



# **Windows**

**Generic Fax Driver**

# **Installation Guide**

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# Introduction

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# Introduction

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- ▶ **How to Use the Manual(P. 3)**
- ▶ **Disclaimers(P. 5)**
- ▶ **Copyright(P. 6)**
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## How to Use the Manual

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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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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:

[Send]

[OK]

## Disclaimers

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# About This Driver

**About This Driver** ..... 9

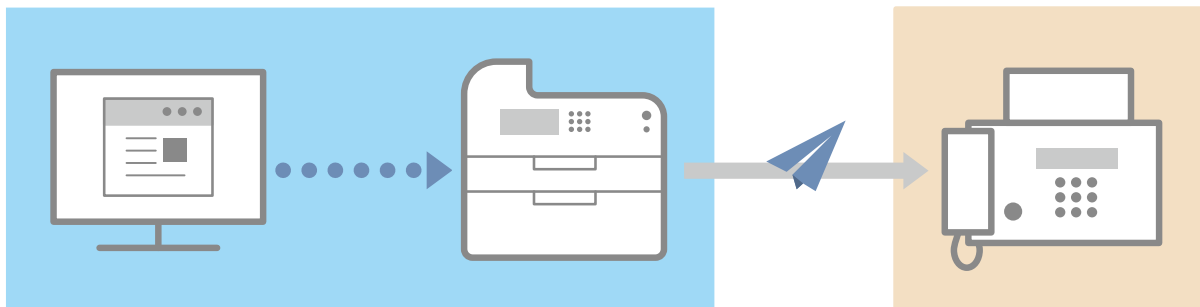
# About This Driver

This driver is a fax driver for Windows that supports Canon multi-function devices for office use.

## Features

You can send faxes without printing documents or images created with a computer.

- Reduces work time and printing costs
- Sends clean, clear images and fine text



## Main Features

### Attaching a Cover Sheet

You can attach a cover sheet to data to be transmitted. Templates are already provided in the driver. The items listed in the cover sheet can be customized. When sending to multiple destinations, you can change the information on the cover sheet for each destination.

### Destination Management Using an Address Book

Registering frequently-used destinations in the Address Book makes specifying destinations easier. You can export the Address Book as a CSV format file etc. You can also import an address book that is being used by another application.

### Detailed Setting of Transmission Data

You can set the paper size as well as the page layout, which arranges the page data on each sheet of paper.

You can also specify the transmission time and set an email notification of the transmission result.

### Strengthening Security

You can set the driver so that confirmation input of the specified destination is required, in order to avoid sending the fax to a wrong destination. You can also record when, by whom, what, and to where faxes are transmitted with the login authentication function and fax information and image storing function.

If the subaddress function is supported, you can send faxes to memory boxes at the destination.



#### NOTE

- If you install the Canon Driver Information Assist Service when connected locally or sharing a printer, you can retrieve device information. In this manual, the function for retrieving device information using the Canon Driver Information Assist Service is referred to as the device information retrieval function.

# Before Use

**Before Use** ..... 11

## Before Use

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- To enable the functions supported by the device you are using and send faxes, you need to set the options of the device. The options of the device can be retrieved from the [Device Settings] sheet > [Retrieve Device Information], but if you cannot retrieve them, set them manually in the [Device Settings] sheet.
- Depending on the device, jobs sent by fax from the driver may not be noted in the PS print server log. Also, for jobs sent via NetWare, the logged information may not be noted correctly.
- If you select a fax board that is not compatible with the printer model you are using, and select a line that does not match a valid line to send from, there is a possibility that the fax will be sent via a different line.
- If you set a function in the driver that is not supported by the device you are using, it may lead to an unintended transmission result. It may also cause an inability to send faxes.
- 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 of the device
  - The driver version
  - The computer environment you are using
- When sending a fax from a Windows Store app, because you cannot display the fax transmission 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 10 are explained.

# Installing the Driver

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## Installing the Driver

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This explains items to check and various methods regarding driver installation.

Refer to the items to check before installing the driver.

The installation method differs according to the connection method and environment of the device to use. Select the appropriate method for installation.

Also, refer to the procedure indicated here when updating or uninstalling the driver.

- ▶ **Pre-installation Check(P. 14)**
- ▶ **Installation Using the Installer(P. 21)**
- ▶ **Installation Without Using the Installer(P. 37)**
- ▶ **Updating Installation and Uninstallation(P. 41)**



## Pre-installation Check

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This explains what you need to confirm beforehand in order to install the driver correctly.

- ▶ **About Installation(P. 15)**
- ▶ **System and Service Requirements(P. 17)**
- ▶ **Installation Preparations and Precautions(P. 19)**
- ▶ **About the Readme File(P. 20)**

## About Installation

---

This explains how to select the driver installation method and what items are necessary to use the device information retrieval function.

### Selecting the Installation Method

To install the driver, you need to select an installation method that is suited to the connection environment of the device you are using.

- For a TCP/IP network environment: select [Standard] and install
- For a USB connection environment: select [USB Connection] and install

If you want to use the device in the following connection environment, select [Custom] and install.

- Network connection other than TCP/IP protocol
- Parallel connection

If you could not install by selecting [Standard] or [USB Connection], refer to another installation procedure such as [Custom].

### Items Required to Use the Device Information Retrieval Function

For the device information retrieval function, the device information retrieval path and Canon Driver Information Assist Service installation destination etc. vary according to the following factors.

- Type of print queue (local printer or network printer)
- Connection method of the device (network connection (LPR etc.) or local connection (USB))
- Server environment (terminal server or XenApp/Presentation Server)

The items required for the Canon Driver Information Assist Service installation destination etc. for each combination of the above factors are shown below.

#### For a local printer:

- When connected to a network: device information can be retrieved with the driver alone
- When connected locally\*: Canon Driver Information Assist Service must be installed on the same computer

\* For local connections, you may not be able to use the device information retrieval function, depending on the device and environment you are using.

#### For a network printer:

- When connected to a shared server: Canon Driver Information Assist Service must be installed on the print server
- When connected by IPP: device information can be retrieved with the driver alone (when via IIS, configuration information cannot be retrieved)
- When connected by SMB or to a NetWare printer: an address must be set with the PortSetTool  
The PortSetTool is a support tool for setting addresses for ports whose addresses cannot be resolved. However, it does support 64-bit computers and Windows Server 2008/7/8.1/10/Server 2016/Server 2019.

## Related Topics

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- ▶ [About This Driver\(P. 9\)](#)
- ▶ [Selecting \[Standard\] to Install\(P. 22\)](#)
- ▶ [Selecting \[Custom\] to Install\(P. 28\)](#)
- ▶ [Selecting \[USB Connection\] to Install\(P. 33\)](#)

▶ **Installing by Specifying an inf File(P. 38)**

## System and Service Requirements

This explains the system environments required to use the driver. It also explains the services and environment required when you want to use the device information retrieval function.

### System Requirements

#### Operating Systems

Windows 7/8.1/10

Windows Server 2008/2008 R2/2012/2012 R2/2016/2019

#### For server-based computing environments:

##### Operating systems in a server environment

Windows Server 2008/2008 R2/2012/2012 R2/2016/2019

##### Server components

Citrix Presentation Server 4.5

Citrix XenApp 5.0/6.0/6.5/7.5/7.6/7.7/7.8/7.9/7.11/7.12/7.13/7.14/7.15/7.16/7.17/7.18

Citrix XenDesktop 4.0/5.0/5.5/5.6/7.0/7.1/7.5/7.6/7.7/7.8/7.9/7.11/7.12/7.13/7.14/7.15/7.16/7.17/7.18

Citrix Virtual Apps and Desktops 7 1808/1811/1903/1906/1909

VMware vSphere 4/5/5.1/5.5/6.0/6.5/6.7

Microsoft Application Virtualization (App-V)

Remote Desktop Service on Windows Server 2012 R2/2016/2019

TS-RemoteApp on Windows Server 2008

##### Operating systems for a clustering server

Windows Server 2008/2008 R2 (Enterprise/Datacenter Edition)

Windows Server 2012/2012 R2/2016/2019

#### Computer

Any computer which runs the above operating system software properly.



##### NOTE

- For the support status of the newest operating systems and service packs, check the Canon web site (<https://global.canon/>).
- The ARM architecture is not supported.

### Combinations of Driver and Operating System Display Languages

Depending on the combination of supported driver languages and the display language of the operating system, correct operation may not be guaranteed. It is recommended that you install with the language selected by default when the installer starts.

## Supported Driver Languages

English / Arabic / Basque / Catalan / Chinese (Simplified) / Chinese (Traditional) / Czech / Danish / Dutch / Finnish / French / German / Hungarian / Italian / Korean / Malay / Norwegian / Polish / Portuguese / Russian / Slovak / Spanish / Swedish / Thai / Turkish

## Scope of Guaranteed Operation

	Language of operating system included in supported driver languages	Language of operating system not included in supported driver languages
Installed with language matching the operating system	Guaranteed	--
Installed with language not matching the operating system	Guaranteed*	Not guaranteed*

\* Operation is only guaranteed when installed with English. However, the layout may be broken or the driver may not be displayed correctly.

## Services Required for the Device Information Retrieval Function

If you want to use the device information retrieval function, you need the following services and environments.

### Operating System Services

You can use the device information retrieval function only when all the following services are installed in the operating system and not set to [Disabled].

- Remote Procedure (RPC)
- TCP/IP NetBIOS Helper Service
- Workstation

### Protocols

UDP or TCP (IPv4 or IPv6)

### Supported Device Connection Configurations

When connected to a network: TCP/IP or IPX (needs to be set with the PortSetTool)

When connected locally (32-bit): USB or Centronix

# Installation Preparations and Precautions

---

This explains the preparations for installing the driver correctly, and precautions to take when installing.

## Installation Preparations

Before installing the driver, complete the following operations.

### Acquire the installer

You can acquire the installer by any of the following means.

- Download from the web site (32-bit and 64-bit versions)  
Download the Setup version driver from the Canon web site (<https://global.canon/>). If you download the inf version, perform the installation by referring to an installation procedure that uses the inf file.
- Supplied CD-ROM

### About Installation(P. 15)

After checking the installation overview, select the installation method that suits the connection environment of the device you are using. Also, if you want to use the device information retrieval function, check the items required to use the device information retrieval function.

## Precautions to Be Taken When Installing

Take care of the following items when installing.

- If a screen requiring you to allow changes to the computer is displayed, allow the changes.
- If a Windows Security screen indicating that the publisher of the driver cannot be verified is displayed, allow installation.
- When acquiring driver information using the Canon Driver Information Assist Service, if a warning regarding removing Windows Firewall blocking is displayed, remove the block.
- If you use the installer to install a driver, you can update existing drivers at the same time that you install the new driver.
- When updating an existing driver, match the language to install with the existing driver.
- The language cannot be switched after installation.

## Related Topics

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- ▶ **Selecting [Standard] to Install(P. 22)**
- ▶ **Selecting [Custom] to Install(P. 28)**
- ▶ **Selecting [USB Connection] to Install(P. 33)**
- ▶ **Installing by Specifying an inf File(P. 38)**

## About the Readme File

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Precautions regarding installing drivers or using drivers are included in the Readme file.

The Readme file is stored under the following name within the package folder of the driver.

Readme\_en-US.hta

Also, if you are installing using the installer, you can refer to the Readme in the screen for selecting [Fax Setup].

## Installation Using the Installer

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This explains the procedure for installing using the installer included in the supplied CD-ROM or an installer downloaded from the web site.

Select the procedure most suitable to the device connection configuration and installation method.

- ▶ **Selecting [Standard] to Install(P. 22)**
- ▶ **Selecting [Custom] to Install(P. 28)**
- ▶ **Selecting [USB Connection] to Install(P. 33)**



## Selecting [Standard] to Install

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This explains the procedure for automatically searching for a device on a network and installing a driver ([Standard]).

### Prerequisites

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- **System and Service Requirements(P. 17)**
- The device is one that is on the same subnet as the computer you are using (for TCP/IP network environments)
- Enabling settings for both [Use WSD] and [Multicast Discovery Settings] at the device (for network environments that use WSD)
- Setting the page description language selection (plug and play) function of the device  
Set [PDL Selection (Plug and Play)] at the device to match the driver you are using. For details about the setting method, refer to the manual of the device.
- The device must be in the same subnet as the computer you are using.
- **Installation Preparations and Precautions(P. 19)**
- When starting the computer, log on as a member of Administrators.
- [Desktop] screen display (when using Windows 8.1/Server 2012/Server 2012 R2)

### Procedures

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#### 1 Start the installer.

##### **If you are using an installer downloaded from the web site**

Double-click the downloaded file to decompress it. If the installer does not start automatically after it is decompressed, double-click [Setup.exe].

##### **If you are using the accompanying CD-ROM**

(1) Set the CD-ROM in the computer.

If the CD-ROM menu is not displayed, click the subsequent "Open details."

Start the installer by following the procedure below.

- If a message prompting you to insert a CD-ROM is displayed or if Windows Explorer is displayed: Execute [MInst.exe].
- If nothing is displayed: Double-click the CD-ROM icon.
- If the above [MInst.exe] file does not exist: Execute the [Setup.exe] file in the driver folder of the CD-ROM.

If you executed [Setup.exe], proceed to step **2.(P. 22)**

(2) If the language selection screen is displayed, select a language → click [OK].

(3) Click [Installation] from the menu screen.

(4) On the [Installation] screen, confirm that the fax driver is selected → click [Install].

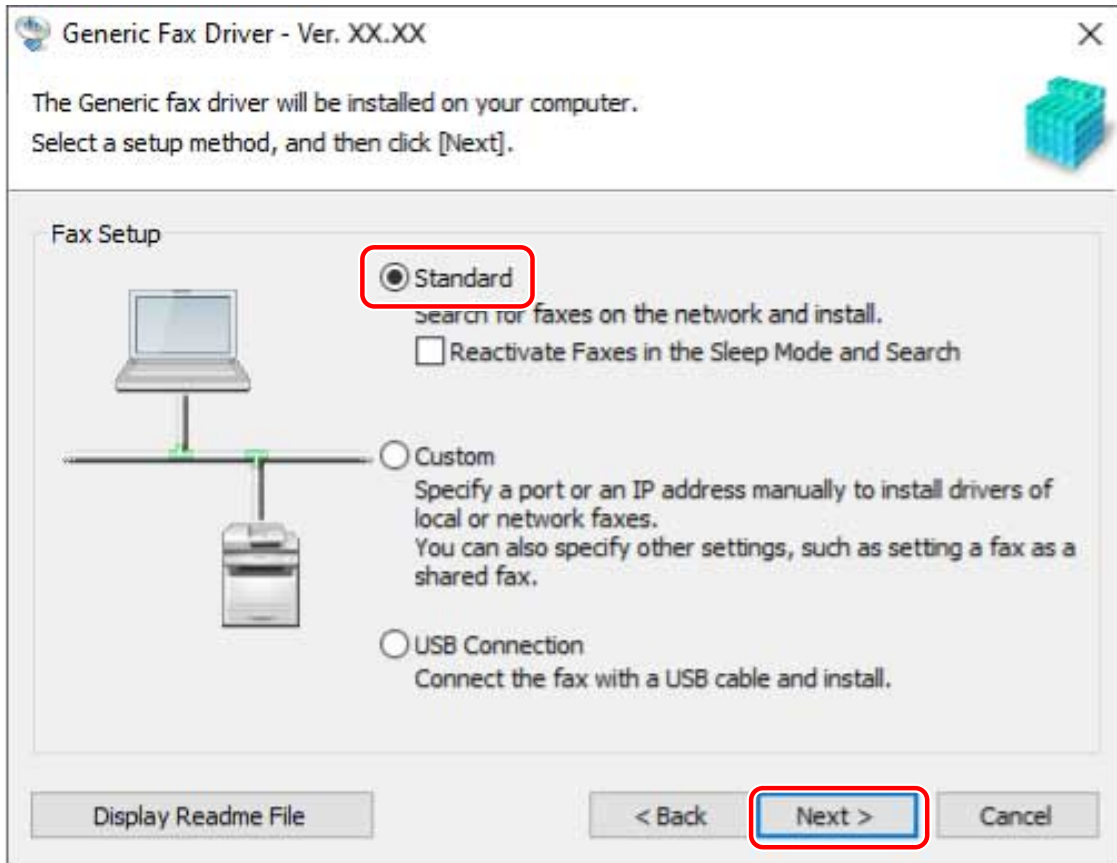
(5) Confirm the content of the CANON SOFTWARE LICENSE AGREEMENT → click [Yes].

#### 2 Select a language → click [Next].

**3** When the **CANON SOFTWARE LICENSE AGREEMENT** is displayed, confirm the content → click [Yes].

**4** Select [Standard] → click [Next].

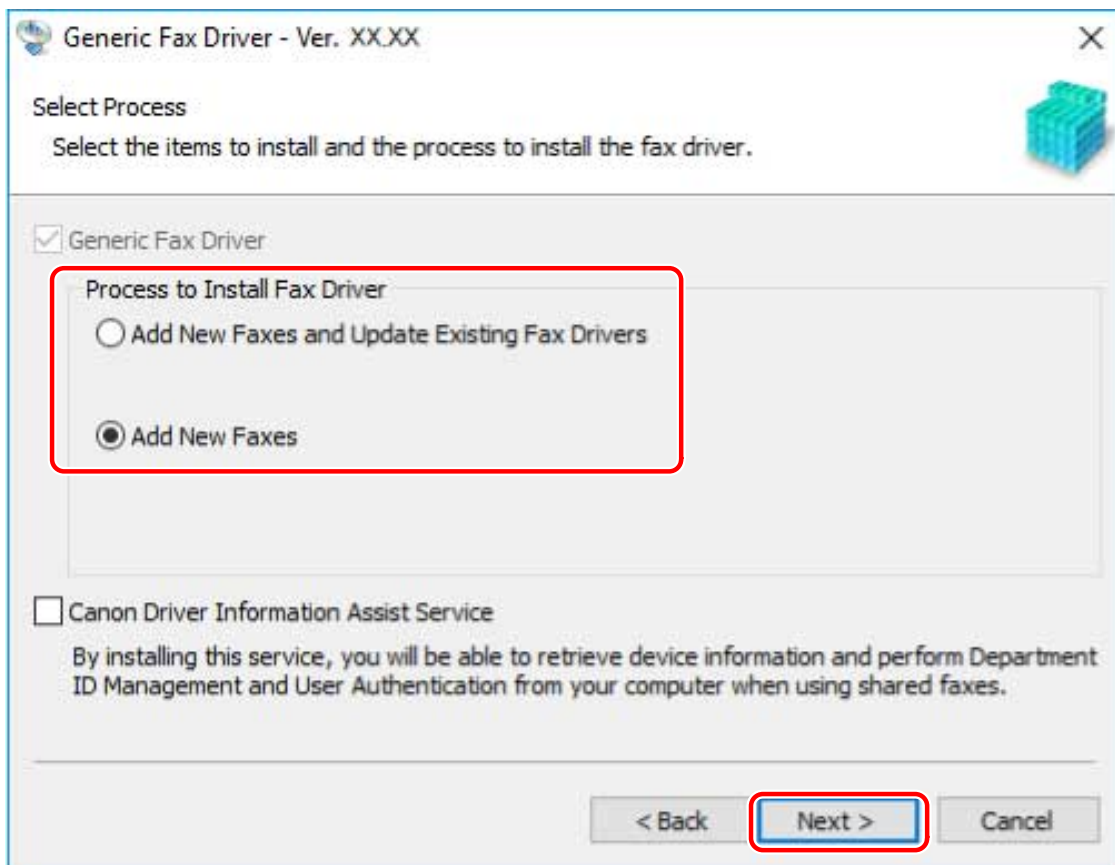
[Reactivate Faxes in the Sleep Mode and Search]: Select this when you want to detect devices on the network that are in sleep mode.



**5** Select the required items → click [Next].

[Process to Install Fax Driver]: Select this if necessary if a driver is already installed.

[Canon Driver Information Assist Service]: Select this when you want to use the device information retrieval function.



## 6 Select the device to install from [Fax List].

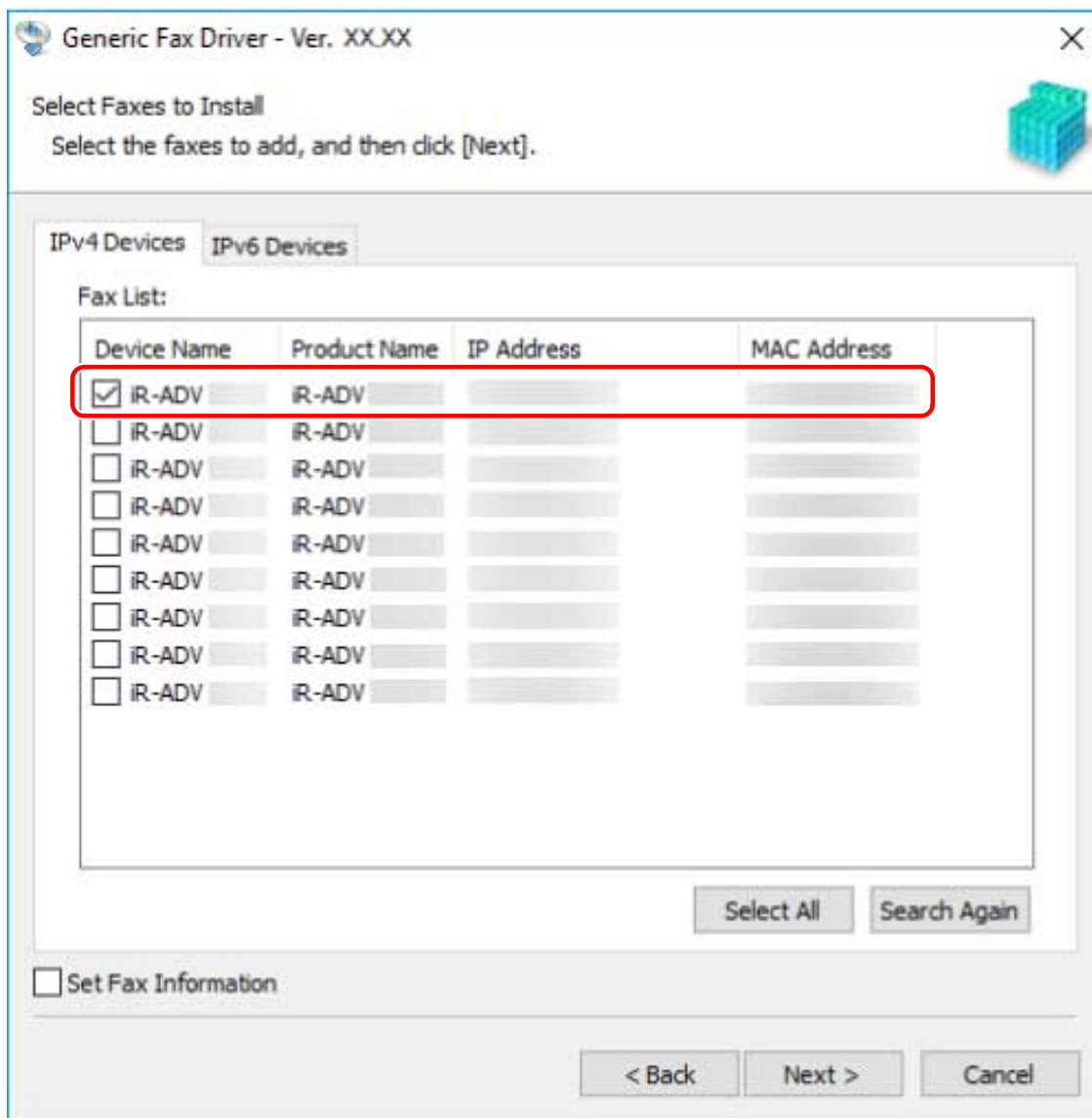
If the device is not displayed in [Fax List], click [Search Again]. If the device is still not found, select [Custom] and install.

[IPv4 Devices]/[IPv6 Devices] tab: You can switch displays by clicking the tabs.



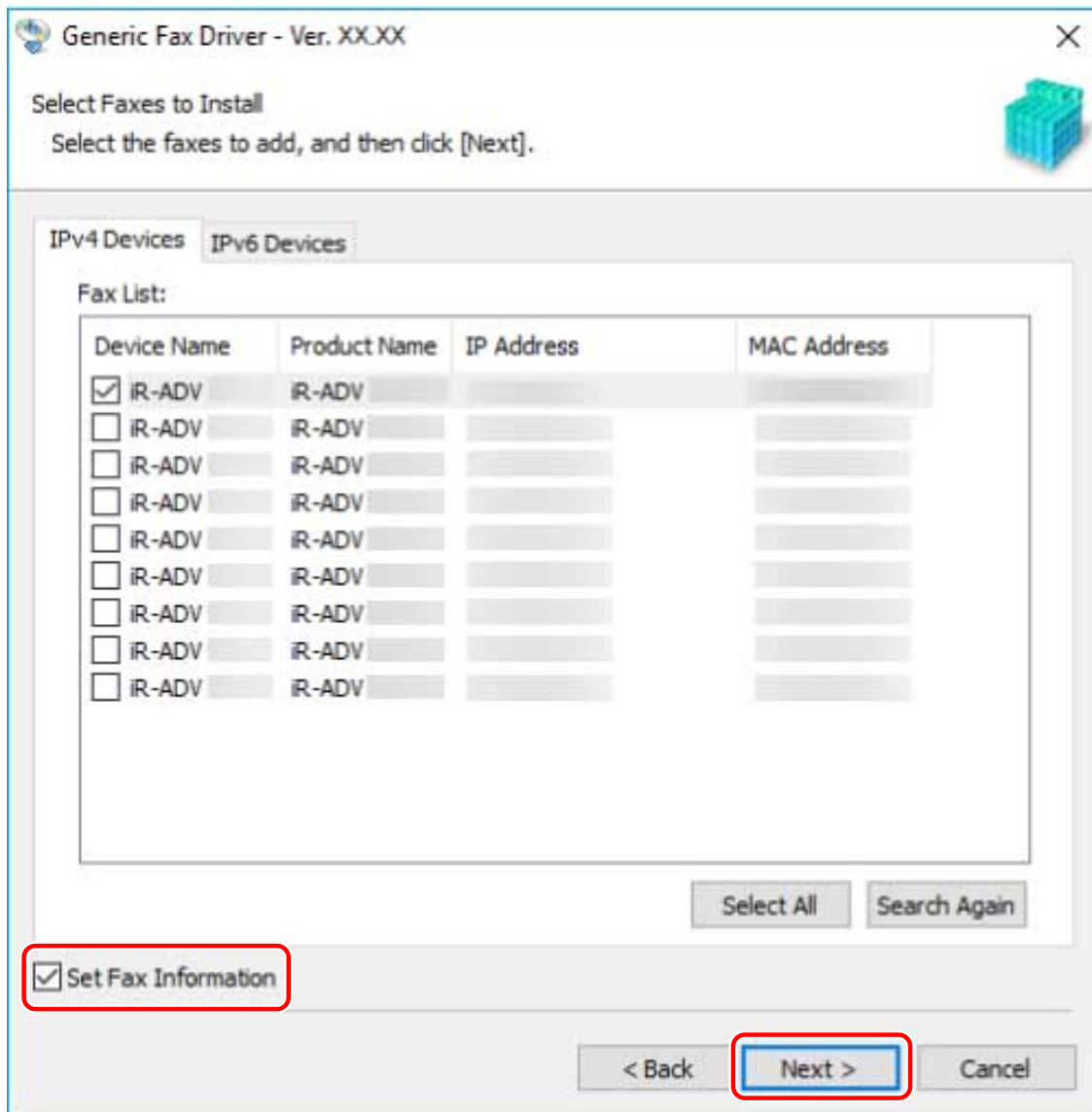
### NOTE

- If you cannot discover a device connected by a WSD port, there could be a problem with the operating system or device settings. Refer to the following to enable the device to be displayed in the search results.  
**Cannot discover a device connected via a WSD port(P. 72)**



**7** If you want to change the name of the device, or set it as the default device, select [Set Fax Information] → click [Next].

If you do not want to change the name of the device or set it as the default device, click [Next] and proceed to step 9.(P. 27)

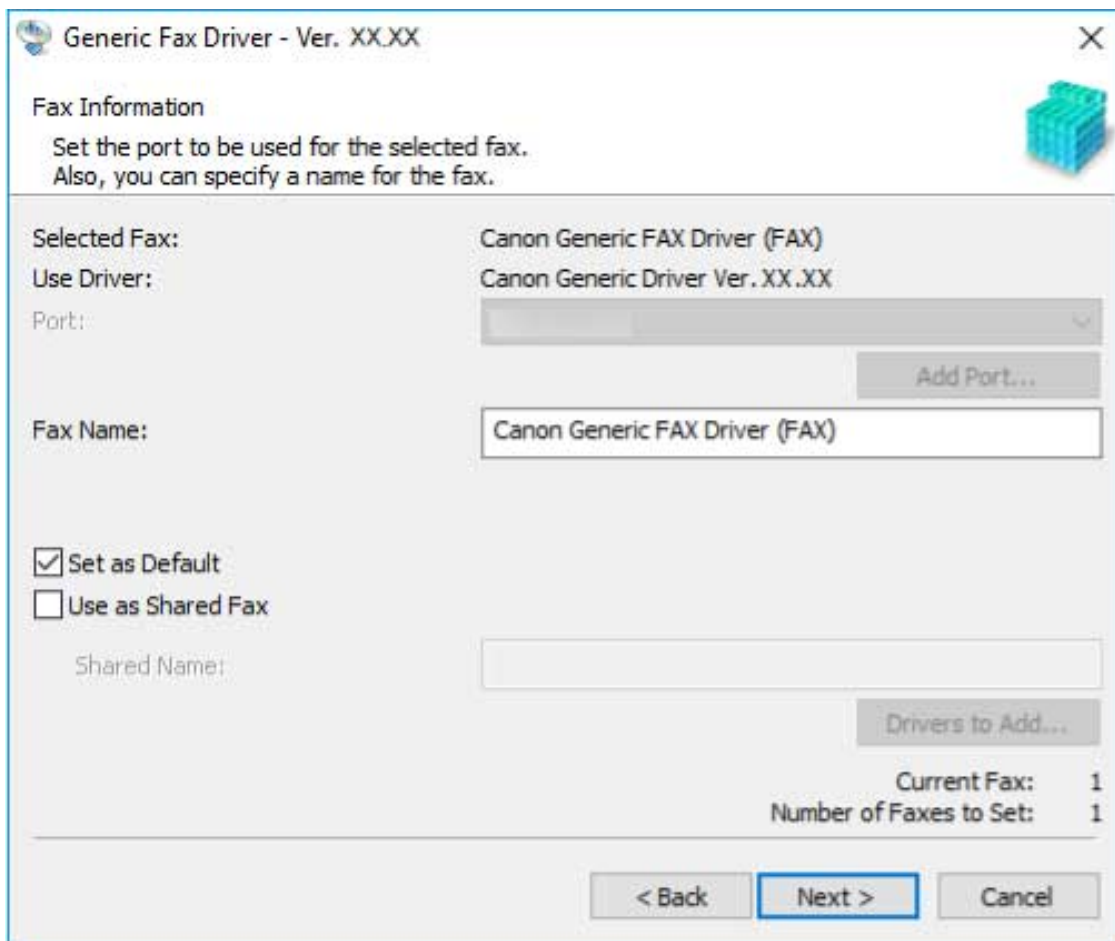


## 8 Change [Fax Name] if necessary → click [Next].

[Set as Default]: Select this to set the device as the device that is normally used.

[Use as Shared Fax]: Select this if you want to configure shared settings for the device.

You cannot select [Fax Name] if the device is connected via a WSD port.



## 9 Check [Fax List for Driver Installation] → click [Start].

Proceed with the installation according to the instructions on the screen.

## 10 Click [Restart] (or [Exit]).

The installed device is displayed in [Devices and Printers] in the Windows Control Panel.

### Related Topics

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- ▶ [About Installation\(P. 15\)](#)
- ▶ [Selecting \[Custom\] to Install\(P. 28\)](#)
- ▶ [Configuring Share Print Server Settings\(P. 55\)](#)

## Selecting [Custom] to Install

---

This explains the procedure for manually specifying the port to use for a network connection or local connection and installing the driver. As well as existing ports, you can add a standard TCP/IP port or network printer port.

### Prerequisites

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- **System and Service Requirements(P. 17)**
  - **Installation Preparations and Precautions(P. 19)**
  - Confirm the port to be specified  
Specify a standard TCP/IP port or a network printer port. You can specify an already registered port. You can select a temporary port ([LPT1] etc.) and set it after installation is complete.
  - Confirm the name and IP address of the device (if adding a standard TCP/IP port).  
You must enter the device name and IP address when adding a standard TCP/IP port and installing. For the name of the device, use the name by which the device is known on the network. If you do not know the device name or IP address, check with your network administrator.
  - Confirm the queue specified for each port (if the target device is shown in the following).  
If an optional external print server unit is attached to the target device, after selecting the port, you must specify the queue. Click "Open details," and confirm the queue corresponding to the selected port.  
Specify the queues corresponding to the port.  
**For LPR:**  
For Windows TCP/IP, enter a Print, Hold, and Direct queue name in the [Queue Name] column.  
**For RAW:**  
The queue to be specified is determined by the port number.  
9100: Print, Hold, or Direct  
9101: Direct queue  
9102: Print queue  
9103: Hold queue  
**For SMB:**  
When you select the device from the network tree, three queues are displayed. Select one from among the displayed queues.  
**For NetWare:**  
Depending on the device you are using, turn the banner setting off.
- When starting the computer, log on as a member of Administrators.
  - [Desktop] screen display (when using Windows 8.1/Server 2012/Server 2012 R2)

### Procedures

---

#### 1 Start the installer.

##### **If you are using an installer downloaded from the web site**

Double-click the downloaded file to decompress it. If the installer does not start automatically after it is decompressed, double-click [Setup.exe].

##### **If you are using the accompanying CD-ROM**

(1) Set the CD-ROM in the computer.

If the CD-ROM menu is not displayed, click the subsequent "Open details."

Start the installer by following the procedure below.

- If a message prompting you to insert a CD-ROM is displayed or if Windows Explorer is displayed: Execute [MInst.exe].
- If nothing is displayed: Double-click the CD-ROM icon.
- If the above [MInst.exe] file does not exist: Execute the [Setup.exe] file in the driver folder of the CD-ROM.

If you executed [Setup.exe], proceed to step **2.(P. 29)**

(2) If the language selection screen is displayed, select a language → click [OK].

(3) Click [Installation] from the menu screen.

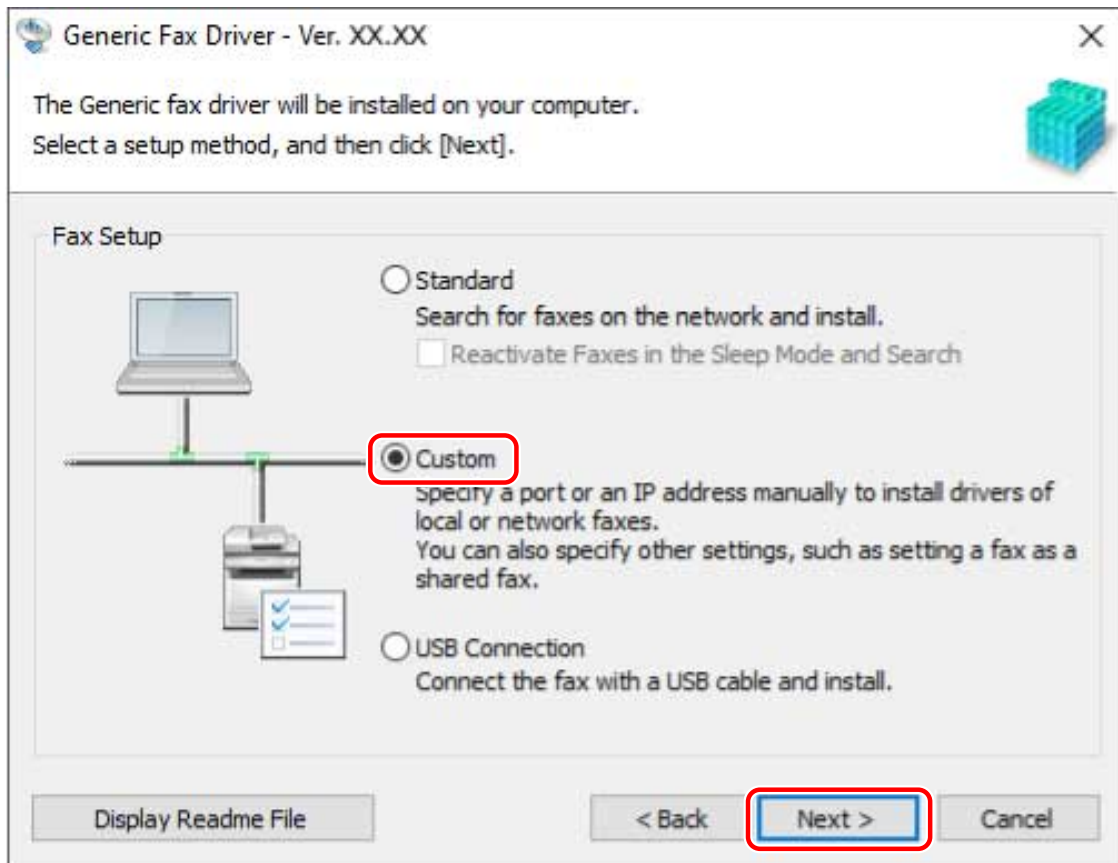
(4) On the [Installation] screen, confirm that the fax driver is selected → click [Install].

(5) Confirm the content of the CANON SOFTWARE LICENSE AGREEMENT → click [Yes].

## 2 Select a language → click [Next].

## 3 When the CANON SOFTWARE LICENSE AGREEMENT is displayed, confirm the content → click [Yes].

## 4 Select [Custom] → click [Next].

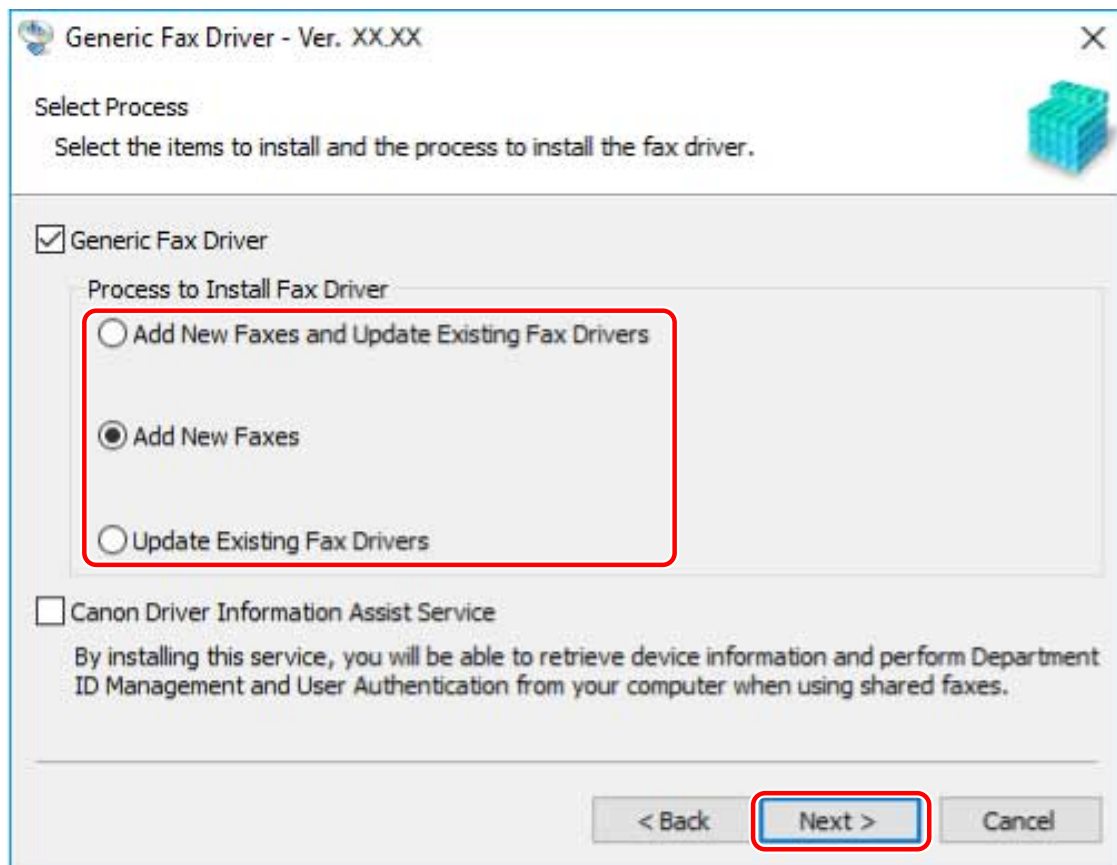


## 5 Select the required items → click [Next].

[Process to Install Fax Driver]: Select this if necessary if a driver is already installed.

[Canon Driver Information Assist Service]: Select this when you want to use the device information retrieval function.





## 6 Set the port.

Ports that can be specified if you are using a device that does not support Netware or IPP are LPR, RAW, and SMB.

If you are using an existing port, select the port from [Port] → proceed to step 8.(P. 31) If you want to specify the port after installation, select a temporary port ([LPT1] etc.) → proceed to step 8.(P. 31)

Generic Fax Driver - Ver. XX.XX

Fax Information  
Set the port to be used for the selected fax.  
Also, you can specify a name for the fax.

Selected Fax: Canon Generic FAX Driver (FAX)  
Use Driver: Canon Generic Driver Ver. XX.XX  
Port: Not Set  
Add Port...  
Fax Name: Canon Generic FAX Driver (FAX)

Set as Default  
 Use as Shared Fax  
Shared Name:

Devices: 1 (1 to 200) Current Fax: 1  
Number of Faxes to Set: 1

< Back Next > Cancel

**7 Click [Add Port] → select the type of port ([Standard TCP/IP Port], [WSD Port], or [Network]) from [Port to Add] → click [OK].**

**When adding a network printer port:**

Select the network printer to use → click [OK] → proceed to step 8.(P. 31)

**When adding a standard TCP/IP port:**

Enter the device name or IP address according to the instructions of the wizard.

[Port Name] is automatically entered. Change the port name if required.

**When adding a WSD port:**

Enter the IP address or host name → click [OK] → proceed to step 8.(P. 31)

 **NOTE**

- If the [Additional Port Information Required] or [Additional port information required] screen is displayed, perform one of the following procedures.
  - Return to the previous screen in the wizard → re-enter the information in [Hostname or IP address] → click [Next].
  - Select [Standard] for [Device Type] → select [Canon Network Printing Device with P9100] → click [Next]. Depending on the device you are using, the type of device that you can select in the [Additional Port Information Required] or [Additional port information required] screen > [Device Type] > [Standard] may vary.

**8 Change [Fax Name] if necessary → click [Next].**

[Set as Default]: Select this to set the device as the device that is normally used.

[Use as Shared Fax]: Select this if you want to configure shared settings for the device.

If you added or selected a network printer port, you cannot set [Fax Name] and [Use as Shared Fax].

## 9 Check [Fax List for Driver Installation] → click [Start].

Proceed with the installation according to the instructions on the screen.

## 10 Click [Restart] (or [Exit]).

The installed device is displayed in [Devices and Printers] in the Windows Control Panel.

## Related Topics

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- ▶ [About Installation\(P. 15\)](#)
- ▶ [Configuring Share Print Server Settings\(P. 55\)](#)
- ▶ [Changing to a Standard TCP/IP Port\(P. 50\)](#)

## Selecting [USB Connection] to Install

---

This explains the procedure for connecting a device and computer with a USB cable and installing a driver.



### IMPORTANT

- If connecting by USB and installing, since Canon Driver Information Assist Service cannot be installed simultaneously, you cannot use the device information retrieval function as is. If you want to use it, install the Canon Driver Information Assist Service after installing the driver. However, if connected by USB, you may not be able to use the device information retrieval function, depending on the device and environment you are using.

## Prerequisites

---

- **System and Service Requirements(P. 17)**
- Installation of the optional USB interface board (if required with the device you are using)
- Page description language selection (plug & play) function setting of the device (if required with the device you are using)  
Set [PDL Selection (Plug and Play)] at the device to match the driver you are using. For details about the setting method, refer to the manual of the device.
- Confirm that the target device supports Version 9.00 or earlier fax drivers.
- **Installation Preparations and Precautions(P. 19)**
- When starting the computer, log on as a member of Administrators.
- [Desktop] screen display (when using Windows 8.1/Server 2012/Server 2012 R2)

## Procedures

---

### 1 Turn off the device.

### 2 Start the installer.

#### If you are using an installer downloaded from the web site

Double-click the downloaded file to decompress it. If the installer does not start automatically after it is decompressed, double-click [Setup.exe].

#### If you are using the accompanying CD-ROM

(1) Set the CD-ROM in the computer.

If the CD-ROM menu is not displayed, click the subsequent "Open details."

Start the installer by following the procedure below.

- If a message prompting you to insert a CD-ROM is displayed or if Windows Explorer is displayed: Execute [MInst.exe].
- If nothing is displayed: Double-click the CD-ROM icon.
- If the above [MInst.exe] file does not exist: Execute the [Setup.exe] file in the driver folder of the CD-ROM.

If you executed [Setup.exe], proceed to step **3.(P. 34)**

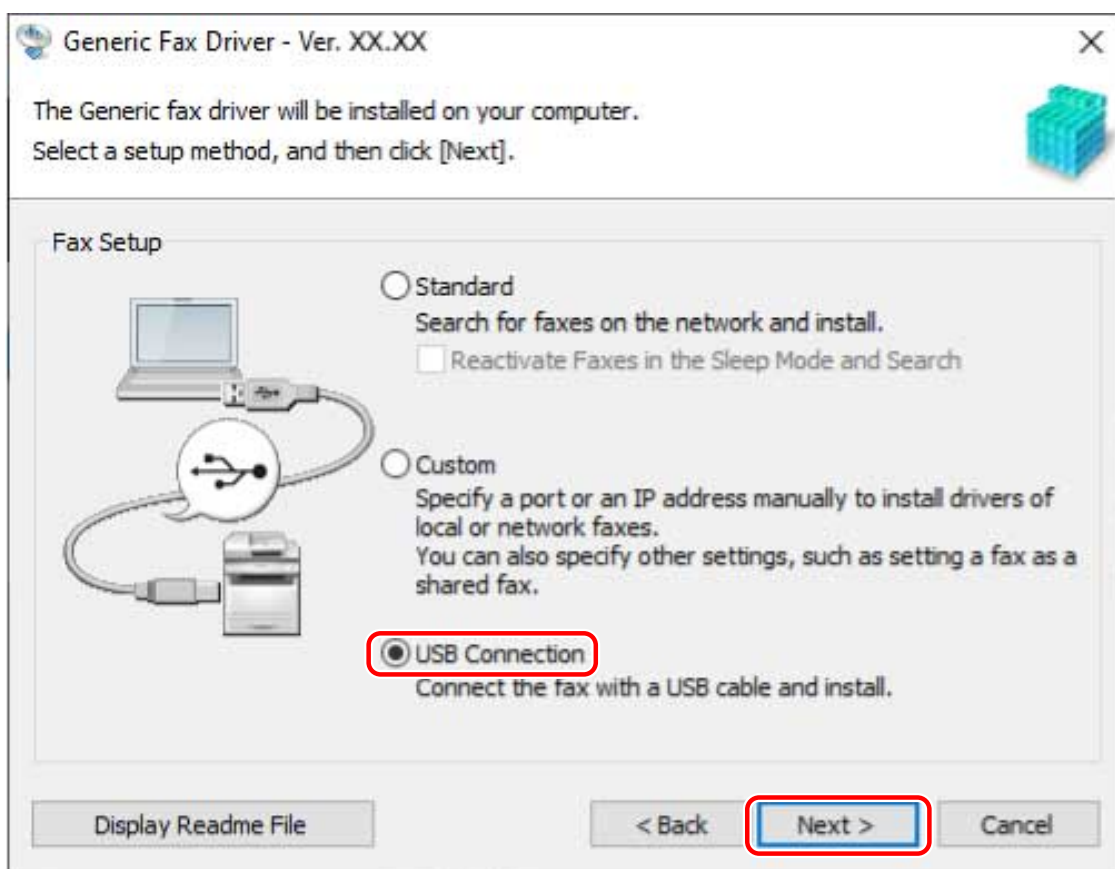
- (2) If the language selection screen is displayed, select a language → click [OK].
- (3) Click [Installation] from the menu screen.
- (4) On the [Installation] screen, confirm that the fax driver is selected → click [Install].
- (5) Confirm the content of the CANON SOFTWARE LICENSE AGREEMENT → click [Yes].

**3 Select a language → click [Next].**

**4 When the CANON SOFTWARE LICENSE AGREEMENT is displayed, confirm the content → click [Yes].**

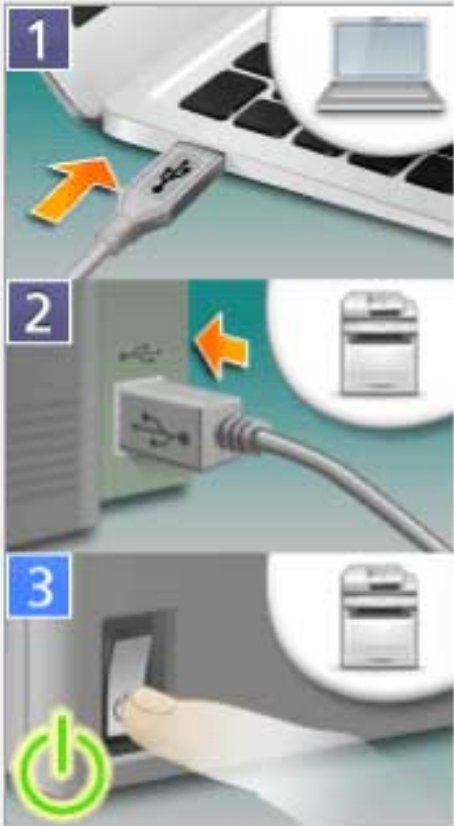
**5 Select [USB Connection] → click [Next].**

Proceed with the installation according to the instructions on the screen.



**6 When the following screen appears, connect the device and computer with a USB cable → turn on the device.**

**USB Connection**



Follow the steps below to install the fax driver:

Status:

1. Connect the USB cable to the computer.
2. Connect the USB cable to the fax.
3. If the fax power is off, turn on the fax. The fax will be recognized automatically and installation of fax drivers will start.

If the fax is not automatically recognized even with the USB cable connected, disconnect the cable from the fax after turning off the fax, and then connect the cable again.

Proceed with the installation according to the instructions on the screen.

If installation fails in the above screen, click "Open details."

Reinstall after performing the following procedure.

**(1) Connect the device and computer with a USB cable → turn the device on.**

**(2) Display [Device Manager].**

**In Windows 10/Server 2016/Server 2019**

Right-click [  ] → click [Device Manager].

**In Windows 7/Server 2008 R2/8.1/Server 2012/Server 2012 R2**

Display [Control Panel] > [Hardware and Sound] > [Device Manager].

**In Windows Server 2008**

Display [Control Panel] > [System and Maintenance] > [Device Manager].

**(3) Right-click the name of the target device displayed in [Other devices] → click [Delete].**

**(4) Confirm the device name.**

Canon + <model name>

**7 Click [Restart] (or [Exit]).**

The installed device is displayed in [Devices and Printers] in the Windows Control Panel.

## Related Topics

---

- ▶ [About Installation\(P. 15\)](#)
- ▶ [Automatically Setting the Device Information Retrieval Function\(P. 58\)](#)

## Installation Without Using the Installer

---

This explains the procedure for installing the driver without using the usual installer.

- ▶ **Installing by Specifying an inf File(P. 38)**
- ▶ **Installing Using a WSD Port(P. 40)**



## Installing by Specifying an inf File

---

You can install a driver by specifying an inf file with the add printer function of Windows. The following explanation will be given with respect to installation with a standard TCP/IP port.

### Prerequisites

---

- When starting the computer, logon as a member of Administrators.
- Confirm the IP address of the device.
- Prepare the inf file.  
Acquire the driver from the Canon web site (<https://global.canon/>) or the supplied CD-ROM, and prepare the inf file.
- The inf file is stored in the [Driver] folder in the folder of the driver you have acquired.
- [Desktop] screen display (when using Windows 8.1/Server 2012/Server 2012 R2)

### Procedures

---

#### 1 Start the Windows add printer wizard.

**If starting from [Settings] (Windows 10/Server 2016/Server 2019 only)**

- (1) Click [Devices] → click [Add a printer or scanner] from [Printers & scanners].
- (2) Click [The printer that I want isn't listed].

**If starting from the Control Panel**

- (1) Display [Devices and Printers] → click [Add a printer].
- (2) When the screen for selecting a device is displayed, click [The printer that I want isn't listed].

#### 2 Select local printer addition and proceed to the next screen.


#### 3 Select [Create a new port] → select [Standard TCP/IP Port] from [Type of port] → click [Next].

#### 4 Enter the IP address of the device in [Hostname or IP address] → proceed according to the instructions on the screen.

If the device cannot be found, it may be recognized as an unknown device. If so, click the subsequent "Open details."

**(1) Display [Device Manager].**

**In Windows 10/Server 2016/Server 2019**

Right-click [  ] → click [Device Manager].

**In Windows 7/Server 2008 R2/8.1/Server 2012/Server 2012 R2**

Display [Control Panel] > [Hardware and Sound] > [Device Manager].

**In Windows Server 2008**

Display [Control Panel] > [System and Maintenance] > [Device Manager].

(2) Select [Other devices] > [Unknown device] → select [Update Driver Software] from the [Action] menu.

(3) In the driver software update wizard, click [Browse my computer for driver software] → click [Let me pick from a list of device drivers on my computer].

(4) Select [Printers] from [Common hardware types] → click [Next].

**5** In the [Add a printer] screen, click [Have Disk].

**6** Click [Browse] → select the prepared inf file.

**7** Select the device to use from [Printers] → click [Next].

**8** Install the driver according to the instructions on the screen → click [Finish].

The installed device is displayed in [Devices and Printers] in the Windows Control Panel.

## Related Topics

---

- ▶ Installation Preparations and Precautions(P. 19)
- ▶ Changing to a Standard TCP/IP Port(P. 50)

## Installing Using a WSD Port

---

This explains the procedure for searching for devices on a network from Windows using a WSD (Web Services on Devices) port and installing the driver.

You cannot install multiple drivers in the computer you want to install a driver in using a WSD port. If you are installing a new driver, do so after first uninstalling the drivers. If you want to install multiple drivers, share a standard TCP/IP port.

### Prerequisites

---

- Page Description Language selection (Plug & Play) function settings of the device  
Set [PDL Selection (Plug and Play)] at the device to match the driver you are using. For details about the setting method, refer to the manual of the device.
- **Selecting [Custom] to Install(P. 28)**  
Specify a temporary port ([LPT1] etc.) and install the driver.

### Procedures

---

**1** Display [Devices and Printers] → Click [Add a device].

**2** Select the target device → click [Next].

The installed device is displayed in [Devices and Printers] in the Windows Control Panel.



#### NOTE

- After installation is complete, the icon of the printer added after installation specifying the temporary port is unnecessary. To delete the icon, right-click the icon to delete → click [Remove device] or [Uninstall].

### Related Topics

---

- **Installation Preparations and Precautions(P. 19)**

## Updating Installation and Uninstallation

---

This explains the procedures for updating the driver to a new version and the procedure for uninstalling a driver that is no longer needed.

- ▶ **Updating the Driver(P. 42)**
- ▶ **Uninstalling the Driver(P. 45)**

## Updating the Driver

---

This explains the procedure for updating an installed driver to a new version.

You can also update alternate drivers installed in the clients of a print server. However, if you use a driver updated on the print server from a client, uninstall the driver you are using and reinstall.

### Prerequisites

---

- Driver Installation
- Acquire the installer  
You can download the update installer from the Canon web site (<https://global.canon/>).
- When starting the computer, log on as a member of Administrators.
- [Desktop] screen display (when using Windows 8.1/Server 2012/Server 2012 R2)



#### NOTE

- When updating an existing driver, match the language to install with the existing driver.

### Procedures

---

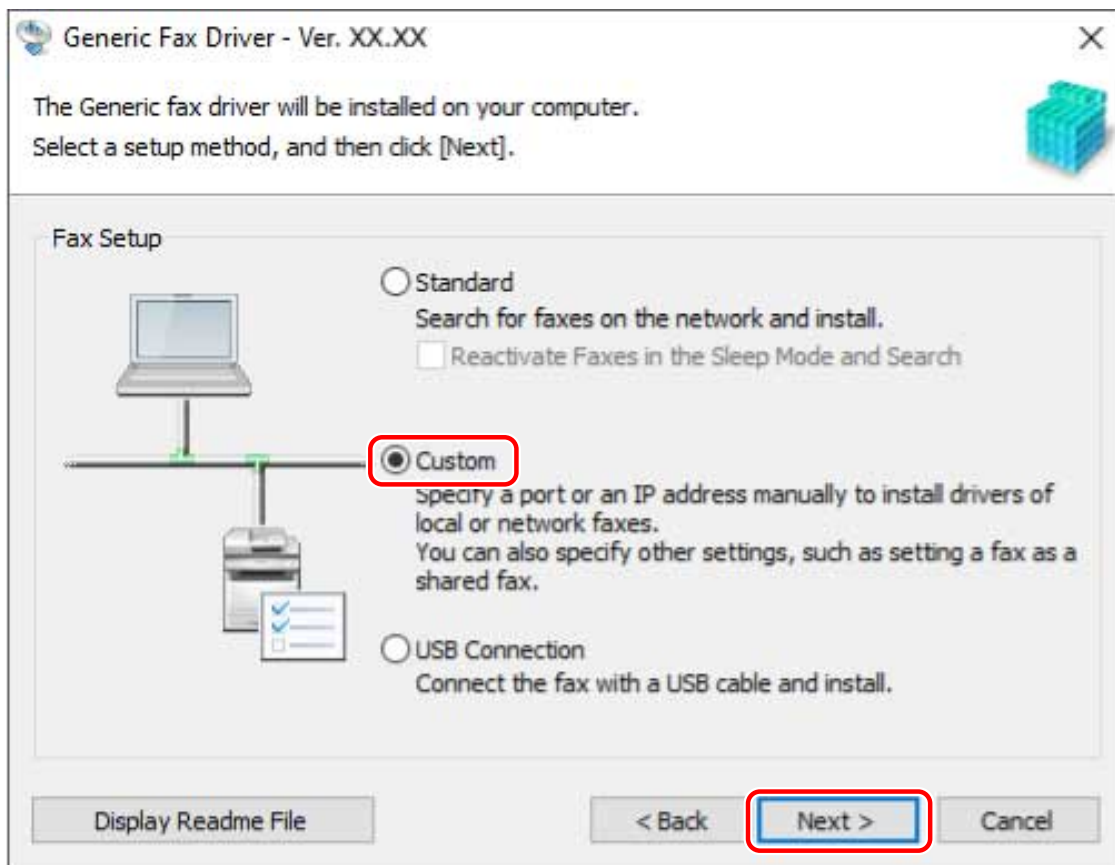
#### 1 Start the installer.

Double-click the downloaded file to decompress it. If the installer does not start automatically after it is decompressed, double-click [Setup.exe].

#### 2 Select a language → click [Next].

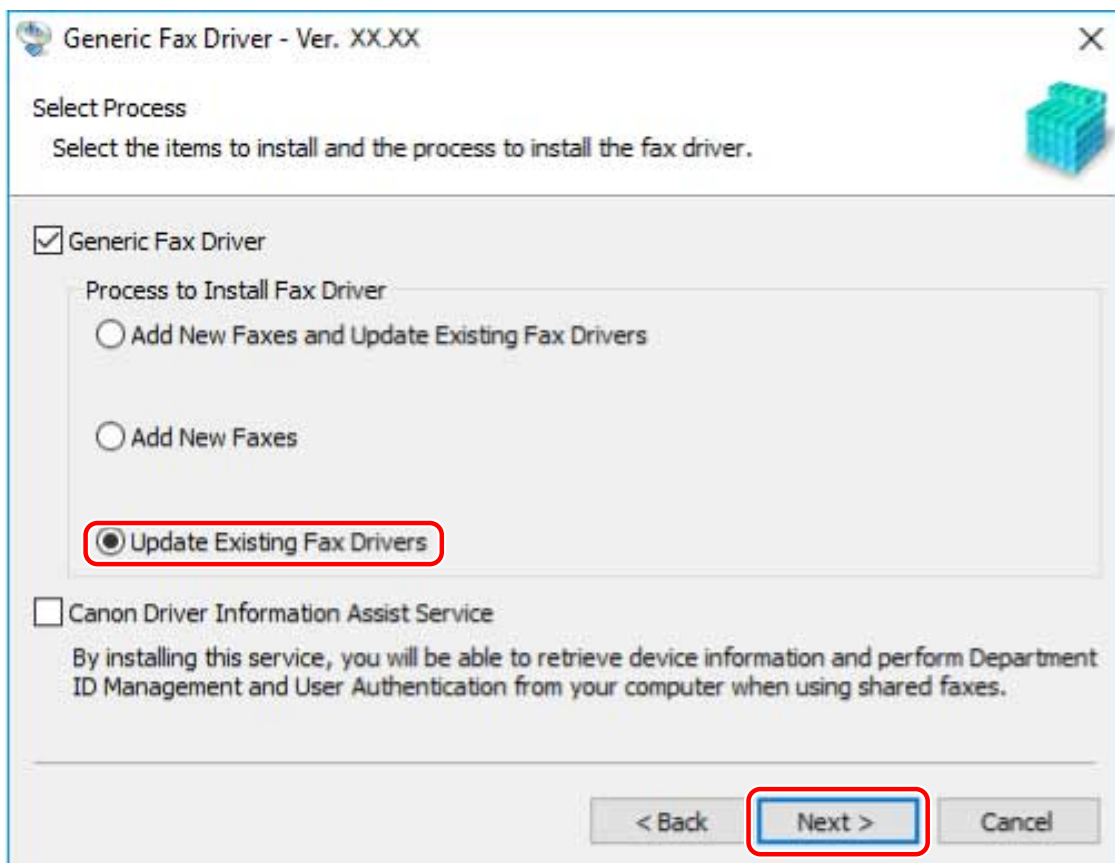
#### 3 Read the license agreement → click [Yes].

#### 4 Select [Custom] → click [Next] in the displayed message.



**5 Select [Update Existing Fax Drivers] for [Process to Install Fax Driver] → click [Next].**

[Canon Driver Information Assist Service]: Select this when you want to use the device information retrieval function.



**6** Check [Fax List for Driver Installation] → click [Start].

**7** Click [Exit].

Restart your computer when a message is displayed prompting you to do so.



**NOTE**

- If you use the installer to install a driver, you can update existing drivers at the same time that you install the new driver.

## Related Topics

---

- ▶ [Configuring Share Print Server Settings\(P. 55\)](#)
- ▶ [Setting up Clients of a Shared Printer\(P. 56\)](#)

## Uninstalling the Driver

---

This explains the procedure for uninstalling a driver.

There are two methods for uninstalling: starting the uninstaller from Windows, and using the uninstall file.

### Prerequisites

---

- Driver Installation
- The driver to be uninstalled was not installed using WSD  
Drivers installed using WSD must be uninstalled from [Devices and Printers] in the Windows Control Panel.
- When starting the computer, log on as a member of Administrators.
- [Desktop] screen display (when using Windows 8.1/Server 2012/Server 2012 R2)

### Procedures

---

#### To Uninstall Using the Uninstaller

##### **1 Start the uninstaller of the driver.**

###### **In Windows 10/Server 2016/Server 2019**

(1) Display [Settings] > [Apps] or [System] > [Apps & features].

(2) Select the driver you want to uninstall → click [Uninstall].

###### **In operating systems other than the above**

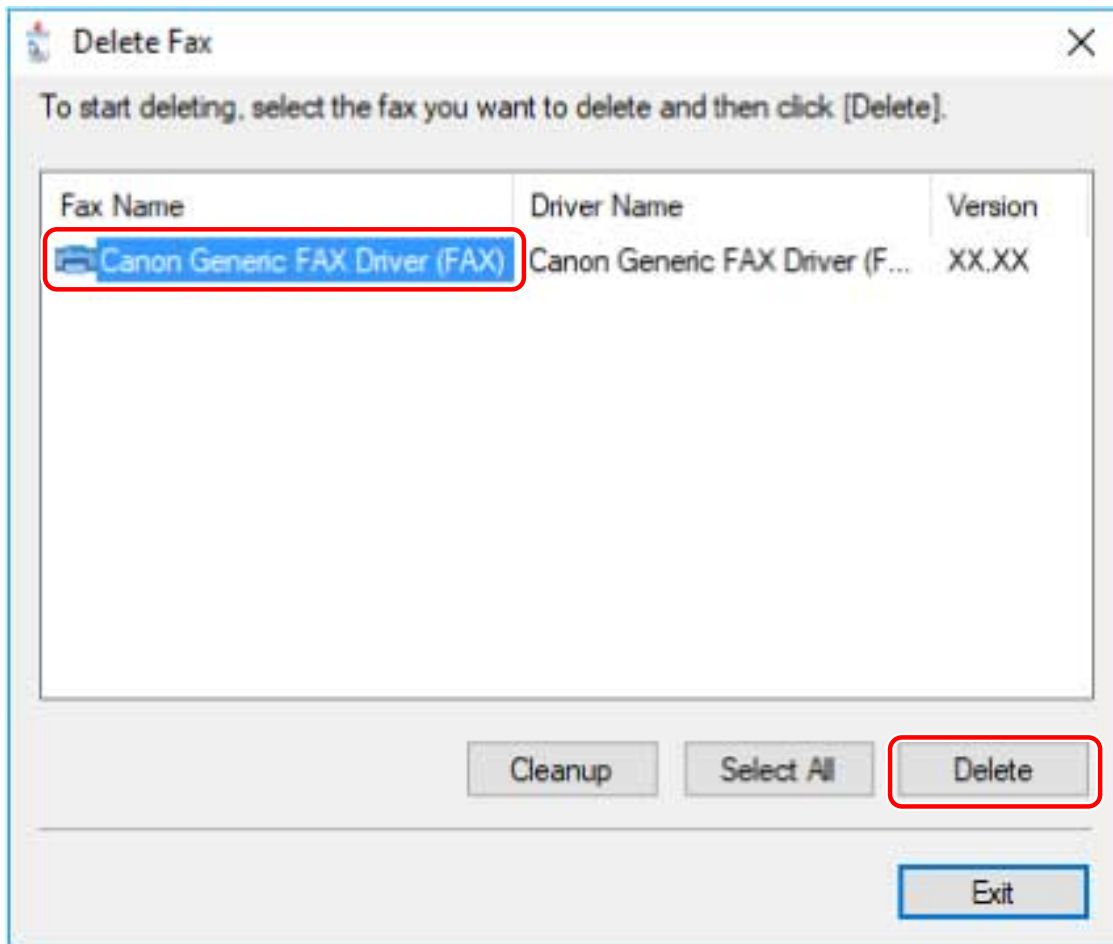
(1) Display [Control Panel] > [Programs] > [Uninstall a program].

(2) Select the driver you want to uninstall → click [Uninstall/Change].

##### **2 Select the name of the device you want to uninstall → click [Delete].**

[Cleanup]: Click this to simultaneously delete all files and registry information relating to all of the drivers displayed in the list, not just the selected driver. Click [Delete] to perform a normal uninstallation of the driver.





**3** If the confirm deletion message is displayed, click [Yes].

**4** In the [Delete Fax] screen, click [Exit].

### To Uninstall Using the Uninstall File

Uninstall the driver with the uninstall file in the accompanying CD-ROM or downloaded driver folder.

**1** Double-click one of the following files.

- When using the file in the folder of the installed driver  
Use the [UNINSTAL.exe] file corresponding to the driver in the following folder.  
<install folder>\Canon\PrnUninstall
- When using the file in the folder of the driver you have acquired  
Use the following file in the folder corresponding to the driver and environment.  
misc\UNINSTAL.exe

**2** Go to 2.(P. 45) of " To Uninstall Using the Uninstaller(P. 45) ."

## Related Topics

---

- ▶ [Installing Using a WSD Port\(P. 40\)](#)

# Changing Settings to Match the Usage Environment

<b>Changing Settings to Match the Usage Environment</b> .....	49
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Configuring Share Print Server Settings .....	55
Setting up Clients of a Shared Printer .....	56
<b>Automatically Setting the Device Information Retrieval Function</b> .....	58

## Changing Settings to Match the Usage Environment

---

This explains procedures for changing the port being used by a device, configuring printer share settings, and setting the printer so that you can use the device information retrieval function.

If you need to configure settings to match the environment you are using, refer to this chapter.

- ▶ **Changing to a Standard TCP/IP Port(P. 50)**
- ▶ **Using a Shared Device(P. 54)**
- ▶ **Automatically Setting the Device Information Retrieval Function(P. 58)**

## Changing to a Standard TCP/IP Port

---

This explains the procedure for changing the port used by a device connected by a network to a standard TCP/IP port. If you temporarily set a port for the device when installing the driver, you can change it to the correct port by following this procedure.

### Prerequisites

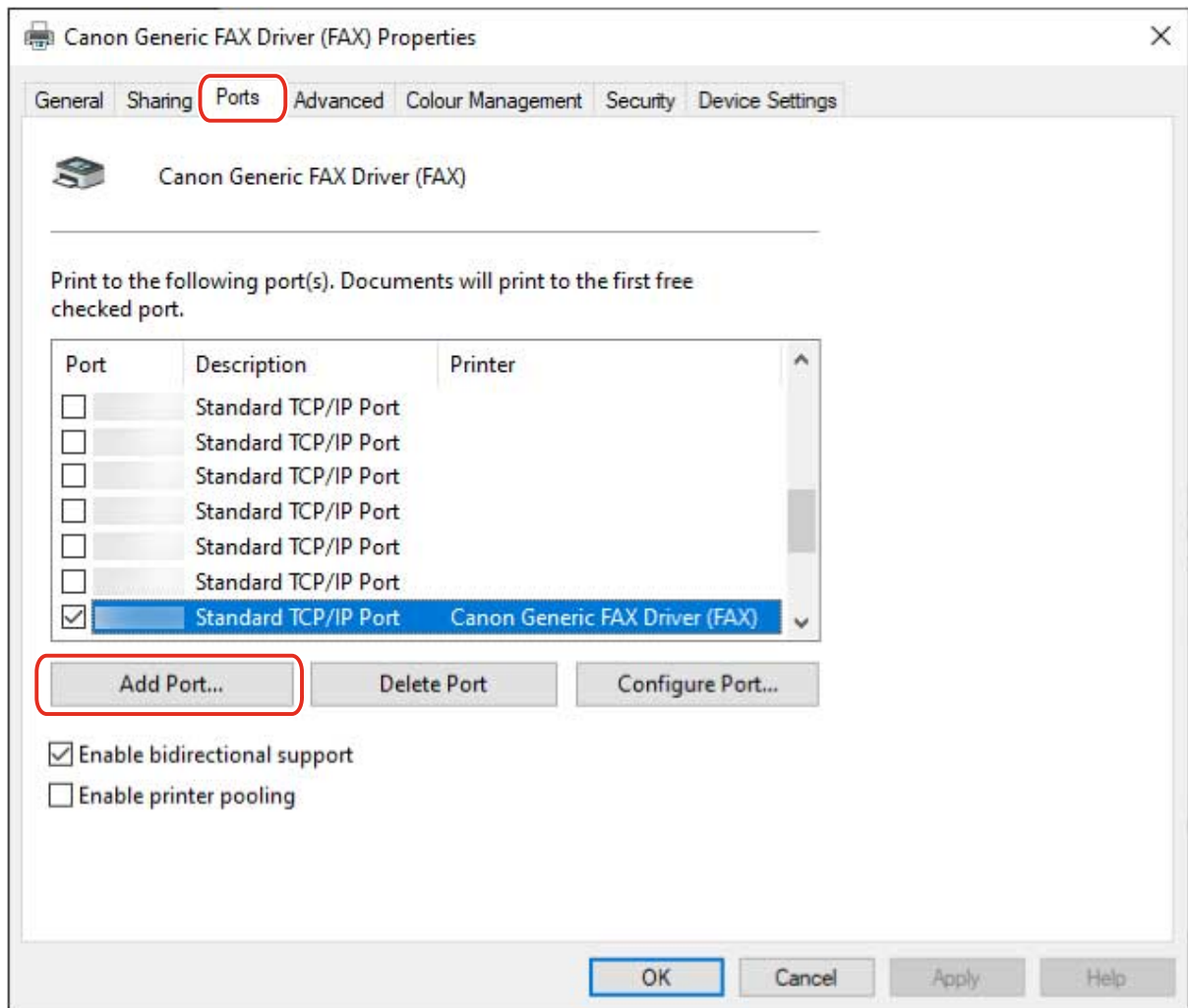
---

- **Selecting [Custom] to Install(P. 28)**  
Specify a temporary port ([LPT1] etc.) and install the driver with [Custom].
- **Confirm the device name and IP address**  
You must enter the device name and IP address when adding a standard TCP/IP port. For the name of the device, use the name by which the device is known on the network. If you do not know the device name or IP address, check with your network administrator.
- **Determining to protocol to use**  
LPR: The protocol commonly used by TCP/IP.  
Raw: A protocol that can be used with Windows. It transmits data at a higher speed than LPR.
- **When starting the computer, logon as a member of Administrators.**

### Procedures

---

- 1 Display [Devices and Printers] from the [Control Panel] of Windows.**
- 2 Right-click the device to set → click [Printer properties] or [Properties].**
- 3 Click the [Ports] tab → [Add Port].**



**4** In the [Printer Ports] dialog box, select [Standard TCP/IP Port] from [Available port types] → click [New Port].

**5** Enter the device name or IP address according to the instructions of the wizard.

[Port Name] is automatically entered. Change the port name if required.

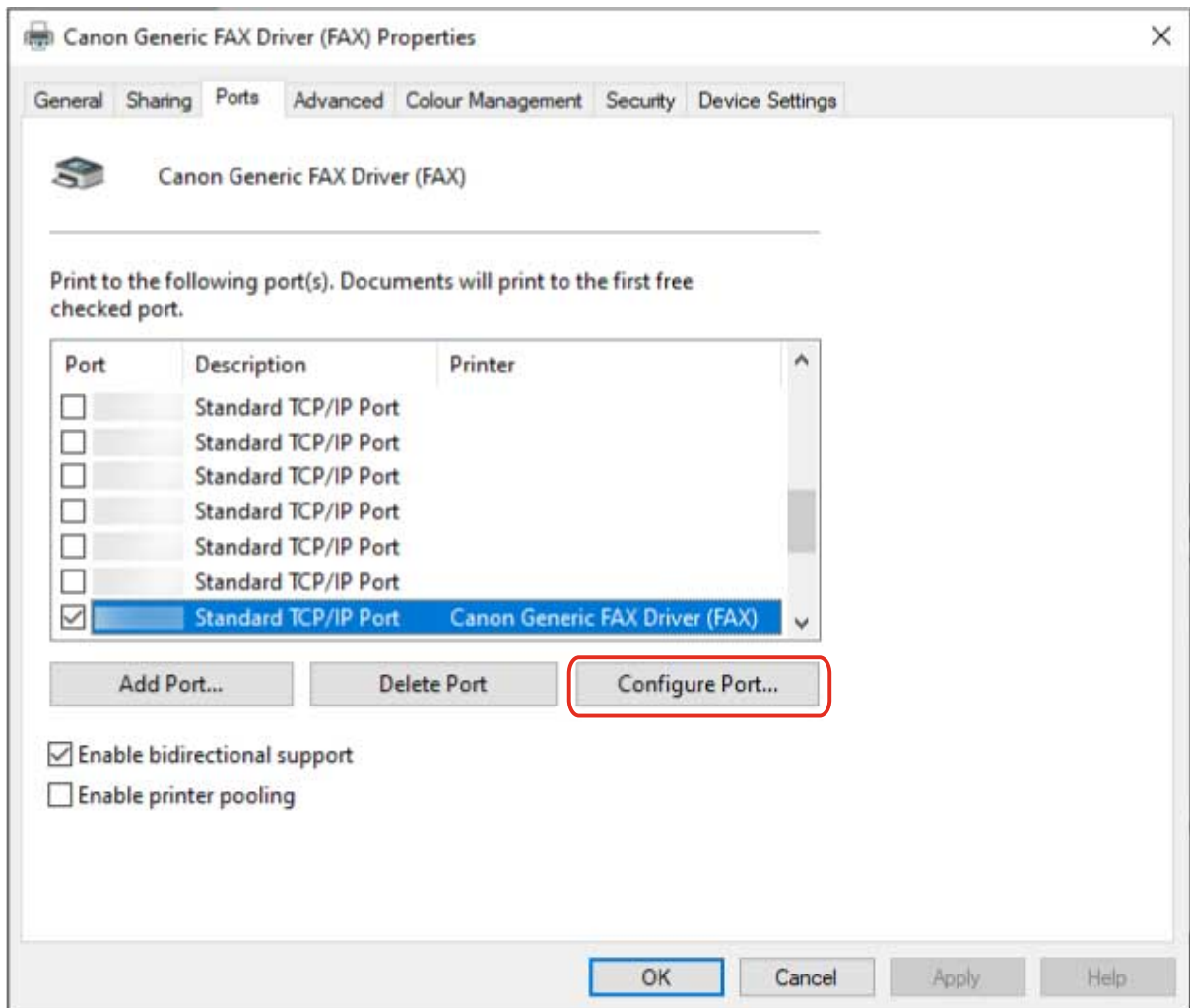
 **NOTE**

- If the [Additional Port Information Required] or [Additional port information required] screen is displayed, perform one of the following procedures.
  - Return to the previous screen in the wizard → re-enter the information in [Hostname or IP address] → click [Next].
  - Select [Standard] for [Device Type] → select [Canon Network Printing Device with P9100] → click [Next]. Depending on the device you are using, the type of device that you can select in the [Additional Port Information Required] or [Additional port information required] screen > [Device Type] > [Standard] may vary.

**6** Click [Finish].

**7** In the [Printer Ports] dialog box, click [Close].

## 8 Click [Configure Port].



## 9 Set the port.

**When using LPR:**

**(1) Select [LPR] for [Protocol] → specify one of the print queues for [Queue Name] in [LPR Settings].**

LP: Outputs according to the spool setting of the device. This is the setting that is normally used.

SPOOL: Always outputs after spooling to the hard disk, regardless of the device settings.

DIRECT: Always outputs without spooling to the hard disk, regardless of the device settings.

**(2) Click [OK].**

The image shows a Windows-style dialog box titled "Configure Standard TCP/IP Port Monitor". It has a close button (X) in the top right corner. The dialog is divided into several sections:

- Port Settings:** Contains two text input fields: "Port Name:" and "Printer Name or IP Address:".
- Protocol:** A group box containing two radio buttons: "Raw" and "LPR". The "LPR" radio button is selected and circled in red.
- Raw Settings:** A group box containing a "Port Number:" text input field with the value "9100".
- LPR Settings:** A group box containing a "Queue Name:" text input field, which is circled in red. Below it is a checkbox labeled "LPR Byte Counting Enabled", which is unchecked.
- SNMP Status Enabled:** A group box containing an unchecked checkbox. Below it are two text input fields: "Community Name:" with the value "public" and "SNMP Device Index:" with the value "0".

At the bottom right of the dialog, there are two buttons: "OK" and "Cancel". The "OK" button is circled in red.

**When using Raw:**

(1) Select [Raw] for [Protocol] → click [OK].

**10** Click [Close].



## Using a Shared Device

---

This explains the setting procedure for sharing a device with computers on the same network.

You can set a computer connected to a device as a print server, and set computers on the same network as clients.

- ▶ **Configuring Share Print Server Settings(P. 55)**
- ▶ **Setting up Clients of a Shared Printer(P. 56)**

## Configuring Share Print Server Settings

---

This explains the procedure for setting a computer connected to a device as a print server. To use it as a print server, install Canon Driver Information Assist Service and configure the printer share settings.

Also, when computers on the same network as the print server (clients) are connected to the print server, you can set them to automatically download an alternate driver from the print server. An alternate driver is a driver that enables clients with different operating systems to the print server to use the shared printer.

### Prerequisites

---

- When starting the computer, logon as a member of Administrators.

### Procedures

---

- 1 Start the installer → proceed according to the instructions on the screen.**
- 2 Select [Standard] or [Custom] → click [Next].**
- 3 Select the Canon Driver Information Assist Service check box → click [Next].**
- 4 Select [Set Fax Information] in the [Select Faxes to Install] screen → click [Next].**
- 5 Select [Use as Shared Fax] → change [Shared Name] if necessary → click [Next].**

[Drivers to Add]: Click this if you want to set the driver to be able to download alternate drivers to clients.

- 6 Follow the instructions on the screen → click [Restart] or [Exit].**

### Related Topics

---

- ▶ [Selecting \[Standard\] to Install\(P. 22\)](#)
- ▶ [Selecting \[Custom\] to Install\(P. 28\)](#)
- ▶ [Setting up Clients of a Shared Printer\(P. 56\)](#)

## Setting up Clients of a Shared Printer

---

This explains the procedure for installing a driver that supports shared printers in order to set up, as clients, computers on the same network as the print server.

### Prerequisites

---

- **Configuring Share Print Server Settings(P. 55)**

If the types of operating systems on the print server and clients differ, install the drivers for operating systems supported by the clients on the print server.

- When starting the computer, logon as a member of Administrators.



#### NOTE

- Match the driver language with the printer server and the client.

### Procedures

---

- 1 Display [Network] in Windows Explorer.**
- 2 Select and double-click the computer (print server) you have set for print sharing.**
- 3 Double-click the icon of the device for installation.**
- 4 Click [Yes] in the displayed message.**
- 5 Set according to the instructions in the wizard.**
- 6 Restart the computer after installation is complete.**

The installed device is displayed in [Devices and Printers] in the Windows Control Panel.



#### NOTE

- Make sure that the drivers installed in the clients are always in the newest state to match updates to the driver installed in the print server. If the driver version in the clients is older than that in the print server, the server driver settings will not be reflected in the clients.

## Related Topics

---

- ▶ [Updating the Driver\(P. 42\)](#)

# Automatically Setting the Device Information Retrieval Function

---

This explains the procedure for installing Canon Driver Information Assist Service for automatically setting the device information retrieval function. To enable use of the device information retrieval function after the driver has been installed, follow this procedure.

## Prerequisites

---

- **About Installation(P. 15)**

Whether you need to install the Canon Driver Information Assist Service and what should be installed in order to use the device information retrieval function differs depending on type of printer queue, connection method of the device, and server environment. Install the Canon Driver Information Assist Service after verifying the environment of the device you are using.

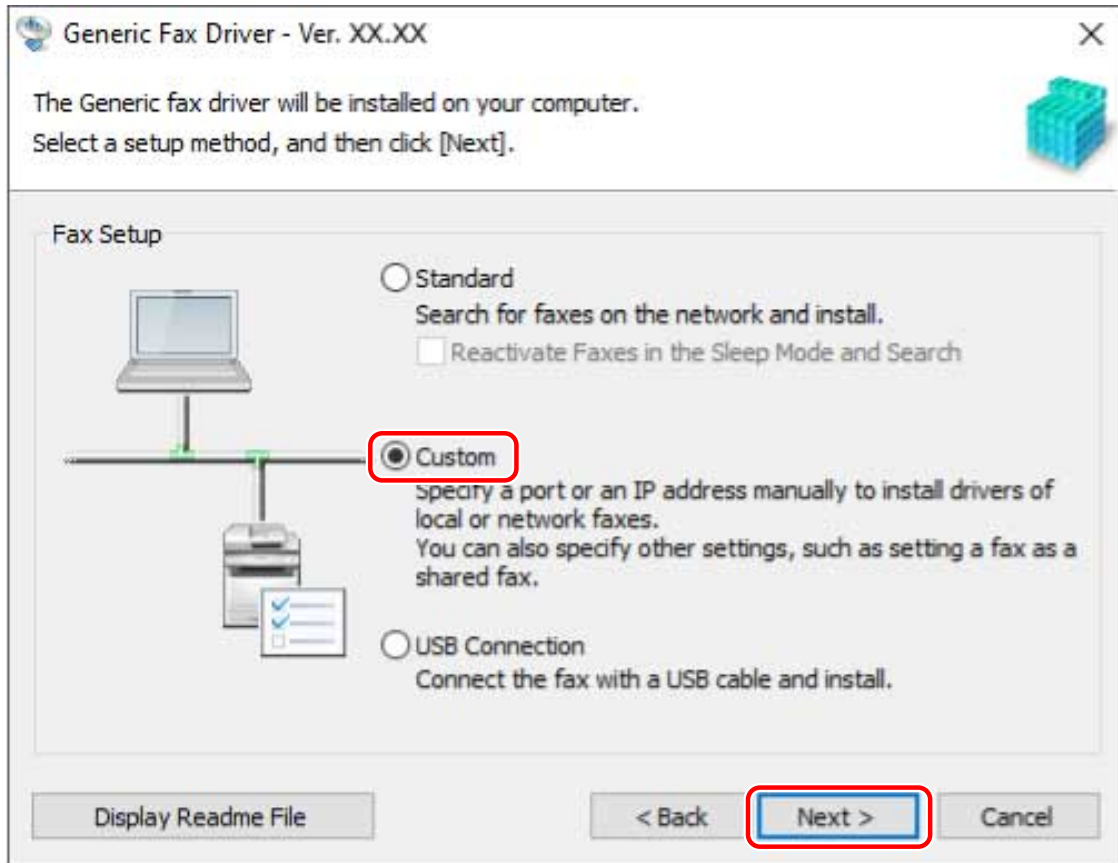
- **System and Service Requirements(P. 17)**

- Driver Installation
- When starting the computer, logon as a member of Administrators.

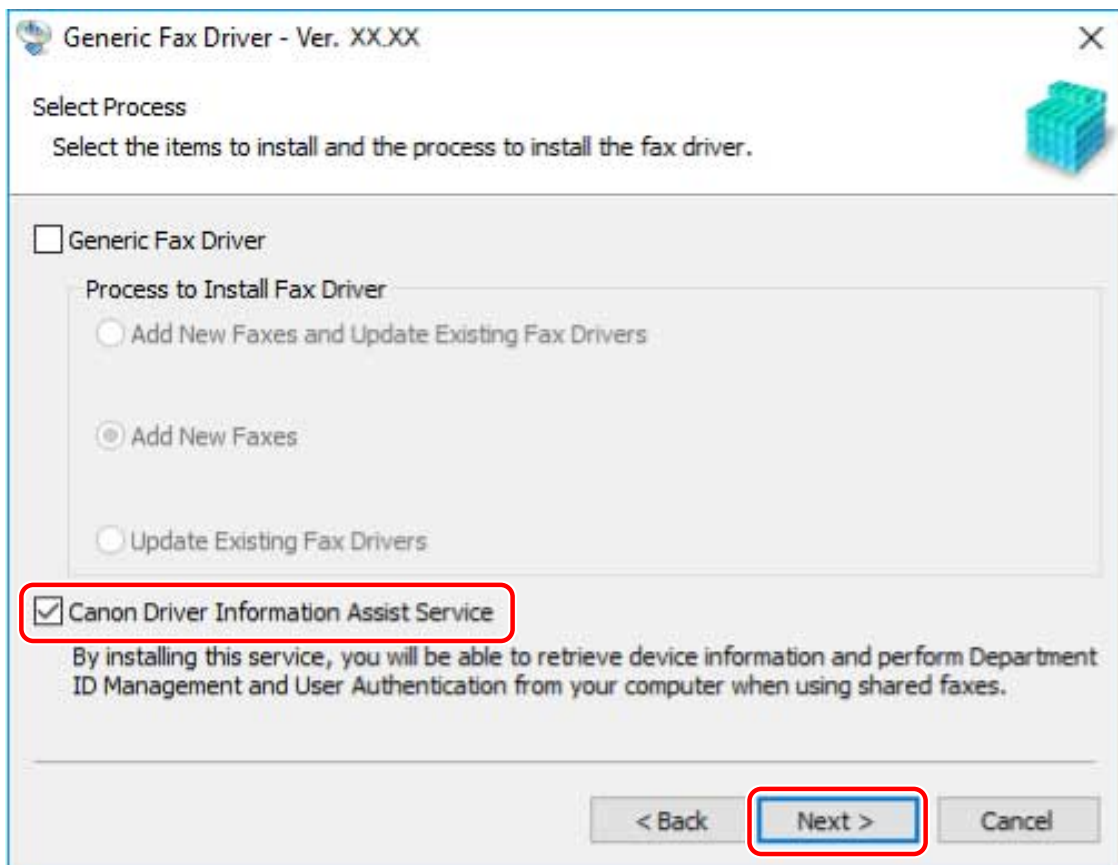
## Procedures

---

- 1 Start the installer → proceed according to the instructions on the screen.**
- 2 Select [Custom] → click [Next].**



- 3** Cancel driver selection → select [Canon Driver Information Assist Service] → click [Next].



Proceed with the installation according to the instructions on the screen.

**4** Click [Restart] (or [Exit]).

## Related Topics

---

▶ [Selecting \[Custom\] to Install\(P. 28\)](#)

# Fax Sending

<b>Fax Sending</b> .....	62
<b>Setting Device Information</b> .....	63
<b>Sending a Fax from a Computer</b> .....	65
<b>How to Refer to the Help</b> .....	69



## Fax Sending

---

This explains the preparations before sending a fax, the actual faxing procedure, and how to refer to the help.

- ▶ **Setting Device Information(P. 63)**
- ▶ **Sending a Fax from a Computer(P. 65)**
- ▶ **How to Refer to the Help(P. 69)**

## Setting Device Information

---

In the following cases, it is necessary to set the options of the device according to this procedure.

- The device information was not retrieved during installation.
- The device function and options are not set correctly in the [Device Settings] sheet.
- An option has been added to the device.
- The fax transmission settings of the device have been changed.

### Prerequisites

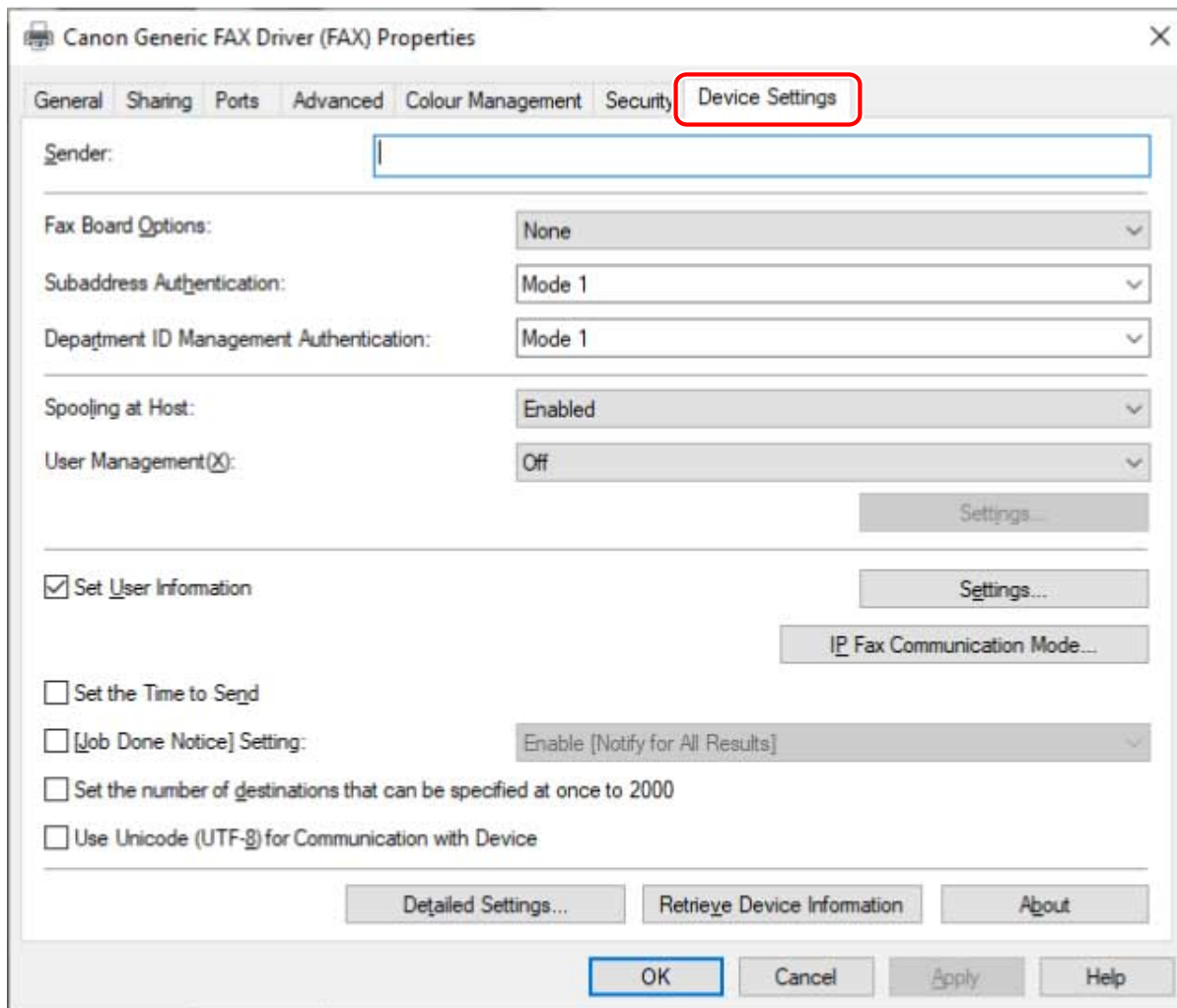
---

- Driver Installation
  - Settings at the device
    - If the device is connected via a WSD port, [Use WSD Browsing] is already set to on.
    - If the device is connected by specifying a standard TCP/IP port, [Retrieve Printer Mngt. Information from Host] is already set to on.
- For details, refer to the manual of the device.
- When starting the computer, log on as a member of Administrators.

### Procedures

---

- 1** Display [Devices and Printers] from the [Control Panel] of Windows.
- 2** Right-click the icon of the device to be set → select [Printer properties] from the displayed menu.
- 3** Display the [Device Settings] sheet.



**4** Click [Retrieve Device Information].

**5** If the message "Do you want to retrieve the device information?" is displayed, click [Yes].

If the information has been retrieved, confirm the automatically set option configuration.

If the information is not retrieved, set the option configuration manually. Select the options attached to the device.

**6** Click [Detailed Settings] → set as required.

The items in [Detailed Settings] are not set automatically. If necessary, set them manually.

**7** In the [Device Settings] sheet, click [OK] or [Apply].

## Related Topics

- Automatically Setting the Device Information Retrieval Function(P. 58)

## Sending a Fax from a Computer

---

This explains the basic procedure for fax transmission from a computer of documents created in an application. Also, refer to the help regarding items in the settings screen of the driver.



### NOTE

- When using a device connected via a WSD port, enable [Use WSD] at the device.

## Prerequisites

---

- **Setting Device Information(P. 63)**

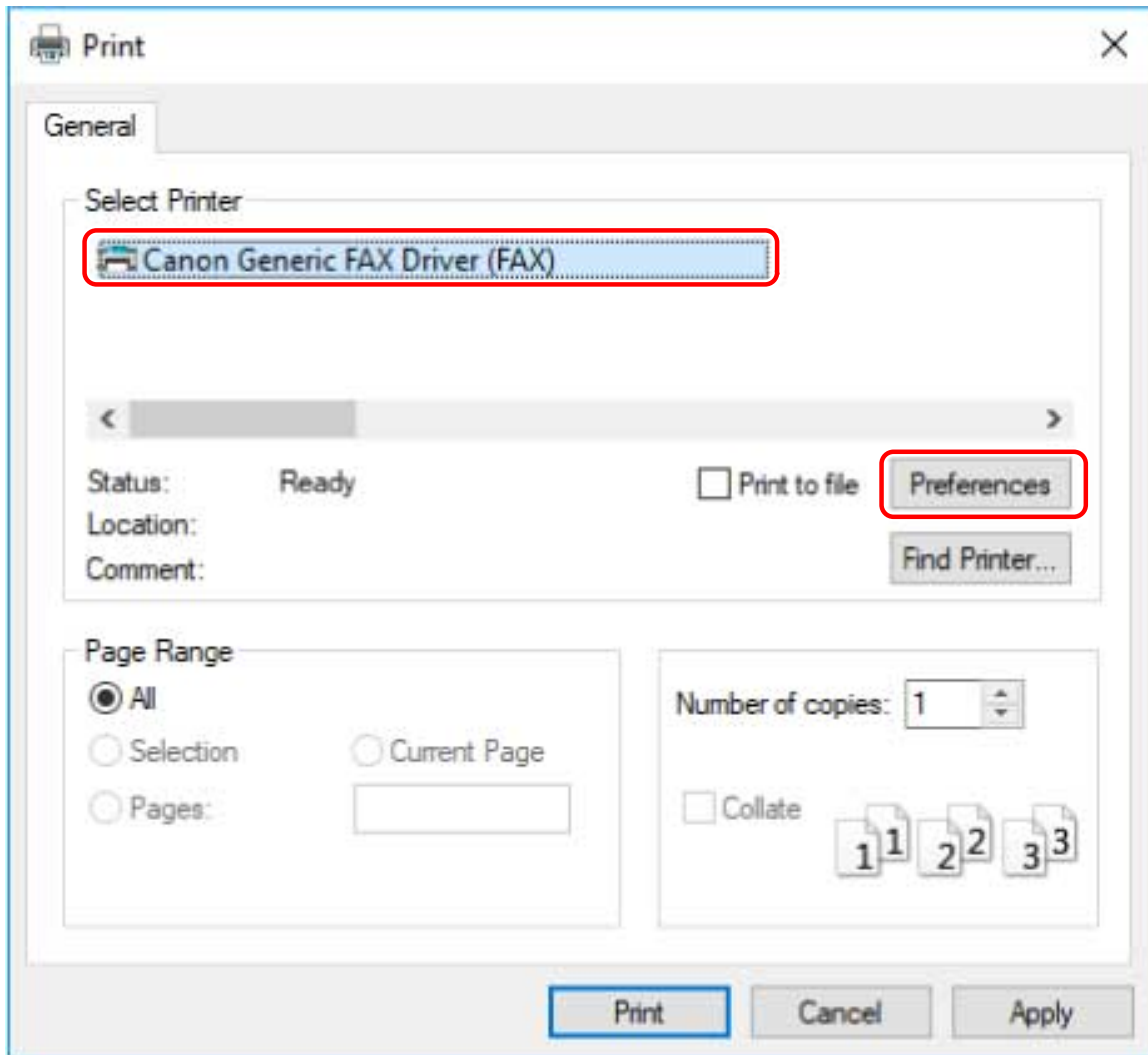
If you cannot retrieve the device information, you need to manually set the options installed in the device.

## Procedures

---

- 1 Select [Print] from the application menu.**
- 2 Select the device → click [Preferences], [Printer properties], or [Properties].**

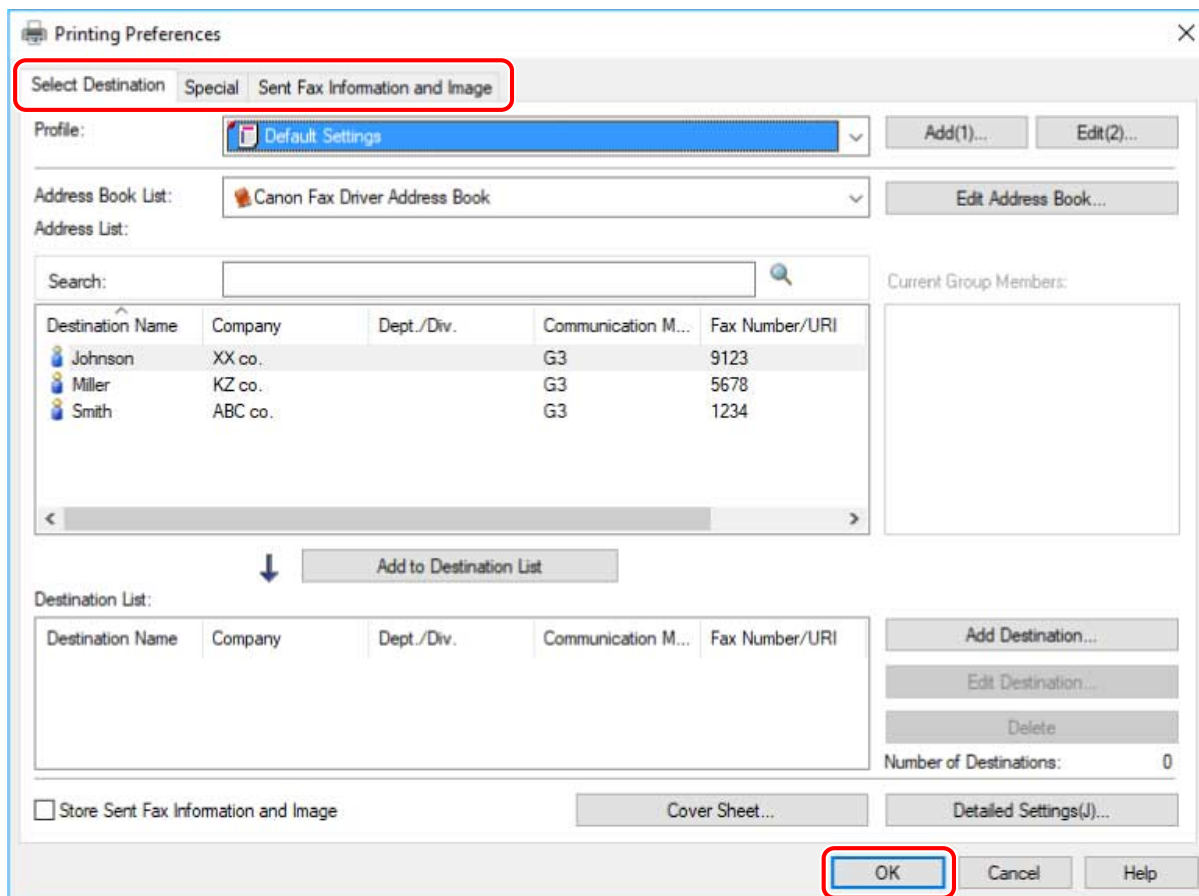
If you do not need detailed fax transmission settings, click [Print] or [OK] and proceed to step **5.(P. 67)**



### 3 Set the necessary items in the print settings screen of the driver → click [OK].

If necessary, switch sheets and configure other settings.

[Select Destination] sheet > [Store Sent Fax Information and Image], [Cover Sheet] and [Detailed Settings] can also be set when sending a fax in step 5.(P. 67)



**4** Click [Print] or [OK] in the print screen of the application.

**5** Specify a destination from the displayed [Fax Sending Settings] screen.

**When specifying a destination from the address book**

(1) Display the [Select Destination] sheet.

(2) Select the address book from [Address Book List] → select a destination → click [Add to Destination List].

**When entering a destination directly**

(1) Display the [Enter Destination] sheet.

(2) Select the communication mode to use from [Communication Mode].

(3) Select [Fax Number/URI] → specify [Fax Number] or [URI].

If necessary, set other items.

**Fax Sending Settings** [X]

Select Destination | Enter Destination

Profile: <Change> Default Settings [v] [Add(1)...] [Edit(2)...]

Address Book List: Canon Fax Driver Address Book [v] [Edit Address Book...]

Address List:

Search: [ ] [magnifying glass]

Destination Name	Company	Dept./Div.	Communication M...	Fax Number/URI
Johnson	XX co.		G3	9123
Miller	KZ co.		G3	5678
Smith	ABC co.		G3	1234

Current Group Members:

[ ]

[Add to Destination List]

Destination List:

Destination Name	Company	Dept./Div.	Communication M...	Fax Number/URI
Johnson	XX co.		G3	9123

[Add Destination...]  
[Edit Destination...]  
[Delete]

Number of Destinations: 1

Store Sent Fax Information and Image [Cover Sheet...] [Detailed Settings(J)...]

[Send] [Cancel] [Help]

**6** In the [Fax Sending Settings] screen, click [Send].

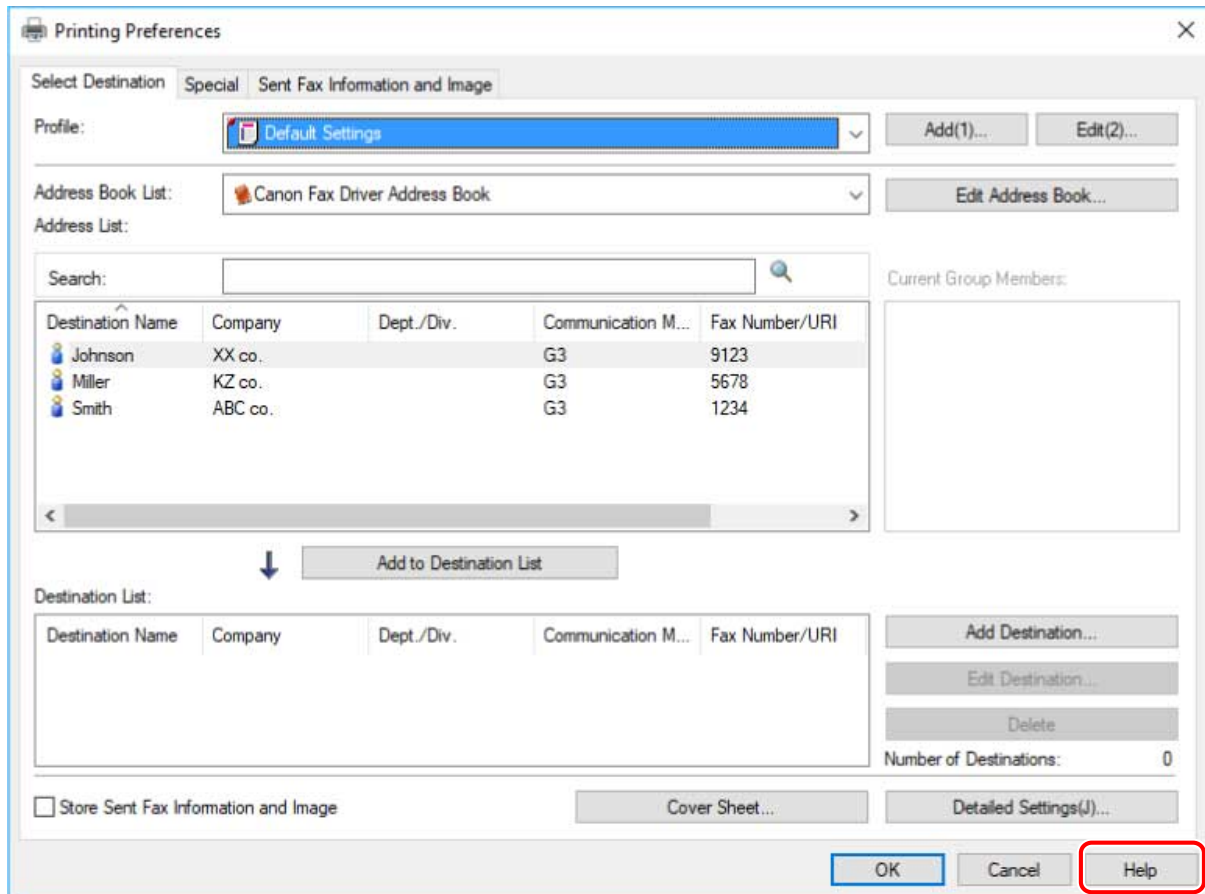
## Related Topics

- How to Refer to the Help(P. 69)

## How to Refer to the Help

For details about how to use the driver and each of the functions, refer to the help.

The help is displayed by clicking [Help] in the driver screen.





# Troubleshooting

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# Troubleshooting

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This explains solutions to common problems.

- ▶ **Cannot discover a device connected via a WSD port(P. 72)**

## Cannot discover a device connected via a WSD port

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This explains what to do if the device is not displayed in the [Fax List] of the installer even if it is connected and discovered via a WSD port, when installing with a network connection.

A number of causes can be considered. Change the settings as required while referring to each "Remedy."

### Cause 1.

**The device settings are incorrect.**

#### Remedy

Check whether the following have been set at the device. If they have not been set, change the settings or install the appropriate driver.

- The settings for both [Use WSD] and [Multicast Discovery Settings] are enabled.
- [PDL Selection (Plug and Play)] and the page description language of the driver match.

For details about the setting method for the page description language (plug and play) function of the device, refer to the manual of the device.

### Cause 2.

**The network settings of the operating system are incorrect.**

#### Remedy

Check whether the necessary settings have been configured in the network settings of the operating system. If they have not been set, change the settings.

##### In Windows 10/Server 2019

Display [Settings] > [Network & Internet] → click [Change connection properties] from [Status] → select [Private] in [Network profile].

##### In Windows Server 2016

Display [Settings] > [Network & Internet] → click an icon displayed in the connection method to the current network → enable [Make this PC discoverable].

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

From the [Desktop] screen, display the charm bar → [Settings] > [Change PC settings] > [Network] → click an icon displayed in the connection method to the current network → enable [Find devices and content].

##### In Windows 7/Server 2008 R2

Display [Control Panel] > [Network and Internet] > [Network and Sharing Center] → click [Change advanced sharing settings] → select [Public] > [Turn on network discovery].

##### In Windows Server 2008

Display [Control Panel] > [Network and Internet] > [Network and Sharing Center] → click the button displayed to the right of [Network Discovery] in [Sharing and Discovery] → select [Turn on network discovery].

### Cause 3.

**The device is not displayed in the discovery results because the driver corresponding to the discovered device is already installed.**

#### Remedy

If you want to install a driver by discovering a device, uninstall the driver first, then discover it again.

## Related Topics

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- ▶ [Selecting \[Standard\] to Install\(P. 22\)](#)

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