Mac PDFs and Adobe documents are deleted at a Konica Minolta printer

Symptom

A user prints from an Adobe app (for example Acrobat Reader) on a Mac, using the Konica Minolta printer driver. The job reaches the printer but does not print. In the printer's job history, the job is of type **Save** with the result **Deleted Due To Error**, and its detail shows **Login Error**.

Cause

In the Adobe print dialog, the driver's **Output Method** is set to **Secure Print** and greyed out, so it cannot be changed there. The printer then holds the job as a secure print job, which fails Print Director's authentication.

To check: in the Adobe print dialog, click **Printer**, and look at **Output Method**.

Resolution

Turn off Secure Print in the Mac's default settings for the printer, in the CUPS web interface.

1. On the Mac, open a web browser and go to *localhost:631*. Click **Administration**.
2. If the page says the web interface is disabled, turn it on: open **Terminal** (in **Applications** > **Utilities**), run `cupsctl WebInterface=yes`, and enter an administrator's details when asked. Then reload the page.
3. On the **Administration** page, click **Manage Printers**, and click the Konica Minolta printer.
4. Choose **Set Default Options**.
5. Set **Secure Print Only** to **Off**, and click **Set Default Options**.
6. Restart the Mac.

Related articles

- *How to set up Print Director on a Konica Minolta printer*
- *How to set up a Mac to print through the PDAgent LPD service*

Print Director version at time of publish: 2.5.15.3. Publish date: 11/11/2026.