



KONICA MINOLTA

# **bizhub Evolution** **ADMINISTRATOR**

▮ User's Guide

▮ Version: 1.0





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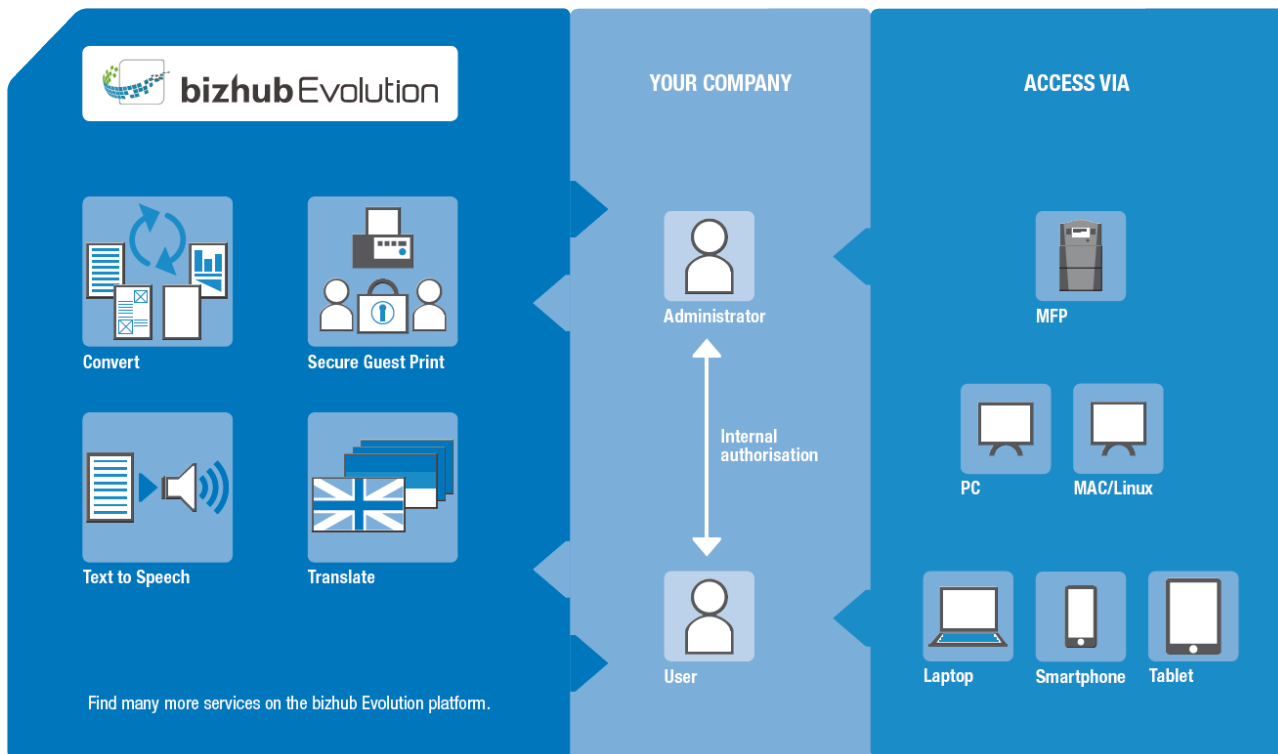
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## About bizhub Evolution

Konica Minolta's service platform, bizhub Evolution, works in a similar way to an app store. Users can choose between a wide range of cloud services. The administrator makes the booking, assigns each user their applications and enables access from each device or location. Registered persons can access the bizhub Evolution platform via their bizhub system, smartphone, tablet or computer.



## Technical requirements

Compatible web browsers	All major browsers (Chrome, Firefox, Internet Explorer, Safari) in the latest versions.
Internet connection	Requires an Internet connection with 6 Mbit/s downstream and 1 Mbit/s upstream. We recommend at least 16 Mbit/s downstream and 4 Mbit/s upstream.
Multifunctional system	The multifunctional system must be optimized for Internet access and the web browser must be enabled.
	The IP can be set as static or dynamic.
	If the system is connected by proxy, basic authentication is supported.
Compatible mobile devices	The mobile device must be optimized for Internet access and must have a browser.

For more information about technical requirements and compatible systems, please visit <https://evolution.konicaminolta.de/en/support/specifications>.

## Data security

The bizhub Evolution platform is located in our data center in Germany, which is ISO 27001 certified. The data protection and security concepts implemented in bizhub Evolution provide a high level of system security. Personal user data is encrypted and anonymized according to the latest security standards. Your data can also be encrypted and stored in your local network to prevent unauthorized access to user data.

For more information about the security settings, please refer to the chapter "Security cubes (data security)" on page 26.

## Role of the administrator

As the administrator, you can:

- Book cloud services for your company
- Create users and assign these services to them
- Add and manage MFPs
- Manage the jobs of all users
- Report problems, where necessary
- Configure security settings (security cubes)

### **NOTE**

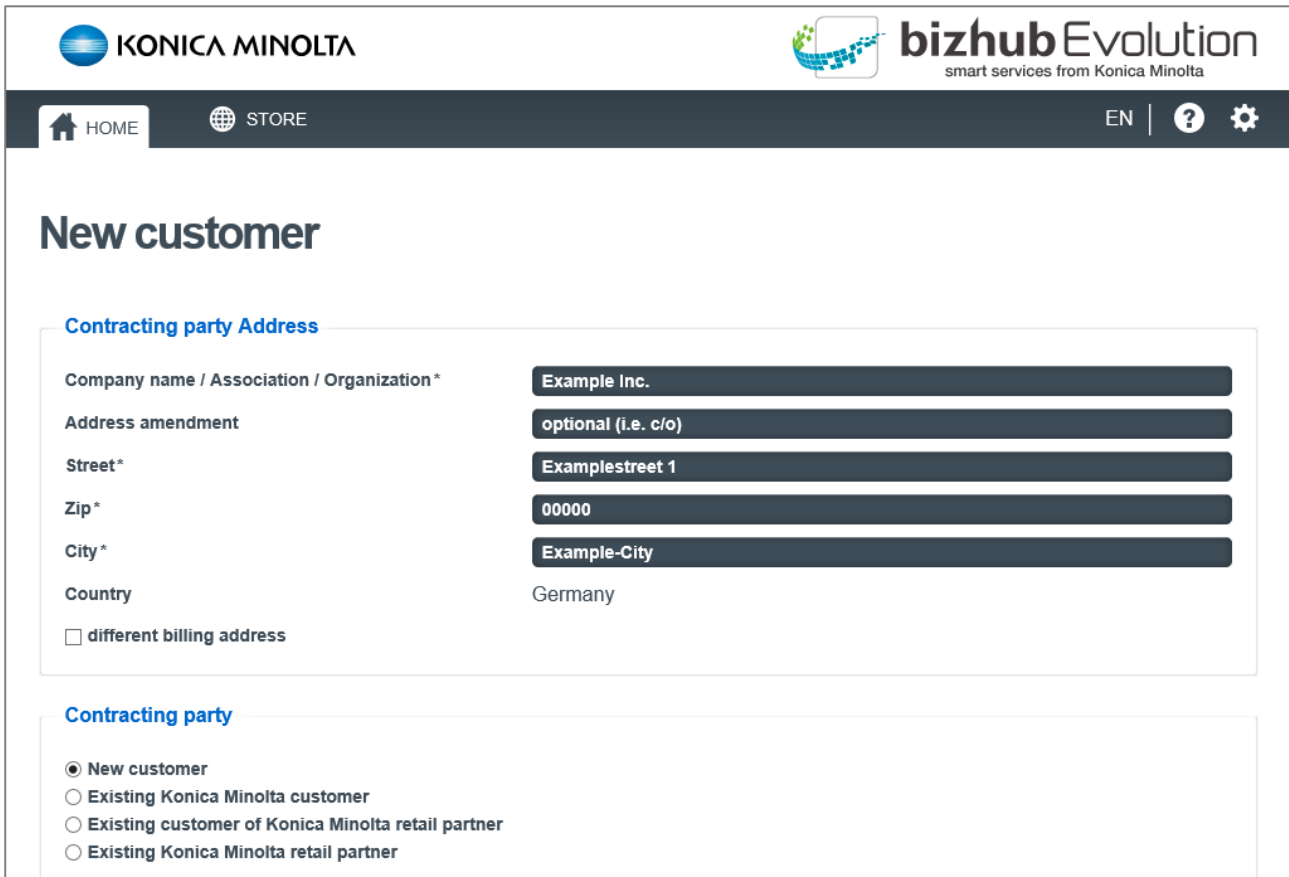
*As the administrator, you can assign services to yourself and use them without having to register as a user as well. For more information, please refer to the chapter "Your own services and jobs" on page 33.*



## Registering on the bizhub Evolution platform

Call up the home page of the bizhub Evolution platform at the following URL: <https://evolution.konicaminolta.de/en/>.  
Once there, click on [Sign up].

The registration form opens.



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smart services from Konica Minolta

HOME STORE EN ? ⚙

### New customer

**Contracting party Address**

Company name / Association / Organization \*

Address amendment

Street \*

Zip \*

City \*

Country

☐ different billing address

**Contracting party**

☒ New customer

☐ Existing Konica Minolta customer

☐ Existing customer of Konica Minolta retail partner

☐ Existing Konica Minolta retail partner

1. Enter the contact details of your company, organization or association.
2. Under "Contracting party", select whether you are registering as a new customer or if you are an existing customer or partner of Konica Minolta:

**Existing Konica Minolta customer:** Enter your customer number

**Existing customer of Konica Minolta retail partner:** Enter the first few letters of the retail partner, then select from the list shown.

**Existing Konica Minolta retail partner:** Enter your retail partner number.

3. Establish who will be given administrator rights and who should be the general contact in your company. If the administrator will also act as the general contact, check the "Admin is also contact person" box.
4. Give your bizhub Evolution domain a name.

### NOTES

The domain name is used as a prefix when your users log in so that they can be clearly assigned to your company. Generally speaking, you should therefore simply enter the name of your company.  
→ Do not use any upper case letters, spaces, umlauts or special characters.

5. Check the box to confirm that you have read, understood and accept the terms of use.
6. Click on [Enter bizhub Evolution] and confirm the message with [OK].

Once you have successfully registered, you will receive an e-mail with your user name and password. Click on the link in the e-mail to log into the bizhub Evolution platform and choose your own password.

## Logging in/out of the bizhub Evolution platform

### Logging in

Call up the home page of the bizhub Evolution platform at the following URL: <https://evolution.konicaminolta.de/en/>

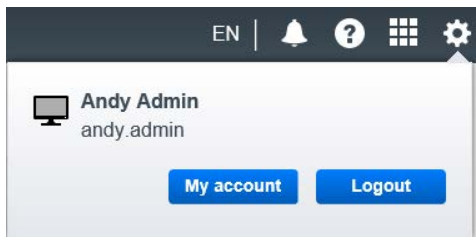
From there, enter your user name and password and click on [Login].

#### **NOTE**

*Forgotten your password? Click on the link, enter your user name or e-mail address and we will send you a new password by e-mail.*

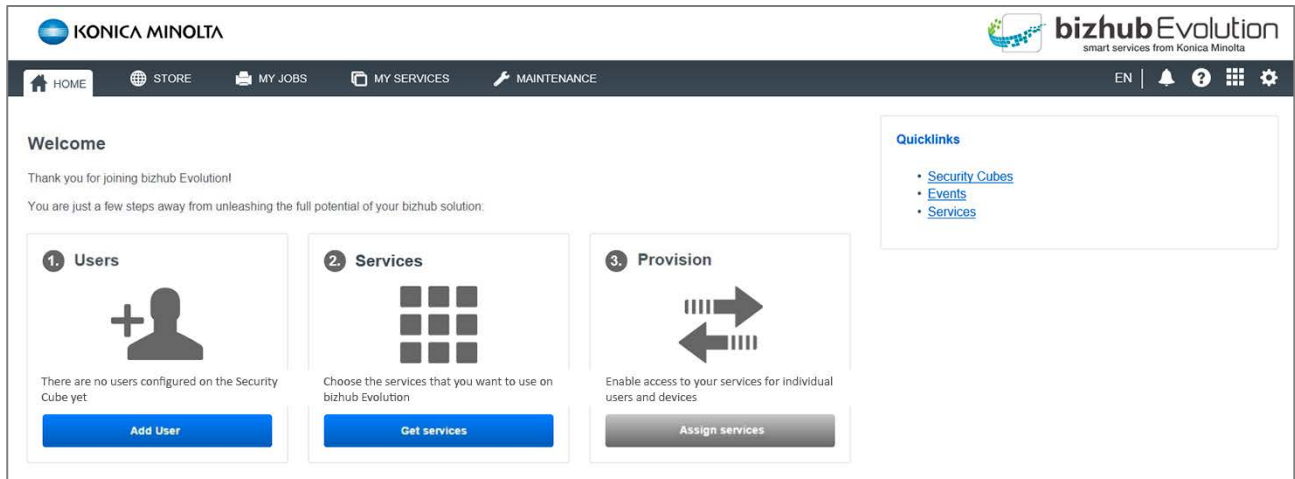
### Logging out

To log out, click on the gear wheel and then [Logout].

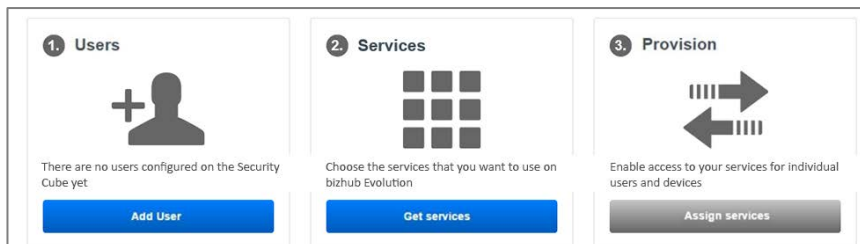


## First steps

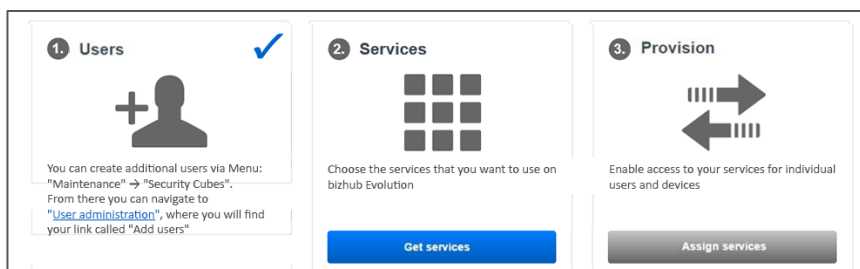
After logging into the bizhub Evolution platform for the first time, carry out the first steps as shown.



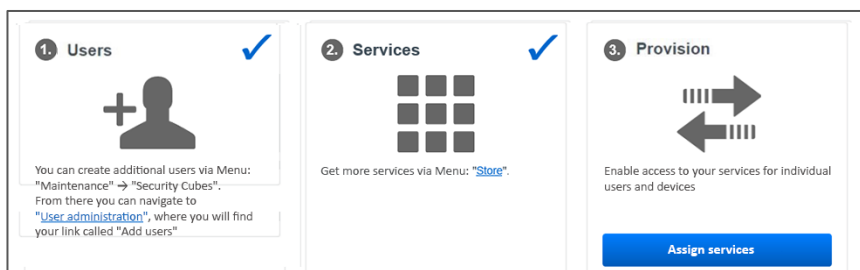
1. Click on [Add User] to create a new user profile.  
For more details about this, please refer to the chapter "Creating users" on page 12.



2. Click on [Get services] to book the services you require.  
For more details about this, please refer to the chapter "Booking services for your company (Store)" on page 7.



3. Click on [Assign services] to make the subscribed services available to your users.  
For more details about this, please refer to the chapter "Assigning services (provisioning)" on page 9.



## Status overview (home page)

Once you have completed the first steps, a status overview is displayed on the home page.

Here you can see an overview of the latest services you have subscribed to. Your current, recently finished and failed jobs are displayed below this.

From here, you can start your own services, view details about your own personal jobs and search for jobs.

The screenshot shows the bizhub Evolution Administrator interface. At the top, there's a navigation bar with links: HOME, STORE, MY JOBS, MY SERVICES, and MAINTENANCE. Below this, the 'Latest services' section features icons for 'Convert to Excel', 'Text to Speech', 'Convert to PDF', and 'Announcements'. To the right, the 'My Print' section has a 'Drop files here to upload, or browse' area and a 'Print' button. Below these, the 'Quick links' section lists 'Security Cubes', 'Events', and 'Services'. The main content area is divided into 'Finished jobs' and 'Failed jobs' sections. The 'Finished jobs' table lists several completed tasks, including 'Translate' and 'Convert to PDF'. The 'Failed jobs' table shows one failed task, 'Translate', with an error message.

If you need more information about a job, click on the arrow in the job list.

Click on the result file to open or save it.

The screenshot shows a detailed view of the 'Finished jobs' table. The 'Convert to PDF' job is selected, and its details are shown below the table. The details include the ID (21381), Result files (IMG\_1695.pdf was removed), and Input files (Show...). The 'Restart job' button is also visible.

If a job could not be processed, you can start it again here.

The screenshot shows a detailed view of the 'Failed jobs' table. The 'Translate' job is selected, and its details are shown below the table. The details include the ID (20911), Information (Could not read Word document, please try as PDF), and Input files (Show...). The 'Restart job' button is also visible.

For information about the quick links, see page 40.

## Booking and managing cloud services

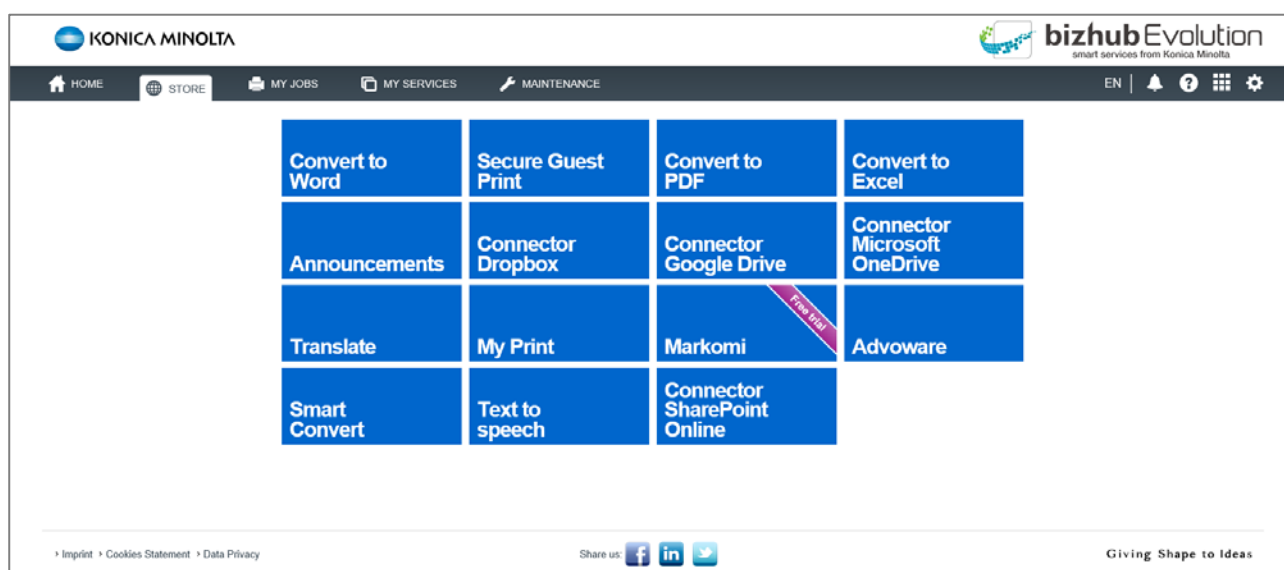
You will find all bizhub Evolution services on the [Store] tab. Users can also see the store, but can only book paid services via you as the administrator.

### NOTE

*If a user has requested a service via the store, you will be notified about this by e-mail. You can then assign the desired service to the user (see "Assigning services (provisioning)" on page 9).*

### Booking services for your company (Store)

If you are interested in a particular service, click on it to find out more information or to book the service (for a fee).



How to book a service:

1. Click on the service you require, e.g. "Convert to Word".
2. Click on [Subscribe].
3. Read the terms and conditions.  
Click to confirm your acceptance.
4. Click on [Confirm order].  
The order process is triggered.
5. Confirm the message with [OK].

You will be notified by e-mail once the Konica Minolta Team has checked your order and the product is ready. Free trial subscriptions can be used immediately.

### NOTES

*If you are a new customer, your customer account may still need to be enabled in order to book paid-for products and services. Once your account has been successfully enabled, your preordered products will be sent and services enabled immediately.*

*It may be necessary to take some preparatory steps prior to using some services. In order to use a connector, for example, you have to carry out the connector setup procedure (see "Connector setup/connecting online storage" on page 33).*

### Booking MFP setup packages (for direct customers only)

Under [Store] → [Setup], direct customers will find MFP setup packages for the use of bizhub Evolution. Contact your Konica Minolta sales representative to purchase setup packages.

The screenshot displays the 'Setup' page within the Konica Minolta bizhub Evolution web interface. The page header includes the Konica Minolta logo and the 'bizhub Evolution' branding with the tagline 'smart services from Konica Minolta'. The navigation bar contains links for 'STARTSEITE', 'STORE', 'MEINE JOBS', 'MEINE SERVICES', and 'VERWALTUNG'. The 'STORE' link is active, and the breadcrumb trail shows 'Store > Setup'. The main heading is 'Setup', followed by a link 'Lehnen Sie sich zurück...'. A subheading reads 'We make your multifunctional systems ready for bizhub evolution'. Below this, a paragraph states: 'We are happy to support you in expanding your multifunctional systems with bizhub Evolution. No matter whether you want a memory expansion or the installation of bizhub Evolution. Simply contact your local Konica Minolta representative and get our service.' The page features two offer cards. Offer 1, titled 'Offer 1', describes 'Installation bizhub Evolution including memory expansion, per system' and lists services: 2GB memory expansion (i-Option UK-204), Webbrowser (i-Option LK-101 v3), Installation memory expansion, Activation Webbrowser, Enabling IWS functionalities on MFP, Installation of bizhub Evolution App, and Visit Konica Minolta service technician. The price is 450 Euro (list price). Offer 2, titled 'Offer 2', describes 'Installation bizhub Evolution, per system' and lists services: Activation Webbrowser, Enabling IWS functionalities on MFP, Installation of bizhub Evolution App, and Visit Konica Minolta service technician. The price is 187,50 Euro (list price).

**KONICA MINOLTA** **bizhub Evolution**  
smart services from Konica Minolta

STARTSEITE STORE MEINE JOBS MEINE SERVICES VERWALTUNG DE | ?

Store > Setup

## Setup

[Lehnen Sie sich zurück...](#)

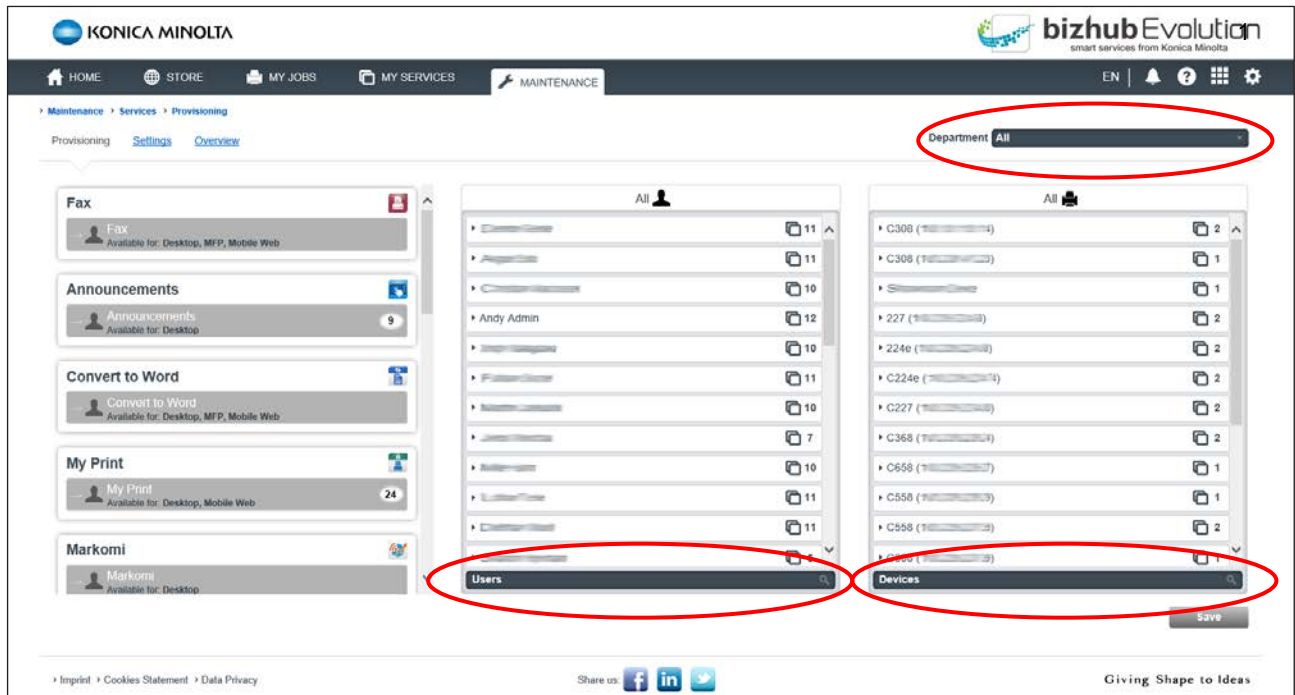
**We make your multifunctional systems ready for bizhub evolution**

We are happy to support you in expanding your multifunctional systems with bizhub Evolution. No matter whether you want a memory expansion or the installation of bizhub Evolution. Simply contact your local Konica Minolta representative and get our service.

Offer 1	Offer 2
<b>Installation bizhub Evolution including memory expansion, per system</b>	<b>Installation bizhub Evolution, per system</b>
You will receive the following services:	You will receive the following services:
<ul style="list-style-type: none"><li>• 2GB memory expansion (i-Option UK-204)</li><li>• Webbrowser (i-Option LK-101 v3)</li><li>• Installation memory expansion</li><li>• Activation Webbrowser</li><li>• Enabling IWS functionalities on MFP</li><li>• Installation of bizhub Evolution App</li><li>• Visit Konica Minolta service technician</li></ul>	<ul style="list-style-type: none"><li>• Activation Webbrowser</li><li>• Enabling IWS functionalities on MFP</li><li>• Installation of bizhub Evolution App</li><li>• Visit Konica Minolta service technician</li></ul>
<b>450 Euro (list price)</b>	<b>187,50 Euro (list price)</b>

## Assigning services (provisioning)

In order for a service to be used, it must be assigned to a user or MFP.



You can use the search fields to filter users or devices beforehand so that you can assign specific services to specific users.

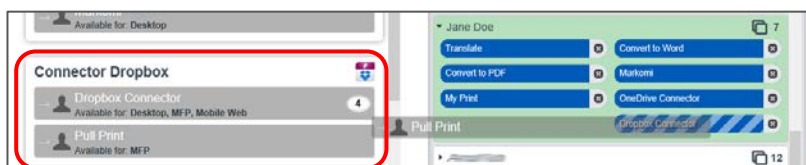
At the top of the page you will find another filter option, where you can filter systems and persons by department. However, this function is only available if you have maintained the department information in the user data and MFP data.

How to assign a service:

1. Go to [Maintenance] → [Services] and then [Provisioning].
2. On the left-hand page, select the service you wish to assign.
3. Drag and drop the service on to the desired person or on [All] to assign it to all persons on the list.  
**or**  
Drag and drop the service on to an MFP or on [All] to assign it to all MFPs.

### NOTES

If a service has to be assigned to a person, the MFPs are grayed out when you drag and drop.  
If a service has to be assigned to an MFP, the persons are grayed out when you drag and drop.  
With a connector (e.g. Dropbox), you also have to assign the "Pull Print" service.



4. Click on [Save].  
The service has been assigned and can be used by the user.

### Removing services (de-provisioning)

How to remove a user or MFP from a service:

1. Go to [Maintenance], then [Services].
2. Click on the desired user or MFP.
3. Click on the cross on the right to remove the user/MFP from the respective service.



4. Click on [Save].

### Configuring services settings

Some services require special settings, e.g. for "Secure Guest Print".

You will find these settings here:

Menu bar → [Maintenance] → [Services] → [Settings].

### Secure Guest Print (optional)

If you have booked the "Secure Guest Print" service, you have to apply special settings.

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smart services from Konica Minolta

HOME STORE MY JOBS MY SERVICES MAINTENANCE

Maintenance > Services > Settings > Secure Guest Print

Provisioning Settings Overview

### Secure Guest Print

E-mails with documents that are sent to this e-mail address generating a print job. The sender of the e-mail will receive a PIN, with which the documents on the MFP can be printed from the Secure Guest Print Service.

E-mail address: \* evolution-gmbh @demo.bizhubevolution.eu

As an alternative to the above address, you can specify an e-mail address that they can pass on to your employees for printing. It must be established whether to forward them to the actual guest print e-mail address.

Alias e-mail:

Save

Set up the e-mail address to which your guests will later be able to send their print jobs.

If you feel this e-mail address is too long, you can set up an alternative e-mail address; the alias e-mail.

### NOTE

Please make sure that you have set up the appropriate forwarding service to the actual Secure Guest Print e-mail address.



## Calling up the overview of all subscribed services

You can find the overview of all subscribed services here:

Menu bar → [Maintenance] → [Services] → [Overview].

This overview shows you which services you have subscribed your company to and how many licenses you have.

**KONICA MINOLTA** **bizhub Evolution**  
smart services from Konica Minolta

HOME STORE MY JOBS MY SERVICES MAINTENANCE

Maintenance Services Overview

Provisioning Settings Overview

**Advoware**  
Status: Online

Basic Terminated

Purchase number: 4329  
 Purchase date: 08-31-2016  
 Billing period: 08-31-2017 - 09-29-2017  
 Minimum period: One month  
 Minimum period: 10-29-2017  
**Terminated effective**

Unit	Count	Conditions	Used	Total
Setup fee	1	monthly	1	€0.00
				€0.00

Basic Subscribed

Purchase number: 4357  
 Purchase date: 09-12-2016  
 Billing period: 09-12-2017 - 10-11-2017  
 Minimum period: One month  
 Cancellation period: 2 weeks

Unit	Count	Conditions	Used	Total
Setup fee	1	monthly	1	€0.00
				€0.00

**Announcements**  
Status: Online

It allows you to see details such as the order number, billing period, minimum period and cancellation period, as well as cancel subscriptions or withdraw a cancellation.

## Canceling a subscription

If you wish to cancel a subscription, switch the button to [Terminated].

**Advoware**  
Status: Online

Basic Terminated

Purchase number: 4329  
 Purchase date: 08-31-2016  
 Billing period: 08-31-2017 - 09-29-2017  
 Minimum period: One month  
 Minimum period: 10-29-2017  
**Terminated effective**

Unit	Count	Conditions	Used	Total
Setup fee	1	monthly	1	€0.00
				€0.00

The date on which the termination is effective is shown.

### NOTE

If you would like to withdraw the cancellation, switch the button back to [Subscribed].

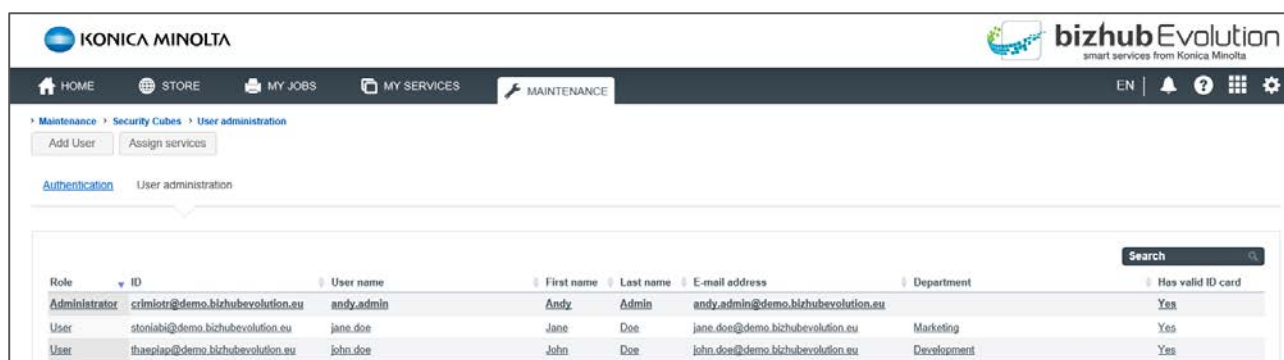
## User administration

You can use [User administration] to configure settings relating to your users:

Menu bar → [Maintenance] → [User administration]

### Creating users

For a new user, you have to create a user profile.



Role	ID	User name	First name	Last name	E-mail address	Department	Has valid ID card
Administrator	crmlotr@demo.bizhubevolution.eu	andy.admin	Andy	Admin	andy.admin@demo.bizhubevolution.eu		Yes
User	stoniab@demo.bizhubevolution.eu	jane.doe	Jane	Doe	jane.doe@demo.bizhubevolution.eu	Marketing	Yes
User	thaslap@demo.bizhubevolution.eu	john.doe	John	Doe	john.doe@demo.bizhubevolution.eu	Development	Yes

How to create a new user:

1. Go to [Maintenance], then [User administration].
2. Click on [Add User].  
A dialog screen appears for entering user data.
3. Enter the user data.

#### NOTES

All fields marked with an asterisk (\*) are mandatory. These details must always be entered in order to create a record that is compatible with the system.

If the user is to be able to use external authentication solutions (e.g. YSoft SafeQ, Pcounter, PageScope Suite) to log into bizhub Evolution on the MFP (Single Sign-on), the user name in bizhub Evolution must be identical to the one used for the external authentication solution (see also "Enabling external user authentication" on page 17).

4. Click on [Create].  
The user is created.
5. Confirm the process with [OK].  
The user automatically receives an e-mail with their password for logging into bizhub Evolution

#### NOTE

After the logging in for the first time, the user can change the generated password to one of their own choice in the account settings.

## Deleting a user

If a user no longer works with the system, you can permanently delete them.

**KONICA MINOLTA**

HOME STORE MY JOBS MY SERVICES MAINTENANCE

Maintenance > Security Cubes > User administration > Details

**thaepiap@demo.bizhubevolution.eu**

E-mail address: \* john.doe@demo.bizhubevolution.eu

User name: \* john.doe

First name: \* John

Last name: \* Doe

Department: Development

Phone:

Mobile:

Fax:

Language: German

Save Delete

How to delete a user:

1. Go to [Maintenance], then [User administration].
2. Select the desired user from the list.
3. Click on the user's ID or e-mail address. This takes you to the user information.
4. Click on [Delete] under the user details.
5. Confirm the process with [OK]. The user is deleted from the system.

## Searching for a user

The search field allows you to search through your user list.

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HOME STORE MY JOBS MY SERVICES MAINTENANCE EN | ? | |

Maintenance > Security Cubes > User administration

Add User Assign services

Authentication User administration

Search

Role	ID	User name	First name	Last name	E-mail address	Department	
Administrator	crmlstr@demo.bizhubevolution.eu	andy.admin	Andy	Admin	andy.admin@demo.bizhubevolution.eu		Yes
User	stoniab@demo.bizhubevolution.eu	jane.doe	Jane	Doe	jane.doe@demo.bizhubevolution.eu	Marketing	Yes
User	thaepiap@demo.bizhubevolution.eu	john.doe	John	Doe	john.doe@demo.bizhubevolution.eu	Development	Yes

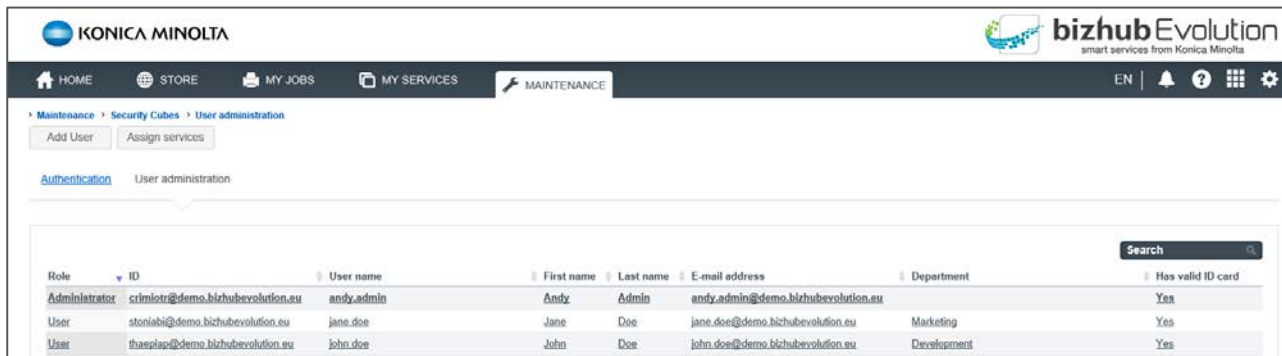
For example, enter the surname of a user in the search field to display the data relating to this person.

### NOTE

The number of filtered users is displayed under the search results

## Displaying user information

User information can be called up directly via the user list.



The screenshot shows the 'User administration' page in the bizhub Evolution administrator interface. It features a table with columns for Role, ID, User name, First name, Last name, E-mail address, Department, and Has valid ID card. There are three users listed: an Administrator (andy.admin), a User (jane.doe), and another User (john.doe).

Role	ID	User name	First name	Last name	E-mail address	Department	Has valid ID card
Administrator	crimicotr@demo.bizhubevolution.eu	andy.admin	Andy	Admin	andy.admin@demo.bizhubevolution.eu		Yes
User	stoniabti@demo.bizhubevolution.eu	jane.doe	Jane	Doe	jane.doe@demo.bizhubevolution.eu	Marketing	Yes
User	thaepiap@demo.bizhubevolution.eu	john.doe	John	Doe	john.doe@demo.bizhubevolution.eu	Development	Yes

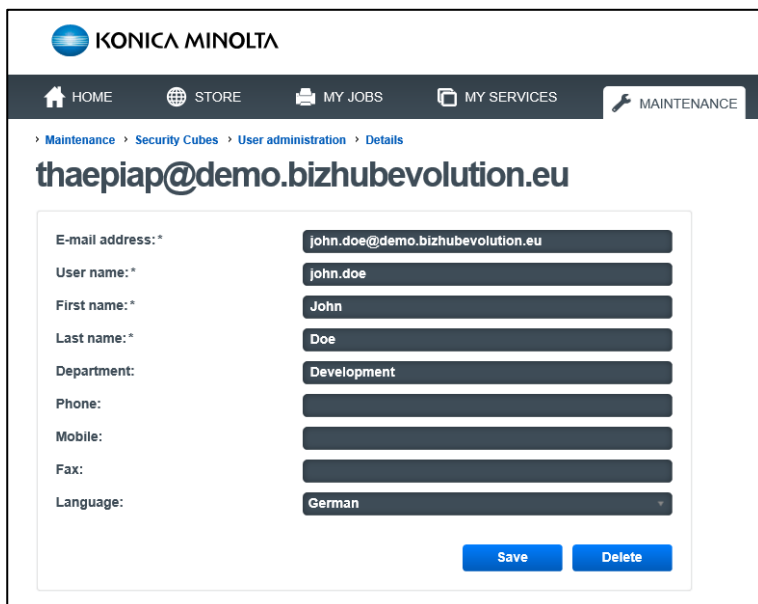
Click on the ID or e-mail address to view the user information for a particular person.

### NOTE

The user's personal data can be seen only by the administrator and the user themselves. External users, e.g. bizhub Evolution service staff, see only the pseudonymized e-mail address (User ID).

## Adding/changing user information

You can add or change user data at a later date, if necessary. All fields marked with an asterisk (\*) are mandatory. These details must always be entered in order to create a record that is compatible with the system.



The screenshot shows the 'Details' page for the user 'john.doe@demo.bizhubevolution.eu'. It contains a form with fields for E-mail address, User name, First name, Last name, Department, Phone, Mobile, Fax, and Language. The 'E-mail address' field is marked with an asterisk, indicating it is mandatory. The 'Save' and 'Delete' buttons are at the bottom right.

E-mail address: *	john.doe@demo.bizhubevolution.eu
User name: *	john.doe
First name: *	John
Last name: *	Doe
Department:	Development
Phone:	
Mobile:	
Fax:	
Language:	German

How to add/change user information:

1. Go to [Maintenance], then [User administration].
2. Select the desired user from the list
3. Click on the user's ID or e-mail address.  
This takes you to the user information.

4. Change the user details.
5. Under the user details, click on [Save].  
The changes to the data are saved.

## Handing out an ID card

An ID card gives users access to the MFPs.

**ID card**

Deliver an ID card to your employee for fast and secure authentication on the MFP.

**Hand out ID card**

How to issue an ID card:

1. Go to [Maintenance], then [User administration].
2. Select the desired user from the list.
3. Click on the user's ID or e-mail address.  
This takes you to the user information.
4. Under "ID card", click on [Hand out ID card].
5. Confirm the process with [OK].  
The card PIN is displayed.

The user automatically receives an e-mail with their personal card PIN.  
Once the ID card has been issued, the user can use the card PIN to enable the card at the MFP.

## Disabling an ID card

You can disable an ID card so that the user can no longer log into the MFP.

**ID card**

Has valid ID card Yes

**Disable**

How do disable an ID card:

1. Go to [Maintenance], then [User administration].
2. Select the desired user from the list.
3. Click on the user's ID or e-mail address.  
This takes you to the user information.
4. Under "ID card", click on [Disable].
5. Confirm the process with [OK].  
The ID card is disabled.

## Resetting the password

If a user has forgotten their password, you can reset the user's password. The user then automatically receives an e-mail with a new password.

**Reset password**

The user lost his password? Reset the password of the user now. The user will receive a new password via e-mail.

Reset password

How to reset a user's password:

1. Go to [Maintenance], then [User administration].
2. Select the desired user from the list.
3. Click on the user's ID or e-mail address.  
This takes you to the user information.
4. Under "Reset password", click on [Reset password].
5. Confirm the process with [OK].  
The password is reset and the e-mail with the new password is automatically sent to the user.

### NOTE

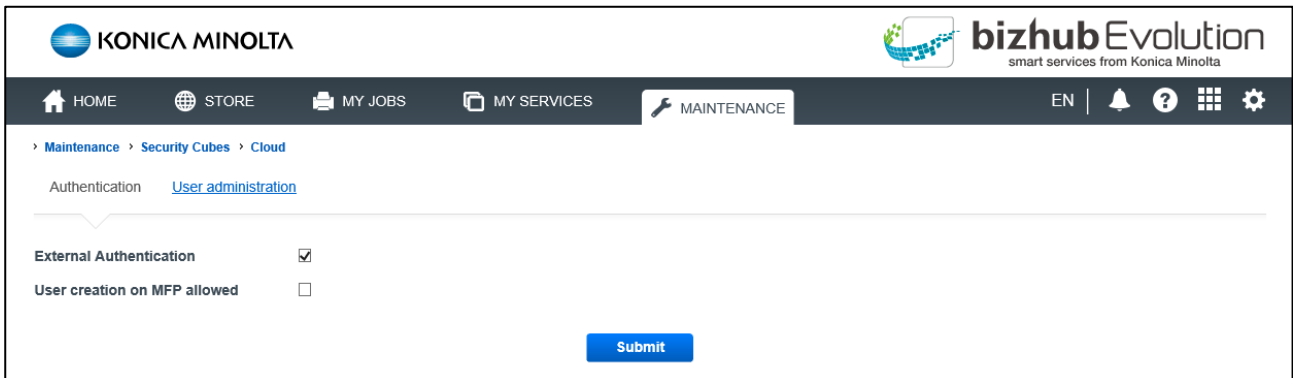
*After the logging in for the first time, the user can change the generated password to one of their own choice in the account settings.*

## Enabling external user authentication

Enable the [External Authentication] function if you already use an external authentication solution (e.g. YSoft, SafeQ, Pcounter, PageScope Suite, etc.). This allows your users to log into bizhub Evolution via the MFP through automated authentication, as with "single sign-on".

### NOTE

*Having an internal cost center login on the MFP is generally not possible with bizhub Evolution.*



The screenshot shows the 'User administration' page in the bizhub Evolution interface. The breadcrumb trail is 'Maintenance > Security Cubes > Cloud'. Under the 'Authentication' tab, the 'User administration' sub-tab is selected. The settings are as follows:

Setting	Value
External Authentication	<input checked="" type="checkbox"/>
User creation on MFP allowed	<input type="checkbox"/>

A blue 'Submit' button is located at the bottom right of the settings area.

How to enable external user authentication:

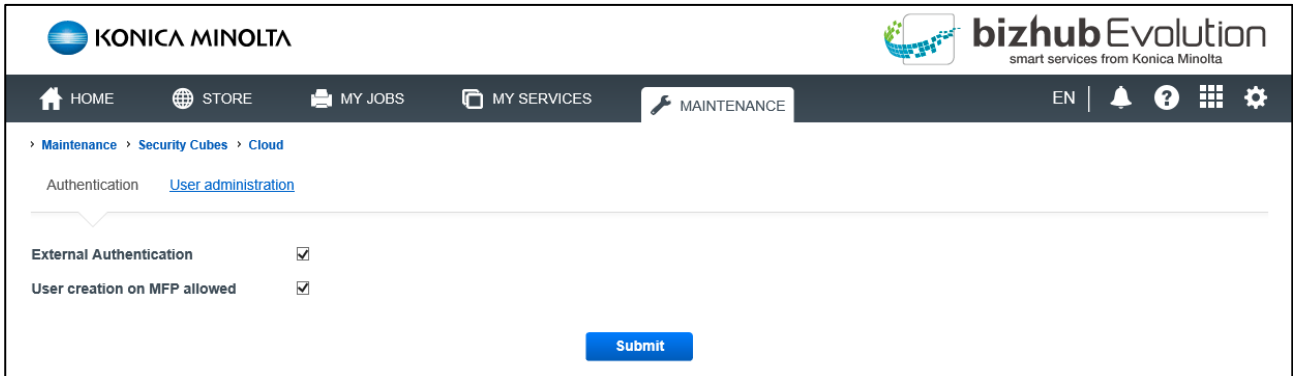
1. Go to [Maintenance], then [User administration].
2. Click on [Authentication].
3. Check the box if you wish to enable external authentication.
4. Check the box if you wish to allow user creation on the MFP. (see "Enabling user creation on the MFP")
5. Click on [Submit].
6. Confirm the settings with [OK].

### NOTES

- The user name for the external authentication solution must be identical to the user name in bizhub Evolution, e.g. SAM-Account-Name. It is not strictly necessary for the bizhub Evolution platform to be connected to your directory service, but it is advisable to have it connected to an external/existing authentication service. This simplifies user administration (see also "Security cubes (data security)" on page 26).
- External authentication via your Active Directory is only possible if you have a self-hosted security cube installed (see "Security cubes (data security)" on page 26).
- If you require help with external authentication for bizhub Evolution, please contact your Konica Minolta sales representative.

### Enabling user creation on the MFP

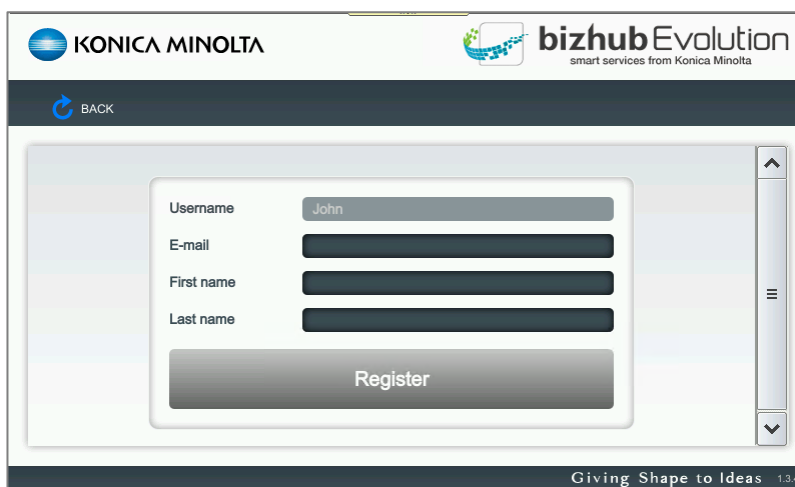
Enable the [User creation on MFP allowed] function if you wish to use external authentication and to allow users to register on bizhub Evolution directly via the MFP (not in connection with a self-hosted security cube).



The screenshot shows the 'Maintenance' page in the bizhub Evolution administrator interface. The breadcrumb trail is 'Maintenance > Security Cubes > Cloud'. Under the 'User administration' tab, there are two settings: 'External Authentication' and 'User creation on MFP allowed', both of which are checked. A blue 'Submit' button is located at the bottom right of the settings area.

How to register as a user on the MFP:

1. The user logs into the MFP or the authentication solution.
2. The user opens the bizhub Evolution application.  
The system checks whether this user has already been created in bizhub Evolution. If not, a registration dialog window appears on the MFP.



The screenshot shows a registration dialog window on the bizhub Evolution application. It has a 'BACK' button at the top left. The form contains four input fields: 'Username' (pre-filled with 'John'), 'E-mail', 'First name', and 'Last name'. Below these fields is a large 'Register' button. The footer of the dialog says 'Giving Shape to Ideas 1.3.4'.

The user name from your authentication solution is automatically applied.

3. The user completes the details in the registration dialog window and presses the [Register] button.  
Registration is complete.

### NOTES

- The administrator must assign any booked services to users who have registered directly via the MFP so that they can access the services on the MFP and the bizhub Evolution platform.
- The user automatically receives an e-mail with a password for the bizhub Evolution platform so that they can also use the services via a web browser.  
After the user has logged in for the first time, they can change their password in bizhub Evolution.



## Managing users' jobs

A clear list of the bizhub Evolution jobs of all users can be found here:

Menu bar → [Maintenance] → [Jobs].

Jobs

From [ ] - Until [ ] Select state [ ] Filter [ ]

ID	Service	User	Files	Created	State	Last change	Progress
21804	Text to Speech	lorourin@demo.bizhubevolution.eu	1	09-21-2017 15:11	Finished	09-21-2017 15:11	100.00%
21803	Translate	lorourin@demo.bizhubevolution.eu	1	09-21-2017 15:10	Finished	09-21-2017 15:10	100.00%
21382	Translate	crimiotr@demo.bizhubevolution.eu	1	09-18-2017 10:26	Finished	09-18-2017 10:27	100.00%
21381	Convert to PDF	crimiotr@demo.bizhubevolution.eu	1	09-18-2017 10:24	Finished	09-18-2017 10:24	100.00%
21380	My Print	crimiotr@demo.bizhubevolution.eu	1	09-18-2017 10:21	Finished	09-18-2017 10:21	100.00%
21013	Convert to Word	pholaeu@demo.bizhubevolution.eu	1	09-13-2017 11:41	Finished	09-13-2017 11:42	100.00%
20924	Translate	crimiotr@demo.bizhubevolution.eu	1	09-12-2017 11:33	Finished	09-12-2017 11:33	100.00%
20923	Translate	crimiotr@demo.bizhubevolution.eu	1	09-12-2017 11:29	Finished	09-12-2017 11:30	100.00%
20912	Translate	crimiotr@demo.bizhubevolution.eu	1	09-12-2017 09:50	Finished	09-12-2017 09:50	100.00%
20911	Translate	crimiotr@demo.bizhubevolution.eu	1	09-12-2017 09:48	Error	09-12-2017 09:48	0.00%
20887	Fax	thaapiap@demo.bizhubevolution.eu	1	09-11-2017 15:33	Error	09-11-2017 15:36	83.00%
20886	Fax	thaapiap@demo.bizhubevolution.eu	1	09-11-2017 15:33	Error	09-11-2017 15:36	83.00%
20885	Convert to PDF	stoniab@demo.bizhubevolution.eu	1	09-11-2017 15:29	Finished	09-11-2017 15:29	100.00%
20884	Convert to PDF	crimiotr@demo.bizhubevolution.eu	1	09-11-2017 15:23	Finished	09-11-2017 15:23	100.00%
20882	Convert to PDF	crimiotr@demo.bizhubevolution.eu	1	09-11-2017 15:17	Finished	09-11-2017 15:17	100.00%
20846	My Print	thaapiap@demo.bizhubevolution.eu	1	09-11-2017 11:26	Finished	09-11-2017 11:26	100.00%

Showing 1 to 20 - Total: 1,131 entries

1 2 3 4 5 ... 57 Next

The 20 most recent jobs are shown first. Use the page indicator at the bottom of the job list to view older jobs.

Some of the column names, such as "Created", have little arrows in front of them. You can use these to change the sort order, e.g. from the oldest entry to the most recent.

Jobs

From [ ] - Until [ ] Select state [ ] Filter [ ]

ID	Service	User	Files	Created	State	Last change	Progress
21804	Text to Speech	lorourin@demo.bizhubevolution.eu	1	09-21-2017 15:11	Finished	09-21-2017 15:11	100.00%
21803	Translate	lorourin@demo.bizhubevolution.eu	1	09-21-2017 15:10	Finished	09-21-2017 15:10	100.00%
21382	Translate	crimiotr@demo.bizhubevolution.eu	1	09-18-2017 10:26	Finished	09-18-2017 10:27	100.00%
21381	Convert to PDF	crimiotr@demo.bizhubevolution.eu	1	09-18-2017 10:24	Finished	09-18-2017 10:24	100.00%

At the top of the job list you can also find filters and a keyword search feature.

Jobs

From [ ] - Until [ ] Select state [ ] Filter [ ]

Search [ ]

You can filter the job list according to the following criteria:

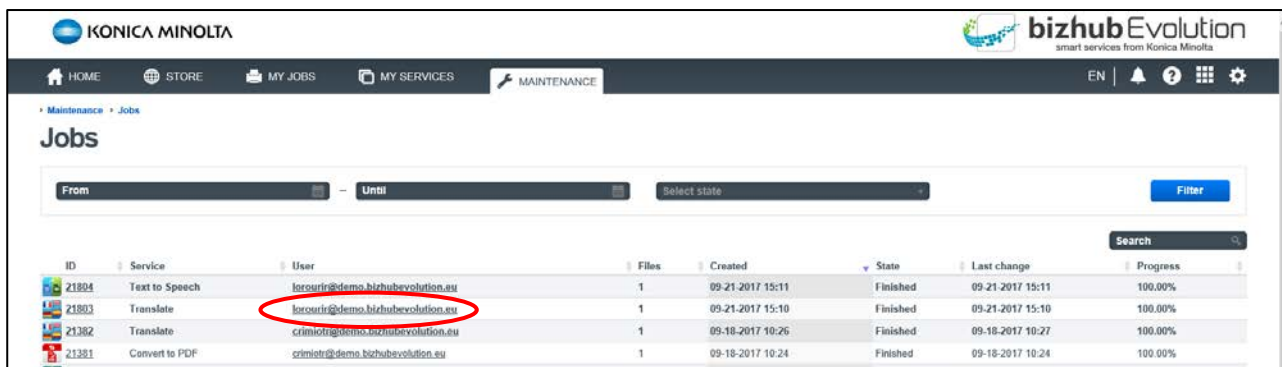
- Time period (start date/end date)
- State
- Keyword search

### NOTE

The filters and keyword search can be combined:

## Viewing all the jobs of one user

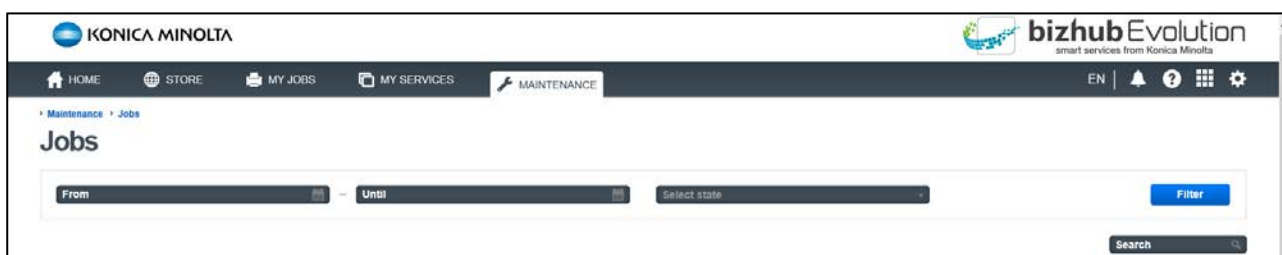
Clicking on the name of a user in the job list displays all the jobs that this user has set up.



The screenshot shows the 'Jobs' page in the bizhub Evolution interface. At the top, there are navigation tabs: HOME, STORE, MY JOBS, MY SERVICES, and MAINTENANCE. Below the tabs, there's a 'Jobs' section with a filter bar containing 'From', 'Until', and 'Select state' dropdowns, and a 'Filter' button. A search bar is also present. The main table lists jobs with columns: ID, Service, User, Files, Created, State, Last change, and Progress. The user 'lorourin@demo.bizhubevolution.eu' is highlighted in the User column for the first two jobs (ID 21804 and 21803).

ID	Service	User	Files	Created	State	Last change	Progress
21804	Text to Speech	lorourin@demo.bizhubevolution.eu	1	09-21-2017 15:11	Finished	09-21-2017 15:11	100.00%
21803	Translate	lorourin@demo.bizhubevolution.eu	1	09-21-2017 15:10	Finished	09-21-2017 15:10	100.00%
21382	Translate	crimiotr@demo.bizhubevolution.eu	1	09-18-2017 10:26	Finished	09-18-2017 10:27	100.00%
21381	Convert to PDF	crimiotr@demo.bizhubevolution.eu	1	09-18-2017 10:24	Finished	09-18-2017 10:24	100.00%

To find a specific job, the jobs can be filtered by time period or state. The keyword search is also helpful for finding specific jobs.



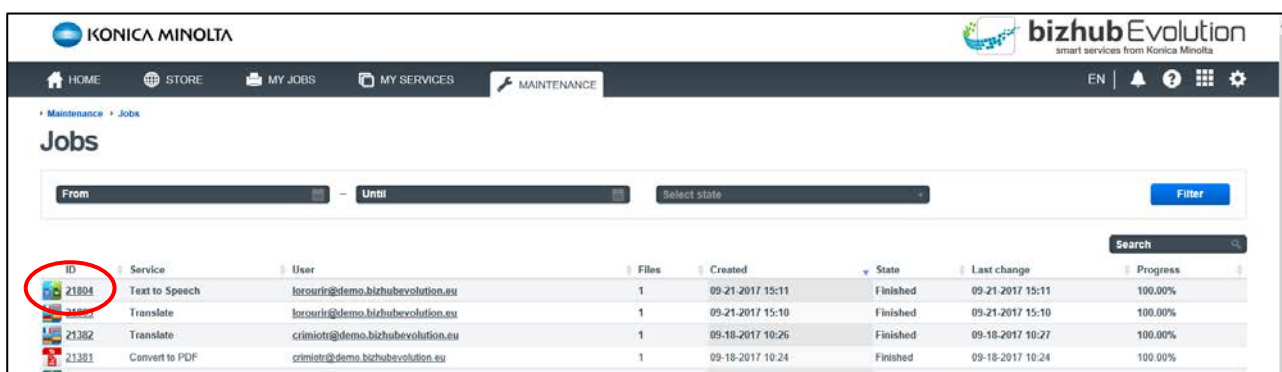
This screenshot shows the same 'Jobs' page as above, but with the filter bar and search bar highlighted. The filter bar includes 'From', 'Until', and 'Select state' dropdowns, and a 'Filter' button. The search bar is located at the bottom right of the filter section.

### NOTE

If a user reports a problem with a particular job, request the job ID and search for that in the keyword search.

## Viewing job details

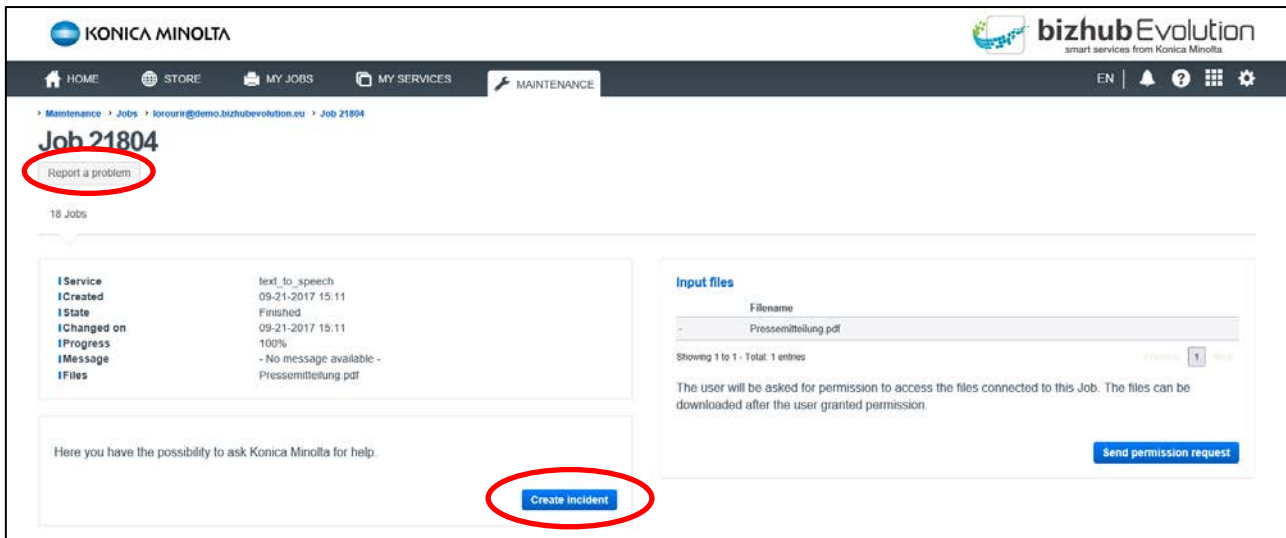
If you need more information about a job, click on the ID in the job list.



This screenshot shows the 'Jobs' page with the job ID '21804' highlighted in the ID column. The table structure is the same as in the previous screenshots.

ID	Service	User	Files	Created	State	Last change	Progress
21804	Text to Speech	lorourin@demo.bizhubevolution.eu	1	09-21-2017 15:11	Finished	09-21-2017 15:11	100.00%
21803	Translate	lorourin@demo.bizhubevolution.eu	1	09-21-2017 15:10	Finished	09-21-2017 15:10	100.00%
21382	Translate	crimiotr@demo.bizhubevolution.eu	1	09-18-2017 10:26	Finished	09-18-2017 10:27	100.00%
21381	Convert to PDF	crimiotr@demo.bizhubevolution.eu	1	09-18-2017 10:24	Finished	09-18-2017 10:24	100.00%

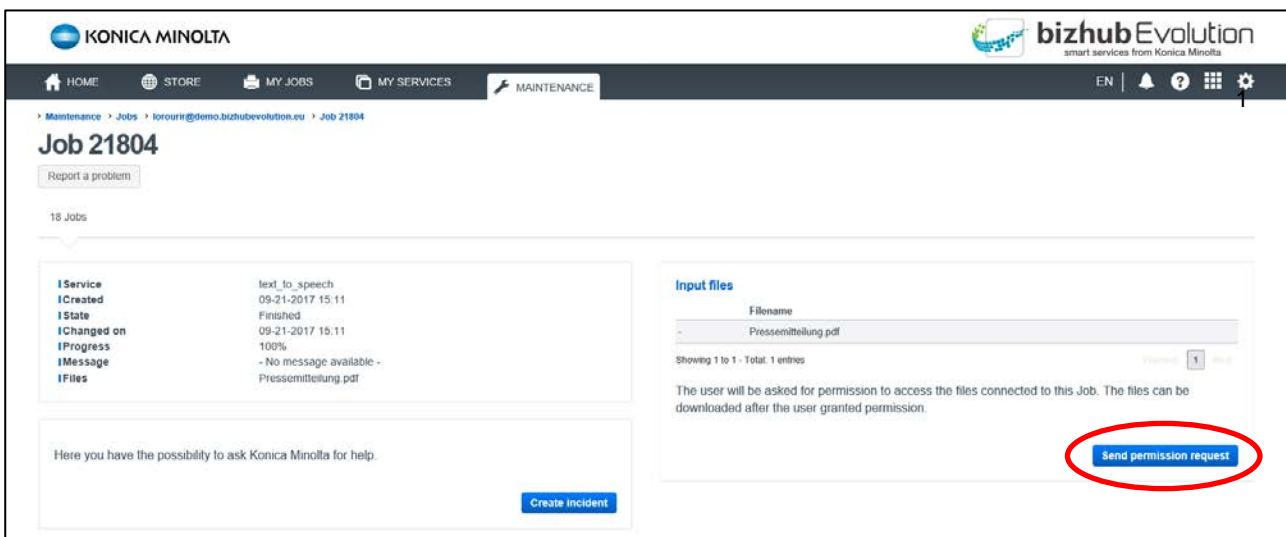
A summary of the job details will be clearly displayed. To access the input or output file, you must request permission from your user. For more details about this, please refer to the chapter "Sending a permission request" on page 21.



If you wish to report a problem with the job, click on [Report a problem] or [Create incident]. For more information about this, please refer to the chapter "Support" on page 27.

## Sending a permission request

For reasons of data protection not even administrators have access to users' files. Should it be necessary to analyze the input and output files, however, you can ask a user to release their data.



How to request data release:

1. Go to [Maintenance] → [Jobs].
2. Click on the ID of the job for which you need the data release.  
The job details are displayed.
3. Click on [Send permission request].  
The user is notified of your permission request.

The user automatically receives a permission request via e-mail. The permission request is also displayed on the user's bizhub Evolution home page. You will be notified by e-mail once the user has granted or refused permission.

## MFP administration

You can find the overview of all MFPs here:

Menu bar → [Maintenance] → [MFP administration].

You can configure the settings relating to your MFPs here. The end of each row shows the state of the system. If the state indicator is green, the system is ready for operation.

ID	Product name	IWS version	Evolution Version	Boot Version	Color	Department	Description	Serial number (Scanner)	Serial number (Printer)	Registered on	IP address	MAC address	State
215	C224e	2.0.4	1.3.4	1.0.0	Ja					08.07.2017 13:38			●
245	C308	2.5.4	1.3.4	1.0.2	Ja					03.07.2017 11:25			●
239	C488	2.8.4	1.3.4	1.0.2	Ja					19.08.2017 16:06			●
208	C308	2.8.0	1.2.1	1.0.1	Ja					06.04.2017 10:01			●
229	C308	2.5.4	1.1.3	1.0.0	Ja					31.01.2017 10:10			●
229	C308	2.8.2	1.1.3	1.0.0	Ja					17.01.2017 10:26			●
200	C508	2.5.4	1.1.3	1.0.0	Ja					13.01.2017 09:29			●
233	C258	2.5.4	1.1.1	1.0.0	Ja					07.11.2016 16:10			●
248	C488	2.8.4	1.1.1	1.0.0	Ja					01.11.2016 11:52			●
242	C454e	2.0.4	1.1.0	1.0.0	Ja					18.10.2016 10:25			●
238	C308	2.8.4	1.1.3	1.0.0	Ja					17.10.2016 13:44			●
208	C24e	2.0.4	1.0.0	1.0.0	Naan					06.06.2016 14:18			●
200	C224e	2.0.4	1.1.0	1.0.0	Ja					05.06.2016 13:12			●
201	C227	2.8.2	1.0.0 ms.B	1.0.0	Ja					06.06.2016 10:21			●
239	C227	2.8.2	1.0.0	1.0.0	Naan					05.06.2016 10:05			●
203	C656	2.5.4	1.0.0 ms.B	1.0.0	Ja					05.06.2016 17:56			●
202	C368	2.8.4	1.0.0 ms.B	1.0.0	Ja					05.06.2016 17:51			●
190	C227	2.8.2	1.0.0	1.0.0	Ja					31.08.2016 12:00			●
183	C308	2.8.1	1.0.0 ms.B	1.0.0	Ja					02.08.2016 09:42			●

Showing 1 to 19 - Total: 19 entries

## Registering an MFP on bizhub Evolution

To register an MFP, you must take various steps:

### Add MFPs

Please download the IWS installation tool first. Start this program and follow the instructions. Then add the bizhub Evolution app and install the app on every machine that is intended to run bizhub Evolution.

Download IWS install tool

Download bizhub Evolution app

Register MFP

- Download and install the IWS installation tool
- Download and install the bizhub Evolution app
- Generate the registration code
- Register the MFP

For more details about this, please refer to the separate bizhub Evolution installation manual.

### NOTE

You can call up the installation manual here:

Quick access toolbar → [?] → [Support Information] → [Manuals]

## Deleting an MFP

If an MFP is no longer available, you can delete it from the list of MFPs.

**KONICA MINOLTA** **bizhub Evolution**  
smart services from Konica Minolta

HOME STORE MY JOBS MY SERVICES MAINTENANCE EN ? [Grid Icon] [Settings Icon]

Maintenance > MFP administration > 214

### MFP 214

Details

IProduct name	C224e
IDepartment	
IDescription	
IColor	Yes
IWS version	2.0.4
IEvolution Version	1.3.4
IBoot Version	1.0.2
ISerial number (Printer)	A5C4021153090
ISerial number (Scanner)	A5C1A260H0122366
IRegistered on	07-05-2017 13:38
IIP address	192.168.8.100
IMAC address	00:20:6B:98:19:D6
IState	●
IOffline since	09-11-2017 16:04

[Delete](#) [Save](#)

How to delete an MFP:

1. Go to [Maintenance], then [MFP Administration].
2. Select the desired MFP from the list.
3. To view the details, click on the ID.  
This takes you to the MFP details.
4. Click on [Delete].
5. Confirm the process with [OK].  
The MFP is permanently deleted.

## Searching for an MFP

The search field allows you to search through your MFP list.

**KONICA MINOLTA** **bizhub Evolution**  
smart services from Konica Minolta

HOME STORE MY JOBS MY SERVICES MAINTENANCE EN ? [Grid Icon] [Settings Icon]

Maintenance > MFP administration

### MFP administration

[Report a problem](#)

Search

ID	Product name	IWS version	Evolution Version	Boot Version	Color	Department	Description	Serial number (Scanner)	Serial number (Printer)	Registered on	IP address	MAC address	
214	C224e	2.0.4	1.3.4	1.0.2	-Ja					08.07.2017 13:38			●
245	C308	2.5.4	1.3.4	1.0.2	-Ja					03.07.2017 11:25			●
338	C488	3.8.4	1.3.4	1.0.2	-Ja					10.08.2017 16:06			●
308	C308	2.6.0	1.2.1	1.0.1	-Ja					06.04.2017 10:01			●
312	C308	2.5.4	1.1.3	1.0.0	-Ja					31.01.2017 15:10			●
220	C208	2.6.2	1.1.3	1.0.0	-Ja					17.01.2017 10:26			●
200	C208	2.5.4	1.1.3	1.0.0	-Ja					13.01.2017 09:29			●
231	C258	2.5.4	1.1.1	1.0.0	-Ja					07.11.2016 16:15			●
255	C888	3.8.4	1.1.1	1.0.0	-Ja					01.11.2016 11:52			●
242	C404e	2.0.4	1.1.0	1.0.0	-Ja					18.10.2016 10:25			●
238	C308	2.5.4	1.1.3	1.0.0	-Ja					17.10.2016 13:44			●
208	C24e	2.0.4	1.0.0	1.0.0	-Nan					06.06.2016 14:18			●
205	C208e	2.5.4	1.1.0	1.0.0	-Ja					06.06.2016 13:11			●

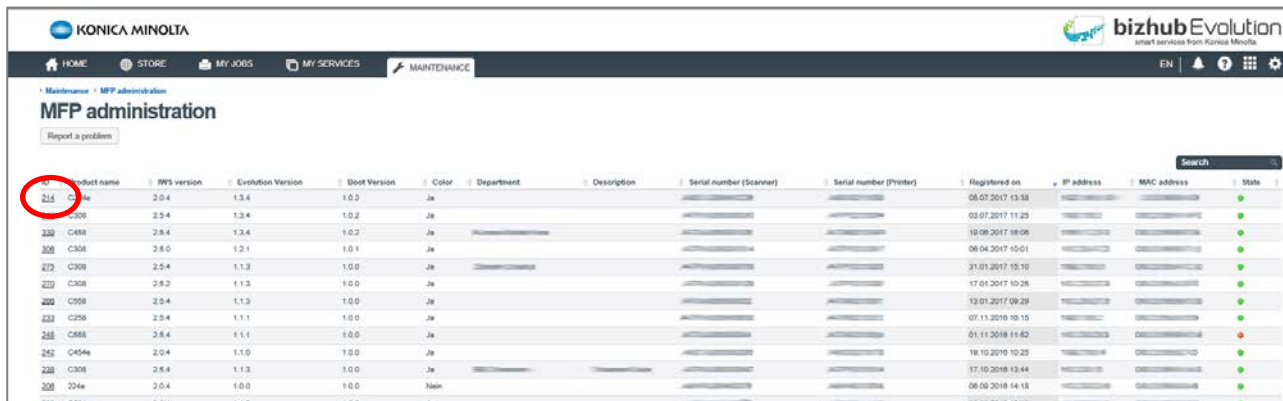
For example, enter the designation of an MFP in the search field to display the system you require.

### NOTE

The number of filtered MFPs is displayed under the search results.

## Viewing MFP information

The MFP information can be called up directly from the MFP list.

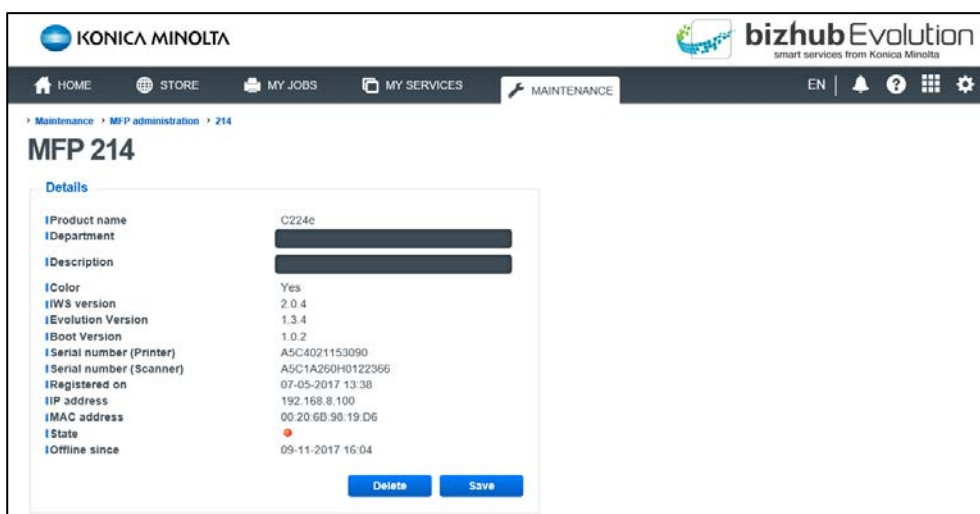


ID	Product name	HW version	Evolution Version	Boot Version	Color	Department	Description	Serial number (Scanner)	Serial number (Printer)	Registered on	IP address	MAC address	State
214	C224e	2.0.4	1.3.4	1.0.2	Ja					06.07.2017 13:38			●
220	C200	2.0.4	1.3.4	1.0.2	Ja					03.07.2017 11:29			●
228	C888	2.0.4	1.3.4	1.0.2	Ja					10.08.2017 16:06			●
230	C300	2.0.0	1.2.1	1.0.1	Ja					08.04.2017 10:01			●
232	C300	2.0.4	1.1.3	1.0.0	Ja					31.01.2017 15:10			●
233	C300	2.0.2	1.1.3	1.0.0	Ja					17.01.2017 10:26			●
200	C000	2.0.4	1.1.3	1.0.0	Ja					13.01.2017 09:29			●
233	C200	2.0.4	1.1.1	1.0.0	Ja					07.11.2016 16:15			●
248	C888	2.0.4	1.1.1	1.0.0	Ja					01.11.2016 11:52			●
242	C404e	2.0.4	1.1.0	1.0.0	Ja					18.10.2016 10:25			●
238	C300	2.0.4	1.1.3	1.0.0	Ja					17.10.2016 13:44			●
208	C24e	2.0.4	1.0.0	1.0.0	Naen					06.08.2016 14:15			●
200	C200e	2.0.4	1.1.0	1.0.0	Ja					09.08.2016 13:12			●

Click on the ID of an MFP to view the information for that MFP.

## Adding MFP information

You can add MFP information, e.g. department ID marking or a short description. This makes it easier to assign the systems to a location.



**MFP 214**

Details

Product name: C224e

Department:

Description:

Color: Yes

HW version: 2.0.4

Evolution Version: 1.3.4

Boot Version: 1.0.2

Serial number (Printer): ASC4021153090

Serial number (Scanner): ASC1A260H0122366

Registered on: 07-05-2017 13:38

IP address: 192.168.8.100

MAC address: 00:20:6D:90:19:D6

State: ●

Offline since: 09-11-2017 16:04

How to add MFP information:

1. Go to [Maintenance], then [MFP Administration].
2. Select the desired MFP from the list.
3. To view the details, click on the ID.  
This takes you to the MFP details.
4. Add the details.
5. Click on [Save].  
The data is saved.



## Viewing MFP events

You can view any events that have been registered to an MFP.

Events				
ID	Ticket	Occurred	Error code	Message
<a href="#">1622240</a>	<a href="#">INC000002822260</a>	07-06-2017 12:34	20037	Onedrive Client Error: Authentication failed
<a href="#">1622407</a>		07-06-2017 13:38		Could not send document
<a href="#">1618869</a>		07-05-2017 12:09		Could not send document
<a href="#">1621788</a>		07-06-2017 10:04	81020	ConnectionError
<a href="#">1622246</a>	<a href="#">INC000002822417</a>	07-06-2017 12:35	20037	Onedrive Client Error: Authentication failed
<a href="#">1623046</a>	<a href="#">INC000002822523</a>	07-06-2017 17:24	20037	Onedrive Client Error: Authentication failed
<a href="#">1622403</a>		07-06-2017 13:37		Could not send document
<a href="#">1611990</a>		07-03-2017 11:28	81030	Could not connect to KM-Box
<a href="#">1618847</a>	<a href="#">INC000002819359</a>	07-05-2017 12:01	20200	Error processing job: Invalid number ('4060960464')

Showing 1 to 9 - Total: 9 entries

Previous 1 Next

How to view events for an MFP:

1. Go to [Maintenance], then [MFP Administration].
2. Select the desired MFP from the list.
3. Click on the ID to view the details.  
This takes you to the MFP details. The events for an MFP are shown at the bottom of the page.
4. Click on the ID to view the details of the event.

### NOTE

You can find a list of all bizhub Evolution events under [Maintenance] → [Support] → [Events]. For more information about this, please refer to the chapter "Events" on page 27.

## Security cubes (data security)

Security cubes anonymize user master data (names and e-mail addresses).

By default, your data is stored on the bizhub Evolution platform, where it is encrypted and anonymized (cloud version). If you wish to have your data stored in your local network, however, you can set up a self-hosted security cube.

### NOTE

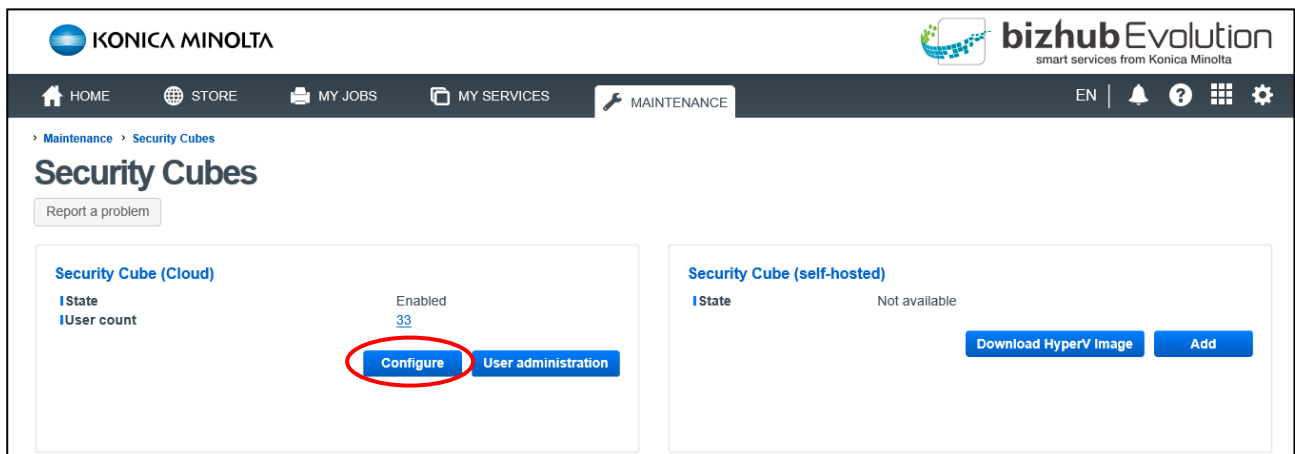
Both types of security cube allow integration of external authentication solutions such as YSoft SafeQ, Pcounter, PageScope Suite, etc.

You can configure the settings for your security cubes here:

Menu bar → [Maintenance] → [Security Cubes].

### Security cube (cloud)

Your personal user data is stored on the bizhub Evolution platform, encrypted and anonymized.



You can configure the external user authentication settings under [Configure].

For more details about this, please refer to the chapter "Enabling external user authentication" on page 17.

### Security cube (self-hosted)

If you wish to have your user data stored and encrypted in your local network, add a self-hosted security cube.

To add a security cube, you must take various steps:

- Download and install HyperV-Image
- Set up a security cube

We have created a separate installation manual for this purpose.

### NOTE

You can call up the installation manual here:

Quick access toolbar → [?] → [Support Information] → [Manuals].



## Support

The bizhub Evolution platform offers you various ways to contact the Konica Minolta support team. You can view all the events linked to jobs and MFPs and report any problems relating to an event. You can report general problems with the bizhub Evolution platform or problems with a specific job. For each problem that is reported, a ticket is created and processed by the support team. Should there be any queries, the support team staff will contact you by e-mail.

## Events

A list of events that have occurred can be found here:

Menu bar → [Maintenance] → [Support] → [Events].

ID	Ticket	Occurred	Type	Error code	Message	Requests
1888091		09-19-2017 12:32	Exception	19999	Fataler Fehler	0
1870914	INC0000002979822	09-12-2017 09:50	Incident	20203		0
1870909	INC0000002979822	09-12-2017 09:48	Scan job	20203	Could not read Word document, please try as PDF	0
1869795		09-11-2017 16:39	Exception	19999	Fataler Fehler	0
1869677		09-11-2017 15:36	Scan job		Could not send document	0
1869676		09-11-2017 15:36	Scan job		Could not send document	0

The search field allows you to search through your events list.

For example, enter the ID or trouble code in the search field to display the event.

You can filter the list of events by type of event:

Select the type of event you are searching for from the drop-down list and click on [Filter].

A list of all events of the selected type is displayed.

Click on the ID of the event to view the event details.

### NOTE

You can also view events linked to an MFP in the [MFP administration] section. For more information about this, please refer to the chapter "Viewing MFP events" on page 25.

## Reporting a problem/creating an incident

You can report not only general problems with the bizhub Evolution platform to the bizhub Evolution team, but also problems with a specific job or event.

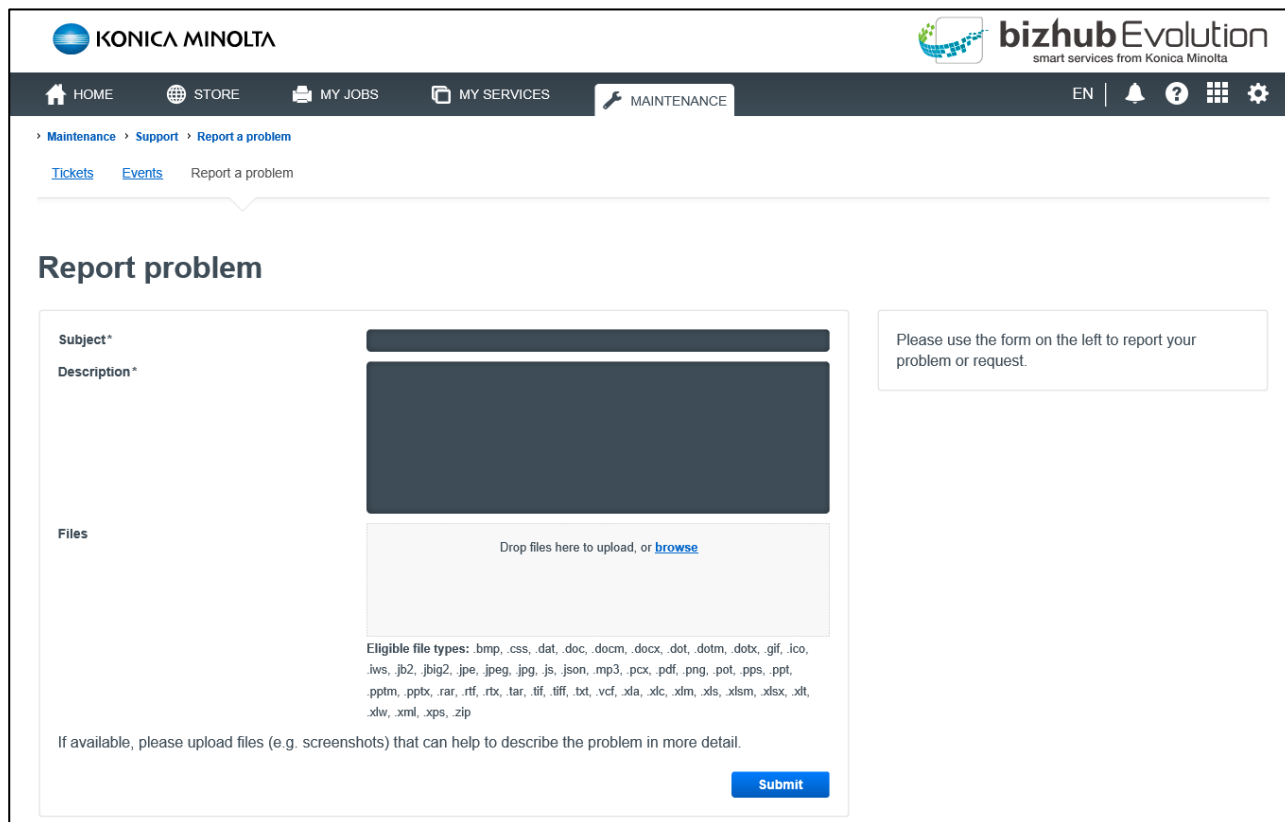
### Reporting general problems

To report general problems with the bizhub Evolution platform, go to:

Menu bar → [Maintenance] → [Support] → [Report a problem].

### NOTE

If you wish to report a problem with a job or event, call up the job/event and then click on [Report a problem]/[Create incident]. Your problem description will then be directly assigned to the job or event. For more information about this, please refer to pages 29 and 30.



**KONICA MINOLTA** **bizhub Evolution**  
smart services from Konica Minolta

HOME STORE MY JOBS MY SERVICES MAINTENANCE EN | ?

> Maintenance > Support > Report a problem

[Tickets](#) [Events](#) Report a problem

## Report problem

**Subject\***

**Description\***

**Files**

Drop files here to upload, or [browse](#)

Eligible file types: bmp, css, .dat, .doc, .docm, .docx, .dot, .dotm, .dotx, .gif, .ico, .jws, .jb2, .jbig2, .jpe, .jpeg, .jpg, .js, .json, .mp3, .pcx, .pdf, .png, .pot, .pps, .ppt, .pptm, .pptx, .rar, .rtf, .rtx, .tar, .tif, .tiff, .txt, .vcf, .xla, .xlc, .xlm, .xls, .xslm, .xlsx, .xlt, .xlw, .xml, .xps, .zip

If available, please upload files (e.g. screenshots) that can help to describe the problem in more detail.

**Submit**

Please use the form on the left to report your problem or request.

How to report a general problem to the bizhub Evolution service team:

1. Enter the required information. Please describe your problem in as much detail as possible and provide any information that may help with fault analysis and troubleshooting (e.g. details of the browser and operating system used or screenshots).
2. Click on [Submit].
3. Confirm the prompt with [OK].
4. Confirm the message with [OK].  
The ticket is now displayed in the following area:

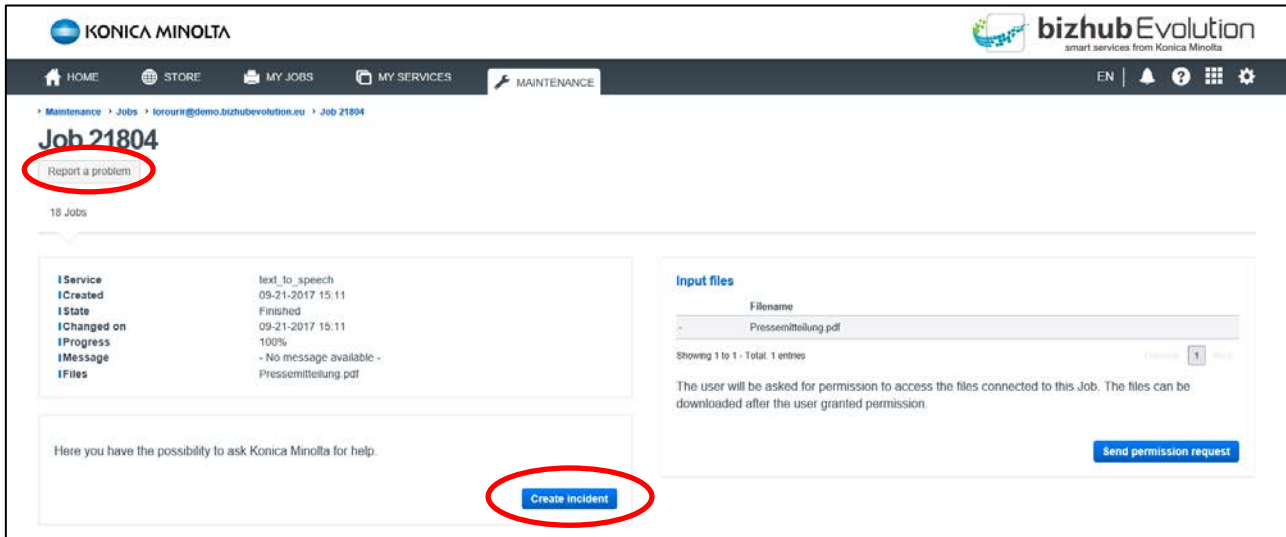
Menu bar → [Maintenance] → [Support] → [Tickets].

### NOTE

For more information about this, please refer to the chapter "Tickets" on page 31.

### Reporting a problem with a job

To report problems with a job, go to:  
*Menu bar* → *[Maintenance]* → *[Jobs]*.



How to report a problem with a job to the bizhub Evolution service team:

1. Click on the ID of the job that has a problem you wish to report.  
The job details are displayed.
2. Click on [Report a problem] or [Create incident].  
This opens a form.
3. Enter the required information.
4. Click on [Submit].
5. Confirm the prompt with [OK].
6. Confirm the message with [OK].  
The ticket is now displayed in the following area:

*Menu bar* → *[Maintenance]* → *[Support]* → *[Tickets]*.

### NOTE

For more information about this, please refer to the chapter "Tickets" on page 31.

## Reporting a problem with an event

To report problems with an event, go to:

Menu bar → [Maintenance] → [Support] → [Events].

The screenshot shows the bizhub Evolution web interface. The top navigation bar includes 'HOME', 'STORE', 'MY JOBS', 'MY SERVICES', and 'MAINTENANCE'. The 'MAINTENANCE' tab is selected. Below the navigation bar, the breadcrumb trail is 'Maintenance > Support > Events > 1869677'. The main content area is divided into two columns. The left column shows details for 'MFP 214', including a 'Create incident' button circled in red. The right column shows details for 'Job 20887', including a 'Request access' button. The 'Create incident' button is highlighted with a red circle.

How to report a problem with an event to the bizhub Evolution service team:

1. Click on the ID of the event that has a problem you wish to report.  
The event details are displayed.
2. Click on [Create incident].  
This opens a form.
3. Enter the required information.
4. Click on [Submit].
5. Confirm the prompt with [OK].
6. Confirm the message with [OK].  
The ticket is now displayed in the following area:

Menu bar → [Maintenance] → [Support] → [Tickets].

## NOTE

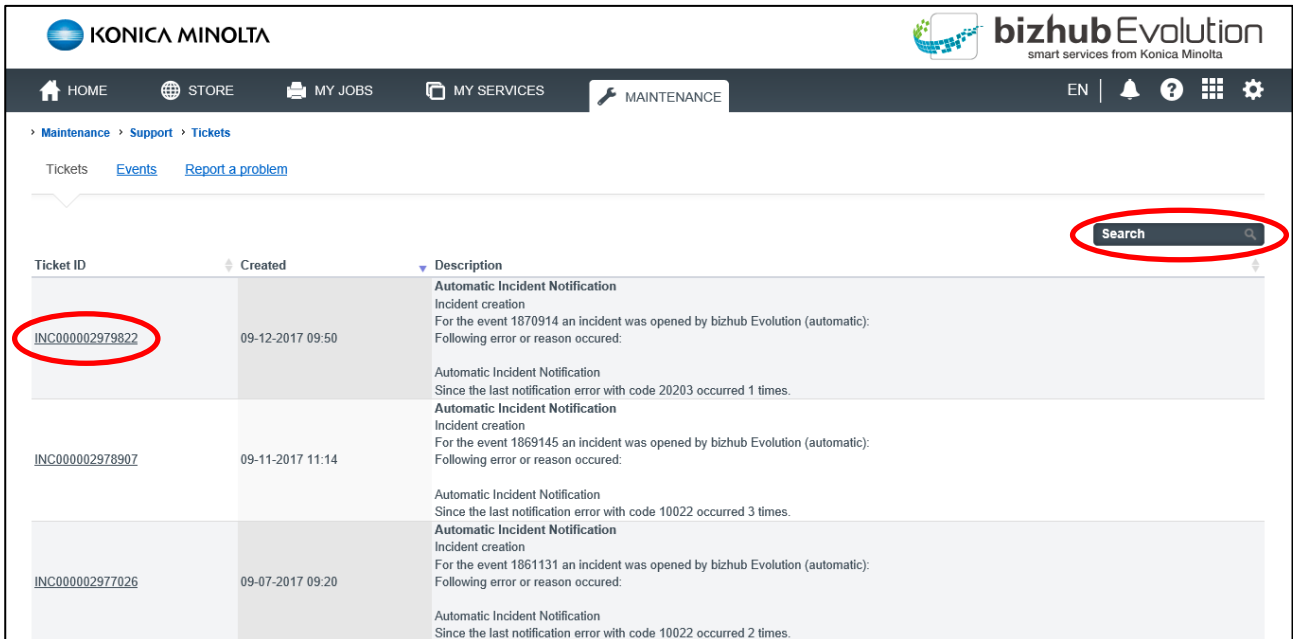
For more information about this, please refer to the chapter "Tickets" on page 31.

## Tickets

To see tickets created under [Create incident] and [Report a problem], go to:

Menu bar → [Maintenance] → [Support] → [Tickets]

The search field allows you to search through your ticket list.



The screenshot shows the bizhub Evolution Administrator interface. The top navigation bar includes HOME, STORE, MY JOBS, MY SERVICES, and MAINTENANCE. The MAINTENANCE tab is active, and the breadcrumb trail is Maintenance > Support > Tickets. Below the breadcrumb, there are links for Tickets, Events, and Report a problem. A search field is located in the top right corner of the ticket list, circled in red. The ticket list has three columns: Ticket ID, Created, and Description. The first ticket ID, INC000002979822, is circled in red. The Description column contains automatic incident notifications for three different events.

Ticket ID	Created	Description
INC000002979822	09-12-2017 09:50	Automatic Incident Notification Incident creation For the event 1870914 an incident was opened by bizhub Evolution (automatic): Following error or reason occurred:  Automatic Incident Notification Since the last notification error with code 20203 occurred 1 times.
INC000002978907	09-11-2017 11:14	Automatic Incident Notification Incident creation For the event 1869145 an incident was opened by bizhub Evolution (automatic): Following error or reason occurred:  Automatic Incident Notification Since the last notification error with code 10022 occurred 3 times.
INC000002977026	09-07-2017 09:20	Automatic Incident Notification Incident creation For the event 1861131 an incident was opened by bizhub Evolution (automatic): Following error or reason occurred:  Automatic Incident Notification Since the last notification error with code 10022 occurred 2 times.

For example, enter the ID or date of creation in the search field to display the ticket.

You can also send a feedback message with a ticket.

1. Click on the appropriate ticket in the "Ticket ID" column.  
The ticket details are displayed.
2. Enter your feedback message.
3. Click on [Reply].
4. Confirm the prompt with [OK].

### NOTE

In case of queries, bizhub Evolution service team staff will contact you by e-mail. You can then reply directly to this e-mail.

## Calling up User's Guides for services

There is a User's Guide for every service. This describes how to make proper use of the services.

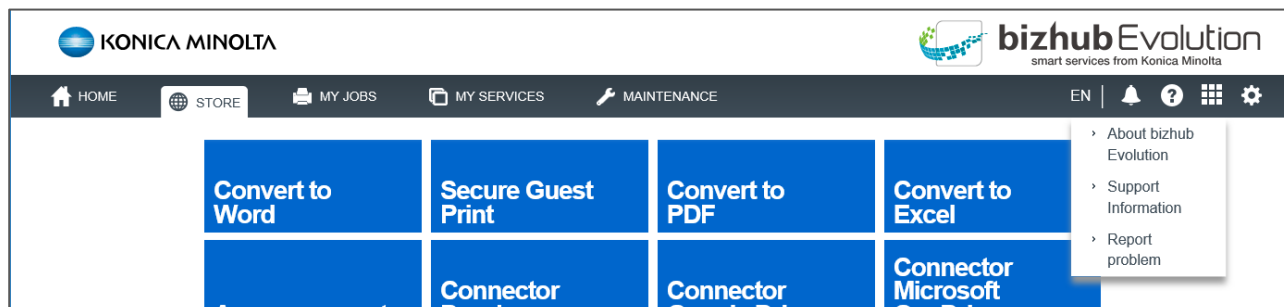
### NOTE

You can call up the User's Guide for the services here:

Quick access toolbar → [?] → [Support Information] → [Manuals].

## Calling up support information (question mark)

Behind the question mark lies a whole range of important support information.



This includes:

- *About bizhub Evolution*  
Current version of bizhub Evolution and short information text.
- *Support Information*
  - Help for problems with bizhub Evolution
  - Installation manuals and User's Guides
  - Specifications/technical requirements
- *Report problem*  
For more information about this, please refer to the chapter "Reporting general problems" on page 27.

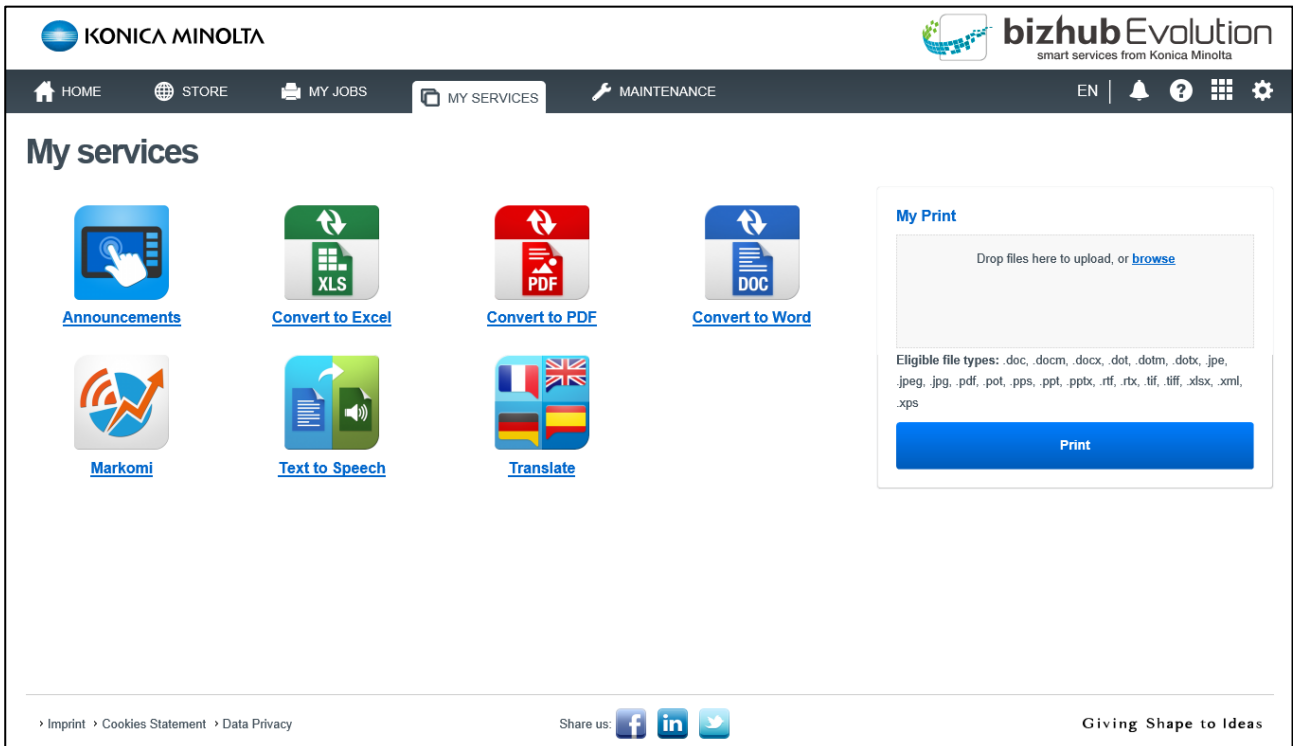
## Your own services and jobs

If you, as the administrator, wish to use services yourself, you do not need to register again as a user. Simply assign yourself the services you require in "User administration" (see the "Assigning services (provisioning)" chapter on page 9).

### My services

#### Overview

This screen gives you an overview of the services that you been booked for you personally.



The screenshot displays the 'My services' interface of the bizhub Evolution system. At the top, there's a navigation bar with 'HOME', 'STORE', 'MY JOBS', 'MY SERVICES' (active), and 'MAINTENANCE'. The main area is titled 'My services' and contains seven service tiles: 'Announcements', 'Convert to Excel', 'Convert to PDF', 'Convert to Word', 'Markomi', 'Text to Speech', and 'Translate'. To the right, the 'My Print' section features a file upload area with the text 'Drop files here to upload, or [browse](#)' and a list of eligible file types: .doc, .docm, .docx, .dot, .dotm, .dotx, .jpe, .jpeg, .jpg, .pdf, .pot, .pps, .ppt, .pptx, .rtf, .rbx, .tif, .tiff, .xlsx, .xml, .xps. A blue 'Print' button is at the bottom of this section. The footer includes links for 'Imprint', 'Cookies Statement', and 'Data Privacy', social media icons for Facebook, LinkedIn, and Twitter, and the slogan 'Giving Shape to Ideas'.

Click on an icon to call up the corresponding service. The "My Print" service can be used directly from here.

#### NOTE

You can also call up your services via the quick access toolbar.

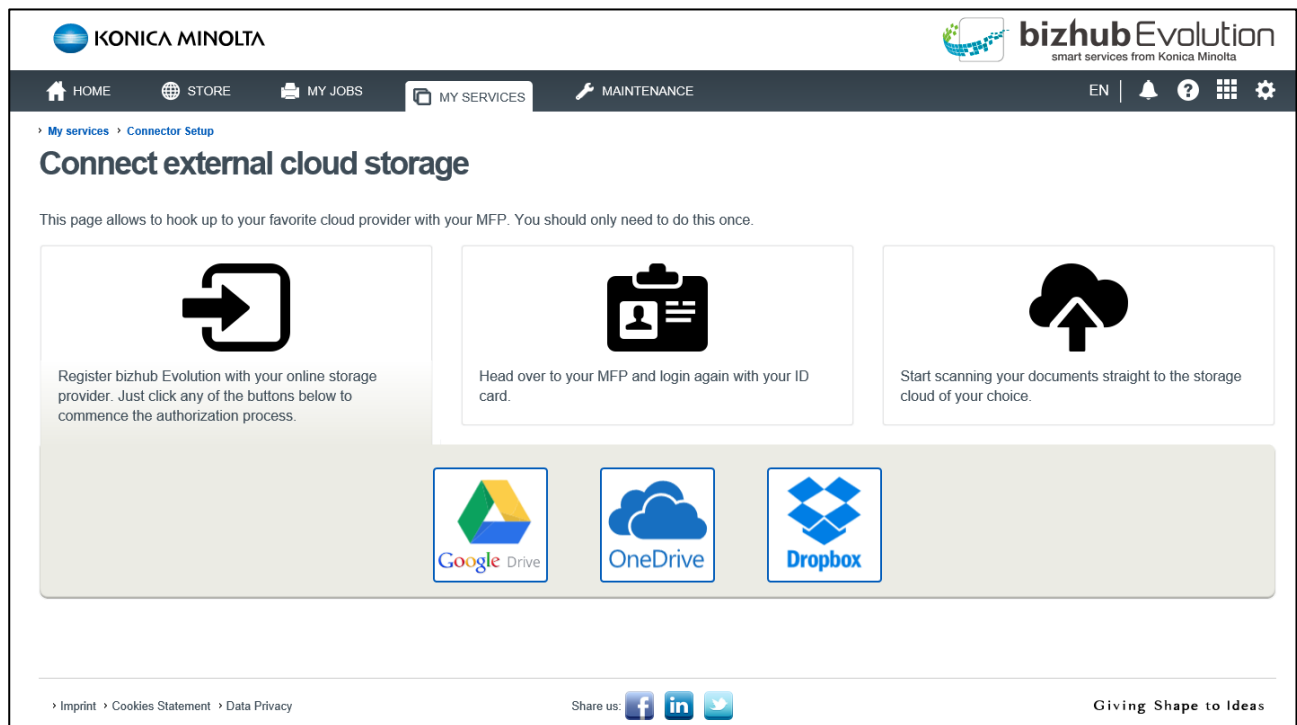
For more information about this, please refer to the chapter "Quick access toolbar" on page 38.

#### Connector setup/connecting online storage

On this page you can connect your online storage service with bizhub Evolution for use in the browser and in your MFP.

#### NOTE

To link your online storage service, such as Dropbox, Google Drive or Microsoft OneDrive, to your documentation process, you will need to subscribe to the respective bizhub Evolution Connector first.




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HOME STORE MY JOBS MY SERVICES MAINTENANCE EN | ? [Grid Icon] [Settings Icon]


> My services > Connector Setup

## Connect external cloud storage


This page allows to hook up to your favorite cloud provider with your MFP. You should only need to do this once.






Register bizhub Evolution with your online storage provider. Just click any of the buttons below to commence the authorization process.






Head over to your MFP and login again with your ID card.



Start scanning your documents straight to the storage cloud of your choice.

> Imprint > Cookies Statement > Data Privacy

Share us:   

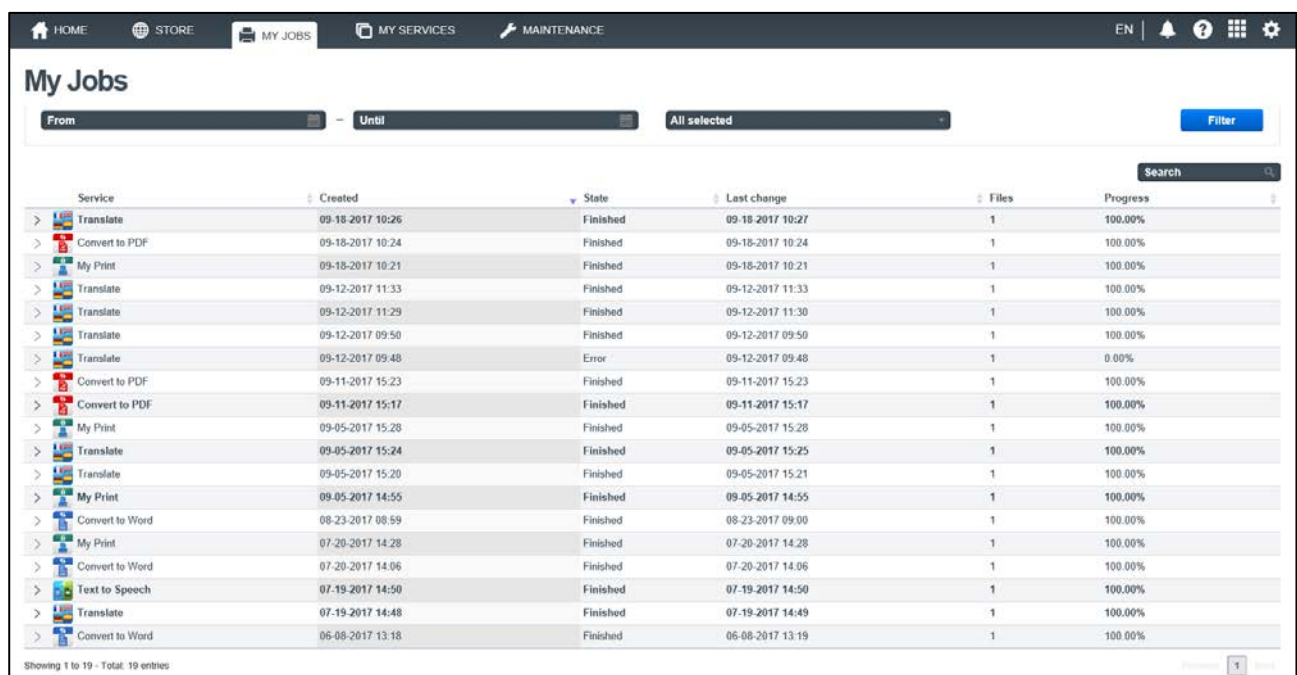
Giving Shape to Ideas

How to connect your Dropbox (for example) to your MFP:

1. Click on the Dropbox icon.
2. Log into your Dropbox to establish a link with bizhub Evolution.

## My Jobs

This screen shows you a clear list of your personal bizhub Evolution jobs.



HOME STORE MY JOBS MY SERVICES MAINTENANCE EN | ? [Grid Icon] [Settings Icon]

## My Jobs

From [Calendar Icon] - Until [Calendar Icon] All selected [Filter]

Search [Search Icon]

Service	Created	State	Last change	Files	Progress
> Translate	09-18-2017 10:26	Finished	09-18-2017 10:27	1	100.00%
> Convert to PDF	09-18-2017 10:24	Finished	09-18-2017 10:24	1	100.00%
> My Print	09-18-2017 10:21	Finished	09-18-2017 10:21	1	100.00%
> Translate	09-12-2017 11:33	Finished	09-12-2017 11:33	1	100.00%
> Translate	09-12-2017 11:29	Finished	09-12-2017 11:30	1	100.00%
> Translate	09-12-2017 09:50	Finished	09-12-2017 09:50	1	100.00%
> Translate	09-12-2017 09:48	Error	09-12-2017 09:48	1	0.00%
> Convert to PDF	09-11-2017 15:23	Finished	09-11-2017 15:23	1	100.00%
> Convert to PDF	09-11-2017 15:17	Finished	09-11-2017 15:17	1	100.00%
> My Print	09-05-2017 15:28	Finished	09-05-2017 15:28	1	100.00%
> Translate	09-05-2017 15:24	Finished	09-05-2017 15:25	1	100.00%
> Translate	09-05-2017 15:20	Finished	09-05-2017 15:21	1	100.00%
> My Print	09-05-2017 14:55	Finished	09-05-2017 14:55	1	100.00%
> Convert to Word	08-23-2017 08:59	Finished	08-23-2017 09:00	1	100.00%
> My Print	07-20-2017 14:28	Finished	07-20-2017 14:28	1	100.00%
> Convert to Word	07-20-2017 14:06	Finished	07-20-2017 14:06	1	100.00%
> Text to Speech	07-19-2017 14:50	Finished	07-19-2017 14:50	1	100.00%
> Translate	07-19-2017 14:48	Finished	07-19-2017 14:49	1	100.00%
> Convert to Word	06-08-2017 13:18	Finished	06-08-2017 13:19	1	100.00%

Showing 1 to 19 - Total: 19 entries

Page 1 of 1

The 20 most recently processed jobs are shown first. Use the page indicator at the bottom of the job list to view older jobs.



Some of the column names, such as "Created", have little arrows in front of them. You can use these to change the sort order, e.g. from the oldest entry to the most recent.

Service	Created	State
> Translate	09-18-2017 10:26	Finished
> Convert to PDF	09-18-2017 10:24	Finished
> My Print	09-18-2017 10:21	Finished

At the top of the job list you can also find filters and a keyword search feature.

The screenshot shows the 'My Jobs' page with a navigation bar at the top containing 'HOME', 'STORE', 'MY JOBS', 'MY SERVICES', and 'MAINTENANCE'. Below the navigation bar, there are filter fields: 'From' (calendar icon), 'Until' (calendar icon), and 'All selected' (dropdown menu). A 'Filter' button is on the right. Below these fields is a 'Search' input field with a magnifying glass icon.

You can filter the job list according to the following criteria:

- Time period (start date/end date)
- State
- Keyword search

#### NOTE

You can combine the filters and keyword search.

#### Viewing job details

If you need more information about a job, click on the arrow in the job list.

The screenshot shows the 'My Jobs' page with a table of jobs. The table has columns: Service, Created, State, Last change, Files, and Progress. The 'Convert to PDF' job is selected, and its details are shown below the table. The details include: ID: 21381, Result files: 1, Input files: 1, and a 'Show...' button. A red circle highlights the 'Show...' button. Another red circle highlights the 'Convert to PDF' job in the table. A message 'Document XY.pdf was removed' is displayed next to the job details.

A summary of the job details will be clearly displayed. To access the input files (and, where applicable, the result files), click on "Show...".

#### NOTE

Depending on the document storage period that you, the administrator, have set (see "Specifying the storage period for job attachments" on page 40) the input and result files may already have been deleted. If this is case, you will see the note "Document XY was removed".

### Filtering jobs by time period

If you are searching for a job that you created with the bizhub Evolution service during a specific time period, you can filter the job list by time period.

The screenshot shows the 'My Jobs' page in the bizhub Evolution web interface. At the top, there's a navigation bar with 'HOME', 'STORE', 'MY JOBS', 'MY SERVICES', and 'MAINTENANCE'. The 'MY JOBS' tab is active. Below the navigation bar, the 'My Jobs' section has a filter field with a 'From' dropdown and a calendar. The calendar is open for September 2017, showing dates from 27 to 30. The 'Filter' button is visible. Below the calendar, there's a table of jobs. The table has columns for 'Service', 'Create', 'State', 'Last change', 'Files', and 'Progress'. The jobs listed are 'Translate' and 'Convert to PDF', all with a state of 'Finished' and a progress of '100.00%'. A search bar is also present on the right side of the table.

How to filter jobs by time period:

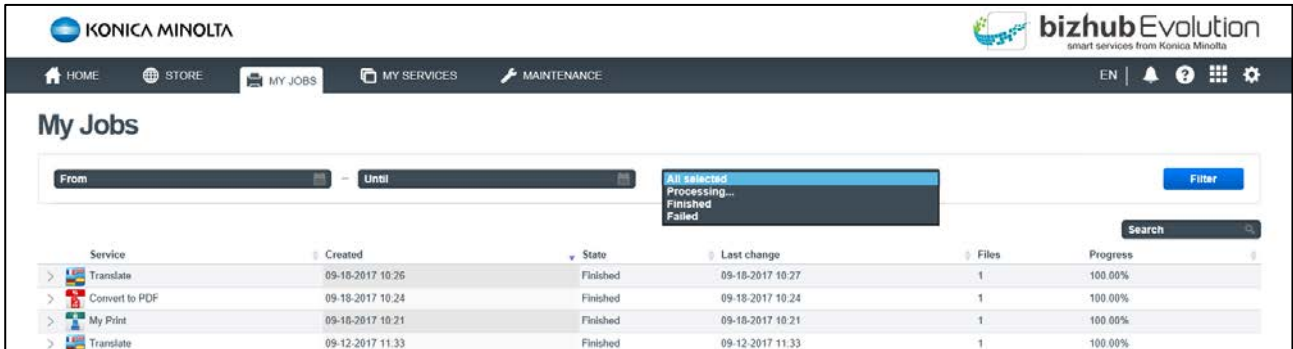
1. In the filter field, click on "From".
2. Select the start date on the calendar.  
**or**  
Enter the start date directly, using the "DD.MM.YYYY" format.
3. In the filter field, click on "To".
4. Select the end date on the calendar.  
**or**  
Enter the end date directly, using the "DD.MM.YYYY" format.
5. Click on [Filter].  
The filtered records are shown in the list.

### NOTES

- The number of filtered jobs is displayed under the job list.
- The filters and keyword search can be combined.

## Filtering jobs by state

If you are searching for a job that has been completed or is currently being processed, for example, you can filter the job list by state.



How to filter jobs by state:

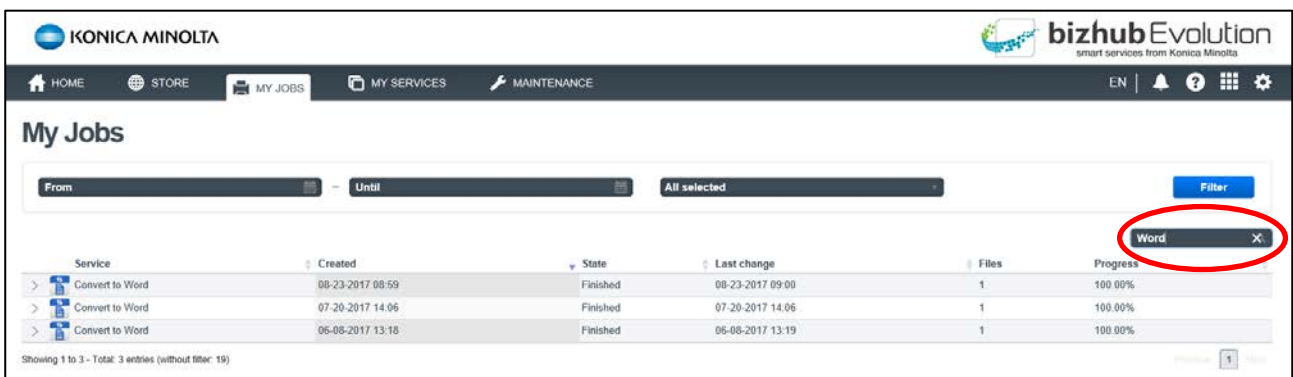
1. In the filter field, click on "All selected".
2. Mark the setting required, e.g. "Finished".
3. Click on [Filter].  
The filtered records are shown in the list.

## NOTES

- The number of filtered jobs is displayed under the job list.
- The filters and keyword search can be combined.

## Searching for jobs by keyword

The search field allows you to search through your job list for the application used, which will then be displayed.



For example, enter "Word" in the search field to display all jobs processed with "Convert to Word".

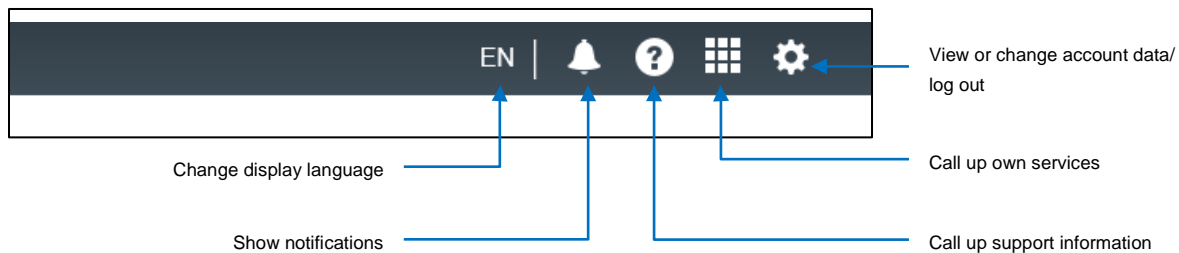
## NOTES

- The number of filtered jobs is displayed under the job list.
- The filters and keyword search can be combined.

## General operation/settings

### Quick access toolbar

The quick access toolbar is available at all times. It allows you to make use of further services.



### Change display language

You can change the display language using the language setting.

How to change the display language for the current bizhub Evolution session:

1. In the quick access toolbar, click on the language code.
2. Select a different display language.  
The display language changes.

#### **NOTE**

*You can change the display language permanently. This means that once you have logged in, bizhub Evolution will be automatically displayed in your desired language.*

*To configure this setting, go to:*

*Quick access toolbar → [Gear wheel] → [My account].*

### Changing account details

In the quick access toolbar, click on the gear wheel and then [My account] to view your current account settings.

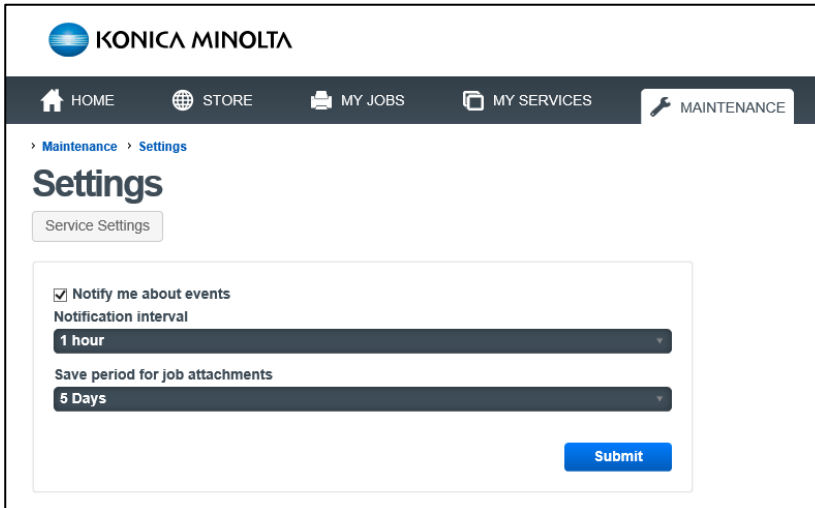
Here you can make the following changes:

- Change language setting
- Change password
- Change contact details

## Service settings

To specify whether and at what intervals you wish to be notified of events, go to:

Menu bar → [Maintenance] → [Settings].



KONICA MINOLTA

HOME STORE MY JOBS MY SERVICES MAINTENANCE

> Maintenance > Settings

### Settings

Service Settings

☒ Notify me about events

Notification interval

1 hour

Save period for job attachments

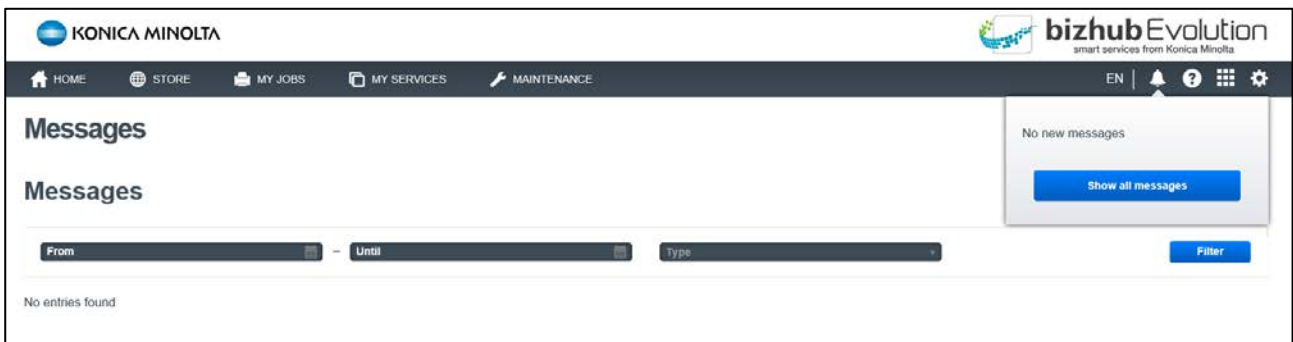
5 Days

Submit

1. Specify whether you wish to be notified about events. Check the box to do so.
2. Specify at which regular intervals you wish to receive notifications.
3. Click on [Submit].
4. Confirm with [OK].

## Viewing messages (bell)

If you have a message, you will see the "bell" icon. Click on the icon to view the message.



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HOME STORE MY JOBS MY SERVICES MAINTENANCE

EN | [Bell Icon] [Help Icon] [Menu Icon] [Settings Icon]

### Messages

Messages

From - Until Type

Filter

No entries found

No new messages

Show all messages

If you wish to view all the messages you have already received, click on [Show all messages].  
You can filter the message list by time period and/or message type.

Select a time period and/or message type and click on [Filter].

## Specifying the storage period for job attachments

Result files and files that are uploaded/scanned in and attached to a job can be called up for a time via the bizhub Evolution platform.

To specify the storage period for job attachments, go to:

Menu bar → [Maintenance] → [Settings].

KONICA MINOLTA

HOME STORE MY JOBS MY SERVICES MAINTENANCE

> Maintenance > Settings

### Settings

Service Settings

☒ Notify me about events

Notification interval  
1 hour

Save period for job attachments  
5 Days

Submit

Select the desired storage period from the drop-down menu.

### NOTE

If you do not wish to store job attachments, select 0 minutes.

## Using quick links

The pages that you call up most often can be found under "Quick links". You can use quick links to jump directly to one of the featured pages.

10:27	1	100.00%
10:24	1	100.00%
10:21	1	100.00%
11:33	1	100.00%
11:30	1	100.00%

Previous 1 2 3 4 Next

Quick links

- [Security Cubes](#)
- [Events](#)
- [Services](#)

## Have any questions?

Should you have any questions about how to use bizhub Evolution or about the individual services, please read the respective User's Guides. Should you encounter any problems, please contact the bizhub Evolution service team (see the "Support" chapter on page 27).

### NOTE

You can call up the User's Guide for the services here:

Quick access toolbar → [?] → [Support Information] → [Manuals].





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