

Driver problem on OS X Lion environment

No.	Category	Question	Answer
1	Q&A	Is Mac OS X Snow Leopard support OS X Lion environment?	There is no compatibility between two Drivers, but latest driver for Mac OS X Snow Leopard works with basic function. Canon will strongly recommend for using OS X Lion Driver for full functionality.
2		When will it be OS X Lion Driver available?	Will be available in October 2011.
3		What is causing this problem?	When the Driver sends Error Message to OS, OS is not respond, and then driver is sending Error Message continuously until OS respond. That is causing Hard Disk storage used up.
4		How can be resolving this problem.	Delete Error Log file first, and install latest driver downloaded from Canon Web site. More detail information, please contact to support personnel.
5		When did Canon find this problem?	Canon found during Developer Preview 4 evaluation (Released in June) using current Driver(Mac OS X Snow Leopard).
6		If the latest Driver for Mac OS X Snow Leopard installed, resolve this problem?	Yes. But before install it, need to delete Error Log file. For full function support, please wait for OS X Lion Driver release.
7	QA Policy	What is Canon's support policy?	Canon will release Updated Printer Driver twice a year regularly.
8		Can you provide Onsite Install Service free?	Could be charged. Please contact local Canon Dealer.
9		Not confident to install new Driver by me, please help.	Please contact our nearest Canon Dealer.
10		How many customers are reported for this problem?	Have not reported as of yesterday.