



August 4, 2020
Canon Inc.

Notice of partial resumption of service for image.canon

Thank you for using image.canon.

On July 30, we identified an issue involving the 10GB long term storage on image.canon. In order to conduct further investigation, we temporarily suspended both the mobile application and web browser service of image.canon. After the investigation, we identified that some of the photo and video image files saved in the 10GB long-term storage prior to June 16, 2020 9:00am (JST) were lost. We confirmed that the still image thumbnails of the affected files were not affected, and there was no leak of image data. After having resolved the issue that resulted in the loss of the photo and video image files, we resumed the image.canon service as of August 4, 2020.

Currently, the still image thumbnails of these lost image files can be viewed but not downloaded or transferred. If a user tries to download or transfer a still image thumbnail file, an error message may be received. We are currently exploring technical counter measures.

Automatic transfer of still image and video files from EOS R5 and R6 mirrorless cameras, as well as the instant uploads from compatible Canon cameras, is also available.

We apologize for any inconvenience.

Contact Information

Should you have any questions about this notice, you may [contact us](#) directly.