

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**.

Cannot Connect to the Printer

⇒ P.1

The Printer is Not Displayed (Detected) on the Canon IJ Network Tool Screen	⇒ P.1
The Printer is Not Displayed (Detected) on the Printers Screen	⇒ P.1
The Printer is Not Displayed (Detected) on the Printer Setup Utility Screen	⇒ P.1
The Printer is Not Detected after the Network Environment is Changed	⇒ P.2

Message is Displayed **during Software Installation**

⇒ P.2

The Set Printer IP Address Screen is Displayed	⇒ P.2
The New port could not be created is Displayed	⇒ P.3

Other Troubleshooting Tips

⇒ P.3

Specifying the Printer's IP Address	⇒ P.3
Changing the Port Name	⇒ P.4
Restoring the Printer's Default LAN Setting to Perform Setup Again	⇒ P.4
Printing the Printer's Network Setting Information	⇒ P.4

Connection Checklist

⇒ P.5

Specifications

⇒ P.6

The following symbols are used in this manual.



Instructions as notes for operation or additional explanations.

Glossary

Explanation of terminology.

Windows

Description for Windows users.

Macintosh

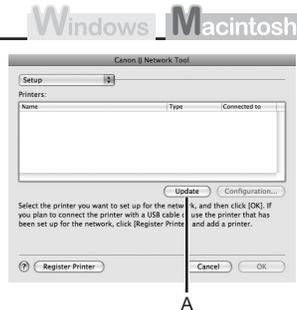
Description for Macintosh users.

Cannot Connect to the Printer

The Printer is Not Displayed (Detected) on the **Canon IJ Network Tool** Screen

Check

Make sure that you follow Check 2 and 3 of "Connection Checklist" on page 5, then click **Update** (A).



The Printer is Not Displayed (Detected) on the **Printers** Screen

Check

Check 1

Make sure that you follow Check 1, 2, 4 and 5 of "Connection Checklist" on page 5, then click **Update** (A).

Check 2

Is the printer connected to a network?

Print the network setting information of the printer and make sure that an IP address is obtained.

- For details on how to print the network information of the printer, refer to "Printing the Printer's Network Setting Information" on page 4.



If the printer is not connected to a network, perform setup again by referring to "Wired LAN Connection" (Windows: P.23) in the printed manual: **Getting Started**.

Glossary

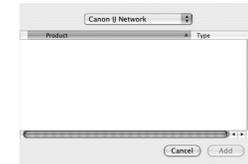
IP address

A numerical identification assigned to each computer or network device connected to a network.

The Printer is Not Displayed (Detected) on the Printer Setup Utility Screen

Check

Mac OS X v.10.4.x
Mac OS X v.10.3.9



Check 1

Make sure that you follow Check 1, 2, 4 and 5 of "Connection Checklist" on page 5, then wait a while until the printer appears.

Check 2

Is the printer connected to a network?

Print the network setting information of the printer and make sure that an IP address is obtained.

- For details on how to print the network information of the printer, refer to "Printing the Printer's Network Setting Information" on page 4.

If the printer is not connected to a network, perform setup again by referring to "Wired LAN Connection" (Macintosh: P.32) in the printed manual: **Getting Started**.

Glossary

IP address

A numerical identification assigned to each computer or network device connected to a network.

Message is Displayed during Software Installation

The Printer 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 printer again after confirming a valid IP address is assigned to the computer.

Glossary

- **IP address**

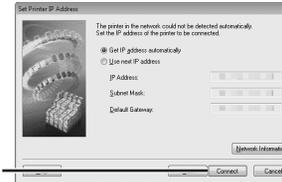
A numerical identification assigned to each computer or network device connected to a network.

The Set Printer IP Address Screen is Displayed

Check

Windows Macintosh

Windows



Macintosh



Check 1

Make sure that you follow "Connection Checklist" on page 5, then click **Connect (A)**.

Check 2

Unplug the network device (router, etc.) from the power outlet and plug it in, then click **Connect (A)**.

Check 3

When obtaining an IP address automatically, make sure that the DHCP function of the network device (router, etc.) is active.

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

Activate the DHCP function of the network device, then click **Connect (A)**.

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

Check 4

If the problem is not solved even after following Check 1 to 3, specify the IP address of the printer.

- For details on how to specify the IP address, refer to "Specifying the Printer's IP Address" on page 3.

Glossary

- **DHCP function**

A function that automatically assigns required information (IP address, etc.) to computers connected to the Internet.

- **IP address**

A numerical identification assigned to each computer or network device connected to a network.

Other Troubleshooting Tips

The New port could not be created is Displayed

Action

Uninstall the drivers, then setup the printer again.

- For the setup procedure, follow the procedures in "Wired LAN Connection" (P.23) and onward in the printed manual: **Getting Started**.



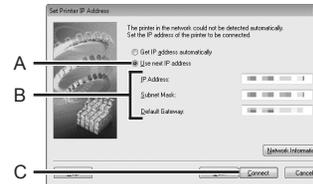
Windows Macintosh

Specifying the Printer's IP Address

Action

Assign an IP address and other values to the printer manually if, for example, there is no DHCP function in the environment where the printer is used.

Windows



Macintosh



Windows

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

Macintosh

- 1 Select **Use following IP address** in **TCP/IP Setting** (A).
- 2 Enter the value you want to specify for each of **IP Address**, **Subnet Mask** and **Router** (B), then click **Connect** (C).

Glossary

- **DHCP function**
A function that automatically assigns required information (IP address, etc.) to computers connected to the Internet.
- **IP address**
A numerical identification assigned to each computer or network device connected to a 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.



- The printer cannot be used on external networks such as the Internet.

Changing the Port Name

Note

Windows Macintosh

By changing the port name, you can change the name of the printer.

- When you set up an additional computer to use the printer whose port name you changed, the printer is displayed with the changed port name. When two or more computers are set up, the changed name is displayed.
- When multiple computers or printers are present, this can be used to change the name to one that is easy to remember.

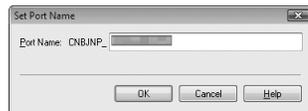
Action

Windows Macintosh

The port name can be changed by the following procedure.

- 1 Click **Set Port Name** in the **Setup Completion** dialog box.

- The **Set Port Name** dialog box is displayed.



- 2 Change the port name.

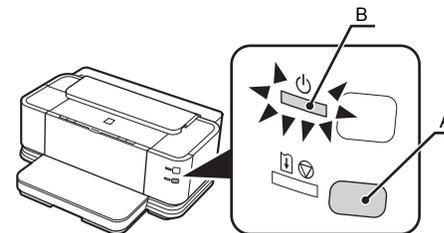
- Port names should consist of alphanumeric characters and be no longer than 21 characters, excluding the prefix.
- The port name includes the fixed prefix "CNBJNP_", which you do not need to enter.

Restoring the Printer's Default LAN Setting to Perform Setup Again

Action

Use the **RESUME/CANCEL** button on the printer to restore the default state.

- 1 Disconnect the LAN cable.
- 2 Hold down the **RESUME/CANCEL** button (A) on the printer until the **POWER** lamp (B) flashes 10 times, then release the **RESUME/CANCEL** button after the tenth flash.



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

- Perform setup again by following the procedures in "Wired LAN Connection" (Windows: P.23, Macintosh: P.32) and onward in the printed manual: **Getting Started**.

<Default State>

TCP/IP setting

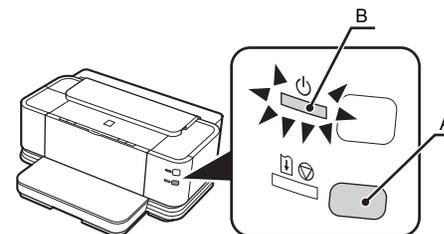
Obtain an IP address automatically

Printing the Printer's Network Setting Information

Action

Use the **RESUME/CANCEL** button on the printer to print the network setting information.

- 1 Hold down the **RESUME/CANCEL** button (A) on the printer until the **POWER** lamp (B) flashes 6 times, then release the **RESUME/CANCEL** button after the sixth flash.
Printing will start.



Connection Checklist

Check

- Check 1**
Before connecting the printer, are the computer and network device (router, 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 printer and network device (router, etc.) turned on?

Turn on each device.

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

- Check 3**
Is the USB cable connected properly? (The USB cable is required for network settings when setting up the printer on the network for the first time.)

If the USB cable is loose, connect it properly.

- For the connection procedure, refer to "Wired LAN Connection" (Windows: P.23, Macintosh: P.32) in the printed manual: **Getting Started**.

- Check 4**
When using a router, are the LAN cables of the printer and computer connected to the LAN side of the router?
- For details on how to check the connection, refer to the manual supplied with the router or contact its manufacturer.

If the LAN cable is connected to the WAN side of the router, connect it to the LAN side.

If the LAN cable is loose, connect it properly.

- For the connection procedure, refer to the manual supplied with the router or contact its manufacturer.

- Check 5**
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.

Glossary

- **Firewall**
A security measure to protect computers connected to the Internet and corporate networks against unauthorized external access.

Specifications

General Specifications	
Printing resolution (dpi)	4800* (horizontal) x 1200 (vertical) * Ink droplets can be placed with a pitch of 1/4800 inch at minimum.
Interface	USB Port: Hi-Speed USB* LAN Port: Wired LAN: 100BASE-TX/10BASE-T * A computer that complies with Hi-Speed USB standard is required. Since the Hi-Speed USB interface is fully upwardly compatible with USB 1.1, it can be used at USB 1.1.
Print width	[Cassette] 11.4 inches/290.2 mm (for Borderless Printing: 11.7 inches/297 mm) [Rear Tray] 12.7 inches/322.2 mm (for Borderless Printing: 13 inches/329 mm)
Operating environment	Temperature: 5 to 35°C (41 to 95°F) Humidity: 10 to 90% RH (no condensation)
Storage environment	Temperature: 0 to 40°C (32 to 104°F) Humidity: 5 to 95% RH (no condensation)
Power supply	AC 100-240V, 50/60 Hz
Power consumption	Printing: Approx. 22 W Standby (minimum): Approx. 1.7 W OFF: Approx. 0.7 W * USB connection to PC
External dimensions	Approx. 25.5 (W) x 20.4 (D) x 10.2 (H) inches Approx. 647 (W) x 519 (D) x 260 (H) mm * With the Paper Support, Front Tray and Front Tray Extension retracted.
Weight	Approx. 19.8 kg (Approx. 43.7 lb) * With the Print Head and ink tanks installed.
Print Head/Ink	Total 3,584 nozzles (BK/Y/PBK each 512 nozzles, C/M each 512 x 2 nozzles)

Network Specifications	
Communication protocol	TCP/IP
Wired LAN	Supported Standards: IEEE802.3u (100BASE-TX)/IEEE802.3 (10BASE-T) Transfer speed: 10M/100Mbps (auto switching)

Minimum System Requirements		
☞ Conform to the operating system's requirements when higher than those given here.		
	Windows	Macintosh
Operating System	Windows Vista, Vista SP1	Mac OS X v.10.5
Processor	1 GHz processor	Intel processor, PowerPC G5, PowerPC G4 (867 MHz or faster)
RAM	512 MB	512 MB
	Windows XP SP2, SP3	Mac OS X v.10.4
	300 MHz processor	Intel processor, PowerPC G5, PowerPC G4, PowerPC G3
	128 MB	256 MB
	Windows 2000 Professional SP4	Mac OS X v.10.3.9
	300 MHz processor	PowerPC G5, PowerPC G4, PowerPC G3
	128 MB	128 MB
Browser	Internet Explorer 6 or later	Safari
Hard Disk Space	450 MB Note: For bundled software installation.	600 MB Note: For bundled software installation.
CD-ROM Drive	Required	
Display	SVGA 800 x 600	XGA 1024 x 768
	<ul style="list-style-type: none"> Windows: Operation can only be guaranteed on a PC with Windows Vista, XP or 2000 pre-installed. To upgrade from Windows XP to Windows Vista, first uninstall software bundled with the Canon inkjet printer. Macintosh: Hard Disk must be formatted as Mac OS Extended (Journaled) or Mac OS Extended. Internet Explorer 7 or later is required to install Easy-WebPrint EX. 	

Additional System Requirements for the On-Screen Manuals	
Windows	Macintosh
Browser: Easy Guide Viewer Note: Internet Explorer 6 or later must be installed. The on-screen manual may not be displayed properly depending on your operating system or Internet Explorer version. We recommend that you keep your system up to date with Windows Update.	Browser: Easy Guide Viewer Note: The on-screen manual may not be displayed properly depending on your operating system or Safari version. We recommend that you keep your system up to date.

Specifications are subject to change without notice.

About Consumables

Consumables (ink tanks / FINE Cartridges) are available for 5 years after production has stopped.

Canon