Canon

imagePROGRAF

Software Troubleshooting Manual

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Canon Inc.

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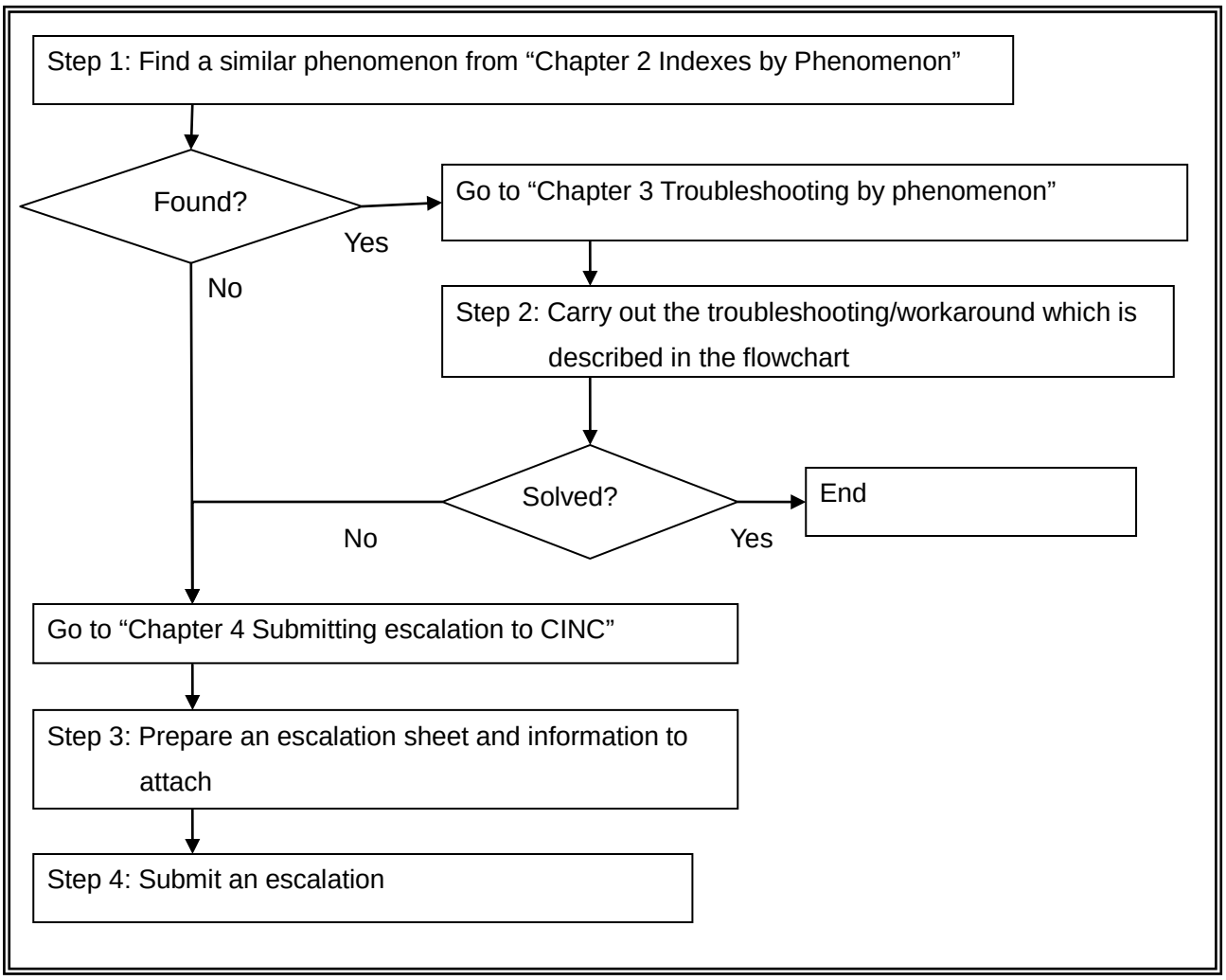
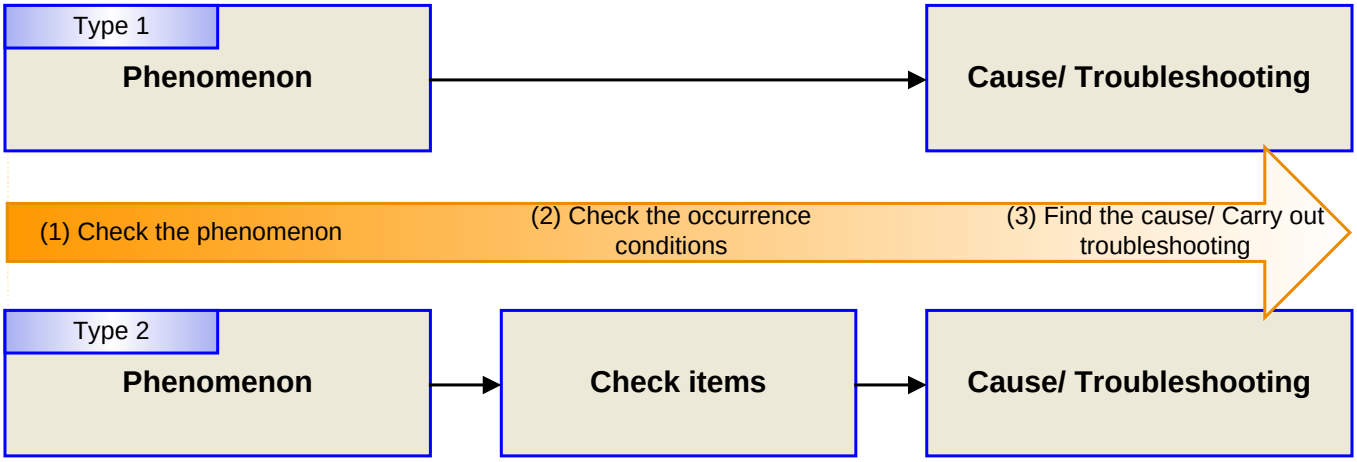
Chapter 1. How to Use This Guide



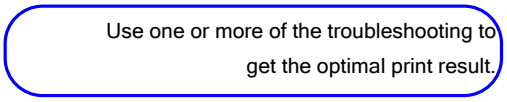
1.1 How to read the flow chart

There are two kinds of flowcharts described in “Chapter 3 Troubleshooting by phenomenon” in this guide.
Carry out the troubleshooting step by step from the left box to the right box.



1. Type 1: The description of the phenomenon describes in left box and the software/application that may cause the phenomenon. Proceeds to right box if the said phenomenon is identical.
2. Type 2: The center box describes point to be checked, proceed to right box if the described point is identical.
3. The most right box describes the cause of the phenomenon and its troubleshooting. The specific check method and procedure, if any, are described under each flowchart.
   If you could not find the item (phenomenon) that exactly matches your problem, please also check a similar item (phenomenon).

1.2 Descriptions of the icons



This icon indicates that you should choose and carry out practical item(s). A combination of multiple troubleshooting methods might help to improve the phenomenon when one troubleshooting method could not resolve it.
However, it may trade off the quality of printed matter and printing time.

[Detailed description] XX

This icon indicates that more details are described in “Chapter 5 Detailed descriptions of items.”

1.3 Software names described in this guide

The software names that are described in this manual are simplified as follows.

Software name (formal name)	Abbreviated name
OS	
Microsoft Windows 2000	Windows 2000
Microsoft Windows XP	Windows XP
Microsoft Windows Vista	Windows Vista
Microsoft Windows 7	Windows 7
Driver	
imagePROGRAF Printer Driver	Printer Driver / printer driver (In AutoCAD, it might be described as Windows system driver.)
imagePROGRAF HDI Driver	HDI Driver / HDI driver
Application software	
Microsoft Office	Office / Office 2003 / 2007
Microsoft Office Word	Word / Word 2000 / 2003 / 2007 / 2010
Microsoft Office Excel	Excel / Excel 2007 / 2010
Microsoft Office Power Point	Power Point / Power Point 2000 / 2003 / 2007 / 2010
Adobe Photoshop	Photoshop / Photoshop CS / CS2 / CS3 / CS4 / CS5
Adobe Illustrator	Illustrator / Illustrator CS/ CS2 / CS3 / CS4 / CS5
imagePROGRAF Print Plug-In for Photoshop	Plug-In for Photoshop
imagePROGRAF Print Plug-In for Photoshop /Digital Photo Professional	Plug-In for Digital Photo Professional Plug-In for Photoshop/DPP
imagePROGRAF Print Plug-In for Office	Plug-In for Office
imagePROGRAF Status Monitor	Status Monitor
imagePROGRAF Device Setup Utility	DSU
imagePROGRAF Printmonitor	Printmonitor
imagePROGRAF Free Layout	Free Layout
imagePROGRAF Preview	iPF Preview
Media Configuration Tool	MCT
Digital Photo Front Access	DPFA
Firmware Updaten Tool	FUT

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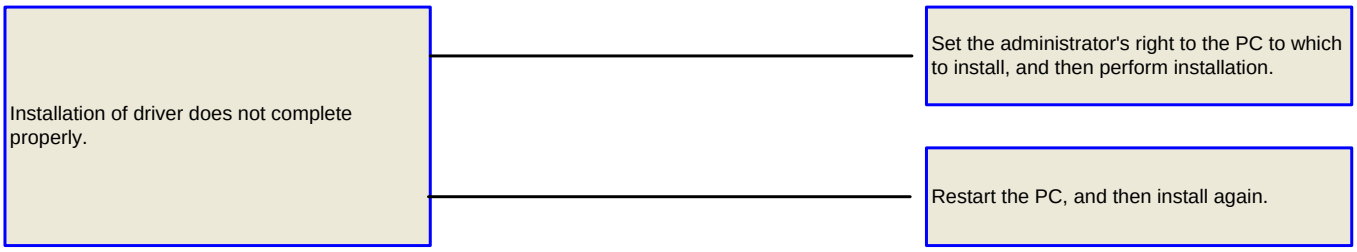
Chapter 3. Troubleshooting by Phenomenon

3.2 Cannot Install the Driver

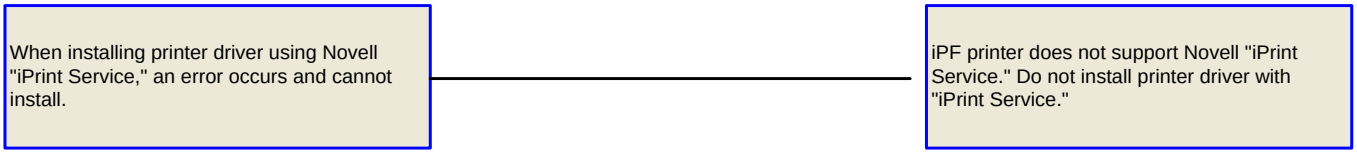
1. Cannot install the driver

1) Installation of the driver cannot be completed properly



Indexes by phenomenon

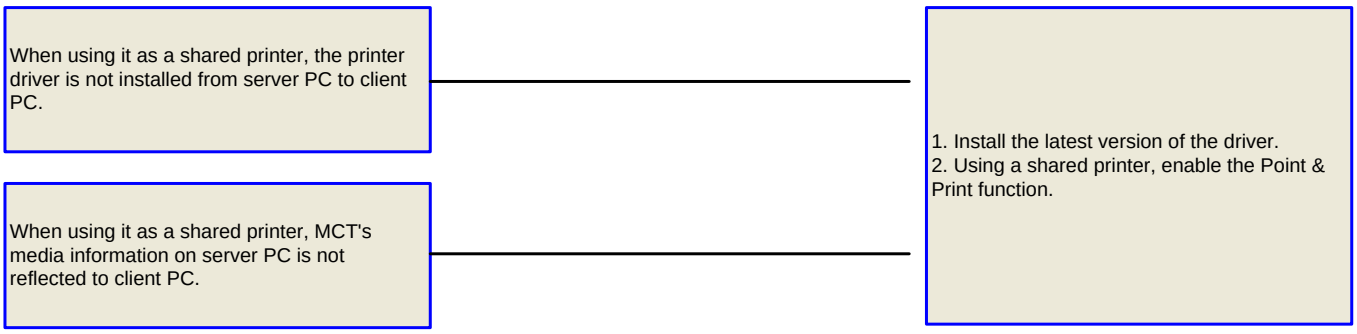
2) Cannot install the driver using the iPrint Service



Indexes by phenomenon

3) Cannot install the driver on the client PC

4) The media information is not reflected on the client PC



Indexes by phenomenon

3.3 Cannot Restart

2. Cannot restart

5) iPF Preview cannot restart

When printing with iPF driver with [Open Preview When Print Job Starts] checked, the following message appears.
"Unexpected error (6)"

→

Identical user names exist in domain server and client server, and the name has been used to log in to the domain.

→

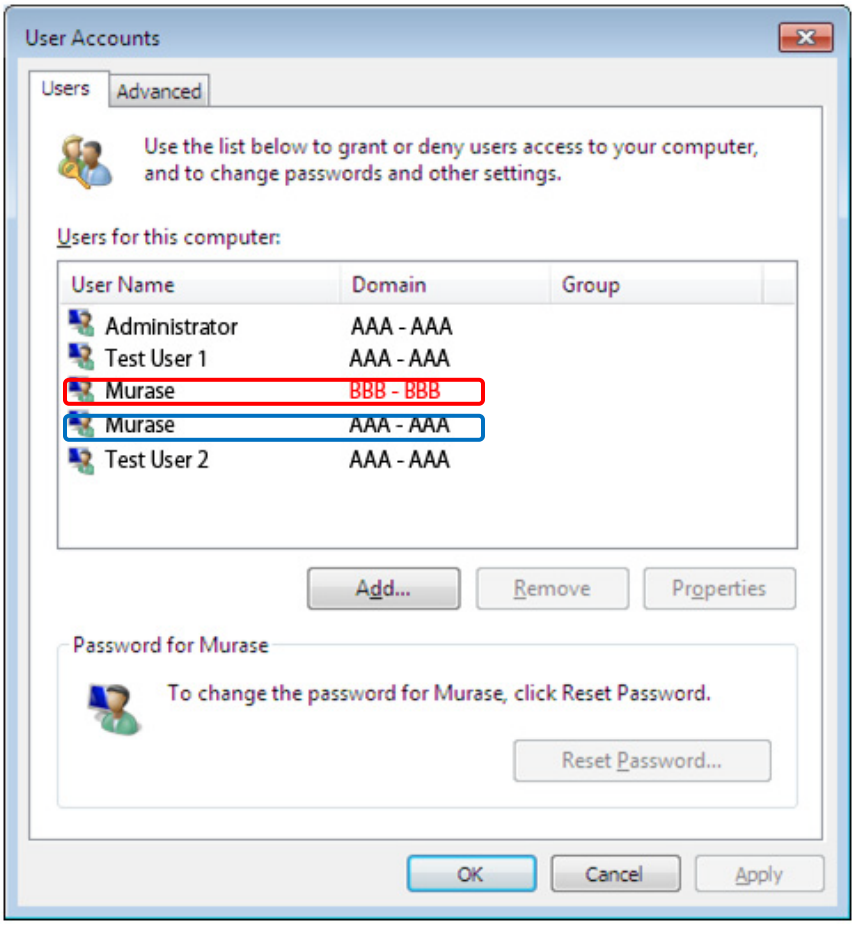
Perform one of the followings:
-1. Install the latest version of the driver.
-2. Use a user name to log-in to PC that is different from the log-in name to the domain.

Indexes by phenomenon

[Detailed description] Checking duplicate user account

How to confirm

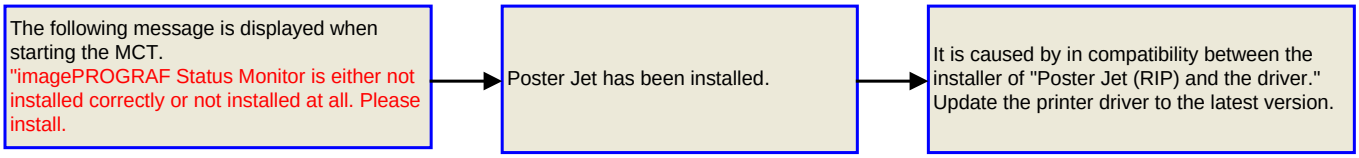
1. View account information on the operation panel.



1. The user name identical to the user who logged in to the domain exists.
2. The domain name of the above user is different.

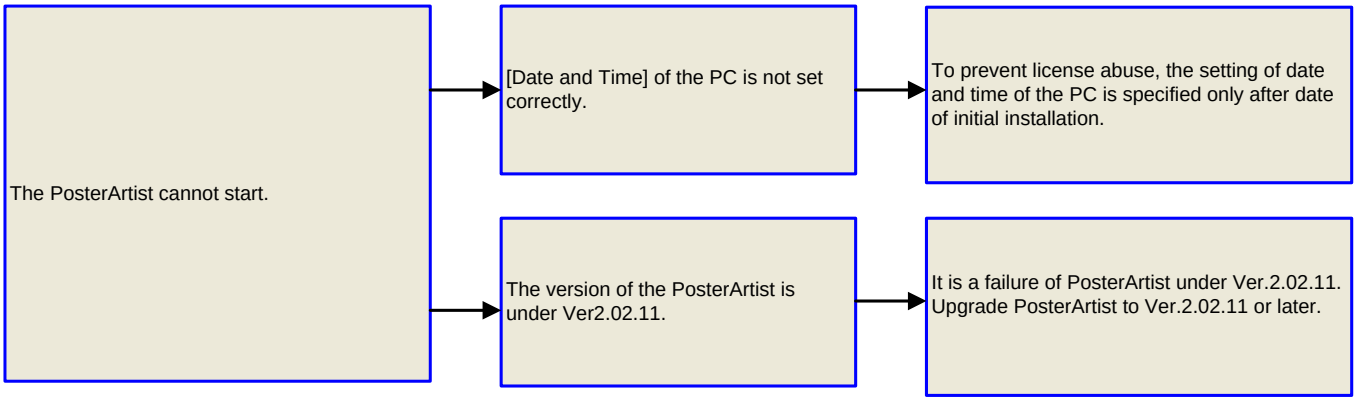
If the above two conditions are met, the user account is in a duplicate state between the client PC and the domain server.

6) Media Configuration Tool cannot start



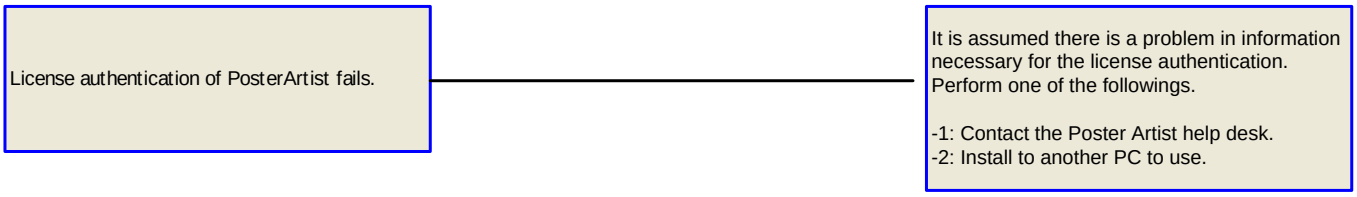
Indexes by phenomenon

7) Poster Artist cannot start



Indexes by phenomenon

8) The license authentication of Poster Artist fails



Indexes by phenomenon

9) The preview of imagePROGRAF Print Plug-In for Office from Excel cannot start

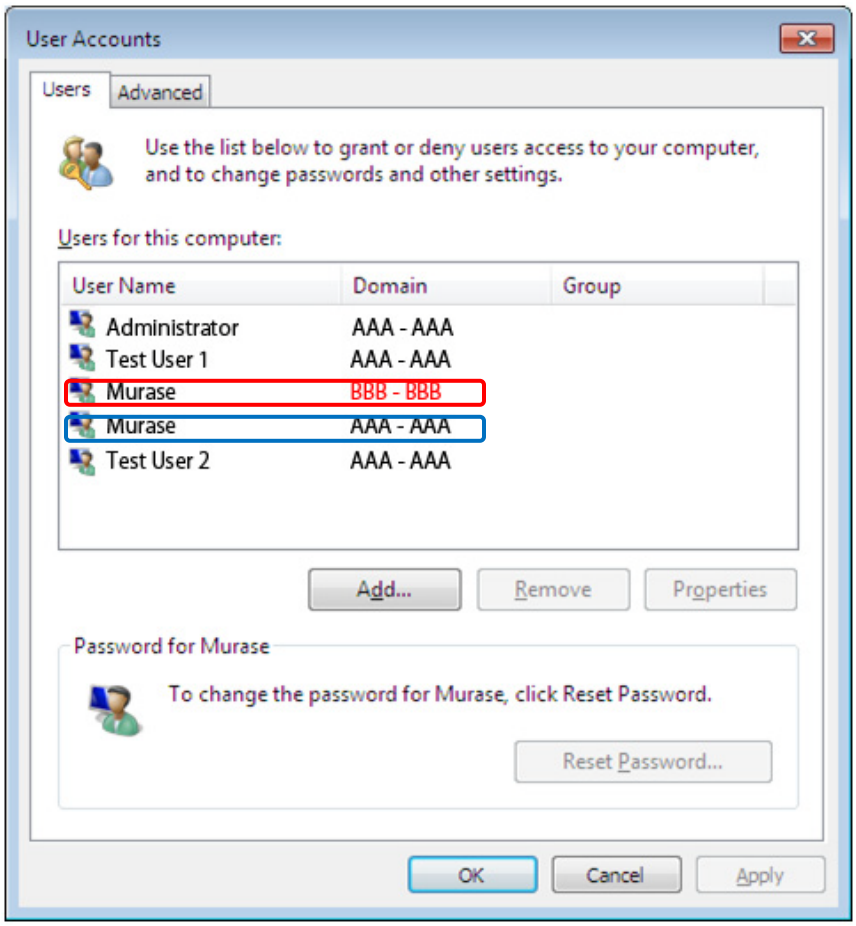
The following error oppears in print preview using Plug-In for Office from Excel. "Unexpected error (6)"	→ The log-in name to the Domain and log-in user name are overlapping.	→ Troubleshoot with one of followings. 1. Install the driver with the latest version. 2. Use a user name to log-in to PC that is different from the log-in name to the domain.

Indexes by phenomenon

[Detailed description] Checking duplicate user account

How to confirm

1. View the account information on the operation panel.



1. The user name identical to the user who logged into the domain exists.
2. The domain name of the above user is different.

If the above two conditions are met, the user account is in a duplicate state between the client PC and the domain server.

10) imagePROGRAF Print Plug-In for Office from Office2007 cannot start

The Plug-In Office cannot start from Microsoft Office 2007.	As a specification of Office, plug-in might be disabled. Once disabled, you need to reinstall the plug-in, and then in Office, enable the plug-in from Disabled Items. See below for details. (If you restart the PC while the plug-in is running, it is reproduced.)

Indexes by phenomenon

How to recover when Plug-In for Office is disabled in Microsoft Office

[In Microsoft Office 2007, Plug-In for Office does not appear/start]

Microsoft Office 2007 has a function to disable the Plug-In for Office. If this function is activated by mistake, imagePROGRAF Print Plug-In for Office might not appear on the toolbar or may not start. In such case, perform procedure 1 or 2 below.

1. Reinstalling imagePROGRAF Print Plug-In for Office
   Step 1: Close Microsoft Office if it is open.
   Step 2: Reinstall imagePROGRAF Print Plug-In for Office.
   (No uninstallation process necessary as it is automatically uninstalled in Step 2.)

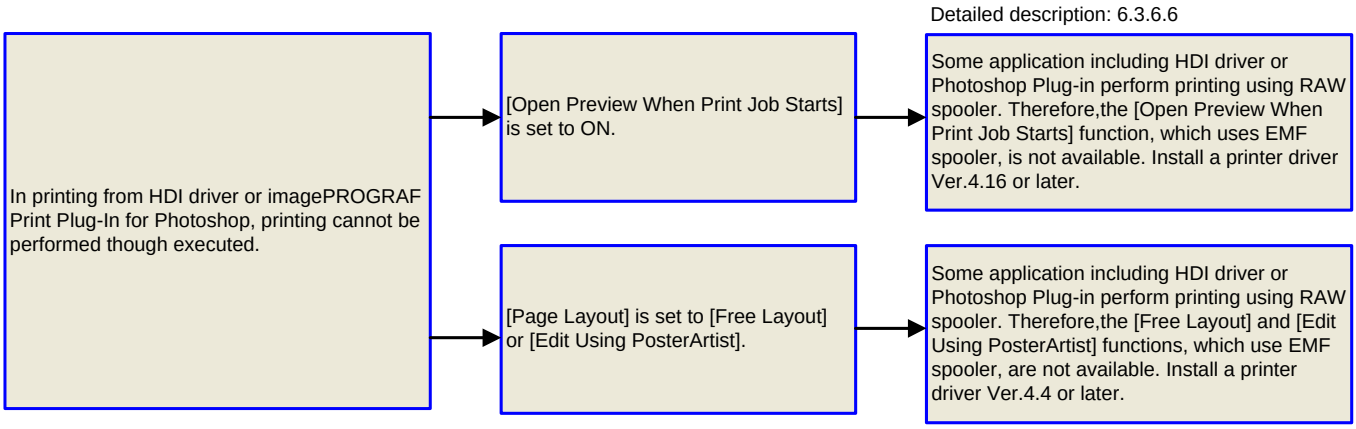
   Note)
   - imagePROGRAF Print Plug-In for Office is installed for each user. When multiple users use it on one PC, you need to install it for each user.
   - If Microsoft Office applications are running, you cannot reinstall Print Plug-In for Office. Choose [Cancel] at the message display, and close the running MS Office applications.

2. Enabling imagePROGRAF Print Plug-In for Office applications [for Disabled Items]
   When a Microsoft Office application “disables” an add-in for safety, when the system or application is terminated abnormally, you need to “enable” it again.
   Step 1: For Office 2007
   Click the [Office] button, and choose [[Application name] options]. From the dialog, choose [Add-ins]. From the [Control] combo box, choose [Disabled Items].
   For Office 2003
   In the application’s Help menu, click [About], and choose [Disabled Items].
   Step 2: Choose imagePROGRAF Print Plug-In for Office and choose [Enable], and then start the MS Office application.

3.4 Cannot Print

3. Cannot print

11) Cannot print from HDI driver/imagePROGRAF with Print Plug-In for Photoshop

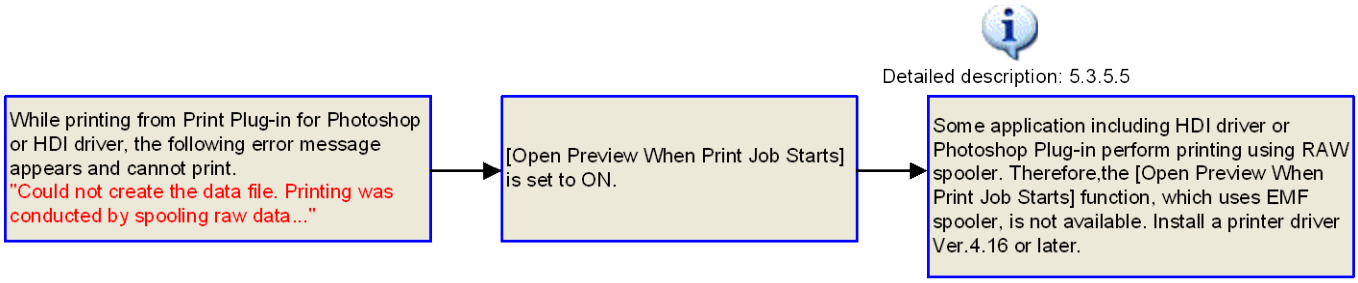


Indexes by phenomenon

[Detailed description] How to check spooling format of print data

[Detailed description] NT EMF spooling and RAW spooling

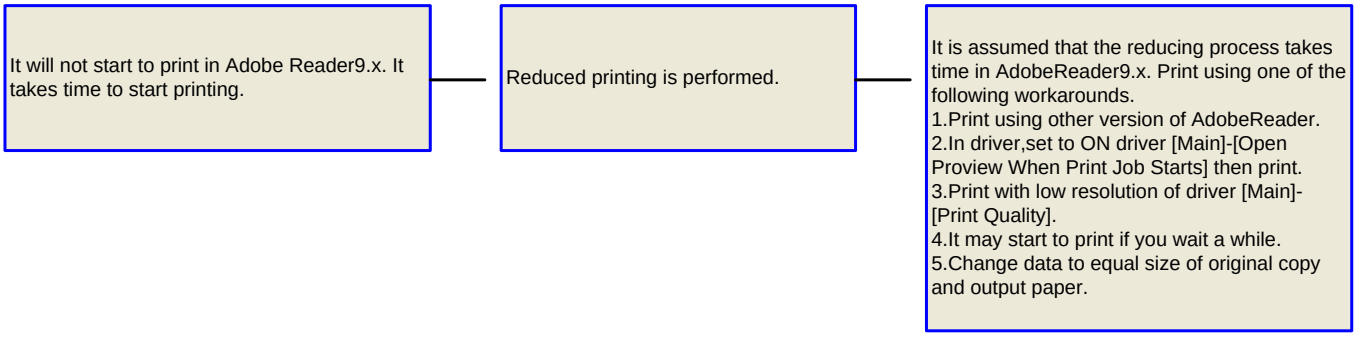
12) Cannot print from HDI driver/imagePROGRAF with Print Plug-In for Photoshop with an error message



Indexes by phenomenon

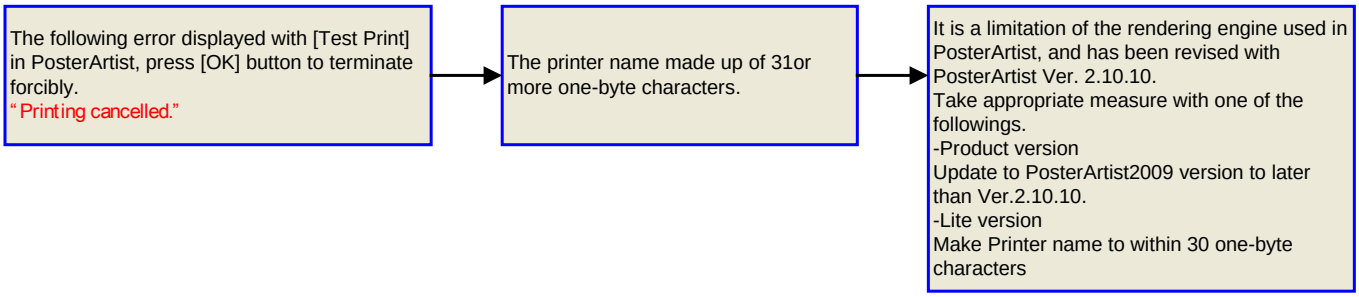
[Detailed description] NT EMF spooling and RAW spooling

13) Cannot print in AdobeReader9



Indexes by phenomenon

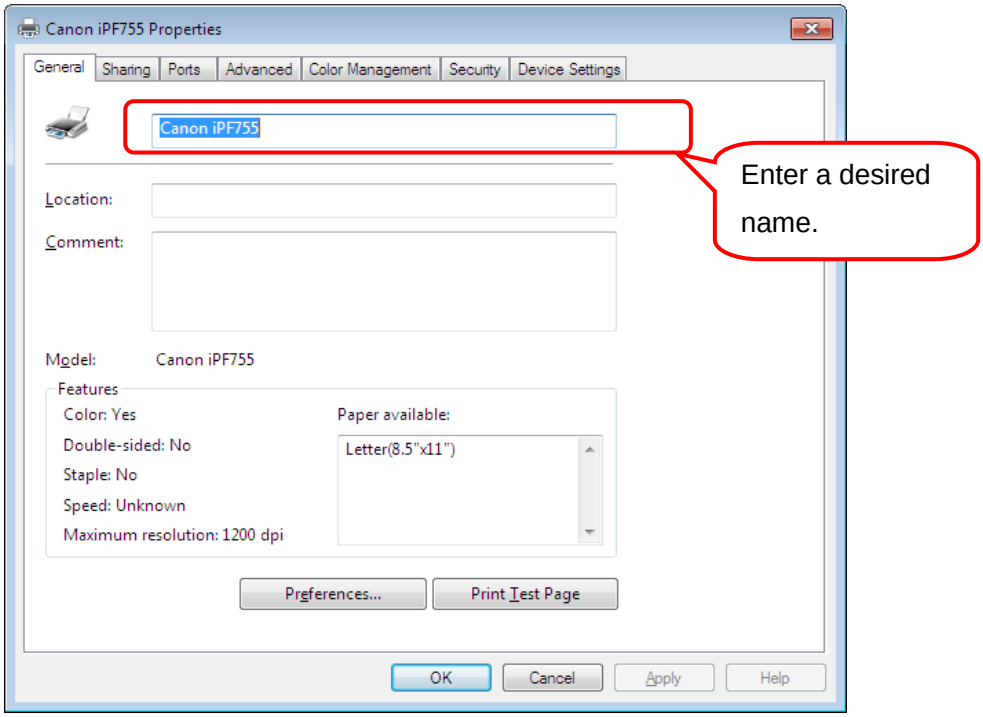
14) Cannot perform test print in Poster Artist



Indexes by phenomenon

< How to confirming and modify printer name >

The printer name can be checked in [Printer] in the Control Panel.
The procedure to correct the printer name is as follows.
Right-click on the printer used, and choose [Properties] from the menu.
With the [General] tab of the properties dialog, enter a desired printer name in the text box.



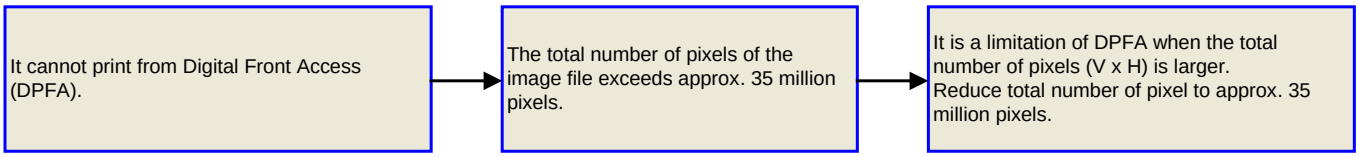
As it is necessary to support the server side when changing the printer name, please consult your server administrator.
For network printers, the number of characters in the printer name should be considered, including the server name.

15) Cannot copy in QuickCopy

When pressing the [Copy] button of QuickCopy, the following message appears and cannot print. "Failed print"	Packaged version of the PosterArtist is used.	It is due to a PosterArtist problem, and has been fixed.Update PosterArtist to later than Ver2.12.10.
	Lite version of the PosterArtist is used.	It is due to a PosterArtist problem, and the revised version has not been released. Please escalate it to CINC

Indexes by phenomenon

16) Cannot print in Digital Photo Front Access (DPFA)



Indexes by phenomenon

17) Cannot print from AutoCAD

System driver

Use one or more of the troubleshooting to get the optimal print result.

A part or all of image data on the drawing is not printed.

- Use a later version of AutoCAD/TrueView to perform printing.
- Move the raster image adjustment slider level by level to the left to adjust, and then print.
- In driver, choose [Main]-[Print Quality] and reduce the resolution, and then print.

[Detailed description] 5.4

- Choose [Layout]-[Special Options], and change [FineZoom Settings] to [Yes], then print.

[Detailed description] 5.6

- From driver's [Special Settings] options, uncheck [Fast Graphic Process], and then print.
- Trim away unnecessary part from the pasted image data using image processing software, and place it back to the drawing.

HDI driver

Use one or more of the troubleshooting to get the optimal print result.

A part or all of image data on the drawing is not printed.

- Use the later version of AutoCAD/ TrueView to perform printing.
- For HDI driver Ver.2.00 or later, move the raster image adjustment slider level by level to the left to adjust, and then print.
- Trim away unnecessary part from the pasted image data using image processing software, and place it back to the drawing.
- In driver, choose [Main]-[Print Quality] and reduce the resolution, and then print.
- For GL2 driver CAD2011 or later, it could be avoided by checking [Image print speed] in [Main] tab in driver.

Print problems in AutoCAD (common to system driver and HDI driver)

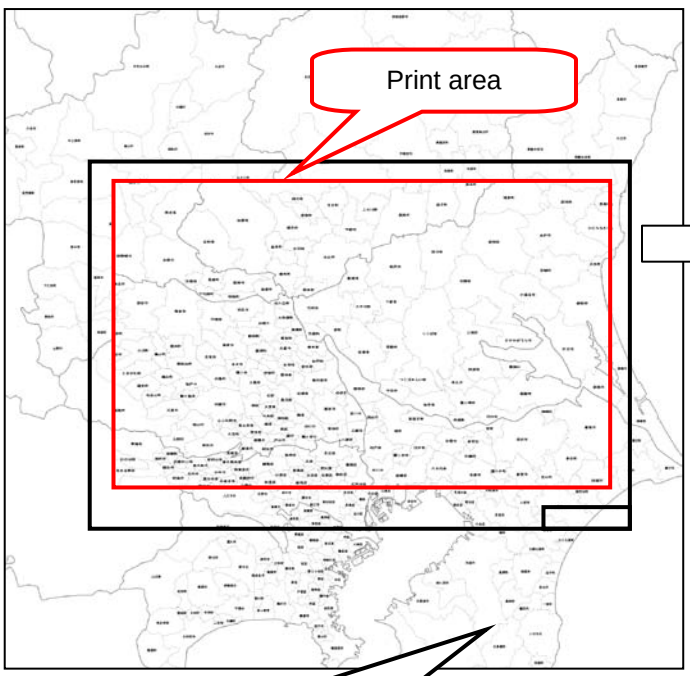
Many of the problems in AutoCAD printing, such as "cannot print", and "missing images", are caused by the handling of large print data (especially raster data). The workarounds shown in the flowcharts above, excluding some of them (printing from new version of AutoCAD/TrueView), provide ways to reduce the size of the print data, that might cause the problems.

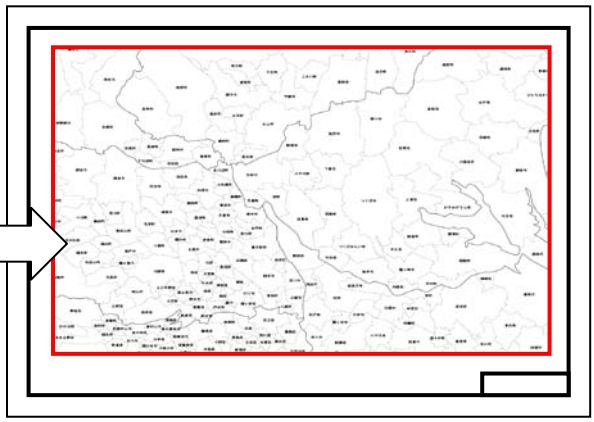
How to adjust images (common to system driver/HDI driver)

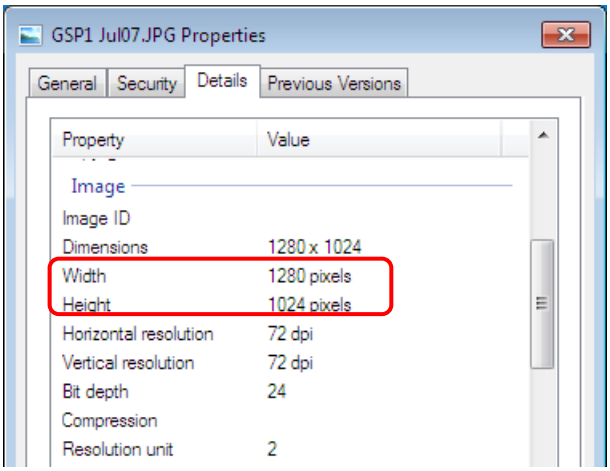
From AutoCAD print screen, press the [Properties] button.
In [Device and Document Setup] in the plotter environment editor, choose [Graphics]-[Graphics]. The [Raster and Shading/Rendering View Port] slider appears. Move the slider level by level to the left, to create a setting where print time and print quality are optimal. The lower the image quality, the shorter the print time will be. It will not affect the quality of vector data.

Precautions for placing large raster image

If you want to use only a portion of large raster data as shown below, you can reduce the processing strain by deleting the unnecessary portion in advance, using image processing software, and then use only the necessary portion.
If large raster data is placed outside the print area, even if the print area itself is small, it will put a strain on printing because the part outside the print area will also be processed.







18) Cannot print HP-GL/2 data

One of the following messages appear on the operation panel. [GL2:W0903 Memory full] [GL2:W0501 Insufficient memory] [GL2:W0504 Not supported command]	The print result has a problem	HP-GL/2 command may not be supported. Update firmware to the latest version If you still have the problem, please get print file and escalate it to CINC.

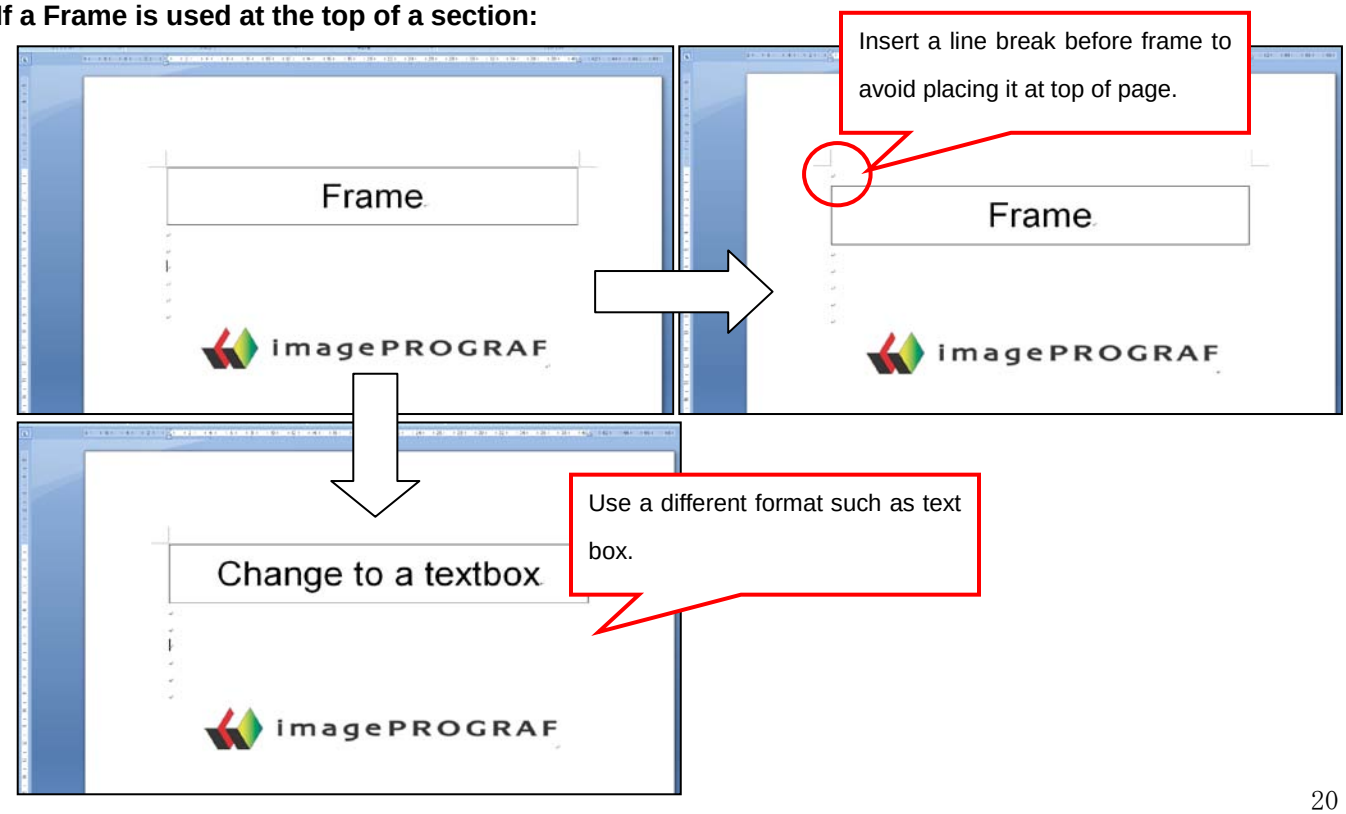
Indexes by phenomenon

19) Cannot print from Word with imagePROGRAF Print Plug-In for Office

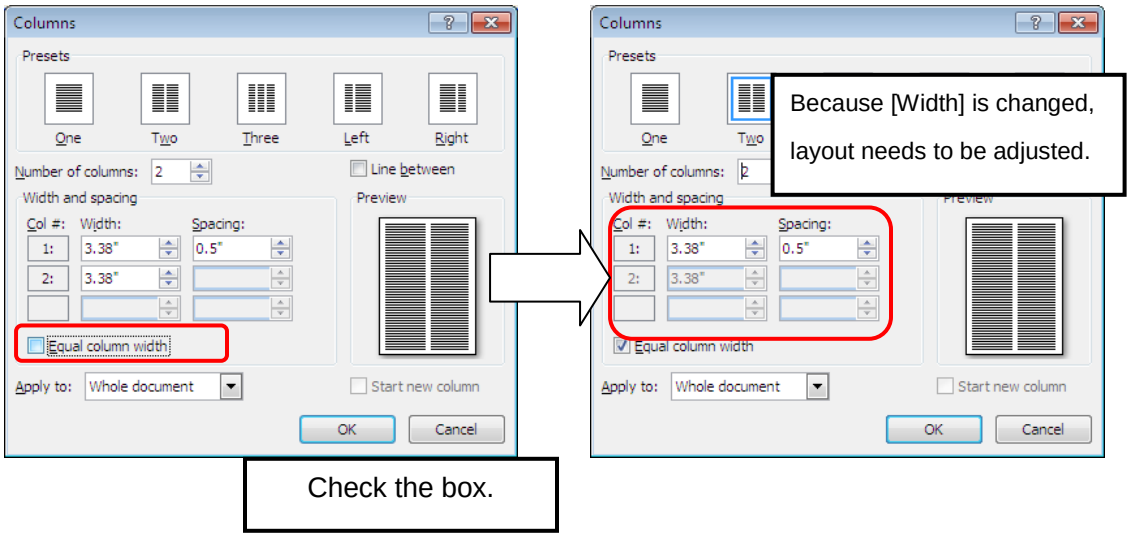
When you press the [Print] button on the Word tool bar, the following message appears. "Unable to print because changes to the Page Setup are restricted (for example, because Convert to Frame has been executed on a text box)."	A frame is used in the beginning of a section in print data. Frames are likely to be created in Word version earlier than Word 2000.	This is a restriction in Frame of Word. Do not use a frame at the beginning of a section, or change the frame at the beginning of a section to other format such as text box.
When you press the [Print] button on the Word tool bar, the following message appears. "Unable to print because the column widths are different. Select Columns from the Format menu, and turn the Equal column width checkbox on before trying again."	Columns have been set to the print data, and the width of each column is different.	This is a restriction when using Columns in From [Format] menu in Word, click [Columns], and check [Equal column width] and click [OK]. Because the width of column will be changed, adjust the layout before printing.

Indexes by phenomenon

If a Frame is used at the top of a section:



If Columns are used:



20) Cannot print from Excel with imagePROGRAF Print Plug-In for Office

When printing from Excel using Office Plug-in, the following error message appears."Analysis not possible. The data is too large. Reduce the size of data for printing or select a smaller area."

The width of Excel data to print is more than 10 times as big as the maximum size the printer can handle.

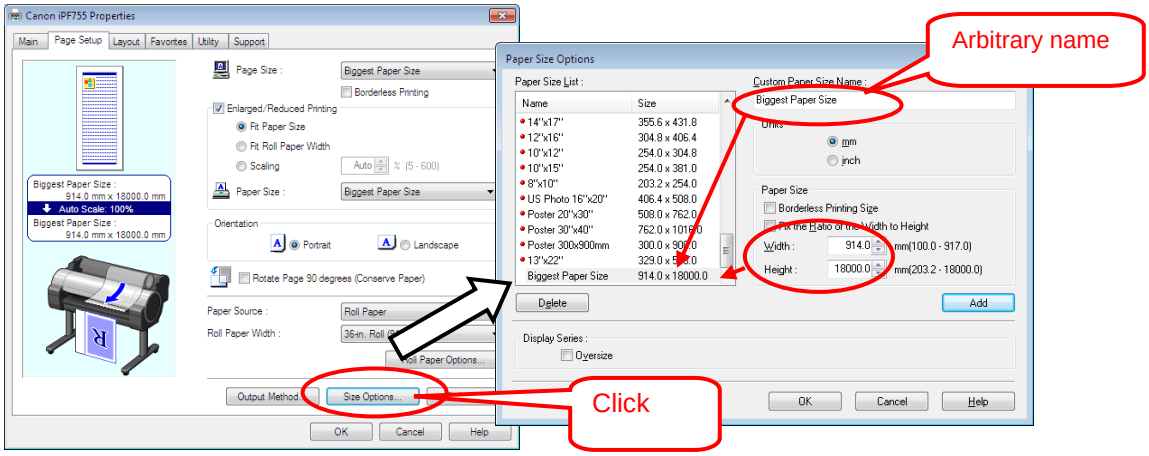
This is a restriction of Excel. The printing is possible only when the width of the Excel data is 10 times or less as big as the maximum paper size the printer can handle. Correct the width of Excel data so that it is 10 times or less as big as the maximum paper size the printer can handle.

Indexes by phenomenon

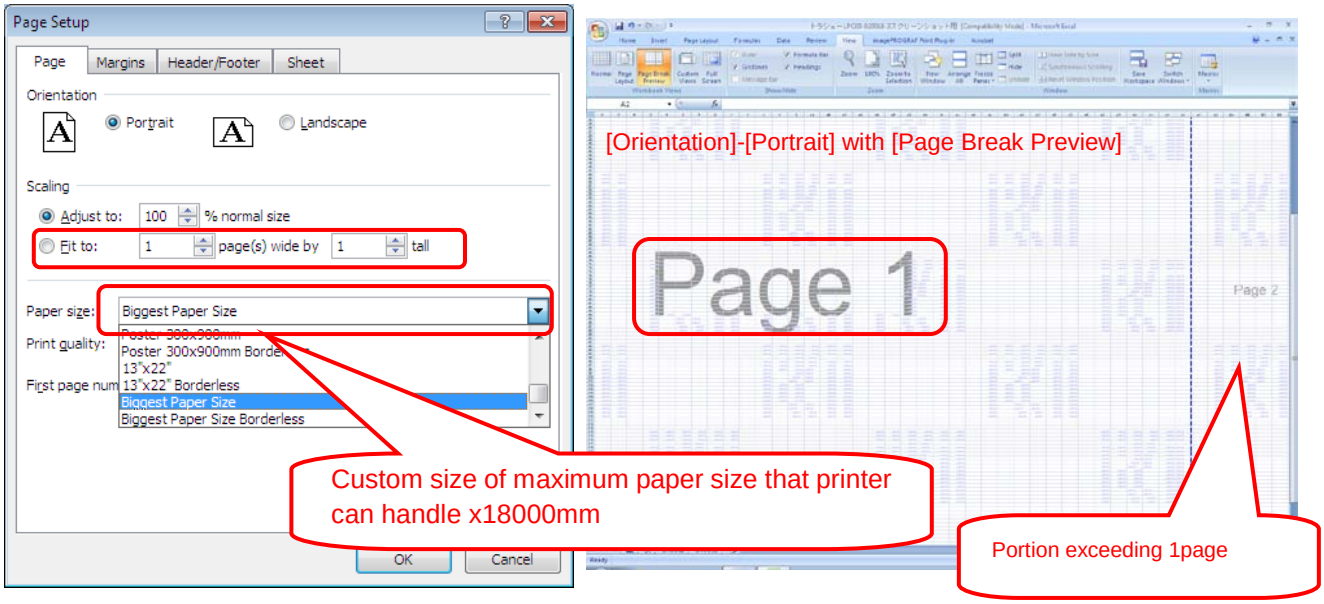
[Detailed description] Note to printing larger-sized Excel data

How to check whether width of Excel print data is more than 10 times the maximum print size the printer can handle.

-1. In printer driver, set a custom media size with the maximum paper size the printer can handle x 18000mm.



-2.Open Excel data you want to print, and check the width of print area you have set.
In Excel, go to [File]-[Page Setup]-[Paper size], and choose the custom size you created in -1 above.
In Excel, go to [File]-[Page Setup]-[Scaling], and set as Fit to 1 page, wide by 1 page.
*If the data is horizontally long, in Excel, set [File]-[Orientation] to [Landscape].



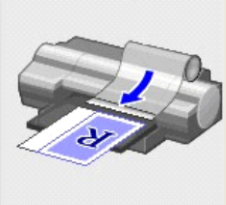
In Excel, choose [View]-[Page Break Preview].
*If the preview result does not fit within 1 page, the data is more than 10 times the maximum paper size that the printer can handle, thus not printable.

21) Cannot print with Mac driver

An illustration of a pritner not registered appears in the driver setting screen, and it cannot print.

→

The illustration of the driver setting screen is the iPF500.

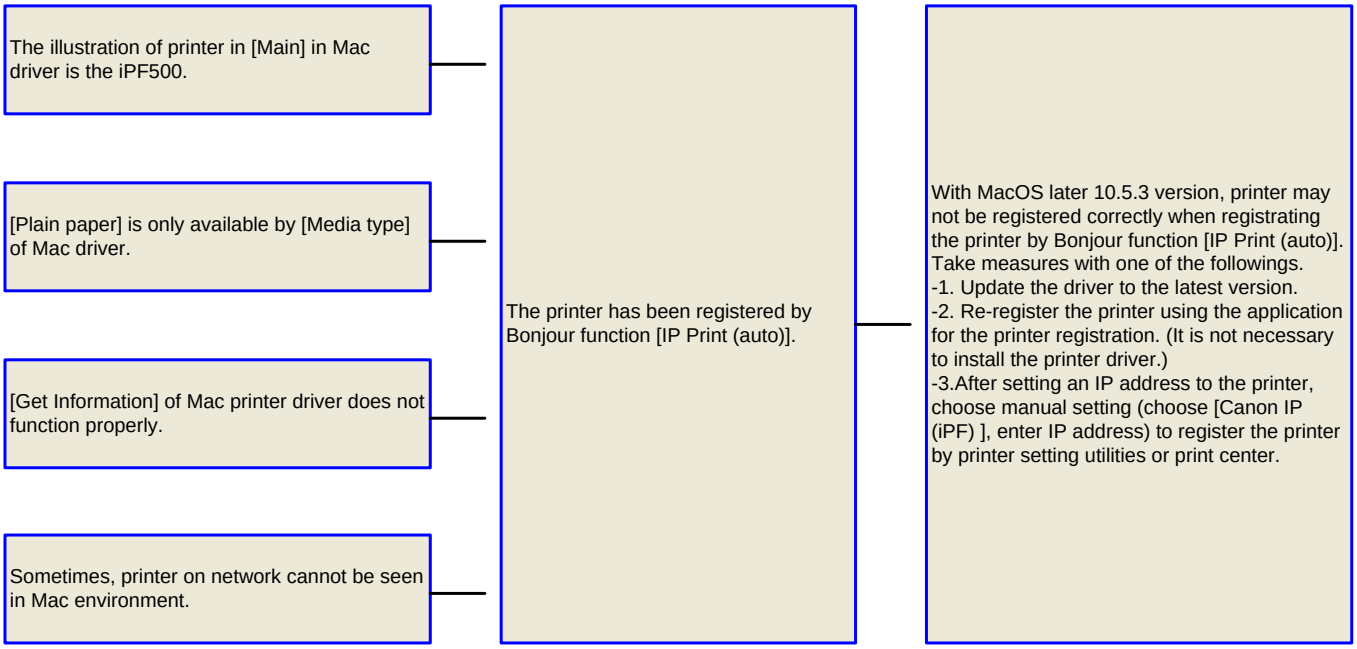


→

The iPF500 is specified to appear if the communication with the printer fails at registration of the printer.
Take an appropriate measure with one of the followings.
-Tioga driver: Because it is registered as generic printer, delete the printer, and re-register it.-CUPS driver
Make communication state with the printer again, From driver, choose [Main] and press the [Printer Information] button.

Indexes by phenomenon

22) Cannot register printer properly with Bonjour function [IP Print Auto]

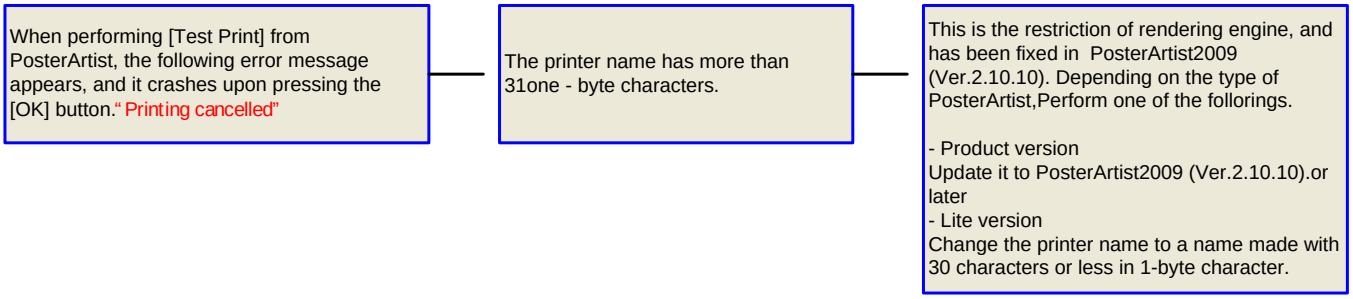


Indexes by phenomenon

For details of manual setting of the IP address (setting method), refer to [Network setting (Mac OS)]-[Configuring the Destination in TC/IP networks (Mac OS)] in the User Manual

4. Abnormal termination of application

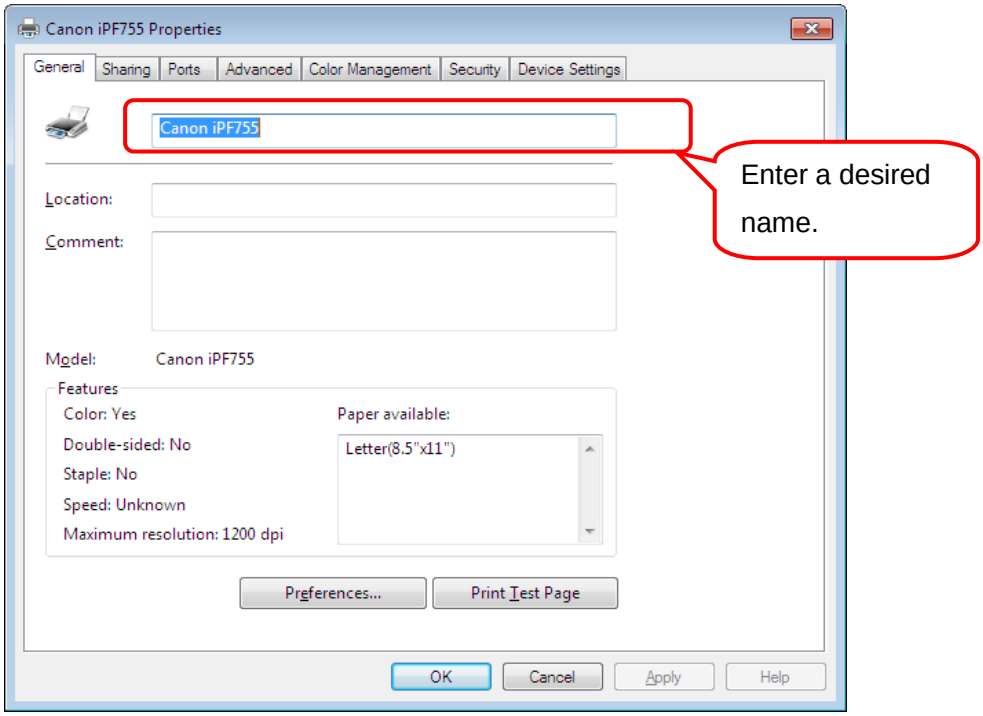
23) Poster Artist terminates abnormally when performing test print



Indexes by phenomenon

< How to confirming and modify printer name >

The printer name can be checked in [Printer] in the Control Panel.
The procedure to correct the printer name is as follows.
Right-click on the printer using, and choose [Properties] from the menu.
With [General] tab of the properties dialog, enter a desired printer name in the text box.



For network printers, the number of characters in printer name should be considered, including the server name. And, as it is necessary to support the server side when changing the printer name, please consult your server administrator.

24) Application terminates abnormally when printing with Mac driver

The application terminates abnormally when printing fron Mac driver.	The version of CUPS driver is one of followings. -Ver.1.60, -Ver.1.70, -Ver.1.80 -Ver.1.90, -Ver.1.91	The driver's operation was inconsistent under the environment where PC has multiple IP addresses. Example: -The virtualized software (VMWare) has been installed. -Multiple LAN boards have been mounted. This problem has been measured by the driver 2.01 or later version. It can be avoided by overwriting with 2.01 or later version of CUPS driver.

Indexes by phenomenon

25) Application terminates abnormally when printing from imagePROGRAF Print Plug-In for Office in Excel

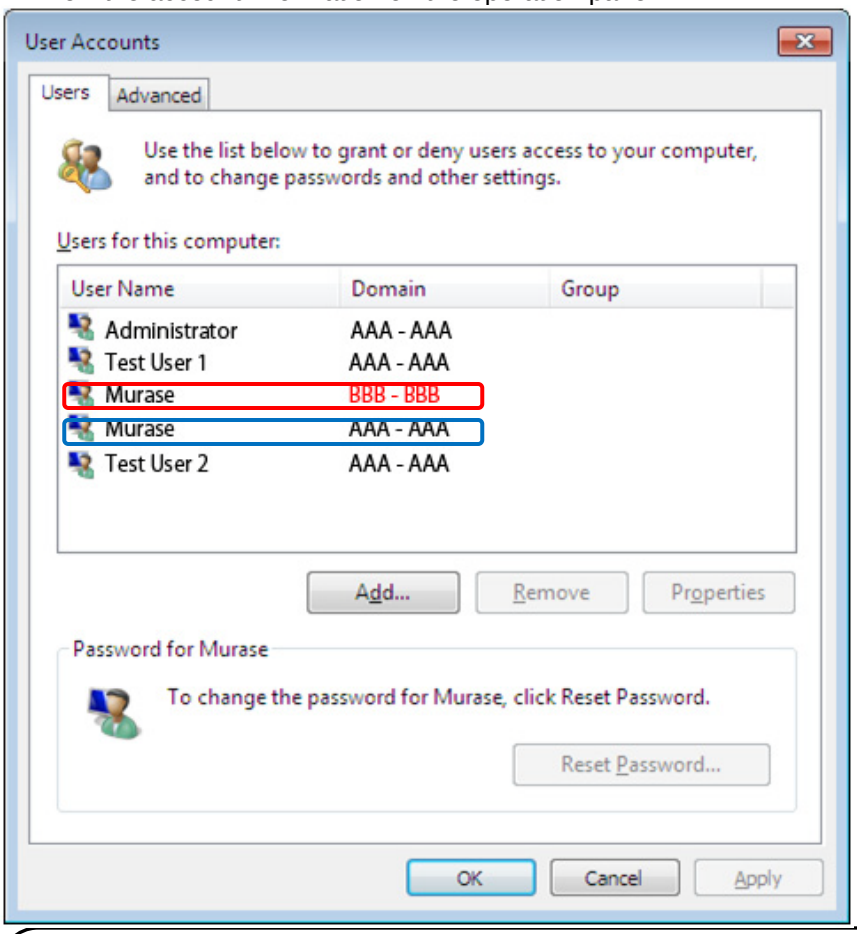
The following error displays when printing from Excel using Plug-In for Office. [Unexpected error (6)]	→ The log-in name to Domain and log-in name to the PC are overlapping.	→ Take measure by one of methods below. -1 Install the latest version of the driver. -2 Change log-in name to the PC different from log-in name of Domain.

Indexes by phenomenon

[Detailed description] Checking duplicate user account

How to confirm

1. View the account information on the operation panel.



1. A user name identical to the user who logged into the domain exists.
2. The domain name of above user is different.

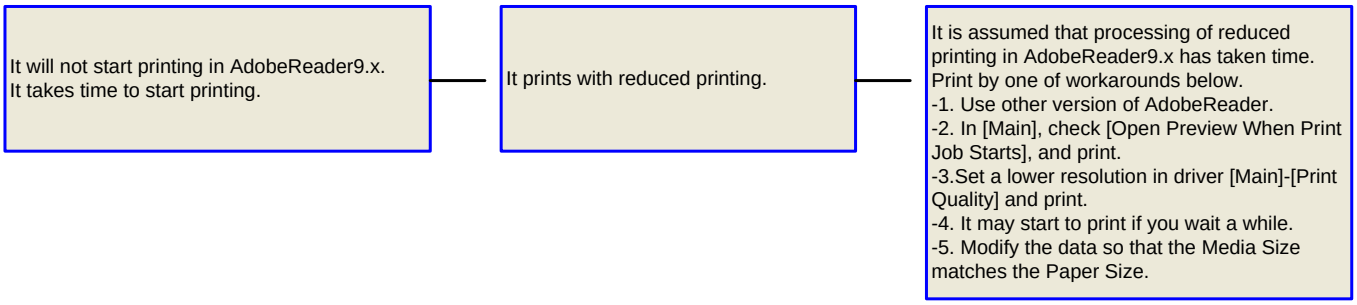
If the above two conditions are met, the user account is in a duplicate state between the client PC and the domain server.

3.5 Slow Printing

5. Takes a long time to start printing

Depending on the print data, it may take a long time to start printing even when printing is performed normally.

26) Slow printing in AdobeReader 9



Indexes by phenomenon

27) Slow system driver to print in AutoCAD.

System driver

Use one or more of the troubleshooting to get the optimal print result.

When printing from AutoCAD, it is slow to start printing, or slow to perform printing.

- Use the later version of AutoCAD/ TrueView to perform printing.
- Move the raster image adjustment slider level by level to the left to adjust, and then print.
- In driver, choose [Main]-[Print Quality] and reduce the resolution, and then print.

[Detailed description] 5.4

- Choose [Layout]-[Special Options], and change [FineZoom Settings] to [Yes], and then print.
- Trim away unnecessary part from the pasted image data using image processing software, and place it back to the drawing, and then print.

HDI driver

Use one or more of the troubleshooting to get the optimal print result.

When printing from AutoCAD, it is slow to start printing, or slow to perform printing.

- Use the later version of AutoCAD/ TrueView to perform printing.
- Move the raster image adjustment slider level by level to the left to adjust, and then print.
- Trim away unnecessary part from the pasted image data using image processing software, and place it back to the drawing, and then print.
- In driver, choose [Main]-[Print Quality] and reduce the resolution, and then print.
- For GL2 driver CAD2011 or later, it could be avoided by checking [Image print speed] in [Main] tab in driver.

Indexes by phenomenon

[Detailed description] Setting method and functions of FineZoom

Print problems in AutoCAD (common to system driver and HDI driver)

Many of the problems in AutoCAD printing, such as "cannot print","missing images", are caused by handling of large print data (especiallyraster data). The workarounds shown in the flowcharts above, excluding some of them (printing from new version of AutoCAD/TrueView), provide ways to reduce the size of print data that might cause the problems.

How to adjust images (common to system driver/HDI driver)

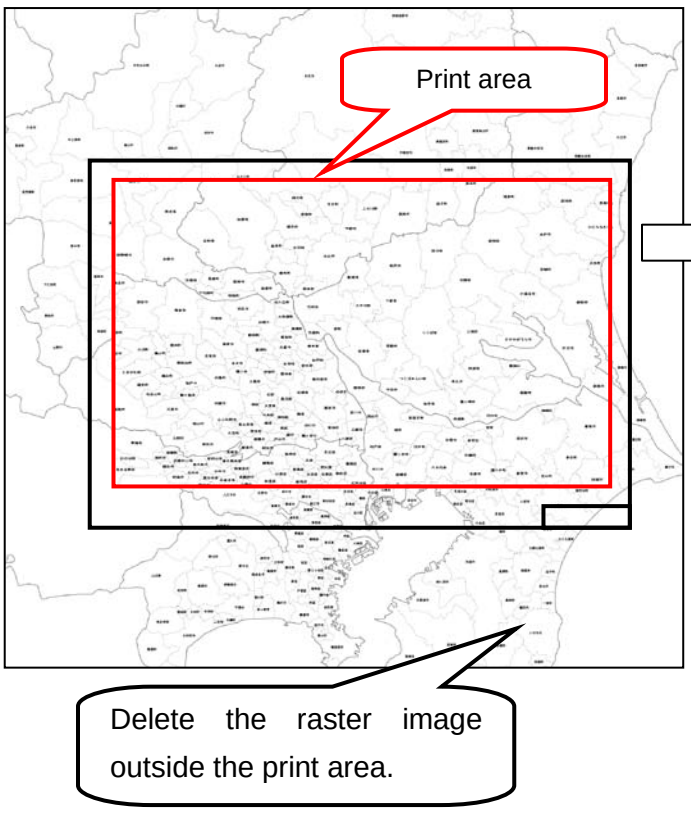
From AutoCAD print screen, press the [Properties] button.

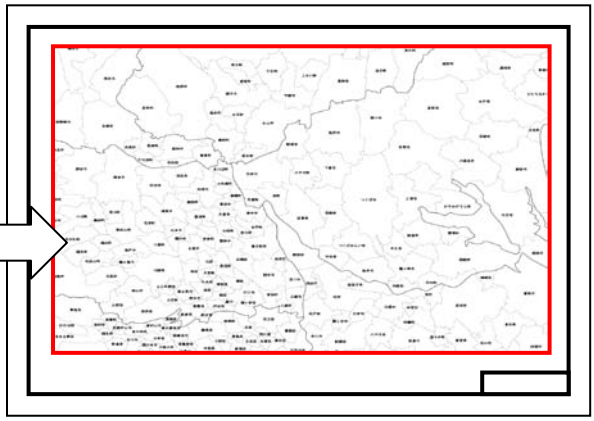
In [Device and Document Setup] in plotter environment editor, choose [Graphics]-[Graphics]. [Raster and Shading/Rendering View Port] slider appears. Move the slider level by level to the left, to create a setting where print time and print quality are optimal. The lower the image quality the shorter the print time will be. It will not affect the quality of vector data.

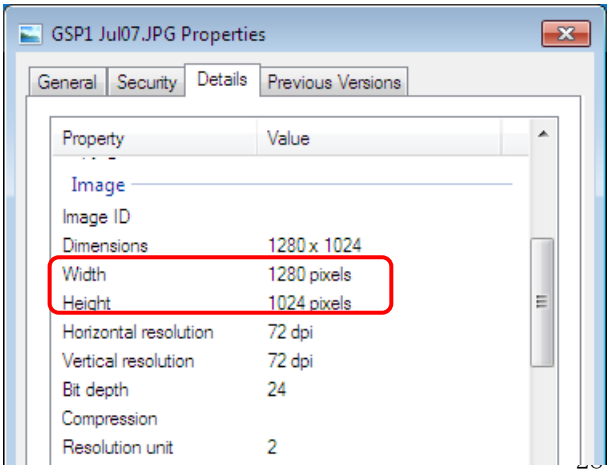
Precautions for placing large raster image

If you want to use only a portion of large raster data as shown below, you can reduce the processing strain by deleting the unnecessary portion in advance, using image processing software, and use only the necessary portion.

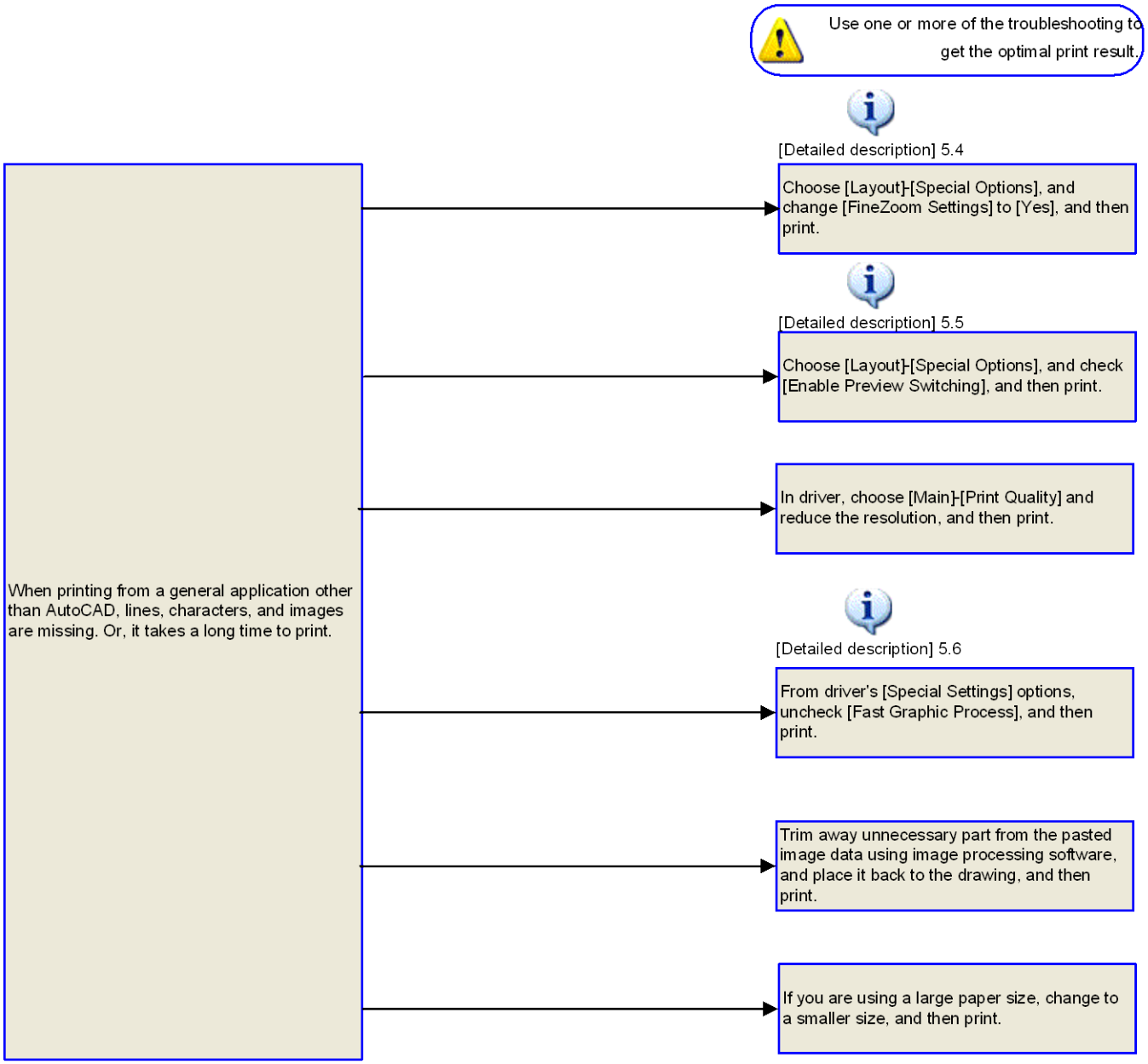
If large raster data is placed outside the print area, even if the print area itself is small, it will put a strain on printing because the part outside the print area is also processed.







28) Slow printing from general application other than AutoCAD



Indexes by phenomenon

[Detailed description] NT EMF spooling and RAW spooling

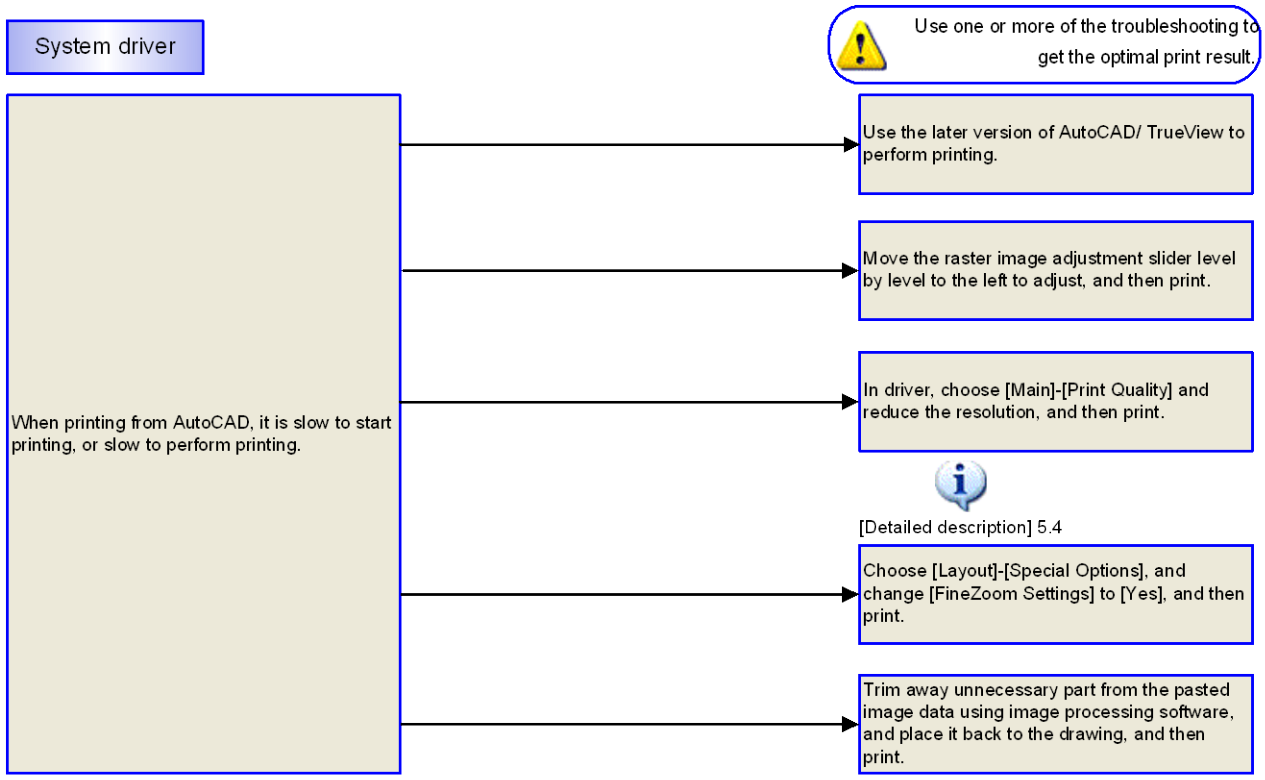
[Detailed description] Setting method and functions of FineZoom

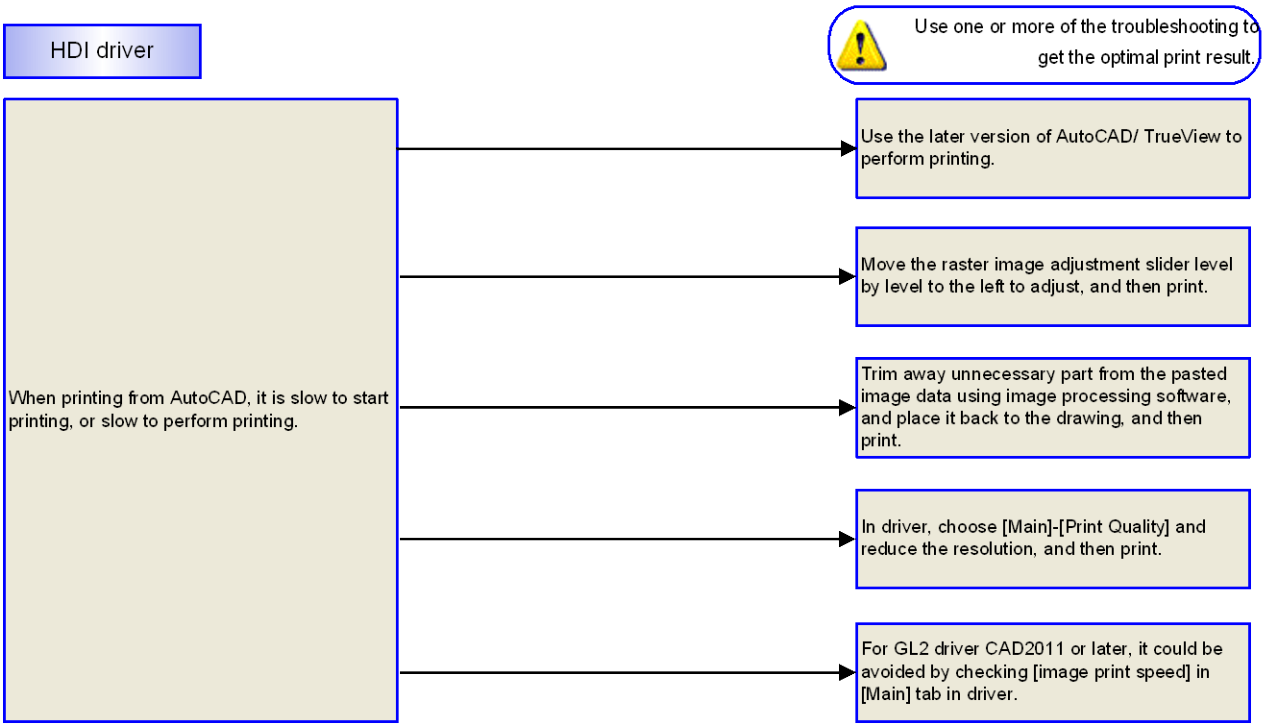
[Detailed description] 2 types of renderer(High speed renderer/standard renderer)

6. Slow printing operation.

Depending on the print data, it may take a long time until it finishes printing, even when printing is performed normally.

29) The print operation is slow in AutoCAD





[Detailed description] Setting method and functions of FineZoom

Print problems in AutoCAD (common to system driver and HDI driver)

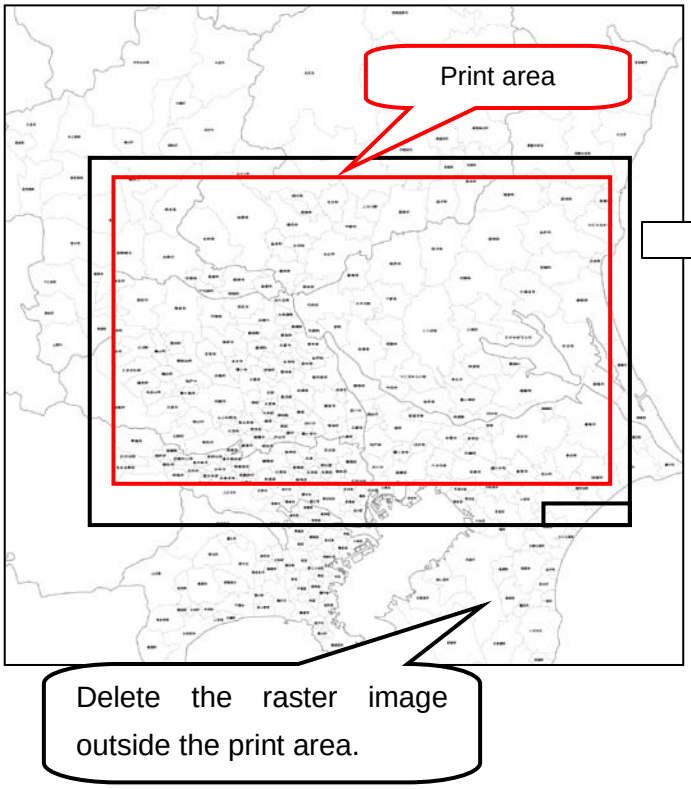
Many of the problems in AutoCAD printing, such as "cannot print", "missing images", are caused by handling of large print data (especially raster data). The workarounds shown in the flowcharts above, excluding some of them (printing from new version of AutoCAD/TrueView), provide the ways to reduce the size of print data that might cause the problems.

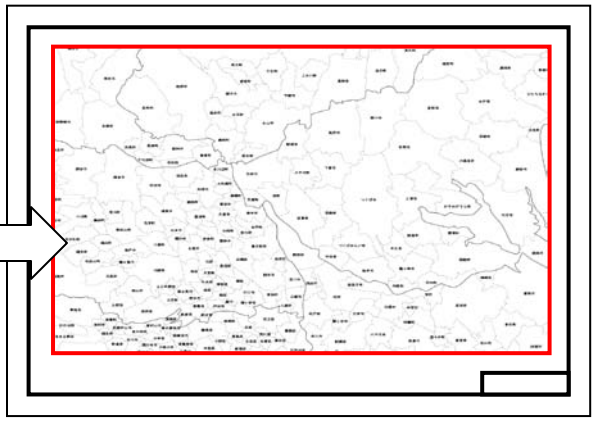
How to adjust images (common to system driver/HDI driver)

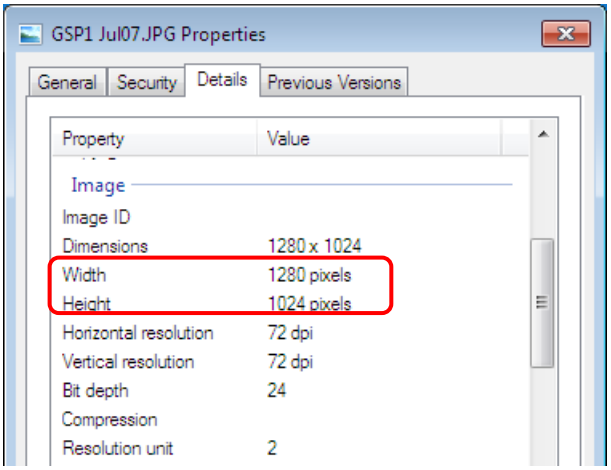
From AutoCAD print screen, press the [Properties] button.
In [Device and Document Setup] in plotter environment editor, choose [Graphics]-[Raster Graphics]. [Raster and Shading/Rendering Veer Port] slider appears. Move the slider level by level to the left, to create a setting where print time and print quality are optimal. The lower the image quality the shorter the print time will be. It will not affect the quality of vector data.

Precautions for placing large raster image

If you want to use only a part of large raster data as shown below, you can reduce the processing strain by deleting the unnecessary part in advance using image processing software, and use only the necessary part.
If large raster data is placed outside the print area, even if the print area itself is small, it will put a strain on printing because the part outside the print area is also processed.







3.6 Will not Display Preview Properly

7. Preview is not displayed properly

30) Will not display background properly when previewing in Word

When printing from Word, background specified in [Backgrond]-[Fill effect] is printed differently from what appeared on the screen.

It is a specification when setting of Fill effect to background in Word.
In Word, the gradation and drawing that is set to fill effect of background may vary between on screen and print result due to no process to match image size to actual paper sizes at printing.

Indexes by phenomenon

31) Will not display preview properly in AutoCAD

It displays in preview or prints a range which is masked by wipeout object in AutoCAD printing.

The mask processing of AutoCAD may not be performed correctly due to the large range of wipeout object.
Due to the large range of wiped object, the masking process of ActoCAD might not be performed properly. Perform one of the following workarounds.
-1: In AutoCAD, create some wipeout objects instead of making one big object.
-2: In driver's [Main]-[Print Quality], reduce the resolution and print.

Indexes by phenomenon

32) Will not display imagePROGRAF Preview

The preview of Page Composer in place of imagePROGRAF Preview is displayed when printing with [Open Preview when Print Job Starts] is ON.

[Detailed description] 5.3,5.5

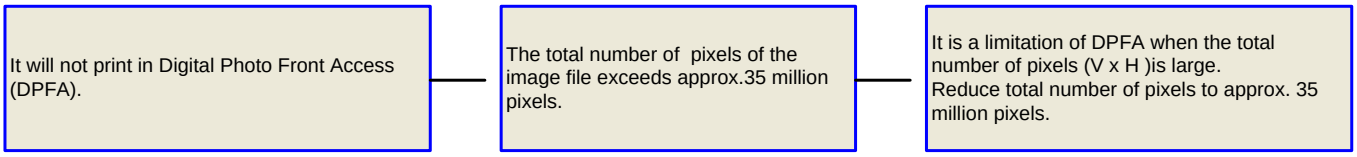
To view the imagePROGRAF Preview, perform all of the following setups.
1. In printer properties, set [Port] to an option other than [FILE].
2. In printer properties, choose [Advanced Settings]-[Spool print document to speed-up print process of program].
3. In printer properties, choose [Advanced Settings] and check [Enable advanced print settings].
4. In printer properties, choose an option that includes the printer name that uses [Advanced Settings]-[Print Processor].

Indexes by phenomenon

[Detailed description] How to check spooling format of print data

[Detailed description] NT EMF spooling and RAW spooling

33) Will not display preview in Digital Photo Front Access

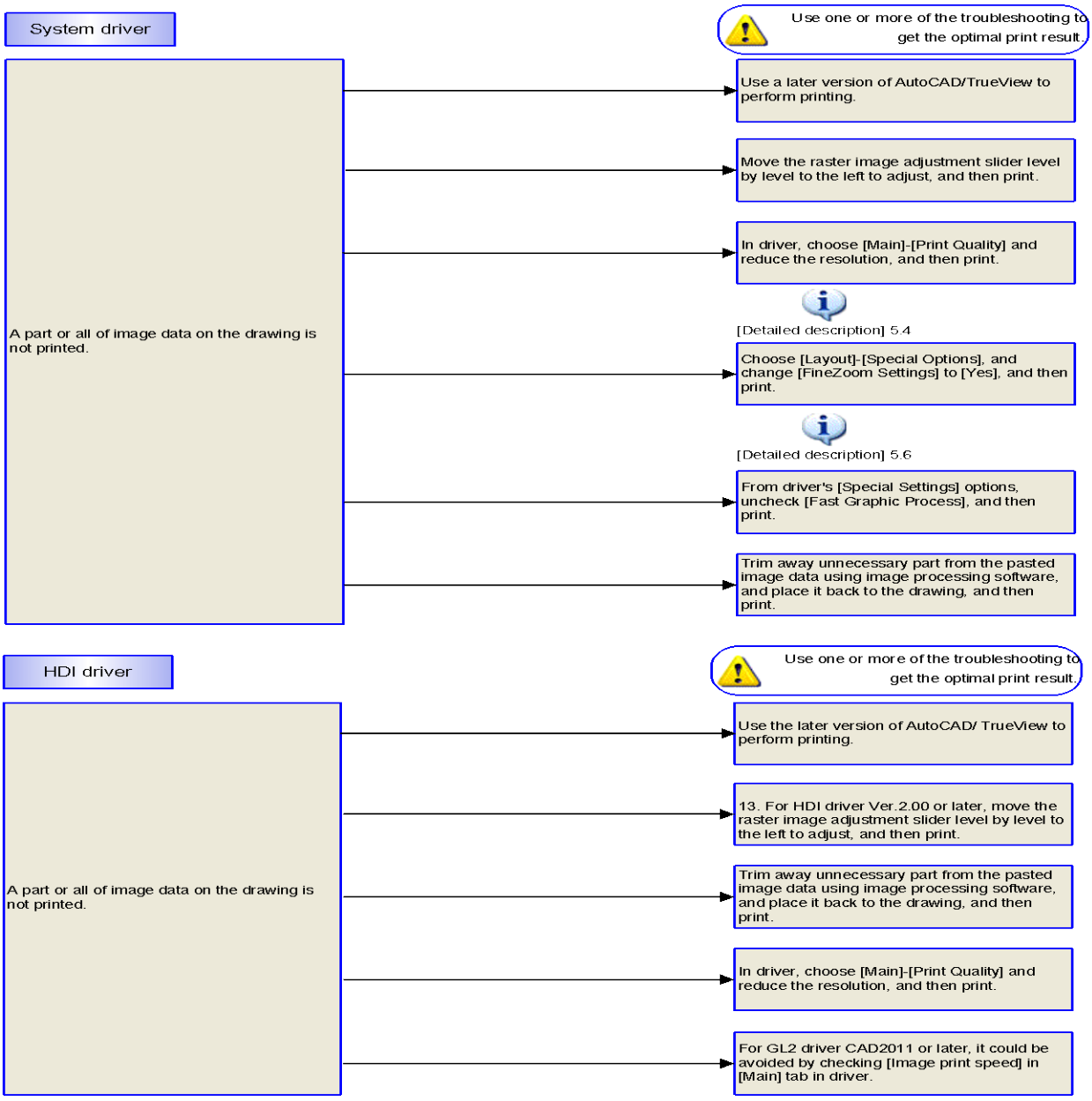


Indexes by phenomenon

3.7 Print Result Failure

8. Blank page

34) A blank page outputs in AutoCAD printing



[Detailed description] Setting method and functions of FineZoom Indexes by phenomenon

Print problems in AutoCAD (common to system driver and HDI driver)

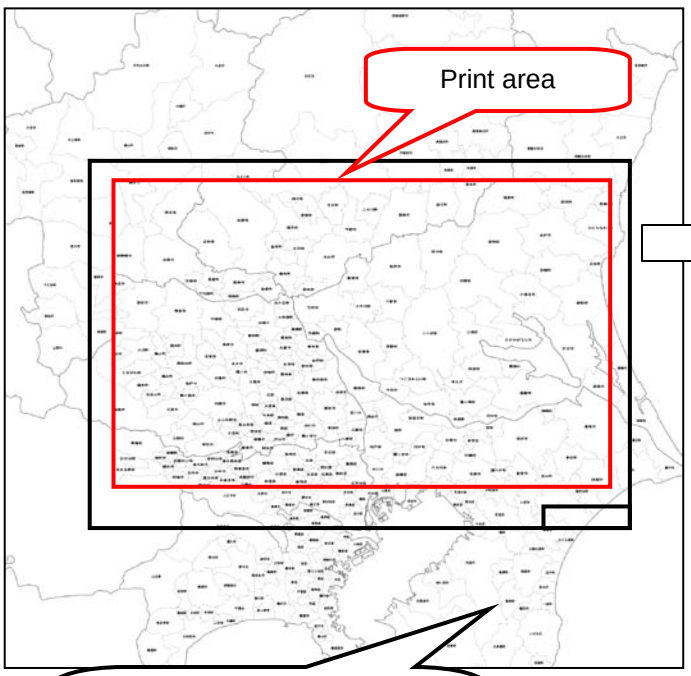
Many of the problems in AutoCAD printing, such as "cannot print","missing images", are caused by handling of large print data (especiallyraster data). The workarounds shown in the flowcharts above, excluding some of them (printing from new version of AutoCAD/TrueView), provide the ways to reduce the size of print data that might cause the problems.

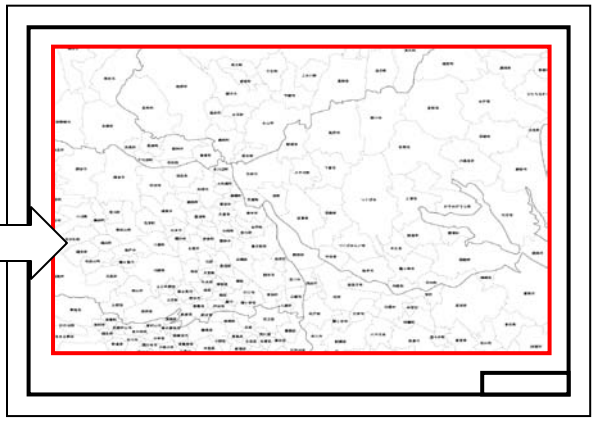
How to adjust images (common to system driver/HDI driver)

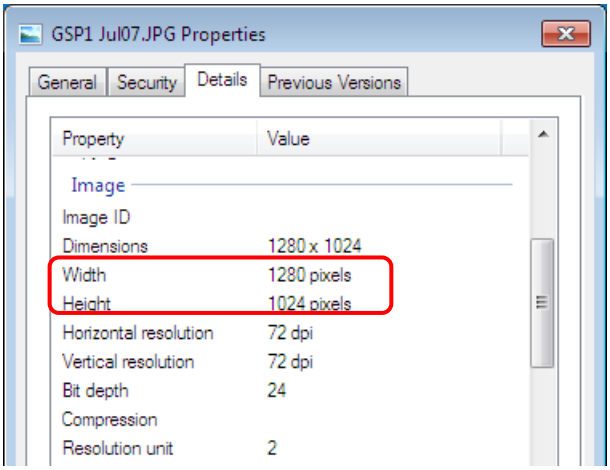
From AutoCAD print screen, press the [Properties] button.
In [Device and Document Setup] in plotter environment editor, choose [Graphics]-[Raster Graphics]. [Raster and Shading/Rendering View Port] slider appears. Move the slider level by level to the left, to create a setting where print time and print quality are optimal. The lower the image quality the shorter the print time will be. It will not affect the quality of vector data.

Precautions for placing large raster image

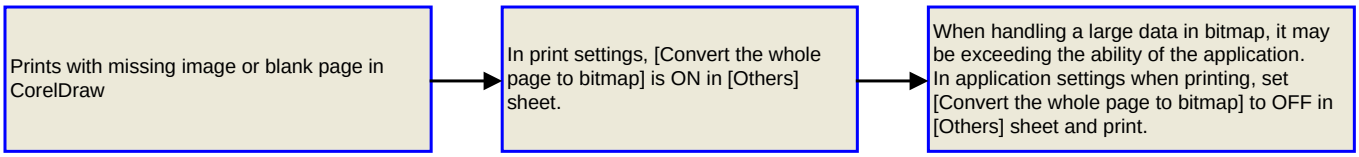
If you want to use only a part of large raster data as shown below, you can reduce the processing strain by deleting the unnecessary part in advance using image processing software, and place only the necessary part.
If large raster data is placed outside the print area, even if the print area itself is small, it will put a strain on printing because the part outside the print area is also processed.





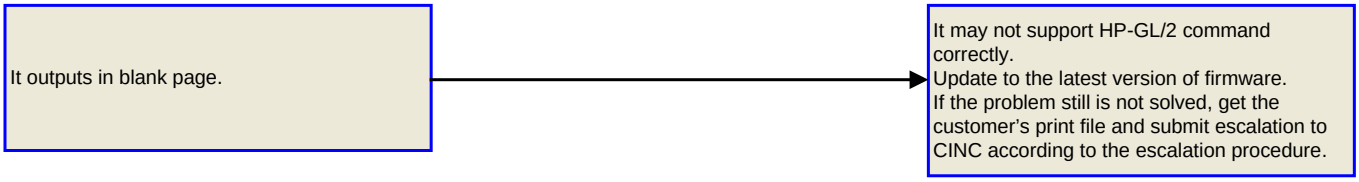


35) A blank page outputs in CorelDraw printing



Indexes by phenomenon

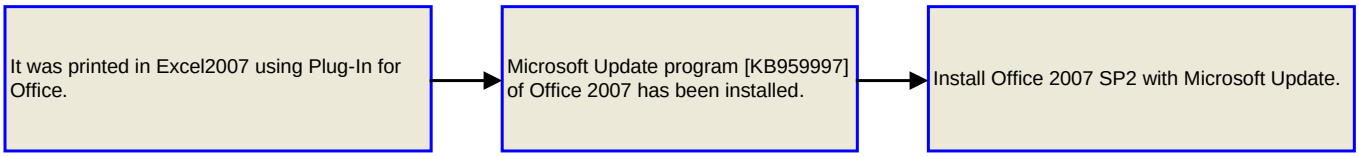
36) The second page outputs in blank in HP-GL2 printing



Indexes by phenomenon

9. Missing images

37) Missing image while printing in Excel2007 using imagePROGRAF Print Plug-In for Office



Indexes by phenomenon

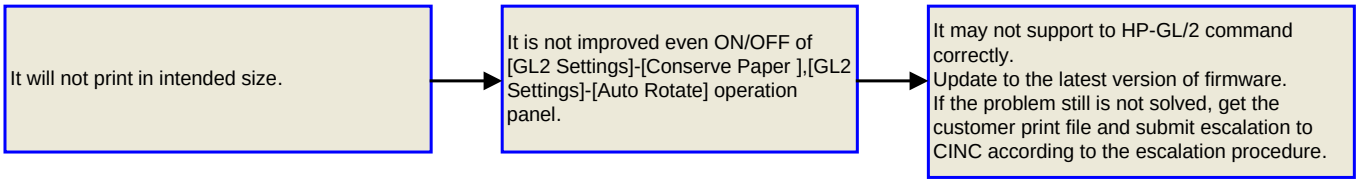
10. Prints in a size different from what is specified

38) An error is caused in scale when printing from AutoCAD

Indexes by phenomenon

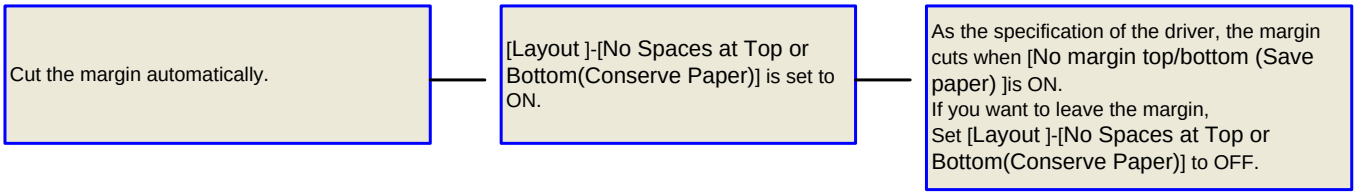
When you check [Fit to paper] in AutoCAD print screen, it prints fully to fit the specified paper. The scale might contain decimal point. Depending on the purpose of printing, select Scale: [Custom] and enter the desired scale.

39) Will not print in intended size in HP-GL/2



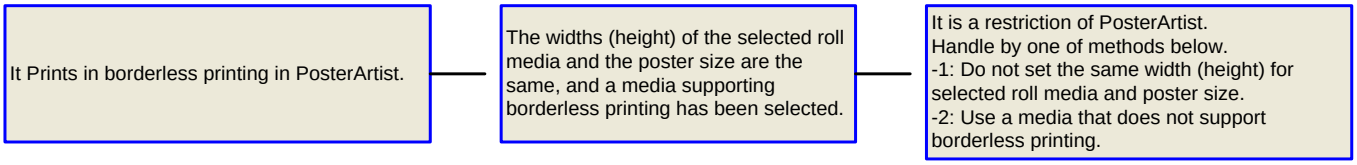
Indexes by phenomenon

40) Will not print with intended margin



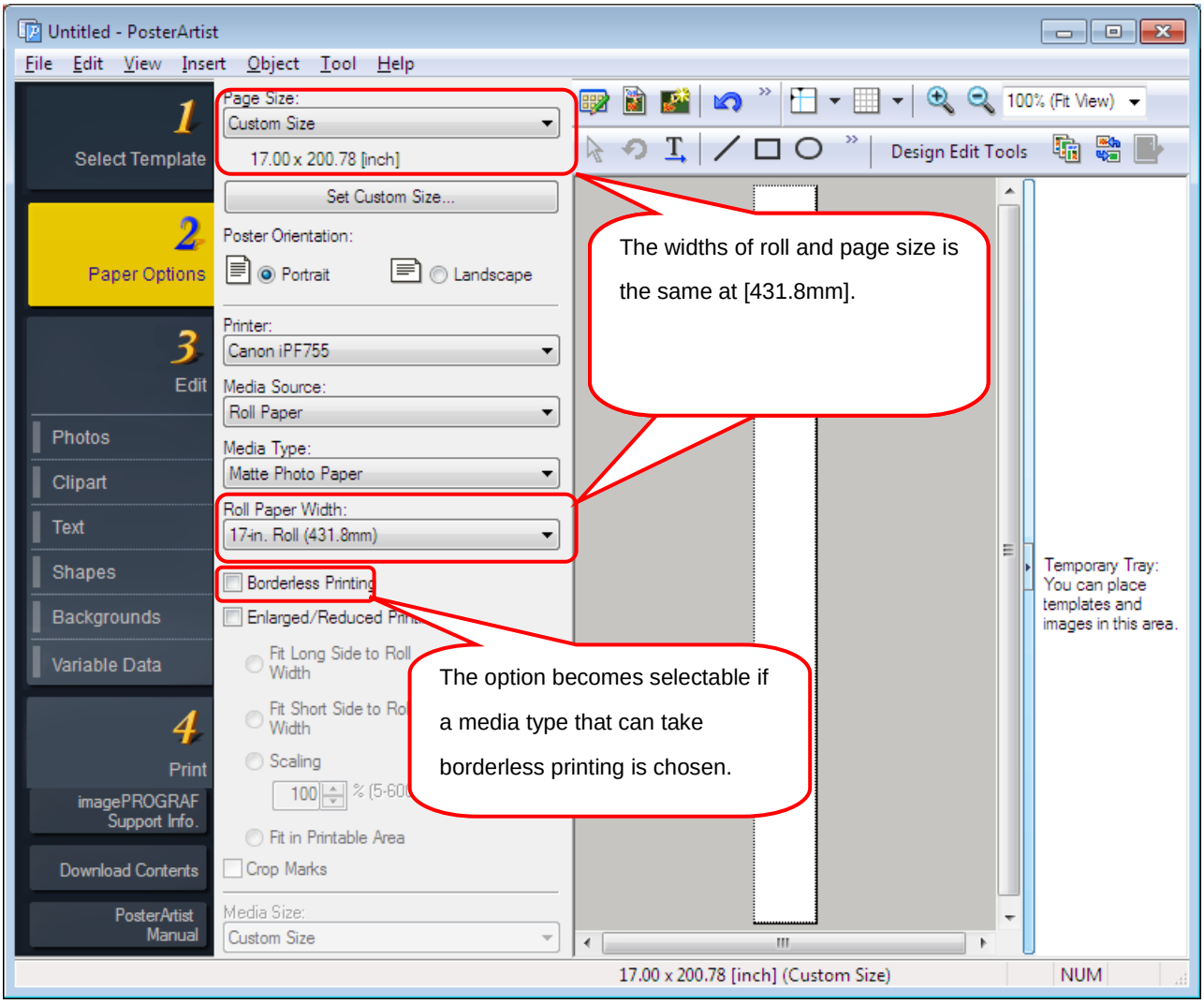
Indexes by phenomenon

41) Automatically prints in borderless in PosterArtist



Indexes by phenomenon

<How to confirm roll paper width and poster-size width chosen>
The width of chosen roll paper and poster-size can be checked by [Roll Paper Width] and [Page Size] respectively. To check whether borderless printing is available with the selected paper, check whether [Borderless Printing] checkbox is selectable or grayed out.



42) Prints enlarged/reduced graphics in Mac version Vectorworks

It prints with enlarged/reduced graphics if prints in Mac version Vectorworks.
(The parts that run off the edge of the paper might be missed.)

The data had been printed in another printer (including other brand) previously, and was printed in [Standard] in [Preset] setting.

In Vectorworks data, it is a specification in which the printer driver setting information which was used immediately before is stored and used.
Handle with the following procedure.
1. Create a new preset of arbitrary application (TextEdit etc.).
2. Open the data of Vectorworks, and setup to print.
3. Choose the preset that created in Step 1 and print.

Indexes by phenomenon

<Workaround procedure>

1. Start an arbitrary application and view the print dialog of the printer to be use.
2. From the preset pull-down menu, choose [Save as…] to create a preset with a random name.
3. Start VectorWorks, and open a file to print.
4. Open the media setup dialog, and choose printer setup.
5. Choose the printer to print from the pull-down menu of the target printer, check media size, direction and values of enlarge/reduce, and press the [OK] button.
6. Open the print dialog, and choose “the printer to print“for printer, and “preset created in Step 2” for preset.
7. Press the [Print] button to print.

*By saving the data after printing, the print settings that have been setup before printing are also saved.

11. Different print direction/layout

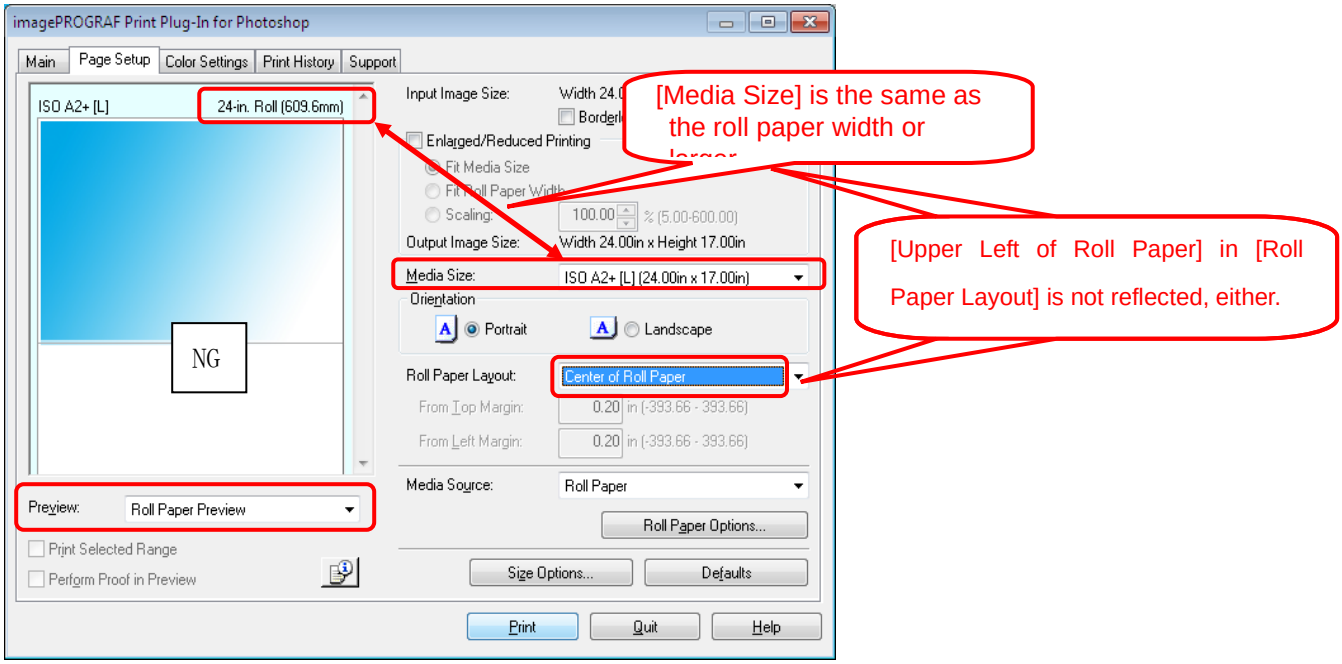
43) The layout of roll media will not be reflected on imagePROGRAF Print Plug-In for Photoshop

When printing in Photoshop using Plug-In for Photoshop, [Upper-Left Roll Paper] and [Center of Roll Paper] of [Roll paper layout] are not reflect.	The [Media Size] is the same as roll paper width or wider.	It is a specification of Plug-In for Photoshop. It is reflected only if the width of Media Size is smaller than roll paper width.

Indexes by phenomenon

How to confirm output paper size and roll paper width

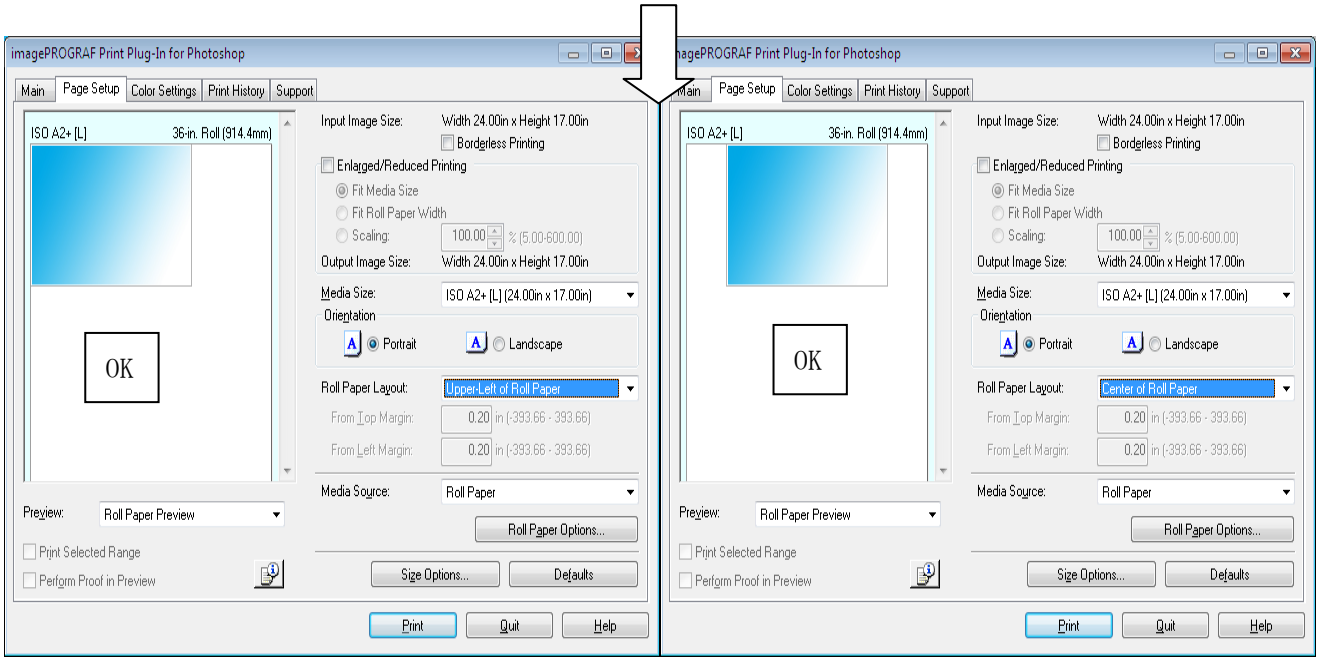
Open page setup in Photoshop Plug-In.



When [Roll Paper Preview] is chosen for [Preview], and [Media Size] is the same as roll paper width or wider, the Roll Paper Layout is not reflected.

(The default setting of preview is [Print Area Layout].)

If the [Media Size] is smaller than roll paper width, the Roll Paper Layout is reflected.



It will not print to desired direction.	→ It is not improved even ON/OFF [GL2 settings]->[Conserve Paper], [Auto Rotate] of the operation panel.	→ It may not correctly support HP-GL/2 command. Update to the latest version of firmware. If the problem still exists, get a print file and submit an escalation according to the escalation method.

Indexes by phenomenon

12. Image at border not printed/ Specified margin not used

45) Image at border section is not printed in borderless printing

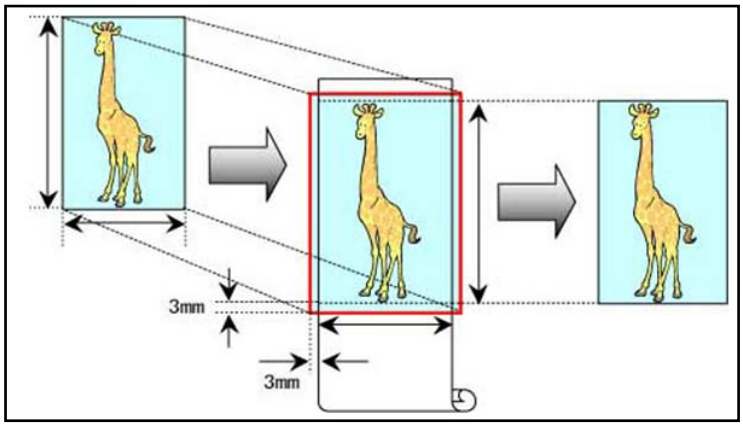
The image at border section is cut approx. 3mm when [Borderless printing is chosen.

→

It is a specification of borderless printing. It The details are described in the user's manual [Enhanced Printing Options]-[Borderless print]-[Fit paper size][Note]

Indexes by phenomenon

When [Borderless Printing] is specified, and each side (left, right, top, and bottom) of original copy is set 3mm larger than the paper size specified in the printer driver, the 3mm sections which are off the paper are not printed.



46) Image at border section is not printed in PosterArtist printing

It automatically prints in borderless in PosterArtist.

—

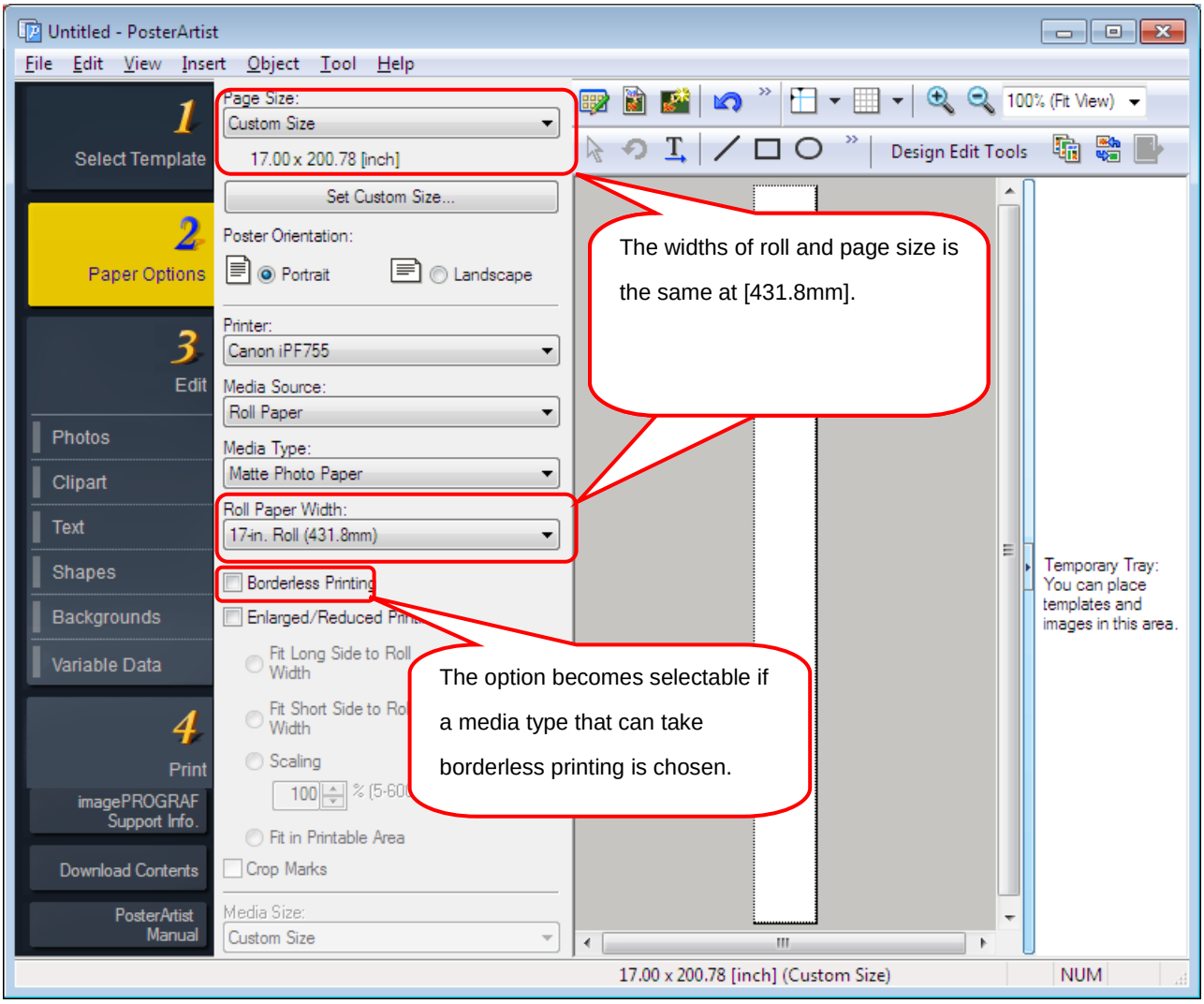
The widths (height) of the selected roll media and the poster size are the same, and a media supporting borderless printing has been selected.

—

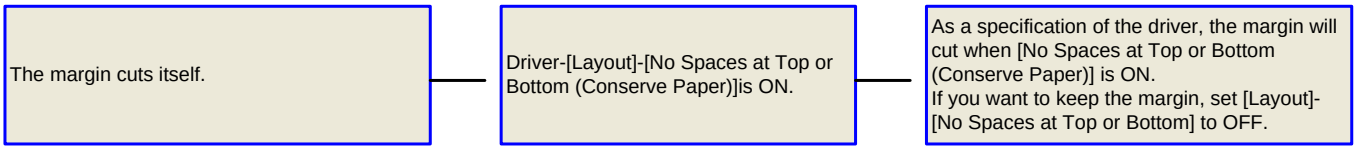
It is a restriction of PosterArtist.
Handle by one of methods below.
-1: Do not set the same width (height) for selected roll media and poster size.
-2: Use a media that does not support borderless printing.

Indexes by phenomenon

<How to confirm roll paper width and poster size width chosen>
The width of chosen roll paper and poster-size can be checked by [Roll Paper Width] and [Page Size] respectively. To check whether borderless printing is available with the selected paper, check whether [Borderless Printing] checkbox is selectable or grayed out.

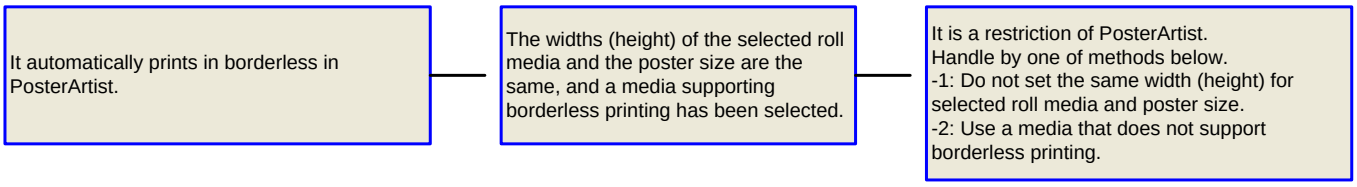

Untitled - PosterArtist
File Edit View Insert Object Tool Help
1 Select Template
2 Paper Options
3 Edit
Photos
Clipart
Text
Shapes
Backgrounds
Variable Data
4 Print
imagePROGRAF Support Info.
Download Contents
PosterArtist Manual
Page Size:
Custom Size
17.00 x 200.78 [inch]
Set Custom Size...
Poster Orientation:
Portrait
Landscape
Printer:
Canon iPF755
Media Source:
Roll Paper
Media Type:
Matte Photo Paper
Roll Paper Width:
17-in. Roll (431.8mm)
Borderless Printing
Enlarged/Reduced Print
Fit Long Side to Roll Width
Fit Short Side to Roll Width
Scaling
100 % (5-600)
Fit in Printable Area
Crop Marks
Media Size:
Custom Size
100% (Fit View)
Design Edit Tools
The widths of roll and page size is the same at [431.8mm].
The option becomes selectable if a media type that can take borderless printing is chosen.
Temporary Tray: You can place templates and images in this area.
17.00 x 200.78 [inch] (Custom Size)
NUM

47) Will not print with intended margin



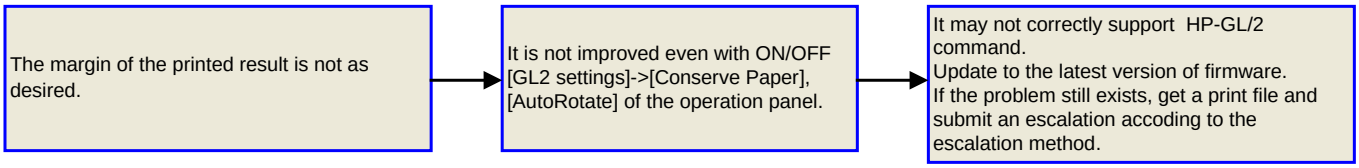
Indexes by phenomenon

48) Automatically prints borderless in PosterArtist



Indexes by phenomenon

49) Will not print with desired margin in HP-GL/2



Indexes by phenomenon

13. Missing lines/graphics/characters

50) Missing image in AutoCAD

System driver

Use one or more of the troubleshooting to get the optimal print result.

A part or all of image data on the drawing is not printed.

- Use a later version of AutoCAD/TrueView to perform printing.
- Move the raster image adjustment slider level by level to the left to adjust, and then print.
- In driver, choose [Main]-[Print Quality] and reduce the resolution, and then print.

[Detailed description] 5.4

- Choose [Layout]-[Special Options], and change [FineZoom Settings] to [Yes], and then print.

[Detailed description] 5.6

- From driver's [Special Settings] options, uncheck [Fast Graphic Process], and then print.
- Trim away unnecessary part from the pasted image data using image processing software, and place it back to the drawing, and then print.

HDI driver

Use one or more of the troubleshooting to get the optimal print result.

A part or all of image data on the drawing is not printed.

- Use the later version of AutoCAD/ TrueView to perform printing.
- 13. For HDI driver Ver.2.00 or later, move the raster image adjustment slider level by level to the left to adjust, and then print.
- Trim away unnecessary part from the pasted image data using image processing software, and place it back to the drawing, and then print.
- In driver, choose [Main]-[Print Quality] and reduce the resolution, and then print.
- For GL2 driver CAD2011 or later, it could be avoided by checking [Image print speed] in [Main] tab in driver.

Print problems in AutoCAD (common to system driver and HDI driver)

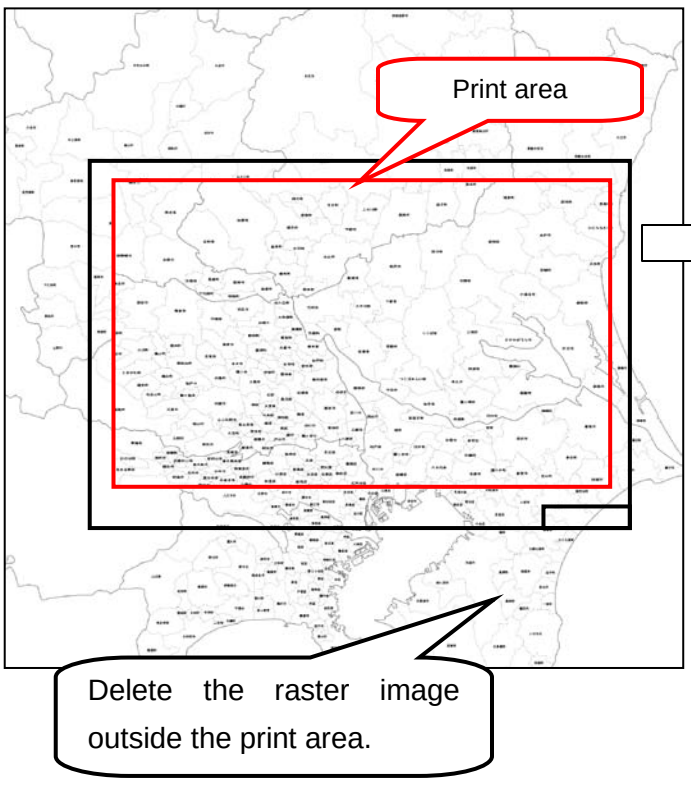
Many of the problems in AutoCAD printing, such as "cannot print","missing images", are caused by the handling of large print data (especially raster data). The workarounds shown in the flowcharts above, excluding some of them (printing from new version of AutoCAD/TrueView), provide the ways to reduce the size of print data that might cause the problems.

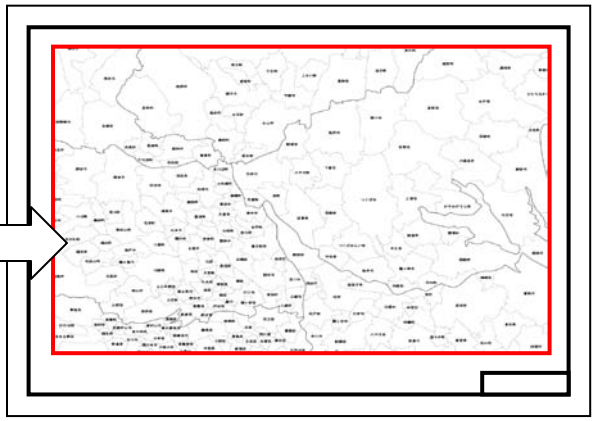
How to adjust images (common to system driver/HDI driver)

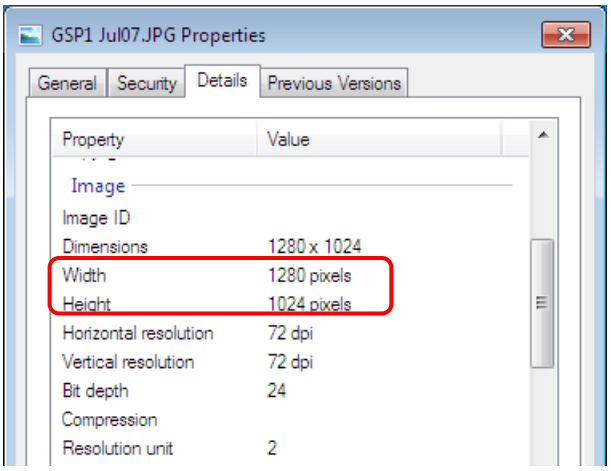
From AutoCAD print screen, press the [Properties] button.
In [Device and Document Setup] in plotter environment editor, choose [Graphics]-[Raster Graphics]. [Raster and Shading/Rendering View Port] slider appears. Move the slider level by level to the left, to create a setting where print time and print quality are optimal. The lower the image quality is, the shorter the print time will be. It will not affect the quality of vector data.

Precautions for placing large raster image

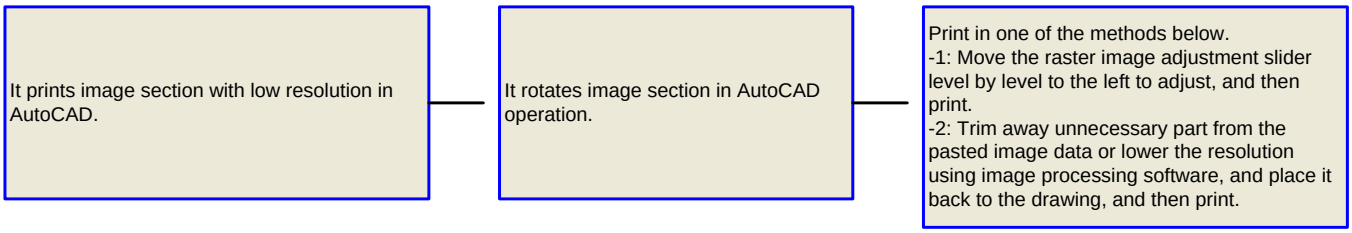
If you want to use only a part of large raster data as shown below, you can reduce the processing strain by deleting the unnecessary part in advance using image processing software, and place only the necessary part.
If large raster data is placed outside the print area, even if the print area itself is small, it will put a strain on printing because the part outside the print area is also processed.







51) Print with dropped resolution in AutoCAD



Indexes by phenomenon

Print problems in AutoCAD (common to system driver and HDI driver)

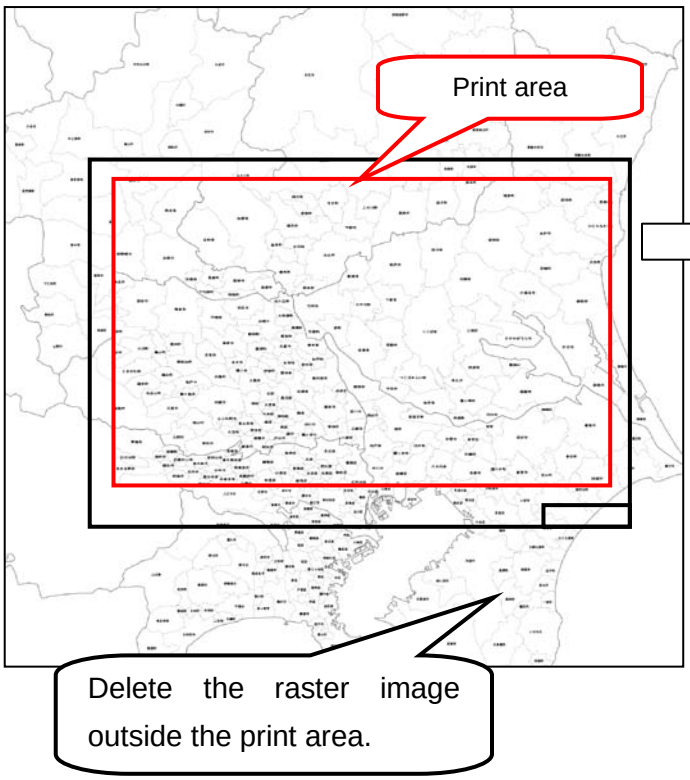
Many of the problems in AutoCAD printing, such as "cannot print","missing images", are caused by handling of large print data (especiallyraster data). The workarounds shown in the flowcharts above, excluding some of them (printing from new version of AutoCAD/TrueView), provide the ways to reduce the size of print data that might cause the problems.

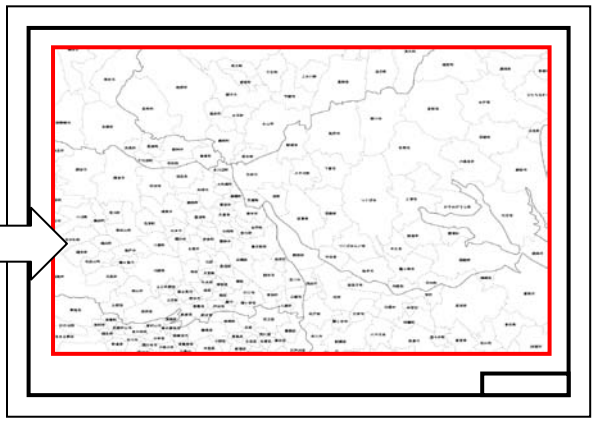
How to adjust images (common to system driver/HDI driver)

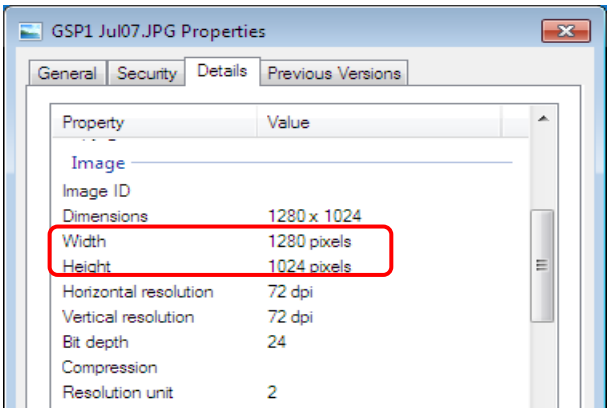
From AutoCAD print screen, press the [Properties] button.
In [Device and Document Setup] in plotter environment editor, choose [Graphics]-[Raster Graphics]. [Raster and Shading/Rendering View Port] slider appears. Move the slider level by level to the left, to create a setting where print time and print quality are optimal. The lower the image quality is, the shorter the print time will be. It will not affect the quality of vector data.

Precautions for placing large raster image

If you want to use only a part of large raster data as shown below, you can reduce the processing strain by deleting the unnecessary part in advance using image processing software, and place only the necessary part.
If large raster data is placed outside the print area, even if the print area itself is small, it will put a strain on printing because the part outside the print area is also processed.







52) Missing image on general applications other than AutoCAD

System driver

Use one or more of the troubleshooting to get the optimal print result.

When printing from AutoCAD, it is slow to start printing, or slow to perform printing.

- Use the later version of AutoCAD/ TrueView to perform printing.
- Move the raster image adjustment slider level by level to the left to adjust, and then print.
- In driver, choose [Main]-[Print Quality] and reduce the resolution, and then print.
- [Detailed description] 5.4
  Choose [Layout]-[Special Options], and change [FineZoom Settings] to [Yes], and then print.
- Trim away unnecessary part from the pasted image data using image processing software, and place it back to the drawing, and then print.

HDI driver

Use one or more of the troubleshooting to get the optimal print result.

When printing from AutoCAD, it is slow to start printing, or slow to perform printing.

- Use the later version of AutoCAD/ TrueView to perform printing.
- Move the raster image adjustment slider level by level to the left to adjust, and then print.
- Trim away unnecessary part from the pasted image data using image processing software, and place it back to the drawing, and then print.
- In driver, choose [Main]-[Print Quality] and reduce the resolution, and then print.
- For GL2 driver CAD2011 or later, it could be avoided by checking [Image print speed] in [Main] tab in driver.

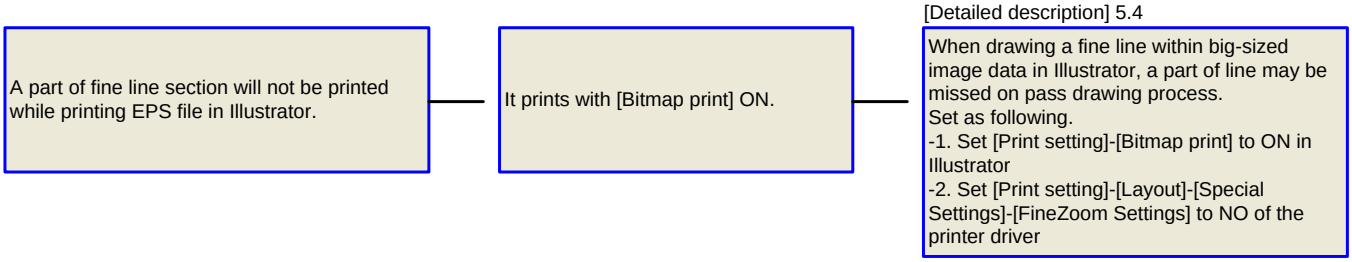
Indexes by phenomenon

[Detailed description] NT EMF spooling and RAW spooling

[Detailed description] Setting method and functions of FineZoom

[Detailed description] 2 types of renderer(High speed renderer/standard renderer)

53) It will not print fine lines in Illustrator

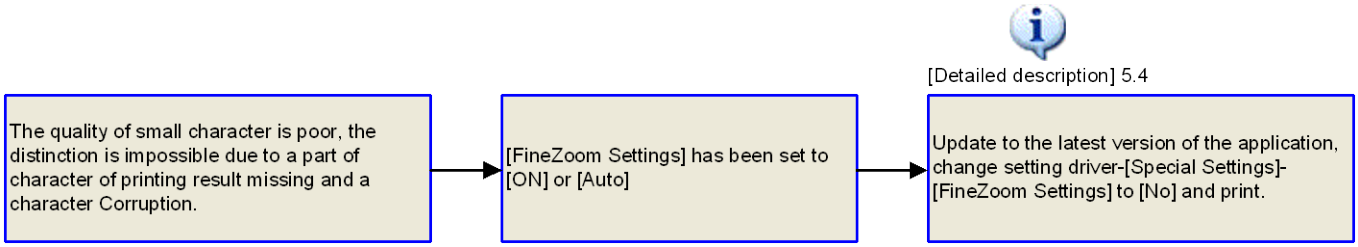


Indexes by phenomenon

[Detailed description] Setting method and functions of FineZoom

Generally, when [Bitmap print] is ON, it takes longer to print and the print quality is decreased.

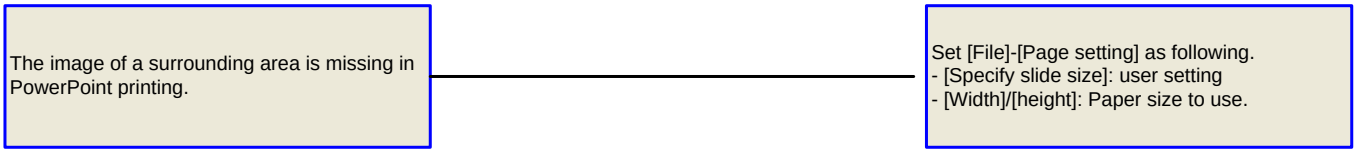
54) Missing small characters and a part of characters



Indexes by phenomenon

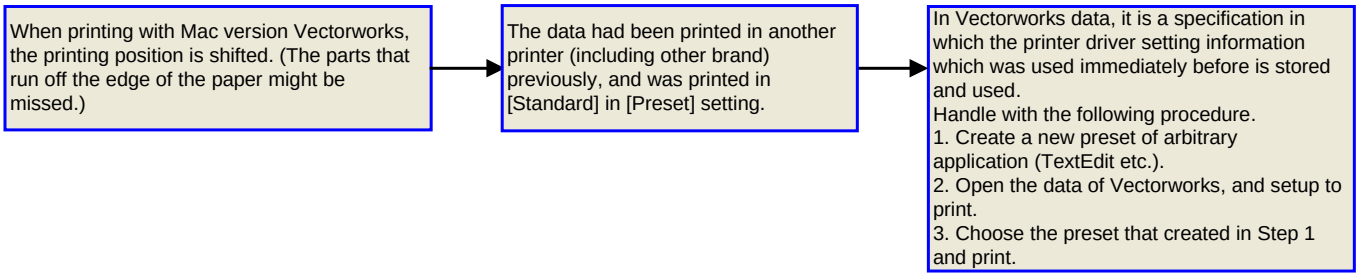
[Detailed description] Setting method and functions of FineZoom

55) Missing image on surrounding area in PowerPoint printing



Indexes by phenomenon

56) Missing part of graphics in Mac version Vectorworks printing



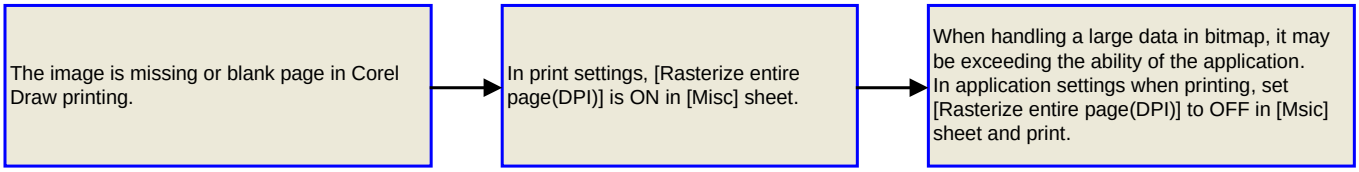
Indexes by phenomenon

<Workaround procedure>

1. Start an arbitrary application then view the print dialog of the printer to use.
2. From the preset pull-down menu, choose [Save as…] to create a preset with a random name.
3. Start VectorWorks, and open a file to print.
4. Open the media setup dialog, and choose printer setup.
5. Choose the printer to print from the pull-down menu of the target printer, check media size, direction and values of enlarge/reduce, and press the [OK] button.
6. Open the print dialog, and choose “the printer to print“for printer, and “preset created in Step 2” for preset.
7. Press the [Print] button to print.

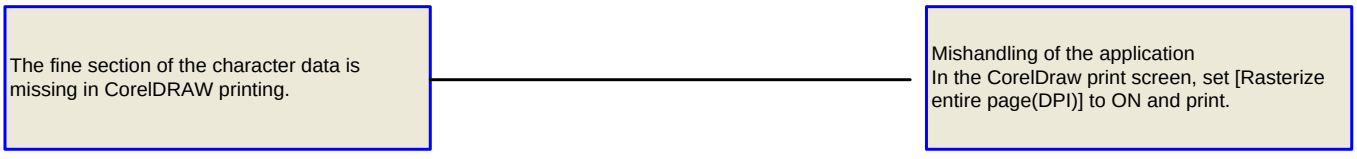
*By saving the data after printing, the print settings that have been setup before printing are also saved.

57) Missing image in CorelDraw printing



Indexes by phenomenon

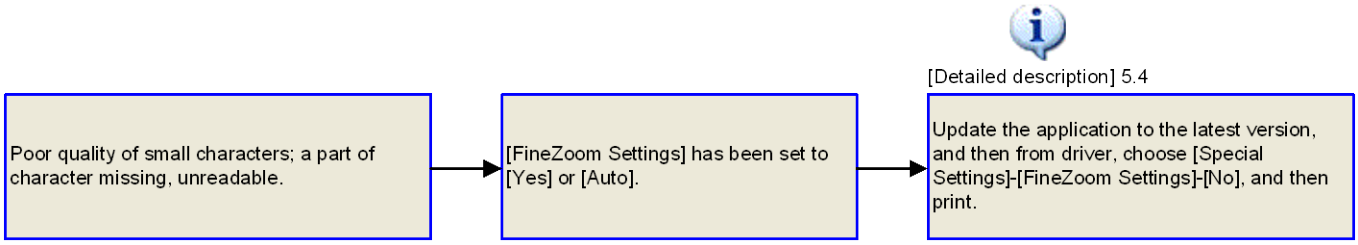
58) Missing fine line of character in CorelDraw drawing



Indexes by phenomenon

14. Faint printing (Lines/graphics/characters)

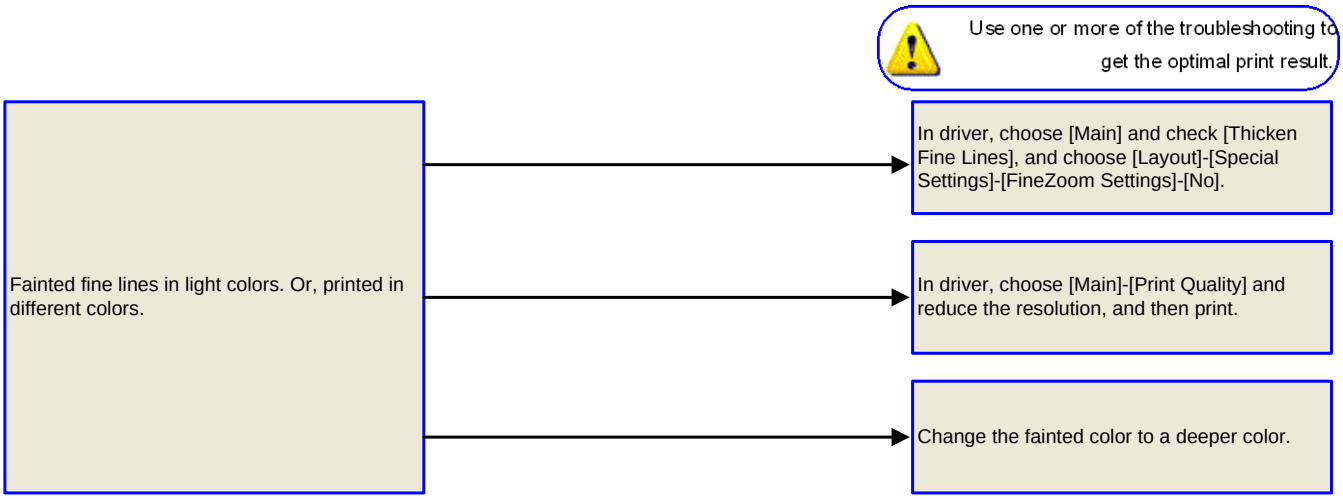
59) Faint printing with small character



Indexes by phenomenon

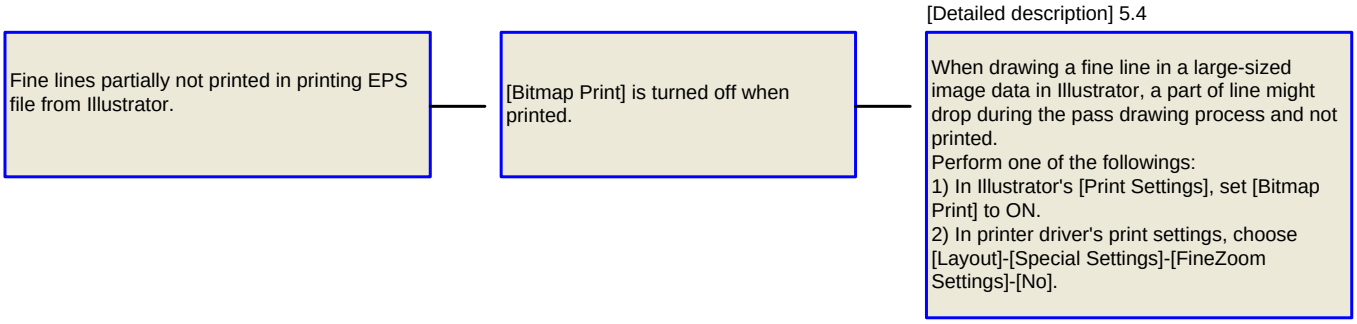
[Detailed description] Setting method and functions of FineZoom

60) Faint printing with bright fine line



Indexes by phenomenon

61) Faint printing with fine line in Illustrator printing

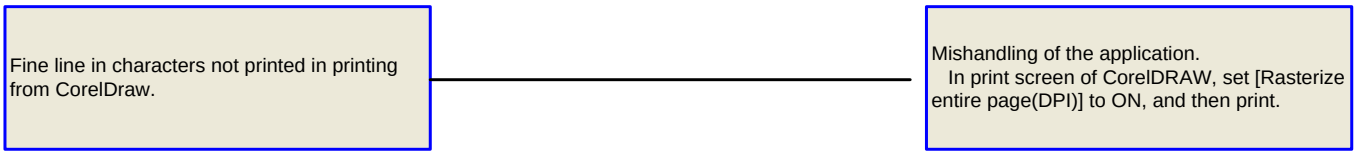


Indexes by phenomenon

[Detailed description] Setting method and functions of FineZoom

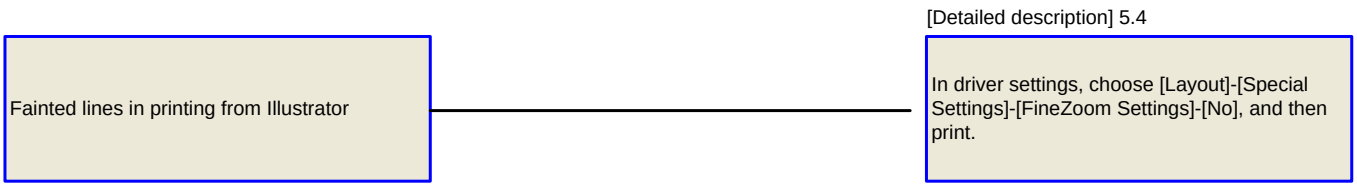
Generally, when [Bitmap print] is ON, it is likely that the print quality is decreased, and it takes longer to print.

62) Missing fine line of character in CorelDraw printing



Indexes by phenomenon

63) Faint printing with line in Illustrator printing



Indexes by phenomenon

[Detailed description] Setting method and functions of FineZoom

15. Corrupt characters

64) Different font types between display and print result

The font style of print data (on monitor) differs from the font style of print result.	The font that used currently is not outlined.	Perform outline a font
	All fonts that are contained in the print data are not installed in the PC which performs printing instruction.	Install all fonts that are contained in the print data to the PC which performs printing instruction.
	One of followings is set. -[FineZoom] : [Yes] or [Auto] -[iPF preview] : [ON] -[Page Layout] : [ON] -[Stamp] [ON] :	[NO] or [OFF] all the following setups. -[FineZoom] : [NO] -[iPF preview] : [OFF] -[Page Layout : [OFF] -[Stamp] : [OFF]

Indexes by phenomenon

The PC on which data was created and the PC from which you perform printing do not always have exactly the same set of fonts. If a font is installed on the PC on which the data was created, but not on the PC from which you perform printing, the font might be overwritten and printed in a different font. Illustrator has a function that prints in a font when the data was created, regardless of fonts installed on different PCs, by defining it as graphic (outlining). When printing from Illustrator, it is a common practice to perform “outline” of characters before printing. However, by performing “outlining,” character information (fonts or character size) might be dropped and treated as a graphic composed of path (line) and anchor (point). Therefore, if necessary, please inform customer that they should store the data prior to performing “outline” too. There is no character outline function in Office or Photoshop.

Characters before outlined

Characters after outlined

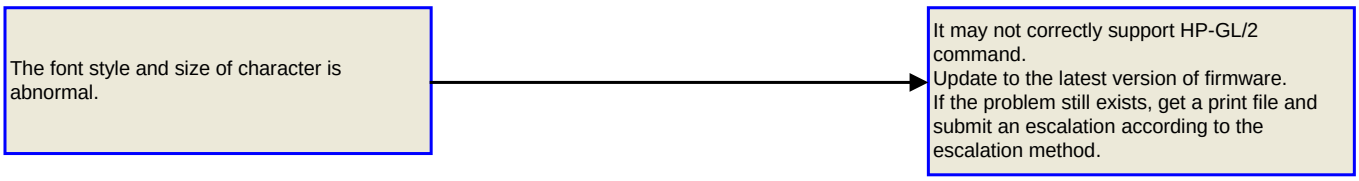
65) Corrupt character in imagePROGRAF preview

Indexes by phenomenon

For restrictions of WindowsXP embedded fonts, please refer to “GDI Font Installation and Printing “and “Embedded Fonts Printed Only in RAW Mode” in Microsoft support online.

[Detailed description] NT EMF spooling and RAW spooling

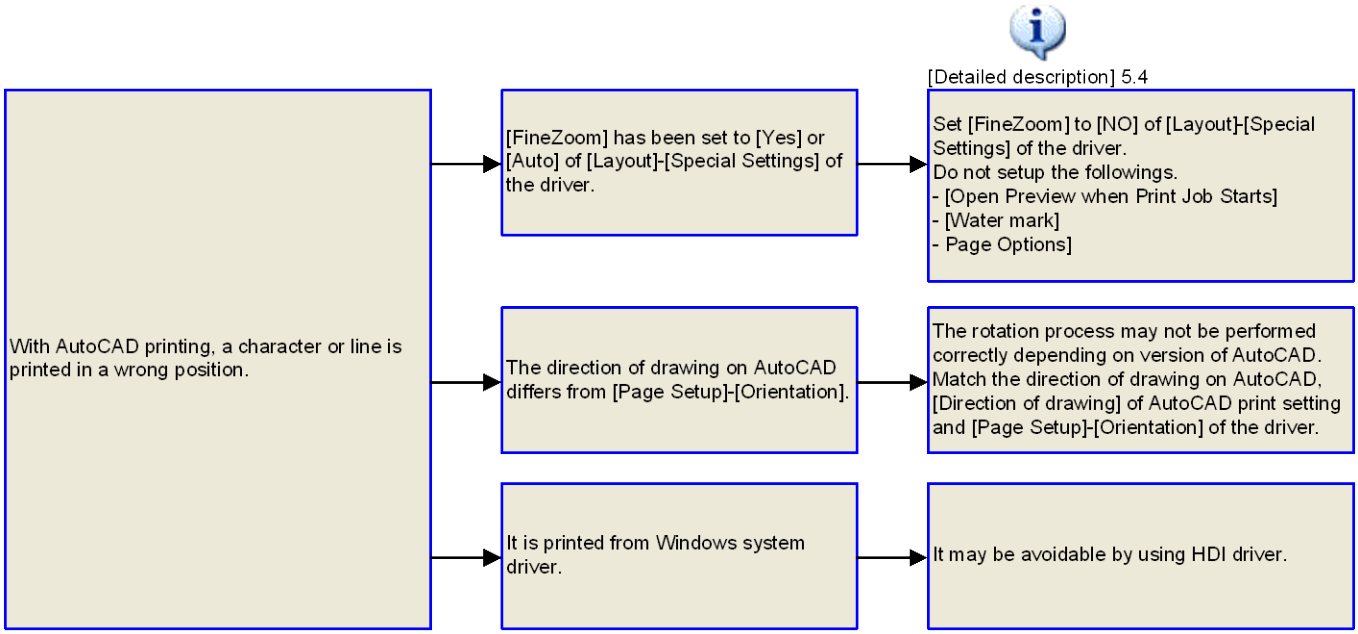
66) Abnormal shape and size of character in HP-GL/2



Indexes by phenomenon

16. Prints lines/graphics/characters in wrong position

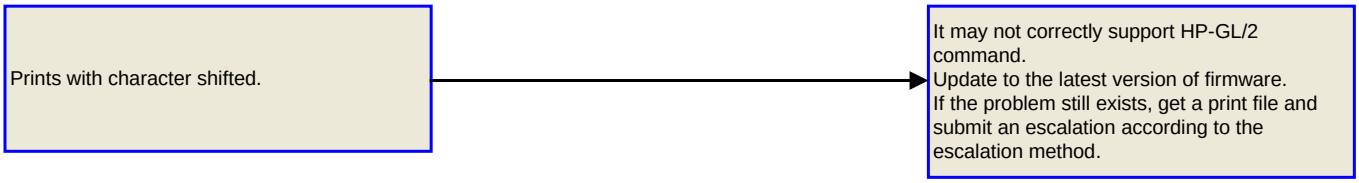
67) Prints character/line in wrong position in AutoCAD printing



Indexes by phenomenon

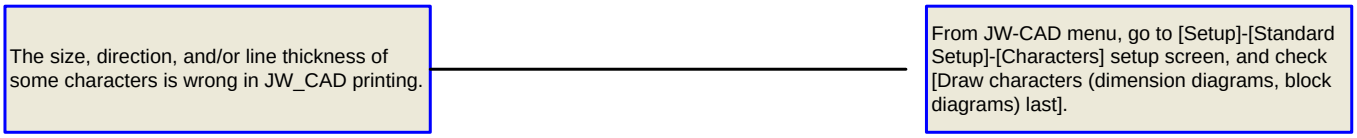
[Detailed description] Setting method and functions of FineZoom

68) Prints with character shifted in HP-GL/2



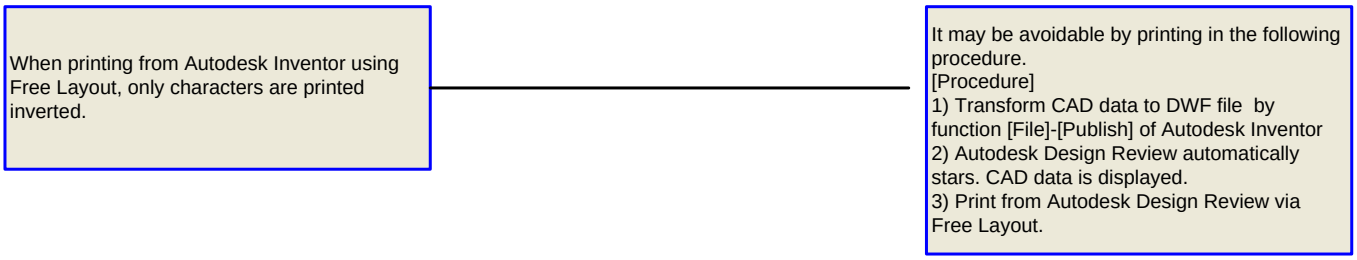
Indexes by phenomenon

69) Wrong size/orientation/thickness of character in JW-CAD printing



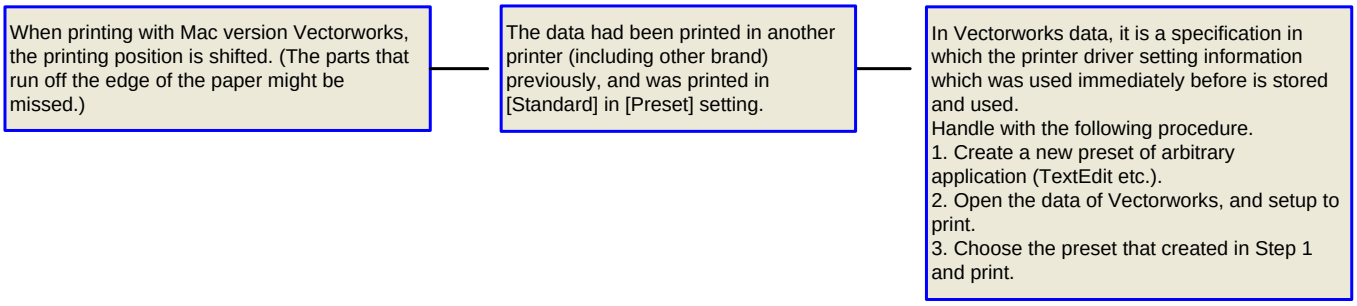
Indexes by phenomenon

70) Inverted character in Free Layout printing in Autodesk Inventor



Indexes by phenomenon

71) Prints in a wrong position in Mac version Vectorworks printing



Indexes by phenomenon

<Workaround procedure>

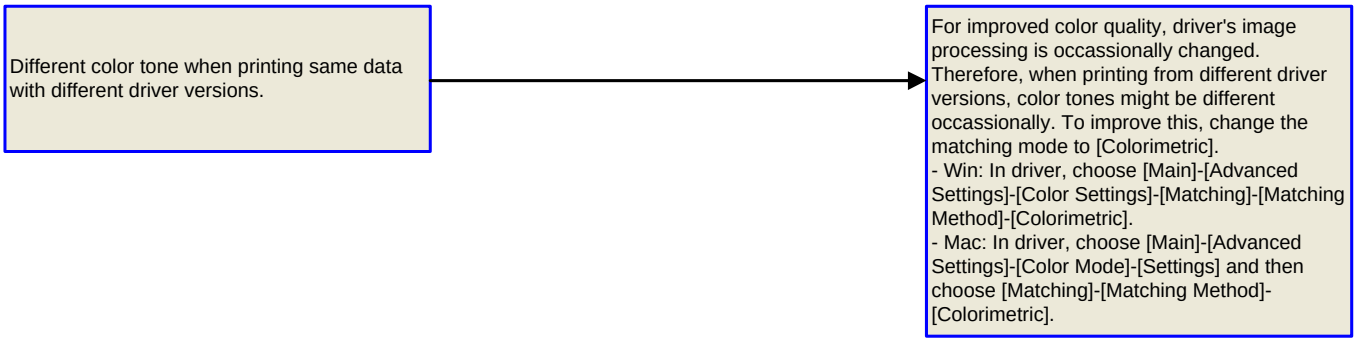
1. Start an arbitrary application then view the print dialog of the printer to use.
2. From preset pull-down menu, choose [Save as…] to create a preset with a random name.
3. Start VectorWorks, and open a file to print.
4. Open the media setup dialog, and choose printer setup.
5. Choose the printer to print from the pull-down menu of the target printer, check media size, direction and values of enlarge/reduce, and press the [OK] button.
6. Open the print dialog, and choose “the printer to print“ for printer, and “preset created in Step 2” for preset.
7. Press the [Print] button to print.

*By saving the data after printing, the print settings that have been setup before printing are also saved.

Indexes by phenomenon

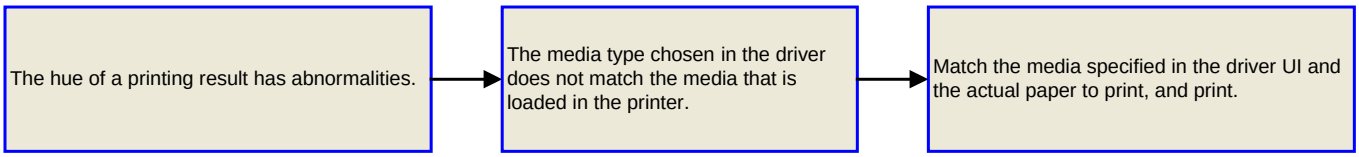
17. Wrong colors

72) Different colors by driver version



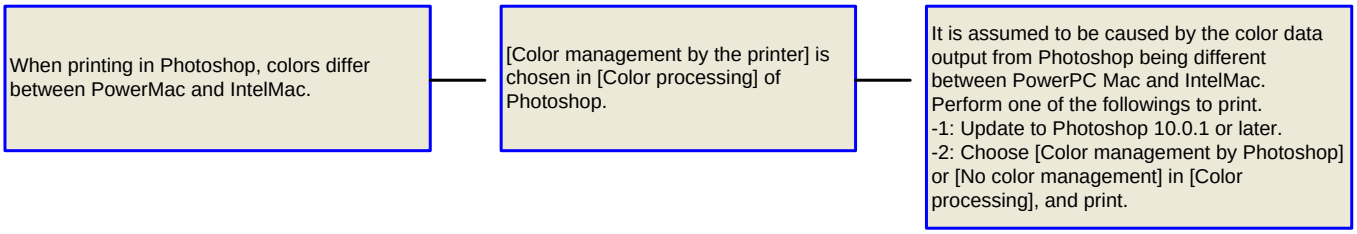
Indexes by phenomenon

73) Wrong colors



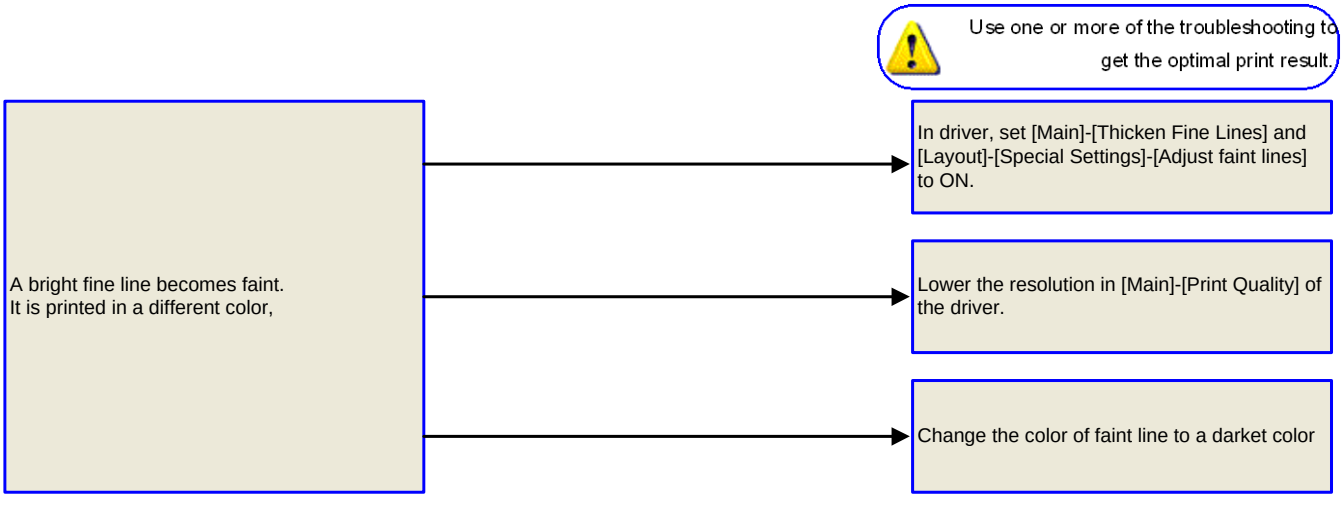
Indexes by phenomenon

74) Different colors between PowerMac and IntelMac in Photoshop printing



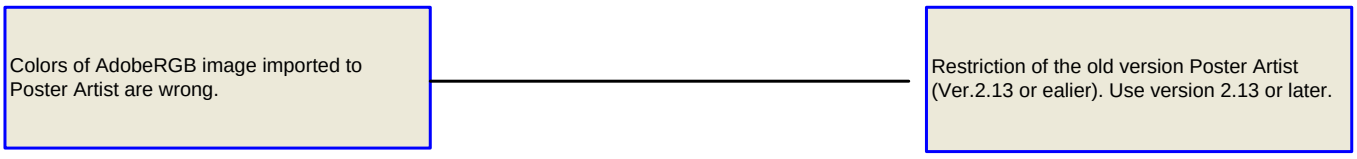
Indexes by phenomenon

75) Wrong color of bright fine line



Indexes by phenomenon

76) Image loaded on Poster Artist has wrong color



Indexes by phenomenon

18. Uneven density of color

77) Will not display background properly in Word preview

It prints different patterns on the screen from [Background]-[Fill effect] in Word.

It is a specification when setting of Fill effect to background in Word.
In Word, the gradation and drawing that set to fill effect of background are different between indication of the display and print result due to no process to match image and actual paper sizes at printing.

Indexes by phenomenon

19. Streaks (white lines)

78) Print unintended lines

It prints an unintended line.

A line in the same color has been drawn within a filled area, and [Layout]-[Special Settings]-[Adjust faint lines] is ON.

Perform one of the following methods.
-1: In driver, set [Layout]-[Special Settings]-[Adjust faint lines] to OFF, and print.
-2: Using a layer etc., take the problematic line off from the print target.

Indexes by phenomenon

79) White lines in Illustrator printing

A white line appears in Illustrator printing.

[Detailed description] 5.4,5.5

Print with the driver setting below.
[Layout]-[Process option]-[FineZoom setting]-[No]
[Main]-[Open Preview when Print Job Starts]-[ON]
[Layout]-[Special Settings]-[Enable Preview Switching]-[ON]

Indexes by phenomenon

[Detailed description] NT EMF spooling and RAW spooling

[Detailed description] Setting method and functions of FineZoom

80) White lines in TurboCAD printing

A few white streaks appear in the image with equal interval in TurboCAD printing.	It is assumed to be a problem of TurboCAD. In TurboCAD, choose [File]-[Page Settings] to display the [Page Settings] dialog, and choose [300dpi] or [600dpi] for [Rendering]-[Print quality of rendering image].

Indexes by phenomenon

20. Inferior print quality (low resolution)

81) Inferior quality of small character

[Detailed description] 5.4

The quality of small character is poor; the distinction is impossible due to a part of character of printing result missing or a character curruption.	[FineZoom settings] has been set to [Yes] or [Auto].	Update to the latest version of the application, and then change driver setting-[Process option]-[FineZoom setting] to [No] and print.

Indexes by phenomenon

[Detailed description] Setting method and functions of FineZoom

82) Low resolution of image in AutoCAD printing

It prints image section with low resolution in AutoCAD.	The image section is rotated in operation in AutoCAD.	Print in one of the methods below. -1: Move the raster image adjustment slider level by level to the left to adjust, and then print. -2: Trim away unnecessary part from the pasted image data or lower the resolution using image processing software, and place it back to the drawing, and then print.

Indexes by phenomenon

Print problems in AutoCAD (common to system driver and HDI driver)

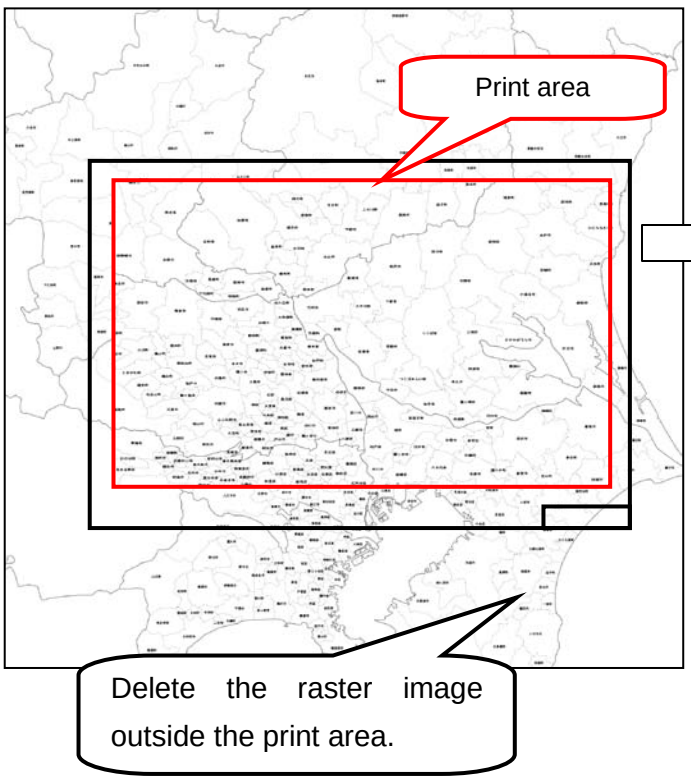
Many of the problems in AutoCAD printing, such as "cannot print","missing images", are caused by handling of large print data (especiallyraster data). The workarounds shown in the flowcharts above, excluding some of them (printing from new version of AutoCAD/TrueView), provide the ways to reduce the size of print data that might cause the problems.

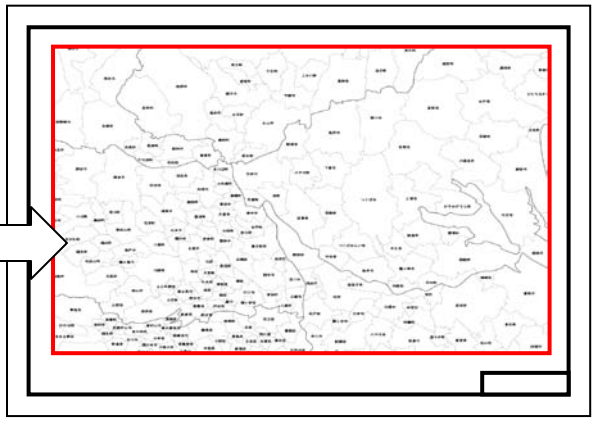
How to adjust images (common to system driver/HDI driver)

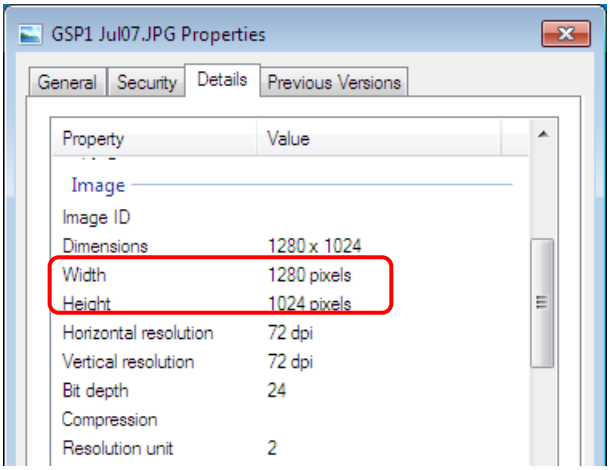
From AutoCAD print screen, press the [Properties] button.
In [Device and Document Setup] in plotter environment editor, choose [Graphics]-[Raster Graphics]. [Raster and Shading/Rendering View Port] slider appears. Move the slider level by level to the left, to create a setting where print time and print quality are optimal. The lower the image quality is, the shorter the print time will be. It will not affect the quality of vector data.

Precautions for placing large raster image

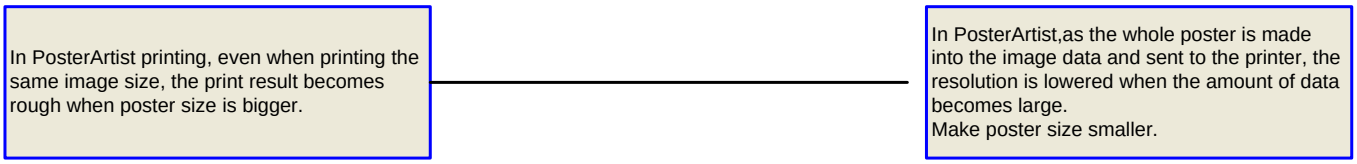
If you want to use only a part of large raster data as shown below, you can reduce the processing strain by deleting the unnecessary part in advance using image processing software, and place only the necessary part.
If large raster data is placed outside the print area, even if the print area itself is small, it will put a strain on printing because the part outside the print area is also processed.







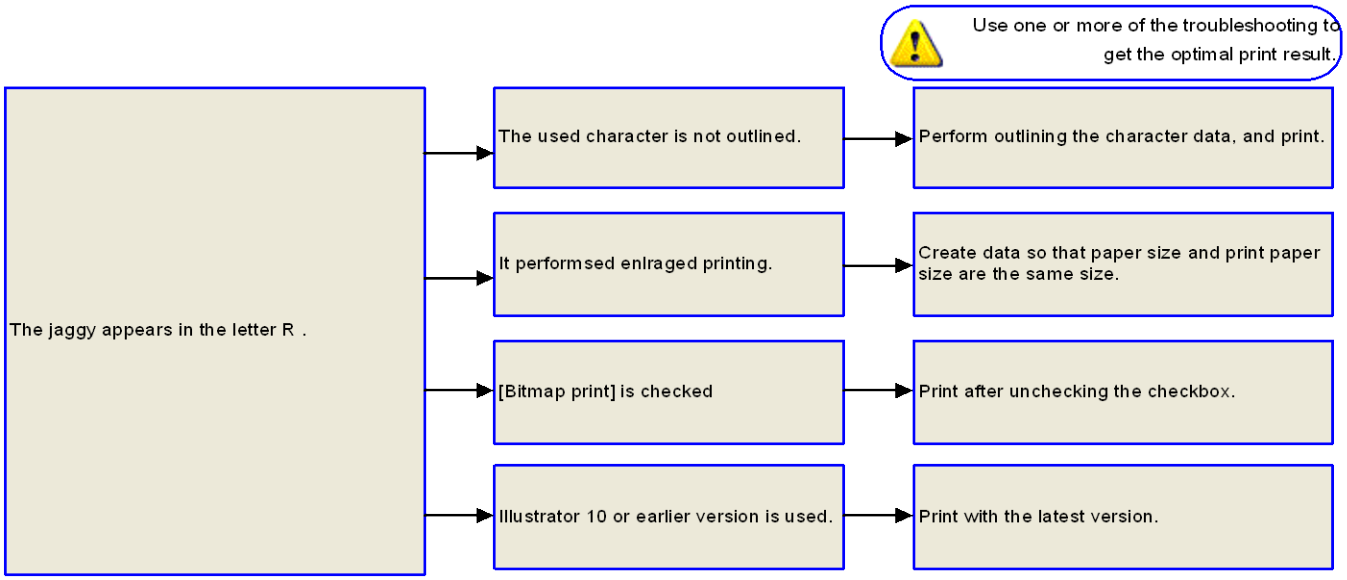
83) Low resolution of image in PoterArtist printing



Indexes by phenomenon

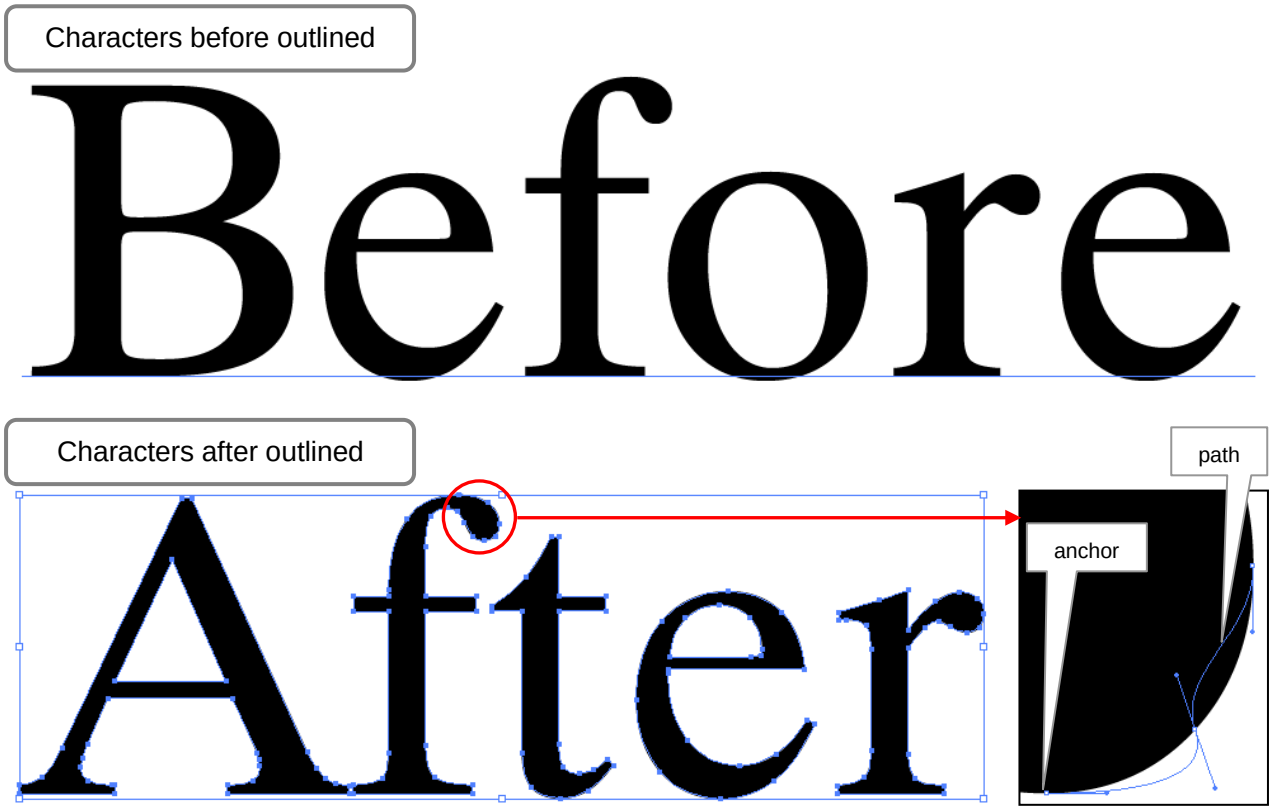
21. Jaggedness

84) Jagged at curved section of character



Indexes by phenomenon

Not always does the PC on which data was created and the PC from which you perform printing have exactly the same set of fonts. If a font is installed on the PC on which the data was created, but not on the PC from which you perform printing, the font might be overwritten and printed in a different font. Illustrator has a function that prints in a font when the data was created, regardless of fonts installed on different PCs, by defining it as graphic (outlining). When printing from Illustrator, it is a common practice to perform [Outline] of characters before printing. However, by performing [Outline], character information (fonts or character size) might drop and be treated as a graphic that is composed of path (line) and anchor (point). Depending on your needs, please make an announcement that customer should save the data prior to performing [Outline]. There is no character outline function in Office or Photoshop.



85) Jagged character in Illustrator printing

A jaggy of character is noticable when printing EPS file from Illustrator.	[Bitmap print: ON] is set in print setting of application.	Set [Bitmap print] to OFF,and print.

Indexes by phenomenon

86) Jagged in PowerPoint printing

In PowerPoint2007 printing, a jaggy occurs in a section where a shade of shaded shape and a character is overlapped.

In PowerPoint2007, because a character section overlapping a shade section is transmitted in bitmap data, the enlarging process might cause jaggies.

-1: Apply Office2007 SP2.
-2: Match the slide size created in PowerPoint and the actual media size.

Indexes by phenomenon

87) More noticeable jaggy on Mac than Windows in Illustrator printing

A jaggy is noticeable on Mac compared with Windows when printing in Illustrator.

Jaggy is already confirmed in print data that driver recieves from MacOS.
Perform one of the followings.
-1: Perform [Object]-[Rasterize] to all the objects, and print.
-2: Save in PDF format, and print in AdobeReader.

Indexes by phenomenon

22. Fill/hatching failure

88) Will not display background pattern properly in preview of Word

When printing from Word, [Background]-[Fill Effects] is printed differently from what is shown on screen.

This is a speficification when a fill effect is set to background in Word.
In Word, image size is not processed to fit the actual paper size. Thus, the fill effects or image set to background on display may be different from that of on print result. See Microsoft Support page.
Reference URL: http://support.microsoft.com/?LN=en-us&x=11&y=12

Indexes by phenomenon

89) Abnormal space and pattern of hatching in HP-GL/2

Abnormal gap and pattern in hatching

A bitmap format hatching pattern is used.

Use hatching patterns created in vector data, which have been resistered in CAD application in advance. Hatching patterns in vector data allow you to get the same print result regardless of drivers from each vendor or print resolutions.

Indexes by phenomenon

3.8 Display an error

23. Displays an error on the PC screen

90) Displays an error in imagePROGRAF Preview

When printing using iPF driver with [Open Preview When Print Job Starts] checked, the following error appears.
"Unexpected Error (6)"

→

The same user accounts exist in domain server and client PC, and you have logged in to the domain using the user account.

→

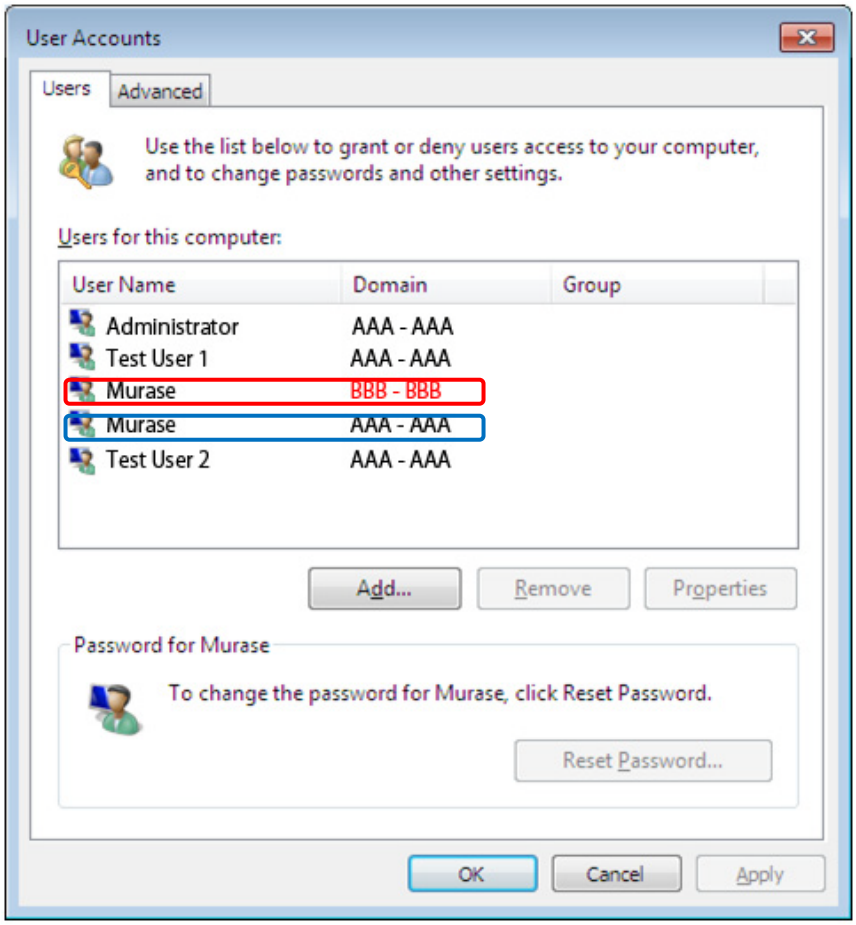
Perform one of the following measures.
-1. Install the latest version driver.
-2. Use a PC log-in user name that is different from the one used to log-in to the domain.

Indexes by phenomenon

[Detailed description] Checking duplicate user account

How to confirm

1. View the account information on the operation panel.



1. A user name identical to the user who logged into the domain exists.
2. The domain name of above user is different.

If the above two conditions are met, the user account is in a duplicate state between the client PC and the domain server.

91) Displays an error in preview of imagePROGRAF Print Plug-In for Office from Excel

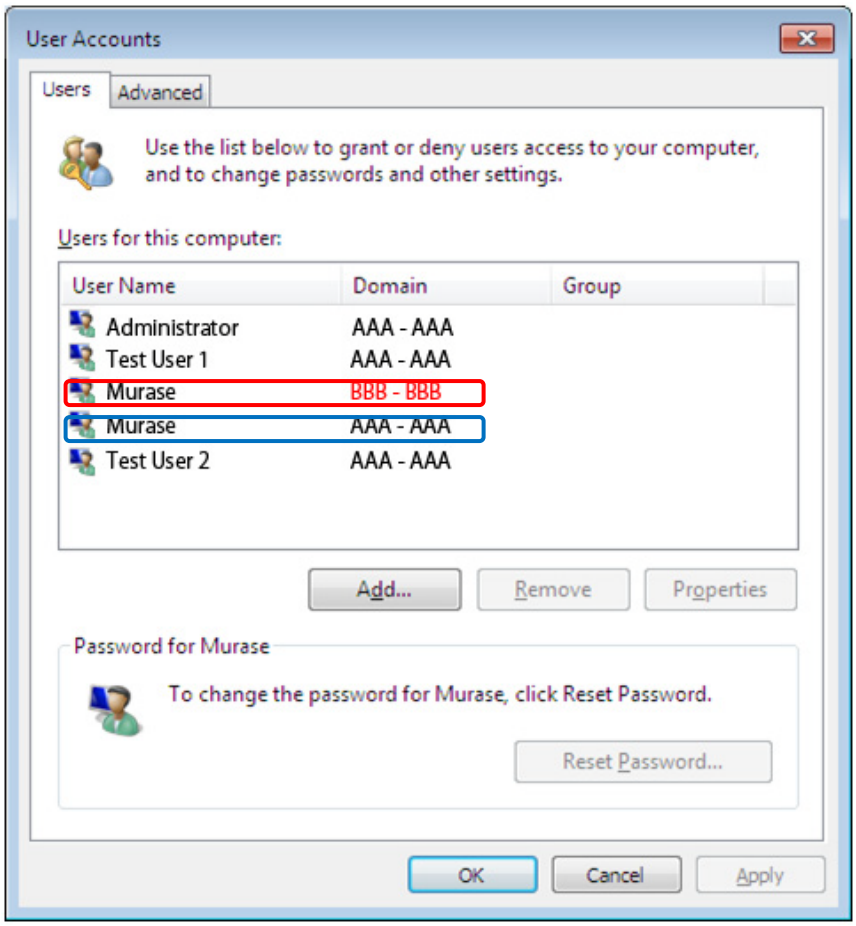
When previewing from Plug-In for Office in Excel, the following error appears. "Unexpected Error (6)"	→ The log-in name to the domain and the log-in name to the PC are overlapping.	→ Perform one of the following measures. -1: Install the latest version driver. -2: Use a PC log-in user name that is different from the one used to log-in to the domain.

Indexes by phenomenon

[Detailed description] Checking duplicate user account

How to confirm

1. View the account information on the operation panel.



1. A user name identical to the user who logged into the domain exists.
2. The domain name of above user is different.

If the above two conditions are met, the user account is in a duplicate state between the client PC and the domain server.

92) Displays an error in imagePROGRAF Print Plug-In for Office from Excel

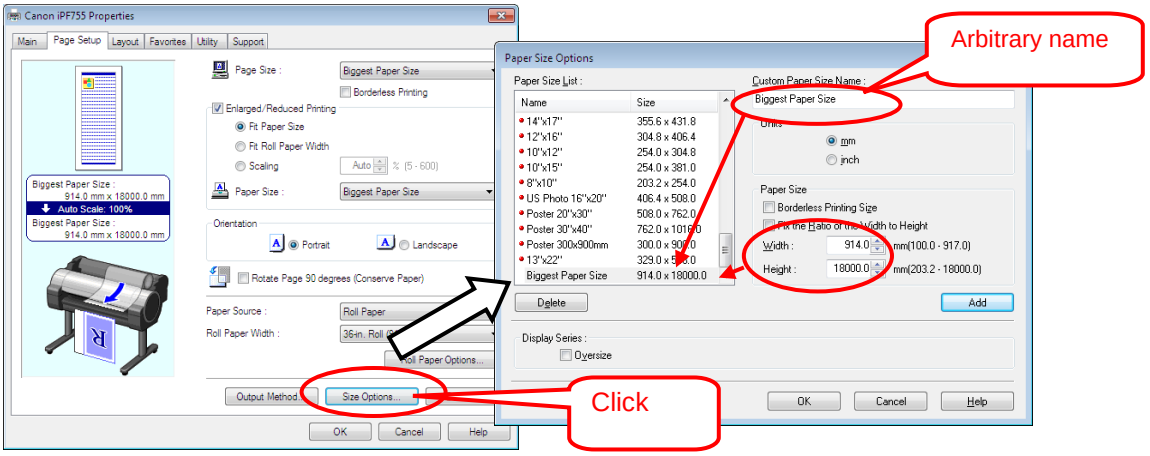
When printing from Excel using Office Plug-in, the following error message appears."Analysis not possible. The data is too large. Reduce the size of data for printing or select a smaller area."	The width of Excel data to print is over 10 times as big as the maximum size the printer can handle.	This is a restriction of Excel. The printing is possible only when the width of the Excel data is 10 times or less as big as the maximum paper size the printer can handle. Correct the width of Excel data so that it is 10 times or less as big as the maximum paper size the printer can handle.

Indexes by phenomenon

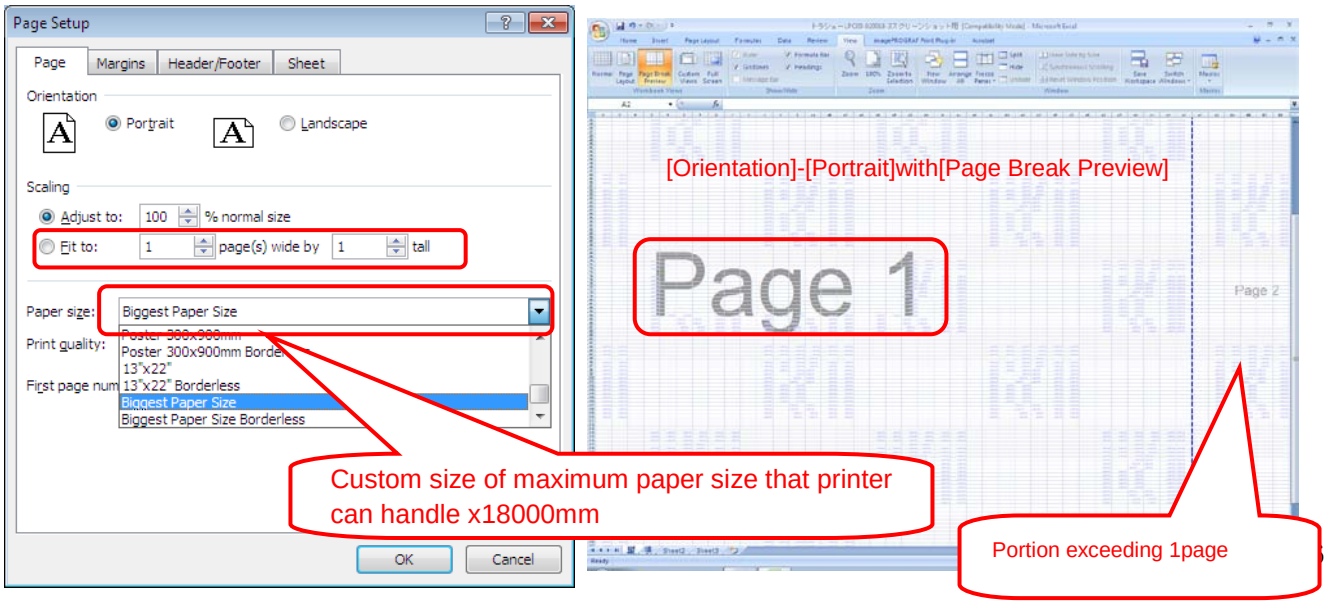
[Detailed description] Note to printing larger-sized Excel data

How to check whether width of Excel print data is over 10 times of the maximum print size printer can handle.

-1. In printer driver, set a custom media size with the maximum paper size printer can handle x 18000mm.



-2.Open Excel data you want to print, and check the width of print area you have set.
In Excel, go to [File]-[Page Setup]-[Paper size], and choose the custom size you created in -1 above.
In Excel, go to [File]-[Page Setup]-[Scaling], and set as Fit to 1 page, wide by 1 page.
*If the data is horizontally long, in Excel, set [File]-[Orientation] to [Landscape].



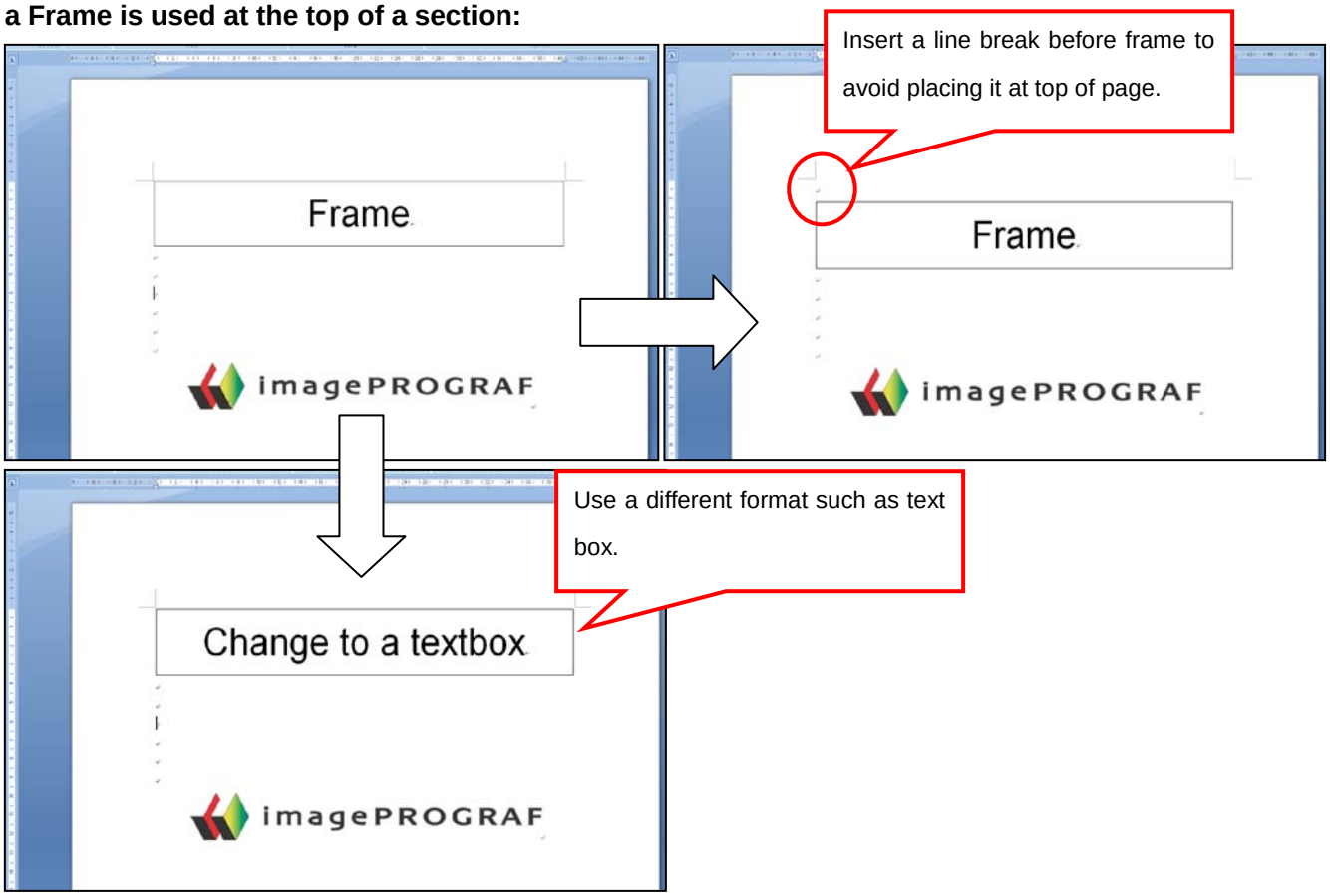
In Excel, choose [View]-[Page Break Preview].
*If the preview result is not fit within 1 page, the data is more than 10 times the maximum paper size that the printer can handle, thus not printable.

93) Displays an error in imagePROGRAF Print Plug-In for Office from Word

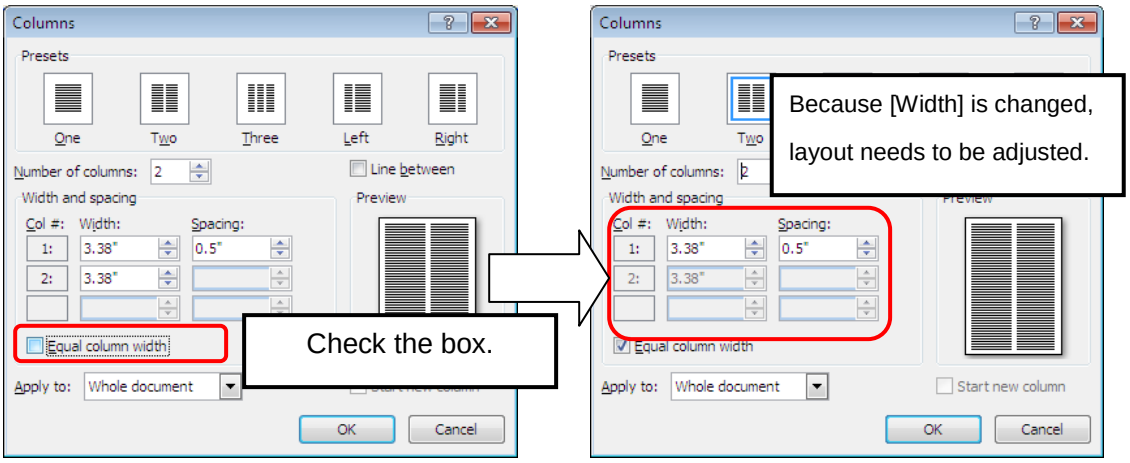
When pressing the [Print] button on toolbar of Word, the following meessage appears. "Unable to print because changes to the Page Setup are restricted (for example, because Convert to Frame has been executed on a text box)."	A frame is used at the beginning of section on print data. Frame is likely to be used in Word 2000 or earlier.	This is a restriction of Word's frame. Do not use frame at the beginning of section, or change the frame at the beginning of section to a different format such as a textbox.
When pressing the [Print] button on toolbar of Word, the following meessage appears. "Unable to print because the column widths are different. Select Columns from the Format menu, and turn the Equal column width checkbox on before trying again."	Column is set in the print data, and the width of each column is different .	This is a restriction when using columns in Word. From [Format] menu, choose [Columns] and check [Equall column width], and then click [OK]. Because the width will be changed. adjust the layout before printing.

Indexes by phenomenon

If a Frame is used at the top of a section:



If Columns are used:



94) Displays an error in HDI driver/imagePROGRAF Print Plug-In for Photoshop

When printing by PrintPlug-In for Photoshop and HDI driver, the following error is displayed and cannot print.
"Failed creating data file. RAW spool..."

→ [Open Preview When Print Job Starts] has been set to ON.

→ Some applications including HDI driver or Photoshop Plug-in perform printing using RAW spooler. Therefore,the [Open Preview When Print Job Starts] function, which uses EMF spooler, is not available. Install a printer driver Ver.4.16 or later.

[Detailed description] 5.3,5.5

Indexes by phenomenon

[Detailed description] How to check spooling format of print data

[Detailed description] NT EMF spooling and RAW spooling

95) Displays an error when using the I-Print Service

When installing printer driver using Novell "iPrint Service," an error occurs and cannot install.	iPF printer does not support Novell "iPrint Service." Do not install printer driver with "iPrint Service."

Indexes by phenomenon

96) Displays an error when acquiring information in the driver

In QuickCopy, the following error message is displayed when button of information acquisition of the driver is pressed. "imagePROGRAF Status Monitor is either not installed correctly or not installed. Plese install."	Over ver.4.0 of Status Monitor is instlled.	From Windows start menu, choose driver-[Main]-[Get Information] to get the printer information.

Indexes by phenomenon

97) Displays an error when pressing the driver's [Get Information] button in QuickCopy

In QuickCopy, the following error message is displayed when button of information acquisition of the driver is pressed. "imagePROGRAF Status Monitor is either not installed correctly or not installed. Plese install."	PosterJet is installed.	From Windows start menu, choose driver-[Main]-[Get Information] to get the printer information.

Indexes by phenomenon

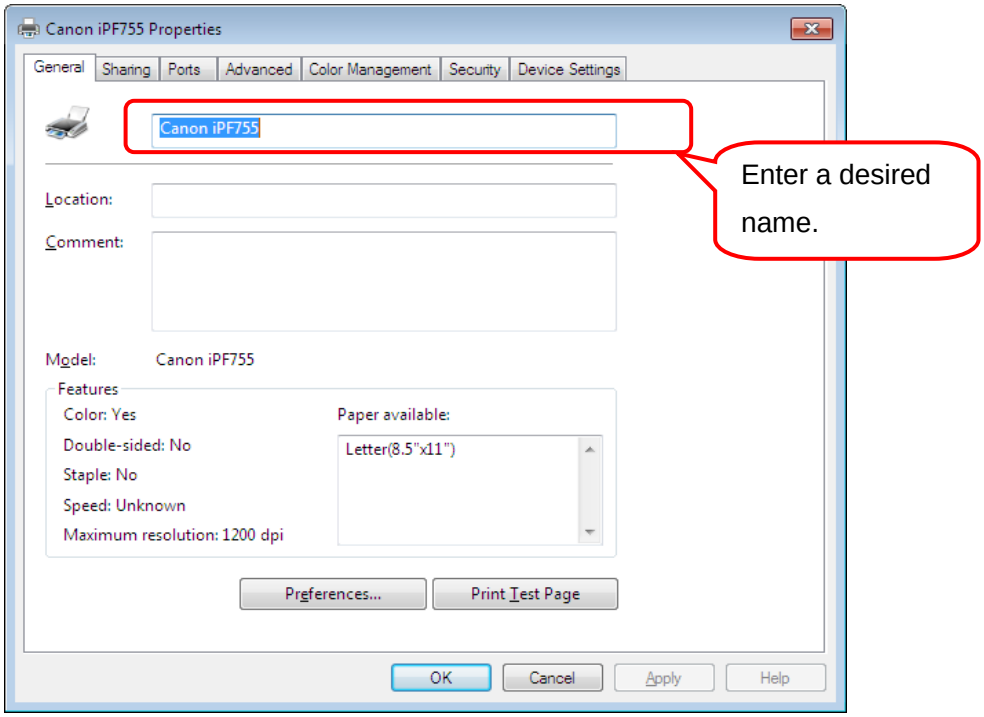
98) Displays an error when test-printing from PosterArtist

The error below appears while performing [Test Print] from Poster Artist, and the program crashes when pressing the [OK] button. "Printing canceled."	The printer name uses 31 or more one-byte characters.	This is a restriction of rendering engine in Poster Artist, which has been corrected in Poster Artist 2009 (Ver.2.10.10). Depending on the type of Poster Artist, perform one of the followings. - Product version Update it to Poster Artist 2009 (Ver.2.10.10) or later. - Lite version Use a printer name with 30 one-byte characters or less.

Indexes by phenomenon

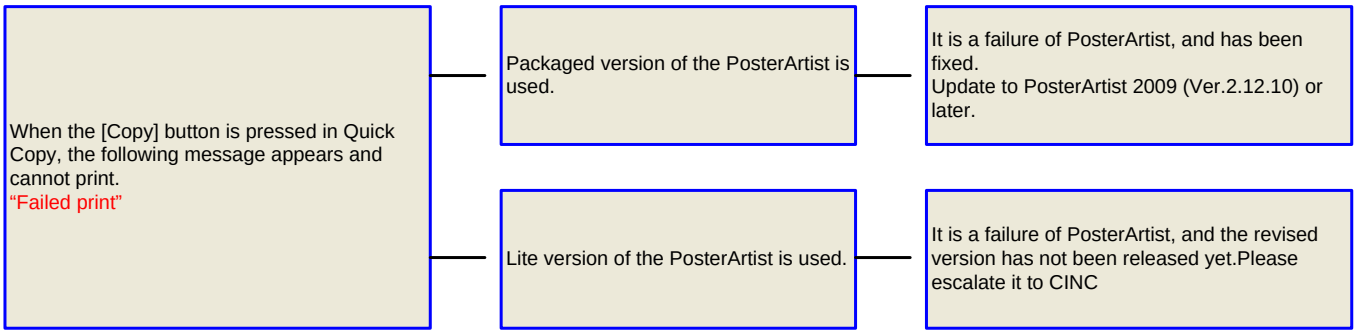
< How to confirming and modify printer name >

You can check the printer name in [Printer] in Control Panel.
To modify the printer name, follow the procedure below.
Right-click the printer you are using, and choose [Properties] from the menu that appears.
In [General] tab in properties dialog, enter a printer name you want to change to in a text box next to the printer icon on the top section.



For network printer, the number of characters in name includes the server name.
To change the printer name, support on the server side will be necessary. If you need to change the name, consult your server administrator.

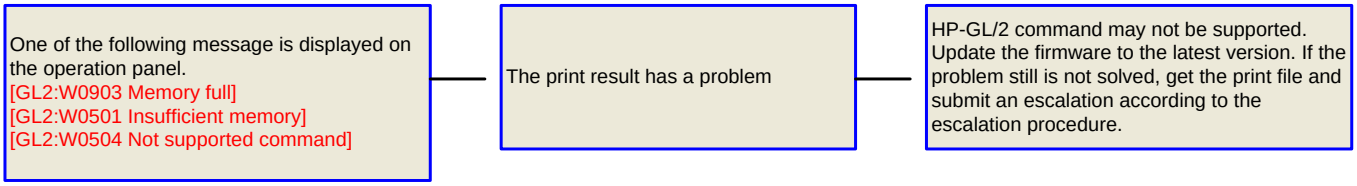
99) Displays an error when pressing the [Copy] button of QuickCopy



Indexes by phenomenon

24. Displays an error on the operation panel

100) Displays an error when printing HP-GL/2 data



Indexes by phenomenon

3.9 Others

25. Others

101) Prints even masked section when printing in AutoCAD

When printing in AutoCAD, the area that is masked by wipeout object is displayed or printed.

Due to the large range of wiped object, the masking process of ActoCAD might not be performed properly. Perform one of the following workarounds.
-1: In AutoCAD, create some wipeout objects instead of making one big object.
-2: In driver's [Main]-[Print Quality], reduce the resolution and print.

Indexes by phenomenon

102) Ghost appears when printing with HDI driver

A ghost has occured in the printed result when printing with HDI driver from AutoCAD.

The ghost has already occurred when the print data was passed from application to printer driver. There might be a problem in HDI's 600dpi renderer processing. Use one of the following method to print.

- Print using Windows system driver.
- In driver's [Main]-[Print Quality], reduce the resolution and print.

Indexes by phenomenon

103) Shifted print position in HP-GL/2

The printing position has shifted.

→ It is not improved even with switching ON/OFF of [GL2 Settings]-[Conserve Paper], or [GL2 Settings]-[Auto Rotate].

→ HP-GL/2 command may not be supported. Update the firmware to the latest version. If the problem still is not solved, get the print file and submit an escalation according to the escalation procedure.

Indexes by phenomenon

104) Prints a part of shadow character roughly when printing in PowerPoint

A shade is printed grainy as halftone pattern when printing a shaded image in Powerpoint2003.	Enlarged printing is performed with [Main]-[Opern Preview When Print Job Starts]ON in driver.	The pattern is caused by an error when the magnification ratio contains a decimal point. Use one of the following method to print. -1: When preview is required, do not use [Main]-[Opern Preview When Print Job Starts] in driver. Print using the preview of application. -2: Match the slide size to create in PowerPoint and the actual media size on which you want to print. -3: Select a output paper size for which magnification ratio is an integral multiple.

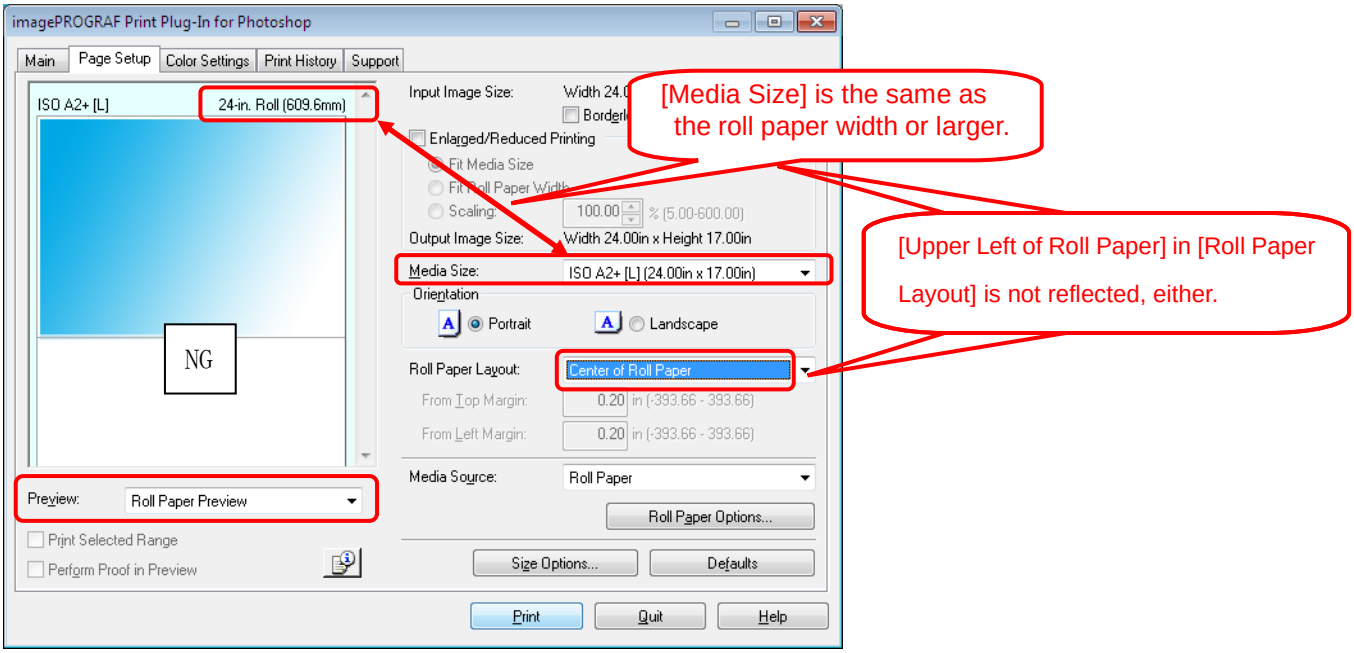
Indexes by phenomenon

105) Will not reflect roll media layout settings in imagePROGRAF Print Plug-In for Photoshop

When printing using Plug-In for Photoshop from Photoshop, [Upper-Left of Roll Paper] and [Center of Roll Paper] of [Roll Paper Layout] are not reflected.	The output paper size is the same as or larger then to roll width.	It is a specification of Plug-In for Photoshop. It is reflected only when the output paper width is narrower than the roll paper width.

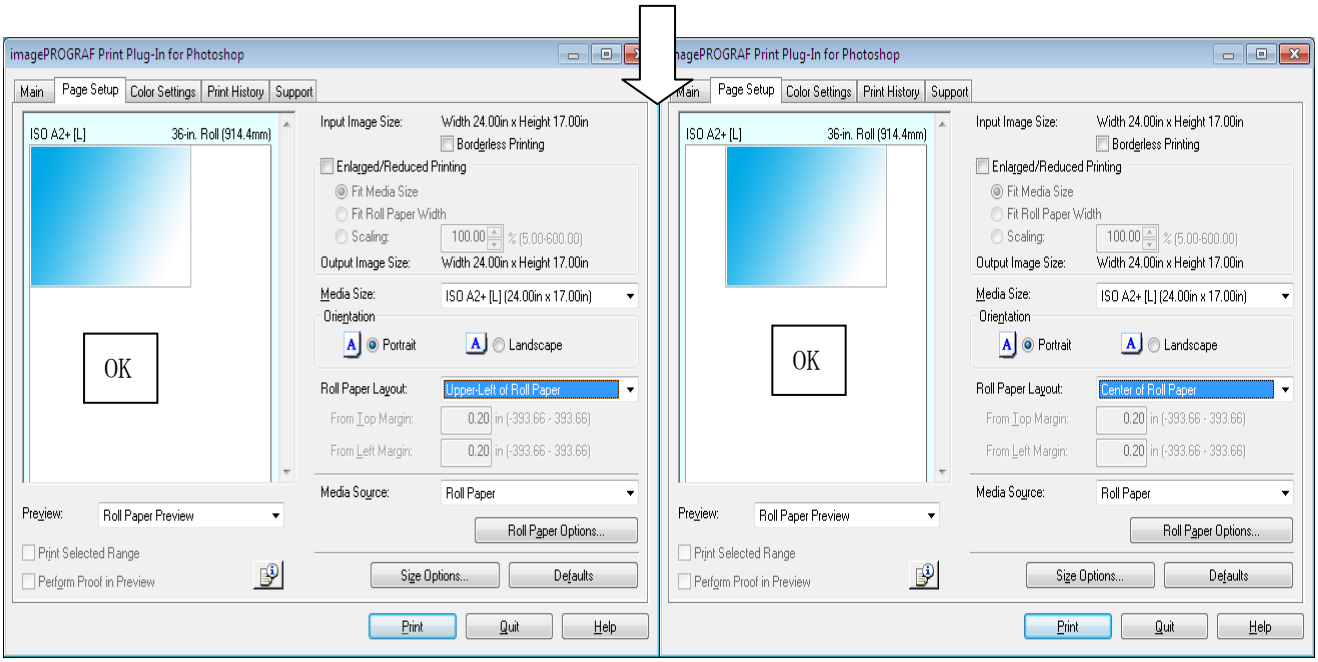
Indexes by phenomenon

How to confirm output paper size and roll paper width
Open page setup in Photoshop Plug-In.



When [Roll Paper Preview] is chosen for [Preview], and [Media Size] is the same as roll paper width or wider, the Roll Paper Layout is not reflected.
(The default setting of preview is [Print Area Layout].)

If the [Media Size] is smaller than roll paper width, the Roll Paper Layout is reflected.



106) Unable to choose the added media when updating the driver

The paper that has been registered additionally cannot be chosen once updating the driver.

The model of the printer is one of the followings
W series,
iPF500/600/700/5000/8000/9000
iPF510/610/710/5100/6100/8100/9100
iPF6000S/8000S/9000S
iPF605/720/6200
LP17/24
iPF8010S/8110/9010S/9110

It is a specification of the driver.
Add a media type using MCT after updating the driver.

Indexes by phenomenon

107) Unable to register properly when adding the printer under MacOS

When the printer is added by [Print and Fax] of Mac [Apple mark]-[System Preferences], it will be [GARO generic].

Tioga driver is used and the driver version is 3.60 or earlier.

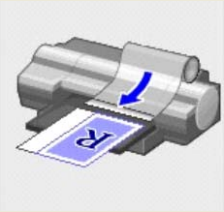
Install version 3.70 or later of Tioga driver(for any model).

Indexes by phenomenon

108) Will not display the registered printer on Mac driver screen

An illustration of a pritner not registered appears in the driver setting screen, and it cannot print.

The illustration of the driver settings screen is the iPF500.



The iPF500 is specified to appear if the communication with the printer fails at registration of the printer.
Take an appropriate measure with one of the followings.
-Tioga driver: Because it is registered as generic printer, delete the printer, and re-register it.-CUPS driver
Make communication state with the printer again, From driver, choose [Main] and press the [Printer Information] button.

Indexes by phenomenon

109) Displays the same filename on the control panel when printing with Mac

If it prints from Mac, the file name displayed on the printer panel will be the same even when sending a different file.

It is printing from HDD model.

It is a limitation of the driver when preset is used.
Handle with the following procedure.
1. Choose preset other than “Standard” on preset menu.
2. Open preset menu again, choose delete.
In addition, when you use preset,
Please print after checking [Print preview] and displaying print preview.

Indexes by phenomenon

110) Will not display a part of background when double-clicking a file in PosterArtist

In PosterArtist, a part of background is not displayed when double-clicking a poster file to open.

The background image is correctly printed in the printing result.

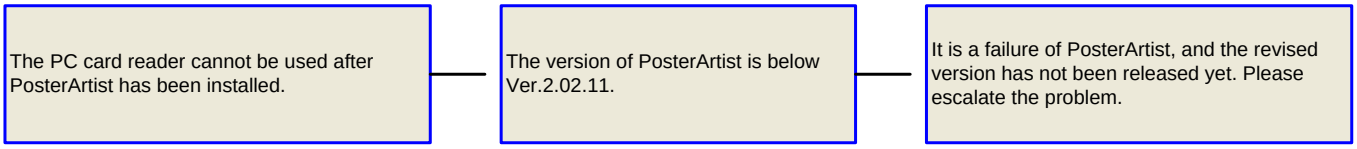
It is a problem of PosterArtist, and has been fixed in Ver.2.12.10.
Depending on the type of PosterArtist, handle by one of the following methods.

- Product version
Update to PosterArtist 2009 Ver.2.12.10 or later.

- Lite version
1. From menu, open a file.
2. After PosterArtist is started, drag&drop the file.
3. Change the magnification ratio or the window size, and re-draw.

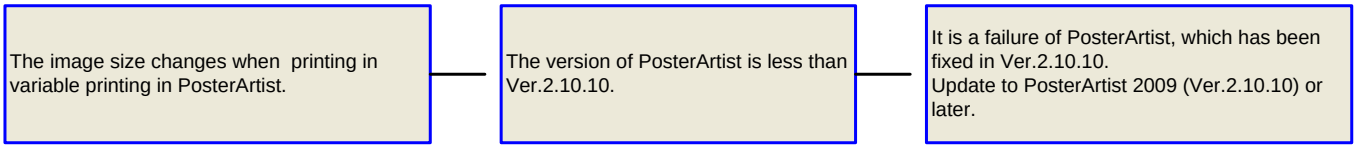
Indexes by phenomenon

111) Unable to use a card reader when PosterArtist is installed



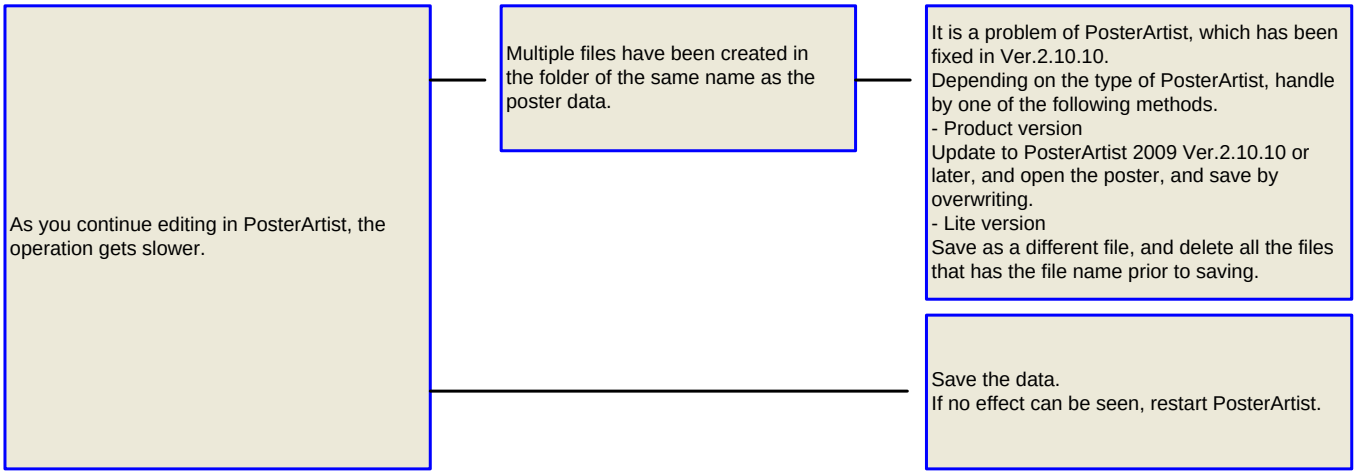
Indexes by phenomenon

112) Prints in different image size in variable printing in PosterArtist



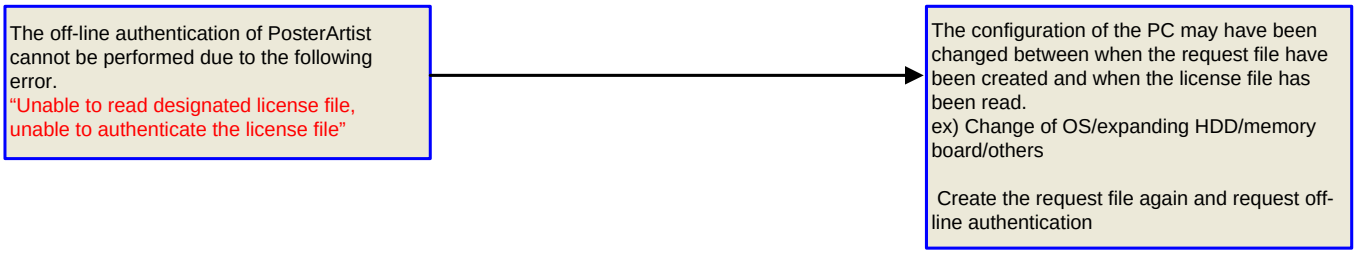
Indexes by phenomenon

113) Slow operation when editing with PosterArtist



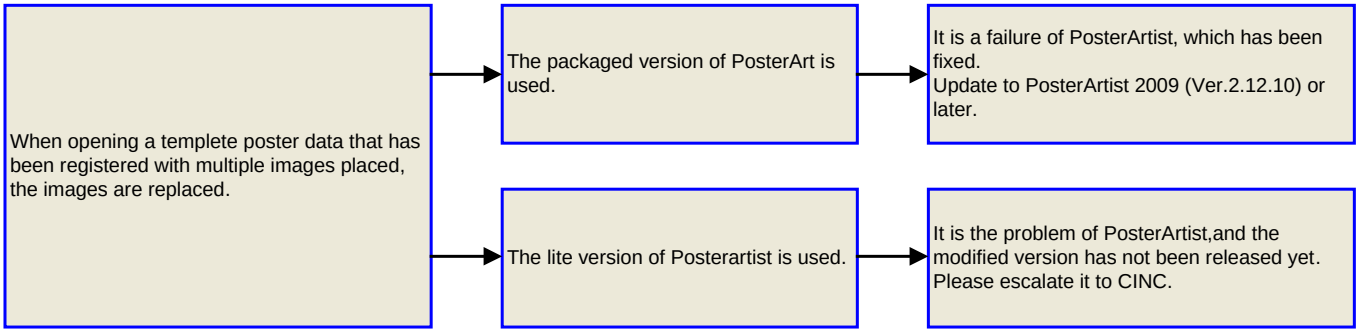
Indexes by phenomenon

114) Unable to authenticate online in PosterArtist



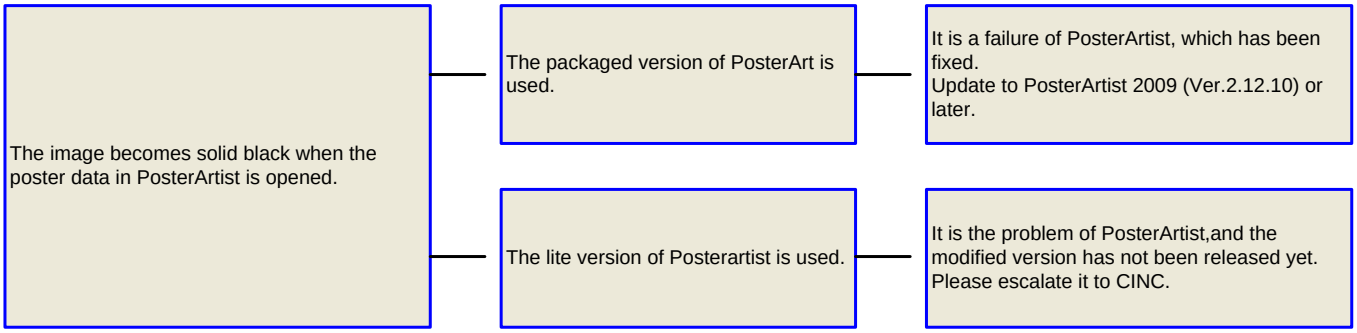
Indexes by phenomenon

115) Replaced image of PosterArtist



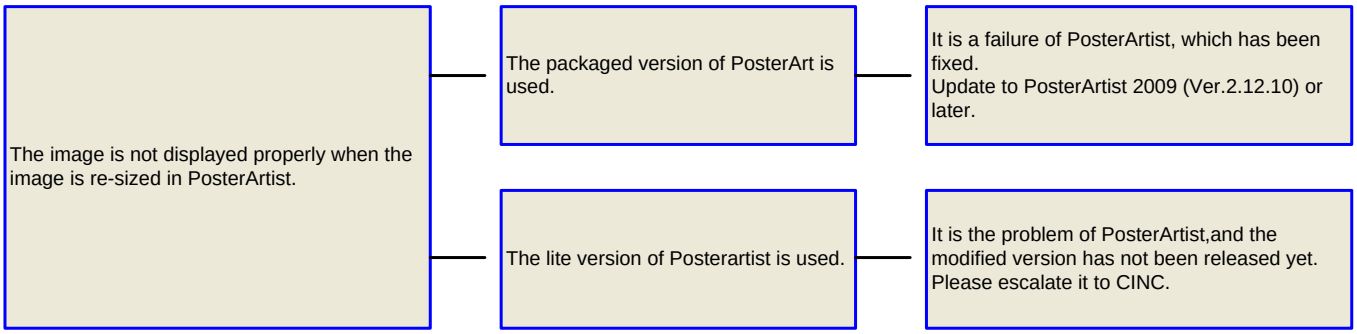
Indexes by phenomenon

116) Solid black image when opening poster data in PosterArtist2009



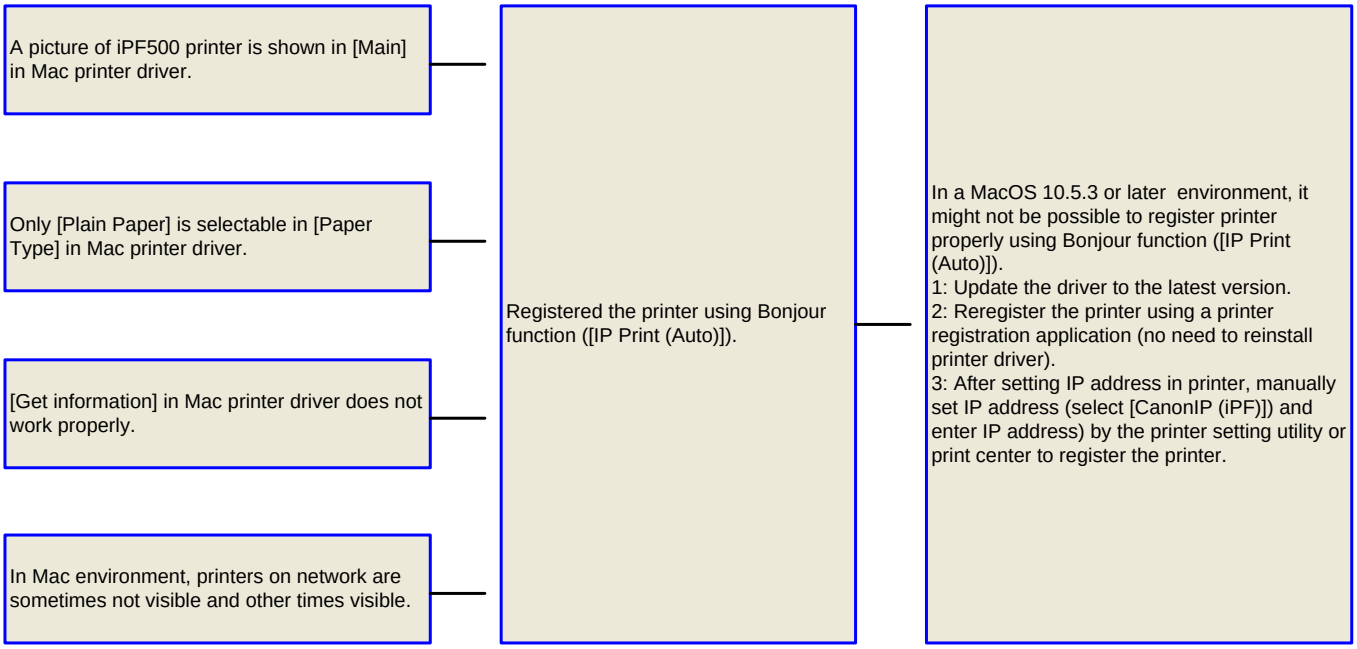
Indexes by phenomenon

117) Will not display properly when re-sizing an image with PosterArtist2008



Indexes by phenomenon

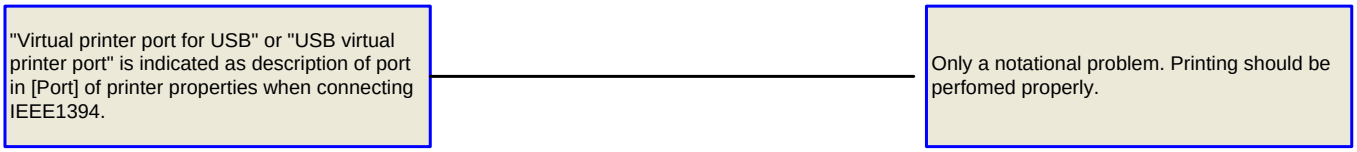
118) Unable to register the printer with Bonjour function [iP Print Auto]



Indexes by phenomenon

For details of manual setting of IP address (setting method), refer to [Network setting (Mac OS)]-[Configuring the Destination in TC/IP networks (Mac OS)] in the User Manual

119) Will not display the port properly when connecting IEEE1394



Indexes by phenomenon

120) Reversed character with Free Layout printing in Autodesk Inventor

When printing from Autodesk Inventor using Free Layout, only characters are printed inverted.

It may be avoidable by printing in the following procedure.
[Procedure]
1) Transform CAD data to DWF file by function [File]-[Publish] of Autodesk Inventor
2) Autodesk Design Review automatically stars. CAD data is displayed.
3) Print from Autodesk Design Review via Free Layout.

Indexes by phenomenon

121) Solid black when printing with CorelDRAW

When printing with Corel DRAW, the print result is solid black in rare occasions.

A fault in application procees is suspected. Upgrading CorelDRAW might help to avoid the problem.

Indexes by phenomenon

Chapter 4. Submitting Escalation to Canon

When you cannot find a relevant phenomenon in “Chapter 3 Troubleshooting by phenomenon,”or the troubleshooting has been performed with no effect, you escalate the issue to Canon.
For an escalated issue, Canon reproduces the same phenomenon as the customer and analyzes the status to identify the cause and to consider a countermeasure. Therefore, Canon needs to be able to reproduce the same phenomenon as the customer in order to identify the cause and to consider countermeasure.

Thus, it is very important that Canon reproduce the same phenomenon as the customer. For this reason, when you escalate an issue, you need to send a complete set of customer’s data (data with which we can reproduce the issue) and print setting information and procedures necessary to reproduce the issue.

The information that is necessary to our investigation is all listed in the escalation sheet for you to fill in, together with the instructions on how to obtain. Of all of the required information, the following items are especially important:

- ***PC information***
- ***Driver setting information***
- ***PRN file***
- ***Screen shot***
- ***Status information***

*These items are of the highest priority, therefore be sure all of them are included when you submit an escalation.

We will try our best to address problems as promptly as possible, so we appreciate your understanding and cooperation.

Indexes by phenomenon

4.1 Escalation Sheet

To help you report the necessary information for us to reproduce the phenomenon, use the escalation sheet (**LFPClaimCard V3.0 (ENG/JPN).xls)** to fill all the information and submit it together with customer’s data.

This escalation sheet also includes descriptions on how to collect the information below. Please refer to it.

- ***How to obtain PC information***
- ***How to obtain driver setting information***
- ***How to obtain PRN file***
- ***How to obtain screen shot***
- ***How to obtain status information***

Indexes by phenomenon

4.2 Efficient escalation (Escalation for emergency)

By collecting and sending us the data using the tools below, together with the escalation sheet, you will help Canon USA perform a prompt analysis of the cause, and can expect a prompt efficient reply/countermeasure.

In some cases, these tools may even help you find the cause or a solution yourself.
Please also use them when you are required to make a prompt reply/countermeasure at the site.

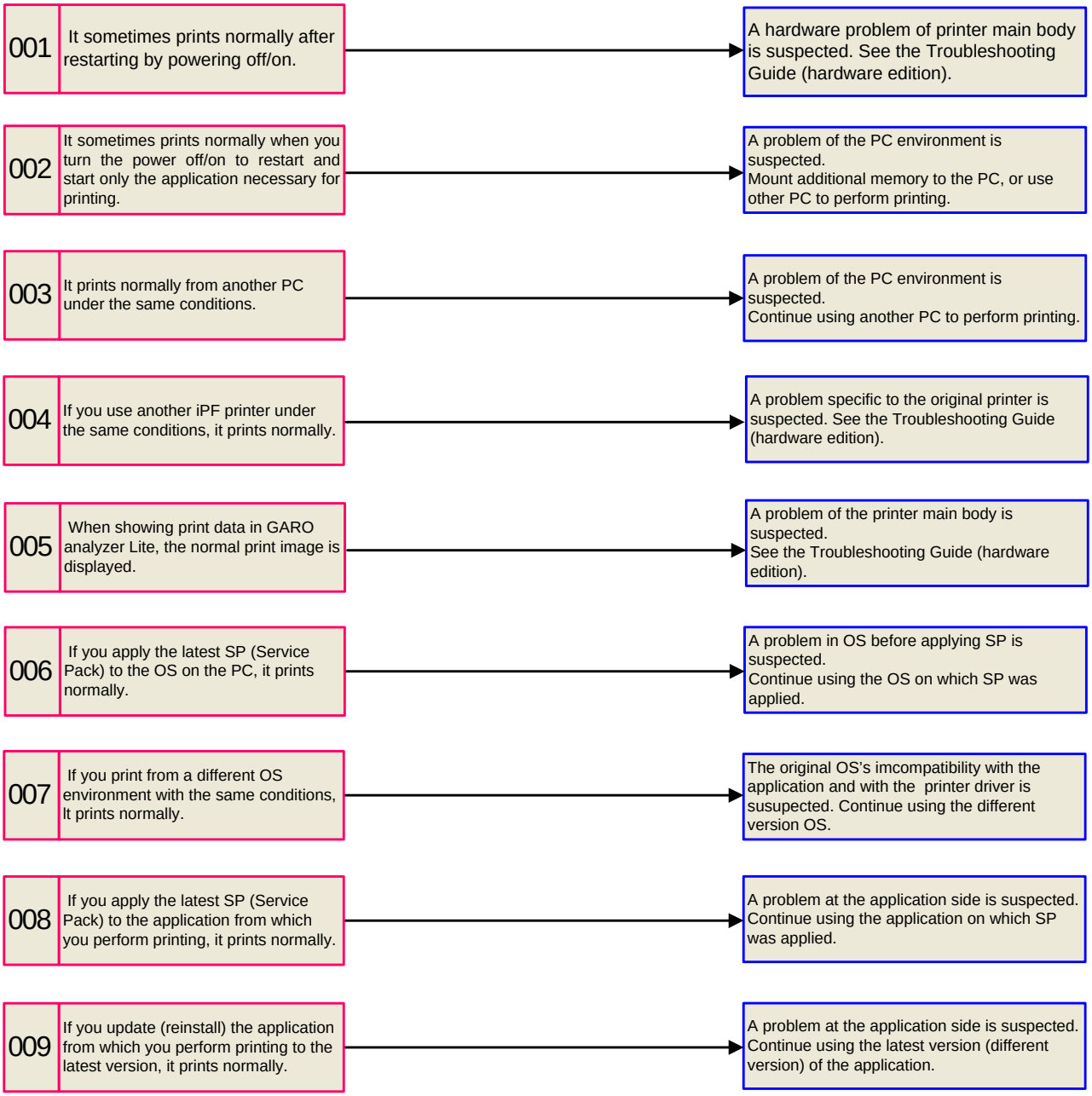
4.3 Workflow for narrowing down the cause

If there is no relevant phenomenon in the flowcharts by phenomenon section, perform check item(s) below to narrow down the failure cause (place) as much as possible before escalation. Fill in the information on which check item(s) you have performed and the result(s) on the escalation sheet.

If the customer has already performed the check item(s), you can use the result to fill in the escalation sheet. However, use only reliable data. Unreliable data might cause a confusion and take us more time to find the cause.

The flowchart is composed of □□□ check items and countermeas

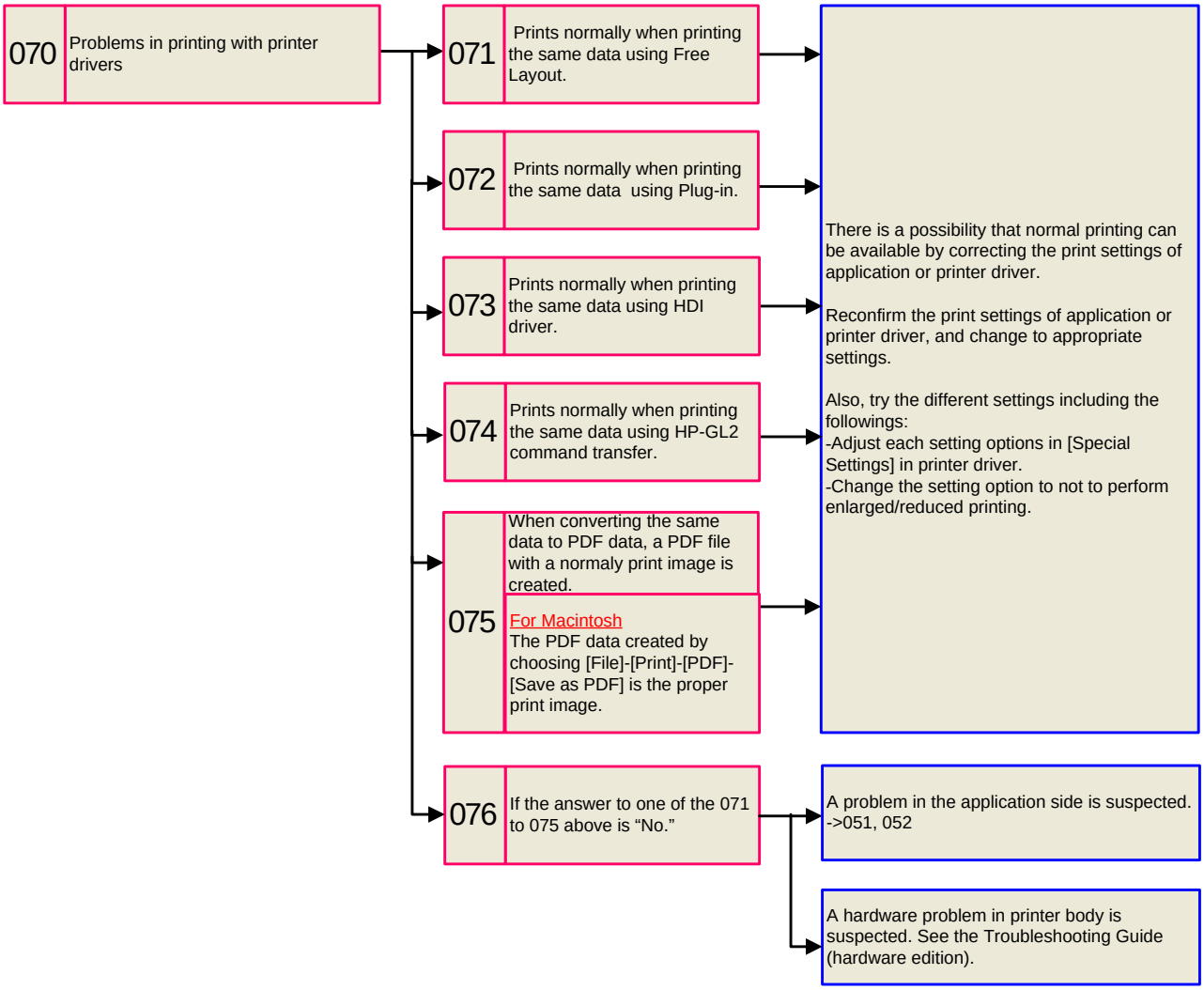
- If the answer to the check item is “Yes,” follow the arrow to proceed to the relevant box.
- If the answer to the check item is “No,” or it is impossible to perform it, go to the next box below.
- If you have performed the troubleshooting without effect, go to the next check item.

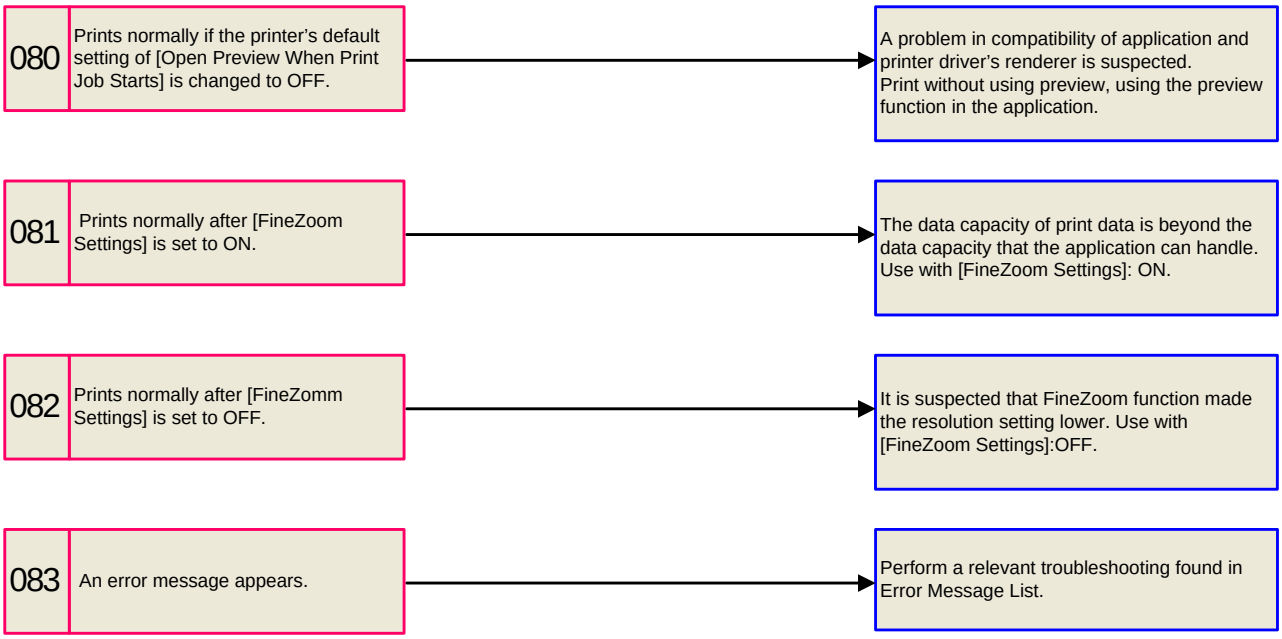


010	It is connected via USB.	011	If you replace the USB cable, it prints normally.	A USB cable failure or a contact failure of connector joint section is suspected. Continue using the replaced USB cable.
		012	After you stop using USB hub and connect PC and printer directly, it prints normally.	A problem in data communication via USB hub is suspected. Stop using the USB hub, and connect printer and PC directly.
		013	If you print from a different PC with the same conditions, it prints normally.	A problem in USB function at PC side is suspected. Check/fix the USB function of the original PC and settings.
		014	If you switch over to network connection, it prints normally.	A problem in PC or USB function (or settings) in printer is suspected. See PC manual or Troubleshooting Guide (hardware edition).
015	It is connected via network connection.	016	If you replace the network cable, it prints normally.	A network cable failure or contact failure of the connector joint section is suspected. Continue using the replaced USB cable.
		017	If you use a crossover cable etc. to connect PC and printer on one-to-one, it prints normally.	A problem in network system is suspected. Check with your network system administrator whether the printer is correctly connected to the network. Especially, check the following items. -whether IP address is configured doubly. -whether a ping from PC to printer is successful. If problems are found in confirming the above, resolve it.
		018	If you print from a different PC with the same conditions, it prints normally.	A problem in network function at PC side is suspected. Check/fix the network function or setting of the original PC.
		019	If you switch over to USB connection, it prints normally.	A problem in network function of PC or printer (or its settings) is suspected. See the PC manual or the Troubleshooting Guide (hardware edition).
030	It is connected to network via a router or a firewall.			In IP communication of iPF printer, the following ports are used. When you install a printer beyond a router or a firewall, set the ports below to open. 1: 9100/TCP … communication during RAW printing 2: 515/TCP ... communication during LPR printing 3: 161/UDP (snmp) … communication during printer driver installation
031	When using an iPF printer as a shared printer, printer driver is not installed, or media information of MCT is not reflected on client PC.			To use an iPF printer as a shared printer, it has to be in a server OS environment. Use the shared printer in a server OS environment, and enable Point &Print function.

040	When printing from another manufacturere's printer/other model with the same conditions, it prints normally.	It could be a problem or limitations of iPF printer driver, application, or OS. Refer to the flow chart by phenomenon and carry out a measure for a similar case.
041	When printing from a PDF printer with the same conditions, a PDF file is created in the proper print image.	
042	It prints properly if you update the printer driver or PC software to the latest version.	It's due to a known failure of old printer driver or PC software. Continue using the latest version of printer driver or PC software. If a latest printer driver or PC software has been installed, install it.
051	It prints normally if the latest SP (Service Pack) is applied to the application.	It could be a problem at the application side. Continue using the application to which SP has been applied.
052	It prints normally if you update (or reinstall) the application to the latest version (or a different version).	It could be a problem at the application side. Continue using the latest version application (a different version).
055	Prints normally if you stop enlarge-printing and print in the same size as [Page Size].	The data size of the image is over the limitation that application can handle. Perform one of the followings to check whether it can solve it. 1)In driver, choose [Layout]-[Special Settings], and in [Fine Zoom Settings], choose [Yes], and then perform printing. 2)In driver, choose [Main]-[Print Quality] and choose a lower resolution, and then perform printing. 3)In driver's [Special Settings], uncheck [Fast Graphic Process] , and then perform printing. 4)Edit the pasted image data etc. to reduce the size. 5)Set the the image data's [Page Size] to the same size of [Media Size] to create data. If the problem persists, carry out a troubleshooting for the similar phenomenon found in Workflows by Phenomenon.
056	Prints normally if you stop actual size printing, and print in smaller size than [Page Size].	

Indexes by phenomenon





Indexes by phenomenon

4.4 How to handle customer's data (Important)

Prior to escalating an issue, you need to collect the customer's data for us to reproduce the phenomenon from the customer.
If the customer's data is not confidential, following the data submission by the customer, please send it together with the escalation sheet via the usual route.

If the customer's data is confidential, please ask the customer to prepare and provide to you substitute data that can reproduce the problem, and not their confidential data. For example, if it is a CAD drawing, and has a problem of print size results, ask the customer to create data which contains only the drawing frame, deleting the rest of the data in the drawing frame. After it is confirmed that the data can reproduce the problem, accept the data.

If the customer's data is confidential, and the problem can only be reproduced with that particular data, explain the following (below) to the customer, receive permission for data submission, and then receive the data. After that send the data with the escalation sheet in a secure way;

1. Customer's data, including the customer's confidential data, is handled securely in compliance with Canon's rule.
2. Customer's data is used only for the purpose of the followings.
    - Finding the cause of the problem and considering the countermeasure
    - Considering improvement of printer's specifications so that the Canon printer will be able to print successfully.

4.5 Operations to confirm a phenomenon in customer's environment

There may be various operations necessary to confirm the occurrence conditions or to narrow down the cause of the problem. Basically, technicians should not do such operations in the customer's environment themselves. Ask the customer to perform such operations.
If the customer has already performed some checks, interview them and gather detailed information about the results.
For operations that take a longer time, explain the procedures well, and provide the customer with a check item list. After completion of the operations, collect the checked results.

4.6 Reply to customer

When you reply to the customer, please provide not only a workaround, but also a simple explanation of the cause of the problem. In the frames on the right side of the "Workflows by Phenomenon," you can find simple explanations of the causes and troubleshooting. Explain those clearly to the customer.
This will make it possible for the customer to solve the problem themselves in case they have similar problems in future, thus helping to decrease the number of escalations.

Many of the causes of problems are due to application failures, inappropriate settings of printer driver, or insufficient knowledge of specifications (misunderstanding). However, in many cases, customer thinks that the problem is in the printer main body or the printer driver. By explaining the cause of the problem clearly, you can help them to understand better and thus alleviate the customer's discontent with the iPF printer and its services.

4.7 Reporting customer's response

After providing the customer with an answer regarding the problem, it is not the end of the escalation procedure because we have not found out whether the customer is satisfied with the countermeasure we submitted.

After providing your answer to the customer, when you think they have carried out the countermeasure, interview them to determine their view and whether they have another issue to report to us.
If the customer is still not satisfied, we might have to review the specifications of the printer main body or the printer driver. We also need to consider it in developing new products. By determining the customer's reaction (opinion) to the specifications of the next generation printers or printer drivers, we can help improve customer satisfaction. Also it helps to decrease the number of escalated problems, and to carry out high quality service operations.

Therefore, the most important step is to report the customer's reaction (opinion) to our answer(s). As said earlier, it will lead to a decrease in the number of problems, and thus reduce the load of service operations.

Chapter 5. Detailed Description of Items

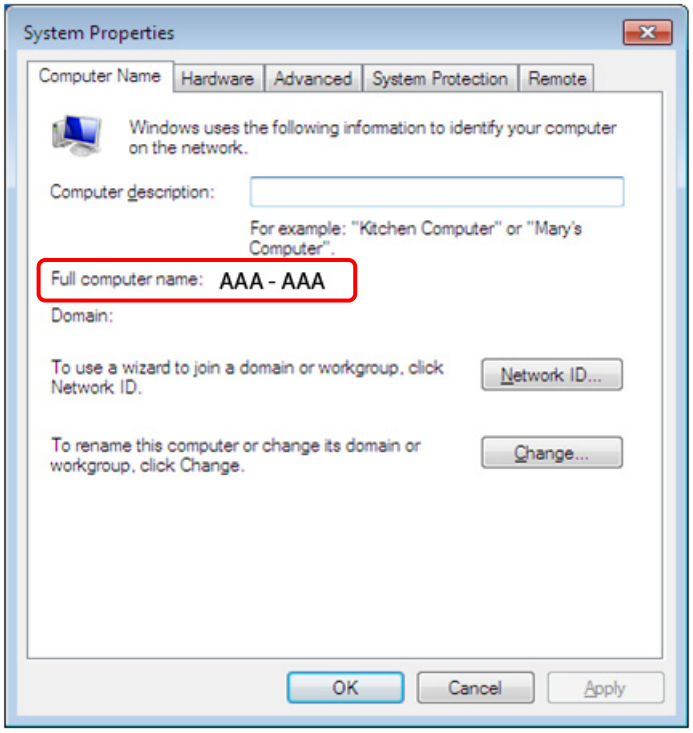
5.1 [Detailed description] Checking for duplicate user accounts

There are 2 ways to check for duplicates of a user account in a client PC and in domain server, as follows. This section describes how to check for duplicates of user account in Windows 7.

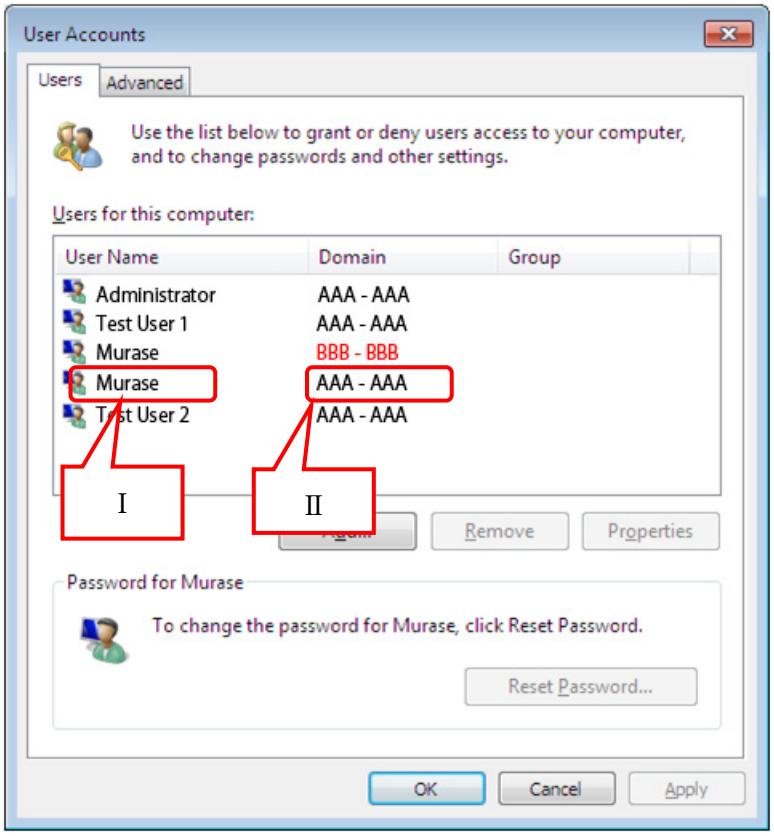
Check method 1

(1) Log into the domain using the user name for which you want to check for duplication.
For example, use the user name “Murase.”

(2) Open the system properties and check the computer name.



(3) From Control Panel, display the User Account.



I. A user name identical to the user who logged into the domain exists.

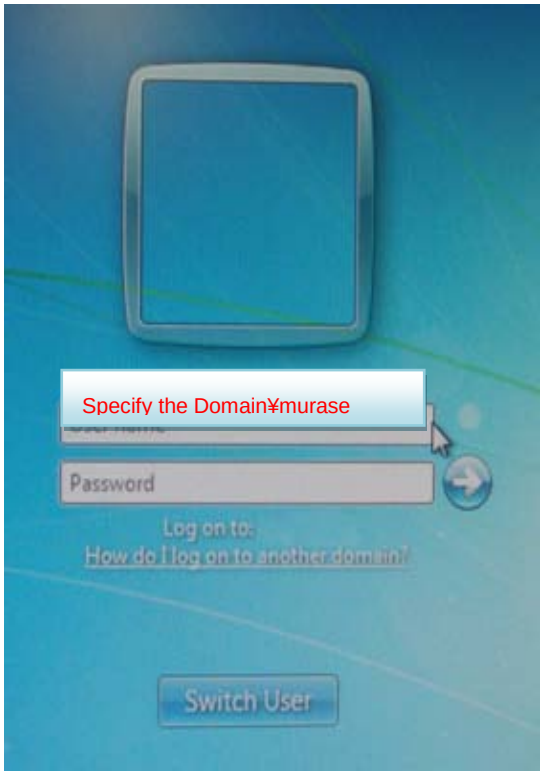
II. The domain name of the above user is identical to the computer name confirmed in (2) above.

If the above 2 conditions are satisfied, the user account is in a duplicate state in the client PC and in the domain server.

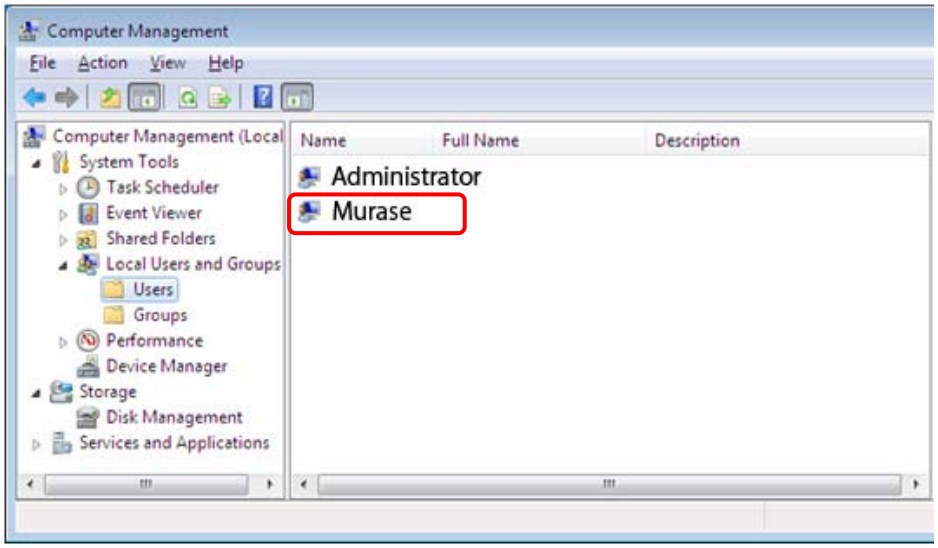
Indexes by phenomenon

Check method 2

(1) Log into the domain using the user name for which you want to check for duplication.
For example, use a user name “Murase.”



(2) In the computer’s “Manage” screen (right-click My Computer and choose Manage), if there is a user name logged into the domain, it is in a duplicate state.



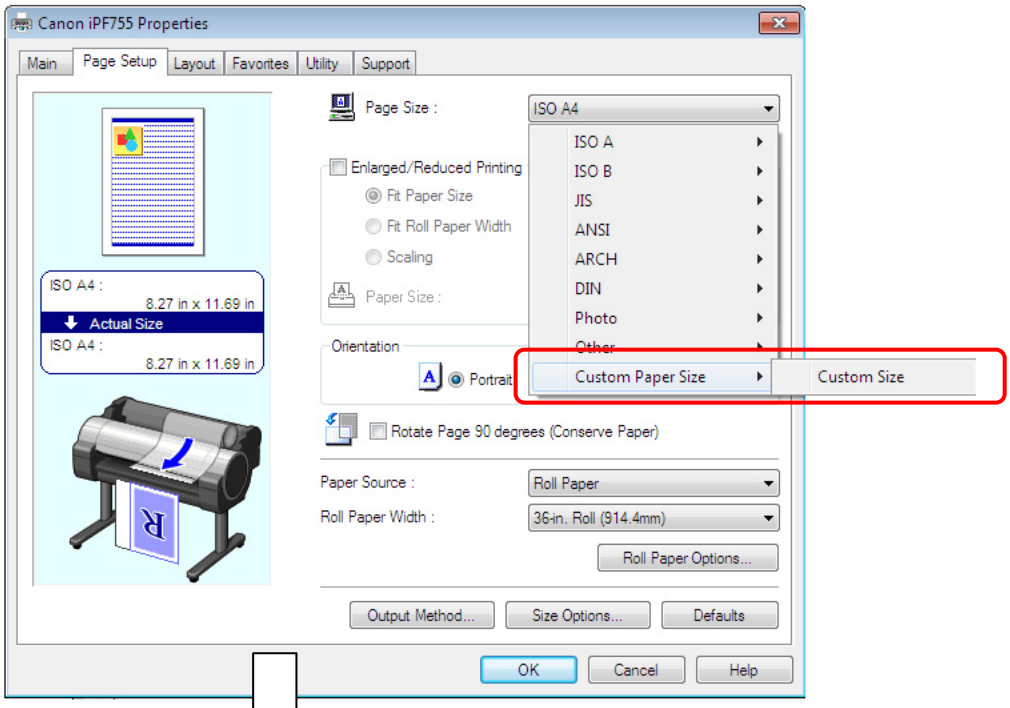
[Additional note]
User name displayed on the Manage screen on computer is the user of the client PC. If it matches the user name logged in to the domain (user of domain server), you can judge that the same user name exists in both domain server and client PC.

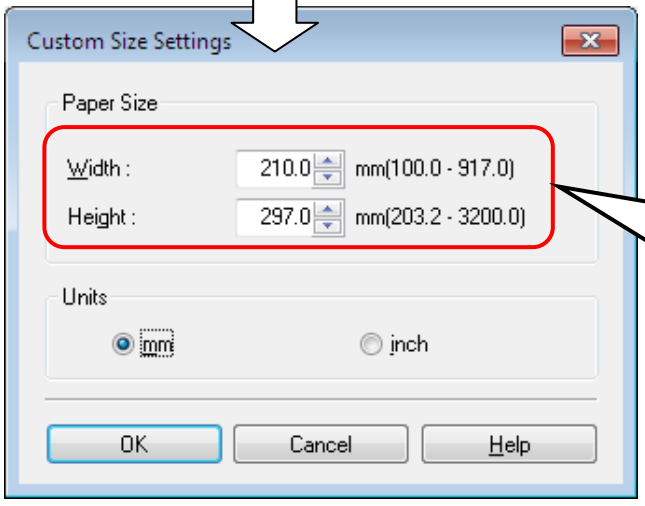
5.2 [Detailed description] Method to register custom media

There are 2 ways to create user-defined paper as described below.

(1) Custom size paper settings up to 3200.0mm:

Driver- Page Setup - [Page Size]- [Custom Paper Size]- [Custom Size]



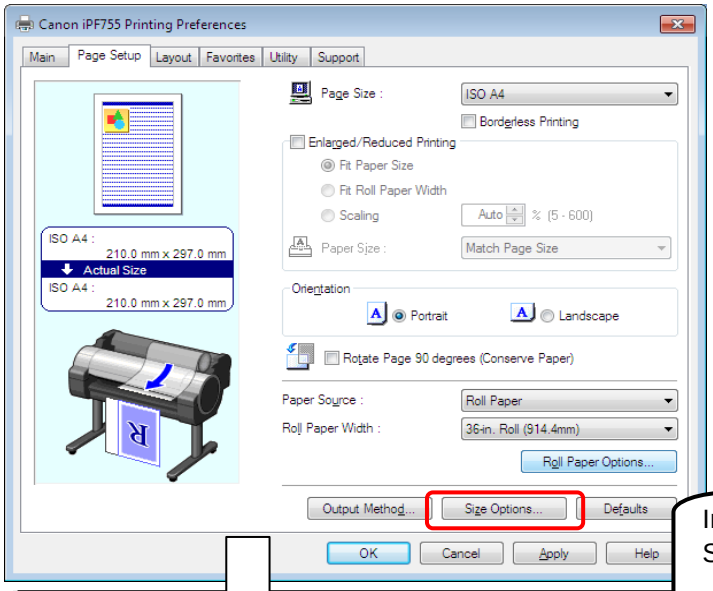


You can set a user-defined paper up to the maximum size of 610.0mm in width x 3200.0mm in height.
Enter a desired size and press [OK] to see the custom-sized paper you have set added in the [Paper Size] pull-down.

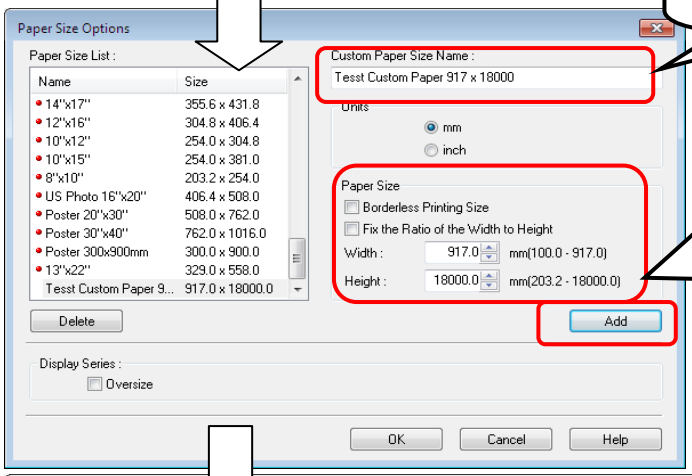
"Custom Size" paper setting is a method to register user defined paper using an OS function. Due to OS's specifications, it can only handle paper size up to 3.2m. Also, the size specified in custom size is temporary and discarded on termination of application. If you want to set paper larger than 3.2m, or continue using the user defined paper registered after termination of the application, register the user defined paper from the [Size Options] dialog.

(2) Custom size paper settings up to 18000.0mm:

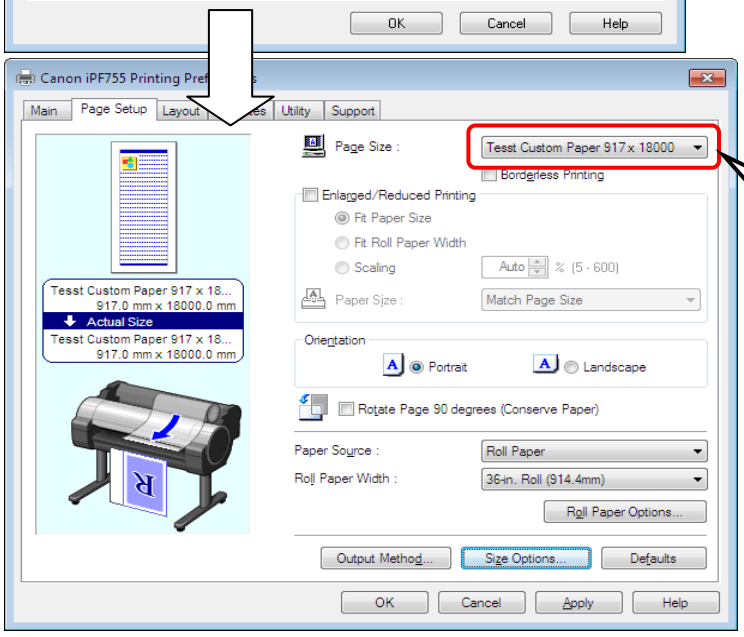
Driver - Page Setup - [Size Options]



Input a Custom Paper Size Name.



You can set a user defined paper in a size up to the maximum size of 610.0mm in width x 18000.0mm in height. Enter a size and press the [Add] button.



The user defined paper becomes available from the [Paper Size] pull-down menu.

This is a method to register user-defined paper using an iPF printer driver's unique function. Due to a unique function, it is not dependent on the OS restrictions, and possible to handle paper size up to 18m, which is the maximum paper size in the printer's specifications.

Basically, use of this user-defined paper function is recommended.

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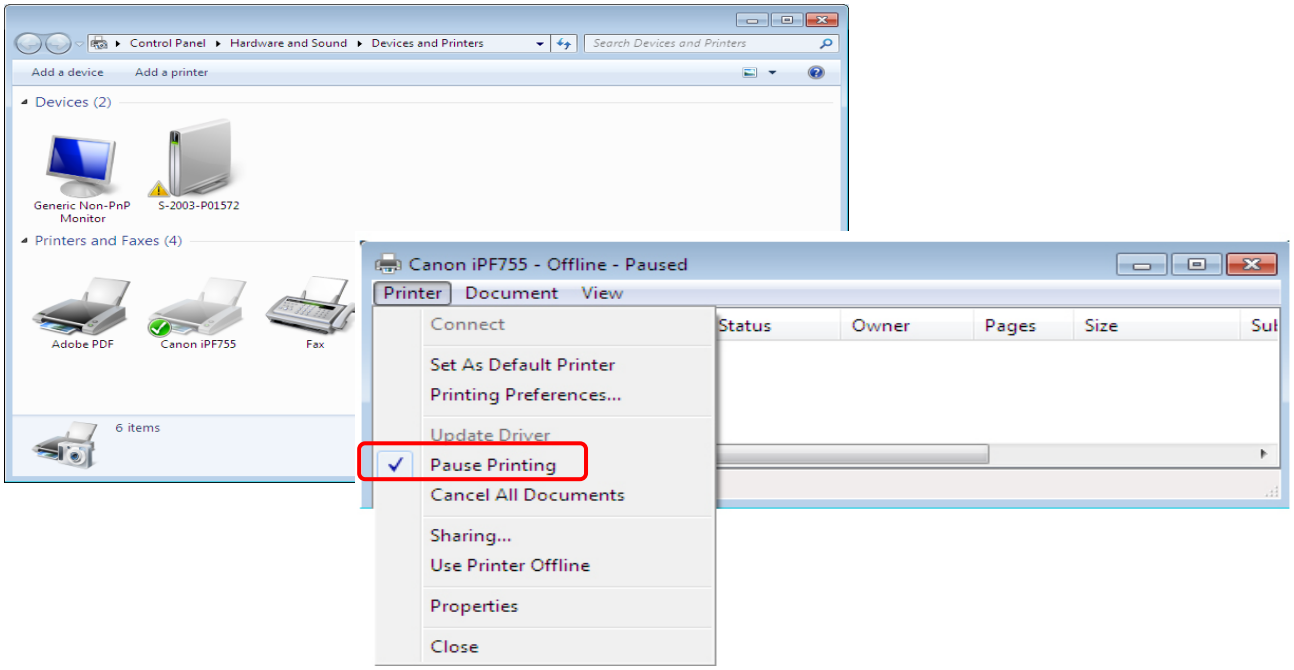
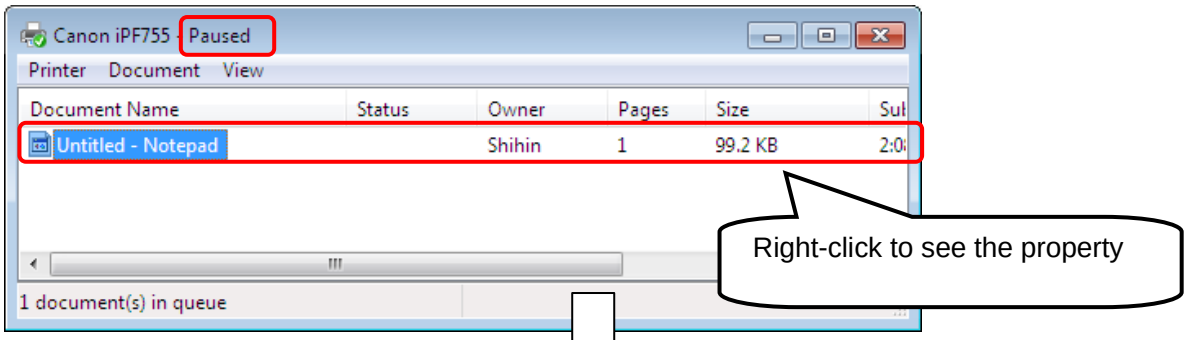
5.3 [Detailed description] How to check spooling format of print data

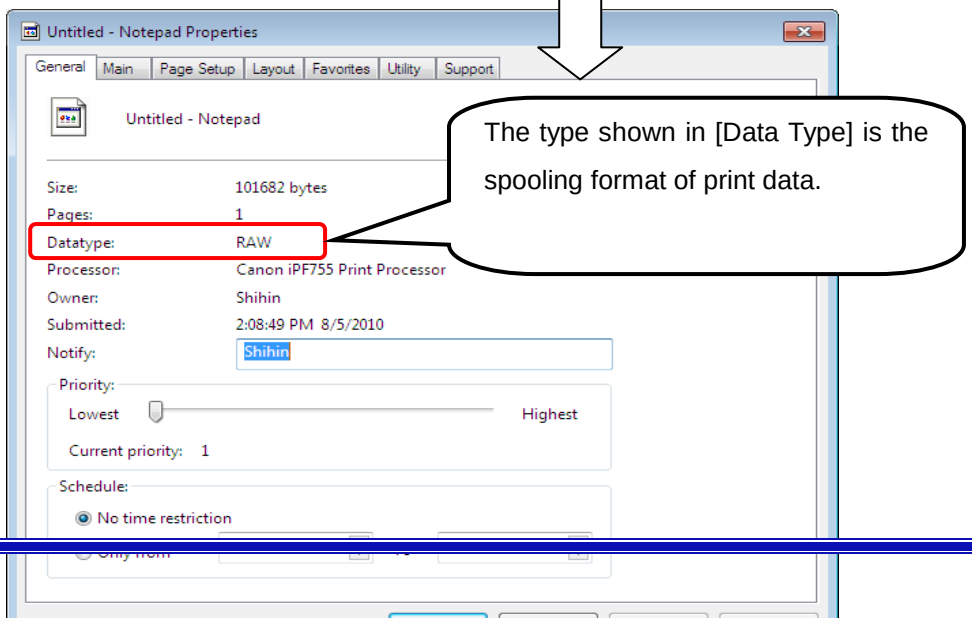
You can use the method below to check the spooling format of print data (for Windows 7).

(1) From Windows Start panel choose [Printers and Faxes], and pause the printer being used.



(2) Print the data for which you want to check the spooling format using the printer just paused, and right-click on the print data spooled in the queue to check the property.





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5.4 [Detailed description] Setting method and functions of FineZoom

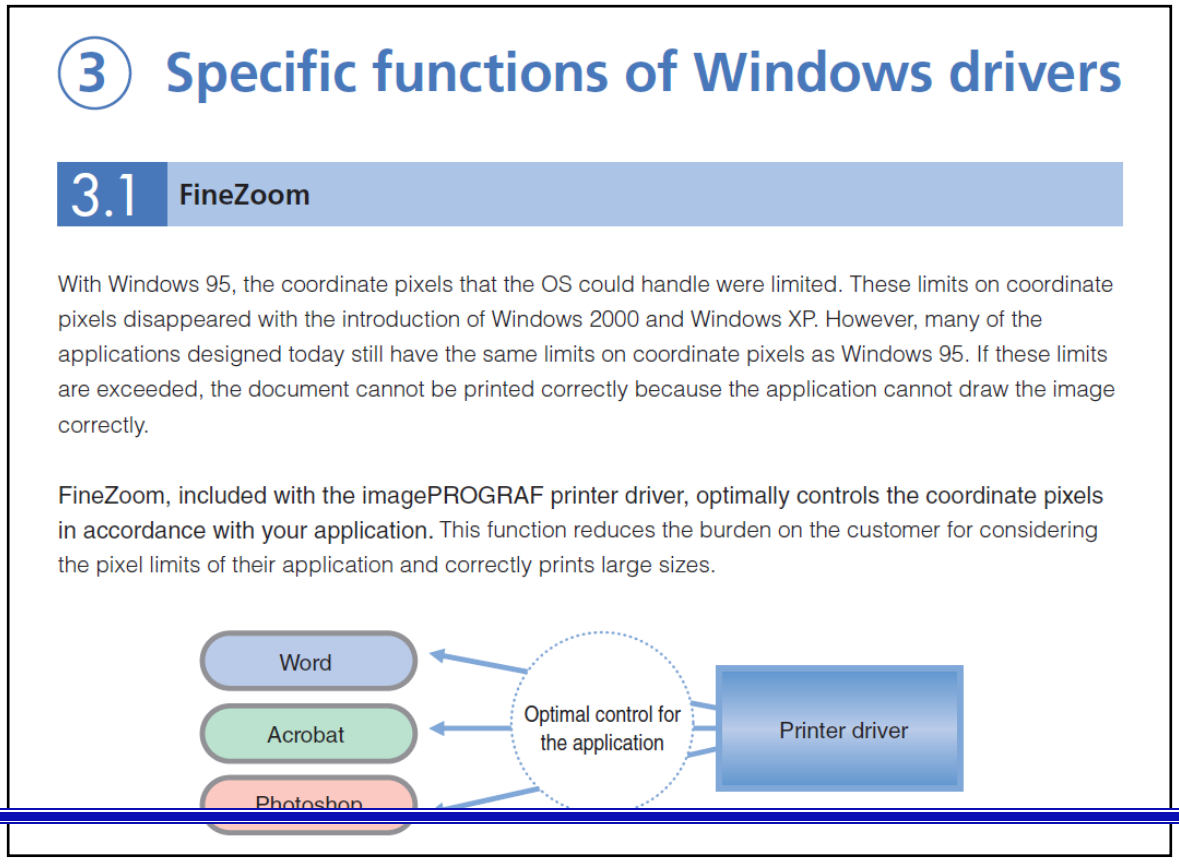
What is FineZoom?
FineZoom is a unique function of the iPF printers, which makes up for the restrictions in the number of pixels in applications with lower drawing capability.

Each application comes with a different set of restrictions in the number of pixels and paper size it can handle. FineZoom helps you to print beyond such restrictions, by automatically dropping the resolutions in accordance with the application used, so that the processing becomes possible. Meanwhile, it could result in lower print quality.

However, if you don't use FineZoom, chances are that the print data go beyond the data capacity that Window or the application can handle. In accordance with your print data or application, you might need an adjustment on a case-by-case basis.

●FineZoom = Auto/Yes
In accordance with the characteristics of the application, it restricts the number of pixels the driver passes to the application. And then, it receives print data and performs enlarged-printing using driver. Although the print quality of enlarged characters and shapes is good, the quality of image part might decrease.

●FineZoom = No
Unlike above, the number of pixels is not restricted at all. Therefore, for example, printing from application such as Word or Acrobat, where large format is not considered, might not be successful.



③ Specific functions of Windows drivers

3.1 FineZoom

With Windows 95, the coordinate pixels that the OS could handle were limited. These limits on coordinate pixels disappeared with the introduction of Windows 2000 and Windows XP. However, many of the applications designed today still have the same limits on coordinate pixels as Windows 95. If these limits are exceeded, the document cannot be printed correctly because the application cannot draw the image correctly.

FineZoom, included with the imagePROGRAF printer driver, optimally controls the coordinate pixels in accordance with your application. This function reduces the burden on the customer for considering the pixel limits of their application and correctly prints large sizes.

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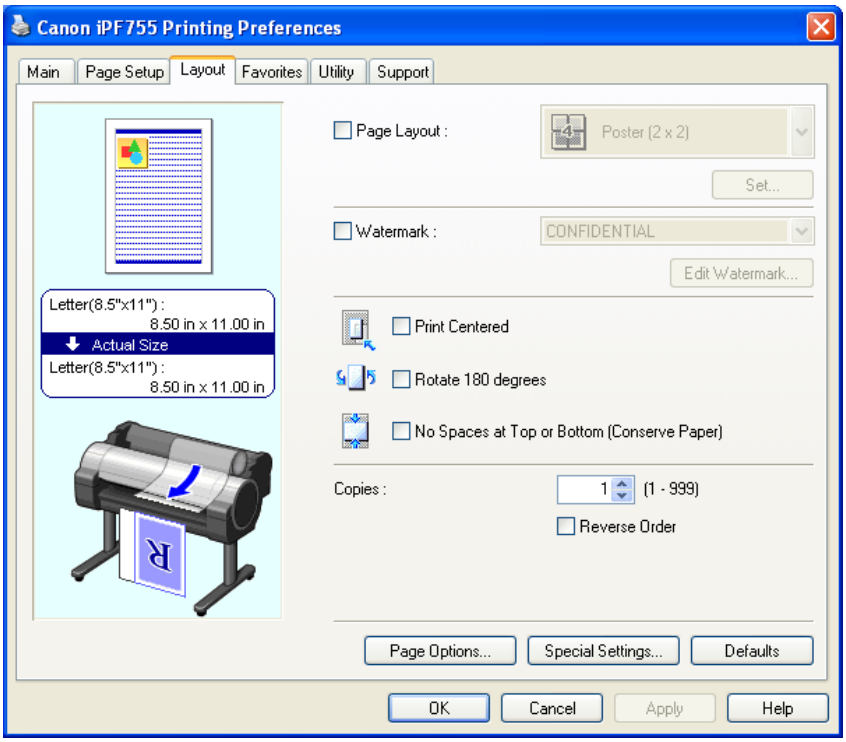
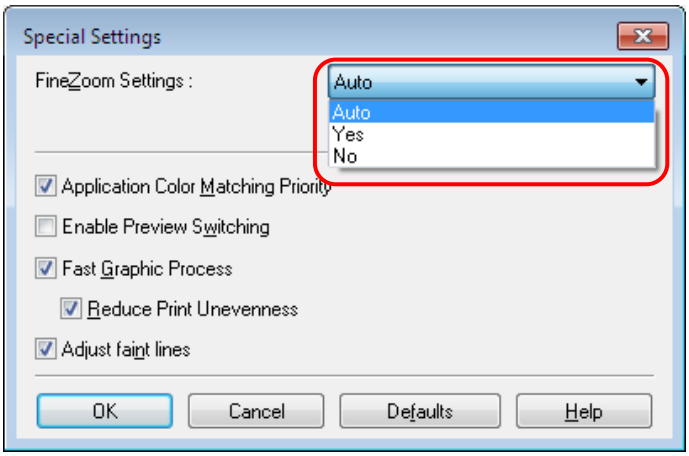
How to set FineZoom

To change the FineZoom settings, follow the procedure below when printing.

(1) From printer driver, choose the [Layout] tab, and click [Special Settings].



(2) In the [FineZoom Settings] pull-down list, choose either [Auto], [Yes], or [No].



When [Auto] is set:

It controls optimally according to the characteristics of application. It is the printer driver's default.
However, it might not be always able to control optimally. In such cases, you need to change the setting to [Yes] or [No].

When [Yes] is set:

Regardless of the application used, it always performs optimization processing.

When [No] is set:

It does not perform optimization processing by FineZoom, and thus the application passes print data which has not been optimized, to the driver. If the print data is in a size beyond the capability of the application or OS, a part of the image might not be printed.

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5.5 [Detailed description] NT EMF spooling and RAW spooling

In a Windows environment, when data is transmitted from application to printer, it is stored in the spooler once or goes through the spooler before it is sent to the printer.
Because the print data is spooled (stored) on the disk, the application can become free from print processing sooner at the time of printing.
Data to be sent to the spooler is called “Spool data.” There are roughly 2 types of spool data; “NT EMF” and “RAW.”
Provided below is a list of the main characteristics and the setting items to change the spooling format.

- NT EMF spooling

Main characteristics:
Because the spooler service performs the graphic processing by GDI and conversion processing to printer language by printer driver, application can become free from print processing in a short time. The color depth is 8-bit (256 colors). Depending on the application used, printing might not be possible with NT EMF spooling.

- RAW spooling

Main characteristics:
Because it creates print data in a printer-specific language, the data become large and it might take longer to free the application from print processing. The color depth is 8-bit (256 colors).

- Typical applications that direct printing with RAW spooling format

- Plug-In for Photoshop (Adobe Photoshop)
- Adobe Photoshop LE
- HDI driver(AutoCAD)

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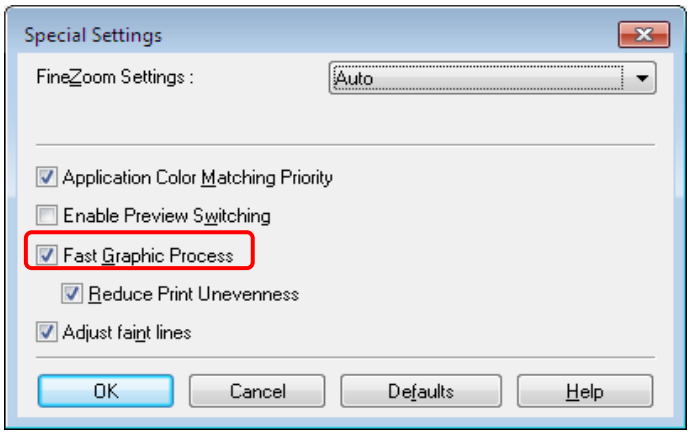
5.6 [Detailed description] 2 types of renderer (High speed renderer/standard renderer)

In iPF printers, you can use two types of renderers: “high speed renderer" and "standard renderer.”
See below for how to switch between the renderers and their characteristics.

High-speed renderer

From printer driver, choose the [Layout] tab, and the [Special Options]. Check the [Fast Graphic Process] to specify high-speed renderer. The [Fast Graphic Process] is checked by driver’s default settings.

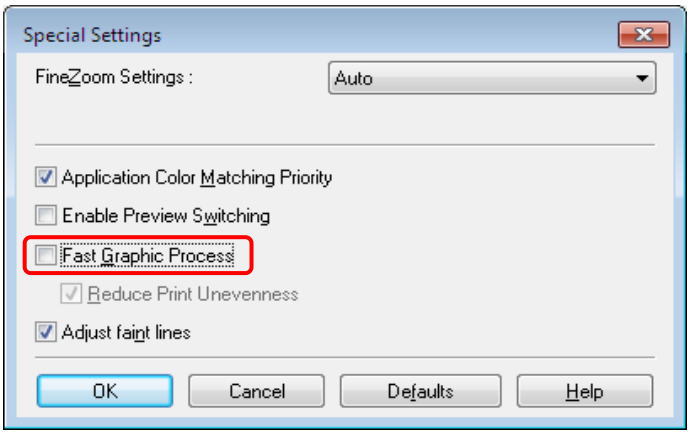


Characteristics

By optimizing objects, rendering process is performed faster.

Standard renderer

From printer driver, choose the [Layout] tab, and the [Special Options]. Uncheck the [Fast Graphic Process] to specify standard renderer.



Characteristics

Because graphic objects are processed sequentially without being optimized, it takes longer to process.
In some cases, such as when the print data size is extremely large, the high-speed renderer might not be able to process well. In such case, choosing the standard renderer might be able to help you to print properly.

5.7 [Detailed description] Note to printing larger-sized Excel data

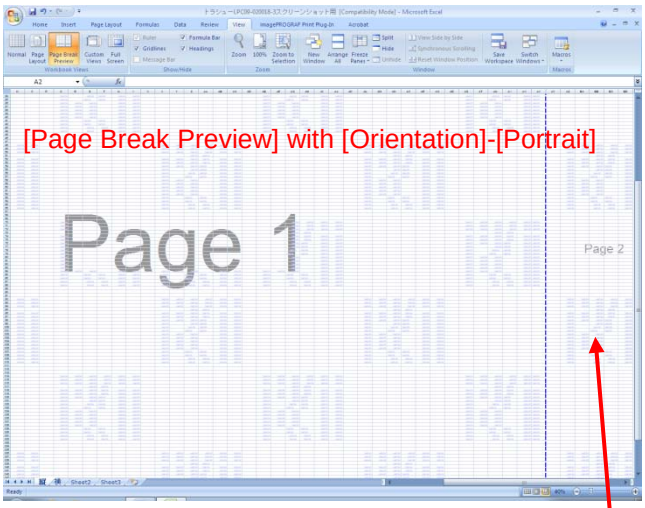
When printing Excel data from Plug-In for Office, Excel analyzes the print data, and calculate the paper size. If the data is larger than the maximum paper size, the data will be reduced.
The print data analysis judges whether the data will fit into the largest user-defined paper that the printer driver can create using the Excel's minimum reduction rate of 10%. If it judges the data is impossible to fit with 10% reduction, "Analysis not possible. The data is too large..." message appears, and the corresponding Excel data cannot be printed.

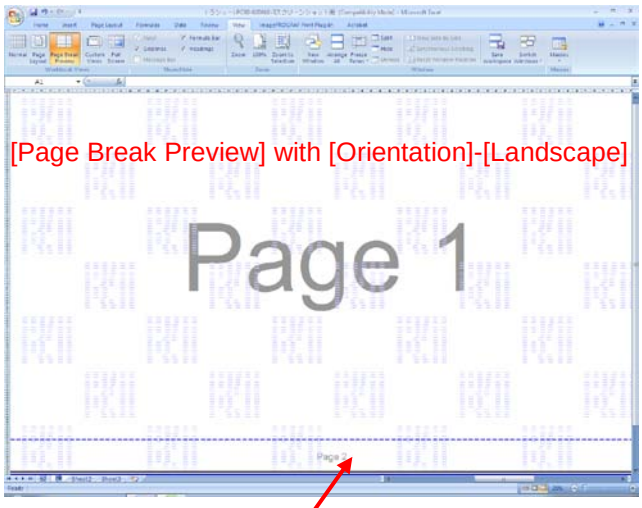
To be specific, if the width of the Excel data to print is over 10 times larger than the maximum size the printer can handle, then it cannot fit even with Excel's minimum reduction rate of 10%. Thus the relevant message will appear and printing will not be available.
*To print such data, modify the width of the data to make it no more than 10 times the maximum paper size that the printer can handle.

For example, for a 36-inch compatible printer, it can only print if the paper size is less or equal to:
maximum paper size that the printer can handle: 914 mmx 10 times= 9140 mm (9.14m).

The only way is to fit the print data into the maximum user-defined paper size that you can select in the printer driver (the largest paper size configurable), and check whether it will fit within 1 page in Page Break Preview.

Example: Page Break Preview when the width of Excel data exceeds 10 times the maximum paper size that printer can handle.





Potions which do not fit within 1 page
(The maximum paper size that printer can handle is over 10 times larger than roll paper width.)

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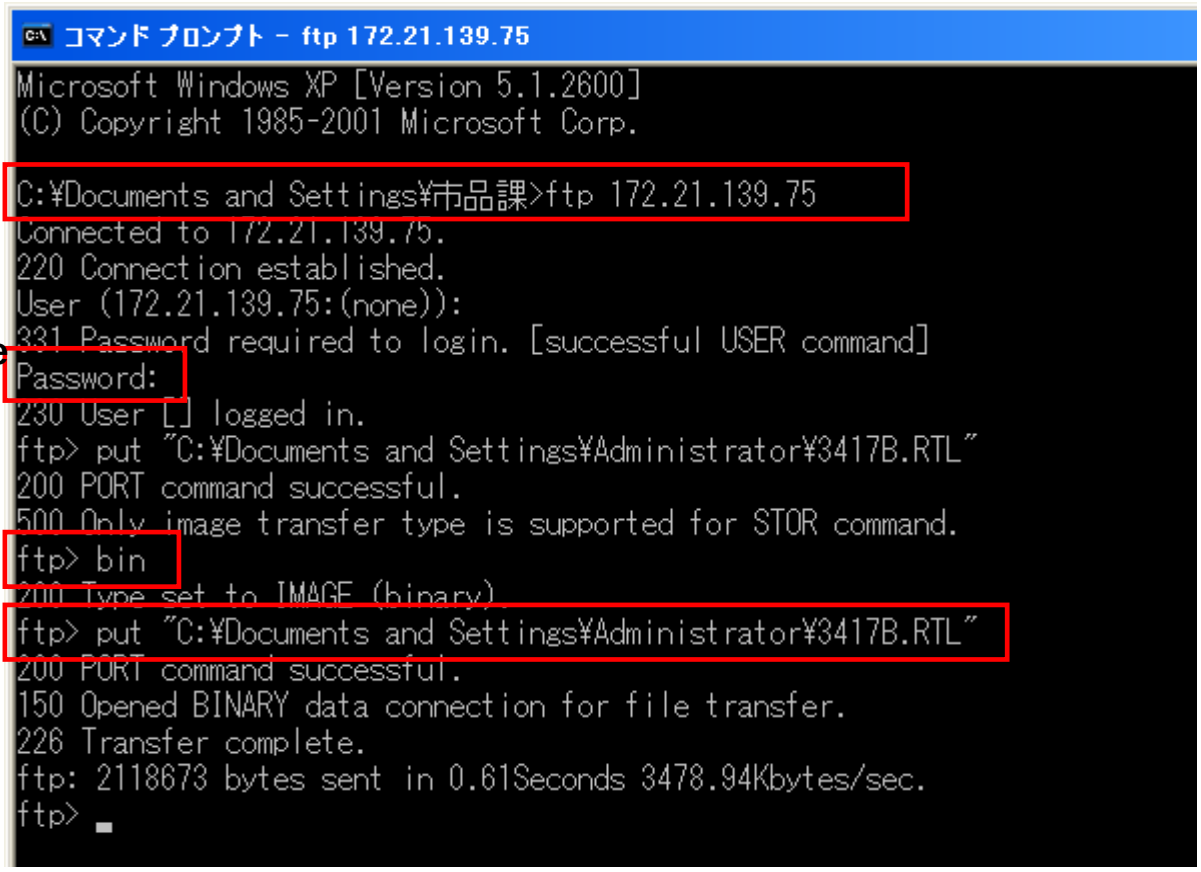
5.8 [Detailed description] Method to directly transmit print file to the printer

There are 2 ways to send a print file directly to printer driver.
For both cases, you need to enter commands in the command prompt to send a file to printer.

How to send files to the printer using FTP command



(1) C:¥aaa>ftp▲ ***.***.***.***(IP) (▲stands for a space.) (¥ stands for a backslash)

(2) ftp>bin (Set transfer mode to BINARY.)

(3) ftp>put▲ (Copy & paste the print file here.)

Note: Enter a password if it has been set. (The password entered is not displayed.

If you have not set a password, just press Enter.

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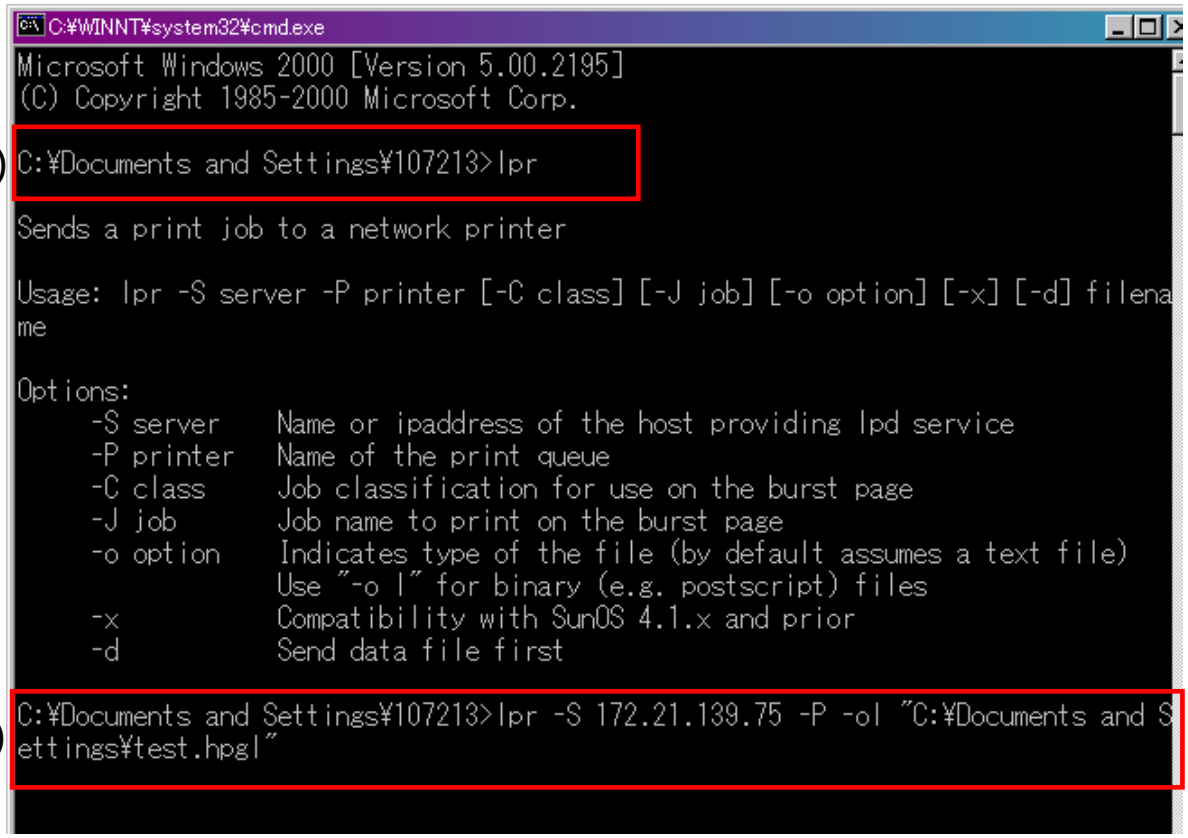
How to send a file to printer using print command

(1)

(2)



(1) C:¥aaa>lpr

(2) C:¥aaa>lpr▲-S▲***.***.***.***(IP) ▲-P▲-ol(small letter “l”) ▲(Copy & paste the file here.)

Note: (▲stands for a space.) (¥ stands for a backslash)

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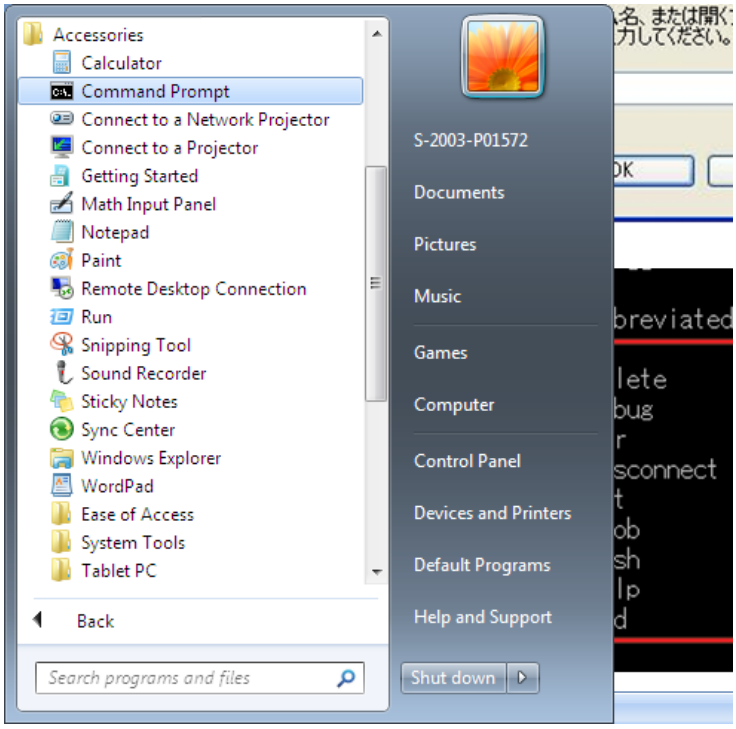
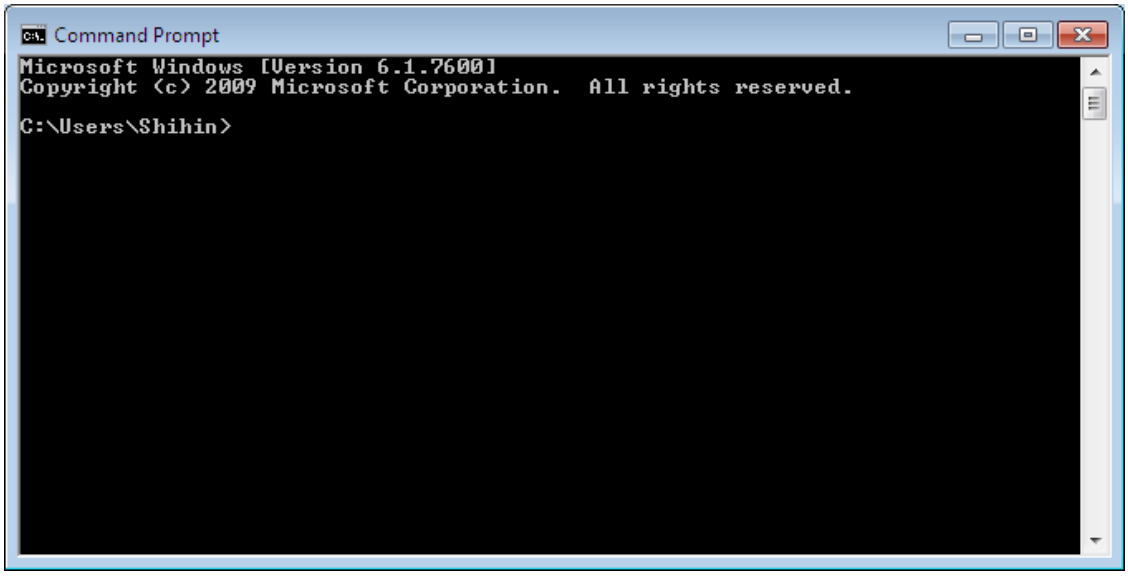
How to start Command Prompt

There are 3 ways to start Command Prompt.

(1) From [Start] menu, choose [Programs]-[Accessory]-[Command Prompt].



(2) From [Start] menu, choose [Run...]. Enter “cmd,” and then press [OK].



(3) Press the Windows key + R key, and enter ”cmd”, and then press [OK].
* This is the quickest way to start Command Prompt of all 3 ways above.

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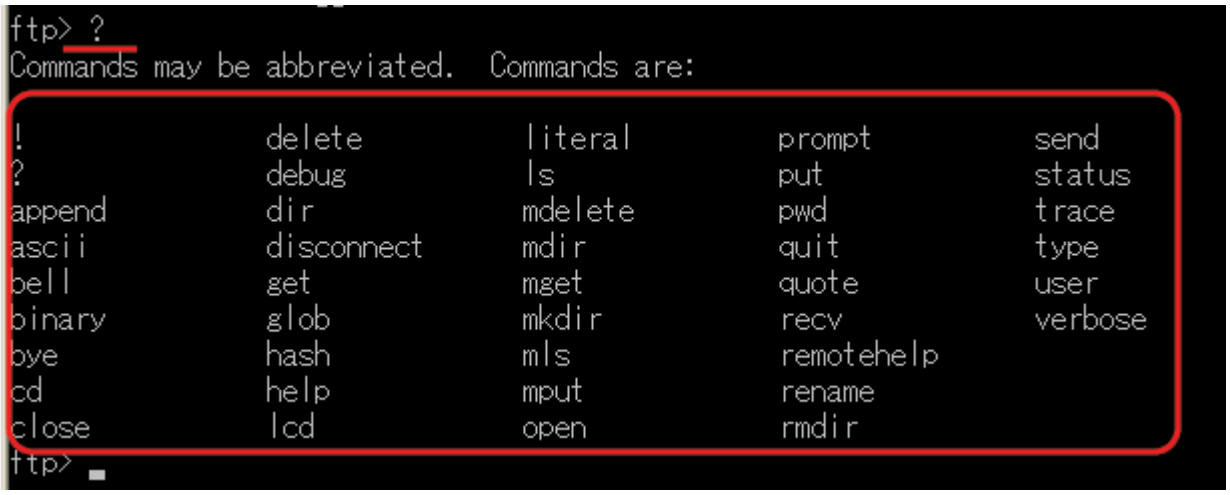
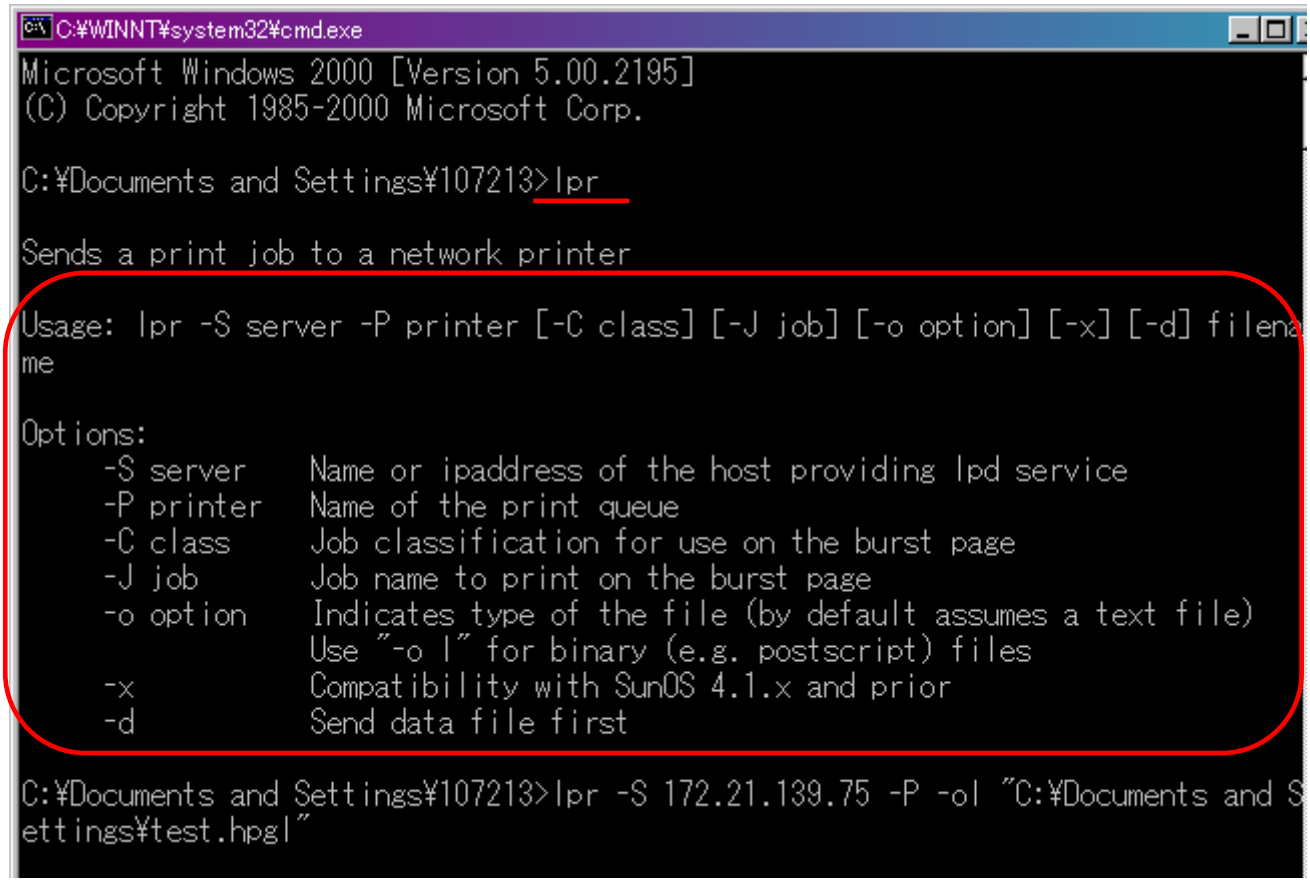
(2) Commands

You can use commands available for ftp.
This section describes commonly-used commands.
Use ”help” command to see the command list, and “?” command to see the details.



Enter only "lpr" to see a list of parameters.



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Chapter 6. Appendix

Appendix

6.1 List of supported software for each model

○: Supported Grayout: Not supported

Software	W6400PG	W6400D	W8400PG	W8400D
Printer Driver (98)	○	○	○	○
Printer Driver (NT)	○	○	○	○
Printer Driver (x32:2K-7,SV2003-2008)	○	○	○	○
Printer Driver (x64:XP-7,SV2003-2008)	○	○	○	○
Printer Driver (OS9)	○	○	○	○
Printer Driver (OS10.2.8-10.4)	○	○	○	○
Printer Driver (OS10.5-10.6)	○	○	○	○
Printer Driver (OS10.3.9-10.6)				
HDI Driver (98)	○	○	○	○
HDI Driver (x32)	○	○	○	○
HDI Driver (x64)	○	○	○	○
Print Plug-In for Photoshop(x32)	○		○	
Print Plug-In for Photoshop/DPP(x32)				
Plug-In for Photoshop CS3(x32)	○		○	
Plug-In for Photoshop CS4(x32)	○		○	
Plug-In for Digital Photo Professional(x64)				
Plug-In for Photoshop(OS9)	○		○	
Print Plug-In for Photoshop/DPP(OS10.3-10.5.x)	○		○	
Plug-In for Photoshop CS3(OS10.3-10.5)	○		○	
Plug-In for Photoshop CS4(OS10.3-10.5)	○		○	
MCT(98)	○	○	○	○
MCT(x32)	○	○	○	○
MCT(x64)	○	○	○	○
MCT(OS9)	○	○	○	○
MCT(OS10.2.8-10.5)	○	○	○	○
MCT(OS10.3.9-10.6/10.5-10.6)	○	○	○	○
MIF JP (Windows)				
MIF US (Windows)				
MIF EU (Windows)				
MIF JP (Mac)				
MIF US (Mac)				
MIF EU (Mac)				
ICC Profile(Windows)				
ICC Profile (MacOSX)				
ExtraKit (OS10.2.8-10.4)	○	○	○	○

ExtraKit (OS10.5)				
ExtraKit (OS10.3.9-10.5)				
iRC Enlargement Copy (OS10.3.9-10.6)				
Profile for iRC Enlargement Copy (Windows)	○	○	○	○
Profile for iRC Enlargement Copy (OS10.3.9-10.5)	○	○	○	○
Print Plug-In for Office (x32)				
LSCT(x32)				
LSCT(x64)				
LSMT(x32)				
LSMT(OS10.3.9-10.5)				
IEEE1394 Driver for Win (x32)	○	○	○	○
IEEE1394 Driver for Win (x64)	○	○	○	○
Status Monitor (x32)	○	○	○	○
Status Monitor (x64)	○	○	○	○
imagePROGRAF Device Setup Utility (x32,x64)	○	○	○	○
Digital Photo Front-Access (x32)	○	○	○	○
PosterArtist2008 Trial (x32)	○	○	○	○
PosterArtist2008 Updater (x32)	○	○	○	○
PosterArtist2009 Updater (x32)	○	○	○	○
PosterArtist2009(Win7) Updater (x32)	○	○	○	○
PosterArtist2009CHN Updater (x32)	○	○	○	○
FUT (NT)	○	○	○	○
FUT (98)	○	○	○	○
FUT (x32)	○	○	○	○
FUT (x64)	○	○	○	○
FUT (OS9)	○	○	○	○
FUT (OS10.2-10.5)	○	○	○	○
FUT (OS10.6)	○	○	○	○

Software	iPF500	iPF600	iPF700	iPF510	iPF610	iPF710
Printer Driver (98)	○	○	○			
Printer Driver (NT)						
Printer Driver (x32:2K-7,SV2003-2008)	○	○	○	○	○	○
Printer Driver (x64:XP-7,SV2003-2008)	○	○	○	○	○	○
Printer Driver (OS9)	○	○	○	○	○	○
Printer Driver (OS10.2.8-10.4)	○	○	○	○	○	○
Printer Driver (OS10.5-10.6)	○	○	○			
Printer Driver (OS10.3.9-10.6)				○	○	○
HDI Driver (98)	○	○	○			
HDI Driver (x32)	○	○	○	○	○	○
HDI Driver (x64)	○	○	○	○	○	○
Print Plug-In for Photoshop(x32)						
Print Plug-In for Photoshop/DPP(x32)						
Plug-In for Photoshop CS3(x32)						
Plug-In for Photoshop CS4(x32)						
Plug-In for Digital Photo Professional(x64)						
Plug-In for Photoshop(OS9)						
Print Plug-In for Photoshop/DPP(OS10.3-10.5.x)						
Plug-In for Photoshop CS3(OS10.3-10.5)						
Plug-In for Photoshop CS4(OS10.3-10.5)						
MCT(98)	○	○	○			
MCT(x32)	○	○	○	○	○	○
MCT(x64)	○	○	○	○	○	○
MCT(OS9)	○	○	○	○	○	○
MCT(OS10.2.8-10.5)	○	○	○	○	○	○
MCT(OS10.3.9-10.6/10.5-10.6)	○	○	○	○	○	○
MIF JP (Windows)						
MIF US (Windows)						
MIF EU (Windows)						
MIF JP (Mac)						
MIF US (Mac)						
MIF EU (Mac)						
ICC Profile(Windows)				○	○	○
ICC Profile (MacOSX)				○	○	○
ExtraKit (OS10.2.8-10.4)	○	○	○	○	○	○

ExtraKit (OS10.5)						
ExtraKit (OS10.3.9-10.5)						
iRC Enlargement Copy (OS10.3.9-10.6)						
Profile for iRC Enlargement Copy (Windows)	○	○	○	○	○	○
Profile for iRC Enlargement Copy (OS10.3.9-10.5)	○	○	○	○	○	○
Print Plug-In for Office (x32)				○	○	○
LSCT(x32)						
LSCT(x64)						
LSMT(x32)						
LSMT(OS10.3.9-10.5)						
IEEE1394 Driver for Win (x32)	○	○	○	○	○	○
IEEE1394 Driver for Win (x64)	○	○	○	○	○	○
Status Monitor (x32)	○	○	○	○	○	○
Status Monitor (x64)	○	○	○	○	○	○
imagePROGRAF Device Setup Utility (x32,x64)	○	○	○	○	○	○
Digital Photo Front-Access (x32)	○	○	○	○	○	○
PosterArtist2008 Trial (x32)	○	○	○	○	○	○
PosterArtist2008 Updater (x32)	○	○	○	○	○	○
PosterArtist2009 Updater (x32)	○	○	○	○	○	○
PosterArtist2009(Win7) Updater (x32)	○	○	○	○	○	○
PosterArtist2009CHN Updater (x32)	○	○	○	○	○	○
FUT (NT)						
FUT (98)	○	○	○			
FUT (x32)	○	○	○	○	○	○
FUT (x64)	○	○	○	○	○	○
FUT (OS9)	○	○	○	○	○	○
FUT (OS10.2-10.5)	○	○	○	○	○	○
FUT (OS10.6)	○	○	○	○	○	○

Software	iPF605	iPF720	iPF650
Printer Driver (98)			
Printer Driver (NT)			
Printer Driver (x32:2K-7,SV2003-2008)	○	○	○
Printer Driver (x64:XP-7,SV2003-2008)	○	○	○
Printer Driver (OS9)			
Printer Driver (OS10.2.8-10.4)	○	○	
Printer Driver (OS10.5-10.6)			
Printer Driver (OS10.3.9-10.6)	○	○	○
HDI Driver (98)			
HDI Driver (x32)	○	○	○
HDI Driver (x64)	○	○	○
Print Plug-In for Photoshop(x32)			
Print Plug-In for Photoshop/DPP(x32)			
Plug-In for Photoshop CS3(x32)			
Plug-In for Photoshop CS4(x32)			
Plug-In for Digital Photo Professional(x64)			
Plug-In for Photoshop(OS9)			
Print Plug-In for Photoshop/DPP(OS10.3-10.5.x)			
Plug-In for Photoshop CS3(OS10.3-10.5)			
Plug-In for Photoshop CS4(OS10.3-10.5)			
MCT(98)			
MCT(x32)	○	○	○
MCT(x64)	○	○	○
MCT(OS9)			
MCT(OS10.2.8-10.5)	○	○	
MCT(OS10.3.9-10.6/10.5-10.6)	○	○	○
MIF JP (Windows)			○
MIF US (Windows)			○
MIF EU (Windows)			○
MIF JP (Mac)			○
MIF US (Mac)			○
MIF EU (Mac)			○
ICC Profile(Windows)	○	○	○

ICC Profile (MacOSX)	○	○	○
ExtraKit (OS10.2.8-10.4)	○	○	
ExtraKit (OS10.5)			
ExtraKit (OS10.3.9-10.5)			
iRC Enlargement Copy (OS10.3.9-10.6)			○
Profile for iRC Enlargement Copy (Windows)	○	○	○
Profile for iRC Enlargement Copy (OS10.3.9-10.5)	○	○	○
Print Plug-In for Office (x32)	○	○	○
LSCT(x32)			
LSCT(x64)			
LSMT(x32)			
LSMT(OS10.3.9-10.5)			
IEEE1394 Driver for Win (x32)	○	○	
IEEE1394 Driver for Win (x64)	○	○	
Status Monitor (x32)	○	○	○
Status Monitor (x64)	○	○	○
imagePROGRAF Device Setup Utility (x32,x64)	○	○	○
Digital Photo Front-Access (x32)	○	○	○
PosterArtist2008 Trial (x32)	○	○	○
PosterArtist2008 Updater (x32)	○	○	○
PosterArtist2009 Updater (x32)	○	○	○
PosterArtist2009(Win7) Updater (x32)	○	○	○
PosterArtist2009CHN Updater (x32)	○	○	○
FUT (NT)			
FUT (98)			
FUT (x32)	○	○	○
FUT (x64)	○	○	○
FUT (OS9)			
FUT (OS10.2-10.5)	○	○	○
FUT (OS10.6)	○	○	○

Software	iPF655	iPF750	iPF755	iPF810	iPF820
Printer Driver (98)					
Printer Driver (NT)					
Printer Driver (x32:2K-7,SV2003-2008)	○	○	○	○	○
Printer Driver (x64:XP-7,SV2003-2008)	○	○	○	○	○
Printer Driver (OS9)					
Printer Driver (OS10.2.8-10.4)				○	○
Printer Driver (OS10.5-10.6)					
Printer Driver (OS10.3.9-10.6)	○	○	○	○	○
HDI Driver (98)					
HDI Driver (x32)	○	○	○	○	○
HDI Driver (x64)	○	○	○	○	○
Print Plug-In for Photoshop(x32)					
Print Plug-In for Photoshop/DPP(x32)					
Plug-In for Photoshop CS3(x32)					
Plug-In for Photoshop CS4(x32)					
Plug-In for Digital Photo Professional(x64)					
Plug-In for Photoshop(OS9)					
Print Plug-In for Photoshop/DPP(OS10.3-10.5.x)					
Plug-In for Photoshop CS3(OS10.3-10.5)					
Plug-In for Photoshop CS4(OS10.3-10.5)					
MCT(98)					
MCT(x32)	○	○	○	○	○
MCT(x64)	○	○	○	○	○
MCT(OS9)					
MCT(OS10.2.8-10.5)				○	○
MCT(OS10.3.9-10.6/10.5-10.6)	○	○	○	○	○
MIF JP (Windows)	○	○	○	○	○
MIF US (Windows)	○	○	○	○	○
MIF EU (Windows)	○	○	○	○	○
MIF JP (Mac)	○	○	○	○	○
MIF US (Mac)	○	○	○	○	○
MIF EU (Mac)	○	○	○	○	○

ICC Profile(Windows)	○	○	○	○	○
ICC Profile (MacOSX)	○	○	○	○	○
ExtraKit (OS10.2.8-10.4)				○	○
ExtraKit (OS10.5)					
ExtraKit (OS10.3.9-10.5)					
iRC Enlargement Copy (OS10.3.9-10.6)	○	○	○		
Profile for iRC Enlargement Copy (Windows)	○	○	○	○	○
Profile for iRC Enlargement Copy (OS10.3.9-10.5)	○	○	○	○	○
Print Plug-In for Office (x32)	○	○	○	○	○
LSCT(x32)					
LSCT(x64)					
LSMT(x32)					
LSMT(OS10.3.9-10.5)					
IEEE1394 Driver for Win (x32)				○	○
IEEE1394 Driver for Win (x64)				○	○
Status Monitor (x32)	○	○	○	○	○
Status Monitor (x64)	○	○	○	○	○
imagePROGRAF Device Setup Utility (x32,x64)	○	○	○	○	○
Digital Photo Front-Access (x32)	○	○	○	○	○
PosterArtist2008 Trial (x32)	○	○	○	○	○
PosterArtist2008 Updater (x32)	○	○	○	○	○
PosterArtist2009 Updater (x32)	○	○	○	○	○
PosterArtist2009(Win7) Updater (x32)	○	○	○	○	○
PosterArtist2009CHN Updater (x32)	○	○	○	○	○
FUT (NT)					
FUT (98)					
FUT (x32)	○	○	○	○	○
FUT (x64)	○	○	○	○	○
FUT (OS9)					
FUT (OS10.2-10.5)	○	○	○	○	○
FUT (OS10.6)	○	○	○	○	○

Software	iPF6000S	iPF8000S	iPF9000S
Printer Driver (98)			
Printer Driver (NT)			
Printer Driver (x32:2K-7,SV2003-2008)	○	○	○
Printer Driver (x64:XP-7,SV2003-2008)	○	○	○
Printer Driver (OS9)		○	○
Printer Driver (OS10.2.8-10.4)	○	○	○
Printer Driver (OS10.5-10.6)			
Printer Driver (OS10.3.9-10.6)	○	○	○
HDI Driver (98)			
HDI Driver (x32)			
HDI Driver (x64)			
Print Plug-In for Photoshop(x32)			
Print Plug-In for Photoshop/DPP(x32)	○	○	○
Plug-In for Photoshop CS3(x32)	○	○	○
Plug-In for Photoshop CS4(x32)	○	○	○
Plug-In for Digital Photo Professional(x64)	○	○	○
Plug-In for Photoshop(OS9)		○	○
Print Plug-In for Photoshop/DPP(OS10.3-10.5.x)	○	○	○
Plug-In for Photoshop CS3(OS10.3-10.5)			
Plug-In for Photoshop CS4(OS10.3-10.5)	○	○	○
MCT(98)			
MCT(x32)	○	○	○
MCT(x64)	○	○	○
MCT(OS9)		○	○
MCT(OS10.2.8-10.5)	○	○	○
MCT(OS10.3.9-10.6/10.5-10.6)	○	○	○
MIF JP (Windows)			
MIF US (Windows)			
MIF EU (Windows)			
MIF JP (Mac)			
MIF US (Mac)			

MIF EU (Mac)			
ICC Profile(Windows)	○	○	○
ICC Profile (MacOSX)	○	○	○
ExtraKit (OS10.2.8-10.4)	○	○	○
ExtraKit (OS10.5)			
ExtraKit (OS10.3.9-10.5)			
iRC Enlargement Copy (OS10.3.9-10.6)			
Profile for iRC Enlargement Copy (Windows)	○	○	○
Profile for iRC Enlargement Copy (OS10.3.9-10.5)	○	○	○
Print Plug-In for Office (x32)	○	○	○
LSCT(x32)	○	○	○
LSCT(x64)	○	○	○
LSMT(x32)	○	○	○
LSMT(OS10.3.9-10.5)	○		
IEEE1394 Driver for Win (x32)		○	○
IEEE1394 Driver for Win (x64)		○	○
Status Monitor (x32)	○	○	○
Status Monitor (x64)	○	○	○
imagePROGRAF Device Setup Utility (x32,x64)	○	○	○
Digital Photo Front-Access (x32)	○	○	○
PosterArtist2008 Trial (x32)	○	○	○
PosterArtist2008 Updater (x32)	○	○	○
PosterArtist2009 Updater (x32)	○	○	○
PosterArtist2009(Win7) Updater (x32)	○	○	○
PosterArtist2009CHN Updater (x32)	○	○	○
FUT (NT)			
FUT (98)			
FUT (x32)	○	○	○
FUT (x64)	○	○	○
FUT (OS9)		○	○
FUT (OS10.2-10.5)	○	○	○
FUT (OS10.6)	○	○	○

Software	iPF5000	iPF8000	iPF9000	iPF5100	iPF6100
Printer Driver (98)	○	○	○		
Printer Driver (NT)					
Printer Driver (x32:2K-7,SV2003-2008)	○	○	○	○	○
Printer Driver (x64:XP-7,SV2003-2008)	○	○	○	○	○
Printer Driver (OS9)	○	○	○	○	○
Printer Driver (OS10.2.8-10.4)	○	○	○	○	○
Printer Driver (OS10.5-10.6)	○	○	○		
Printer Driver (OS10.3.9-10.6)				○	○
HDI Driver (98)					
HDI Driver (x32)					
HDI Driver (x64)					
Print Plug-In for Photoshop(x32)		○	○		
Print Plug-In for Photoshop/DPP(x32)	○			○	○
Plug-In for Photoshop CS3(x32)	○	○	○	○	○
Plug-In for Photoshop CS4(x32)	○	○	○	○	○
Plug-In for Digital Photo Professional(x64)	○			○	○
Plug-In for Photoshop(OS9)	○	○	○	○	○
Print Plug-In for Photoshop/DPP(OS10.3-10.5.x)	○	○	○	○	○
Plug-In for Photoshop CS3(OS10.3-10.5)	○	○	○		
Plug-In for Photoshop CS4(OS10.3-10.5)	○	○	○	○	○
MCT(98)	○	○	○		
MCT(x32)	○	○	○	○	○
MCT(x64)	○	○	○	○	○
MCT(OS9)	○	○	○	○	○
MCT(OS10.2.8-10.5)	○	○	○	○	○
MCT(OS10.3.9-10.6/10.5-10.6)	○	○	○	○	○
MIF JP (Windows)					
MIF US (Windows)					
MIF EU (Windows)					
MIF JP (Mac)					

MIF US (Mac)					
MIF EU (Mac)					
ICC Profile(Windows)				○	○
ICC Profile (MacOSX)				○	○
ExtraKit (OS10.2.8-10.4)	○	○	○	○	○
ExtraKit (OS10.5)					
ExtraKit (OS10.3.9-10.5)					
iRC Enlargement Copy (OS10.3.9-10.6)					
Profile for iRC Enlargement Copy (Windows)	○	○	○	○	○
Profile for iRC Enlargement Copy (OS10.3.9-10.5)	○	○	○	○	○
Print Plug-In for Office (x32)				○	○
LSCT(x32)				○	○
LSCT(x64)				○	○
LSMT(x32)				○	○
LSMT(OS10.3.9-10.5)				○	○
IEEE1394 Driver for Win (x32)	○	○	○	○	○
IEEE1394 Driver for Win (x64)	○	○	○	○	○
Status Monitor (x32)	○	○	○	○	○
Status Monitor (x64)	○	○	○	○	○
imagePROGRAF Device Setup Utility (x32,x64)	○	○	○	○	○
Digital Photo Front-Access (x32)	○	○	○	○	○
PosterArtist2008 Trial (x32)	○	○	○	○	○
PosterArtist2008 Updater (x32)	○	○	○	○	○
PosterArtist2009 Updater (x32)	○	○	○	○	○
PosterArtist2009(Win7) Updater (x32)	○	○	○	○	○
PosterArtist2009CHN Updater (x32)	○	○	○	○	○
FUT (NT)					
FUT (98)	○	○	○		
FUT (x32)	○	○	○	○	○
FUT (x64)	○	○	○	○	○
FUT (OS9)	○	○	○	○	○
FUT (OS10.2-10.5)	○	○	○	○	○
FUT (OS10.6)	○	○	○	○	○

Software	iPF8100	iPF9100	iPF6200
Printer Driver (98)			
Printer Driver (NT)			
Printer Driver (x32:2K-7,SV2003-2008)	○	○	○
Printer Driver (x64:XP-7,SV2003-2008)	○	○	○
Printer Driver (OS9)	○	○	
Printer Driver (OS10.2.8-10.4)	○	○	○
Printer Driver (OS10.5-10.6)			
Printer Driver (OS10.3.9-10.6)	○	○	○
HDI Driver (98)			
HDI Driver (x32)			
HDI Driver (x64)			
Print Plug-In for Photoshop(x32)			
Print Plug-In for Photoshop/DPP(x32)	○	○	○
Plug-In for Photoshop CS3(x32)	○	○	○
Plug-In for Photoshop CS4(x32)	○	○	○
Plug-In for Digital Photo Professional(x64)	○	○	○
Plug-In for Photoshop(OS9)	○	○	
Print Plug-In for Photoshop/DPP(OS10.3-10.5.x)	○	○	○
Plug-In for Photoshop CS3(OS10.3-10.5)			
Plug-In for Photoshop CS4(OS10.3-10.5)	○	○	○
MCT(98)			
MCT(x32)	○	○	○
MCT(x64)	○	○	○
MCT(OS9)	○	○	
MCT(OS10.2.8-10.5)	○	○	○
MCT(OS10.3.9-10.6/10.5-10.6)	○	○	○
MIF JP (Windows)			
MIF US (Windows)			
MIF EU (Windows)			

MIF JP (Mac)			
MIF US (Mac)			
MIF EU (Mac)			
ICC Profile(Windows)	○	○	○
ICC Profile (MacOSX)	○	○	○
ExtraKit (OS10.2.8-10.4)	○	○	○
ExtraKit (OS10.5)			
ExtraKit (OS10.3.9-10.5)			
iRC Enlargement Copy (OS10.3.9-10.6)			
Profile for iRC Enlargement Copy (Windows)	○	○	○
Profile for iRC Enlargement Copy (OS10.3.9-10.5)	○	○	○
Print Plug-In for Office (x32)	○	○	○
LSCT(x32)	○	○	○
LSCT(x64)	○	○	○
LSMT(x32)	○	○	○
LSMT(OS10.3.9-10.5)	○	○	○
IEEE1394 Driver for Win (x32)	○	○	
IEEE1394 Driver for Win (x64)	○	○	
Status Monitor (x32)	○	○	○
Status Monitor (x64)	○	○	○
imagePROGRAF Device Setup Utility (x32,x64)	○	○	○
Digital Photo Front-Access (x32)	○	○	○
PosterArtist2008 Trial (x32)	○	○	○
PosterArtist2008 Updater (x32)	○	○	○
PosterArtist2009 Updater (x32)	○	○	○
PosterArtist2009(Win7) Updater (x32)	○	○	○
PosterArtist2009CHN Updater (x32)	○	○	○
FUT (NT)			
FUT (98)			
FUT (x32)	○	○	○
FUT (x64)	○	○	○
FUT (OS9)	○	○	
FUT (OS10.2-10.5)	○	○	○
FUT (OS10.6)	○	○	○

Software	iPF6300	iPF6350	iPF8300
Printer Driver (98)			
Printer Driver (NT)			
Printer Driver (x32:2K-7,SV2003-2008)	○	○	○
Printer Driver (x64:XP-7,SV2003-2008)	○	○	○
Printer Driver (OS9)			
Printer Driver (OS10.2.8-10.4)			
Printer Driver (OS10.5-10.6)			
Printer Driver (OS10.3.9-10.6)	○	○	○
HDI Driver (98)			
HDI Driver (x32)			
HDI Driver (x64)			
Print Plug-In for Photoshop(x32)			
Print Plug-In for Photoshop/DPP(x32)	○	○	○
Plug-In for Photoshop CS3(x32)			
Plug-In for Photoshop CS4(x32)			
Plug-In for Digital Photo Professional(x64)	○	○	○
Plug-In for Photoshop(OS9)			
Print Plug-In for Photoshop/DPP(OS10.3-10.5.x)	○	○	○
Plug-In for Photoshop CS3(OS10.3-10.5)			
Plug-In for Photoshop CS4(OS10.3-10.5)			
MCT(98)			
MCT(x32)	○	○	○
MCT(x64)	○	○	○
MCT(OS9)			
MCT(OS10.2.8-10.5)			
MCT(OS10.3.9-10.6/10.5-10.6)	○	○	○
MIF JP (Windows)			

MIF US (Windows)			
MIF EU (Windows)			
MIF JP (Mac)			
MIF US (Mac)			
MIF EU (Mac)			
ICC Profile(Windows)	○	○	○
ICC Profile (MacOSX)	○	○	○
ExtraKit (OS10.2.8-10.4)			
ExtraKit (OS10.5)			
ExtraKit (OS10.3.9-10.5)			
iRC Enlargement Copy (OS10.3.9-10.6)	○	○	○
Profile for iRC Enlargement Copy (Windows)	○	○	○
Profile for iRC Enlargement Copy (OS10.3.9-10.5)	○	○	○
Print Plug-In for Office (x32)	○	○	○
LSCT(x32)			
LSCT(x64)			
LSMT(x32)			
LSMT(OS10.3.9-10.5)			
IEEE1394 Driver　for Win (x32)			
IEEE1394 Driver　for Win (x64)			
Status Monitor (x32)	○	○	○
Status Monitor (x64)	○	○	○
imagePROGRAF Device Setup Utility (x32,x64)	○	○	○
Digital Photo Front-Access (x32)	○	○	○
PosterArtist2008 Trial (x32)	○	○	○
PosterArtist2008 Updater (x32)	○	○	○
PosterArtist2009 Updater (x32)	○	○	○
PosterArtist2009(Win7) Updater (x32)	○	○	○
PosterArtist2009CHN Updater (x32)	○	○	○
FUT (NT)			
FUT (98)			
FUT (x32)	○	○	○
FUT (x64)	○	○	○
FUT (OS9)			
FUT (OS10.2-10.5)	○	○	○
FUT (OS10.6)	○	○	○

Indexes by phenomenon

6.2 List of models

2005 model	Supported ink color	Supported paper size	2006 model	Supported ink color	Supported paper size	2007 model	Supported ink color	Supported paper size
W6400	6 color	24 inch	iPF500	5 color	17 inch	iPF510	5 color	17 inch
W8400	6 color	44 inch	iPF600	5 color	24 inch	iPF610	5 color	24 inch
W6400D	6 color	24 inch	iPF700	5 color	36 inch	iPF710	5 color	36 inch
W8400D	6 color	44 inch	iPF5000	12 color	17 inch	iPF5100	12 color	17 inch
			iPF8000	12 color	44 inch	iPF6100	12 color	24 inch
			iPF9000	12 color	60 inch	iPF8100	12 color	44 inch
						iPF8000S	8 color	44 inch
						iPF9000S	8 color	60 inch
						LP17	5 color	17 inch
						LP24	5 color	24 inch
						iPF8010S	8 color	44 inch
						iPF9010S	8 color	60 inch
						iPF9110	12 color	60 inch

2008 model	Supported ink color	Supported paper size	2009 model	Supported ink color	Supported paper size	2010 model	Supported ink color	Supported paper size
iPF605	5 color	24 inch	iPF650	5 color	24 inch	iPF6300	12 color	24 inch
iPF605L	5 color	24 inch	iPF655	5 color	24 inch	iPF6350	12 color	24 inch
iPF720	5 color	36 inch	iPF750	5 color	36 inch	iPF8300	12 color	44 inch
iPF6000S	8 color	24 inch	iPF755	5 color	36 inch	iPF8310	12 color	44 inch
iPF6200	12 color	24 inch						
iPF810	5 color	44 inch						

Indexes by phenomenon

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