EPSON
EXCEED YOUR VISION

Administrator's Guide

CMP6863-00 EN

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About this Manual

Marks and Symbols

> ⚠ ***Caution:***
> *Instructions that must be followed carefully to avoid bodily injury.*

> ***Important:***
> *Instructions that must be observed to avoid damage to your equipment.*

Note:
Instructions containing useful tips and restrictions on printer operation.

Related Information

➡ Clicking this icon takes you to related information.

Descriptions Used in this Manual

❏ Details of screen shots and illustrations may vary by model, but the instructions are the same.

❏ Screen shots are from Windows Server 2012 R2. Details may vary between OS versions.

❏ Some of the menu items in the screen shots may vary by model.

Operating System References

Windows

In this manual, terms such as "Windows 11", "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Server 2022", "Windows Server 2019", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", "Windows Server 2008", "Windows Server 2003 R2", and "Windows Server 2003" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

❏ Microsoft® Windows® 11 operating system

❏ Microsoft® Windows® 10 operating system

❏ Microsoft® Windows® 8.1 operating system

❏ Microsoft® Windows® 8 operating system

❏ Microsoft® Windows® 7 operating system

❏ Microsoft® Windows Server® 2022 operating system

❏ Microsoft® Windows Server® 2019 operating system

❏ Microsoft® Windows Server® 2016 operating system

- ❏ Microsoft® Windows Server® 2012 R2 operating system
- ❏ Microsoft® Windows Server® 2012 operating system
- ❏ Microsoft® Windows Server® 2008 R2 operating system
- ❏ Microsoft® Windows Server® 2008 operating system
- ❏ Microsoft® Windows Server® 2003 R2 operating system
- ❏ Microsoft® Windows Server® 2003 operating system

Mac OS

In this manual, "Mac OS" is used to refer to Mac OS X 10.9.5 or later.

Introduction

This is a common manual for the administrator to use and manage the multi-function printer.

There are unavailable functions and unshown menus because this is a common manual. Therefore, information is given near setting items or menus.

See the *User's Guide* for function usage information.

Manual Component

Printer Settings and Managing

Explains the flow from network connection, to setting each function, to managing the printer.

Connection

Explains how to connect a device to the network. Also explains the using port of the printer, DNS server, and proxy server.

Function Settings

Explains the settings for each function, such as printing and scanning.

Product Security Settings

Explains the basic security settings, such as administrator password setting and access control.

Operation and Management Settings

Explains the operations and management after beginning use of the printer, such as checking the printer's information and the notification settings when an event is occurring.

Solving Problems

Explains settings initialization and troubleshooting of the network.

Advanced Security Settings for Enterprise

Explains the advanced security settings used on the network, such as SSL/TLS communication and IPsec / IP filtering.

Terms Used in this Guide

Terms

The following terms are used in this guide.

Administrator

The person in charge of installing and setting the device or the network at an office or organization. For small organizations, this person may be in charge of both device and network administration. For large organizations, administrators have authority over the network or devices on the group unit of a department or division, and network administrators are in charge of the communication settings for beyond the organization, such as the Internet.

Network administrator

The person in charge of controlling network communication. The person who set up the router, proxy server, DNS server and mail server to control communication through the Internet or network.

User

The person who uses devices such as printers or scanners.

Server / client connection (printer sharing using the Windows server)

The connection that indicates the printer is connected to the Windows server through the network or by USB cable, and the print queue set on the server can be shared. Communication between the printer and the computer goes through the server, and the printer is controlled on the server.

Peer to peer connection (direct printing)

The connection that indicates the printer and the computer are connected to the network through the hub or access point, and the print job can be executed directly from the computer.

Web Config(device's web page)

The web server that is built into the device. It is called Web Config. You can check and change the device's status on it using the browser.

Print queue

For Windows, the icon for each port displayed on **Device and Printer** such as a printer. Two or more icons are created even for a single device if the device is connected to the network by two or more ports, such as standard TCP/IP and WSD network.

Tool

A generic term for Epson software to set up or manage a device, such as Epson Device Admin, EpsonNet Config, EpsonNet SetupManager, etc.

Push scan

A generic term for scanning from the device's control panel. By using this function, the scanning result is saved to a folder or attached to an email.

ASCII (American Standard Code for Information Interchange)

One of the standard character codes. 128 characters are defined, including such characters as the alphabet (a-z, A-Z), Arabic numbers (0-9), symbols, blank characters, and control characters. When "ASCII" is described in this guide, it indicates the 0x20 - 0x7E (hex number) listed below, and does not involve control characters.

	00	01	02	03	04	05	06	07	08	09	0A	0B	0C	0D	0E	0F
20	SP*	!	"	#	$	%	&	'	(	)	*	+	,	-	.	/
30	0	1	2	3	4	5	6	7	8	9	:	;	<	=	>	?
40	@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
50	P	Q	R	S	T	U	V	W	X	Y	Z	[	\	]	^	_
60	`	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
70	p	q	r	s	t	u	v	w	x	y	z	{	|	}	~	

* Space character.

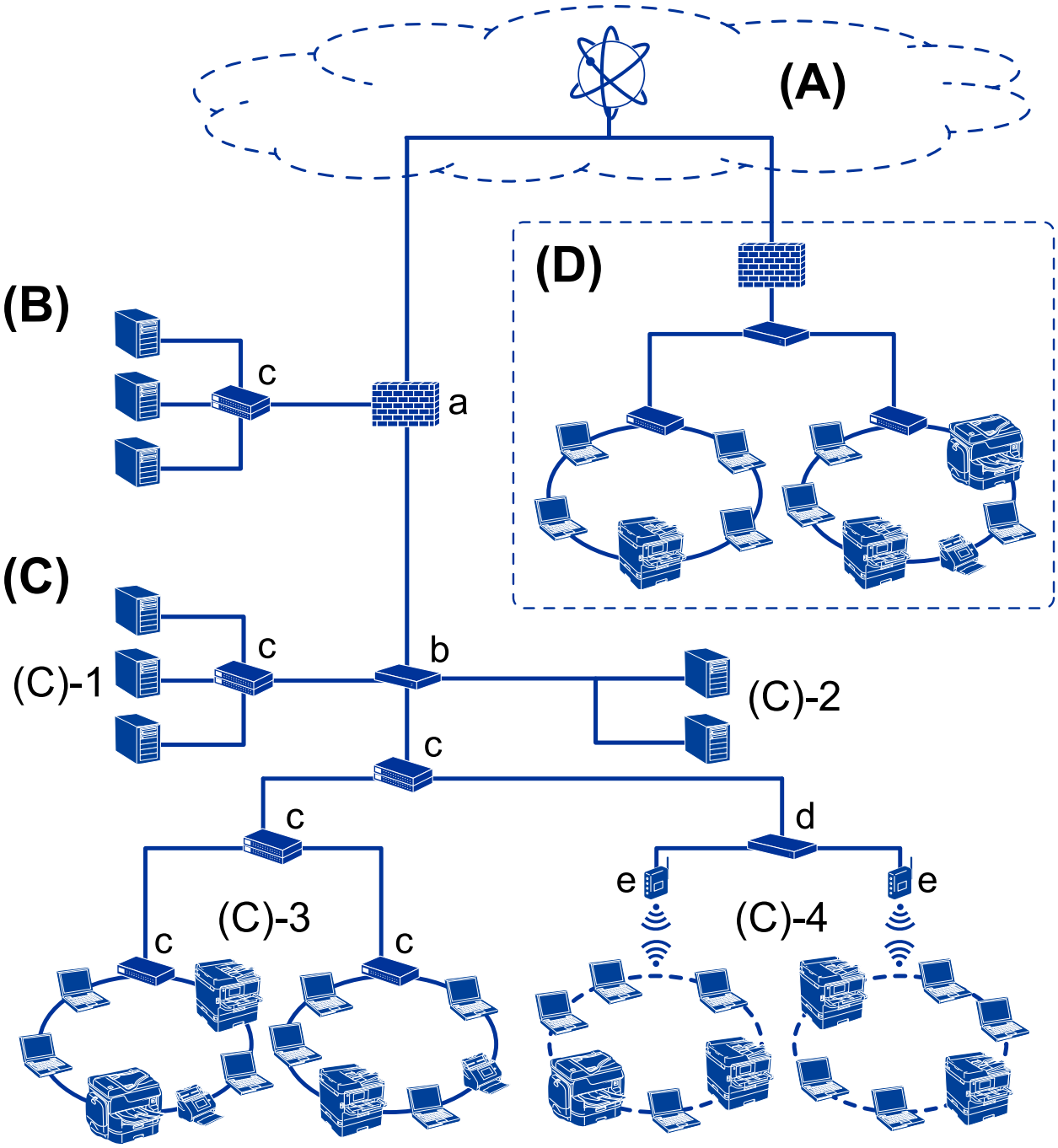
Unicode (UTF-8)

An international standard code, covering the major global languages. When "UTF-8" is described in this guide, it indicates coding characters in UTF-8 format.

Example of Network Environment

This is an example of the network environment connection products. Functions and services that are not available in your product may be included.

Example of Medium to Large Office Network Environment



(A): Internet

The following services are available if the printer is able to connect to the Internet.

- ❏ Epson Connect

  Email Print, Remote Print, etc.

- ❏ Cloud Services

  Google Cloud Print, Evernote etc.

- ❏ Site of Epson

  Downloading the driver and software and updating the printer's firmware, etc.

(B): DMZ (demilitarized zone)

This zone is placed between the internal network (intranet) and the external network (internet), and both networks are segments isolated by the firewall. It is common to put the server that is opened for the external network. It is able to protect diffusion of an external threat to the internal network. Also, it is able to protect against unauthorized access from the internal network to the server that is opened.

- ❏ DNS server
- ❏ Proxy server
- ❏ Email transfer server
- ❏ Web server
- ❏ FTP server

(C): Trust Zone (Intranet)

This is a trust network that is protected by the firewall or UTM (Unified Threat Management).

- ❏ (C)-1: Server inside of the intranet

  This server applies each service to the organization's computers.

  - ❏ DNS server
  - ❏ DHCP server
  - ❏ Email server
  - ❏ Active Directory server / LDAP server
  - ❏ File server

- ❏ (C)-2: Application server

  This server applies the function of the server application as follows.

  - ❏ Epson Print Admin
  - ❏ Document Capture Pro Server

- ❏ (C)-3: Wired LAN (Ethernet), (C)-4: Wireless LAN (Wi-Fi)

  Connect printers, scanners, computers, etc. to the LAN by using a LAN cable or radio wave.

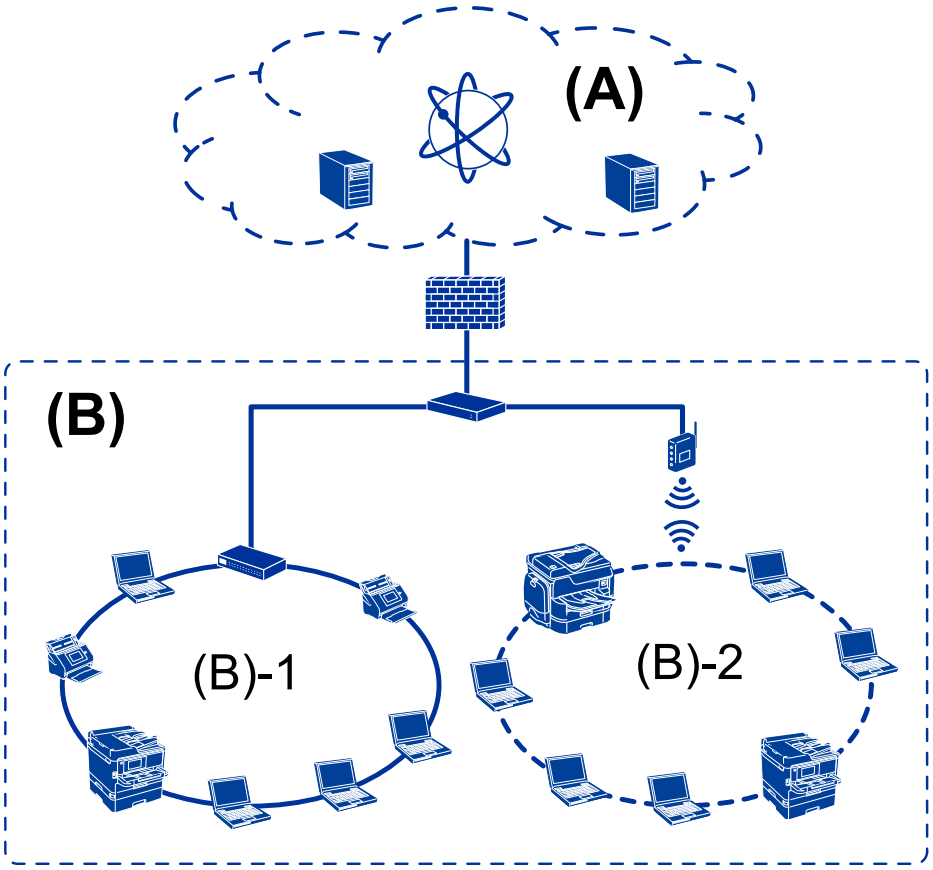
(D): Other branch

This is the other branch network. It is connected by the Internet, leased line, etc.

Network devices

- ❏ a: Firewall, UTM
- ❏ b: Router
- ❏ c: LAN switch
- ❏ d: Wireless LAN controller
- ❏ e: Access point

Example of Small Office Network



(A): Internet

❏ Epson Connect

❏ Cloud services

❏ Email server, FTP server

(B): Trust Zone (Intranet)

❏ (B)-1: Wired LAN (Ethernet)

❏ (B)-2: Wireless LAN (Wi-Fi)

Printer Connection Types

The following two methods are available for the printer's network connection.

❏ Server / client connection (printer sharing using the Windows server)

❏ Peer to peer connection (direct printing)

Server / Client Connection Settings

This is the connection that the server computer shares with the printer. To prohibit the connection without going through the server computer, you can enhance the security.

When using USB, the printer without the network function can be also shared.

Connection method:

Connect the printer to the network via LAN switch or access point.

You can also connect the printer to the server directly by USB cable.

Printer driver:

Install the printer driver on the Windows server depending on the OS of the client computers.

By accessing the Windows server and linking the printer, the printer driver is installed on the client computer and can be used.

Features:

❏ Manage the printer and the printer driver in batch.

❏ Depending on the server spec, it may take time to start the print job because all print jobs go through the print server.

❏ You cannot print when the Windows server is turned off.

Related Information

➡ "Terms" on page 9

Peer to Peer Connection Settings

This is the connection to connect the printer on the network and the computer directly. Only a network-capable model can be connected.

Connection method:

Connect the printer to the network directly via hub or access point.

Printer driver:

Install the printer driver on each client computer.

When using EpsonNet SetupManager, you can provide the driver's package that includes the printer settings.

Features:

❏ The print job starts immediately because the print job is sent to the printer directly.

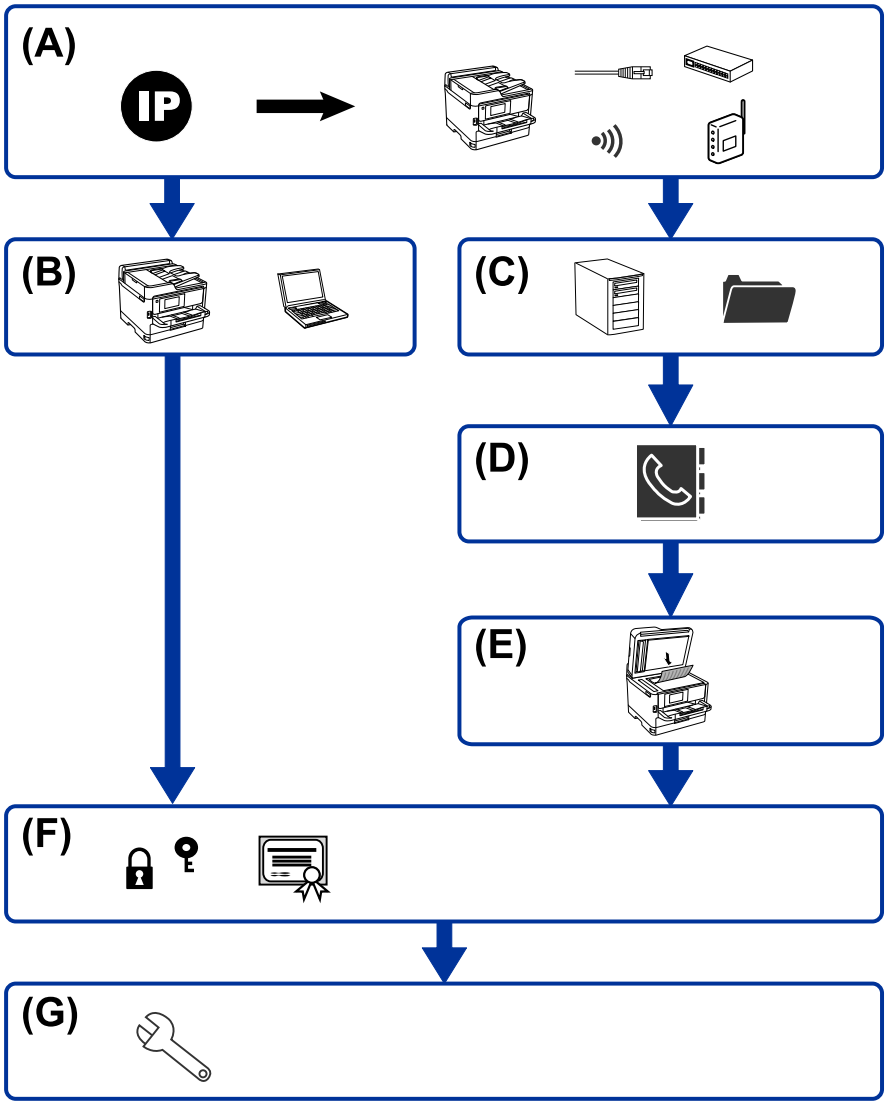
❏ You can print as long as the printer runs.

Related Information

➡ "Terms" on page 9

Printer Settings and Management

Flow of the Printer Settings and Management



A	Network Connection for the Printer	B	Print function Setting
C	Server and Shared folder Setting	D	Contacts Setting
E	Scan Setting	F	Security Settings
G	Operation and Management Settings		

Network Connection for the Printer

Set the IP address to the printer and connect it to the network.

❏ IP address setting

❏ Connecting to the network (LAN cable connection / Wi-Fi settings)

Related Information

➡ "Network Connection" on page 19

Print Function Setting

Make setting to enable print function.

❏ Print settings for Server / Client Connection

❏ Print settings for Peer to Peer Connection

Related Information

➡ "Using the Print Functions" on page 25

Server and Shared Folder Setting

Make the mail server setting for email forwarding or email notification, and make the FTP server and shared folder setting for sharing folder or FTP transferring.

Also when you want to synchronize the contacts to the LDAP server, make the LDAP server setting.

❏ Mail server setting

❏ File server setting (shared folder setting)

❏ FTP server setting

❏ LDAP server setting

Related Information

➡ "Configuring a Mail Server" on page 31

➡ "Shared Folder Settings" on page 34

Contacts Setting

Make the destination setting for scanning.

❏ Import

❏ Registering the contacts

Scan Setting

Make setting to enable scan function.

❏ Driver setting

❏ Network setting

Security Settings

- ❏ Administrator password setting
- ❏ Access control setting
- ❏ Controlling using Protocols
- ❏ Advanced Security setting

Related Information

➡ “Product Security Settings” on page 66
➡ “Advanced Security Settings for Enterprise” on page 112

Operation and Management Setting

- ❏ Checking the device status
- ❏ Responding to the event occurrence
- ❏ Backing up the device settings

Related Information

➡ “Operation and Management Settings” on page 77

Network Connection

This chapter explains the procedure to connect the printer to the network.

Before Making Network Connection

To connect to the network, check the connection method and setting information for connection in advance.

Gathering Information on the Connection Setting

Prepare the necessary setting information to connect. Check the following information in advance.

Divisions	Items	Note
Device connection method	❏ Ethernet ❏ Wi-Fi	Decide how to connect the printer to the network. For Wired LAN, connects to the LAN switch. For Wi-Fi, connects to the network (SSID) of the access point.
LAN connection information	❏ IP address ❏ Subnet mask ❏ Default gateway	Decide the IP address to assign to the printer. When you assign the IP address statically, all values are required. When you assign the IP address dynamically using the DHCP function, this information is not required because it is set automatically.
Wi-Fi connection information	❏ SSID ❏ Password	These are the SSID (network name) and the password of the access point that the printer connects to. If MAC address filtering has been set, register the MAC address of the printer in advance to register the printer. For the supported standards, see the User's Guide.
DNS server information	❏ IP address for primary DNS ❏ IP address for secondary DNS	These are required when assigning a static IP address to the printer. The secondary DNS is set when the system has a redundant configuration and there is a secondary DNS server. If you are in a small organization and do not set the DNS server, set the IP address of the router.
Proxy server information	❏ Proxy server name	Set this when your network environment uses the proxy server to access the internet from the intranet, and you use the function that the printer directly accesses to the internet. The printer directly connects to the Internet for the following function. ❏ Firmware updating
Port number information	❏ Port number to release	Check the port number used by the printer and computer, then release the port that is blocked by a firewall, if necessary. For the port number used by the printer, see the Appendix.

IP Address Assignment

These are the following types of IP address assignment.

Static IP address:

Assign the predetermined IP address to the printer (host) manually.

The information to connect to the network (subnet mask, default gateway, DNS server and so on) need to be set manually.

The IP address does not change even when the device is turned off, so this is useful when you want to manage devices with an environment where you cannot change the IP address or you want to manage devices using the IP address. We recommend settings to the printer, server, etc. that many computers access. Also, when using security features such as IPsec / IP filtering, assign a fixed IP address so that the IP address does not change.

Automatic assignment by using DHCP function (dynamic IP address):

Assign the IP address automatically to the printer (host) by using the DHCP function of the DHCP server or router.

The information to connect to the network (subnet mask, default gateway, DNS server and so on) is set automatically, so you can easily connect the device to the network.

If the device or the router is turned off, or depending on the DHCP server settings, IP address may change when re-connecting.

We recommend managing devices other than the IP address and communicating with protocols that can follow the IP address.

Note:
When you use the IP address reservation function of the DHCP, you can assign the same IP address to the devices at any time.

DNS Server and Proxy Server

The DNS server has a host name, domain name of the email address, etc. in association with the IP address information.

Communication is impossible if the other party is described by host name, domain name, etc. when the computer or the printer performs IP communication.

Queries the DNS server for that information and gets the IP address of the other party. This process is called name resolution.

Therefore, the devices such as computers and printers can communicate using the IP address.

Name resolution is necessary for the printer to communicate using the email function or Internet connection function.

When you use those functions, make the DNS server settings.

When you assign the printer's IP address by using the DHCP function of the DHCP server or router, it is automatically set.

The proxy server is placed at the gateway between the network and the Internet, and it communicates to the computer, printer, and Internet (opposite server) on behalf of each of them. The opposite server communicates only to the proxy server. Therefore, printer information such as the IP address and port number cannot be read and increased security is expected.

When you connect to the Internet via a proxy server, configure the proxy server on the printer.

Connecting to the Network from the Control Panel

Connect the printer to the network by using the printer's control panel.

For the printer's control panel, see the *User's Guide* for more details.

Assigning the IP Address

Set up the basic items such as Host Address, Subnet Mask, Default Gateway.

This section explains the procedure for setting a static IP address.

1. Turn on the printer.
2. Select Menu on the home screen on the printer's control panel.
3. Select **General Settings** > **Network Settings** > **Advanced**.
4. Select **TCP/IP**.
5. Select **Manual** for **Obtain IP Address**.

   When you set the IP address automatically by using the DHCP function of router, select **Auto**. In that case, the **IP Address**, **Subnet Mask**, and **Default Gateway** on step 6 to 7 are also set automatically, so go to step 8.
6. Enter the IP address.

   Focus moves to the forward segment or the back segment separated by a period if you select ◀ and ▶.

   Confirm the value reflected on the previous screen.
7. Set up the **Subnet Mask** and **Default Gateway**.

   Confirm the value reflected on the previous screen.

   > ***Important:***
   > *If the combination of the IP Address, Subnet Mask and Default Gateway is incorrect, **Start Setup** is inactive and cannot proceed with the settings. Confirm that there is no error in the entry.*
8. Enter the IP address for the primary DNS server.

   Confirm the value reflected on the previous screen.

   Note:
   *When you select **Auto** for the IP address assignment settings, you can select the DNS server settings from **Manual** or **Auto**. If you cannot obtain the DNS server address automatically, select **Manual** and enter the DNS server address. Then, enter the secondary DNS server address directly. If you select **Auto**, go to step 10.*
9. Enter the IP address for the secondary DNS server.

   Confirm the value reflected on the previous screen.
10. Tap **Start Setup**.

Setting the Proxy Server

Set up the proxy server if both of the following are true.

❏ The proxy server is built for Internet connection.

❏ You want to update the printer firmware via the Internet from the printer's control panel or Web Config.

1. Select Menu on the home screen.

   When making settings after IP address setting, the **Advanced** screen is displayed. Go to step 3.

2. Select **General Settings** > **Network Settings** > **Advanced**.

3. Select **Proxy Server**.

4. Select **Use** for **Proxy Server Settings**.

5. Enter the address for the proxy server by IPv4 or FQDN format.

   Confirm the value reflected on the previous screen.

6. Enter the port number for the proxy server.

   Confirm the value reflected on the previous screen.

7. Tap **Start Setup**.

Connecting to LAN

Connect the printer to the network by Ethernet or Wi-Fi.

Related Information

➡ "Connecting to Ethernet" on page 22

➡ "Connecting to the Wireless LAN (Wi-Fi)" on page 23

Connecting to Ethernet

Connect the printer to the network by using the Ethernet cable, and check the connection.

1. Connect the printer and hub (LAN switch) by Ethernet cable.

2. Select Menu on the home screen.

3. Select **General Settings** > **Network Settings**.

4. Select **Connection Check**.

   The connection diagnosis result is displayed. Confirm the connection is correct.

5. Tap **OK** to finish.

   When you tap **Print Check Report**, you can print the diagnosis result. Follow the on-screen instructions to print it.

Related Information

➡ "Changing from Ethernet Connection to Wi-Fi Connection" on page 108

Connecting to the Wireless LAN (Wi-Fi)

You can manually set up the information necessary to connect to an access point from the printer's control panel. To set up manually, you need the SSID and password for an access point.

Note:
When the access point supports WPS, you can automatically make the Wi-Fi connection settings by using the push button or PIN code, without using the SSID and password.

1. Tap  on the home screen.
2. Select **Router**.
3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change Settings** to change the settings.

   If the printer is already connected by Ethernet, the connection details are displayed. Tap **Change to Wi-Fi connection.**, and then tap **Yes** after confirming the message.
4. Select **Wi-Fi Setup Wizard**.
5. Select the SSID for the access point.

   If the SSID you want to connect to is not displayed on the printer's control panel, tap **Search Again** to update the list. If it is still not displayed, tap **Enter Manually**, and then enter the SSID directly.
6. Tap **Enter Password**, and then enter the password.

   Note:
   ❏ *The password is case-sensitive.*

   ❏ *If you enter the SSID directly, select **Available** for **Password**, and then enter the password.*
7. When you have finished, tap **OK**.
8. Check the settings, and then tap **Start Setup**.
9. Tap **OK** to finish.

   If you fail to connect, select **Print Check Report** to print a network connection report, and then check the printed solutions.
10. Close the network connection settings screen.

Related Information

➡ "Messages and Solutions on the Network Connection Report" on page 86

➡ "Making Wi-Fi Settings from the Control Panel (WPS)" on page 104

➡ "Changing from Wi-Fi Connection to Ethernet Connection" on page 108

Function Settings

This chapter explains the first settings to make in order to use each function of the device.

Software for Setting

In this topic, the procedure for making settings from the administrator's computer using Web Config is explained.

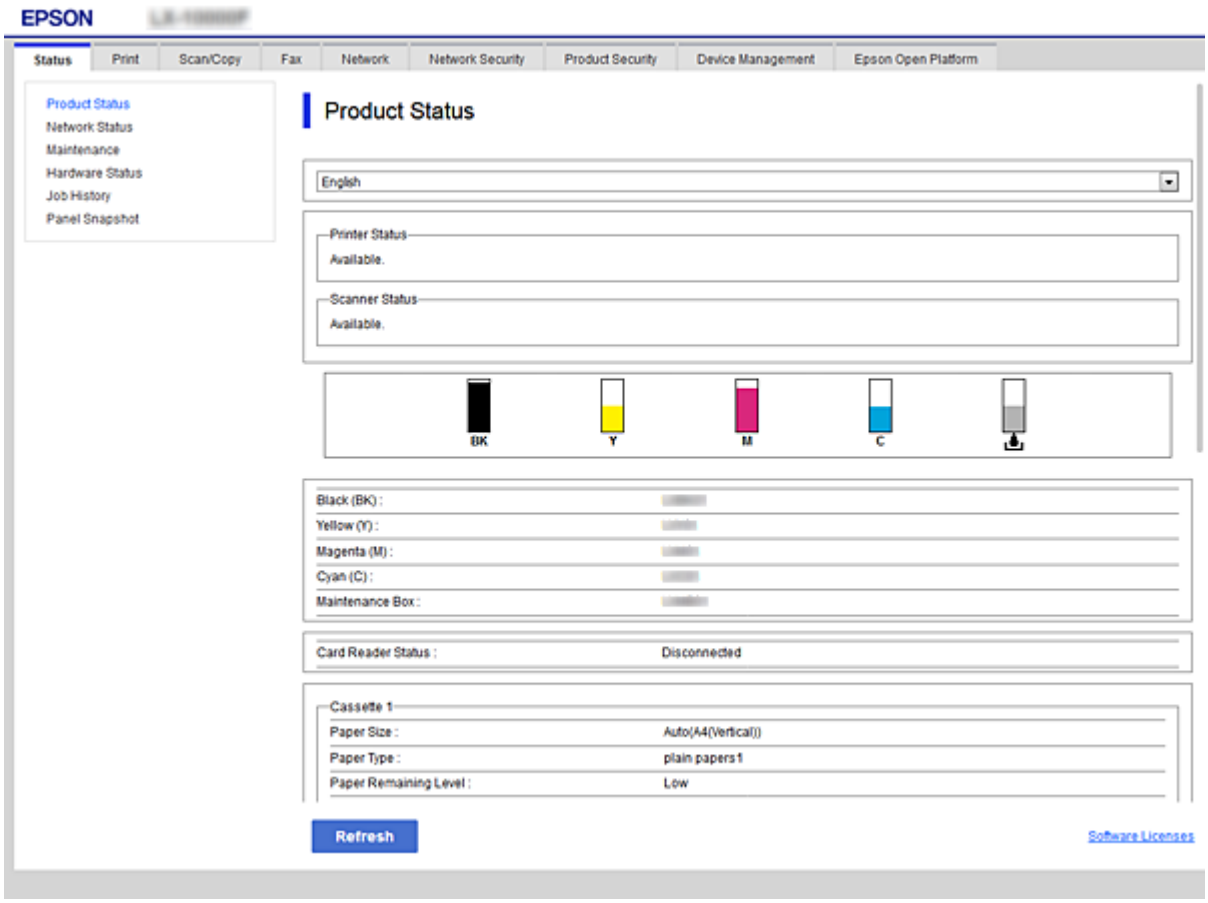
Web Config (Web Page for Device)

About Web Config

Web Config is a built-in web page of the printer for configuring the printer's settings. You can operate the printer connected to the network from the computer.

To access Web Config, you need to have first assigned an IP address to the printer.

Note:
You can lock the settings by configuring the administrator password to the printer.



Accessing Web Config

Enter the printer's IP address into a web browser. JavaScript must be enabled. When accessing Web Config via HTTPS, a warning message will appear in the browser since a self-signed certificate, stored in the printer, is used but there is no problem.

❏ Accessing via HTTPS

IPv4: https://<printer IP address> (without the < >)

IPv6: https://[printer IP address]/ (with the [ ])

❏ Accessing via HTTP

IPv4: http://<printer IP address> (without the < >)

IPv6: http://[printer IP address]/ (with the [ ])

Examples

❏ IPv4:

https://192.0.2.111/

http://192.0.2.111/

❏ IPv6:

https://[2001:db8::1000:1]/

http://[2001:db8::1000:1]/

Note:
If the printer name is registered with the DNS server, you can use the printer name instead of the printer's IP address.

Important:

The initial value of the administrator user name is blank (nothing is entered), and the initial value of the administrator password is the product serial number. Check the product serial number on the label on the printer.

We recommend that you change the initial password as soon as possible to prevent unauthorized access.

Related Information

➡ "SSL/TLS Communication with the Printer" on page 127

➡ "About Digital Certification" on page 120

Using the Print Functions

Enable to use the print function through the network.

To use the printer on the network, you need to set the port for network connection on the computer as well as the printer's network connection.

❏ Server / client connection : Set the port on the server computer

For the server / client connection, explain how to set the port manually.

❏ Peer to peer connection : Set the port on each computer

For peer to peer connection, explain how to set the port automatically using the installer available from the software disc or Epson's website.

Print Settings for Server / Client Connection

Enable to print from the printer that is connected as the server / client connection.

For the server / client connection, set up the print server first, and then share the printer on the network.

When using the USB cable to connect to the server, also set the print server first, and then share the printer on the network.

Setting Up the Network Ports

Create the print queue for network printing on the print server by using standard TCP/IP, and then set the network port.

This example is when using Windows Server 2012 R2.

1. Open the devices and printers screen.

   Desktop > **Settings** > **Control Panel** > **Hardware and Sound** or **Hardware** > **Devices and Printers**.

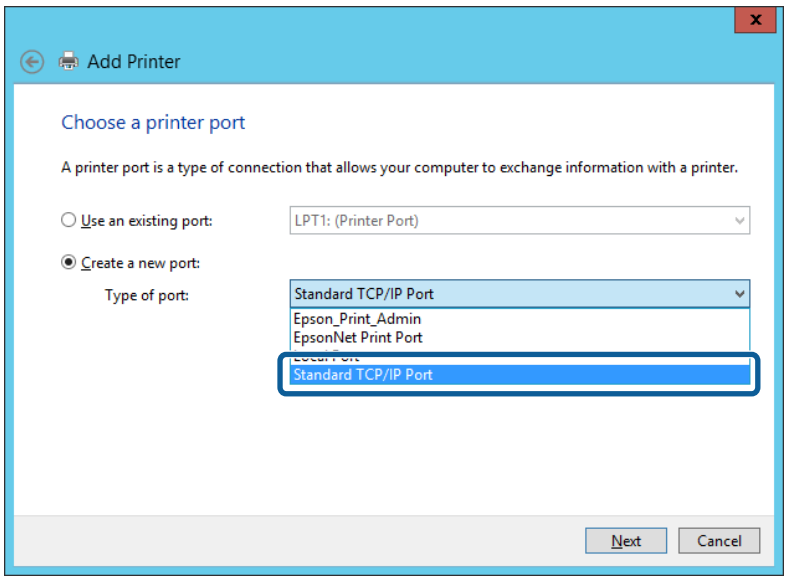
2. Add a printer.

   Click **Add printer**, and then select **The printer that I want isn't listed**.

3. Add a local printer.

   Select **Add a local printer or network printer with manual settings**, and then click **Next**.

4. Select **Create a new port**, select **Standard TCP/IP Port** as the Port Type, and then click **Next**.



5. Enter the printer's IP address or printer name in **Host Name or IP Address** or **Printer Name or IP Address**, and then click **Next**.

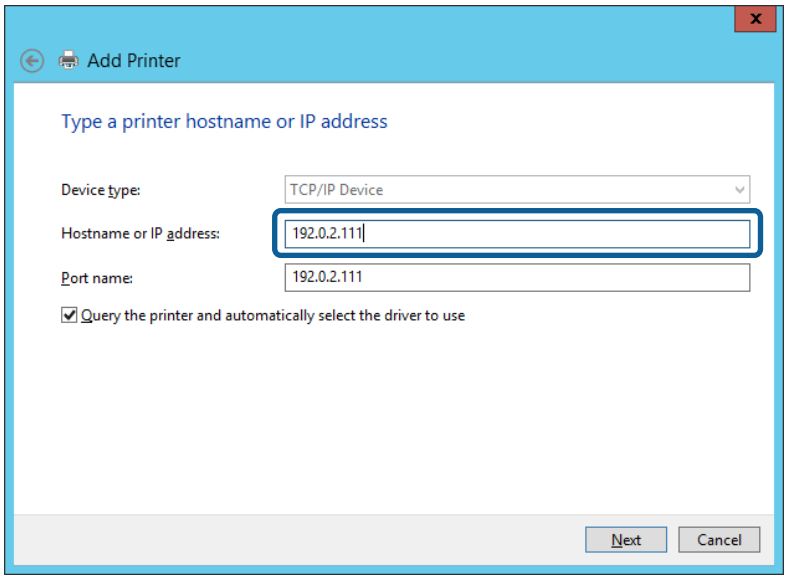
   Example:

   ❏ Printer name : EPSONA1A2B3C

   ❏ IP address : 192.0.2.111

   Do not change **Port name**.

Click **Continue** when the **User Account Control** screen is displayed.



Note:
If you specify the printer name on the network where the name resolution is available, the IP address is tracked even if printer's IP address has been changed by DHCP. You can confirm the printer name from the network status screen on the printer's control panel or network status sheet.

6. Set the printer driver.

   ❏ If the printer driver is already installed:

   Select **Manufacturer** and **Printers**. Click **Next**.

   ❏ If the printer driver is not installed:

   Click **Have Disc** and then insert the software disc supplied with the printer. Click **Browse**, and then select the folder on the disc containing the printer driver. Make sure you select the correct folder. The location of the folder may change depending on your operating system.

   32 bit version of Windows: WINX86

   64 bit version of Windows: WINX64

7. Follow the on-screen instructions.

When using the printer under the server / client connection (printer sharing using the Windows server), make the sharing settings hereafter.

Related Information

➡ "Sharing the Printer (Windows only)" on page 28

Checking the Port Configuration - Windows

Check if the correct port is set for the print queue.

1. Open the devices and printers screen.

   Desktop > **Settings** > **Control Panel** > **Hardware and Sound** or **Hardware** > **Devices and Printers**.

2. Open the printer properties screen.

   Right-click the printer icon, and then click **Printer properties**.

3. Click the **Ports** tab, select **Standard TCP/IP Port**, and then click **Configure Port**.

4. Check the port configuration.

   ❏ For RAW

   Check that **Raw** is selected in **Protocol**, and then click **OK**.

   ❏ For LPR

   Check that **LPR** is selected in **Protocol**. Enter "PASSTHRU" in **Queue name** from **LPR Settings**. Select **LPR Byte Counting Enabled**, and then click **OK**.

Sharing the Printer (Windows only)

When using the printer under the server / client connection (printer sharing using the Windows server), set up the printer sharing from the print server.

1. Select **Control Panel** > **View devices and printers** on the print server.

2. Right-click the printer icon (print queue) that you want to share with, and then select **Printer Properties** > **Sharing** tab.

3. Select **Share this printer** and then enter to **Share name**.

   For Windows Server 2012, click **Change Sharing Options** and then configure the settings.

Note:
Issues when Sharing Printers

❏ *"The Shared Server is Slow" on page 99*

❏ *"Printer Settings on the Print Server are not Reflected on the Client Computer" on page 99*

Installing Additional Drivers (Windows only)

If the Windows versions for a server and clients are different, it is recommended to install additional drivers to the print server.

1. Select **Control Panel** > **View devices and printers** on the print server.

2. Right-click the printer icon that you want to share with the clients, and then click **Printer Properties** > **Sharing** tab.

3. Click **Additional Drivers**.

   For Windows Server 2012, click Change Sharing Options and then configure the settings.

4. Select versions of Windows for clients, and then click OK.

5. Select the information file for the printer driver (*.inf) and then install the driver.

Related Information

➡ "Using the Shared Printer – Windows" on page 29

Using the Shared Printer – Windows

The administrator needs to inform the clients of the computer name assigned to the print server and how to add it to their computers. If the additional driver(s) have not been configured yet, inform the clients how to use **Devices and Printers** to add the shared printer.

If additional driver(s) have already been configured on the print server, follow these steps:

1. Select the name assigned to the print server in **Windows Explorer**.
2. Double-click the printer that you want to use.

Related Information

➡ "Sharing the Printer (Windows only)" on page 28
➡ "Installing Additional Drivers (Windows only)" on page 28

Print Settings for Peer to Peer Connection

For peer to peer connection (direct printing), a printer and a client computer have a one-to-one relationship.

The printer driver must be installed on each client computer.

Related Information

➡ "Setting the Printer Driver" on page 29

Setting the Printer Driver

For small organizations, we recommend installing the printer driver on each client computer. Use the installer on Epson website or on the software disc.

Note:
When the printer is used from many client computers, by using EpsonNet SetupManager and delivering the driver as a package, install operation time can be reduced dramatically.

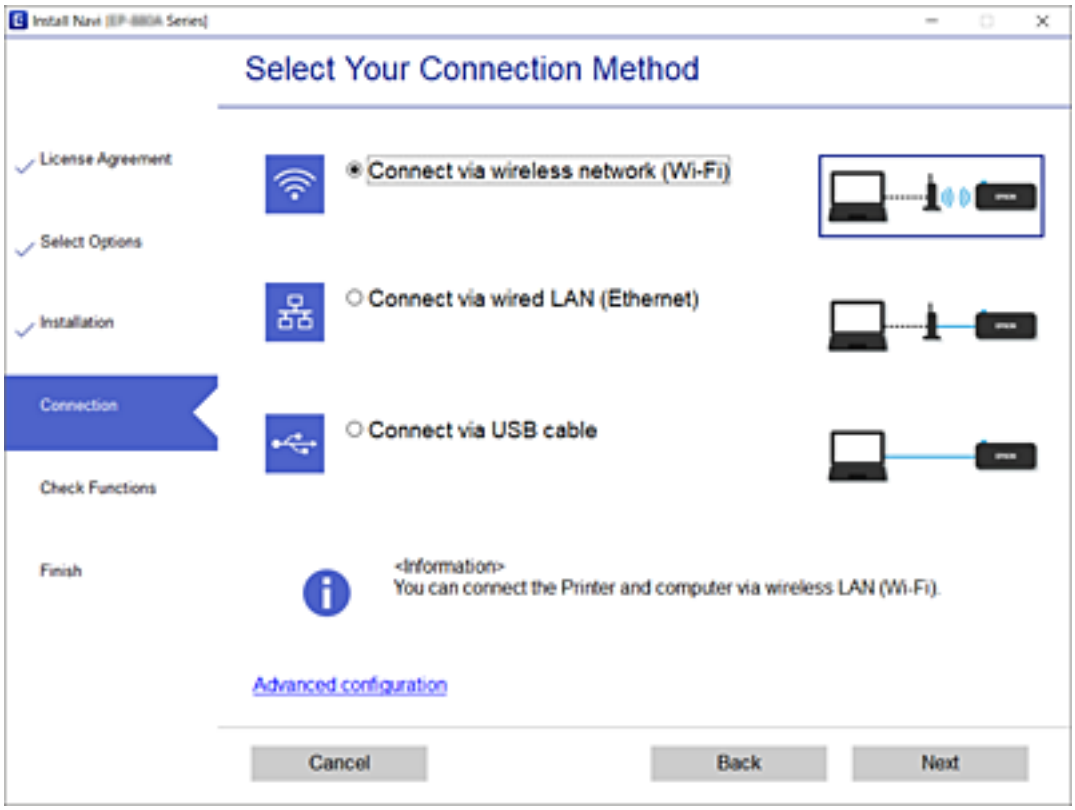
1. Run the installer.
   - ❏ Running from the website

     Access the following website, and then enter the product name. Go to **Setup**, download the software, and then run it.

     http://epson.sn
   - ❏ Running from the software disc (only for the models that come with a software disc and users with computers with disc drives.)

     Insert the software disc into the computer.

2. Select the connection method for the printer, and then click **Next**.



Note:
*If **Install Software** is displayed, select **Set up Printer connection again (for new network router or changing USB to network, etc.)** and then click **Next**.*

3. Follow the on-screen instructions.

Related Information

➡ "EpsonNet SetupManager" on page 102

Setting the Server or the Shared Folder

Make the necessary settings for an email server or shared folder when using the email notification function, the scan data transfer and save function, and the shared folder printing function.

Relation between the Server and Each Function

The relation between the printer's function and the server or the shared folder is as below.

Set the server or shared folder in case you use each function.

	Email server	FTP server	File server (shared folder)	LDAP server
Scan to Email	✓			

	Email server	FTP server	File server (shared folder)	LDAP server
Scan to FTP		✓		
Scan to Network Folder			✓	
Email Notification	✓			
LDAP cooperation				✓

Configuring a Mail Server

Set the mail server from Web Config.

Check below before setting up.

❏ The printer is connected to the network that can access the mail server.

❏ Email setting information of the computer that uses the same mail server as the printer.

Note:

❏ *When you use the mail server on the Internet, confirm the setting information from the provider or website.*

❏ *You can also set the mail server from the control panel. Access as below.*

Menu > ***General Settings*** > ***Network Settings*** > ***Advanced*** > ***Email Server*** > ***Server Settings***

1. Access Web Config and select the **Network** tab > **Email Server** > **Basic**.
2. Enter a value for each item.
3. Select **OK**.

   The settings you have selected are displayed.

Related Information

➡ “Checking a Mail Server Connection” on page 33

➡ “Mail Server Setting Items” on page 32

➡ “Accessing Web Config” on page 25

➡ “Logging on to the Printer Using Web Config” on page 77

Mail Server Setting Items

Items	Settings and Explanation	
Authentication Method	Specify the authentication method for the printer to access the mail server.	
	Off	Set when the mail server does not need authentication.
	SMTP AUTH	Authenticates on the SMTP server (outgoing mail server) when sending the email. The mail server needs to support SMTP authentication.
	POP before SMTP	Authenticates on the POP3 server (receiving mail server) before sending the email. When you select this item, set the POP3 server.
Authenticated Account	If you select **SMTP AUTH** or **POP before SMTP** as the **Authentication Method**, enter the authenticated account name between 0 and 255 characters in ASCII (0x20-0x7E). When you select **SMTP AUTH**, enter the SMTP server account. When you select **POP before SMTP**, enter the POP3 server account.	
Authenticated Password	If you select **SMTP AUTH** or **POP before SMTP** as the **Authentication Method**, enter the authenticated password between 0 and 20 characters in ASCII (0x20-0x7E). When you select **SMTP AUTH**, enter the authenticated account for the SMTP server. When you select **POP before SMTP**, enter the authenticated account for the POP3 server.	
Sender's Email Address	Enter the sender's email address such as the email address of the system administrator. This is used when authenticating, so enter a valid email address that is registered to the mail server. Enter between 0 and 255 characters in ASCII (0x20-0x7E) except for : ( ) < > [ ] ; ¥. A period "." cannot be the first character.	
SMTP Server Address	Enter between 0 and 255 characters using A-Z a-z 0-9 . - . You can use IPv4 or FQDN format.	
SMTP Server Port Number	Enter a number between 1 and 65535.	
Secure Connection	Select the encryption method of the communication to the mail server.	
	None	If you select **POP before SMTP** in **Authentication Method**, the connection is not encrypted.
	SSL/TLS	This is available when **Authentication Method** is set to **Off** or **SMTP AUTH**. Communication is encrypted from the start.
	STARTTLS	This is available when **Authentication Method** is set to **Off** or **SMTP AUTH**. Communication is not encrypted from the start, but depending on the network environment, whether the communication is encrypted or not is changed.
Certificate Validation	The certificate is validated when this is enabled. We recommend this is set to **Enable**. To set up, you need to import the CA Certificate to the printer.	
POP3 Server Address	If you select **POP before SMTP** as the **Authentication Method**, enter the POP3 server address between 0 and 255 characters using A-Z a-z 0-9 . - . You can use IPv4 or FQDN format.	
POP3 Server Port Number	If you select **POP before SMTP** as the **Authentication Method**, enter a number between 1 and 65535.	

Related Information

➡ "Configuring a Mail Server" on page 31

Checking a Mail Server Connection

You can check the connection to the mail server by performing the connection check.

1. Access Web Config and select the **Network** tab > **Email Server** > **Connection Test**.
2. Select **Start**.

   The connection test to the mail server is started. After the test, the check report is displayed.

   Note:
   You can also check the connection to the mail server from the printer's control panel. Access as below.

   Menu > ***General Settings*** > ***Network Settings*** > ***Advanced*** > ***Email Server*** > ***Connection Check***

Related Information

➡ "Accessing Web Config" on page 25
➡ "Logging on to the Printer Using Web Config" on page 77
➡ "Mail Server Connection Test References" on page 33

Mail Server Connection Test References

Messages	Cause
Connection test was successful.	This message appears when the connection with the server is successful.
SMTP server communication error. Check the following. - Network Settings	This message appears when ❏ The printer is not connected to a network ❏ SMTP server is down ❏ Network connection is disconnected while communicating ❏ Received incomplete data
POP3 server communication error. Check the following. - Network Settings	This message appears when ❏ The printer is not connected to a network ❏ POP3 server is down ❏ Network connection is disconnected while communicating ❏ Received incomplete data
An error occurred while connecting to SMTP server. Check the followings. - SMTP Server Address - DNS Server	This message appears when ❏ Connecting to a DNS server failed ❏ Name resolution for an SMTP server failed
An error occurred while connecting to POP3 server. Check the followings. - POP3 Server Address - DNS Server	This message appears when ❏ Connecting to a DNS server failed ❏ Name resolution for an POP3 server failed

Messages	Cause
SMTP server authentication error. Check the followings. - Authentication Method - Authenticated Account - Authenticated Password	This message appears when SMTP server authentication failed.
POP3 server authentication error. Check the followings. - Authentication Method - Authenticated Account - Authenticated Password	This message appears when POP3 server authentication failed.
Unsupported communication method. Check the followings. - SMTP Server Address - SMTP Server Port Number	This message appears when you try to communicate with unsupported protocols.
Connection to SMTP server failed. Change Secure Connection to None.	This message appears when an SMTP mismatch occurs between a server and a client, or when the server does not support SMTP secure connection (SSL connection).
Connection to SMTP server failed. Change Secure Connection to SSL/TLS.	This message appears when an SMTP mismatch occurs between a server and a client, or when the server requests to use an SSL/TLS connection for an SMTP secure connection.
Connection to SMTP server failed. Change Secure Connection to STARTTLS.	This message appears when an SMTP mismatch occurs between a server and a client, or when the server requests to use an STARTTLS connection for an SMTP secure connection.
The connection is untrusted. Check the following. - Date and Time	This message appears when the printer's date and time setting is incorrect or the certificate has expired.
The connection is untrusted. Check the following. - CA Certificate	This message appears when the printer does not have a root certificate corresponding to the server or a CA Certificate has not been imported.
The connection is not secured.	This message appears when the obtained certificate is damaged.
SMTP server authentication failed. Change Authentication Method to SMTP-AUTH.	This message appears when an authentication method mismatch occurs between a server and a client. The server supports SMTP AUTH.
SMTP server authentication failed. Change Authentication Method to POP before SMTP.	This message appears when an authentication method mismatch occurs between a server and a client. The server does not support SMTP AUTH.
Sender's Email Address is incorrect. Change to the email address for your email service.	This message appears when the specified sender's Email address is wrong.
Cannot access the printer until processing is complete.	This message appears when the printer is busy.

Related Information

➡ "Checking a Mail Server Connection" on page 33

Shared Folder Settings

Set the shared folder used for saving scan results and printing from a folder.

Creating a shared folder to save scan results

Before Creating the Shared Folder

Before creating the shared folder, check the following.

❏ The printer is connected to the network where it can access the computer where the shared folder will be created.

❏ A multi-byte character is not included in the name of the computer where the shared folder will be created.

> ***Important:***
>
> *When a multi-byte character is included in the computer name, saving the file to the shared folder may fail.*
>
> *In that case, change to the computer that does not include the Multi-byte character in the name or change the computer name.*
>
> *When changing the computer name, make sure to confirm with the administrator in advance because it may affect some settings, such as computer management, resource access, etc.*

Checking the Network Profile

On the computer where the shared folder will be created, check whether folder sharing is available.

1. Log in to the computer where the shared folder will be created by the administrator authority user account.
2. Select **Control Panel** > **Network and Internet** > **Network and Sharing Center**.
3. Click **Change advanced sharing settings**, and then click for the profile with **(current profile)** in the displayed network profiles.
4. Check whether **Turn on file and printer sharing** is selected on **File and Printer Sharing**.

   If already selected, click **Cancel** and close the window.

   When you change the settings, click **Save Changes** and close the window.

Location Where the Shared Folder is Created and an Example of the Security

Depending on the location where the shared folder is created, security and convenience vary.

To operate the shared folder from the printers or other computers, the following reading and changing permissions for the folder are required.

❏ **Sharing** tab > **Advanced Sharing** > **Permissions**

It controls the network access permission of the shared folder.

❏ Access permission of **Security** tab

It controls permission of the network access and local access of the shared folder.

When you set **Everyone** to the shared folder that is created on the desktop, as an example of creating a shared folder, all users who can access the computer will be permitted access.

However, the user who does not have authority cannot access them because the desktop (folder) is under the control of the user folder, and then the security settings of the user folder are handed down to it. The user who is permitted access on the **Security** tab (user logged in and administrator in this case) can operate the folder.

See below to create the proper location.

This example is when creating the "scan_folder" folder.

Example of Configuration for File Servers

This explanation is an example for creating the shared folder on the root of the drive on the shared computer, such as the file server under the following condition.

Access controllable users, such as someone who has the same domain of a computer to create a shared folder, can access the shared folder.

Set this configuration when you permit any user to read and write to the shared folder on the computer, such as the file server and the shared computer.

❏ Place for creating shared folder: Root of drive

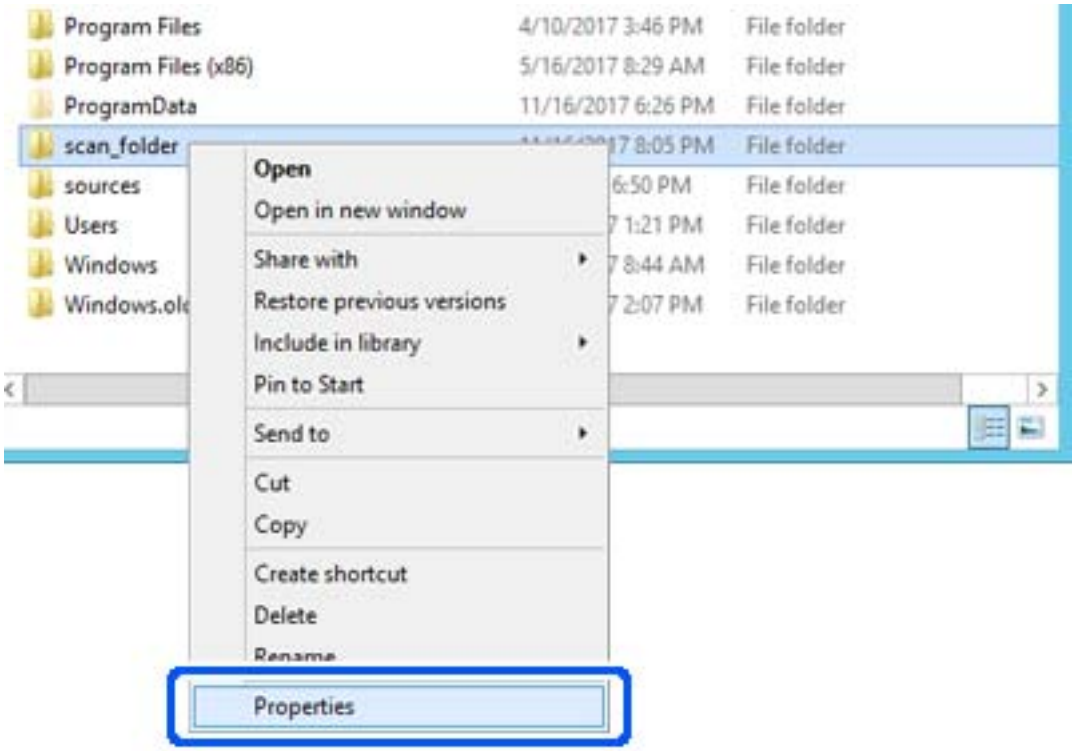
❏ Folder path: C:\scan_folder

❏ Access permission via network (Share Permissions): Everyone

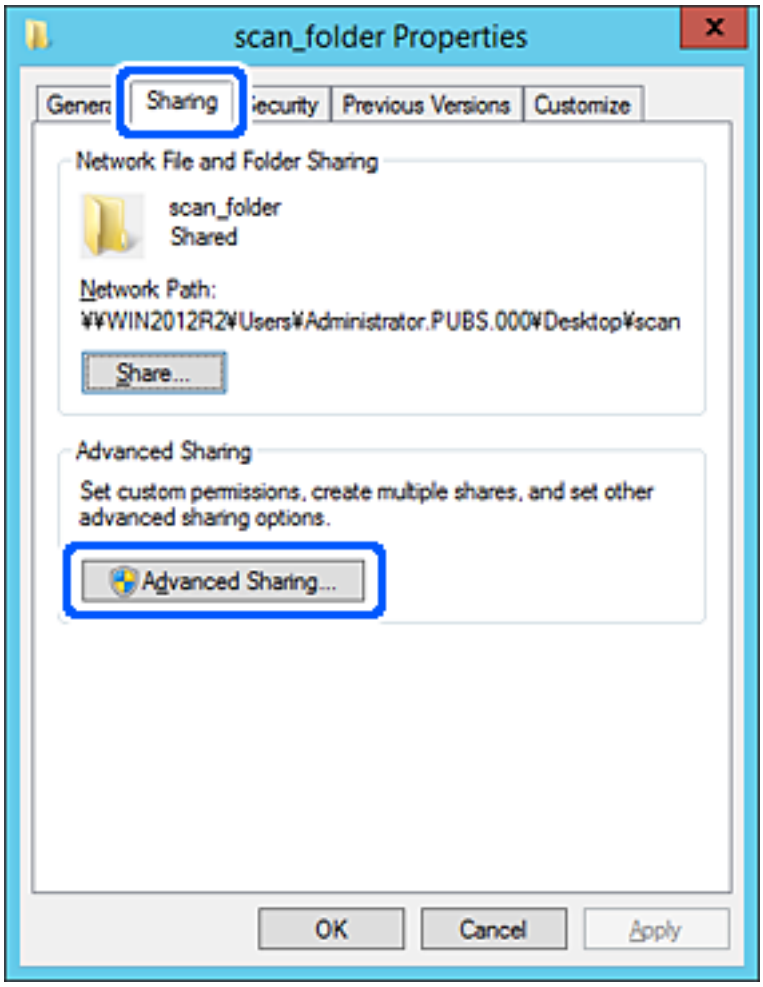
❏ Access permission on file system (Security): Authenticated Users

1. Log in to the computer where the shared folder will be created by the administrator authority user account.
2. Start explorer.
3. Create the folder on the root of drive, and then name it "scan_folder".

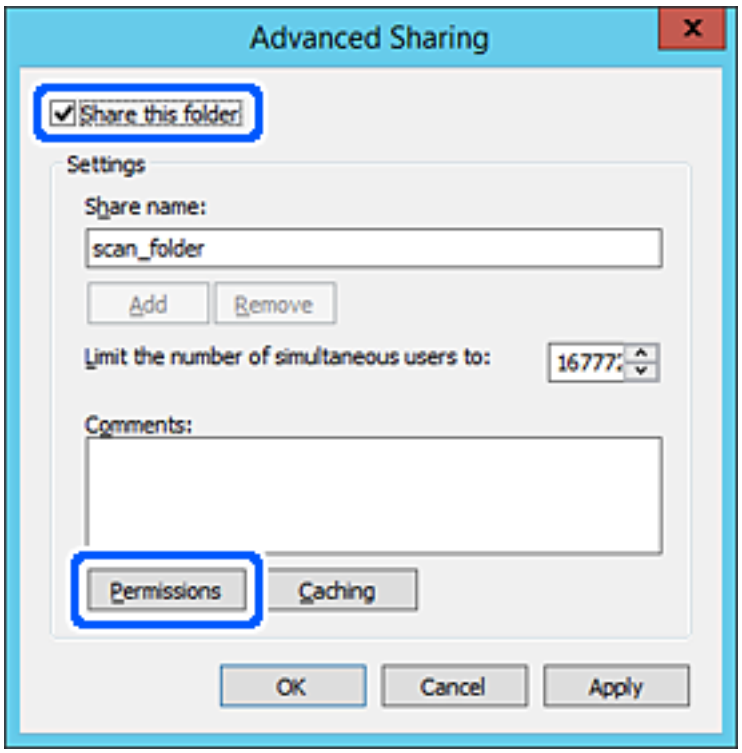
   For the folder name, enter between 1 and 12 alphanumeric characters. If the character limit of the folder name is exceeded, you may not be able to access it normally by the varied environment.
4. Right click the folder, and then select **Properties**.



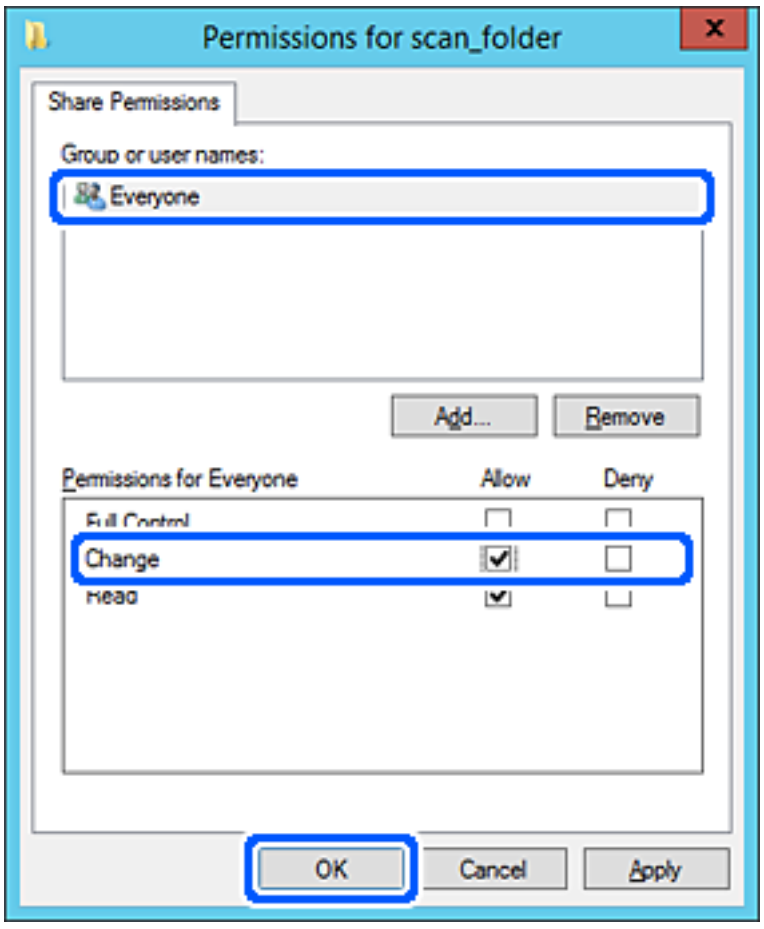
5. Click **Advanced Sharing** on the **Sharing** tab.



6. Select **Share this folder**, and then click **Permissions**.

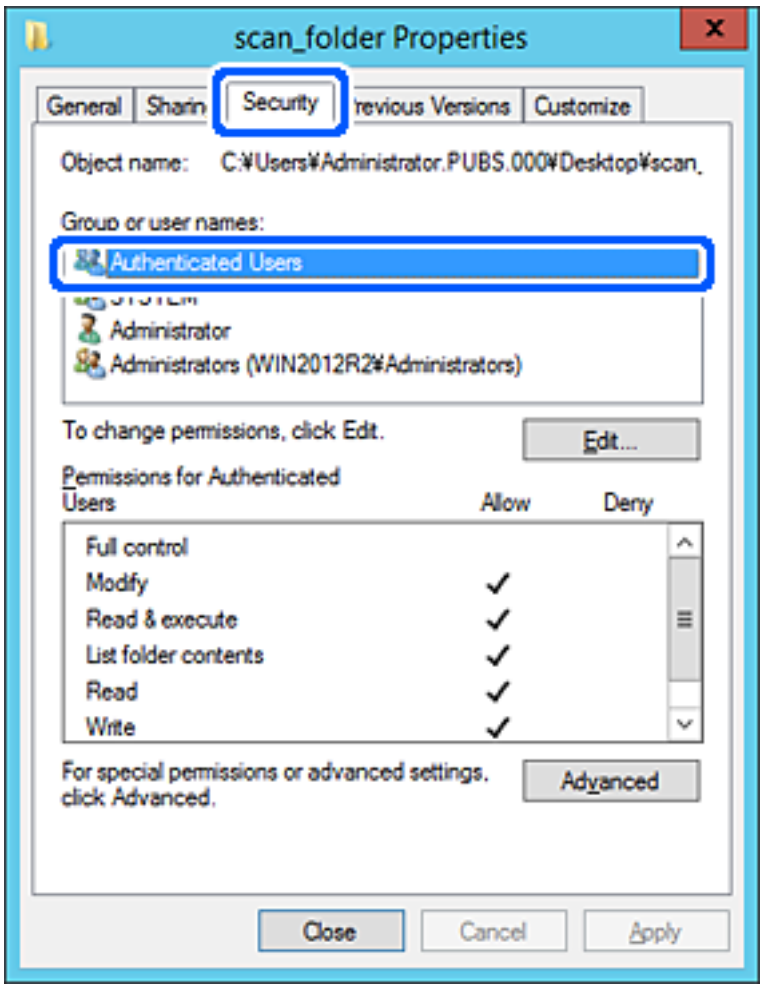


7. Select **Everyone** group of **Group or user names**, select **Allow** on **Change**, and then click **OK**.



8. Click **OK**.

9. Select **Security** tab, and then select **Authenticated Users** on the **Group or user names**.

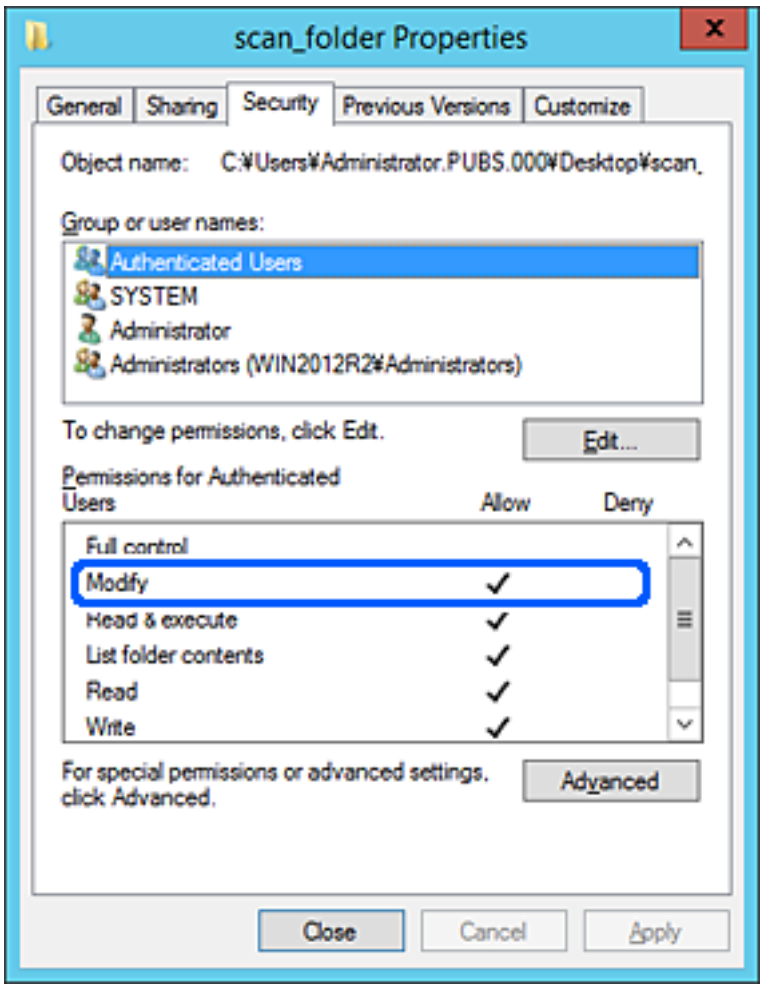


"Authenticated Users" is the special group that includes all users who can log in to the domain or computer. This group is displayed only when the folder is created just below the root folder.

If it is not displayed, you can add it by clicking **Edit**. For more details, see Related Information.

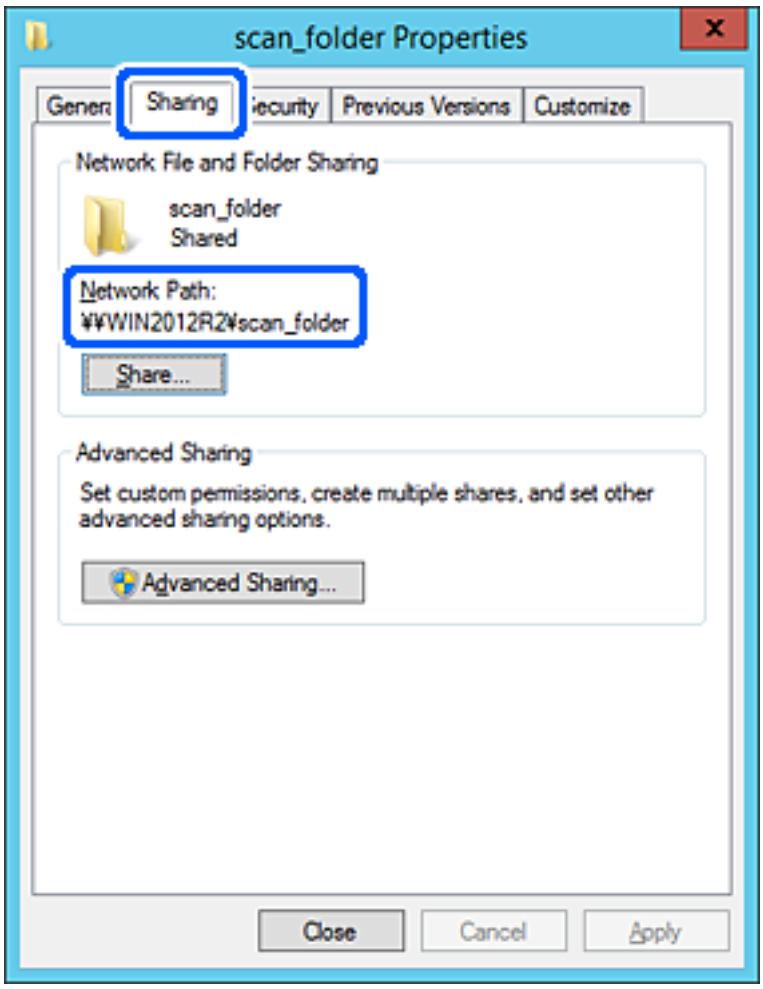
10. Check that **Allow** on **Modify** is selected in **Permissions for Authenticated Users**.

    If it is not selected, select **Authenticated Users**, click **Edit**, select **Allow** on **Modify** in **Permissions for Authenticated Users**, and then click **OK**.



11. Select **Sharing** tab.

    The network path of the shared folder is displayed. This is used when registering to the contacts of the printer. Please write it down.



12. Click **OK** or **Close** to close the screen.

    Check whether the file can be written or read on the shared folder from the computers of the same domain.

Example of Configuration for a Personal Computer

This explanation is an example for creating the shared folder on the desktop of the user currently logging in to the computer.

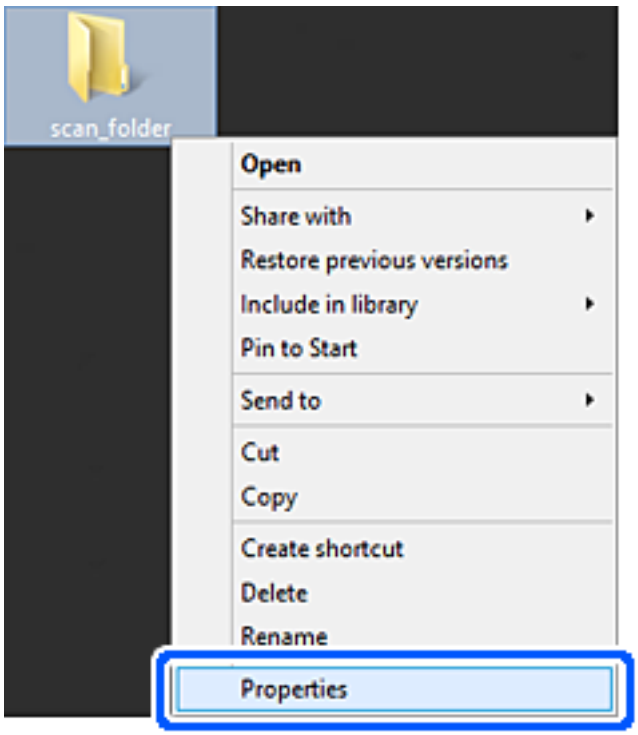
The user who logs in to the computer and who has administrator authority can access the desktop folder and the document folder that are under the User folder.

Set this configuration when you DO NOT permit reading and writing to another user to the shared folder on a personal computer.

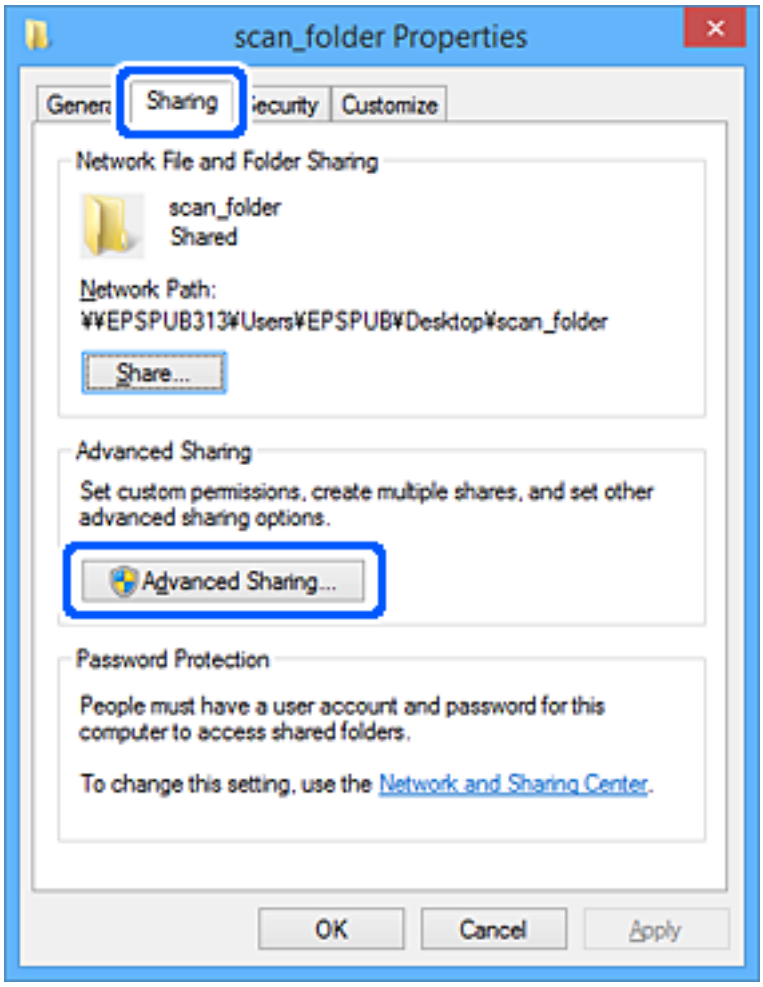
- ❏ Place for creating shared folder: Desktop
- ❏ Folder path: C:\Users\xxxx\Desktop\scan_folder
- ❏ Access permission via network (Share Permissions): Everyone
- ❏ Access permission on file system (Security): do not add, or add User/Group names to permit access

1. Log in to the computer where the shared folder will be created by the administrator authority user account.
2. Start explorer.
3. Create the folder on the desktop, and then name it "scan_folder".

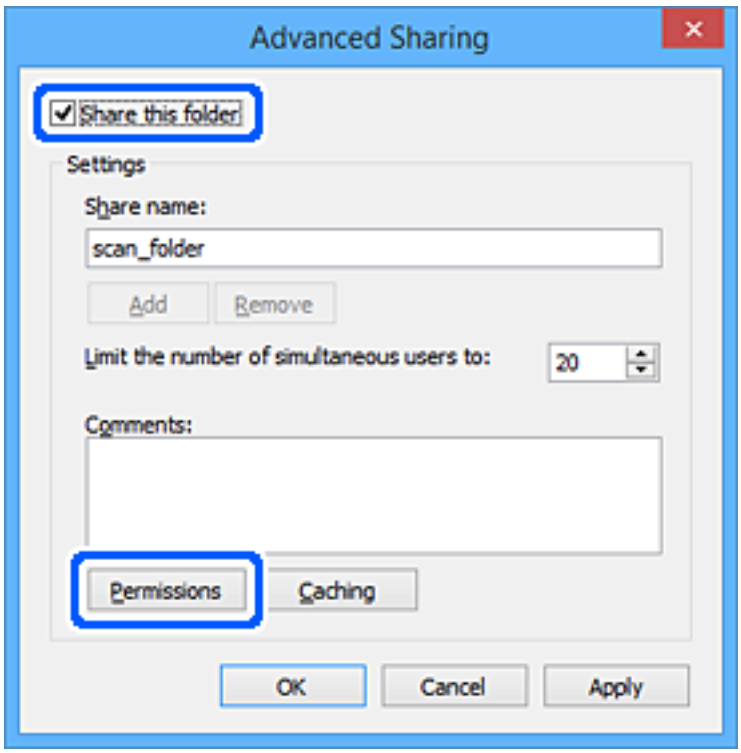
   For the folder name, enter between 1 and 12 alphanumeric characters. If the character limit of the folder name is exceeded, you may not be able to access it normally by the varied environment.
4. Right click the folder, and then select **Properties**.



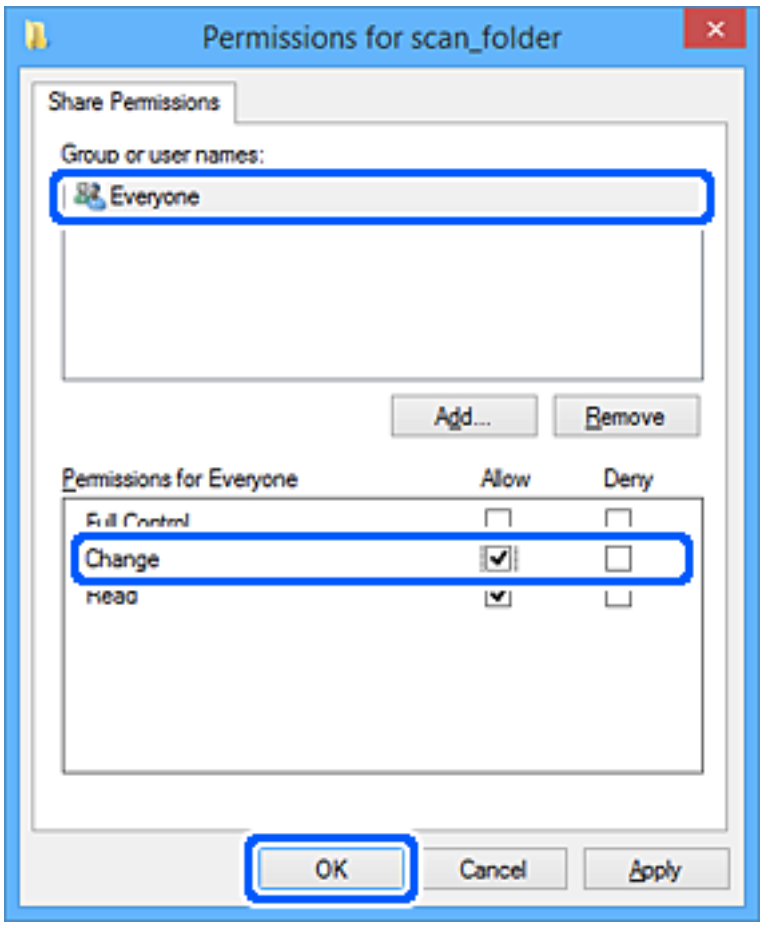
5. Click **Advanced Sharing** on the **Sharing** tab.



6. Select **Share this folder**, and then click **Permissions**.



7. Select **Everyone** group of **Group or user names**, select **Allow** on **Change**, and then click **OK**.

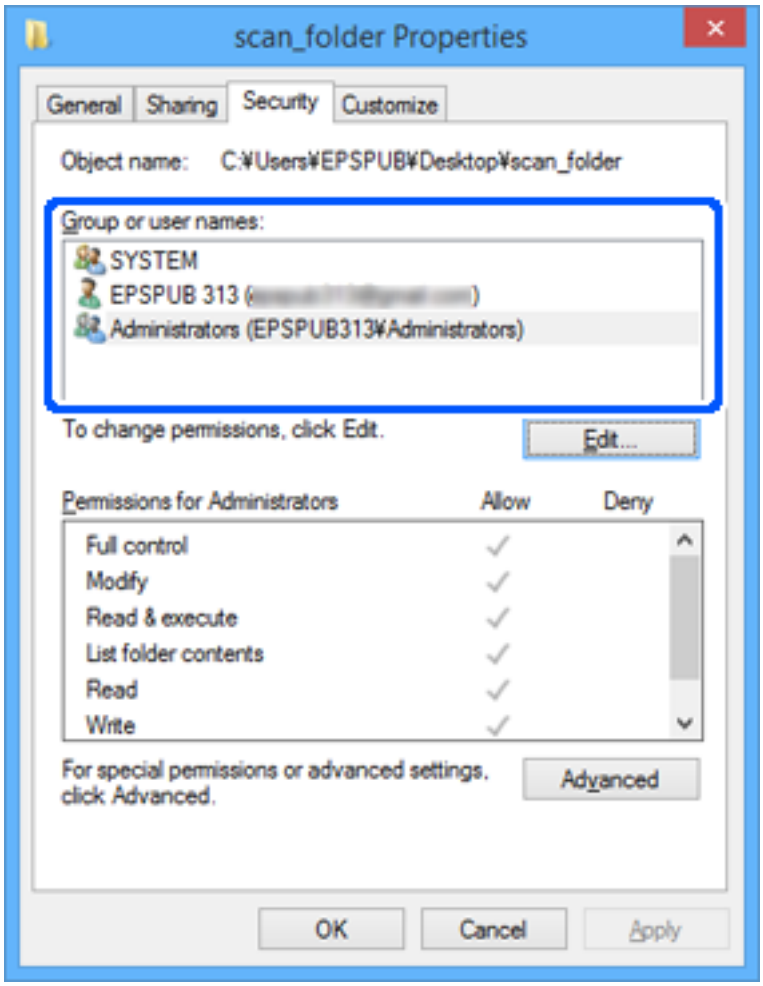


8. Click **OK**.
9. Select **Security** tab.
10. Check the group or the user in the **Group or user names**.

    The group or the user that is displayed here can access the shared folder.

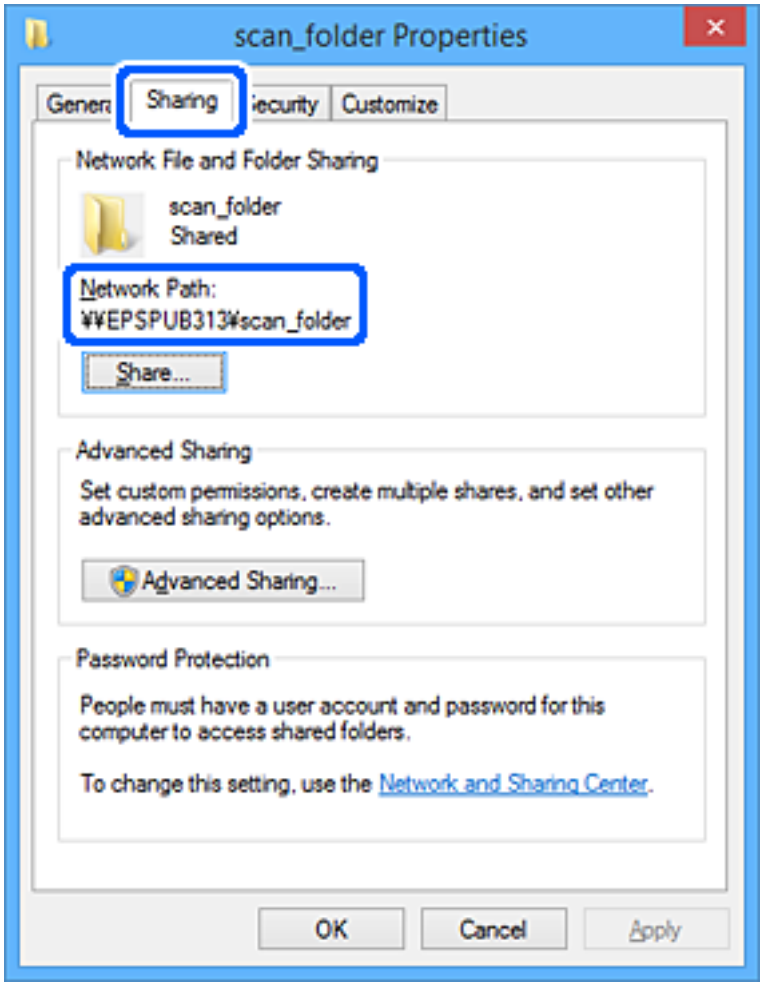
    In this case, the user who logs in to this computer and the Administrator can access the shared folder.

    Add access permission, if necessary. You can add it by clicking **Edit**. For more details, see Related Information.



11. Select **Sharing** tab.

    The network path of the shared folder is displayed. This is used when registering to the contacts of the printer. Please write it down.



12. Click **OK** or **Close** to close the screen.

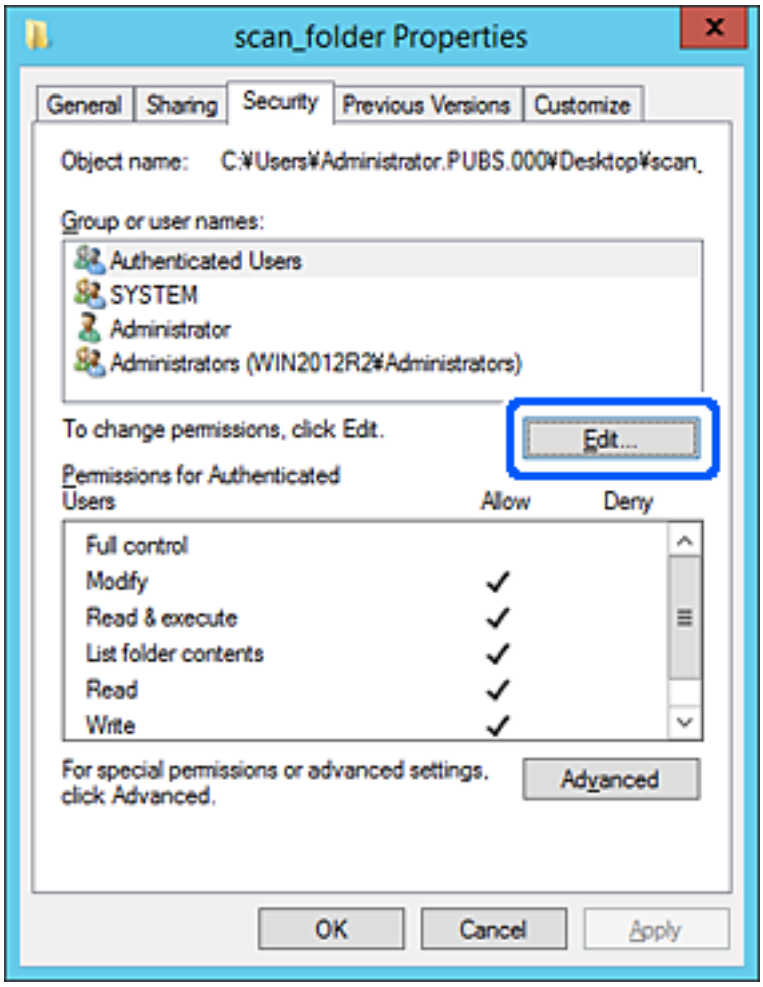
    Check whether the file can be written or read on the shared folder from the computers of users or groups with access permission.

Adding Group or User Access Permissions

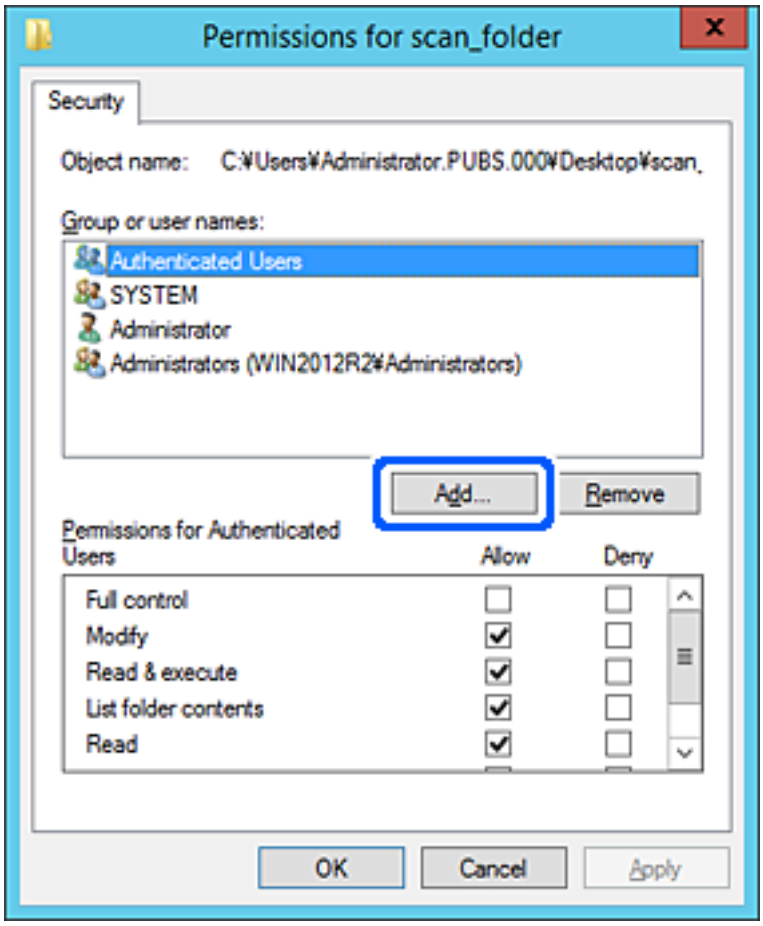
You can add the group or user access permissions.

1. Right click the folder and select **Properties**.
2. Select **Security** tab.

3. Click **Edit**.


scan_folder Properties
General
Sharing
Security
Previous Versions
Customize
Object name: C:¥Users¥Administrator.PUBS.000¥Desktop¥scan
Group or user names:
Authenticated Users
SYSTEM
Administrator
Administrators (WIN2012R2¥Administrators)
To change permissions, click Edit.
Edit...
Permissions for Authenticated Users
Allow
Deny
Full control
Modify
Read & execute
List folder contents
Read
Write
For special permissions or advanced settings, click Advanced.
Advanced
OK
Cancel
Apply

4. Click **Add** under the **Group or user names**.

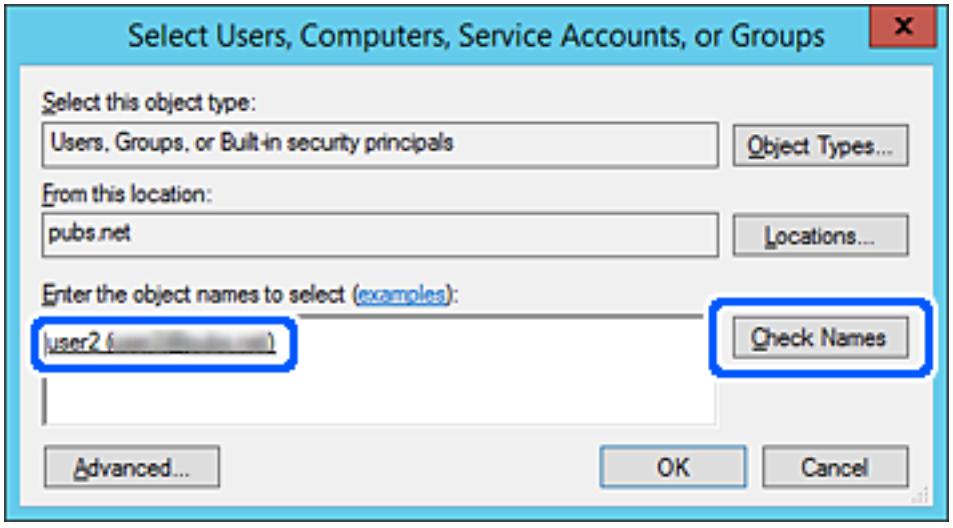


5. Enter the group or user name that you want to permit access, and then click **Check Names**.

   An underline is added to the name.

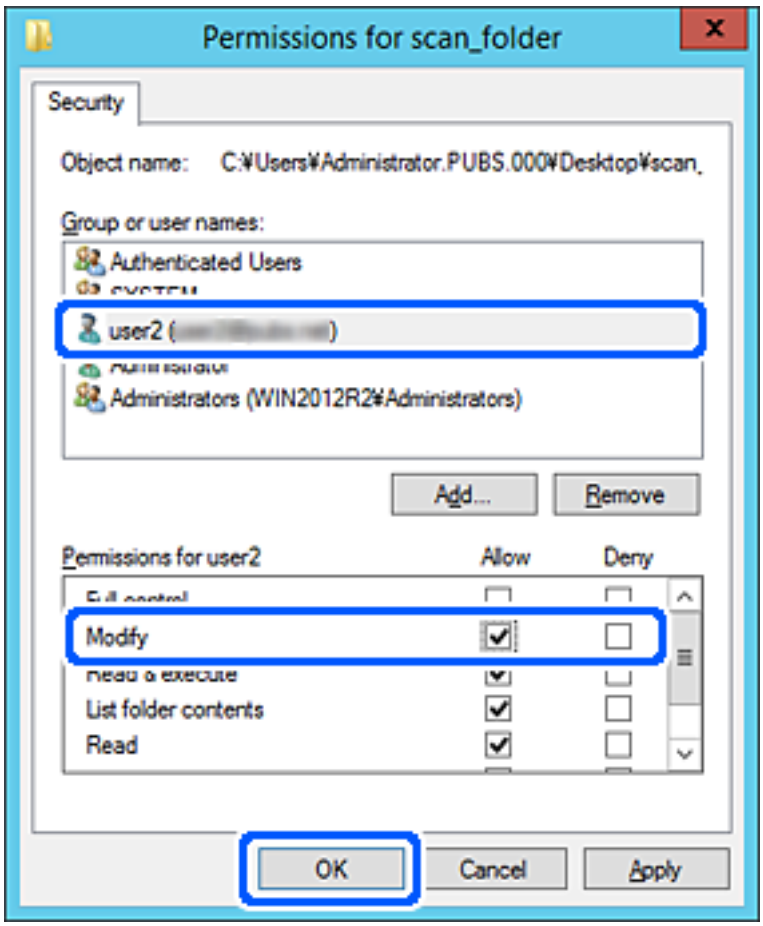
   Note:
   If you do not know the full name of the group or user, enter part of the name, and then click ***Check Names****. The group names or user names that match part of the name are listed, and then you can select the full name from the list.*

   If just one name matches, the full name with underlining is displayed in ***Enter the object name to select****.*



6. Click **OK**.

7. On the Permission screen, select the user name that is entered in **Group or user names** , select the access permission on **Modify**, and then click **OK**.



8. Click **OK** or **Close** to close the screen.

   Check whether the file can be written or read on the shared folder from the computers of users or groups with access permission.

Preparing a Shared Folder for Printing from the Folder

Setting the Shared Folder from the Control Panel

1. Select Menu on the printer's control panel.

2. Select **General Settings** > **Network Settings** > **Advanced** > **Shared Folder**.

3. Enter a value for each item.

   ❏ Folder Name

   Enter the network path for the shared folder within 255 characters.

   ❏ User Name

   Enter the user name that you use to log into the computer.

❏ Password

Enter the password that you use to log into the computer.

4. Select **Proceed**.
5. Close the confirmation screen.

Setting the Shared Folder Using Web Config

1. Access Web Config and select the **Print** tab > **Basic**.
2. Enter each item for **Print from Folder**.

❏ Print from Folder

Select **Enable**.

❏ Folder Name

Enter the network path for the shared folder within 255 characters.

❏ User Name

Enter the user name that you use to log into the computer.

❏ Password

Enter the password that you use to log into the computer.

3. Click **OK**.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

Using Microsoft Network Sharing

Folders shared by Microsoft network sharing can be used to save scan results and print from a folder.

1. Access Web Config and select the **Network** tab > **MS Network**.
2. Enable **Use Microsoft network sharing**.
3. Set each item if necessary.
4. Click **Next**.
5. Confirm the settings, and then click **OK**.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

MS Network Setting items

Items	Explanation
Use Microsoft network sharing	Select when enabling MS Network sharing.
SMB1.0 SMB2/SMB3	Enable the protocol you want to use. You can only enable SMB1.0 or SMB2/SMB3.
Host Name	Display the MS Network host name of the printer. To change this, select the **Network** tab > **Basic**, and then change the **Device Name**.
Workgroup Name	Enter the work group name of MS Network. Enter between 0 and 15 characters in ASCII.

Using Contacts

Destination Setting Features

You can use the printer's contacts list as the destination for the scan features. And you can use LDAP server information too.

Note:

❏ *You can switch between your printer's contacts list and the LDAP using the printer's control panel.*

❏ *To use email features, you need to configure a mail server.*

Configuring Contacts

The Contacts list can include the following types of destinations:

❏ **Email**: Destination for email

❏ **Network Folder (SMB)/FTP**: Destination for scan data

Contacts Configuration Comparison

There are three tools for configuring the printer's contacts: Web Config, Epson Device Admin, and the printer's control panel. The differences between three tools are listed in the table below.

Features	Web Config	Epson Device Admin	Printer's control panel
Registering a destination	✓	✓	✓
Editing a destination	✓	✓	✓
Adding a group	✓	✓	✓
Editing a group	✓	✓	✓
Deleting a destination or groups	✓	✓	✓

Features	Web Config	Epson Device Admin	Printer's control panel
Deleting all destinations	✓	✓	–
Importing a file	✓	✓	–
Exporting to a file	✓	✓	–
Assigning destinations to frequent use	✓	✓	✓
Sorting destinations assigned to frequent use	–	–	✓

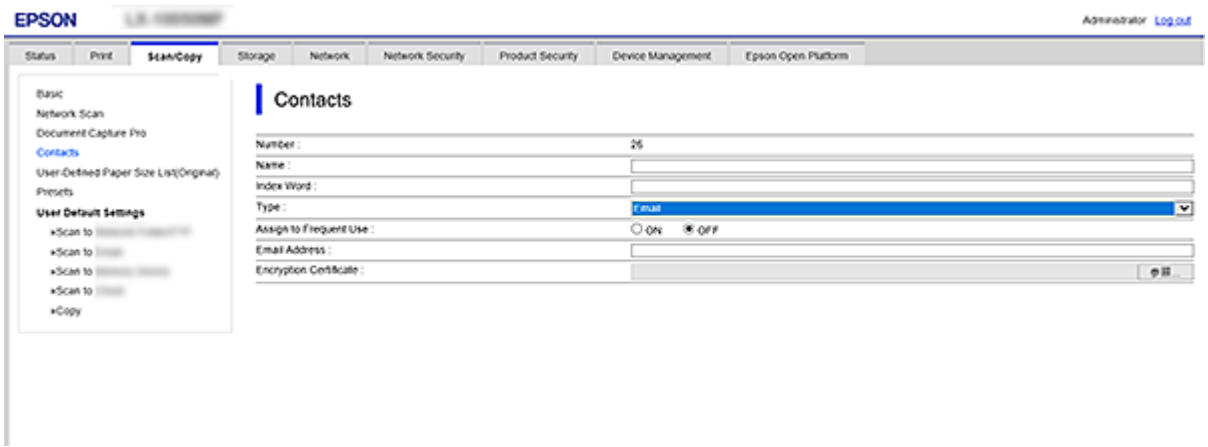
Registering a Destination to Contacts using Web Config

Note:
You can also register the contacts on the printer's control panel.

1. Access Web Config and select the **Scan/Copy** tab > **Contacts**.
2. Select the number that you want to register, and then click **Edit**.
3. Enter **Name** and **Index Word**.
4. Select the destination type as the **Type** option.

   Note:
   *You cannot change the **Type** option after registration is complete. If you want to change the type, delete the destination and then register again.*
5. Enter a value for each item, and then click **Apply**.

Destination Setting Items



Items	Settings and Explanation
Common Settings	

Function Settings

Items	Settings and Explanation
Name	Enter a name displayed in the contacts in 30 characters or less in Unicode (UTF-8). If you do not specify this, leave it blank.
Index Word	Enter words to search in 30 characters or less in Unicode (UTF-8). If you do not specify this, leave it blank.
Type	Select the type of the address that you want to register.
Assign to Frequent Use	Select to set the registered address as a frequently used address. When setting as a frequently used address, it is displayed on the top screen of scan, and you can specify the destination without displaying the contacts.
Email	
Email Address	Enter between 1 and 255 characters using A-Z a-z 0-9 ! # $ % & ' * + - . / = ? ^ _ { | } ~ @.
Network Folder (SMB)	
Save to	\\“Folder path” Enter the location where the target folder is located between 1 and 253 characters in Unicode (UTF-8), omitting "\\".
User Name	Enter a user name to access a network folder in 30 characters or less in Unicode (UTF-8). However, avoid using control characters (0x00 to 0x1f, 0x7F).
Password	Enter a password to access a network folder in 20 characters or less in Unicode (UTF-8). However, avoid using control characters (0x00 to 0x1f, 0x7F).
FTP	
Secure Connection	Select **FTPS** to allow the printer to communicate with security measures.
Save to	Enter the server name between 1 and 253 characters in ASCII (0x20-0x7E), omitting "ftp://".
User Name	Enter a user name to access an FTP server in 30 characters or less in Unicode (UTF-8). However, avoid using control characters (0x00 to 0x1f, 0x7F). If the server allows anonymous connections, enter a user name such as Anonymous and FTP. If you do not specify this, leave it blank.
Password	Enter a password to access to an FTP server within 20 characters or less in Unicode (UTF-8). However, avoid using control characters (0x00 to 0x1f, 0x7F). If you do not specify this, leave it blank.
Connection Mode	Select the connection mode from the menu. If a firewall is set between the printer and the FTP server, select **Passive Mode**.
Port Number	Enter the FTP server port number between 1 and 65535.
Certificate Validation	The FTP server's certificate is validated when this is enabled. This is available when **FTPS** is selected for **Secure Connection**. To set up, you need to import the CA Certificate to the printer.
SharePoint(WebDAV)	
Secure Connection	Select **HTTPS** to allow the printer to communicate with security measures.

Items	Settings and Explanation
Save to	Enter the characters after "http(s)://" for the SharePoint(WebDAV) destination using between 1 and 253 characters in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F).
User Name	Enter a user name to access SharePoint(WebDAV) in 30 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F).
Password	Enter a password to access to SharePoint(WebDAV) within 20 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F).
Certificate Validation	The certificate is validated when this is enabled. We recommend this is set to **Enable**. This is available when **HTTPS** is selected for **Secure Connection**. To set up, you need to import the CA Certificate to the printer.
Proxy Server	Select **Use** or **Do Not Use**.

Registering Destinations as a Group Using Web Config

If the destination type is set to **Email**, you can register the destinations as a group.

1. Access Web Config and select the **Scan/Copy** tab > **Contacts**.
2. Select the number that you want to register, and then click **Edit**.
3. Select a group from **Type**.
4. Click **Select** for **Contact(s) for Group**.
   The available destinations are displayed.
5. Select the destination that you want to register to the group, and then click **Select**.
6. Enter a **Name** and **Index Word**.
7. Select whether or not you assign the registered group to the frequently used group.
   Note:
   Destinations can be registered to multiple groups.
8. Click **Apply**.

Backing Up and Importing Contacts

Using Web Config or other tools, you can back up and import contacts.

For Web Config, you can back up contacts by exporting the printer settings that include contacts. The exported file cannot be edited because it is exported as a binary file.

When importing the printer settings to the printer, contacts are overwritten.

For Epson Device Admin, only contacts can be exported from the device's property screen. Also, if you do not export the security-related items, you can edit the exported contacts and import them because this can be saved as a SYLK file or csv file.

Importing Contacts Using Web Config

If you have a printer that allows you to backup contacts and is compatible with this printer, you can register contacts easily by importing the backup file.

Note:
For instructions on how to back up the printer contacts, see the manual provided with the printer.

Follow the steps below to import the contacts to this printer.

1. Access Web Config, select **Device Management** > **Export and Import Setting Value** > **Import**.
2. Select the backup file you created in **File**, enter the password, and then click **Next**.
3. Select the **Contacts** checkbox, and then click **Next**.

Backing up Contacts Using Web Config

Contacts data may be lost due to a printer malfunction. We recommend that you make a backup of the data whenever you update the data. Epson shall not be responsible for the loss of any data, for backing up or recovering data and/or settings even during a warranty period.

Using Web Config, you can back up the contact data stored in the printer to the computer.

1. Access Web Config, and then select the **Device Management** tab > **Export and Import Setting Value** > **Export**.
2. Select the **Contacts** checkbox under the **Scan/Copy** category.
3. Enter a password to encrypt the exported file.

   You need the password to import the file. Leave this blank if you do not want to encrypt the file.
4. Click **Export**.

Starting from Importing Contacts from Another Epson Printer

If you have a printer that allows you to backup contacts and is compatible with this printer, you can register contacts easily by importing the backup file.

Note:
For instructions on how to back up the printer contact,s, see the manual provided with the printer.

Follow the steps below to import the contacts to this printer.

1. Access Web Config, select **Device Management** > **Export and Import Setting Value** > **Import**.
2. Select the backup file you created in **File**, enter the password, and then click **Next**.
3. Select the **Contacts** checkbox, and then click **Next**.

Export and Bulk Registration of Contacts Using Tool

If you use Epson Device Admin, you can back up just the contacts and edit the exported files, then register them all at once.

It is useful if you want to back up only the contacts or when you replace the printer and you want to transfer the contacts from the old one to new one.

Exporting Contacts

Save the contacts information to the file.

You can edit files saved in SYLK format or csv format by using a spreadsheet application or text editor. You can register all at once after deleting or adding the information.

Information that includes security items such as password and personal information can be saved in binary format with a password. You cannot edit the file. This can be used as the backup file of the information including the security items.

1. Start Epson Device Admin.
2. Select **Devices** on the side bar task menu.
3. Select the device you want to configure from the device list.
4. Click **Device Configuration** on the **Home** tab on the ribbon menu.

   When the administrator password has been set, enter the password and click **OK**.
5. Click **Common** > **Contacts**.
6. Select the export format from **Export** > **Export items**.
   - ❏ All Items

     Export the encrypted binary file. Select when you want to include the security items such as password and personal information. You cannot edit the file. If you select it, you have to set the password. Click **Configuration** and set a password between 8 and 63 characters long in ASCII. This password is required when importing the binary file.
   - ❏ Items except Security Information

     Export the SYLK format or csv format files. Select when you want to edit the information of the exported file.
7. Click **Export**.
8. Specify the place to save the file, select the file type, and then click **Save**.

   The completion message is displayed.
9. Click **OK**.

   Check that the file is saved to the specified place.

Importing Contacts

Import the contacts information from the file.

You can import the files saved in SYLK format or csv format or the backed-up binary file that includes the security items.

1. Start Epson Device Admin.
2. Select **Devices** on the side bar task menu.
3. Select the device you want to configure from the device list.
4. Click **Device Configuration** on the **Home** tab on the ribbon menu.

   When the administrator password has been set, enter the password and click **OK**.
5. Click **Common** > **Contacts**.
6. Click **Browse** on **Import**.
7. Select the file you want to import and then click **Open**.

   When you select the binary file, in **Password** enter the password you set when exporting the file.
8. Click **Import**.

   The confirmation screen is displayed.
9. Click **OK**.

   The validation result is displayed.

   ❏ Edit the information read

   Click when you want to edit the information individually.

   ❏ Read more file

   Click when you want to import multiple files.
10. Click **Import**, and then click **OK** on the import completion screen.

    Return to the device's property screen.
11. Click **Transmit**.
12. Click **OK** on the confirmation message.

    The settings are sent to the printer.
13. On the sending completion screen, click **OK**.

    The printer's information is updated.

    Open the contacts from Web Config or printer's control panel, and then check that the contact is updated.

Cooperation between the LDAP Server and Users

When cooperating with the LDAP server, you can use the address information registered to the LDAP server as the destination of an email.

Configuring the LDAP Server

To use the LDAP server information, register it on the printer.

1. Access the Web Config and select the **Network** tab > **LDAP Server** > **Basic**.
2. Enter a value for each item.
3. Select **OK**.

   The settings you have selected are displayed.

LDAP Server Setting Items

Items	Settings and Explanation
Use LDAP Server	Select **Use** or **Do Not Use**.
LDAP Server Address	Enter the address of the LDAP server. Enter between 1 and 255 characters of either IPv4, IPv6, or FQDN format. For the FQDN format, you can use alphanumeric characters in ASCII (0x20-0x7E) and "- " except for the beginning and end of the address.
LDAP server Port Number	Enter the LDAP server port number between 1 and 65535.
Secure Connection	Specify the authentication method when the printer accesses the LDAP server.
Certificate Validation	When this is enabled, the certificate of the LDAP sever is validated. We recommend this is set to **Enable**. To set up, the **CA Certificate** needs to be imported to the printer.
Search Timeout (sec)	Set the length of time for searching before timeout occurs between 5 and 300.
Authentication Method	Select one of the methods. If you select **Kerberos Authentication**, select **Kerberos Settings** to make settings for Kerberos. To perform Kerberos Authentication, the following environment is required. ❏ The printer and the DNS server can communicate. ❏ The time of the printer, KDC server, and the server that is required for authentication (LDAP server, SMTP server, File server) are synchronized. ❏ When the service server is assigned as the IP address, the FQDN of the service server is registered on the DNS server reverse lookup zone.
Kerberos Realm to be Used	If you select **Kerberos Authentication** for **Authentication Method**, select the Kerberos realm that you want to use.
Administrator DN / User Name	Enter the user name for the LDAP server in 128 characters or less in Unicode (UTF-8). You cannot use control characters, such as 0x00-0x1F and 0X7F. This setting is not used when **Anonymous Authentication** is selected as the **Authentication Method**. If you do not specify this, leave it blank.
Password	Enter the password for the LDAP server authentication in 128 characters or less in Unicode (UTF-8). You cannot use control characters, such as 0x00-0x1F and 0X7F. This setting is not used when **Anonymous Authentication** is selected as the **Authentication Method**. If you do not specify this, leave it blank.

Kerberos Settings

If you select **Kerberos Authentication** for **Authentication Method** of **LDAP Server** > **Basic**, make the following Kerberos settings from the **Network** tab > **Kerberos Settings**. You can register up to 10 settings for the Kerberos settings.

Items	Settings and Explanation
Realm (Domain)	Enter the realm of the Kerberos authentication in 255 characters or less in ASCII (0x20-0x7E). If you do not register this, leave it blank.
KDC Address	Enter the address of the Kerberos authentication server. Enter 255 characters or less in either IPv4, IPv6 or FQDN format. If you do not register this, leave it blank.
Port Number (Kerberos)	Enter the Kerberos server port number between 1 and 65535.

Configuring the LDAP Server Search Settings

When you set up the search settings, you can use the email address registered to the LDAP server.

1. Access Web Config and select the **Network** tab > **LDAP Server** > **Search Settings**.
2. Enter a value for each item.
3. Click **OK** to display the setting result.

   The settings you have selected are displayed.

LDAP Server Search Setting Items

Items	Settings and Explanation
Search Base (Distinguished Name)	If you want to search an arbitrary domain, specify the domain name of the LDAP server. Enter between 0 and 128 characters in Unicode (UTF-8). If you do not search for arbitrary attribute, leave this blank. Example for the local server directory: dc=server,dc=local
Number of search entries	Specify the number of search entries between 5 and 500. The specified number of the search entries is saved and displayed temporarily. Even if the number of the search entries is over the specified number and an error message appears, the search can be completed.
User name Attribute	Specify the attribute name to display when searching for user names. Enter between 1 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z. Example: cn, uid
User name Display Attribute	Specify the attribute name to display as the user name. Enter between 0 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z. Example: cn, sn
Email Address Attribute	Specify the attribute name to display when searching for email addresses. Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, and -. The first character should be a-z or A-Z. Example: mail

Items	Settings and Explanation
Arbitrary Attribute 1 - Arbitrary Attribute 4	You can specify other arbitrary attributes to search for. Enter between 0 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z. If you do not want to search for arbitrary attributes, leave this blank. Example: o, ou

Checking the LDAP Server Connection

Performs the connection test to the LDAP server by using the parameter set on **LDAP Server** > **Search Settings**.

1. Access Web Config and select the **Network** tab > **LDAP Server** > **Connection Test**.
2. Select **Start**.

   The connection test is started. After the test, the check report is displayed.

LDAP Server Connection Test References

Messages	Explanation
Connection test was successful.	This message appears when the connection with the server is successful.
Connection test failed. Check the settings.	This message appears for the following reasons: ❏ The LDAP server address or the port number is incorrect. ❏ A timeout has occurred. ❏ **Do Not Use** is selected as the **Use LDAP Server**. ❏ If **Kerberos Authentication** is selected as the **Authentication Method**, settings such as **Realm (Domain)**, **KDC Address** and **Port Number (Kerberos)** are incorrect.
Connection test failed. Check the date and time on your product or server.	This message appears when the connection fails because the time settings for the printer and the LDAP server are mismatched.
Authentication failed. Check the settings.	This message appears for the following reasons: ❏ **User Name** and/or **Password** is incorrect. ❏ If **Kerberos Authentication** is selected as the **Authentication Method**, the time/date may not be configured.
Cannot access the printer until processing is complete.	This message appears when the printer is busy.

Using Scan Functions

You can use the scan functions from the computer or by using the printer's control panel.

Scanning From a Computer

Install the software and check that the network scan service is enabled to scan via a network from the computer.

Software to be installed

❏ Epson Scan 2

This is a scanner driver. If you use the device from a computer, install the driver on each client computer. If Document Capture Pro/Document Capture is installed, you can perform the operations assigned to the buttons of the device.

If EpsonNet SetupManager is used, the printer driver is also distributed as a package.

❏ Document Capture Pro (Windows)/Document Capture (Mac OS)

It is installed on the client computer. The jobs registered on a network computer where Document Capture Pro/ Document Capture is installed can be called and run from the device's control panel.

You can scan over the network from a computer. Epson Scan 2 is required to scan.

Confirming that Network Scan is Enabled

You can set the network scan service when you scan from a client computer over the network. The default setting is enabled.

1. Access Web Config and select the **Scan/Copy** tab > **Network Scan**.
2. Make sure that **Enable scanning** of **EPSON Scan** is selected.

   If it is selected, this task is completed. Close Web Config.

   If it is cleared, select it and go to next step.
3. Click **Next**.
4. Click **OK**.

   The network is re-connected, and then the settings are enabled.

Scanning using the control panel

Setup servers or folders before scanning.

Settings of Servers and Folders

Name	Settings	Location	Requirement
Scan to Network Folder (SMB)	Create and set up sharing of the save folder	A computer that has a save folder location	The administrative user account to the computer that creates save folders.
	Destination for Scan to Network Folder (SMB)	Contacts of the device	User name and password to log on to the computer that has the save folder, and the privilege to update the save folder.
Scan to Network Folder (FTP)	Setup for FTP server log on	Contacts of the device	Logon information for the FTP server and the privilege to update the save folder.
Scan to Email	Setup for email server	Device	Setup information for email server

Making System Settings

Setting the Control Panel

Setup for the printer's control panel. You can set up as follows.

1. Access Web Config and select the **Device Management** tab > **Control Panel**.

2. Set up the following items as necessary.

   ❏ Language

   Select the displayed language on the control panel.

   ❏ Panel Lock

   If you select **ON**, you cannot select items that require the administrator's authority. To select them, log in to the printer as the administrator. If the administrator password is not set, the panel lock is disabled.

   ❏ Operation Timeout

   If you select **ON**, when you log in as the administrator, you are automatically logged out and go to the initial screen if there is no activity for a certain period of time.

   You can set between 10 seconds and 240 minutes by the second.

Note:
You can also set up from the printer's control panel.

❏ *Language : Menu* > ***General Settings*** > ***Basic Settings*** > ***Language***

❏ *Panel Lock : Menu* > ***General Settings*** > ***System Administration*** > ***Security Settings*** > ***Admin Settings*** > ***Lock Setting***

❏ *Operation Time Out : Menu* > ***General Settings*** > ***Basic Settings*** > ***Operation Time Out*** *(You can specify On or Off.)*

3. Click **OK**.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

Power Saving Settings During Inactivity

You can set up the time to shift to the power saving mode or to turn the power off when the printer's control panel is not operated for a certain period of time. Set the time depending on your usage environment.

1. Access Web Config and select the **Device Management** tab > **Power Saving**.
2. Enter the time for the **Sleep Timer** to switch to power saving mode when inactivity occurs.

   Note:
   You can also set up from the printer's control panel.

   Menu > ***General Settings*** > ***Basic Settings*** > ***Sleep Timer***
3. Select the turning off time for the **Power Off Timer**.

   Note:
   You can also set up from the printer's control panel.

   Menu > ***General Settings*** > ***Basic Settings*** > ***Power Off Timer***
4. Click **OK**.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

Synchronizing the Date and Time with Time Server

When synchronizing with the time server (NTP server), you can synchronize the time of the printer and the computer on the network. The time server may be operated within the organization or published on the Internet.

When using the CA certificate or Kerberos authentication, time-related trouble can be prevented by synchronizing with the time server.

1. Access Web Config and select **System Settings** > **Date and Time** > **Time Server**.
2. Select **Use** for **Use Time Server**.
3. Enter the time server address for **Time Server Address**.

   You can use IPv4, IPv6 or FQDN format. Enter 252 characters or less. If you do not specify this, leave it blank.
4. Enter **Update Interval (min)**.

   You can set up to 10,800 minutes by the minute.

5. Click **OK**.

   Note:
   You can confirm the connection status with the time server on ***Time Server Status****.*

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

Setting the Default Value for Scanning and Copying (User Default Settings)

You can set the default value for the functions.

You can set the following functions.

❏ Scan to Network Folder/FTP

❏ Scan to Email

❏ Scan to Memory Device

❏ Copy

1. Access Web Config and select the functions for which you want to set the default value for the **Scan/Copy** tab > **User Default Settings**.

2. Set each item.

3. Click **OK**.

   If the combination of the value is invalid, it is automatically modified, and then a valid value is set.

Setting the Default Value for Upload and Print/Print from Folder (User Default Settings)

You can set the default value for the functions.

You can set the following functions.

❏ Upload and Print

❏ Print from Folder

1. Access Web Config and select the functions for which you want to set the default value for the **Print** tab > **User Default Settings**.

2. Set each item.

3. Click **OK**.

   If the combination of the value is invalid, it is automatically modified, and then a valid value is set.

Related Information

➡ "Accessing Web Config" on page 25

➡ “Logging on to the Printer Using Web Config” on page 77

AirPrint Setup

Set when using AirPrint printing and scanning.

Access Web Config and select the **Network** tab > **AirPrint Setup**.

Items	Explanation
Bonjour Service Name	Enter the Bonjour service name between 1 and 41 characters in ASCII (0x20-0x7E).
Bonjour Location	Enter location information such as the printer's placement within 127 bytes or less in Unicode (UTF-8).
Geolocation Latitude and Longitude (WGS84)	Enter the printer's location information. This entry is optional. Enter values by using WGS-84 datum, which separates latitude and longitude with a comma. You can enter -90 to +90 for the latitude value, and -180 to +180 for the longitude value. You can enter less than a decimal to the sixth place, and you can omit "+".
Top Priority Protocol	Select top priority protocol from IPP and Port9100.
Wide-Area Bonjour	Set whether or not to use Wide-Area Bonjour. If you use it, the printers must be registered on the DNS server to be able to search the printer over the segment.
iBeacon Transmission	Select whether to enable or disable the iBeacon transmission function. When enabled, you can search for the printer from iBeacon-enabled devices.
Enable AirPrint	IPP, Bonjour, AirPrint (Scan service) are enabled, and IPP is established only with secure communication.

Product Security Settings

This chapter explains the security settings of the device.

Introduction of Product Security Features

This section introduces the security function of the Epson Devices.

Feature name	Feature type	What to set	What to prevent
Setup for the administrator password	Locks the system settings, such as connection setup for network or USB and the user default settings.	An administrator sets a password to the device. You can set or change from both Web Config and the printer's control panel.	Prevent from illegally reading and changing the information stored in the device such as ID, password, network settings, and contacts. Also, reduce a wide range of security risks such as leakage of information for the network environment or security policy.
Setup for access control	Limits the functions that can be used on devices, such as print, scan, and copy for each user. If you log on with a user account registered in advance, you are allowed to use certain functions. In addition, after logging on from the control panel, you will be logged off automatically if there is no activity for a certain period of time.	Register any user account, and then select the function you want to allow, such as copy and scan. You can register up to 10 user accounts.	The risk of leakage and unauthorized viewing of data can be reduced by minimizing the numbers of functions in accordance with the business content and the role of the user.
Setup for external interface	Controls the interface, such as USB port that connects to the device.	Enable or disable the USB port for connecting external devices such as USB memory and USB connection with the computer.	❏ USB port control: Prevents unauthorized use of the USB port for connecting external devices. ❏ USB connection of computer: Prevents unauthorized use of the device by prohibiting printing without going through the network.

Related Information

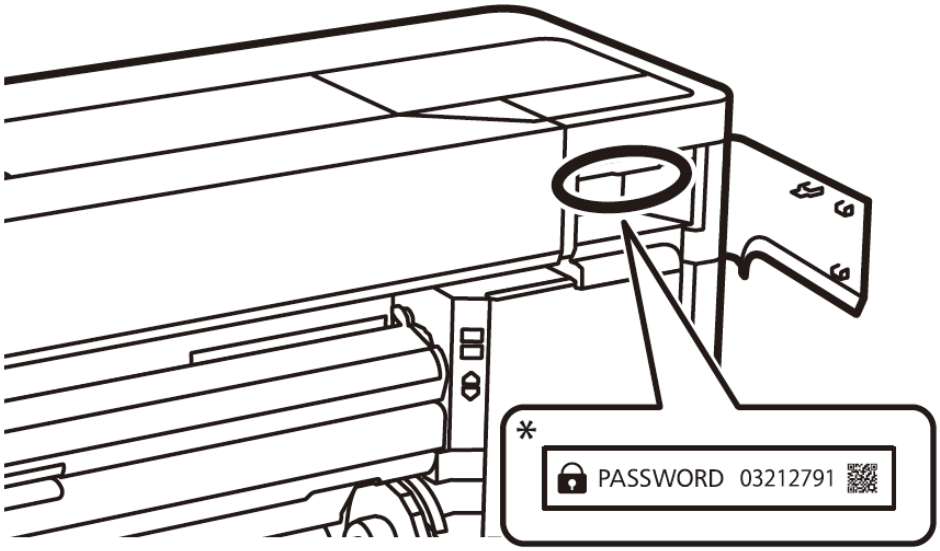
➡ “About Web Config” on page 24
➡ “EpsonNet Config” on page 101
➡ “Configuring the Administrator Password” on page 67
➡ “Restricting Available Features” on page 73
➡ “Disabling the External Interface” on page 76

Configuring the Administrator Password

When you set the administrator password, you can prevent the users from changing system management settings. You can change the administrator password using either Web Config, the printer's control panel, or software (Epson Device Admin). When using the software, see the documentation for each software.

Important:

The initial value of the administrator user name is blank (nothing is entered), and for the initial value of the administrator password, check the password label on the printer.



We recommend that you change the initial password as soon as possible to prevent unauthorized access.

Related Information

➡ "Changing the Administrator Password from the Control Panel" on page 67

➡ "Changing the Administrator Password Using Web Config" on page 68

➡ "Epson Device Admin" on page 101

Changing the Administrator Password from the Control Panel

You can change the administrator password from the printer's control panel.

1. Select Menu on the printer's control panel.
2. Select **General Settings** > **System Administration** > **Security Settings**.
3. Select **Admin Settings**.
4. Select **Admin Password** > **Change**.
5. Enter the current password.

6. Enter the new password.
7. Enter the password again.

Note:
*You can restore the administrator password to the initial password by selecting **Restore Default Settings** on the **Admin Password** screen and entering the administrator password.*

Changing the Administrator Password Using Web Config

You can change the administrator password using Web Config.

1. Access Web Config and select the **Product Security** tab > **Change Administrator Password**.
2. Enter the current password in **Current password**.
3. Enter the new password in **New Password** and in **Confirm New Password**. Enter the user name, if necessary.
4. Select **OK**.

Note:
- *To set or change the locked menu items, click **Log in**, and then enter the administrator password.*
- *To restore the administrator password to the initial password, click **Restore Default Settings** on the **Change Administrator Password** screen.*

Related Information

➡ "Accessing Web Config" on page 25
➡ "Logging on to the Printer Using Web Config" on page 77

Controlling the Panel Operation

If you set the administrator password and enable the Lock Setting, you can lock the items related to the printer's system settings so that users cannot change them.

Enabling the Lock Setting

Enable the Lock Setting for the printer where the password is set.

Enabling the Lock Setting from the Control Panel

1. Select Menu on the printer's control panel.
2. Select **General Settings** > **System Administration** > **Security Settings**.
3. Select **Admin Settings**.
4. Select **On** on **Lock Setting**.

5. Select **Yes** on the confirmation screen.

   Check that  is displayed on the home screen.

Enabling the Lock Setting from Web Config

1. Access Web Config and click the **Log in**.
2. Enter the user name and password, and then click **OK**.
3. Select the **Device Management** tab > **Control Panel**.
4. On the **Panel Lock**, select **ON**.
5. Click **OK**.
6. Check that  is displayed on the home screen on the printer's control panel.

Lock Setting Items for General Settings Menu

This is a list of the Lock Setting items in Menu > **General Settings** on the control panel.

Some functions can be set enabled or disabled individually.

General Settings menu	Panel Lock
Basic Settings	-

Product Security Settings

General Settings menu		Panel Lock
	LCD Brightness	-
	Sounds	-
	Inside Light	-
	Alert Lamp Notice	-
	Sleep Timer	✓
	Wake from Sleep	-
	Power Off Timer	✓
	Circuit Breaker Interlock Startup	✓
	Date/Time Settings	✓
	Language	✓*1
	Print Screen	-
	Edit Home	✓
	Operation Time Out	✓
	Keyboard	-
	Length Unit	-
	Default Screen(Job/Status)	✓
Printer Settings		-

Product Security Settings

General Settings menu			Panel Lock
	Paper Source Settings		-
	Custom Paper Setting		-
	Auto Cleaning		-
	Printing Language		✓
	Universal Print Settings		✓
	HP-GL/2 Unique Settings		-
	PS Menu		-
	Reduce Edge Blurriness		-
	Memory Device Interface		✓
	Thick Paper		✓*1
	Bidirectional		-
	Print Nozzle Check Pattern during Print		-
	Use Production Stacker		-
	PC Connection via USB		✓
	USB I/F Timeout Setting		✓
	Print while Scanning		-
Network Settings			✓
	Wi-Fi Setup		✓
	Wired LAN Setup		✓
	Network Status		✓
		Wired LAN/Wi-Fi Status	✓*2
		Wi-Fi Direct Status	✓*2
		Email Server Status	✓*2
		Print Status Sheet	✓*2
	Connection Check		✓*3
	Advanced		✓
Scan Settings			✓
Storage Settings			✓
System Administration			✓

General Settings menu			Panel Lock
	Contacts Manager		✓
		Add/Edit/Delete	✓*1*4
		Frequent	✓*4
		Print Contacts	✓
		View Options	✓*4
		Search Options	✓*4
	Security Settings		✓
	Restore Default Settings		✓
	Firmware Update		✓

✓ = To be locked.

- = Not to be locked.

*1 : You can enable or disable the lock from **General Settings** > **System Administration** > **Security Settings** > **Restrictions**.

*2 : Even though items on the upper level can be locked by administrator lock, you can still access them from the same name menu of Menu > **Printer Status/Print** > **Network**.

*3 : Even though items on the upper level can be locked by administrator lock, you can still access them from Home >  > **Description** > **When you cannot connect to the network**.

*4 : Even though items on the upper level can be locked by administrator lock, you can still access them from the same name menu of Menu > **Contacts Manager**.

Related Information

➡ "Other Lock Setting Items" on page 72

➡ "Items That Can Be Set Individually" on page 73

Other Lock Setting Items

Besides the General Settings menu, Lock Setting would be enabled to the items below.

❏ Menu > **Maintenance**

- ❏ **Power Cleaning**
- ❏ **Keeping Preparation**

❏ Menu > **User Settings**

❏ Home > **Presets**

Related Information

➡ "Lock Setting Items for General Settings Menu" on page 69

➡ "Items That Can Be Set Individually" on page 73

Operating Display and Function Setting Individually

For the some target items of the Lock Setting, you can individually set whether they are enabled or disabled.

You can set each user's availability as necessary, such as registering or changing the contacts, displaying job history, etc.

1. Select Menu on the printer's control panel.
2. Select **General Settings** > **System Administration** > **Security Settings** > **Restrictions**.
3. Select the item for the function that you want to change the setting of, and then set to **On** or **Off**.

Items That Can Be Set Individually

The administrator can permit the items below to display and change settings individually.

❏ Job Log Access : **Job/Status** > **Log**

Control the display of the status monitor's job history. Select **On** to permit the job history to display.

❏ Access to Register/Delete Contacts : Menu > **Contacts Manager** > **Add/Edit/Delete**

Control the registering and changing of contacts. Select **On** to register or change the contacts.

❏ Access to Recent of Scan to Email : **Scan** > **Email** > **Recipient** > **History**

Control the display of the history for the scan to mail function. Select **On** to display the history.

❏ Access to Show Sent History of Scan to Email : **Scan** > **Email** > **Menu** > **Show Sent History**

Control the display of the history of email sending for the scan to mail function. Select **On** to display the history of email sending.

❏ Access to Language : Menu > **Language**

Control the changing of the language displayed on the control panel. Select **On** to change the languages.

❏ Access to Thick Paper : Menu > **General Settings** > **Printer Settings** > **Thick Paper**

Control the changing of the settings of the Thick Paper function. Select **On** to change the settings.

❏ Protection of Personal Data :

Control the display of the destination information. Select **On** to display the destination as (***).

Related Information

➡ "Lock Setting Items for General Settings Menu" on page 69

➡ "Other Lock Setting Items" on page 72

Restricting Available Features

You can register user accounts on the printer, link them with functions, and control functions that users can use.

When enabling access control, the user can use functions such as copy, etc. by entering the password on the printer's control panel and logging in to the printer.

The unavailable functions will be grayed out and cannot be selected.

From the computer, when you register the authentication information to the printer driver or scanner driver, you will be able to print or scan. For details of the driver settings, see the driver's help or manual.

Configuring Access Control

To use access control, create the user account and enable the access control function.

Creating the User Account

Create the user account for access control.

1. Access Web Config and select the **Product Security** tab > **Access Control Settings** > **User Settings**.
2. Click **Add** for the number you want to register.

   > ***Important:***
   >
   > *When using the printer with the authentication system of Epson or other companies, register the user name of the restriction setting in number 2 to number 10.*
   >
   > *Application software such as the authentication system uses number one, so that the user name is not displayed on the printer's control panel.*

3. Set each item.
   - ❏ User Name :

     Enter the name displayed on the user name list between 1 and 14 characters long using alphanumeric characters.
   - ❏ Password :

     Enter a password between 0 and 20 characters long in ASCII (0x20-0x7E). When initializing the password, leave it blank.
   - ❏ Select the check box to enable or disable each function.

     Select the function that you permit to use.
4. Click **Apply**.

   Return to the user setting list after a specific length of time.

   Check that the user name you registered on **User Name** is displayed and changed **Add** to **Edit**.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

Editing the User Account

Edit the account registered to access control.

1. Access Web Config and select the **Product Security** tab > **Access Control Settings** > **User Settings**.
2. Click **Edit** for the number you want to edit.
3. Change each item.

4. Click **Apply**.

   Return to the user setting list after a specific length of time.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

Deleting the User Account

Delete the account registered to access control.

1. Access Web Config and select the **Product Security** tab > **Access Control Settings** > **User Settings**.
2. Click **Edit** for the number you want to delete.
3. Click **Delete**.

   > ***Important:***
   > *When clicking **Delete**, the user account will be deleted without a confirmation message. Take care when deleting the account.*

   Return to the user setting list after a specific length of time.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

Enabling Access Control

When enabling access control, only the registered user will be able to use the printer.

1. Access Web Config and select the **Product Security** tab > **Access Control Settings** > **Basic**.
2. Select **Enables Access Control**.
3. Set up the following items as necessary.

   ❏ Allow printing and scanning without authentication information from a computer

   Select this to print from drivers that cannot or do not have authentication information set. Set this when you want to control operations only from the printer's control panel and to allow printing from computers.

   ❏ Allow registered users to log in to Web Config

   Select this to allow users to login from Web Config using registered user-restricted accounts.
4. Click **OK**.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

Disabling the External Interface

You can disable the interface that is used to connect the device to the printer. Make the restriction settings to restrict printing other than via network.

Note:
You can also make the restriction settings on the printer's control panel.

❏ *Memory Device : Menu* > ***General Settings*** > ***Printer Settings*** > ***Memory Device Interface*** > ***Memory Device***

❏ *PC Connection via USB : Menu* > ***General Settings*** > ***Printer Settings*** > ***PC Connection via USB***

1. Access Web Config and select the **Product Security** tab > **External Interface**.
2. Select **Disable** on the functions you want to set.

   Select **Enable** when you want to cancel controlling.

   ❏ Memory Device

   You can restrict the usage of USB ports for connecting external devices. If you want to restrict it, select **Disable**.

   ❏ PC Connection via USB

   You can restrict the usage of the USB connection from the computer. If you want to restrict it, select **Disable**.
3. Click **OK**.
4. Check that the disabled port cannot be used.

   ❏ Memory Device

   Confirm that there is no response when connecting a storage device such as USB memory to the external interface USB port.

   ❏ PC Connection via USB

   If the driver was installed on the computer

   Connect the printer to the computer using a USB cable, and then confirm that the printer does not print.

   If the driver was not installed on the computer

   Windows:

   Open the device manager and keep it, connect the printer to the computer using a USB cable, and then confirm that the device manager's display contents stays unchanged.

   Mac OS:

   Connect the printer to the computer using a USB cable, and then confirm that the printer is not listed if you want to add the printer from **Printers & Scanners**.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

Operation and Management Settings

This chapter explains the items related to the daily operations and management of the device.

Logging on to the Printer as an Administrator

If the administrator password is set to the printer, you need to log on as an administrator to operate the locked menu items.

Logging on the Printer Using the Control Panel

1. Tap  .
2. Tap **Administrator**.
3. Enter the administrator password, and then tap **OK**.

    is displayed when being authenticated, then you can operate the locked menu items.

   Tap  to log off.

Note:
*When you select **On** for Menu > **General Settings** > **Basic Settings** > **Operation Time Out**, you log off automatically after a specific length of time if there is no activity on the control panel.*

Logging on to the Printer Using Web Config

When you log in to Web Config as an administrator, you can operate items that are set in the Lock Setting.

1. Enter the printer's IP address into a browser to run Web Config.
2. Click **Log in**.
3. Enter the user name and administrator password in **User Name** and **Current password**.
4. Click **OK**.

   The locked items and **Log out** are displayed when being authenticated.

   Click **Log out** to log off.

Note:
*When you select **ON** for the **Device Management** tab > **Control Panel** > **Operation Timeout**, you log off automatically after a specific length of time if there is no activity on the control panel.*

Confirm Information of the Printer

Checking the Information from the Control Panel

You can check and print the following information from the control panel.

❏ Supply

Menu > **Supply Status**

You can check the information for the ink and maintenance box.

❏ Status sheet for the product

Menu > **Printer Status/Print** > **Print Status Sheet**

You can print a status sheet, such as printer information and consumables information.

❏ Network information

Menu > **General Settings** > **Network Settings** > **Network Status**

Menu > **Printer Status/Print** > **Network**

You can check the network-related information such as network connection status, mail server settings, etc. and print the network status sheet.

❏ Network connection report

Menu > **General Settings** > **Network Settings** > **Connection Check**

Home >  > **Description** > **When you cannot connect to the network**

You can diagnose the network connection status of the printer and print the report.

❏ Network connection status

Home >  > **Router**

You can check the connection status for Wired / Wireless LAN.

Checking the Information from Web Config

You can check the following information of the operating printer from **Status** by using Web Config.

❏ Product Status

Check the status, product number, MAC address, etc.

❏ Network Status

Check the information of the network connection status, IP address, DNS server, etc.

❏ Hardware Status

Check the status of each function of the printer.

❏ Job History

Check the job log for print jobs, transmission jobs, and so on.

❏ Panel Snapshot

Display a screen image snapshot that is displayed on the control panel of the device.

Receiving Email Notifications When Events Occur

About Email Notifications

This is the notification function that, when events such as printing stop and printer error occur, send the email to the specified address.

You can register up to five destinations and set the notification settings for each destination.

To use this function, you need to set up the mail server before setting up notifications.

Related Information

➡ "Configuring a Mail Server" on page 31

Configuring Email Notification

Configure email notification by using Web Config.

1. Access Web Config and select the **Device Management** tab > **Email Notification**.
2. Set the subject of email notification.

   Select the contents displayed on the subject from the two pull-down menus.

   ❏ The selected contents are displayed next to **Subject**.

   ❏ The same contents cannot be set on left and right.

   ❏ When the number of characters in **Location** exceeds 32 bytes, characters exceeding 32 bytes are omitted.
3. Enter the email address for sending the notification email.

   Use A-Z a-z 0-9 ! # $ % & ' * + - . /= ? ^ _ { | } ~ @, and enter between 1 and 255 characters.
4. Select the language for the email notifications.
5. Select the check box on the event for which you want to receive a notification.

   The number of **Notification Settings** is linked to the destination number of **Email Address Settings**.

   Example :

   If you want a notification sent to the email address set for number 1 in **Email Address Settings** when the printer is out of paper, select the check box column **1** in line **Paper out**.
6. Click **OK**.

   Confirm that an email notification will be sent by causing an event.

   Example : Print by specifying the Paper Source where paper is not set.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

➡ "Configuring a Mail Server" on page 31

Items for Email Notification

Items	Settings and Explanation
Ink cartridge(s) to be replaced	Notice when the ink is expended.
Ink low	Notice when the ink is nearing expended.
Maintenance box: end of service life	Notice when the maintenance box is full.
Maintenance box: nearing end	Notice when the maintenance box is nearing full.
Administrator password changed	Notice when administrator password has been changed.
Paper out	Notice when the paper-out error has occurred in the specified paper source.
Paper Low	Notice when the paper-low error has occurred in the specified paper source.
Printing stopped	Notice when printing has stopped due to a paper jam or paper size/paper type mismatch.
Printer error	Notice when the printer error has occurred.
Scanner error	Notice when the scanner error has occurred.
Wi-Fi failure	Notice when the error of the wireless LAN interface has occurred.
TPM failure	Notice when an error in the TPM chip has occurred.
Print Job Completion *2	The printer sends an e-mail each time the number of print jobs set in the pulldown menu is completed.

Updating Firmware

When new firmware is available, updating the firmware of the printer improves the function or resolves the problem.

Updating the Printer's Firmware using the Control Panel

If the printer can be connected to the Internet, you can update the printer's firmware using the control panel. You can also set the printer to regularly check for firmware updates and notify you if any are available.

1. Select Menu on the home screen.
2. Select **General Settings** > **System Administration** > **Firmware Update** > **Update**.

   Note:
   *Select **Notification** > **On** to set the printer to regularly check for available firmware updates.*
3. Select **Start Checking**.

   The printer starts searching for available updates.

4. If a message is displayed on the LCD screen informing you that a firmware update is available, follow the on-screen instructions to start the update.

> ***Important:***
>
> ❏ *Do not turn off or unplug the printer until the update is complete; otherwise, the printer may malfunction.*
>
> ❏ *If the firmware update is not completed or is unsuccessful, the printer does not start up normally and "Recovery Mode" is displayed on the LCD screen the next time the printer is turned on. In this situation, you need to update the firmware again using a computer. Connect the printer to the computer with a USB cable. While "Recovery Mode" is displayed on the printer, you cannot update the firmware over a network connection. On the computer, access your local Epson website, and then download the latest printer firmware. See the instructions on the website for the next steps.*

Updating Firmware Using Web Config

When the printer can connect to the Internet, you can update the firmware from Web Config.

1. Access Web Config and select the **Device Management** tab > **Firmware Update**.
2. Click **Start**.

   The firmware confirmation starts, and the firmware information is displayed if the updated firmware exists.
3. Click **Start**, and follow the on-screen instructions.

Note:
You can also update the firmware using Epson Device Admin. You can visually confirm the firmware information on the device list. It is useful when you want to update multiple devices' firmware. See the Epson Device Admin guide or help for more details.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

➡ "Epson Device Admin" on page 101

Updating Firmware without Connecting to the Internet

You can download the device's firmware from Epson website on the computer, and then connect the device and the computer by USB cable to update the firmware. If you cannot update over the network, try this method.

1. Access Epson website and download the firmware.
2. Connect the computer that contains the downloaded firmware to the printer by USB cable.
3. Double-click the downloaded .exe file.

   Epson Firmware Updater starts.
4. Follow the on-screen instructions.

Backing Up the Settings

You can export the setting value set from Web Config to the file. You can use it for backing up the contacts, setting values, replacing the printer, etc.

The exported file cannot be edited because it is exported as a binary file.

Export the settings

Export the setting for the printer.

1. Access Web Config, and then select the **Device Management** tab > **Export and Import Setting Value** > **Export**.
2. Select the settings that you want to export.

   Select the settings you want to export. If you select the parent category, subcategories are also selected. However, subcategories that cause errors by duplicating within the same network (such as IP addresses and so on) cannot be selected.
3. Enter a password to encrypt the exported file.

   You need the password to import the file. Leave this blank if you do not want to encrypt the file.
4. Click **Export**.

   > ***Important:***
   >
   > *If you want to export the printer's network settings such as the device name and IPv6 address, select **Enable to select the individual settings of device** and select more items. Only use the selected values for the replacement printer.*

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

Import the settings

Import the exported Web Config file to the printer.

> ***Important:***
>
> *When importing values that include individual information such as a printer name or IP address, make sure the same IP address does not exist on the same network.*

1. Access Web Config, and then select the **Device Management** tab > **Export and Import Setting Value** > **Import**.
2. Select the exported file, and then enter the encrypted password.
3. Click **Next**.

4. Select the settings that you want to import, and then click **Next**.
5. Click **OK**.

The settings are applied to the printer.

Related Information

➡ "Accessing Web Config" on page 25
➡ "Logging on to the Printer Using Web Config" on page 77

Solving Problems

Hints to Solving Problems

❏ Checking the error message

When trouble has occurred, first check whether there are any messages on the printer's control panel or driver screen. If you have the notification email set when the events occur, you can promptly learn the status.

❏ Network connection report

Diagnose the network and the printer status, and then print the result.

You can find the diagnosed error from the printer side.

❏ Checking the communication status

Check the communication status of server computer or client computer by using the command such as ping and ipconfig.

❏ Connection test

For checking the connection between the printer to the mail server, perform the connection test from the printer. Also, check the connection from the client computer to the server to check the communication status.

❏ Initializing the settings

If the settings and communication status show no problem, the problems may be solved by disabling or initializing the network settings of the printer, and then setting up again.

Checking the Status of the Printer

To identify the cause of trouble, check the status of the printer and network.

Checking the Error Message

Checking the Error Message from Email Notification

When setting the email notification, check that the error message is sent from the printer.

If instructions for handling the problem are in the email notification, please follow them.

Related Information

➡ "Receiving Email Notifications When Events Occur" on page 79

Checking Messages on the LCD Screen

If an error message is displayed on the LCD screen, follow the on-screen instructions or the solutions below to solve the problem.

Error Messages	Causes and Solutions
Printer error. Turn the power off and on again. If the problem persists, contact Epson Support.	❏ **Causes :** There is a foreign substance inside the printer or a printer error occurred. ❏ **Solutions :** Remove any paper or protective material in the printer. If the error message is still displayed, contact Epson support.
The combination of the IP address and the subnet mask is invalid. See your documentation for more details.	❏ **Causes :** The combination of the IP address you set is invalid. ❏ **Solutions :** Enter the correct IP address or default gateway.
To use cloud services, update the root certificate from the Epson Web Config utility.	❏ **Causes :** The root certificate used for cloud services is expired. ❏ **Solutions :** Run Web Config, and then update the root certificate. **Network Security** - **Root Certificate Update**
Recovery Mode	❏ **Causes :** Failed to update firmware and cannot return to the normal mode. ❏ **Solutions :** The printer has started in recovery mode because the firmware update failed. Follow the steps below to try to update the firmware again. 1. Connect the computer and the printer with a USB cable. (During recovery mode, you cannot update the firmware over a network connection.) 2. Visit your local Epson website for further instructions.

Checking the Panel Display of the Remote Printer

You can check the panel display of the remote printer by using Web Config.

1. Run Web Config of the printer that you want to check.

   When you receive the email notification, you can run Web Config from the URL on the email.

2. Select **Status** tab > **Panel Snapshot**.

   The current panel of the printer is displayed on Web Config.

   To update, click **Refresh**.

Printing a Network Connection Report

You can print a network connection report to check the status between the printer and the wireless router.

1. Load papers.

2. Select Menu on the home screen.

3. Select **General Settings** > **Network Settings** > **Connection Check**.

   The connection check starts.

4. Select **Print Check Report**.

5. Print the network connection report.

   If an error has occurred, check the network connection report, and then follow the printed solutions.

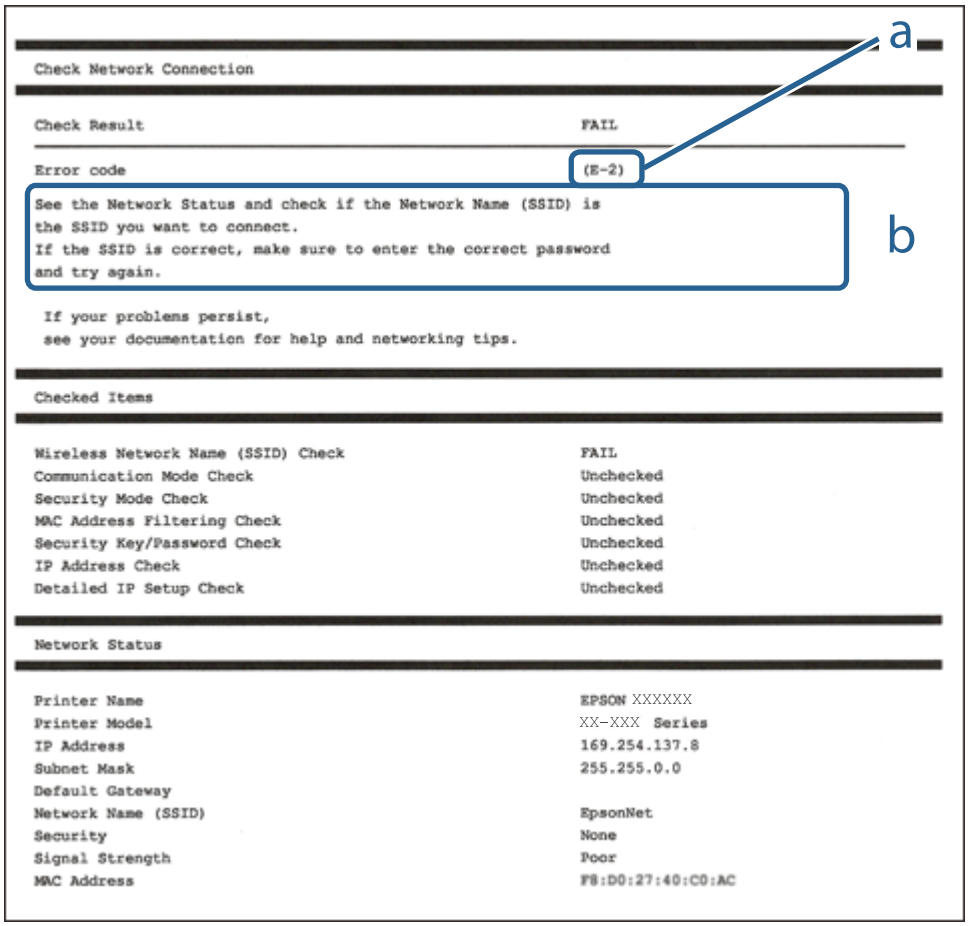
6. Close the screen.

Related Information

➡ "Messages and Solutions on the Network Connection Report" on page 86

Messages and Solutions on the Network Connection Report

Check the messages and error codes on the network connection report, and then follow the solutions.



a. Error code

b. Messages on the Network Environment

E-1

Solutions:

❏ Make sure the Ethernet cable is securely connected to your printer and to your hub or other network device.

❏ Make sure your hub or other network device is turned on.

❏ If you want to connect the printer by Wi-Fi, make Wi-Fi settings for the printer again because it is disabled.

E-2, E-3, E-7

Solutions:

❏ Make sure your wireless router is turned on.

❏ Confirm that your computer or device is connected correctly to the wireless router.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Place the printer closer to your wireless router and remove any obstacles between them.

❏ If you have entered the SSID manually, check if it is correct. Check the SSID from the **Network Status** part on the network connection report.

❏ If an wireless router has multiple SSIDs, select the SSID that is displayed. When the SSID is using a non-compliant frequency, the printer does not display them.

❏ If you are using push button setup to establish a network connection, make sure your wireless router supports WPS. You cannot use push button setup if your wireless router does not support WPS.

❏ Makes sure your SSID uses only ASCII characters (alphanumeric characters and symbols). The printer cannot display an SSID that contains non-ASCII characters.

❏ Makes sure you know your SSID and password before connecting to the wireless router. If you are using a wireless router with its default settings, the SSID and password are located on a label on the wireless router. If you do not know your SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.

❏ If you are connecting to an SSID generated from a tethering smart device, check for the SSID and password in the documentation provided with the smart device.

❏ If your Wi-Fi connection suddenly disconnects, check for the conditions below. If any of these conditions are applicable, reset your network settings by downloading and running the software from the following website.

https://epson.sn > **Setup**

- ❏ Another smart device was added to the network using push button setup.
- ❏ The Wi-Fi network was set up using any method other than push button setup.

E-5

Solutions:

Make sure the wireless router's security type is set to one of the following. If it is not, change the security type on the wireless router, and then reset the printer's network settings.

❏ WEP-64 bit (40 bit)

❏ WEP-128 bit (104 bit)

- ❏ WPA PSK (TKIP/AES)*
- ❏ WPA2 PSK (TKIP/AES)*
- ❏ WPA (TKIP/AES)
- ❏ WPA2 (TKIP/AES)
- ❏ WPA3-SAE (AES)
- ❏ WPA2/WPA3-Enterprise

* WPA PSK is also known as WPA Personal. WPA2 PSK is also known as WPA2 Personal.

E-6

Solutions:

- ❏ Check if MAC address filtering is disabled. If it is enabled, register the printer's MAC address so that it is not filtered. See the documentation provided with the wireless router for details. You can check the printer's MAC address from the **Network Status** part on the network connection report.
- ❏ If your wireless router is using shared authentication with WEP security, make sure the authentication key and index are correct.
- ❏ If the number of connectable devices on the wireless router is less than the number of network devices that you want to connect, make settings on the wireless router to increase the number of connectable devices. See the documentation provided with the wireless router to make settings.

E-8

Solutions:

- ❏ Enable DHCP on the wireless router if the printer's Obtain IP Address setting is set to Auto.
- ❏ If the printer's Obtain IP Address setting is set to Manual, the IP address you manually set is invalid due to out of range (for example: 0.0.0.0). Set a valid IP address from the printer's control panel.

E-9

Solutions:

Check the following.

- ❏ Devices are turned on.
- ❏ You can access the Internet and other computers or network devices on the same network from the devices you want to connect to the printer.

If still does not connect your printer and network devices after confirming the above, turn off the wireless router. Wait for about 10 seconds, and then turn it on. Then reset your network settings by downloading and running the installer from the following website.

https://epson.sn > **Setup**

E-10

Solutions:

Check the following.

❏ Other devices on the network are turned on.

❏ Network addresses (IP address, subnet mask, and default gateway) are correct if you have set the printer's Obtain IP Address to Manual.

Reset the network address if they are incorrect. You can check the IP address, subnet mask, and default gateway from the **Network Status** part on the network connection report.

If DHCP is enabled, change the printer's Obtain IP Address setting to Auto. If you want to set the IP address manually, check the printer's IP address from the **Network Status** part on the network connection report, and then select Manual on the network settings screen. Set the subnet mask to [255.255.255.0].

If still does not connect your printer and network devices, turn off the wireless router. Wait for about 10 seconds, and then turn it on.

E-11

Solutions:

Check the following.

❏ The default gateway address is correct if you set the printer's TCP/IP Setup setting to Manual.

❏ The device that is set as the default gateway is turned on.

Set the correct default gateway address. You can check the default gateway address from the **Network Status** part on the network connection report.

E-12

Solutions:

Check the following.

❏ Other devices on the network are turned on.

❏ The network addresses (IP address, subnet mask, and default gateway) are correct if you are entering them manually.

❏ The network addresses for other devices (subnet mask and default gateway) are the same.

❏ The IP address does not conflict with other devices.

If still does not connect your printer and network devices after confirming the above, try the following.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Make network settings again using the installer. You can run it from the following website.

https://epson.sn > **Setup**

❏ You can register several passwords on a wireless router that uses WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

E-13

Solutions:

Check the following.

❏ Network devices such as a wireless router, hub, and router are turned on.

❏ The TCP/IP Setup for network devices has not been set up manually. (If the printer's TCP/IP Setup is set automatically while the TCP/IP Setup for other network devices is performed manually, the printer's network may differ from the network for other devices.)

If it still does not work after checking the above, try the following.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Make network settings on the computer that is on the same network as the printer using the installer. You can run it from the following website.

https://epson.sn > **Setup**

❏ You can register several passwords on a wireless router that uses the WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

Message on the Network Environment

Message	Solution
The Wi-Fi environment needs to be improved. Turn the wireless router off and then turn it on. If the connection does not improve, see the documentation for the wireless router.	After moving the printer closer to the wireless router and removing any obstacles between them, turn off the wireless router. Wait for about 10 seconds, and then turn it on. If it still does not connect, see the documentation supplied with the wireless router.
*No more devices can be connected. Disconnect one of the connected devices if you want to add another one.	Computer and smart devices that can be connected simultaneously are connected in full in the Wi-Fi Direct (Simple AP) connection. To add another computer or smart device, disconnect one of the connected devices or connect it to the other network first. You can confirm the number of wireless devices which can be connected simultaneously and the number of connected devices by checking the network status sheet or the printer's control panel.
The same SSID as Wi-Fi Direct exists in the environment. Change the Wi-Fi Direct SSID if you cannot connect a smart device to the printer.	On the printer's control panel, go to Wi-Fi Direct Setup screen and select the menu to change the setting. You can change the network name following after DIRECT-XX-. Enter within 22 characters.

Checking the Communication Status

Check whether the communication between the printer and the computer is correct, and lead to solve the problems.

Checking the Log for Server and Network Device

If trouble occurred in the network connection, you may be able to identify the cause by checking the log for the mail server or the LDAP server or the status by using the system log for the network device, such as a router, or commands.

Printing a Network Status Sheet

You can check the detailed network information by printing it.

1. Load papers.
2. Select Menu on the home screen.
3. Select **General Settings** > **Network Settings** > **Network Status**.
4. Select **Print Status Sheet**.
5. Check the message, and then print the network status sheet.
6. Close the screen.

   The screen automatically closes after a specific length of time.

Checking the Network of the Computer - Windows

By using the command prompt, check the connection status of the computer and the connection path to the printer. This will lead you to solve the problems.

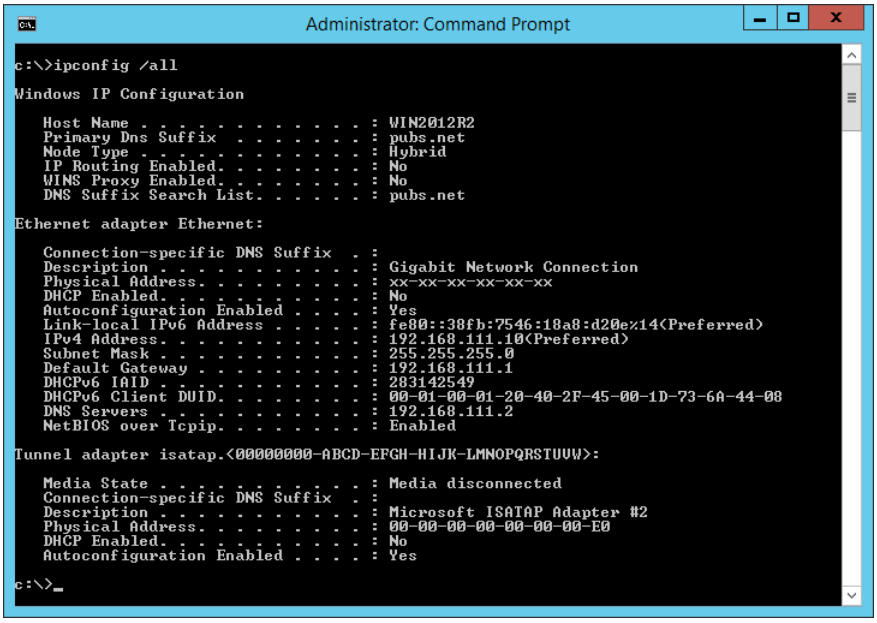
❏ ipconfig command

Display the connection status of the network interface that is currently used by the computer.

By comparing the setting information with actual communication, you can check whether the connection is correct. In case there are multiple DHCP servers on the same network, you can find out the actual address assigned to the computer, the referred DNS server, etc.

❏ Format : ipconfig /all

❏ Examples :

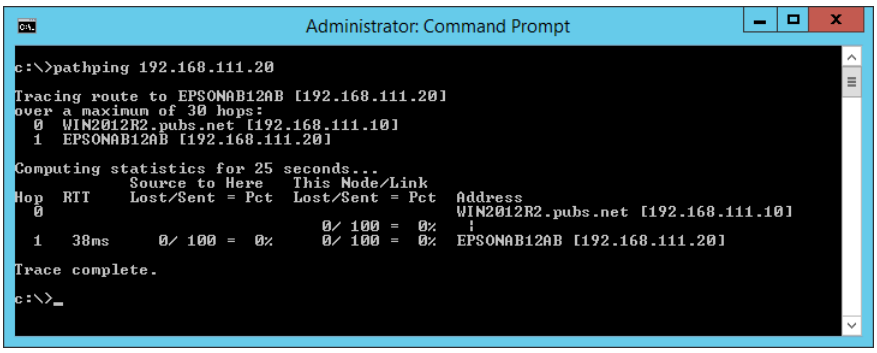


❏ pathping command

You can confirm the list of routers passing through the destination host and the routing of communication.

❏ Format : pathping xxx.xxx.xxx.xxx

❏ Examples : pathping 192.0.2.222



Performing the Connection Test

From the printer or the computer connected to the same segment as the printer, check whether the connection with the server and folder is correct. This will lead you to solve the problems.

Mail Server

Check the connection between the printer and the mail server by using the connection test function of the printer.

Related Information

➡ “Checking a Mail Server Connection” on page 33

LDAP Server

Check the connection between the printer and the LDAP server by using the connection test function of the printer.

FTP Server

Check the connection of the FTP server from the computer in the same segment. Check whether you can access the FTP server registered in the contacts from the Explorer of the computer on the network of the same segment as the printer.

❏ Example of specifying the path :

- ❏ FTP server name : epsonftp
- ❏ Folder name : manual
- ❏ ftp://epsonftp/manual/

In this case, log in as anonymous. When you have set user name and password, enter them on the dialog displayed when the authentication failed, or include them as below.

ftp://username:password@epsonftp (When the user name is "ftpusername", the password is "ftppassword".)

❏ An example of the same network segment.

- ❏ Printer's IP address : 192.168.111.12, Subnet mask : 255.255.255.0
- ❏ Confirm from the computer that the IP address is from 192.168.111.2 to 192.168.111.255.

Shared Folder

Check the connection of the shared folder from the computer in the same segment. Check whether you can access the shared folder registered in the contacts from the Explorer of the computer on the network of the same segment as the printer.

DNS Server

Check the DNS server that is referred by the computer. Confirm the status of the network adapter of the computer on the same network segment as the printer, and confirm whether it is the same as the DNS setting of the printer.

You can check the DNS setting of the computer as follows.

❏ Windows : **Control Panel** > **Network and Internet** > **Network and Sharing Center** > **Change adapter settings**

When there are multiple network interfaces, you can check by entering “ipconfig/all” on the command prompt.

❏ Mac OS : **System Preference** > **Network** > **Advanced...** > **DNS**

Initializing the Network Settings

Disabling Wi-Fi from Web Config

Disable Wi-Fi from Web Config. If you disable Wi-Fi while some devices are connected by Wi-Fi, they are disconnected.

1. Access Web Config and select the **Network** tab > **Wi-Fi**, and then select **Disable Wi-Fi**.
2. Check the message, and then select **OK**.

Disconnecting Wi-Fi Direct (Simple AP) from Web Config

Disconnect Wi-Fi Direct (simple AP) from Web Config.

1. Access Web Config and select the **Network** tab > **Wi-Fi Direct**.
2. Select **Disable** for **Wi-Fi Direct**.
3. Click **Next**
4. Check the message, and then select **OK**.

Disabling Wi-Fi from the Control Panel

When Wi-Fi is disabled, the Wi-Fi connection is disconnected.

1. Tap on the home screen.
2. Select **Router**.

   The network status is displayed.
3. Tap **Change Settings**.
4. Select **Others** > **Disable Wi-Fi**.
5. Check the message, and then start setup.
6. When a completion message is displayed, close the screen.

   The screen automatically closes after a specific length of time.
7. Close the Network Connection Settings screen.
8. Press the button.

Disconnecting Wi-Fi Direct (Simple AP) Connection from the Control Panel

Note:
When Wi-Fi Direct (Simple AP) connection disabled, all computers and smart devices connected to the printer in Wi-Fi Direct (Simple AP) connection are disconnected. If you want to disconnect a specific device, disconnect from the device instead of the printer.

1. Tap  on the home screen.
2. Select **Wi-Fi Direct**.

   The Wi-Fi Direct information is displayed.
3. Tap **Start Setup**.
4. Tap **Change Settings**.
5. Select **Disable Wi-Fi Direct**.
6. Tap the **Disable the settings**.
7. When a completion message is displayed, close the screen.

   The screen automatically closes after a specific length of time.

Restoring the Network Settings from the Control Panel

You can restore all network settings to their defaults.

1. Select Menu on the home screen.
2. Select **General Settings >System Administration >Restore Default Settings** > **Network Settings**.
3. Check the message, and then select **Yes**.
4. When a completion message is displayed, close the screen.

   The screen automatically closes after a specific length of time.

Trouble Case

Cannot Access Web Config

The IP address is not assigned to the printer.

A valid IP address may not be assigned to the printer. Configure the IP address using the printer's control panel. You can confirm the current setting information with a network status sheet or from the printer's control panel.

Web browser does not support the Encryption Strength for SSL/TLS.

SSL/TLS has the Encryption Strength. Web Config can be opened by the web browser that supports the bulk encryptions as follows. Check your browser's encryption support.

- ❏ 80bit: AES256/AES128/3DES
- ❏ 112bit: AES256/AES128/3DES
- ❏ 128bit: AES256/AES128
- ❏ 192bit: AES256
- ❏ 256bit: AES256

CA-signed Certificate is expired.

If there is a problem with the expiration date of the certificate, "The certificate has expired" is displayed when connecting to Web Config with SSL/TLS communication (https). If the message appears before its expiration date, make sure that the printer's date is configured correctly.

The common name of the certificate and the printer do not match.

If the common name of the certificate and the printer do not match, the message "The name of the security certificate does not match…" is displayed when accessing Web Config using SSL/TLS communication (https). This happens because the following IP addresses do not match.

- ❏ The printer's IP address entered to common name for creating a Self-signed Certificate or CSR
- ❏ IP address entered to web browser when running Web Config

For Self-signed Certificate, change the printer name. The certificate is updated and the printer can be connected.

For CA-signed Certificate, take the certificate again for the printer.

The proxy server setting of local address is not set to web browser.

When the printer is set to use a proxy server, configure the web browser not to connect to the local address via the proxy server.

- ❏ Windows:

  Select **Control Panel** > **Network and Internet** > **Internet Options** > **Connections** > **LAN settings** > **Proxy server**, and then configure not to use the proxy server for LAN (local addresses).

- ❏ Mac OS:

  Select **System Preferences** > **Network** > **Advanced** > **Proxies**, and then register the local address for **Bypass proxy settings for these Hosts & Domains**.

  Example:

  192.168.1.*: Local address 192.168.1.XXX, subnet mask 255.255.255.0

  192.168.*.*: Local address 192.168.XXX.XXX, subnet mask 255.255.0.0

Related Information

➡ “Accessing Web Config” on page 25

➡ “Assigning the IP Address” on page 21

Cannot Save Scanned Images to the Shared Folder

Checking Messages on the Printer

Error messages are displayed on the printer's control panel when an error occurs.

Messages	Solutions
DNS error. Check DNS settings.	❏ Make sure that the address in the contacts list on the printer and the address of the shared folder are the same. ❏ If the IP address of the computer is static and is set manually, change the computer name in the network path to the IP address. Example: \\EPSON02\SCAN to \\192.168.xxx.xxx\SCAN ❏ Make sure that the computer is turned on and does not sleep. If the computer sleeps, you cannot save scanned images to the shared folder. ❏ Temporarily disable the computer's Firewall and security software. If this clears the error, check the settings in the security software. ❏ If you are using a laptop computer and the IP address is set as DHCP, the IP address may change when reconnecting to the network. Obtain the IP address again. ❏ Select **Settings** > **General Settings** > **Network Settings** > **Advanced** > **TCP/IP**, and then check the DNS settings. ❏ Check the DNS settings for the server, the computer, or the access point. ❏ The computer name and the IP address may differ when the management table of the DNS server is not updated. Check the computer name and the IP address.
Authentication error. Check the authentication method, authenticated account, and authenticated password.	❏ Make sure the user name and the password are correct on the computer and the contacts on the printer. Also, make sure that the password has not expired. ❏ Check the **Location** settings.
Communication error. Check the Wi-Fi/ network connection.	❏ Make sure that the MS Network is enabled. ❏ Make sure that the address in the contacts list on the printer and the address of the shared folder are the same. ❏ Access rights for the user in the contacts list should be added on the **Sharing** tab and the **Security** tab of the shared folder's properties. Also, the permissions for the user should be set to "allowed". ❏ Check the **Location** settings. ❏ Print a network connection report to check if the printer is connected to the network.
The file name is already in use. Rename the file and scan again.	❏ Delete the file with the same name. ❏ Change the file name prefix in **File Settings**.
Scanned file(s) are too large. Only XX page(s) have been sent. Check if the destination has enough space.	❏ Increase the storage space in the specified folder. ❏ Reduce the number of documents. ❏ Lower the scanning resolution or increase the compression ratio to reduce the size of the scanned image.
Failed to connect to the FTP server. Change Communication Mode to FTP.	Change the communication mode in the contacts list to FTP. See the *User's Guide* for the communication mode.

Messages	Solutions
Failed to connect to the FTP server. Change Communication Mode to FTPS.	Change the communication mode in the contacts list to FTPS. See the *User's Guide* for the communication mode.
The connection with the Server is untrusted. Check the following. Date/ Time Settings	❏ Make sure the printer's date and time are set correctly. ❏ Run Web Config, and then check the CA Certificate. **Network Security** > **CA Certificate** ❏ Run Web Config, and then update the root certificate. **Network Security** > **Root Certificate Update**
The connection with the Server is untrusted. Check the CA Certificate setting in Epson Web Config utility.	Run Web Config, and then import the CA Certificate to the printer. **Network Security** > **CA Certificate**
The connection with the Server is untrusted.	This message appears when the obtained certificate is damaged. Run Web Config, and then check the CA Certificate. **Network Security** > **CA Certificate**

Checking the Point where the Error Occurred

When saving scanned images to the shared folder, saving process proceeds as following. You can then check the point where the error occurred.

Items	Operation	Error Messages
Connecting	Connect to the computer from the printer.	DNS error. Check DNS settings.
		Failed to connect to the FTP server. Change Communication Mode to FTP.
		Failed to connect to the FTP server. Change Communication Mode to FTPS.
		The connection with the Server is untrusted. Check the following. Date/ Time Settings
		The connection with the Server is untrusted. Check the CA Certificate setting in Epson Web Config utility.
		The connection with the Server is untrusted.
Logging on to the computer	Log on to the computer with the user name and the password.	Authentication error. Check the authentication method, authenticated account, and authenticated password.
Checking the folder to save	Check the network path of the shared folder.	Communication error. Check the Wi-Fi/ network connection.
Checking the file name	Check if there is a file with the same name as the file you want to save in the folder.	The file name is already in use. Rename the file and scan again.

Items	Operation	Error Messages
Writing the file	Write a new file.	Scanned file(s) are too large. Only XX page(s) have been sent. Check if the destination has enough space.

Saving the Scanned Images Takes a Long Time

Check the following points.

❏ Select **Settings** > **General Settings** > **Network Settings** > **Advanced** > **TCP/IP**, and then check the DNS settings.

❏ Check the DNS settings for the server, the computer, or the access point.

Issues when Sharing Printers

The Shared Server is Slow

Follow the steps below if operations are slow on shared printers.

1. On the print server computer, select **Control Panel** > **Devices and Printers**.
2. Right-click the printer icon (print queue) you want to share, select **Printer properties** > **General** tab, and then select **Preferences**.
3. Select **Monitoring Preferences** on the **Utility** tab in the printer driver.
4. Select **Allow monitoring of shared printers**.

Printer Settings on the Print Server are not Reflected on the Client Computer

Follow the steps below to reinstall the driver on the client computer.

1. On the print server computer, select **Control Panel** > **Devices and Printers**.
2. Right-click the printer icon you want to share, and then select **Printer properties** > **Advanced** tab.
3. Select **Printing Defaults**, make the printer settings, and then click **OK**.
4. Remove the printer driver for the shared printer from the client computer.
5. Reinstall the printer driver on the client computer.

Note:

- ❏ *If you change the printer settings on the client computer, the printer settings on the print server (such as the default settings) are not reflected on the client computer.*
- ❏ *Some settings, such as **Select Setting**, **User-Defined**, **Custom Settings**, **Menu Arrangement**, and so on are not reflected on the client computer. You can reflect these settings by exporting a settings file (such as your favorite settings) from the printer driver of the print server, and importing it on to the client computer.*

Appendix

Introduction of Network Software

The following describes the software that configures and manages devices.

Epson Device Admin

Epson Device Admin is a multifunctional application software that manages the device on the network.

The following functions are available.

❏ Monitor or manage up to 2,000 printers or scanners over the segment

❏ Make a detailed report, such as for the consumable or product status

❏ Update the firmware of the product

❏ Introduce the device to the network

❏ Apply the unified settings to multiple devices.

You can download Epson Device Admin from Epson support website. For more information, see the documentation or help of Epson Device Admin.

Running Epson Device Admin (Windows only)

Select **All Programs** > **EPSON** > **Epson Device Admin** > **Epson Device Admin**.

Note:
If the firewall alert appears, allow access for Epson Device Admin.

EpsonNet Config

EpsonNet Config is an application software that can make settings to the device on the network. When the devices are connected to the network via Ethernet, you can make settings, such as setting the IP address, changing the connection method and so on even for devices not assigned to the IP address. This also can be used to make network settings to the devices without the control panel.

For more information, see the documentation or help of EpsonNet Config.

Running EpsonNet Config - Windows

Select **All Programs** > **EpsonNet** > **EpsonNet Config SE** > **EpsonNet Config**.

Note:
If the firewall alert appears, allow access for EpsonNet Config.

Running EpsonNet Config - Mac OS

Select **Go** > **Applications** > **Epson Software** > **EpsonNet** > **EpsonNet Config SE** > **EpsonNet Config**.

EpsonNet Print (Windows Only)

EpsonNet Print is a software to print on the TCP/IP network. This is installed from the installer together with the printer driver. To perform network printing, create an EpsonNet Print port. There are features and restrictions listed below.

- ❏ The printer's status is displayed on the spooler screen.
- ❏ If the printer's IP address is changed by DHCP, the printer is still detected.
- ❏ You can use a printer located on a different network segment.
- ❏ You can print using one of the various protocols.
- ❏ IPv6 address is not supported.

EpsonNet SetupManager

EpsonNet SetupManager is a software to create a package for a simple printer installation, such as installing the printer driver, installing EPSON Status Monitor and creating a printer port. This software allows the administrator to create unique software packages and distribute them among groups.

For more information, visit your regional Epson website.

Export and Bulk Registration of Contacts Using Tool

If you use Epson Device Admin, you can back up just the contacts and edit the exported files, then register them all at once.

It is useful if you want to back up only the contacts or when you replace the printer and you want to transfer the contacts from the old one to new one.

Exporting Contacts

Save the contacts information to the file.

You can edit files saved in SYLK format or csv format by using a spreadsheet application or text editor. You can register all at once after deleting or adding the information.

Information that includes security items such as password and personal information can be saved in binary format with a password. You cannot edit the file. This can be used as the backup file of the information including the security items.

1. Start Epson Device Admin.
2. Select **Devices** on the side bar task menu.
3. Select the device you want to configure from the device list.
4. Click **Device Configuration** on the **Home** tab on the ribbon menu.

   When the administrator password has been set, enter the password and click **OK**.
5. Click **Common** > **Contacts**.
6. Select the export format from **Export** > **Export items**.
   - ❏ All Items

     Export the encrypted binary file. Select when you want to include the security items such as password and personal information. You cannot edit the file. If you select it, you have to set the password. Click **Configuration** and set a password between 8 and 63 characters long in ASCII. This password is required when importing the binary file.
   - ❏ Items except Security Information

     Export the SYLK format or csv format files. Select when you want to edit the information of the exported file.
7. Click **Export**.
8. Specify the place to save the file, select the file type, and then click **Save**.

   The completion message is displayed.
9. Click **OK**.

   Check that the file is saved to the specified place.

Importing Contacts

Import the contacts information from the file.

You can import the files saved in SYLK format or csv format or the backed-up binary file that includes the security items.

1. Start Epson Device Admin.
2. Select **Devices** on the side bar task menu.
3. Select the device you want to configure from the device list.
4. Click **Device Configuration** on the **Home** tab on the ribbon menu.

   When the administrator password has been set, enter the password and click **OK**.
5. Click **Common** > **Contacts**.
6. Click **Browse** on **Import**.
7. Select the file you want to import and then click **Open**.

   When you select the binary file, in **Password** enter the password you set when exporting the file.
8. Click **Import**.

   The confirmation screen is displayed.
9. Click **OK**.

   The validation result is displayed.

   ❏ Edit the information read

   Click when you want to edit the information individually.

   ❏ Read more file

   Click when you want to import multiple files.
10. Click **Import**, and then click **OK** on the import completion screen.

    Return to the device's property screen.
11. Click **Transmit**.
12. Click **OK** on the confirmation message.

    The settings are sent to the printer.
13. On the sending completion screen, click **OK**.

    The printer's information is updated.

    Open the contacts from Web Config or printer's control panel, and then check that the contact is updated.

Making Wi-Fi Settings from the Control Panel (WPS)

You can connect to Wi-Fi from the printer's control panel using the WPS function.

Related Information

➡ "Making Wi-Fi Settings by Push Button Setup (WPS)" on page 105

➡ "Making Wi-Fi Settings by PIN Code Setup (WPS)" on page 106

Making Wi-Fi Settings by Push Button Setup (WPS)

You can automatically set up a Wi-Fi network by pressing a button on the access point. If the following conditions are met, you can set up by using this method.

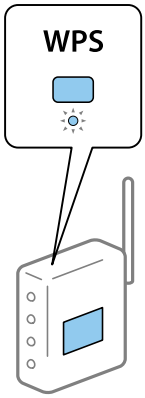
❏ The access point is compatible with WPS (Wi-Fi Protected Setup).

❏ The current Wi-Fi connection was established by pressing a button on the access point.

Note:
If you cannot find the button or you are setting up using the software, see the documentation provided with the access point.

1. Tap on the home screen.
2. Select **Router**.
3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change to Wi-Fi connection.** or **Change Settings** to change the settings.
4. Select **Push Button Setup(WPS)**.
5. Hold down the [WPS] button on the access point until the security light flashes.



   If you do not know where the [WPS] button is, or there are no buttons on the access point, see the documentation provided with your access point for details.
6. Tap **Start Setup**.
7. Close the screen.

   The screen automatically closes after a specific length of time.

   Note:
   If connection fails, restart the access point, move it closer to the printer, and try again. If it still does not work, print a network connection report and check the solution.
8. Close the network connection settings screen.

Making Wi-Fi Settings by PIN Code Setup (WPS)

You can automatically connect to an access point by using a PIN code. You can use this method to set up if an access point is capable of WPS (Wi-Fi Protected Setup). Use a computer to enter a PIN code into the access point.

1. Tap on the home screen.
2. Select **Router**.
3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change to Wi-Fi connection.** or **Change Settings** to change the settings.
4. Select **Others** > **PIN Code Setup(WPS)**
5. Use your computer to enter the PIN code (an eight digit number) displayed on the printer's control panel into the access point within two minutes.

   Note:
   See the documentation provided with your access point for details on entering a PIN code.
6. Tap **Start Setup**.
7. Close the screen.

   The screen automatically closes after a specific length of time if you do not select **Close**.

   Note:
   If connection fails, restart the access point, move it closer to the printer, and try again. If it still does not work, print a connection report and check the solution.
8. Close the network connection settings screen.

Using Wi-Fi Direct (Simple AP) Connection

Wi-Fi Direct (simple AP) connection connects the printer and devices directly.

Because the printer can be connected directly without going through the connected network, it can be used as temporary connection of the device to the printer that is connected to the network without access authority.

See the *User's Guide* for details on how to connect the printer using a Wi-Fi Direct (simple AP) connection.

Changing the Wi-Fi Direct (Simple AP) Settings

When Wi-Fi Direct (simple AP) connection is enabled, you can change the settings from > **Wi-Fi Direct** > **Start Setup** > **Change Settings**, and then the following menu items are displayed.

Change Network Name

Change the Wi-Fi Direct (simple AP) network name (SSID) used for connecting to the printer to your arbitrary name. You can set the network name (SSID) in ASCII characters that is displayed on the software keyboard on the control panel.

When changing the network name (SSID), all connected devices are disconnected. Use the new network name (SSID) if you want to re-connect the device.

Change Password

Change the Wi-Fi Direct (simple AP) password for connecting to the printer to your arbitrary value. You can set the password in ASCII characters that is displayed on the software keyboard on the control panel.

When changing the password, all connected devices are disconnected. Use the new password if you want to re-connect the device.

Changing frequency range

Change the frequency range of Wi-Fi Direct used for connecting to the printer. You can select 2.4 GHz or 5 GHz.

When changing the frequency range, all connected devices are disconnected. Re-connect the device.

Note that you cannot re-connect from devices that do not support 5 GHz frequency range when changing to 5 GHz.

Depending on the region, this setting may not be displayed.

Disable Wi-Fi Direct

Disable Wi-Fi Direct (simple AP) settings of the printer. When disabling it, all devices connected to the printer in Wi-Fi Direct (Simple AP) connection are disconnected.

Restore Default Settings

Restore all Wi-Fi Direct (simple AP) settings to their defaults.

The Wi-Fi Direct (simple AP) connection information of the smart device saved to the printer is deleted.

Note:
*You can also set up from the **Network** tab > **Wi-Fi Direct** on Web Config for the following settings.*

- ❏ *Enabling or disabling Wi-Fi Direct (simple AP)*
- ❏ *Changing network name (SSID)*
- ❏ *Changing password*
- ❏ *Changing the frequency range*
- ❏ *Restoring the Wi-Fi Direct (simple AP) settings*

Changing the Connection Method

Change the connection method. Make this setting on the network enabling condition.

If the IP address assignment setting is manual, confirm with the network administrator whether the same IP address can be used on the new network.

Note:
When the Wi-Fi connection is enabled, the Ethernet connection is disabled.

Related Information

➡ “Changing from Ethernet Connection to Wi-Fi Connection” on page 108

➡ “Changing from Wi-Fi Connection to Ethernet Connection” on page 108

Changing from Ethernet Connection to Wi-Fi Connection

Changing to Wi-Fi Connection from the Control Panel

Change the Ethernet connection to Wi-Fi connection from the printer's control panel. The changing connection method is basically the same as the Wi-Fi connection settings. See the topic in this guide on Wi-Fi connection settings from the printer's control panel.

Related Information

➡ "Connecting to the Wireless LAN (Wi-Fi)" on page 23

Changing to Wi-Fi Connection by Using Web Config

Change the Ethernet connection to Wi-Fi connection by using Web Config.

1. Access Web Config and select the **Network** tab > **Wi-Fi**.
2. Click **Setup**.
3. Select the SSID for the access point and enter the password.

   If the SSID you want to connect to is not displayed, select **Enter SSID** and enter the SSID.
4. Click **Next**.
5. Confirm the displayed message and click **OK**.
6. Disconnect the Ethernet cable from the printer.

Note:
You can also change the connection method by using Epson Device Admin. For details, see the manual or help for Epson Device Admin.

Related Information

➡ "Accessing Web Config" on page 25
➡ "Logging on to the Printer Using Web Config" on page 77
➡ "Epson Device Admin" on page 101

Changing from Wi-Fi Connection to Ethernet Connection

Changing the Network Connection to Ethernet from the Control Panel

Follow the steps below to change the network connection to Ethernet from Wi-Fi using the control panel.

1. Select Menu on the home screen.
2. Select **General Settings** > **Network Settings** > **Wired LAN Setup**.

3. Tap **Start Setup**.
4. Check the message, and then close the screen.

   The screen automatically closes after a specific length of time.
5. Connect the printer to a router using an Ethernet cable.

Related Information

➡ "Connecting to Ethernet" on page 22

Changing to Ethernet Connection Using Web Config

Change the Wi-Fi connection to Ethernet connection by using Web Config.

1. Access Web Config and select the **Network** tab > **Wi-Fi**.
2. Click **Disable Wi-Fi**.
3. Check the message, and then select **OK**.
4. Connect the printer and hub (LAN switch) by Ethernet cable.

Note:
You can also change the connection method by using Epson Device Admin. For details, see the guide or help for Epson Device Admin.

Related Information

➡ "Accessing Web Config" on page 25
➡ "Logging on to the Printer Using Web Config" on page 77
➡ "Epson Device Admin" on page 101

Using Port for the Printer

The printer uses the following port. These ports should be allowed to become available by the network administrator as necessary.

Appendix

Sender (Client)	Use	Destination (Server)	Protocol	Port Number
Printer	File sending (When scan to network folder is used from the printer)	FTP server	FTP (TCP)	20
				21
		File server	SMB (TCP)	445
			NetBIOS (UDP)	137
				138
			NetBIOS (TCP)	139
	Email sending (When scan to mail is used from the printer)	SMTP server	SMTP (TCP)	25
			SMTP SSL/TLS (TCP)	465
			SMTP STARTTLS (TCP)	587
	POP before SMTP connection (When scan to mail is used from the printer)	POP server	POP3 (TCP)	110
	Collecting user information (Use the contacts from the printer)	LDAP server	LDAP (TCP)	389
			LDAP SSL/TLS (TCP)	636
			LDAP STARTTLS (TCP)	389
	User authentication when sending email (When activating Epson Open Platform) User authentication when collecting user information (When using the contacts from the printer) User authentication when using the scan to network folder (SMB) from the printer	KDC server	Kerberos	88
	Control WSD	Client computer	WSD (TCP)	5357
	Search the computer when push scanning from Document Capture Pro	Client computer	Network Push Scan Discovery	2968

Appendix

Sender (Client)	Use	Destination (Server)	Protocol	Port Number
Client computer	File sending (When FTP printing is used from the printer)	Printer	FTP (TCP)	20
				21
	Discover the printer from an application such as EpsonNet Config, printer driver, and scanner driver.	Printer	ENPC (UDP)	3289
	Collect and set up the MIB information from an application such as EpsonNet Config, printer driver, and scanner driver.	Printer	SNMP (UDP)	161
	Forwarding LPR data	Printer	LPR (TCP)	515
	Forwarding RAW data	Printer	RAW (Port9100) (TCP)	9100
	Forwarding AirPrint (IPP/IPPS printing) data	Printer	IPP/IPPS (TCP)	631
	Searching WSD printer	Printer	WS-Discovery (UDP)	3702
	Forwarding the scan data from Document Capture Pro	Printer	Network Scan (TCP)	1865
	Collecting the job information when push scanning from Document Capture Pro	Printer	Network Push Scan	2968
	Web Config	Printer	HTTP(TCP)	80
			HTTPS(TCP)	443

Advanced Security Settings for Enterprise

In this chapter, we describe advanced security features.

Security Settings and Prevention of Danger

When a printer is connected to a network, you can access it from a remote location. In addition, many people can share the printer, which is helpful in improving operational efficiency and convenience. However, risks such as illegal access, illegal use, and tampering with data are increased. If you use the printer in an environment where you can access the Internet, the risks are even higher.

For printers that do not have access protection from the outside, it will be possible to read the print job logs that are stored in the printer from the Internet.

In order to avoid this risk, Epson printers have a variety of security technologies.

Set the printer as necessary according to the environmental conditions that have been built with the customer's environment information.

Name	Feature type	What to set	What to prevent
Password encryption	Encrypts confidential information stored in the printer (all passwords, private keys for the certificates, hard disk authentication keys).	Configure the password encryption and back up the encryption key.	Because the encryption key is not accessible from outside the printer, encrypted confidential information can be protected.
SSL/TLS communications	The communication content is encrypted with SSL/TLS communications when accessing the Epson server from the printer, such as communicating to the computer via web browser or updating firmware.	Obtain a CA-signed certificate, and then import it to the printer.	Clearing an identification of the printer by the CA-signed certification prevents impersonation and unauthorized access. In addition, communication contents of SSL/TLS are protected, and it prevents the leakage of contents for printing data and setup information.
Control of protocol	Controls the protocols and services to be used for communication between printers and computers, and it enables and disables features.	A protocol or service that is applied to features allowed or prohibited separately.	Reducing security risks that may occur through unintended use by preventing users from using unnecessary functions.
IPsec/IP filtering	You can set to allow severing and cutting off of data that is from a certain client or is a particular type. Since IPsec protects the data by IP packet unit (encryption and authentication), you can safely communicate unsecured protocol.	Create a basic policy and individual policy to set the client or type of data that can access the printer.	Protect unauthorized access, and tampering and interception of communication data to the printer.
IEEE802.1X	Allows only a user who is authenticated to Wi-Fi and Ethernet to connect. Allows only a permitted user to use the printer.	Authentication setting to the RADIUS server (authentication sever).	Protect unauthorized access and use to the printer.

Name	Feature type	What to set	What to prevent
S/MIME	Encrypts emails sent from the printer or attaches digital signatures to the emails. This feature is available for Scan to Email and Box to Email.	Import a CA-signed certificate, update a self-signed certificate, and configure a digital certificate for the mail destination. Also, make the S/MIME basic settings.	Encryption prevents information from leaking when third parties attempt to view the content of the email. Also, detect sender impersonation and email tampering by attaching a digital signature to the email.

Related Information

- "Making Settings for Password Encryption" on page 114
- "Controlling Using Protocols" on page 115
- "SSL/TLS Communication with the Printer" on page 127
- "Encrypted Communication Using IPsec/IP Filtering" on page 128
- "Connecting the Printer to an IEEE802.1X Network" on page 139
- "S/MIME Settings" on page 142

Security Feature Settings

When setting IPsec/IP filtering or IEEE802.1X, it is recommended that you access Web Config using SSL/TLS to communicate settings information in order to reduce security risks such as tampering or interception.

Also, you can use Web Config by connecting the printer directly to the computer using an Ethernet cable, and then entering the IP address into a web browser. The printer can be connected in a secure environment after the security settings have been completed.

Making Settings for Password Encryption

Password encryption allows you to encrypt confidential information (all passwords, certificate private keys, hard disk authentication keys) stored in the printer. The encryption key for decrypting encrypted confidential information is stored in the TPM (Trusted Platform Module) chip. Since the TPM chip is not accessible from outside the printer, you can protect encrypted confidential information without sharing the encryption key.

Important:

If the TPM chip fails and the encryption key cannot be used, you cannot restore the confidential information in the printer and use the printer. Therefore, make sure to back up your encryption key to a USB memory.

Encrypting the Password

When you want to encrypt the password, you need to back up the encryption key. Prepare a USB memory for backup in advance. You need 1 MB or more free space in the USB memory.

Important:

When replacing the TPM chip, you need a USB memory that contains the encryption key. Store this in a safe place.

1. Select Menu on the home screen.
2. Select **General Settings** > **System Administration** > **Security Settings** > **Password Encryption**.
3. Select **On** for **Password Encryption**.

   When a message is displayed, check the content, and then tap **OK**.
4. Select **Proceed to Backup**.

   The encryption key backup screen is displayed.
5. Connect the USB memory to the printer's external interface USB port.
6. Tap **Start Backup**.

   Writing to the USB memory starts. If an encryption key has already been stored in the USB memory, it is overwritten.
7. When a backup completion message is displayed, tap **Close**.
8. Press the ⏻ button to turn off the printer.
9. Press the ⏻ button to turn on the printer again.

   The password is encrypted.

   The printer may take longer to start than usual.

Restoring the Password Encryption Key

If the TPM chip fails, you can restore the encryption key to the replaced TPM chip by using its backup. Follow the steps below to replace the TPM chip while the password is encrypted.

1. Press the ⏻ button to turn on the printer.

   The printer's control panel displays a message that the TPM has been replaced.
2. Select **Restore from Backup**.

   When the administrator password has been set, enter the password and tap **OK**.
3. Connect the USB memory that contains the encryption key to the printer's external interface USB port.
4. Tap **Restore from Backup**.

   The encryption key is restored to the TPM chip.
5. Check the message, and then tap **OK**.

   The printer restarts.

Controlling Using Protocols

You can print using a variety of pathways and protocols.

If you are using a multi-function printer, you can use network scanning from an unspecified number of network computers.

You can lower unintended security risks by restricting printing from specific pathways or by controlling the available functions.

Controlling protocols

Configure the protocol settings.

1. Access Web Config and then select the **Network Security** tab > **Protocol**.
2. Configure each item.
3. Click **Next**.
4. Click **OK**.

   The settings are applied to the printer.

Protocols you can Enable or Disable

Protocol	Description
Bonjour Settings	You can specify whether to use Bonjour. Bonjour is used to search for devices, print, and so on.
iBeacon Settings	You can enable or disable the iBeacon transmission function. When enabled, you can search for the printer from iBeacon-enabled devices.
SLP Settings	You can enable or disable the SLP function. SLP is used for push scanning and network searching in EpsonNet Config.
WSD Settings	You can enable or disable the WSD function. When this is enabled, you can add WSD devices, and print from the WSD port.
LLTD Settings	You can enable or disable the LLTD function. When this is enabled, it is displayed on the Windows network map.
LLMNR Settings	You can enable or disable the LLMNR function. When this is enabled, you can use name resolution without NetBIOS even if you cannot use DNS.
LPR Settings	You can specify whether or not to allow LPR printing. When this is enabled, you can print from the LPR port.
RAW(Port9100) Settings	You can specify whether or not to allow printing from the RAW port (Port 9100). When this is enabled, you can print from the RAW port (Port 9100).
RAW(Custom Port) Settings	You can specify whether or not to allow printing from the RAW port (custom port). When this is enabled, you can print from the RAW port (custom port).
IPP Settings	You can specify whether or not to allow printing from IPP. When this is enabled, you can print over the Internet.
FTP Settings	You can specify whether or not to allow FTP printing. When this is enabled, you can print over an FTP server.

Protocol	Description
SNMPv1/v2c Settings	You can specify whether or not to enable SNMPv1/v2c. This is used to set up devices, monitoring, and so on.
SNMPv3 Settings	You can specify whether or not to enable SNMPv3. This is used to set up encrypted devices, monitoring, etc.

Protocol Setting Items

Bonjour Settings

Items	Setting value and Description
Use Bonjour	Select this to search for or use devices through Bonjour.
Bonjour Name	Displays the Bonjour name.
Bonjour Service Name	Displays the Bonjour service name.
Location	Displays the Bonjour location name.
Top Priority Protocol	Select the top priority protocol for Bonjour print.
Wide-Area Bonjour	Set whether to use Wide-Area Bonjour.

iBeacon Settings

Items	Setting value and Description
Enable iBeacon Transmission	Select this to enable the iBeacon transmission function.

SLP Settings

Items	Setting value and Description
Enable SLP	Select this to enable the SLP function. This is used such as network searching in EpsonNet Config.

WSD Settings

Items	Setting value and Description
Enable WSD	Select this to enable adding devices using WSD, and print and scan from the WSD port.
Printing Timeout (sec)	Enter the communication timeout value for WSD printing between 3 to 3,600 seconds.
Scanning Timeout (sec)	Enter the communication timeout value for WSD scanning between 3 to 3,600 seconds.
Device Name	Displays the WSD device name.
Location	Displays the WSD location name.

LLTD Settings

Items	Setting value and Description
Enable LLTD	Select this to enable LLTD. The printer is displayed in the Windows network map.
Device Name	Displays the LLTD device name.

LLMNR Settings

Items	Setting value and Description
Enable LLMNR	Select this to enable LLMNR. You can use name resolution without NetBIOS even if you cannot use DNS.

LPR Settings

Items	Setting value and Description
Allow LPR Port Printing	Select to allow printing from the LPR port.
Printing Timeout (sec)	Enter the timeout value for LPR printing between 0 to 3,600 seconds. If you do not want to timeout, enter 0.

RAW(Port9100) Settings

Items	Setting value and Description
Allow RAW(Port9100) Printing	Select to allow printing from the RAW port (Port 9100).
Printing Timeout (sec)	Enter the timeout value for RAW (Port 9100) printing between 0 to 3,600 seconds. If you do not want to timeout, enter 0.

RAW(Custom Port) Settings

Items	Setting value and Description
Allow RAW(Custom Port) Printing	Select to allow printing from the RAW port (custom port).
Port Number	Enter the port number for RAW printing between 1024 and 65535 (except for 9100, 1865, 2968).
Printing Timeout (sec)	Enter the timeout value for RAW (custom port) printing between 0 to 3,600 seconds. If you do not want to timeout, enter 0.

IPP Settings

Items	Setting value and Description
Enable IPP	Select to enable IPP communication. Only printers that support IPP are displayed.
Allow Non-secure Communication	Select **Allowed** to allow the printer to communicate without any security measures (IPP).

Items	Setting value and Description
Communication Timeout (sec)	Enter the timeout value for IPP printing between 0 to 3,600 seconds.
URL(Network)	Displays IPP URLs (http and https) when the printer is connected to the network. The URL is a combined value of the printer's IP address, Port number, and IPP printer name.
URL(Wi-Fi Direct)	Displays IPP URLs (http and https) when the printer is connected by Wi-Fi Direct. The URL is a combined value of the printer's IP address, Port number, and IPP printer name.
Printer Name	Displays the IPP printer name.
Location	Displays the IPP location.

FTP Settings

Items	Setting value and Description
Enable FTP Server	Select to enable FTP printing. Only printers that support FTP printing are displayed.
Communication Timeout (sec)	Enter the timeout value for FTP communication between 0 to 3,600 seconds. If you do not want to timeout, enter 0.

SNMPv1/v2c Settings

Items	Setting value and Description
Enable SNMPv1	SNMPv1 is enabled when the box is checked.
Enable SNMPv2c	SNMPv2c is enabled when the box is checked.
Access Authority	Set the access authority when SNMPv1 or SNMPv2c is enabled. Select **Read Only** or **Read/Write**.
Community Name (Read Only)	Enter 0 to 32 ASCII (0x20 to 0x7E) characters.
Community Name (Read/Write)	Enter 0 to 32 ASCII (0x20 to 0x7E) characters.

SNMPv3 Settings

Items		Setting value and Description
Enable SNMPv3		SNMPv3 is enabled when the box is checked.
User Name		Enter between 1 and 32 characters using 1 byte characters.
Authentication Settings		
	Algorithm	Select an algorithm for an authentication for SNMPv3.
	Password	Enter the password for an authentication for SNMPv3. Enter between 8 and 32 characters in ASCII (0x20-0x7E). If you do not specify this, leave it blank.
	Confirm Password	Enter the password you configured for confirmation.

Items		Setting value and Description
Encryption Settings		
	Algorithm	Select an algorithm for an encryption for SNMPv3.
	Password	Enter the password for an encryption for SNMPv3. Enter between 8 and 32 characters in ASCII (0x20-0x7E). If you do not specify this, leave it blank.
	Confirm Password	Enter the password you configured for confirmation.
Context Name		Enter within 32 characters or less in Unicode (UTF-8). If you do not specify this, leave it blank. The number of characters that can be entered varies depending on the language.

Using a Digital Certificate

About Digital Certification

❏ CA-signed Certificate

This is a certificate signed by the CA (Certificate Authority.) You can obtain it to apply to the Certificate Authority. This certificate certifies the existence of the printer is and used for SSL/TLS communication so that you can ensure the safety of data communication.

When it is used for SSL/TLS communication, it is used as a server certificate.

When it is set to IPsec/IP Filtering, IEEE802.1x communication, or S/MIME, it is used as a client certificate.

❏ CA Certificate

This is a certificate that is in chain of the CA-signed Certificate, also called the intermediate CA certificate. It is used by the web browser to validate the path of the printer's certificate when accessing the server of the other party or Web Config.

For the CA Certificate, set when to validate the path of server certificate accessing from the printer. For the printer, set to certify the path of the CA-signed Certificate for SSL/TLS connection.

You can obtain the CA certificate of the printer from the Certification Authority where the CA certificate is issued.

Also, you can obtain the CA certificate used to validate the server of the other party from the Certification Authority that issued the CA-signed Certificate of the other server.

❏ Self-signed Certificate

This is a certificate that the printer signs and issues itself. It is also called the root certificate. Because the issuer certifies itself, it is not reliable and cannot prevent impersonation.

❏ When using for SSL/TLS communication

Use it when making the security setting and performing simple SSL/TLS communication without the CA-signed Certificate.

If you use this certificate for an SSL/TLS communication, a security alert may be displayed on a web browser because the certificate is not registered on a web browser.

❏ When setting to S/MIME

You can also use a self-signed certificate instead of a CA-signed certificate. You can use S/MIME functions without the cost of obtaining a CA-signed certificate, for example in a network environment that does not have an external connection (Internet connection), such as an enterprise network. However, it is recommended to use a CA-signed certificate when using external connections because a self-signed certificate is low-security.

Related Information

➡ "Configuring a CA-signed Certificate" on page 121

➡ "Deleting a CA-signed Certificate" on page 125

➡ "Updating a Self-signed Certificate" on page 125

Configuring a CA-signed Certificate

Obtaining a CA-signed Certificate

To obtain a CA-signed certificate, create a CSR (Certificate Signing Request) and apply it to certificate authority. You can create a CSR using Web Config and a computer.

Follow the steps to create a CSR and obtain a CA-signed certificate using Web Config. When creating a CSR using Web Config, a certificate is the PEM/DER format.

1. Access Web Config, and then select the **Network Security** tab.

2. Select one of the following.

   ❏ **SSL/TLS** > **Certificate**

   ❏ **IPsec/IP Filtering** > **Client Certificate**

   ❏ **IEEE802.1X** > **Client Certificate**

   ❏ **S/MIME** > **Client Certificate**

   Whatever you choose, you can obtain the same certificate and use it in common.

3. Click **Generate** of **CSR**.

   A CSR creating page is opened.

4. Enter a value for each item.

   Note:
   Available key length and abbreviations vary by a certificate authority. Create a request according to rules of each certificate authority.

5. Click **OK**.

   A completion message is displayed.

6. Select the **Network Security** tab.

7. Select one of the following.

   ❏ **SSL/TLS** > **Certificate**

   ❏ **IPsec/IP Filtering** > **Client Certificate**

   ❏ **IEEE802.1X** > **Client Certificate**

   ❏ **S/MIME** > **Client Certificate**

8. Click one of the download buttons of **CSR** according to a specified format by each certificate authority to download a CSR to a computer.

   Important:
   Do not generate a CSR again. If you do so, you may not be able to import an issued CA-signed Certificate.

9. Send the CSR to a certificate authority and obtain a CA-signed Certificate.

   Follow the rules of each certificate authority on sending method and form.

10. Save the issued CA-signed Certificate to a computer connected to the printer.

    Obtaining a CA-signed Certificate is complete when you save a certificate to a destination.

CSR Setting Items

Items	Settings and Explanation
Key Length	Select a key length for a CSR.
Common Name	You can enter between 1 and 128 characters. If this is an IP address, it should be a static IP address. You can enter 1 to 5 IPv4 addresses, IPv6 addresses, host names, FQDNs by separating them with commas. The first element is stored to the common name, and other elements are stored to the alias field of the certificate subject. Example: Printer's IP address : 192.0.2.123, Printer name : EPSONA1B2C3 Common Name : EPSONA1B2C3,EPSONA1B2C3.local,192.0.2.123
Organization/ Organizational Unit/ Locality/ State/Province	You can enter between 0 and 64 characters in ASCII (0x20-0x7E). You can divide distinguished names with commas.
Country	Enter a country code in two-digit number specified by ISO-3166.

Items	Settings and Explanation
Sender's Email Address	You can enter the sender's email address for the mail server setting. Enter the same email address as the **Sender's Email Address** for the **Network** tab > **Email Server** > **Basic**. When creating a CSR by selecting the **Network Security** tab > **S/MIME** > **Client Certificate**, this setting is not required because the sender's email address for the mail server setting is set automatically. Configure the sender's email address for the mail server settings in advance.

Related Information

➡ "Obtaining a CA-signed Certificate" on page 121

Importing a CA-signed Certificate

Import the obtained CA-signed Certificate to the printer.

Important:

- ❏ *Make sure that the printer's date and time is set correctly. Certificate may be invalid.*
- ❏ *If you obtain a certificate using a CSR created from Web Config, you can import a certificate one time.*
- ❏ *When you import a CA-signed Certificate by selecting the **Network Security** tab > **S/MIME** > **Client Certificate**, you cannot change **Sender's Email Address** on the **Network** tab > **Email Server** > **Basic**. If you want to change **Sender's Email Address**, change all signature settings to **Do not add signature** by selecting the **Network Security** tab > **S/MIME** > **Basic**, and then delete the imported CA-signed Certificate.*

1. Access Web Config, and then select the **Network Security** tab.
2. Select one of the following.
   - ❏ **SSL/TLS** > **Certificate**
   - ❏ **IPsec/IP Filtering** > **Client Certificate**
   - ❏ **IEEE802.1X** > **Client Certificate**
   - ❏ **S/MIME** > **Client Certificate**
3. Click **Import**.

   A certificate importing page is opened.
4. Enter a value for each item. Set **CA Certificate 1** and **CA Certificate 2** when verifying the path of the certificate on the web browser that accesses the printer.

   Depending on where you create a CSR and the file format of the certificate, required settings may vary. Enter values to required items according to the following.

   - ❏ A certificate of the PEM/DER format obtained from Web Config
     - ❏ **Private Key**: Do not configure because the printer contains a private key.
     - ❏ **Password**: Do not configure.
     - ❏ **CA Certificate 1**/**CA Certificate 2**: Optional

- ❏ A certificate of the PEM/DER format obtained from a computer
  - ❏ **Private Key**: You need to set.
  - ❏ **Password**: Do not configure.
  - ❏ **CA Certificate 1/CA Certificate 2**: Optional
- ❏ A certificate of the PKCS#12 format obtained from a computer
  - ❏ **Private Key**: Do not configure.
  - ❏ **Password**: Optional
  - ❏ **CA Certificate 1/CA Certificate 2**: Do not configure.

5. Click **OK**.

   A completion message is displayed.

Note:
*Click **Confirm** to verify the certificate information.*

Related Information

➡ "Accessing Web Config" on page 25
➡ "Logging on to the Printer Using Web Config" on page 77
➡ "CA-signed Certificate Importing Setting Items" on page 124

CA-signed Certificate Importing Setting Items

Items	Settings and Explanation
Server Certificate or Client Certificate	Select a certificate's format. For SSL/TLS connection, the Server Certificate is displayed. For IPsec/IP Filtering, IEEE802.1x, or S/MIME, the Client Certificate is displayed.
Private Key	If you obtain a certificate of the PEM/DER format by using a CSR created from a computer, specify a private key file that is match a certificate.
Password	If the file format is **Certificate with Private Key (PKCS#12)**, enter the password for encrypting the private key that is set when you obtain the certificate.
CA Certificate 1	If your certificate's format is **Certificate (PEM/DER)**, import a certificate of a certificate authority that issues a CA-signed Certificate used as server certificate. Specify a file if you need.
CA Certificate 2	If your certificate's format is **Certificate (PEM/DER)**, import a certificate of a certificate authority that issues CA Certificate 1. Specify a file if you need.

Related Information

➡ "Importing a CA-signed Certificate" on page 123

Deleting a CA-signed Certificate

You can delete an imported certificate when the certificate has expired or when an encrypted connection is no longer necessary.

> ***Important:***
> *If you obtain a certificate using a CSR created from Web Config, you cannot import a deleted certificate again. In this case, create a CSR and obtain a certificate again.*

1. Access Web Config, and then select the **Network Security** tab.
2. Select one of the following.
   - ❏ **SSL/TLS** > **Certificate**
   - ❏ **IPsec/IP Filtering** > **Client Certificate**
   - ❏ **IEEE802.1X** > **Client Certificate**
   - ❏ **S/MIME** > **Client Certificate**
3. Click **Delete** for **CA-signed Certificate** or **Client Certificate**.
4. Confirm that you want to delete the certificate in the message displayed.

Configuring a Self-signed Certificate

Updating a Self-signed Certificate

Because the Self-signed Certificate is issued by the printer, you can update it when it has expired or when the content described changes.

A self-signed certificate for SSL/TLS and one for S/MIME are issued separately. Update each certificate as necessary.

> ***Important:***
> *When you update a self-signed certificate by selecting the **Network Security** tab > **S/MIME** > **Client Certificate**, you cannot change **Sender's Email Address** on the **Network** tab > **Email Server** > **Basic**. If you want to change **Sender's Email Address**, change all signature settings to **Do not add signature** by selecting the **Network Security** tab > **S/MIME** > **Basic**, and then delete the self-signed certificate for S/MIME.*

1. Access Web Config, and then select the **Network Security** tab. Next, select **SSL/TLS** > **Certificate** or **S/MIME** > **Client Certificate**.
2. Click **Update**.
3. Enter **Common Name**.

   You can enter up to 5 IPv4 addresses, IPv6 addresses, host names, FQDNs between 1 to 128 characters and separating them with commas. The first parameter is stored to the common name, and the others are stored to the alias field for the subject of the certificate.

   Example:

Printer's IP address : 192.0.2.123, Printer name : EPSONA1B2C3

Common name : EPSONA1B2C3,EPSONA1B2C3.local,192.0.2.123

4. Specify a validity period for the certificate.
5. Click **Next**.

   A confirmation message is displayed.
6. Click **OK**.

   The printer is updated.

Note:
You can check the certificate information by clicking ***Confirm*** *on the* ***Network Security*** *tab > **SSL/TLS** > **Certificate** > **Self-signed Certificate** or **S/MIME** > **Client Certificate** > **Self-signed Certificate**.*

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

Deleting a Self-signed Certificate for S/MIME

You can delete the self-signed certificate for S/MIME when it is no longer necessary.

Even if you delete it, the self-signed certificate for SSL/TLS is not deleted.

1. Access Web Config and select the **Network Security** tab > **S/MIME** > **Client Certificate**.
2. Click **Delete** for **Self-signed Certificate**.
3. Confirm that you want to delete the certificate in the message displayed.

Configuring a CA Certificate

When you set the CA Certificate, you can validate the path to the CA certificate of the server that the printer accesses. This can prevent impersonation.

You can obtain the CA Certificate from the Certification Authority where the CA-signed Certificate is issued.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

➡ "CSR Setting Items" on page 122

➡ "Importing a CA-signed Certificate" on page 123

Importing a CA Certificate

Import the CA Certificate to the printer.

1. Access Web Config and then select the **Network Security** tab > **CA Certificate**.
2. Click **Import**.
3. Specify the CA Certificate you want to import.
4. Click **OK**.

When importing is complete, you are returned to the **CA Certificate** screen, and the imported CA Certificate is displayed.

Deleting a CA Certificate

You can delete the imported CA Certificate.

1. Access Web Config and then select the **Network Security** tab > **CA Certificate**.
2. Click **Delete** next to the CA Certificate that you want to delete.
3. Confirm that you want to delete the certificate in the message displayed.
4. Click **Reboot Network**, and then check that the deleted CA Certificate is not listed on the updated screen.

Related Information

➡ "Accessing Web Config" on page 25
➡ "Logging on to the Printer Using Web Config" on page 77

SSL/TLS Communication with the Printer

When the server certificate is set using SSL/TLS (Secure Sockets Layer/Transport Layer Security) communication to the printer, you can encrypt the communication path between computers. Do this if you want to prevent remote and unauthorized access.

Configuring Basic SSL/TLS Settings

If the printer supports the HTTPS server feature, you can use an SSL/TLS communication to encrypt communications. You can configure and manage the printer using Web Config while ensuring security.

Configure encryption strength and redirect feature.

1. Access Web Config and select the **Network Security** tab > **SSL/TLS** > **Basic**.
2. Select a value for each item.
   - ❏ Encryption Strength
     Select the level of encryption strength.
   - ❏ Redirect HTTP to HTTPS
     Redirect to HTTPS when HTTP is accessed.

❏ TLS 1.0

Select enable or disable. The default value is "Disable".

❏ TLS.1.1

Select enable or disable. The default value is "Disable".

3. Click **Next**.

   A confirmation message is displayed.

4. Click **OK**.

   The printer is updated.

Configuring a Server Certificate for the Printer

1. Access Web Config and select the **Network Security** tab > **SSL/TLS** > **Certificate**.
2. Specify a certificate to use on **Server Certificate**.

   ❏ Self-signed Certificate

   A self-signed certificate has been generated by the printer. If you do not obtain a CA-signed certificate, select this.

   ❏ CA-signed Certificate

   If you obtain and import a CA-signed certificate in advance, you can specify this.

3. Click **Next**.

   A confirmation message is displayed.

4. Click **OK**.

   The printer is updated.

Encrypted Communication Using IPsec/IP Filtering

About IPsec/IP Filtering

You can filter traffic based on IP addresses, services, and port by using IPsec/IP Filtering function. By combining of the filtering, you can configure the printer to accept or block specified clients and specified data. Additionally, you can improve security level by using an IPsec.

Note:
Computers that run Windows Vista or later or Windows Server 2008 or later support IPsec.

Configuring Default Policy

To filter traffic, configure the default policy. The default policy applies to every user or group connecting to the printer. For more fine-grained control over users and groups of users, configure group policies.

1. Access Web Config and then select the **Network Security** tab > **IPsec/IP Filtering** > **Basic**.

2. Enter a value for each item.
3. Click **Next**.

   A confirmation message is displayed.
4. Click **OK**.

   The printer is updated.

Related Information

➡ "Accessing Web Config" on page 25
➡ "Logging on to the Printer Using Web Config" on page 77
➡ "Default Policy Setting Items" on page 129

Default Policy Setting Items

Default Policy

Items	Settings and Explanation
IPsec/IP Filtering	You can enable or disable an IPsec/IP Filtering feature.

❏ Access Control

Configure a control method for traffic of IP packets.

Items	Settings and Explanation
Permit Access	Select this to permit configured IP packets to pass through.
Refuse Access	Select this to refuse configured IP packets to pass through.
IPsec	Select this to permit configured IPsec packets to pass through.

❏ IKE Version

Select **IKEv1** or **IKEv2** for **IKE Version**. Select one of them according to the device that the printer is connected to.

❏ IKEv1

The following items are displayed when you select **IKEv1** for **IKE Version**.

Items	Settings and Explanation
Authentication Method	To select **Certificate**, you need to obtain and import a CA-signed certificate in advance.
Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
Confirm Pre-Shared Key	Enter the key you configured for confirmation.

❏ IKEv2

The following items are displayed when you select **IKEv2** for **IKE Version**.

Items		Settings and Explanation
Local	Authentication Method	To select **Certificate**, you need to obtain and import a CA-signed certificate in advance.
	ID Type	If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the printer.
	ID	Enter the printer's ID that matches the type of ID. You cannot use "@", "#", and "=" for the first character. **Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=". **IP Address** : Enter IPv4 or IPv6 format. **FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.). **Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@". **Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters.
	Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
	Confirm Pre-Shared Key	Enter the key you configured for confirmation.

Items		Settings and Explanation
Remote	Authentication Method	To select **Certificate**, you need to obtain and import a CA-signed certificate in advance.
	ID Type	If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the device that you want to authenticate.
	ID	Enter the printer's ID that matches to the type of ID. You cannot use "@", "#", and "=" for the first character. **Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=". **IP Address** : Enter IPv4 or IPv6 format. **FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.). **Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@". **Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters.
	Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
	Confirm Pre-Shared Key	Enter the key you configured for confirmation.

❏ Encapsulation

If you select **IPsec** for **Access Control**, you need to configure an encapsulation mode.

Items	Settings and Explanation
Transport Mode	If you only use the printer on the same LAN, select this. IP packets of layer 4 or later are encrypted.
Tunnel Mode	If you use the printer on the Internet-capable network such as IPsec-VPN, select this option. The header and data of the IP packets are encrypted. **Remote Gateway(Tunnel Mode)**: If you select **Tunnel Mode** for **Encapsulation**, enter a gateway address between 1 and 39 characters.

❏ Security Protocol

If you select **IPsec** for **Access Control**, select an option.

Items	Settings and Explanation
ESP	Select this to ensure the integrity of an authentication and data, and encrypt data.
AH	Select this to ensure the integrity of an authentication and data. Even if encrypting data is prohibited, you can use IPsec.

❏ Algorithm Settings

It is recommended that you select **Any** for all settings or select an item other than **Any** for each setting. If you select **Any** for some of the settings and select an item other than **Any** for the other settings, the device may not communicate depending on the other device that you want to authenticate.

Items		Settings and Explanation
IKE	Encryption	Select the encryption algorithm for IKE. The items vary depending on the version of IKE.
	Authentication	Select the authentication algorithm for IKE.
	Key Exchange	Select the key exchange algorithm for IKE. The items vary depending on the version of IKE.
ESP	Encryption	Select the encryption algorithm for ESP. This is available when **ESP** is selected for **Security Protocol**.
	Authentication	Select the authentication algorithm for ESP. This is available when **ESP** is selected for **Security Protocol**.
AH	Authentication	Select the encryption algorithm for AH. This is available when **AH** is selected for **Security Protocol**.

Related Information

➡ "Configuring Default Policy" on page 128

Configuring Group Policy

A group policy is one or more rules applied to a user or user group. The printer controls IP packets that match with configured policies. IP packets are authenticated in the order of a group policy 1 to 10 then a default policy.

1. Access Web Config and then select the **Network Security** tab > **IPsec/IP Filtering** > **Basic**.
2. Click a numbered tab you want to configure.
3. Enter a value for each item.
4. Click **Next**.

   A confirmation message is displayed.
5. Click **OK**.

   The printer is updated.

Related Information

➡ "Accessing Web Config" on page 25
➡ "Logging on to the Printer Using Web Config" on page 77
➡ "Group Policy Setting Items" on page 133

Group Policy Setting Items

Items	Settings and Explanation
Enable this Group Policy	You can enable or disable a group policy.

Access Control

Configure a control method for traffic of IP packets.

Items	Settings and Explanation
Permit Access	Select this to permit configured IP packets to pass through.
Refuse Access	Select this to refuse configured IP packets to pass through.
IPsec	Select this to permit configured IPsec packets to pass through.

Local Address(Printer)

Select an IPv4 address or IPv6 address that matches your network environment. If an IP address is assigned automatically, you can select **Use auto-obtained IPv4 address**.

Note:
If an IPv6 address is assigned automatically, the connection may be unavailable. Configure a static IPv6 address.

Remote Address(Host)

Enter a device's IP address to control access. The IP address must be 43 characters or less. If you do not enter an IP address, all addresses are controlled.

Note:
If an IP address is assigned automatically (e.g. assigned by DHCP), the connection may be unavailable. Configure a static IP address.

Method of Choosing Port

Select a method to specify ports.

❏ Service Name

If you select **Service Name** for **Method of Choosing Port**, select an option.

❏ Transport Protocol

If you select **Port Number** for **Method of Choosing Port**, you need to configure an encapsulation mode.

Items	Settings and Explanation
Any Protocol	Select this to control all protocol types.
TCP	Select this to control data for unicast.
UDP	Select this to control data for broadcast and multicast.
ICMPv4	Select this to control ping command.

❏ Local Port

If you select **Port Number** for **Method of Choosing Port** and if you select **TCP** or **UDP** for **Transport Protocol**, enter port numbers to control receiving packets, separating them with commas. You can enter 10 port numbers at the maximum.

Example: 20,80,119,5220

If you do not enter a port number, all ports are controlled.

❏ Remote Port

If you select **Port Number** for **Method of Choosing Port** and if you select **TCP** or **UDP** for **Transport Protocol**, enter port numbers to control sending packets, separating them with commas. You can enter 10 port numbers at the maximum.

Example: 25,80,143,5220

If you do not enter a port number, all ports are controlled.

IKE Version

Select **IKEv1** or **IKEv2** for **IKE Version**. Select one of them according to the device that the printer is connected to.

❏ IKEv1

The following items are displayed when you select **IKEv1** for **IKE Version**.

Items	Settings and Explanation
Authentication Method	If you select **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy.
Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
Confirm Pre-Shared Key	Enter the key you configured for confirmation.

❏ IKEv2

The following items are displayed when you select **IKEv2** for **IKE Version**.

Items		Settings and Explanation
Local	Authentication Method	If you select **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy.
	ID Type	If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the printer.
	ID	Enter the printer's ID that matches the type of ID. You cannot use "@", "#", and "=" for the first character. **Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=". **IP Address** : Enter IPv4 or IPv6 format. **FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.). **Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@". **Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters.
	Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
	Confirm Pre-Shared Key	Enter the key you configured for confirmation.
Remote	Authentication Method	If you select **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy.
	ID Type	If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the device that you want to authenticate.
	ID	Enter the printer's ID that matches to the type of ID. You cannot use "@", "#", and "=" for the first character. **Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=". **IP Address** : Enter IPv4 or IPv6 format. **FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.). **Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@". **Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters.
	Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
	Confirm Pre-Shared Key	Enter the key you configured for confirmation.

Encapsulation

If you select **IPsec** for **Access Control**, you need to configure an encapsulation mode.

Items	Settings and Explanation
Transport Mode	If you only use the printer on the same LAN, select this. IP packets of layer 4 or later are encrypted.
Tunnel Mode	If you use the printer on the Internet-capable network such as IPsec-VPN, select this option. The header and data of the IP packets are encrypted. **Remote Gateway(Tunnel Mode)**: If you select **Tunnel Mode** for **Encapsulation**, enter a gateway address between 1 and 39 characters.

Security Protocol

If you select **IPsec** for **Access Control**, select an option.

Items	Settings and Explanation
ESP	Select this to ensure the integrity of an authentication and data, and encrypt data.
AH	Select this to ensure the integrity of an authentication and data. Even if encrypting data is prohibited, you can use IPsec.

Algorithm Settings

It is recommended that you select **Any** for all settings or select an item other than **Any** for each setting. If you select **Any** for some of the settings and select an item other than **Any** for the other settings, the device may not communicate depending on the other device that you want to authenticate.

Items		Settings and Explanation
IKE	Encryption	Select the encryption algorithm for IKE. The items vary depending on the version of IKE.
	Authentication	Select the authentication algorithm for IKE.
	Key Exchange	Select the key exchange algorithm for IKE. The items vary depending on the version of IKE.
ESP	Encryption	Select the encryption algorithm for ESP. This is available when **ESP** is selected for **Security Protocol**.
	Authentication	Select the authentication algorithm for ESP. This is available when **ESP** is selected for **Security Protocol**.
AH	Authentication	Select the encryption algorithm for AH. This is available when **AH** is selected for **Security Protocol**.

Related Information

➡ “Configuring Group Policy” on page 132

➡ “Combination of Local Address(Printer) and Remote Address(Host) on Group Policy” on page 137

➡ “References of Service Name on Group Policy” on page 137

Combination of Local Address(Printer) and Remote Address(Host) on Group Policy

		Setting of Local Address(Printer)		
		IPv4	IPv6*2	Any addresses*3
Setting of Remote Address(Host)	IPv4*1	✓	–	✓
	IPv6*1*2	–	✓	✓
	Blank	✓	✓	✓

*1 : If **IPsec** is selected for **Access Control**, you cannot specify in a prefix length.

*2 : If **IPsec** is selected for **Access Control**, you can select a link-local address (fe80::) but group policy will be disabled.

*3 : Except IPv6 link local addresses.

References of Service Name on Group Policy

Note:
Unavailable services are displayed but cannot be selected.

Service Name	Protocol type	Local port number	Remote port number	Features controlled
Any	–	–	–	All services
ENPC	UDP	3289	Any port	Searching for a printer from applications such as Epson Device Admin, and the printer driver
SNMP	UDP	161	Any port	Acquiring and configuring of MIB from applications such as Epson Device Admin, and the printer driver
LPR	TCP	515	Any port	Forwarding LPR data
RAW (Port9100)	TCP	9100	Any port	Forwarding RAW data
IPP/IPPS	TCP	631	Any port	Forwarding data of IPP/IPPS printing
WSD	TCP	Any port	5357	Controlling WSD
WS-Discovery	UDP	3702	Any port	Searching for a printer from WSD
FTP Data (Local)	TCP	20	Any port	FTP server (forwarding data of FTP printing)
FTP Control (Local)	TCP	21	Any port	FTP server (controlling FTP printing)
FTP Data (Remote)	TCP	Any port	20	FTP client (forwarding scan data) However this can control only an FTP server that uses remote port number 20.

Service Name	Protocol type	Local port number	Remote port number	Features controlled
FTP Control (Remote)	TCP	Any port	21	FTP client (controlling to forward scan data)
CIFS (Remote)	TCP	Any port	445	CIFS client (forwarding scan data to a folder)
NetBIOS Name Service (Remote)	UDP	Any port	137	CIFS client (forwarding scan data to a folder)
NetBIOS Datagram Service (Remote)	UDP	Any port	138	
NetBIOS Session Service (Remote)	TCP	Any port	139	
HTTP (Local)	TCP	80	Any port	HTTP(S) server (forwarding data of Web Config and WSD)
HTTPS (Local)	TCP	443	Any port	
HTTP (Remote)	TCP	Any port	80	HTTP(S) client (firmware updating and root certificate updating)
HTTPS (Remote)	TCP	Any port	443	

Configuration Examples of IPsec/IP Filtering

Receiving IPsec packets only

This example is to configure a default policy only.

Default Policy:

- ❏ **IPsec/IP Filtering**: **Enable**
- ❏ **Access Control**: **IPsec**
- ❏ **Authentication Method**: **Pre-Shared Key**
- ❏ **Pre-Shared Key**: Enter up to 127 characters.

Group Policy: Do not configure.

Receiving printing data and printer settings

This example allows communications of printing data and printer configuration from specified services.

Default Policy:

- ❏ **IPsec/IP Filtering**: **Enable**
- ❏ **Access Control**: **Refuse Access**

Group Policy:

- ❏ **Enable this Group Policy**: Check the box.
- ❏ **Access Control**: **Permit Access**
- ❏ **Remote Address(Host)**: IP address of a client
- ❏ **Method of Choosing Port**: **Service Name**

❏ **Service Name**: Check the box of **ENPC**, **SNMP**, **HTTP (Local)**, **HTTPS (Local)** and **RAW (Port9100)**.

Receiving access from a specified IP address only

This example allows a specified IP address to access the printer.

Default Policy:

❏ **IPsec/IP Filtering**: **Enable**

❏ **Access Control**:**Refuse Access**

Group Policy:

❏ **Enable this Group Policy**: Check the box.

❏ **Access Control**: **Permit Access**

❏ **Remote Address(Host)**: IP address of an administrator's client

Note:
Regardless of policy configuration, the client will be able to access and configure the printer.

Configuring a Certificate for IPsec/IP Filtering

Configure the Client Certificate for IPsec/IP Filtering. When you set it, you can use the certificate as an authentication method for IPsec/IP Filtering. If you want to configure the certification authority, go to **CA Certificate**.

1. Access Web Config and then select the **Network Security** tab > **IPsec/IP Filtering** > **Client Certificate**.
2. Import the certificate in **Client Certificate**.

   If you have already imported a certificate published by a Certification Authority, you can copy the certificate and use it in IPsec/IP Filtering. To copy, select the certificate from **Copy From**, and then click **Copy**.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

➡ "Obtaining a CA-signed Certificate" on page 121

Connecting the Printer to an IEEE802.1X Network

Configuring an IEEE802.1X Network

When you set IEEE802.1X to the printer, you can use it on the network connected to a RADIUS server, a LAN switch with authentication function, or an access point.

1. Access Web Config and then select the **Network Security** tab > **IEEE802.1X** > **Basic**.
2. Enter a value for each item.

   If you want to use the printer on a Wi-Fi network, click **Wi-Fi Setup** and select or enter an SSID.

Note:
You can share settings between Ethernet and Wi-Fi.

3. Click **Next**.

   A confirmation message is displayed.

4. Click **OK**.

   The printer is updated.

Related Information

➡ "Accessing Web Config" on page 25
➡ "Logging on to the Printer Using Web Config" on page 77
➡ "IEEE802.1X Network Setting Items" on page 140
➡ "Cannot Access the Printer or Scanner after Configuring IEEE802.1X" on page 147

IEEE802.1X Network Setting Items

Items	Settings and Explanation	
IEEE802.1X (Wired LAN)	You can enable or disable settings of the page (**IEEE802.1X** > **Basic**) for IEEE802.1X (Wired LAN).	
IEEE802.1X (Wi-Fi)	The connection status of IEEE802.1X (Wi-Fi) is displayed.	
Connection Method	The connection method of a current network is displayed.	
EAP Type	Select an option for an authentication method between the printer and a RADIUS server.	
	EAP-TLS	You need to obtain and import a CA-signed certificate.
	PEAP-TLS	
	EAP-TTLS	You need to configure a password.
	PEAP/MSCHAPv2	
User ID	Configure an ID to use for an authentication of a RADIUS server. Enter 1 to 128 1-byte ASCII (0x20 to 0x7E) characters.	
Password	Configure a password to authenticate the printer. Enter 1 to 128 1-byte ASCII (0x20 to 0x7E) characters. If you are using a Windows server as a RADIUS server, you can enter up to 127 characters.	
Confirm Password	Enter the password you configured for confirmation.	
Server ID	You can configure a server ID to authenticate with a specified RADIUS server. Authenticator verifies whether a server ID is contained in the subject/subjectAltName field of a server certificate that is sent from a RADIUS server or not. Enter 0 to 128 1-byte ASCII (0x20 to 0x7E) characters.	
Certificate Validation	You can set certificate validation regardless of the authentication method. Import the certificate in **CA Certificate**.	

Items	Settings and Explanation	
Anonymous Name	If you select **PEAP-TLS**, **EAP-TTLS** or **PEAP/MSCHAPv2** for **EAP Type**, you can configure an anonymous name instead of a user ID for a phase 1 of a PEAP authentication. Enter 0 to 128 1-byte ASCII (0x20 to 0x7E) characters.	
Encryption Strength	You can select one of the followings.	
	High	AES256/3DES
	Middle	AES256/3DES/AES128/RC4

Related Information

➡ "Configuring an IEEE802.1X Network" on page 139

Configuring a Certificate for IEEE802.1X

Configure the Client Certificate for IEEE802.1X. When you set it, you can use **EAP-TLS** and **PEAP-TLS** as an authentication method of IEEE802.1x. If you want to configure the certification authority certificate, go to **CA Certificate**.

1. Access Web Config and then select the **Network Security** tab > **IEEE802.1X** > **Client Certificate**.
2. Enter a certificate in the **Client Certificate**.

   If you have already imported a certificate published by a Certification Authority, you can copy the certificate and use it in IEEE802.1X. To copy, select the certificate from **Copy From**, and then click **Copy**.

Related Information

➡ "Accessing Web Config" on page 25
➡ "Logging on to the Printer Using Web Config" on page 77
➡ "Configuring a CA-signed Certificate" on page 121

Checking IEEE802.1X Network Status

You can check the IEEE802.1X status by printing a network status sheet. For more information on printing a network status sheet, see the printer's documentation.

Status ID	IEEE802.1X Status
Disable	IEEE802.1X feature is disable.
EAP Success	IEEE802.1X authentication has succeeded and network connection is available.
Authenticating	IEEE802.1X authentication has not been completed.
Config Error	Authentication has failed since the user ID has not been set.
Client Certificate Error	Authentication has failed since the client certificate is out of date.
Timeout Error	Authentication has failed since there is no answer from the RADIUS server and/or authenticator.

Status ID	IEEE802.1X Status
User ID Error	Authentication has failed since the printer's user ID and/or certificate protocol is incorrect.
Server ID Error	Authentication has failed since the server ID of the server certificate and the server's ID do not match.
Server Certificate Error	Authentication has failed since there are the following errors in the server certificate. ❏ The server certificate is out of date. ❏ The chain of the server certificate is incorrect.
CA Certificate Error	Authentication has failed since there are the following errors in a CA certificate. ❏ Specified CA certificate is incorrect. ❏ The correct CA certificate is not imported. ❏ CA certificate is out of date.
EAP Failure	Authentication has failed since there are the following errors in the printer settings. ❏ If **EAP Type** is **EAP-TLS** or **PEAP-TLS**, client certificate is incorrect or has certain problems. ❏ If **EAP Type** is **EAP-TTLS** or **PEAP/MSCHAPv2**, user ID or password is not correct.

S/MIME Settings

Configuring S/MIME Basic Settings

Configure the email encryption and the digital signature attachment to the emails for each function that you use.

1. Access Web Config and select the **Network Security** tab > **S/MIME** > **Basic**.
2. Set each item.
3. Click **Next**.

   A confirmation message is displayed.
4. Click **OK**.

   The printer is updated.

Related Information

➡ “Accessing Web Config” on page 25
➡ “Logging on to the Printer Using Web Config” on page 77
➡ “S/MIME Setting Items” on page 143
➡ “Cannot Access the Printer or Scanner after Configuring IEEE802.1X” on page 147

S/MIME Setting Items

Mail Encryption

❏ To use email encryption, you need to import an encryption certificate for each destination registered in the contacts list.

"Importing the Encryption Certificate to the Email Destination" on page 144

❏ Unencrypted emails will be sent to the destinations that do not have an imported encryption certificate.

Items		Settings and Explanation
Scan to Email	Configure email encryption when using Scan to Email. If you select **Select at runtime**, you can select whether or not to encrypt the email when sending it.	
	Default at runtime	Select the default value of mail encryption when sending the mail. This is available when **Select at runtime** is selected for **Scan to Email**.
Box to Email	Configure email encryption when using Box to Email. If you select **Select at runtime**, you can select whether or not to encrypt the email when sending it.	
	Default at runtime	Select the default value of mail encryption when sending the mail. This is available when **Select at runtime** is selected for **Box to Email**.
Algorithm		Select an algorithm for mail encryption.

Digital Signature

To use the S/MIME signature function, you need to configure the **Client Certificate** for the **Network Security** tab > **S/MIME** > **Client Certificate**.

"Configuring a Certificate for S/MIME" on page 144

Items		Settings and Explanation
Scan to Email	Configure the digital signature attachment to the email when using Scan to Email. If you select **Select at runtime**, you can select whether or not to add the digital signature to the mail when sending it.	
	Default at runtime	Select the default value of the digital signature attachment when sending the mail. This is available when **Select at runtime** is selected for **Scan to Email**.
Box to Email	Configure the digital signature attachment to the email when using Box to Email. If you select **Select at runtime**, you can select whether or not to add the digital signature to the mail when sending it.	
	Default at runtime	Select the default value of the digital signature attachment when sending the mail. This is available when **Select at runtime** is selected for **Box to Email**.
Algorithm		Select an algorithm for the digital signature.

Configuring a Certificate for S/MIME

Configure the client certificate to use the S/MIME signature function.

1. Access Web Config and select the **Network Security** tab > **S/MIME** > **Client Certificate**.
2. Specify a certificate to use in **Client Certificate**.
   - ❏ Self-signed Certificate
     If a self-signed certificate has been generated by the printer, you can select this.
   - ❏ CA-signed Certificate
     If you obtain and import a CA-signed certificate in advance, you can specify this.
3. Click **Next**.
   A confirmation message is displayed.
4. Click **OK**.
   The printer is updated.

Importing the Encryption Certificate to the Email Destination

To use email encryption, you need to import an encryption certificate for each destination registered in the contacts list.

This section explains the procedure to import an encryption certificate to the email destination registered in the contacts list.

1. Access Web Config and select **Scan/Copy** tab > **Contacts**.
2. Select the destination number for which you want to import the encryption certificate, and then click **Edit**.
3. Import the encryption certificate to the destination for **Encryption Certificate** or **Change encryption certificate**.
4. Click **Apply**.
   When an encryption certificate has been imported, a key icon is displayed on the contacts list.

Note:
*You can check the certificate information for **Encryption certificate status** by selecting the destination number to which you have imported the encryption certificate and clicking **Edit**.*

Solving Problems for Advanced Security

Restoring the Security Settings

When you establish a highly secure environment such as IPsec/IP Filtering or IEEE802.1X, you may not be able to communicate with devices because of incorrect settings or trouble with the device or server. In this case, restore the security settings in order to make settings for the device again or to allow you temporary use.

Disabling the Security Function Using the Control Panel

You can disable IPsec/IP Filtering or IEEE802.1X using the printer's control panel.

1. Select Menu > **General Settings** > **Network Settings**.
2. Select **Advanced**.
3. Select from the following items that you want to disable.
   - ❏ **Disable IPsec/IP Filtering**
   - ❏ **Disable IEEE802.1X**
4. Select **Proceed** on the confirmation screen.
5. When a completion message is displayed, select **Close**.
   The screen automatically closes after a specific length of time if you do not select **Close**.

Problems Using Network Security Features

Forgot a Pre–shared Key

Re-configure a pre-shared key.

To change the key, access Web Config and select the **Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Default Policy** or **Group Policy**.

When you change the pre-shared key, configure the pre-shared key for computers.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

Cannot Communicate with IPsec Communication

Specify the algorithm that the printer or the computer does not support.

The printer supports the following algorithms. Check the settings of the computer.

Security Methods	Algorithms
IKE encryption algorithm	AES-CBC-128, AES-CBC-192, AES-CBC-256, AES-GCM-128*, AES-GCM-192*, AES-GCM-256*, 3DES
IKE authentication algorithm	SHA-1, SHA-256, SHA-384, SHA-512, MD5
IKE key exchange algorithm	DH Group1, DH Group2, DH Group5, DH Group14, DH Group15, DH Group16, DH Group17, DH Group18, DH Group19, DH Group20, DH Group21, DH Group22, DH Group23, DH Group24, DH Group25, DH Group26, DH Group27*, DH Group28*, DH Group29*, DH Group30*

Security Methods	Algorithms
ESP encryption algorithm	AES-CBC-128, AES-CBC-192, AES-CBC-256, AES-GCM-128, AES-GCM-192, AES-GCM-256, 3DES
ESP authentication algorithm	SHA-1, SHA-256, SHA-384, SHA-512, MD5
AH authentication algorithm	SHA-1, SHA-256, SHA-384, SHA-512, MD5

*available for IKEv2 only

Related Information

➡ "Encrypted Communication Using IPsec/IP Filtering" on page 128

Cannot Communicate Suddenly

The IP address of the printer has been changed or cannot be used.

When the IP address registered to the local address on Group Policy has been changed or cannot be used, IPsec communication cannot be performed. Disable IPsec using the printer's control panel.

If the DHCP is out of date, rebooting or the IPv6 address is out of date or has not been obtained, then the IP address registered for the printer's Web Config (**Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Group Policy** > **Local Address(Printer)**) may not be found.

Use a static IP address.

The IP address of the computer has been changed or cannot be used.

When the IP address registered to the remote address on Group Policy has been changed or cannot be used, IPsec communication cannot be performed.

Disable IPsec using the printer's control panel.

If the DHCP is out of date, rebooting or the IPv6 address is out of date or has not been obtained, then the IP address registered for the printer's Web Config (**Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Group Policy** > **Remote Address(Host)**) may not be found.

Use a static IP address.

Related Information

➡ "Accessing Web Config" on page 25

➡ "Logging on to the Printer Using Web Config" on page 77

➡ "Encrypted Communication Using IPsec/IP Filtering" on page 128

Cannot Create the Secure IPP Printing Port

The correct certificate is not specified as the server certificate for SSL/TLS communication.

If the specified certificate is not correct, creating a port may fail. Make sure you are using the correct certificate.

The CA certificate is not imported to the computer accessing the printer.

If a CA certificate is not imported to the computer, creating a port may fail. Make sure a CA certificate is imported.

Related Information

➡ "Encrypted Communication Using IPsec/IP Filtering" on page 128

Cannot Connect After Configuring IPsec/IP Filtering

The settings of IPsec/IP Filtering are incorrect.

Disable IPsec/IP filtering from the printer's control panel. Connect the printer and computer and make the IPsec/IP Filtering settings again.

Related Information

➡ "Encrypted Communication Using IPsec/IP Filtering" on page 128

Cannot Access the Printer or Scanner after Configuring IEEE802.1X

The settings of IEEE802.1X are incorrect.

Disable IEEE802.1X and Wi-Fi from the printer's control panel. Connect the printer and a computer, and then configure IEEE802.1X again.

Related Information

➡ "Configuring an IEEE802.1X Network" on page 139

Problems on Using a Digital Certificate

Cannot Import a CA-signed Certificate

CA-signed Certificate and the information on the CSR do not match.

If the CA-signed Certificate and CSR do not have the same information, the CSR cannot be imported. Check the following:

❏ Are you trying to import the certificate to a device that does not have the same information?

Check the information of the CSR and then import the certificate to a device that has the same information.

❏ Did you overwrite the CSR saved into the printer after sending the CSR to a certificate authority?

Obtain the CA-signed certificate again with the CSR.

CA-signed Certificate is more than 5KB.

You cannot import a CA-signed Certificate that is more than 5KB.

The password for importing the certificate is incorrect.

Enter the correct password. If you forget the password, you cannot import the certificate. Re-obtain the CA-signed Certificate.

Related Information

➡ "Importing a CA-signed Certificate" on page 123

Cannot Update a Self-Signed Certificate

The Common Name has not been entered.

Common Name must be entered.

Unsupported characters have been entered to Common Name.

Enter between 1 and 128 characters of either IPv4, IPv6, host name, or FQDN format in ASCII (0x20-0x7E).

A comma or space is included in the common name.

If a comma is entered, the **Common Name** is divided at that point. If only a space is entered before or after a comma, an error occurs.

Related Information

➡ "Updating a Self-signed Certificate" on page 125

Cannot Create a CSR

The Common Name has not been entered.

The **Common Name** must be entered.

Unsupported characters have been entered to Common Name, Organization, Organizational Unit, Locality, and State/Province.

Enter characters of either IPv4, IPv6, host name, or FQDN format in ASCII (0x20-0x7E).

A comma or space is included in the Common Name.

If a comma is entered, the **Common Name** is divided at that point. If only a space is entered before or after a comma, an error occurs.

Related Information

➡ "Obtaining a CA-signed Certificate" on page 121

Warning Relating to a Digital Certificate Appears

Messages	Cause/What to do
Enter a Server Certificate.	**Cause:** You have not selected a file to import. **What to do:** Select a file and click **Import**.
CA Certificate 1 is not entered.	**Cause:** CA certificate 1 is not entered and only CA certificate 2 is entered. **What to do:** Import CA certificate 1 first.
Invalid value below.	**Cause:** Unsupported characters are contained in the file path and/or password. **What to do:** Make sure that the characters are entered correctly for the item.
Invalid date and time.	**Cause:** Date and time for the printer have not been set. **What to do:** Set date and time using Web Config, EpsonNet Config or the printer's control panel.
Invalid password.	**Cause:** The password set for CA certificate and entered password do not match. **What to do:** Enter the correct password.
Invalid file.	**Cause:** You are not importing a certificate file in X509 format. **What to do:** Make sure that you are selecting the correct certificate sent by a trusted certificate authority.
	Cause: The file you have imported is too large. The maximum file size is 5KB. **What to do:** If you select the correct file, the certificate might be corrupted or fabricated.
	Cause: The chain contained in the certificate is invalid. **What to do:** For more information on the certificate, see the website of the certificate authority.

Messages	Cause/What to do
Cannot use the Server Certificates that include more than three CA certificates.	**Cause:** The certificate file in PKCS#12 format contains more than 3 CA certificates. **What to do:** Import each certificate as converting from PKCS#12 format to PEM format, or import the certificate file in PKCS#12 format that contains up to 2 CA certificates.
The certificate has expired. Check if the certificate is valid, or check the date and time on your printer.	**Cause:** The certificate is out of date. **What to do:** ❏ If the certificate is out of date, obtain and import the new certificate. ❏ If the certificate is not out of date, make sure the printer's date and time are set correctly.
Private key is required.	**Cause:** There is no paired private key with the certificate. **What to do:** ❏ If the certificate is the PEM/DER format and it is obtained from a CSR using a computer, specify the private key file. ❏ If the certificate is the PKCS#12 format and it is obtained from a CSR using a computer, create a file that contains the private key.
	Cause: You have re-imported the PEM/DER certificate obtained from a CSR using Web Config. **What to do:** If the certificate is the PEM/DER format and it is obtained from a CSR using Web Config, you can only import it once.
Setup failed.	**Cause:** Cannot finish the configuration because the communication between the printer and computer failed or the file cannot be read by some errors. **What to do:** After checking the specified file and communication, import the file again.

Related Information

➡ "About Digital Certification" on page 120

Delete a CA-signed Certificate by Mistake

There is no backup file for the CA-signed certificate.

If you have the backup file, import the certificate again.

If you obtain a certificate using a CSR created from Web Config, you cannot import a deleted certificate again. Create a CSR and obtain a new certificate.

Related Information

➡ “Deleting a CA-signed Certificate” on page 125

➡ “Importing a CA-signed Certificate” on page 123