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| B LEVEL: DSE | KB ARTICLE | KB NUMBER: KB-DSE-06-25-2019 |
| | HOW TO FIX NETWORK ERROR IN PRINTER KONIKA MINOLTA | |

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| KB Category: | KONIKA MINOLTRA SCAN NETWORK ERROR | | |
| Author: | Kenneth G. Mayo | Date: | June 25, 2019 |

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| Problem Description: | If the scan has an error prompting "Network Error" |
| Symptoms and Cause of the issue: | Konika Minolta is not allowing connection through firewall |

Note: if the error pop-up in the printer "Network Error" please use this as a guide.

Procedures:

Step 1: .Go to "Search Bar" and type "Control Panel"

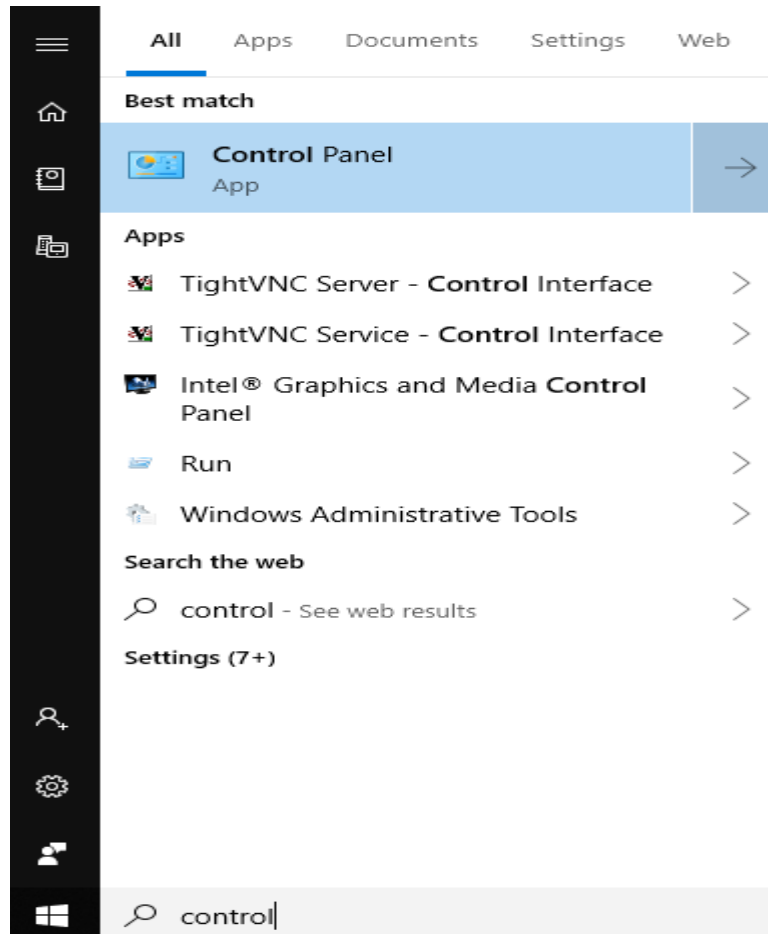


Figure 1. Shows how to search control panel.

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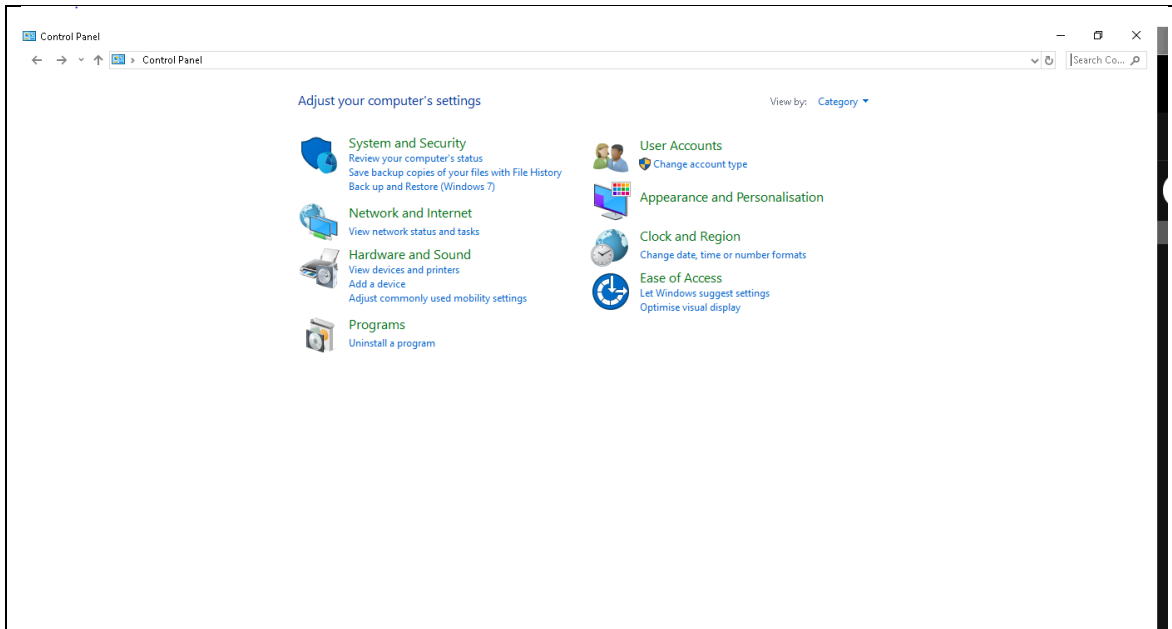


Figure 2. Shows the Control Panel viewed by Category.

Step 2: Go to “System and Security” and find “Windows Defender Firewall”.



Figure 3. Shows the System and Security Options.

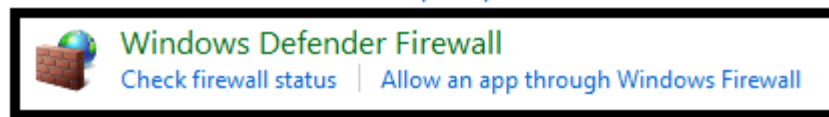


Figure 4. Shows the Windows Defender Firewall Options.

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Step 3. After you click the “Windows Defender Firewall”, Go to “Advanced Settings”

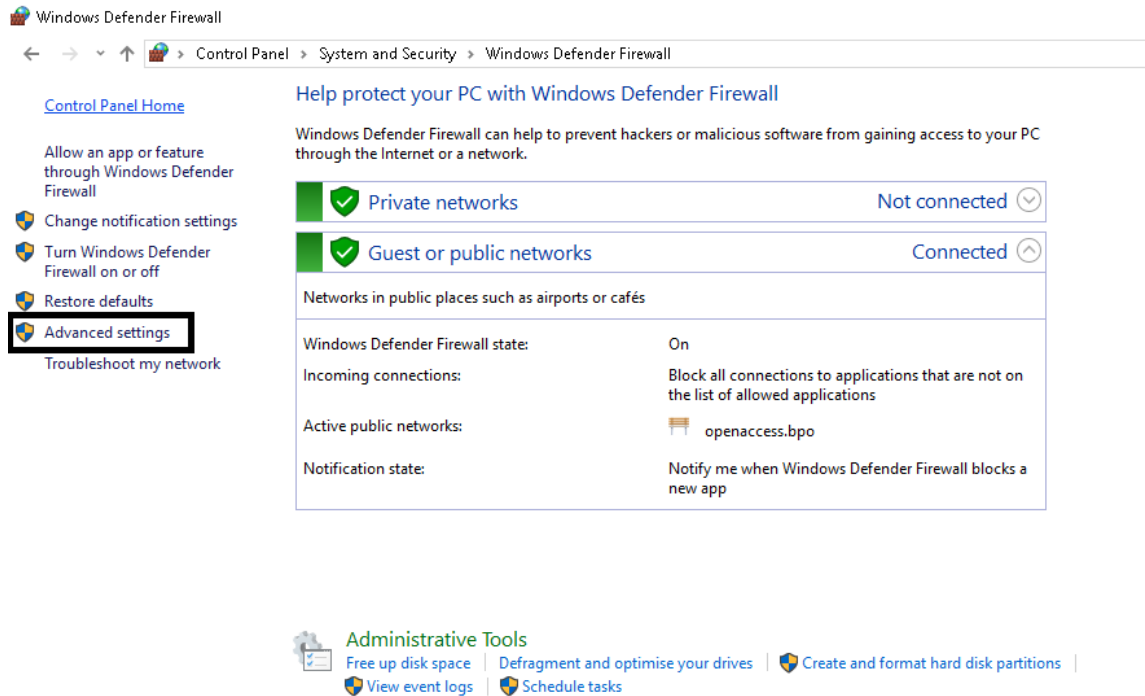


Figure 5. Shows the Windows Defender Firewall Panel.

Step 4: After you click “Advanced Settings” this Panel should pop-up.

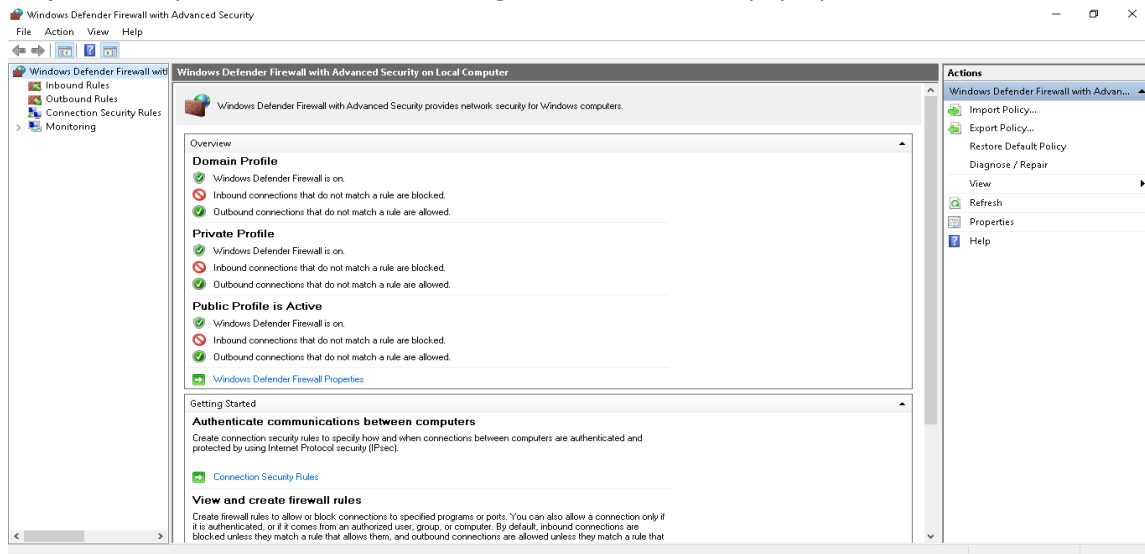


Figure 6. Shows the Advance Settings Panel.

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Step 5. Under “Advanced Settings”, you’ll see the “Inbound Rules”, and hit “Left Click”.

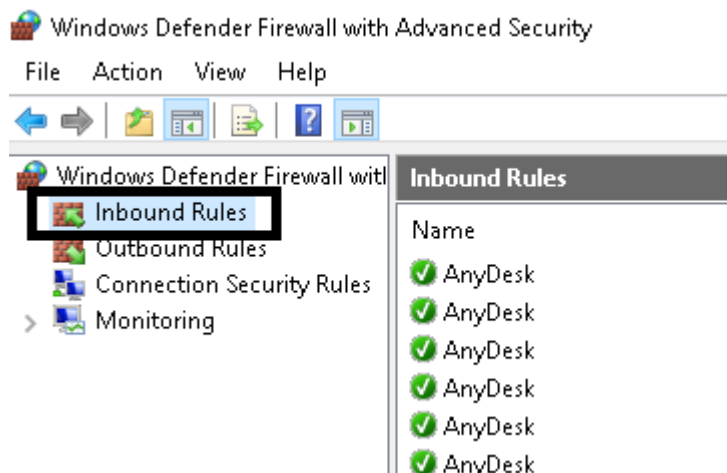


Figure 7. Shows the Advanced Security on Local Computer.

Step 6. As you can see these apps are supported or allowing the connections through firewall. For network error in the printer “KONIKA MINOLTA”, kindly find carefully the printer named “KONIKA MINOLTA”,

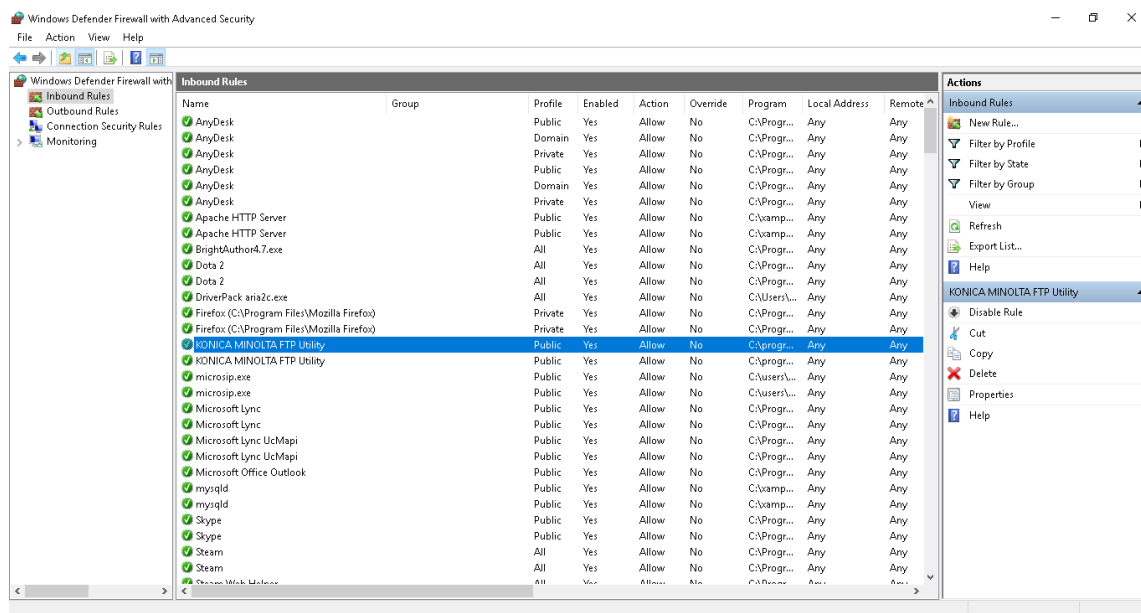


Figure 8. Shows the Inbound Rules of the Firewall.

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Step 7. As you can see the “Status”, in the left side of the application is “Checked”, some of the computers is “Crossed”, and this is the reason why you get the “Network Error” on the printer. To Fix this “Right Click” on it and Select “Properties”.

The screenshot shows the Windows Firewall 'Inbound Rules' window. A list of rules is displayed with columns: Name, Group, Profile, Enabled, Action, Override, Program, Local Address, and Remote. The rule 'KONICA MINOLTA FTP Utility' is highlighted in blue. It is enabled, has a 'Public' profile, and is set to 'Allow' with 'No' override. The program path is 'C:\progr...'. Other rules include AnyDesk, Apache HTTP Server, BrightAuthor4.7.exe, Dota 2, DriverPack_aria2c.exe, Firefox, microsip.exe, Microsoft Lync, and Steam.

| Name | Group | Profile | Enabled | Action | Override | Program | Local Address | Remote |
|--|-------|---------|---------|--------|----------|--------------|---------------|--------|
| AnyDesk | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| AnyDesk | | Domain | Yes | Allow | No | C:\Progr... | Any | Any |
| AnyDesk | | Private | Yes | Allow | No | C:\Progr... | Any | Any |
| AnyDesk | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| AnyDesk | | Domain | Yes | Allow | No | C:\Progr... | Any | Any |
| AnyDesk | | Private | Yes | Allow | No | C:\Progr... | Any | Any |
| Apache HTTP Server | | Public | Yes | Allow | No | C:\xamp... | Any | Any |
| Apache HTTP Server | | Public | Yes | Allow | No | C:\xamp... | Any | Any |
| BrightAuthor4.7.exe | | All | Yes | Allow | No | C:\Progr... | Any | Any |
| Dota 2 | | All | Yes | Allow | No | C:\Progr... | Any | Any |
| Dota 2 | | All | Yes | Allow | No | C:\Progr... | Any | Any |
| DriverPack_aria2c.exe | | All | Yes | Allow | No | C:\Users\... | Any | Any |
| Firefox (C:\Program Files\Mozilla Firefox) | | Private | Yes | Allow | No | C:\Progr... | Any | Any |
| Firefox (C:\Program Files\Mozilla Firefox) | | Private | Yes | Allow | No | C:\Progr... | Any | Any |
| KONICA MINOLTA FTP Utility | | Public | Yes | Allow | No | C:\progr... | Any | Any |
| KONICA MINOLTA FTP Utility | | Public | Yes | Allow | No | C:\progr... | Any | Any |
| microsip.exe | | Public | Yes | Allow | No | C:\Users\... | Any | Any |
| microsip.exe | | Public | Yes | Allow | No | C:\Users\... | Any | Any |
| Microsoft Lync | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| Microsoft Lync | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| Microsoft Lync Ucmapi | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| Microsoft Lync Ucmapi | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| Microsoft Office Outlook | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| mysqld | | Public | Yes | Allow | No | C:\xamp... | Any | Any |
| mysqld | | Public | Yes | Allow | No | C:\xamp... | Any | Any |
| Skype | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| Skype | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| Steam | | All | Yes | Allow | No | C:\Progr... | Any | Any |
| Steam | | All | Yes | Allow | No | C:\Progr... | Any | Any |
| Steam Web Helper | | All | Yes | Allow | No | C:\Progr... | Any | Any |

Figure 9. Shows the Inbound Rules of the KONIKA MINOLTA Printer.

The screenshot shows the context menu for the 'KONICA MINOLTA FTP Utility' rule. The menu options are: Disable Rule, Cut, Copy, Delete, Properties (highlighted), and Help. The background shows the same list of inbound rules as Figure 9.

| Name | Group | Profile | Enabled | Action | Override | Program | Local Address | Remote |
|--|-------|---------|---------|--------|----------|--------------|---------------|--------|
| AnyDesk | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| AnyDesk | | Domain | Yes | Allow | No | C:\Progr... | Any | Any |
| AnyDesk | | Private | Yes | Allow | No | C:\Progr... | Any | Any |
| AnyDesk | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| AnyDesk | | Domain | Yes | Allow | No | C:\Progr... | Any | Any |
| AnyDesk | | Private | Yes | Allow | No | C:\Progr... | Any | Any |
| Apache HTTP Server | | Public | Yes | Allow | No | C:\xamp... | Any | Any |
| Apache HTTP Server | | Public | Yes | Allow | No | C:\xamp... | Any | Any |
| BrightAuthor4.7.exe | | All | Yes | Allow | No | C:\Progr... | Any | Any |
| Dota 2 | | All | Yes | Allow | No | C:\Progr... | Any | Any |
| Dota 2 | | All | Yes | Allow | No | C:\Progr... | Any | Any |
| DriverPack_aria2c.exe | | All | Yes | Allow | No | C:\Users\... | Any | Any |
| Firefox (C:\Program Files\Mozilla Firefox) | | Private | Yes | Allow | No | C:\Progr... | Any | Any |
| Firefox (C:\Program Files\Mozilla Firefox) | | Private | Yes | Allow | No | C:\Progr... | Any | Any |
| KONICA MINOLTA FTP Utility | | Public | Yes | Allow | No | C:\progr... | Any | Any |
| KONICA MINOLTA FTP Utility | | Public | Yes | Allow | No | C:\progr... | Any | Any |
| microsip.exe | | Public | Yes | Allow | No | C:\Users\... | Any | Any |
| microsip.exe | | Public | Yes | Allow | No | C:\Users\... | Any | Any |
| Microsoft Lync | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| Microsoft Lync | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| Microsoft Lync Ucmapi | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| Microsoft Lync Ucmapi | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| Microsoft Office Outlook | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| mysqld | | Public | Yes | Allow | No | C:\xamp... | Any | Any |
| mysqld | | Public | Yes | Allow | No | C:\xamp... | Any | Any |
| Skype | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| Skype | | Public | Yes | Allow | No | C:\Progr... | Any | Any |
| Steam | | All | Yes | Allow | No | C:\Progr... | Any | Any |
| Steam | | All | Yes | Allow | No | C:\Progr... | Any | Any |
| Steam Web Helper | | All | Yes | Allow | No | C:\Progr... | Any | Any |

Figure 10. Shows the Options of the Application.

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Step 8. Under KONIKA MINOLTA Utility Properties you can see at the group **“Action”** It is already allow and the status is **“Checked”** if you are having some trouble or having an **“network error”** the connection is **“blocked”** and the status is **“Crossed out”**. And select **“Allow the connection”** to fix the issue and hit **“OK”**, the status of the printer should be **“Checked”**.

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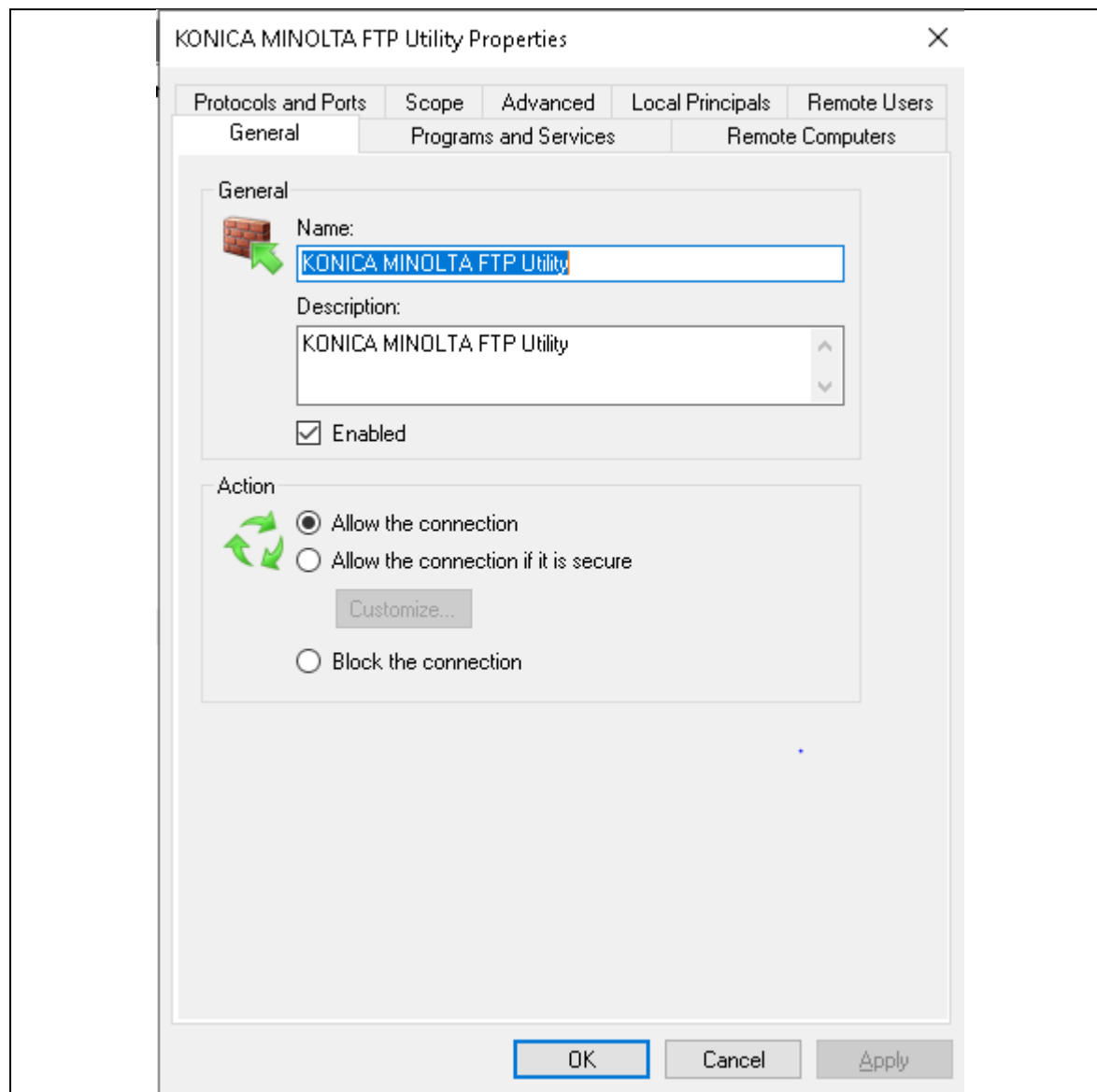


Figure 11. Shows Allowing or Blocking the application through firewall.

Verification:

Step. The Connection through Firewall is allowed.

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