



# Windows

**UFR II/UFRII LT/LIPSLX/CARPS2/PCL6 V4 Printer Driver**

# Installation Guide

# Contents

<b>Introduction</b> .....	2
<b>How to Use the Manual</b> .....	3
Notations Used in the Manual .....	4
<b>Disclaimers</b> .....	5
<b>Copyright</b> .....	6
<b>Trademarks</b> .....	7
<b>About This Driver</b> .....	9
<b>Before Use</b> .....	12
<b>Pre-installation Check</b> .....	14
<b>System Requirements</b> .....	15
<b>Notes and Warnings Regarding Installation</b> .....	16
<b>About the Readme File</b> .....	17
<b>Installing the Driver</b> .....	19
<b>Installing by Discovering Devices on a Network</b> .....	20
<b>Installing by Specifying a Port or IP Address</b> .....	25
<b>Installing by USB Connection</b> .....	30
<b>Installing by Specifying an inf File</b> .....	33
<b>Changing Settings to Match the Usage Environment</b> .....	36
<b>Using a Shared Printer</b> .....	37
Installing as a Print Server .....	38
Setting up Clients of a Shared Printer .....	40
<b>Changing the Port</b> .....	43
<b>Making the Device Functions Usable</b> .....	47
<b>Updating/Uninstalling the Driver</b> .....	51
<b>Updating the Driver</b> .....	52
<b>Uninstalling the Driver</b> .....	54
<b>Printing</b> .....	58
<b>Printing from a Desktop App</b> .....	59
<b>Printing from a Store App</b> .....	62
<b>How to Refer to the Help</b> .....	68
<b>Troubleshooting</b> .....	71
<b>Cannot discover a device on a network</b> .....	72

<b>Icon of the device is not displayed after installation .....</b>	<b>74</b>
<b>The Windows standard print settings screen is displayed .....</b>	<b>75</b>
<b>Print settings return to their defaults after updating the driver .....</b>	<b>78</b>

# Introduction

<b>Introduction</b> .....	2
<b>How to Use the Manual</b> .....	3
Notations Used in the Manual .....	4
<b>Disclaimers</b> .....	5
<b>Copyright</b> .....	6
<b>Trademarks</b> .....	7

# Introduction

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- ▶ **How to Use the Manual(P. 3)**
- ▶ **Disclaimers(P. 5)**
- ▶ **Copyright(P. 6)**
- ▶ **Trademarks(P. 7)**

## How to Use the Manual

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

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

# Notations Used in the Manual

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This explains symbols and settings used in this manual.

## Symbols Used in This Manual

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



### IMPORTANT

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



### NOTE

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

## About Settings

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

Example:

[Print]

[OK]

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# About This Driver

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

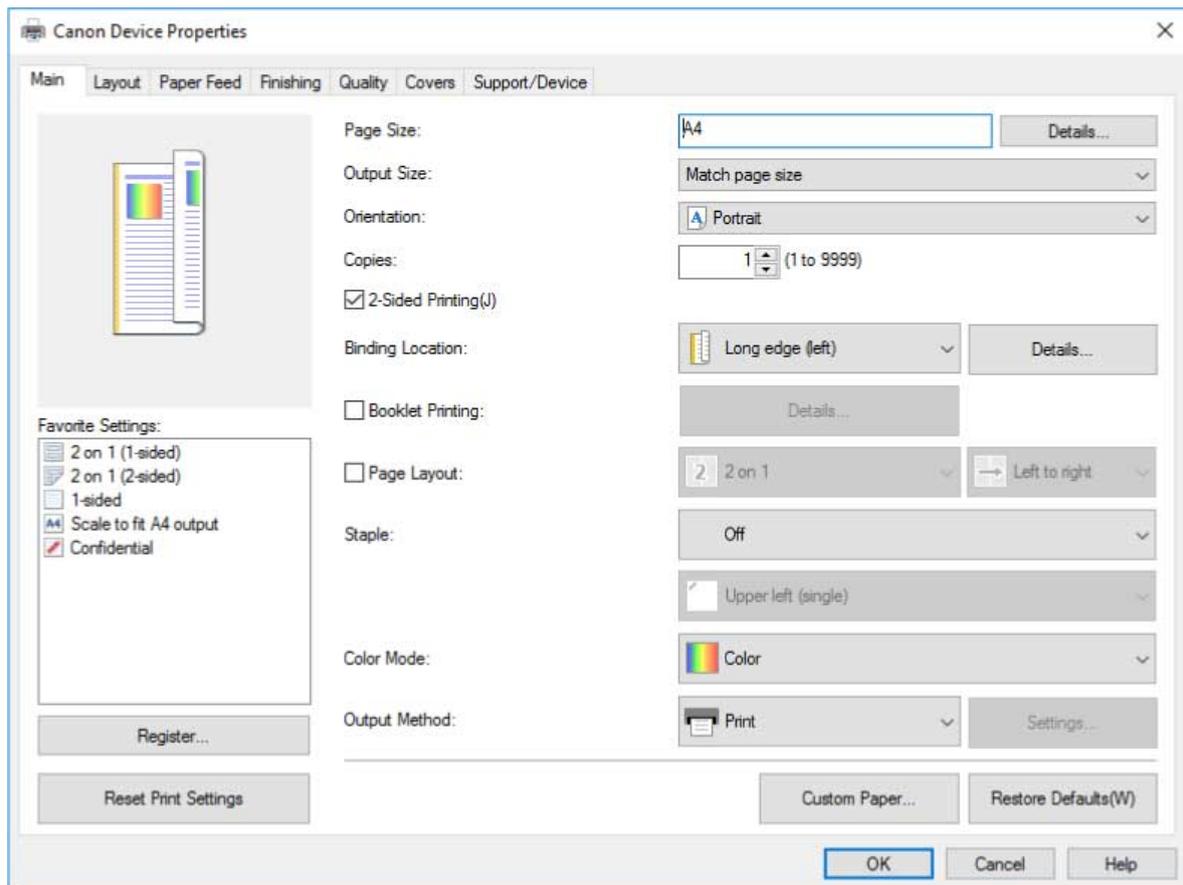
## About This Driver

This driver enables you to display the print settings screen of drivers that support Windows Store apps and desktop apps, and use the print functions of Canon devices.

In this manual, Windows Store apps and Windows apps are referred to as store apps.

### Printing from a Desktop App

The following print settings screen is displayed when you print from desktop apps.

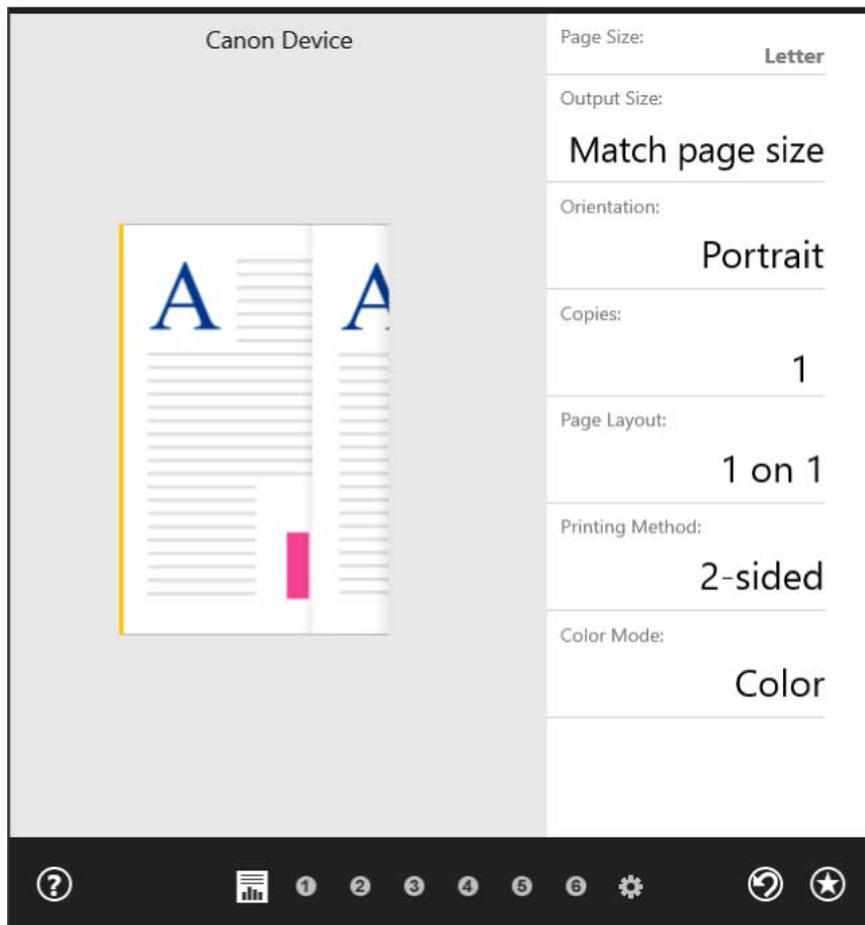


#### NOTE

- For details about print settings from desktop apps, refer to the user's guide for the V4 printer driver.

### Printing from a Store App

The following print settings screen is displayed when you print from store apps.

**NOTE**

- The functions required to print from store apps are automatically installed from the Windows Store after the driver is installed. The print settings screen can be displayed by clicking [More settings] from the print screen of a store app.
- For details about the print settings from store apps, refer to "Canon Office Printer Utility Help."

## Related Topics

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- ▶ [Printing from a Desktop App\(P. 59\)](#)
- ▶ [Printing from a Store App\(P. 62\)](#)
- ▶ [How to Refer to the Help\(P. 68\)](#)

# Before Use

**Before Use** ..... 12

## Before Use

---

- The newest driver software is posted on the Canon web site. Please verify the operating environment etc. and download the appropriate software as required.  
Canon Global Site: <http://www.canon.com/>
- The functions that you can use may vary according to the following conditions.
  - The device you are using and its settings
  - The firmware version of the device
  - The option structure
  - The driver version
  - The computer environment you are using
- The screen content, procedures, etc. displayed and described in the manual may differ from those actually displayed.
- In this manual, examples using Windows 10 (64-bit version) are explained.

# Pre-installation Check

<b>Pre-installation Check</b> .....	14
<b>System Requirements</b> .....	15
<b>Notes and Warnings Regarding Installation</b> .....	16
<b>About the Readme File</b> .....	17

## Pre-installation Check

---

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

- ▶ **System Requirements(P. 15)**
- ▶ **Notes and Warnings Regarding Installation(P. 16)**
- ▶ **About the Readme File(P. 17)**

# System Requirements

---

This driver can be used with the following systems and environments.

## Operating Systems

- Windows 10
- Windows 8.1
- Windows Server 2016
- Windows Server 2012 R2



### NOTE

- Windows 10, running on desktop computers only.

## Hardware

- Any computer that is guaranteed to run the above operating systems

## Notes and Warnings Regarding Installation

---

Take care of the following items when installing.

- If a screen requiring you to allow changes to the computer is displayed, allow the changes.
- If a Windows Security screen indicating that the publisher of the driver cannot be verified is displayed, allow installation.
- If the icon of the device is not displayed in [Devices and Printers] when installation is complete, there could be a problem with the screen or installation state. Refer to Troubleshooting to have the icon of the device displayed.

### Related Topics

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- ▶ [Installing by Discovering Devices on a Network\(P. 20\)](#)
- ▶ [Installing by Specifying a Port or IP Address\(P. 25\)](#)
- ▶ [Installing by USB Connection\(P. 30\)](#)
- ▶ [Installing by Specifying an inf File\(P. 33\)](#)
- ▶ [Icon of the device is not displayed after installation\(P. 74\)](#)

## About the Readme File

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Restrictions and precautions when installing drivers or using drivers are written in the Readme file.

The Readme file is stored under the following name in the folder of the downloaded driver.

Readme\_en.hta

Also, if you are installing using the installer, you can refer to the screen for checking the CANON SOFTWARE LICENSE AGREEMENT.

# Installing the Driver

<b>Installing the Driver</b> .....	19
<b>Installing by Discovering Devices on a Network</b> .....	20
<b>Installing by Specifying a Port or IP Address</b> .....	25
<b>Installing by USB Connection</b> .....	30
<b>Installing by Specifying an inf File</b> .....	33

## Installing the Driver

---

Select the installation method suitable to the connection method and environment of the device you are using.

- ▶ **Installing by Discovering Devices on a Network(P. 20)**
- ▶ **Installing by Specifying a Port or IP Address(P. 25)**
- ▶ **Installing by USB Connection(P. 30)**
- ▶ **Installing by Specifying an inf File(P. 33)**

## Installing by Discovering Devices on a Network

---

You can automatically search for a device in a network environment and install the driver.

You can search for devices on TCP/IP networks and network environments that use WSD.



### NOTE

- For network environments other than the above, refer to the procedure for installing by specifying a port or IP address.
- If you do not know the network environment you are using, check with your network administrator.

## Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- **System Requirements(P. 15)**
- Enabling [Multicast Discovery Settings] at the device  
For network environments that use WSD, enable [Use WSD].
- Setting the page description language selection (plug and play) function of the device  
Set [PDL Selection (Plug and Play)] at the device to match the driver you are using. For details about the setting method, refer to the manual of the device.
  - For "UFR II/UFRII LT/LIPSLX/CARPS2 V4 Printer Driver": [\*\*\* (V4)] (or [\*\*\* (XPS)])  
\*\*\* represents the page description language corresponding to the device.
  - For "PCL6 V4 Printer Driver": [PCL6 (V4)] (or [PCL6])
- The device is one that is on the same subnet as the computer you are using (for TCP/IP network environments)
- **Notes and Warnings Regarding Installation(P. 16)**
- When starting the computer, logon as a member of Administrators.
- [Desktop] screen display (when using Windows 8.1/Server 2012 R2)

## Procedures

---

**1** Double-click [Setup.exe].

**2** If you want to change the language displayed by the installer, select [Language] → click [Next].

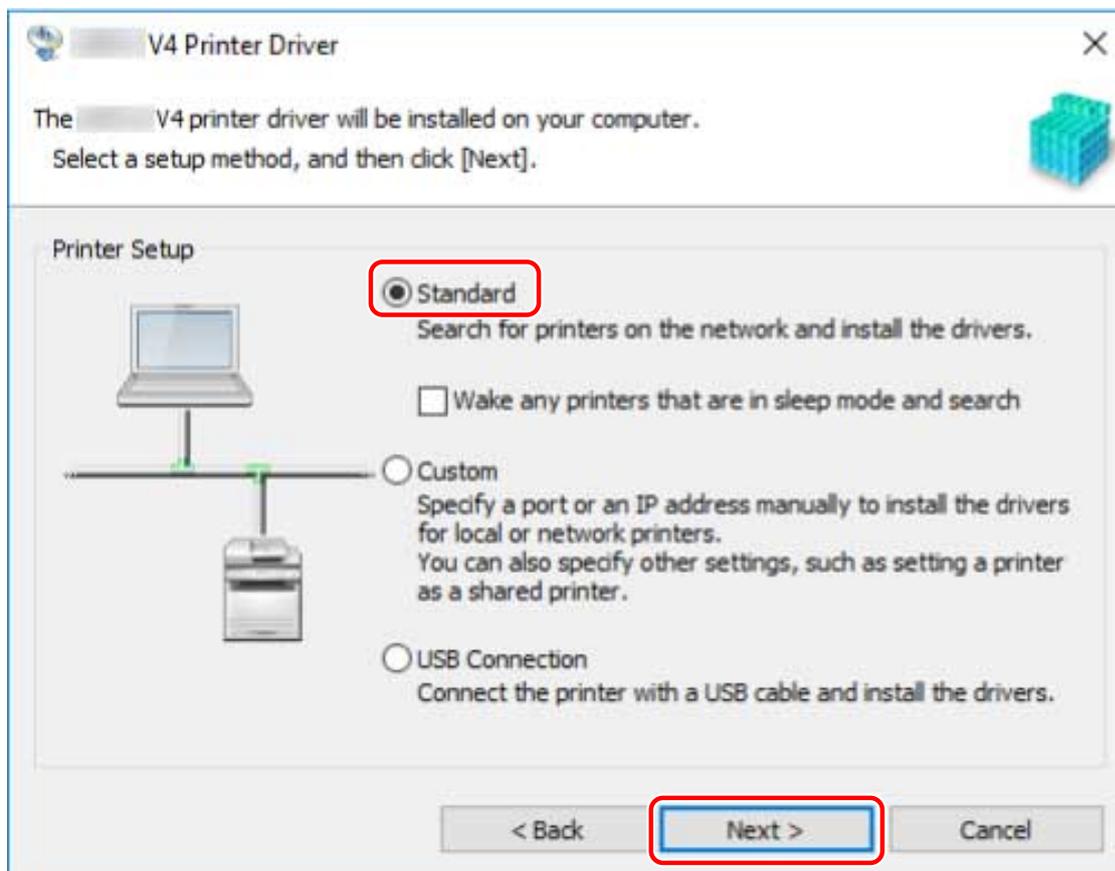
The driver will be installed according to the selected language.

**3** Read the **CANON SOFTWARE LICENSE AGREEMENT** → click [Yes].

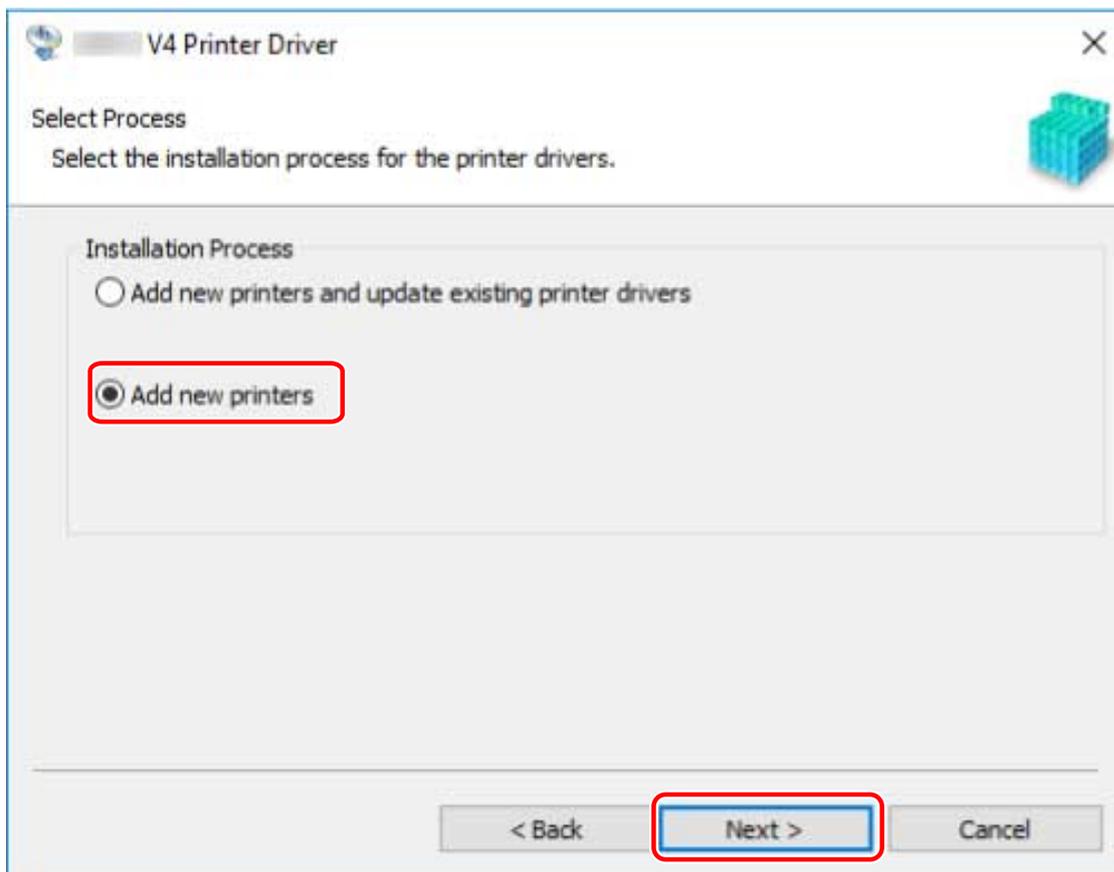
In the screen for checking the CANON SOFTWARE LICENSE AGREEMENT, if you click [Display Readme File], you can refer to the content of the Readme file.

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

[Wake any printers that are in sleep mode and search]: Select this when you want to detect devices on the network that are in sleep mode.

**5 If the following screen is displayed, select [Add new printers] → click [Next].**

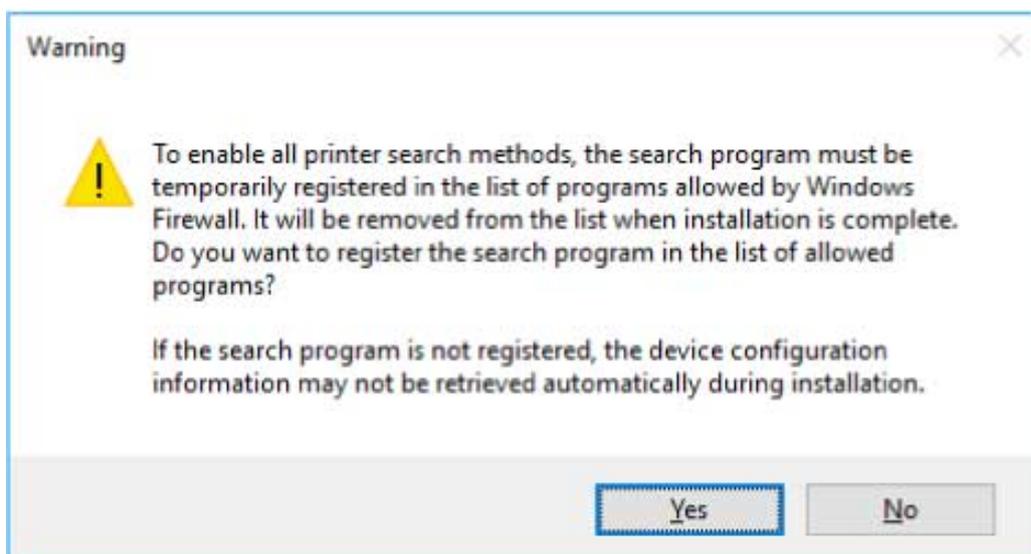
[Add new printers and update existing printer drivers]: Select this when you want to update already installed drivers at the same time that you add a new driver.



## 6 If the following message is displayed, confirm the message and click [Yes] or [No].

[Yes]: Communication using the TCP/IP protocol and WSD is enabled. This is normally recommended.

[No]: Communication is limited to the TCP/IP protocol only. In this case, device information may not be able to be retrieved correctly.



## 7 Select the device to install from [Printer List].

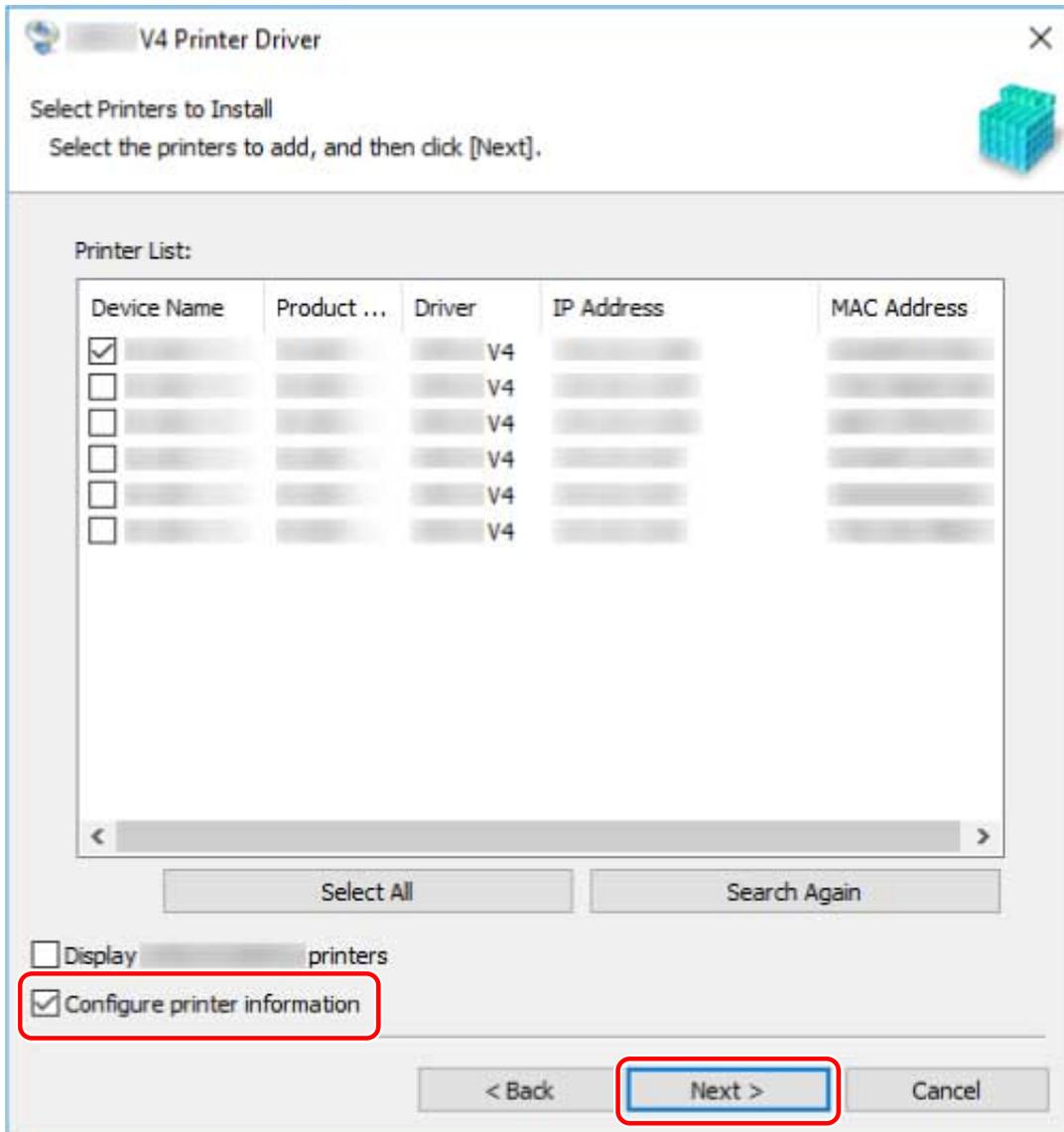
If the device is not displayed in [Printer List], click [Search Again].



- If you cannot discover a device, there could be a problem with the operating system or device settings. Refer to [Troubleshooting](#) to enable the device to be displayed in the discovery results.

**8 If you want to change the name of the device, or set it as the default device, select [Configure printer information] → click [Next].**

If you do not want to change the name of the device or set it as the default device, click [Next] and proceed to step 10.(P. 24)

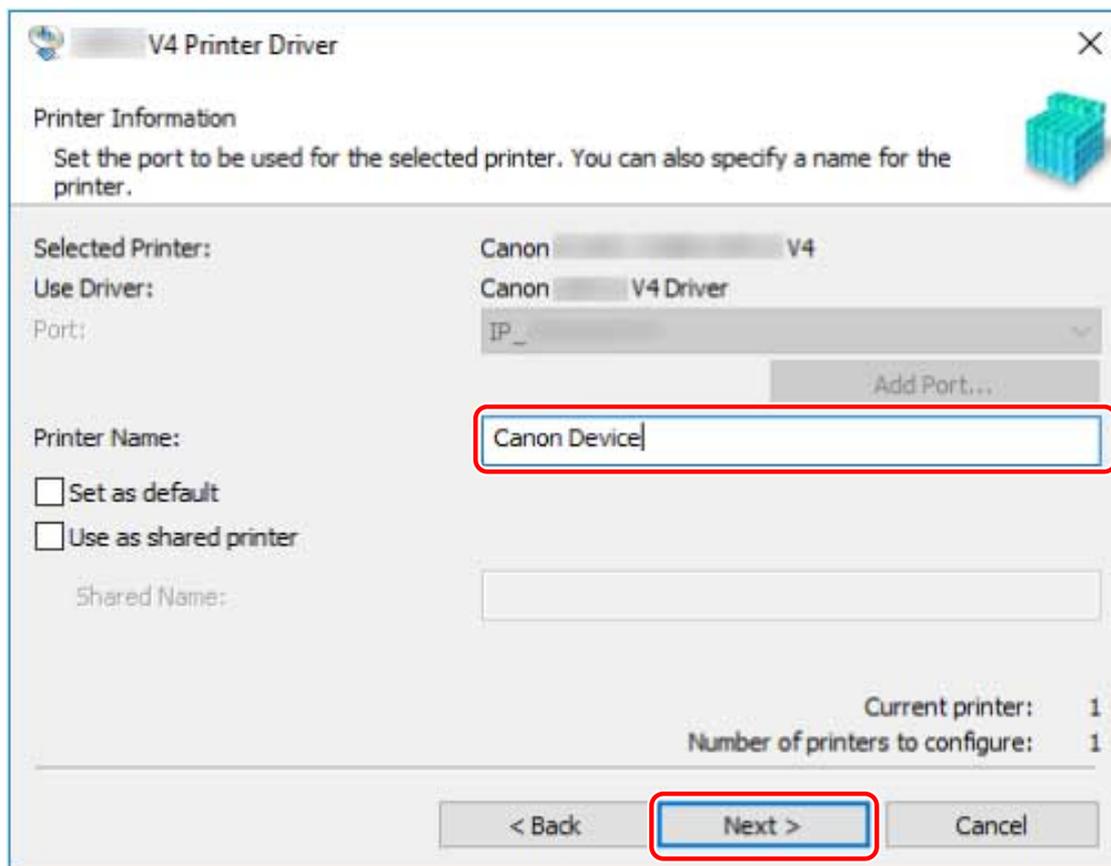


**9 Change [Printer Name] → click [Next].**

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

[Use as shared printer]: Select this if you want to share the device.

[Port]: Select the port you want to use if you can use multiple ports.



## 10 Check [List of Printers for Installation] → click [Start].

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

## 11 Click [Exit].

### Related Topics

- ▶ Installing by Specifying a Port or IP Address(P. 25)
- ▶ Installing as a Print Server(P. 38)
- ▶ Cannot discover a device on a network(P. 72)

## Installing by Specifying a Port or IP Address

---

You can manually specify the port or IP address to use for network connected or locally connected devices and install the driver. Install according to this procedure when you cannot automatically discover a device on the network or when unique settings are required.

As well as using an existing port, you can add a port.

### Prerequisites

---

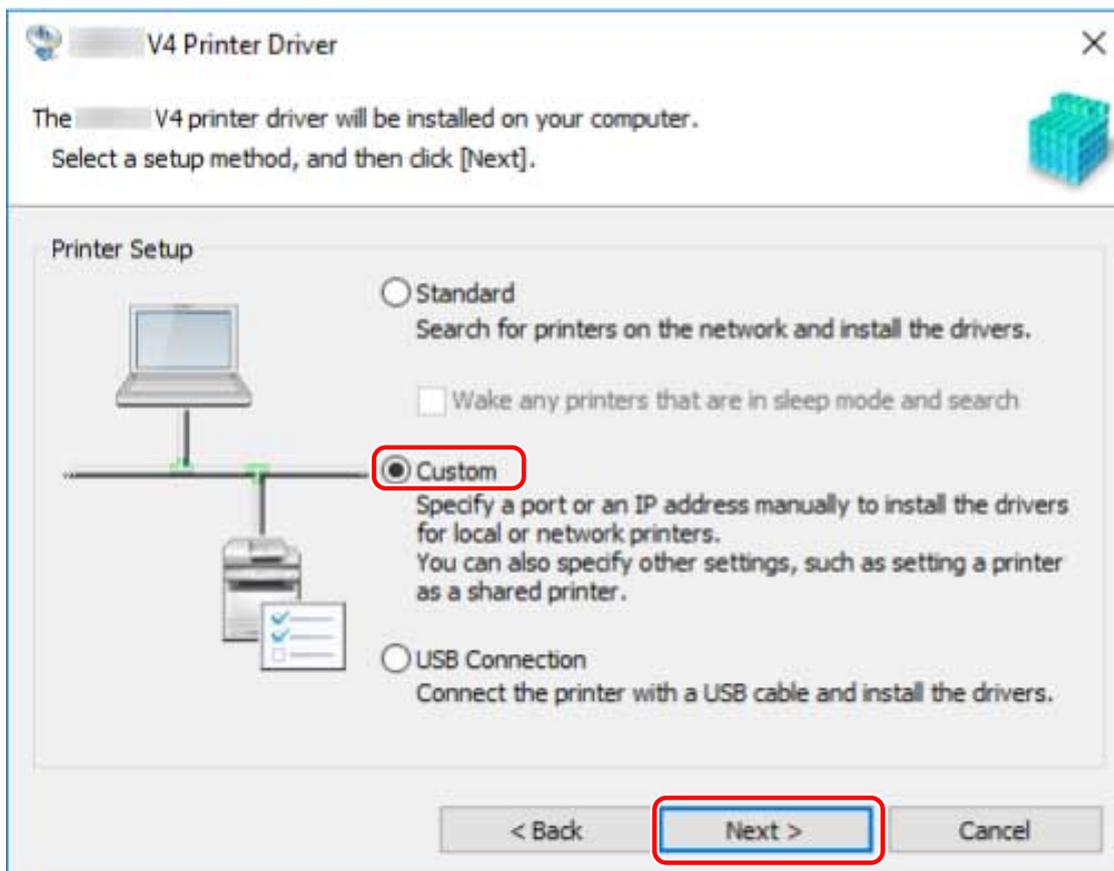
Confirm that the following conditions are satisfied. Complete the preparation operations.

- **System Requirements(P. 15)**
- **Notes and Warnings Regarding Installation(P. 16)**
- Confirm the port to be specified  
Specify a WSD port, standard TCP/IP port, network printer port, or local port. You can specify an already registered port. You can select a temporary port ([LPT1] etc.) and set it after installation is complete.
- Confirm the host name, name, or IP address of the device (if adding a WSD port or a standard TCP/IP port).  
If you are installing by adding a WSD port or a standard TCP/IP port, you need to enter the host name, name, or IP address of the device. For the host name or name of the device, use the name by which the device is known on the network. If you do not know the name or value to be specified, check with your network administrator.
- When starting the computer, logon as a member of Administrators.
- [Desktop] screen display (when using Windows 8.1/Server 2012 R2)

### Procedures

---

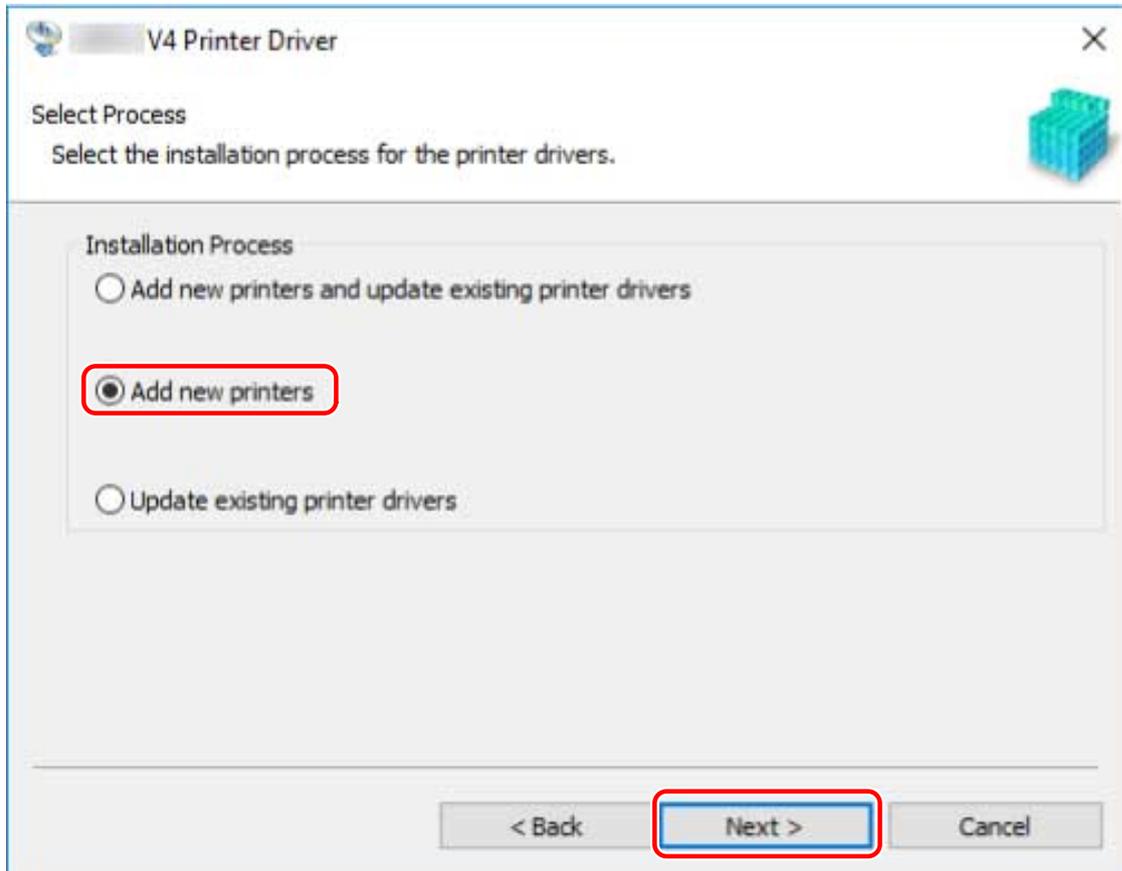
- 1 Double-click [Setup.exe].**
- 2 If you want to change the language displayed by the installer, select [Language] → click [Next].**  
The driver will be installed according to the selected language.
- 3 Read the CANON SOFTWARE LICENSE AGREEMENT → click [Yes].**
- 4 Select [Custom] → click [Next].**



**5** If the following screen is displayed, select [Add new printers] → click [Next].

[Add new printers and update existing printer drivers]: Select this when you want to update already installed drivers at the same time that you add a new driver.

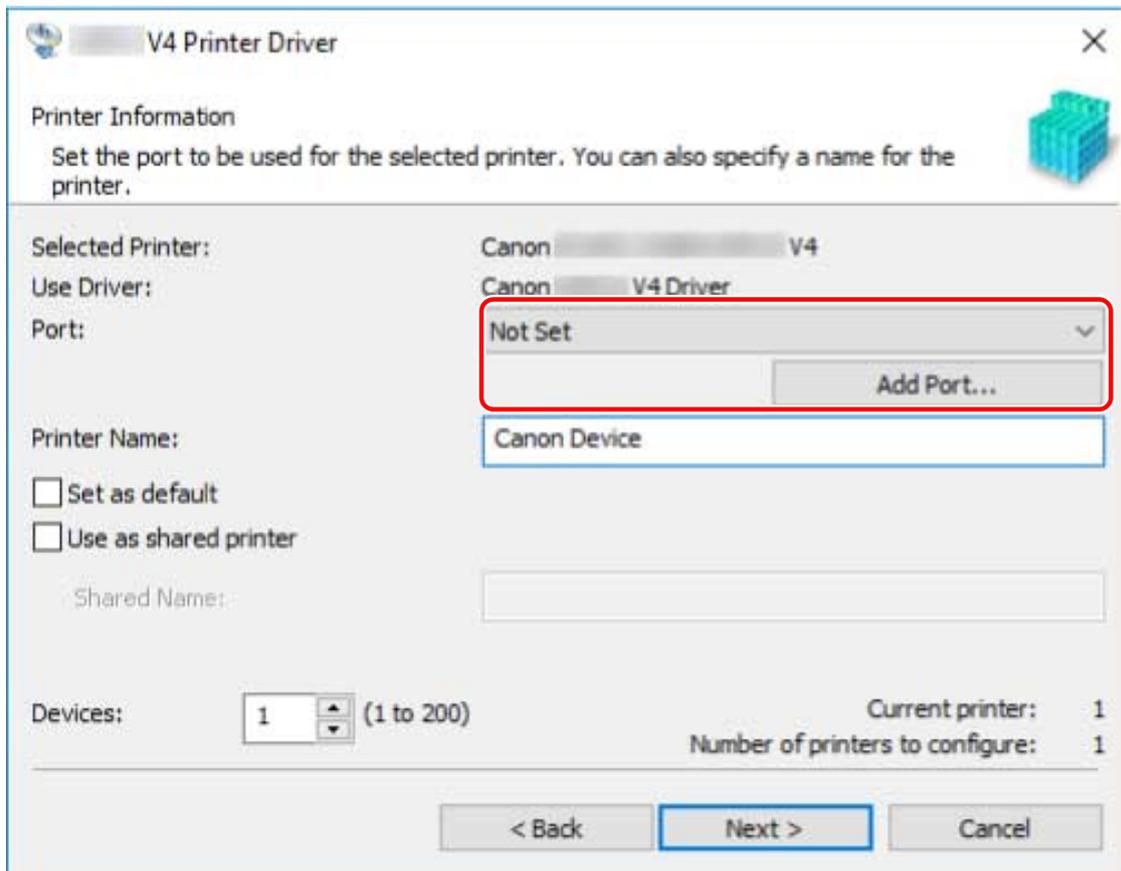
[Update existing printer drivers]: Select this if you want to update drivers only. For details, refer to the procedure for updating drivers.



**6** Select the device to install from [Printer List] → click [Next].

**7** Set the port.

If you selected multiple devices in step 6.(P. 27) , set a port in the following screen for each device.



#### When adding a WSD port

- (1) Click [Add Port] → select [WSD Port] from [Port to Add] → click [OK].
- (2) Enter the IP address or host name → click [OK].

#### When adding a standard TCP/IP port

- (1) Click [Add Port] → select [Standard TCP/IP Port] from [Port to Add] → click [OK].
- (2) Enter the device name or IP address according to the instructions of the wizard.

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

If the [Additional port information required] screen is displayed, click the subsequent "Open details" and perform the necessary operations.

Perform one of the following.

- Return to the previous screen in the wizard → re-enter the information for [Printer Name or IP Address] → click [Next].
- Select [Device Type] > [Standard] > [Canon Network Printing Device with P9100] → click [Next].

Depending on the device you are using, the name you select in [Device Type] > [Standard] may differ from [Canon Network Printing Device with P9100].

- (3) Click [Finish].

#### When adding a network printer port

- (1) Click [Add Port] → select [Network] from [Port to Add] → click [OK].
- (2) Select the network printer you are using → click [OK].

#### When adding a local port

- (1) Click [Add Port] → select [Local Port] from [Port to Add] → click [OK].
- (2) Enter the port name → click [OK].

#### When using an existing port

Select a port from [Port].

## 8 Select [Printer Name] if necessary → click [Next].

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

[Use as shared printer]: Select this if you want to share the device.

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

**V4 Printer Driver**

Printer Information  
Set the port to be used for the selected printer. You can also specify a name for the printer.

Selected Printer: Canon V4  
Use Driver: Canon V4 Driver  
Port: LPT1: Add Port...

Printer Name: Canon Device

Set as default  
 Use as shared printer

Shared Name:

Devices: 1 (1 to 200) Current printer: 1  
Number of printers to configure: 1

< Back Next > Cancel

## 9 Check [List of Printers for Installation] → click [Start].

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

## 10 Click [Exit].

### Related Topics

- ▶ Installing as a Print Server(P. 38)
- ▶ Changing the Port(P. 43)
- ▶ Updating the Driver(P. 52)

## Installing by USB Connection

---

You can connect the device and computer with a USB cable and install the driver.

### Prerequisites

---

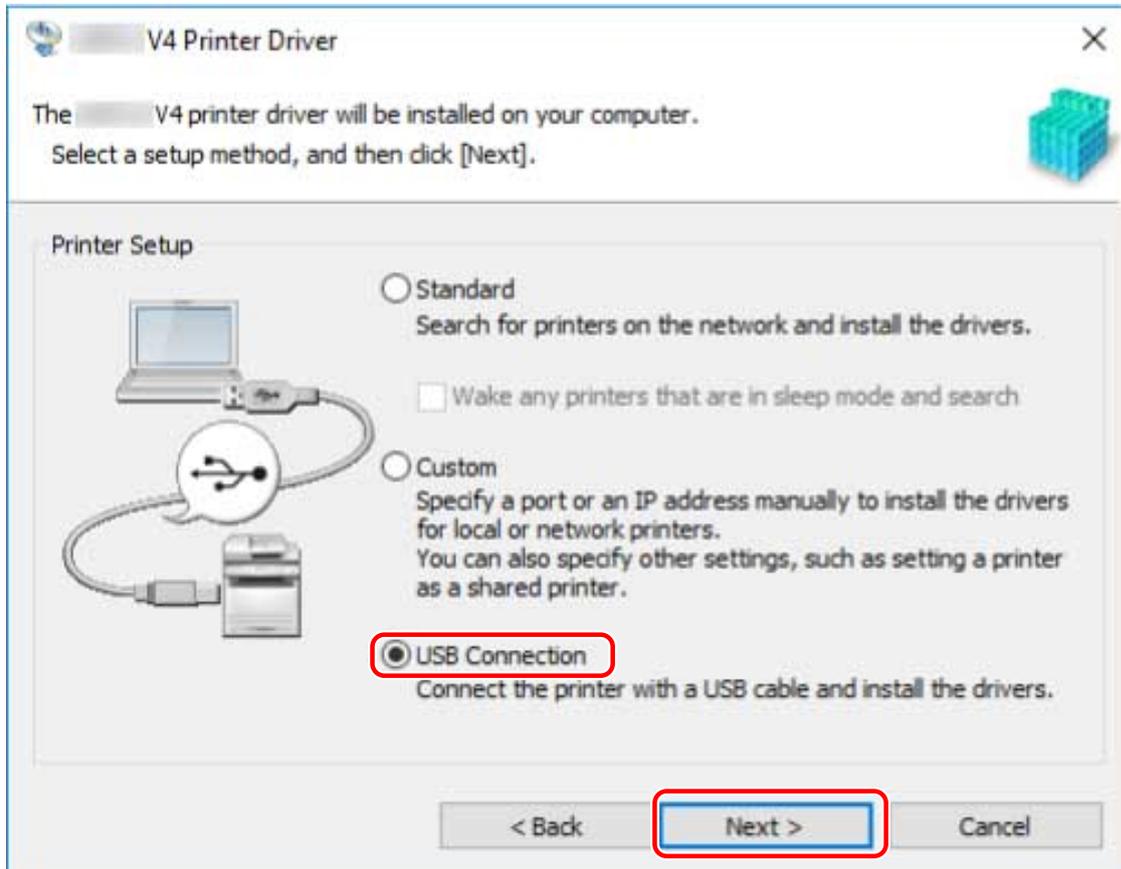
Confirm that the following conditions are satisfied. Complete the preparation operations.

- **System Requirements(P. 15)**
- Installation of the optional USB interface board (if required with the device you are using)
- Page description language selection (plug & play) function setting of the device (if required with the device you are using)  
Set [PDL Selection (Plug and Play)] at the device to match the driver you are using. For details about the setting method, refer to the manual of the device.
  - For "UFR II/UFRII LT/LIPSLX/CARPS2 V4 Printer Driver": [\*\*\* (V4)] (or [\*\*\* (XPS)])  
\*\*\* represents the page description language corresponding to the device.
  - For "PCL6 V4 Printer Driver": [PCL6 (V4)] (or [PCL6])
- **Notes and Warnings Regarding Installation(P. 16)**
- When starting the computer, logon as a member of Administrators.
- [Desktop] screen display (when using Windows 8.1/Server 2012 R2)

### Procedures

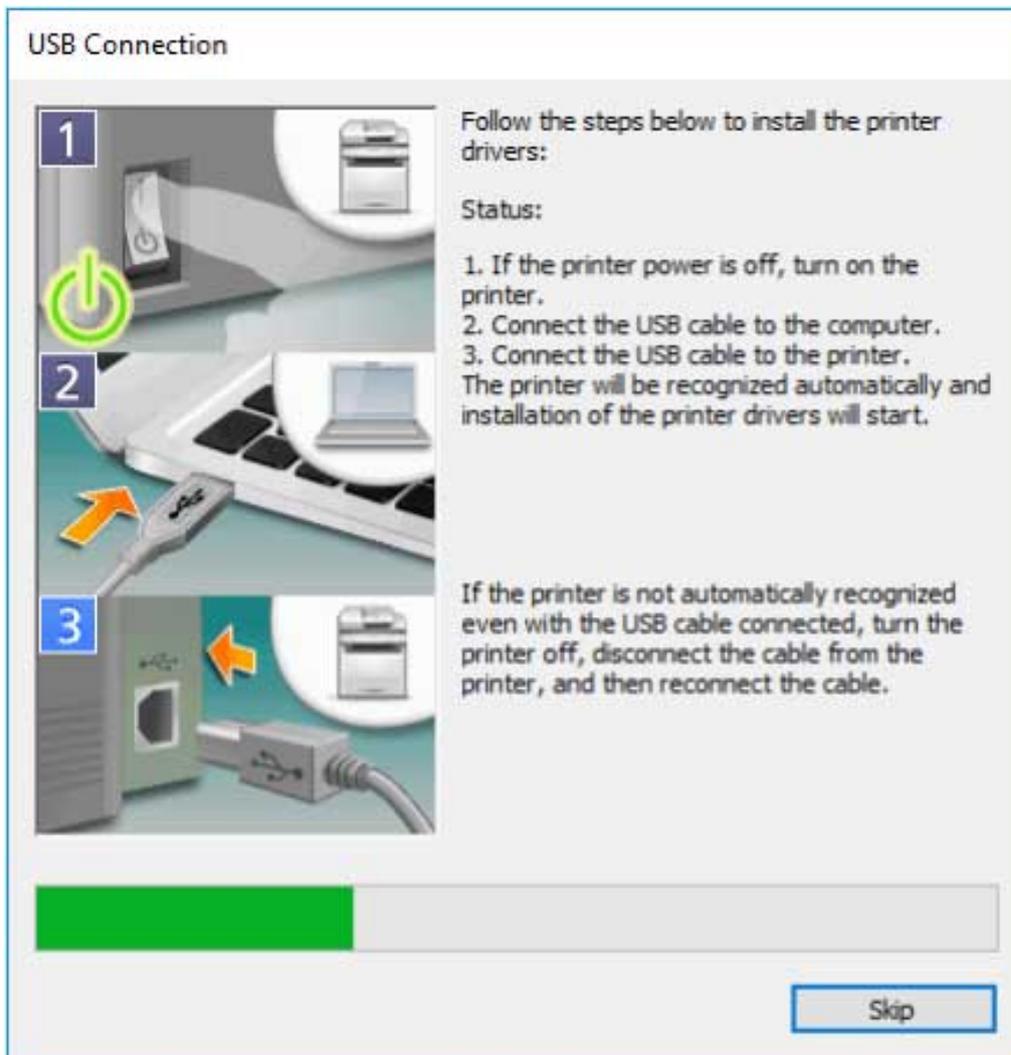
---

- 1 Turn off the device.**
- 2 Double-click [Setup.exe].**
- 3 If you want to change the language displayed by the installer, select [Language] → click [Next].**  
The driver will be installed according to the selected language.
- 4 Read the CANON SOFTWARE LICENSE AGREEMENT → click [Yes].**
- 5 Select [USB Connection] → click [Next].**



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

[Skip]: If correctly connected by USB, in this screen you can finish the installation without waiting for automatic completion.



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

If installation fails in the above screen, click the subsequent "Open details" and perform the necessary operations.

Reinstall the driver after performing the following procedure.

(1) Turn on the device → connect the device and computer with a USB cable.

(2) Display [Device Manager].

**In Windows 10/Server 2016**

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

**In Windows 8.1/Server 2012 R2**

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

(3) Right-click the device name of the target device from [Other devices] → click [Uninstall device] or [Uninstall].

(4) Confirm the device name.

Canon + <model name being used>

**7 Click [Exit].**

## Installing by Specifying an inf File

---

This explains the procedure for installing a driver by specifying an inf file with the add printer function of Windows. The explanation will be given with respect to installation with a standard TCP/IP port.

### Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- **System Requirements(P. 15)**
- Confirm the IP address of the device.
- **Notes and Warnings Regarding Installation(P. 16)**
- When starting the computer, log on as a member of Administrators.
- [Desktop] screen display (when using Windows 8.1/Server 2012 R2)

### Procedures

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

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

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

##### If starting from [Control Panel]

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

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

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

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

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

- (1) Display [Device Manager] in Windows.

In Windows 10/Server 2016: Right-click [  ] → click [Device Manager].

In Windows 8.1/Server 2012 R2: Click [Control Panel] > [Device Manager].

- (2) Select [Other devices] > [Unknown device] → click the [Action] menu > [Update driver] or [Update Driver Software].
- (3) In the driver update wizard, click [Browse my computer for driver software] > [Let me pick from a list of available drivers on my computer].
- (4) Select [Printers] from [Common hardware types] → click [Next].

- 5** In the [Add Printer] screen, click [Have Disk].
- 6** Click [Browse] → select one of the inf files in the downloaded driver folder.  
Operations will be unaffected regardless of which inf file you select.
- 7** Select the device to use from [Printers] → click [Next].
- 8** Install the driver according to the instructions on the screen → click [Finish].

## Related Topics

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- ▶ [Changing the Port\(P. 43\)](#)

# Changing Settings to Match the Usage Environment

<b>Changing Settings to Match the Usage Environment</b> .....	36
<b>Using a Shared Printer</b> .....	37
Installing as a Print Server .....	38
Setting up Clients of a Shared Printer .....	40
<b>Changing the Port</b> .....	43
<b>Making the Device Functions Usable</b> .....	47

## Changing Settings to Match the Usage Environment

---

This explains shared printer settings, switching ports, and manually setting the option installation status of a device.

- ▶ **Using a Shared Printer(P. 37)**
- ▶ **Changing the Port(P. 43)**
- ▶ **Making the Device Functions Usable(P. 47)**

## Using a Shared Printer

---

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

- ▶ **Installing as a Print Server(P. 38)**
- ▶ **Setting up Clients of a Shared Printer(P. 40)**

## Installing as a Print Server

---

This explains how to configure the share settings of and install the driver in order to use a computer connected to the device as a print server.

### Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- When starting the computer, logon as a member of Administrators.
- [Desktop] screen display (when using Windows 8.1/Server 2012 R2)

### Procedures

---

**1 Start the installer → proceed according to the instructions on the screen.**

**2 Select [Standard] or [Custom] for [Printer Setup] → click [Next].**

If you have a network connection that does not use the TCP/IP protocol, select [Custom].

**3 If the [Select Process] screen is displayed, select [Add new printers] → click [Next].**

**4 Select the device to install from [Printer List] → click [Next].**

If you select [Standard] and configure shared settings, select [Configure printer information], then click [Next].

**5 Select [Use as shared printer] → change [Shared Name] if necessary → click [Next].**

If you select [Custom] and configure shared settings, set the port in [Port], then click [Next].

**V4 Printer Driver**

Printer Information  
Set the port to be used for the selected printer. You can also specify a name for the printer.

Selected Printer: Canon [redacted] V4  
Use Driver: Canon [redacted] V4 Driver  
Port: IP\_ [redacted] [v]  
Add Port...

Printer Name: Canon Device

Set as default  
 Use as shared printer  
Shared Name: Canon Device

Devices: 1 (1 to 200) Current printer: 1  
Number of printers to configure: 1

< Back Next > Cancel

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

## Related Topics

- ◉ Installing by Discovering Devices on a Network(P. 20)
- ◉ Installing by Specifying a Port or IP Address(P. 25)
- ◉ Setting up Clients of a Shared Printer(P. 40)

## Setting up Clients of a Shared Printer

---

This explains the procedure for enabling printing from a client computer (hereafter referred to as "a client") using a print server being shared on the same network.

In environments where Windows Update can be used, it is not necessary to use the installer in order for the newest driver to be installed when selecting a print server.

### Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- Configure the share settings of the print server driver
  - If the types of operating systems on the print server and clients differ, install the drivers for operating systems supported by the clients on the print server.
- When starting the computer, logon as a member of Administrators.



#### NOTE

- If you are configuring the settings of a client in a workgroup environment, the user name and password for logging onto the client must match the user name and password registered in the server.

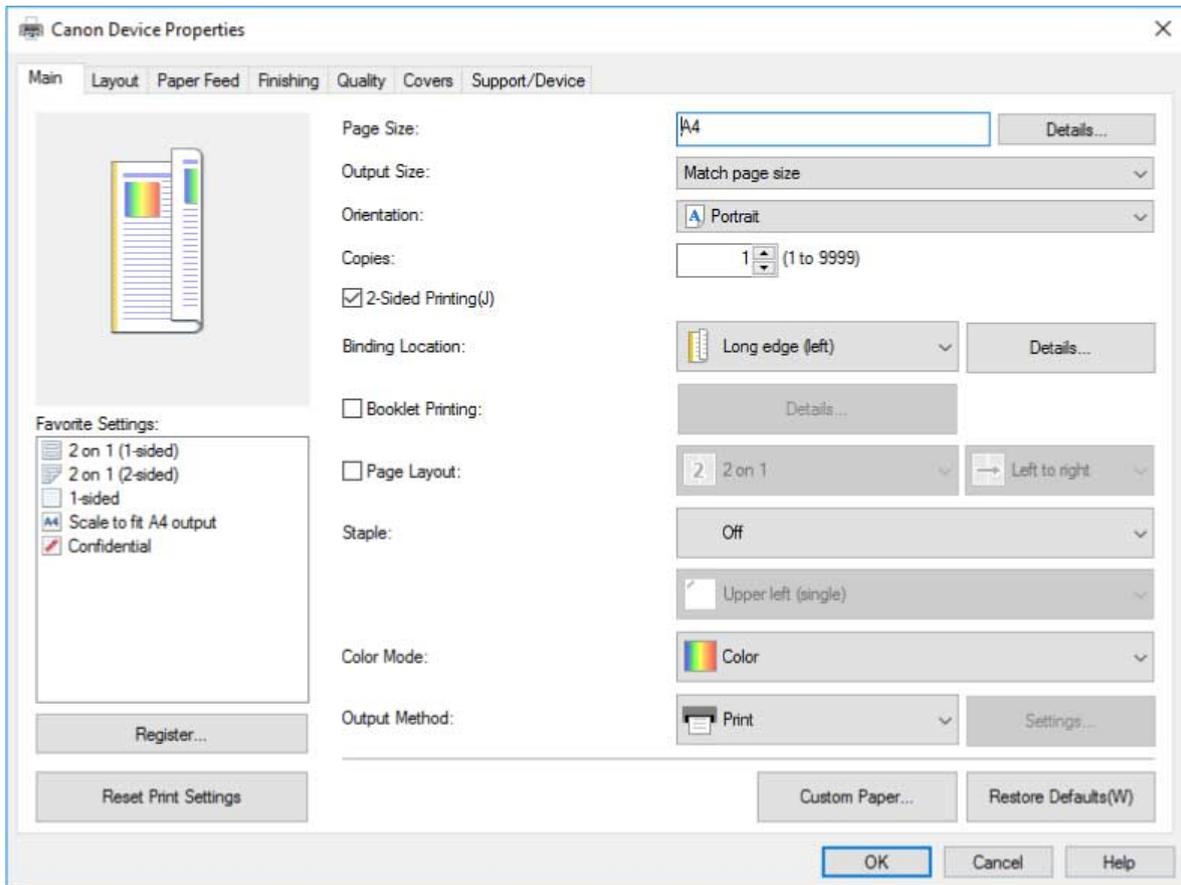
### Procedures

---

- 1 Display [Network] in Windows Explorer.**
- 2 Double-click the computer (print server) you have set for print sharing.**
- 3 Double-click the icon of the device for installation.**
- 4 Check that the print settings screen of the driver is displayed at the client.**

You can display the print settings screen of the driver by the following procedure.

- (1) Display [Devices and Printers] in Windows.
- (2) Right-click the icon of the device you are going to set → select [Printing preferences].



If the above screen is displayed, the operation is finished.

If the standard Windows print settings screen is displayed, perform the following procedure.

- 5 Start the installer → proceed according to the instructions on the screen.**
- 6 Select [Custom] for [Printer Setup] → click [Next].**
- 7 In the [Select Process] screen, select [Update existing printer drivers] → click [Next].**
- 8 Check [List of Printers for Installation] → click [Start].**
- 9 Click [Exit].**
- 10 Restart the computer after installation is complete.**

 **NOTE**

- The driver settings of the server may not be reflected in the clients. If this happens, the driver version of the clients may be older than that of the print server. Make sure that the drivers in the clients are always the newest and match that of the print server.

## Related Topics

---

- ▶ [Installing as a Print Server\(P. 38\)](#)
- ▶ [Updating the Driver\(P. 52\)](#)

## Changing the Port

---

This explains the procedure for changing the port used by a device connected to a network.

If you temporarily set a port of the device when installing the driver, change it to a correct port by following this procedure.

Here, the method for creating a Raw or LPR port using "Standard TCP/IP Port" is explained.

### Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- Driver installation
- Confirm the name or IP address of the device (if adding a standard TCP/IP port).  
To add a standard TCP/IP port, you need to enter the name or IP address of the device. For the name of the device, use the name by which the device is known on the network. If you do not know the device name or IP address, check with your network administrator.
- Determining to protocol to use  
Raw: A protocol that can be used with Windows. It transmits data at a higher speed than LPR.  
LPR: The protocol commonly used by TCP/IP.
- When starting the computer, logon as a member of Administrators.

### Procedures

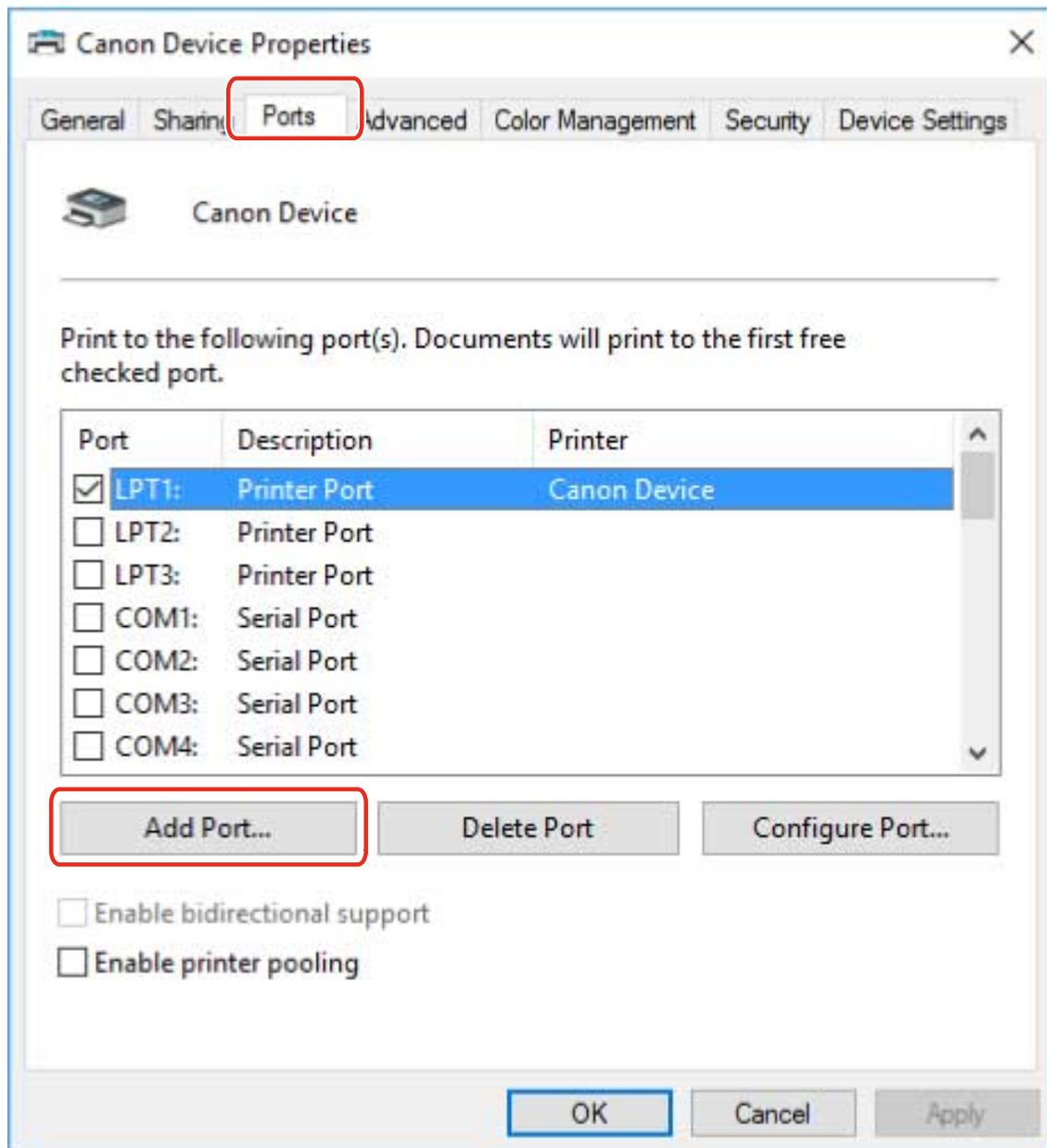
---

**1** Display [Devices and Printers] from the [Control Panel] of Windows.

**2** Right-click the icon of the device you are going to set → select [Printer properties].

If you are using a touch panel, press and hold the icon of the device you want to set → tap [Printer properties] in the pop-up menu.

**3** Display the [Ports] sheet → click [Add Port].



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

**5** Proceed with the operation according to the instructions on the wizard, then enter the device name or IP address.

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

If the [Additional port information required] screen is displayed, click the subsequent "Open details" and perform the necessary operations.

Perform one of the following.

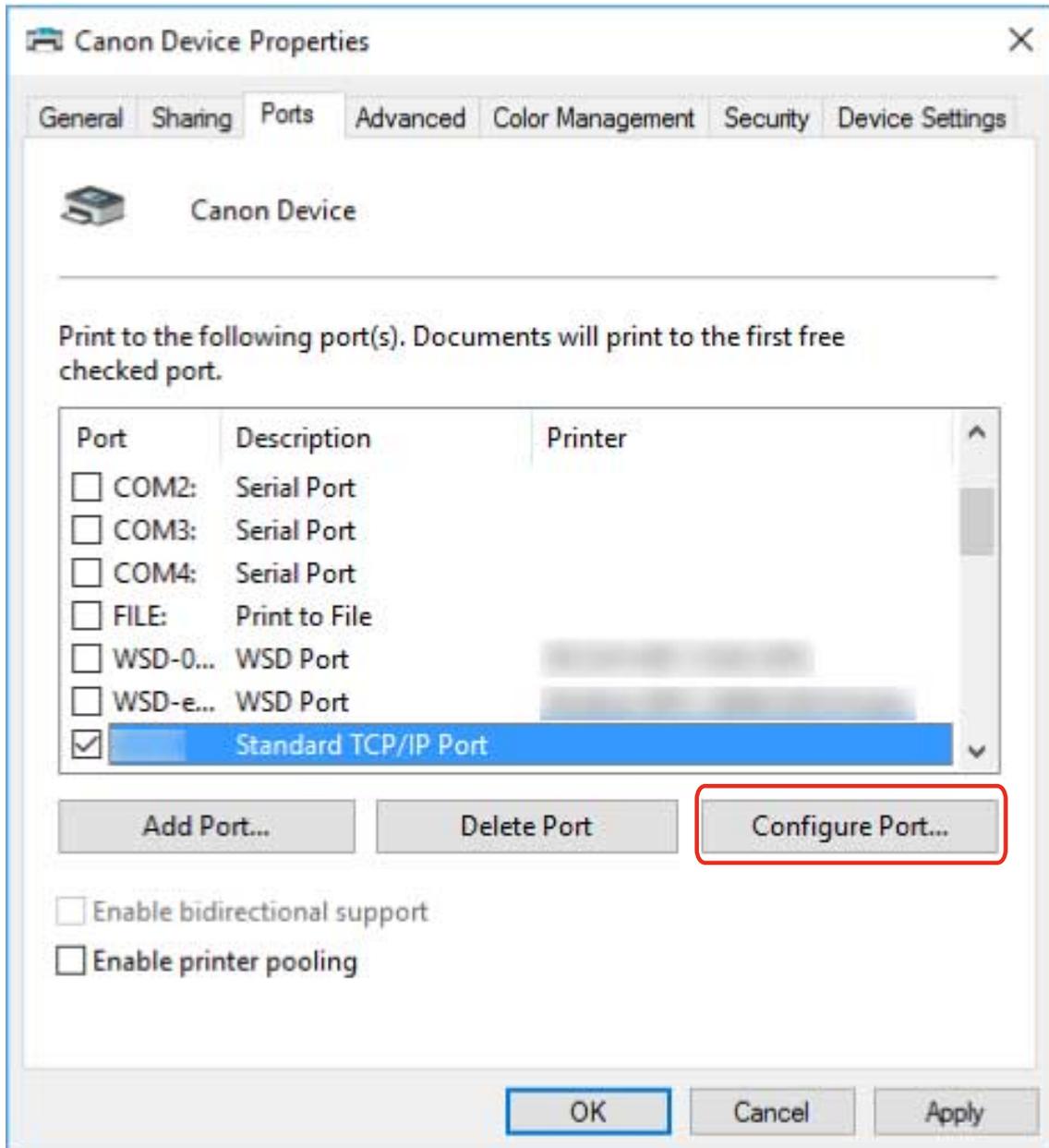
- Return to the previous screen in the wizard → re-enter the information for [Printer Name or IP Address] → click [Next].
- Select [Device Type] > [Standard] > [Canon Network Printing Device with P9100] → click [Next].

Depending on the device you are using, the name you select in [Device Type] > [Standard] may differ from [Canon Network Printing Device with P9100].

**6** Click [Finish].

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

**8** Click [Configure Port].



**9** Set the port.

**When using Raw**

Select [Protocol] > [Raw] → click [OK].

**When using LPR**

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

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

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

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

(2) Click [OK].

Configure Standard TCP/IP Port Monitor

Port Settings

Port Name:

Printer Name or IP Address:

Protocol

Raw  LPR

Raw Settings

Port Number:

LPR Settings

Queue Name:

LPR Byte Counting Enabled

SNMP Status Enabled

Community Name:

SNMP Device Index:

**10** Click [Close].

## Making the Device Functions Usable

---

When installing a driver with a network connection, normally, information about options installed in the device is retrieved and functions associated with the driver are set so that they can be used. When the functions of the device cannot be used, or when an option is added, the device information must be reacquired and the option structure manually set.

### Prerequisites

---

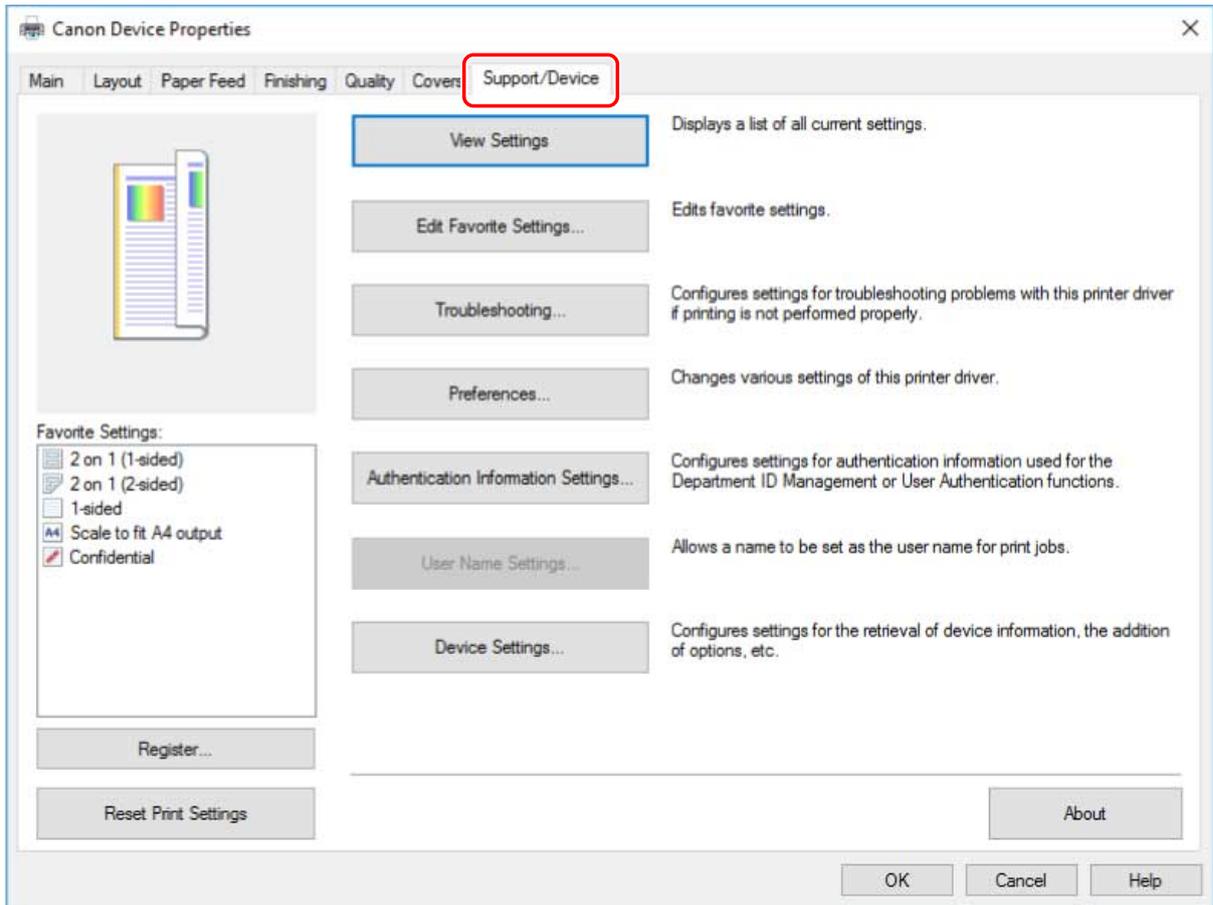
Confirm that the following conditions are satisfied. Complete the preparation operations.

- Settings at the device  
Enable [Use WSD Browsing] at the device. If you are using a device that does not support this function, enable [Retrieve Printer Mngt. Information from Host].  
For details, refer to the manual of the device.
- When starting the computer, log on as a member of Administrators.

### Procedures

---

- 1 Display [Devices and Printers] from the [Control Panel] of Windows.**
- 2 Right-click the icon of the device you are going to set → select [Printing preferences].**  
If you are using a touch panel, press and hold the icon of the device you want to set → tap [Printing preferences] in the pop-up menu.
- 3 Display the [Support/Device] sheet.**



 **NOTE**

- If the Windows standard print settings screen, which does not have a [Support/Device] sheet, is displayed, there could be a problem with the environment, settings, or installation state of the driver. Refer to Troubleshooting to enable the print settings screen of the driver to be displayed.

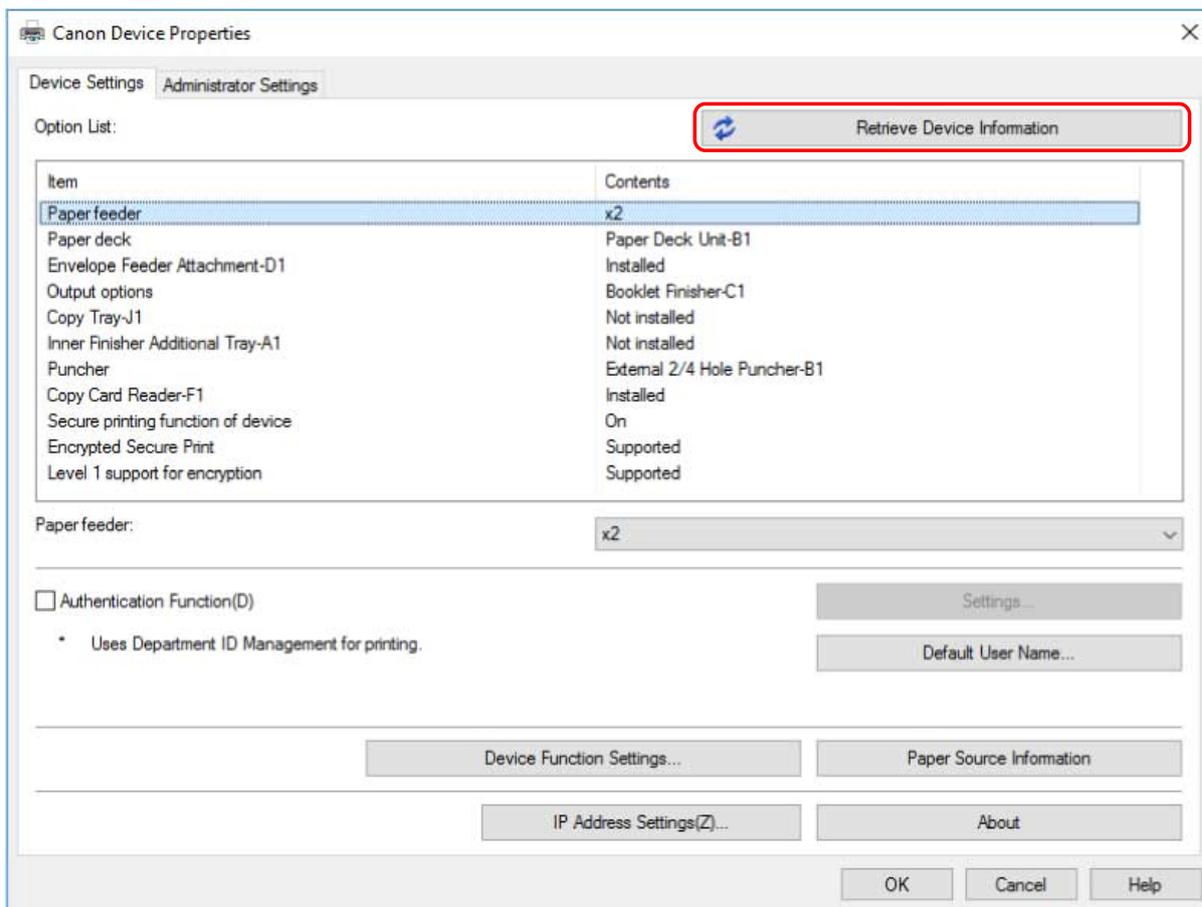
**4 Click [Device Settings].**

When you click [Device Settings], after a confirmation screen asking whether you want to save the settings is displayed, the print settings screen closes.

**5 Display the [Device Settings] sheet.**

**6 If necessary, set whether the IP address of the device is to be automatically detected or manually specified in [IP Address Settings] at the bottom of the screen.**

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



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

If the information is retrieved, the option structure is set automatically. Check the settings.

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

**9 Click [OK].**

**NOTE**

- When installing a driver by discovering the corresponding device on a network, some of the device information may not be obtainable if WSD communication is disabled. If this is the case, you can correctly acquire device information by performing the above procedure.
- In any of the following cases, some of the device information may not be obtainable. If this is the case, set the options manually.
  - When the device is connected by USB
  - When installing the driver by specifying a standard TCP/IP port
  - When using a device or port that cannot acquire device information

**Related Topics**

- [The Windows standard print settings screen is displayed\(P. 75\)](#)
- [Installing by Discovering Devices on a Network\(P. 20\)](#)

# Updating/Uninstalling the Driver

<b>Updating/Uninstalling the Driver</b> .....	51
<b>Updating the Driver</b> .....	52
<b>Uninstalling the Driver</b> .....	54

## Updating/Uninstalling the Driver

---

The procedures for updating the driver and uninstalling the driver are described below.

- ▶ **Updating the Driver(P. 52)**
- ▶ **Uninstalling the Driver(P. 54)**

## Updating the Driver

---

You can update installed drivers to their newer versions.

It is recommended that you download the latest drivers corresponding to new functions and/or operating systems, and update them.

You can update already installed drivers at the same time as installing a driver for a new device, but here the procedure for updating installed drivers only is explained.

In environments where Windows Update can be used, it is not necessary to perform this procedure since the driver is automatically updated.

### Prerequisites

---

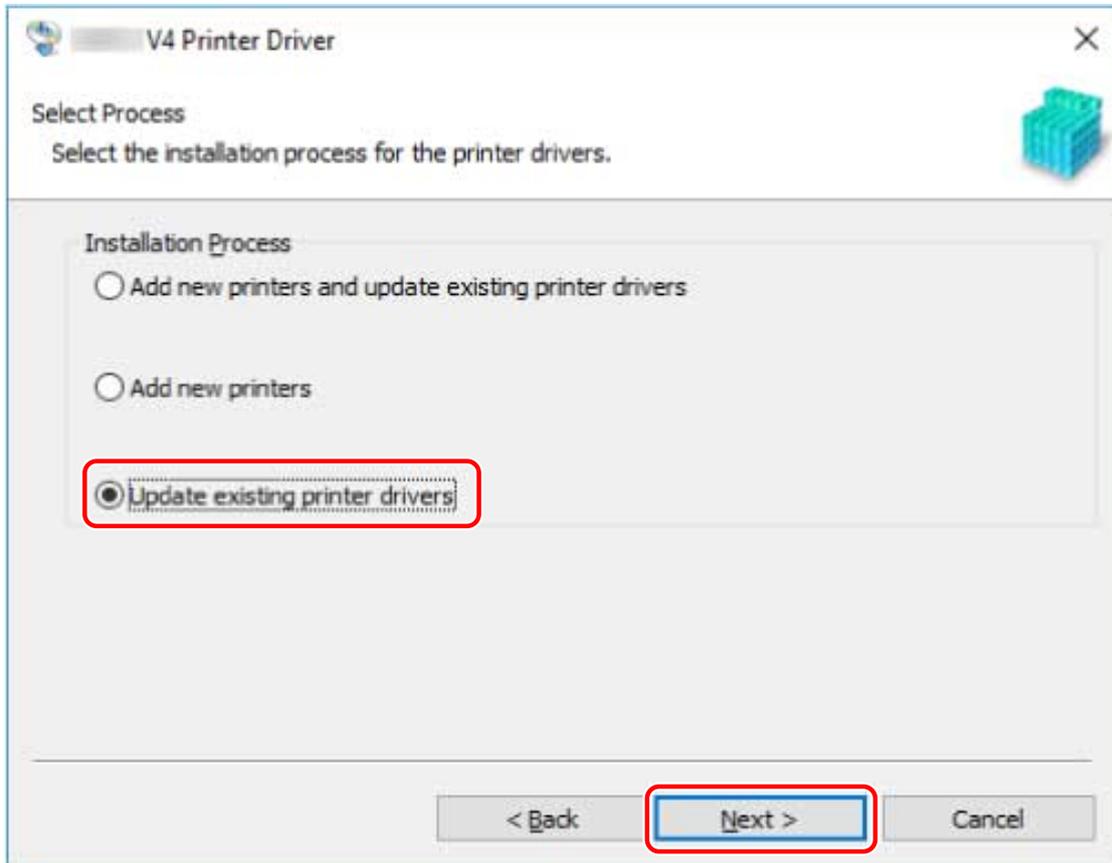
Confirm that the following conditions are satisfied. Complete the preparation operations.

- Acquire the installer  
You can download the update installer from the Canon web site (<http://canon.com/>).
- Connect the device by USB cable and turn the power on (when updating a driver installed with a USB connection).
- When starting the computer, logon as a member of Administrators.
- [Desktop] screen display (when using Windows 8.1/Server 2012 R2)

### Procedures

---

- 1 Start the installer** → proceed according to the instructions on the screen.
- 2 Select [Custom] for [Printer Setup]** → click [Next].
- 3 Select [Update existing printer drivers]** → click [Next].



**4** Check [List of Printers for Installation] → click [Start].

**5** Click [Exit].

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

When updating a driver on a print server, update the drivers on clients as well, referring to the procedure for setting computers as shared printer clients.

## Related Topics

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- ▶ [Installing by Discovering Devices on a Network\(P. 20\)](#)
- ▶ [Installing by Specifying a Port or IP Address\(P. 25\)](#)
- ▶ [Installing by USB Connection\(P. 30\)](#)
- ▶ [Setting up Clients of a Shared Printer\(P. 40\)](#)
- ▶ [Making the Device Functions Usable\(P. 47\)](#)

## Uninstalling the Driver

---

This explains the procedure for uninstalling a driver that is no longer needed.

The uninstallation method differs depending on whether the installer or an inf file was used when the driver was installed.

- ▶ **For drivers that were installed by an installer(P. 54)**
- ▶ **For drivers that were installed by specifying an inf file(P. 55)**

### Prerequisites

---

Confirm that the following conditions are satisfied. Complete the preparation operations.

- When starting the computer, logon as a member of Administrators.
- [Desktop] screen display (when using Windows 8.1/Server 2012 R2)

### Procedures

---

#### For drivers that were installed by an installer

## 1 Start the uninstaller of the driver.

### When using Windows functions

#### In Windows 10/Server 2016

- (1) Display [Settings] > [Apps] or [System] > [Apps & features].
- (2) Select the driver to be uninstalled in [V4 Printer Driver Uninstaller] → click [Uninstall].

#### In operating systems other than the above

- (1) Display [Control Panel] > [Programs] > [Uninstall a program].
- (2) Select the driver to be uninstalled in [V4 Printer Driver Uninstaller] → click [Uninstall/Change].

When using the Windows uninstall function, the uninstaller is displayed in the language you selected in the installer.

### When using the uninstall file provided with the driver

Double-click one of the following files.

#### When using a file in an installed driver folder

Use [UNINSTAL.exe] corresponding to the driver within the following folder.

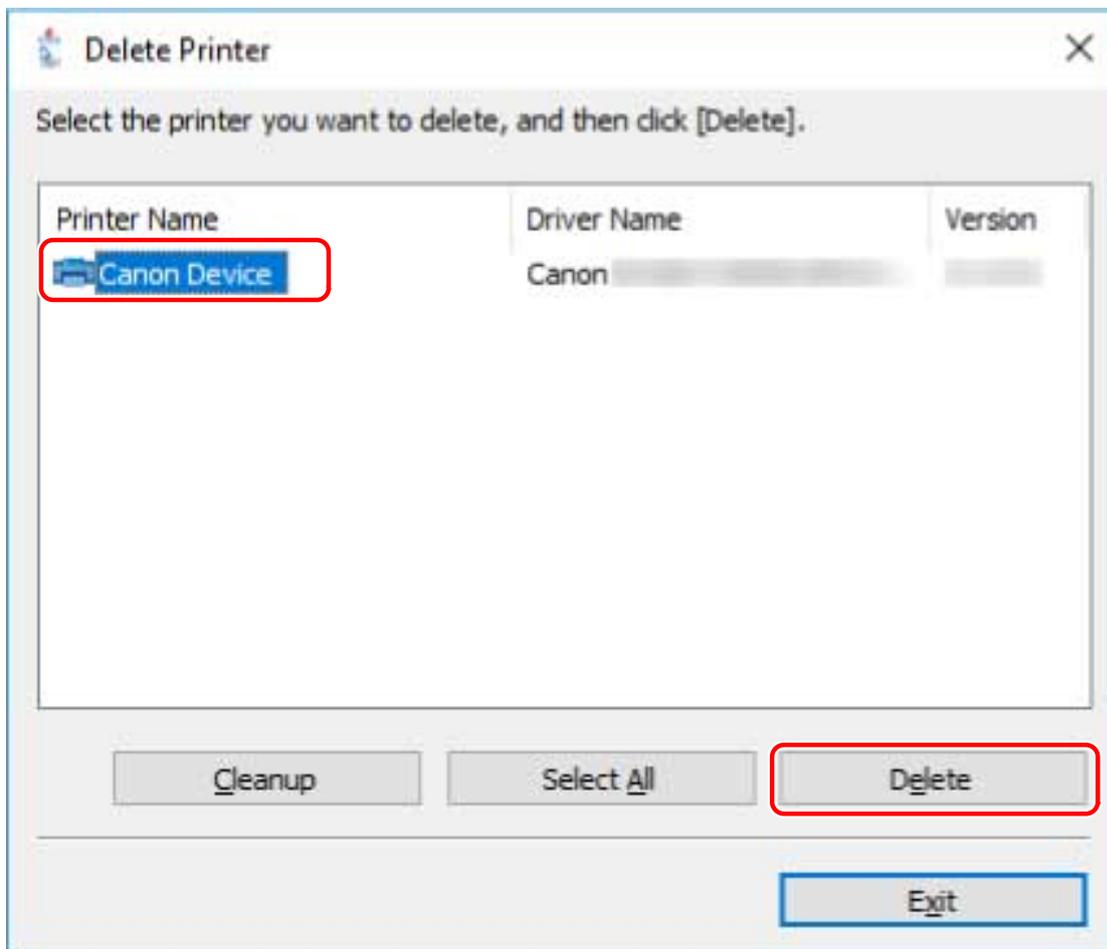
<install folder>\Canon\PrnUninstall

#### When using a file in a downloaded driver folder

Installer\UNINSTAL.exe

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

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



**3 In the screen for confirming whether to delete the printer, click [Yes].**

A confirmation message asking whether you want to delete the package as well may be displayed.

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



**NOTE**

- When connected to a device by USB, the icon of the device cannot be deleted by the uninstaller. To delete them, perform the procedure for uninstalling drivers that were installed by specifying an inf file.

## For drivers that were installed by specifying an inf file

**1 Display [Devices and Printers] from the [Control Panel] of Windows.**

**2 Right-click the icon of the device you are going to remove → select [Remove device].**

If you are using a touch panel, press and hold the icon of the device you want to delete → tap [Remove device] in the pop-up menu.

**3 In the [Remove device] screen, click [Yes].**

- 4** Select the icon of any device → click [Print server properties] from the menu.
- 5** Display the [Drivers] sheet.
- 6** Select the driver to be removed from [Installed printer drivers] → click [Remove].
- 7** Select [Remove driver and driver package] → click [OK].
- 8** Confirm the driver in the confirmation screen → click [Yes].

# Printing

<b>Printing</b> .....	58
<b>Printing from a Desktop App</b> .....	59
<b>Printing from a Store App</b> .....	62
<b>How to Refer to the Help</b> .....	68

# Printing

---

This explains the procedures for basic printing operations. You can check the help for details on how to use the driver.

- ▶ **Printing from a Desktop App(P. 59)**
- ▶ **Printing from a Store App(P. 62)**
- ▶ **How to Refer to the Help(P. 68)**

## Printing from a Desktop App

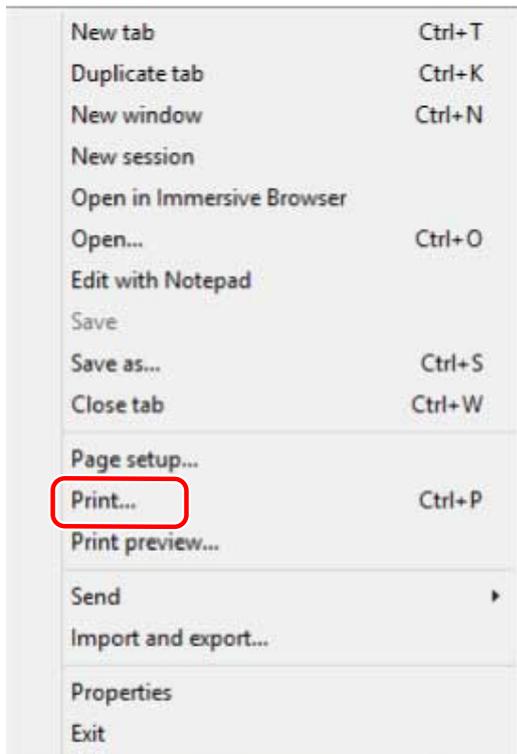
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This explains the basic procedure for displaying the print settings screen of the driver and printing from a desktop app.

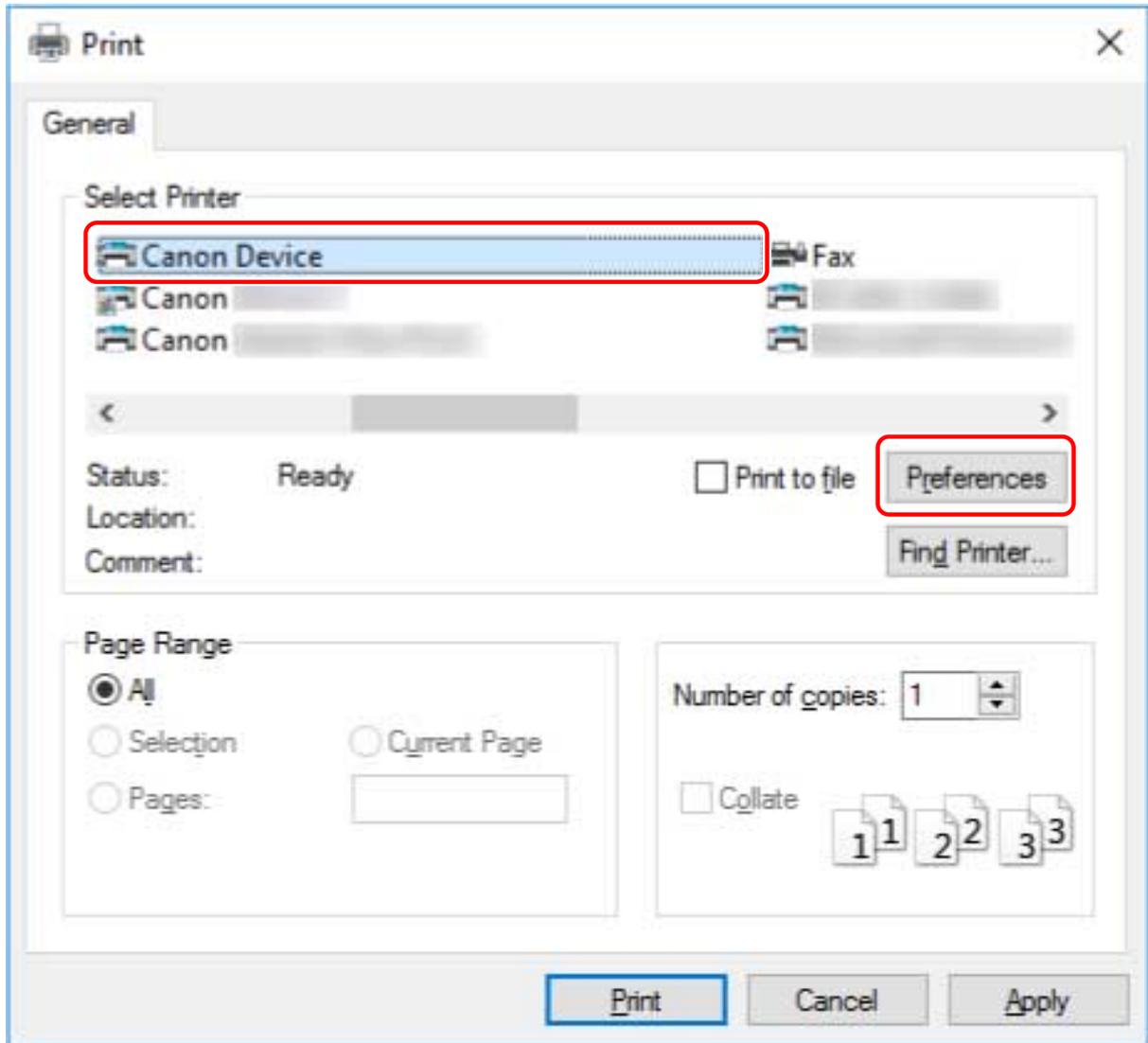


- When using a device connected via a WSD port, enable [Use WSD] at the device.

### 1 Select [Print] from the menu of the app.

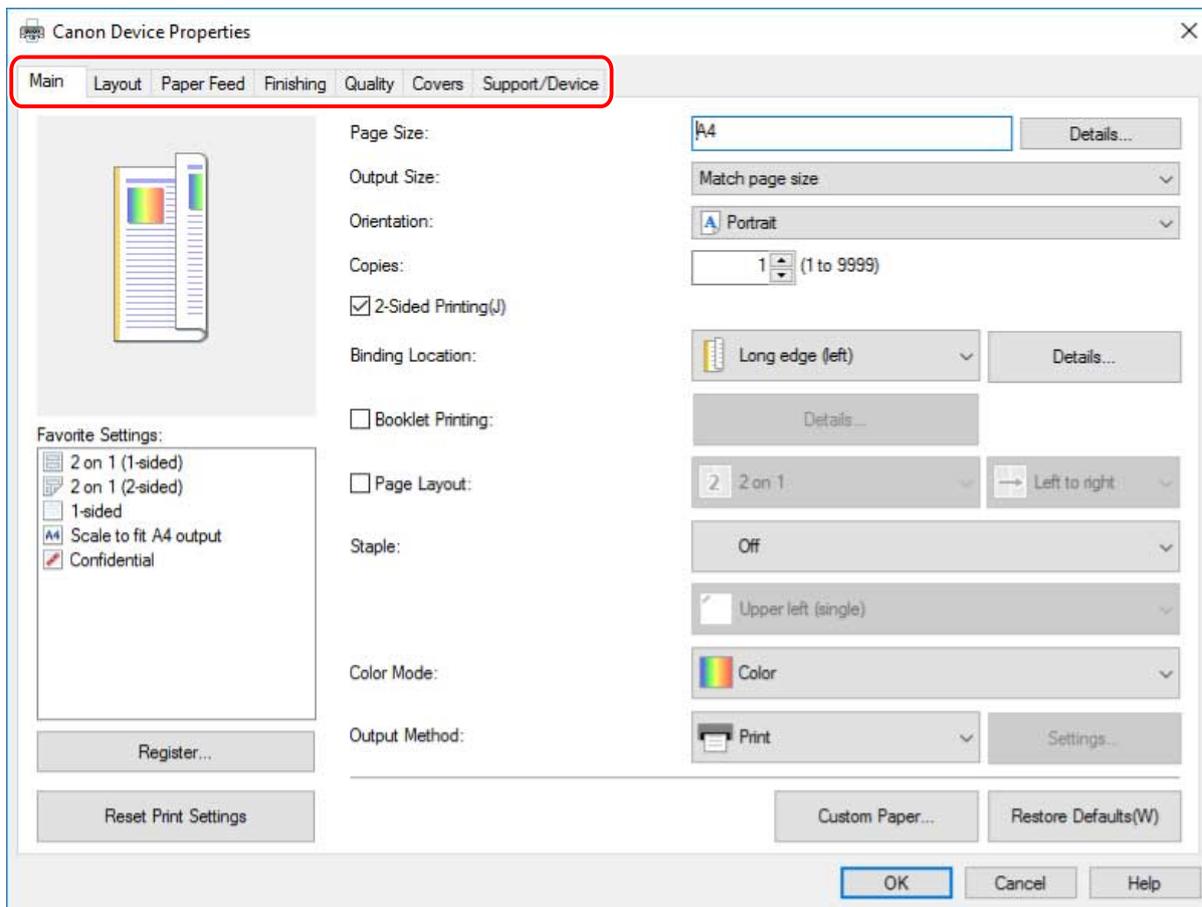


### 2 In the print screen, select the device you are using → click [Preferences], [Printer properties], or [Properties].



### 3 In the print settings screen of the driver, set the required items.

You can switch sheets if necessary.



#### NOTE

- If the Windows standard print setting screen, which differs from the screen above, is displayed, it may be due to an error in the environment, settings, or installation state of the driver. Refer to Troubleshooting to enable the print settings screen of the driver to be displayed.
- If the function you want to use is not displayed in the print settings screen, configure the print settings after enabling the functions of the device by retrieving the device information etc.

**4** Click [OK].

**5** In the print screen, click [Print] or [OK].

## Related Topics

- ▶ [About This Driver\(P. 9\)](#)
- ▶ [Making the Device Functions Usable\(P. 47\)](#)
- ▶ [How to Refer to the Help\(P. 68\)](#)
- ▶ [The Windows standard print settings screen is displayed\(P. 75\)](#)

## Printing from a Store App

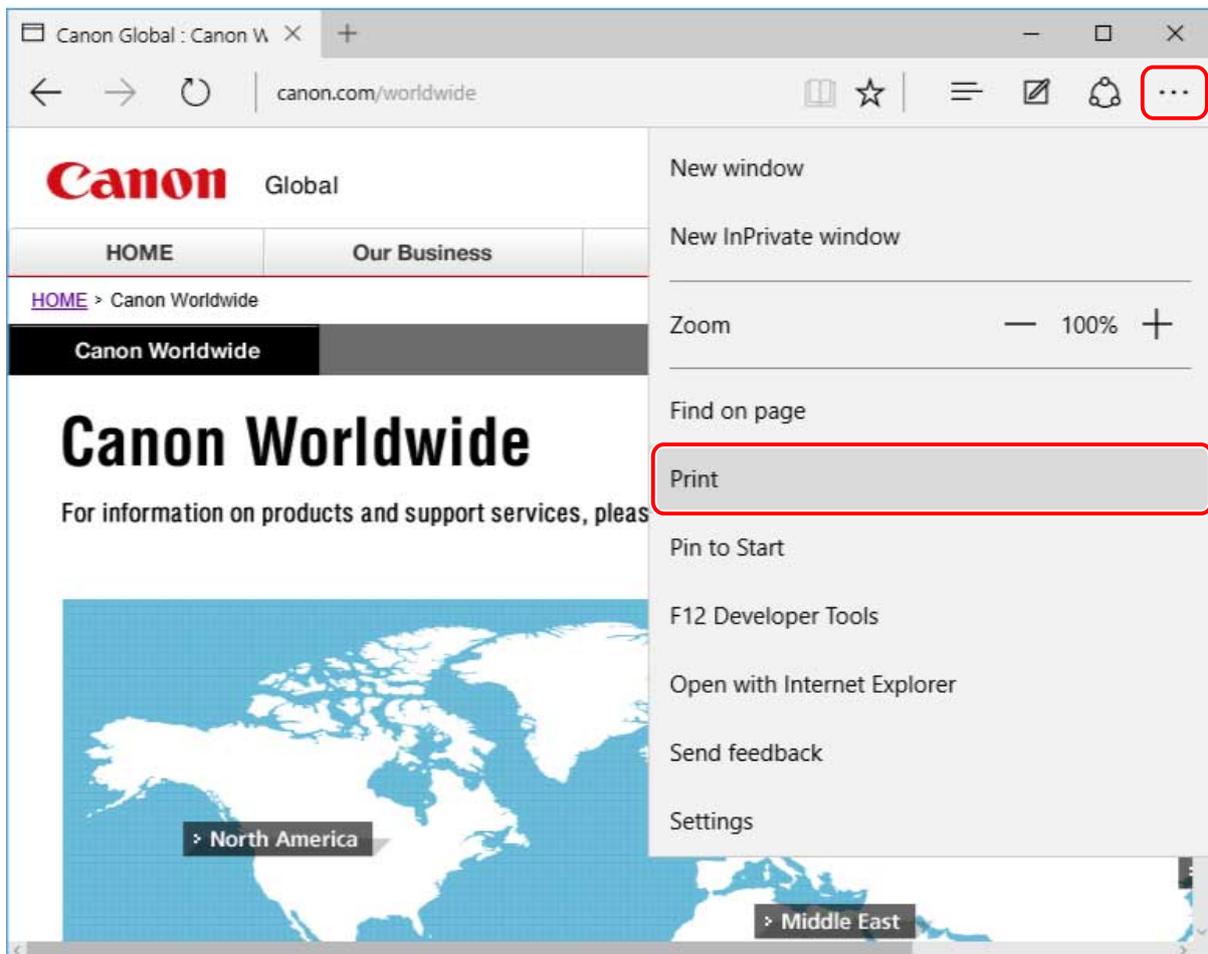
This explains the basic procedure for displaying the print settings screen of the driver and printing from a store app.

### NOTE

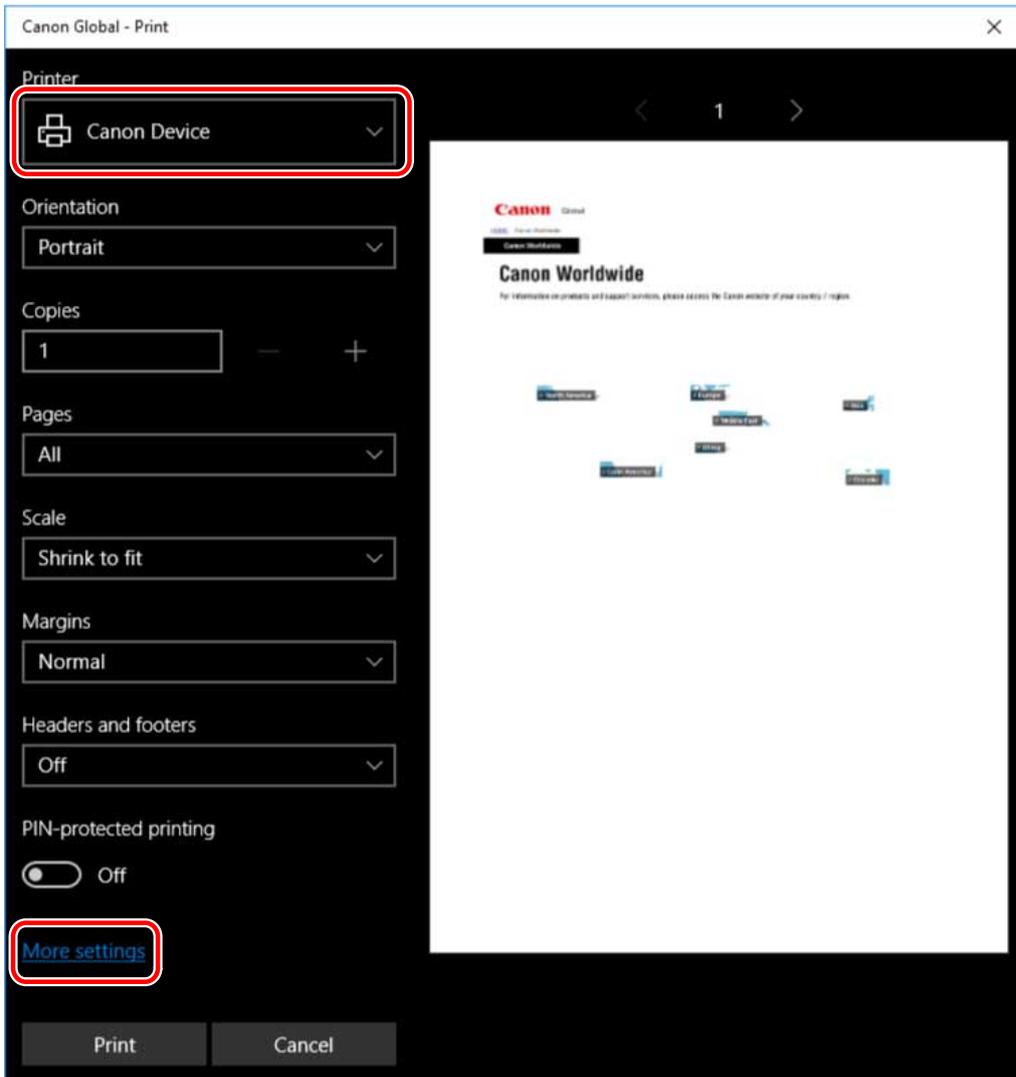
- When using a device connected via a WSD port, enable [Use WSD] at the device.
- If functions you want to use are not displayed in the print settings screen displayed from a store app, you may be able to use them by changing the default settings. You can configure the default settings by displaying the print settings screen from the icon of the device in [Devices and Printers].

## To Print from a Store App in Windows 10/Server 2016

### 1 Select [Print] from the menu of the app.

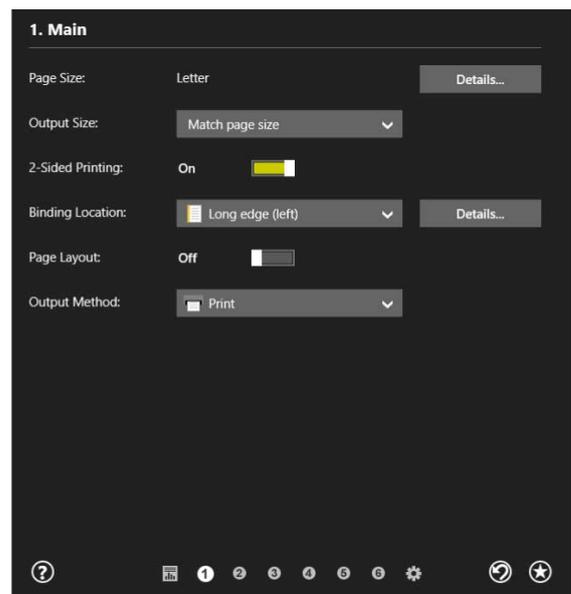
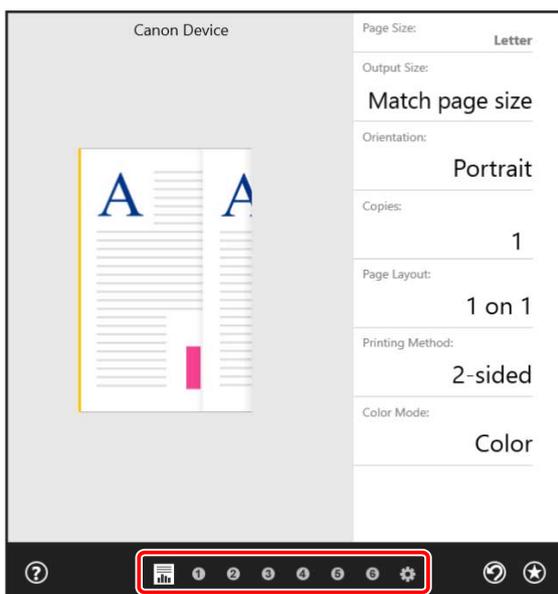


### 2 In the print screen, select the device you are using → click [More settings].



**3 In the print settings screen of the driver, set the required items.**

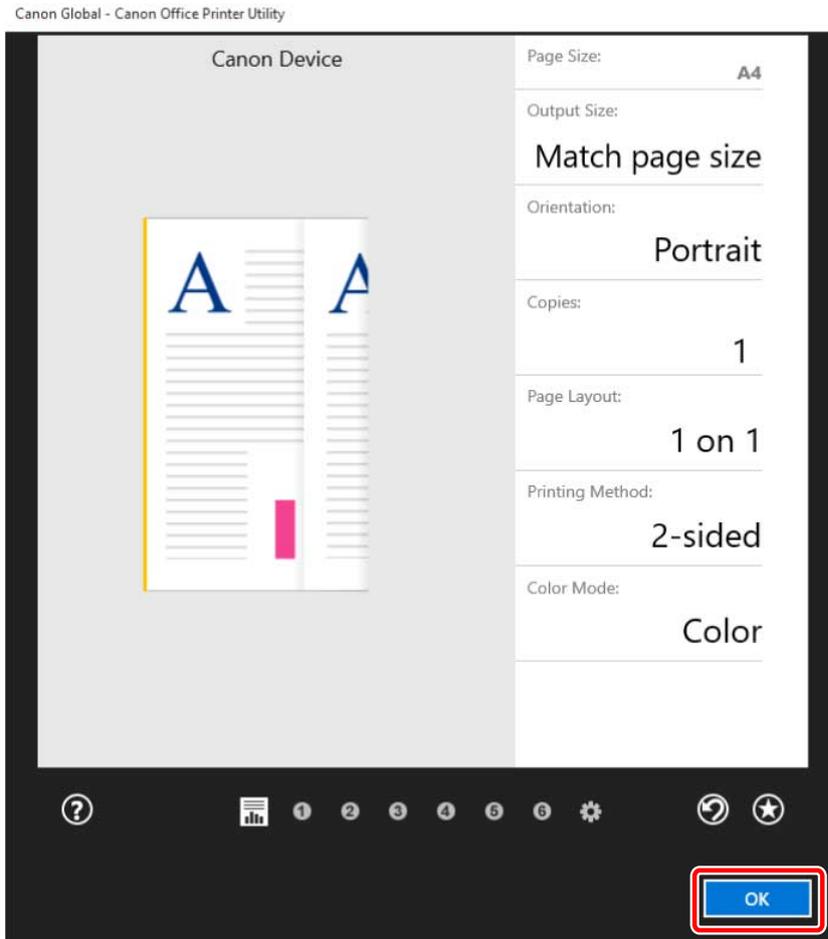
You can switch sheets if necessary.



**NOTE**

- If the Windows standard print setting screen, which differs from the screen above, is displayed, it may be due to an error in the environment, settings, or installation state of the driver. Refer to Troubleshooting to enable the print settings screen of the driver to be displayed.
- If the function you want to use is not displayed in the print settings screen, configure the print settings after enabling the functions of the device by retrieving the device information etc.

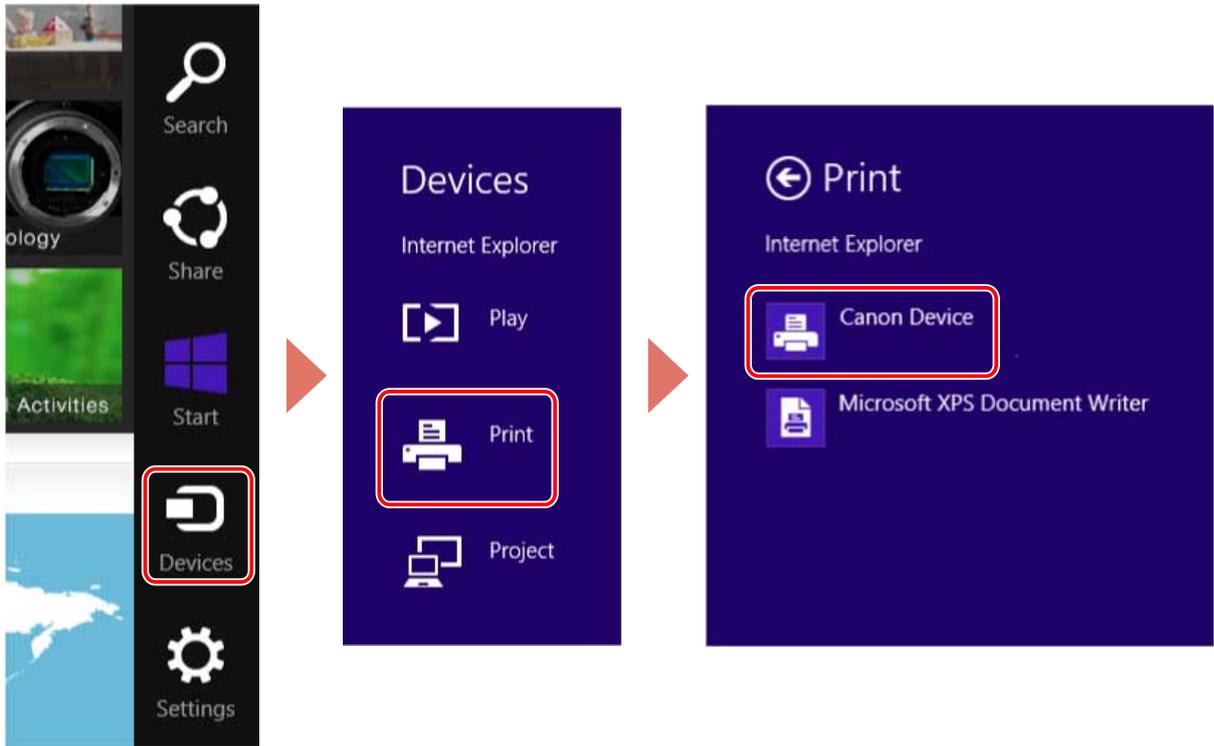
#### 4 Click [OK].



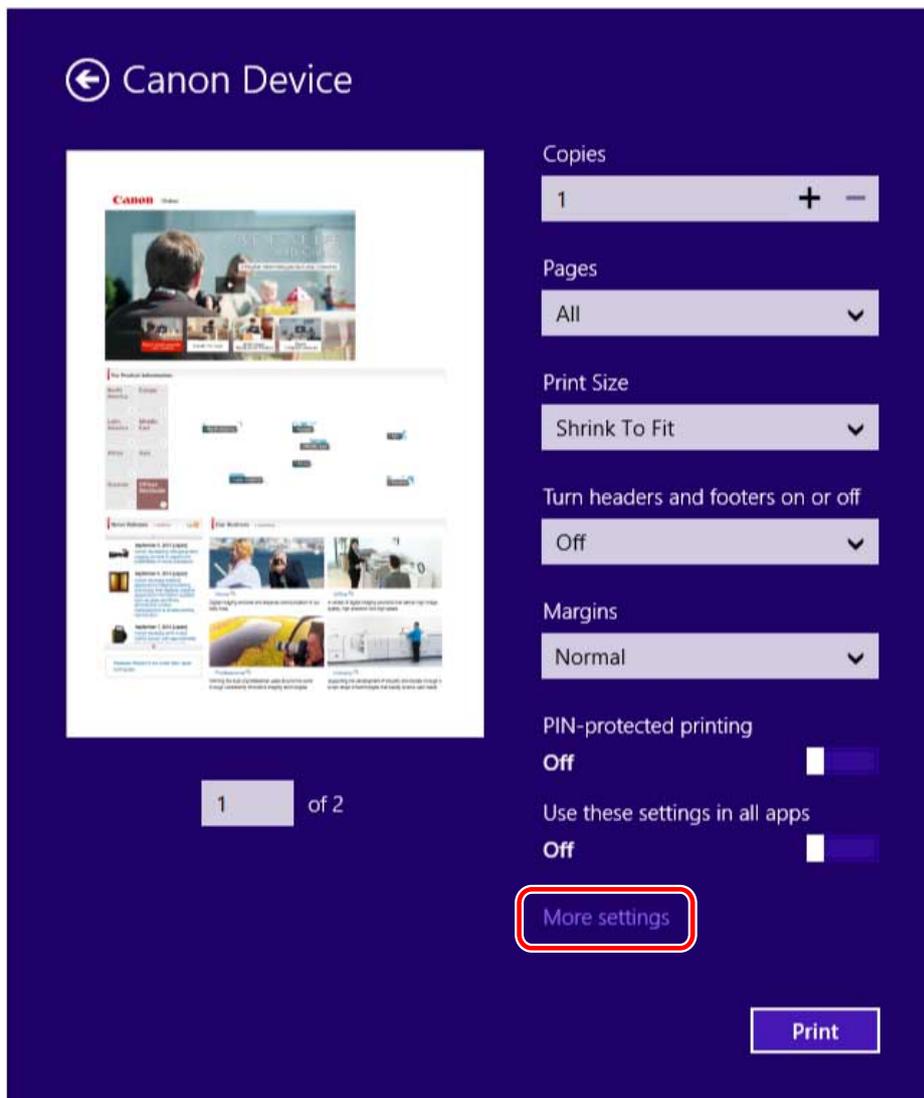
#### 5 In the print screen, click [Print].

To Print from a Store App in Windows 8.1/Server 2012 R2

- 1 Display the data you want to print in the app.
- 2 Display the charm bar, then click [Devices] → [Print] → the device you are using.

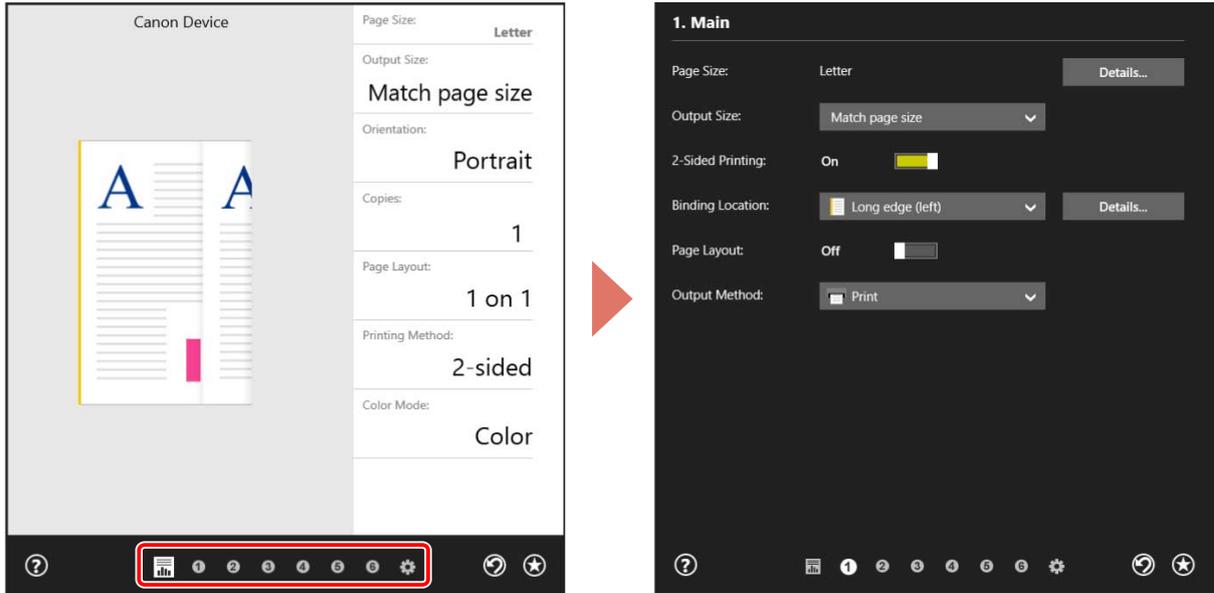


**3** Click [More settings].



#### 4 In the print settings screen of the driver, set the required items.

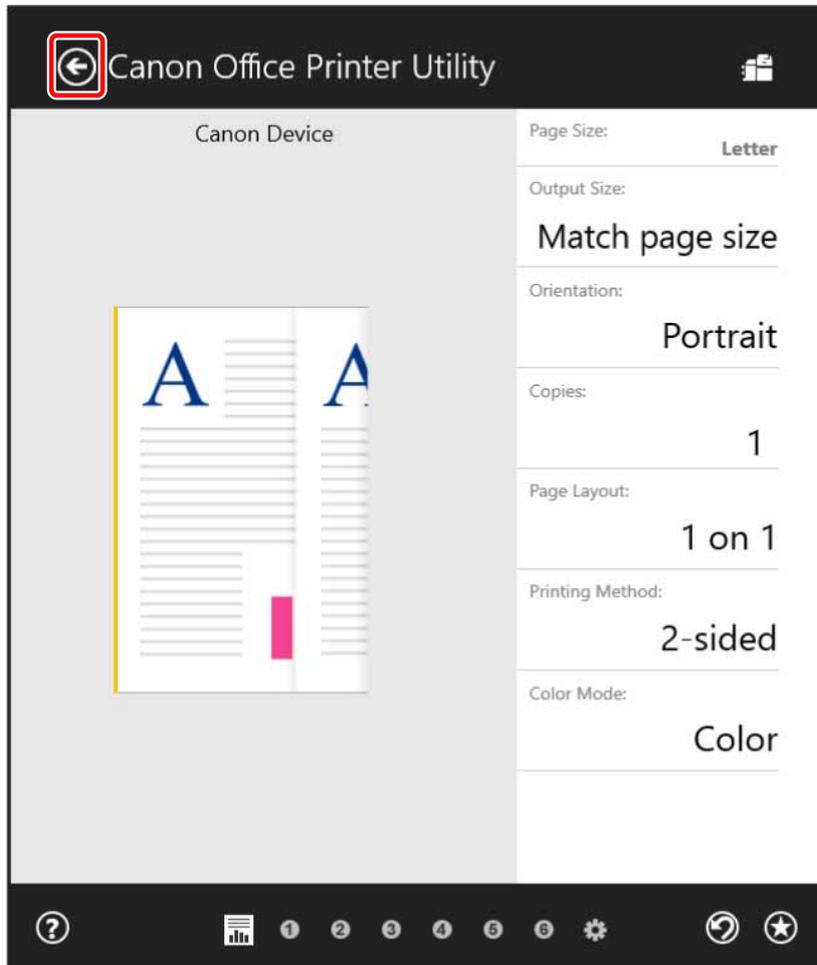
You can switch sheets if necessary.



#### NOTE

- If the Windows standard print setting screen, which differs from the screen above, is displayed, it may be due to an error in the environment, settings, or installation state of the driver. Refer to Troubleshooting to enable the print settings screen of the driver to be displayed.
- If the function you want to use is not displayed in the print settings screen, configure the print settings after enabling the functions of the device by retrieving the device information etc.

#### 5 Click [ ] (Back).



**6** In the print screen, click [Print].

## Related Topics

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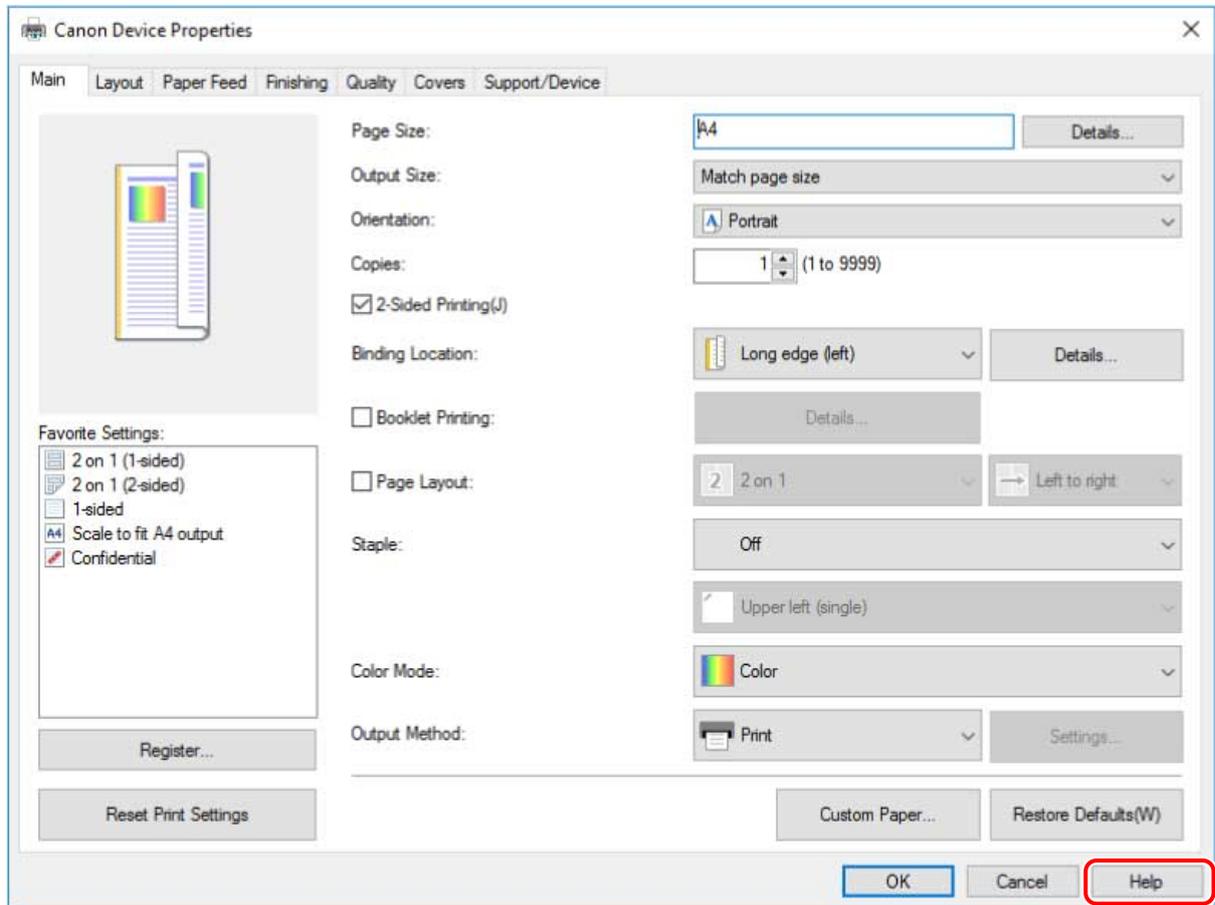
- ▶ [About This Driver\(P. 9\)](#)
- ▶ [Making the Device Functions Usable\(P. 47\)](#)
- ▶ [How to Refer to the Help\(P. 68\)](#)
- ▶ [The Windows standard print settings screen is displayed\(P. 75\)](#)

## How to Refer to the Help

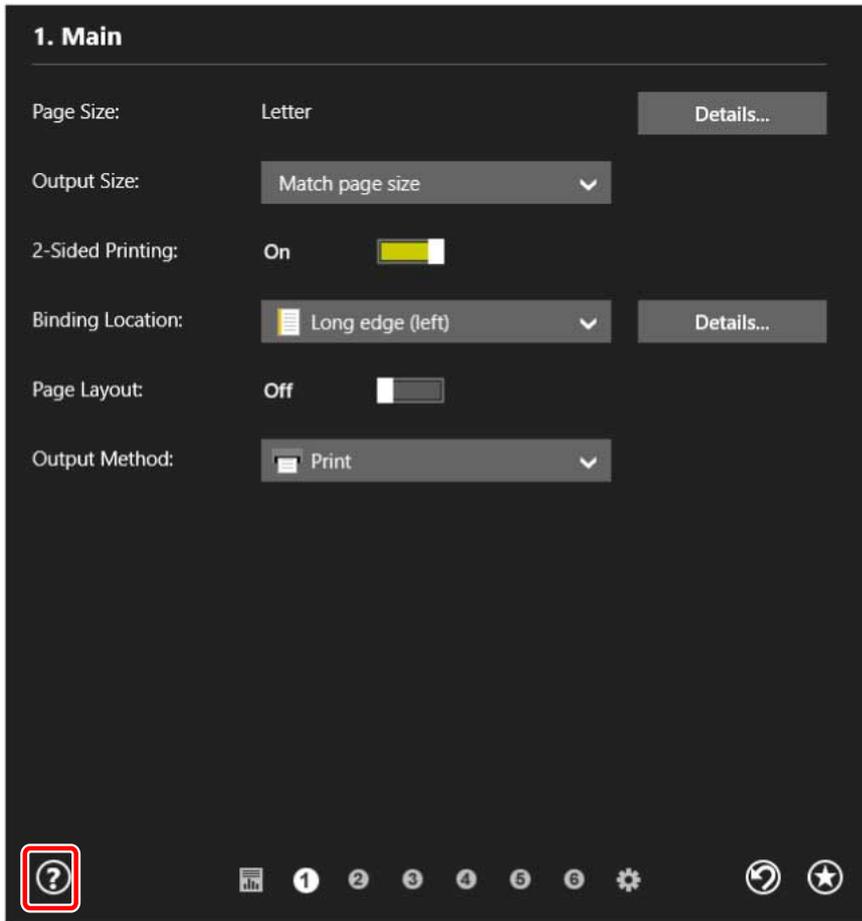
For details about how to use the driver and each of the functions, refer to the help.

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

### When printing from a desktop app



### When printing from a store app



## Related Topics

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- ▶ [Printing from a Desktop App\(P. 59\)](#)
- ▶ [Printing from a Store App\(P. 62\)](#)

# Troubleshooting

<b>Troubleshooting</b> .....	71
<b>Cannot discover a device on a network</b> .....	72
<b>Icon of the device is not displayed after installation</b> .....	74
<b>The Windows standard print settings screen is displayed</b> .....	75
<b>Print settings return to their defaults after updating the driver</b> .....	78

# Troubleshooting

---

This explains solutions to common problems.

- ▶ **Cannot discover a device on a network(P. 72)**
- ▶ **Icon of the device is not displayed after installation(P. 74)**
- ▶ **The Windows standard print settings screen is displayed(P. 75)**
- ▶ **Print settings return to their defaults after updating the driver(P. 78)**

## Cannot discover a device on a network

---

When installing with a network connection, the device may not be displayed in the [Printer List] of the installer.

If this happens, it could be due to a number of causes. Change settings as necessary by referring to each "Remedy."

### Cause 1.

**The device settings are incorrect.**

#### Remedy

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

- The IPv4 or IPv6 protocol settings have been enabled in [TCP/IP Settings].
- [Multicast Discovery Settings] has been enabled.  
For network environments that use WSD, [Use WSD] has been enabled.
- [PDL Selection (Plug and Play)] and the page description language of the driver match.
  - For "UFR II/UFRII LT/LIPSLX/CARPS2 V4 Printer Driver": [\*\*\* (V4)] (or [\*\*\* (XPS)])  
\*\*\* represents the page description language corresponding to the device.
  - For "PCL6 V4 Printer Driver": [PCL6 (V4)] (or [PCL6])

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

### Cause 2.

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

#### Remedy

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

(1) Display [Network and Sharing Center] → check the network profile you are using in [View your active networks].

You can display [Network and Sharing Center] as follows.

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

Select [Settings] > [Network & Internet] > [Ethernet] → click [Network and Sharing Center].

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

Click [Control Panel] > [Network and Internet] > [Network and Sharing Center].

(2) Click [Change advanced sharing settings].

(3) If [Network discovery] > [Turn off network discovery] is selected in the network profile checked in step (1) **(P. 72)**, select [Turn on network discovery].

(4) Click [Save changes].

If the Administrator's password or confirmation is requested, enter the password or provide the confirmation information.

### Cause 3.

**The network environment is one in which devices cannot be discovered.**

### Remedy

- In a TCP/IP network environment, set it up so that the device you want to discover and the computer you are using are on the same subnet.
- If the device you want to discover is connected to a network environment that does not use either TCP/IP or WSD, install the driver by specifying a port or IP address.

### Cause 4.

**The driver corresponding to the discovered device is already installed.**

### Remedy

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

### Related Topics

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- ▶ [Installing by Discovering Devices on a Network\(P. 20\)](#)
- ▶ [Installing by Specifying a Port or IP Address\(P. 25\)](#)

## Icon of the device is not displayed after installation

---

If the icon of the device is not displayed in [Devices and Printers] when installation is complete, this could be due to a number of causes. Refer to each "Remedy" to have the icon of the device displayed.

### Cause 1.

**The screen has not been updated.**

#### Remedy

Click [  ] (Refresh) in the address bar to update the screen to the latest status.

### Cause 2.

**The driver is being installed or the installation has not been correctly completed.**

#### Remedy

Wait until the installation has been completed. If the icon of the driver is not displayed after you have waited for some time, reinstall the driver.

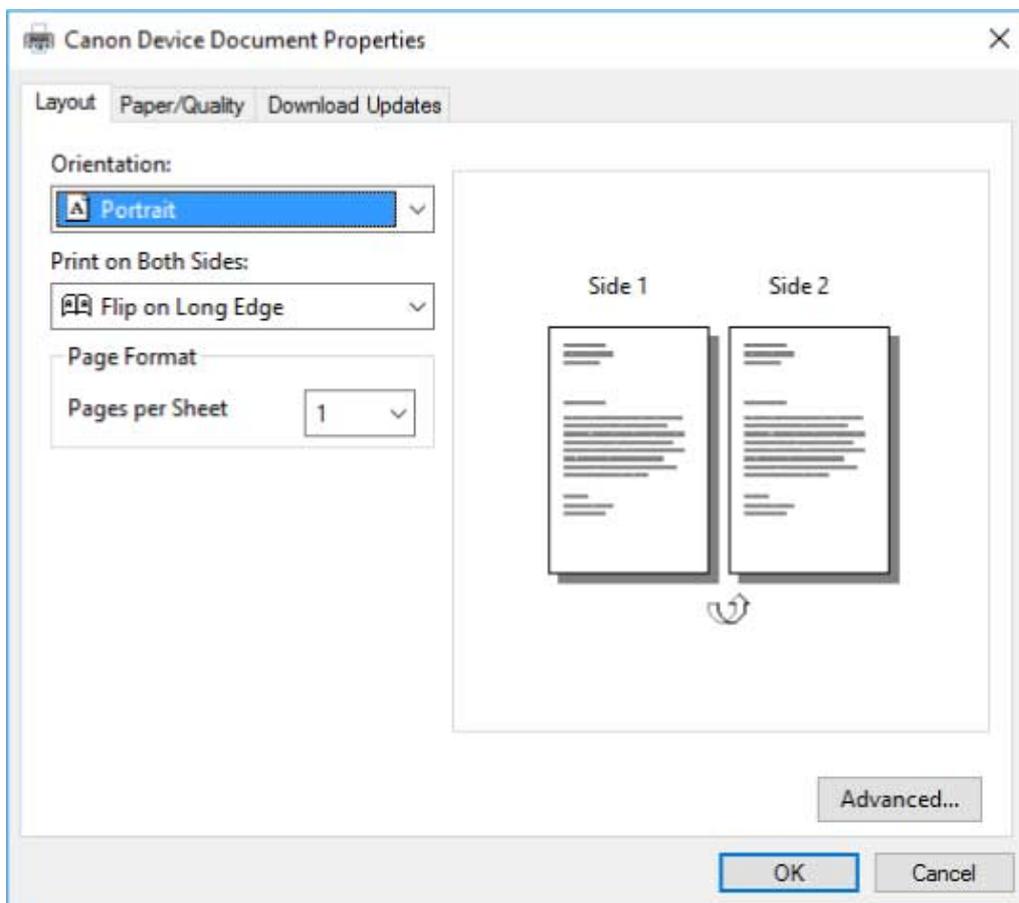
## The Windows standard print settings screen is displayed

Even after you install the driver, the print settings screen of the driver may not be displayed and the Windows standard print settings screen displayed instead. If this happens, a number of causes are possible.

Display the print settings screen of the driver by referring to the "Cause" and "Remedy" that explains each Windows standard print settings screen displayed.

If displayed from the icon of the device in [Devices and Printers] or a desktop app

The following screen is displayed from the icon of the device in [Devices and Printers] or when printing with a desktop app.



### Cause 1.

The driver has not been correctly installed in the client in a shared printer environment.

### Remedy

Refer to the procedure for setting a computer as a shared printer client and install the driver.

## Cause 2.

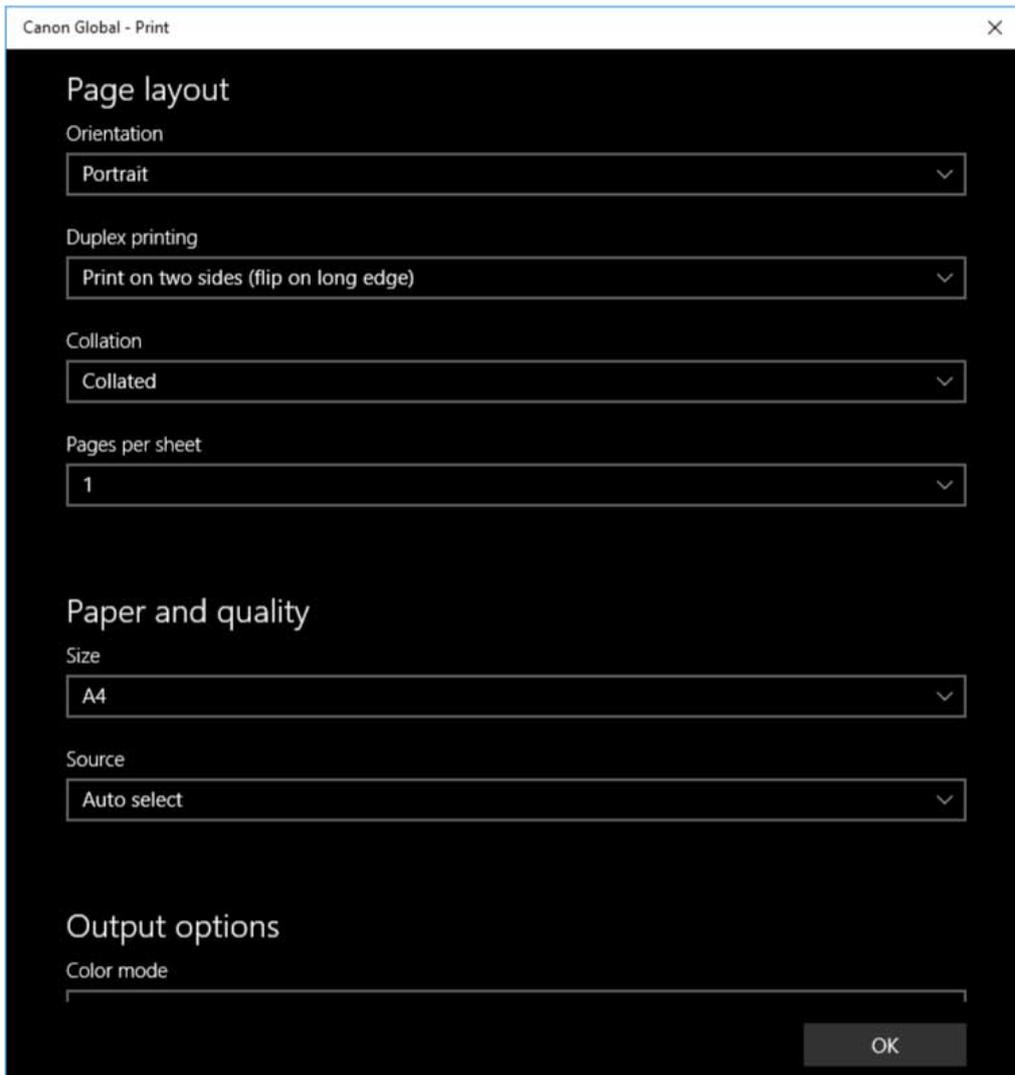
There is the possibility of some sort of problem occurring while installing the printer driver.

### Remedy

Uninstall the printer driver, then re-install it by following the correct procedure.

## If displayed from a store app

The following screen is displayed when printing from a store app.



## Cause 1.

You cannot connect to the Internet from the computer you are using.

### Remedy

The functions required for printing with a store app are installed from the Windows store via the Internet. Check that you can access the Windows store from the computer you are using, then reinstall the driver.

## Cause 2.

The account you used to log onto Windows is not associated with a Microsoft account.

### Remedy

Use a Microsoft account to install from the Windows store.

If the account you are using when logging onto Windows is an account other than a Microsoft account (a local account or domain account), you need to associate it with a Microsoft account following the procedure below, then install.

(1) Display the [Accounts] screen.

**In Windows 10/Server 2016**

Select [Settings] > [Accounts].

**In Windows 8.1/Server 2012 R2**

Display the charm bar in the [Desktop] screen → select [ Settings] > [Change PC settings] > [Accounts].

(2) Set association with a Microsoft account.

**In Windows 10/Server 2016**

Select [Your info] > [Sign in with a Microsoft account instead].

**In Windows 8.1/Server 2012 R2**

Select [Your account] > [Connect to a Microsoft account].

When you have finished configuring the settings according to the instructions on the screen, check that the associated Microsoft account is displayed in the account information.

## Cause 3.

The app is set so that the Windows standard print settings screen is displayed.

### Remedy

If you are printing from a store app, set the app so that the print settings screen of the driver is displayed.

(1) Start the Canon Office Printer Utility.

**In Windows 10/Server 2016**

Select the Start menu > [Canon Office Printer Utility] from the list of apps.

**In Windows 8.1/Server 2012 R2**

Click [] at the bottom of the [Start] screen > [Canon Office Printer Utility] in the [Apps] screen.

(2) Display the [Options] screen of the Canon Office Printer Utility.

**In Windows 10/Server 2016**

Select the menu [] at the top of the app screen > [Settings] > [Options].

**In Windows 8.1/Server 2012 R2**

Display the charm bar in the [Desktop] screen → select [ Settings] > [Options].

(3) Disable [Settings for print settings screen] > [Always display in compatibility mode].

## Related Topics

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- ▶ [Installing by Discovering Devices on a Network\(P. 20\)](#)
- ▶ [Installing by Specifying a Port or IP Address\(P. 25\)](#)
- ▶ [Setting up Clients of a Shared Printer\(P. 40\)](#)
- ▶ [Uninstalling the Driver\(P. 54\)](#)

# Print settings return to their defaults after updating the driver

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After updating an installed driver, if none of the print settings are carried over, and all of the print settings return to their default settings, this may be due to the following cause. Address the problem according to the "Remedy" content.

## Cause

**Windows specifications or changes in the driver due to additions or changes to functions.**

## Remedy

After acquiring the device information, change the print settings.

To acquire the device information, perform the procedure for enabling usage of the functions of the device.

## Related Topics

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- ▶ [Making the Device Functions Usable\(P. 47\)](#)

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