



password fails from Pagescope Web Connection (PSWC).

Problem Solution

ID: KBA01400432

Related Products: bizhub 224e, bizhub 227, bizhub 284e, bizhub 287, bizhub 308, bizhub 364e, bizhub 367, bizhub 368, bizhub 454e, bizhub 458, bizhub 554e, bizhub 558, bizhub 654, bizhub 654e, bizhub 658, bizhub 754, bizhub 754e, bizhub 808, bizhub 958, bizhub C227, bizhub C258, bizhub C284, bizhub C284e, bizhub C287, bizhub C308, bizhub C364, bizhub C364e, bizhub C368, bizhub C454, bizhub C454e, bizhub C458, bizhub C554, bizhub C554e, bizhub C558, bizhub C654, bizhub C654e, bizhub C658, bizhub C754, bizhub C754e, PageScope Web Connection

Related Options:



Problem
Administrator password fails from





Administrator password fails from Pagescope Web Connection (PSWC).

The message "Authentication failed" or "Login failure" may be shown.

Solution

CAUSE: Software SW 25 is set incorrectly.

For example, to hex 10 or 20 (for 4 Series & 4e Series) or is higher than 40 (for 7 Series & 8 Series).

SOLUTION: To change the Function Version using Software SW 25, perform the following steps.

1. Press Menu.
2. Press Counter.
3. Press Keypad.
4. Press "Stop 00" "Stop 01".
5. If service mode password is set enter "9272" 4 times (default).
6. Select System 2.
7. Select Software Switch Setting.
8. Set Switch No. 25.
9. Hex Assignment: 00 (for 4 Series & 4e Series). Hex Assignment: 40 (for 7 Series & 8 Series).
10. Press Fix.

