



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:

```
cupscctl 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.
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