Konica Minolta CMS error or Solution Key error when initialising

Symptom

When you initialise a Konica Minolta printer in Resource Manager (**Initialise now**), the output box shows one of these errors, depending on the model:

- *Set application failed. Code: 23: CMS Validity Check Error(1)*
- *21:Solution Key*

Cause

On printers with App Function Version 3.5 or later, the printer checks that its **Marketing Area** is one the Print Director Solution Key supports: **Europe**, **Other 2**, **Develop** or **Olivetti**. Printers shipped to South Africa are usually set to Europe; older printers shipped to Africa were often set to Other 2, which is also supported. A printer set to any other Marketing Area fails the check.

Resolution

Ask the printer's service technician to change the Marketing Area to one the Solution Key supports, giving them these steps:

1. Enter the printer's **Service Mode**.
2. Go to **System 1** > **Marketing Area**.
3. Set it to **Europe** (or **Other 2**, **Develop** or **Olivetti**, as suits the printer).

Restart the printer, then initialise it again in Resource Manager.

Related articles

- *How to set up Print Director on a Konica Minolta printer*

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