Could not create SSL/TLS secure channel on a Konica Minolta printer

Symptom

When you set up a Konica Minolta printer in Resource Manager, either:

- clicking **Gather info** shows *Could not create SSL/TLS secure channel* in the output box, or
- **Gather info** works, but **Initialise now** stops with the same error, for example at the *Enabling Relay Server* step.

The printer cannot be initialised.

Cause

Resource Manager, and the PDServer when it initialises printers itself, talk to the printer over a secure (TLS) connection. The error means that Windows on that computer and the printer could not agree on a TLS version they both support: for example, the printer only offers an old version that Windows no longer allows, the printer insists on TLS 1.3 on an older Windows version that does not support it, or the printer's firmware has a fault in one TLS version.

Resolution

Try these in order, and click **Gather info** again after each one.

1. **Check that the printer was prepared for Print Director**, with SSL turned on for OpenAPI and the TCP socket. See *How to prepare a Konica Minolta printer for Print Director*.
2. **Update the printer's firmware.** Current firmware supports TLS 1.2 and TLS 1.3.
3. **Check the printer's TLS versions.** In the printer's web interface, logged in as administrator, go to **Security** > **PKI Settings** > **Enable SSL Version**. Make sure the range from **Minimum** to **Maximum** includes **TLSv1.2**. Print Director also supports TLS 1.3, but only where Windows does: if Resource Manager or the PDServer runs on an older Windows version, for example Windows Server 2012, set the **Maximum** to **TLSv1.2**.
4. **If the printer's TLS 1.2 does not work.** On some firmware TLS 1.2 is faulty: for example a C3350 with controller firmware A3GN30G0803-W99. Turn off TLS 1.2 in the printer's web interface (or allow TLS 1.3 only), log out, and try again.

Leave **Allowed SSL protocols for client connections to printer** (in the printer's **Advanced settings** in Resource Manager) at **Use system default setting**: changing it does not fix this error. The fix is always in the printer's SSL settings.

Related articles

- *How to set up Print Director on a Konica Minolta printer*
- *How to harden the security of Konica Minolta printers*
- *Konica Minolta Integrated controller settings*

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