



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

bizhub C252 - ALL ACTIVE SOLUTIONS

May 2007

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.

Legal Notice

This document is designed as a diagnostic tool, primarily for Konica Minolta's support personnel, and authorized service representatives. Konica Minolta recommends that all service be performed by an authorized service representative. Users are responsible for seeking advice of a Konica Minolta authorized service representative regarding the information, opinion, advice or content of this document.

USER AGREES THAT USE OF THIS DOCUMENT IS AT USER'S SOLE RISK AND THAT THIS DOCUMENT IS PROVIDED ON AN AS IS BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES THAT ARE IMPLIED BY LAW AND INCAPABLE OF EXCLUSION. IN NO EVENT WILL KONICA MINOLTA OR THOSE ACTING ON ITS BEHALF BE LIABLE FOR ANY DAMAGES, INCLUDING, WITHOUT LIMITATION, DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING OUT OF YOUR USE OF THIS DOCUMENT.

Copyright 2007, Konica Minolta Business Solutions U.S.A., Inc.

Description

NVRAM Troubleshooting Procedure used to identify NVRAM problems.

Solution**C250/C252/C300/C350/C351/C450**

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

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

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

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

Known unrecoverable NVRAM symptoms:

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

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

Known fixes for various codes:

C-D36E and C-E002 – Install Phase 3.01 f/w (H5 or H6 depending on model)

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

IMPORTANT : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connect 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/C500

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

Known defective NVRAM symptoms:

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

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

Bizhub 200/250/350

Common symptoms when NVRAM replacement may be necessary:

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

Bizhub 420/500

Common symptoms when NVRAM replacement may be necessary:

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

1. Screen freeze in KM logo.
2. Fax unit locking up the copier or not recognized.
3. CE-084 Error code.
4. Cannot ping the copier.
5. C-D203 error code.
6. Display resetting to Japanese.
7. Losing network settings after firmware upgrade.
8. C-E002 Error code.
9. Scan to email or FTP.
10. Loss of adjustment data.

11. Total counter is reset.
12. Display TCR adjustment.
13. C284x Error code.

Bizhub 600/750

Common symptoms when NVRAM replacement may be necessary:

1. Screen freeze in KM logo.
2. Cannot recognize DF.
3. Error code SC2203 .

7145/7255

Common symptoms when NVRAM replacement may be necessary:

1. Blank screen.
2. Loss of E-mail addresses.
3. Loss of settings.
4. Error code E56-01 .

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.

Solution ID TAUS0647697EN03 **Solution Usage** 9

Description

How to setup Microsoft® Windows® 2003 Server for Scan to SMB.

Solution

How to setup Microsoft® Windows® 2003 Server for Scan to SMB .
 Note : To view the above document, Microsoft® Word must be installed.

Solution ID TAUS0648916EN01 **Solution Usage** 5

Description

Blank display, with no control panel lights on.

Solution

CAUSE: A bad connection between PWB-C and PWB-MFP.

SOLUTION: Reseat the Wire Harness Assy between PWB-C and PWB-MFP.

Note: Machine will appear to have no power because the MFP Control Board is unable to detect when the Sub Power Switch is turned on.

Solution ID TAUS0700288EN07 **Solution Usage** 5

Description

Squeaking noise from IU.

Solution

SOLUTION:

Apply the conductive grease to the contact on the shaft. Be sure to read the attached instructions.

NOTES:

1. The removal of the IU cover is normally not recommended. Please pay attention not to damage IU.
2. This modification has been applied in the factory as of Feb 26, 2007 tolot No. : XXXXX7226X and onwards.

Solution ID TAUS0646524EN01 **Solution Usage** 4

Description

CD231 at power up.

Solution

CAUSE: Complete fax kit was not installed.

SOLUTION: These three items make up the complete fax kit, FK502, MK706 and MK704. If not installed together, the C250/C252 will display code CD231.

Solution ID TAUS0653116EN01 **Solution Usage** 4

Description

C-D3xx codes.

Solution

CAUSE: The machine performs a CRC check on the NVRAM against the NVRAM image stored on the MFP board. The C-D3xx codes will be displayed if the checksums do not match.

SOLUTION: C-D3xx codes can be cleared by pressing Stop, 0, 7, 1, 3, 9. This will display a " * " button. Press this button. This procedure may have to be repeated up to 30 times.

Solution ID TAUS0658296EN01

Solution Usage 4

Description

FS-603 installation.

Solution

Please follow the instructions outlined in the attached document for the correct installation procedures of the Additional Kit which is shipped with the FS-603.

Notes :

1. FS-603 requires special firmware for installation on the bizhub C252 (see attached bulletin).
2. The latest version firmware and system software are available on the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0651954EN01

Solution Usage 3

Description

Color Output Restriction for Public User.

Solution

General purpose of this functionality is prohibiting color output for public users, and allowing color output for specific users.

Procedure:

1. Press Utility/ Counter
2. Select Administrator Setting and enter the passcode.
3. Select User Authentication/Account Track.
4. Select General Settings.
5. Enable "User Authentication Setting", to ON [MFP] and set "Public User Access" to "Allow"
6. Account Track "OFF" and Click OK.
7. Go to "User Authentication Setting" Choose "User Registration".
8. Choose "Public" BOX # 000 on page 48, and Select Output Permission, Under Print, Color-RESTRICT, Click OK
9. Under Box # 001 Enter User Name, Password, Confirm Password, OK, Close 5X,
10. Click on Access
11. Be sure to choose "Do Not Display" of "Public User Key" in User Authentication Setting- Administrative Setting.

Note: A minimum firmware level of Phase 2.01 is needed.

Solution ID TAUS0658258EN06

Solution Usage 3

Description

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

Solution

CAUSE: A vulnerability was corrected in early firmware where excessive SMB traffic can cause the NIC to drop off.

SOLUTION: New firmware is released and posted for the following models to correct this issue.

IC-611 (bizhub PRO 1050)

OWN: DLBT0700188EN00 Ver.30-COC0

OEM: DLBT0700192EN00 Ver.30-COC0

IC-203 (bizhub PRO 920)

DLBT0700193EN00 Ver.20-COC0

IC-202 (bizhub 600/bizhub 750)

DLBT0700429EN00 Ver. 30-CH

bizhub 360

DLBT0700787EN00

bizhub 420

DLBT0700784EN00

bizhub 500
DLBT0700786EN00

bizhub C450
DLBT0700461EN00 (Phase3.03/Ver.I8)

bizhub C351
DLBT0700465EN00 (Phase3.03/Ver.I8)

bizhub C250
DLBT0700567EN00 (Phase3.03/Ver.I8)

bizhub C252
DLBT0700463EN00 (Phase3.03/Ver.I8)

bizhub C352
DLBT0700466EN00 (Phase3.03/Ver.I8)

bizhub C300
DLBT0700464EN00 (Phase3.03/Ver.I8)

Notes :

1. If the issue is not resolved by the new firmware, please obtain details to further the investigations. Currently, here are the first items to confirm and provide.
 - a. Provide answers to the following questions:
 - What type of network environment is the customer using?
 - What is the network speed of the network?
 - What is the NIC speed on our engine?
 - When the device goes down can it be pinged? Browsed to?
 - What protocols are on the network?
 - Is the machine in a power save or sleep mode at the time of failure?
 - Does the machine have a static address or is it dynamic?
 - How often does the incident occur?
 - Are there any routers, switches or hubs involved on the network segment(s) that are trying to utilize the machine?
 - What types of 'special' applications are utilized by people who print to the device?
 - b. If 600/750/920, you can perform a hyperterminal session and set transfer to text to create text file that shows the controller's activity.
 - c. Perform an Ethernet network packet capture. Instructions are attached.
2. The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. Refer to the attached PDF for reference. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0651655EN02

Solution Usage 2

Description

How to use the Fax Forward TX setting.

Solution

To use the Fax Forward TX setting, perform the following:

1. Press the UTILITY button.
 2. Select the ADMINISTRATOR button and enter the password (12345678).
 3. Select #8 Fax Setting.
 4. Select # 5 Function Setting.
 5. Select # 5 Forward TX Setting.
 6. Select Forward & Print (prints out a copy), Forward & Print if TX fails (forwards to E-mail and prints if the transmission to E-mail fails).
 7. Select the one of the following, E-MAIL, FTP, SMB, and GROUP, followed by selecting it from the Address Book. Select OK and then close all the way out until back to the basic screen on the operation panel.
- Note : The machine must have a minimum firmware level of Phase 2.01.

Solution ID TAUS0653576EN02

Solution Usage 2

Description

PC102/PC202 paper misfeed. Error code 1301 when feeding from Tray 3 or Tray 4.

Solution

CAUSE: The roller fails to pick up the paper because the pick-up roller does not fall all the way down to the correct position to feed paper. Close observation shows that the edge of the lever does not come over the rib on the cassette and the rib does not push the lever upward enough.

SOLUTION: To correct this issue please follow the steps outlined in bulletin 5505 which is attached to this solution.

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

Solution ID TAUS0700458EN00**Solution Usage** 2**Description**

Image unit has failed. There is a noticeable gray background on all the prints and copies.

Solution

SOLUTION:Escalated to Engineering:

The SSD has escalated this issue to the Engineering Center at KMBS. The Engineering Center has requested the following items be submitted for every machine experiencing this problem:

1. Machine Management Lists
2. Image Unit Lot number.
3. Life Counter of Image Unit.
4. If possible please return the defective image unit to the following address:

KMBS
550 Marshall Phelps Rd
Windsor, CT 06095
Attn: Clinton Marquardt

NOTE:

If you are viewing this solution via the web, please call the SSD Hotline and open a ticket.

Solution ID TAUS0700463EN00**Solution Usage** 2**Description**

How to correct faded copies.

Solution

There are a number of reasons for faded copies, and the following procedures could help to troubleshoot:

1. Print the Halftone internal prints, one for each color.
2. Change Transfer Belt.
3. Check Second Image Transfer Roller and replace if deemed necessary.
4. Perform a Reset + Stabilize 3 times.
5. Check Print Head and replace if deemed necessary.
6. Check High Voltage Unit and replace if deemed necessary.
7. Check Printer Control Board and replace if deemed necessary.

Part Number	Item
4038-0777-00C250	Transfer Belt
9J06R70400	C252/C300 Transfer Belt
4049212	C351/C450 Transfer Belt
4038-0778-00	C250 Print Head
9J06-R727-00	C252/C300 Print Head
4038-6203-02	C250 HV1
9J06-6203-02	C252/C300 HV1
4037-6201-01	C351/C450 HV1

Solution ID TAUS0700501EN00**Solution Usage** 2**Description**

FS514 is not recognized and is indicated as a different finisher on the operation panel.

Solution

CAUSE: The firmware is corrupt.

SOLUTION: Re-flash the machine firmware.

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

Solution ID TAUS0700556EN00**Solution Usage** 2**Description**

FS514, error code SC1183.

Solution

CAUSE: PC11 sensor is not functioning.

SOLUTION: Replace PC11 (p/n 4037090501).

Solution ID TAUS0700797EN00

Solution Usage 2

Description

FS-514, paper is not exiting the finisher and no jam code is indicated.

Solution

CAUSE: Early version firmware is installed.

SOLUTION: The FS-514 must be at version 07 to function properly. Upgrade the firmware to version 07.

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

Solution ID TAUS0700835EN04

Solution Usage 2

Description

Print jobs do not print when vendor mode is enabled.

Solution

CAUSE: Incorrect firmware level.

SOLUTION: The firmware that enables this function will be available mid April 2007. A previous solution that stated the H5/H6 firmware corrected this issue was incorrect.

If viewing this solution via the web, please establish a ticket via either the web or by calling our contact center at 1-800-825-5664. Once a ticket has been established an E-mail will be sent when this solution is updated.

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

Solution ID TAUS0701261EN00

Solution Usage 2

Description

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

Solution

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

Follow the procedures below.

At the Workstation/PC:

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

At the engine (direct input):

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

Note : For more information on Microsoft® Vista™ File and Printer Sharing technologies, go to http://www.microsoft.com/technet/network/evaluate/vista_fp.aspx

Solution ID TAUS0646511EN01

Solution Usage 1

Description

How to change the default settings for the Copy Mode.

Solution

To specify the default settings of the Copy Mode, perform the following:

1. Press the [Copy] key on the copier operation panel to enter the Copy Mode.
2. Select the setting to make the default value in the Copy Mode.
3. Press the [Utility/Counter] key.
4. Touch the [User Setting] key.
5. Touch the [Initial Setting] key.
6. Touch [Current Setting] followed by [OK].
7. Touch [Close] twice to exit.

Note: The default settings of the Copy Mode can be set to factory default by touching [Factory Default].

Solution ID TAUS0647541EN01

Solution Usage 1

Description

FK502, CB003 after installing the fax kit.

Solution

PROBABLE CAUSES:

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

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

- a. Access the Service Mode.
- b. Select the Option Board Status.
- c. Select Unset of Fax (Sub).
- d. Select End and Exit to return to copy screen.

Solution ID TAUS0647737EN01

Solution Usage 1

Description

How to reset a trouble code.

Solution

To reset a trouble code power the machine OFF/ON using the main switch while pressing the Utility key, then follow the LCD prompts.

Solution ID TAUS0648983EN01

Solution Usage 1

Description

The copy is overlaid with a gray patch after set up.

Solution

CAUSE: Incorrect or incomplete setup procedure.

SOLUTION: Follow the setup instructions in the correct order and do not power the machine OFF between steps.

Solution ID TAUS0651160EN01

Solution Usage 1

Description

CDC00 code after replacing PWB-M.

Solution

CAUSE: The IC-6 chip on PWB-M was not removed from the old board and installed on the new board.

SOLUTION: Remove the IC chip from the original board and install it on the new board.

Solution ID TAUS0651795EN02

Solution Usage 1

Description

How to set the fax for international TX faxing.

Solution

To set the fax for international TX, perform the following:

1. Press the fax button on the control panel.
2. Press COMM. setting on the fax screen.
3. Press LINE setting.

4. Press OVERSEAS.
5. OK to back out to the fax screen.
6. Enter the overseas international number in the DIRECT input starting with 011, area code and then the telephone number.
Note : Make sure to use any prefix number (9) before the 011 in order to get an outside line. Example: 9 + 011 + country code + city code + number.

Solution ID TAUS0651817EN03

Solution Usage 1

Description

What environments are supported for PC (SMB) scanning?

Solution

The following environments are supported/not supported for PC (SMB) scanning:

1. Supported environment:
 - a. Connection to file sharing server in broadcast domain.
 - b. SMB (TCP/IP) shared folder of Microsoft® Windows 98/ME/NT4/2K/XP.
 - c. Samba 2.0 / 3.0 environments (i.e., Linux and Macintosh® OS X)
Note : Version A7 firmware or higher is required and SMB signature is not supported.
2. Non-supported environment:
 - a. Network beyond router.
 - b. SMB other than TCP/IP (NetBEUI™/IPX™ are not supported).
 - c. Direct Hosting SMB (mounted SMB on Microsoft® Windows 2000 or later).
 - d. User Level sharing of Microsoft® Windows 98.
 - e. CIFS mounting of non-Windows OS (i.e., CIFS sharing on Novell® Netware®)

Notes :

- A. For additional information, refer to the Scan to SMB document.
- 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>

Solution ID TAUS0652439EN01

Solution Usage 1

Description

C-D231 at power up.

Solution

CAUSE: The Fax option is set with no fax kit installed.

SOLUTION: Disable the fax option. To disable the fax option, perform the following:

1. Enter Service mode.
2. Select System 2.
3. Select Option Board Status.
4. Ensure Fax (Main) and Fax (Sub) are both Unset.

Solution ID TAUS0656740EN02

Solution Usage 1

Description

C2255 after replacing one or more color image units.

Solution

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

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

Solution ID TAUS0657810EN01

Solution Usage 1

Description

Getting .DAT files when performing scan to E-mail with Binary division ON.

Solution

CAUSE: E-mail client compatibility. Some E-mail applications will reassemble the .DAT files to the original file type (example: Outlook Express) where regular Outlook will not.

SOLUTION: When performing scan to E-mail with size limitation, Binary division set to ON, make sure the selection of SINGLE PAGE is set (not multi-page) when selecting the Scan Settings under the File Type.

Solution ID TAUS0658084EN01

Solution Usage 1

Description

Error message "Memory is full" when scanning to FTP or SMB using the standard controller.

Solution

CAUSE: Fax memory is installed, but the fax PWB has been removed.

SOLUTION: Remove the fax memory from the copier.

Solution ID TAUS0658367EN00

Solution Usage 1

Description

Unable to send or receive with no dial tone. There is a dial tone with a phone or fax. Able to send or receive with another Fax.

Solution

CAUSE: Damaged NCU board.

SOLUTION: Replace the NCU board (p/n 15LB-9020)

Solution ID TAUS0700212EN00

Solution Usage 1

Description

"Now Warming Up" message.

Solution

CAUSE: There is a bent pin on the copier-to-scanner interface cable.

Note : The fuser unit is hot and the scanner does not run the shading adjustment.

SOLUTION: Using needle-nose pliers, straighten the bent pin. Also confirm the holes on the female side are round and not elongated.

Solution ID TAUS0700564EN00

Solution Usage 1

Description

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

Solution

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

SOLUTION: Cycle the copier power OFF/ON.

Solution ID TAUS0700570EN00

Solution Usage 1

Description

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

Solution

Pop-Up drivers for User Authentication and/or Account Track information have been released (see attachment).

Notes :

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

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

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

Solution ID TAUS0700862EN00

Solution Usage 1

Description

Troubleshooting common FTP configuration problems.

Solution**COMMON FTP CONFIGURATION PROBLEMS**

- * The username or password is not correct. The password is usually case sensitive.
- * FTP is configured using a PORT other than PORT 21.
- * After several unsuccessful logon attempts, the account has been locked out.
- * Firewall software is installed between the printer and the FTP server. The firewall is configured to block PORT 21.
- * The FTP server is located on a different network segment and the gateway address is not configured on the NIC.
- * The file path is not configured or is incorrectly configured.
- * A " / " must be entered for files that are going to the root of an accounts FTP directory.

- * User account only allows 1 simultaneous logon and the account is being used by someone else.
- * The user account does not have upload permissions to write to a folder.
- * Scanned files are being sent to a nonexistent directory and the user account does not have permission to create a directory.
- * The user account has a disk quota assigned to it and it has been exceeded.
- * The FTP server is outside the customer's network and must pass through a proxy server for access; The KMBS NICs cannot be configured for proxy access.

Solution ID TAUS0701199EN00

Solution Usage 1

Description

How to enable legal size booklet making.

Solution

To enable and set up the machine for legal size booklets from the standard controller perform the attached instructions contained in Bulletin 5264.

Notes :

1. Current firmware will also allow for legal size booklet making providing switch 21 is set to 01 as stated in the bulletin.
2. The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0700438EN00

Solution Usage 0

Description

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

Solution

CAUSE: There is a stabilizer error on the copier.

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

Solution ID TAUS0701206EN00

Solution Usage 0

Description

Color registration is off on the trail edge of 11x17 paper only.

Solution

CAUSE: The fuser speed needs adjustment.

SOLUTION: To adjust the fuser speed, perform the following:

1. Enter Tech Rep mode.
2. Select Machine.
3. Select Fusing Transport Speed.
4. Adjust the settings/data as needed.

Solution ID TAUS0626631EN01

Solution Usage

Description

Is tandem printing or copying supported?

Solution

Tandem printing or copying is not supported at this time.

Solution ID TAUS0646439EN01

Solution Usage

Description

FK502, How to change the number of busy redials.

Solution

To increase the redials (0-7), perform the following:

1. Enter the Service Mode.
- To enter the Service mode, perform the following:
 - a. Press Utility/Counter
 - b. Press Details
 - c. Press Stop, 0, 0, Stop, 0, 1
 - d. Select Fax].
3. Select [Function Parameter Setting].

4. Select address 000b0001 using [A] - [F] to change the letters and the numeric key pad to change the numbers.
5. Select the data and enter a value using the binary numbers. The decimal equivalent is displayed to the right.
6. When the address and value have been set, select [Decision].
7. Select [End].

Solution ID TAUS0646523EN02

Solution Usage

Description

How to select Secure Print.

Solution

To select Secure Print, perform the following:

1. Click File, Print, and Properties.
 2. On the Setup Tab click on the Output Method drop down and select Secure Print.
 3. Enter the user ID and Password in the dialog box that appears.
 4. Say O.K. and then Print.
 5. To retrieve the document from the machine, touch the BOX button on the operation panel followed by [System User Box], and then [Secured Document Box] in Box mode of the machine. After entering the user ID and Password, the document is available and can be printed.
- Note : For further details on the box functions of this machine, refer to the C450 User's Guide [Box Operations].

Solution ID TAUS0646732EN01

Solution Usage

Description

How to change the Administrator Password?

Solution

To change the Administrator password perform the following:

1. Enter the Service Mode.
2. Press STOP-0-CLEAR to enter the Enhanced Security Mode.
3. Enter Administrator Password setting, and change your Password.

Solution ID TAUS0647215EN01

Solution Usage

Description

Poor Fusing.

Solution

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

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

Solution ID TAUS0647475EN01

Solution Usage

Description

Scan to E-mails are sent as multiple files or multiple E-mails.

Solution

PROBABLE CAUSES:

1. Binary division is set to a size that is small enough that all E-mails are divided.
Disable binary division, perform the following:
 - a. Press the UTILITY/COUNTER button and then select Administrator setting on the LCD.
 - b. Enter the administrator password (default is 12345678).
 - c. Select network setting followed by E-mail setting.
 - d. Select E-mail TX (SMTP) and make the desired changes to Binary division.
 - e. Exit after making the changes.
2. Max Mail Size is set to a size that is small enough that all E-mails are divided.
Disable Max Mail Size, perform the following:
 - a. Press the UTILITY/COUNTER button and then select Administrator setting on the LCD.
 - b. Enter the administrator password (default is 12345678).
 - c. Select network setting followed by E-mail setting.
 - d. Select E-mail TX (SMTP) and make the desired changes to Max Mail Size.
 - e. Exit after making the changes.
3. File Type is set to Single page.
Set the File Type setting to Multi page. To change the File Type setting perform the following:
 - a. Press the Scan button on the operation panel.
 - b. Select Scan setting.

- c. Select File Type.
 - d. Select Multi Page to have the entire sent as a single file
 - e. Select Single Page to create a file for each page scanned. For double sided scans, a file is created for every two pages scanned.
- Note: JPEGs will always send as separate emails. Only PDFs and TIFFs can be sent as multiple pages.
4. The HDD is not set or has become corrupt and needs to be formatted.
Set and format the HDD in Tech Rep mode.

Solution ID TAUS0648093EN02

Solution Usage

Description

How to perform crisscross sorting.

Solution

To perform crisscross sorting, perform the following:

1. Select [Finishing].
2. Select [Sort & Offset].

Note : Auto Paper Select must be turned ON.

Solution ID TAUS0648096EN01

Solution Usage

Description

How to default the machine to black copies only.

Solution

To default the machine to black, perform the following:

1. Select Black on the basic screen.
2. Press the utility key.
3. Select [2. User Settings].
4. Select [3. Initial Settings].
5. Select [Current Settings].
6. Select [OK].
7. Select [Close] twice.

Solution ID TAUS0648240EN01

Solution Usage

Description

How to change the count for 11x17 to two.

Solution

To enable two counts on the total counter for 11x17 paper, perform the following:

1. After entering TECH. REP. MODE, enter the Security Mode by pressing Stop and then 9.
2. Select [Counter Setting].
3. Select [Mode 2] .
4. Select [A3/11x17].
5. Select [End] and [Exit] to return to main screen.

Solution ID TAUS0648320EN01

Solution Usage

Description

How to set up Windows XP for SMB scanning.

Solution

Perform the following:

At the PC:

1. Create a folder on the root drive.
2. Right click the newly created folder and select properties.
3. Ensure that the Read Only and Hidden attributes are not checked.
4. Click the Sharing Tab.
5. Click the Share this folder radio button and enter a Share name.
6. Click the Permissions tab.
7. Add the desired User or Group and assign the appropriate permissions.

Notes:

1. With Windows XP Home edition, the Network Setup Wizard will need to be run to enable file and print sharing. Access the Network Setup Wizard from: Start/All Programs/Accessories/Communications/Network Set Up Wizard.
2. With Windows XP SP2, ensure that file and print sharing are a selected exception in the Windows Firewall settings. The Windows Firewall applet can be

accessed from: Start/Control Panel/Windows Firewall/Exceptions.

At the C250:

1. Connect to the C250 using PageScope Web connection.
2. Enter the Admin mode.
3. Select the Network Tab.
4. Ensure TCP/IP is enabled.
5. Select and enable SMB.
6. Log out of the Admin mode.
7. Select the Scan tab.
8. Select New Registration.
9. Select SMB and click next.
10. Enter the name of the SMB registration being created, and select a reference in the index.
11. Enter the PC name (uppercase) or IP address in the Host Address field.
12. Enter the folder name in the File Path field. If the folder is located on the root drive, enter only the folder name. If the folder is not located on the root drive, enter the path to the folder.
13. Enter the User ID and Password in their respective fields. If the PC is a member of a domain, enter the User name and Password of a valid domain user account. If the PC is in a workgroup, enter the User name and Password of the local user account. The User ID and password are case sensitive.

Notes:

1. The SMB protocol uses TCP, NetBIOS and ARP broadcasts to communicate with the host PC.
2. See the linked document for further details.

Solution ID TAUS0648346EN01

Solution Usage

Description

Part number for the 128MB compact flashcard used to install the main body firmware.

Solution

The part number for the 128MB compact flashcard is 7660403601.

Solution ID TAUS0648352EN01

Solution Usage

Description

When the utility/counter button is selected, only the Check Consumable Life indicating selector button is there, One-Touch registration, User Setting, and Administrator Settings are missing.

Solution

CAUSE: The machine is busy performing a function in the background that is not displayed such as transferring a scan or waiting to dial a fax.

SOLUTION: Check under job list to determine what function is being performed. Jobs can be deleted or wait until the function is performed.

Solution ID TAUS0648370EN02

Solution Usage

Description

How to set up scanning via the optional USB port.

Solution

Scanning is not supported via the USB port. Only network scanning via an Ethernet connection is supported.

Solution ID TAUS0648389EN01

Solution Usage

Description

CE002 at power up.

Solution

PROBABLE CAUSES:

1. The hard drive is not selected as Installed.
To select the hard drive, enter the Tech. Mode. and do the following:
 - a. Select [System 2].
 - b. Select [HDD].
 - c. Select [Installed].
2. The HDD Version Up procedure has not been completed. Phase 2 firmware was just installed.
To perform the HDD Version Up procedure, perform the following:
 - a. Enter the Tech. Mode.
 - b. Touch [State Confirmation] on the touchscreen.
 - c. Touch [Memory HDD Adj.] on the touchscreen.

- d. Touch [HDD Version Up] on the touchscreen.
- e. Press the START key. The HDD Version Up result will be displayed on the right side of the touchscreen.
- f. Power the copier OFF using the main switch after the result is displayed on the touchscreen as OK. After, leaving the machine powered OFF for 30 seconds the machine can be powered ON and the failure code should be cleared.

3. Unspecified data or parameter is detected.

To resolve, perform the following:

- a. Perform the step-by-step procedures mentioned in the Technical Information document.
- b. Make sure the Hard Disk Drive is installed under System 2.
- c. Go to Service Mode, System 1, Initialization, Data Clear.
- d. Re-flash copier with Phase 2.01 firmware, making sure that the firmware is installed.
- e. Replace PWB-MFP (p/n 4037013104).

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

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

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

* Trademark ownership information

Solution ID TAUS0648511EN01

Solution Usage

Description

Copies from the glass or through the document feeder are skewed.

Solution

CAUSE: The mirrors in the optics are out of position. SOLUTION: Perform the focus and scanner position adjustments in the mechanical adjustment section of the Field Service Manual. Note: Before performing this adjustment, ensure that the skew is not a paper skew or CCD skew. To test for paper skew, perform the following: 1. Open the front door and actuate the door interlock to run the machine with the door left open. 2. Pull the black charge cleaner (blue rod) approximately half way out. 3. Run a copy with white paper on the glass. This will produce a white copy with a black band from lead-to-trail. If the black band is not straight on the paper, the paper is skewed. To test the CCD, perform the following: 1. Remove the glass and the black CCD cover. 2. Place a piece of black tape across the middle of the CCD and reinstall the cover and glass. 3. Copy a white piece of paper. The band produced by the tape should be straight on the paper.

Solution ID TAUS0648635EN01

Solution Usage

Description

How to do the manual bypass paper size adjustment.

Solution

To set the maximum and minimum widths for the manual bypass paper tray, perform the following:

1. From the Service Mode select [Machine].
2. Select [Manual Bypass Tray Adjustment].
3. Separate the side guides by 301mm. Note: There are 25.4mm to an inch.
4. Press the Start key and check to see that the results are [OK].
5. Select [Min. Width].
6. Separate the bypass side guides by 89mm.
7. Press the Start key and check to see that the results are [OK].

Solution ID TAUS0648662EN01

Solution Usage

Description

How to make a signature booklet onto 8.5x11R paper.

Solution

To make a signature booklet onto 8.5x11R paper, make these settings in either the PS or PCL drivers.

1. Select Booklet Left Bind
2. Select Center Staple & Fold
3. Select 5.5x8.5 as the Output Paper Size

Solution ID TAUS0648763EN02

Solution Usage

Description

Unable to send TX faxes.

Solution

CAUSE: The Fax is set for Pulse dialing.

SOLUTION: Change the Pulse dialing to PB dialing. To change the setting, perform the following:

1. Access the Administrator mode.

2. Select [8. Fax Setting].
3. Select [Telephone Line Settings].
4. Select [PB].
5. Power the copier OFF/ON.

Solution ID TAUS0649176EN01

Solution Usage

Description

How to change the default scan file name.

Solution

To change the scan file name perform the following:

1. Select the Scan tab.
2. Select the Mode button.
3. Select E-Mail Settings.
4. Select File Name.
5. Press the Delete button to delete each character in the default name.
6. Enter a new file name.
7. Select OK.

Solution ID TAUS0649283EN01

Solution Usage

Description

How to setup LDAP on a C250.

Solution

To set up LDAP on a C250, perform the following:

1. Click on Utility/Counter.
2. Administrator Setting [12345678], Click OK.
3. Click on Network Setting.
4. Click on LDAP Setting.
5. Enable LDAP to ON and Click OK.
6. Click on Setting Up LDAP.
7. Select an Empty Selection BOX.
8. Enter LDAP Server Name.
9. Click on FWD >.
10. Enter Server IP Address. ie.- 11.11.0.2.
11. Enter Search Base. ie.- dc=kmbs, dc=local .
12. Click on FWD >.
13. Enable SSL to OFF, Port No. = 389, Port Number (SSL) = 636.
14. Click on FWD >.
15. Select Authentication Method ie.- SIMPLE.
16. Click on FWD >.
17. Select Server Authentication Method - Use Set Value.
18. Use Referral set to OFF.
19. Click on FWD >.
20. Enter Login Name ie.- user1.
21. Enter Password ie.- 1234.
22. Enter Domain Name. ie.- kmbs.local.
23. Click on OK, Close, Close, Close, Close, Close.
24. Reboot copier.

Troubleshooting Tips:

1. Ping the Server using the Copier.
2. Setup the LDAP information given using your Laptop with the Following Software's - PageScope Address Utility or Softerra* LDAP Browser 2.6.

Notes:

- a. As reference, see the function settings document and How to setup LDAP Setting on MFP Device .
- b. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL
<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0649523EN01

Solution Usage

Description

FK502, how to program the default paper tray for fax reports.

Solution

To program a default paper tray to print fax reports, perform the following:

1. Select Utility/Counter.
2. Select User Setting.
3. Select System Setting
4. Select Paper Tray Setting.
5. Select Print Lists
6. Select the paper tray for the fax reports to print from.
7. Press OK.
8. Press Exit on the lower left side of the display to return to the copier screen.

Solution ID TAUS0649594EN02

Solution Usage

Description

Unable to print, PING, or browse to machine.

Solution

CAUSE: TCP/IP is set to OFF.

SOLUTION: Toenable TCP/IP, perform the following:

1. Enter the Utility Mode by pressing the Utility/Counter key.
2. Select [2. Administrator Setting].
3. Enter the Administrator password and select [OK].
4. Select [5. Network Setting].
5. Select [1. TCP/IP Setting].
6. Select [ON] under the TCP/IP Setting.

Solution ID TAUS0652146EN01

Solution Usage

Description

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

Solution

CAUSE: Poor connection or there are bent pins on the copier-to-scanner interface cable.

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

Solution ID TAUS0654066EN01

Solution Usage

Description

CD251 at power up.

Solution

CAUSE: The JPEG board setting in the options screen is programmed as [Set].

SOLUTION: To change the JPEG board setting in the options screen to [Unset], perform the following:

1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [System 2] on the touchscreen.
5. Touch [Option Board Status] on the touchscreen.
6. To the right of JPEG touch [Unset] on the touchscreen.
7. Touch [END] on the touchscreen.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0654438EN01

Solution Usage

Description

FK502, the Fax setting tab is not available in the Administrator mode.

Solution

CAUSE: The Prefix/Suffix Auto setting has been set to ON.

SOLUTION: To change the Prefix/Suffix Auto setting, perform the following:

1. Press the Utility key.
2. Enter Administrator Setting.
3. Select System Connection.

4. Select Prefix/Suffix Auto Setting.
5. Select OFF.

Solution ID TAUS0654543EN01

Solution Usage

Description

How to program the Copy, Fax, or Scan screen as the default screen displayed after system auto reset is completed.

Solution

To program the Copy, Fax, or Scan screen as the default screen displayed after the system auto reset is completed, perform the following:

1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [1. System Setting] on the touchscreen.
6. Touch [9. Reset Setting] on the touchscreen.
7. Touch [1. System Auto Reset] on the touchscreen.
8. Touch [Copy], [Scan], or [Fax] under the Priority Mode selection heading.
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen.

Solution ID TAUS0657537EN00

Solution Usage

Description

The File Type button in the Scan mode displays the following: '!'.
 !

Solution

CAUSE: The machine needs to be restored to Factory Default.

SOLUTION: To restore the machine to Factory Default, perform the following for each tab, i.e., Copy, Scan, Fax (if applicable):

1. Press the Utility key.
2. Select [User Setting].
3. Select [Initial Setting].
4. Select [Factory Default].
5. Select [OK], [Close], [Close] to return to the basis screen.
6. Power OFF the machine using the main switch so that all power is removed from the machine. Wait 10 seconds and power the machine ON.

Solution ID TAUS0657542EN00

Solution Usage

Description

"Log In" error when scanning multiple pages to E-mail with the standard controller.

Solution

CAUSE: Binary division is set to ON.

SOLUTION: In the Admin mode, select Network\E-Mail Setting\E-Mail Tx. Set Binary Division to OFF.

Solution ID TAUS0657562EN01

Solution Usage

Description

LCD display is in Japanese

Solution

SOLUTION:

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

Solution ID TAUS0658101EN01

Solution Usage

Description

How to increase image unit life.

Solution

Please follow the steps outlined in the attached Bulletin Number 5705 -Extending Image Unit Life.

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 TAUS0658198EN00

Solution Usage

Description

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

Solution

CAUSE: Only the Windows PCL driver is installed.

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

Solution ID TAUS0658262EN00

Solution Usage

Description

Unable to Transmit a fax.

Solution

CAUSE: Incorrect settings.

SOLUTION: In the Administrator mode, select the following:

1. Fax Setting.
2. Telephone Line Settings.
3. Dialing Method should be set to PB.
4. Press the Close tab 4 times.
5. Reboot the copier.

Solution ID TAUS0658295EN00

Solution Usage

Description

Shadows around letters only on black when copying or printing.

Solution

CAUSE: Poor quality paper is being used.

SOLUTION: Ensure that only high quality paper designated for color copying is used.

Solution ID TAUS0658325EN01

Solution Usage

Description

Howto download TrueType fonts using the Font Downloader Utility.

Solution

TrueType fonts are not supported with the Font Downloader Utility. Adobe® Type 1 PostScript™ fonts are supported.

Solution ID TAUS0658355EN01

Solution Usage

Description

Jamex® compatibility.

Solution

The VK-501 Vendor Kit Interface is required for connection to Jamex® coin/card vending solution.

Note :This isspecified in the bizhub C252 Specification & Installation Guide.

Solution ID TAUS0658377EN00

Solution Usage

Description

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

Solution

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

SOLUTION: Perform a logical format on the hard drive.

Solution ID TAUS0700070EN00

Solution Usage

Description

How to program the lead edge erase.

Solution

To program the lead edge erase, perform the following:

1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [Machine] on the touchscreen.
5. Touch [Lead Edge Erase Adjustment] on the touchscreen.
6. Touch the desired lead edge erase width [4mm], [5mm], or [7mm].
7. Touch [End] on the touchscreen.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0700072EN00

Solution Usage

Description

How to print the meter count list.

Solution

To print the meter count list, perform the following:

1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Touch [Print] on the touchscreen. Select paper size from 8.5x11 to 11x17 then press the START key.
4. Touch [Close] on the touchscreen.
5. Touch [Close] on the touchscreen.
6. Touch [Exit] on the touchscreen.

Solution ID TAUS0700076EN00

Solution Usage

Description

How to adjust the monochrome density.

Solution

To adjust the monochrome density, perform the following:

1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [Imaging Process Adjustment] on the touchscreen.
5. Touch [Monochrome Density Adjustment] on the touchscreen.
6. Touch the left arrow on the touchscreen to lower the monochrome density or the right arrow to increase the monochrome density. The setting value can be programmed from a range of -2 to +2.
7. Touch [End] on the touchscreen.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0700134EN00

Solution Usage

Description

Close side door message for the SD503 after it has been removed.

Solution

CAUSE: A guide plate is not installed.

SOLUTION: Remove the Creasing Unit and install the original guide plate that was removed prior to installing the Creasing Unit.

Solution ID TAUS0700139EN00

Solution Usage

Description

Where is the PWB-SIF on the wiring diagram?

Solution

The wiring diagram refers to PWB-SIF as the Relay Board (REYB) located at 16W on the grid.

Solution ID TAUS0700236EN00

Solution Usage

Description

READY TO COPY message, but the START button is flashing ON/OFF and illuminated orange.

Solution

CAUSE: The PWB-SIF board has failed.

SOLUTION: Reseat all connectors on PWB-SIF. Replace PWB-SIF (p/n 4038-0123-03) as necessary.

Solution ID TAUS0700244EN00

Solution Usage

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 displayed. If the command is not recognized then Sun Java™ is not installed.

Solution ID TAUS0700258EN00

Solution Usage

Description

How to enable output of a TX Report after every fax transmission.

Solution

To output a TX Report after every fax transmission, perform the following:

1. Press the Utility/Counter key.
2. Touch [3. Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [7. Fax Setting] on the touchscreen.
6. Touch [7. Report Settings] on the touchscreen.
7. Touch [TX Report] on the touchscreen.
8. Touch [ON] on the touchscreen.
9. Touch [Exit] on the touchscreen to return to the normal copy screen.

Solution ID TAUS0700410EN00

Solution Usage

Description

When a file is sent to the printer, the control panel blanks out.

Solution

CAUSE: There is fax memory installed, but the fax PWB has been removed.

SOLUTION: Remove the fax memory.

Solution ID TAUS0700434EN00

Solution Usage

Description

How to set the fax default to TONE, instead of manually selecting tone or pulse at the copier or in the driver.

Solution

In order to set the fax default to TONE, perform the following:

1. Enter the Administrator mode.
2. Select #8 Fax Setting.
3. Select #3 Telephone Line Setting and set it to PB (Push Button) instead of 10pps.
4. Goback to the main screen and powerthe main switch OFF/ON.

Solution ID TAUS0700464EN00

Solution Usage

Description

Gray copies. Background on every color print or copy. The background appears to have a wavy pattern.

Solution

CAUSE: Failed Black Print Head.

Note : Gray background when printing internal test prints on every color.

SOLUTION: Replace Black Print Head (p/n 4038-0778-00 for bizhub C250) or (p/n 9J06-R727-00 for bizhub C252/C300).

Solution ID TAUS0700509EN00

Solution Usage

Description

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

Solution

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

SOLUTION: Install the correct imaging units.

Solution ID TAUS0700530EN00

Solution Usage

Description

LCD goes out after about 10 seconds.

Solution

CAUSE:

PWB-MFP not working properly.

SOLUTION:

1. Reseat all the connectors on the PWB-MFP.
2. Flash the copier with current firmware.
3. Replace PWB-MFP.

Model Part Number

```
=====
C250 PWB-MFP 4038012106
C300 Printer Control Board 9J06012106
C352 Printer Control Board 9J06012106
```

Solution ID TAUS0700545EN00

Solution Usage

Description

No display on the control panel.

Solution

CAUSE: No display on the control panel. Possible bad connection .

SOLUTION:

1. Re-flash the copier with current firmware.
2. Re-seat all connectors on the PSB-MFP or PWB-PRCB.
3. Replacethe PWB-MFP or PWB-PRCB.

Model Description Part Number

```
C252PWB-MFP 4038-2414-01
C300/C352PWB-PRCB 9J06-0121-06
```

Solution ID TAUS0700557EN00

Solution Usage

Description

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

Solution

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

Solution ID TAUS0700572EN00**Solution Usage****Description**

How to input the main body serial number.

Solution

To input the main body serial number, perform the following:

1. Press the Utility Key.
2. Press Details, Stop, 0, 0, Stop 0, 1.
3. Press System 1.
4. Press Serial number.
5. Enter the main body serial number and press OK.

Solution ID TAUS0700579EN00**Solution Usage****Description**

Intermittent CFE07 codes.

Solution

CAUSE: Low level firmware.

SOLUTION: Upgrade firmware level to Phase 3 or higher.

Solution ID TAUS0700605EN00**Solution Usage****Description**

Intermittent CF023 error code.

Solution

CAUSE: Poor connections.

SOLUTION: Reseat all connections on PWB-MFP. Also reseat all memory modules and the HDD.

Solution ID TAUS0700649EN00**Solution Usage****Description**

How to set the default subject line for scan to E-mail.

Solution

To set the default subject line for scan to E-mail, perform the following:

1. Press [Utility].
2. Select [Administrator Setting].
3. Select [One Touch Registration].
4. Select [Scan].
5. Select [Subject/Text (for E-mail)].
6. Select [Subject].
7. Select [New].
8. Select [Subject].
9. Enter the desired text for the subject using the key pad.
10. Select [OK].
11. Exit the Administrator mode.

Solution ID TAUS0700732EN00**Solution Usage****Description**

Is VoIP supported with a fax kit installed?

Solution

VoIP is currently not supported, however, this does not mean that it will not be supported in the future. VoIP is currently supported on the bizhub 420 and bizhub 500 with special firmware.

Solution ID TAUS0700745EN01**Solution Usage****Description**

C-D351 or C-D364 when copying or printing.

Solution

CAUSE:NVRAM data error.

SOLUTION: Restore theNVRAM data. When a NVRAM data error is detected, restoring the backup data from Flash ROM on MFPC board is possible with the following procedure:

1. Press [Stop], 0, 7, 1, 3, 9.The control panel will display [*].
2. Press[*] on the control panel.

Note: Thiserror code (or another C-D3xx code) may appear again. It may be necessary todo theNVRAM data restore procedureseveral times toclear the error code(s) completely.Pressing [*] initiates the data restore, which takes a very short time.

3. When the restore is finished, the control panel displays a message to power OFF the main power switch.
4. Turn the main power switch OFF/ON.

If the restore failed, thecode will be shown again. Note that a restore is possible only if an actual NVRAM data error is detected. If the procedure above does not work, the NVRAM can be confirmed as the root problem by temporarily swapping the NVRAM from oneof the following models:C250, C300, C351, C352 or C450.

To obtain a replacement NVRAM, follow the NVRAM/BRU replacement procedure (see attached bulletin), but only after the steps above have beenperformed.

Solution ID TAUS0700764EN02

Solution Usage

Description

Due to the recent changes to the date that Daylight Saving Time begins, it may be necessary to adjust the time to allow the proper time to display on scans and faxes.

Solution

Refer toattached Bulletin #5806 for the details.

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

Solution ID TAUS0700771EN00

Solution Usage

Description

FK-502, how to change the transmit report to print without an image.

Solution

To change the transmit report to print without an image, perform the following:

1. Enter the Tech Rep mode.
2. Select Fax.
3. Select List Output.
4. Under TX Result Report select Without Image.

Solution ID TAUS0700776EN00

Solution Usage

Description

FK502, transmitted faxes are reduced.

Solution

CAUSE: The fax user settings are corrupt.

SOLUTION: Perform the following procedure to resolve the problem:

- 1.Press the Fax key.
- 2.Press Utility/Counter key.
- 3.Press User Settings.
- 4.Press Initial Settings.
- 5.Select Factory and press OK.

Solution ID TAUS0700780EN00

Solution Usage

Description

How tochange the auto reset time.

Solution

To change the auto reset time, perform the following:

1. Press the Utility key.
2. Select [1. System Setting].
3. Select [4. Reset Setting].

4. Select [System Auto Reset].
5. Set the time to OFF or increase up to 9 minutes.

Solution ID TAUS0700781EN00

Solution Usage

Description

When scanning in black and white to PC (SMB), the file size is too large.

Solution

CAUSE: Full color is selected on the operation panel.

SOLUTION: Select Black on the operation panel via scan settings.

Solution ID TAUS0700790EN00

Solution Usage

Description

When using the E-mail notification feature, can multiple E-mail addresses be entered?

Solution

Multiple E-mail addresses can be used with the E-mail notification feature. When adding multiple E-mail addresses, separate the addresses using a comma and no spaces.

Solution ID TAUS0700861EN00

Solution Usage

Description

Poor copy quality (ghosting/hazy) when using letterhead as a tray setting or duplexing.

Solution

CAUSE: A poor connection or poorly seated NVRAM on the PWB-MFP board.

SOLUTION: Reseat all connectors on the PWB-MFP board as well the NVRAM.

Solution ID TAUS0700907EN00

Solution Usage

Description

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

Solution

SOLUTION:

See the attached document, which contains step-by-step Scan to E-mail setup instructions for the Emperon standard controllers. This is a training document and is structured using classroom examples. Be sure to replace site-specific parameters (TCP/IP addresses, email addresses, etc., with those specific to the installation.

Solution ID TAUS0700908EN00

Solution Usage

Description

How to Scan to SMB/FTP/BOX on an Emperon controller.

Solution

Please see the attached step-by-step instruction procedures (Lab Exercises) for the Emperon standard controllers.

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 TAUS0700971EN00

Solution Usage

Description

C4551, C4552 or C4553 laser malfunction codes.

Solution

CAUSE: Either the SOS Signal is not detected even after the lapse of a given period of time after starting the laser output or the SOS Signal is not detected for a given period of time during printing or IDC sensor adjustment.

SOLUTION: There are a few steps that can be followed to troubleshoot:

1. Swap the laser with one of another color. Is a different C455x error code indicated?
2. If so, replace the failed Print Head Unit (p/n 4039-R723-00).

3. Reseat the connections on PWB-D and PWB-M
4. Re-flash the copier with current firmware.
5. Replace PH Interface Board -PWB-D (p/n-4038-0105-03).
6. If the problem persists, replace the Mechanical Control Board -PWB-M (p/n-4038-H001-01)

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 TAUS0701011EN00

Solution Usage

Description

How to program the parallel I/F setting.

Solution

To program the parallel I/F setting, perform the following:

1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [7 Printer Setting] on the touchscreen.
6. Touch [2 Parallel I/F] on the touchscreen.
7. Touch [Compatible], [Nibble], or [ECP] to enable the desired choice as the parallel I/F setting.
8. Touch [OK] on the touchscreen.
9. Touch [Exit] on the touchscreen.

Solution ID TAUS0701043EN00

Solution Usage

Description

How to enable/disable auto zoom from the platen.

Solution

To enable/disable auto zoom from the platen, perform the following:

1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [6 Copier Setting] on the touchscreen.
6. Touch [Auto Zoom (Platen)] on the touchscreen.
7. Touch [ON] or [OFF] as desired by the customer.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0701072EN00

Solution Usage

Description

Is tab printing or copying supported?

Solution

Tab printing or copying is not supported.

Solution ID TAUS0701120EN00

Solution Usage

Description

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

Solution

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

SOLUTION: Follow the steps below:

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

Solution ID TAUS0701121EN00

Solution Usage

Description

“Please Insert Correct Imaging Unit” message will not clear from the copier control panel.

Solution

CAUSE: The incorrect IU was installed in the copier.

SOLUTION: TurnOFF the main power to the copier, insert the correct IU, and turnON the main power.

Solution ID TAUS0701141EN00

Solution Usage

Description

Is there a TWAIN driver for Macintosh® environments utilizing the standard controller?

Solution

Presently there are no TWAIN drivers for use with a Macintosh® utilizing the Emperon controller. Fiery® controllers currently support TWAIN scanning.

Solution ID TAUS0701193EN00

Solution Usage

Description

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

Solution

CAUSE: Incorrect Proxy setting.

SOLUTION: Possible incorrect settings within the Proxy Server. To check and see if the TCP/IP address for the controller is set for Exceptions for browsing out to it, check the following:

1. Select TOOLS and INTERNET OPTIONS.
2. Select the CONNECTIONS tab.
3. Select LAN Settings.
4. Select PROXY SERVER.
5. Check to make sure that both USE PROXY SERVER FOR YOUR LAN and BYPASS PROXY SERVER FOR LOCAL ADDRESS is checked off.
6. Select the ADVANCED button, and put in the TCP/IP address in the EXCEPTIONS (example 11.11.x). The 'x' is for all TCP/IP addresses that start with that prefix.

Solution ID TAUS0701197EN00

Solution Usage

Description

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

Solution

CAUSE: Corrupt or improperly installed driver.

SOLUTION: Completely remove and re-install the driver according to the attached document.

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

Solution ID TAUS0701228EN00

Solution Usage

Description

FK502, can watermarks be placed on an incoming fax?

Solution

Watermarks cannot be placed on incoming faxes.

Solution ID TAUS0701232EN00

Solution Usage

Description

Does the Adobe® PostScript driver support PC faxing?

Solution

The Adobe® PostScript driver does not support PC faxing.

Solution ID TAUS0701237EN00

Solution Usage

Description

Can copy or print jobs be offset without a finisher installed?

Solution

Copy jobs or print jobs cannot be offset without a finisher installed.

Solution ID TAUS0701238EN00

Solution Usage

Description

How to perform criss crosssorting without a finisher installed.

Solution

To set up criss crosssorting without a finisher installed, perform the following:

1. Press the Utility key.
2. Press the User Settings.
3. Press System Settings.
4. Press Paper Tray Settings.
5. Press Auto Tray Select. Select the trays that contain 8.5x11 and 8.5x11R and press OK.
6. Press Auto Tray Switch and select ALLOW and then OK.
7. Press #4 No Matching Paper in Tray Setting and select Switch Trays. Press OK.
8. Press close 4 times to return to the default LCD screen.
9. Press the Paper Icon on the operation panel.
10. Press Auto Paper

Solution ID TAUS0701242EN00

Solution Usage

Description

Part number for the PH window cleaning jig.

Solution

PH window cleaning jig(p/n 4038208302).

Solution ID TAUS0701255EN00

Solution Usage

Description

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

Solution

In the attached bizhubvCare CS Remote Care Email Communication Troubleshooting Guide1.1 are troubleshooting methods and procedures to resolve vCare Email Communication issues.

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 TAUS0701269EN00

Solution Usage

Description

C-C152 at power up, the counters display as 0 and the operation panel display is in Japanese.

Solution

CAUSE: Main body firmware is corrupt.

SOLUTION: Flash or re-flash the firmware to the latest level.

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

Solution ID TAUS0701272EN00

Solution Usage

Description

Unable to print via the standard controller. Can PING and browse the NIC.

Solution

CAUSE: The memory is scrambled or corrupt.

SOLUTION: Perform a Data Clear by performing the following procedure:

1. Enter the Tech Rep Mode by pressing the Utility Key and then enter Stop 00, Stop 01.
2. Press System 1.
3. Press Initialization and then Data Clear.

Note: Prior to performing the Data Clear, export the address book. Upon completing the Data Clear reinstall the hard drive, the TCP/IP address and import the address book.

Solution ID TAUS0701293EN00

Solution Usage

Description

No display and the start button is amber.

Solution

CAUSE: The FK-502 is installed in the incorrect slot.

SOLUTION: Install the FK-502 in the rear-most slot.

Solution ID TAUS0701313EN00

Solution Usage

Description

PageScope Box Operator is not displaying the documents in the User Box.

Solution

CAUSE: The User Box was created without a password.

SOLUTION: When creating a User Box, a password must be used in order to view and retrieve the documents using PageScope Box Operator.

Solution ID TAUS0701354EN00

Solution Usage

Description

Can the copier be initialized without losing the one-touch buttons stored on the copier HDD?

Solution

The one-touch buttons can be saved in one of 2 ways:

1. Use PageScope Data Administrator to back up the HDD data.
2. Turn off the HDD under System 2 of the Tech Rep mode and reboot the copier. Initialize the copier. Enable the HDD after the copier is initialized. Reboot the copier.

Solution ID TAUS0701372EN00

Solution Usage

Description

C-0204 at power up.

Solution

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

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

Solution ID TAUS0701374EN00

Solution Usage

Description

Black smudges on copies.

Solution

CAUSE: Poor contact on the side door interlock switch.

SOLUTION: Clean and inspect side door interlock switch.

Solution ID TAUS0701434EN00

Solution Usage

Description

FK502, how to route Incoming Faxes to an E-mail address.

Solution

To have Faxes received to an E-mail address, perform the following:

1. Access the Administrator mode.
2. Select [Fax Settings].
3. Select [Function Settings].

4. Select [Forward TX Settings].
 5. Select either [Forward @ Print] or [Forward @ print (If TX fails)].
 6. Select (Select From Address Book).
 7. Select [E-mail].
 8. Select the desired E-mail address from the menu and return to the main copy screen.
- Note: Scan to E-mail must be set up first.

Solution ID TAUS0701469EN00

Solution Usage

Description

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

Solution

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

1. Press the Utility/Counter key.
2. Touch [2 User Setting] on the touchscreen.
3. Touch [6 Printer Setting] on the touchscreen.
4. Touch [1 Basic Setting] on the touchscreen.
5. Touch [Spool Print Jobs in HDD before RIP] on the touchscreen.
6. Program the desired functionality by touching [YES] or [NO] on the touchscreen.
7. Touch [Close] on the touchscreen.
8. Touch [Exit] on the touchscreen.

Solution ID TAUS0701532EN00

Solution Usage

Description

Account tracking or Authentication is not available in the driver on a Windows* Vista 32 bit client PC.

Solution

CAUSE: Windows Vista built in drivers for KonicaMinolta printers are only PPD based and do not have the Account track and Authentication options.

SOLUTION: Install the Windows XP digitally signed PCL or PS driver which will function on the Windows Vista 32 bit client PC.

Solution ID TAUS0701545EN00

Solution Usage

Description

FS-501, can this finisher be used with the bizhub C252/C352?

Solution

The FS-501 is not supported on the bizhub C252/C352. The supported finishers are the FS-603 and FS-514.

Solution ID TAUS0701568EN00

Solution Usage

Description

LDAP does not function after upgrading firmware.

Solution

CAUSE: Corrupt firmware.

SOLUTION: Re-download the latest firmware version and re-flash the machine.