



111-38-URM-006

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## KDS Utility (Windows)

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# Troubleshooting Guide

### About this Guide

This document is intended for users of the EPSON KDS System that are experiencing issues with the KDS Configuration Utility. Common issues and their causes are outlined. Troubleshooting steps and potential solutions and/or work-arounds are also provided. Issues specific to hardware, networking and other devices outside the scope of the Configuration Utility are covered in accompanying documentation.

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## 1. Overview

This is a troubleshooting guide that can be consulted if the Epson KDS Configuration Utility (Windows) does not work as expected. If the troubleshooting suggestions are performed and the issue is not resolved then Epson should be contacted for technical support.

### 1.1. Terminology

KDS – Kitchen Display System

POS – Point of Sale

Chit – The print job typically sent to kitchen printers with the items to cook/prepare.

### 1.2. KDS Software

This document applies to the following versions:

KDS Firmware v2.50 and above

KDS Windows Configuration Utility v2.5.0.0 and above

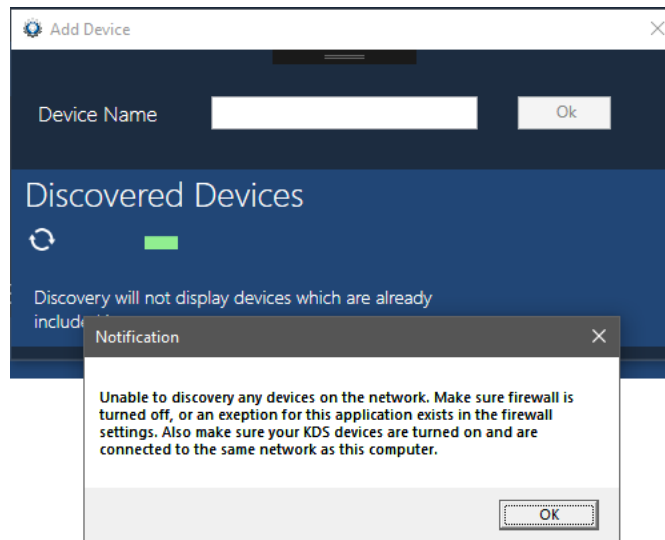
The KDS Firmware version can be referenced on KDS station power up on the splash screen:



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## 2. Unable to Discover KDS device(s)

The KDS wizard can be used to discover devices or devices can be discovered by clicking the (+) Add Device icon. The KDS utility tries to find devices on the current network. If devices cannot be found the following message will be shown:



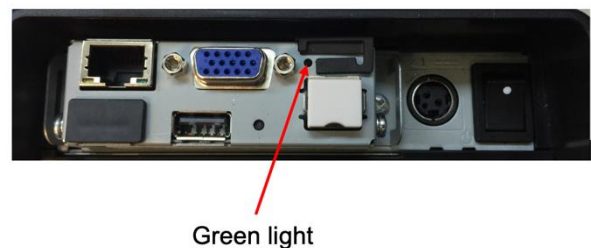
### 2.1. KDS Device is not powered on

Make sure the power supply is plugged in and the KDS Printer or KDS Controller Box is switched on. There should be a green light showing on top of the printer or at the back of the KDS Box.

KDS Printer

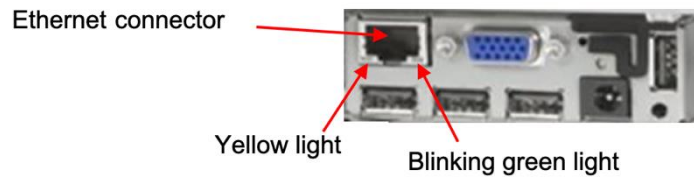


KDS Box (back side)



## 2.2. KDS Device is not connected to the network

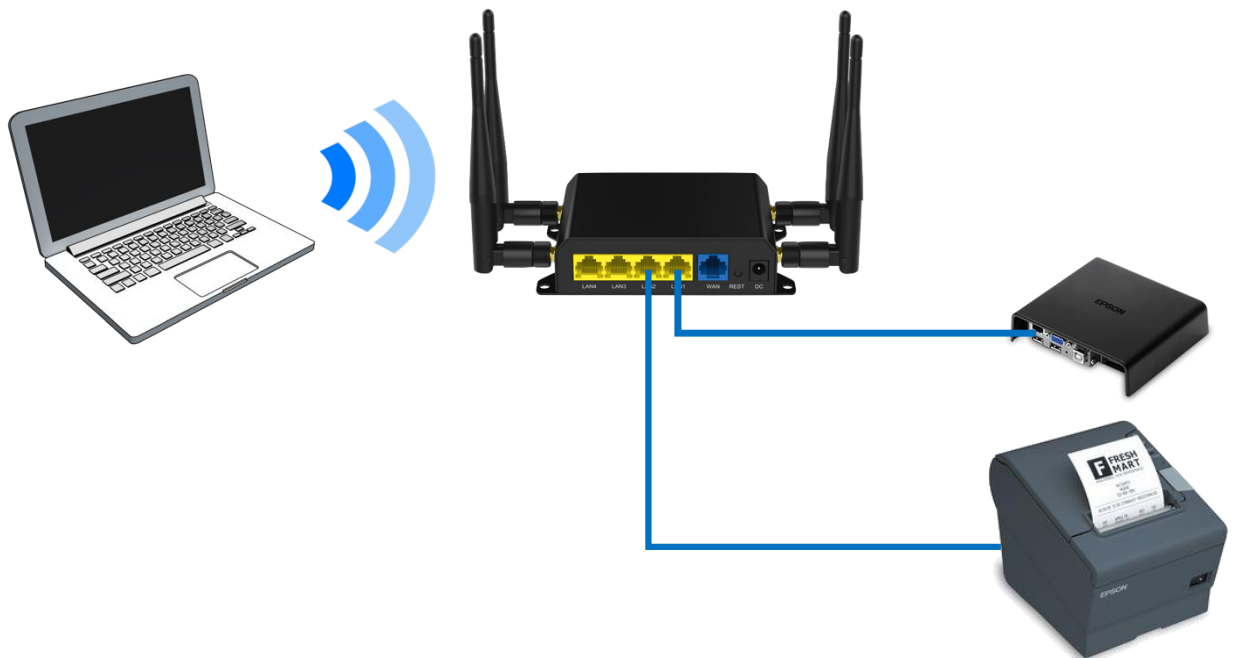
Make sure the PC is connected to the network. This might be either by using an Ethernet cable or over Wi-Fi. For the KDS device, a connection can be checked by observing the LED lights on the Ethernet connector:



## 2.3. PC is not connected to the same network as the KDS devices

### 2.3.1. Physical Network

Make sure the PC and the KDS device(s) are connected physically to the same network switch or router. Usually via an ethernet cable unless the PC is connected to the network wirelessly. Check that the KDS devices are connected to the same Wi-Fi router (via Ethernet cable).



### 2.3.2. Logical Network

Make sure that all devices and the PC/Laptop are on the same logical network segment, that means their network settings are similar so that they can talk to each other. The main network settings are IP Address and Subnet Mask. These need to correlate in order to allow for communication.

**Subnet Mask:** PC/Laptop needs to have the same subnet mask as the KDS devices.

**IP Address:** Same segment (network address) as the KDS devices, different host address.

For example:

	Printer	Setting computer
Subnet mask	255.255.255.0	255.255.255.0
IP address	192.168.192.168	192.168.192.2

#### 2.3.2.1. Adjusting PC network settings (Windows 10)

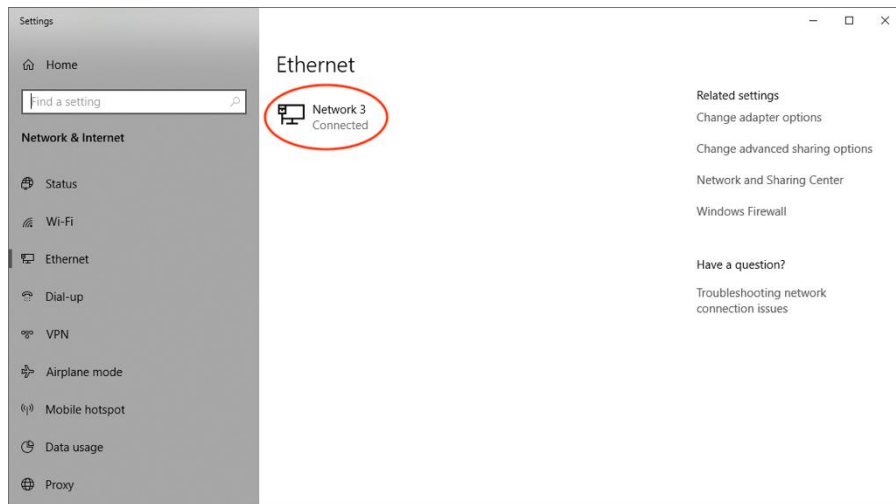
To see your PC's network settings, click on the network icon on the right side of the taskbar:



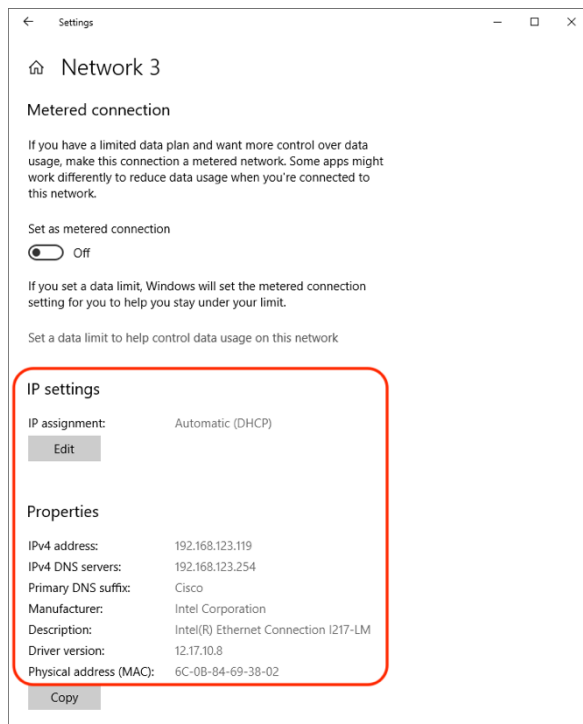
Then select the network connection you want to see/modify, for example the wired connection (note: your network connections will most likely look different):



This will open the Ethernet Settings page. Click on the same Network again:



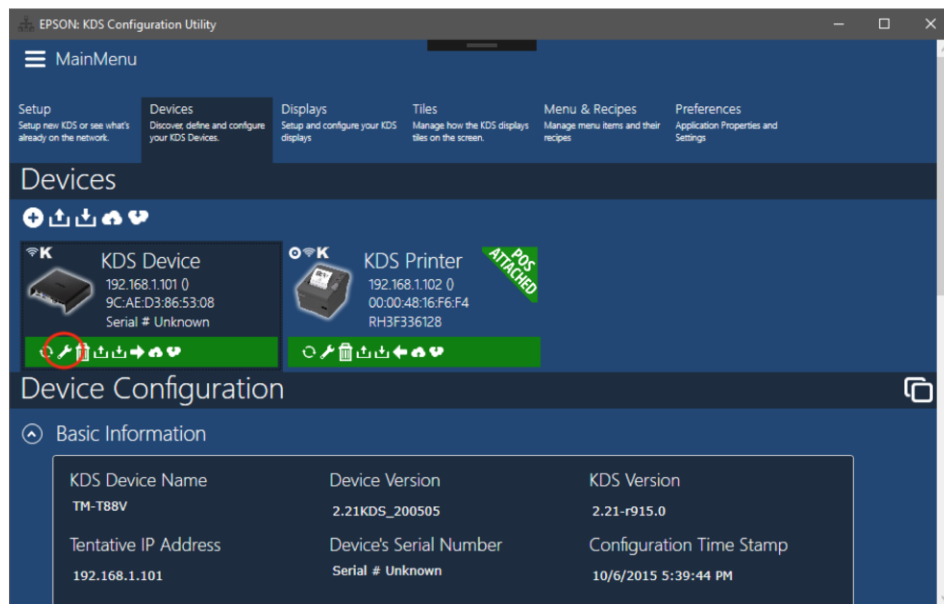
This will then show the settings for that specific network. Scroll down until you see the IP Settings and Properties:



Click Edit to change as required.

### 2.3.2.2. Adjusting KDS Device network settings

To check the network settings of the KDS devices click on the Devices configuration:



Then click each devices Wrench icon to check/adjust the network settings:



**Please note:**

Due to an error in the configuration software v2.3.0.6 and previous, the Mode might not be displayed correctly. However, selecting and setting it will work.

The KDS device web server accurately shows the mode:

<http://<KDS Device IP.address>/webconfig>

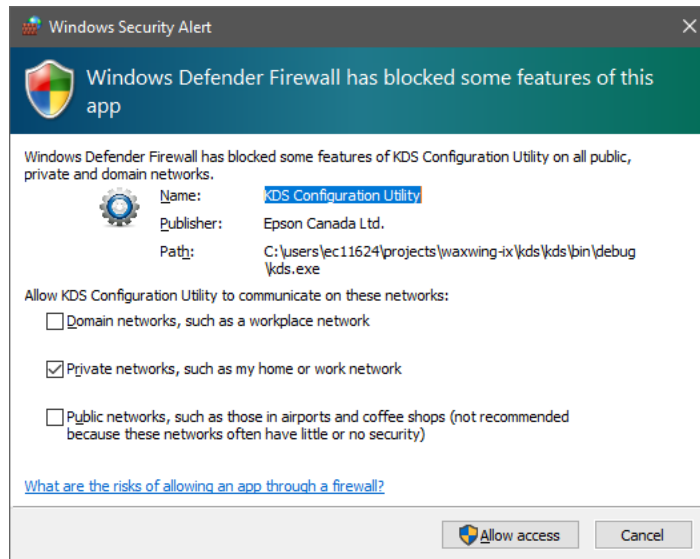
For KDS network requirements please refer to the separate document: *KDS Network Requirements-User Manual*

**Please note:** Whenever any network router settings, network connection or hardware changes, please restart the KDS Utility to ensure proper functioning of the app.



## 2.4. Windows Firewall is blocking traffic

Usually, when the KDS Configuration app is started for the first time, Windows will display a security alert message:



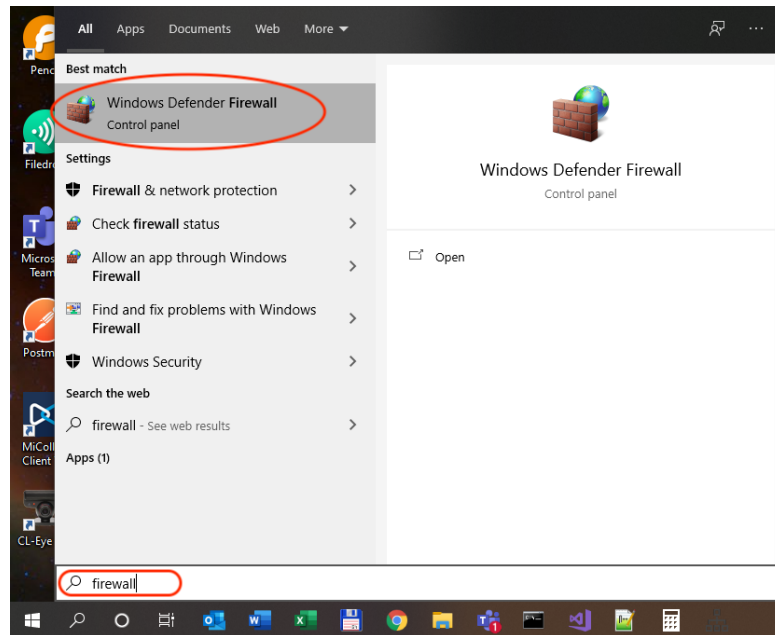
Click “Allow Access” and follow the prompts to allow the required network traffic to pass through the firewall. If this was cancelled, simply restart the KDS app and the message will re-appear.

It is possible that this message will not display, for example if a prior version was previously installed. In this case you can either make firewall changes manually (if needed) or completely switch off the Windows firewall (please consult your IT department prior to making this decision), see next page.

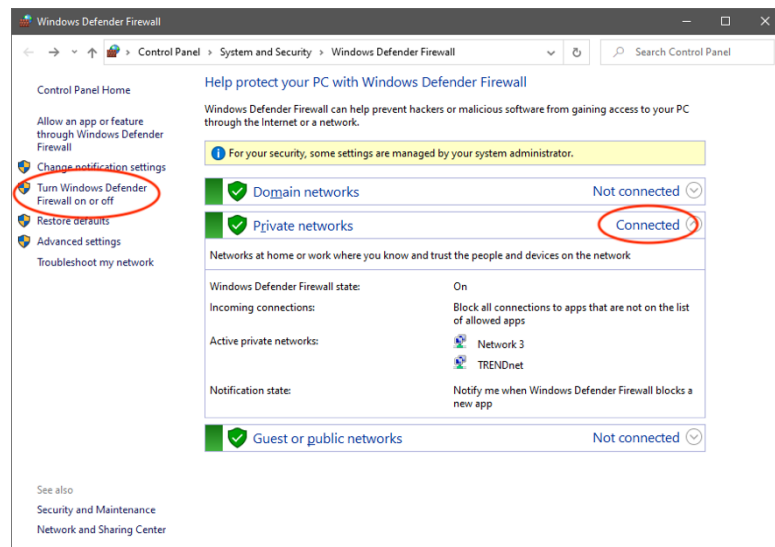
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### 2.4.1. Turning off Windows Firewall Manually (Windows 10):

- 1) Click the start button and type “firewall”

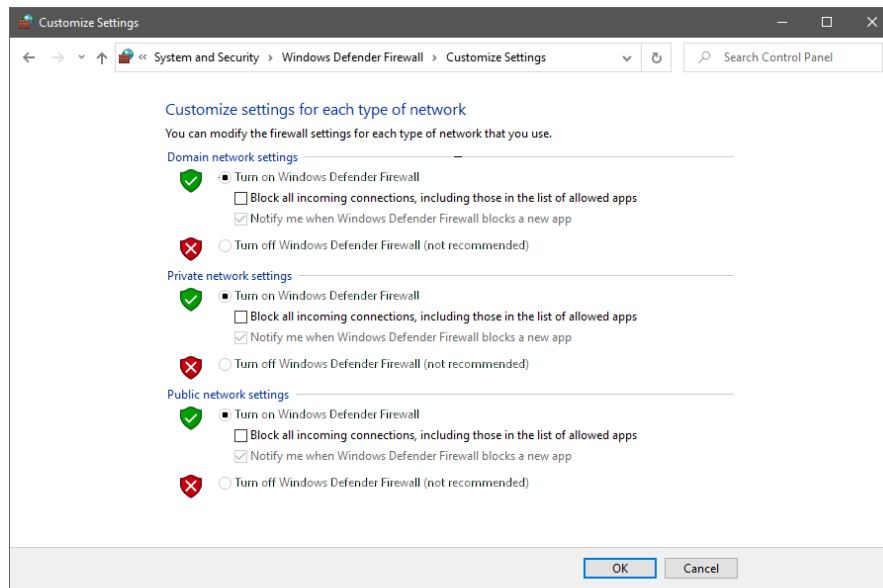


- 2) Click on “Windows Defender Firewall” that comes up on top.



- 3) Note which kind of network you are currently connected to: Domain, Private or Guest/Public.

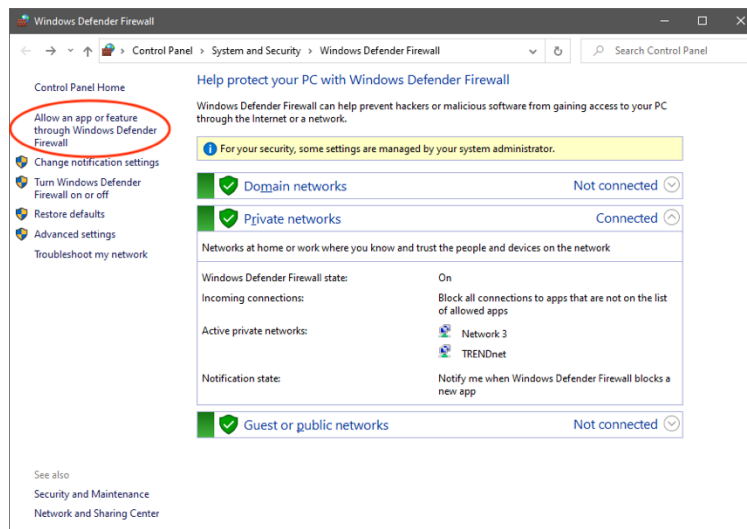
- 4) On the left side, click on “Turn Windows Defender Firewall on or off”



- 5) For your current network connection (that you noted at point 3), click on “Turn off Windows Defender Firewall”

## 2.4.2. Allowing the Utility through the Firewall

- 1) In the Windows Defender Firewall, click on “Allow an app or feature through Windows Defender Firewall”

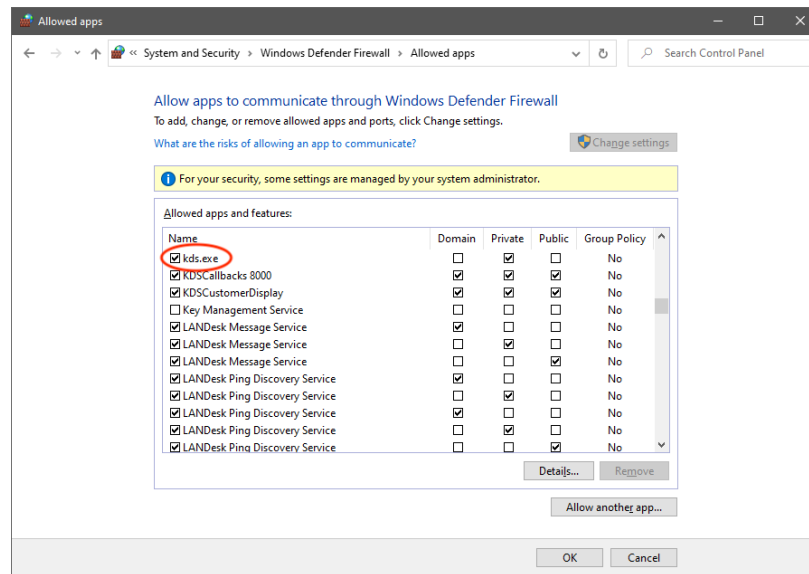


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Search for the KDS Utility “kds.exe” and select the appropriate network connection (domain, private or public).

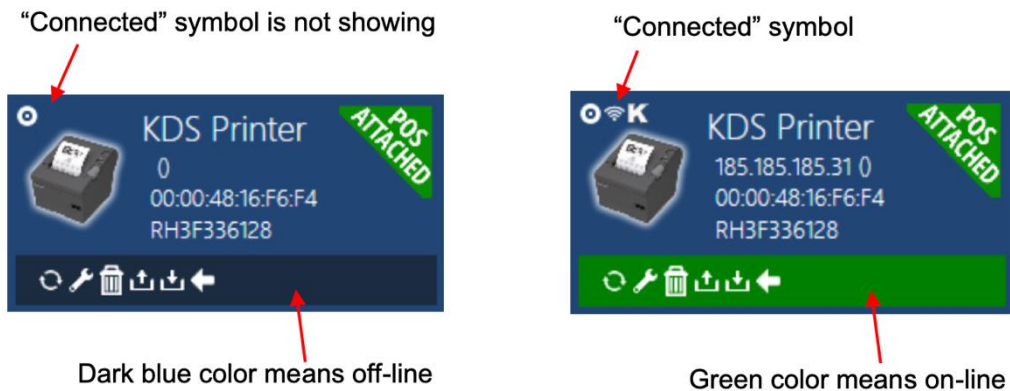


- 2) If the “kds.exe” entry does not exist, click on the “Allow another app...” button.
- 3) Click the “Browse...” button and find the KDS Utility application “kds.exe”.
- 4) Click “Open” and then “Add”

### 3. KDS Devices are Offline

This issue will occur when the user is making changes to the KDS settings but one or more KDS devices are not responding. When the user is clicking on “Apply KDS Settings” the error message “KDS devices are offline” will show.

In the KDS Configuration Utility, devices will then show as offline as shown below:

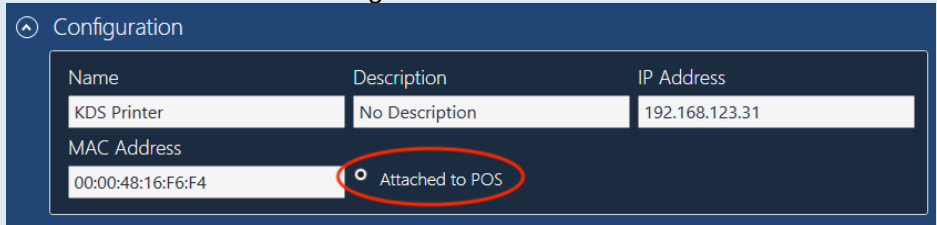



Solution: Ensure that the KDS app is switched on and has the proper network connection. For details, refer to section 2: Unable to Discover KDS device(s) .

## 4. Unable to Apply Settings

After clicking on “Apply KDS Settings” the app will perform several checks on the configuration to ensure that it is valid.

The following table shows the possible error messages and what to do to fix them:

Error Message	Solution
<b>No Master Device Selected!</b>	<p>One of the KDS devices needs to be the master device. It can be any device in the system.</p> <p>In order to make a device the master, select the device and then click “Attached to POS” under Configuration:</p> 
<b>Your selected master device does not support KDS function.</b>	<p>The device selected as master device is not a KDS device. Select a different device or check its firmware version.</p>
<b>Some of your devices appear to have the same IP address.</b>	<p>Check all KDS devices and their IP addresses. They must all be unique. If they are not, change one of the duplicate ones by clicking on the wrench icon:</p> 

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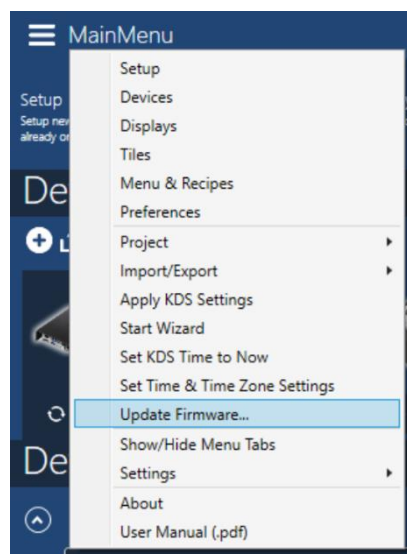
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**Firmware version among your KDS devices is inconsistent!**

All of the KDS devices in your setup must have the same firmware version. You can see the firmware version under Basic Information when selecting a device:

Basic Information		
KDS Device Name TM-T88V	Device Version 2.20KDS_200116	<b>KDS Version</b> 2.20-r864.0
Tentative IP Address 192.168.123.31	Device's Serial Number RH3F336128	Configuration Time Stamp 9/25/2020 1:07:09 AM

In order to update the device firmware and bring all devices to the same firmware version, request a firmware update file from Epson. Then click on "Update Firmware" in the main menu and follow the prompts:



**You have not selected any POS Type under Site Wide Settings.**

The POS type must be specified. Go to "Site Wide Settings" and select one under Configuration:

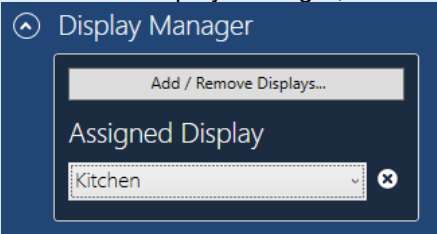
Configuration

Name	<b>POS Type</b>	POS Connected Device
Site Name	Epson Version 2.10-r183.0	KDS Printer MAC [00:00:48:16:F6:F4]
Menu Routing	Daily Maintenance Time	
POS Menu Routing	7:00 AM	<input type="checkbox"/> Store Receipts on Device
<input type="checkbox"/> Consider Orders Unique		

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<p><b>At least one printer is required in the setup!</b></p>	<p>A KDS system consists of at least one KDS device. Please select one by clicking the “+” icon on the Devices tab:</p> 
<p><b>Display has not been assigned to device '&lt;Device Name&gt;' (&lt;IP Address&gt;).</b></p>	<p>The KDS device with name &lt;Device Name&gt; and IP address &lt;IP Address&gt; does not have a display assigned to it. Assign one by selecting the device, then under Display Manager, select one from the drop-down list:</p>  <p>If there is no display available, add one on the Displays tab, by clicking on the “+” icon:</p> 
<p><b>Display assigned to your master device '&lt;Device Name&gt;' (&lt;IP Address&gt;) is invalid.</b></p>	<p>The KDS device with name &lt;Device Name&gt; and IP address &lt;IP Address&gt; does not have a valid display assigned to it. Please assign one by following the above instructions.</p>

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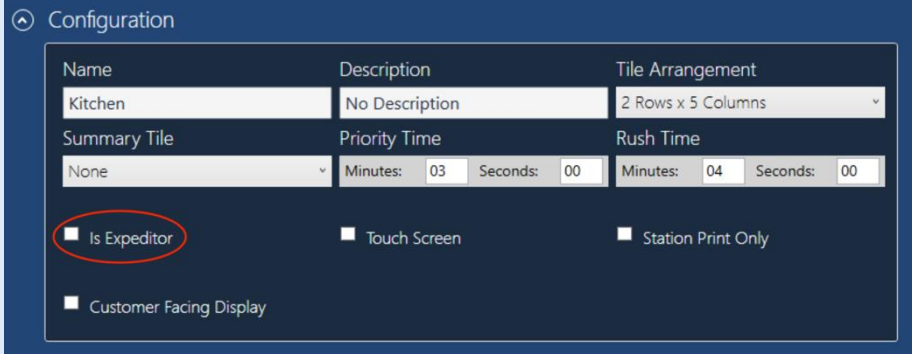
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**In a single station setup the display cannot be set to expeditor.**

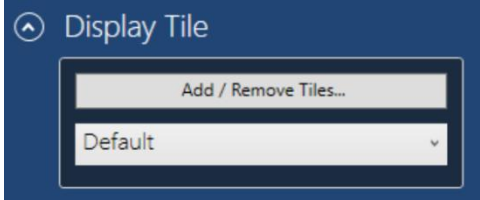
If the KDS system has only one station, this station cannot be configured as Expeditor. De-select the “Is Expeditor” switch on the Displays tab under Configuration:



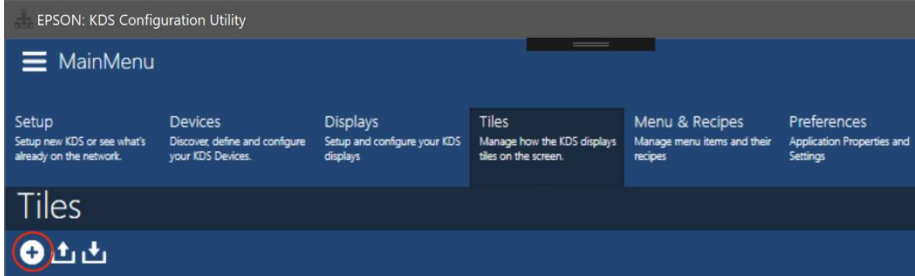
Alternatively, add a second KDS device. You can then make one of them an Expeditor station.

**Display Tile definition for '<Tile Name>' has not been assigned.**

Every display needs to have a Tile definition assigned to it. Please select one for your display on the Displays tab under “Display Tile”:



If there is no tile available, add one on the Tiles tab, by clicking on the “+” icon:



**In a multi-screen setup, at least one display must be set as non-expeditor.**

If the KDS system has multiple stations, these stations cannot all be configured as Expeditor. De-select the “Is Expeditor” switch for at least one station on the Displays tab under Configuration:

Configuration

Name	Description	Tile Arrangement
Kitchen	No Description	2 Rows x 5 Columns
Summary Tile	Priority Time	Rush Time
None	Minutes: 03 Seconds: 00	Minutes: 04 Seconds: 00
<input type="checkbox"/> Is Expeditor	<input type="checkbox"/> Touch Screen	<input type="checkbox"/> Station Print Only
<input type="checkbox"/> Customer Facing Display		

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## 5. Firmware Update Failure

During firmware update of the KDS devices, the user will see several different messages. These are status update messages but can also include error messages.

**Note: DO NOT abort the FW update process no matter what error/status message is shown. In many cases the utility will retry. The utility will notify when it is done (successful) or when there is a problem which can show the following errors:**

### 5.1. Error/Status messages

The following table shows each message along with comments and suggested actions if any is required:

Error Message	Solution
<b>ABORTED FIRMWARE UPDATE BECAUSE DEVICE COULD NOT BE REACHED.</b> or: <b>CANNOT PING DEVICE. STOPPING UPDATE</b>	The KDS Utility tried to contact (ping) the device but did not receive any response. This could mean the device is switched off or not connected to the network. Please make sure it is switched on (green light is visible) and the network connection is working (blinking lights at the network port). Please see the top of this document for more details on resolving the issue. Once the issue is fixed please restart the firmware update.
<b>ABORTED FIRMWARE UPDATE DUE TO HTTP SERVER BEING OFFLINE</b> or: <b>DEVICE DID NOT RESPOND TO HTTP REQUEST. STOPPING UPDATE</b>	The KDS device is usually running an http server that is currently not responding. Please restart the device and try the update again.
<b>UPDATE CANCELED BY THE USER.</b>	The firmware update was canceled by the user.
<b>MEMORY USED: xx Mg @ yy GB LIMIT</b>	This is a periodic status message informing about the memory usage situation of the PC/Laptop. No user action is required.
<b>MEMORY LIMIT REACHED. WAITING TO FREE MORE MEMORY.</b>	This is a message that can show if more than one device is updated at the same time. It means that the PC/Laptop's memory usage is reaching a critical limit. One of more firmware updates will be paused until the remaining ones have completed and freed their memory. Then the paused processes will be resumed. No user action is required.
<b>RESUMING UPDATE...</b>	This message will show if the above situation occurred and memory is again available. Paused firmware update processes will then be restarted. No user action is required.

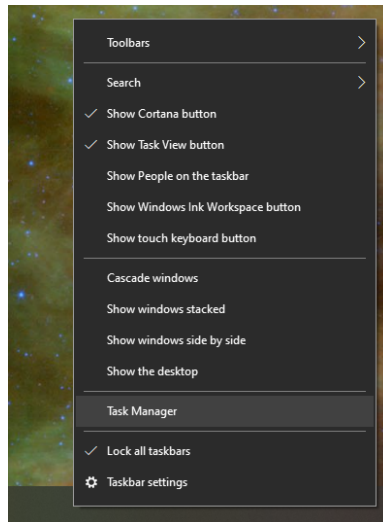
<b>WAITING FOR DEVICE TO REBOOT</b>	During firmware update, the device needs to reboot several times. This message indicates that the KDS Utility is waiting for a reboot to complete. No user action is required.
<b>WAITING FOR DEVICE TO PROCESS THE UPDATE SECTION</b>	During firmware update, the KDS Utility is sending chunks of data to the device. The device must then process this data. This message indicates that the KDS Utility is waiting for this data processing to complete. No user action is required.
<b>FIRMWARE UPDATE FAILED!</b>	The firmware update failed. This can happen due to network connection problems or due to other reasons. Please reboot (toggle the power) the device and try again. If the device remains unresponsive, contact your Epson KDS System representative.
<b>Unknown Error Occurred</b>	The firmware update failed. This can happen due to network connection problems or due to other reasons. Please reboot (toggle the power) the device and try again.
<b>Operation timed out</b> or: <b>UNABLE TO SEND DATA TO DEVICE. UPDATE STOPPED</b>	The firmware update failed because the KDS device stopped responding. This can happen due to network connectivity issues or other reasons. Please reboot (toggle the power) the device and try again.
<b>FIRMWARE FAILED TO UPDATE</b> <b>FIRMWARE VERSION MISS MATCH!</b> or: <b>WRONG SEQUENCE SENT TO THE DEVICE</b>	The firmware update failed due to inconsistencies in the firmware update file. The file might be corrupt, please request a new one from Epson.
<b>ERROR: NOT IN FIRMWARE UPDATE MODE</b>	The firmware update failed due an internal error with the device's update mode. Please restart the firmware update.
<b>ERROR: INVALID RCX FILE</b>	The firmware update file is corrupt or meant for a different device type. Please request a new/correct one from Epson.
<b>Error: Unknown Exception.</b>	This is an internal error. Please restart the KDS Utility and try the last operation again.

## 6. KDS Utility is already running

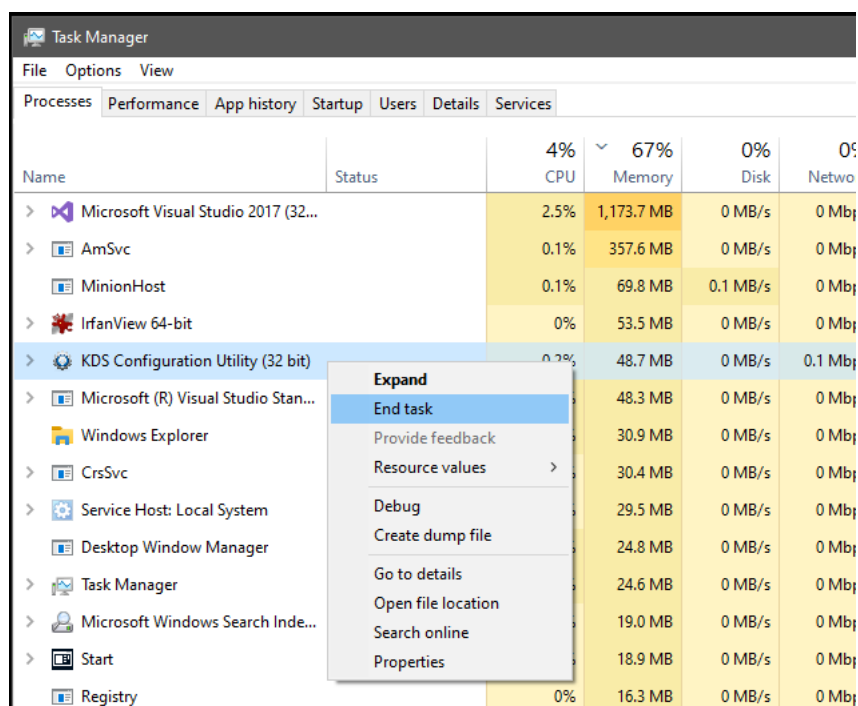
When trying to start the KDS Utility a message is displayed saying that the Utility is already running.

Solution: The previous instance of the KDS Utility might not have closed properly and the process is still active. This process must be ended manually before KDS Utility can start up again:

- (1) Right-click on the task bar at the bottom. Select “Task Manager”. The Windows Task Manager will show.



- (2) On the Processes tab, search for “KDS Configuration Utility” and right click on it. Select “End Task”:



## **7. Unable to connect to the remote server**

If this error shows when clicking on Apply KDS Settings, please note the following:

This error occurs if an HTTP connection to the KDS printer can not be established. Please make sure that port 80 is not blocked on your network or your Windows firewall. This can also be caused by corporate policies that might be enforced by your IT department.