

# Konica Minolta Integrated CMS error or Solution Key error when initialising

When initialising the Print Director apps to a device using App Function Version 3.5 or higher, the Solution Key is used to check that the device was sold in the correct global region that was allocated to the Solution Key. Devices sold in South Africa normally have their Marketing Area set to **Europe** which is the valid region for the Print Director Solution Key.

In many cases, devices have their Marketing Area set incorrectly and will need to be reset in the Service Mode of the device.

## Symptoms

When initialising the Print Director applications on the printer, the following error may be displayed (depending on printer model) in the text output window:

**Set application failed. Code: 23: CMS Validity Check Error(1)**

Other models might show this error:

**21:Solution Key**

## Resolution

Please contact the printer service technician and provide the following information:

- Enter Service Mode
- **System 1**
- **Marketing Area**
- Set it to **Europe**.

After rebooting the printer, try to initialise the Print Director applications.

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