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):

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<u>CP/IP</u> <u>NMP</u> imeout	Administrator Name					-	
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work	Interface Card Model Name	TM-C3400Z					
CP/IP	MAC Address	A4:EE:57:5C:61:CB					
NMP imeout	Hardware Version	Ver. 01.00					
tional	Software Version	Ver. 01.01					
dministrator Information	Model Name	TM-C3400					
<u>eset</u> assword Ns	Network Status	Auto(100Base-TX Full Duplex)					
rinter Utility	Printer Status	Printer Ready or Printing					
		Refresh					

- 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

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).

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TCP/IP	MAC Address	A4:EE:57:5C:61:CB				
SNMP Timeout	Hardware Version	Ver. 01.00				
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Optional Administrator Information	Model Name	TM-C3400				
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<u>Fig. 1</u>

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

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Configuration	Location							
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TCP/IP	MAC Address	A4:EE:57:5C:61:CB						
SNMP Timeout	Hardware Version	Ver. 01.00						
Ontinuel	Software Version	Ver. 01.01						
Optional Administrator Information Reset	Model Name	TM-C3400						
Password	Network Status	Auto(100Base-TX Full Duplex)						
Printer Utility	Printer Status	Printer Ready or Printing						
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<u>Fig. 2</u>

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

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Basic Information Print							
After Print Platen Vacuum	General						
Unit Length	Media Type	FineLabel					
ge Layout	Parper Type	Diecut		_			
Layout	Print Quality	Speed					
PL Emulator	Media Source	Roll		_			
Resolution	Rotate 180	OFF					
USB Product String	Auto Cut	Disable		_			
eferences	TearOff	CurrentPosition		_			
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	Platen Vacuum Manual Adjustment	OFF		-			
tility rinter Status	Vacuum Setting	- 0 %		_			
Printer Monitor							
inter Setting	Layout						
inter Setting 1. Media Detection	Label Length	6.88 Inch					
2. Beep 3. Panel Button	Paper Width	4.09 Inch					
4. Media Loading 5. Nozzle Check	Label Gap	0.12 Inch					
6. Head Cleaning	ZPL Emulator						
pdate Tool	Emulator Resolution	203 dpi					
Emulator Update	Emulator Resolution	205 001					
ool	Version						
olorization	Emulator Version	Rev.360					
Template Colorization Preset Image							
Preset image		Refresh					
Net Config							

<u>Fig. 3</u>

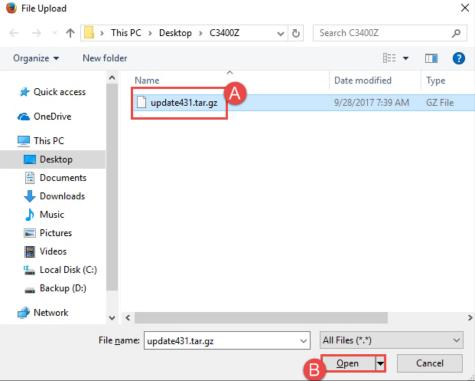
5. In this window, (Fig.4). Click "Browse...".

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Epson Printer Utility							EPS	ON
Home About								
Settings General Basic Information Print After Print Platen Vacuum Unit Length	Emulator update file : Browse No file selected.							
Page Layout								
ZPL Emulator Resolution USB Product String								
Preferences Import Settings Export Settings								
Utility Printer Status Printer Monitor								
Printer Setting 1. Media Detection 2. Beep 3. Panel Button 4. Media Loading 5. Nozzle Check 6. Head Cleaning								
Update Tool Emulator Update								
Tool Colorization								
Template Colorization Preset Image								
Net Config								



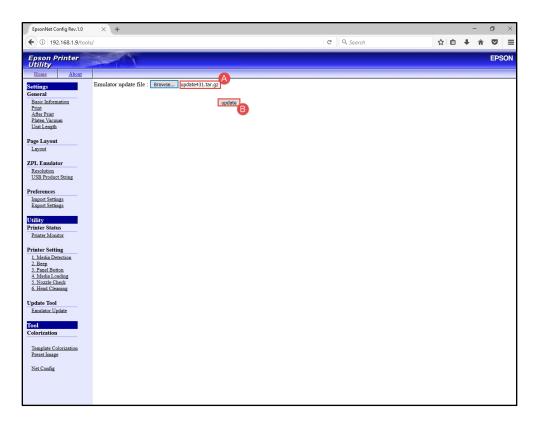
6. Select the folder containing the update file "update431.tar.gz". By default, the instructions will extract to: <System Drive>\Epson Firmware Update (example: C:\Epson

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



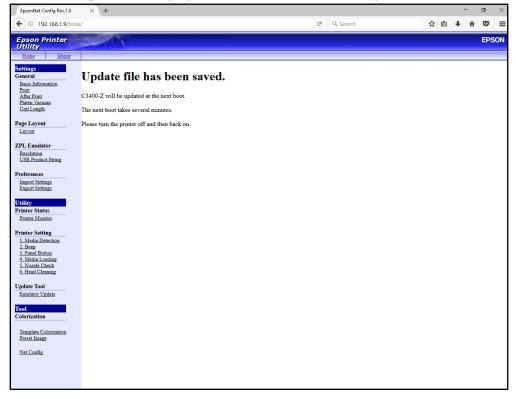


7. Verify the file you selected is shown on the next page (Fig.6 – A, highlighted in red). Click the "Update" button (B).



<u>Fig. 6</u>

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





5. 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):

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Information Network Basic Information	Information - Network Basic Information							?
<u>TCP/IP</u> <u>SNMP</u> <u>Timeout</u>	Administrator Name							
Configuration					1			
Network Ethernet	Interface Card Model Name	TM-C3400)Z					
TCP/IP	MAC Address	A4:EE:57:	5C:61:CB					
SNMP Timeout	Hardware Version	Ver. 01.00						
Optional	Software Version	Ver. 01.02						
Administrator Information Reset	Model Name	TM-C3400)					
Password	Network Status	Auto(100B	Base-TX Full Duplex)]			
Printer Utility	Printer Status	Printer Rea	ady or Printing					
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<u>Fig. 8</u>

9. 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).