

Technical Information



KONICA MINOLTA

To: KONICA MINOLTA AUTHORISED TECHNICAL PERSONNEL

From: KONICA MINOLTA BUSINESS SOLUTIONS (UK) LTD
TECHNICAL SUPPORT GROUP

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Topic: C550 C451 C650 with IC-409 Unable to scan to the Network (E-Mail, SMB, and FTP)

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

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

Action: To allow proper addressing and communication, perform the following:

1. shut down the IC-409.
 2. On the main body set Utility/Administration Setting/Network Setting/TCP-IP Setting/IP Setting to Auto Input.
 3. Power down the main body.
 4. Power up the IC-409.
 5. after 3 minutes, power up the main body.
- This will allow the IC-409 to act as a DHCP server and set a TCP/IP address on the main body NIC. Since the MFP NIC is addressed by the IC-409, a conflict does not exist.

