EPSON PRODUCT SUPPORT BULLETIN

Date: 06/20/07   Originator: RD/JA

Bulletin #: PSB.2007.06.001   Authorization: _JA_

Reference: N/A   Total Pages: 7

Product: Epson Type B Ethernet Card

Subject: Ethernet Card (Epson) Troubleshooting

Note: This procedure explains how to diagnose the Epson Ethernet Card(s) using DHCP (auto IP addressing).

The following procedure will outline how to troubleshoot an Epson printer connected to an ethernet network using the Epson type B ethernet card. The example illustrated below is with an Epson Stylus Pro 7800 printer. Depending on the printer being used, the control panel functions will differ slightly. The basic premise however remains the same and this procedure will help determine if there is basic communication between the printer and computer when connected to a network.

1. Turn on the *Printer* and verify that the *Printer* is **READY**.
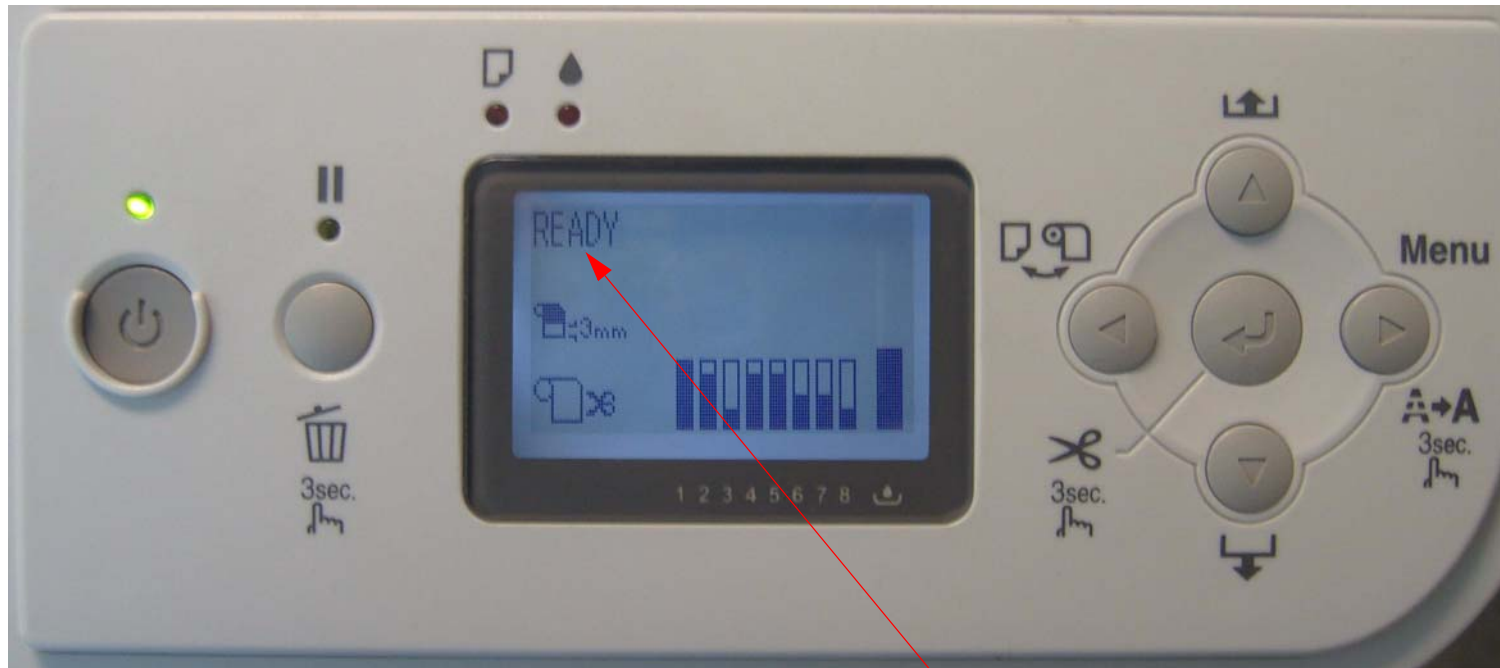
Verify that the *Printer* displays **READY**.

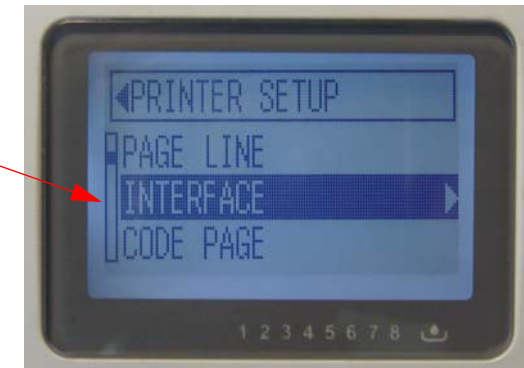2. Verify that the *Printer* has the *Ethernet Card* enabled*.*
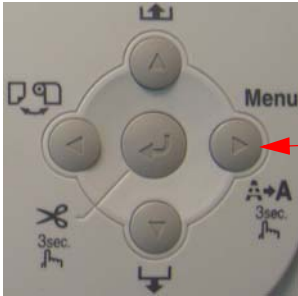
1. Press the **Menu** button (**Right Arrow**) 1 time. **PRINTER SETUP** will be high-lighted.
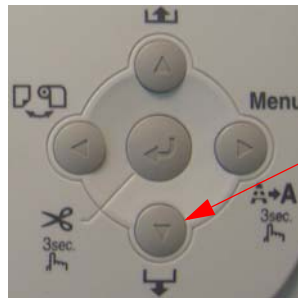
2. Press the **Down Arrow** 3 times. **INTERFACE** will be highlighted.

3. Verify that **AUTO** has an * next to it indicating that all the *Printer Ports* are enabled.

4. Press the **Pause** button to return the *Printer* to **READY**.
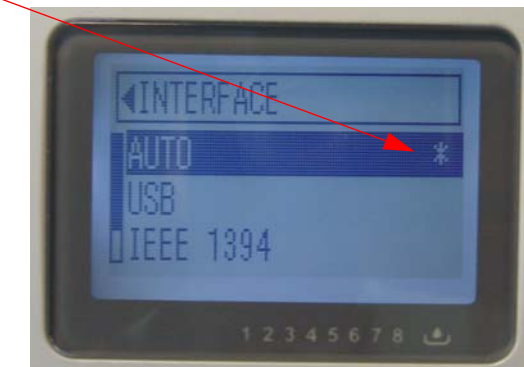
3. Reset the ***Ethernet Card***.

Note: 3 different Ethernet Cards are shown.

1. Turn off the printer. Disconnect the ***Ethernet Cable*** from the ***Ethernet Card***.

2. Hold down the **Black** Button on the ***Ethernet Card*** while turning on the ***Printer***. Continue to hold the **Black** Button until 10 seconds after the ***Printer*** begins to initialize (moving the ***Print Head***).
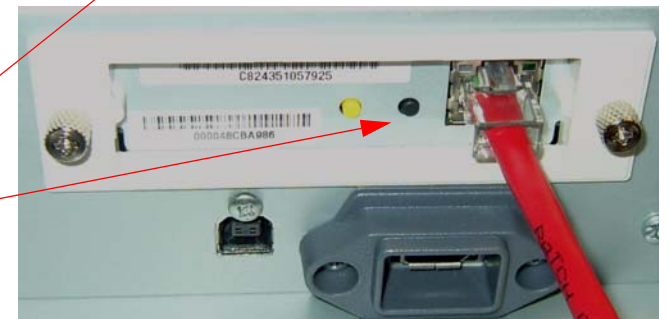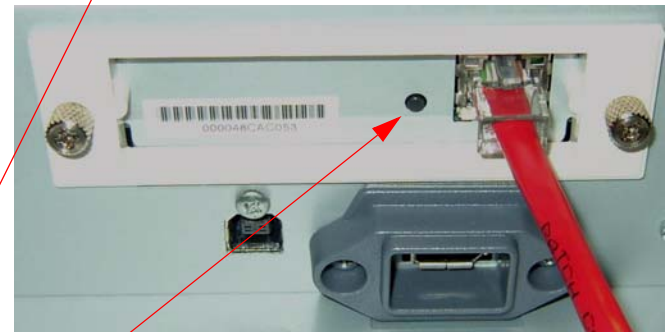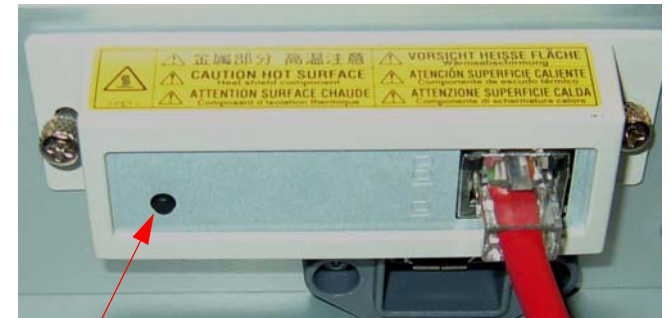
4. Print out the *Ethernet Card's* Status Sheet.

1. Load paper into the *Printer*.

2. Press the **Black** Button on the *Ethernet Card*.

3. The *Printer* will print out the Status Sheet.

4. Verify that "Get IP Address" is set to "Auto"

5. Verify that the "IP Address" is set to "(None)"

6. Turn off the *Printer*.

```
HHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHH
HH EPSON Ethernet I/F Card Status Print (1/1) HH
HHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHH
<General Information>
Card Type                       EPSON Type-B 10Base-T/100Base-TX Print Serv
Serial Number                   000048CAC053
MAC Address                     00:00:48:CA:C0:53
Hardware                        01.00
Software                        01.11
Printer Model                   Stylus Pro 7800

<Ethernet>
Network Status                  Auto(Disconnect)

<Netware(R)>                    Enable
Network Address                 (NONE)
Primary Frame Type              (NONE)
Mode                            Standby
Print Server Name               (NONE)
NDS Tree                        (NONE)
NDS Context                     (NONE)
Primary File Server Name        (NONE)
Primary Print Server Name       (NONE)
Printer Port Number             (NONE)

<TCP/IP>
Get IP Address                  Auto
IP Address                      (NONE)
Subnet Mask                     (NONE)
Default Gateway                 (NONE)

<AppleTalk(R)>                  Enable
Printer Name                    Stylus_Pro_7800-CAC053
Zone Name                       *
Network Number Set              Auto
Network Number                  65534
Node ID                         31

<MS Network(R)>                 Enable
Print Server Name               EPCAC053
Workgroup Name                  WORKGROUP
Share Name                      EPSON

<IPP>
IPP URL                         (NONE)
Printer Name                    EPSON_IPP_Printer
```

```
<TCP/IP>
Get IP Address                  Auto
IP Address                      (NONE)
Subnet Mask                     (NONE)
Default Gateway                 (NONE)
```

5. Connect the *Ethernet Card* to a Network, turn on the *Printer*, and verify that the *Status Lights* on the *Ethernet Card* are correct.

1. Turn on the *Printer.*

2. Plug in an active *Ethernet Cable*.
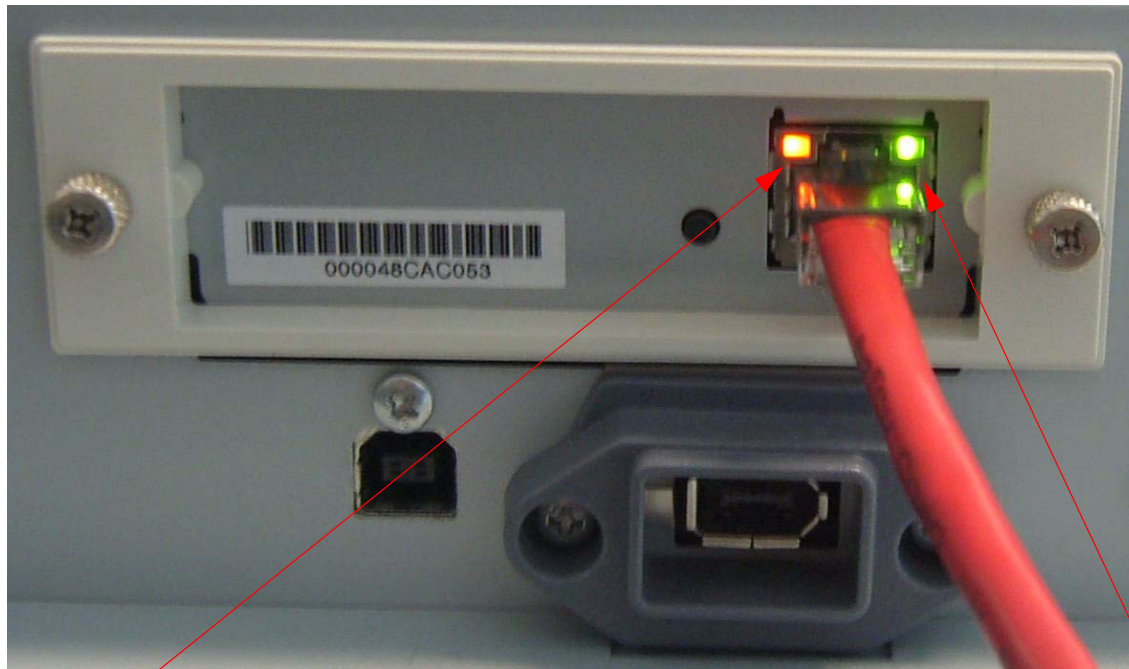
3. Verify that the *Left LED* is on. An amber led indicates a 100 mega bit connection. The led will be another color with a 10 mega bit connection.

4. Verify that the *Right LED* is blinking green.

6. Print out the *Ethernet Card's* Status Sheet a second time.

```
HHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHH
HH EPSON Ethernet I/F Card Status Print (1/1) HH
HHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHHH
<General Information>
Card Type                        EPSON Type-B 10Base-T/100Base-TX Print Se
Serial Number                    000048CAC053
MAC Address                      00:00:48:CA:C0:53
Hardware                         01.00
Software                         01.11
Printer Model                    Stylus Pro 7800

<Ethernet>
Network Status                   Auto(100BASE-TX, Full Duplex)

<Netware(R)>                     Enable
Network Address                  AAAA0002:000048CAC053
Primary Frame Type               Ethernet 802.2
Mode                             Standby
Print Server Name                (NONE)
NDS Tree                         (NONE)
NDS Context                      (NONE)
Primary File Server Name         (NONE)
Primary Print Server Name        (NONE)
Printer Port Number              (NONE)

<TCP/IP>
Get IP Address                   Auto
IP Address                       136.239.96.92
Subnet Mask                      255.255.255.0
Default Gateway                  136.239.96.1

<AppleTalk(R)>                   Enable
Printer Name                     Stylus_Pro_7800-CAC053
Zone Name                        *
Network Number Set               Auto
Network Number                   65534
Node ID                          31

<MS Network(R)>                  Enable
Print Server Name                EPCAC053
Workgroup Name                   WORKGROUP
Share Name                       EPSON

<IPP>
IPP URL                          http://136.239.96.92:631/EPSON_IPP_Printe
Printer Name                     EPSON_IPP_Printer
```

1. Load paper into the *Printer*.

2. Press the **Black** Button on the *Ethernet Card*.

3. The *Printer* will print out the Status Sheet.

4. Verify that "Get IP Address" is set to "Auto".

5. Verify that the "IP Address" is set to a valid IP address.

```
<TCP/IP>
Get IP Address                   Auto
IP Address                       136.239.96.92
Subnet Mask                      255.255.255.0
Default Gateway                  136.239.96.1
```

7. Conclusion: Completion of Step 6 indicates that the *Ethernet Card* and the *Printer* work properly.

   7.1 If the *Card* and the *Printer* can print a Status Sheet, the *Card* is communicating with the *Printer*.

   7.2 If the *Card* can receive an IP address from a computer/router, the *Card* and computer network are communicating.

EPSON Product Support Bulletin

Date:	06/16/2003	Originator:	DS
PSB #:	PSB.2003.06.001	Authorization:	*(signature)*
Reference:	TE03-040	Total Pages:	1
Product(s):	EpsonNet Print Servers C823622/22A, C823632/32A, C823642/42A, C823781		
Subject:	New firmware file format		

This bulletin was created to inform you of the new file format for the EpsonNet Print Server firmware and WebAssist updates. The new file format combines both the firmware update and WebAssist update into a single file with a .efu extension. WinAssist v4.1aE is required to update the EpsonNet Print Servers with the update files in the new format.

EpsonNet WinAssist 4.1a or later supports these new firmware update files.

Model	Filename	Size	Version
C823622/22A	NW1S233E.EFU	364,440	Firmware Ver.02.33 / WebAssist Rev. 2.1aE
C823632/42 Ver.2.xx	NW20233E.EFU	364,439	Firmware Ver.02.33 / WebAssist Rev. 2.1aE
C823632A/42A Ver.3.xx	NW2S335E.EFU	545,916	Firmware Ver.03.35 / WebAssist Rev. 2.1aE
C823781	IPS1174E.EFU	824,204	Firmware Ver.01.74 / WebAssist Rev. 4.0bE

To update firmware:
1. In WinAssist v4.1aE, highlight the printer(s) to which are connected the EpsonNet Print Servers requiring the update.
2. Select the "Tool" menu item.
3. Select "Firmware Update" utility from the "Tool" menu.
4. Select the appropriate .efu file by browsing to the location on the hard drive where the file is stored.
5. Follow the onscreen instructions to complete the firmware update.

EPSON PRODUCT SUPPORT BULLETIN

Date:	05/14/2002	**Originator:**	vs
PSB #:	PSB.2002.05.002	**Authorization:**	*Kps*
Reference:	TE02-056 Rev. A	**Total Pages:**	2
Product(s):	C823622/C823622A/C823632/C823642 (V.2.33), C823632A/C823642A (V.3.35), C823912 (V.2.12) type B network print servers and utilities		
Subject:	Compatibility with Windows XP and NetWare 6.0E		

Description:

This bulletin was created to inform you which Epson Type B internal print servers, and utilities are compatible with Windows XP, and Novell NetWare 6.0E.

Issues and solutions with Epson Network Utilities:

- EpsonNet WinAssist 3.2a print driver will not install using Microsoft IPX compatible protocol (NWLINK).
  - To install the print driver, please install Novell client for Windows XP.
- EpsonNet Direct Print 2.3b is Windows XP compatible.
- EpsonNet WebAssist (current version) is Windows XP compatible.
- EpsonNet WebManager 2.6a is Windows XP compatible.
- Epson Status Monitor 2 does not support the EEBAPI bi-directional printing module. Multi user mode and remote desktop are not supported.
- EpsonNet Internet Print is not used in Windows XP. Use the Windows XP standard IPP port instead.

Issues and solutions with Epson Print Servers:

1.) C823622/C823622A/C823632/C823642 (v.2.33) /C823632A/C823642A (v.3.35) print servers are compatible with Windows XP with one restriction.
   a) Windows XP uses NetBIOS over TCP/IP, which is not compatible with Epson Print Servers.
   b) Windows XP does not provide support NetBEUI, but does provide the required file (netnbf.inf) which supports Epson Print Servers.
   c) Locating and installing the netnbf.inf file from the Windows XP CD:
      1) Insert the CD and search for the folder \..\valueadd\msft\net\netbeui.
      2) Copy the file (netnbf.inf) to C:\Windows\INF folder.
      3) Click on "START"
      4) Right mouse click on "My Network Places" then left mouse click on "Properties".
      5) Right mouse click on "Local Area Connection" then left mouse click on "Properties".
      6) Click on "Install".
      7) Click on "Protocol".

8) Click on "Add".
9) Click on "NetBEUI Protocol".
10) Click on "OK".
11) Restart computer.

Netware 6.0E Compatibility:

1.) EpsonNet WinAssist 3.2aE and Epson Status Monitor 2 (version 2.0fE) are supported using NetWare 6.0E server and the NetWare client.
2.) C823622/C823622A/C823632/C823642 (v.2.33) C823632A/C823642A (v.3.35) are supported using NetWare 6.0E with the following printing modes:
   a) Novell NDPS Gateway -> LPR/IPX
   b) NDS Print Server
   c) NDS Remote Printer
   d) Epson NDPS Gateway Rev.2.2