

July 25, 2012

Canon Inc.

Canon Europe Ltd.

Important notice regarding a compatibility issue with Mac OS X 10.8 (Mountain Lion) and Canon Print and Multifunctional products (i-SENSYS, imageRUNNER, iR, imageRUNNER ADVANCE and imagePRESS)

Dear Mac OS X 10.8 User

Following the release of Mac OS X 10.8 (Mountain Lion) on July 25th, 2012, Canon has identified a compatibility issue with Canon's Mac OS X Printer/Fax Drivers and the new Mac OS X 10.8 (Mountain Lion). When attempting to print from Mac OS X 10.8, using the Canon Drivers, under certain circumstances, the print process will fail. In addition to this, using certain Canon drivers, 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 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.

Canon Driver for Mac

Official Support Driver schedule for OS X Mountain Lion

- Mac UFR II/CARPS II/LIPS LX Driver v2.42 (Release scheduled between Aug. and Sep, 2012)
- Mac PS Driver v3.60 (Release scheduled between Sep. and Oct, 2012)
- Mac FAX Driver v3.80 (Release scheduled between Dec, 2012 and Jan, 2013)
- Mac Scan Driver v1.60(Release scheduled between Sep. and Oct, 2012)
- Mac PPD V3.40 (Release scheduled between Nov. and Dec, 2012)
- Mac CAPT Driver V3.55(Release scheduled between Aug. and Sep, 2012)

Known issues/limitation of current driver

Mac PS Driver

V3.51:

Known Issue	Workaround
Printer configuration information is not updated in printer driver user I/F with Sandbox applications	Manually set the printer's install options in print queue dialog
Default value cannot be set to Job Account information (ID and password) with Sandbox Applications	No workaround. Job Account function is available.
BOX name is not displayed with Sandbox applications	No workaround. BOX function is available
Media Library Type 2 is not displayed with Sandbox applications	No workaround. Type 1 is available
Color matching custom profile is not displayed with Sandbox applications	No workaround

Ver.3.50 and before:

Known Issue	Workaround
When N copies is specified, N times N copies is output	
When V3.50 or before driver is installed, OSX is updated to Mountain Lion and a registered queue is deleted and registered a queue again	Download the printer driver V3.51 or later from CANON website and install them to use.
When V3.40 or before bundled driver is installed on Mountain Lion.V3.50 driver cannot be installed since it limits installing OSX version	Download the printer driver V3.51 or later from CANON website and install them to use

Mac Scan Driver

V1.51 or before:

Known Issue	Workaround
Scanning with the keys on the operation panel cannot be performed if the Network Utility is not started manually.	Start the Network Utility manually.
On OS X Mountain Lion, if an already installed scanner driver is overwritten by installing version 1.51, Canon MF Utilities/MF ToolBox in the application folder will not start.	Start MF ToolBox directly using one of the following methods: - Start MF ToolBox from LaunchPad. - Start MF Toolbox.app from the following path: Startup Disk -> Library -> Application Support -> Canon -> ScanGear MF -> Utility

Mac CAPT Driver

Limitations	Workaround
Cannot install using the GateKeeper default settings.	Drivers that support GateKeeper are scheduled to be released between September and October 2012. Until this date, set Gatekeeper to the lowest security level

Mac PPD

Limitations	Workaround
Cannot install using the GateKeeper default settings.	PPD files that support GateKeeper are scheduled to be released between July and August 2012. Until this date, set Gatekeeper to the lowest security level

Support Plan for Creo Controller

Support controller and Plan

Supported Creo controller

- imagePRESS CR Server A7000 v2.1
- imagePRESS CR Server A7500 v2.1

➤ As soon as the official release is done, we start the test with it and provide you with other updated information within six month.

Know issues/limitations for current controller

Known issues	Detail
DEX installation	DEX cannot be properly installed in OS X Mountain Lion.

Support Plan for EFI Controller

Support controller and Plan

Supported efi controller

- ImagePASS-A2 v1.0
- ImagePASS-B2 v1.0
- ColorPASS-GX400 v1.0
- ImagePASS-U2 v1.0
- imagePRESS Server A3200/2200/1200 v1.0
- imagePRESS Server A3100/2100/1100 v2.0
- imagePRESS Server Q2 v2.0
- imagePRESS Server T1 v2.0
- ColorPASS-GX200/PS-GX200 v1.0
- ColorPASS-GX300 v2.0
- ColorPASS-GX300 v1.0
- ImagePASS-A1 v1.01
- ImagePASS-B1 v1.01
- imagePASS-H1/Color Network Printer Unit-H1 v2.0
- imagePASS-J1/Color Network Printer Unit-J1 v1.1 ^{*1(TBD)}
- imagePASS-C2/Color Network Printer Unit-C2 v1.0 ^{*1}
- imagePASS-F2/Color Network Printer Unit-F2 v1.0 ^{*1}
- imagePASS-G1/Color Network Printer Unit-G1 v1.1 ^{*1}
- imagePRESS Server J200/J100 v1.21
- imagePASS-S1/Network Multi-PDL Printer Unit-S1 v2.1 ^{*1}
- imagePASS-S2/Network Multi-PDL Printer Unit-S2 v2.01 ^{*1}
- imagePASS-U1 v1.1

BLUE: New product added

Others :Same as Lion (see table below)

*1: PPD only (Spec restricted as before)

- As soon as the official release is done, we start the test with it and provide you with other updated information within four month.

Know issues/limitations for current controller

Known issues/limitation	Detail
Gatekeeper	When OS's "Gatekeeper" function is ON, a driver for "Lion" cannot be installed to Mountain Lion.
Access link to WebTools	The <i>Click here to access Fiery Utilities link in the "About" tab has been removed. To access Fiery WebTools, start your</i> Internet browser and type the IP address or DNS name of the Fiery print server in the address bar.
Import All/Export All presets feature	The Importing/Exporting local presets feature is not available. The "Import All" and "Export All" presets feature from "Preset" > "Manage Local Presets" has been removed.
Configure button on Quick Access	The "Configure" button on the "Quick Access" tab from the Fiery Features has been removed. If you use "Two-way Communication" function, select the "Two-Way Communication" checkbox and input the IP address of the Fiery print server in "Printer Address".
Preview Master in VDP	The "Preview Master" function in the "VDP" tab has been removed
IPP Printing	If you select "Internet Printing Protocol" (IPP printing) while adding a printer on Mac OS v10.7, the "hold" queue is not available. Specify "print" or "direct" queue in the "Queue" field.
Queries appear on the Print queue	When the printer driver communicates with the Fiery print server on Mac OS X v10.7, the queries are listed as jobs in the Print Queue. The queries are not real jobs and they will disappear from the Print Queue after they are completed. To open the Print Queue, select the Apple menu > System Preferences > Print & Fax, then select the Fiery print server from the list of printers, and click Open Print Queue.

Known issues	Detail
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Uninstalling the old driver	If a Mac OS X v10.6.x is upgraded to Mac OS X v10.7.x on the same client Mac, it is required to remove the previous installation of the driver using the Fiery Software Uninstaller (contained in the DMG file) and install this driver.
SMB Printing	Printing from the Fiery driver via a SMB using a Windows shared printer is not supported on Mac OS 10.7