

**Canon**

# **Network Setup Troubleshooting**



# Network Setup Troubleshooting

This manual mainly describes problems you may encounter when setting up a network, and the possible causes and solutions.

Find a description related to your problem and follow the solution.

If you cannot find a description for your problem or if you encounter a problem after setup, refer to the on-screen manual: **Basic Guide/Advanced Guide**.

Screens are based on Windows Vista Ultimate.



- Names of functions, etc. may differ from this manual depending on your access point or application software.

## Problems during Software Installation ⇒ P.1

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The following symbols are used in this manual.



Instructions as notes for operation or additional explanations.



Description for Windows users.



Description for Macintosh users.

# Problems during Software Installation

## The Target Access Point is Not Displayed (Detected) on the **Detected Access Points List** Screen

### Check

If the target access point is not displayed on the **Detected Access Points List** screen, check the following points.

#### Check 1

Make sure that you follow Check 1, 2, 3, 4, 6 and 7 of "Connection Checklist" on page 9, then click **Refresh** (A) to search for the access point again.

#### Check 2

Turn off the access point, turn it back on, then click **Refresh** (A) to search for the access point again.

#### Check 3

Is SSID broadcast (connection via "ANY" SSID, etc.) disabled or is the stealth mode enabled on the access point?

- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.

Enable SSID broadcast (connection via "ANY" SSID, etc.) or disable the stealth mode, then click **Refresh** (A) to search for the access point again.

- For details on how to change the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.

To establish a connection without changing the access point settings, refer to **3** and onward in "Configuring the Access Point's Wireless LAN Settings Manually" on page 7.



#### Check 4

Is the MAC address filtering enabled on the access point?

- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.

Set the access point to accept the MAC address of the machine.

- For details on how to change the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.
- To check the MAC address of the machine, select **Device settings** using the **Menu** button, then select **LAN settings > Print LAN details** using the ◀, ▶ and **OK** buttons, then on the printed LAN setting information, check **MAC Address**.

#### Check 5

Is "WPA/WPA2 Enterprise" set as a security protocol (encryption standard) on the access point?

"WPA/WPA2 Enterprise" is not supported on the machine.

Change the security protocol (encryption standard) for the access point, then configure the settings again.

- For details on how to change the security protocol (encryption standard) for the access point, refer to the manual supplied with the access point or contact its manufacturer.
- For the procedure to configure settings of the machine, refer to "10 Set Up a Wireless Connection" on page 26 in the printed manual: **Getting Started**.

### Glossary

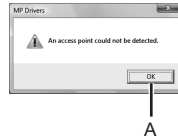
- **SSID**  
An identifier to identify the specific access point.
- **Network Key**  
A password required to set to prevent unauthorized access to communication.
- **SSID broadcast**  
An access point's periodic transmission of a signal revealing its SSID.
- **Stealth mode**  
A function to prevent the SSID of the access point from appearing on other wireless devices.
- **MAC address**  
A unique number assigned to each network device.
- **MAC address filtering**  
A function to block access from unauthorized wireless devices by saving the MAC addresses of specific wireless devices (computers, printers, etc.) to the access point beforehand.

## An access point could not be detected. is Displayed

### Check

Windows Macintosh

The message appears when no access point can be detected. Click **OK** (A) to display the **Detected Access Points List** screen, then try to detect the access point again by referring to "The Target Access Point is Not Displayed (Detected) on the Detected Access Points List Screen" on page 1.



## Check Access Point to Be Used Screen is Displayed

### Action

Windows Macintosh

The message appears when multiple access points with the same name are found.

■ When you have only one access point

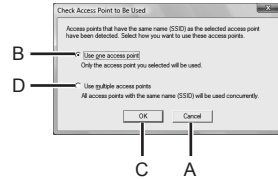
The access point selected on the **Detected Access Points List** screen will be used. Make sure that the target access point is selected correctly by following the procedure below, then proceed with the setup.

- 1 Click **Cancel** or **Back** (A).
  - **Detected Access Points List** screen returns.
- 2 Select the access point name/network name (SSID) that matches the MAC address of the target access point, then click **Connect**.
  - The **Check Access Point to Be Used** screen is displayed.
  - For details on how to check the MAC address of the access point, refer to the manual supplied with the access point or contact its manufacturer.

3 Select **Use one access point** (B), then click **OK** or **Continue** (C).

■ When using multiple access points (roaming)

To use roaming, select **Use multiple access points** (D), then click **OK** or **Continue** (C).



### Glossary

- **MAC address**  
A unique number assigned to each network device.
- **Roaming**  
A function to provide seamless communication when multiple access points with the same SSID are in use by automatically connecting to another nearby access point upon interruption of signals from the current one.

## Check Settings Screen is Displayed

### Check

Windows Macintosh

The screen appears when an IP address was not obtained automatically due to incorrect network key or inactive DHCP function.

#### Check 1

If the network key is incorrect, enter the network key again and click **Connect** (A).

- For details on how to check the network key of the access point, refer to the manual supplied with the access point or contact its manufacturer.

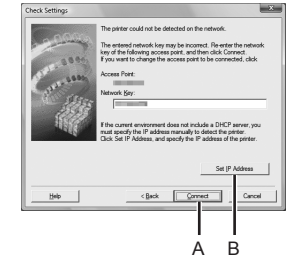
#### Check 2

Make sure that the DHCP function of the access point is active.

- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.

If the DHCP function is inactive, enable the DHCP function of the access point or specify the IP address of the machine, then click **Connect** (A).

- For details on how to change the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.
- To specify the IP address of the machine, click **Set IP Address** (B), then follow the procedure in Check 4 of "Set Printer IP Address Screen is Displayed" on page 3.



### Glossary

- **Network Key**  
A password required to set to prevent unauthorized access to communication.
- **DHCP function**  
A function to automatically assign required information (IP address, etc.) to computers, printers or other devices connected to the network.
- **IP address**  
A numerical identification assigned to each computer or network device connected to a network.

## Set Printer IP Address Screen is Displayed

### Check

#### Check 1

Make sure that you follow "Connection Checklist" on page 9, then click **Connect (A)**.

#### Check 2

Turn off the access point, turn it back on, then click **Connect (A)**.

#### Check 3

When obtaining an IP address automatically, make sure that the DHCP function of the access point is active.

- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.

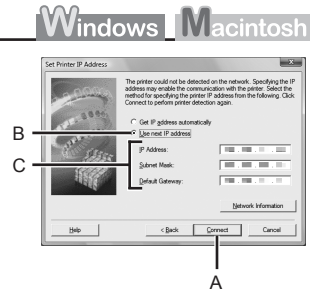
Enable the DHCP function of the access point, then click **Connect (A)**.

- For details on how to change the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.

#### Check 4

If the problem is not solved even after following Check 1 to 3, follow the procedure below to specify the IP address.

- 1 Select **Use next IP address (B)**.
- 2 Enter the value you want to specify for each of **IP Address**, **Subnet Mask**, and **Default Gateway or Router (C)**.
- 3 Click **Connect (A)**.



## The Machine is Not Displayed (Detected) on the Detected Printers List Screen

### Check

#### Check 1

Make sure that you follow Check 1, 2, 4, 5, 6 and 7 of "Connection Checklist" on page 9, then click **Redetect**.

#### Check 2

Is the machine connected to a network?

- For details on how to check if the machine is connected to a network, select **Device settings** using the **Menu** button, then select **LAN settings > Print LAN details** using the **◀**, **▶** and **OK** buttons, then on the printed LAN setting information, make sure that **Link Status** is set to **Active**.

If the machine is not connected to a network, perform setup again by following the procedures in "10 Set Up a Wireless Connection" on page 26 and onward in the printed manual: **Getting Started**.

#### Check 3

Is the IP filtering feature enabled on the access point?

- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.

Set the access point to accept the IP address of the machine.

- For details on how to change the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.
- To check the IP address of the machine, select **Device settings** using the **Menu** button, then select **LAN settings > Print LAN details** using the **◀**, **▶** and **OK** buttons, then on the printed LAN setting information, check **IP Address**.

### Glossary

- **IP address**  
A numerical identification assigned to each computer or network device connected to a network.
- **DHCP function**  
A function to automatically assign required information (IP address, etc.) to computers, printers or other devices connected to the network.
- **Subnet mask**  
A number used to distinguish the network and host portions of an IP address.
- **Default gateway**  
A device required to connect to external networks.

#### Check 4

When obtaining an IP address automatically, make sure that the DHCP function of the access point is active.

- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.



Enable the DHCP function of the access point, then click **Redetect**.

- For details on how to change the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.

#### Check 5

Is the privacy separator feature enabled on the access point?

- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.



Disable the privacy separator feature.

- For details on how to change the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.

#### Glossary

- **IP address**  
A numerical identification assigned to each computer or network device connected to a network.
- **IP address filtering**  
A function to restrict communication of network devices with specific IP addresses, preventing them from connecting to the network.
- **DHCP function**  
A function to automatically assign required information (IP address, etc.) to computers, printers or other devices connected to the network.
- **Privacy separator feature**  
A function to prevent communication between multiple wireless devices (such as computers and printers) connected to an access point.

WPS

WCN

Additional Computers Setup

Refer to the troubleshooting tip below only when configuring wireless settings by using WPS or WCN, or when setting up on an additional computer.

### Set Up New Printer Screen is Displayed

#### Check

Windows | Macintosh

The screen appears when the machine cannot be detected during setup using WPS or WCN, or when setting up on an additional computer.

#### Check 1

Make sure that you follow Check 1, 2, 4, 5, 6 and 7 of "Connection Checklist" on page 9, then click **Redetect**.

Proceed with the setup.

#### Check 2

Is the machine connected to a network?

- For details on how to check if the machine is connected to a network, select **Device settings** using the **Menu** button, then select **LAN settings > Print LAN details** using the ◀, ▶ and **OK** buttons, then on the printed LAN setting information, make sure that **Link Status** is set to **Active**.



If the machine is not connected to a network, perform setup again by following the procedures in "10 Set Up a Wireless Connection" on page 26 and onward in the printed manual: **Getting Started**.

#### Check 3

Is the IP filtering feature enabled on the access point?

- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.



Set the access point to accept the IP address of the machine.

- For details on how to change the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.
- To check the IP address of the machine, select **Device settings** using the **Menu** button, then select **LAN settings > Print LAN details** using the ◀, ▶ and **OK** buttons, then on the printed LAN setting information, check **IP Address**.

# Problems during Network Setup

## Check 4

When obtaining an IP address automatically, make sure that the DHCP function of the access point is active.

- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.



Enable the DHCP function of the access point, then click **Redetect**.

- For details on how to change the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.

## Check 5

Is the privacy separator feature enabled on the access point?

- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.



Disable the privacy separator feature.

- For details on how to change the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.

## Glossary

- **IP address**  
A numerical identification assigned to each computer or network device connected to a network.
- **IP address filtering**  
A function to restrict communication of network devices with specific IP addresses, preventing them from connecting to the network.
- **DHCP function**  
A function to automatically assign required information (IP address, etc.) to computers, printers or other devices connected to the network.
- **Privacy separator feature**  
A function to prevent communication between multiple wireless devices (such as computers and printers) connected to an access point.

## WPS

### Multiple APs detected is Displayed

#### Action

Windows | Macintosh

The message appears when multiple access points are detected.

Wait for a while, then configure the settings again.

Multiple APs detected  
See manual; press [OK] to

### Cannot connect is Displayed

#### Check

Windows | Macintosh

The message appears when an error occurs.

Check the access point settings, then configure WPS settings again.

Cannot connect  
See manual; press [OK] to

- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.
- For the procedure to configure WPS settings of the machine, refer to "Wireless Setup Using WPS (Wi-Fi Protected Setup)" on page 41 in the printed manual: **Getting Started**.
- When using an access point that does not support WPS, configure the settings by referring to "10 Set Up a Wireless Connection" on page 26 in the printed manual: **Getting Started**.

## PIN codes do not match is Displayed

### Action

Windows Macintosh

The message appears when setup is not completed within 10 minutes.

Follow the procedure below to configure WPS settings again.

PIN codes do not match  
See manual; press [OK] to

- 1 Select **PIN code method** on the **WPS** screen, then press the **OK** button.
  - A new PIN code appears.
- 2 Set the new PIN code to the access point or computer.
  - For details on how to set PIN codes to the access point or computer, refer to the manual supplied with your access point or contact its manufacturer.

## Other Troubleshooting Tips

Forgotten or Do Not Know the Access Point Name/Network Name (SSID), Security Protocol (encryption standard), and Network Key

### Check

Windows Macintosh

Check the access point settings.

- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.

The Machine is Not Detected after the Network Environment is Changed

### Check

Windows Macintosh

Wait until the IP address is assigned to the computer. You may need to restart your computer.

- Search for the machine again after confirming a valid IP address is assigned to the computer.

### Glossary

- **IP address**  
A numerical identification assigned to each computer or network device connected to a network.



# Reference Information

## Configuring the Access Point's Wireless LAN Settings Manually

### Action

Windows | Macintosh

Enter the access point name/network name (SSID) and security setting (WEP, WPA, etc.) directly.

Follow the procedure below.

#### 1 Perform ① to ⑨ in "Install the Software (2)" on page 27 in the printed manual: **Getting Started**.

- If the **Detected Access Points List** screen is displayed, go to **3**.

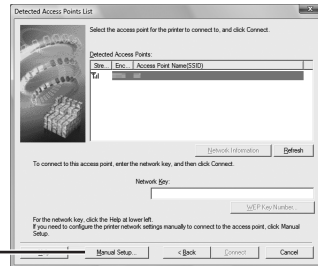
#### 2 When the **Confirm Connection Access Point** screen appears, click **No** (A).

- The **Detected Access Points List** screen is displayed.



#### 3 Click **Manual Setup** (B).

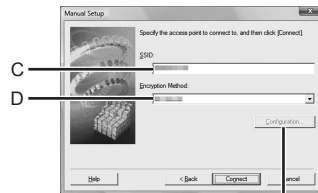
- The **Manual Setup** screen is displayed.



#### 4 Enter the access point name/network name (SSID) in **SSID** (C).

#### 5 Select the security protocol for the access point in **Encryption Method** (D), then click **Configuration** (E).

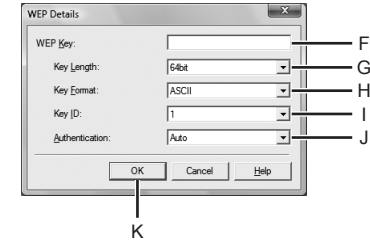
- Go to either of the following steps according to the selected **Encryption Method** (security protocol).



- Disable ➔ Go to **7** on page 8.
- WEP ➔ Go to **6-A**.
- WPA/WPA2 ➔ Go to **6-B** on page 8.

## 6-A WEP

WPA/WPA2 ➔ **6-B** (P.8)  
Disable ➔ **7** (P.8)



#### 1 Enter the network key in **WEP Key** (F).

- Enter upper and lower case letters of the alphabet correctly when the network key is 5 or 13 characters. Letters are case sensitive. Letters are not case sensitive if the network key is 10 or 26 characters (digits).

#### 2 Select **Key Length** (G).

- When **WEP 40 bit** is selected in AirPort Utility (AirPort Admin Utility), select **64 bit**.
- When **WEP (Transitional Security Network)** is selected in AirPort Utility, select **128 bit**.

#### 3 Select **Key Format** (H).

- Select **Characters** when the network key is 5 or 13 characters. Select **Hexadecimal** when it is 10 or 26 characters (digits).

#### 4 Select **Key ID** (I).

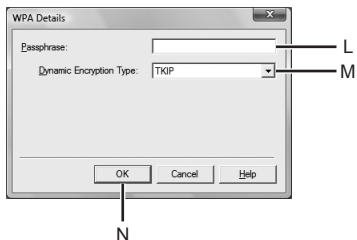
- When using AirPort, select **1** in the screen. Selecting other key numbers will disable the connection between the machine and AirPort.

#### 5 Select **Authentication** (J), then click **OK** (K).

➔ Go to **7** on page 8.

## 6-B WPA/WPA2

Disable → 7



- 1 Enter the network key in **Passphrase** (L).
  - Enter upper and lower case letters of the alphabet correctly when the network key is between 8 and 63 characters. Letters are case sensitive.
  - Letters are not case sensitive if the network key is 64 characters.
- 2 Select **Dynamic Encryption Type** (M), then click **OK** (N).
  - When **WEP (Transitional Security Network)** is selected in AirPort Utility, select **AES(Secure Encryption)**.

➔ Go to 7.

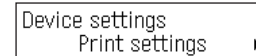
- 7 The **Manual Setup** screen returns. Click **Connect**.
  - After that, follow the on-screen instructions to proceed with settings.

## Restoring the Machine's Default LAN Settings to Perform Setup Again

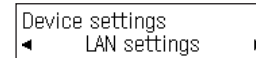
### Action

Follow the procedure below to restore LAN settings of the machine to the default state.

- 1 Use the **Menu** button to select **Device settings**.



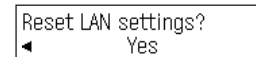
- 2 Use the ◀ or ▶ button to select **LAN settings**, then press the **OK** button.



- 3 Select **Reset LAN settings**, then press the **OK** button.

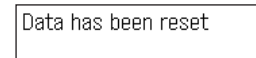


- 4 Select **Yes**, then press the **OK** button.



- 5 Make sure that the screen shown to the right appears.

- After a while, the **Device settings** screen returns. Press the **COPY** button.



The LAN setting of the machine is now restored to the default state.

- Perform setup by following the procedures in "10 Set Up a Wireless Connection" on page 26 and onward in the printed manual: **Getting Started**.

### <Default State>

Wireless LAN	Inactive
SSID	BJNPSETUP
Data encryption	Inactive
TCP/IP setting	Obtain an IP address automatically

# Connection Checklist

## Check



### Check 1

Before connecting the machine, are the computer and network device (router, access point, etc.) configured and can the computer connect to the network?

Configure the computer and network device.

- For the procedures, refer to the manuals supplied with the computer and network device, or contact their manufacturers.



### Check 2

Are the machine and network device (router, access point, etc.) turned on?

Turn on each device.

If the machine is already turned on, turn it off, then turn it back on.



### Check 3

Is the Wireless LAN setup cable connected properly?

- The Wireless LAN setup cable is required for network settings when configuring wireless settings without using the WPS or WCN function.

Connect the Wireless LAN setup cable properly.

- For the connection procedure, refer to "Install the Software (2)" on page 27 in the printed manual: **Getting Started**.



### Check 4

Is the firewall function of your security software active?

A message may appear on the computer monitor warning that Canon software is attempting to access the network.

If the warning message appears, set the security software to always allow access.

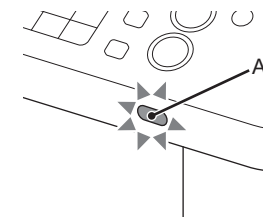


### Check 5

Is the **Wi-Fi** lamp (A) lit blue?

Select **Device settings** using the **Menu** button, then using the ◀, ▶ and **OK** buttons, select **LAN settings > WLAN active/inactive > Wireless LAN active** to enable wireless LAN.

- After enabling wireless LAN, perform setup again by following the procedures in "10 Set Up a Wireless Connection" on page 26 and onward in the printed manual: **Getting Started**.



**Check 6**

Are the access point and machine installed in an open space where wireless communications are possible? Also, is there a microwave oven, refrigerator, etc. nearby?



Install them in an open space with as few obstacles as possible.

Leave some space between the installation location and a microwave oven, refrigerator, etc. so that its radio waves will not affect those from the access point.

**Check 7**

Is the access point operating in IEEE802.11b or IEEE802.11g (2.4 GHz)?

- For details on how to check the operating mode of the access point, refer to the manual supplied with the access point or contact its manufacturer.



Set the access point to operate in IEEE802.11b or IEEE802.11g (2.4 GHz).

- For details on how to change the operating mode of the access point, refer to the manual supplied with the access point or contact its manufacturer.

**Glossary****• Firewall**

A system to use computers connected to the Internet and corporate networks safely. It protects computers and corporate networks against unauthorized access, or restricts unauthorized access to corporate networks and the Internet.

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