

## Service Notice: Failure to install D1100 series driver on Windows Server 2016 Systems

This service notice is to inform all D1100 users attempting to install the D1100 Series driver on Windows Server 2016 systems that an error will occur, and the driver will not properly install.

Please follow the below procedure BEFORE attempting to install the D1100 Series Driver on Windows Server 2016 Systems

1. Install the D1500 Series Driver from the link below.

[https://www.usa.canon.com/internet/portal/us/home/support/details/printers/black-and-white-laser/imageclass-d1550/imageclass-d1550#drivers\\_downloads\\_tab](https://www.usa.canon.com/internet/portal/us/home/support/details/printers/black-and-white-laser/imageclass-d1550/imageclass-d1550#drivers_downloads_tab)

Use the [Windows 64bit] UFR II Printer Driver V30.30

### Drivers & Downloads

Operating System	Windows Server 2016 (x64)	Language	English
Drivers	Software	Firmware	Utilities
<b>Recommended Driver(s)</b>			
File Name	Date	File Size	
[Windows 64bit] imageCLASS D1550/D1520 MFDDrivers (UFR II / FAX / ScanGear)	02/10/17	129.89 MB	<input type="button" value="SELECT"/>
<b>Optional Driver(s)</b>			
File Name	Date	File Size	
[Windows 64bit] Generic Plus UFR II Printer Driver V1.10	05/30/18	32.58 MB	<input type="button" value="SELECT"/>
[Windows 64bit] UFR II Printer Driver V30.30	04/20/18	25.73 MB	<input type="button" value="CLOSE"/>
<b>File name</b> UFR1I_Driver_V3030_W64_usEN_02.exe	<b>Supporting Documents</b> - How to Download and Install - Driver/Software Details		<input type="button" value="DOWNLOAD"/>

2. Install the D1100 Series Driver from the link below

[https://www.usa.canon.com/internet/portal/us/home/support/details/printers/support-laser-printers-imageclass/imageclass-d1120/imageclass-d1120#drivers\\_downloads\\_tab](https://www.usa.canon.com/internet/portal/us/home/support/details/printers/support-laser-printers-imageclass/imageclass-d1120/imageclass-d1120#drivers_downloads_tab)

### Drivers & Downloads

Operating System	Windows Server 2016 (x64)	Language	English
Drivers	Software	Firmware	Utilities
<b>Recommended Driver(s)</b>			
File Name	Date	File Size	
[Windows 64bit] imageCLASS D1170/D1150/D1120 MFDDrivers (UFR II / FAX / ScanGear)	02/13/17	28.68 MB	<input type="button" value="SELECT"/>

3. Uninstall the D1500 series driver. This step is optional.

## Support

Thank You,

Customer Support Operations

Canon U.S.A., Inc

For assistance, please contact our award winning customer service below.

Canon Customer Support Center

Monday - Friday 8am to 8pm ET

Phone: 1(800) OK-CANON

1(800) 652-2666

TDD: 1-866-251-3752

Email: [carecenter@cits.canon.com](mailto:carecenter@cits.canon.com)

Support options and hours of

operations: [usa.canon.com/support](http://usa.canon.com/support)