PROCEDURE FOR UPDATING TM-C3400 FIRMWARE TO v01.04

REASON FOR THIS UPDATE

Epson has learned of a firmware vulnerability (CVE-2017-6443) impacting certain Epson Ethernet and wireless POS products, including Epson POS printers and interface cards used in those printers. The vulnerability may compromise the security of printer web browsers.

Please note: updating the firmware, will not change the functionality of the product.

THESE INSTRUCTIONS APPLY TO THE FOLLOWING SKU'S

C31CA26031 (TM-C3400, Ethernet)

With Software Versions 1.03 and below. Instructions for checking your firmware version are located below.

IMPORTANT NOTES

- Do not turn off the printer or computer while the update is in progress. This may result in damage to your unit.
- Before performing the update, carefully review the instructions below.
- Please check your current firmware version to verify if your device needs this update.
- In case of connectivity problems, you may need to disable your firewall and antivirus software.

FIRMWARE VERIFICATION

In order to determine the current firmware version, you will need to log in to EpsonNet Config using the procedure described below.

- 1. Power on the printer.
- 2. Once the printer is fully booted up (the green "Power" LED remains solid), log in to the EpsonNet Config Interface of the printer by typing in the printer IP address into the address bar on your browser. When done correctly, you'll see a screen similar to the one below. Verify the "Software Version" on the screen (highlighted in red below):

EpsonNet Config Rev.2.2			Θ	-		×
← → C ☆ ① 192.168.1	.105				4	
Арря						
EpsonNet Config					EPS	SON
Home Favorite	Help About EpsonNet Config					
	Information General					?
SNMP Access Control	Administrator Name		1			
Timeout	Location		1			
Time			1			
Configuration	Interface Card Model Name	EMPE1]			
Network Ethernet	MAC Address	00:00:48:01:87:F6]			
TCP/IP	Hardware Version	Ver. 01.00				
SNMP Access Control	Software Version	Ver. 01.01				
<u>Timeout</u> Time	Model Name	TM-C3400				
	Network Status	Auto(100BASE-TX, Full Duplex)	1			
Optional Administrator			-			
<u>Reset</u> Password	Port Type	Auto				
Language	Printer Status	Ready or Printing]			
	Current Time	2000-01-01 00:01:26 GMT+00:00]			
		Refresh				
					-	

- 3. If the "Software Version" is **1.03 or below,** the update needs to be installed.
- 4. If the version is 01.04 or later, this update is not needed.

REQUIREMENTS

- Update file: "TM-C3400_Network_Firmware_Updater_Ver.1.04.exe"
- Windows PC

HARDWARE SETUP:

Ensure your PC is connected to the same network as the printer that will be updated. The printer should be set to DHCP, however in some cases it might revert to the default settings of IP: 192.168.192.168 and Subnet Mask: 255.255.255.0. If this is the case, set the network settings of the PC to communicate with the above IP address (i.e. IP: 192.168.192.167, Subnet Mask: 255.255.255.0).

UPDATE PROCEDURE

- 1. Extract the "TM-C3400_Network_Firmware_Updater_Ver.1.04.exe" to a folder of your choice. When extracting is completed, verify that the following file is present inside the folder:
 - "TM-C3400_Network_Firmware_Updater_Ver.1.04.exe"

Note: by default, the instructions will extract to: <System Drive>\Epson Firmware Update (example: C:\Epson Firmware Update)

- 2. Double-click the "TM-C3400_Network_Firmware_Updater_Ver.1.04.exe" file.
- 3. Depending on your computer configuration, the following window may appear (Fig.1). Select "Yes" as highlighted in red below.

User Account Control		
Do you want to allow this app to make changes to your device?		
TM-C3400 Network Ver.1.04	k Firmware Updater	
Verified publisher: SEIKO EPSON CORPORATION File origin: Hard drive on this computer		
Show more details		
Yes No		

<u>Fig. 1</u>

4. A License Agreement window will appear (Fig. 2). Carefully review the License Agreement and select "I accept the terms in the license agreement", then click "Next" as highlighted in red below.

TM-C3400 Network Firmware Updater Ver.1.04				
License Agreement				
Please read the following license agreement carefully.				
	_			
SEIKO EPSON CORPORATION	^			
SOFTWARE LICENSE AGREEMENT				
IMPORTANT! READ THIS SOFTWARE LICENSE AGREEMENT CAREFULLY. The computer software product, fontware, typefaces and/or data, including any accompanying explanatory written materials (the "Software") should only be installed or used by the Licensee ("you") on the condition you agree with SEIKO EPSON CORPORATION ("EPSON") to the terms and conditions set forth in this Agreement. By installing or using the Software, you are representing to agree all the terms and conditions set forth in this Agreement. If you do not agree with the terms and conditions of this Agreement, you are not permitted to install or use the Software.				
 I accept the terms in the license agreement I do not accept the terms in the license agreement 				
<back next=""> Cancel</back>				

<u>Fig. 2</u>

5. In the next window (Fig.3), review the information and click "Next" (highlighted in red below) when ready.

malfunction while + Do not turn o	g points as they o updating. Iff the device.	could cause the de	
		Open So	ource License



6. Review information contained in Fig. 4. Click "Next" when ready (highlighted in red below).

<u>^</u>	the update has be Updating by Blueto	en started, it ca ooth may take a or canceled ond	rk may take about annot be paused or about 30 minutes. S ce it has been start over a network.	canceled. Since the update

<u>Fig. 4</u>

 Select your printer on the right side of the window (Fig.5, highlighted in red - a). Click the "Communication Test" button (highlighted in red - b).
 If no printers appear in this window, turn off your firewall and antivirus software and press the "Search port" button (highlighted in red - c), to try again.

		tion method, and then cli	ck "Search port".
mpe1104.efu PrintServer/0104 Ethernet I/F 192.168.1.105	NET Port Name 27 192.168.1.105	Model Name	C Search port
PrintServer	¥ 102.100.1.100		
	Add Port Password	. Add	b
	Print Test	🔁 Comm	unication Test
	< <u>B</u> ack	<u>N</u> ext >	Cancel
Fig. 5			

8. A confirmation window will appear (Fig.6). Click the "OK" button as highlighted in red below.

TM-C3400 Network Firmware Updater Ver.1.04	×
The communication test was successful.	
ОК	



9. Press the now active "Next >" button, as highlighted in Fig.7 below.

TM-C3400 Network Firmware Updater Ver.1.04 Selecting the connection method and communication port			
Connect the device you want Select the communication por	to update, select the commun	ication method, and then cli	ick "Search port".
impe1104.efu	NET		I Search port
F Ethernet I/F	Port Name	Model Name	Version
	'ই 192.168.1.105	PrintServer	0101
	Add Port . Password	· · · Add	
	Print Test	Z Comm	nunication Test
	< <u>B</u> ack	. <u>N</u> ext ≻	Cancel



10. The window will display a summary of the firmware update (Fig.8). Press the "Start >" button as indicated below.

TM-C3400 Network Firmware Updat The firmware update will be ex Click "Start" to start the update. Do not turn off the device until the	ecuted.	
mpe1104.efu Ethernet I/F 192.168.1.105 PrintServer 1	Model Name Port Name File Name	PrintServer(0101) Image: The server of the server

<u>Fig. 8</u>

11. A final confirmation window will appear (Fig.9). Please click the "Yes" button when ready (highlighted in red below).

TM-C3400	Network Firmware Updater Ver.1.04	X
2	The firmware of PrintServer will be updated to version 0104.	
	Are you sure you want to update it?	
	Note the following points as they could cause the device to malfunction while updating. - Do not turn off the device. - Do not disconnect the connection cable or the power cable.	
	- Do not close this application.	
	Yes <u>N</u> o	1
		3

<u>Fig. 9</u>

12. The firmware update will begin. The status bar (Fig.10, highlighted in red) will indicate progress.

TM-C3400 Network Firmware Upd The firmware update will be e Click "Start" to start the update. Do not turn off the device until th	xecuted.	a.		
mpe 1104.efu Ethernet L/F Ethernet L/F PrintServer 0101	Model Name Port Name File Name Preprocessing 11			104)
	Now Updating	j (00:00:01)	25.0%
	<	<u>B</u> ack	<u>S</u> tart >	Cancel

<u>Fig. 10</u>

13. When the firmware update is complete, the window will look like Fig. 11. Click the "Finish" button to exit the utility (highlighted in red below).

TM-C3400 Network Firmware Upda	ter Ver.1.04
	Completion of firmware update.
	Firmware was successfully updated.
	The firmware of PrintServer is updated to version 0104.
	Please click the "Finish" button to close this application.
	< Back Einish Cancel



14. Follow the steps from section "FIRMWARE VERIFICATION" above to check the "Software Version". Verify that the version is the same as below in Fig.12.

EpsonNet Config Rev.2.2			Θ	-		Х
← → C ① ① 192.168.	1 105				☆	:
Apps					A	
EpsonNet Config					EPS	ON
Home Help	About EpsonNet Config					
11101 mation	Information General					?
SNMP Access Control	Administrator Name		7			
Timeout Time	Location					
Configuration	Interface Card Model Name	EMPE1	- -			
Network Ethernet ICP:IP SNMP Access Control Immeout Time Optional Administrator Reset Password Language	MAC Address	00:00:48:01:87:F6	-			
	Hardware Version	Ver. 01.00	-			
	Software Version	Ver. 01.00	-			
	Model Name	TM-C3400	-			
	Niddel Ivanie	1141-03400				
	Network Status	Auto(100BASE-TX, Full Duplex)]			
	Port Type	Auto				
	Printer Status	Ready or Printing				
	Current Time	2000-01-01 00:01:06 GMT+00:00				
		Refresh				



15. The update is completed.

GETTING ASSISTANCE:

If you have any questions or require assistance with this procedure, please call our technical support at 800-442-4521 (US/Canada).