Konica Minolta users must log in twice to release jobs

Symptom

At a Konica Minolta printer with Print Director, users log in, release their jobs, and are then asked to log in again before the jobs print.

Cause

ID & Print is turned on, either on the printer or in the printer driver on the user's computer. With ID & Print, the printer asks for its own login for each job, on top of the Print Director login.

Turn off ID & Print on an i-Series printer

On i-Series printers (for example the C360i), log in to the panel as administrator (**Utility** > **Administrator**), then:

1. Touch **User Auth/Account Track**, then **User Authentication Setting**, then **Administrative Setting**.
2. Turn **ID & Print** off, and touch **OK**.

On some printers the ID & Print setting is hidden while Print Director handles login. Then switch the printer to its own login for a moment, turn off ID & Print, and initialise Print Director again, in the printer's web interface:

1. In a web browser, enter the printer's IP address, and log in as **Administrator**.
2. Click **User Auth/Account Track**, then **Authentication Type**.
3. Change **User Authentication** from **Enhanced Server Authentication** to **ON (MFP)**, and click **OK**. Click **OK** again on the warning. Print Director is now off on the printer.
4. Click **User Authentication Setting**, then **Administrative Setting**.
5. Set **ID & Print** to disabled, click **OK**, and log out.
6. In Resource Manager, go to **Print Management** > **Konica Minolta Integrated**, right-click the printer, and choose **Initialise**. This turns Print Director login back on.

Turn off ID & Print on an older printer

1. At the printer, press **Menu**, then touch **Utility** and **Administrator Settings**, and enter the administrator password.
2. Touch **User Authentication/Account Track**, then **User Authentication Settings**, then **Administrative Settings**.
3. Touch **ID & Print Settings**, then **OFF**, and **OK**.

Check the printer driver

On the user's computer, open the printer's **Printing Preferences**. On the **Basic** tab, set **Output Method** to **Print**, not **ID & Print**, and click **OK**.

To change this for every user, change the default in the print queue's **Printing Defaults** on the print server.

Related articles

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

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