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Administrator's Guide

Welcome to the Administrator's Guide.
For a printable PDF copy of this guide, click here.

Note: Not all features mentioned in this Administrator's Guide are available with every product model.
Using Web Config Network Configuration Software

Follow the instructions in these sections to configure your product's administrator network settings using the Web Config software.

**Note:** Before you can configure system administration settings, connect the product to a network. See the product's Start Here sheet and User's Guide for instructions.

**About Web Config**
Web Config is a browser-based application you can use to configure a product's settings. Basic and advanced setting pages are available.

**Note:** Before you can configure system administration settings, connect the product to a network. See the product's Start Here sheet and User's Guide for instructions.

You can lock the settings you select by setting up an administrator password for your product. See the product's User's Guide for instructions.

**Parent topic:** Using Web Config Network Configuration Software

**Accessing Web Config**
You can access Web Config from your browser using HTTP or HTTPS.

By default, you access Web Config for the first time using HTTP. If you continue to use HTTP, Web Config does not display all available menus.

1. Print a network status sheet for your product and identify the product IP address. See the product's User's Guide for instructions.
2. Start your web browser and make sure JavaScript is enabled.
3. Type the product IP address into the browser as follows, depending on the protocol you are using:
   - IPv4: http://product IP address
IPv6: http://[product IP address]/

The Basic Settings page appears:

4. To use HTTPS, configure the address to use HTTPS in your browser.

   A message warning about the self-signed certificate appears.

To access Web Config after configuring the address to use HTTPS, enter https:// before the product IP address, shown in step 3.

Note: If the product name is registered with the DNS server, you can use the product name instead of the product IP address to access Web Config.

Parent topic: Using Web Config Network Configuration Software

Restricting Features Available for Users

Follow the instructions in these sections to restrict users from using certain product features and create an administrator password to lock the restrictions using the Web Config software.

User Feature Restriction
Configuring User Feature Restrictions
Changing the Administrator Password in Web Config

Parent topic: Using Web Config Network Configuration Software
User Feature Restriction

You can restrict available product features for up to 10 individual users, with different features available to each user. This requires users to log into the product control panel with their user name and password before they can use control panel features.

With Windows, you can also restrict printing and scanning from the product software. This requires users to log into the printing or scanning software, and allows the software to authenticate the users before printing or scanning proceeds. For instructions on setting up software restrictions, see the help utility in the printing or scanning software.

Parent topic: Restricting Features Available for Users

Configuring User Feature Restrictions

You can create up to 10 user accounts and restrict access to control panel features separately for each one.

1. Access Web Config, select Access Control Settings, and select Basic.

   You see a window like this:

   ![Access Control Settings window](image)

2. Select the Enables Access Controls checkbox.

3. If you have configured the product for an LDAP server or IEEE802.1x network, you can deselect the Allows printing and scanning without authentication information checkbox to prevent the product from receiving jobs sent from these sources:
   - The default operating system driver
   - A PCL or PostScript printer driver
- Web services such as Epson Connect or Google Cloud Print
- Smartphones and other mobile devices

4. Click **OK**.
5. Select **Access Control Settings** and select **User Settings**.
6. Click **Add**.

You see a window like this:

7. Enter a name for a user in the User Name field following the guidelines on the screen. Use ASCII (0x20-0x7E) characters.
8. Enter a password for the user in the Password field following the guidelines on the screen.

   **Note:** If you need to reset a password, leave the password field blank.

9. Select the checkbox for each function you want the user to be able to perform, and deselect the checkbox for each function you want to restrict access to.

10. Click **Apply**.

   **Note:** When you edit a completed user account, you see a **Delete** option. Click it to delete a user, if necessary.

**Note:** You can import and export a list of user features using EpsonNet Config. See the help utility in the software for instructions.
Changing the Administrator Password in Web Config

You can set an administrator password using your product's control panel or using Web Config or EpsonNet Config. You use the same administrator password in all cases.

**Note:** See your product's *User's Guide* for instructions on setting an administrator password using the control panel. If you forget your administrator password, contact Epson for support, as described in the product's *User's Guide*.

1. Access Web Config, select **Administrator Settings**, and select **Change Administrator Password**. You see a window like this:

   ![Change Administrator Password Window]

2. Do one of the following:
   - If you have set an administrator password before, enter the current password, then enter and confirm the new password in the fields provided.
   - If you have not set an administrator password before, enter a new password and confirm it in the fields provided.

3. Click **OK**

**Parent topic:** Restricting Features Available for Users
Using Your Product on a Secure Network

Follow the instructions in these sections to configure security features for your product on the network using the Web Config software.

Configuring SSL/TLS Communication
Configuring IPsec/IP Filtering
Configuring SNMPv3 Protocol Settings
Connecting the Product to an IEEE802.1X Network
Using a Digital Certificate
Using an LDAP Server
Using an Email Server

Parent topic: Using Web Config Network Configuration Software

Configuring SSL/TLS Communication

Follow the instructions in these sections to configure SSL/TLS communication using Web Config.

Configuring SSL/TLS Settings
Configuring a Server Certificate for the Product

Parent topic: Using Your Product on a Secure Network

Configuring SSL/TLS Settings

If your product supports HTTPS, you can configure SSL/TLS to encrypt communications with your product.

2. Select SSL/TLS and select Basic.
You see a window like this:

You see a window like this:

3. Select one of the following options for the Encryption Strength setting:
   • **High** for AES256/3DES
   • **Middle** for AES256/3DES/AES128/RC4
4. Select **Enable** or **Disable** for the Redirect HTTP to HTTPS setting as necessary.
5. Click **Next**.
   You see a confirmation message.
6. Click **OK**.

**Parent topic:** Configuring SSL/TLS Communication

Configuring a Server Certificate for the Product

You can configure a server certificate for your product.

1. Access Web Config and select **Network Security Settings**.
2. Select **SSL/TLS** and select **Certificate**.
You see a window like this:

3. Select one of the following options for the **Server Certificate** setting:
   - **Self-signed Certificate**: select if you have not obtained a CA-signed certificate and want the product to generate a self-signed certificate
   - **CA-signed Certificate**: select if you have obtained a CA-signed certificate

4. Click **Next**.
   You see a confirmation message.

5. Click **OK**.

**Parent topic:** Configuring SSL/TLS Communication

### Configuring IPsec/IP Filtering

Follow the instructions in these sections to configure IPsec/IP traffic filtering using Web Config.

- About IPsec/IP Filtering
- Configuring Default IPsec/IP Filtering Policy
- Configuring Group IPsec/IP Filtering Policies
- IPsec/IP Filtering Policy Settings
- IPsec/IP Filtering Configuration Examples
- Configuring an IPsec/IP Filtering Certificate

**Parent topic:** Using Your Product on a Secure Network
About IPsec/IP Filtering

You can filter traffic to the product over the network based on IP address, service, and port by configuring a default policy that applies to every user or group connecting to the product. For control of individual users or user groups, you can configure group policies.

Note: IPsec is supported only by computers running Windows Vista or later, or Windows Server 2008 or later.

Parent topic: Configuring IPsec/IP Filtering

Configuring Default IPsec/IP Filtering Policy

You can configure the default policy for IPsec/IP traffic filtering using Web Config.

2. Select IPsec/IP Filtering and select Basic.

   You see a window like this:

   ![Image of Network Security Settings window]

3. Select Enable to enable IPsec/IP filtering.
4. Select the filtering options you want to use for the default policy.
5. Click Next.

   You see a confirmation message.

6. Click OK.

Parent topic: Configuring IPsec/IP Filtering
Configuring Group IPsec/IP Filtering Policies

You can configure group policies for IPsec/IP traffic filtering using Web Config.

2. Select IPsec/IP Filtering and select Basic.
3. Click a tab number for the policy number you want to configure.
   You see a window like this:

4. Select the Enable this Group Policy checkbox.
5. Select the filtering options you want to use for this group policy.
6. Click Next.
   You see a confirmation message.
7. Click OK.
8. If you want to configure additional group policies, click the next tab number and repeat the configuration steps as necessary.

Parent topic: Configuring IPsec/IP Filtering
### IPsec/IP Filtering Policy Settings

#### Default Policy Settings

<table>
<thead>
<tr>
<th>Setting</th>
<th>Options/Description</th>
</tr>
</thead>
</table>
| **Access Control**       | Permit Access to permit IP packets to pass through  
                           | Refuse Access to prevent IP packets from passing through  
                           | **IPsec** to permit IPsec packets to pass through                                                                 |
| **Authentication Method**| Select an authentication method, or select **Certificate** if you have imported a CA-signed certificate                                                 |
| **Pre-Shared Key**       | If necessary, enter a pre-shared key between 1 and 127 characters long                                                                               |
| **Encapsulation**        | If you selected **IPsec** as the **Access Control** option, select one of these encapsulation modes:  
                           | **Transport Mode**, if you are using the product on the same LAN; IP packets of layer 4 or later are encrypted  
                           | **Tunnel Mode**, if you are using the product on an Internet-capable network, such as IPsec-VPN; the header and data of IP packets are encrypted |
| **Remote Gateway(Tunnel Mode)** | If you selected **Tunnel Mode** as the **Encapsulation** option, enter a gateway address between 1 and 39 characters long                              |
| **Security Protocol**    | If you selected **IPsec** as the **Access Control** option, select one of these security protocols:  
                           | **ESP**, to ensure the integrity of authentication and data, and encrypt data  
<pre><code>                       | **AH**, to ensure the integrity of authentication and data; if data encryption is prohibited, you can use IPsec |
</code></pre>
<table>
<thead>
<tr>
<th>Setting</th>
<th>Options/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Control</td>
<td><strong>Permit Access</strong> to permit IP packets to pass through</td>
</tr>
<tr>
<td></td>
<td><strong>Refuse Access</strong> to prevent IP packets from passing through</td>
</tr>
<tr>
<td></td>
<td><strong>IPsec</strong> to permit IPsec packets to pass through</td>
</tr>
<tr>
<td>Local Address(Printer)</td>
<td>Select an IPv4 or IPv6 address that matches your network environment; if the IP address is assigned automatically, select <strong>Use auto-obtained IPv4 address</strong></td>
</tr>
<tr>
<td>Remote Address(Host)</td>
<td>Enter the device’s IP address (between 0 and 43 characters long) to control access, or leave blank to control all addresses; if the IP address is assigned automatically, such as by DHCP, the connection may be unavailable, so configure a static address instead</td>
</tr>
<tr>
<td>Method of Choosing Port</td>
<td>Select the method you want to used for specifying ports</td>
</tr>
<tr>
<td>Service Name</td>
<td>If you selected <strong>Service Name</strong> as the <strong>Method of Choosing Port</strong> option, select a service name option here; see the next table for more information</td>
</tr>
<tr>
<td>Transport Protocol</td>
<td>If you selected <strong>Port Number</strong> as the <strong>Method of Choosing Port</strong> option, select one of these encapsulation modes:</td>
</tr>
<tr>
<td></td>
<td><strong>Any Protocol</strong></td>
</tr>
<tr>
<td></td>
<td>TCP</td>
</tr>
<tr>
<td></td>
<td>UDP</td>
</tr>
<tr>
<td></td>
<td><strong>ICMPv4</strong></td>
</tr>
<tr>
<td></td>
<td>See the Group Policy Guidelines table for more information</td>
</tr>
<tr>
<td>Setting</td>
<td>Options/Description</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Local Port</td>
<td>If you selected <strong>Port Number</strong> as the Method of Choosing Port option, and <strong>TCP</strong> or <strong>UDP</strong> for the Transport Protocol option, enter the port numbers that control receiving packets (up to 10 ports), separated by commas, for example 25,80,143,5220; leave this setting blank to control all ports; see the next table for more information</td>
</tr>
<tr>
<td>Remote Port</td>
<td>If you selected <strong>Port Number</strong> as the Method of Choosing Port option, and <strong>TCP</strong> or <strong>UDP</strong> for the Transport Protocol option, enter the port numbers that control sending packets (up to 10 ports), separated by commas, for example 25,80,143,5220; leave this setting blank to control all ports; see the next table for more information</td>
</tr>
<tr>
<td>Authentication Method</td>
<td>If you selected <strong>IPsec</strong> as the Access Control option, select an authentication method here</td>
</tr>
<tr>
<td>Pre-Shared Key</td>
<td>If you selected <strong>Pre-Shared Key</strong> as the Authentication Method option, enter a pre-shared key between 1 and 127 characters long here and in the Confirm Pre-Shared Key field</td>
</tr>
<tr>
<td>Encapsulation</td>
<td>If you selected <strong>IPsec</strong> as the Access Control option, select one of these encapsulation modes: <strong>Transport Mode</strong>, if you are using the product on the same LAN; IP packets of layer 4 or later are encrypted <strong>Tunnel Mode</strong>, if you are using the product on an Internet-capable network, such as IPsec-VPN; the header and data of IP packets are encrypted</td>
</tr>
<tr>
<td>Remote Gateway(Tunnel Mode)</td>
<td>If you selected <strong>Tunnel Mode</strong> as the Encapsulation option, enter a gateway address between 1 and 39 characters long</td>
</tr>
<tr>
<td>Setting</td>
<td>Options/Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Security Protocol</td>
<td>If you selected <strong>IPsec</strong> as the Access Control option, select one of these security protocols: ESP, to ensure the integrity of authentication and data, and encrypt data. AH, to ensure the integrity of authentication and data; if data encryption is prohibited, you can use IPsec.</td>
</tr>
</tbody>
</table>

**Group Policy Guidelines**

<table>
<thead>
<tr>
<th>Service name</th>
<th>Protocol type</th>
<th>Local/Remote port number</th>
<th>Controls these operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENPC</td>
<td>UDP</td>
<td>3289/Any port</td>
<td>Searching for a product from applications such as printer or scanner drivers, or EpsonNet Config</td>
</tr>
<tr>
<td>SNMP</td>
<td>UDP</td>
<td>161/Any port</td>
<td>Acquiring and configuring MIB from applications such as printer or scanner drivers, or EpsonNet Config</td>
</tr>
<tr>
<td>LPR</td>
<td>TCP</td>
<td>515/Any port</td>
<td>Forwarding LPR data</td>
</tr>
<tr>
<td>RAW (Port9100)</td>
<td>TCP</td>
<td>9100/any port</td>
<td>Forwarding RAW data</td>
</tr>
<tr>
<td>IPP/IPPS</td>
<td>TCP</td>
<td>631/Any port</td>
<td>Forwarding AirPrint data (IPP/IPPS printing)</td>
</tr>
<tr>
<td>WSD</td>
<td>TCP</td>
<td>Any port/5357</td>
<td>Controlling WSD</td>
</tr>
<tr>
<td>WS-Discovery</td>
<td>UDP</td>
<td>3702/Any port</td>
<td>Searching for a product from WSD</td>
</tr>
<tr>
<td>Network Scan</td>
<td>TCP</td>
<td>1865/Any port</td>
<td>Forwarding scan data from Document Capture Pro</td>
</tr>
<tr>
<td>Network Push Scan</td>
<td>TCP</td>
<td>Any port/2968</td>
<td>Acquiring job information on push scanning from Document Capture Pro</td>
</tr>
<tr>
<td>Network Push Scan</td>
<td>UDP</td>
<td>2968/Any port</td>
<td>Searching for a computer during push scanning from Document Capture Pro</td>
</tr>
<tr>
<td>Service name</td>
<td>Protocol type</td>
<td>Local/Remote port number</td>
<td>Controls these operations</td>
</tr>
<tr>
<td>------------------------------</td>
<td>---------------</td>
<td>--------------------------</td>
<td>-------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>FTP Data (Local)</td>
<td>TCP</td>
<td>20/Any port</td>
<td>Forwarding FTP printing data to FTP server</td>
</tr>
<tr>
<td>FTP Control (Local)</td>
<td>TCP</td>
<td>21/Any port</td>
<td>Controlling FTP printing to FTP server</td>
</tr>
<tr>
<td>FTP Data (Remote)</td>
<td>TCP</td>
<td>Any port/20</td>
<td>Forwarding scan data and received fax data to FTP client; controls only an FTP server that uses remote port 20</td>
</tr>
<tr>
<td>FTP Control (Remote)</td>
<td>TCP</td>
<td>Any port/21</td>
<td>Forwarding scan data and received fax data to FTP client</td>
</tr>
<tr>
<td>CIFS (Local)*</td>
<td>TCP</td>
<td>445/Any port</td>
<td>Sharing a network folder on CIFS server</td>
</tr>
<tr>
<td>CIFS (Remote)*</td>
<td>TCP</td>
<td>Any port/445</td>
<td>Forwarding scan data and received fax data to a folder on CIFS server</td>
</tr>
<tr>
<td>HTTP (Local)</td>
<td>TCP</td>
<td>80/Any port</td>
<td>Forwarding Web Config and WSD data to a HTTP or HTTPS server</td>
</tr>
<tr>
<td>HTTPS (Local)</td>
<td>TCP</td>
<td>443/Any port</td>
<td>Communicating with Epson Connect, Google Cloud Printer, firmware update, and root certificate update on a HTTP or HTTPS client</td>
</tr>
<tr>
<td>HTTP (Remote)</td>
<td>TCP</td>
<td>Any port/80</td>
<td></td>
</tr>
<tr>
<td>HTTPS (Remote)</td>
<td>TCP</td>
<td>Any port/443</td>
<td></td>
</tr>
</tbody>
</table>

* To control forwarding of scan and received fax data, share a network folder, or receive fax data from PC-Fax, select Port Number as the Method of Choosing Port option and specify the port numbers for CIFS and NetBIOS.

Parent topic: Configuring IPsec/IP Filtering

IPsec/IP Filtering Configuration Examples

You can configure IPsec and IP filtering in a variety of ways, as shown in the examples here.

Receiving IPsec Packets Only

Use this example only for configuring a default policy.

- IPsec/IP Filtering: Enable
• **Access Control: IPsec**  
• **Authentication Method: Pre-Shared Key**  
• **Pre-Shared Key:** Enter a key up to 127 characters long

**Receiving Printing Data and Printer Settings**  
Use this example to allow communication of printing data and printer settings from specified services. 

Default policy:  
• **IPsec/IP Filtering: Enable**  
• **Access Control: Refuse Access**

Group policy:  
• **Access Control: Permit Access**  
• **Remote Address (Host):** Client IP address  
• **Method of Choosing Port: Service Name**  
• **Service Name:** Select ENPc, SNMP, HTTP (Local), HTTPS (Local), and RAW (Port9100)

**Receiving Access from Only a Specified Address for Product Access**  
In these examples, the client will be able to access and configure the product in any policy configuration. 

Default policy:  
• **IPsec/IP Filtering: Enable**  
• **Access Control: Refuse Access**

Group policy:  
• **Access Control: Permit Access**  
• **Remote Address (Host):** Administrator’s client IP address

Parent topic: Configuring IPsec/IP Filtering

**Configuring an IPsec/IP Filtering Certificate**  
You can configure a certificate for IPsec/IP traffic filtering using Web Config. 

1. Access Web Config and select **Network Security Settings**.  
2. Select **IPsec/IP Filtering** and select **Certificate**.
You see a window like this:

3. Select the certificate you want to use as the **Use the following CA Certificate** option.
4. Select the certificate you want to use as the **Use the following Client Certificate** option.
5. Click **Next**.
   You see a confirmation message.
6. Click **OK**.

**Parent topic:** Configuring IPsec/IP Filtering

### Configuring SNMPv3 Protocol Settings

If your product supports the SNMPv3 protocol, you can monitor and control access to your product using that protocol.

1. Access Web Config and select **Wi-Fi/Network Settings**.
2. Select **Services** and select **Protocol**.
You see a window like this:

3. Select the **Enable SNMPv3** checkbox to enable SNMPv3 settings.
4. Select the settings you want in SNMPv3 Settings section.
5. Click **Next**.
   You see a confirmation message.
6. Click **OK**.

**SNMPv3 Settings**

**Parent topic:** Using Your Product on a Secure Network

**SNMPv3 Settings**

You can configure these SNMPv3 settings in Web Config.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Options/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>User Name</strong></td>
<td>Enter a user name from 1 to 32 characters long in ASCII</td>
</tr>
</tbody>
</table>

**Authentication Settings**

<table>
<thead>
<tr>
<th>Setting</th>
<th>Options/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Algorithm</strong></td>
<td>Select and algorithm for an authentication</td>
</tr>
<tr>
<td><strong>Password</strong></td>
<td>Enter a password from 8 to 32 characters long in ASCII</td>
</tr>
<tr>
<td><strong>Confirm Password</strong></td>
<td>Enter the authentication password again</td>
</tr>
</tbody>
</table>

**Encryption Settings**
<table>
<thead>
<tr>
<th>Setting</th>
<th>Options/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Algorithm</td>
<td>Select and algorithm for an encryption</td>
</tr>
<tr>
<td>Password</td>
<td>Enter a password from 8 to 32 characters long in ASCII</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>Enter the encryption password again</td>
</tr>
<tr>
<td>Context Name</td>
<td>Enter a context name from 1 to 32 characters long in ASCII</td>
</tr>
</tbody>
</table>

Parent topic: Configuring SNMPv3 Protocol Settings

Connecting the Product to an IEEE802.1X Network

Follow the instructions in these sections to connect the product to an IEEE802.1X network using Web Config.

Configuring an IEEE802.1X Network
IEEE802.1X Network Settings
Configuring a Certificate for an IEEE802.1X Network
IEEE802.1X Network Status

Parent topic: Using Your Product on a Secure Network

Configuring an IEEE802.1X Network

If your product supports IEEE802.1X, you can use it on a network with authentication provided by a RADIUS server with a hub as an authenticator using Web Config.

1. Access Web Config and select **Network Security Settings**.
2. Select **IEEE802.1X** and select **Basic**.
You see a window like this:

3. Select Enable as the IEEE802.1X (Wired LAN) setting.
4. To use the product on a Wi-Fi network, enable your product's Wi-Fi settings. See your product's User's Guide for instructions.

   The status of the connection shown in the IEEE802.1X (Wi-Fi) setting.

   **Note:** You can share the network settings for Ethernet and Wi-Fi networking.

5. Select the IEEE802.1X setting options you want to use.
6. Click Next.

   You see a confirmation message.

7. Click OK.

**Parent topic:** Connecting the Product to an IEEE802.1X Network

### IEEE802.1X Network Settings

You can configure these IEEE802.1X network settings in Web Config.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Options/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connection Method</td>
<td>Displays the current network connection method</td>
</tr>
<tr>
<td>Setting</td>
<td>Options/Description</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>EAP Type</td>
<td>Select one of these authentication methods for connections between the product and a RADIUS server:&lt;br&gt;<strong>EAP-TLS</strong> or <strong>PEAP-TLS</strong>: You must obtain and import a CA-signed certificate&lt;br&gt;<strong>PEAP/MSCHAPv2</strong>: You must configure a password</td>
</tr>
<tr>
<td>User ID</td>
<td>Enter an ID for authentication on a RADIUS server</td>
</tr>
<tr>
<td>Password</td>
<td>Enter a password for authentication of the product</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>Enter the authentication password again</td>
</tr>
<tr>
<td>Server ID</td>
<td>Enter a server ID for authentication on a specified RADIUS server; server ID is verified in the subject/subjectAltName field of a server certificate sent from the RADIUS server</td>
</tr>
<tr>
<td>Anonymous Name</td>
<td>If you selected <strong>PEAP-TLS</strong> or <strong>PEAP/MSCHAPv2</strong> as the <strong>Authentication Method</strong> setting, you can configure and anonymous name instead of a user ID for phase 1 of a PEAP authentication</td>
</tr>
<tr>
<td>Encryption Strength</td>
<td>Select one of the following encryption strengths:&lt;br&gt;<strong>High</strong> for AES256/3DES&lt;br&gt;<strong>Middle</strong> for AES256/3DES/AES128/RC4</td>
</tr>
</tbody>
</table>

**Parent topic:** Connecting the Product to an IEEE802.1X Network

**Configuring a Certificate for an IEEE802.1X Network**

If your product supports IEEE802.1X, you can configure a certificate for the network using Web Config.

1. Access Web Config and select **Network Security Settings**.
2. Select **IEEE802.1X** and select **Certificate**.
You see a window like this:

3. Select the certificate you want to use as the **Use the following CA Certificate** option.
4. Select the certificate you want to use as the **Use the following Client Certificate** option.
5. Click **Next**.
   You see a confirmation message.
6. Click **OK**.

**Parent topic:** Connecting the Product to an IEEE802.1X Network

**IEEE802.1X Network Status**

You can check the status of the IEEE802.1X network settings by printing a status sheet from your product. See the product’s *User’s Guide* for instructions on printing a network status sheet.

The network status sheet displays the information in this table for IEEE802.1X networks.

<table>
<thead>
<tr>
<th>Status ID</th>
<th>Status description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disable</td>
<td>IEEE802.1X is disabled</td>
</tr>
<tr>
<td>EAP Success</td>
<td>IEEE802.1X authentication in confirmed and the network is connected</td>
</tr>
<tr>
<td>Authenticating</td>
<td>IEEE802.1X authentication in progress</td>
</tr>
<tr>
<td>Config Error</td>
<td>Authentication has failed because the user ID was not set</td>
</tr>
<tr>
<td>Client Certificate Error</td>
<td>Authentication has failed because the client certificate is out of date</td>
</tr>
<tr>
<td>Timeout Error</td>
<td>Authentication has failed because there is no answer from the RADIUS server and/or authenticator</td>
</tr>
<tr>
<td>Status ID</td>
<td>Status description</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>User ID Error</td>
<td>Authentication has failed because the product's user ID and/or certificate protocol is incorrect</td>
</tr>
<tr>
<td>Server ID Error</td>
<td>Authentication has failed because the server ID on the server certificate and the server's ID do not match</td>
</tr>
<tr>
<td>Server Certificate Error</td>
<td>Authentication has failed because the server certificate is out of date or the chain of the server certificate is incorrect</td>
</tr>
<tr>
<td>CA Certificate Error</td>
<td>Authentication has failed because the CA certificate is incorrect, not imported, or out of date</td>
</tr>
<tr>
<td>EAP Failure</td>
<td>Authentication has failed because the client certificate is incorrect (EAP-TLS or PEAP-TLS), or the user ID or password is incorrect (PEAP/MSCHAPv2)</td>
</tr>
</tbody>
</table>

Parent topic: Connecting the Product to an IEEE802.1X Network

Using a Digital Certificate

Follow the instructions in these sections to configure and use digital certificates using Web Config.

About Digital Certification

- Obtaining and Importing a CA-signed Certificate
- CSR Setup Settings
- CSR Import Settings
- Deleting a CA-signed Certificate
- Updating a Self-signed Certificate

Parent topic: Using Your Product on a Secure Network

About Digital Certification

You can configure the following digital certificates for your network using Web Config:

**CA-signed Certificate**

You can insure secure communications using a CA-signed certificate for each security feature. The certificates must be signed by and obtained from a CA (Certificate Authority).

**Self-signed Certificate**

A self-signed certificate is issued and signed by the product itself. You can use the certificate for only SSL/TLS communication, however security is unreliable and you may see a security alert in the browser during use.
Parent topic: Using a Digital Certificate

Obtaining and Importing a CA-signed Certificate

You can obtain a CA-signed certificate by creating a CSR (Certificate Signing Request) using Web Config and submitting it to a certificate authority. The CSR created in Web Config is in PEM/DER format. You can import one CSR created from Web Config at a time.

2. Select one of the following network security options:
   - SSL/TLS
   - IPsec/IP Filtering
   - IEEE802.1X
3. Select Certificate.
4. In the CSR section, select Generate.
   You see a window like this:

5. Select the CSR setting options you want to use.
6. Click OK.
   You see a completion message.
7. Select Network Security Settings, select your network security option, and select Certificate again.
8. In the CSR section, click the **Download** option that matches the format specified by your certificate authority to download the CSR.

   **Caution:** Do not generate another CSR or you may not be able to import a CA-signed certificate.

9. Submit the CSR to the certificate authority following the format guidelines provided by that authority.

10. Save the issued CA-signed certificate to a computer connected to the product.
    Before proceeding, make sure the time and date settings are correct on your product. See the product's *User's Guide* for instructions.

11. Select **Network Security Settings**, select your network security option, and select **Certificate** again.

12. In the CA Certificate section, click **Import**.
    You see a window like this:

   ![Window for importing a certificate](image)

13. Select the format of the certificate as the **Server Certificate** settings.

14. Select the certificate import settings as necessary for the format and the source from which you obtained it.

15. Click **OK**.
    You see a confirmation message.

16. Click **Confirm** to verify the certificate information.

**Parent topic:** Using a Digital Certificate
CSR Setup Settings

You can select these settings when setting up a CSR in Web Config.

**Note:** The available key length and abbreviations vary by certificate authority, so follow the rules of that authority when entering information in the CSR.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Options/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key Length</td>
<td>Select a key length for the CSR</td>
</tr>
<tr>
<td>Common Name</td>
<td>Enter a name or static IP address from 1 to 128 characters long; for example, Reception printer or <a href="https://10.152.12.225">https://10.152.12.225</a></td>
</tr>
<tr>
<td>Organization, Organizational Unit, Locality, State, and Province</td>
<td>Enter information in each field as necessary, from 0 to 64 characters long in ASCII; separate any multiple names with commas</td>
</tr>
<tr>
<td>Country</td>
<td>Enter a two-digit country code number as specified by the ISO-3166 standard</td>
</tr>
</tbody>
</table>

Parent topic: Using a Digital Certificate

CSR Import Settings

You can configure these settings when importing a CSR in Web Config.

**Note:** The import setting requirements vary by certificate format and how you obtained the certificate.

<table>
<thead>
<tr>
<th>Certificate format</th>
<th>Setting descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>PEM/DER format obtained from Web Config</td>
<td><strong>Private Key:</strong> Do not configure because the product contains a private key</td>
</tr>
<tr>
<td></td>
<td><strong>Password:</strong> Do not configure</td>
</tr>
<tr>
<td></td>
<td><strong>CA Certificate 1/CA Certificate 2:</strong> Optional</td>
</tr>
<tr>
<td>PEM/DER format obtained from a computer</td>
<td><strong>Private Key:</strong> Configure a private key</td>
</tr>
<tr>
<td></td>
<td><strong>Password:</strong> Do not configure</td>
</tr>
<tr>
<td></td>
<td><strong>CA Certificate 1/CA Certificate 2:</strong> Optional</td>
</tr>
</tbody>
</table>
**Certificate format** | **Setting descriptions**
---|---
PKCS#12 format obtained from a computer | **Private Key**: Do not configure  
**Password**: Optional  
**CA Certificate 1/CA Certificate 2**: Do not configure

**Parent topic**: Using a Digital Certificate

**Deleting a CA-signed Certificate**

You can delete an imported CA-signed certificate with Web Config when the certificate expires or if you have no more need for an encrypted connection.

**Note**: If you obtained a CA-signed certificate from Web Config, you cannot import a deleted certificate; you must obtain and import a new certificate.

1. Access Web Config and select **Network Security Settings**.
2. Select **SSL/TLS** and select **Certificate**.
3. Click **Delete**.
   You see a completion message.
4. Click **OK**.

**Parent topic**: Using a Digital Certificate

**Updating a Self-signed Certificate**

If your product supports the HTTPS server feature, you can update a self-signed certificate using Web Config.

1. Access Web Config and select **Network Security Settings**, select **SSL/TLS**, and select **Certificate**.
2. Click **Update**.
You see a window like this:

3. Enter an identifier for your product from 1 to 128 characters long in the **Common Name** field.
4. Select a validity period for the certificate as the **Certificate Validity (year)** setting.
5. Click **Next**.
   You see a completion message.
6. Click **OK**.
7. Click **Confirm** to verify the certificate information.

**Parent topic:** Using a Digital Certificate

### Using an LDAP Server

Follow the instructions in these sections to use an LDAP server to provide fax and email destination information using Web Config.

- Configuring the LDAP Server and Selecting Search Settings
- LDAP Server Settings
- LDAP Search Settings
- Checking the LDAP Server Connection
- LDAP Connection Report Messages

**Parent topic:** Using Your Product on a Secure Network

### Configuring the LDAP Server and Selecting Search Settings

You can configure the LDAP server and select search settings for it using Web Config.
1. Access Web Config and select **Wi-Fi/Network Settings**.
2. Select **LDAP Server** and select **Basic**.
   You see a window like this:

3. Select **Use** as the **Use LDAP Server** setting.
4. Select the LDAP server settings.
5. Click **OK**.
6. Select **Wi-Fi/Network Settings** and select **LDAP Server** again.
7. Select **Search Settings**.
   You see a window like this:
8. Select the LDAP search settings you want to use.
9. Click OK.

**Parent topic:** Using an LDAP Server

### LDAP Server Settings

You can configure these LDAP server settings in Web Config.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Options/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LDAP Server Address</strong></td>
<td>Enter the address of the LDAP server as necessary, depending on the format of the server:</td>
</tr>
<tr>
<td></td>
<td>• IPv4 or IPv6 format: Enter from 1 to 255 characters</td>
</tr>
<tr>
<td></td>
<td>• FQDN format: Enter from 1 to 255 alphanumeric characters in ASCII; you can use &quot;-&quot;, except at the beginning or end of the address</td>
</tr>
<tr>
<td><strong>LDAP server Port Number</strong></td>
<td>Enter an LDAP server port number between 1 and 65535</td>
</tr>
<tr>
<td><strong>Search Timeout (sec)</strong></td>
<td>Enter a search time interval before timeout from between 5 and 300 seconds</td>
</tr>
<tr>
<td><strong>Authentication Method</strong></td>
<td>Select one of the available authentication methods listed</td>
</tr>
<tr>
<td><strong>User Name</strong></td>
<td>Enter a user name for the LDAP server from 0 to 128 characters long in Unicode (UTF-8); do not use control characters such as 0x00-0x1F or 0x7F (not available when you selected Anonymous Authentication as the Authentication Method option)</td>
</tr>
<tr>
<td><strong>Password</strong></td>
<td>Enter a password from 0 to 128 characters long in Unicode (UTF-8) for LDAP server authentication; do not use control characters such as 0x00-0x1F or 0x7F (not available when you selected Anonymous Authentication as the Authentication Method option)</td>
</tr>
<tr>
<td><strong>Kerberos Server Address</strong></td>
<td>If you selected Kerberos Authentication as the Authentication Method option, enter the Kerberos server port number between 1 and 65535</td>
</tr>
<tr>
<td><strong>Kerberos Server Port Number</strong></td>
<td>If you selected Kerberos Authentication as the Authentication Method option, enter</td>
</tr>
<tr>
<td>Setting</td>
<td>Options/Description</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Kerberos Server Realm</td>
<td>If you selected Kerberos Authentication as the Authentication Method option, enter the realm of Kerberos authentication from 0 to 255 characters long in ASCII</td>
</tr>
</tbody>
</table>

**Parent topic:** Using an LDAP Server

**LDAP Search Settings**

You can configure these LDAP search settings in Web Config.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Options/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search Base (Distinguished Name)</td>
<td>Leave blank or search for an arbitrary domain name on the LDAP server using 1 to 128 characters (Unicode (UTF-8))</td>
</tr>
<tr>
<td>Number of search entries</td>
<td>Specify the maximum number of search entries before an error message appears, from 1 to 500</td>
</tr>
<tr>
<td>User name Attribute</td>
<td>Enter the attribute name to display when searching for users names from 1 to 255 characters long in Unicode (UTF-8); the first character must be a-z, or A-Z</td>
</tr>
<tr>
<td>User name Display Attribute</td>
<td>Enter the attribute name to display as the user name from 0 to 255 characters long in Unicode (UTF-8); the first character must be a-z, or A-Z</td>
</tr>
<tr>
<td>Fax Number Attribute</td>
<td>Enter the attribute name to display when searching for fax numbers from 1 to 255 characters long using A-Z, a-z, 0-9, and &quot;-&quot; in Unicode (UTF-8); the first character must be a-z, or A-Z</td>
</tr>
<tr>
<td>Email Address Attribute</td>
<td>Leave blank or enter the attribute name to display when searching for email addresses from 0 to 255 characters long in Unicode (UTF-8); the first character must be a-z, or A-Z</td>
</tr>
<tr>
<td>Arbitrary Attribute 1 through 4</td>
<td>Leave blank or specify other arbitrary attributes to search for from 1 to 255 characters long in Unicode (UTF-8); the first character must be a-z, or A-Z</td>
</tr>
</tbody>
</table>

**Parent topic:** Using an LDAP Server

**Checking the LDAP Server Connection**

You can test the LDAP server connection and view a connection report using Web Config.
1. Access Web Config and select **Wi-Fi/Network Settings**.
2. Select **LDAP Server** and select **Connection Test**.
3. Click **Start**.

   Web Config tests the connection and displays the connection report when it is finished.

**Parent topic:** Using an LDAP Server

### LDAP Connection Report Messages

You can review the connection report messages to diagnose LDAP connection problems in Web Config.

<table>
<thead>
<tr>
<th>Message</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Connection test was successful.</strong></td>
<td>Connection to the server is successful</td>
</tr>
<tr>
<td><strong>Connection test failed. Check the settings.</strong></td>
<td>One of the following has occurred:</td>
</tr>
<tr>
<td></td>
<td>• The LDAP server address or port number is incorrect</td>
</tr>
<tr>
<td></td>
<td>• A timeout has occurred</td>
</tr>
<tr>
<td></td>
<td>• You selected <strong>Do Not Use</strong> as the <strong>Use LDAP Server</strong> setting</td>
</tr>
<tr>
<td></td>
<td>• If you selected <strong>Kerberos Authentication</strong> as the <strong>Authentication Method</strong> setting, the Kerberos server settings are incorrect</td>
</tr>
<tr>
<td><strong>Connection test failed. Check the date and time on your printer or server.</strong></td>
<td>Connection has failed because the time settings for the product and the LDAP server do not match</td>
</tr>
<tr>
<td><strong>Authentication failed. Check the settings.</strong></td>
<td>Authentication has failed because the User Name and Password settings are incorrect or, If you selected <strong>Kerberos Authentication</strong> as the <strong>Authentication Method</strong> setting, the time and date are not configured correctly</td>
</tr>
<tr>
<td><strong>Cannot access the printer until processing is complete.</strong></td>
<td>The product is busy.</td>
</tr>
</tbody>
</table>

**Parent topic:** Using an LDAP Server

### Using an Email Server

Follow the instructions in these sections to use an email server to send scan and fax data by email, or use email notification using Web Config.
Configuring an Email Server

Email Server Settings

Checking the Email Server Connection

Email Server Connection Report Messages

Configuring Email Notification

Parent topic: Using Your Product on a Secure Network

Configuring an Email Server

You can configure an email server using Web Config.

1. Access Web Config and select **Wi-Fi/Network Settings**.
2. Select **Email Server** and select **Basic**.

You see a window like this:

3. Select the email server settings.
4. Click **OK**.

Parent topic: Using an Email Server

Email Server Settings

You can configure these email server settings in Web Config.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Options/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authentication Method</td>
<td>Select the authentication method that matches your email server</td>
</tr>
<tr>
<td>Setting</td>
<td>Options/Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Authenticated Account</td>
<td>Enter the authenticated account name from 0 to 30 characters long in ASCII</td>
</tr>
<tr>
<td>Authenticated Password</td>
<td>Enter the authenticated password from 0 to 20 characters long in ASCII using A-Z, a-z, 0-9, and these characters: ! # $ % * + - . / = ? ^ _ { ! } ~ @</td>
</tr>
<tr>
<td>Sender’s Email Address</td>
<td>Enter the sender’s email address from 0 to 255 characters long in ASCII; do not use a period (.) as the first character or use these characters: ( ) &lt; &gt; [ ] ;</td>
</tr>
<tr>
<td>SMTP Server Address</td>
<td>Enter the SMTP server address from 0 to 255 characters long using A-Z, a-z, 0-9, and &quot;-&quot; in IPv4 or FQDN format</td>
</tr>
<tr>
<td>SMTP Server Port Number</td>
<td>Enter the SMTP server port number between 1 and 65535</td>
</tr>
<tr>
<td>POP3 Server Address</td>
<td>Enter the POP server address from 0 to 255 characters long using A-Z, a-z, 0-9, and &quot;-&quot; in IPv4 or FQDN format</td>
</tr>
<tr>
<td>POP3 Server Port Number</td>
<td>Enter the POP server port number between 1 and 65535</td>
</tr>
</tbody>
</table>

Parent topic: Using an Email Server

Checking the Email Server Connection

You can test the email server connection and view a connection report using Web Config.

1. Access Web Config and select **Wi-Fi/Network Settings**.
2. Select **Email Server** and select **Connection Test**.
3. Click **Start**.

Web Config tests the connection and displays the connection report when it is finished.

Parent topic: Using an Email Server

Email Server Connection Report Messages

You can review the connection report messages to diagnose email server connection problems in Web Config.

<table>
<thead>
<tr>
<th>Message</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connection test was successful.</td>
<td>Connection to the server is successful</td>
</tr>
<tr>
<td>Message</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Connection test failed. Check the settings.</td>
<td>One of the following has occurred:</td>
</tr>
<tr>
<td></td>
<td>• The email server address or port number is incorrect</td>
</tr>
<tr>
<td></td>
<td>• A timeout has occurred</td>
</tr>
<tr>
<td>Cannot access the printer until processing is complete.</td>
<td>The product is busy.</td>
</tr>
</tbody>
</table>

Parent topic: Using an Email Server

Configuring Email Notification

You can configure email notifications using Web Config so you can receive alerts by email when certain events occur on the product, such as running out of paper. You can register up to 5 email addresses and select the events for which you want to be notified.

1. Access Web Config and select **Administrator Settings**.
2. Select **Email Notification**.

   You see a window like this:

   ![Email Notification Window](image)

3. Enter an email address in the 1 field.
4. Select the language in which you want to receive the email notifications from the drop-down menu for the first email address.
5. Enter additional email addresses in fields 2 through 5 as necessary, and select a language for each.
6. Select the checkboxes to indicate the events for which you want to receive email notifications.
7. Click OK.

Parent topic: Using an Email Server
Using EpsonNet Config Network Configuration Software

Follow the instructions in these sections to configure your product's administrator network settings using the EpsonNet Config software.

With Windows, you can configure network settings in a batch operation. See the EpsonNet Config help utility for instructions.

Note: Before you can configure system administration settings, connect the product to a network. See the product's Start Here sheet and User's Guide for instructions.

Installing EpsonNet Config
Configuring a Product IP Address Using EpsonNet Config - Ethernet
Configuring a Product IP Address Using EpsonNet Config - WiFi

Installing EpsonNet Config

To install EpsonNet Config, download the software from the product's support page at epson.com/support and follow the on-screen instructions.

Parent topic: Using EpsonNet Config Network Configuration Software

Configuring a Product IP Address Using EpsonNet Config - Ethernet

You can configure the product's IP address using EpsonNet Config.

1. Turn on the product.
2. Connect the product to a network using an Ethernet cable.
3. Do one of the following to start EpsonNet Config:
   • Windows 8.x: Navigate to the Apps screen and select EpsonNet Config under EpsonNet.
   • Windows (other versions): Click or Start, and select All Programs or Programs. Select EpsonNet and click EpsonNet Config.
   • OS X: Open the Applications folder, open the Epson Software folder, select EpsonNet, select EpsonNet Config, and double-click the EpsonNet Config icon.

After a few moments, the program displays the connected products.
4. Double-click the product you are configuring.

   **Note:** If several products of the same model are connected, you can identify them by their MAC address.

5. From the menu on the left, select **Network Interface**, select **TCP/IP**, and select **Basic**.
   You see a window like this:

   ![Network Interface Window](image)

6. Enter the product's **IP address**, **Subnet Mask**, and **Default Gateway** settings in the fields provided.

   **Note:** To connect the product to a secure network, enter a static IP address. You can also configure the DNS settings by selecting **DNS**, and enter proxy settings by selecting **Internet** from the **TCP/IP** menu.

7. Select **Transmit**.

**Parent topic:** Using EpsonNet Config Network Configuration Software

### Configuring a Product IP Address Using EpsonNet Config - WiFi

You can configure the product's IP address using EpsonNet Config.

1. Turn on the product.
2. Connect the product to a network using an Ethernet cable.
3. Do one of the following to start EpsonNet Config:
   - **Windows 8.x:** Navigate to the **Apps** screen and select **EpsonNet Config** under **EpsonNet**.
• **Windows (other versions):** Click 🌟 or **Start**, and select **All Programs** or **Programs**. Select **EpsonNet** and click **EpsonNet Config**.

• **OS X:** Open the **Applications** folder, open the **Epson Software** folder, select **EpsonNet**, select **EpsonNet Config**, and double-click the **EpsonNet Config** icon.

After a few moments, the program displays the connected products.

4. Double-click the product you are configuring.

**Note:** If several products of the same model are connected, you can identify them by their MAC address.

5. From the menu on the left, select **Network Interface**, select **TCP/IP**, and select **Basic**.

You see a window like this:

6. Enter the product's **IP address**, **Subnet Mask**, and **Default Gateway** settings in the fields provided.

   **Note:** To connect the product to a secure network, enter a static IP address. You can also configure the DNS settings by selecting **DNS**, and enter proxy settings by selecting **Internet** from the **TCP/IP** menu.

7. From the menu on the left, select **Network Interface**, select **Network**, and select **Basic (Wireless)**.
You see a window like this:

8. Enter the **Communication Mode**, **Wireless Mode**, **SSID**, and **Security Level** settings for the Wi-Fi network as necessary.

9. Select **Transmit**.

10. Confirm the Wi-Fi connection to the product and disconnect the Ethernet cable from the product.

**Parent topic:** Using EpsonNet Config Network Configuration Software
Solving Problems

Check these sections for solutions to problems you may have with the network configuration software.

Solving Network Software Usage Problems
Solving Network Security Problems
Solving Digital Certificate Problems
Where to Get Help

Solving Network Software Usage Problems

Check these sections if you have problems using the network software.

Cannot Find Access Web Config
The "Out of Date" Message Appears
"The name of the security certificate does not match" Message Appears
Model Name or IP Address Not Displayed in EpsonNet Config

Parent topic: Solving Problems

Cannot Find Access Web Config

If you cannot access Web Config on your product, try these solutions:

• Make sure your product is turned on and connected to your network using the correct IP address. Verify connection using your product control panel or print a network status sheet. See your product's User's Guide for instructions.

• If you selected High as the Encryption Strength setting in Web Config, your browser must support AES (256-bit) or 3DES (168-bit) encryption. Check your browser's encryption support or select a different Encryption Strength option.

• If you are using a proxy server with your product, configure the browser's proxy settings as follows:
  - Windows: Select Control Panel > Network and Internet > Internet Options > Connections > LAN settings > Proxy server. Select the setting that does not use the proxy server for local addresses.
  - OS X: Select System Preferences > Network > Advanced > Proxies. Register the local address under Bypass proxy settings for these Hosts & Domains. For example, 192.168.1.*: Local address 192.168.1.XXX, subnet mask 255.255.255.0.

Parent topic: Solving Network Software Usage Problems
The "Out of Date" Message Appears

If the "Out of Date" message appears when you are accessing Web Config using SSL communication (HTTPS), the certificate is out of date. Make sure that the product date and time are configured correctly, and obtain a new certificate.

Parent topic: Solving Network Software Usage Problems

"The name of the security certificate does not match" Message Appears

If a message beginning with "The name of the security certificate does not match . . ." appears when you are accessing Web Config using SSL communication (HTTPS), the product's IP address on the CSR or self-signed certificate does not match what you entered in the browser. Change the IP address you entered for the Common Name setting, and obtain and import a certificate again, or change the product name.

Parent topic: Solving Network Software Usage Problems

Model Name or IP Address Not Displayed in EpsonNet Config

If the product model name and/or IP address is not displayed in EpsonNet Config, try these solutions:

- If you selected to block, cancel, or shut down option on a Windows security or firewall screen, the IP address and model name cannot display in EpsonNet Config. Register EpsonNet Config as an exception in your firewall or security software, or close the security software and try running EpsonNet Config again.
- The operation may have timed out. Select Tools, select Options, select Timeout, and increase the time option for the Communication Error setting. This may cause EpsonNet Config to run slower, however.

Parent topic: Solving Network Software Usage Problems

Solving Network Security Problems

Check these sections if you have problems using the network security features.

Pre-Shared Key was Forgotten
Cannot Communicate with the Product Using IPsec Communication
Communication was Working, but Stopped
Cannot Create the Secure IPP Printing Port
Cannot Access the Product After Configuring IEEE802.1X

Parent topic: Solving Problems
Pre-Shared Key was Forgotten
If you forget a pre-shared key, change the key using Web Config for the default or group policy.

Parent topic: Solving Network Security Problems

Cannot Communicate with the Product Using IPsec Communication
Make sure your computer is using one of these supported algorithms for communicating with the product:

<table>
<thead>
<tr>
<th>Security method</th>
<th>Supported algorithms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consistency Algorithm</td>
<td>AES-CBC 128</td>
</tr>
<tr>
<td></td>
<td>AES-CBC 192</td>
</tr>
<tr>
<td></td>
<td>AES-CBC 256</td>
</tr>
<tr>
<td></td>
<td>3DES-CBC</td>
</tr>
<tr>
<td></td>
<td>DES-CBC</td>
</tr>
<tr>
<td>Hash Algorithm</td>
<td>SHA-1</td>
</tr>
<tr>
<td></td>
<td>SHA2-256</td>
</tr>
<tr>
<td></td>
<td>SHA2-384</td>
</tr>
<tr>
<td></td>
<td>SHA2-512</td>
</tr>
<tr>
<td></td>
<td>MD5</td>
</tr>
<tr>
<td>Algorithm Compatible with a key</td>
<td>Diffie-Hellman Group2</td>
</tr>
<tr>
<td></td>
<td>Diffie-Hellman Group1, Diffie-Hellman Group14, Elliptic Curve Diffie-Hellman P-256,</td>
</tr>
<tr>
<td></td>
<td>Elliptic Curve Diffie-Hellman P-384; available method may vary by model</td>
</tr>
</tbody>
</table>

Parent topic: Solving Network Security Problems

Communication was Working, but Stopped
If network communication was working, but suddenly stopped, the product's and/or computer's IP address may have changed or is invalid. Try these solutions:

• Disable IPsec using the product control panel.
• If DHCP is out of date, or the IPv6 address is out of date or was not obtained, you may not be able to find the IP address registered in Web Config.
• If that does not solve the problem, enter a static IP address using Web Config.

Parent topic: Solving Network Security Problems

Cannot Create the Secure IPP Printing Port

If you cannot create the secure IPP printing port, try these solutions:
• Make sure you specified the correct server certificate for SSL/TLS communication using Web Config.
• If you are using a CA certificate, make sure it is imported to the computer that is accessing the printer.

Parent topic: Solving Network Security Problems

Cannot Access the Product After Configuring IEEE802.1X

If you cannot access the product after configuring it for IEEE802.1X, disable IEEE802.1X and Wi-Fi using the product control panel. Then connect the product and a computer, and configure IEEE802.1X using Web Config again.

Parent topic: Solving Network Security Problems

Solving Digital Certificate Problems

Check these sections if you have problems using a digital certificate.

Digital Certificate Warning Messages
Cannot Import a Digital Certificate
Cannot Update a Certificate or Create a CSR
Deleted a CA-signed Certificate

Parent topic: Solving Problems

Digital Certificate Warning Messages

If you see a warning message when using a digital certificate, check for solutions in this table.

<table>
<thead>
<tr>
<th>Message</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter a Server Certificate.</td>
<td>Select a certificate file and click Import.</td>
</tr>
<tr>
<td>CA Certificate 1 is not entered.</td>
<td>Import CA certificate 1 before importing additional certificates.</td>
</tr>
<tr>
<td>Message</td>
<td>Solution</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Invalid value below.</td>
<td>Remove any unsupported characters in the file path and password.</td>
</tr>
<tr>
<td>Invalid date and time.</td>
<td>Set the date and time on the product using Web Config, EpsonNet Config, or the product control panel.</td>
</tr>
<tr>
<td>Invalid password</td>
<td>Enter the password that matches the password set for the CA certificate.</td>
</tr>
<tr>
<td>Invalid file</td>
<td>Try the following:&lt;br&gt;  • Import only certificate files in X509 format sent by a trusted certificate authority.&lt;br&gt;  • Make sure the file size is 5KB or less and is not corrupted or fabricated.&lt;br&gt;  • Make sure the chain in the certificate is valid; check the certificate authority’s website.</td>
</tr>
<tr>
<td>Cannot use the Server Certificates that include more than three CA certificates.</td>
<td>Import certificate files in PKCS#12 format that contains one or two CA certificates, or convert each certificate to PRM format and import them again.</td>
</tr>
<tr>
<td>The certificate has expired. Check if the certificate is valid, or check the date and time on your printer.</td>
<td>Make sure the product time and date are set correctly and, if the certificate is out of date, obtain and import a new certificate.</td>
</tr>
<tr>
<td>Private key is required.</td>
<td>Do one of the following to pair a private key with the certificate:&lt;br&gt;  • For PEM/DER format certificates obtained from a CSR using a computer, specify the private key file.&lt;br&gt;  • For PKCS#12 format certificates obtained from a CSR using a computer, create a file containing the private key.&lt;br&gt; If you re-imported a PEM/DER format certificate obtained from a CSR using Web Config, you can only import it once. You must obtain and import a new certificate.</td>
</tr>
<tr>
<td>Message</td>
<td>Solution</td>
</tr>
<tr>
<td>----------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Setup failed.</td>
<td>Make sure the computer and product are connected, and the certificate file is not corrupted, then import the certificate file again.</td>
</tr>
</tbody>
</table>

Parent topic: Solving Digital Certificate Problems

**Cannot Import a Digital Certificate**

If you cannot import a digital certificate, try these solutions:

- Make sure the CA-signed certificate and the CSR have the same information. If they do not match, import the certificate to a device that matches the information or use the CSR to obtain the CA-signed certificate again.
- Make sure the CA-signed certificate file size is 5KB or less.
- Make sure you are entering the correct password.

Parent topic: Solving Digital Certificate Problems

**Cannot Update a Certificate or Create a CSR**

If you cannot update a self-signed certificate or create a CSR for a CA-signed certificate, try these solutions:

- Make sure that you entered a **Common Name** setting in Web Config.
- Make sure the **Common Name** setting does not contain unsupported characters or is divided by a comma. Correct the setting and update the certificate again.

Parent topic: Solving Digital Certificate Problems

**Deleted a CA-signed Certificate**

If you accidentally deleted a CA-signed certificate, try these solutions:

- If you retained a backup file, import the CA-signed certificate again.
- If you obtained the certificate using a CSR created in Web Config, you cannot import a deleted certificate. Create a new CSR and obtain a new certificate.

Parent topic: Solving Digital Certificate Problems
Where to Get Help

If you need to contact Epson for technical support services, use the following support options.

Internet Support
Visit Epson’s support website at epson.com/support (U.S.) or epson.ca/support (Canada) for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative
Before you call Epson for support, please have the following information ready:

• Product name
• Product serial number (located on a label on the product)
• Proof of purchase (such as a store receipt) and date of purchase
• Computer configuration
• Description of the problem

Then see your product’s User’s Guide for contact information.

Purchase Supplies and Accessories
You can purchase genuine Epson ink and paper at Epson Supplies Central at epson.com/ink3 (U.S. sales) or epson.ca (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

Parent topic: Solving Problems
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