation trouble. Polygon motor fails to turn.

SOLUTION:
1. Reseat the PH unit connectors.
2. Swap PH Unit (p/n A00J R741 00).
3. Replace PH Relay Board (REYB/PH - p/n A00J H00A 02).
4. If the problem persists replace PRCB (p/n A00J H001 06).
5. Flash the copier with most current firmware after board replacement.
  Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0702443EN*   **Solution Usage** 1

Description

"Hole Punch Cannot Be Used Currently" message even when there is no finisher attached to the machine.

Solution

CAUSE: Corrupted NVRAM.

SOLUTION:Swap the NVRAM from another machine; either the bizhub C451, C550 or C650.If the problem is corrected, replace the NVRAM.
  Notes :
1. The online NVRAM/BRU Replacement RA/Claim formis referencedin attached Bulletin Number 5783.
2. IMPORTANT : 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.
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

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Solution ID TAUS0702460EN*   **Solution Usage** 1

Description

ML-501, why, when fax fowarding, doesthe fax foward through both phone lines?

Solution

This is normal operation.Just one line cannot be selectedfor fax fowarding.

Solution ID TAUS0702478EN*   **Solution Usage** 1

Description

How to automatically dial a default number to access an outside line for the PBX system.

Solution

To automatically dial a default number to access an outside line for the PBX system:
1.Enter Administrator mode.
2.Select Fax Setting.
3.Touch PBX Connection Setting.
4.Enter the number to dial an outside line(e.g., 9) and press OK.

Solution ID TAUS0702739EN*   **Solution Usage** 1

Description

How to adjust the touchscreen color selection settings.

Solution

To adjust the touchscreen color selection settings, perform the following:
1. Press the Utility/Counter key.
2. Touch [2 User Settings] on the touchscreen.
3. Touch [2 Custom Display Settings] on the touchscreen.
4. Touch [5 Color Selection Settings] on the touchscreen.
5. [Select Color] will be displayed on the touchscreen in the currently programmed color. Touch [Green], [Blue], [Yellow], or [Pumpkin] as desired by the customer.
6. Touch [OK] on the touchscreen.
7. Press the Reset key.

Solution ID TAUS0702763EN*   **Solution Usage** 1

Description

Unable to access PageScope Web Connection.

Solution

CAUSE: PageScope Web Connection is set to OFF.

SOLUTION: To enable:
1. Enter the Administrator mode.
2. Select Network Settings.
3. Touch HTTP Server Settings.
4. Press the ON selection, pressOK and exit the mode.

Solution ID TAUS0702858EN*   **Solution Usage** 1

Description

"Input serial number message" after replacing a NVRAM.

Solution

CAUSE: Machine serial number information is missing after replacing the NVRAM.

SOLUTION: Input the machine serial number by selecting Utility key => Meter count => Check details => Stop 00 => Stop 01 => System1 => Serial number => Printer => input machine serial number, thenpress End.

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

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bizhub C451

Solution ID TAUS0702962EN* **Solution Usage** 1

Description

After the bizhub C451/C550/C650 is upgraded to firmware version 6B, these devices will no longer display properly through PageScope Net Care. The message "No items on the screen are supported" will appear on the Network, System and other tabs when accessing the device through Net Care.

Solution

CAUSE: Net Care plug-ins required.

SOLUTION: Net Care plug-ins for the bizhub C451/C550/C650with version 6B firmware are attached below and areavailable 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'. After applying the plug-ins through Console Tools (see attached Installdoc_en.pdf), then log into Net Care and deletethe existing devices. IMPORTANT : M anually add devicesback through List Manager. This will not work ifdevicesare added back through Device Discovery.

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 TAUS0702963EN* **Solution Usage** 1

Description

The FS-517 is not recognized by the copier.

Solution

CAUSE: Outdated firmware. Firmware version 6B or higher is required to support the FS-517.

SOLUTION: Upgrade the copier firmware to version 6B or higher.
Note : The latest version of firmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

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

March 2009

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 TAUS0701436EN*

Solution Usage 0

Description

FK-502, unable to fax. The fax screen cannot be accessed on the operation panel.

Solution

CAUSE: User Authentication accounts are enabled; the fax function permission is set to restrict for the current user.

SOLUTION: Set the user account to allow for fax. To configure an individual user account, perform the following:
1. Enter Administrator mode.
2. Select [User Authentication/Account Track].
3. Select [User Authentication].
4. Select [User Registration].
5. Select the user account to be modified.
6. Select [Function Permission].
7. Select [Allow] for Fax.
8. Exit the Administrator mode.

Solution ID TAUS0702113EN*

Solution Usage 0

Description

How to set up Scan to SMB for a Microsoft® Windows Vista™ workstation.

Solution

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

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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 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 TAUS0700388EN*

Solution Usage

Description

Black and White Microsoft® Word® documents are counted as color.

Solution

CAUSE:An E-mail address is inserted in the document. Documents created in Microsoft® Word®, which are normally textandin black & white, will be counted as color if an E-mail address is inserted in the document.Microsoft® Word® automatically converts E-mail addresses into hyperlinks which is, by default,blue. Due to this the document's specification is changed from B/W to color and it is counted as acolor document.

SOLUTION:Disable automatic formatting of hyperlinks On the [Tools] menu =>click [AutoCorrect] =>then click the [AutoFormat As You Type] tab. Under 'Replace as you type', clear the [Internet and network paths with hyperlinks] check box. This will prevent Microsoft® Word® from auto-formatting and changing the hyperlink color to blue.

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   TAUS0701577EN*

Solution Usage

Description

Is SIP fax supported?

Solution

SIP fax is currently not supported in the U.S. market.

Solution ID   TAUS0702117EN*

Solution Usage

Description

FK-502, how to program the default paper tray for fax reports.

Solution

To program the default paper tray to print fax reports, perform the following:
1. Press the Utility/Counter key.
2. Touch [2 User Settings] on the touchscreen.
3. Touch [1 System Settings] on the touchscreen.
4. Touch [3 Paper Tray Settings] on the touchscreen.
5. Touch [4 Print Lists] on the touchscreen. Select and highlight the desired fax report paper tray.
6. Touch [OK] on the touchscreen.
7. Press the Reset key.

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   TAUS0702153EN*

Solution Usage

Description

Is there a Microsoft® Windows 98 printer driver?

Solution

There are no Microsoft® Windows 98 drivers for this unit.
Note : Microsoft® Windows 98 is not supported.

Solution ID TAUS0702184EN*   **Solution Usage**

Description

The USB cable for the Biometric Authentication Unit option does not fit into the connector on the copier. The USB port on the machine has a square connector, but the AU-101 connector uses a standard rectangular USB port.

Solution

CAUSE: Incorrect configuration. The AU-101 (Item#A09MWY0) requires the WT-502 (Work Table) and EK-602(USB Host Board Local I/F Kit).

SOLUTION: Install the WT-502 (Item#A07EWW0) and EK-602(Item#A090WW0). Refer to the attached pages from the bizhub C550 Specification & Installation Guidefor more detail.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702222EN*   **Solution Usage**

Description

Whereto find install instructions for the optional KT-1 key counter kit. The instructions are not included with the kit and cannot be obtainedonline.

Solution

Attachedare pagesfrom the bizhub C650/C550/C451 Field Service Manualwith instructionsfor installing the optional plug-in counter kit.
The kit comes with all of the hardware and wire harness for connection to the bizhub color copier line. Depending onthe installationthere maybe unused items.
  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 TAUS0702240EN*   **Solution Usage**

Description

What is the Image Controller setting for the Fiery® controller?

Solution

Set the Image Controller setting to: Emperon controller [Controller 0] or IC-409 Fiery® controller [Controller 1].

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 TAUS0702252EN*   **Solution Usage**

Description

Image Repeat does not work

Solution

If Image Repeat does not work, the size of the original to be repeated needs to be set.

SPECIAL NOTE:Solution provided by Willian McEntire, KMBS   Anaheim , California

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Solution ID TAUS0702273EN*   **Solution Usage**

Description

C-2AXX error message at power up.

Solution

CAUSE:Toner cartridge issue.

SOLUTION: Re-install or replacetoner cartridge(s).

Solution ID TAUS0702331EN*

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 TAUS0702412EN*

Solution Usage

Description

Server connection error.

Solution

CAUSE: Incorrect settings.

SOLUTION: To configure:
1. Press Utility/Counter.
2. Enter the Administrator mode.
3. Press User Authentication/Account Track.
4. Touch External Server Settings.
5. Select a number and press New.
6. Enter Server Name.
7. Enter Server Type.
8. Exit to General Settings.
9. Touch User Authentication.
10. Select "On external Server" and exit.

Solution ID TAUS0702462EN*

Solution Usage

Description

Can one line be forwarded while one line prints out when the dual line kit is installed?

Solution

Each line of the bizhub C550 dual line kit (ML-501) will be forwarded to the same destination. It is not possible to have each line forward to a separate destination or one print out while the other is forwarded.

Solution ID TAUS0702467EN*

Solution Usage

Description

Noise from Tray 1 and 2. Machine makes avibrating noise when feeding from both cassettes.

Solution

CAUSE: The clutch on Tray 1 feed unit was rubbing against the metal behind it. This clutch engages only whenTray 1 and 2 are feedingbecause itassists withturning the conveyance rollers on the side of the machine.

SOLUTION:Checkthe clutch on Tray 1 feed unit.Put the metal and clutch back into place.

Solution ID TAUS0702469EN*

Solution Usage

Description

FS-517/FS-518/FS-519, what is the staple capacity when stapling a copy/print job?

Solution

The staple capacity is 50 sheets of A4/8.5x11 paper.

Solution ID   TAUS0702470EN*

Solution Usage

Description

How many users can be authenticated using the AU-101 Biometrics Unit?

Solution

Up to 1,000 users can be authenticated using the AU-101 Biometrics Unit.

Solution ID   TAUS0702485EN*

Solution Usage

Description

Is TWAIN scanning available?

Solution

 TWAINscanning is available and the driver is located on the user CD(p/n A00J-9555-00).

Solution ID   TAUS0702488EN*

Solution Usage

Description

Does the bizhub C550 allow a single transmission to be sent using both the ADF and platen glass?

Solution

 The bizhub C550 supports the ability to scan documents from the ADF and the platen glass and send it as a single transmission. This is possible using the Separate Scan function.
 For example, ifscanning multiple pages from a bound book (platen scanning) and a wanting to send a cover page (ADF Scanning), use the Separate Scan function to send these pages as ONE transmission.

Solution ID   TAUS0702489EN*

Solution Usage

Description

What is the purpose of the Long Document setting available in Scan Mode?

Solution

The Long Document setting is selected whenscanning documents that exceed the maximum document size (11x17). This would apply to those documents that are longer than 17 inches, with a maximum length of up to 39.25 inches(1000mm).

Solution ID   TAUS0702490EN*

Solution Usage

Description

Does the bizhub C550 have the ability to number transmitted fax pages?

Solution

 The bizhub C550 "total page count" function will stamp the number of the page as well as the total number of pages transmitted (Page Number/Total Pages format) so that the recipient can be certain that all pages of the transmitted document have been received.
 This function is standard when Memory Transmission mode is used and can be selected when Quick Memory Tx Mode is used.

Solution ID   TAUS0702501EN*

Solution Usage

Description

In the Administrator mode, the number of fax redial attempts can only be set to 0 or 1.The display indicates that up to 7 should be possible.

Solution

 CAUSE: Incorrect setting.

 SOLUTION: To allow up to 7 re-dial attempts, perform the following:
 1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [FAX] on the touchscreen.
5. Touch [System] on the touchscreen.
6. Touch [Communication Setting] on the touchscreen.
7. Touch [-] or [+] on the touchscreen until the desired redial attempt value is displayed on the touchscreen. The redial attempt value can be set from 0 to 7.
8. Touch [End] on the touchscreen.
9. Touch [Function Parameter] on the touchscreen.
10. Touch [Address] on the touchscreen. Using the right-arrow, scroll to the furthest bit on the right side of the address.

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11. Press the 1 key. The address displayed should be [000B0001].
12. Touch [Data] on the touchscreen. Use the right-arrow key and scroll to each of the last three bits on the right side of the address and press the 1 key. The address displayed should be [00000111] with a value of [07] displayed to the right of the data.
13. Touch [Apply] on the touchscreen.
14. Touch [Address] on the touchscreen. Use the right-arrow key and scroll to the furthest bit on the right side of the address.
15. Press the 2 key. The address displayed should be [000B0002].
16. Touch [Data] on the touchscreen. Use the right-arrow key and scroll to each of the last three bits on the right side of the address and press the 1 key. The address displayed should be [00000111] with a value of [07] displayed to the right of the data.
17. Touch [Apply] on the touchscreen.
18. Touch [End] on the touchscreen.
19. Touch [Exit] on the touchscreen.

  Note : If the number of re-dials is subsequently changed to a lowernumberin the Admin mode, that number will be the maximum unless the procedure above is repeated.

Solution ID TAUS0702534EN*

Solution Usage

Description

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

Solution

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

Solution ID TAUS0702558EN*

Solution Usage

Description

FK502, how to program the TWAIN lock time.

Solution

 To program the TWAIN lock time, perform the following:
 1. Press the Utility/Counter key.
 2. Touch [2 User Settings] on the touchscreen.
 3. Touch [4 Scan/Fax Settings] on the touchscreen.
 4. Touch [TWAIN lock Time] on the touchscreen.
 5. Using the numeric keypad input the desired TWAIN lock time. The programmable TWAIN lock time is 30 – 300 seconds.
 6. Touch [OK] on the touchscreen.
 7. Press the Reset key on the operation panel.

Solution ID TAUS0702628EN*

Solution Usage

Description

Can account tracking be migrated from a Microsoft® Windows 2003 server?

Solution

 This is not possible to do with account tracking. In order for this to work, the MFP would have to authenticate with the server.

Solution ID TAUS0702701EN*

Solution Usage

Description

 Scan errors when performing gradation on new units out of the box.

Solution

 CAUSE:The top mirror on the V-mirror assembly is dislodged.

 SOLUTION: Re-position the top mirror on the V-mirror assembly, (also called the 2nd mirror).Carefully remove the two pressure tabs for the mirror and putthe mirrorback into the correct position.
  SPECIAL NOTE :Solution provided by Gerald Koehl, Braden Business Systems.

Solution ID TAUS0702730EN*

Solution Usage

Description

How to perform the lead edge erase adjustment.

Solution

To perform the lead edge erase adjustment, perform the following:
1. Press the Utility/Counter key.
2. Touch [Meter Count] on the touchscreen.
3. Touch [Check Details] on the touchscreen.
4. Press Stop, 0, 0, Stop, 0, 1.
5. Touch [Machine] on the touchscreen.
6. Touch [Lead Edge Erase Adjustment] on the touchscreen.
7. Touch [First Side] or [Second Side] to select the side of paper on which to perform the lead edge adjustment.
8. Touch [4mm], [5mm], or [7mm] as the lead edge erase setting as desired by the customer.
9. Touch [END] on the touchscreen.
10. Touch [EXIT] on the touchscreen.

Solution ID TAUS0702736EN*

Solution Usage

Description

The machine registers a finisher jam only when using 3-hole punch in duplex mode.

Solution

CAUSE: Incorrect finisher firmware.

SOLUTION: Upgrade the FS-517 firmware to v. 14 or higher.
  Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0702745EN*

Solution Usage

Description

Is the IP Scanner utility supported?

Solution

The IP Scanner utility is a legacy Minolta product and is not supported on Konica Minolta printers.

Solution ID TAUS0702814EN*

Solution Usage

Description

C5304 error code at power up.

Solution

CAUSE: Pinched or shorted wire to FM10 fan motor.

SOLUTION: Repair wiring as necessary to FM10 fan motor.

Solution ID TAUS0702866EN*

Solution Usage

Description

How to tri-fold legal paper.

Solution

Due to the specification of the unit, tri-folding legal paper is not supported.

Solution ID TAUS0702867EN*

Solution Usage

Description

Can 11x11 paper size be used in Tray 1 or Tray 2?

Solution

The paper specifications on Tray 1 and Tray 2 are 11x17 to 8.5x11, 8x13, 16K, 8K, 12.25x18 and the bypass tray can be programmed for 11x17 to 5.5x8.5, 8x13, 16K, 8K, and 12.25x18.
  Note : There are five Foolscap sizes: 220mm × 330mm w, 8.5×13 w, 8.25×13 w, 8.125×13.25 w and 8×13 w. Any one of these sizes can be selected.

Solution ID TAUS0702875EN*

Solution Usage

Description

DocuBreeze support.

Solution

Currently,DocuBreeze is only supportedwith version 58 firmware. Newer firmware has not yet been tested. When a newer firmwareversionis tested and released for the bizhub C451/C550/C650 this solution will be updated.

Solution ID   TAUS0702877EN*

Solution Usage

Description
C-D116 at power up.

Solution
 CAUSE: The Fax board (FK-502) has been installed in the wrong slot of the PCI board causing it not to initialize.

 SOLUTION: Install the Fax board (FK-502) into the rear slot of the PCI board.

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

Solution ID   TAUS0702900EN*

Solution Usage

Description
Part number for the REYB/SCAN board (PWB assembly IF).

Solution
REYB/SCANboard (p/n A00J H00A 02).

Solution ID   TAUS0703012EN*

Solution Usage

Description
 Can the User Authentication data (biometrics data included) be imported and exported to the machine via the main body NIC?

Solution
 TheUser Authentication data (biometrics data included) can be imported and exported to and from the machine via the main body NIC by performing the following:
 1. Browse to the NIC and sign in as Administrator.
 2. On the Maintenance tab select Import to import the data to the PC and Export to input the DAT file back to the NIC.

Solution ID   TAUS0703032EN*

Solution Usage

Description
DF-610/DF-611, packing position ofmounting screws.

Solution
 The packing position of shoulder screws and mounting screws has beenmodified to attach them to the Instruction Manual.Asa result,itshould beeasier to find those screws when opening the box andpreventsthem frombeingdiscarded with the packing material.
 Modified from:
 DF-611(0W0)=> A01H0W0023004 and onwards
 DF-611(WY0)=> A01HWY0011298 and onwards
 DF-610(WY0)=> A07HWY0000336 and onwards

 < New packing position of shoulder screw and mounting screw >

 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0703043EN*   **Solution Usage**

Description

When exporting a .TXT file from PageScope Data Administrator with Authentication enabled, Scans Counts are not recorded.

Solution

CAUSE: PageScope Data Administrator requires an update.

SOLUTION: This issue will be fixed in PageScope Data Administrator version 3.1.6 which is scheduled to be released at the end of October 2007.

Solution ID   TAUS0703044EN*   **Solution Usage**

Description

PageScope Data Administrator version 3.1.x can export counter data of each user from the user list into a .TXT file, however incorrect counter data is exported.

Solution

CAUSE: PageScope Data Administrator requires an update.
  Note : The counter data exported in version 3.1.x:
Copy_Total_Black: This count increases even when printing Black/White.
Copy_Total_Full Color: This count increases even when printing Color.
Printer_Total_Black: This count increases even when copying Black/White.
Printer_Total_Full Color: This count increases even when copying Color.
Copy_Total_Total: This count increases even when pinting.
Printer_Total_Total: This count also increases when copying.

SOLUTION: This issue will be fixed in PageScope Data Administrator version 4.0.0, which is scheduled to be releasedJanuary 2008.

Solution ID   TAUS0703066EN*   **Solution Usage**

Description

Abnormal noise from the paper feed unit.

Solution

See attachments (KOM072223.pdf and KOM072223_Applied Product Information.xls) for details.
Note: To view a PDF, Adobe Reader ® must be installed. Adobe Reader ® can be downloaded for free from the Adobe ® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0703072EN*   **Solution Usage**

Description

Strayhorizontal lines are printed in PowerPoint™ documents with the standard (Emperon) controller.

Solution

CAUSE: Firmware problem.

SOLUTION: Update the machine firmware to v. 6B (or later).
  Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
  SPECIAL NOTE : Solution provided by Mike Rogers, KMBS/Houston.

Solution ID   TAUS0703073EN*   **Solution Usage**

Description
Where can instructions be found for WebDAV?

Solution

Instructions for WebDAV can be found in Section 2.8 of the current version of the bizhub C550 Network Scanner Operations Users' Guide (see attached).
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0800525EN*   **Solution Usage**

Description
The manual bypass tray is recognizing paper size incorrectly.

Solution

CAUSE: Manual Bypass Tray is not properly adjusted.

SOLUTION: Perform the Manual Bypass Tray Adjustment using the below procedure:
1.Enter Service Mode.
2.Select [Machine] on the touch screen.
3.Select [Manual Bypass Tray Adjustment] on the touch screen.
4.Select [Max. Width] on the touch screen.
5.Load the bypass tray with paper having a width of 301mm.
6. Press the Start key on the control panel and verify that the result is [OK] on the display.
7. Select [Min. Width].
8.Load the bypass tray with paper having a width of 89mm.
9.Press the start Key and verify that the result is [OK] on the display.
 SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0800846EN*   **Solution Usage**

Description

 Print jobs go to a box on the machine instead of printing.

Solution

CAUSE: Incorrect setting.

SOLUTION: To restore normal printing, perform the following:
1. Enter the Administrator mode.
2. Select User Authentication Settings.
3. Select Administrative Settings.
4. Select ID & Print Settings.
5. Set ID & Print to OFF.
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD