

Last Update: July 22, 2011

Canon Inc.  
Canon Europe Ltd.

**Important notice regarding a compatibility issue with Mac OS X 10.7 (Lion) and Canon Print and Multifunctional products (i-SENSYS, imageRUNNER, iR, imageRUNNER ADVANCE and imagePRESS)**

Following the release of Mac OS X 10.7 (Lion) on July 20, 2011, Canon has identified a compatibility issue with Canon's Mac OS X Printer/Fax Drivers and the new Mac OS X 10.7 (Lion). When attempting to print from Mac OS X 10.7, using the Canon Drivers, under certain circumstances, the print process will fail. In addition to this, using certain Canon drivers for the above products, the failure can also result in the Mac hard disk drive storage area being consumed. This in turn, may result in it not being possible to log-in to a Mac after restarting.

Below, we would like to clarify the details of the problem and a recovery procedure. We also detail how to avoid the issue as well as provide details of a planned permanent solution to the problem.

**Circumstances under which the issues occurs**

- 1) When printing from Mac OS X 10.7 (Lion) with a Canon driver, printing will fail if using the "TextEdit" or "Preview" application.
- 2) Additionally, if using the Canon drivers listed below, a "Print in progress" message will appear after submitting the print job. The printer driver will output an error log continuously while the application and OS may freeze. Consequently, if actions are not taken to resolve the error, the error log could become so large that the Hard disk capacity is consumed. This may result in a user being unable to log-in after restarting the Mac

**Permanent Solution Schedule**

New Printer/Fax drivers for Mac OS X 10.7 (Lion) will be available for download from the Canon Software Download Centre website (<http://software.canon-europe.com/>) from October 2011. These drivers will resolve the above issues allowing users to use the "TextEdit" and "Preview" applications without issue

**Temporary solution: How to avoid the issues using current drivers**

Until the new drivers are released, please avoid using “TextEdit” or “Preview” application when using a Canon’s Mac OS X Printer/Fax Drivers with Mac OS X 10.7 (Lion).

### **How to rectify the problem if the issue occurs**

If you experience the above issue when using a combination of OS X 10.7 (Lion) and one of the Canon Drivers listed below please use the following procedure to rectify the issue and enable printing:

- 1) First please delete the registered “Print Queue”
- 2) Second, download and install latest Mac OS X 10.6 (Snow Leopard) driver from Canon Software Download Centre website (<http://software.canon-europe.com/>). Unfortunately, these updated drivers will fail when using “TextEdit” or “Preview” applications **however** they will not produce continuous error logs nor will they cause the Mac to become unresponsive.
- 3) After the installation, re-register the “Print Queue”, and then proceed with your print job. However, **please avoid** using “TextEdit” or “Preview” applications until the new drivers are available

### **How to recover from the issue if you are unable to log-in after restarting your Mac**

Please contact Canon Helpdesk or Canon Authorised Service

### **Affected Products and Drivers**

- Printer/Fax Driver

Canon PS Printer Driver & Utilities for Macintosh Version 2.00-3.30

Mac UFR II LT Printer Driver v2.00-2.02

Canon Fax Driver for Macintosh Version 2.00-3.40

- Copier/Printer

Canon PS Printer Driver & Utility for Macintosh

**【imageRUNNER ADVANCE Series】**

iR-ADV C7065/C7055/

iR-ADV C5051/C5045/C5035/C5030

iR-ADV C2030/C2020/C2025

iR-ADV 8105 PRO/8095 PRO/8085 PRO, iR-ADV 6075/6065/6055

**【imagePRESS Series】**

imagePRESS 1110/1125/1135

imagePRESS C1+

**【Color imageRUNNER Series】**

iR C6870/C5870/6880

iR C5180/4580/4080, iR C5185/3380/2880/2580,  
iR C3580/C3080/C2380/  
iR C3220/C3200/C2620  
CLC 3220/3200/2620/5151/4080  
iR C3170/C2570/3180/2580  
iR C1028

**【imageRUNNER Series】**

iR105/8500  
iR6000/6020/5000/5020  
iR3300/2200  
iR2535/2545/2520/2525/2530  
iR2270/2870/3570/4570/5570/6570  
iR5055/5065/5075, iR7105/7095/7086  
iR3530/2830/2230  
iR3225/3235/3245/3230

**【i-SENSYS LBP/ MF Series】**

LBP6650/6750/7750C/  
MF9200 Series

**Mac UFR II LT Printer Driver**

MF8000 Series/8300 Series

**Canon Fax Driver for Macintosh**

**【imageRUNNER ADVANCE Series】**

iR-ADV C9070 PRO/C9060 PRO/C7065/C7055/  
iR-ADV C5051/C5045/C5035/C5030  
iR-ADV C2030/C2020/C2025  
iR-ADV 8105 PRO/8095 PRO/8085 PRO, iR-ADV 6075/6065/6055

**【Color imageRUNNER Series】**

iR C6870/C5870  
iR C3380/C2880/C2580/3080/3480/3580/2380/  
iR C3180/2580  
iR C1028/1021/  
iR C5180/5185/4080/4580

**【imageRUNNER Series】**

iR2535/2545/2520/2525/2530

iR2270/2870/3570/4570/5570/6570/2230/3530/2830

iR3225/3235/3245/3230

iR2022/2025/2030/2018

iR3025/3035/3045

iR5055/5075/5065

iR7105/7095/7086

iR1020/1024/

**【i-SENSYS MF Series】**

MF7100 Series

MF4100 Series

MF4200 Series

MF4340-4380

MF8000 Series

MF8300 Series

MF8400 Series

MF9100

MF6560/6680

MF9200 Series

MF5800 Series

MF4500 Series/4400 Series

L3000