MarketPlace

Field Guide

User Manual

Printed copy for reference only. For the most up-to-date information, please refer to the online help.

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MarketPlace Field Guide

Overview of the MarketPlace Field Guide

The MarketPlace Field Guide is designed to assist Konica Minolta field technicians with issues involving the installation and maintenance of MarketPlace and MarketPlace apps on **MarketPlace supported devices**. It is intended to be a companion guide to the **MarketPlace Online Help** site - the Help site used by MarketPlace customers.

The Field Guide is available via a link on the MarketPlace **Support/Media** page. The link appears only for Konica Minolta technicians and MarketPlace admins who are logged in to their MarketPlace account. That is, the link does not appear for customers who log in to their MarketPlace account.

Accessing MarketPlace

Anyone can access the **MarketPlace site** to learn about MarketPlace, browse the MarketPlace catalog, and **create a MarketPlace account**. When logged in to their MarketPlace account, users can access additional pages of the site to purchase products, remotely maintain their MarketPlace apps and devices, manage their MarketPlace account, and more.

Access to MarketPlace is also available via devices on which the MarketPlace Client is installed. On the device’s Home page (also known as the Control panel), select the MarketPlace app button, as in the following illustration:

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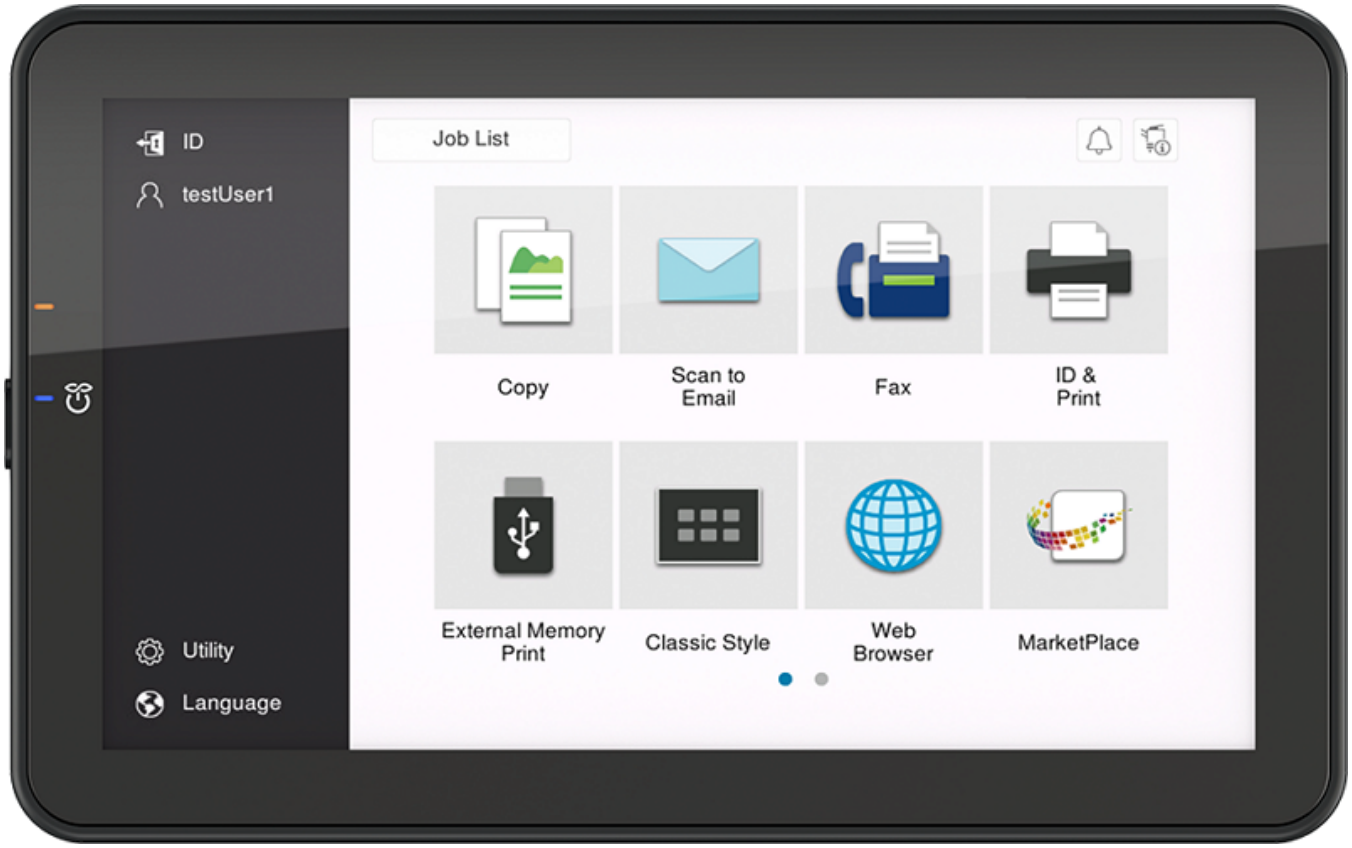

The device’s MarketPlace Home page appears, displaying icons (if any) for the apps installed on the device. To access an app, click on an icon. See the following illustration:

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Note: Depending on the MarketPlace region associated with the logged-on user's MarketPlace account, MarketPlace apps may already be installed on the device and ready for use.

Overview of MarketPlace

MarketPlace consists of two basic components:

- **The MarketPlace site** - An online store and portal with a catalog of apps designed to maximize the capabilities of **supported Konica Minolta MFPs (multi-function peripheral devices) and SFPs (single-function peripheral devices)**. Users who log in to their MarketPlace account can remotely manage their MarketPlace apps and devices.
- **The MarketPlace Client** - A free app that, when **installed** on a MarketPlace device, enables the device to link to the MarketPlace site. Devices linked to the MarketPlace site can be remotely managed via the site, and apps and licenses purchased on MarketPlace can be installed on the device.

  Installing the client adds the following to the device:

  - The MarketPlace icon, which appears on the device's Home page and provides access to the device's MarketPlace Home page.

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- The MarketPlace Home page, which contains links to the MarketPlace apps installed on the device.
- The App Manager, which device admins can use to manage the apps and licenses installed on the device.

Installation Requirements for MarketPlace Devices

To link a device to MarketPlace, the device must:

- Be **supported by MarketPlace**.
- Have the **MarketPlace Client** installed.
- Be equipped with **IWS** (Internet Web Server).
- Be connected to the internet.
- Be able to connect to certain **ports and MarketPlace domains**.

Devices for which the above is true can link with the customer's MarketPlace account. Once linked, the customer can log in to the MarketPlace site and manage their account.

Notes:

- If third-party controllers are attached to the device (e.g., Fiery controller), MarketPlace will not operate properly.
- MarketPlace is not compatible with devices on which either of the following is installed:
  - SC-508 Security Kit
  - SC-509 Security Kit (i-Series devices only)
- The performance of some MarketPlace apps may be affected by network and internet activity.
- The availability of MarketPlace features may differ by platform.

About the MarketPlace Client

Once **installed** on a device, the MarketPlace Client enables the device to communicate with the MarketPlace site. The client comes pre-installed on newer MarketPlace devices (for example, **i-Series devices**), while **devices from the generation previous to i-Series** do not have MarketPlace pre-installed. Devices from this generation may also have additional installation requirements. Devices from generations prior to that are no longer supported.

Firmware

To ensure maximum functionality and compatibility, we recommend all devices using MarketPlace have the latest firmware installed (including devices on which MarketPlace comes **pre-installed**).

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IWS Settings Requirements

All MarketPlace devices are equipped with IWS (Internet Web Server). For each device on which you install the MarketPlace Client, enable the following IWS Settings:

Setting	Configuration
IWS Settings	ON
Port Number (Web Server)	8090
Port Number (Application Installation)	8091
Connect IWS Apps to Network	Allow

Device Networking Requirements

For a device to use MarketPlace (for example, to install and remove applications on a device), the device must be connected to the internet. In addition, the device must be able to connect to the following:

Port

- port 443

Domains

- bizhubmarketplace.com
- *.bizhubmarketplace.com
- konicaminoltamarketplace.com
- *.konicaminoltamarketplace.com

For DEVELOP devices, this also includes:

- developmarketplace.com
- *.developmarketplace.com

Devices with MarketPlace Pre-Installed

To link a device to MarketPlace, **MarketPlace must support the device**, and the MarketPlace Client must be installed on the device. The MarketPlace Client comes pre-installed on newer devices, for example, i-Series devices.

The following table lists the devices on which MarketPlace Client comes pre-installed.

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bizhub Series
C750i, C650i, C550i, C450i, C360i, C300i, C250i
750i, 650i, 550i, 450i, 360i, 300i
C4000i, C4050i, C3350i
4750i, 4700i, 4050i

For devices on which MarketPlace is not installed or pre-installed, you must **install the MarketPlace Client manually**. Note that other **installation requirements** may apply.

Note: We recommend installing the latest firmware on all devices you link to MarketPlace, including devices on which MarketPlace is pre-installed. This ensures maximum functionality and compatibility.

Devices without MarketPlace Pre-Installed

To link a device with MarketPlace, **MarketPlace must support the device**, and the MarketPlace Client must be installed on the device. The MarketPlace Client comes pre-installed on newer devices, for example, **i-Series** devices. For devices on which MarketPlace is not installed or pre-installed, you must **install the MarketPlace Client manually**. Note that other **installation requirements** may apply.

The following table lists all MarketPlace devices with installation requirements:

MFP Series	Required Options	Minimum Required Firmware
C759, C658, C368, C287, C3851FS, 958, 658e, 558, 367, 4752	Activated Web Browser Expanded memory required (may be included with base product) Hard drive installed	Function Version 2.0 (or later)

Notes:

- You may also need to set software switch #223 to 1.
- For the correct value for the Function Version Switch (SW #25), check the firmware documentation.
- We recommend installing the latest firmware on all devices you link to MarketPlace. This ensures maximum functionality and compatibility.

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Installing the MarketPlace Client

To install the MarketPlace Client onto a device, you have the following options:

- Install the **Konica Minolta MarketPlace Installer** onto your local drive. You can then install the client onto one or more devices remotely, from your PC.
- Enable the **One-Touch Installer** on the device. You can then install the client onto the device locally, at the device.

Note: The MarketPlace Installer has largely superseded the One-Touch Installer.

Installing the MarketPlace Installer

To install the Konica Minolta MarketPlace Installer onto your local drive, first download the Installer Setup executable file to your local drive. Do the following:

1. Log in to your MarketPlace account.
2. Access the **Support/Media** page.
3. Select and download the **MarketPlace Installer**. The Installer Setup executable file downloads to your local drive.

Note: The Konica Minolta MarketPlace Installer supports Windows 10 (version 2004) and newer.

Setup Wizard

The Installer Setup executable file includes a setup wizard to guide you through the installation process. Do the following:

1. Double-click the Installer Setup executable file. The Konica Minolta MarketPlace Installer Setup Wizard window appears.
2. Read the User License Agreement. When finished, click the **I accept the agreement** radio button. The **Next** button activates. Click on the **Next** button.

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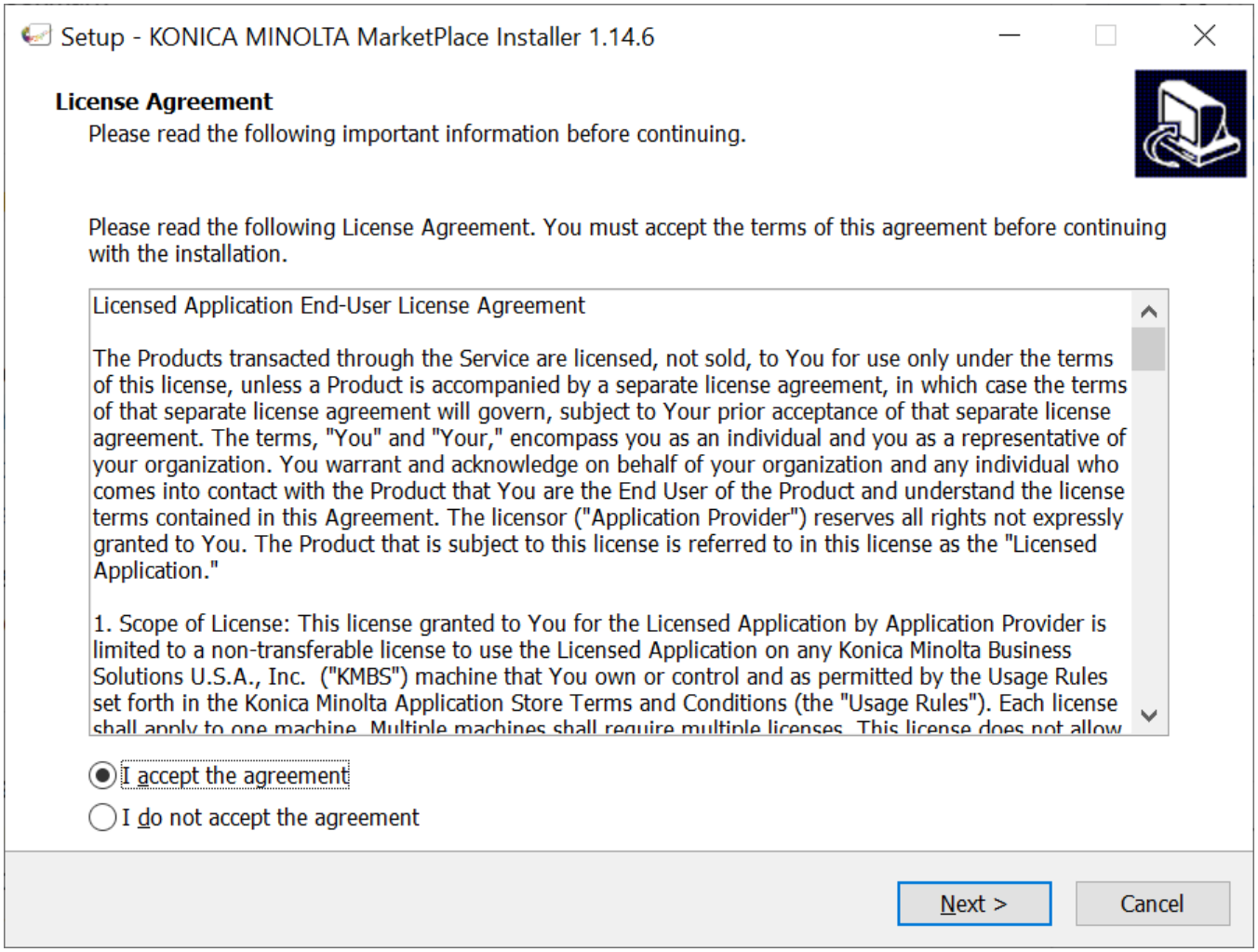

3. On the Setup window, select a destination location for the Installer. When done, select the **Next** button.

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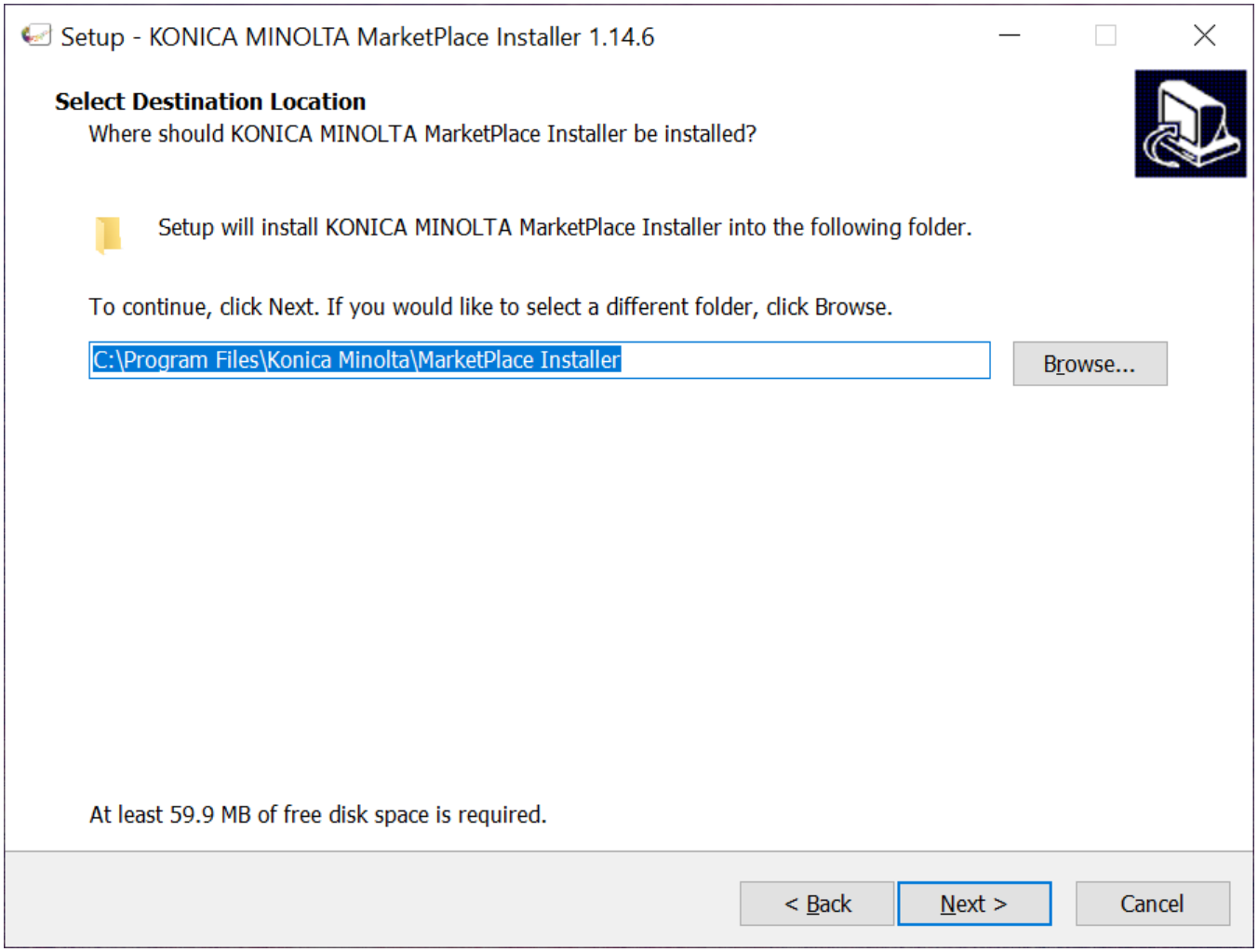

Note: If the Installer is currently installed on the local drive, the Select Destination Location option does not appear. Instead, select the **Install** button and proceed to Step 5.

4. The **Ready to Install** window appears, listing your destination location and Start menu folder. Select the **Install** button.

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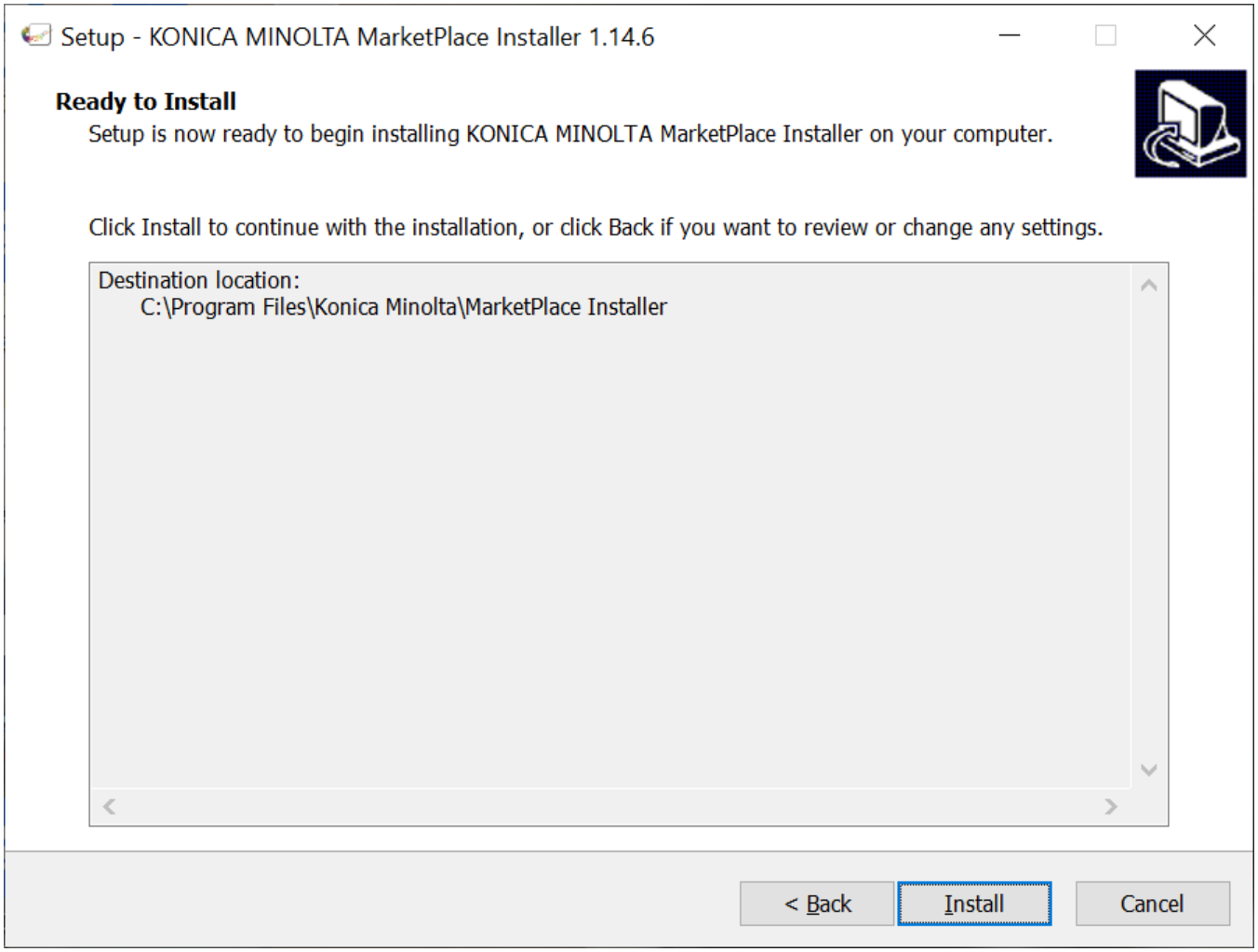

5. When the installation completes, the **Completing the Konica Minolta MarketPlace Installer Setup Wizard** window appears. Select the **Finish** button to close the Wizard.

Installing the MarketPlace Client onto a Device

Once the MarketPlace Installer has been installed onto the local drive, you can install the MarketPlace Client onto a device. Do the following:

1. Click on the Windows **Start** button. The Start menu appears.
2. Type “MarketPlace Installer” and click on the MarketPlace Installer link that appears. The MarketPlace Installer appears:

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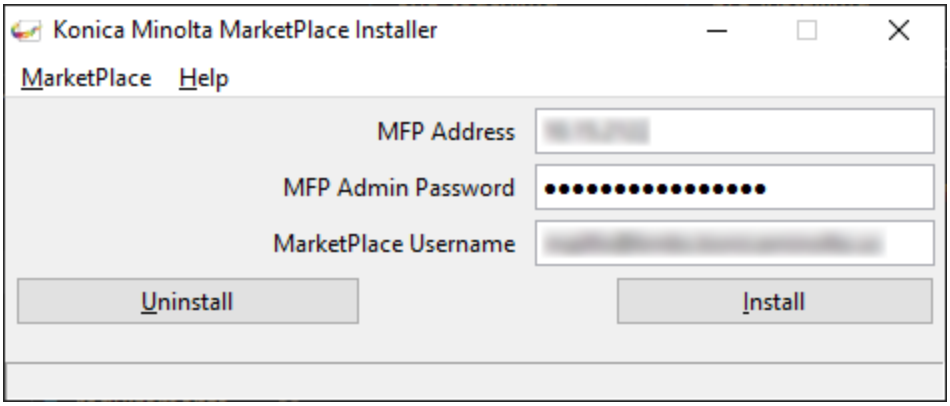

3. In the MFP Address field, enter the IP address of the device on which you want to install the MarketPlace Client. The IP address establishes the network on which the client will communicate with the MarketPlace site to link the device to MarketPlace.
4. In the MFP Admin Password field, enter the device's admin password.
5. In the MarketPlace Username field, enter the email address of the MarketPlace account holder for which you are installing the MarketPlace Client. This field is optional. If you enter a valid email address, MarketPlace will "sync" the device to the MarketPlace site, which adds the device to the account holder's Devices page and grants the customer admin access to the device. If you leave this field blank, no synching occurs and, to grant the customer admin rights to the device, you must use another method.
6. Repeat steps 3 - 5 for any other devices on which you want to install the MarketPlace Client.

During the installation process, the Installer automatically attempts to configure the device for its Internal Web Server (IWS). If IWS is successfully enabled on the device, a confirmation message will appear. Select the **OK** button. After the device reboots, start the Installation process again.

Note: On older devices, when you launch the MarketPlace application for the first time after installing the MarketPlace Client, a copyright notice may appear on the panel.

Configuring the Installer (Optional)

The MarketPlace Installer contains the following drop-down menus providing access to additional options:

MarketPlace

The MarketPlace drop-down menu includes the following selection options:

- **Enable Debug Logging** - Enables debug logging in the event an issue is encountered with the Installer.
- **Proxy Configuration** - Allows for communication with MarketPlace via a proxy server. On the Proxy Configuration window, do the following:

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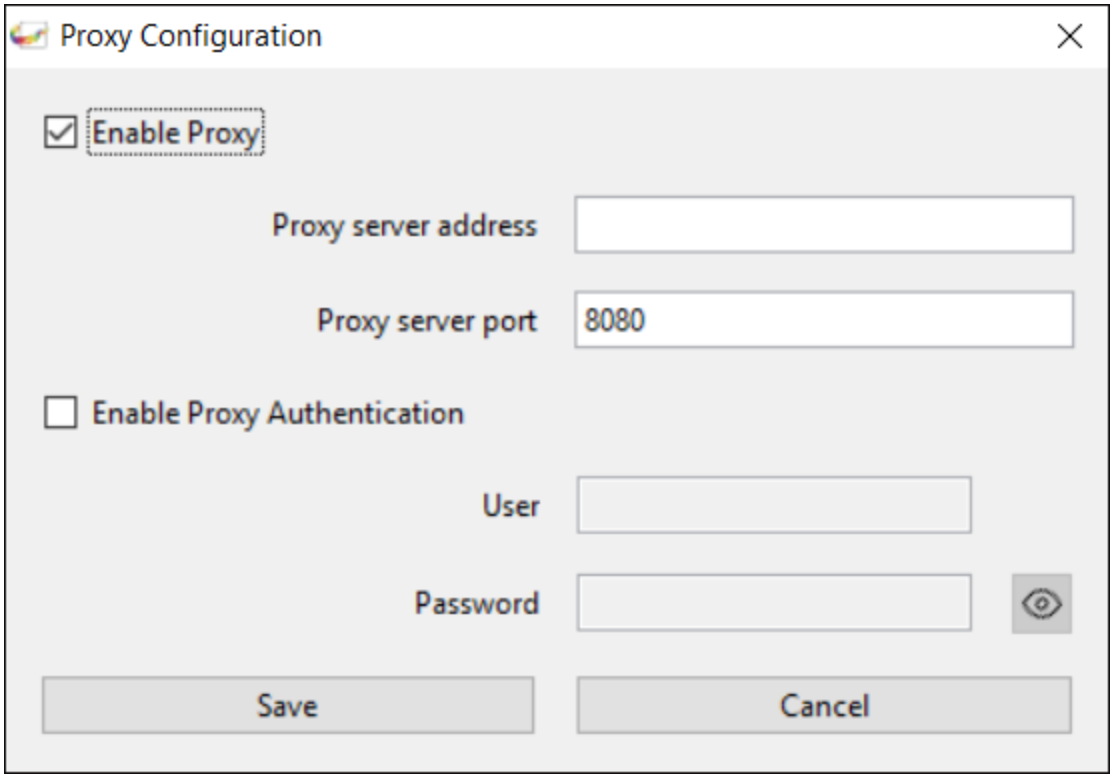
- **Enable Proxy** - Check this box to enable proxy server support for MarketPlace applications. In this case, enter the proxy server address in the Proxy server address field and enter the port number in the Proxy server port field.
- **Enable Proxy Authentication** - Check this box to enable authentication on the proxy server. In this case, enter the user name in the User field and enter a password in the Password field. See the following illustration for an example of the Proxy Configuration window:



- **Save** - When done, click on this button.

- **Language** - Allows users to select a language for the Konica Minolta MarketPlace Installer application. The Konica Minolta MarketPlace Installer comes with the following languages.

Chinese	Hungarian
Czech	Japanese
Dutch	Polish
English	Russian
French (Belgium)	Spanish
French (France)	Ukrainian
German	

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Note: Some languages display properly only if the language selected in the Installer matches, or nearly matches, the language associated with the system locale specified in the Windows operating system.

Help

The Help drop-down menu includes the following selection options:

- **Check for Updates** - Checks for latest updates to the Installer.
- **View Installation Guide** - Accesses the MarketPlace Online Help system.
- **Customer Feedback** - Open the Konica Minolta Quality Feedback Agent for the Installer. The Feedback Agent collects the log files that are necessary when requesting support.
- **About** - Displays version and authoring information about the Installer.

One-Touch Installer

The One-Touch Installer is a utility included on some older MarketPlace devices that helps technicians install the MarketPlace Client onto a device. Once enabled, a button appears on the device's Home page that, when tapped, installs the client onto the device. The One-Touch Installer is used primarily for older devices on which the MarketPlace Client does not come pre-installed, and has been rendered largely obsolete by the **Konica Minolta MarketPlace Installer**.

The One-Touch Installer is available for the following devices with the following firmware:

bizhub Series	Required Firmware
367, C287, 958	G00-D8 (or later)
C368	G00-E1 (or later)
C658	G00-21 (or later)
558	Latest main

Note: All of the above devices also support use of the MarketPlace Installer.

Device Requirements

Before installing the MarketPlace Installer button on the device, do the following:

1. Make sure IWS is enabled **(Utility > Administrator Settings > Network Settings > IWS Settings > ON)**.
2. Make sure the Web Browser is enabled **(Utility > Administrator Settings > Network Settings > Web Browser Setting > Web Browser Usage Settings > ON)**.

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Installation

To install the MarketPlace Installer button on the device, do the following:

1. When updating the firmware (see the above table), set the following software switches:
    - Set Software Switch 172 to 0x00.
    - Set Software Switch 25 to 0x40. If updating to later firmware (than listed above), please follow the instructions included in the release notes.
    - Set Software Switch 223 to 0x00.
2. Configure where the MarketPlace Install button should appear on the device Home page by doing the following:
    - Go to the Main Menu Default Settings screen **(Utility > Administrator Settings > System Settings > Custom Display Settings > Main Menu Default Settings)**.
    - Select a Main Menu key that is not in use.
    - Specify the MarketPlace for that key.
3. Configure Proxy Settings in the Web Browser at the device, if necessary. Refer to the device's documentation for instructions on proxy settings configuration. The MarketPlace Install button should now appear. Once you tap the button, the MarketPlace is automatically installed on the device.

Note: Firmware versions G00-X4 or later now support pre-installed MarketPlace. However, these firmware versions no longer support the one-touch installation method that was previously on these devices. To get the new pre-installed behavior, set software switch 172 to 0x04.

Error Code Explanations

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Error Code	Explanation
0001	An unknown error occurred.
0002	Could not connect to the server to download the MarketPlace. Please double-check your network connection.
0003	A time-out occurred while connecting to the server. Please double-check your connection to the Internet.
0004	Communication with the remote server was unexpectedly disconnected. Please try again later.
0005	The device is not currently connected to the network, or is unable to connect to the MarketPlace server on the Internet. Please check your connection settings and try again.
0006	An error occurred on the remote server. Please try again. If the problem persists, contact support.
0007	There is not enough space on the device hard disk to perform the installation. Please delete other MarketPlace applications to free up space, and then try again.
0008, 0009, 0010, 0011, 0013, 0014	A problem was encountered with the installation file. Please try again and, if this problem persists, contact support.
0012	Too many OpenAPI or MarketPlace applications are installed. Please remove one or more applications; then try again.
0015	The device’s serial number and/or MAC address do not match the records. Please contact the support in order to reset the LMS server.

Troubleshooting

Application Install Error

Issue	Explanation
The application cannot be started after the message “Please wait”.	This error will occur if the device is configured to use the proxy. To fix this issue, set the “localhost, 127.0.0.1” to the “No Proxy for following domain” setting in the proxy settings of the web browser. This error has been reported when using the following applications: “Copy Shadow Removal”, “Create a Booklet”, “Memory RX Box” and “Secure Print Box”.

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Konica Minolta MarketPlace Installer Error Message Explanations

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Error Message	Explanation
Another application has installed a screensaver on this device.	This error will occur if another application has installed an OpenAPI screensaver. Since MarketPlace also has screensaver functionality, it cannot be installed unless the other application is first removed.
A problem occurred while updating the label for the device's App Button.	This indicates that an error occurred while trying to change the value of the device's OpenAPI application launcher text. It is non-fatal, and basic MarketPlace should still work.
Client Sockets required.	This occurs when the device's IWS settings have Client Sockets disabled. To fix this issue, set the "Connect IWS apps to network" setting to 'Allow' in the IWS settings of the device.
Connection Failure.	This indicates that the device cannot connect to the Internet. If you are using an older machine, this message will appear even after restoring the Internet connection; in this case, you must reboot the machine in order to access MarketPlace.
Could not contact LMS server.	This indicates that there was a failure in connecting to the LMS server on the Internet. Please ensure that you have an active, direct Internet connection, then run the process again.
Could not determine IWS application port.	This occurs when the device is reporting that it is enabled for IWS 2.0, but the application cannot determine the necessary details for installation. Make sure that the device has the i-Option ROM installed, and that IWS is enabled on the device in Service mode.
Could not obtain request code from device.	This indicates that there was a failure getting the required LMS request code from the device prior to installation. This is required in order to install the MarketPlace on IWS 2.0 machines. If this occurs, you will need to contact support for assistance with LMS.
Failed to enable IWS.	This indicates that the attempt to auto-configure the device to enable IWS failed. You should configure IWS via PageScope Web Connection, and reboot the device prior to attempting to install again.
Failed to install the application.	This can occur if the code obtained from the LMS server does not match what the machine is expecting. Please reboot the device and try again.
Failed to remove the application.	This indicates that a failure occurred when deleting the application from the machine. This can happen if the device's WebAPI is not responding correctly. Reboot the device and try again.

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Error Message	Explanation
Failed to upload application configuration to the device.	This occurs if the main MarketPlace application was installed, but the configuration for the application failed to upload. Please reboot the device and try installing again. If that does not work, uninstall the application, reboot, and then install again.
In order to fully enable SSL on this device, PageScope Web Connection . . .	To install MarketPlace on the device, SSL must be correctly configured. In this case, the installer will not be able to correct the settings, and you will need to adjust the settings.
Invalid Application.	The MarketPlace data file is corrupt. Reinstall the MarketPlace Installer.
IWS not enabled on this device.	This will be shown for the C754 series and later if IWS is not enabled. Depending on the details of the message, IWS may need to be enabled via Service Mode or Admin mode of the device.
Device Firmware does not support IWS.	This will be shown for the C754 series and later if the i-Option ROM is not installed.
Device no longer supported.	As of January 1, 2016, due to deprecation of cryptographic protocols, this device will no longer be able to access the Internet. Please visit the Support page of the MarketPlace website for more information.
The application requires the LK-101v2 or LK-101v3 license kit to be installed.	This indicates that the device does not have the required license kit installed to enable the Web Browser. Install the appropriate license kit for the device and attempt to install again.
SSL Configuration error.	This is likely to occur when A4 devices are configured for OpenAPI to use SSL and the SSL subsystem is disabled under the device’s PKI settings.
The device could not be locked for updating.	This error is shown if the device is processing jobs or otherwise busy.
The device is currently locked.	This error is shown if another user is logged into the device.
The device is currently in use.	This error is shown if the device is processing jobs, a user is logged in, or the device is otherwise busy.
The provided device Admin password is incorrect.	This error is shown if the administrator password entered does not match the device’s administrator password.

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Error Message	Explanation
The device could not be contacted with the provided address.	This occurs if the address entered could not be accessed.
The device does not support OpenAPI 3.7.	This error occurs if the device does not contain the version of OpenAPI that is required for setup.
The device does not support OpenAPI Setup version 3.8	This message is displayed when the device is not configured to use IWS and does not support OpenAPI 3.8. In order to correct this issue, please enable IWS via PageScope Web Connection.
The device does not support the web browser.	The device does not have the correct i-Option ROM installed. Please ensure that the firmware on the device meets the requirements listed in this Guide before proceeding.
The device has an error and cannot be locked.	This error will occur if the device has an error displayed on the panel. Correct the error indicated by the device and try again.
The MFP is unexpectedly indicating that it needs to be rebooted.	This error can occur if the device determines that one of the settings being altered during install requires a reboot. This is not normal, and the device will need to be manually restarted. Please restart the device and then run the install again.
The device's version of IWS is not supported.	This error will occur if the device is running firmware that does not currently support the MarketPlace. Please install firmware listed in this guide.
The provided device WebDAV password is incorrect.	This indicates that the default WebDAV password has been changed, or that the WebDAV password entered into the application is incorrect. Please adjust the password and try again.
This application requires a hard drive to be installed on the device.	This indicates that the hard drive is not installed. Please install the hard drive for this machine and try again.
This application requires extended memory to be installed on the device.	This indicates that the extended memory is not installed. Please install the appropriate upgrade kit for this machine and attempt to install the MarketPlace once this is complete.

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Error Message	Explanation
This device does not support IWS.	This will be displayed if the Konica Minolta MarketPlace Installer is used with an device that does not support IWS.
Unable to create a screensaver launcher on this device.	This indicates that an error occurred when creating the screensaver launcher. It is non-fatal, and the basic MarketPlace should still work.

Languages in the MarketPlace Installer

In the MarketPlace Installer, some languages display properly only if the language **selected in the Installer** matches (or nearly matches) the language associated with the system locale specified in the Windows operating system.

For example, if Windows is set to Chinese, Installer should be able to load other Asian languages. However, if Windows is set to English, Installer may not be able to load any of the Asian languages.

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