

## Mac client prints with incorrect margins while using Canon printers

• Parallels Remote Application Server

## **Symptoms**

- Mac client prints with incorrect margins while using Canon printer, creates additional blank page while printing any document, etc.
- The paper size is incorrect. Even if one set to Legal at local macOS preferences, published app defaults to another one:

## Cause

**CUPS** driver for Canon reports wrong default page size.

Note: The issue was noticed, but not limited to the following printers: MG2920, C5535i

## Resolution

1. On the affected Mac computer navigate to CUPS Web Interface.(http://localhost:631/printers/)

**NOTE:** If it is disabled, open Mac **Terminal** and execute the command:

cupsctl WebInterface=yes

- 2. Select Canon printer > **Set Default Options** from the drop-down menu.
- 3. If it is set to **A4**, please change it to **US Letter** and apply the settings.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.