How to set up Print Director on a Konica Minolta printer

Print Director runs on Konica Minolta bizhub printers as embedded apps. Once they are installed, users log in at the printer panel with their PIN, card or user name, release their held jobs, and every print, copy, scan and fax is recorded against them. Resource Manager installs the apps on the printer; this is called **initialising** it.

Before you start

- **A supported printer.** See *Konica Minolta models supported by Print Director Integrated*.
- **The printer's administrator password**, for its web interface and for initialising.
- **The PDServer must be reachable from the printer** on TCP port 50002, and the computer running Resource Manager must reach the printer.
- **The printer's web interface must be prepared** (SSL and network settings). See *How to prepare a Konica Minolta printer for Print Director*.

Add the printer in Resource Manager

1. In Resource Manager, go to **Print Management** > **Shared Devices**. If the printer is already listed, double-click it and go to the next section.
2. Right-click in the list on the right and choose **Add Shared Device**.
3. On the **General** page, enter a **Device Name**.
4. On the **Network** page, enter the printer's address in **Host or IP**, and click **Ping** to check that it answers.
5. On the **Controller** page, set **Controller Type** to **Konica Minolta Integrated**.

Choose the printer's settings

The controller settings are on the **Controller** page, in the tabs **General**, **Printing**, **Authentication**, **Billing**, **Cards** and **Initialisation**. Every setting is described in *Konica Minolta Integrated controller settings*. The ones to check for a new printer:

- **General:** the PDServer's **Host or IP** must be an address the printer can reach. Click **Resolve** to list the server's addresses and choose the right one. Optionally, tick **Secondary server** for a second PDServer.
- **Printing:** tick **Enable Secure Document Release** to hold jobs until users release them at the printer, and choose **Follow me printing** and the **Pull print group**. Leave **Tracking method** at **Enhanced server counter notification**, the recommended method, unless the printer has a Fiery controller (see **Datastream tracking** below).
- **Authentication:** choose the **Identification method** (keypad, card or both) and the **Password requirement**. If users log in with a PIN, set **Password requirement** to **Never required**.
- **Billing:** the account and matter fields shown at the panel, for sites that bill to accounts.
- **Cards:** whether users can register their own cards.

Initialise the printer

1. On the **Initialisation** tab, enter the printer's **Admin password**.
2. Click **Gather info**. Resource Manager connects to the printer and lists the apps already on it.
3. If apps are listed that would conflict, select each one and click **Delete application**.
4. Click **Initialise now**, and read the output box below the list: it shows whether each stage worked. If a stage failed, for example with a timeout, delete the apps and try again.
5. Click **OK + Refresh All**.

Test it: log in at the printer panel, or in the printer's web interface, and release a job.

Once a printer uses this controller, it is also listed under **Print Management** > **Konica Minolta Integrated**, where you can select several printers, right-click and choose **Initialise**.

When you change settings later

Some settings only reach the printer when it is initialised again, for example the PDServer address, the connection timeout, the authentication type, the user name input and the account and matter settings. When a change needs it, **Re-initialisation required!** appears beside **Remote panel** on the **Controller** page: click **Gather info** and **Initialise now** again.

With **Auto-initialise** ticked on the **Initialisation** tab, the PDServer does this for you when you click **OK + Refresh All**. The PDServer must then be able to reach the printer, so this does not work when the PDServer is hosted off site.

Datastream tracking

If the printer has a Fiery controller, **Enhanced server counter notification** is not available, and jobs are tracked by **Datastream interpretation** instead. Printing must then not ask for authentication, on the printer or in the driver. On the print server:

1. Open **Printers & scanners**, right-click the printer (or select it and choose **Printer properties**), and click the **Configure** tab.
2. Click **Obtain Settings**, untick **Auto**, and click **OK**.
3. In **Device Option**, scroll to **User Authentication** and set it to **Disable**.

Then, on the **Authentication** tab in Resource Manager, under **Print without authentication**, tick **Change setting** and choose **Full Colour** or **Black only**, so jobs without authentication still print. Initialise the printer again.

Troubleshooting

Initialising times out

- Check that the printer's web interface was prepared: SSL turned on, and the OpenAPI and TCP Socket settings set to use SSL. See *How to prepare a Konica Minolta printer for Print Director*.
- Check the shared device's address: on the **Network** page, check **Host or IP** and click **Ping**. Open the address in a web browser to make sure it is the right printer.
- If the error says *Could not create SSL/TLS secure channel*, see *Could not create SSL/TLS secure channel on a Konica Minolta printer*.

The panel shows Connecting to Server until it times out

- Check that the PDServer service is running.
- Check that no firewall blocks TCP port 50002 on the server.
- Check that the printer was initialised with the right PDServer address, and that the server's address has not changed since. See *How to change the PDServer IP address for Konica Minolta printers*.
- Check that no other program uses port 50002. Open a Command Prompt, run `netstat -a -o`, find TCP port 50002 and note its PID. In Task Manager, on the **Details** tab, check that this PID is *PDServerService.exe*. If it is another program, stop that program and restart the PDServer, or change the port Print Director uses: in Resource Manager, choose **Tools** > **System Configuration**, open the **Networking** tab, and under **PDServer listening ports for controllers** change **KM Integrated**. Refresh the PDServer, then initialise every Konica Minolta printer again.

Jobs reach the printer but are deleted

On the printer panel, open the job list, then **Job Details** > **Job History**. Select a job marked *Deleted due to error* and tap **Detail**. **Login Error** means the job could not be authenticated:

- with **Enhanced server counter notification**, the job may not have come through Print Director, for example a job printed straight to the printer's address;
- with **Datastream interpretation**, **Print without authentication** may be set to **Restrict**;
- for large releases on 2026 models, see *Released jobs deleted with "Login Error"*;
- for PDFs printed from a Mac, see *Mac PDFs and Adobe documents are deleted at a Konica Minolta printer*.

Related articles

- *Konica Minolta Integrated controller settings*
- *How to prepare a Konica Minolta printer for Print Director*
- *How to disable Print Director on a Konica Minolta printer*
- *Shared device settings*

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