

PROCEDURE FOR UPDATING TM-C3400Z FIRMWARE TO v01.02

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

C31CC35A9991 (TM-C3400Z, ZPL Emulation)

With Software Versions 1.01 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 "Status" 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):

The screenshot shows the EpsonNet Config web interface in a browser window. The address bar shows the IP address 192.168.1.9. The interface has a blue header with the Epson logo and navigation tabs for Home, Help, and About. A left sidebar contains links for Information (Network, Basic Information, TCP/IP, SNMP, Timeout), Configuration (Network, Ethernet, TCP/IP, SNMP, Timeout), Optional (Administrator Information, Reset, Password), and Tools (Printer Utility). The main content area is titled 'Information - Network Basic Information' and contains several fields: Administrator Name, Location, Interface Card Model Name (TM-C3400Z), MAC Address (A4:EE:57:5C:61:CB), Hardware Version (Ver. 01.00), Software Version (Ver. 01.01, highlighted with a red box), Model Name (TM-C3400), Network Status (Auto(100Base-TX Full Duplex)), and Printer Status (Printer Ready or Printing, shown in a green box). A Refresh button is at the bottom.

Administrator Name	
Location	
Interface Card Model Name	TM-C3400Z
MAC Address	A4:EE:57:5C:61:CB
Hardware Version	Ver. 01.00
Software Version	Ver. 01.01
Model Name	TM-C3400
Network Status	Auto(100Base-TX Full Duplex)
Printer Status	Printer Ready or Printing

3. If the “Software Version” is **1.01 or below**, the update needs to be installed.
4. If the version is 01.02 or later, this update is not needed.

REQUIREMENTS

- Update file: “C3400Z-Firmware Update.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 “C3400Z-Firmware Update.exe” to a folder of your choice. When extracting is completed, verify that the following file is present inside the folder:
 - “update431.tar.gz”

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

2. 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 (Fig.1).

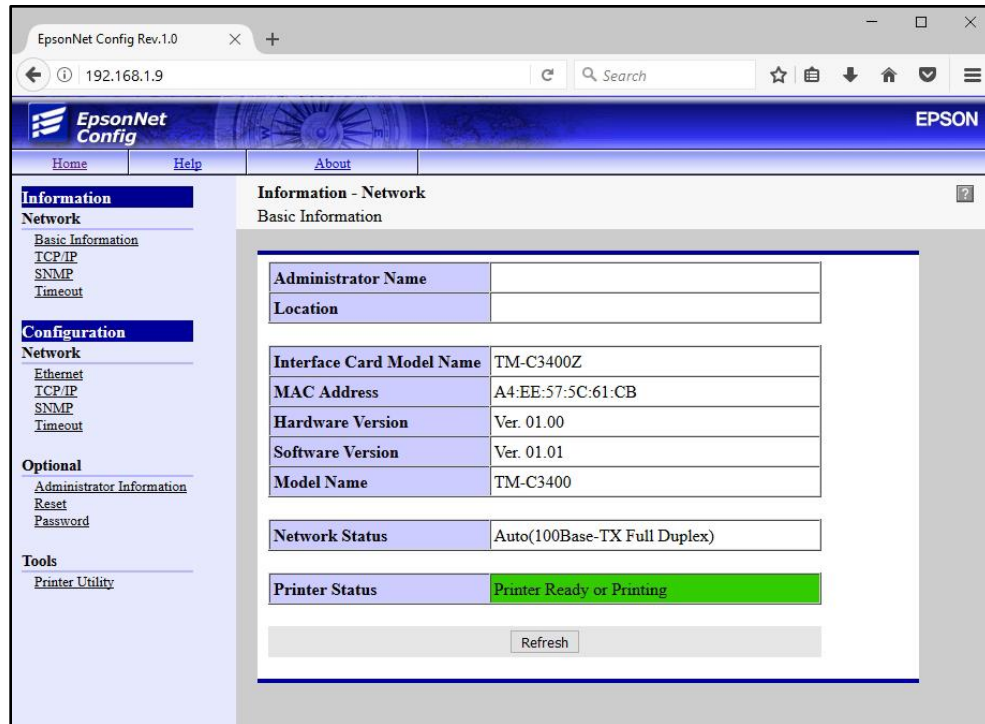


Fig. 1

3. Click on the Printer Utility option (Fig. 2, highlighted in red).

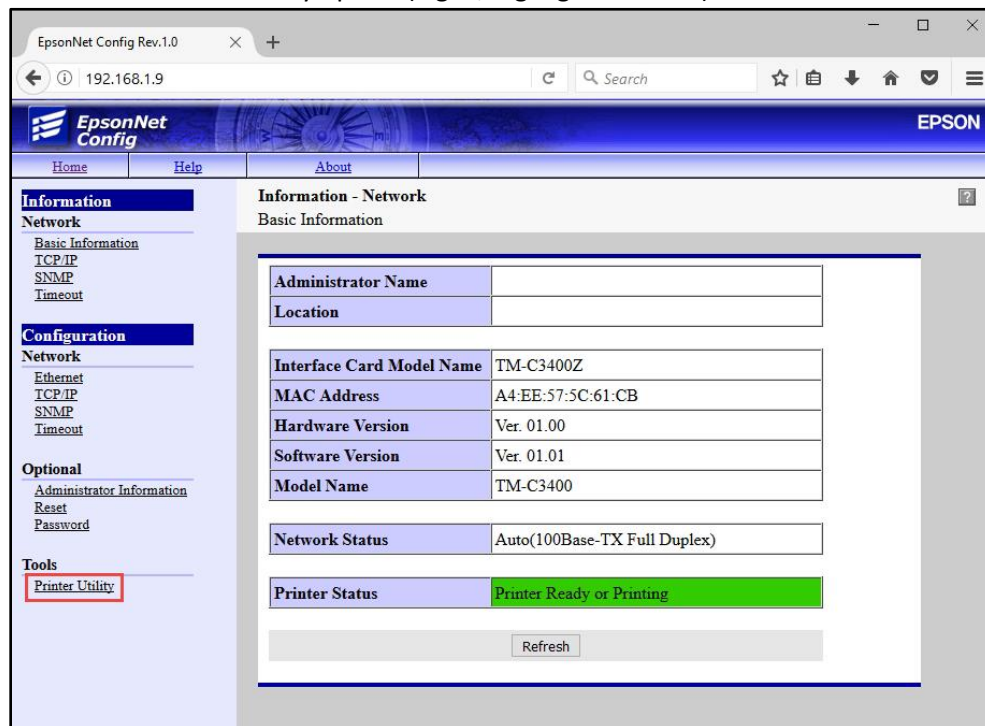


Fig. 2

4. In the next window (Fig.3), click the Emulator Update link (highlighted in red below).

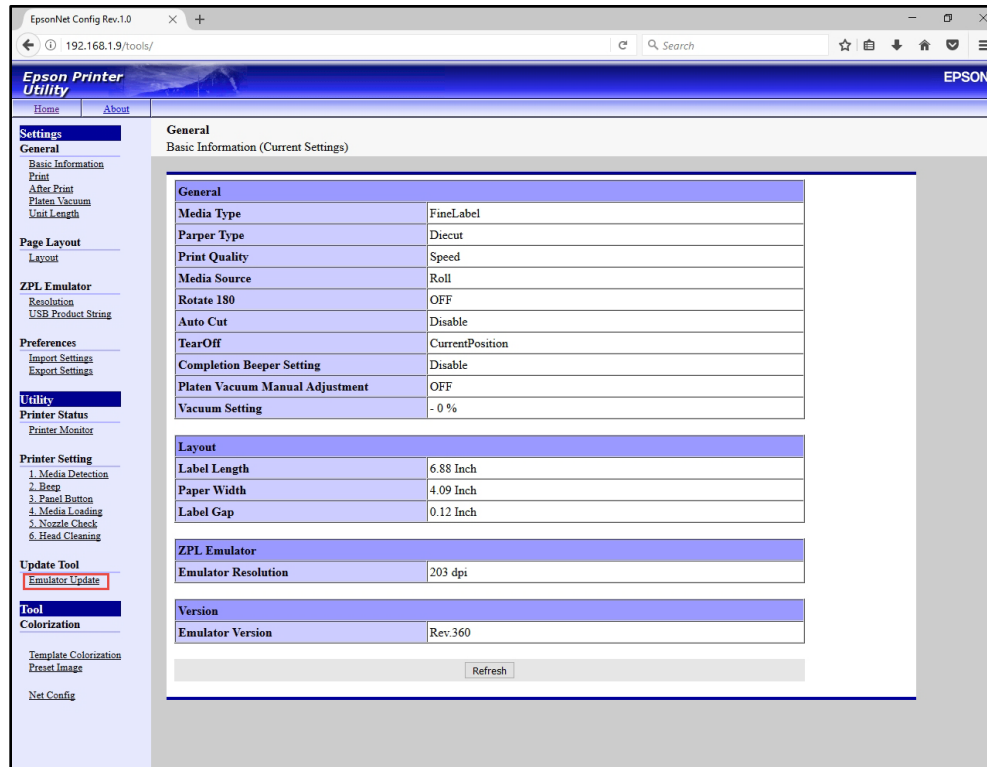


Fig. 3

5. In this window, (Fig.4). Click “Browse...”.

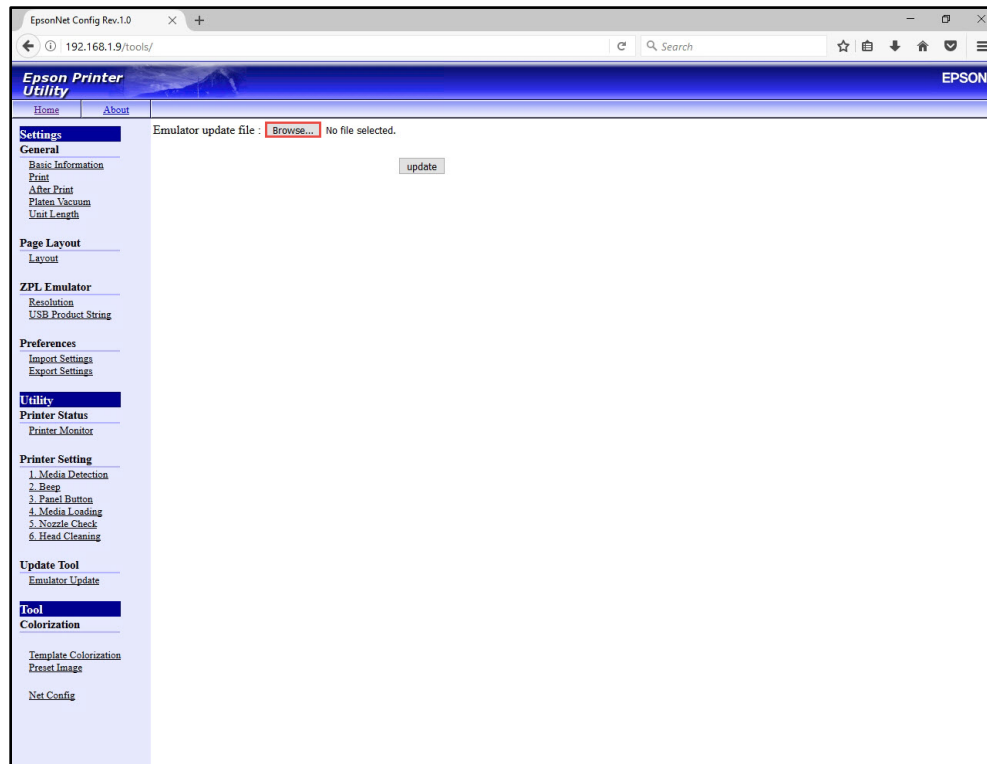


Fig. 4

6. Select the folder containing the update file “update431.tar.gz”. By default, the instructions will extract to: <System Drive>\Epson Firmware Update (example: C:\Epson

Firmware Update). Select the file “update431.tar.gz” (Fig.5, highlighted in red - A), then click “Open” (highlighted in red - B).

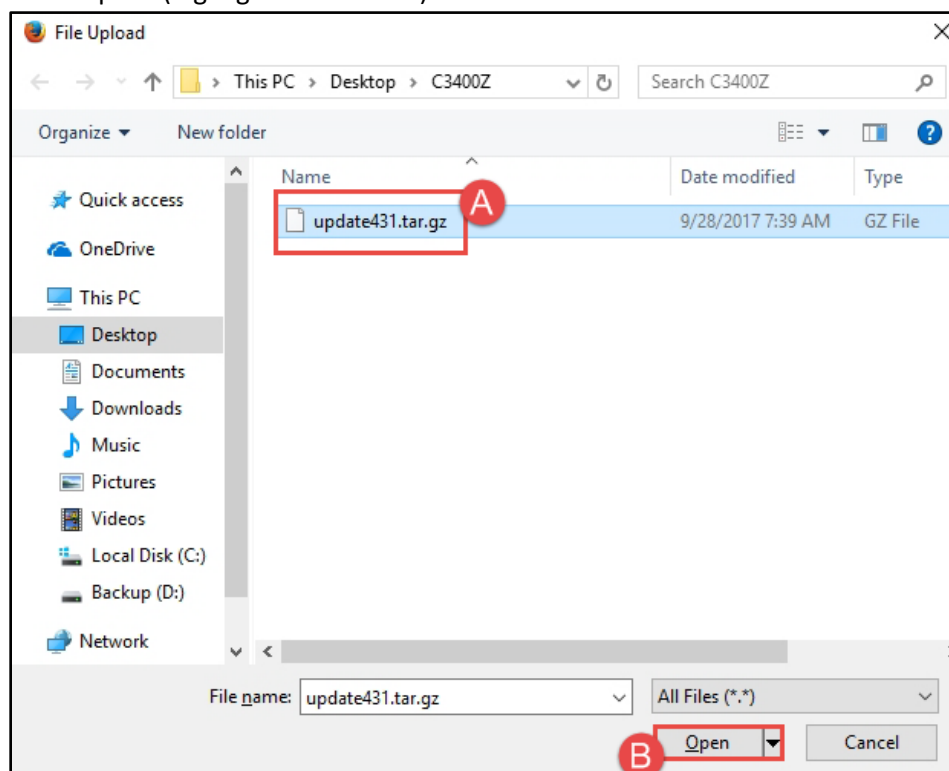


Fig. 5

7. Verify the file you selected is shown on the next page (Fig.6 – A, highlighted in red). Click the “Update” button (B).

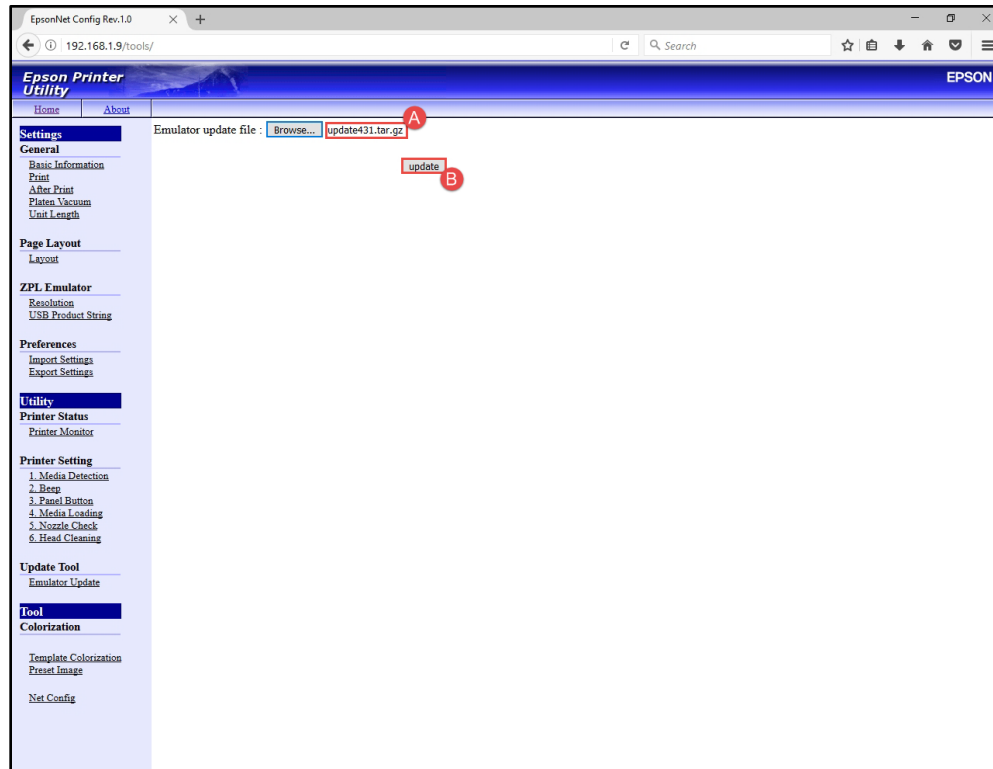


Fig. 6

8. A shown in Fig.7 will be displayed. Review it, then reboot the printer.

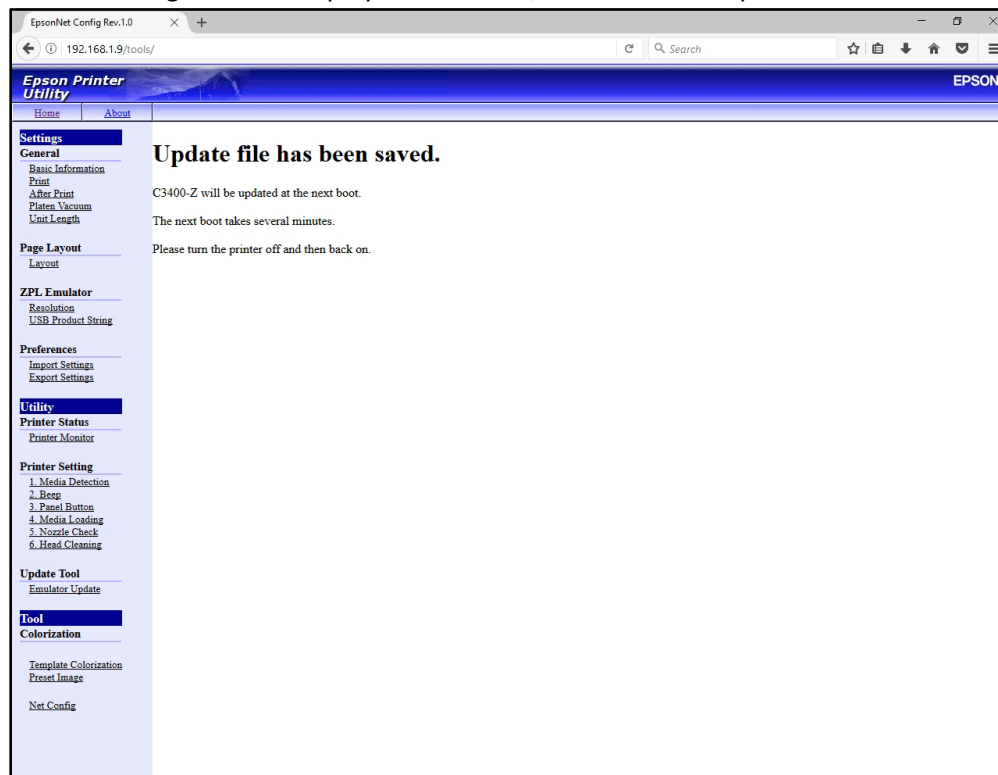


Fig. 7

- Once the printer is fully booted up (the green “Status” 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. Verify the “Software Version” on the screen (highlighted in red below):

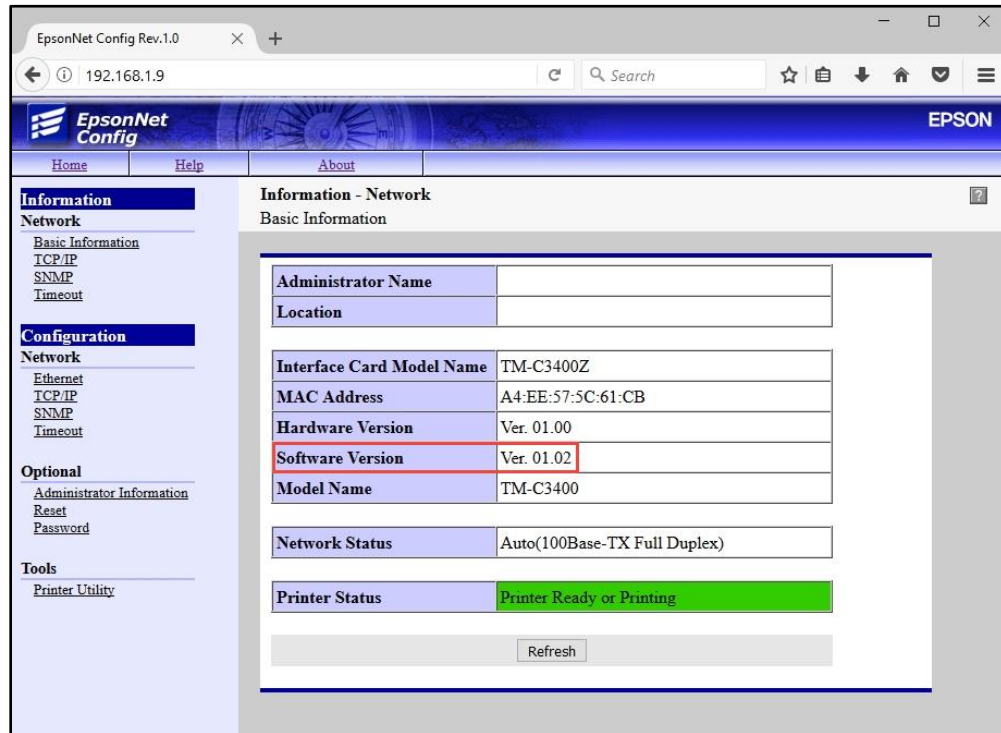


Fig. 8

- 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).