SSD SUPPORT SOLUTIONS

bizhub PRO 1051 - ALL ACTIVE SOLUTIONS

March 2010

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   TAUS1000349EN*   **Solution Usage**

Description
Loud noise, banging, chattering coming from the FD-503 post inserter.

Solution
 CAUSE: Post inserterUp DownTray (p/n 15AG 4038 0) is malformed or bent.

 SOLUTION: Check for proper operation of the lift tray. Check that Limit sensor (PS43) at rear of the unit is being actuated when tray is at rest. Check for a broken Up Down gear (p/n 15AG 7701 0) and/or any bent parts including the screw (p/n V121 0410 03)which attaches the hold lever (p/n 15AG 4081 0) to the Up Down shaft (p/n 15AG 4082 0).
  Note : Please see attached pages from the FD-503 Parts Guide Manual. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

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

Solution ID   TAUS0902824EN*   **Solution Usage**

Description
Paper Exit Knob failure.

Solution
CAUSE: Broken original Fuser Paper Exit Knobor failed one-way clutch Fuser Paper Exit Knob.
  Note :The Fuser Paper Exit Knobhas been switched to a one-way clutch type since August 2009 production. The reasonfor switching was to use a heat-resistant clutch to improvereliability (original knoband one-way clutch knob look identical).

OriginalPaper Exit knob: 0-60 degree/C operating environment
One-way clutch Paper Exit knob: heat-resistant, 0-120 degree/C operating environment
From the first production until August production,a few units do not have theone-way clutch (US: 5 units).Original knoband one-way clutch knob look identical except for an instruction label to indicate the rotation directionon the one-way clutch knob.

SOLUTION; Replace the Paper Exit Knob assembly(p/n A0G6 R789 11)ifit breaks, does not turn or is "locked up". Please refer to attached Parts Manual pages for Paper Exit Knob assemblylocation (original part number is shown). 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   TAUS1000160EN*   **Solution Usage** 3

Description

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

Solution

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

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

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

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

1. Utility
2. Printer Settings
3. PDL Set

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

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

Solution ID   TAUS0902105EN*   **Solution Usage** 0

Description

How to determine the print data stream of a spool file

Solution

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

wrkoutq

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

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

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

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

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

Solution ID   TAUS0902138EN*   **Solution Usage**

Description

"Can't use this function in the current authentication mode" message when you try to log in through the engine NIC via a web browser and enter Machine Manager Setting => Account Track Setting.

Solution

CAUSE: Account Authentication or Account Name Input is turned OFF on the engine. (Account Track and User Authentication)

SOLUTION: Turn ON Account Authentication or Account Name Input. (There is no need to Turn the engine OFF when this feature is enabled)
  Note : Please see attachment for message. 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   TAUS0903061EN*   **Solution Usage**

Description

Duplex and Simplex (Mixplex) printing from the SAP application do not print correctly.

Solution

CAUSE:This is caused by a bug inthe IC-Controller firmware which makes itunable to properly process mixplex PCL print data from SAP. This resultsin incorrect print placement on pages.

SOLUTION:Special IC Controller firmware is available for the bizhub PRO 950, 1200, 1200P, and 1051 to correct this issue.

bizhub PRO 950:version GC1-20
bizhub PRO 1200/1200P/1051:version GC2-10

The following controller software switch must be set to enable to correction;
SW22=0: default
SW22=1:enable correction

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

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

Solution ID   TAUS0903121EN*   **Solution Usage**

Description

When scanning custom size originals, the size of scanned file will be different from what is specified in the settings.
 Setting :
[Application]=> [FrameCenterErase] =>Enter the value of "Erase widthsetting"

Solution

CAUSE: Bugin the IC-controller firmware.

SOLUTION: Pleaseinstall the Special IC-controller firmware version GC2-10. 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   TAUS0903122EN*   **Solution Usage**

Description

The macro data included in a PCL file is not printed.

Solution

CAUSE: Bugin the IC-controller firmware.

SOLUTION: Pleaseinstall the Special IC-controller firmware version GC1-10. 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   TAUS0902403EN*   **Solution Usage**   2

Description

 Streaks on copies/prints.

Solution

 CAUSE: Premature cleaning blade failure due todamage caused by vibration atInitial settingwhen notusing Blade Setting mode.

 SOLUTION: When installing a newdrum,   always   installa new blade with the drumthen perform Blade Setting mode.
 When installing a new blade with an existing drum,   always   perform Blade Setting mode.
 Advisers : If you are receiving calls for premature cleaning bladefailures, create a ticket (no Web updates) and escalate itto ESS for resolution.
 SPECIAL NOTE : Solution contribution by Felix Burgen, ESS/BSE

Solution ID   TAUS0902788EN*

Solution Usage

Description

After installation of a new machine output had a blurred image at the leading edge.

Solution

 CAUSE: Firmware update is required.

 SOLUTION: Please install attached firmware version G00-15 (G00-16 forPrint Control). Refer to the attached Release Notes prior to installation.
 There is an addition of the [Lead Transfer SW Timing Adj.] function in the Service mode. [Service] => [Machine Adjustment] => [Timing Adjustment] => [Lead Transfer SW Timing Adj.].
 After installation of thefirmware, Printer Lead Edge Transfer Switch Timing adjustment is visible and shows a setting of value +4 from the factory. After readjusting to setting of 0 ,   lead edge appears normal. See attached example. 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 :This firmware has been already applied to machines beginning with the following serial number cut-in:

 bizhub PRO 1200 A0G6011000055-
 bizhub PRO 1051 A0G9011000050-
 SPECIAL NOTE : Solution contribution by KM Europe (BEU)

Solution ID   TAUS0700453EN*   **Solution Usage**   825

Description

NVRAM Troubleshooting Procedure used to identify NVRAM problems and and information concerning damaged or missing NVRAM/BRU.

Solution

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

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

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

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

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

Known unrecoverable NVRAM symptoms:

1. Stuck on hourglass screen
2. Incorrect meters
3. When performing the NVRAM restore procedure the codes repeat themselves

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

Known fixes for various codes:

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

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

CAUTION : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connection to backup the data before performing the Data Clear. If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

8020/CF2002/8031/CF3102

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

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

8050/CF5001/bizhub PRO C500

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

Known defective NVRAM symptoms:

1. Meters or default adjustment values are extremely high.
2. Adjustments do not hold after powering the machine OFF/ON.

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

bizhub 200/250/350

Common symptoms when NVRAM replacement may be necessary:

1. Machine not going to ready state.
2. Not printing to a host name with DHCP.
3. Not scanning to E-mail.
4. On startup, abort code 0x0000999a .
5. Abort code 0x00f00b00 .
6. Not printing.
7. Machine rebooting every few minutes.
8. Screen freezing in Konica Minolta logo.
9. Keep losing machine settings when power OFF.

bizhub 420/500

Common symptoms when NVRAM replacement may be necessary:

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

1. Screen freeze in Konica Minolta logo.
2. Fax unit locking up theMFP or not recognized.
3. C-E084 error code.
4. Cannot PING the MFP.
5. C-D203 error code.
6. Display resetting to Japanese.
7. Losing network settings after firmware upgrade.
8. C-E002 error code.
9. Scan to E-mail or FTP.
10. Loss of adjustment data.
11. Total counter is reset.
12. Display TCR adjustment.

13. C-284x error code.

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

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

 Ordering Procedures
 Call the SSD Hotline at 800-825-5664, to open a Problem Ticket.
  IMPORTANT : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated.If a request is received without an established problem ticket number the request will be denied.
 The NVRAM can be ordered via the Online Technical & Special Program order form located within MyKonicaMinolta.com:
1. Login to MKM.com.
2. Select the Service tab.
3. Select Warranty, Repair, & Special Programs (menu at left side of screen).
4. Click on Warranty Services & Technical/FOC Programs (in center of screen).
5. Select NVRAM/BRU Replacement Program.

 Updates/Status
 Call Logistics at 201-934-5339.
  Notes :
  a. Refer to the attached RA formand Bulletin Number 5783 for more detail.The bulletin may be a bit out-of-date concerning actual ordering procedures and applicable models.
  b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and Cesar Jimenez and Ed Bellone, Production Print/SSD

Solution ID   TAUS0648640EN*   **Solution Usage**   12

Description
 Key Counter location (4-pin connector).

Solution
 Please see the attacheddocumentation to see the various Key Counter (4-pin) locations. To view a PDF, you may need to download a free copy of Adobe Reader®.

  Note : Equitrac© must have the supply cable (Item #CABX0094) along with any adapters for the product.
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0801706EN*   **Solution Usage**   9

Description
Paper Test requirements.

Solution

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

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

Solution ID   TAUS0900739EN*   **Solution Usage** 8

Description

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

Solution

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

Solution ID   TAUS0801272EN*   **Solution Usage** 7

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   TAUS0900736EN*   **Solution Usage** 7

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   TAUS0641515EN*   **Solution Usage**   5

Description
LS-501/LS-502/LS-505, VR adjustment at replacement of control board.

Solution
 This information regards thereplacement of the LS-501/LS-502 control board which is an option of bizhub PRO 1050 series and bizhub PRO C6500 series, and the LS-505 control board which is option of bizhub PRO 1200 series and bizhub PRO C6501 series.
VRadjustment on LS-501/LS-502/LS-505 control board is necessary at replacement of the board (p/n 15AV -931 3 and p/n 15AT-931 1 for LS-501 ; p/n 15AW-932 3 for LS-502 ; p/n A0H1 H933 00 and p/n A0H1 H010 00 for LS-505).
Please see the attached documentfor the adjustment procedure and attached Bulletin Number 7043.ThisVR adjusts sensitivity of the sensor that detects the gripper (p/n 15AV 5050 1).If it is not correctly adjusted, the followings SC codes may occur.

 bizhub PRO 1050 series: SC76-04
 bizhub PRO 1200 series: C-1204/C-1214
 bizhub PRO C6500/6501 series: C-1204
 This information is also foundin the Service Manual (Field Service) in the LS-50x section under ADJUSTMENT/SETTING/MECHANICAL ADJUSTMENT.
  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   TAUS0652658EN*   **Solution Usage**   4

Description
FS-503/FS-521, part number for staple case (not shown in Parts Manual).

Solution
 Staple case (s/n 15AA 4356 0).
 SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID   TAUS0701663EN*   **Solution Usage**   4

Description
 Printgroove supported models.

Solution
 The followingare supported by Printgroove version 1.5.0:

 bizhub PRO 1050/1050P/1050e/1050eP(embedded)

 bizhub PRO 950(embedded)

 bizhub PRO 920(IC-203)

 7085(IP-602/IP-602M)

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bizhub PRO C500/8050(IP-901/IC-302/IC-405)

bizhub PRO C500(IC-301)

bizhub PRO C6500(IC-303/IC-305/IC-408/IC-304)

bizhub PRO C6500P(IC-303/IC-305/IC-304)

bizhub PRO C6501(IC-305/IC-408)

bizhub PRO C6501P(IC-305)

bizhub PRO C65hc(IC-305)

bizhub PRO C5500(IC-408)

bizhub PRO C5501(IC-305/IC-408)

bizhub PRO C650(IC-409)

bizhub PRO C550(IC-409)

bizhub PRO 1051/1200/1200P(embedded)

bizhub PRO 1600PwithSmart Imager R11

bizhub PRO 2000P withSmart Imager R11

bizhub PRO 2500P withSmart Imager R11
Xerox DocuTech 6100 seriesDocuSP4.x
   Note : Please refer to the attacheddocument for additional information on Printgroove supported models. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

 SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS and Ed Bellone, Production Print/SSD

Solution ID   TAUS0901640EN*   **Solution Usage** 4

Description
How to perform a file capture.

Solution
 Pleaseunzip the attached WinZip® file to accessthe procedure.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 viewthe zipped PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site: http://www.adobe.com/products/acrobat/readstep2.html .
 Thedocument addresses the topics:

 USB memory
 Key files for log acquisition
 Setting of the controller
 Situation of needed controller log and captured files
 Procedure of acquisition of the controller defective log
 Procedure of acquisition of the controller capture
 The required key files (showalllog and getcapture) are also included.

 Key file for acquisition of the defective log of the controller: showalllog
 Key file for acquisition of the controller capture: getcapture
 Store either key filein the USB memory.If both key files are stored in the USB memory at the same time, the files may not be captured correctly.
 SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID   TAUS0902379EN*   **Solution Usage** 4

Description
Configuration sheet and Specification sheet.

Solution

Attached is the bizhub PRO 1051/1200/1200P "All possible configurations" sheet dividing the possibilities into finishing-based groups. Each group starts with the option closest to the main body.Six finishers can be attached directly to the print engine; other finishing options can then be added to the left. The resulting groups are:

7 configurations based on GP-501
16 configurations based on FD-503
14 configurations based on LS-505
5 configurations based on SD-506
3 configurations based on PB-50x
1 configuration based on FS-521
Also attached is the bizhub PRO 1200/1200P Specification sheet providing a brief explanation of:

Printer Specifications
System Specifications
Controller Specifications
Scanner Specifications (not for bizhub PRO 1200P)
Copier Specifications (not for bizhub PRO 1200P)
Accessories
Paper Feed Units (PF-702/PF-703)
Relay Unit (RU-506)
Folding and Punching Unit (FD-503)
GBC Punching Unit (GP-501)
Saddle-stitching Unit (SD-506)
Stacking Unit (LS-505)
Perfect Binding Units (PB-502/PB-503)
Stapling Unit (FS-521)
   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   TAUS0902385EN*   **Solution Usage**   4

Description
Power and site requirements.

Solution

The attacheddocumentation for the bizhub PRO 1051/1200/1200P contains site and power requirements. 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 byCesar Jimenez and Gregg Gallant, Production Print/SSD

Solution ID   TAUS0642584EN*   **Solution Usage**   3

Description
How to install an indicator light system (Status indicator light).

Solution

Konica Minolta does not supply an indicator light system. However, one can be purchased and installed. The following information is needed:
 Patlite Corporation   www.patlite.com/
Patlite LES-402A-RYGB (four light pole mounted system)
Patlite SZ-012 Mounting Bracket (needed to mount the light pole to the machine)
The following connectors are needed to connect the Light Pole Wiring to the machine:
 Tyco Electronics AMP   www.tycoelectronics.com/
Connector (concave) - 179228-6 (CRIMP TYPE II RECPT HSG)

Connector (convex) - 292254-6 (CT RELAY HDR ASSY 6P NAT)
Pins (6 needed) - 179518-1
 Connector packed in installation kit has 7 wires. Only six are usedfor the light bar. Pin 1 is marked in the plastic of the connector with the black wires attached;please look closely.
The wires on the machine plug side of the connector are numbered in reverse (pin 1 on the indicator light side of the connector is attached to pin 6 of the machine side). Keep this in mind when consulting themachine schematics and the Service Manual sectionfor connecting the indicator light.
Connector pins below refer to the harness with the black wires that comes in the kit with the light.

 Pin 1 is not used (would be a ground but our system switches to ground)

 Pin 2 connected to the BLACK wire in the light harness(+24 volt power lead)

 Pin 3 is connected to the ORANGE wire in the light harness and causes the AMBER light to come on. This happens when the machine is out of toner.

 Pin 4 is connected to the RED wire in the light harness and causes the RED light to come on. This happens when there is a machine paper jam or when there is a paper mismatch from the Fiery® controller and the Detail Check button comes on requiring customer interaction.

 Pin 5 is connected to the GREEN wire in the light harness and causes the GREEN light to come on. This happens when the machine is operating normally (making copies). The BLUE light is also on at this time.

 Pin 6 is connected to the BLUE wire in the light harness and causes the BLUE light to come on. This happens when the machine is on and ready to copy, print or scan but not actually running. The BLUE light is also on with the GREEN light when the machine is operating and making copies.
   Note : This is a four-light system that indicates Ready, Operating, Low toner, and Jam.The wiring for the light system can be found in the Service Manual.Please see attachments for reference. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Ed Bellone/Cesar Jimenez/Jim Behrends, Production Print/SSD and Clinton Marquardt, ESS

Solution ID   TAUS0902479EN*   **Solution Usage**   3

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

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

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

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

Solution ID   TAUS0902480EN*   **Solution Usage**   2

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

Solution
 Please see the attached video for the procedure. The video should be played on Microsoft® Windows Media Player version 9 or later. The latest Media Player can be downloaded at: http://www.microsoft.com/windows/windowsmedia/default.mspx .
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS1000072EN*   **Solution Usage**   2

Description
Support for a five-peripheral configuration.

Solution
 The bizhub PRO 1051/1200/1200P will support the following five-peripheral configuration only.
  RU-506 + FD-503 + SD-506 + PB-503 + FS-521
   Note : Phase 2 (version 20) firmware is required. 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'.
 Version 20 firmware was released on February 4, 2010. MicroPress® support should be releasedApril/May 2010.
  SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

Solution ID   TAUS1000207EN*

Description
How to Scan to SMB or FTP in a Mac 10.xenvironment.

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

SPECIAL NOTE: Solution contribution by Randall Marquardt SSD/Workgroup

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Solution ID   TAUS1000230EN*

Description
Release of version 20 and version 40 firmware (G00-20 and G00-40).

Program

Current Version

New Version

Displayed version

Note

Print control

G00-16

G00-20

A0G60Y0-00C1-G00-20
A0G60Y0-00C2-G00-20

File for ISWTrns and USB Memory ISW

Image control

G00-15

G00-20

A0G60Y0-00I1-G00-20
A0G60Y0-00I2-G00-20
 A0G6011-00I3-G00-   20
A0G60Y0-00I4-G00-20
A0G60Y0-00I5-G00-20

File for ISWTrns and USB Memory ISW

PB-502 control

G00-10

G00-20

A0V90Y1-00J1-G00-20

File for ISWTrns and USB Memory ISW

PB-503 control

G00-10

G00-20

A15X0Y0-00J1-G00-20

File for ISWTrns and USB Memory ISW

RU-506 control

G00-10

G00-20

A0GE0Y0-00R1-G00-20

File for ISWTrns and USB Memory ISW

FD-503 control

G00-30

G00-40

A0H00Y0-00H1-G00-40

File for ISWTrns and USB Memory ISW

SD-506 control

G00-30

G00-40

A0H20Y0-00B1-G00-40

File for ISWTrns and USB Memory ISW

FS-521 control

G00-31

G00-40

A0GY0Y0-00N1-G00-40

File for ISWTrns and USB Memory ISW

LS-505
control

G00-30

G00-40

A0H10Y0-00S1-G00-40

File for ISWTrns and USB Memory ISW

GP-501 control

G00-10

G00-20

A0N90Y0-00G1-G00-20

File for ISWTrns and USB Memory ISW

Solution

Added functions/change of specifications of printer control program and image control program.
1. Support of mixed paper size printing for the "Program Job".
2. Support of different size printing for "file conbination" job from HDD.
3. Extension of a sample image output function.

Addition of actual image print for sample printing image function. Selection of a fixed pattern or actual image is possible.

Extension of the sampling cycle setting.

Addition of "Sample Print" button on the "MACHINE" screen.

Support of staple job, booklet job and Perfect Bind job.
4. Extension of a "BOX Explorer" function.

Support of USB-Memory and USB-HDD.

Enable to back up the job file protected by password.
5. Direct transmission to suspended job of a printer job.
6. Addition of air blow function that value is initialized when recalled paper profile.
DIPSW 25-4=0: Value is retained (Default).
 =1: Value is initialized.
7. Direct selection in "Both Sides Adjust" mode is attained on the [MACHINE] screen.
DIPSW 20-0=0: Selection is impossible (Default).
 =1: Selection is possible.
8. Automatic print start when equipped the key counter.
DIPSW 11-2=0: Does not start automatically (default)
 =1: Automatically starts
  Note : "Key Counter" function was not necessarily fully supported.
9. Not outputted job is listed for "Job History" on the Web Utilities.
DIPSW 24-1=0: Only outputted job is listed. (Default)
 =1:Outputted job and not outputted job is listed.
10. Possible to save the "List Print" to the USB memory.
 Procedure :
 Insert the USB memory into the connection port of the main body and enter the [Utility/Counter (Hard key)]=> [Details]=> [Help (Hard key)]=> [Utility/Counter (Hard key)]=> [Check (Hard key)] key.
11. Improvement to the cleaning blade position detection. Detection of irregular position will display C-2206.
12. Addition of cleaning blade bounding motion suppressing control.
DIPSW 5-2, 5-3=0,0: It changes according to the history of the drum and cleaning blade.
 =0,1: Inversion control is not performed.
 =1,1: Inversion control is performed (Conventional control)
13. Prohibition release of the "Front cover print" + "Booklet" + "Group" in a printer job.

Group setting is not canceled with "Page Select" print from recalling a HDD.

Permitted to group mode print.
  DIPSW 11-5=0: prohibit (Default)
 =1: permit
14. Improvement of function at the change of body paper feed tray for printer job. When a body paper feed tray change after sending a printer job containing "Insert Sheet" by "Wait Output" mode, it can be retained the insert sheet feed try. (When the tray is changed during the job, it becomes a feeding from the same tray.)
DIPSW 25-5=0: All the paper is conveyed from the same tray after changing body paper tray. (Default)
 =1: Retained the inset sheet tray after changing body paper try.
15. Addition of "Page Margin" setting function with looking at the thumbnail of image. When "Page margin" is adjusted at the "Proof Copy" and "Ticket Edit", it can be adjusted looking with the thumbnail of image, and addition to one-sheet print function.
16. Addition of batch printing function for "Secure Folder".
17. Support of binding and Z-folding for each jobs at the "Program Job".
18. Retained of binding and Z-folding setting as each bunch for "File Combination" job from HDD. In the Utility menu [Function Setting]=> [Individual Function Change], "HDD Combi. Individual Output" has been added.
19. Addition of 1st page print function in the "Proof Copy (Print)" mode.In the Utility menu [Administrator Setting]=> [Copy/Printer Setting], [Proof Print (1st Sheet) Set] key has been added.
 IMPORTANT : There is restrictionpertaining tothis. Refer to "3. Restriction" in attached Release Notes.
20. Change of reset function for ORU part counter.

When ORU part counter in "No.16 PC CL UNIT" is cleared, the 1st cleaning blade is switched to the 2nd blade. And the count of "Drum cleaning blade" of "Special Parts Counter" is cleared.

When ORU part counter in "No.18 FUSING UNIT/WEB" is cleared, the count of "Fixing cleaning web" of "Special Parts Counter" is cleared.
DIPSW 12-5=0: Current operation (Default).
=1: New operation
21. Addition of "Sensitive Drum Memory Recover" mode in the "Adjustment" screen.
22. Main body + RU-506 (not bizhub PRO 1051) + FD-503 + SD-506 + PB-503 + FS-521 combinationis supported.
 Note : Although engine firmware was already supported, this time it is supported as a system including the printer driver.

Correction of malfunctions of printer control/image control programs.
1. "2 Position Staple" + "2 Repeat in designated order" is not prohibited.
2. The number of staples limited by paper weight will be decided by paper weight of the 1st job.
3. Status of printer job receiving is "Scanning". (It has been corrected to "Receiving")
4. Spelling error (English) in the paper type.

Current display: "Coat"

New display: "Coated"
5. When PB-502/PB-503 job from HDDis performed, paper weight is not prohibited. When "Useful Paper Weight Select" is changed and PB job from the HDD (HD-511)is recalled, the prohibition of new conditions does not occur.
6. When printing a perfect binder job (Cover sheet tray is main body) in the "Adjustment" mode, the machine may run continuously.
7. When printing a perfect binder job in the "Adjustment" mode, dose not select the tray 6/7/8 for cover sheet.
8. When receiving a print job during a machine cooling operation for a shutdown, the operation panel locks up with [Receiving] message.
9. When using a "Pre-Job Recall" function after performing a job which inputted a value of custom original size, custom original size is became minimum (100 x 140).
10. When printing the paper from PF-702/PF-703, C-4705 may occur after machine continuous running for a few minute.

Newly added function/change of specifications of PB, RU, FD, SD, FS, LS, GP control program.
1. Supported to extension of a sample image output function.
2. Change of the punch waste full detection of GP-501. (GP control program)

Current: Punch waste full detection is over 2500 punch.

New: Punch waste full detection is over 5000 punch or is judged by built-in sensor.
3. Improvement of removing of paper jam (J-7543). (RU control program)

Correction of malfunctions of PB, RU, FD, SD, FS, LS, GP control program.
1. When using a "Needless Tab Paper Exit" function, the job may not be completed. (PB control program)
2. When outputting a index paper to the stacker tray of the 2nd LS-505, two sheets of index paper will be conveyed. (RU control program)
3. J-7380 may occur by the paper insertion job from PI. (FD control program)
4. When actual custom size of PI differs from custom size of main body setting, it became continuous operating. (FD control program)
5. When 5.5x8.5 size shift job is changed to B5S size shift job in continuous job, misalignment or paper jam may occur. (FS control program)
6. When jam occurs in the previous options, jam may occur after that jam is cleared. (FS control program)
7. When jam occurs in the main body during print small size and shift job, paper may remain in the FS-521 stacker. (FS control program)
8. Duringa jobwhen the output tray is switching sub tray and main tray of the LS-505, jam may occur. (LS control program)
 Please refer to attached Release Notes prior to firmware installation.   To viewthe PDF, you may need to download a free copy of Adobe Reader®.

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

Solution ID   TAUS1000231EN*   **Solution Usage**   2

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

Solution
The attached documents list all of the functions available for the MFPs when certain Vendor modes are enabled, and list any special firmware that might be needed. This information applies to all KMBS equipment.
If a function is listed as Not supported please use the Vendor-related Firmware updates documentto see if Special firmware is available for the MFP in question.
If Special firmware is not available, please contact the SSD Hotline to submit a Product Change Request form.
 Note : To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

Solution ID   TAUS0702534EN*   **Solution Usage**   1

Description

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

Solution

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

Solution ID   TAUS0901956EN*   **Solution Usage**   1

Description

Installation Manuals, bizhub PRO 1051/1200/1200P.

Solution

Attached are the available Installation Manuals (instructions) for the bizhub PRO 1051/1200/1200P and options (peripherals).

FA-501
FD-503
FS-521
GP-501
HT-505
LS-505
PB-502/PB-503
PF-702/PF-703
PP-701
RH-101
RU-506
SD-506
   Note : To view thezipped PDFs, 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 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   TAUS0902487EN*   **Solution Usage**   1

Description

How to enable jam code display on the touchscreen.

Solution

To enable jam code display on the touchscreen, perform the following:
1. Access the Service Mode (with power ON, press the Utility/Counter key, Stop, 0, 0, Stop, 0, 1).
2. Touch [07 System Setting] on the touchscreen.
3. Touch [01 Software DIPSW Setting] on the touchscreen sub menu.
4. Repeatedly touch the left up-arrow until [11] is displayed.
5. Repeatedly touch the right up-arrow until [7] is displayed.
6. Touch [ON (1)] on the touchscreen.
7. Touch [Return] on the touchscreen to return to the "Service mode menu screen" on which the sub menu was displayed.
8. Touch [Exit] twice to return to the standby screen.
   Note : Making this change to the software switches will allow both a position code and a J-code reference to be displayed on the touchscreen any time a jam occurs.
   SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0902851EN*   **Solution Usage**   1

Description

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

Solution

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

Solution ID   TAUS1000302EN*   **Solution Usage**   1

Description

Support for PPML to allow printing of variable data.

Solution

To support Personalized Print Markup Language (PPML) the bizhub PRO 1051/1200/1200P requires version (G00-20) IC Controller firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
   Note : Please see attached Marketing Bulletin 09-GB-109 for additional information. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

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

Solution ID   TAUS0903107EN*   **Solution Usage**   0

Description

How to identify the stopper roll of developing unit.

Solution

There are differenttypes of stopper rollsusedon the developing units. Pleasedo notinstall the incorrect stopper roll.
There are four types of stopper rolls.The difference among the four typesis COLOR. Pleaserefer tothe following:
 bizhub PRO 1051/1200/1200P :
Stopper roll/Front (p/n A0G6 3751 00)
Stopper roll/Rear(p/n A0G6 3752 00)
Color: Blue
 Incuse (stamp):58UA
 Diameter: 21.94
   Note : Some machines have natural color (white):
 44units are installed in the machines, others seem to be for spare parts.Serialnumbers for white stopper roll:
 bizhub PRO 1051 :
 From A0G9011000001 to 000031 (31 units)
 bizhub PRO 1200 :
From A0G6011000001 to 000008 (8 units)
 bizhub PRO 1200P :
 From A0GA011000001 to 000005 (5 units)
   CAUTION : Identify the above stopper rollby the incuse (stamp) to prevent confusion because the color is also white for bizhub PRO 1050/1050e/1050P/1050eP/920 (incuse is different).

 bizhub PRO 1050/1050e/1050P/1050eP/920:
 Stopper roll/B (p/n 56GA 3071 0)
Stopper roll/A (p/n 56GA 3070 0)
Color: White
 Incuse (stamp):56GA
 Diameter: 22.2

 bizhub PRO 1050e (revival):
Stopper roll/Front (p/n 56UA 3751 00)
Stopper roll/Rear (p/n56UA 3752 00)
Color: Black
 Incuse (stamp):58UA
 Diameter: 21.9

 bizhub PRO 950 :
Stopper roll/Front (p/n A0Y5 3735 01)
Stopper roll/Rear (p/n A0Y5 3736 01)
Color: Yellow

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Incuse (stamp):58UA
Diameter: 22.06
SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID   TAUS0701136GE*   **Solution Usage**

Description
Are Citrix© certified drivers available?

Solution
Citrix© certified drivers are not available.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0702889EN*   **Solution Usage**

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

Solution
Please perfrom the step-by-step procedures mentioned in the attached PDF.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Cesar Jimenez and Mark D'Attilio, 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   TAUS0802376EN*   **Solution Usage**

Description
Pagescope Data Administrator compatibility.

Solution
TheMFP is not compatible with Pagescope Data Administrator.
  SPECIAL NOTE : Solution contribution by John Miller, Workgroup/SSD and Rich Raynor, ASG/SSD

Solution ID   TAUS0808249EN*   **Solution Usage**

Description
How to replace staples

Solution

To replace staples, perform the following steps:

1. Open the front door and pull out the stacker unit.
2. Pull the stapler cartridge knob [1] in the arrowmarked direction to remove it.
3. Hold the knob [2] of the cover [1] and open it.
4. Rotate and wind up carefully the remaining refill staples [3] in the arrow-marked direction [4] and take it out.

Note:The refill staples are apt to break away. Be careful when handling them.

5. With the refill staples [1] set as shown in the drawing, place them gently in the pocket [2] of the stapler cartridge.
6. Feed the refill staples [1] by hand to the arrowmarked direction [2] and get the tip of the refill staples near to the stapling position [3].

Note: New refill staples are attached with a lead sheet. The tip of the refill staples can be pulled up to the stapling position by this lead sheet.

7. Close the cover [4].
8. Reinstall the above parts following the removal steps in reverse.

Refer to the attached document for illustrated instructins.
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 Raymond Downs and Marge McLea, Production Customer Support/SSD

Solution ID   TAUS0901466EN*   **Solution Usage**

Description

What is the recommended MD5 checker?

Solution

Therecommended MD5 checker is HkSFV (download attached file).
HkSFV uses CRC-32 and MD5 technology to validate the integrity of files that you have downloaded or moved through a potentially unstable medium (burnt to CD, transferred over the Internet/LAN). HkSFV can verify your files in seconds and is compatible with Win-SFV and md5sum.
HkSFV is the simple, easy and most automatic application to create or check SFV and MD5 files.
 What is an SFV?
 An SFV file is a tiny list of files and CRCs, which allow you to check to see if the files you have downloaded are exactly what you are expecting. The CRC algorithm used in SFV files allows you to see if the file you have has been changed, even a single byte, since the SFV file was created.
 What is an MD5?
 MD5 did not exist until somewhat recently, as md5sum is a popular UNIX format similar to SFV and UNIX does not use file extensions the way Microsoft® Windows-based systems do. MD5 uses the md5 algorithm to computechecksums, rather than the CRC-32method used by SFV. The md5 algorithm is almost as fast as CRC-32, but it is much more accurate at detecting changes in files.
 Some key features of HkSFV:

 Easy installation and automatic uninstallation (leaves no trace in the registry, even goes one step further than most programs and restores previous file associations when you remove it)
 One-click creation and checking of SFVs and MD5s
 Flawless & smooth upgrading to new versions (simply install the new version)
 Automatic association with SFV files, and an option to fix file association when other programs steal it
 Handles SFV and MD5 files from any other program invisibly (including files created on *NIX)
 Database/cache of previously checked files
 Batch SFV and MD5 checking - queue up and check many SFVs and MD5s in one pass, specify a directory and check all the SFVs and MD5s in that directory (including subdirectories, if you want)
 Automatically find renamed files while checking SFV or MD5 files
 Enqueue SFVs or MD5s during file verification
 Recursive directory support during creation and verification
 Supports creation of .bad and .missing files, or deleting failed files
 Drag-and-drop SFV or MD5 file or directory to create/check SFV or MD5
 SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0902380EN*   **Solution Usage**

Description

Product Sales guide.

Solution

Attached is thebizhub PRO 1200/1200P/1051 Sales guide. The Table of Contents addresses such topics as:

 Singular quality, performance beyond comparison

         March 2010

Technology and quality: state-of-the-art
Flexibility & operation with total efficiency
Unmatched versatility from start to finish
System configurations
All possible configurations
Applications for complete workflow integration
Keys to successful 1200 series sales
The bizhub PRO 1200 series – better than ever
Comparison with bizhub PRO 1050e
Better than the competition
Why the bizhub PRO 1200 series is the better choice
Competitor overview
Environmental performance
  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   TAUS0902383EN*   **Solution Usage**

Description
 When selecting custom size as the original size on the PostScript (Plug-in) driver, it is impossible to output with Auto tray setting on the driver.

Solution
 CAUSE: Incorrect driver setting.

 SOLUTION: When selecting custom size as the original size on the driver,you need to select the Paper Tray.

Solution ID   TAUS0902444EN*   **Solution Usage**

Description
 Tag attached to incorrect cable in the RH-101 Kit.

Solution
 The identificationtagfor the cable, I/F cord/Hin the Kit, was mistakenly fastened onto the I/F cord/S (p/n A0W6 N100 00). If the cable that the tag is fastened
tois used,the cablecannot reach to the upper HDD.
The contents of the kit are correct.Only the tag was fastened onto the wrong cable.
Please ignore the tag and usethe longer cablein theRH-101 Kit.
Theproblem has already been correctedat the factory; the tag is correctlyfastened onto the I/F cord/H (p/n A0W6 N292 00).
  S/N information
The S/Ns of RH-101 Kits withthe problemare as follows.
A0W6WY1000001 - A0W6WY1000009
A0W6WY1000011 - A0W6WY1000021
A0W6WY1000026 - A0W6WY1000028
  SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID   TAUS0902445EN*   **Solution Usage**

Description
 Using the "Delete All Data" function.

Solution
 The function of "Delete All Data" for the Hard Disk Drive (HDD) has beenadded to the "Administrator Setting" of the bizhub PRO 1200/1200P/1051/950.

 bizhub PRO 1200bizhub PRO 950

 This function is designed to use ONLY when discarding (scrapping) the machine. Purpose of this function is to delete personal/confidential dataon the
HDDin one action. It is enabled by changing the value of DIPswitch 40-1 to 1 . (default is 0)
 The followingis performed:

 HDD1 and HDD2are overwritten by the selected overwrite mode.

 Data in the memory board (NVRAM) is deleted.

 The performed function is memorized by the MFP.

IMPORTANT
Do NOT execute this function unlessthe machine is being discarded. After performing this function, the machine will NOT work.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID   TAUS0902571EN*   **Solution Usage**

Description

Administrator and CE default User IDs/passwords plus Web Utilities features.

Solution

Administrator default:

User ID: admin

Password: 00000000 (8 zeros)
CE default:

UserID: ce

Password: 92729272
Features of Web Utilities:
 For Administrator

Remote Panel
Remote Monitor/Multi Monitor
Account track edit
Scanner destination/ Box Edit
Machine Setting Data Import/ Export
 For CE

CSRC Setting
Internet ISW
Machine Setting Data Import/ Export
  Note : Please see attached documentation as a reference. 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   TAUS0902578EN*   **Solution Usage**

Description
 Hard Disk part numbers.

 HDD1
 HD-511
 RH-101

Solution

 Internal Hard Disk:
  HDD1 - HDD Data Assembly (160GB) - p/n A0G6 R722 00

 Removable Hard Disk:
  HD-511 - Removable HDD Inner Case Kit for bizhub PRO 1200/1051 (Item#A0W5WY1)
  RH-101 - Removable HDD Kit for bizhub PRO 1200/1051 (Item #A0W6WY1) plus 160GB Hard Disk (p/n A0Y5 M720 01)
   Note :Please see the attached document for detailed 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 Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0902733EN*   **Solution Usage**

Description

Installation Manual containing information for bizhub PRO 1051/1200/1200P is not packaged with FD-503.

Solution

FD-503 Installation Manualthat includesbizhub PRO 1051/1200/1200Pinformation is not packaged with theFolding Unitbefore serial number A0H0W11000404. Please use attached updated 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　　TAUS0902866EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
Item number for the 750K PM Kit.

Solution

750K PM Kit (Item #DA0G6PM750).
 SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID　　TAUS0902972EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
 FS-521, how to use the Interrupt (temporary stop)button.

Solution

 Exiting paper to the main tray stops temporary by pressing the temporary stop button for more than 1 second (around 2-3 seconds) while in the straight mode or the shift mode.
Press start key of the main body to restart.
 SPECIAL NOTE : Solution contribution by KM Europe (BEU)

Solution ID　　TAUS0903110EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
Can Auto Low Power/Auto Shut Off be disabled?

Solution

 Auto Low Power Mode cannot be turned off per ENERGY STAR regulations.The maximum setting is 240 minutes. Auto Shut Off can be disabled. Please refer to attached documentation for settings detail. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID　　TAUS1000186EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
How to program the skew detection threshold.

Solution

 To program the skew detection threshold, perform the following:
 1.Press the Utility/Counter key.
 2.Touch [02 Function Setting] on the touchscreen.
 3.Touch [04 Skew Detection Threshold] on the touchscreen.
 4.Touch [1.0%], [0.5%] or [Non Detection] on the touchscreen as desired by the customer.
 5.Touch [OK] on the touchscreen.
 6.Touch [Exit] on the touchscreen to return to the normal screen.
 SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID　　TAUS1000225EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
Additional information for Per Page Settings - Edit List [Printer].

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Solution

Please refer to attached documentation for the updated Per Page Settings. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID   TAUS1000238EN*   **Solution Usage**

Description

Standard controller software switch list.

Solution

Attached is the standard controller software switch list. To view the attached document use Microsoft® Excel® or the free Excel® Viewer .
SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID   TAUS1000278EN*   **Solution Usage**

Description

Installation Manuals for certain options identify MFPs by ppm (pages-per-minute) rather than model designation.This can be confusing.

Solution

The followingclarifies whichppm reference relatesto which designatedMFPin the Installation Manuals.

bizhub PRO 1050/1050P/1050e/1050eP are referred to as 105ppm.

bizhub PRO 1051 is referred to as 105ppm-2.

bizhub PRO 1200/1200Pare referred to as 120ppm.

bizhub PRO C5500/C5501 are referred to as 55ppm

bizhub PRO C6500/C6500P/C6501/C6501P are referred to as 65ppm

bizhub PRO C65hcis referred to as 65ppm-ePV
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID   TAUS1000304EN*   **Solution Usage**

Description

Recommended system configurations.

Solution

The bizhub PRO 1200 series can be configured in more than 40 different product versions. Eight (8) recommended system configurations are outlined below, each named according to its finishing capabilities. The combination of letters indicates the finishing functionality (e.g., DLF for multi-position stapling, large-capacity stacking, folding & punching.

F

Multi-position stapling (FS-521)

S

Booklet making (SD-506)

D

Folding & punching (FD-503)

G

Smart (GBC) punching (GP-501)

L

Large-capacity stacking (LS-505)

P

Perfect binding (PB-502)

B

Perfect binding with trolley stacking (PB-503)

System DLF - The system for corporate documents and environments with existing finishing equipment.
System LLF (printer version) - The system for corporate documents, direct mailings and environments with existing finishing equipment.
System LSP - The system for booklets, perfect bound books and environments with existing finishing equipment.
System DLP - The system for perfect bound books, punched documentation and environments with existing finishing equipment.
System GLF - The system for corporate documents, marketing collateral and environments with existing binding equipment.
System GSF - The system for corporate documents, booklets and environments with existing binding equipment.
System DLL (printer version) - The system for loose-leaf punched documents, post-insertion and environments with existing finishing equipment.
System DSBF - The universal system for all kinds of corporate documents, booklets and perfect bound books.
Please refer to attached documentation for more details. To view a PDF, you may need to download a free copy of Adobe Reader®.

Solution ID   TAUS1000313EN*   **Solution Usage**

Description
PF-703, position of the side guide air assist control plate fixing levers.

Solution
 The side guide air assist control plate fixing levers should normally be positioned at the right side so that the air assist outlets are unlocked and can rise to the top position. When the small size guides are being used for small paper the side guide air assist control plate fixing levers should be positioned to the left side so that the air assist outlets are locked to prevent them from rising to the top position.
   Note : Please see the attached section from theUser's Guide for more details on loading paper in the PF-703. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

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

Solution ID   TAUS1000318EN*   **Solution Usage**

Description
FD-503, can custom size pages be manually folded through the PI-502.

Solution
 Only standard size pages can be manually folded using the PI-502.
 SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS1000366EN*   **Solution Usage**

Description
Is the developer/toner interchangeable or compatible between the bizhub PRO 1200 series and bizhub PRO 1050 series models?

Solution

The developer and toner are not interchangeable or compatible between the model series They have different item numbers and made up of different materials. See thefollowing table.

MODEL	Item	Yield	Item Number
bizhub PRO 1051/1200 series	Developer	1000K	A0TH500
	Toner	119K	A0TH030
	Drum	1000K	A0THP10
bizhub PRO 1050 series	Developer	1000K	02UK
	Toner	88K	02UJ
	Drum	1000K	02UL

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

Solution ID   TAUS1000400EN*   **Solution Usage**

Description

User documentation and CDs were not packaged with some bizhub Pro 1051/1200/1200P models manufactured in January 2010. The serial number ranges that might be affected are:

A0G6011: 000275-000277

A0G6011: 000275-000277

A0GA011: 000041-000062

Solution

 The User Manuals and CDs are available for download from the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 If the customer would like to have a hard copy of the manuals and CDs, a small quantity of FOC manuals and CDs are available for order on a first-come-first-serve basis.
  PART NUMBER MODEL
 U226-0460 bizhub PRO 1051/1200
 U226-0470 bizhub PRO 1200P
 SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS

Solution ID   TAUS1000463EN*   **Solution Usage**

Description
 Can you print directly from a USB flash drive?

Solution
 The bizhub PRO 1200/1200P/1051 do not support direct print via a USB flash drive.

 Note: Printing by connecting the Image Controller to a computer with a USB cable is supported..

Solution ID　TAUS0902697EN*　　　　　　　　　　　　　　　　　　**Solution Usage**　25

Description
FS-521 main tray does not lower correctly. It may also jitter up and down erratically.

Solution
CAUSE: Nearby light sources are causing false triggering of the the main exit tray lift detection sensor.

SOLUTION: The sensor mounting plate assembly (p/n A0GY 8991 00 and p/n A0GY 8993 01) needs to be replaced with a modified assembly (p/n U226-0410). Please refer to attached installation procedure. To view a PDF, you may need to download a free copy of Adobe Reader®.

Note : The modified part is not available for order through normal ordering procedures; it can only be acquired by opening a ticket with the Hotline. SSD Hotline advisers, once it has been determined that the kit is an appropriate countermeasure for the reported symptom, please refer the technician to the order procedure seen below so that they may obtain the modified assembly.There is no need to return the parts being replaced.
Please follow the below procedures to acquire a new mounting plate assembly:
A SSD Ticket Number must be acquired in order to file a claim for the FOC replacement mounting plate assembly.
FOC PART(s) ORDERING PROCEDURE
A Free-of-Charge (FOC) modified FS-521 mounting plate assembly can be ordered via the Online Technical (FOC) & Special Program order form in MyKonicaMinolta.com.
To place the FOC claim, please go to Service => Warranty Repair & Special Programs => Warranty Services & Technical/FOC Programs => KMBS Technical (FOC) & Special Programs. Access and complete the SSD Program claim form that is located in the Claim Type drop-down by selecting "SSD Solution Claim" (bottom of the list).
After selecting "SSD Solution Claim", select the appropriate Solution ID from the "SSD Solutions" pop-up box in the Product RA/Claim Information at the bottom of the form. A description of the associated FOC part that will be shipped is then displayed.
Under this SSD program, KMBS will ship all parts at no-charge.
Upon receipt and verification of the online claim information, KMBS Service Operations will process a Free-of-Charge parts order.
All parts will be shipped via UPS 2-day Air Service, and an automated E-mail will be sent to the submitting KMBS Customer confirming the shipment and the KMBS claim number, parts order status and the UPS tracking number for the delivery.
Questions related to the FOC parts claims may be directed to KMBS Logistics Operations at (201) 934-5339.
SPECIAL NOTE : Solution contribution by Clinton Marquardt and Gabe Smith, ESS

Solution ID　TAUS0801765EN*　　　　　　　　　　　　　　　　　　**Solution Usage**　11

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　TAUS0900798EN*　　　　　　　　　　　　　　　　　　**Solution Usage**　1

Description
FS-521 will not output 13x19 paper to main tray.

Solution
CAUSE: Offset stacking is enabled.

SOLUTION: Disable offset stacking as the FS-521 will only output 13x19 paper in the straight stacking mode. This information is listed in the attached Product Specifications. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

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

Solution ID   TAUS0902804EN*   **Solution Usage**   1

Description

FS-521, main tray not lowering far enough; paper crashing into the stack.

Solution

CAUSE:Defective or malfunctioning paper exit level sensor (LED1).

SOLUTION:Check the sensor in the I/O mode and replace defective sensor (p/n 13QJ 8551 0) if necessary. Please refer to attached Parts Manual pages, Item 38 on page 15. 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   TAUS0808614EN*   **Solution Usage**

Description

FS-521, J-7218, J-7219 or J-7220 after first stapled set. Sheet 1 and 2 of the second set does not move to the stacker section. Bypass gate is functioning properly.

Solution

CAUSE: Bypass pressure release motor (M12) is not functioning correctly.

SOLUTION: Test M12 by running I/O mode 72-81 to find home position followed by 72-84 to release pressure. If abnormal noise is heard or motor does not operate, replace M12 (p/n A0GY A704 0).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0902144EN*   **Solution Usage**

Description

RU-504/RU-506, J-7542.

Solution

CAUSE: Incorrect position of side alignment parts in stack unit which prevents or inhibits paper feed.

SOLUTION: Confirm the setting of Paper Size.

If ISO/JIS B size paper is used set DIP switch 14-5.
If Custom size paper is used set Paper Size on operation panel.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID   TAUS0902526EN*   **Solution Usage**

Description

J-7543or a corner of the paper is folded in the RU-506 or in optionsconnected after the RU-506.

Solution

CAUSE:One of theneutralizing brushes is "curled" (malformed) catching a corner of the paper.

SOLUTION: Remove currentneutralizing brush/L and neutralizing brush/S onguide plate/5 (p/n A0GE 7007 00) andaffix the modifiedneutralizing brush/L (p/n A0GE 7108 01 - 2 pieces and neutralizing brush/S (p/n A0GE 7109 01 - 4 pieces)on the open/close plate/A (p/n A0GE 7002 00). Please refer to attached installation instructions and Parts Manual pages. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Note : Please be aware that this part may not be readily available as this is a recently released modification by Konica Minolta Japan.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

        March 2010

Solution ID TAUS0902541EN* **Solution Usage**

Description

Paper edge, at approximately 120mmfrom the lead edge, is damaged when RU-506 is connected with any finishers.

FD-503
FS-521
LS-505
PB-501/PB-502/PB-503
SD-506

Solution

CAUSE: The feed rollers in RU-506 cannot nip the paper and the paper is not fed straight (skewed). As a result, the paper edge hits somewhere in the conveyance path and is damaged (or jamming may also occur).
The plunger of the stack switching solenoid (SD3) cannot be released completely, because the Pulling Shaft/3 (p/n A0GE 7095 00) is touching Mounting Plate/G (p/n A0GE 1012 00) and it prevents the solenoid plunger from releasing.

SOLUTION; Confirm the space between the Pulling Shaft/3 and Mounting Plate/G. If there is no space between them, adjust the position of Pulling Shaft/3. Please see the attached procedure. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
The space between the Pulling Shaft/3 and Mounting Plate/G has been correctedfrom RU-506 s/n A0GEWY1000078 onward.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0902957EN* **Solution Usage**

Description
FD-503, J-7358 at power up.

Solution

CAUSE: Failed Folding Unit photosensors or FNS Drive Board.

SOLUTION: Test PS1 (p/n 13QA 8552 1), PS5 (p/n 13QA 8551 1) and PS6 (p/n 08AA 8551 2) in I/O mode (PS1 = 70-1, PS5 = 70-3, PS6 = 70-32) and replace as needed. Check for 5V DC input to each of the sensors. If no voltage is present at any of the sensors, replace the FNS Drive Board /3 assembly (p/n A0H0 H040 11).
Note : Please see attached FD-503 Parts Manual pages to reference photosensor location. 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 David Aekus, Production Print/SSD

Solution ID TAUS1000389EN* **Solution Usage**

Description
RU-506, C-1282.

Solution

CAUSE:Possible failed CD alignment sensor PS4,CD alignment motor (M4) orRUCB.

SOLUTION:Test PS4 in I/O (Input)check mode(75-42), H = home position. Replace PS4 sensor (p/n 08AA 8551 2) if necessary.
Test M4 in I/O (Output) check mode(75-42). Replace M4 (p/n A0Y5 M104 00) if necessary.
Replace RUCB (p/n A0GE H010 01) if malfunctioncode returns.
Note : Please see attached documentation as a reference. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

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

Solution ID TAUS1000449EN* **Solution Usage**

Description
SD-506, C-1259. Saddle Stitcher will not trim booklet.

Solution
PROBABLE CAUSES:
1. Bundle registration plate sensor (PS16)failed.Trimmer pressure plate never clamps booklet prior to trimming.
Replace PS16 (p/n 08AA 8551 2). Sensor can be checked in I/O mode 71-36.

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2. Trimmer motor (M24) failed. Trimmer pressure plate never clamps booklet prior to trimming.
Replace M24 (p/n 129U 8004 2).Trimmer up/down motor can be checked in I/O mode 71-51.
 SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID   TAUS0701860EN*

<div align="right">Solution Usage   13</div>

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. Please refer to Microsoft® Article ID: 826437 - FIX: "HTTP 400 - Bad request" error message in the .NET Framework 1.1 .
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0900989EN*

<div align="right">Solution Usage   2</div>

Description

How to obtain spool files from an AS/400 for analysis by the lab.

Solution

Because of the complexityand types of issues betweenMFPs and the AS/400, the Lab may occasionally require that a spool file be provided so that the exact issue can be re-created by the lab. There aretwo methods to follow, depending upon the OS version on the AS/400.

Follow these steps to obtain the spool file.

1. Obtain the version of the OS/400 that is installed the AS/400 by issuing the following command:
 GO LICPGM
 (The user will need appropriate rights in order to do this.)

2. When the Work with Licensed Programs menu is displayed, type option 10 to display installed licensed programs.
3. After the list is displayed (it may take awhile), press F11 to display the release version. This will appearunder the Installed Release column.
4. Use theattached instructions to obtain the spool file.
  If the OS version is V5R4M0 or higher, then use instructions called
   Backing up Spool files System i V5R4Mx.pdf

  If the OS version is lower then V5R4M0, then use instructions called:
   Instructions to copy spool files off AS400 V5 using FTP-final.pdf

5. After thefiles are obtained,attach them to the SSD ticket.

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

Solution ID   TAUS0902084EN*

<div align="right">Solution Usage   2</div>

Description

How to push driver properties down to clients from a Netware server.

Solution

Bcause of the nature of how drivers are installed in the NDPS database, driver properties can not be saved.

Novellacknowledged this limitation; inNetware 6.5 and above there is a function called the Driver Profile.Use the following instructions to allow driver properties to be downloaded from the client when the printer driver is downloaded from the NDPS database.

Before creating the profile, the following items must be installed on the Netware 6.5 server:
1.SP5 or above, including all patches.
2.iPrint version 4.2.8 or higher.
3.TheiPrint LIB files must be updated.

These files can be found at http://www.novell.com

To install:
1.In Novell iManager, click iPrint > Print driver profile.
2.Browse to and select the print manager where you want the driver profile stored and made available to the printers on that manager
3.Select an operation and click OK (create, delete, modify)

After creating a printer driver profile associate it with a printer:
1.In Novell iManager, click iPrint > Manage printer.
2.Browse to and select the printer you want to modify.
3.Click drivers > printer_driver_operating_system.
4.Select the printer driver from the list of available printers.
5.Select the profile you want associated with this driver from the list of available driver profiles for the selected driver
6.Select OK to save the changes.

Note:If you experience winsock 11004 issues when creating the driver profile, update the local HOSTS file on the workstation with the IP address of the server and its DNS entry.

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

Solution ID   TAUS0902460EN*   **Solution Usage**   2

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

Solution
The attached documentation outlines procedures to:

divide Mail Merge into separate jobs based on name or address
separate a file that has already been merged into Microsoft® Word 2007. In other words, you only have a Word file with all the variable data incorporated. No need to add recipients from a spreadsheet.
   Notes :
1.The instructions are for both scenarios using Microsoft® Word 2007 and attached are the files used in the instructions. Please don't forget to check pages 30-31.
2. To view the DOC file, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
3. To view the XLS file, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN .
4. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   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　　TAUS0802412EN*　　　　　　　　　　　　　　　　**Solution Usage**

Description

Slow printing issue when utilizing Macintosh® OS 10.4.x.

Solution

CAUSE: Issue with the CUPS daemon configuration file on Macintosh® OS 10.4.x. being corrupt.

SOLUTION: The old CUPS daemon configuration file must be deleted and a new one created. Please see the attached document for instruction on how to remove and re-create the daemon configuration file.
SPECIAL NOTE : Solution contribution by Tim Blevins - KMBS/Cleveland

Solution ID　　TAUS0901089EN*　　　　　　　　　　　　　　　　**Solution Usage**

Description

Microsoft® Word does not return to the default printer when closed and reopened.

Solution

CAUSE: Microsoft® Outlook is open and is using Microsoft® Word asthe default program for editing messages.

SOLUTION: To change the default mail message editing program perform the following:
1. Go into Microsoft® Outlook and select Tools from the tool bar.
2. Scroll down to Options.
3. Click on the Mail Format Tab.
4.Make sure the Use Microsoft Office Word 2003 to edit e-mail messages checkbox is selected.
 Note : In versions before Microsoft® Outlook 2003, the text reads Use Microsoft Word to edit e-mail messages . In Microsoft® Outlook 2007, there is no longer an Outlook editor. The default is Microsoft® Word and cannot be changed.
5. Close the dialog.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID　　TAUS0902136EN*　　　　　　　　　　　　　　　　**Solution Usage**

Description

While upgrading the firmware on a MPI LinkCom™ III print server using Microsoft® Windows Vista™, the update may fail.

Solution

CAUSE: Anomalywhen attempting firmware install using Microsoft® Windows Vista™.

SOLUTION:The only known solution is to use Microsoft® Windows XP and recycle the print serverbefore performing the upgrade again.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID　　TAUS0902962EN*　　　　　　　　　　　　　　　　**Solution Usage**

Description
Some PDF files won't print

Solution
CAUSE: Security restrictions preventing printing.

SOLUTION:

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

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

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

Solution ID   TAUS1000127EN*   **Solution Usage**

Description
With a tandem LS-505 configuration, a UNLOAD STACKER message is indicated and the print job stops being output when the first stacker unit becomes filled.

Solution
CAUSE:Incorrect settings in the printer driver.

SOLUTION:In both the PostScript and PCL drivers, under the Finishing tab, the Output Tray must be set to Stacker Auto.
  Note : Please refer to attached document for additional detail. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

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

                March 2010

Solution ID   TAUS0656066EN*   **Solution Usage**   3

Description
SD-501/SD-506, SC77-74 (bizhub PRO 1050/1050P/1050e/1050eP only)or C-1255.

Solution
 PROBABLE CAUSES:
 1.The clincher up/down gear has become damaged.
   Note : A grinding noise may also be heard.
 Replace the gear(p/n 15AN 7744 00). The stacker section must be withdrawn to access the gear.Pleaseseeattached SD-501 Bulletin Number 5384 as a reference.
   IMPORTANT :As a preventative measure,apply EM-30L grease (p/n 00GR00220) to the gear on the next service visit. After that, please apply grease every 750,000 copies. Grease is applied during the manufacturing process, but possibly dries upover time.
The gear location can be seen when the left door of SD-501/SD-506 is opened. Using a long brush or similar, apply the grease under good light (flashlight).
 CAUTIONS :

 Turn off the power switch before starting the work

 Be careful that grease does not fall off of the gear.

 2. Failed M20 (clincher up/down motor) which"appears" to function normally, but lacks speed and strength to lift the clinchers and activate PS26 (clincher up/down home sensor) at the designated time (for reference, please see attached SD-501 Theory of Operation).
 The commutator in M20 becomes dirty and fails to make good connection with the brushes. The motor loses strength and speed or may fail tocommence rotating. When continuity is measured with a meter, reading will fluctuate wildly as the shaft is slowly turned, indicating poor connection through the commutator to the windings of the armature.
 Replace M20 (DC Brush Motor/1 - p/n 15AQ M103 00).

 3. PS26 has failed.
 Replace PS26 (p\n 08AA 8551 2).

 4. The staple clincher wiring is disconnected or the solenoid stopper portion of the staple clincher breaks.
Check the staple clincher wiring connection. The shape of the staple Assy/B has been changed. Please replace the part andsee attached SD-501 Bulletin Number 6428 for 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 Steve Bray, Pacific Office Automation/Beaverton, OR; Jim Behrends/Gregg Gallant/Bob Moeller/Ed Bellone, Production Print/SSD and KMBT (Japan)

Solution ID   TAUS0902555EN*   **Solution Usage**   3

Description
 The HTTP Communication protocol is newly supported for bizhub vCare.
 Major advantages of HTTP communication include the ease of configuration and the utilization ofthe widely accepted HTTP protocol.
MFPs registered in the vCare system as of 9/15 are to be configured via the new vCare HTTP protocol.

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

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

Solution

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

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

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

 SPECIAL NOTE: Solution contribution by Mark Kemp, ESS

Solution ID   TAUS0903124EN*   **Solution Usage**   3

Description
FD-503, not recognized.

Solution
 CAUSE: Incorrect dipswitch setting on the FD-503 control board.

 SOLUTION:On thebizhub PRO1051/1200/1200P control boards, the hardware DIPSW 2 must be set to ON for FD-503 and finishers to be recognized. Please refer to the attached FD-503 Installation Manual 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 Bob Moeller, Production Print/SSD

Solution ID   TAUS0802551EN*   **Solution Usage**

Description
LS-501/LS-502/LS-505, C1203 (C-1203)or C1204 (C-1204) at power up.

Solution
 PROBABLE CAUSES:
 1.The Grip Conveyance Sensor Adjustment has not been performed.
   Note : The LSCB may have just been replaced. Please refer to attached LSCB Update documentation.
 Perform the Grip Conveyance Sensor Adjustment (procedureis listed in the LS-50x section under ADJUSTMENT/SETTING/MECHANICAL ADJUSTMENT). See attached procedure. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

 2. The Holder Claw (Grip) is damaged or missing.
 Reinstall or replace the Holder Claw (p/n 15AV 5050 1).
  SPECIAL NOTE : Solution contribution by Ian Lynch and Gregg Gallant, Production Print/SSD

Solution ID   TAUS0902425EN*   **Solution Usage**

Description
SD-506, unable to load firmware.

Solution
 CAUSE:Incorrect connection on CN-19.

 SOLUTION: Remove CN-19 and install CN-19 short (jumper) connector.
  SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID   TAUS0902429EN*   **Solution Usage**

Description

Unable to flash firmware using a USB memory stick (USB memory ISW).

Solution

CAUSE:Improper naming convention of files on a USB stick.

SOLUTION:Save thefirmware to the PRO_M1200 directory on the root of the USB Memory stick (jump drive/thumb drive/USB drive). The default/correct folder name is PRO_M1200 .
   Note : Please see the attached files for instructions and proper file structure. 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 Aekus and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0902431EN*   **Solution Usage**

Description

Unable to load driver in order to perform ISW.

Solution

CAUSE:The driver, in some cases, may not install from the main body ISW port.

SOLUTION:Prior to performing ISW, connecta laptopto the machine controller in order to install needed driver.
   SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID   TAUS0902636EN*   **Solution Usage**

Description

FS-521, "Removepaper from the Main tray" message. There is no paper in the Main tray.

Solution

PROBABLE CAUSES:
1.The tray position sensor (Top) detects the incorrect position of the paper ejection paddle of Main tray.A firmware update is required.
As a temporary countermeasure, openthe front door of the finisher. The paddle is then rotated by initializing the FS-521. As a result,the incorrectmessage is no longer indicated. A firmware release is schedule by the end of 2009 to resolve this issue.

2. The FS-521 uses an LED and sensor for "tray full" detection which can be disrupted by environmental lighting.
Reposition machine or light source/change lighting intensity.
   SPECIAL NOTE : Solution contribution by KMBT (Japan) and Chuck Tripp, Production Print/SSD

Solution ID   TAUS0902750EN*   **Solution Usage**

Description

C-6706 (SW OFF abnormality) or C-6708 (AOC/AGC adjustment level abnormality).

Solution

CAUSE: Malfunction of ASIC on the CCD board (CCDB). Firmware update is required.

SOLUTION: Update the Image control program. Please install attached firmware version G00-15 (G00-16 for Print Control). Refer to the attached Release Notes prior to installation. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Note: This firmware has been already applied to machines beginning with the following serial number cut-in:

bizhub PRO 1200 A0G6011000055 -
bizhub PRO 1051 A0G9011000050 -

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0902867EN* **Solution Usage**

Description

No power or erratic operaton.

Solution

CAUSE: The Noise Filter (NF3) has failed due to contact with metal mounting surface. Board supports that are too short were usedand theheightdoes not allowenough clearance.

SOLUTION:Replace NF3 (p/n A0G6 M454 00)and install longer board supports. The part number in the current Parts Manual (June 2009)is incorrect for theNoise Filter board support.

[Incorrect] V502 0100 14 => [Correct] V502 0100 16

Note : The part number for the supports will be updated in the next Parts Manual release.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0902943EN* **Solution Usage**

Description

C-E002 at power up.

Solution

CAUSE:The main body hard drive (HDD1) is failing or has failed.

SOLUTION:To confirm that HDD1 is the cause of the problem, set software switch 18-1 to ON (1).If the code does not appear, HDD1 should be replaced (p/n A0G6 R722 00).
SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0903002EN* **Solution Usage**

Description

"Please load reserve paper to indicated tray" message. All trays reading custom plain paper after performing the tray size adjustment. Does not recognize another paper size.

Solution

CAUSE: Failed PF-702 PFUDB.

SOLUTION: Replace the PFUDB (p/n A0GC H010 01).
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID TAUS1000374EN* **Solution Usage**

Description

An intermittent C-3906 error code occurs when running 50 or more sheets of 12x18 paper.

Solution

CAUSE: Improper ventilation of cooling fan Cooling Fan/1(FM1).

SOLUTION: Remove the rear cover and run 50 or more sheets of 12x18 paper. If the error does not return, verify thatCooling Fan/1 (p/n 55FA 8052 1) is properly aligned with the hole in the rear cover (p/n A0G6 1612 00).
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

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   TAUS0701964EN*

Solution Usage   2

Description

When searching solutions by models,referenced links for the documentsare notaccessible.

Solution

CAUSE: This is a search of the printed database. The links are locatedwithin the solution in the database.

SOLUTION: Copy the solution ID number into the Knowledgebase look-up Keyword field and select Search to access the solution complete with active links to attached documents.
  Note : If there is an actual 'dead' link within the solution, please send an E-mail to cses@kmbs.konicaminolta.us with the solution ID number and please identify the link.

Solution ID   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   TAUS0702888EN*

Solution Usage   1

Description

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

Solution

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

Solution ID   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   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   TAUS1000114EN*

Solution Usage

March 2010

Description

PB-503, getting a C-1567 at power up.

Solution

CAUSE: One of the 24V DC supply voltages in not being sent to the PBDB1 because of a loose or disconnected connector on DC power supply unit /1 (DCPU/1).

SOLUTION:Connect or reseat CN3 on DC power supply unit /1 (DCPU/1).
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD