How to allow login on Konica Minolta printers when the PDServer is unavailable

The Print Director app on a Konica Minolta printer connects to a primary PDServer and, if one is set, a secondary PDServer whenever a user logs in. If it cannot reach either of them, nobody can log in.

Printers that support function version 4.2 or later have a **Cache Function**. When it is on, the printer remembers the login details of users who logged in recently (for 30 days by default). If no PDServer can be reached, the printer switches to **Server Down mode**, in which those users can still log in and:

- make copies and scans;
- print from a USB drive plugged into the printer.

They cannot release jobs printed from their computers. Everything they do in Server Down mode is uploaded to the PDServer automatically once it is available again.

Limits of Server Down mode

Check that these limits are acceptable at your site before turning the Cache Function on.

Account billing is not available

Users cannot choose an account or matter in Server Down mode. Their transactions are billed to their auto-bill account instead. This matters at sites, such as law firms, that bill transactions to client codes.

Credit limits cannot be checked

The printer cannot check a user's balance while the server is down. Instead, a user whose credit limit is enforced gets the offline balance set for that printer (see Server Down settings), whatever their real balance is. For example, a student with 1.00 in their account can spend up to 50.00 on a printer whose offline balance is 50.00, and up to 50.00 more on each other printer with the Cache Function on. When the server is back, all their transactions are charged, so their balance may become negative.

Users without a credit limit, such as staff, are not limited. The printer remembers whether a user has a limit, but not their balance.

Rules are only partly enforced

The printer remembers which functions were restricted by a Rule when each user last logged in, and applies the same restrictions in Server Down mode. So:

- a user who had used up their monthly colour quota when they logged in on the 30th still cannot print in colour in Server Down mode on the 1st of the next month;
- a user who was just under their colour quota when they last logged in can print in colour in Server Down mode, and may go over the quota.

Turn on the Cache Function

1. In Resource Manager, edit the shared device (**Print Management** > **Shared Devices**, double-click the device) and click **Controller**.
2. On the **Initialisation** tab, click **Advanced settings**, then click **Device settings**.
3. Under **Server Down**, tick **Cache user info to allow login when server is down**.
4. Choose the Server Down settings (below), then close the window.
5. Enter the **Admin password** if needed, click **Gather info**, then **Initialise now**.
6. When initialisation has finished, click **OK + Refresh All**.

To turn it on for several printers at once, select them in **Print Management** > **Konica Minolta Integrated** and edit them together.

Server Down settings

Setting	Description
Keep cached info for	How many days a user's login is remembered (1 to 999, 30 by default). In Server Down mode, only users who logged in within this many days can log in.
Limit offline balance to	For users whose credit limit is enforced, the amount they can spend on this printer while the server is down (ticked, 50 by default). Users without a credit limit are never limited.
Top screen message	Shown at the top right of the login screen while the server is down (*Server is down* by default).
Attention screen message	Shown when the user touches the exclamation mark icon on the panel (*Server is down. Please notify the administrator.* by default).

Related articles

- *Konica Minolta Integrated controller settings*
- *How to enable the Public User on Konica Minolta printers*

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