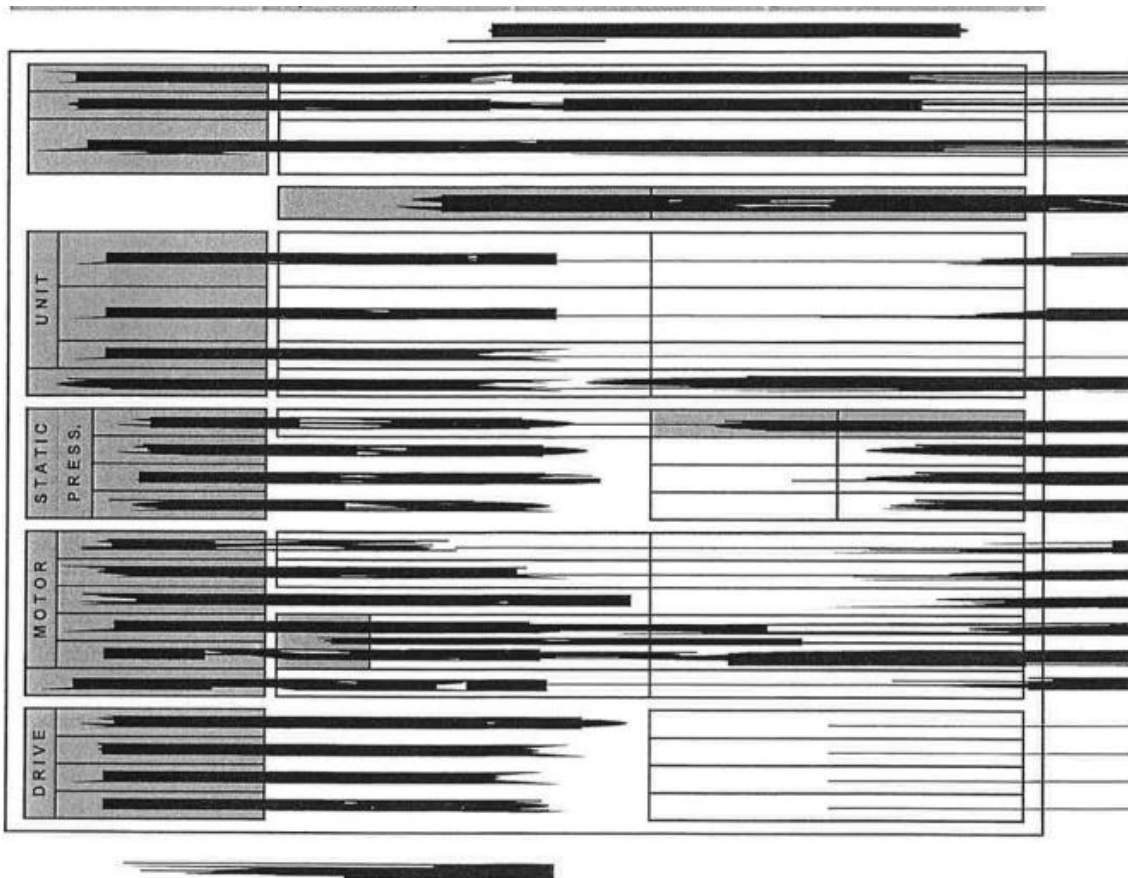# SERVICE BULLETIN: Black Lines Printing in PDF Files

Recently, an issue has arisen when printing PDF documents from Adobe Acrobat and Adobe Reader DC. The problem occurs when printing PDF files only. Random black lines will be present in the printed output as shown in the example below:


**above: example of black lines printing in PDF document.**

It has been determined that the cause of this issue is due to a possible bug in Adobe Acrobat and Adobe Reader DC (not from the Canon print driver or Device itself). In order to resolve this issue when printing PDF documents you need to switch on an option called **"Print as Image"** within you Adobe software.

To enable this option, please follow the instructions below:

With the PDF file open, select "File" and then "Print" from the main menu. You will see the Adobe print dialog screen. Next click the "Advanced" button.
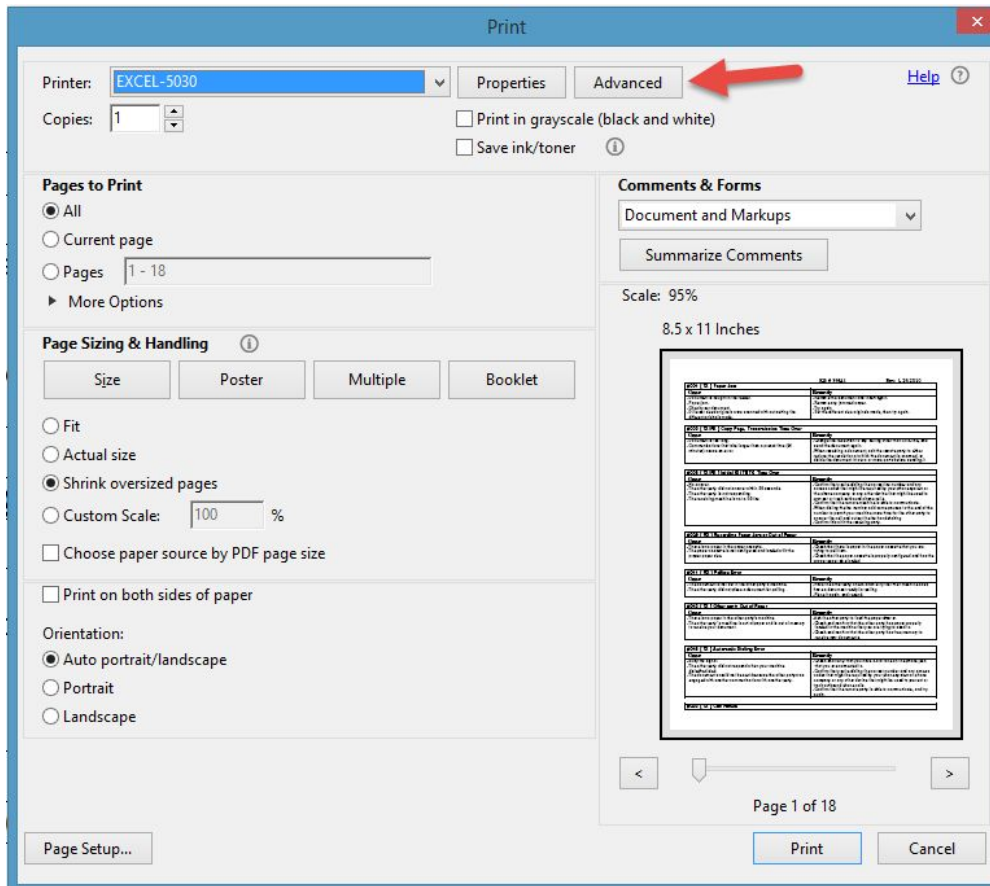
Next select the checkbox called "Print as Image". This option "flattens" your PDF document and will eliminate the printing issues you are encountering.
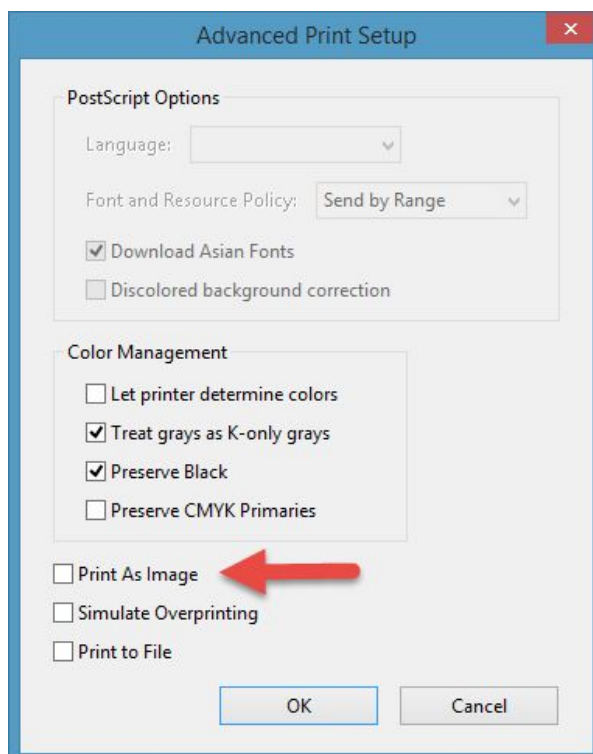
We suggest that this setting be done for each of your Canon print drivers to avoid future printing issues.

Making the "Print as Image" setting permanent:

In order to make the print as image setting permanent in your Adobe software make sure to follow the steps below:

1. Open your PDF file within Adobe Acrobat or Reader DC
2. Select Print
3. Choose your Canon print driver
4. Click "Advanced" button
5. Check the "Print as Image" box
6. *Make sure to hit OK*
7. *Make sure to hit "print" on the next screen*

This will set the "Print as Image" to "on" by default in your print driver

Failing to perform options 6 & 7 will not save the "Print as image" option in the "on" state. It is important to remember that this process must be done with each Canon print driver that you use on your system.