



# **Windows**

## **Printer Driver**

# **Installation Guide**

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# Introduction

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# Introduction

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- ▶ **Disclaimers(P. 5)**
- ▶ **Copyright(P. 6)**
- ▶ **Trademarks(P. 7)**

## How to Use the Manual

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23ES-001

This explains things that you need to know in order to use this manual.

▶ **Notations Used in the Manual(P. 4)**

# Notations Used in the Manual

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23ES-003

This explains symbols and settings used in this manual.

## Symbols Used in This Manual

In this manual, explanations of items and operations that must be followed while using the driver are set forth the symbols that indicate the following.

### **IMPORTANT:**

Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the product correctly, and avoid damage to the product.

### **NOTE:**

Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

## About Settings

In this manual, setting names displayed on the computer screen are represented as shown in the following examples.

Example:

[Print]

[OK]

## Disclaimers

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23ES-006

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23ES-007

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23ES-008

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# System Requirements

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# System Requirements

23ES-009

The following system environment is required to install printer drivers.

OS	<ul style="list-style-type: none"><li>• Windows Vista</li><li>• Windows 7</li><li>• Windows 8.1</li><li>• Windows 10</li><li>• Windows Server 2008</li><li>• Windows Server 2008 R2 (64-bit version only)</li><li>• Windows Server 2012 (64-bit version only)</li><li>• Windows Server 2012 R2 (64-bit version only)</li><li>• Windows Server 2016</li></ul>
Computer	A computer running one of the above operating systems

## NOTE

- For information about support for the latest operating systems and service packs, visit the Canon website ( <http://www.canon.com/> ).

# Before Use

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## Before Use

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23ES-00A

- The functions that you can use may vary according to the following conditions.
  - The device you are using and its settings
  - The firmware version of the device
  - The option structure
  - The driver version
  - The computer environment you are using
- When printing from a Windows Store app, because you cannot display the print settings screen of the driver, the number of functions you can set is limited.
- The screen content, procedures, etc. displayed and described in the manual may differ from those actually displayed.
- In this manual, examples using Windows 7 (32-bit version) are explained.

# Installing

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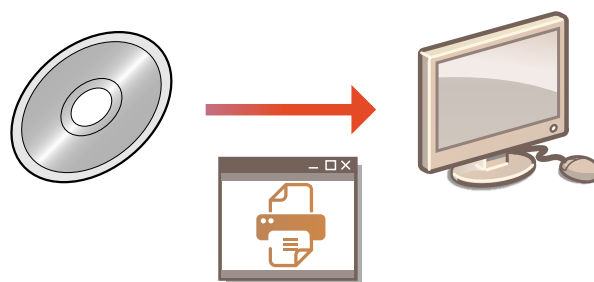
# Installing

23ES-00C

This section explains how to install a printer driver on your computer and how to set up the printer so that it is ready to print. The printer driver is software that you need to use the printer. Read this section and install the printer driver correctly.

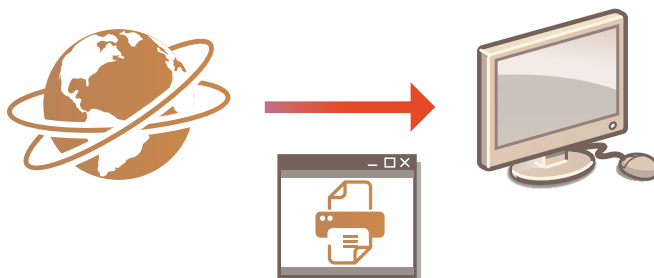
## ■ Installing from the Supplied CD-ROM/DVD-ROM

Install the printer driver from the User Software CD-ROM/DVD-ROM that is supplied with the printer. Perform the setup procedure, from connecting the printer and your computer to installation of the printer driver. ▶ **Installing from the Supplied CD-ROM/DVD-ROM(P. 14)**



## ■ Installing after Downloading from the Canon Website

The latest printer driver versions are available for downloading from the Canon website. Download a printer driver if, for example, the drivers on the CD-ROM/DVD-ROM do not support the operating system of your computer. ▶ **Installing after Downloading from the Canon Website(P. 26)**



## NOTE

### Adding a WSD Network Printer

If you are using Windows Vista/7/8.1/10/Server 2008/Server 2012/Server 2012 R2/Server 2016, you can use WSD (Web Services on Devices) to add a network printer. ▶ **Installing to Use WSD(P. 34)**

## Installing from the Supplied CD-ROM/DVD-ROM

23ES-00E

Perform the setup procedure, from connecting the printer and your computer to installation of the printer driver. If you are connecting the printer and a computer via wired LAN or wireless LAN, read the notes in **Things to Check before Starting (Wired LAN)(P. 71)** or **Things to Check before Starting (Wireless LAN)(P. 72)** before starting.

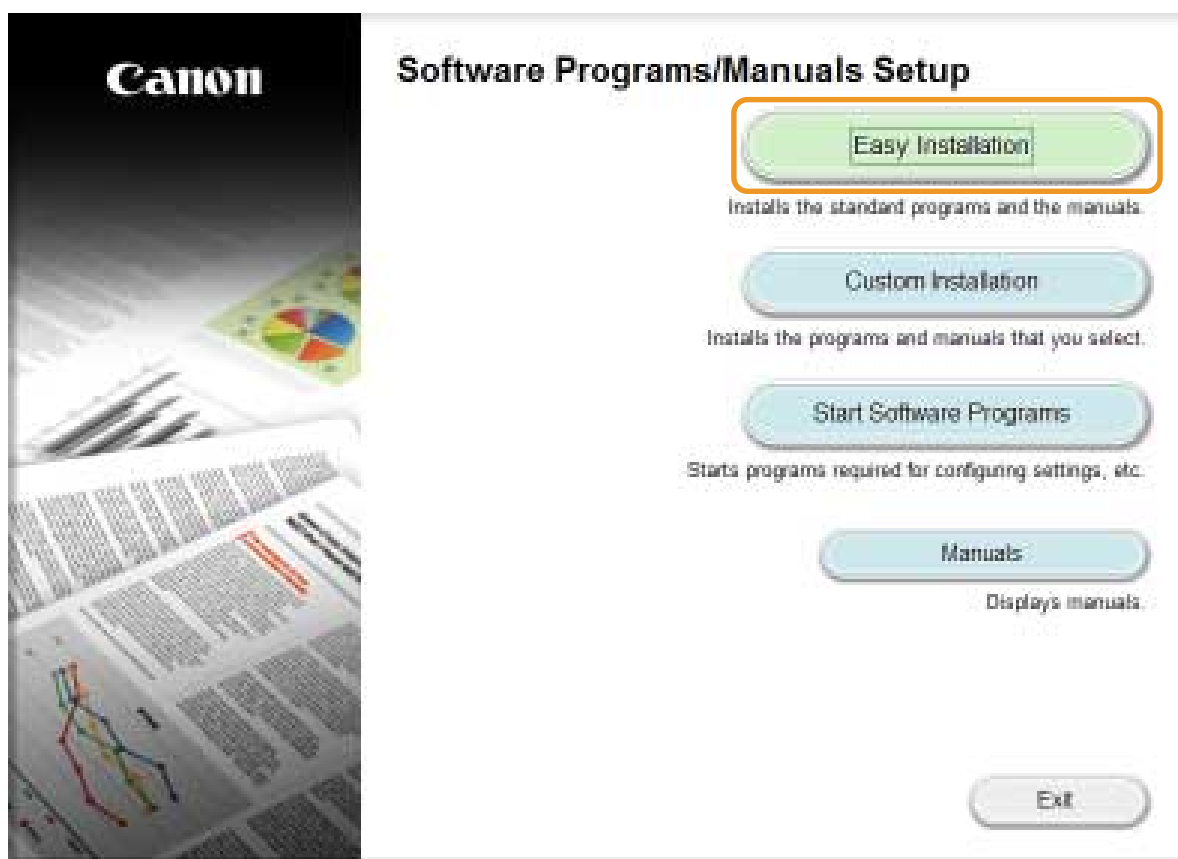
### 1 If you are making a USB connection, turn OFF the printer.

- The printer may not be recognized if you install the printer driver with the printer turned ON. Always turn OFF the power before installing.

### 2 Log on to the computer with an administrator account.

### 3 Insert the User Software CD-ROM/DVD-ROM into the drive on the computer.

### 4 Click [Easy Installation].

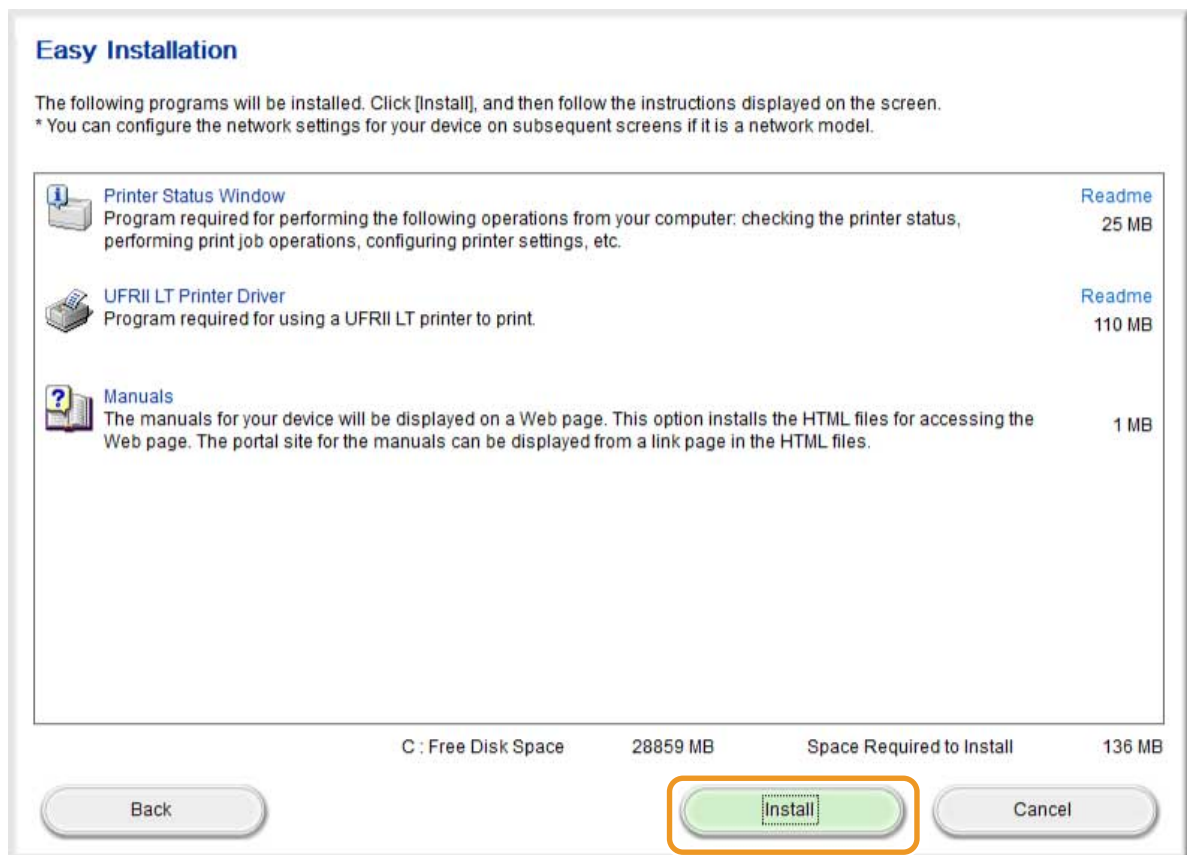


#### NOTE:

- If your computer does not support [Easy Installation] or if you want to manually install the file for displaying the portal site of the User's Guide and the other software, click [Custom Installation]/[Installation].
- If the above screen does not appear **Displaying the [Software Programs/Manuals Setup] Screen(P. 76)**
- If [AutoPlay] is displayed, click [Run MInst.exe].



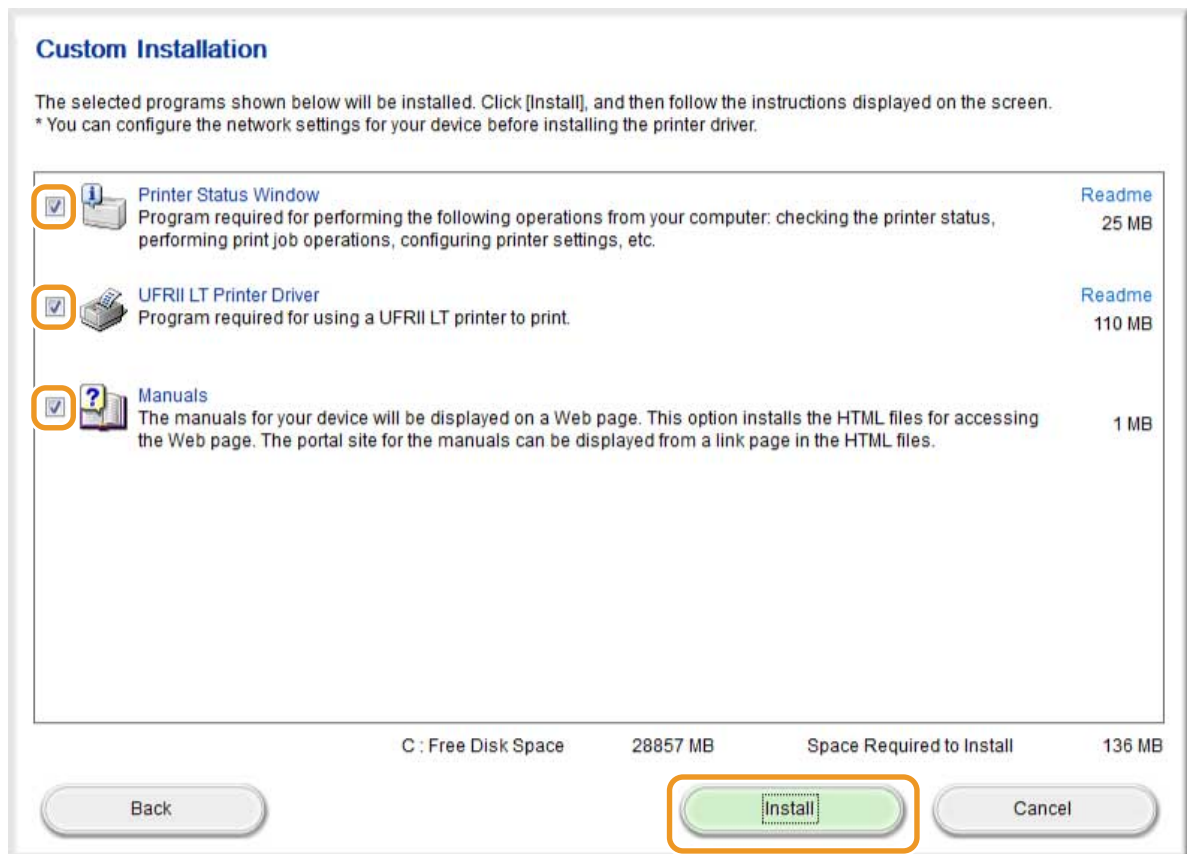
## 5 Click [Install].



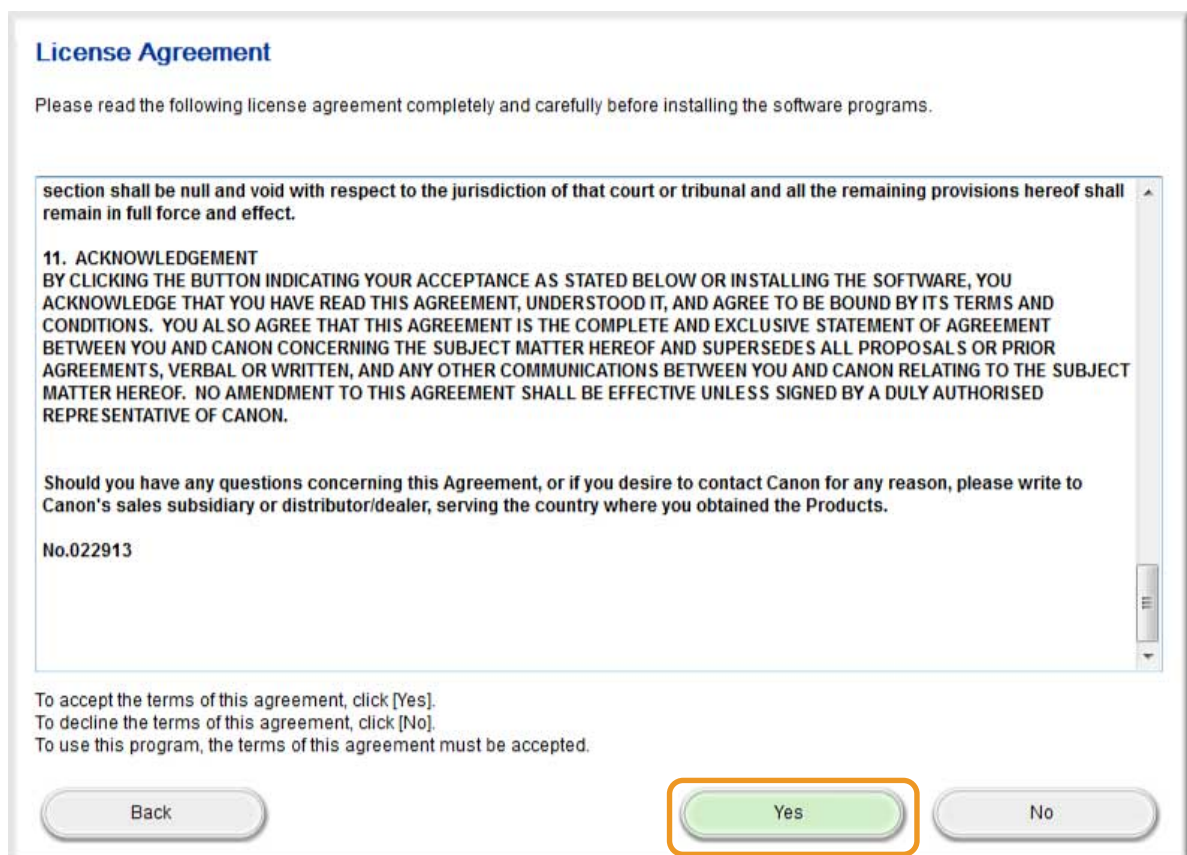
### NOTE:

If you clicked [Custom Installation]/[Installation] in step 4

Select the programs to install to your computer, and click [Install].



## 6 Read the License Agreement and click [Yes] to agree.



## 7 If the Printer Status Window screen is displayed, install the Printer Status Window.

1 Click [Start].

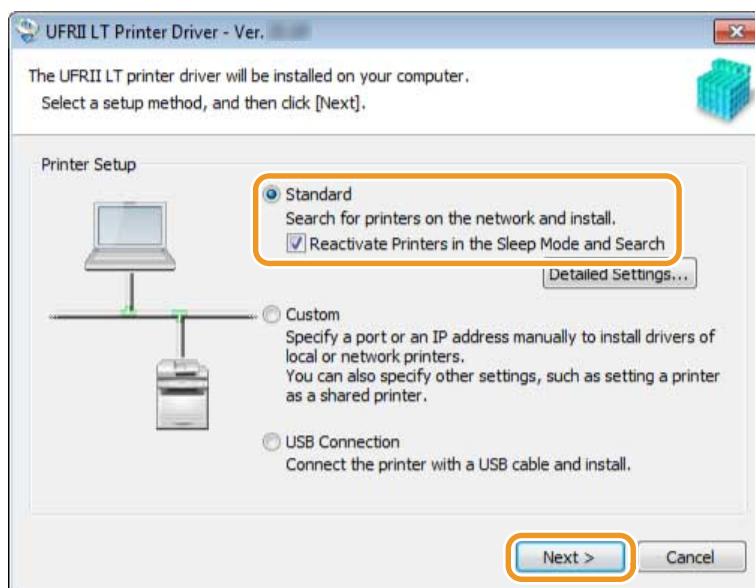
2 Click [Yes].

## 8 Install the printer driver.

### ■ Wired LAN or Wireless LAN Connection

1 Select [Standard], select the [Reactivate Printers in the Sleep Mode and Search] check box, and click [Next].

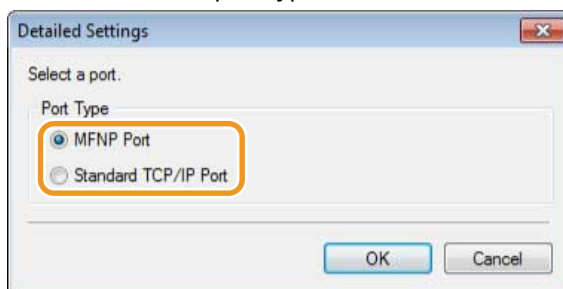
- If you are using the printer in an IPv6 environment, click [Detailed Settings] ► select [Standard TCP/IP Port] ► click [OK].



### NOTE:

#### About [Detailed Settings]

You can select the port type.



#### [MFNP Port] (only for IPv4 environment)

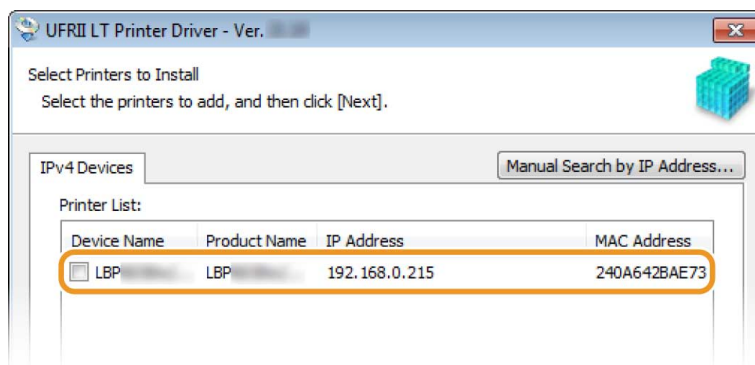
This is a port that enables automatic detection of the printer's IP address. Even if the IP address of the printer is changed, the connection between the printer and computer will be maintained, provided that they belong to the same subnet. Therefore, you do not need to add a new port every time the IP address is changed. If you are using the printer in an IPv4 environment, choose this setting.

#### [Standard TCP/IP Port]

This is a standard Windows port. Whenever the IP address of the printer is changed, a new port must be added.

2 Select check box for the printer that you want to install from the [Printer List].

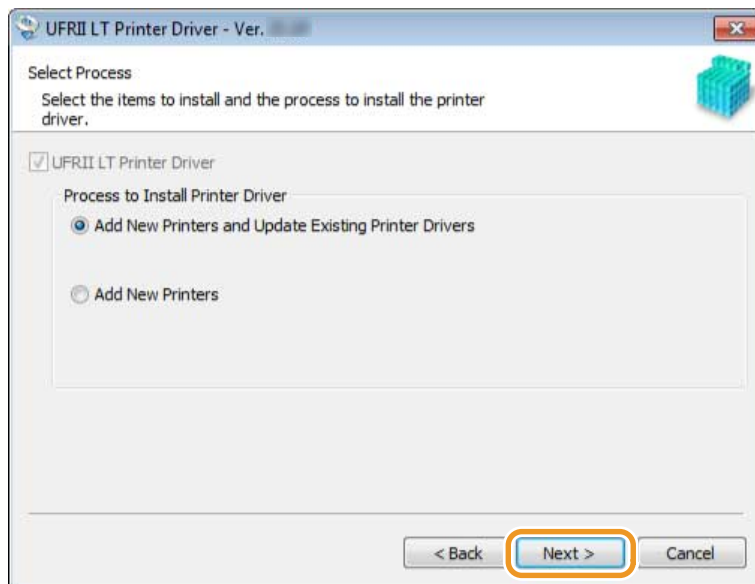
- If you want to use the printer in an IPv6 environment, click the [IPv6 Devices] tab.



## NOTE:

### If the [Select Process] screen is displayed

If a printer driver is already installed, the [Select Process] screen is displayed before the [Select Printers to Install] screen. For your printer, the selection made here makes no difference for the setup process. Simply click [Next].



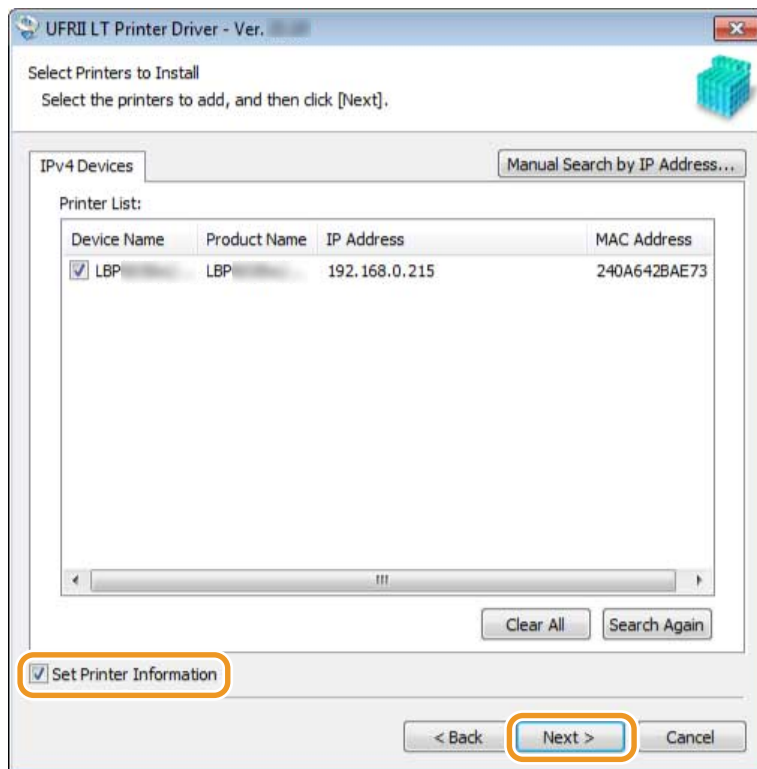
### If the [IPv6 Devices] tab is not displayed

Return to the previous screen, and click [Detailed Settings] ► select [Standard TCP/IP Port].

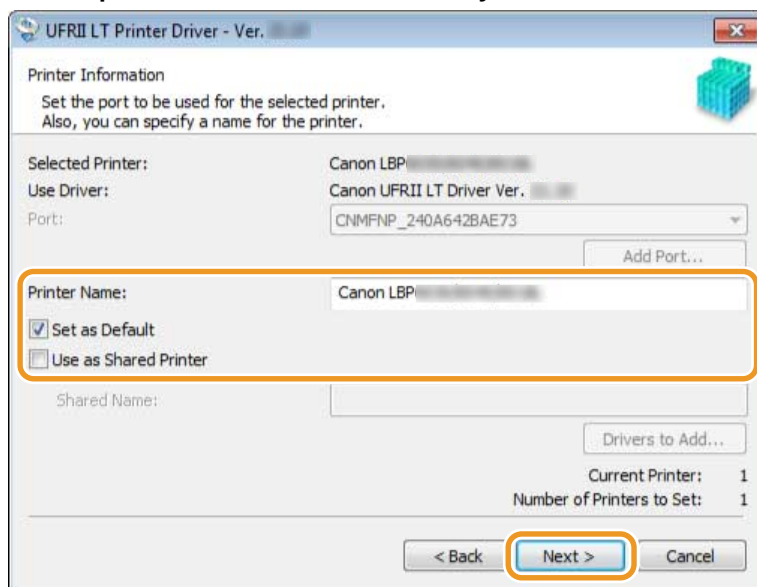
### If the printer that you want does not appear in [Printer List]

🔴 **Problems with the Wired LAN/Wireless LAN Connection(P. 62)**

- 3 Select the [Set Printer Information] check box, and click [Next].



#### 4 Set the printer information as necessary, and click [Next].



#### [Printer Name]

Change the printer name as necessary.

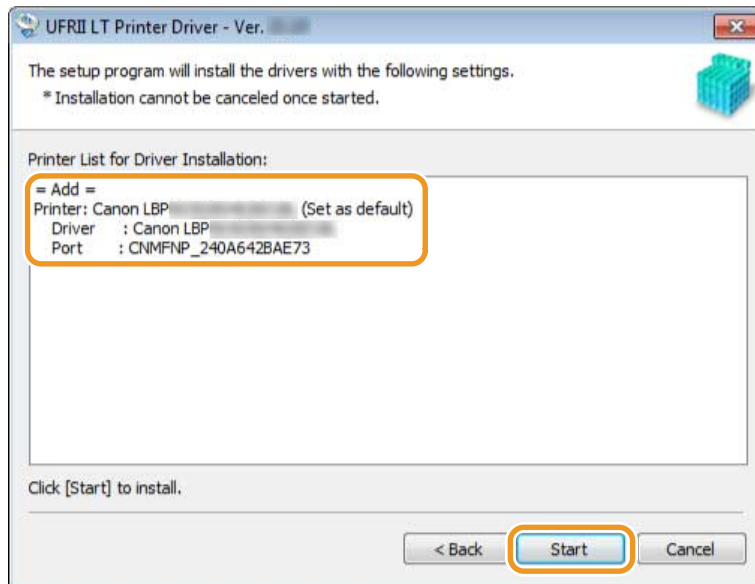
#### [Set as Default]

Select the check box if you want to use your printer as your default printer.

#### [Use as Shared Printer]

Select the check box if you want to share the printer (using the computer where you are performing the installation as a print server). **Setting Up a Print Server during Printer Driver Installation(P. 47)**

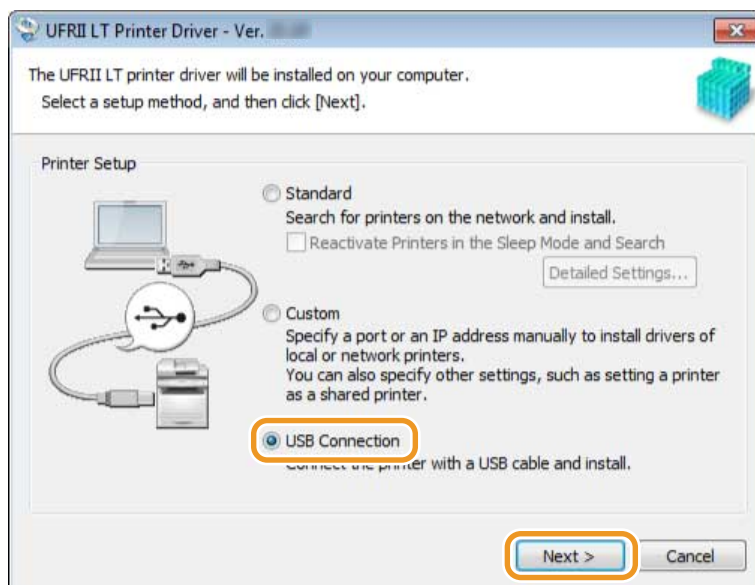
#### 5 Check the printer information in [Printer List for Driver Installation], and click [Start].



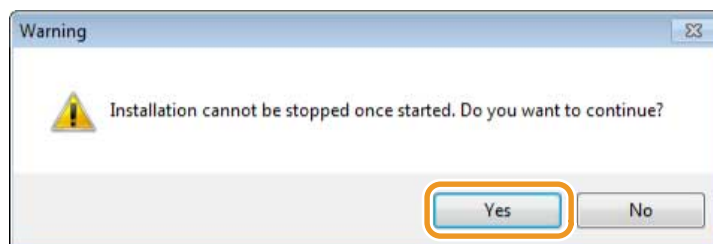
Installation of the printer driver starts.

## ■ USB Connection

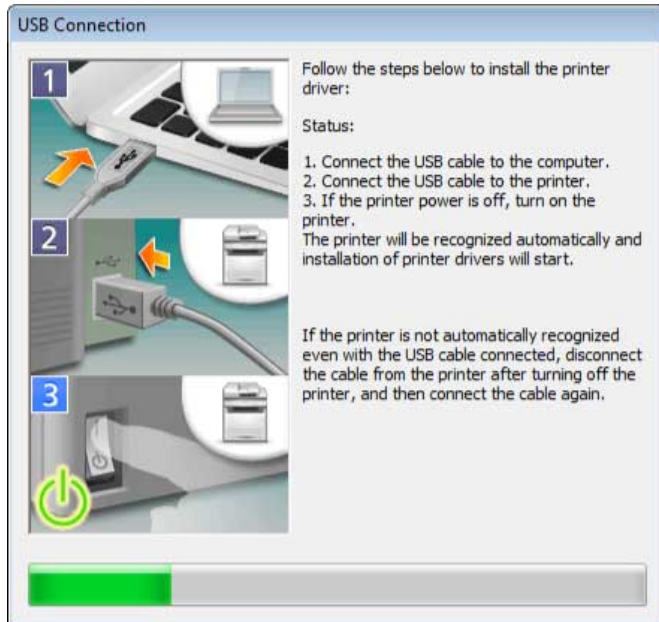
### 1 Select [USB Connection], and click [Next].



### 2 Click [Yes].



### 3 When the following screen appears, connect the computer and the printer with a USB cable (▶ Connecting via USB(P. 74) ), and turn ON the printer.



➡ Installation of the printer driver starts.

### NOTE:

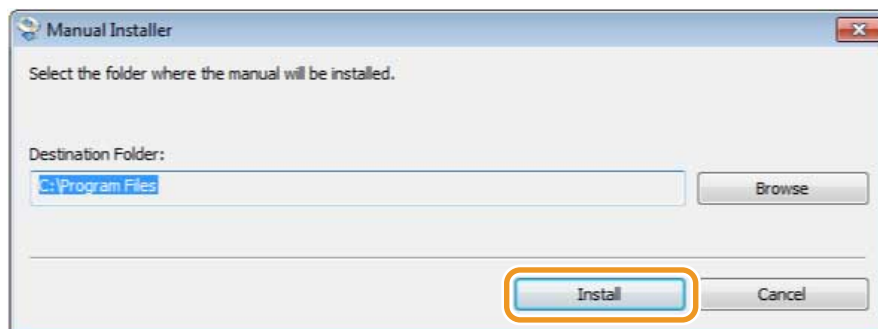
If installation does not start ▶ **Problems with the USB Connection(P. 64)**

## 9 Install the file for displaying the portal site of the User's Guide.

- If you are performing [Custom Installation]/[Installation] with the [Manuals] check box cleared, proceed to step 10.

### 1 Click [Install].

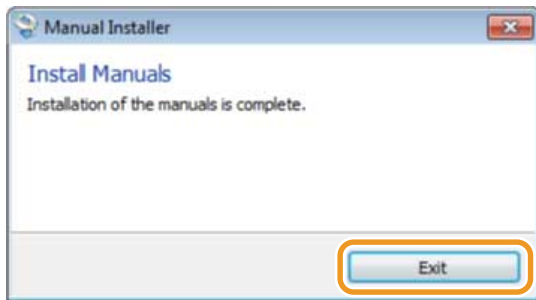
- If you want to change the installation destination, click [Browse] and select your desired location.



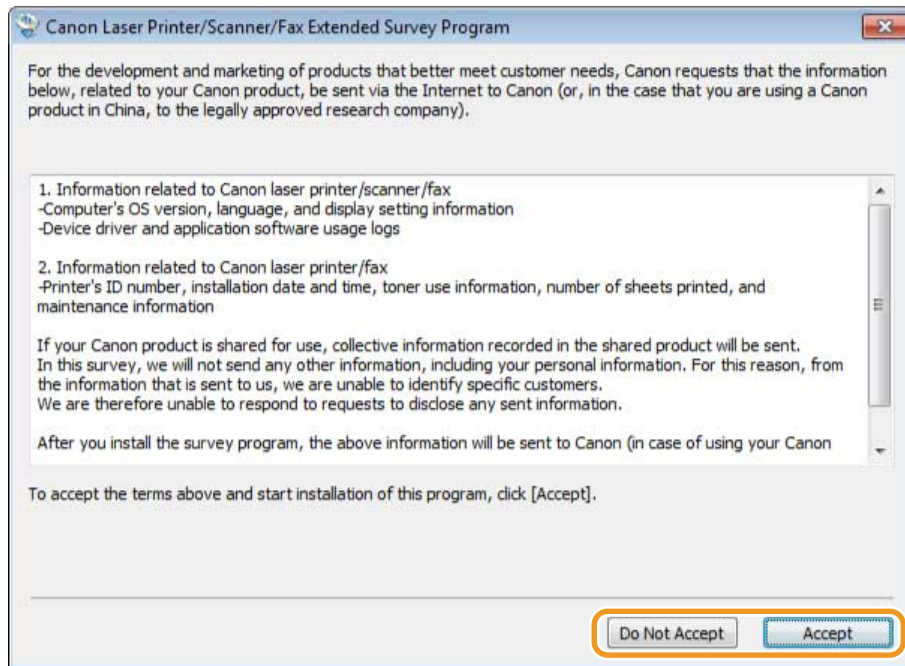
➡ Installation of the file for displaying the portal site of the User's Guide starts.

### 2 Click [Exit].





**10** Read the information in the following screen carefully, click [Accept] or [Do Not Accept].

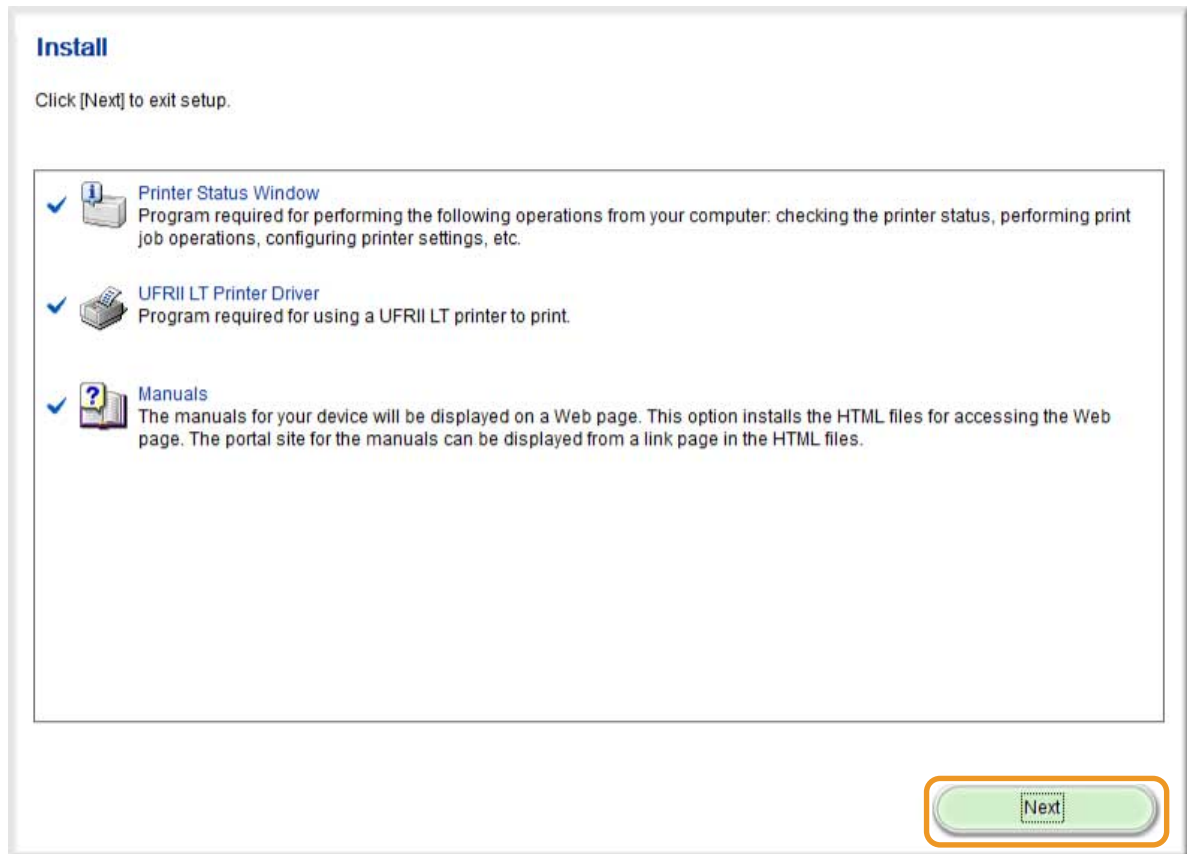


➡ If you click [Accept], the Product Extended Survey Program is installed.

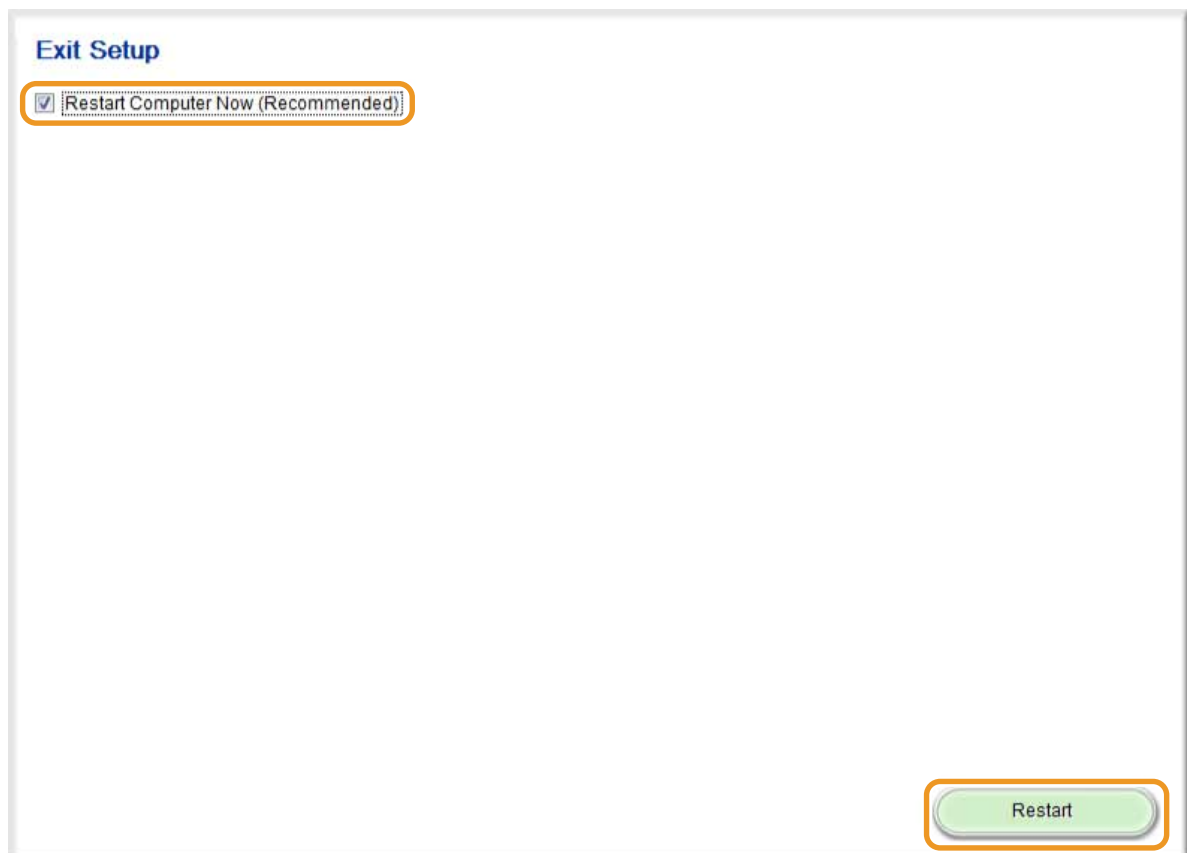
- The Product Extended Survey Program is a program to send basic information related to installation and usage of the printer to Canon every month for 10 years. It does not send any other information, including your personal information. You can uninstall the Product Extended Survey Program at any time. ➡ **Uninstalling the Product Extended Survey Program(P. 59)**

**11** Click [Next].



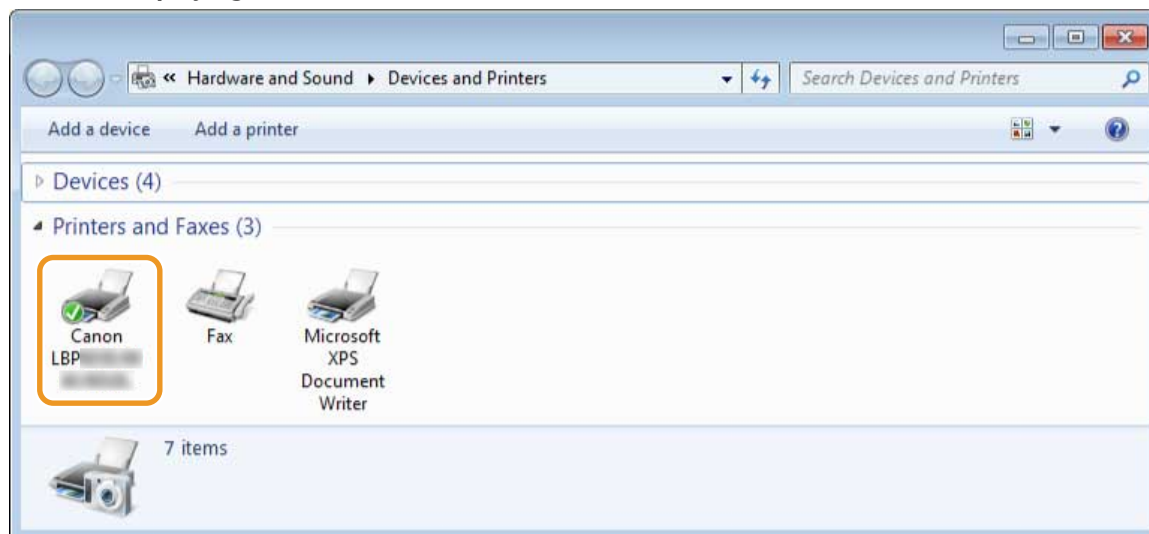


**12** Select the [Restart Computer Now (Recommended)] check box, and click [Restart].



## ■ Checking the Results of the Installation

If the printer driver has been installed correctly, an icon for the installed printer will be displayed in the printer folder ( ➤ **Displaying the Printer Folder(P. 75)** ).



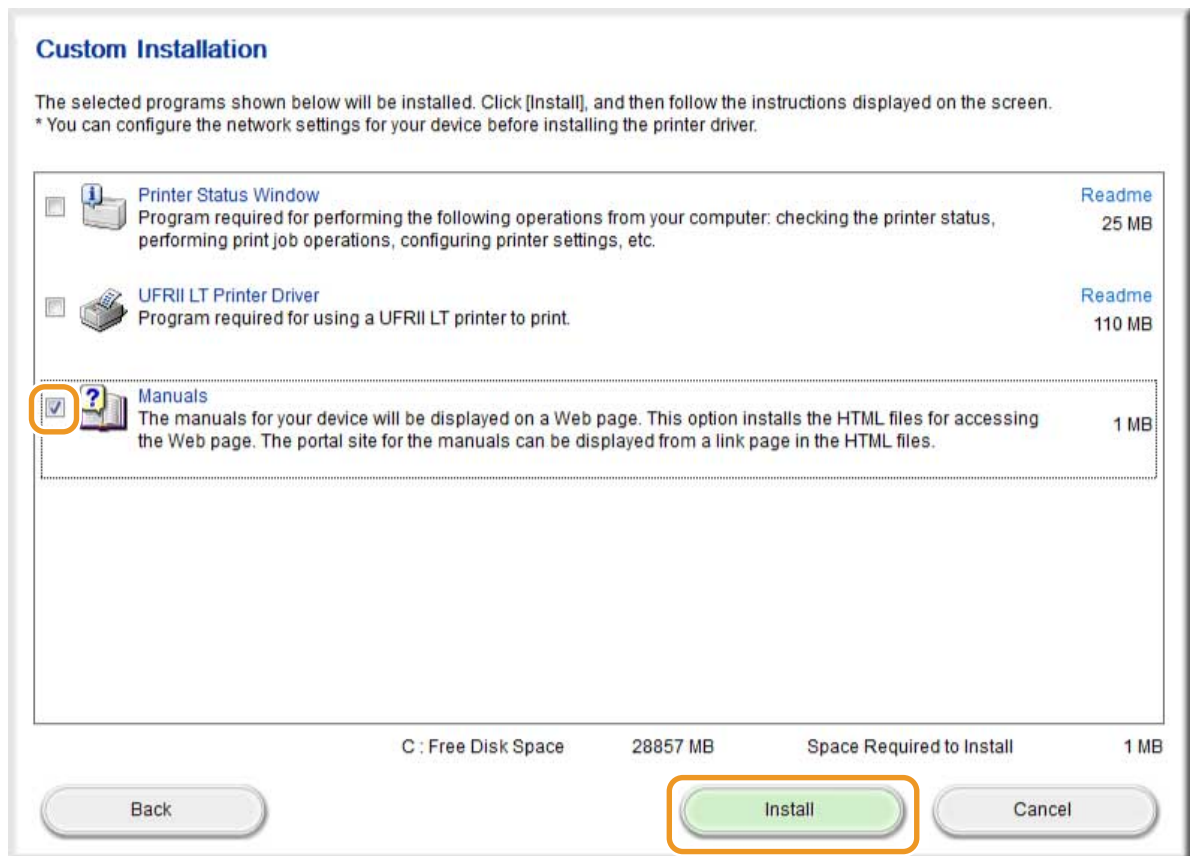
If the file for displaying the portal site of the User's Guide has been installed correctly, a shortcut icon for that file will be displayed on the desktop.

## NOTE

### If the icon is not displayed

- Uninstall the printer driver ( ➤ **Uninstalling Printer Drivers(P. 57)** ) and repeat the setup from the beginning.
- If the shortcut icon for the User's Guide is not displayed (that is, the icon for the installed printer alone is displayed), perform the procedure for installing the file for displaying the portal site of the User's Guide alone.

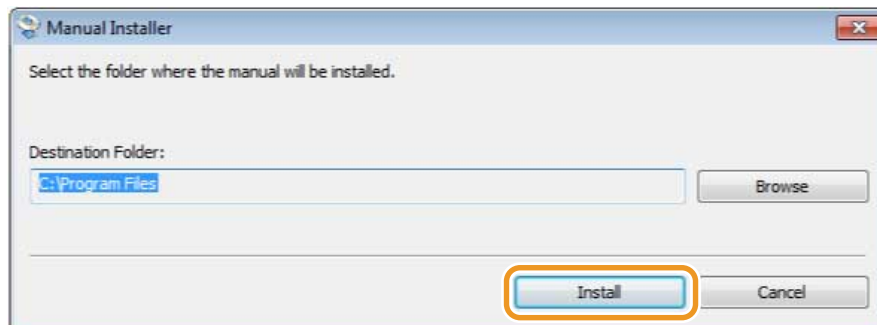
- 1 Insert the User Software CD-ROM/DVD-ROM into the drive on the computer.**
  - If the [Software Programs/Manuals Setup] screen does not appear ➤ **Displaying the [Software Programs/Manuals Setup] Screen(P. 76)**
  - If [AutoPlay] is displayed, click [Run MInst.exe].
- 2 Click [Custom Installation]/[Installation].**
- 3 Select the [Manuals] check box and click [Install].**



**4** Read the License Agreement and click [Yes] to agree.

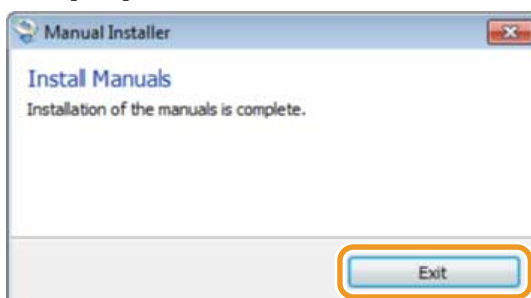
**5** Click [Install].

- If you want to change the installation destination, click [Browse] and select your desired location.



➡ The installation begins.

**6** Click [Exit].



**7** Click [Next] ➡ [Exit].

# Installing after Downloading from the Canon Website

23ES-00F

Install the printer driver after downloading the latest version from the Canon website.

- 1 Log on to the computer with an administrator account.**
- 2 Download the printer driver from the Canon website ( <http://www.canon.com/> ).**
  - For more information about how to download the printer driver, see the driver download page for your printer.
- 3 Unzip the downloaded file.**
- 4 If you are making a wired LAN or wireless LAN connection, connect the printer to the computer.**
  - ▶ **Connecting via Wired LAN(P. 71)**
  - ▶ **Connecting via Wireless LAN(P. 72)**
- 5 If you are making a USB connection, turn OFF the printer.**
  - The printer may not be recognized if you install the printer driver with the printer turned ON. Always turn OFF the power before installing.
- 6 If the Printer Status Window is included in a downloaded folder, open the Printer Status Window folder.**
  - If the Printer Status Window is not included, proceed to step 10.

**32-bit operating system**  
[Printer\_Status\_Window] ▶ [uk\_eng] ▶ [32BIT] folders of the downloaded file

**64-bit operating system**  
[Printer\_Status\_Window] ▶ [uk\_eng] ▶ [x64] folders of the downloaded file

**NOTE:**

If you do not know whether to specify the 32-bit version or the 64-bit version for Windows Vista/7/8.1/10/ Server 2008/Server 2012/Server 2012 R2/Server 2016, see ▶ **Checking the Bit Architecture(P. 76)** .
- 7 Double-click "Setup.exe."**
- 8 Read the License Agreement and click [Yes] to agree.**
- 9 Install the Printer Status Window.**

1 Click [Start].

2 Click [Yes].

## 10 Open the folder where the printer driver is stored.

### 32-bit operating system

[UFR II] ► [uk\_eng] ► [32BIT] folders of the downloaded file

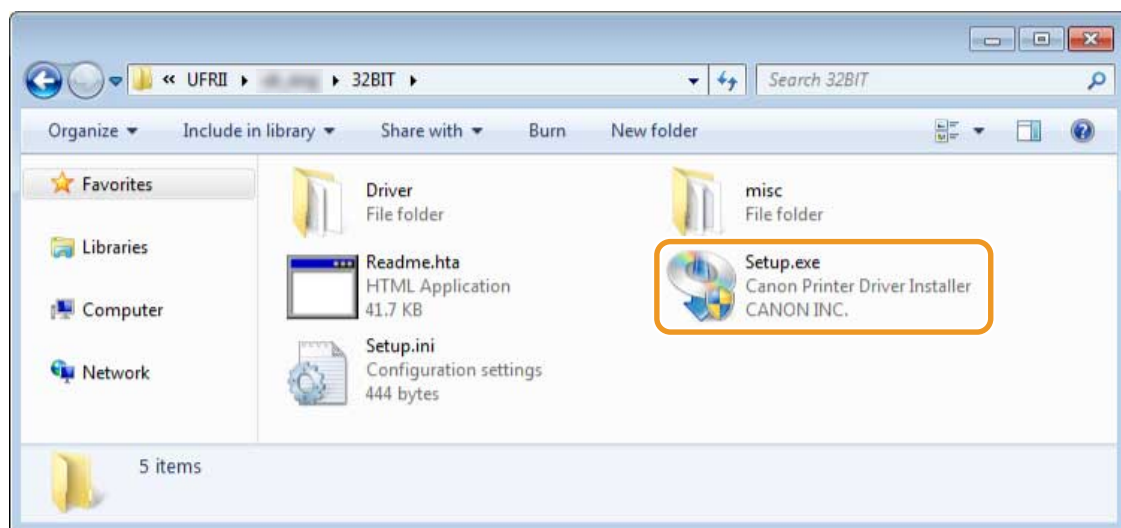
### 64-bit operating system

[UFR II] ► [uk\_eng] ► [x64] folders of the downloaded file

## NOTE:

If you do not know whether to specify the 32-bit version or the 64-bit version for Windows Vista/7/8.1/10/ Server 2008/Server 2012/Server 2012 R2/Server 2016, see ► **Checking the Bit Architecture(P. 76)** .

## 11 Double-click "Setup.exe."



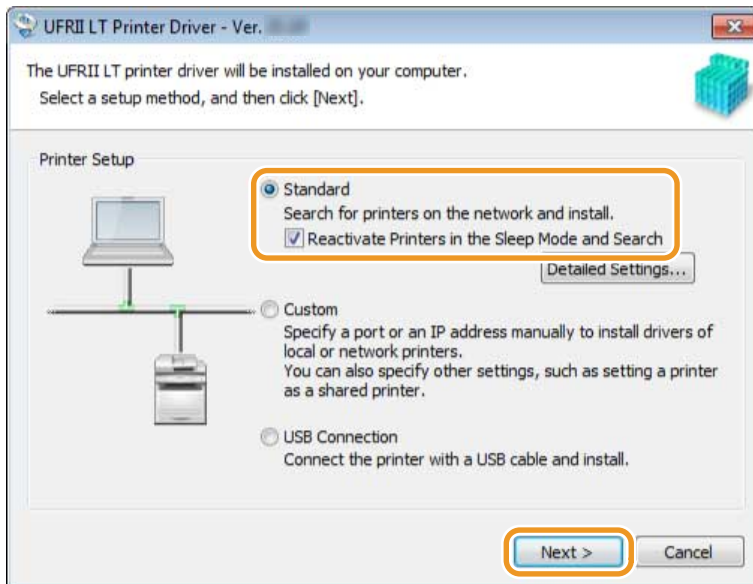
## 12 Read the License Agreement and click [Yes] to agree.



## 13 Install the printer driver.

### ■ Wired LAN or Wireless LAN Connection

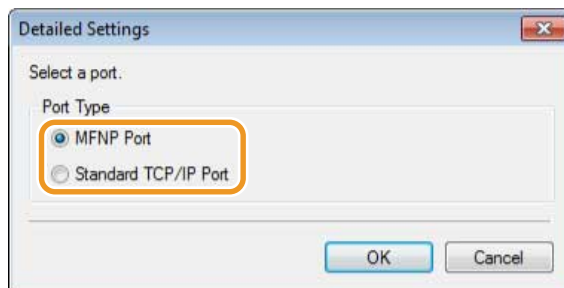
- 1 Select **[Standard]**, select the **[Reactivate Printers in the Sleep Mode and Search]** check box, and click **[Next]**.
  - If you are using the printer in an IPv6 environment, click **[Detailed Settings]** ► select **[Standard TCP/IP Port]** ► click **[OK]**.



### NOTE:

#### About **[Detailed Settings]**

You can select the port type.



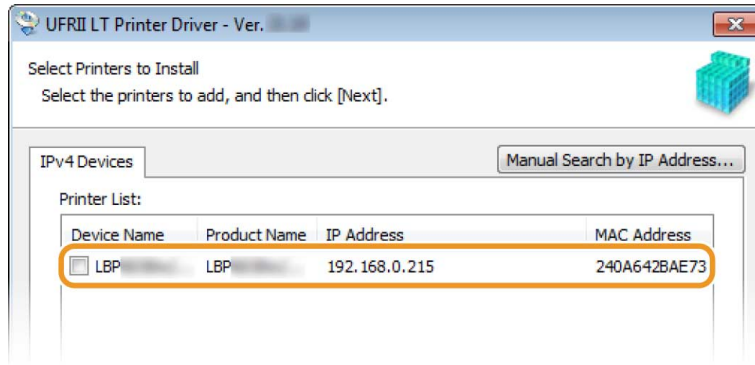
#### **[MFNP Port] (only for IPv4 environment)**

This is a port that enables automatic detection of the printer's IP address. Even if the IP address of the printer is changed, the connection between the printer and computer will be maintained, provided that they belong to the same subnet. Therefore, you do not need to add a new port every time the IP address is changed. If you are using the printer in an IPv4 environment, choose this setting.

#### **[Standard TCP/IP Port]**

This is a standard Windows port. Whenever the IP address of the printer is changed, a new port must be added.

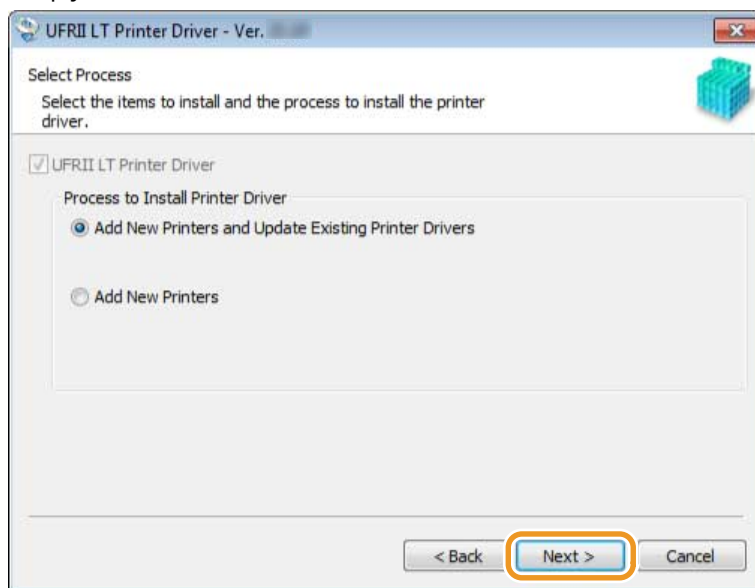
- 2 Select check box for the printer that you want to install from the **[Printer List]**.
  - If you want to use the printer in an IPv6 environment, click the **[IPv6 Devices]** tab.



## NOTE:

### If the [Select Process] screen is displayed

If a printer driver is already installed, the [Select Process] screen is displayed before the [Select Printers to Install] screen. For your printer, the selection made here makes no difference for the setup process. Simply click [Next].



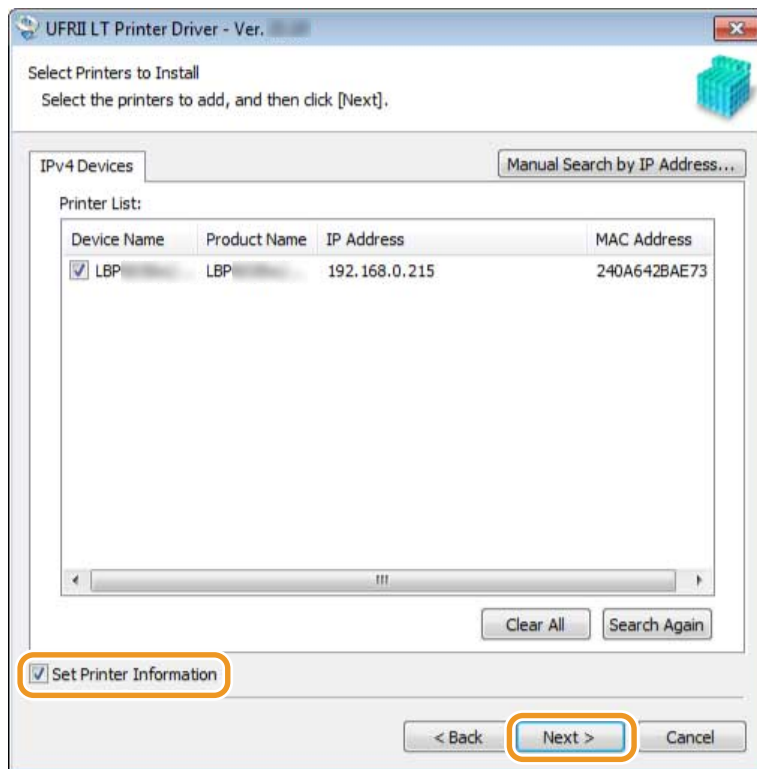
### If the [IPv6 Devices] tab is not displayed

Return to the previous screen, and click [Detailed Settings] ► select [Standard TCP/IP Port].

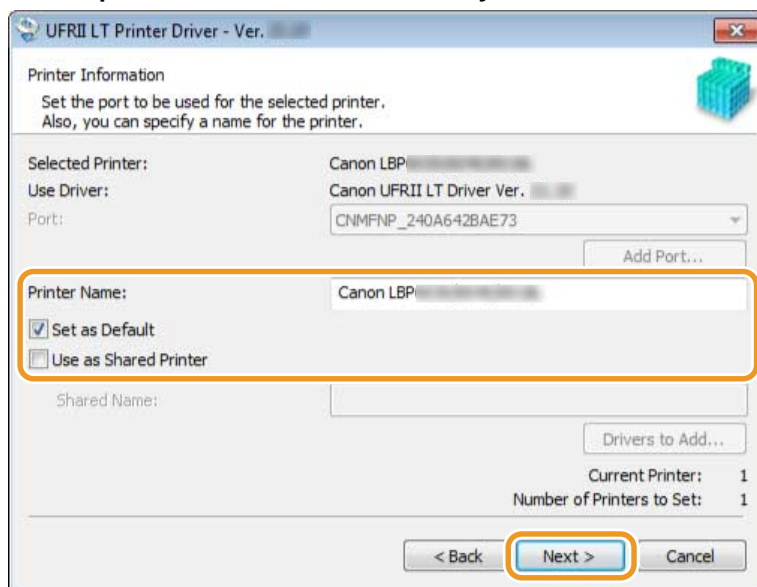
### If the printer that you want does not appear in [Printer List]

🔴 Problems with the Wired LAN/Wireless LAN Connection(P. 62)

- 3 Select the [Set Printer Information] check box, and click [Next].



#### 4 Set the printer information as necessary, and click [Next].



##### [Printer Name]

Change the printer name as necessary.

##### [Set as Default]

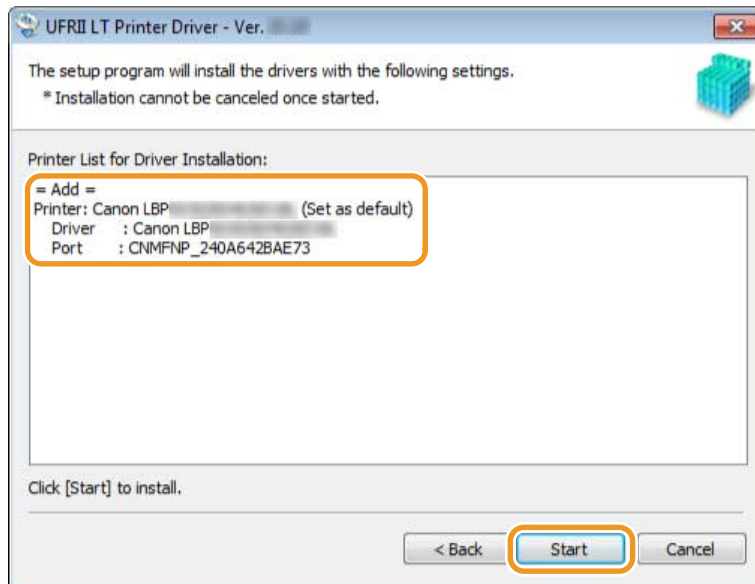
Select the check box if you want to use your printer as your default printer.

##### [Use as Shared Printer]

Select the check box if you want to share the printer (using the computer where you are performing the installation as a print server). **Setting Up a Print Server during Printer Driver Installation(P. 47)**

#### 5 Check the printer information in [Printer List for Driver Installation], and click [Start].

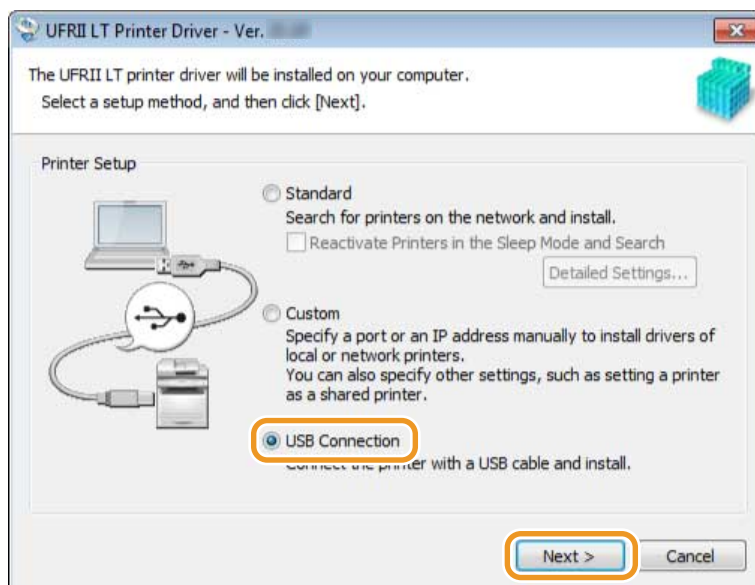




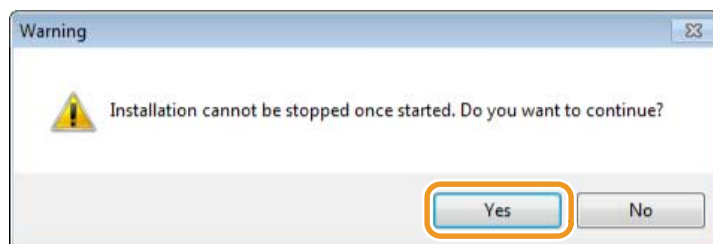
Installation of the printer driver starts.

## ■ USB Connection

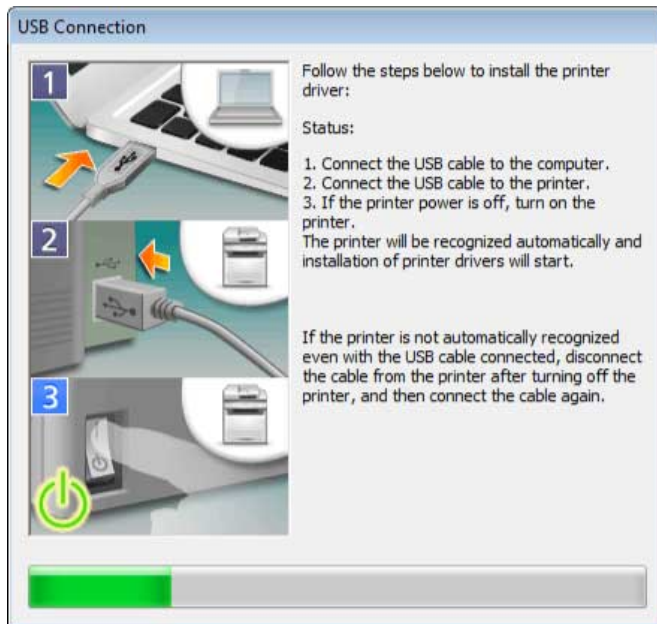
### 1 Select [USB Connection], and click [Next].



### 2 Click [Yes].



### 3 When the following screen appears, connect the computer and the printer with a USB cable (▶ Connecting via USB(P. 74) ), and turn ON the printer.

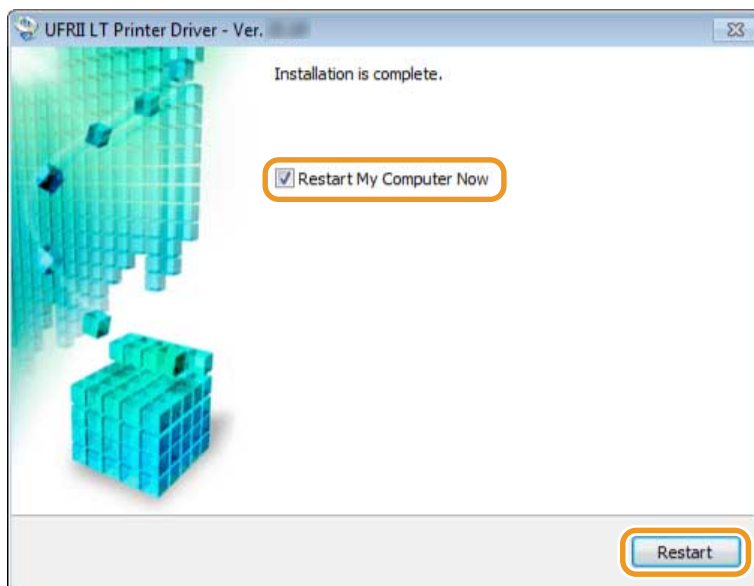


➡ Installation of the printer driver starts.

### NOTE:

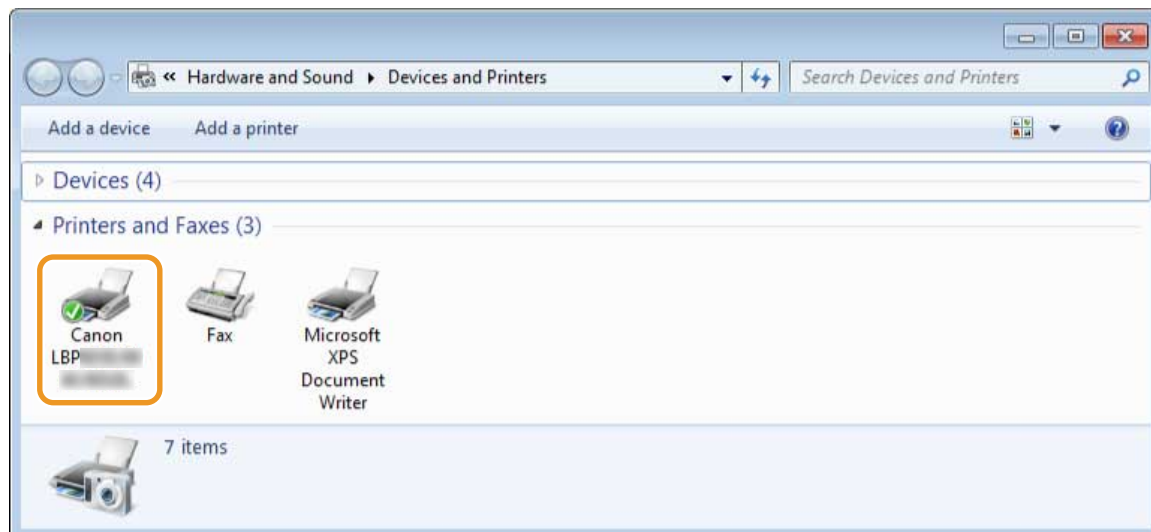
If installation does not start ➡ **Problems with the USB Connection(P. 64)**

## 14 Select the [Restart My Computer Now] check box, and click [Restart].



### ■ Checking the Results of the Installation

If the printer driver has been installed correctly, an icon for the installed printer will be displayed in the printer folder ( ➡ **Displaying the Printer Folder(P. 75)** ).



## NOTE

### If the icon is not displayed

Uninstall the printer driver ( ► **Uninstalling Printer Drivers(P. 57)** ) and repeat the installation from the beginning.

# Installing to Use WSD

23ES-00H

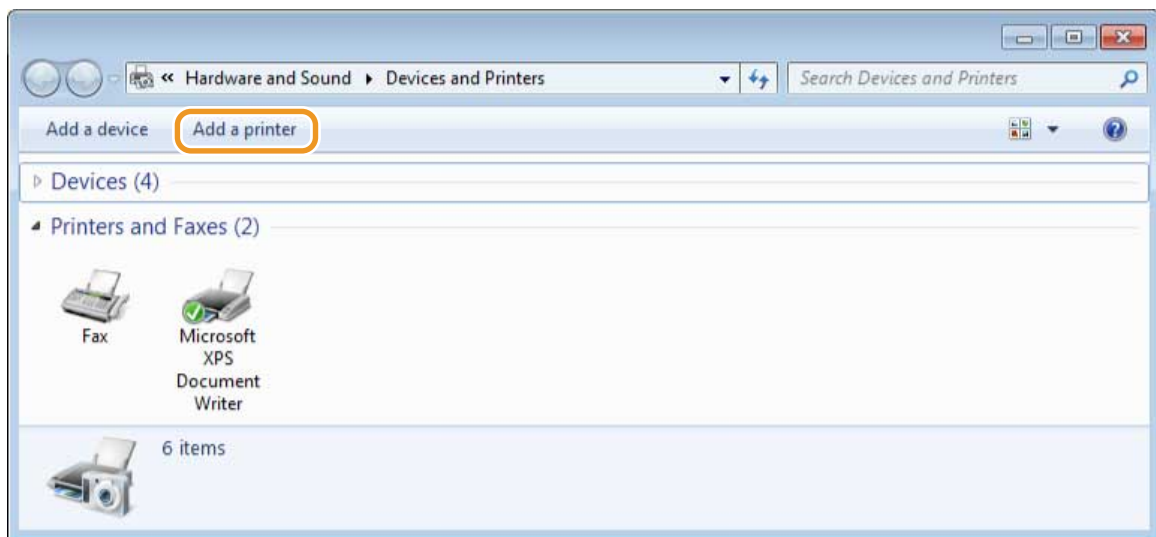
If you are using Windows Vista/7/8.1/10/Server 2008/Server 2012/Server 2012 R2/Server 2016, you can print by using the WSD (Web Services on Devices) protocol. If you want to use WSD, first install the printer driver and then add a network printer.

➤ **Installing a Printer Driver(P. 34)**

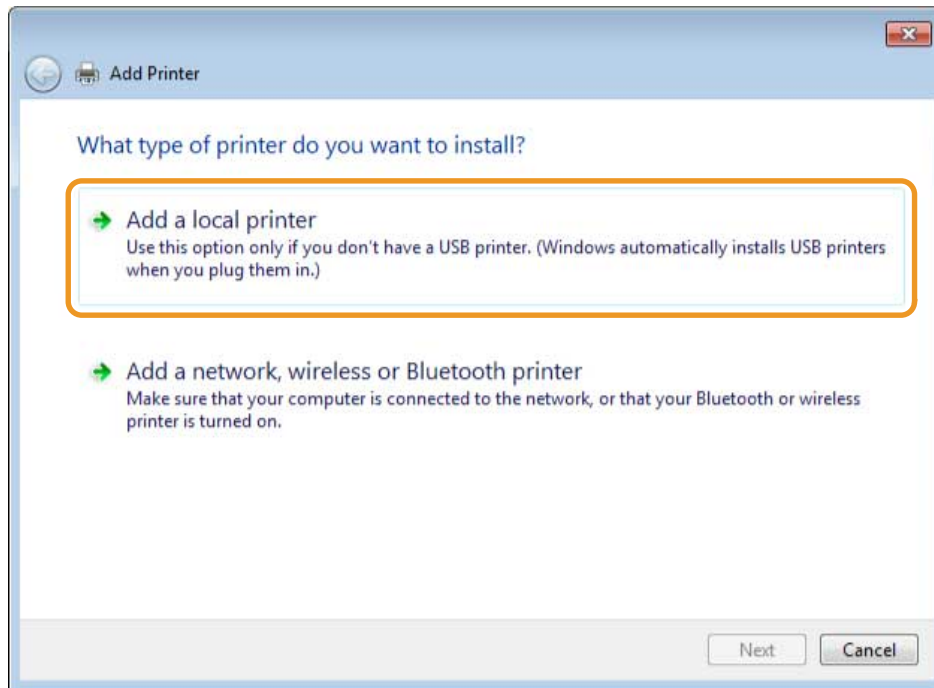
➤ **Adding a Network Printer(P. 39)**

## Installing a Printer Driver

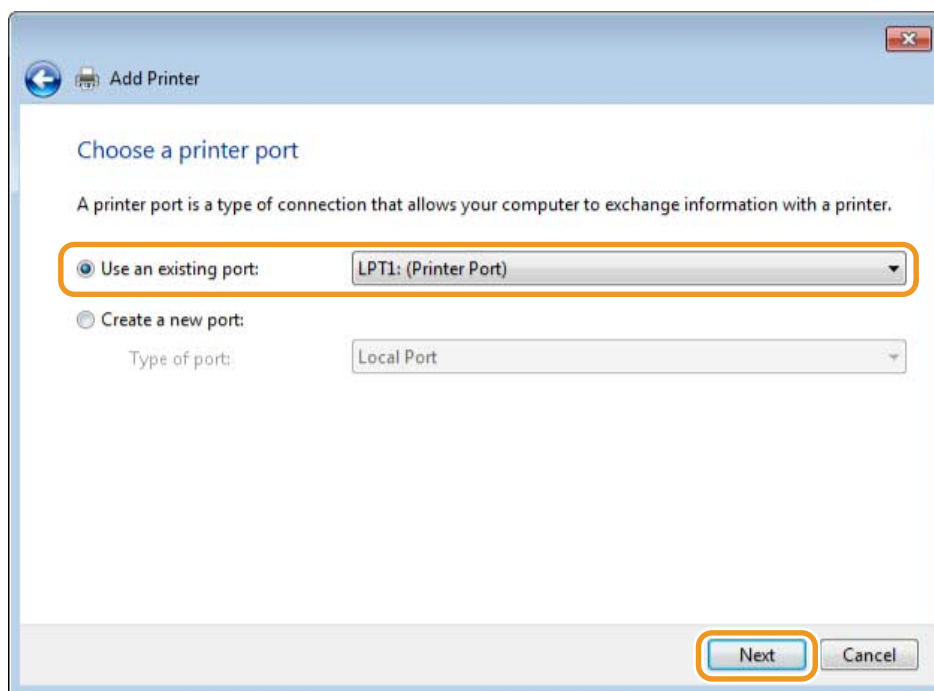
- 1** Log on to the computer with an administrator account.
- 2** Open the printer folder. ➤ **Displaying the Printer Folder(P. 75)**
- 3** Click [Add a printer] or [Add Printer].



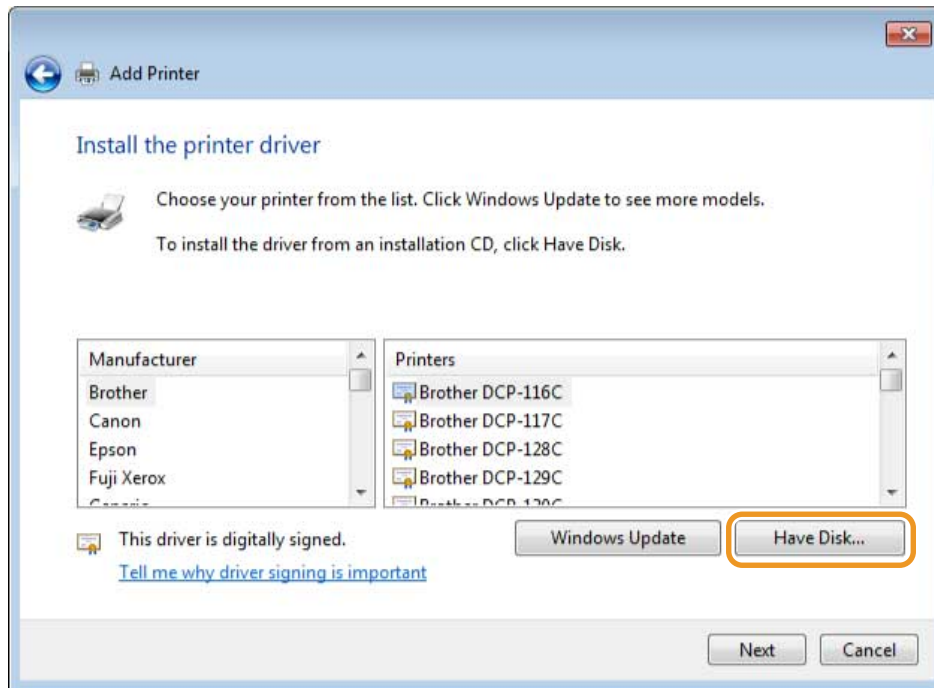
- 4** Click [Add a local printer].



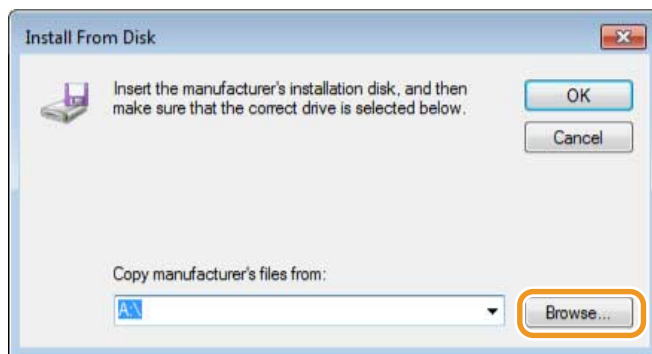
**5** Check that [LPT1] is selected under [Use an existing port], and click [Next].



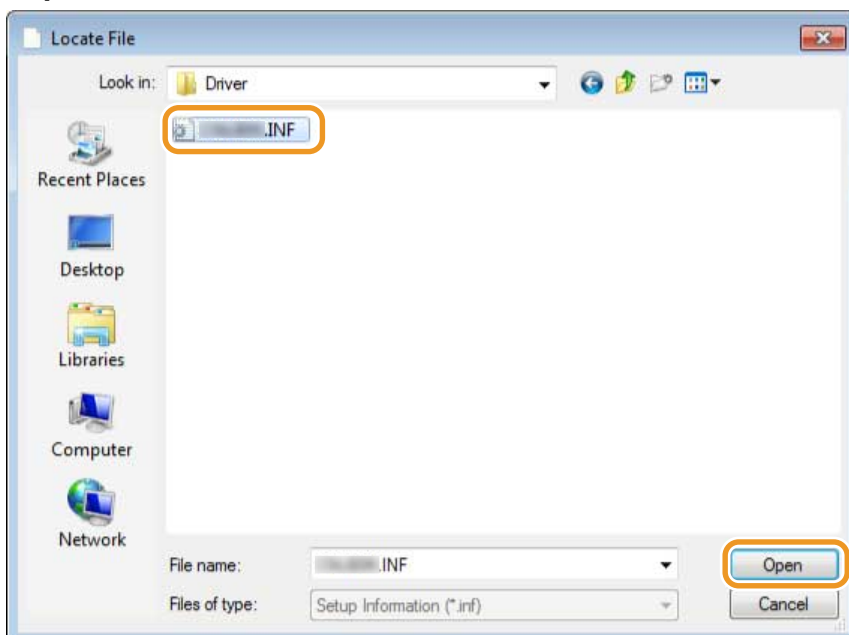
**6** Click [Have Disk].



## 7 Click [Browse].



## 8 Specify the folder where the printer driver is stored, select the Inf file, and click [Open].



- Specify the folder where the printer driver is stored as follows.

**32-bit operating system**

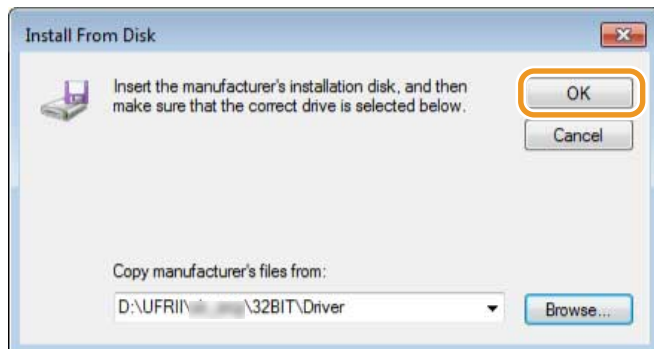
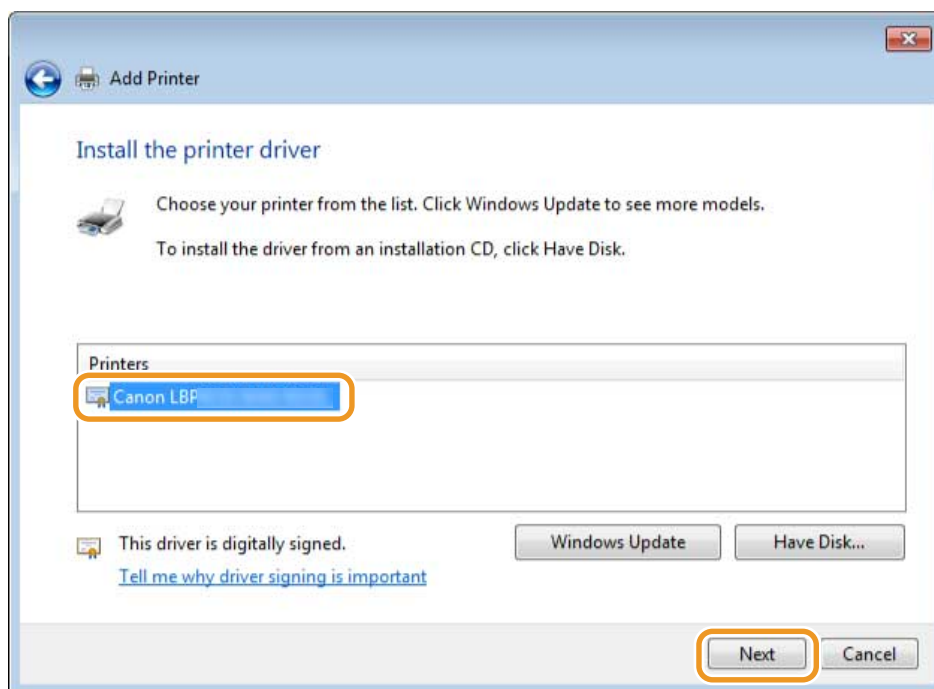
Specify [UFRII] ► [uk\_eng] ► [32BIT] ► [Driver] folders of the CD-ROM/DVD-ROM or downloaded file.

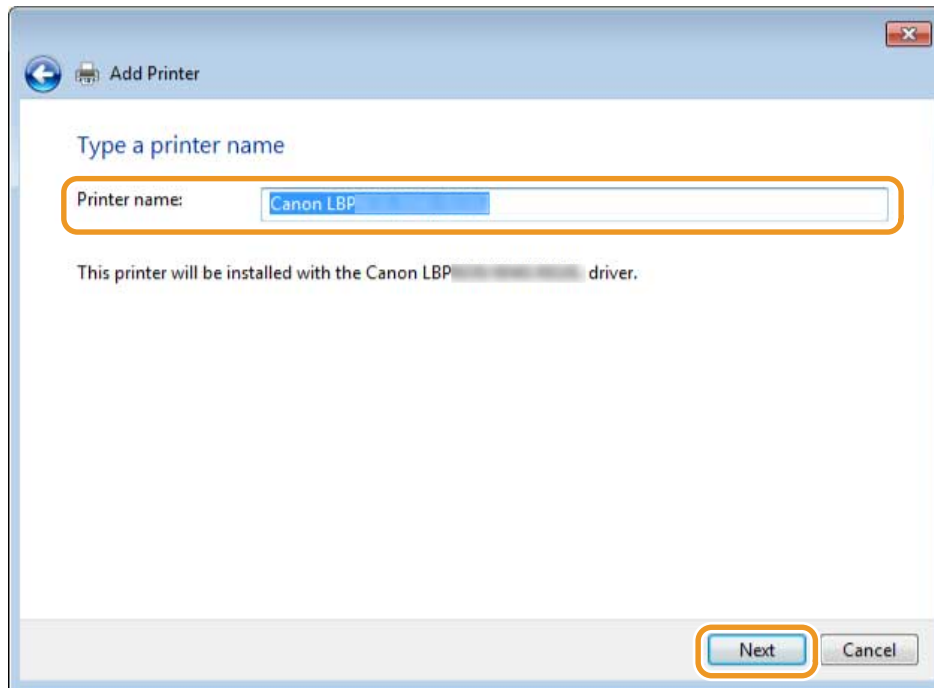
**64-bit operating system**

Specify [UFRII] ► [uk\_eng] ► [x64] ► [Driver] folders of the CD-ROM/DVD-ROM or downloaded file.

**NOTE:**

If you do not know whether to specify the 32-bit version or the 64-bit version ► **Checking the Bit Architecture(P. 76)**

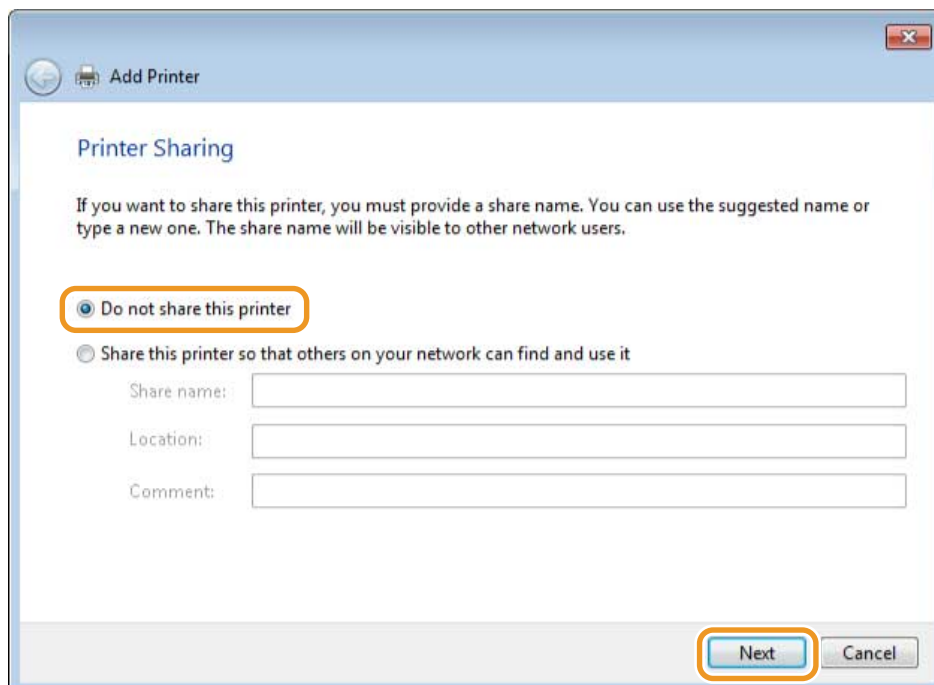
**9 Click [OK].****10 Select your printer, and click [Next].****11 Change the printer name as necessary, and click [Next].**



➡ The installation starts.

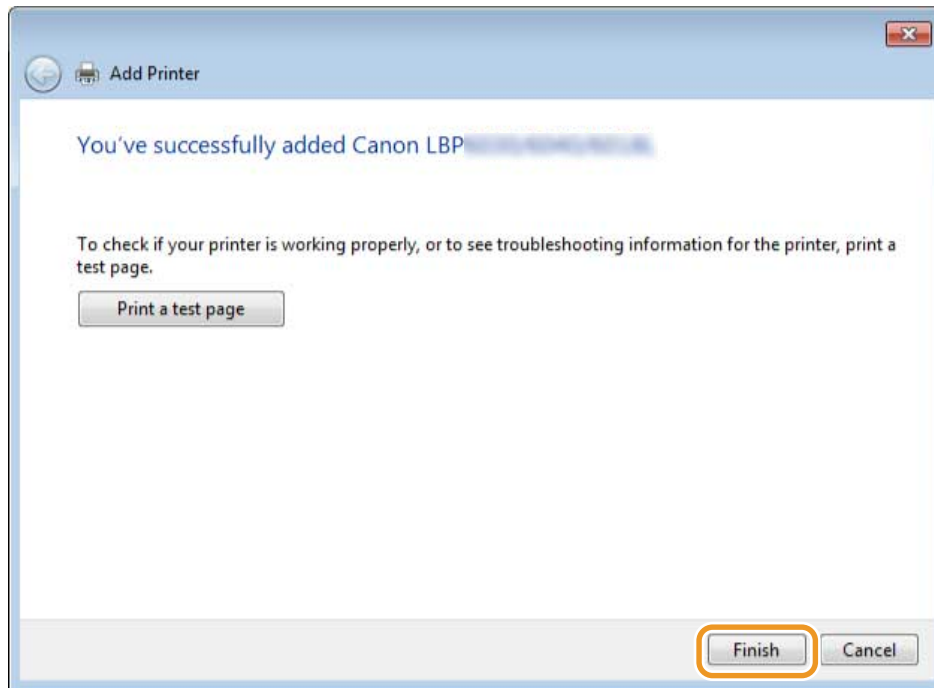
## 12 Select [Do not share this printer], and click [Next].

- If you want to share the printer, make sharing settings for the printer added with **▶ Adding a Network Printer(P. 39)** . ( **▶ Configuring Settings on the Print Server Computer(P. 44)** )

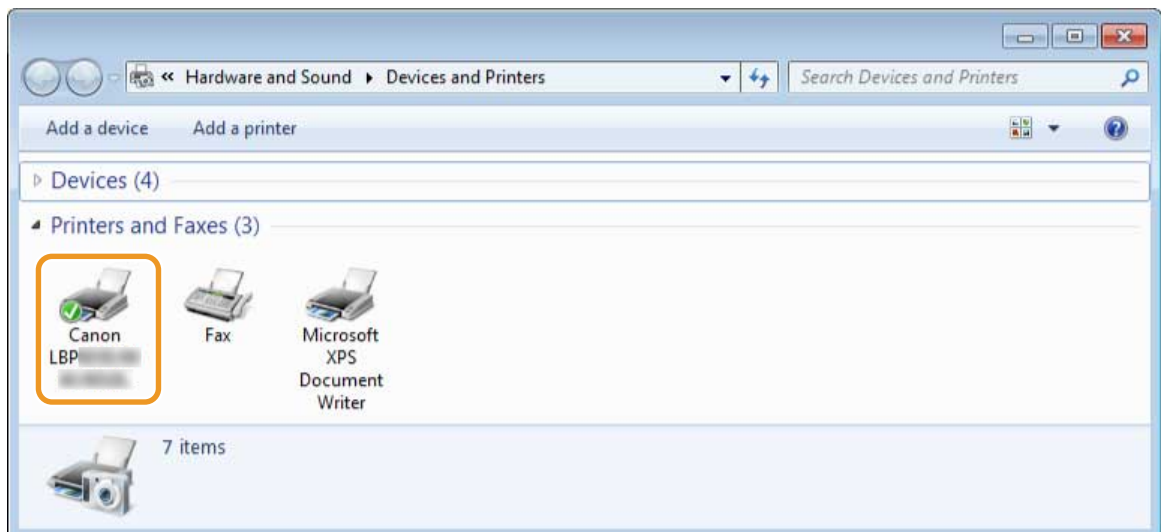


## 13 Click [Finish].





➡ An icon for the installed printer is displayed in the printer folder.



## Adding a Network Printer

### 1 Open the network folder.

#### Windows Vista/Server 2008

[Start] ➤ select [Network].


#### Windows 7/Server 2008 R2

[Start] ➤ [Computer] ➤ select [Network].

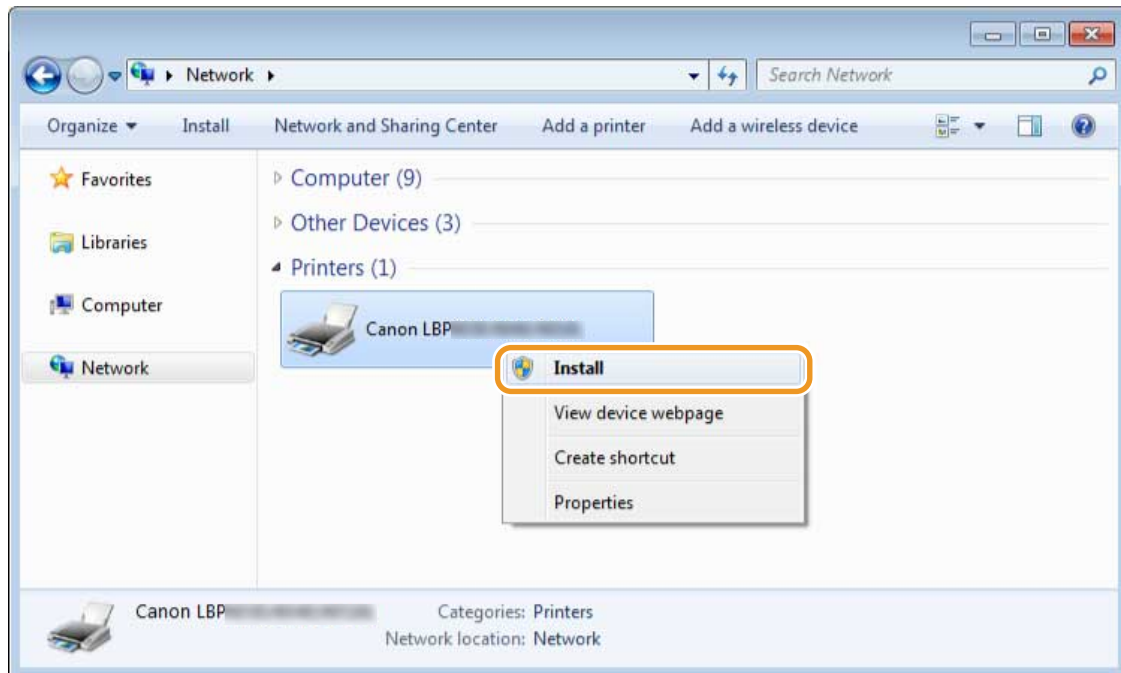
#### Windows 8.1/Server 2012/Server 2012 R2

Right-click the lower-left corner of the screen ➤ [File Explorer] ➤ select [Network].

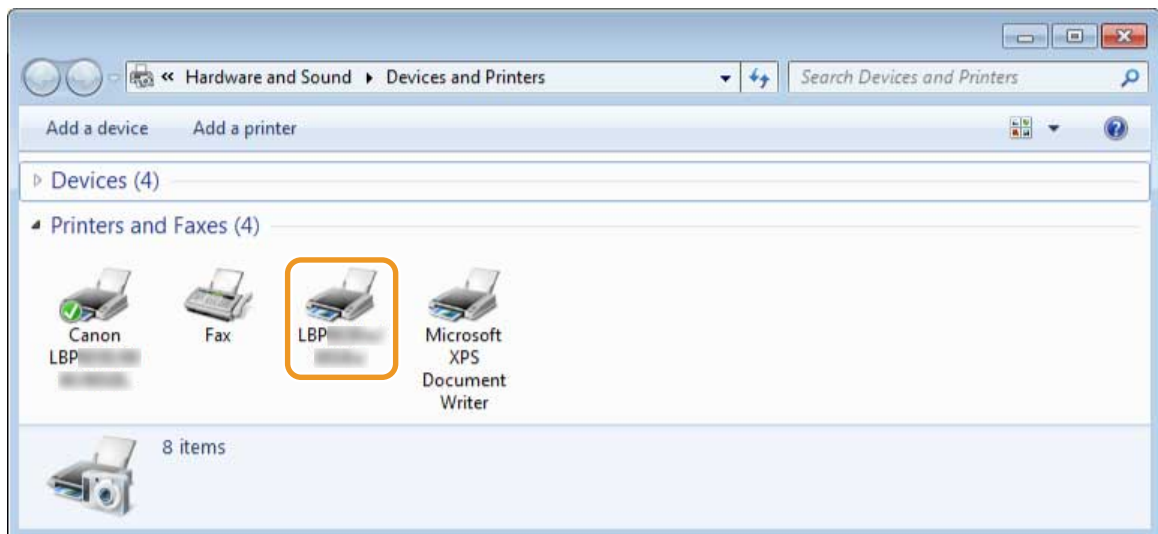
#### Windows 10/Server 2016

Click [  ] ► [File Explorer] ► select [Network].

## 2 Right-click the newly added printer icon, and click [Install].



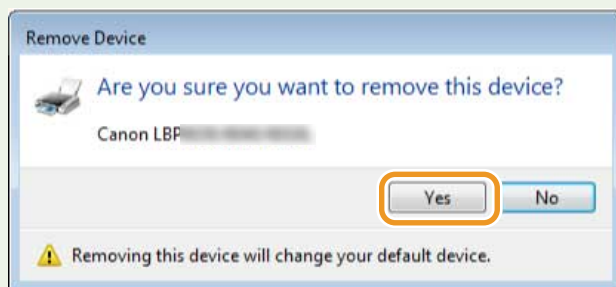
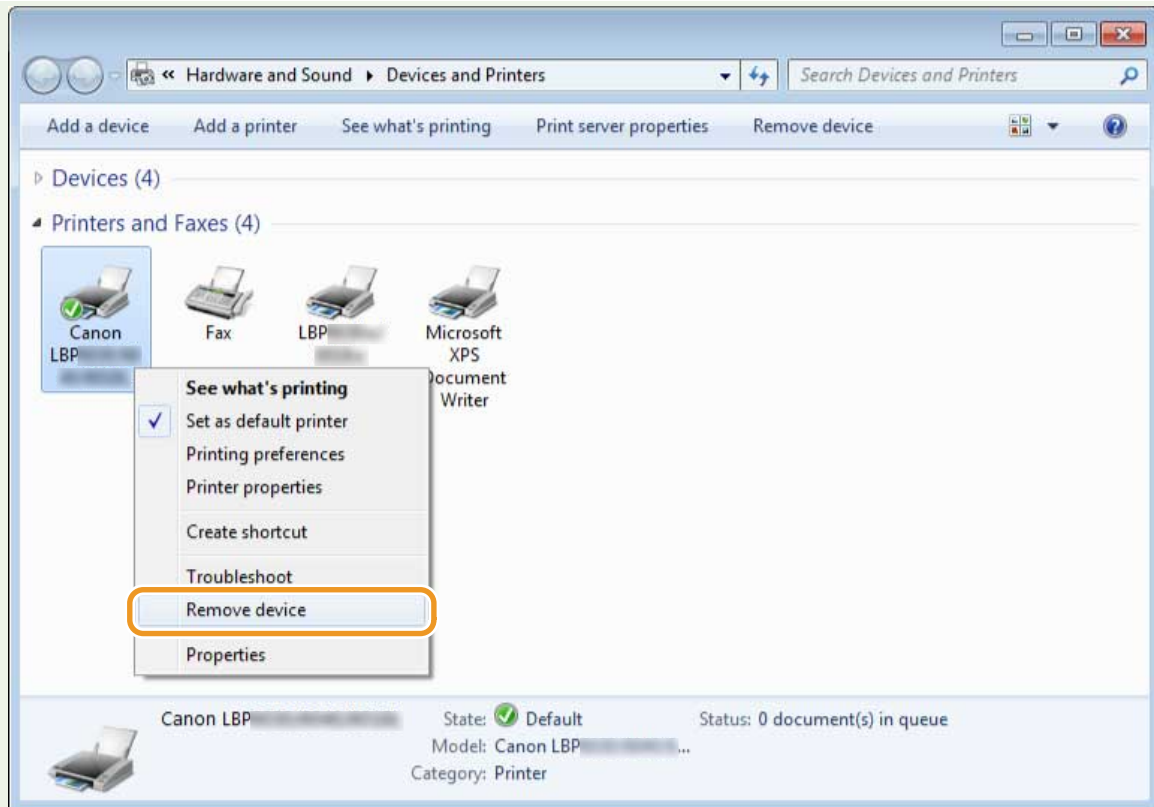
► Installation for using WSD is complete when an icon for the printer is added to the printer folder.



## NOTE

### Deleting Unneeded Printer Icons

When you have finished installing the network printer, the icon added in step 13 of ► **Installing a Printer Driver(P. 34)** is no longer needed. To delete the icon, right-click it and select [Remove device] or [Delete] ► click [Yes].



# Setting Up a Print Server

- Setting Up a Print Server ..... 43**
  - Configuring Settings on the Print Server Computer ..... 44**
  - Installing Drivers via the Print Server (Client Settings) ..... 49**

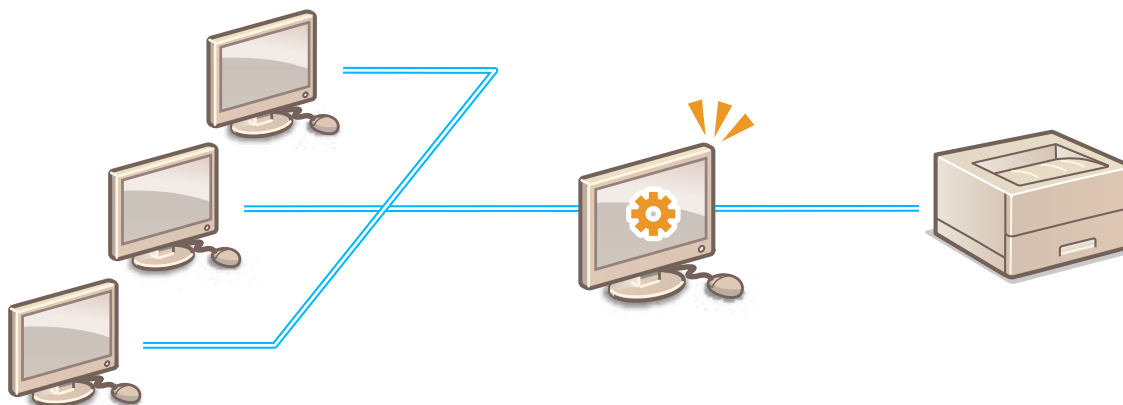
## Setting Up a Print Server

23ES-00J

You can lessen the burden on computers that request printing services by setting up a print server. You can also use the print server to install printer drivers on other computers, so that users of those computers do not need to install the printer driver from the CD-ROM/DVD-ROM.

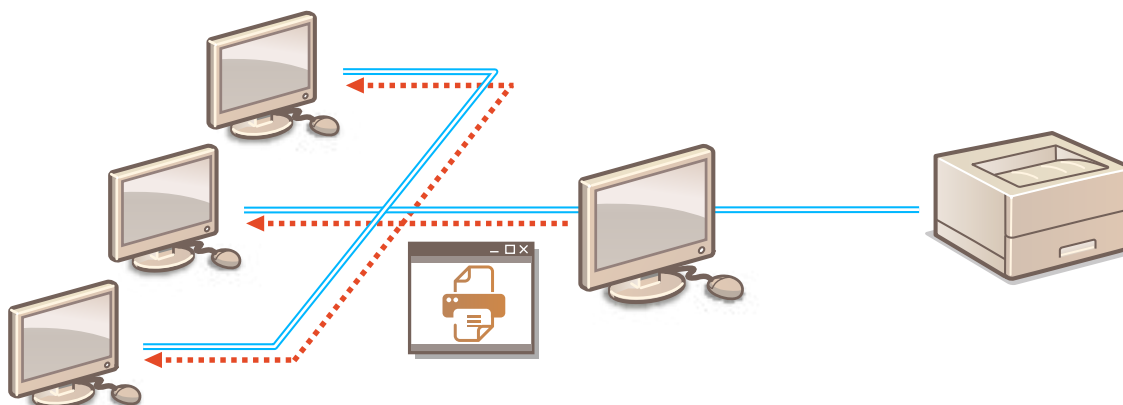
### ■ Configuring Settings on the Print Server Computer

Configure printer sharing settings on the computer that you want to use as the print server. **▶Configuring Settings on the Print Server Computer(P. 44)**



### ■ Installing Drivers via the Print Server (Client Settings)

You can use the print server to install printer drivers on other computers (clients) on the same network. This allows all of the computers to share the same printer. **▶Installing Drivers via the Print Server (Client Settings)(P. 49)**



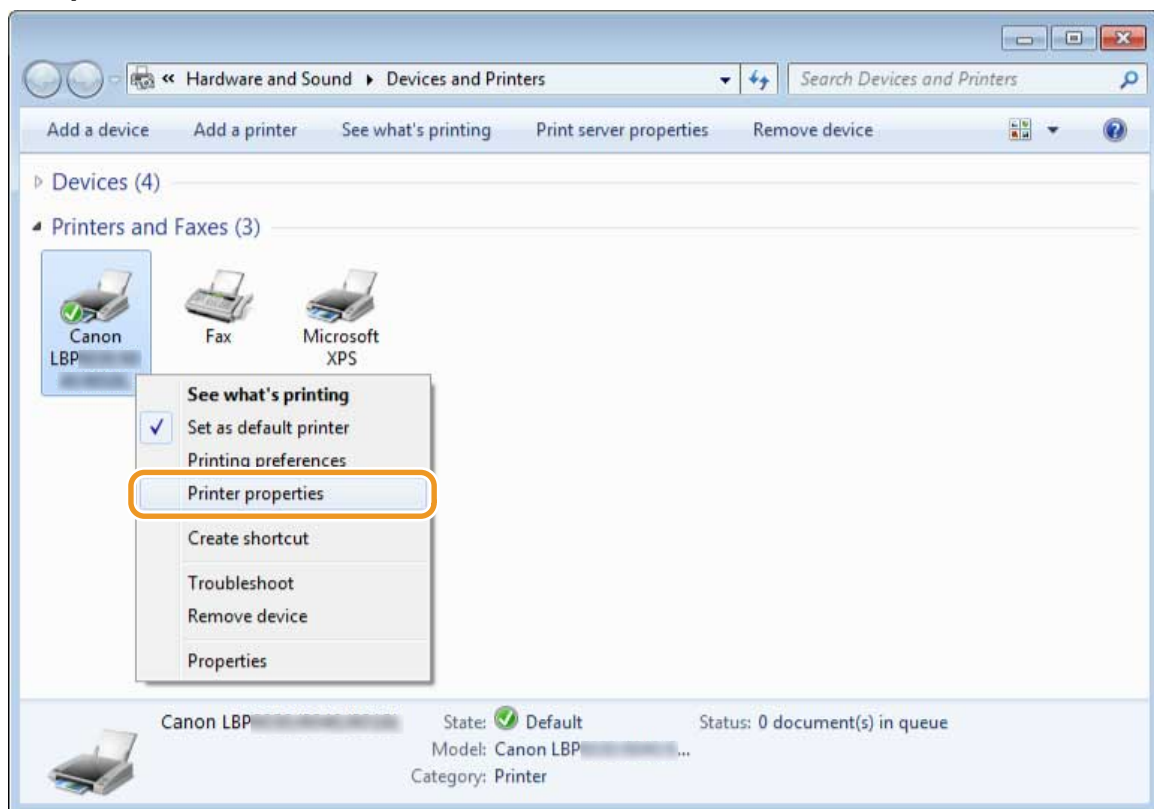
## Configuring Settings on the Print Server Computer

Configure printer sharing settings on the computer that you want to use as the print server. The following procedure assumes that you have already installed the printer driver on the computer that you plan to use as the print server. If you have not installed the printer driver already, see [▶Setting Up a Print Server during Printer Driver Installation\(P. 47\)](#) .

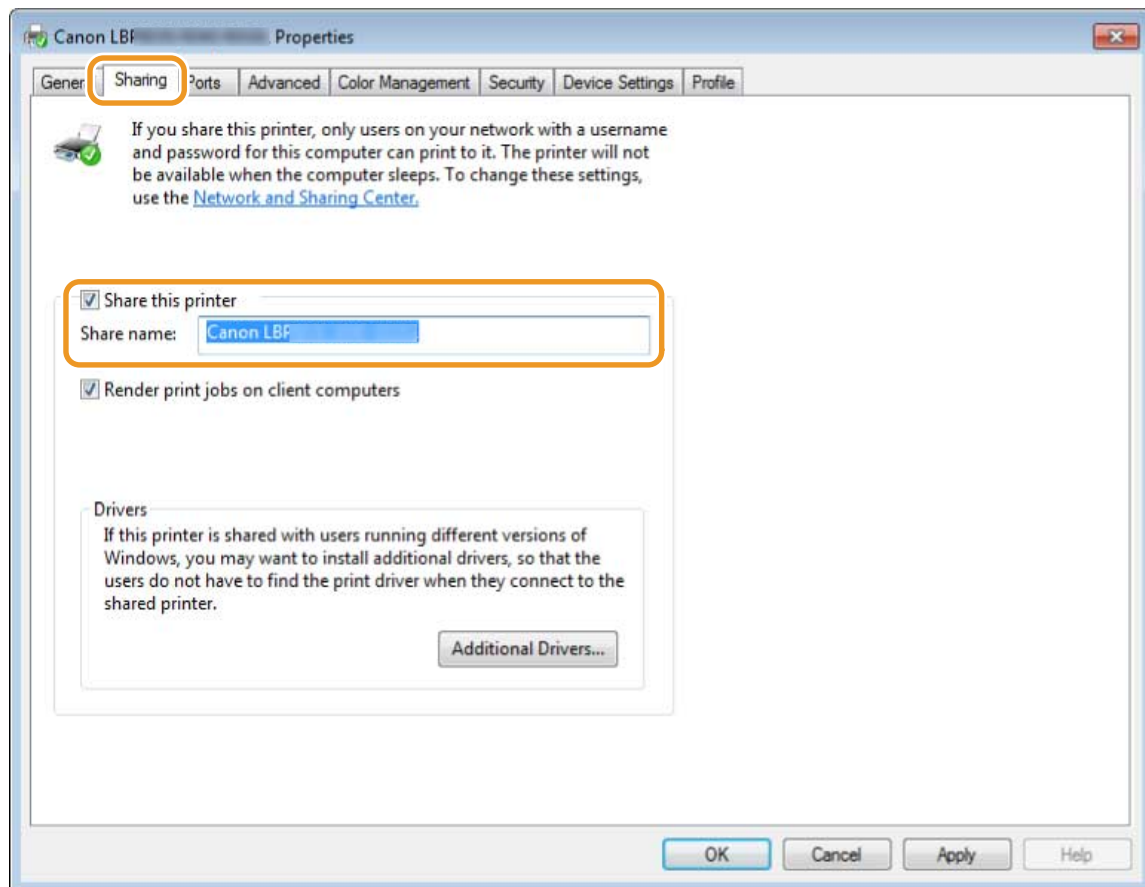
### IMPORTANT

- It may not be possible to install printer drivers over the network if the client computers and the print server use different versions of the operating system (32-bit or 64-bit).
- Consult your network administrator if you want to set up a print server in a domain environment.

- 1 Log on to the computer with an administrator account.**
- 2 Open the printer folder. ▶Displaying the Printer Folder(P. 75)**
- 3 Right-click the icon of the printer you are setting up and click [Printer properties] or [Properties].**



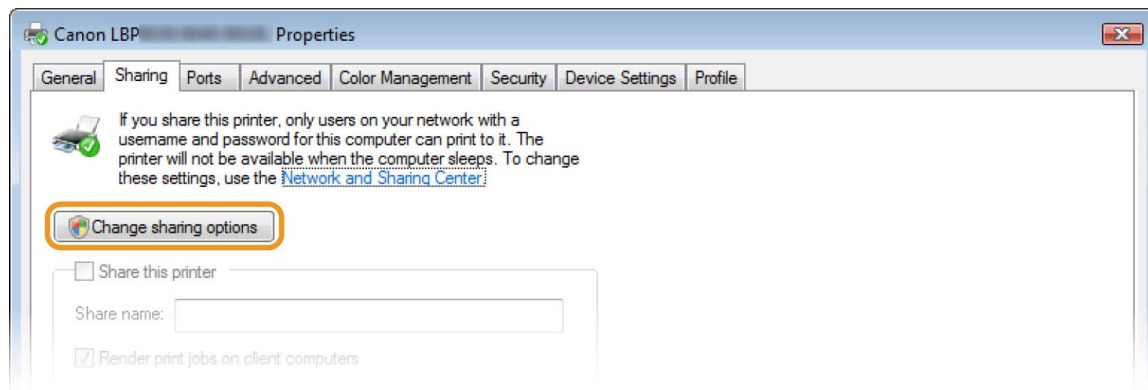
- 4 Click the [Sharing] tab, select [Share this printer], and enter the share name.**



## NOTE:

If [Change sharing options] is displayed

Click [Change sharing options].

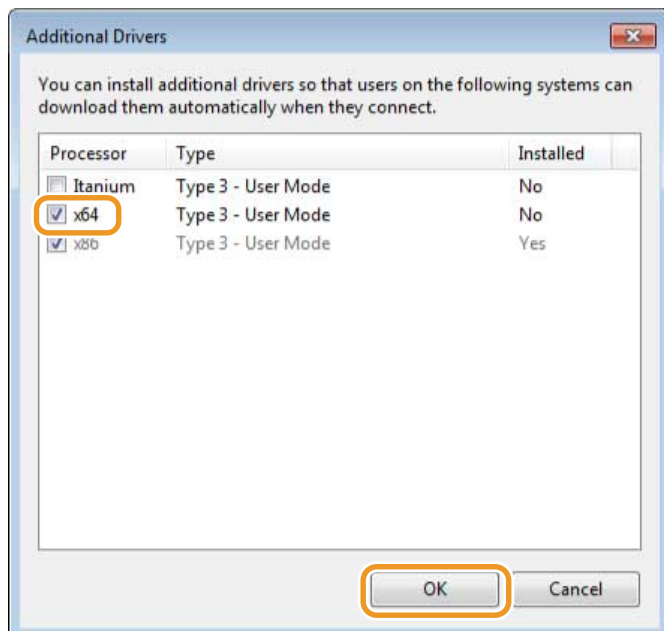


## 5 Install additional drivers as necessary.

- During the procedure explained in **▶Installing Drivers via the Print Server (Client Settings)(P. 49)**, this step is necessary if you want to use the print server to install printer drivers on computers that use different processor versions (32-bit or 64-bit) of the operating system.

**1** Click [Additional Drivers].

**2** Select the additional drivers, and click [OK].



- Select additional drivers as follows, according to the operating system of the print server.

Print Server	Additional Drivers
32-bit OS	Select [x64].
64-bit OS	Select [x86] under [Processor].

## NOTE:

If you do not know whether to specify the 32-bit version or the 64-bit version for Windows Vista/7/8.1/10/ Server 2008/Server 2012/Server 2012 R2/Server 2016, see [▶Checking the Bit Architecture\(P. 76\)](#) .

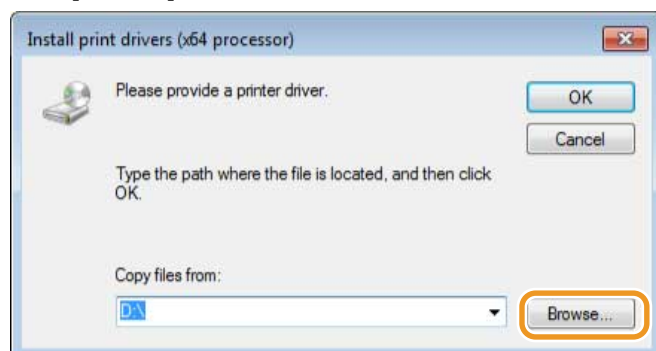
### 3 Insert the User Software CD-ROM/DVD-ROM into the drive on the computer.

- If you want to use printer drivers downloaded from the Canon website, download the additional drivers (printer drivers for processor versions that are different from that of the print server).

## NOTE:

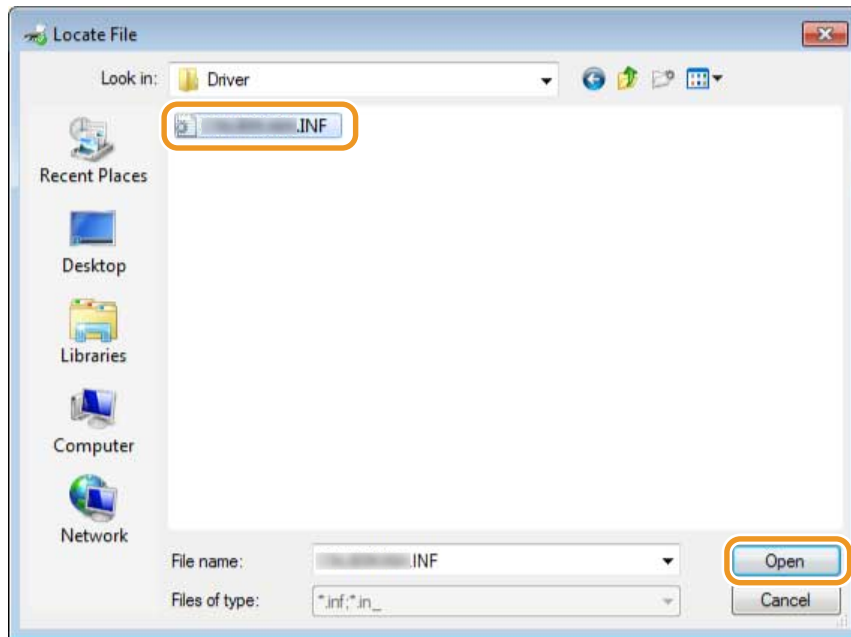
When the [Software Programs/Manuals Setup] screen is displayed, click [Exit].

### 4 Click [Browse].



### 5 Specify the folder where the additional drivers are stored, select the Inf file, and click [Open].





- Specify the folder where the additional drivers are stored as follows.

**When the print server uses a 32-bit OS**

Specify [UFRII] ► [uk\_eng] ► [x64] ► [Driver] folders of the CD-ROM/DVD-ROM or downloaded file.

**When the print server uses a 64-bit OS**

Specify [UFRII] ► [uk\_eng] ► [32BIT] ► [Driver] folders of the CD-ROM/DVD-ROM or downloaded file.

**6 Click [OK].**

➡ Installation of the additional driver starts. Wait until you are returned to the [Sharing] tab.

**6 Click [OK].**

## ■ Setting Up a Print Server during Printer Driver Installation

If you are using a printer connected by wired LAN or wireless LAN, you can set up a print server at the time when you install the printer driver. To set the computer onto which you are installing the print driver as a print server, select [Use as Shared Printer] in the [Printer Information] screen, which is displayed when you install the printer driver.

## IMPORTANT

If you are using a printer connected by USB, you cannot set up a print server at the time when you install the printer driver. Set up the print server after installing the printer driver, by using the procedure described above.

## NOTE

For the complete installation procedure, see **▶ Installing(P. 13)** .

**[Printer Information] screen**
**[Use as Shared Printer]**

When this is selected, the computer onto which you are installing the printer driver is designated as a print server.

**[Shared Name]**

Enter the name of the shared printer.

**[Drivers to Add]**

Click to install additional drivers. During the procedure explained in **▶Installing Drivers via the Print Server (Client Settings)(P. 49)**, additional drivers are necessary if you want to use the print server to install printer drivers on computers that use different processor versions (32-bit or 64-bit) of the operating system.

**LINKS****▶Installing Drivers via the Print Server (Client Settings)(P. 49)**

# Installing Drivers via the Print Server (Client Settings)

23ES-00L

You can use the print server to install printer drivers for a shared printer on other computers (clients) on the same network. Because the printer drivers are installed via the print server, users of the other computers do not need to use the printer's CD-ROM/DVD-ROM.

## 1 Log on to the computer with an administrator account.

## 2 Open [Windows Explorer] or [File Explorer].

### Windows Vista/7/Server 2008

[Start] ► select [All Programs] or [Programs] ► [Accessories] ► [Windows Explorer].

### Windows 8.1/Server 2012/Server 2012 R2

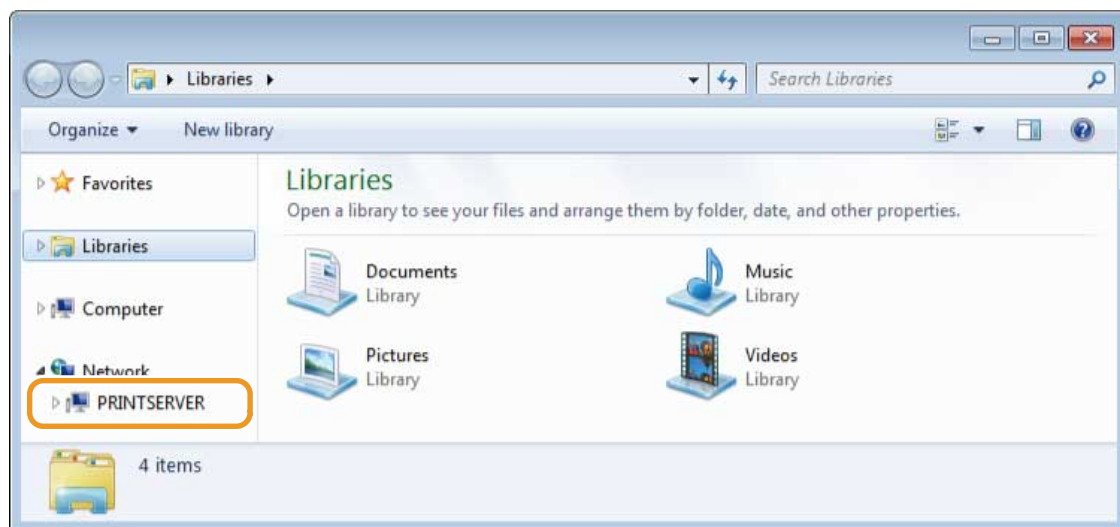
Right-click the lower-left corner of the screen ► select [File Explorer].

### Windows 10/Server 2016

Click [ ] ► [File Explorer].

## 3 Select the print server from [Network] or [My Network Places].

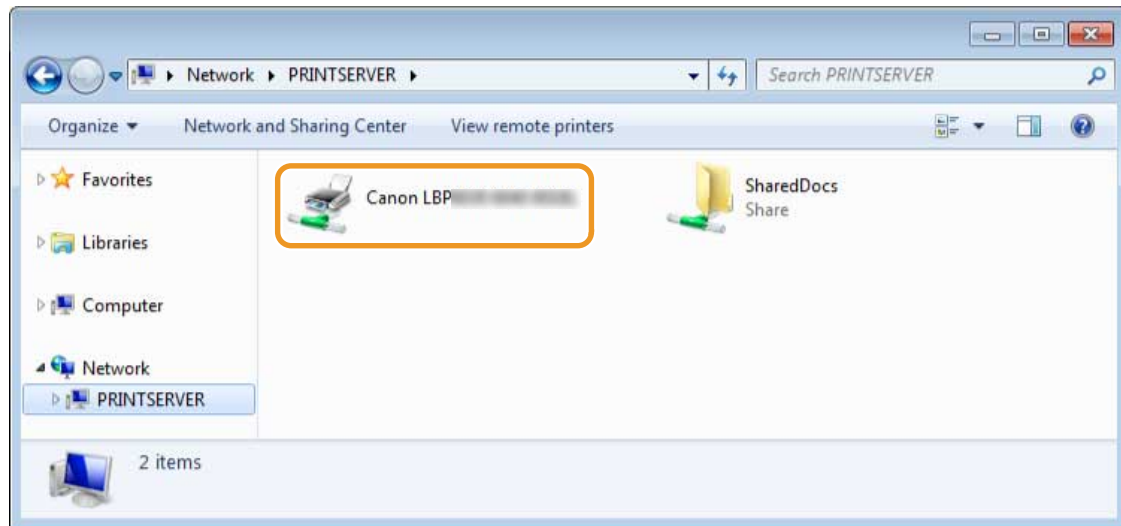
- To display a computer on the network, you may need to enable [Network discovery] ( ► **Enabling [Network discovery](P. 75)** ) or search for the computer on the network.



### NOTE:

If the print server is not discovered ► **Problems via the Print Server(P. 64)**

## 4 Double-click the shared printer.



**5** Follow the instructions on the screen to install the printer drivers.

### IMPORTANT:

It may not be possible to install printer drivers via the print server if the client computers and the print server use different processor versions (32-bit or 64-bit) of the operating system. In this case, install additional drivers on the print server. ➤ **Configuring Settings on the Print Server Computer(P. 44)**

# Updating and Uninstalling

<b>Updating and Uninstalling .....</b>	<b>52</b>
<b>Updating .....</b>	<b>53</b>
<b>Uninstalling .....</b>	<b>57</b>

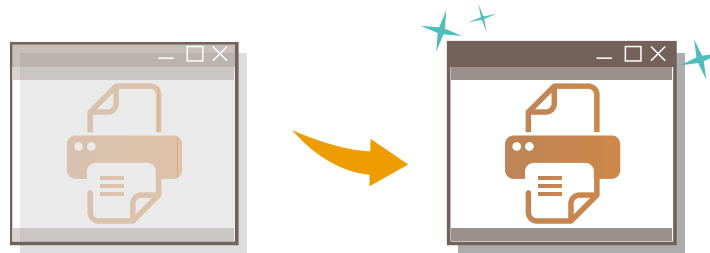
# Updating and Uninstalling

23ES-00R

This section explains how to update and uninstall printer drivers. It also explains how to uninstall the Product Extended Survey Program.

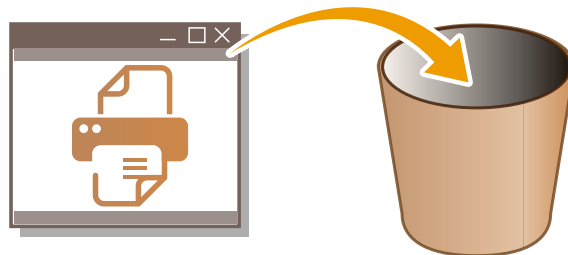
## ■ Updating

You can update installed printer drivers to the latest versions. [▶Updating\(P. 53\)](#)



## ■ Uninstalling

When you no longer need installed printer drivers or the Product Extended Survey Program, you can uninstall (delete) them. [▶Uninstalling\(P. 57\)](#)



# Updating

23ES-00S

Proceed as follows to download the latest printer driver from the Canon website and update the printer driver installed on your computer.

- 1 Log on to the computer with an administrator account.**
- 2 Download the printer driver from the Canon website ( <http://www.canon.com/> ).**
  - For more information about how to download the printer driver, see the driver download page for your printer.
- 3 Unzip the downloaded file.**
- 4 Open the folder where the printer driver is stored.**

**32-bit operating system**

[UFRII] ► [uk\_eng] ► [32BIT] folders

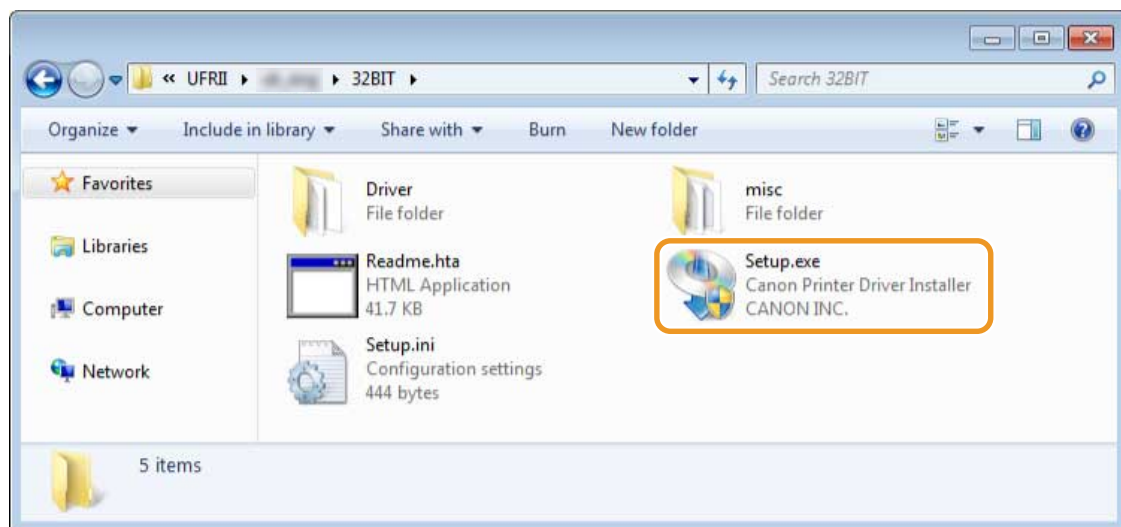
**64-bit operating system**

[UFRII] ► [uk\_eng] ► [x64] folders

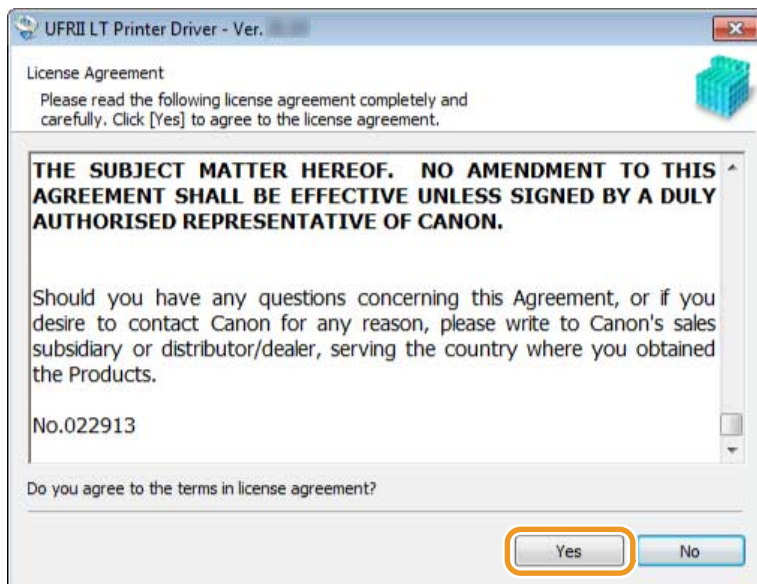
**NOTE:**

If you do not know whether to specify the 32-bit version or the 64-bit version for Windows Vista/7/8.1/10/ Server 2008/Server 2012/Server 2012 R2/Server 2016, see [▶Checking the Bit Architecture\(P. 76\)](#) .

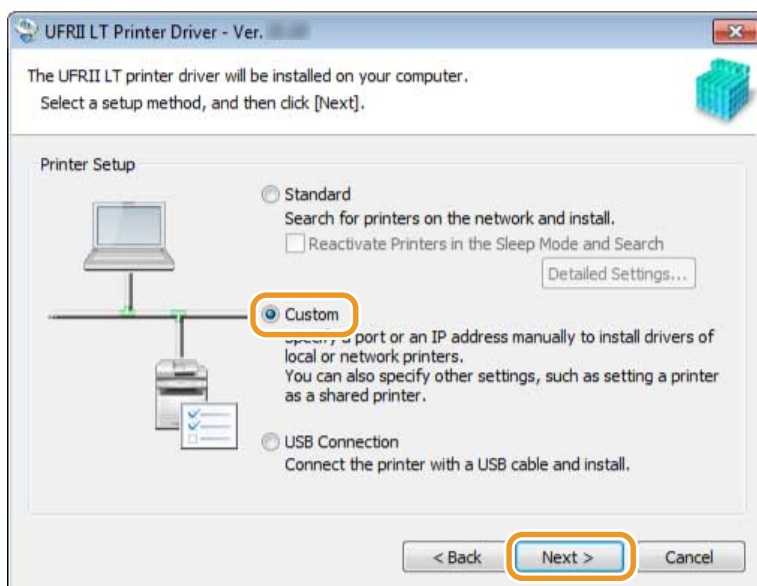
- 5 Double-click "Setup.exe."**



- 6 Read the License Agreement and click [Yes] to agree.**

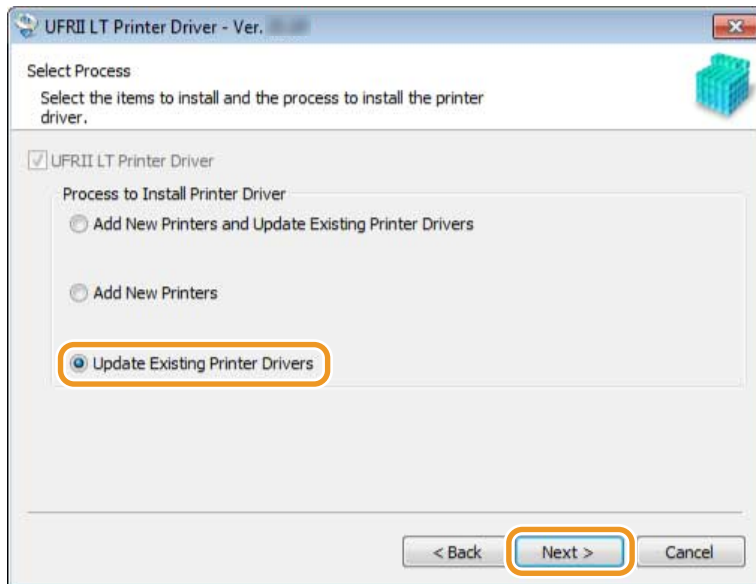


## 7 Select [Custom], and click [Next].

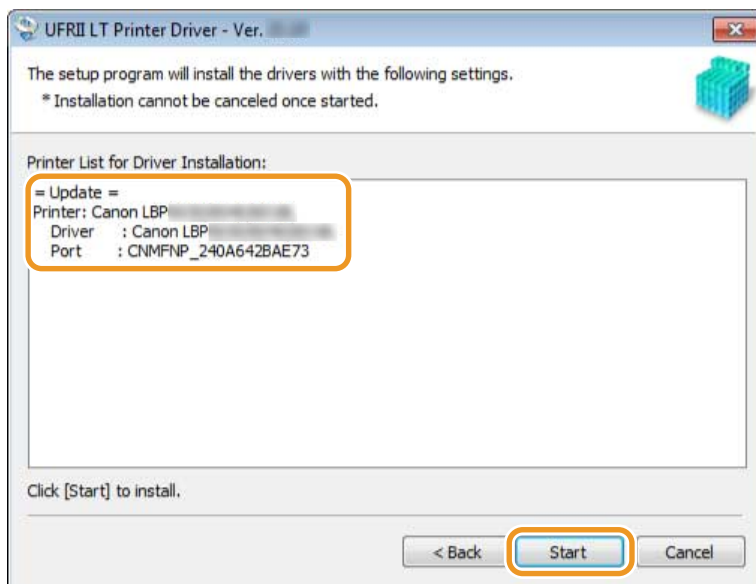


## 8 Select [Update Existing Printer Drivers], and click [Next].



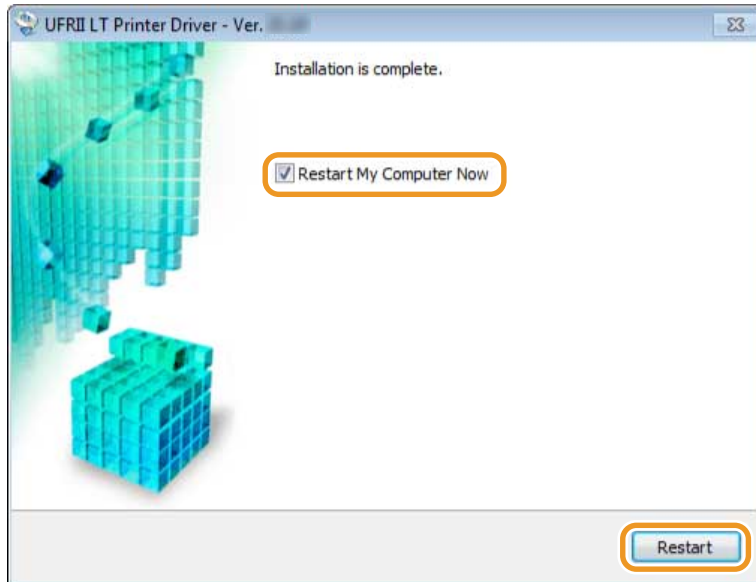


**9** Check the printer information in [Printer List for Driver Installation], and click [Start].



➡ Updating of the printer driver starts.

**10** Select [Restart My Computer Now], and click [Restart].



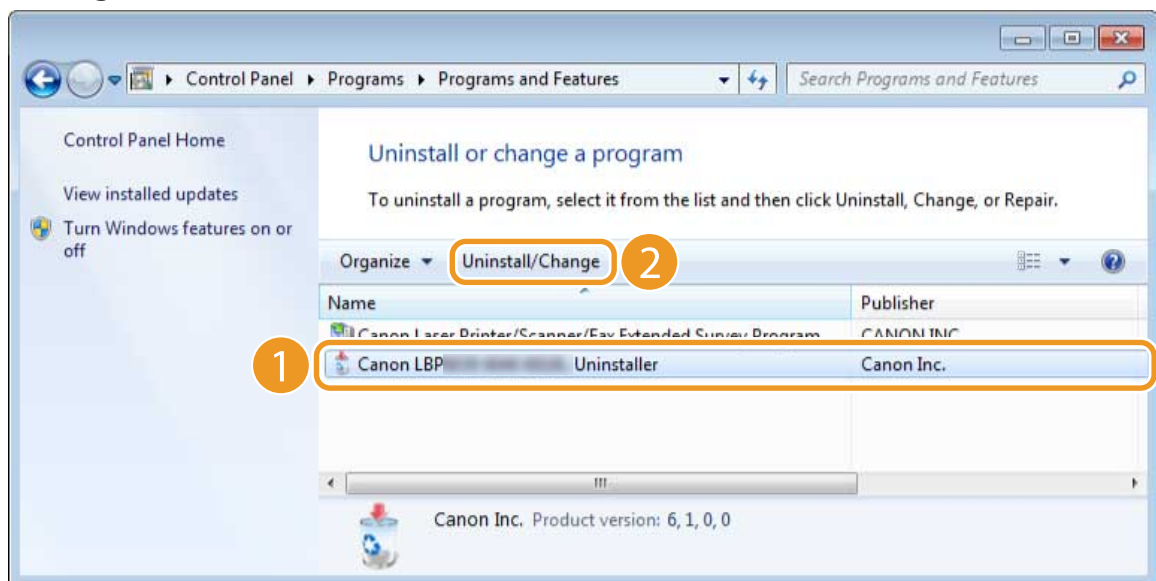
# Uninstalling

When you no longer need installed printer drivers or the Product Extended Survey Program, you can uninstall them to delete them from your computer.

- ▶ **Uninstalling Printer Drivers(P. 57)**
- ▶ **Uninstalling the Product Extended Survey Program(P. 59)**

## Uninstalling Printer Drivers

- 1** Log on to the computer with an administrator account.
- 2** Display [Programs and Features] or [Add or Remove Programs]. ▶ **Displaying [Programs and Features] or [Add or Remove Programs](P. 77)**
- 3** Select the printer driver that you want to uninstall, and click [Uninstall/Change] or [Change/Remove].



▶ The uninstaller starts.

### NOTE:

**If you cannot find the printer driver that you want to uninstall**

Start the uninstaller from the User Software CD-ROM/DVD-ROM or from the printer driver file that you downloaded.

- 1** Insert the User Software CD-ROM/DVD-ROM into the drive on the computer.
  - To start the uninstaller from a printer driver file that you downloaded, carry out the following step.
- 2** Open the folder where the uninstaller is stored.

### 32-bit operating system

[UFRII] ► [uk\_eng] ► [32BIT] ► [misc] folders of the CD-ROM/DVD-ROM or downloaded file

### 64-bit operating system

[UFRII] ► [uk\_eng] ► [x64] ► [misc] folders of the CD-ROM/DVD-ROM or downloaded file

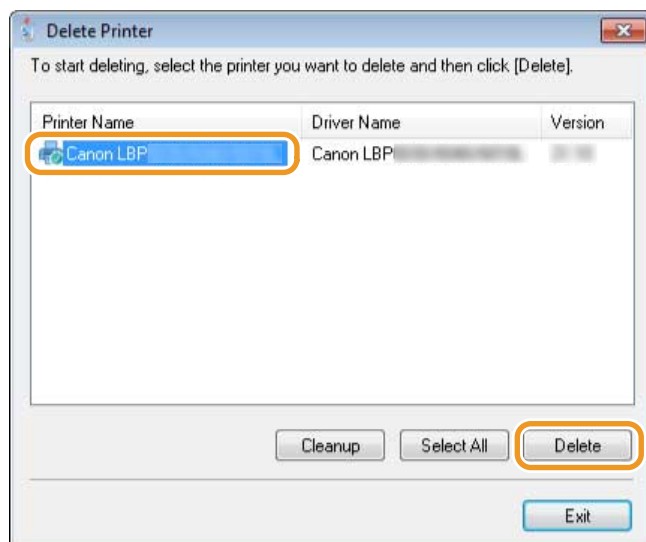
## NOTE:

If you do not know whether to specify the 32-bit version or the 64-bit version for Windows Vista/7/8.1/10/ Server 2008/Server 2012/Server 2012 R2/Server 2016, see [Checking the Bit Architecture\(P. 76\)](#) .

### 3 Double-click "UNINSTAL.exe."



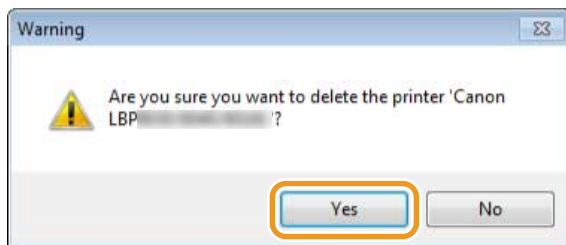
### 4 Select the printer that you want to uninstall, and click [Delete].



## IMPORTANT:

If you click [Cleanup], then all files, directory information and other data related to all printers are deleted, not only for the selected printer but for all printers in the list. Normally you should use [Delete] to uninstall printer drivers. Click [Cleanup] when no printer is displayed in the list.

### 5 Click [Yes].



➡ The uninstall starts.

- When the following screen appears, click [Yes] or [Yes To All].

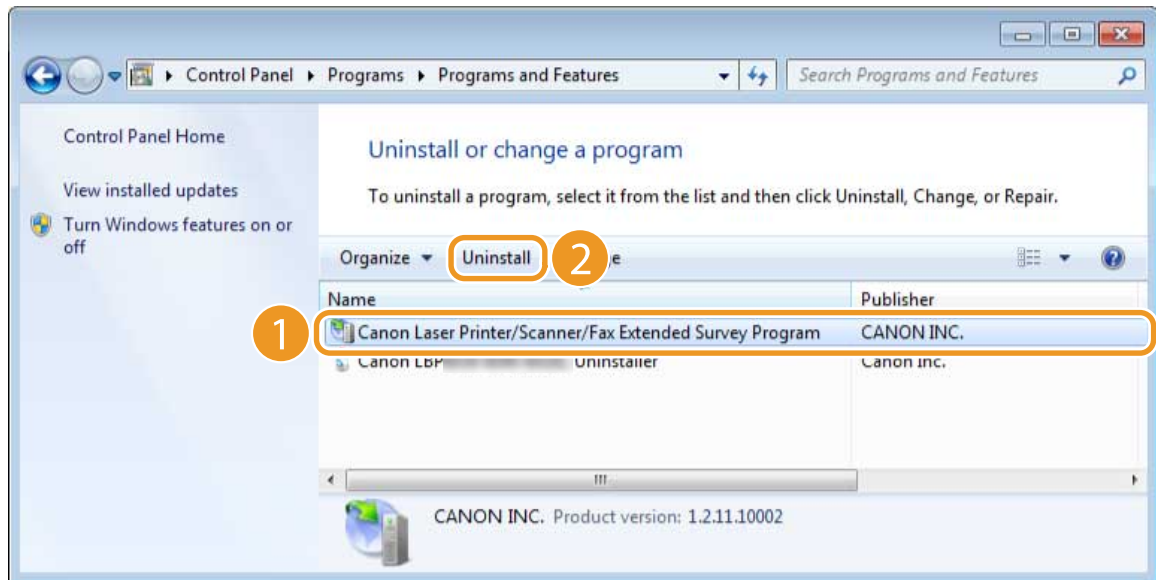


## 6 Click [Exit].

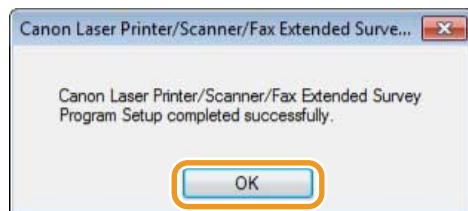


## Uninstalling the Product Extended Survey Program

- 1 Log on to the computer with an administrator account.
- 2 Display [Programs and Features] or [Add or Remove Programs]. ▶ Displaying [Programs and Features] or [Add or Remove Programs](P. 77)
- 3 Select [Canon Laser Printer/Scanner/Fax Extended Survey Program], and click [Uninstall] or [Remove].



## 4 Click [OK].



# Troubleshooting

<b>Troubleshooting</b> .....	62
<b>Deleting the USB Class Driver</b> .....	66

# Troubleshooting

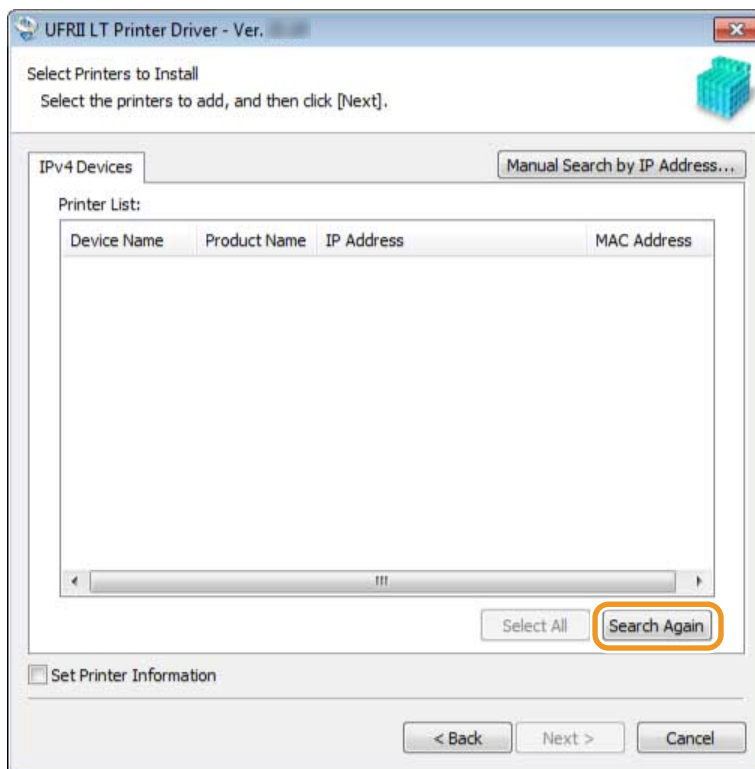
If you encounter problems during installation of the printer driver, see the following sections before contacting Canon.

- ▶ **Problems with the Wired LAN/Wireless LAN Connection(P. 62)**
- ▶ **Problems with the USB Connection(P. 64)**
- ▶ **Problems via the Print Server(P. 64)**

## Problems with the Wired LAN/Wireless LAN Connection

### The printer that you want does not appear in [Printer List].

- Click [Search Again] to search for the printer on the network.



- When you connect the printer to a computer via wireless LAN, check whether the printer is properly installed and ready to connect to the network.
- ▶ **Cannot Connect to the Wireless LAN(P. 62)**

## Cannot Connect to the Wireless LAN



### Check the status of your computer.

- Have the settings of the computer and the wireless router been completed?
- Are the cables of the wireless router (including the power cord and LAN cable) correctly plugged in?
- Is the wireless router turned ON?

**If the problem persists even after checking the above:**



- Turn OFF all of the devices, and then turn them ON again.
- Wait for a while, and try again to connect to the network.



2



#### Check whether the printer is turned ON.

- If the printer is turned ON, turn it OFF, and then turn it back ON.

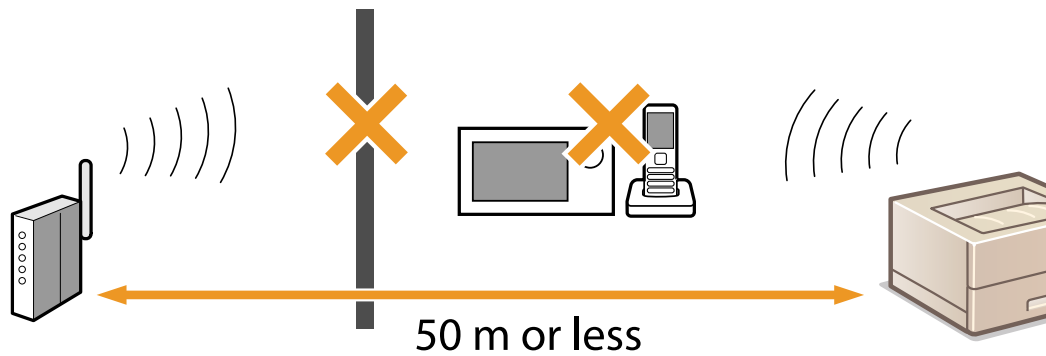


3

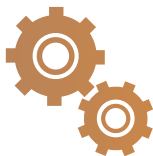


#### Check the installation site of the printer and the wireless router.

- Is the printer too far from the wireless router?
- Are there any obstacles such as walls between the printer and the wireless router?
- Are there any appliances such as microwave ovens or digital cordless phones that emit radio waves near the printer?



4



#### Reset the wireless LAN settings.

## NOTE

### When you need to manually set up the connection

If the wireless router is set up as described below, enter the required information manually.

- The stealth function is enabled.
- ANY connection refusal\* is enabled.
- The automatically generated WEP key (hexadecimal) is selected.

\* A function in which the wireless router refuses the connection if the SSID of the device to be connected is set to "ANY" or is blank.

### When you need to change the settings of the wireless router

If the wireless router is set up as described below, change the settings of the router.

- MAC address filtering is enabled.

- When only IEEE 802.11n is used for the wireless communication, WEP is selected or the WPA/WPA2 encryption method is set to TKIP.

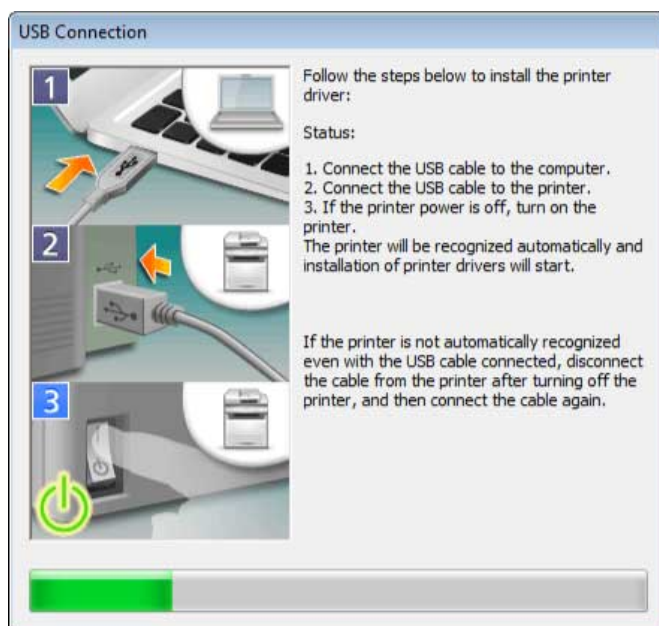
## Problems with the USB Connection

### Installation does not start.

- Is the printer turned ON?
- Are the printer and the computer connected correctly via a USB cable?  
▶ **Connecting via USB(P. 74)**
- Was the printer turned ON before you installed the printer driver? If so, turn OFF the printer and unplug the USB cable, and then reinstall the printer driver.  
▶ **Installing(P. 13)**

### IMPORTANT:

Always turn ON the printer when the following screen is displayed.



- Exchange the USB cable. If the USB cable is a long one, exchange it for a shorter one.
- If you are using a USB hub, connect the printer directly to your computer using a USB cable.
- First delete the USB class driver, and then reinstall the printer driver.  
▶ **Deleting the USB Class Driver(P. 66)**  
▶ **Installing(P. 13)**

## Problems via the Print Server

### You cannot find the print server to connect to.

- Are the print server and computer connected correctly?

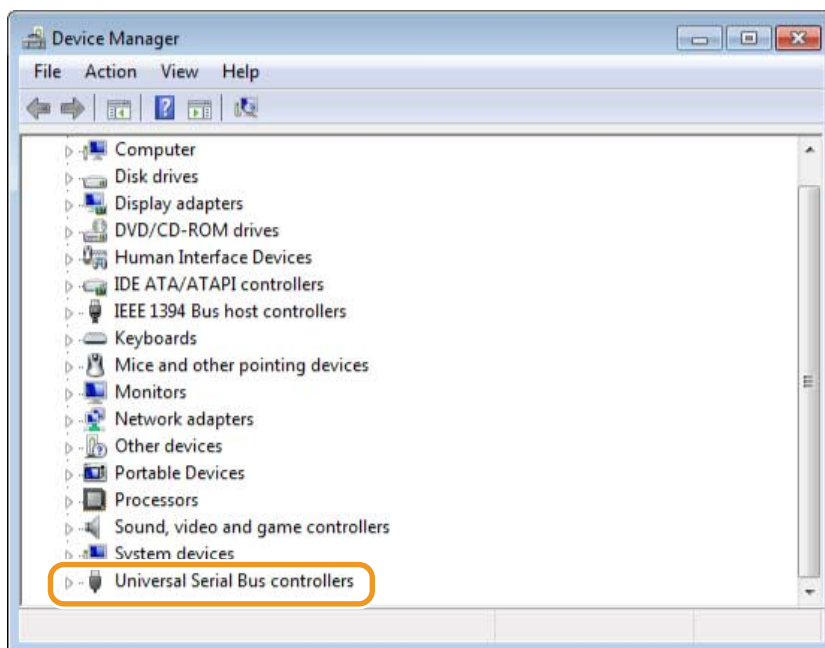
- Is the print server running?
- Do you have user rights to connect to the print server? If you are not sure, consult the print server's administrator.
- Is [Network discovery] enabled? (Windows Vista/7/8.1/10/Server 2008/Server 2012/Server 2012 R2/Server 2016)
  - ▶ **Enabling [Network discovery](P. 75)**

## Deleting the USB Class Driver

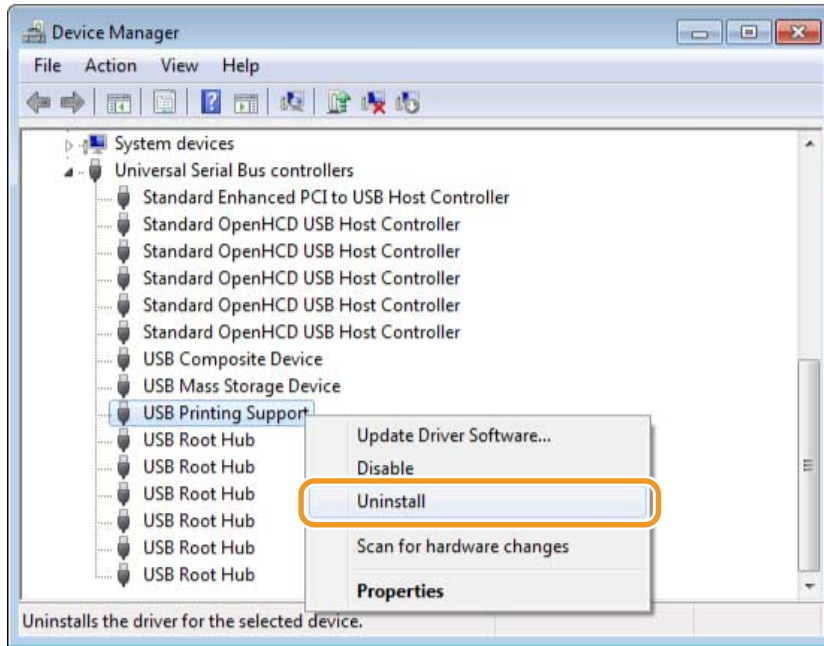
23ES-00X

Delete the USB class driver when it is not possible to install the printer driver correctly when using a USB connection. Note that even if you delete the USB class driver, it will be installed again automatically when you connect the printer and your computer with a USB cable.

- 1** Connect the printer and your computer with a USB cable ( ▶Connecting via USB(P. 74) ), and turn ON the printer.
- 2** Log on to the computer with an administrator account.
- 3** Display [Device Manager]. ▶Displaying [Device Manager](P. 77)
- 4** Double-click [Universal Serial Bus controllers].



- 5** Right-click [USB Printing Support], and click [Uninstall].



## IMPORTANT:

Be careful to delete [USB Printing Support] only, and never delete any other devices or device drivers. Windows may not operate properly if you delete other devices or device drivers.

## NOTE:

If [USB Printing Support] is not displayed

[USB Printing Support] is not displayed if the USB class driver is not installed properly. In this case, close [Device Manager] without doing anything further.

## 6 Click [OK].



## 7 Close [Device Manager].

## 8 Unplug the USB cable, and restart your computer.

## LINKS

▶ Connecting via USB(P. 74)

# Appendix

**Appendix** ..... 69

**Connecting the Printer to a Computer** ..... 70

        Connecting via Wired LAN ..... 71

        Connecting via Wireless LAN ..... 72

        Connecting via USB ..... 74

**Basic Windows Operations** ..... 75

# Appendix

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23ES-00Y

The Appendix provides information you should know, such as how to connect the printer to your computer. See it as necessary.

▶ **Connecting the Printer to a Computer(P. 70)**

▶ **Basic Windows Operations(P. 75)**

## Connecting the Printer to a Computer

23ES-010

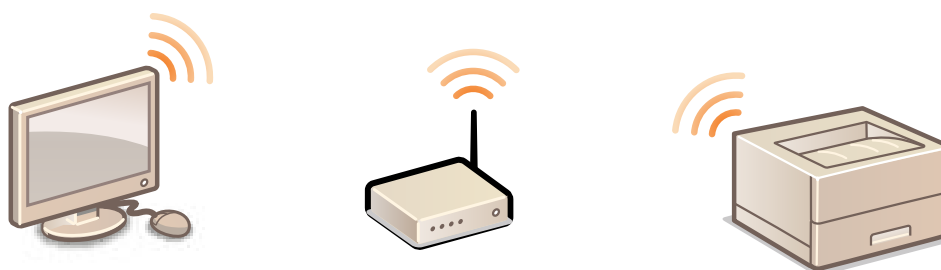
There are three ways to connect the printer to a computer: via wired LAN, via wireless LAN, and by using a USB cable. Select the connection method that best suits your communication environment and devices.

### Connecting via Wired LAN



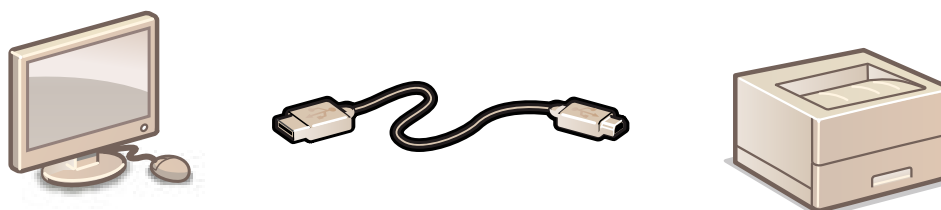
Connect the printer to a router via a LAN cable. ▶  
**Connecting via Wired LAN(P. 71)**

### Connecting via Wireless LAN



The printer and the router are connected wirelessly (via radio waves), so you do not need a LAN cable. ▶  
**Connecting via Wireless LAN(P. 72)**

### Connecting via USB



Connect the printer to a computer via a USB cable. ▶  
**Connecting via USB(P. 74)**

## NOTE

The supported connection methods differ depending on the printer you are using. See the "User's Guide" for information about the supported connection methods.



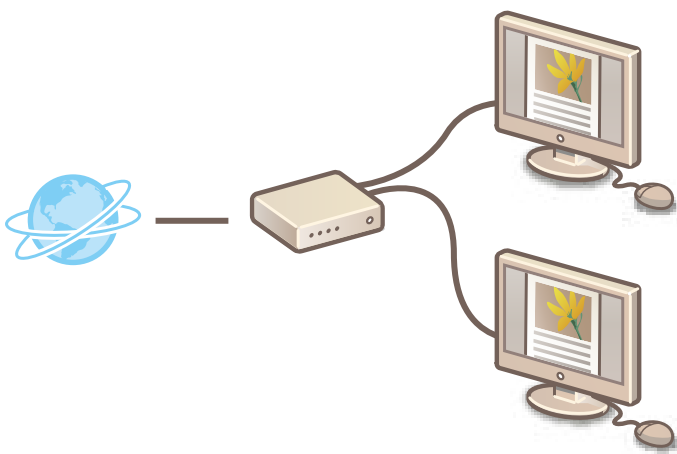
## Connecting via Wired LAN

23ES-011

Connect the printer to a computer via a wired router. Use a LAN cable to connect the printer and the router.

### Things to Check before Starting (Wired LAN)(P. 71)

#### Things to Check before Starting (Wired LAN)



- Have the computer and the router been connected correctly via a LAN cable? For more information, see the instruction manuals for the devices you are using, or contact the manufacturer.
- Have the network settings been completed on the computer? If the network has not been set up properly, you will not be able to use the printer on the wired LAN network, even if you perform the rest of the procedure below.

## IMPORTANT

### When switching the connection method from wireless LAN to wired LAN

You need to uninstall the currently installed printer driver, configure the wired LAN connection, and then reinstall the printer driver.

## NOTE

- The printer does not come with a router or LAN cable. Have them ready as necessary. Use a Category 5 or higher twisted pair cable for the LAN.
- Make sure that there are ports available on the router to connect the printer and the computer.
- See the "User's Guide" for the Ethernet types supported by the printer.
- Wired LAN and wireless LAN cannot be used at the same time.
- If you are using the printer in your office, consult your network administrator.

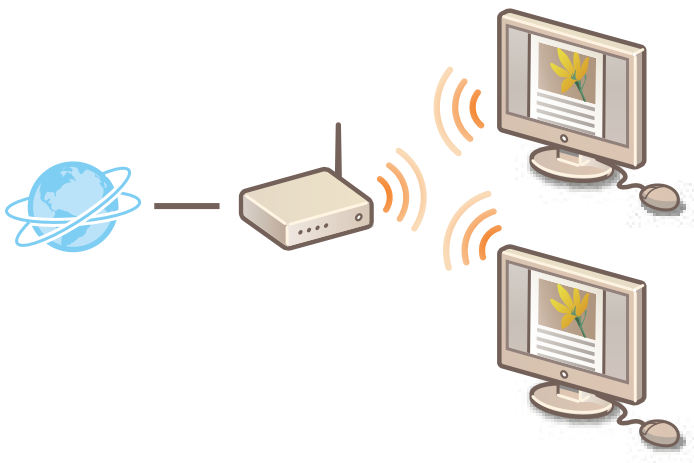
## Connecting via Wireless LAN

23ES-012

Connect the printer to a computer via a wireless router. The printer and the router are connected wirelessly (via radio waves), so you do not need a LAN cable.

### Things to Check before Starting (Wireless LAN)(P. 72)

#### Things to Check before Starting (Wireless LAN)



- Have the computer and the router been connected properly? For more information, see the instruction manuals for the devices you are using, or contact the manufacturer.
- Have the network settings been completed on the computer? If the network has not been set up properly, you will not be able to use the printer on the wireless LAN network, even if you perform the rest of the procedure below.

## IMPORTANT

### Risk of Information Leak

If the printer is connected to an unsecured network, your personal information might be leaked to a third party because radio waves used in wireless communication can go anywhere nearby, even beyond walls. Use wireless LAN connection at your own discretion and at your own risk.

### Wireless LAN Security Standards

See the "User's Guide" for information about the security standards supported by the printer.

## NOTE

- The printer does not come with a wireless router. Have the router ready as necessary.
- The wireless router must conform to the IEEE 802.11b/g/n standards and be able to communicate in the 2.4 GHz band. For more information, see the instruction manual for your wireless router or contact the manufacturer.
- Wired LAN and wireless LAN cannot be used at the same time. When using a wireless LAN connection, do not connect a LAN cable to the printer. Doing so may cause a malfunction.
- If you are using the printer in your office, consult your network administrator.

## IMPORTANT

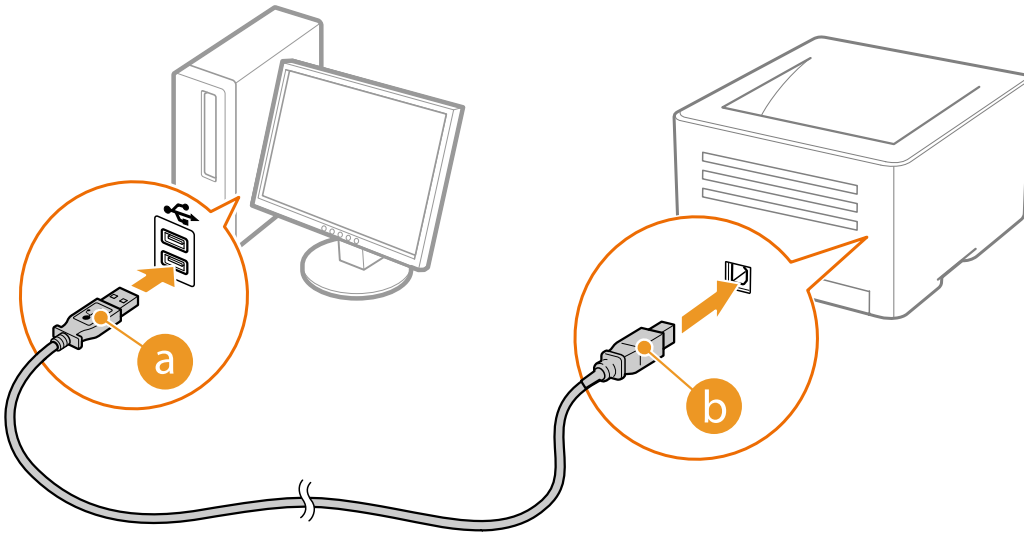
**After switching the connection method from wired LAN to wireless LAN**

You need to uninstall the currently installed printer driver, and then reinstall it.

## Connecting via USB

23ES-013

Connect the printer to a computer with a USB cable. Connect the flat connector of the USB cable (a) to the computer, and connect the square connector (b) to the printer.

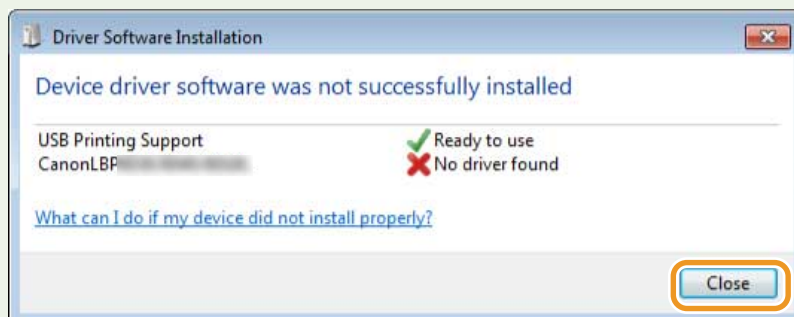


### NOTE

- If your printer does not come with a USB cable, you will need to provide your own cable separately.
- Make sure that the USB cable you use has the following mark.



- If a Plug and Play automatic setup screen like the one shown below is displayed when you connect the USB cable, click [Close] or [Cancel] to close it.



### LINKS

- Deleting the USB Class Driver(P. 66)

# Basic Windows Operations

23ES-015

- ▶ **Displaying the Printer Folder(P. 75)**
- ▶ **Enabling [Network discovery](P. 75)**
- ▶ **Displaying the [Software Programs/Manuals Setup] Screen(P. 76)**
- ▶ **Checking the Bit Architecture(P. 76)**
- ▶ **Displaying [Programs and Features] or [Add or Remove Programs](P. 77)**
- ▶ **Displaying [Device Manager](P. 77)**

## ■ Displaying the Printer Folder

### **Windows Vista**

[Start] ▶ select [Control Panel] ▶ [Printer].

### **Windows 7/Server 2008 R2**

[Start] ▶ select [Devices and Printers].

### **Windows 8.1/Server 2012/Server 2012 R2**

Right-click the lower-left corner of the screen ▶ select [Control Panel] ▶ [View devices and printers].

### **Windows 10/Server 2016**

Windows Control Panel ▶ select [View devices and printers].

### **Windows Server 2008**

[Start] ▶ select [Control Panel] ▶ double-click [Printers].

## ■ Enabling [Network discovery]

If you are using Windows Vista/7/8.1/10/Server 2008/Server 2012/Server 2012 R2/Server 2016, enable [Network discovery] to view the computers on your network.

### **Windows Vista**

[Start] ▶ select [Control Panel] ▶ [View network status and tasks] ▶ under [Network discovery], select [Turn on network discovery].

### **Windows 7/Server 2008 R2**

[Start] ▶ select [Control Panel] ▶ [View network status and tasks] ▶ [Change advanced sharing settings] ▶ under [Network discovery], select [Turn on network discovery].

### **Windows 8.1/Server 2012/Server 2012 R2**

Right-click the lower-left corner of the screen ▶ select [Control Panel] ▶ [View network status and tasks] ▶ [Change advanced sharing settings] ▶ under [Network discovery], select [Turn on network discovery].

### **Windows 10/Server 2016**

Windows Control Panel ▶ select [View network status and tasks] ▶ [Change advanced sharing settings] ▶ under [Network Discovery], select [Turn on network discovery].

### **Windows Server 2008**

[Start] ▶ select [Control Panel] ▶ double-click [Network and Sharing Center] ▶ under [Network discovery], select [Turn on network discovery].

## ■ Displaying the [Software Programs/Manuals Setup] Screen

If your computer does not display the [Software Programs/Manuals Setup] screen after you insert the CD-ROM/DVD-ROM, follow the procedure below. This following example uses "D:" as the name of the CD-ROM/DVD-ROM drive. The CD-ROM/DVD-ROM drive name may be different on your computer.

### **Windows Vista/7/Server 2008**

[Start] ► enter "D:\MInst.exe" in [Search programs and files] or [Start Search] ► press the [ENTER] key on the keyboard.

### **Windows 8.1/Server 2012/Server 2012 R2**

Right-click the lower-left corner of the screen ► select [Run] ► enter "D:\MInst.exe" ► click [OK].

### **Windows 10**

Enter "D:\MInst.exe" in [Type here to search] ► click [D:\MInst.exe] in the displayed results.

### **Windows Server 2016**

Enter "D:\MInst.exe" in [Search Windows] ► click [D:\MInst.exe] in the displayed results.

## ■ Checking the Bit Architecture

If you are not sure whether your computer is running 32-bit or 64-bit Windows, follow the procedure below to check.

### 1 Display [Control Panel].

#### **Windows Vista/7/Server 2008**

[Start] ► select [Control Panel].

#### **Windows 8.1/Server 2012/Server 2012 R2**

Right-click the lower-left corner of the screen ► select [Control Panel].

#### **Windows 10/Server 2016**

Display Windows Control Panel.

### 2 Display [System].

#### **Windows Vista/7/8.1/10/Server 2008 R2/Server 2012/Server 2012 R2/Server 2016**

Click [System and Security] or [System and Maintenance] ► [System].

#### **Windows Server 2008**

Double-click [System].

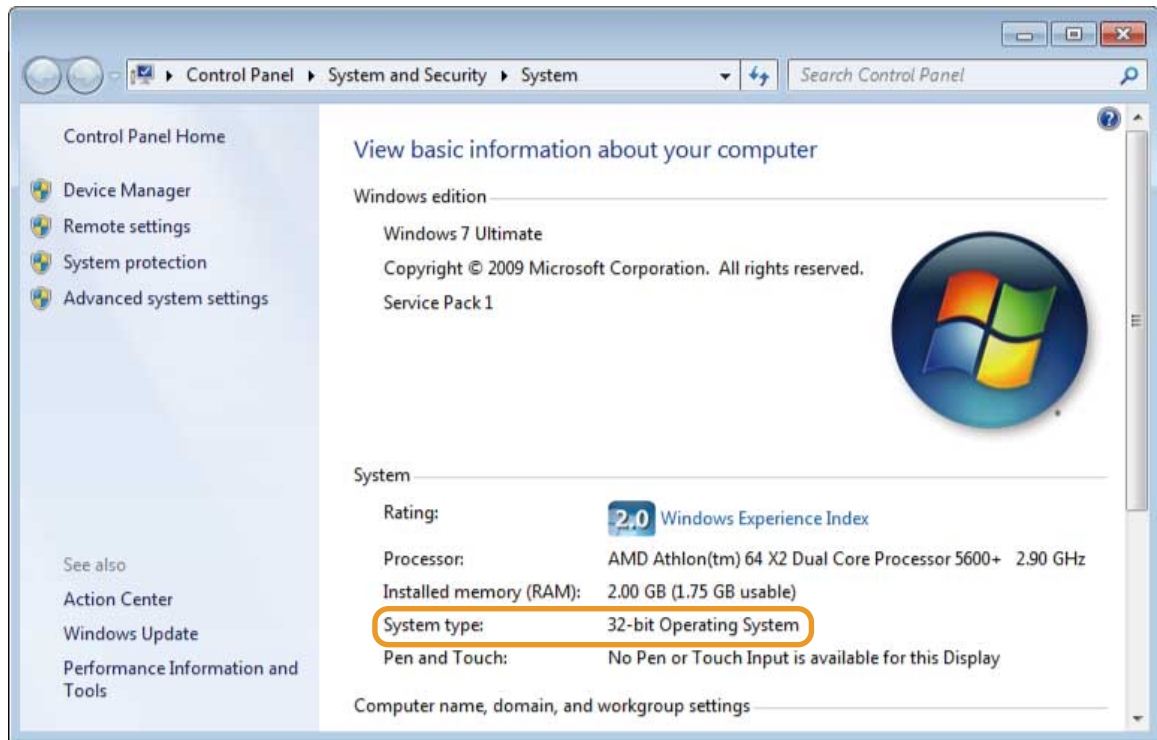
### 3 Check the bit architecture.

#### **32-bit operating systems**

[32-bit Operating System] is displayed.

#### **64-bit operating systems**

[64-bit Operating System] is displayed.



## ■ Displaying [Programs and Features] or [Add or Remove Programs]

### Windows Vista/7/Server 2008 R2

[Start] ► [Control Panel] ► select [Uninstall a Program].

### Windows 8.1/Server 2012/Server 2012 R2

Right-click the lower-left corner of the screen ► [Control Panel] ► select [Uninstall a Program].

### Windows 10/Server 2016

Click [Windows logo] ► [Settings] ► [Apps] or [System] ► [Apps & features].

### Windows Server 2008

[Start] ► select [Control Panel] ► double-click [Programs and Features].

## ■ Displaying [Device Manager]

### Windows Vista/7/Server 2008 R2

[Start] ► [Control Panel] ► [Hardware and Sound] or [Hardware] ► select [Device Manager].

### Windows 8.1/Server 2012/Server 2012 R2

Right-click the lower-left corner of the screen ► [Control Panel] ► [Hardware and Sound] ► select [Device Manager].

### Windows 10/Server 2016

Windows Control Panel ► [Hardware and Sound] or [Hardware] ► select [Device Manager].

### Windows Server 2008

[Start] ► select [Control Panel] ► double-click [Device Manager].

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