



Service Bulletin

LBP-FAX/LBP-MFP

Issued by Canon Europa N.V.

SOFTWARE

Model:

LaserBase MF6530
LaserBase MF6540PL
LaserBase MF6550
LaserBase MF6560PL
LaserBase MF6580PL

Ref No.:

MF6500-002
(F9-T01-M00-10003-01)

Date:

March 2006

Location:

Driver

Subject:

Modification of coexistence error (fax driver Ver. 3.86 for MF6500 Series and Canon fax driver Ver. 3.40)

Detail:

<Phenomenon>

If the Canon fax driver Ver. 3.40 or earlier is installed on Windows 98/ Me, and you install fax driver Ver. 3.86 for MF6500 Series and then uninstall this driver, you can only view “General”, “Advanced”, and “Sharing” tabs of Canon fax driver Ver. 3.40 properties.

<Recovery method>

When this error occurs, update the fax driver to the latest version (Ver. 3.50 or later).

This error can also be recovered if you reinstall Ver. 3.40. In this case, the message which asks you whether to overwrite the new files is displayed, so replace the files.

<Conditions>

- This error occurs with Windows 98/ Me only.
- This error occurs with the following combination only:
Fax driver Ver. 3.86 for MF6500 Series and Canon fax driver Ver. 3.40 or earlier

<Supplementary information>

Even if this error occurs, any transmission error cannot be made.