

CSES IDNo.TNBT0700036EN00

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Ver.2.0



KONICA MINOLTA

bizhub750/600
Troubleshooting Guide

OP Support Department 1
Office Printing Support Division
CS Operations
Konica Minolta Business Technologies, Inc.

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bizhub 750/600 Troubleshooting		No Lap-001
Category : Main body		Date of issue : March 16, 2007

Symptom
Even though selecting face-up on Exit Direction of 1 sheet (platen) in Administrator mode, all copy is output with face-down from main body firmware Ver.20 onward.
Cause
Problem of the main body firmware.
Action
Use the following mass-production program CSES DL No : DLBT0700211EN* (Ver.30)

bizhub 750/600 Troubleshooting		No Lap-002
Category : Main Body		Date of issue : March 16, 2007

Symptom
The image is oblique in 45-degree is output when copying after setting original on ADF
Cause
Problem of the main body firmware.
Action
Use the following mass-production program. CSES DL No : DLBT0700211EN* (Ver.30)

bizhub 750/600 Troubleshooting		No Lap-003
Category : Main Body		Date of issue : March 16, 2007

Symptom
The message “Error occurred at initializing” appears when initializing Service Mode Setting (Adj, Data) on System Setting 1 in Service Mode
Cause
Problem of the main body firmware.
Action
Use the following mass-production program. CSES DL No : DLBT0700211EN* (Ver.30)

bizhub 750/600 Troubleshooting		No Lap-004
Category : Main Body		Date of issue : March 16, 2007

Symptom
Only putting on and off paper in bypass tray can be automatically selected in its tray.
Cause
Modification of specification. (improve in operability)
Action
<p>1. Use the following mass-production program. CSES DL No : DLBT0700211EN* (Ver.30)</p> <p>2. Set DIPSW38-3/4(Action when set paper on bypass tray) below according to users demand DIPSW38-3=0/38-4=0 Select bypass tray and reset size(Size Auto Detect) DIPSW38-3=1/38-4=0 Select bypass tray and not reset size(Last time set Size) DIPSW38-3=0/38-4=1 Not select bypass tray and reset size DIPSW38-3=1/38-4=1 As same as DIPSW38-3=0 / 38-4=1</p>

bizhub 750/600 Troubleshooting		No Lap-005
Category : Main Body		Date of issue : March 16, 2007

Symptom
Disable to update HDD with "C-E002" due to entering into Service mode when updating main body firmware Ver.20 with HDD + Management device (Key counter etc) after turning OFF/ON main power.
Cause
Problem of the main body firmware.
Action
Use the following mass-production program CSES DL No : DLBT0700211EN* (Ver.30)

bizhub 750/600 Troubleshooting		No Lap-006
Category : Main Body		Date of issue : March 16, 2007

Symptom
The setting value does not accord with Paper Size indication of Tray 1 or Tray 2.
Cause
Problem of the main body firmware.
Action
Use the following mass-production program CSES DL No : DLBT0700211EN* (Ver.30)

bizhub 750/600 Troubleshooting		No Lap-007
Category : Main Body		Date of issue : March 16, 2007

Symptom
<p>Disable to copy with orange of start button when copying a custom size original in repeat function (See details of procedures as below),</p> <p><Procedure></p> <p>Start button remains orange but not changing into green where opening ADF after putting document on Original Glass with Application -> Book Copy/Repeat -> Image Repeat -> Set Range -> Custom Size -> Original Size Setting -> OK.</p>
Cause
<p>Problem of the main body firmware.</p>
Action
<p>Use the following mass-production program</p> <p>CSES DL No : DLBT0700211EN*</p> <p>(Ver.30)</p>

bizhub 750/600 Troubleshooting		No Lap-008
Category : Main Body		Date of issue : March 16, 2007

Symptom
Disable to change the value of Background Removal when selecting "Auto" in Copy Density Setting.
Cause
Problem of the main body firmware.
Action
Use the following mass-production program CSES DL No : DLBT0700211EN* (Ver.30)

bizhub 750/600 Troubleshooting		No Lap-09
Category : Main Body		Date of issue : March 16, 2007
Symptom		
J62-03(DF/Feed JAM)		
Cause		
JAM occurs due to phase difference/step-out of Stepping Motor by the impact that original bumps into Registration Roller when nothing of backlash between feeding motor shaft and gear.		
Action		
Use the following mass-production program CSES DL No : DLBT0700211EN* (Ver.30)		

bizhub 750/600 Troubleshooting		No Lap-010
Category : Main Body		Date of issue : March 16, 2007

Symptom
Exhaust Fan /Rr (FM19) does not stop when pulling out ADU carriage unit.
Cause
Problem of the main body firmware.
Action
Use the following mass-production program CSES DL No : DLBT0700211EN* (Ver.30)

bizhub 750/600 Troubleshooting		No Lap-011
Category : Main Body		Date of issue : March 16, 2007

Symptom

The "C-E002" is indicated on operation panel when updating machine of firmware Ver.17 and earlier with HDD to Ver.20 or later by ISW tool.

Cause

The data format stored in HDD differ in specification between Ver.17 and earlier and Ver.20 or later. There needs the format convert process of the data (HDD version up) when updating from Ver.17 and earlier to Ver.20 or later.

The "C-E002" is indicated in the above mentioned case.

Action

Convert the format of the data stored in HDD (HDD version up) as follows if this symptom occurs

1. Enter into Service mode
2. Enter into "State Confirmation"
3. Enter into "Memory/ HDD condition"
- 4 Push the bottun of "HDD version up"

bizhub 750/600 Troubleshooting		No Lap-012
Category : Controller		Date of issue : March 16, 2007

Symptom

If Flash Player Ver.8 is installed under Windows NT4.0 and IE6.0 environment, a message indicating installation of latest version Flash Player appears on PageScope Web Connection, in parts where Flash application is used.

Cause

Windows NT4.0, MacOS 8 and MacOS 9 do not support Flash Player Ver.8.
 If Flash Player version that is not supported by OS is installed, no error is displayed and it looks as if it is installed normally. Actually, it is not installed. Therefore, PageScope Web Connection cannot find a correct Flash Player and shows an error message.

Action

1) If you are using Windows NT4.0, MacOS 8 or MacOS 9, download Flash Player 7 from the Adobe site and use it.
 The Flash Player Ver.7 is available from the following URL.
<http://www.adobe.com/cfusion/knowledgebase/index.cfm?id=d9c2fe33>

2) Select HTML (not Flash) for PageScope Web Connection display format.

[Reference Information]
 TNBT0600244EN*

Symptom

How to indicate "Installed Place" in the E-mail received from MFP when setting Status Notification Setting

(Status Notification Setting = Utility -> Administrator Setting -> Network Setting -> Detail Setting)

Occurrence Time :02/11/2007 09:57:46
Installed Place :
IP Address :10.11.48.224
Error : Job End

Action

The screenshot shows the Konica Minolta PageScope Web Connection interface. At the top, there is a navigation bar with tabs for System, Job, Box, Print, Scan, and Network. The 'Network' tab is selected. On the left, there is a sidebar menu with options like TCP/IP Setting, NetWare Setting, IPP Setting (highlighted), FTP Setting, SNMP Setting, SMB Setting, AppleTalk Setting, and Bonjour Setting. The main content area shows the 'IPP Setting' configuration page. The 'IPP Setting' dropdown is set to 'ON'. The 'Printer Location' field is highlighted with a red box and contains the text 'CSO lab'. Other fields include 'Printer Name', 'Printer Information', and 'Printer URI'.

1. Start up PageScope Web Connection
2. Login after selecting Administrator
3. Click "Network" on the upper side
4. Click "IPP Setting" from left side menu
5. Input the Installed Place in "Printer Location"
6. Click "Apply" on the lower side
7. Log out

"Installed Place" can be indicated by above procedures.

bizhub 750/600 Troubleshooting		No Lap-014
Category : Controller		Date of issue : March 16, 2007

Symptom (Inquiry)

The inquiry about supportable Network HDD (NAS) for Scan to SMB.

Cause (Supporting model information)

The following is Network HDD (NAS) confirmed by BT.

I/O DATA	HDL-250U
BUFFALO	HD-HG250LAN

Action (Restriction Items in use)
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Restriction Items

- 1.Coordination with NTLMv1
 - SMB Browsing
 - Browsing is available even though user restriction exists in Shared Holder.
 - However, the character of folder name indicated on operation panel is restricted to 24 byte
- 2.Coordination with NTLMv2 and NTLMv1/2
 - SMB Browsing
 - Browsing is available if user restriction does not exist in Shared Holder
 - However, the character of folder name indicated on operation panel is restricted to 24 byte
 - (Both Browsing and Direct Specific Address disables to access when user restriction exists)
3. Restricted Character
 - There are some Restricted Characters in each NAS.
 - Refer "Restricted Characters" in each manual.

bizhub 750/600 Troubleshooting		No Lap-015
Category : Controller		Date of issue : March 16, 2007

Symptom

PageMaker closes with indicating the error message when printing with Adobe PageMaker V7.0 and PS (V) driver.

The holder name "C:\Program Files\Adobe\PageMaker 7.0\RSRC\USEENGLISH\ppd4" is compulsorily changed in order to avoid compulsorily reading PPD file from using PS(V)Driver on the customer side.

Customer wants to use "Per Page Setting" or "Save in BOX" function.

Cause

Close in application occurs due to that the application can not correctly read PPD by compulsorily changing the folder name "C:\Program Files\Adobe\PageMaker 7.0\RSRC\USEENGLISH\ppd4". Therefore, this problem does not occur if not changing the holder name.

Action

Selecting "OFF" in Pass-through (non- PostScript-compliant) when want to print using PS (V) driver functions n PageMaker.

*Image quality is poorer than processing in PostScript when Pass-through is "OFF"

*PS (V) driver functions are unavailable due to using the default of PPD file when Pass-through is "ON"

bizhub 750/600 Troubleshooting		No Lap-016
Category : Controller		Date of issue : March 16, 2007

Symptom
<p>It is not printed as specified by Par Page Setting when printing PDF file in PS (v) driver. (Inter sheet is not fed from specified tray.)</p> <p><Setting> Set in driver as follows</p> <p style="padding-left: 20px;">Paper Source: LCT Print Type: Double sided Staple: 2 Staples Page Unit Setting:</p> <p>*Insert Blank Sheet from Tray1 after 15 pages. *Insert Blank Sheet from Tray2 after 25 pages. *Insert Blank Sheet from Tray3 after 37 pages. *Insert Blank Sheet from Tray4 after 49 pages. *Insert Blank Sheet from Bypass Tray after 60 pages.</p>
Cause
<p>Problem of the main body firmware.</p>
Action
<p>Use the following mass production program. CSES DL No : DLBT0700211EN* (Ver.30)</p>

bizhub 750/600 Troubleshooting		No Lap-017
Category : Controller		Date of issue : March 16, 2007

Symptom
<p>The lacked image is printed due to overall image is shifted compared with the competitor's machine when printing Special File (PCL data made in competitor's printing system)</p> <p>The image is lacked on the rear edge in long direction of Landscape original when printing this file.</p>
Cause
<p>Problem of the main body firmware.</p>
Action
<p>Use the following mass production program.</p> <p>CSES DL No : DLBT0700211EN*</p> <p>(Ver.30)</p>

bizhub 750/600 Troubleshooting		No Lap-018
Category : Controller		Date of issue : March 16, 2007

Symptom

The Active Directory authentication does not perform when NTP Server is unavailable on Network.

Cause

It has to be working NTP in order to be performed Active Directory authentication on Main Body side. (The time is obtained by NTP during Active Directory authentication and it fails in user authentication if failing in the time obtaining.)

*The above is a specification to be done Active Directory authentication, regardless of Time Setting on Main Body side.

*Also, obtaining NTP information from Active Directory server is actually equipped, regardless of NTP in Administrator mode.

*In addition, it fails in authentication if there is no NTP server even though setting the time of Main Body side to use Time Setting from NTP, regardless of Time Setting on Main Body side.

Action

Confirm whether NTP is changed to "Disable" on the server or not. (NTP is usually "Enable" on the default in Windows2000 Server/Server2003.)

bizhub 750/600 Troubleshooting		No Lap-019
Category : Controller		Date of issue : March 16, 2007

Symptom

The data can not be obtained from Main Body side when using Ver.2.2.2.4554 or Ver.3.0.0.11271 of Page Scope Data Administrator in main body firmware Ver.25.

Cause

Problem of the main body firmware Ver.25.

Action

This case had been supported by main body firmware Ver.30+PSDA Ver.3.0.3.12061
 Newly install Ver.3.0.3. after uninstalling the current PSDA from PC
 The above version supports to the following versions of main body firmware.
 main body firmware versions:
 -Ver.20.
 -Ver.21
 -Ver.30

<Reference>
 Use the following mass production program.
 CSES DL No : DLBT0700211EN*
 (Ver.30)
 CSES DL No : DLBT0700308EN*

Bizhub 750/600 Troubleshooting		No Lap-020
Category : FK-502		Date of issue : March 16, 2007

Symptom
The freeze occurs in FAX RX.
Cause
Problem of the FAX firmware.
Action
Use the following mass-production program CSES DL No : DLBT0700211EN* (Main body firmware Ver30 / FAX firmware VerG01-07)

Bizhub 750/600 Troubleshooting		No Lap-021
Category : FK-502		Date of issue : March 16, 2007

Symptom
The FAX TX jobs pile up.
Cause
Problem of the main body firmware.
Action
Use the following mass-production program CSES DL No : DLBT0700211EN* (Main body firmware Ver30 / FAX firmware VerG01-07)