

Epson Monitoring Tool User's Manual

Product Overview

Provides an overview of Epson Monitoring Tool and describes the system requirements.

Building the Environment

Explains the procedures for building the environment.

Using the Tool

Provides information necessary for the use of Epson Monitoring Tool.

Troubleshooting

Provides how to correspond when problem occurs.

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For Safety

Key to Symbols

The symbols in this manual are identified by their level of importance, as defined below. Read the following carefully before handling the product.

| | |
|---|--|
|  | Provides information that must be observed to avoid damage to your equipment or a malfunction. |
|  | Provides important information and useful tips. |

Restriction of Use

When this product is used for applications requiring high reliability/safety such as transportation devices related to aviation, rail, marine, automotive etc.; disaster prevention devices; various safety devices etc; or functional/precision devices etc, you should use this product only after giving consideration to including fail-safes and redundancies into your design to maintain safety and total system reliability. Because this product was not intended for use in applications requiring extremely high reliability/safety such as aerospace equipment, main communication equipment, nuclear power control equipment, or medical equipment related to direct medical care etc, please make your own judgment on this product's suitability after a full evaluation.

About this Manual

Aim of the Manual

This manual presents information that is necessary information for using the Epson Monitoring Tool.

Manual Content

The manual is made up of the following sections:

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| Chapter 1 | Product Overview |
| Chapter 2 | Building the Environment |
| Chapter 3 | Using the Tool |
| Chapter 4 | Troubleshooting |

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Product Overview

This chapter explains the features and operating environment for Epson Monitoring Tool.

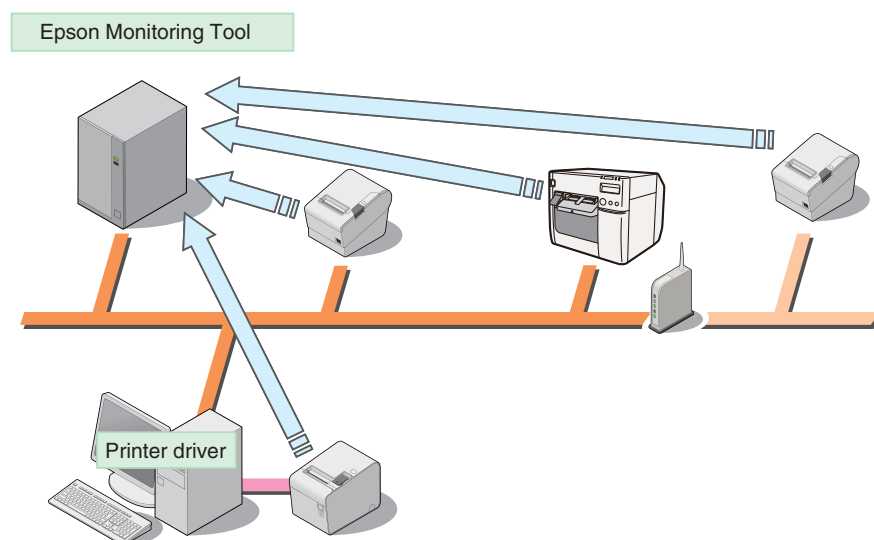
Feature

Epson Monitoring Tool (the tool) is an application for monitoring conditions of printers connected to the network (LAN) from an administrator computer and for changing printer settings. You can also use the tool for replacing printers in case of failure.

Monitoring printers

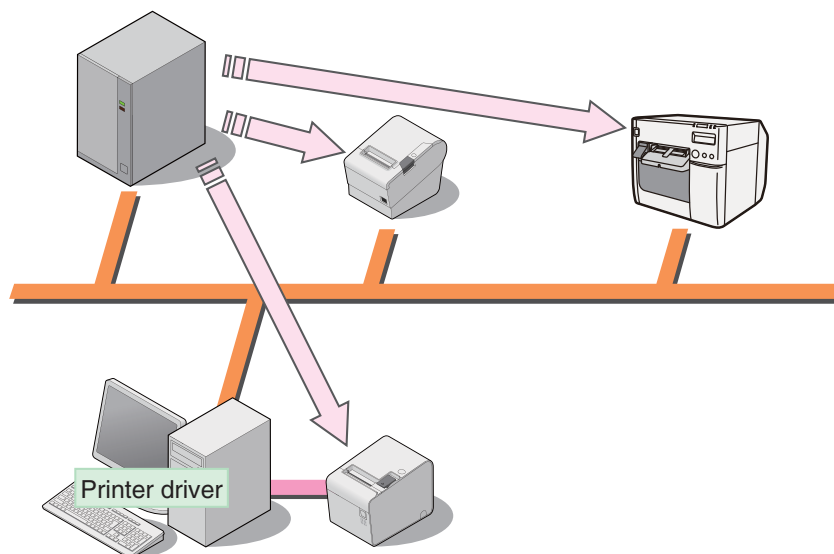
The tool obtains and shows the statuses of the printers connected to the network and TM printers connected to a client computer.

For information on the printers that can be monitored, refer to ["Type of Printers to Be Monitored" on page 11](#).



You can configure the settings for the printer network or update the certificates used for WPA-Enterprise/WPA2-Enterprise of the network printers. You can also change the printer settings or change the settings of multiple printers at the same time if you install the model-specific utilities for the TM printers.

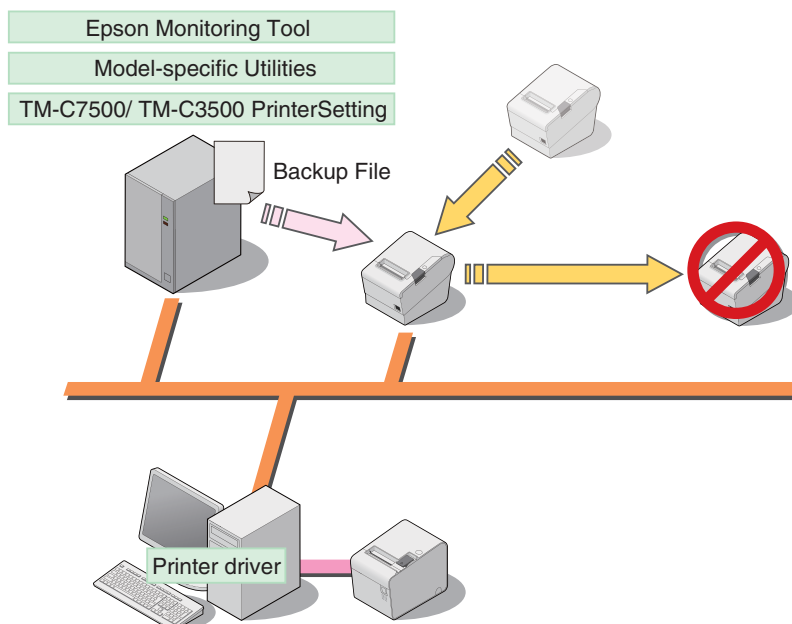
| |
|-----------------------------------|
| Epson Monitoring Tool |
| Model-specific Utilities |
| TM-C7500/ TM-C3500 PrinterSetting |



Use the settings and the IP address of the failed printer for the new printer.

You can easily restore the printer settings by using the backup files.

You can also restore the settings of the printer connected to the client computer.



System Requirements

Administrator Computer

This is the computer where Epson Monitoring Tool is installed and where you monitor/configure the printers.

Support OS

- ☐ Windows 10 (32 bit / 64 bit)
- ☐ Windows 8.1 (32 bit / 64 bit)
- ☐ Windows 8 (32 bit / 64 bit)
- ☐ Windows 7 SP1 (32 bit / 64 bit)
- ☐ Windows Vista SP2 (32 bit / 64 bit)
- ☐ Windows Server 2012 R2
- ☐ Windows Server 2012
- ☐ Windows Server 2008 R2 SP1
- ☐ Windows Server 2008 SP2 (32 bit / 64 bit)

Software

The following software is required for changing printer settings.

- ☐ Model-specific Utilities for TM Printers
- ☐ TM-C3500 Printer Driver Ver 1.0.0.5a or later
- ☐ TM-C3510 Printer Driver Ver 1.0.0.1a or later
- ☐ TM-C3520 Printer Driver Ver 1.0.0.1a or later
- ☐ TM-C7500 series Printer Driver

Client Computer

This is the computer to which printers such as the POS terminals or the KIOSK terminals are connected. You can monitor/configure printers with Epson Monitoring Tool on the administrator computer.

Support OS

- ☐ Windows 10 (32 bit / 64 bit)
- ☐ Windows 8.1 (32 bit / 64 bit)
- ☐ Windows 8 (32 bit / 64 bit)
- ☐ Windows 7 SP1 (32 bit / 64 bit)
- ☐ Windows Vista SP2 (32 bit / 64 bit)
- ☐ Windows Server 2012 R2
- ☐ Windows Server 2012
- ☐ Windows Server 2008 R2 SP1
- ☐ Windows Server 2008 SP2 (32 bit / 64 bit)
- ☐ Windows Embedded Standard 7 SP1 (32 bit / 64 bit)
- ☐ Windows Embedded POSReady 7 (32 bit / 64 bit)

Drivers

To use Epson Monitoring Tool, one of the following drivers is required.

- ☐ Advanced Printer Driver Ver. 5
- ☐ Advanced Printer Driver Ver. 4.09 or later
- ☐ OPOS ADK Ver. 2.66 or later
- ☐ OPOS ADK for .NET Ver.1.11.9 or later
- ☐ JavaPOS ADK Ver.1.11.9 or later
- ☐ GP-83x Printer Driver Ver.2.1.0.0 or later *

* When using the administrator computer, you can monitor the printers but you cannot configure their settings.

The Number of Printers to Be Monitored

- ☐ The number of printers: 64 printers

Type of Printers to Be Monitored

- ❑ Epson network printers
- ❑ TM printers locally connected to a client computer
 - TM printers (Except for TM-Cxxxx)
 - GP-C830/GP-C831/GP-C832



When using TM-S2000M/TM-S9000M and TM receipt printer in coexisting way, set [Remote PC Protocol] to [Windows Named PIPE]. For [TCP/IP Port 2291], they cannot coexist. For details, refer to ["Firewall Settings for Client Computer" on page 17](#).

Type of Printers to Be Set

- ❑ Network printer
 - TM printers provided with model-specific utilities
 - TM-C3500 Series
 - TM-C7500 Series
 - GP-C830 */GP-C831 */GP-C832 *
- ❑ TM printer locally connected to a client computer
 - TM printers provided with model-specific utilities

* You can only restore the settings with the backup files.

Models and firmware version in which security of wireless LAN can be set to WPA-Enterprise and a certificate can be imported are shown next.

| Model | Wi-Fi [®] Firmware version |
|---------------------------------|---|
| TM printer equipped with UB-R04 | Ver.1.05 or later (Firmware of UB-R04) |
| TM-P60II | Ver.1.04 or later |
| TM-P80 | Ver.1.04 or later |
| TM-P20 | - |

Models and firmware version in which security of wireless LAN can be set to WPA2-Enterprise and a certificate can be imported are shown next.

| Model | Wi-Fi Firmware version |
|---|---|
| TM printer equipped with UB-E04 and OT-WLxx | Ver.1.00 or later (Firmware of UB-E04) |
| TM-m10 | - |
| TM-m30 | - |
| TM-T88VI | - |

Differences Depending on the OS

The content of the descriptions of some operations in this book may be different depending on the OS. See the following.

| Item | Description |
|---------------|--|
| Screens shown | Screens in Windows 7 are used for the descriptions in this manual. |
| Uninstall | Windows 10 (Start) - (Settings) - (System) - (Apps & features) Windows 8.1/Windows 8 (Desktop) - Sidebar (Settings) - (Control Panel) - (Uninstall a program) Windows 7 (Start) - (Control Panel) - (Uninstall a program) Windows Vista (Start) - (Control Panel) - (Uninstall a program) |

Restrictions

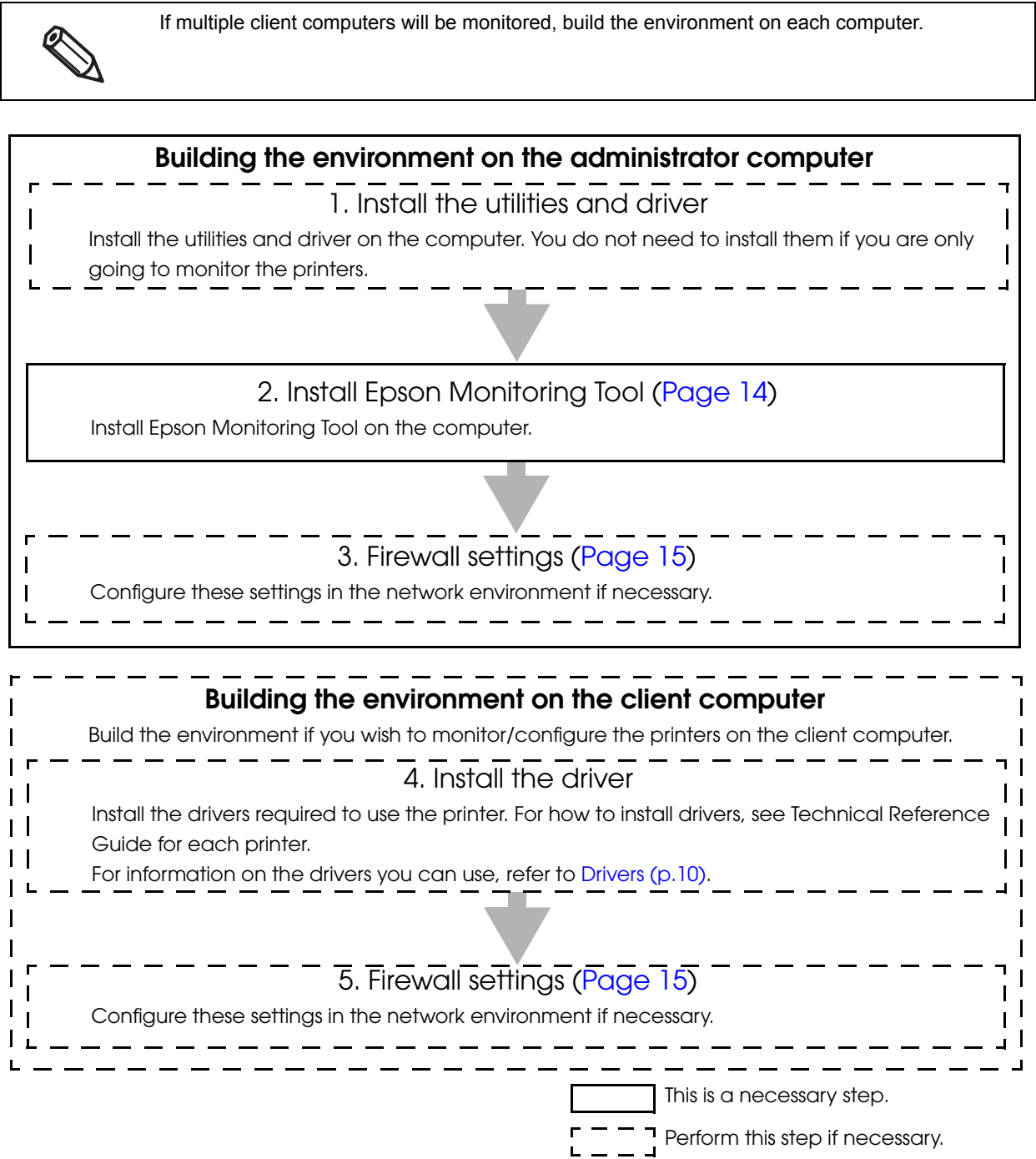
- ☐ Printing requested from another application cannot be carried out when you are changing printer settings.

Building the Environment

This chapter explains the procedure for building the environment for Epson Monitoring Tool.

Building the Environment

Follow the steps below to build the environment.



Installing/Uninstalling Epson Monitoring Tool

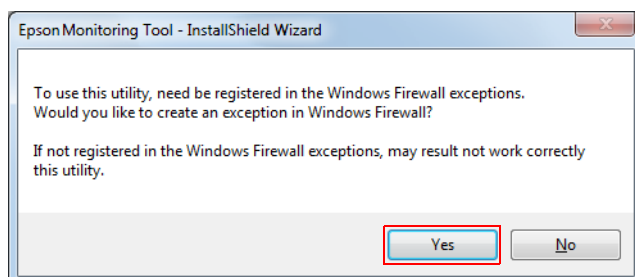
Installation

Run EpsonMonitoringToolxx.exe. Follow the instruction on the window to proceed with the installation.



- Install this tool under administrative privileges.
- When running EpsonMonitoringToolxx.exe, EpsonNet SDK for Windows will also be installed.

During the installation, the settings window for Windows Firewall appears. Click the (Yes) button to add Epson Monitoring Tool application as an exception to Windows Firewall.



Uninstallation

When uninstalling this tool, also uninstall EpsonNet SDK for Windows, unless you are using it with another application.

Follow the steps below to uninstall.

- 1** Select (Start)-(Control Panel)-(Uninstall a program).
- 2** The "Uninstall or change a program" window appears. Double-click on (Epson Monitoring Tool).
- 3** A window appears for confirming the uninstallation of Epson Monitoring Tool. Click the (Yes) button to start uninstalling Epson Monitoring Tool.
- 4** The "Uninstall Complete" window appears. click on the (Finish) button.
If EpsonNet SDK for Windows is not been used with any another application, perform Step 5 through Step 7.
- 5** The "Uninstall or change a program" window appears.
Double-click on (EpsonNet SDK for Windows).
- 6** The "Uninstall Confirmation" window appears. click on the (Yes) button. The EpsonNet SDK for Windows will be uninstalled.
- 7** The "Uninstall Complete" window appears. click on the (Finish) button.

Firewall Settings for the administrator computer

If there is an active firewall in the network, register Epson Monitoring Tool as a communication application. If you do not register it, you will not be able to monitor or configure the settings of the printers.

When using Windows Firewall, register Epson Monitoring Tool application as an exception.

When using commercially available security software, register Epson Monitoring Tool as a communication application. For instructions on how to register Epson Monitoring Tool, refer to the manual of the security software.

Follow the steps below to configure the settings for Windows Firewall.

Windows 10/Windows 8.1/Windows 8

- 1** The settings window for (Windows Firewall) appears.
 - Windows 10:
Select (Desktop) - right click (Start) - (Control Panel) - (System and Security) - (Windows Firewall).
 - Windows 8.1/Windows 8:
Select (Desktop) - (Settings) - (Control Panel) - (System and Security) - (Windows Firewall).
- 2** The settings window appears. Select (Turn Windows Firewall on or off) and remove the checkmark from (Block all incoming connections, including those in the list of allowed apps). Click the (OK) button.
- 3** You will return to the settings window. Select (Allow an app or feature through Windows Firewall). Select the (Epson Monitoring Tool) checkbox in the (Allowed apps and features) list and click the (OK) button.
If Epson Monitoring Tool does not appear in the list, add it from the (Allow another app) button.

Windows 7

- 1** Select (Start) - (Control Panel) - (System and Security) - (Windows Firewall).
- 2** The settings window appears. Select (Turn Windows Firewall on or off) and remove the checkmark from (Block all incoming connections, including those in the list of allowed programs). Click the (OK) button.
- 3** You will return to the settings window. Select (Allow a program or feature through Windows Firewall). Select the (Epson Monitoring Tool) checkbox in the (Allowed programs and features) list and click the (OK) button.
If Epson Monitoring Tool not appear in the list, add it from the (Allow another program) button.

Windows Vista

- 1** Select (Start) - (Control Panel) - (Allow a program through Windows Firewall).
- 2** The "Windows Firewall Settings" window appears. Select the (General) tab and remove the checkmark from (Block all incoming connections).
- 3** Select the (Exceptions) tab and select the (Epson Monitoring Tool) checkbox in the (Program or port) list.
If Epson Monitoring Tool does not appear in the list, add it from the (Add program) button.

Firewall Settings for Client Computer

If there is an active firewall in the network, register Epson Monitoring Tool as a communication application. If you do not register it, you will not be able to monitor or configure the settings of the printers.

When a domain of administrator computer is different from a domain of client computer, change the firewall settings.

Change the settings of Windows Firewall or commercial security software firewall, and open the TCP2291 port. If the port is not opened, you cannot monitor printers or change settings with this tool.

When using a GP-C830/GP-C831/GP-C832 model printer, configure settings for when the "Domains of the Administrator computer and client computer are the same".

Windows 10/Windows 8.1/Windows 8

Domains of administrator computer and client computer are same

- 1** The settings window for (Windows Firewall) appears.
 - Windows 10:
Select (Desktop) - right click (Start) - (Control Panel) - (System and Security) - (Windows Firewall).
 - Windows 8.1/Windows 8:
Select (Desktop) - (Settings) - (Control Panel) - (System and Security) - (Windows Firewall).
- 2** The settings window appears. Select (Turn Windows Firewall on or off) and remove the checkmark from (Block all incoming connections, including those in the list of allowed apps). Click the (OK) button.
- 3** Start the tool.
- 4** Select (Tool)-(Remote PC Protocol). Check (Remote PC Protocol) is set to (Windows Named PIPE).
If (Remote PC Protocol) is (TCP/IP Port 2291), change to (Windows Named PIPE).

Domains of administrator computer and client computer are different

- 1** The settings window for (Windows Firewall) appears.
 - Windows 10:
Select (Desktop) - right click (Start) - (Control Panel) - (System and Security) - (Windows Firewall).
 - Windows 8.1/Windows 8:
Select (Desktop) - (Settings) - (Control Panel) - (System and Security) - (Windows Firewall).
- 2** The settings window appears. Select (Turn Windows Firewall on or off) and remove the checkmark from (Block all incoming connections, including those in the list of allowed apps). Click the (OK) button.
- 3** You will return to the settings window. Select (Allow an app or feature through Windows Firewall). Click the (Change settings) button and then the (Allow another app) button.
- 4** The "Add an app" window appears. Click the (Browse) button and select PCSVC.exe. Click the (Add) button.
PCSVC.exe is located in the following directory:
C:\Program Files\EPSON\portcommunicationservice\PCSVC.exe
- 5** (PCSVC) is added to the (Allowed apps and features) list. Click the (OK) button.
- 6** Start the tool.
- 7** Select (Tool)-(Remote PC Protocol). Set (Remote PC Protocol) to (TCP/IP Port 2291).

Windows 7

Domains of administrator computer and client computer are same

- 1** Select (Start) - (Control Panel) - (System and Security) - (Windows Firewall).
- 2** The settings window appears. Select (Turn Windows Firewall on or off) and remove the checkmark from (Block all incoming connections, including those in the list of allowed programs). Click the (OK) button.
- 3** Start the tool.
- 4** Select (Tool)-(Remote PC Protocol). Check (Remote PC Protocol) is set to (Windows Named PIPE).
If (Remote PC Protocol) is (TCP/IP Port 2291), change to (Windows Named PIPE).

Domains of administrator computer and client computer are different

- 1** Select (Start) - (Control Panel) - (System and Security) - (Windows Firewall).
- 2** The settings window appears. Select (Turn Windows Firewall on or off) and remove the checkmark from (Block all incoming connections, including those in the list of allowed programs). Click the (OK) button.
- 3** You will return to the settings window. Select (Allow a program or feature through Windows Firewall). Click the (Change settings) button and then the (Allow another program) button.
- 4** The "Add a Program" window appears. Click the (Browse) button and select EPuras.exe (For Advanced Printer Driver Ver.4.50 or later, select PCSVC.exe.). Click the (Add) button.
 - EPuras.exe is located in the following directory:
C:\Program Files\EPSON\EPuras\EPuras.exe
 - PCSVC.exe is located in the following directory:
C:\Program Files\EPSON\portcommunicationservice\PCSVc.exe
- 5** (EPuras) or (PCSVc) is added to the (Allowed programs and features) list. Click the (OK) button.
- 6** Start the tool.
- 7** Select (Tool)-(Remote PC Protocol). Set (Remote PC Protocol) to (TCP/IP Port 2291).

Windows Vista

Domains of administrator computer and client computer are same

- 1** Select (Start) - (Control Panel) - (Allow a program through Windows Firewall).
- 2** The "Windows Firewall Settings" window appears. Select the (General) tab and remove the checkmark from (Block all incoming connections).
- 3** Start the tool.
- 4** Select (Tool)-(Remote PC Protocol). Check (Remote PC Protocol) is set to (Windows Named PIPE).
If (Remote PC Protocol) is (TCP/IP Port 2291), change to (Windows Named PIPE).

Domains of administrator computer and client computer are different

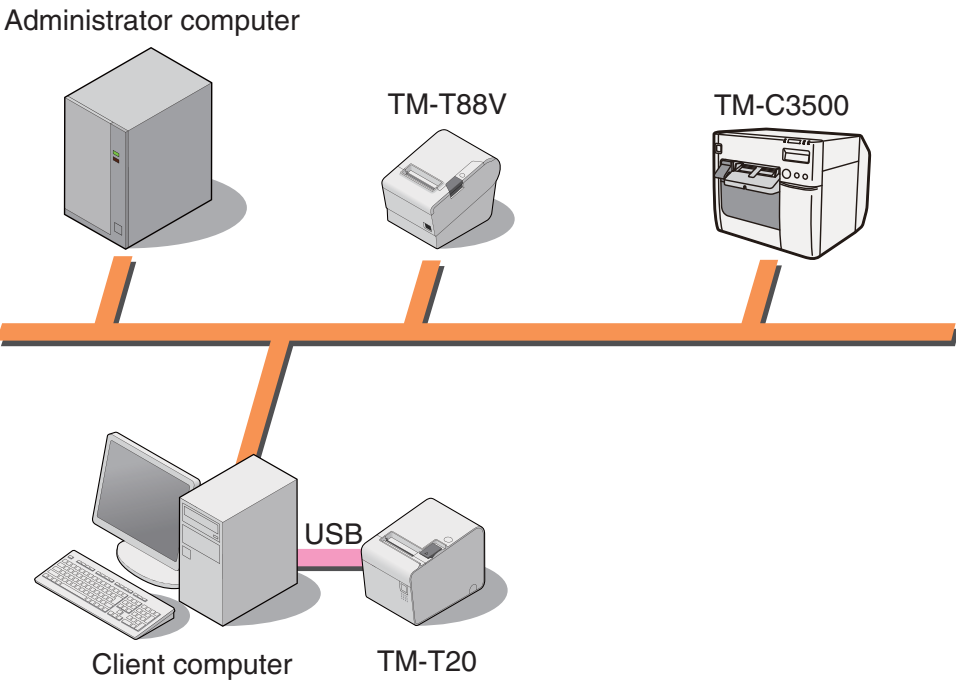
- 1** Select (Start) - (Control Panel) - (Allow a program through Windows Firewall).
- 2** The "Windows Firewall Settings" window appears. Select the (General) tab and remove the checkmark from (Block all incoming connections).
- 3** Select the (Exceptions) tab and click the (Add port) button.
- 4** The "Add a Port" window appears. Set (Name), (Port number) and (Protocol), and click the (OK) button.

| Item | Setting |
|-------------|--------------|
| Name | Set any name |
| Port number | 2291 |
| Protocol | TCP |

- 5** The port is added to the (Program or port) list. Click the (OK) button.
- 6** Start the tool.
- 7** Select (Tool)-(Remote PC Protocol). Set (Remote PC Protocol) to (TCP/IP Port 2291).

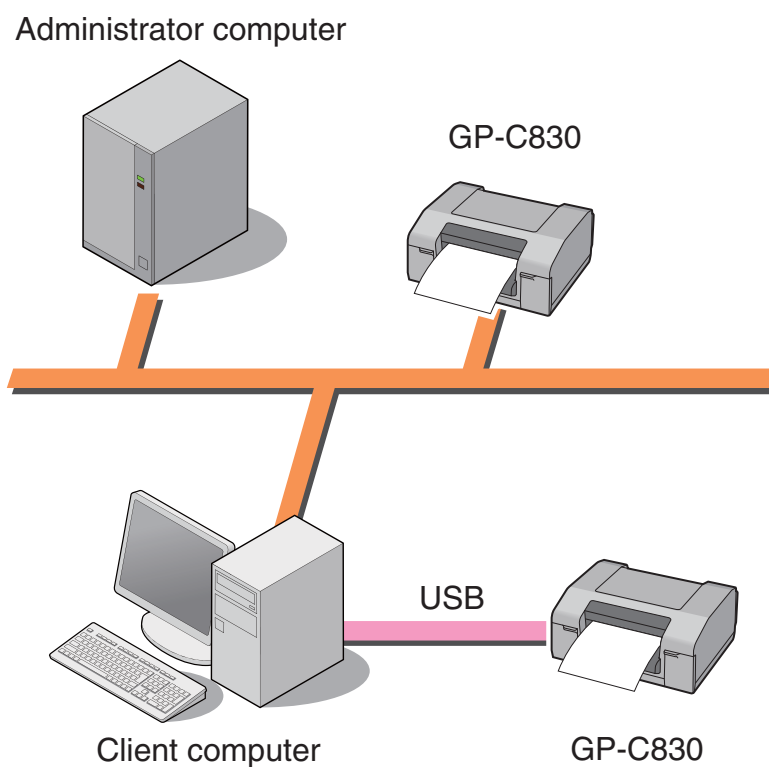
Examples of System Configurations

The following are examples of system configurations.



| Computer | Driver / Utility |
|------------------------|-------------------------------|
| Administrator computer | Epson Monitoring Tool |
| | TM-T88V Utility |
| | TM-T20 Utility |
| | TM-C3500 PrinterSetting |
| Client computer | Advanced Printer Driver Ver.5 |

Examples for the GP-C830



| Computer | Driver / Utility |
|------------------------|------------------------|
| Administrator computer | Epson Monitoring Tool |
| Client computer | Epson Monitoring Tool |
| | GP-C830 Printer Driver |



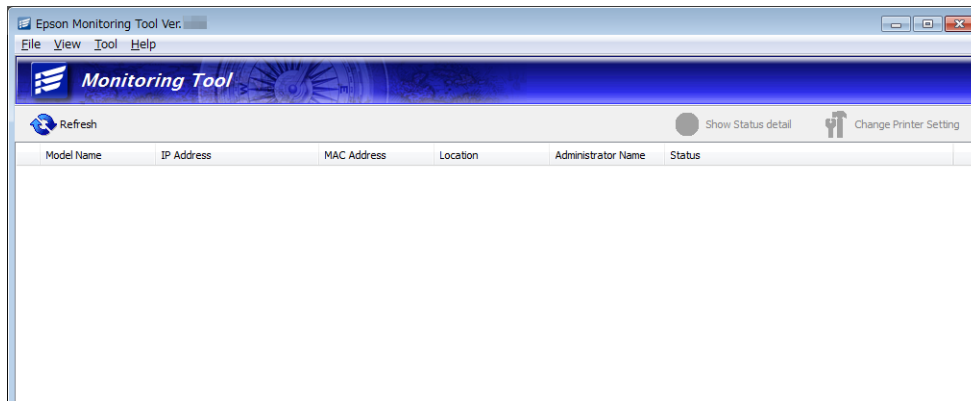
From the administrator computer, you cannot configure the settings for GP-C830 that is connected to the client computer via the USB port.

Using the Tool

This chapter explains how to use the tool.

Running the Tool

Select (Start)-(All Programs)-(EPSON)-(Epson Monitoring Tool)-(Epson Monitoring Tool).
The tool starts.



- If EpsonNet SDK for Windows Ver.1.0h or later is not installed, an error message appears on start-up of Epson Monitoring Tool. In such a case, reinstall Epson Monitoring Tool. Also reinstall the Epson Monitoring Tool if you uninstall EpsonNet SDK for Windows.
- If the window [Windows Firewall has blocked some features of this program] appears when you start the tool for the first time, select [Unblock].
If you do not unblock the features, printers may not be searched.
- Execute with Admin (Administrator) privilege.

Registering Printers

The tool automatically searches for printers on the same network and register them when their power is turned on.

With this configuration, the printers you wish to monitor may not appear or printers you do not wish to monitor may appear.

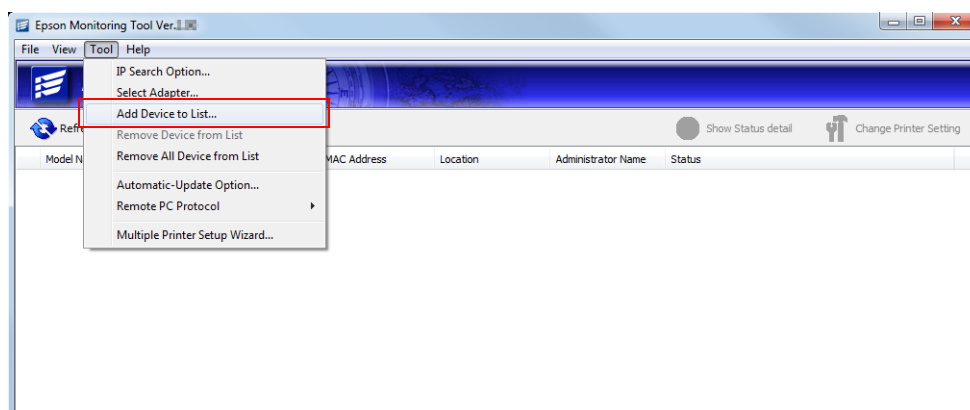
Therefore you need to register/delete the printers you wish to monitor or configure.

- ❑ Registering network printers ([p. 24](#))
- ❑ Registering printers connected to client computers ([p. 26](#))
- ❑ Registering printers using a list ([p. 28](#))
- ❑ Searching external network ([p. 29](#))
- ❑ Deleting printers ([p. 31](#))

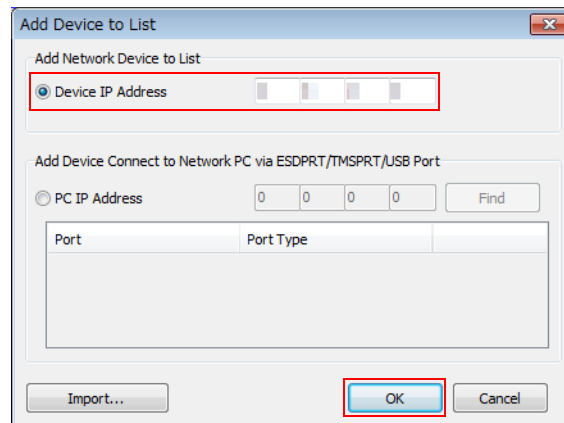
Registering Network Printers

Follow the steps below to register network printers.

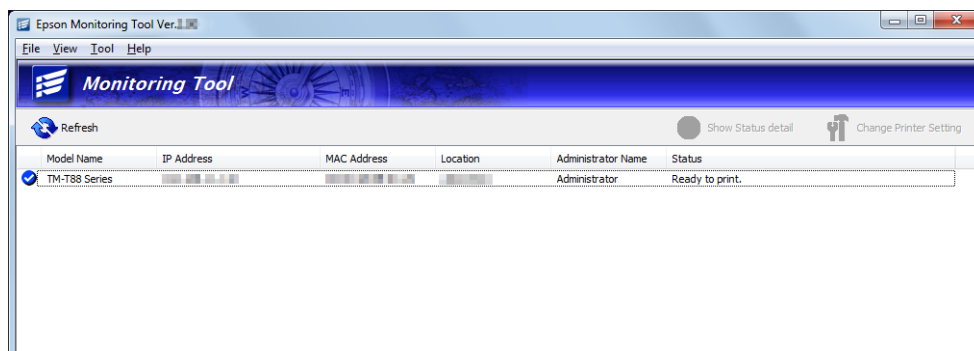
- 1** Make sure that the network printer is turned on.
- 2** Start the tool.
- 3** Select (Tool) - (Add Device to List).



- 4 “Add Device to List” window appears. Select (Device IP Address) to enter the IP address for network printer. Then, click (OK) button.



The printer is registered and displayed in the list.



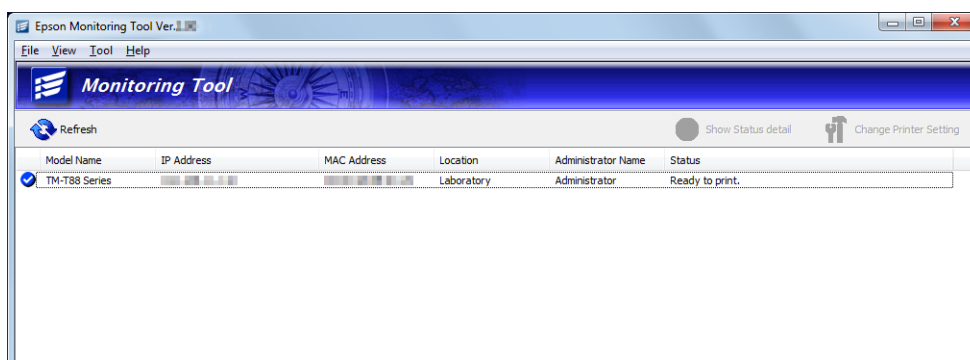
Registering Printers Connected to Client Computers

Follow the steps below to register a printer connected to a client computer via local area network.

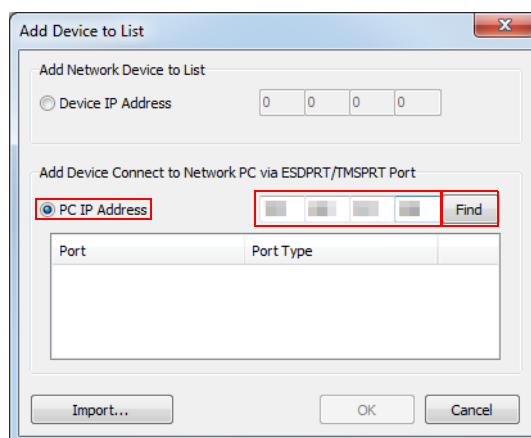


Check the IP address for the client computer beforehand.

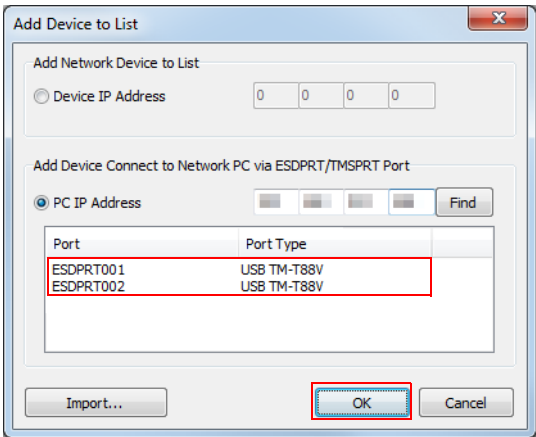
- 1 Make sure that the client computer and the printer are turned on.
- 2 Start the tool.
- 3 The model list window appears. The printers connected to the network are automatically searched and registered.



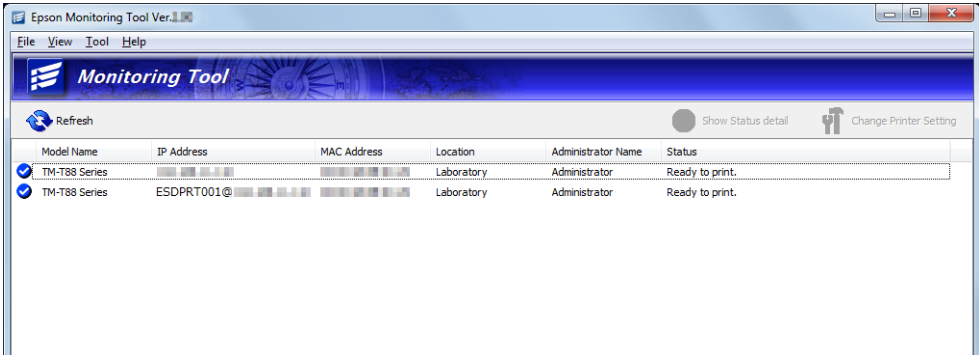
- 4 Select (Tool) - (Add Device to List).
- 5 The "Add Device to List" window appears. Select (PC IP Address) to enter the IP address for the client computer. Then, click the (Find) button to display printers.



6 Select the printer to be registered and click the (OK) button.



The printer is registered and displayed in the list.



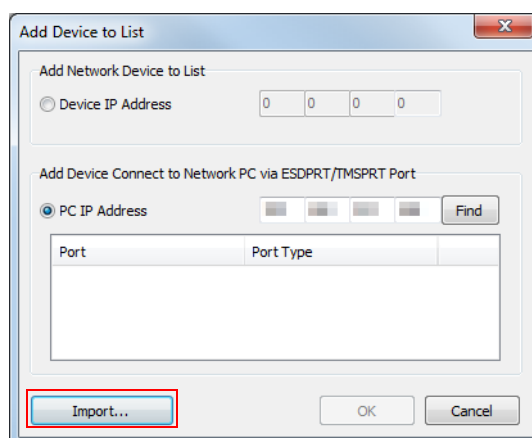
Registering Printers Using a List

If you have a list of the printers you want to register, you can import the list to register the printers.

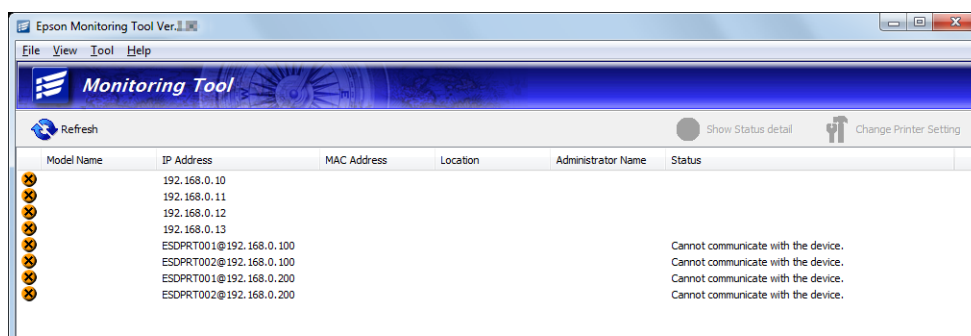
Example list : (List.txt)

| | |
|-------------------------|---|
| 192.168.0.10 | Network printer |
| 192.168.0.11 | Network printer |
| 192.168.0.12 | Network printer |
| 192.168.0.13 | Network printer |
| ESDPRT001@192.168.0.100 | Printer connected to client computer (100)ESDPRT001 |
| ESDPRT002@192.168.0.100 | Printer connected to client computer (100)ESDPRT002 |
| ESDPRT001@192.168.0.200 | Printer connected to client computer (200)ESDPRT001 |
| ESDPRT002@192.168.0.200 | Printer connected to client computer (200)ESDPRT002 |

- 1 From this tool's model list window, select (Tool) - (Add Device to List).
- 2 The "Add Device" window is displayed. Click the (Import) button.



- 3 The "Open" window is displayed. Select the file you want to import and click (OK).
- 4 You will return to the model list display window. The imported printers will be registered.



Searching Network

Automatic search sometimes cannot be performed if the computer has multiple network adapters or the network is beyond the automatic search scope. Conduct settings by the following method.

- ❑ Search for another network adapter (p. 29)
- ❑ Specify the network to search (p. 30)

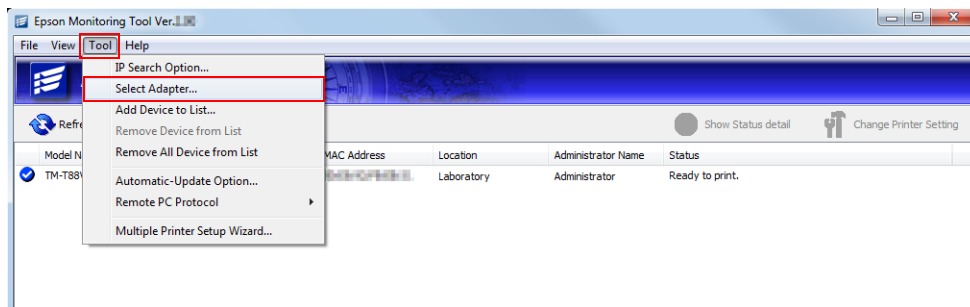


- Depending on network environment, the tool may not be able to monitor printers due to router or security settings.
- Set up a firewall based on the network configuration. Contact the network administrator for detail.

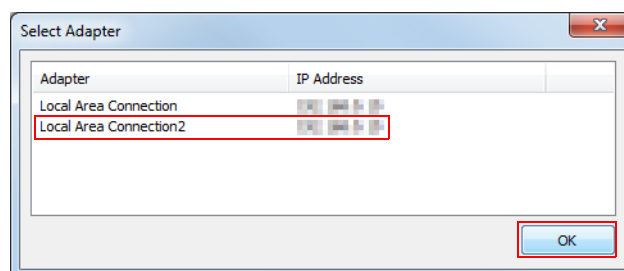
Search for another network adapter

Configure as follows.

- 1 Select (Tool) - (Select Adapter) from the model list window on the tool.



- 2 The "Select Adapter" window is displayed. Select another network adapter to which the printer is registered and click the (OK) button.

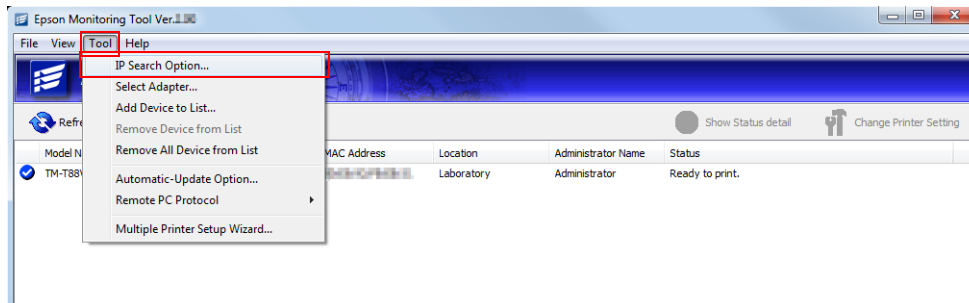


The selected network adapter is searched and the results are displayed.

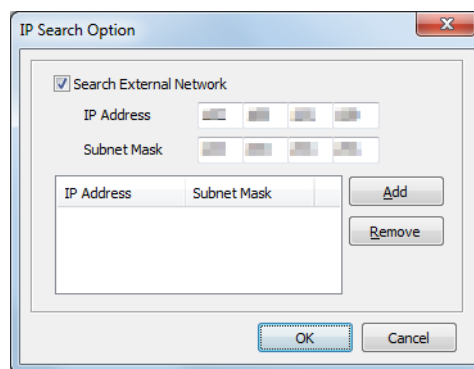
Specify the network to search

Configure as follows.

- 1 Select (Tool) - (IP Search Option) from the model list window on the tool.



- 2 The "IP Search Option" window appears. Configure the each item.



| Item | Explanation |
|---------------------------------------|---|
| Enable search into a specific address | Check this to search a network interface connected to a network other than your local network. |
| IP Address | Enter the IP address of the network with which the printer to search is connected here. Be sure to enter an IP address, specifying all the host bits to 0. Sample entry: If the subnet mask of the segment to search is 255.255.255.0 and the printer IP address is 192.168.192.168, enter 192.168.192.0 in the [IP address] box. |
| Subnet Mask | Enter the subnet mask of the segment to search here. |
| Add | Click this button to register the entered IP address and subnet mask and display them in [Search address list]. The tool searches for the network for the IP addresses added here. Once devices are identified, they appear on [Status List Window]. |
| Remove | Select a network IP address from [Search address list] and click this button to delete it from [Search address list]. |

The selected IP address is searched and the results are displayed.

Deleting Printers

You can delete printers shown on the model list window of the tool.

For printers on the same network, even if they are deleted, once you restart the tool, they will be registered again and reappear in the list.

For printers connected to client computers via local area network or on a different network, once you delete them, they do not appear unless you manually register them.

Deleting Registered Printers Individually

To individually delete a registered printer, follow the steps below to delete it from the model list window of the tool.

- 1** From the model list window of the tool, select a printer to be deleted. Then, select (Tool) - (Remove Device from List).
- 2** The printer is deleted from the model list window.

Deleting All the Registered Printers

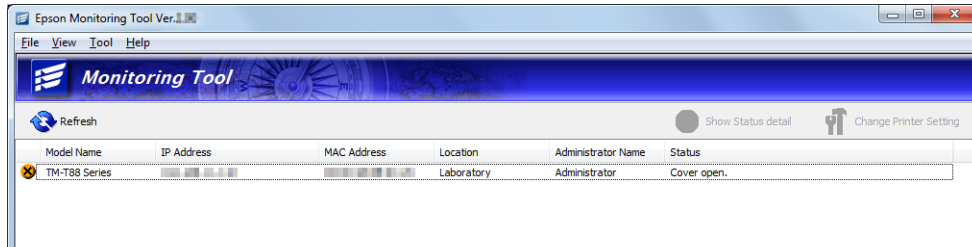
When you want to delete all the registered printers, follow the steps below to delete them from the model list window of the tool.

- 1** From the model list window of the tool, select (Tool) - (Remove All Device from List).
- 2** The confirmation window appears. Select (Yes) to delete all the printers.
- 3** The printers are deleted from the model list window.

Monitoring Printers

If you register printers with the tool, you can monitor the printers and display the information obtained from the printers.

Unless you click the (Refresh) button, the printer information cannot be updated by default. Activating (Automatic-Update Option) enables the tool to regularly check the status and update the information automatically (See "[Automatic-Update Option](#)" (p.33)).



| Item | | Explanation |
|--------------------|--|--|
| Icon | | Operating normally. |
| | | A warning has occurred. Check the status. |
| | | An error has occurred. Check the status. |
| Model Name | | Indicates the printer model. |
| IP Address | | Indicates the IP address of the printer. Network printer: IP address of the printer The printer connected to client computer: Printer port of the computer@IP address of the computer Example: ESDPRT001@192.168.192.168 |
| MAC Address | | The Mac address appears. |
| Location | | This item appears if it is registered. |
| Administrator Name | | This item appears if it is registered. |
| Serial No. | | The serial number appears. |
| Firmware | | The firmware version appears. Only for TM-C3400/TM-C3500 series. |
| Status Detail | | Indicates the status of the printer. One of the following statuses appears. <ul style="list-style-type: none"> • Ready to print. • There is little paper for the receipt. • There is no paper for the receipt. • Error. • Auto-cutter error. • The Fatal error. • Recovering the error. • Printer is offline. • Cover open. • Cannot get the printer status. • Undefined status reply. |

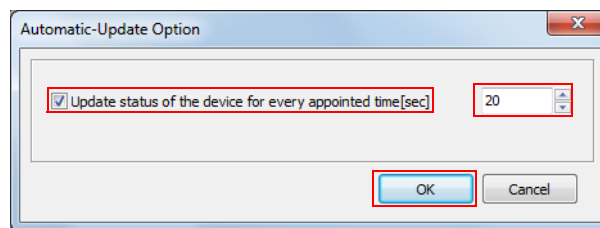


The status content that can be obtained differs depending on the printer model.
For information on the content and the steps for dealing with errors, refer to the manual for each printer.

Automatic-Update Option

To regularly update the status, use "Automatic-Update Option" to set an update interval. The default interval is 20 seconds.

- 1 Select (Tool) - (Automatic-Update Option).
- 2 The "Automatic-Update Option" window appears. Check (Update status of the device for every appointed time (sec)). Enter an update interval and click the (OK) button.



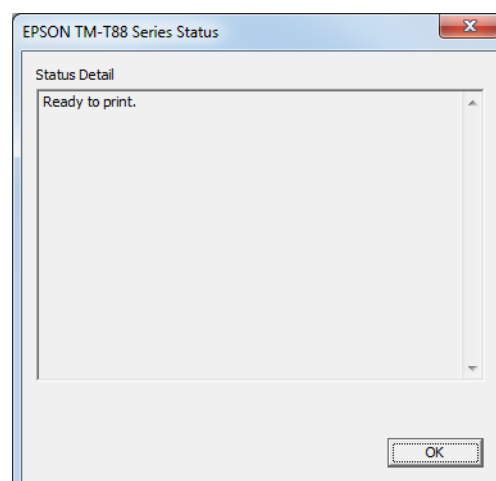
Displaying Status Details

- 1 Select the model for the detailed status information that you want to display from the model list window, and click (Show Status detail).
- 2 The detailed information window appears. You can check details and measures for the selected model.



The status detail display varies depending on a type of printer.

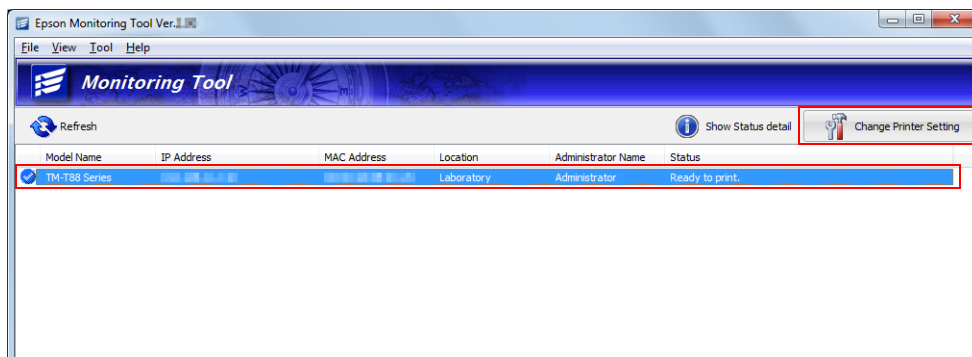
Example: TM-T88V



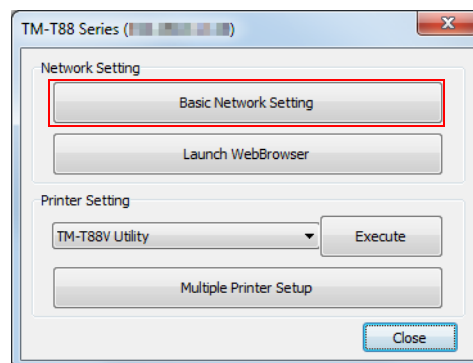
Changing the Network Settings of Network Printers

Follow the steps below to change the network settings.

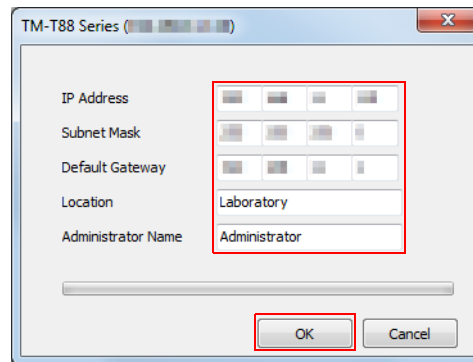
- 1** Make sure that the printer is turned on.
- 2** Start the tool.
- 3** The model list window appears. The printers directly connected to the network are displayed in the list.
- 4** Select the printer for changing the network settings, and click the (Change Printer Setting) button.



- 5** The next window appears. Click the (Basic Network Setting) button.



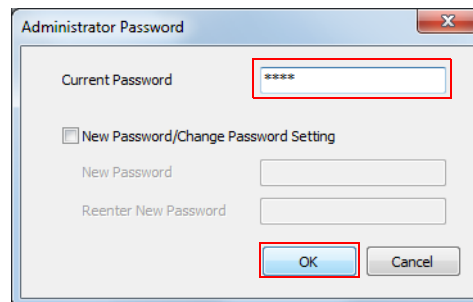
- 6** The next window appears. Enter the network settings, and click the (OK) button.



- 7** The "Administrator Password" window appears. Enter the password and click the (OK) button.

If you have not set any password, enter nothing and click the (OK) button.

If you want to set a new password or change the existing password, check (New Password/Change Password Setting) and enter a new password.



- 8** The "Information" window appears. Success or failure of the IP address setting will be displayed on the window.

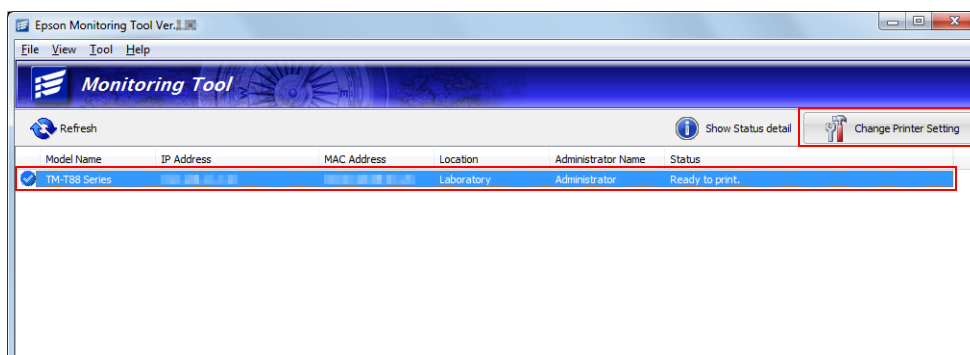
Changing Printer Settings Individually



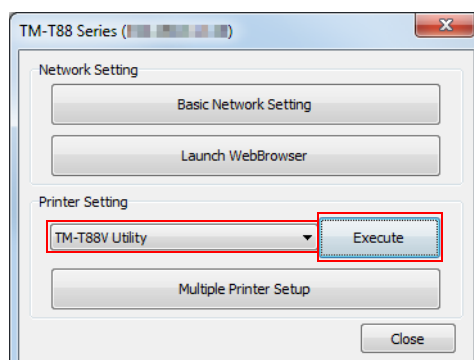
- To change the printer settings, you need to first install the model-specific utilities for the TM printers and Printer Driver for TMC7500/TM-C3500.
For example: you need TM-T88V Utility for TM-T88V.
- The settings available for configuration differ depending on the model-specific utilities and printer driver for each printer. For details, refer to the Technical Reference Guide for each printer.

Follow the steps below to change printer settings individually.

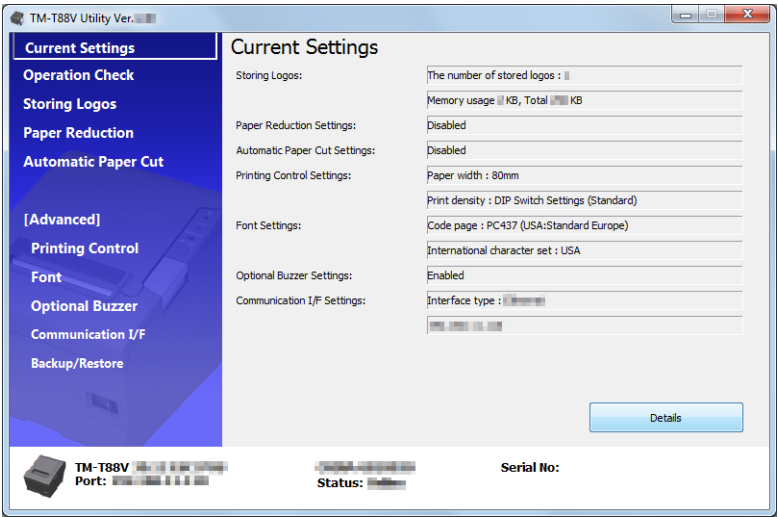
- 1** Make sure that the client computer and the printer are turned on.
- 2** Start the tool.
- 3** Register the printer.
See "[Registering Printers Connected to Client Computers](#)" (p.26).
- 4** From the model list window, select the printer for settings to be changed. Then click the (Change Printer Setting) button.



- 5** The next window appears. From (Printer Setting), select the printer model for the settings to be changed. Then, click the (Execute) button.



- 6 The utility for each printer starts. Change the printer settings.
For detailed item explanation or how to configure settings, see User's Manual for each utility or Technical Reference Guide for each printer.
The following screenshot appears when TM-T88V Utility starts.



Changing the Printer Settings at Once

Make sure to create backup files in advance and perform other preparations before changing multiple printer settings or updating multiple certificates at one time.

- ❑ Creating a backup file ([p. 38](#))
- ❑ Change printer settings ([p. 42](#))
- ❑ Update of certificates ([p. 45](#))

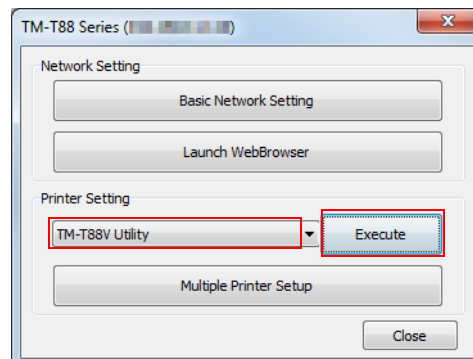
How to Create a Backup File

Create the backup files by using the tool to start the model-specific utilities for the TM printer or Printer Settings for TM-C7500/TM-C3500.

When using a GP-C830/GP-C831/GP-C832 model printer, create an xxx.cfg file from (File)-(Save) in the PrinterSetting for each model.

Utility Startup

- 1 From the model list window of the tool, select a printer for creating a backup file. Then, click the (Change Printer Setting) button.
- 2 The next window appears. From (Printer Setting), select a printer model for creating a backup file. Then, click the (Execute) button.



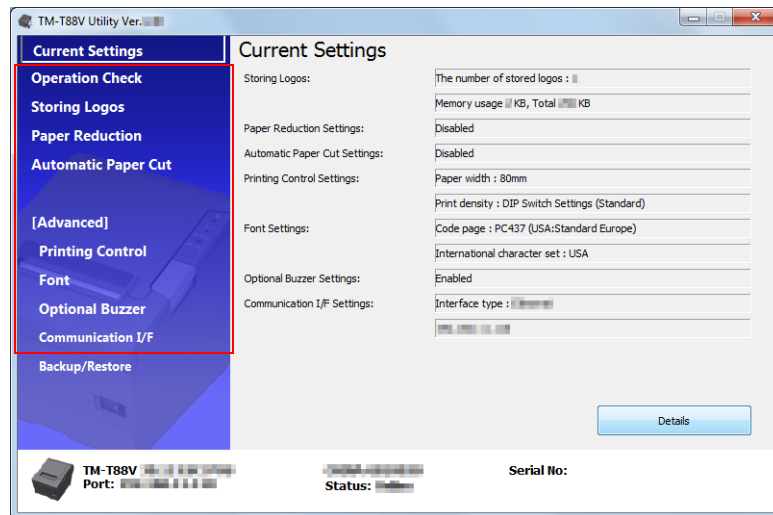
- 3 Each printer's utility starts.

Creating a Backup File

Model-specific Utilities for TM Printers

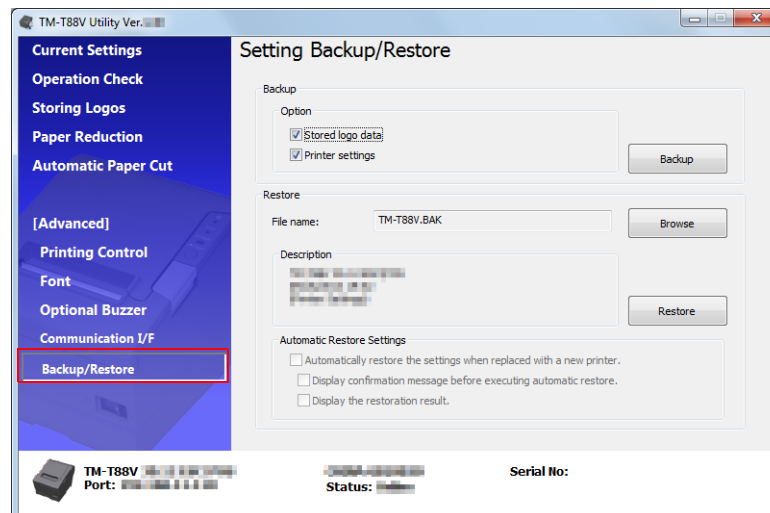
Follow the steps below to create a backup file. (The following describes steps for TM-T88V Utility.)

- 1 Use TM-T88V Utility to set each item.



The settings may differ depending on the printer. For details, refer to the manual for the model-specific utilities.

- 2 Click the (Backup/Restore).



3 From (Option), check the data to be stored.

- ☐ Stored logo data: Saves the logo data stored on the printer. In this step, data is not acquired from the printer, but the data in the logo store file (TLG file) is saved.
- ☐ Printer settings: Saves all the set values of the printer.
 - Font settings (font replacement, code page, and international character set settings)
 - Print control settings (paper width, print speed, density, etc.)
 - Paper save setting
 - Automatic cutting setting



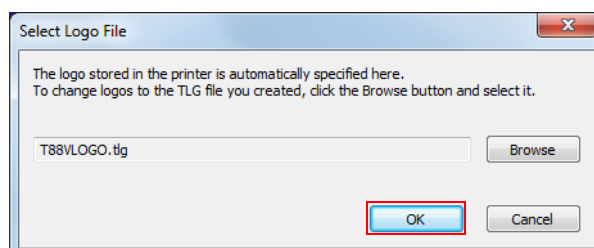
The settings may differ depending on the printer. For details, refer to the manual for the model-specific utilities.

4 Click the (Backup) button. A backup confirmation message will appear. Click the (Yes) button.

| | |
|---|---------------|
| If (Stored logo data) was selected in step 2. | Go to step 5. |
| If (Stored logo data) was not selected in step 2. | Go to step 6. |

5 The "Select Logo File" screen appears. The most recently saved logo filename will appear. Click the (OK) button.

If you wish to change the file to be saved, click the (Browse) button.



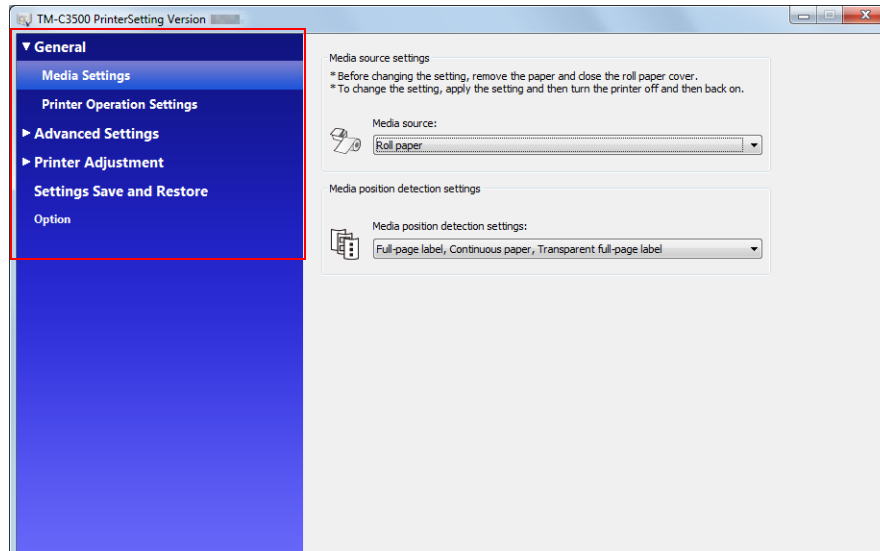
6 The "Save As" window appears. Enter a file name and backup location to save. The backup file is generated.

7 The completion window appears. Click the (OK) button.

For TM-C7500/ TM-C3500 PrinterSetting

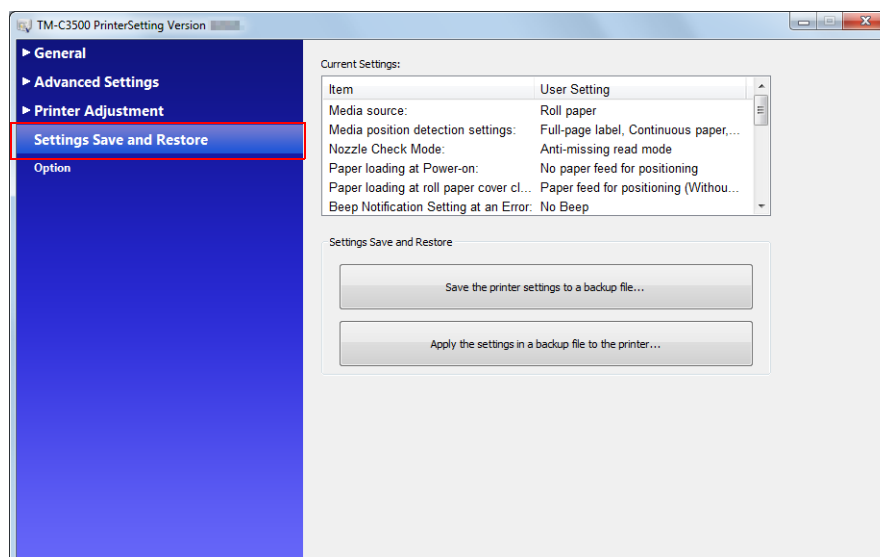
Follow the steps below to create a setting file. (The following describes steps for TM-C3500 PrinterSetting.)

- 1 Use TM-C3500 PrinterSetting to set each item.



For how to set each item, see the Technical Reference Guide for the printer.

- 2 Click the (Settings Save and Restore).



- 3 Click the (Save the printer settings to a backup file) button.
- 4 The "Save As" window appears. Enter a file name and backup location to save.
- 5 The confirmation window appears. Select (Yes) to save the setting file.

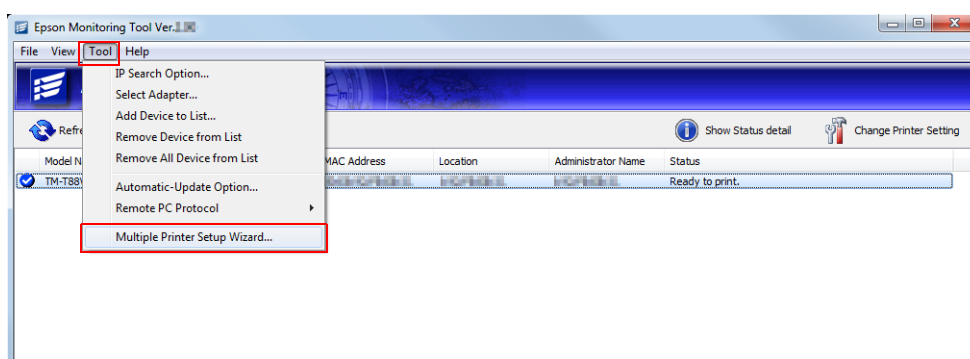
Change printer settings



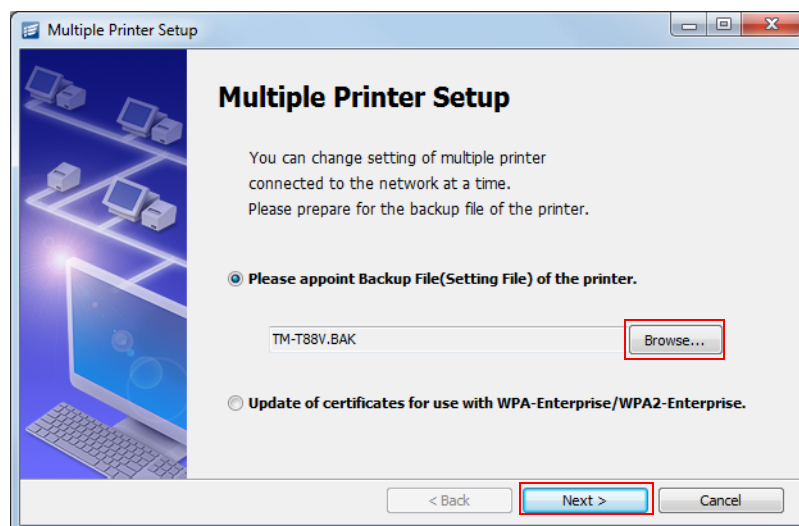
To change printer settings, you have to install model-specific utilities or Printer Driver of TM-C7500 or TM-C3500 beforehand.
For example: you need TM-T88V Utility for TM-T88V.

Use a backup file (.bak) to change settings for all the registered printers at once. Follow the steps below to change the printer settings at once.

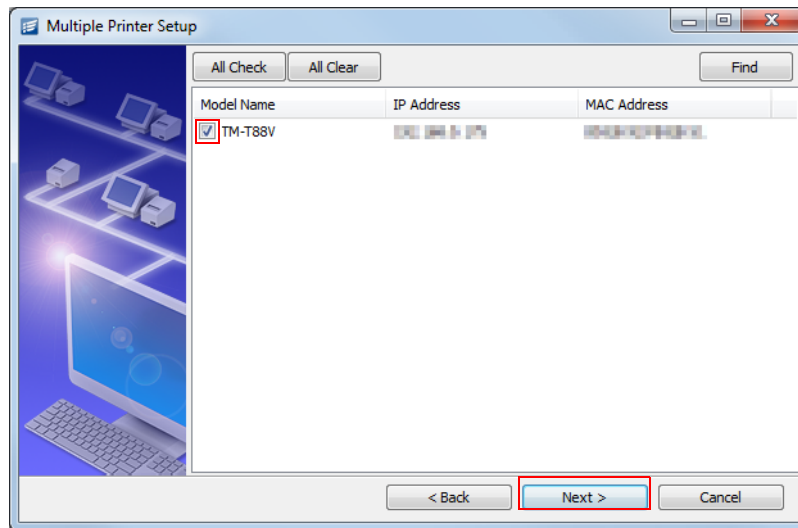
- 1 Make sure that the client computer and the printer are turned on.
- 2 Start the tool.
- 3 Register the printer.
See ["Registering Printers Connected to Client Computers"](#) (p.26).
- 4 Prepare a backup file.
See ["How to Create a Backup File"](#) (p.38) for how to create a setting file.
- 5 Select (Tool)-(Multiple Printer Setup Wizard) from the model list window.



- 6 The "Multiple Printer Setup" window appears. Click the (Browse) button to set the backup file or the .cfg file (GP-C830/C831/C832). Then, click the (Next) button.



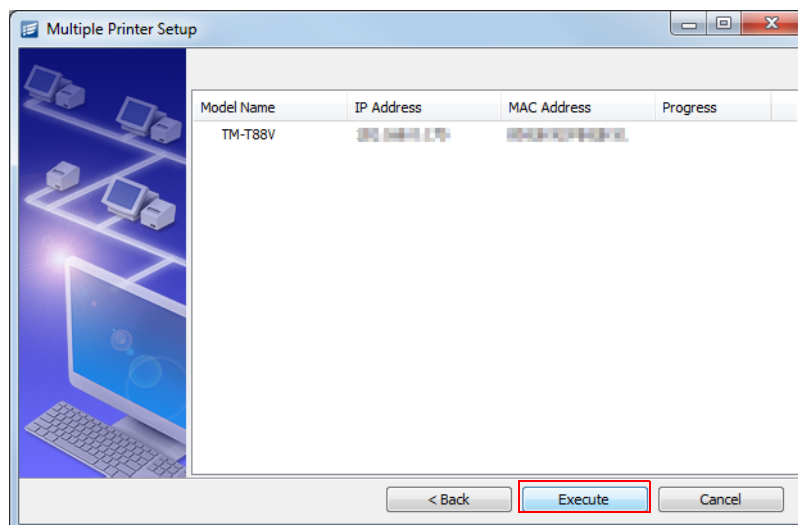
- 7** The next window appears. Check printers for changing settings and click the (Next) button.



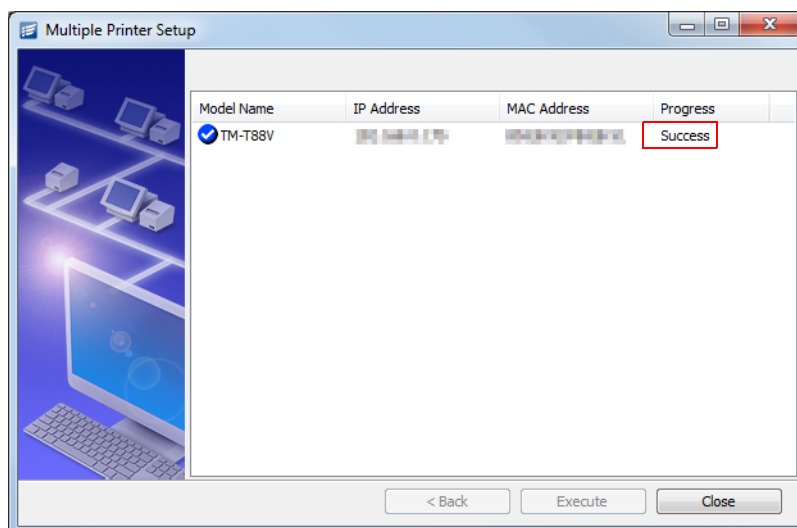
- 8** The next window appears. Printers will be displayed in the list for changing settings. Click the (Execute) button to change settings.

For TM-T88VI, the password input menu is displayed. It is not displayed for other printers.

If the administrator password is set for the TM-T88VI, select the checkbox and enter the password.



- 9** When the printer setting change has been successfully completed, (Success) appears at (Progress).



- 10** Click the (Close) button.

Update of certificates

Certificates used for WPA-Enterprise/WPA2-Enterprise can be updated at once. Update with the following steps.



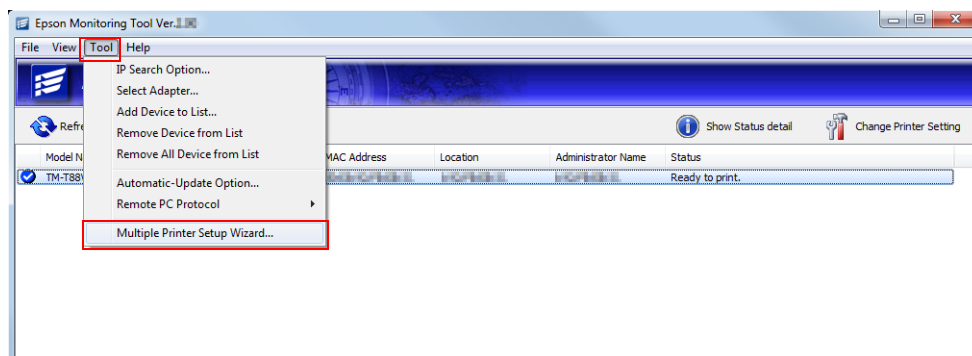
When updating certificates, check settable printer and firmware version. For details, refer to ["Type of Printers to Be Set" \(p.11\)](#). In case of not supported firmware version, communication may not become possible after updating certificates.



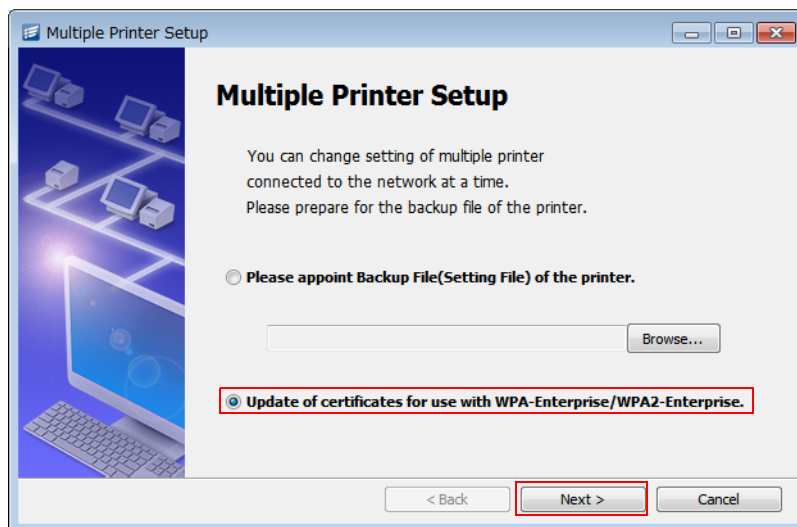
When updating a certificate, prepare a certificate beforehand.

- Client authentication
 - * Create a client certificate and private key into one package. The package should be PKCS#12 format. Set password of PKCS#12 within 64 characters or less.
 - * If you wish to use WebConfig from your browser through HTTPS, create and register a certificate that you can use both for WPA-Enterprise/WPA2-Enterprise and SSL/TSL.
- Server authentication
 - * Set CA certificate in DER or PEM format.

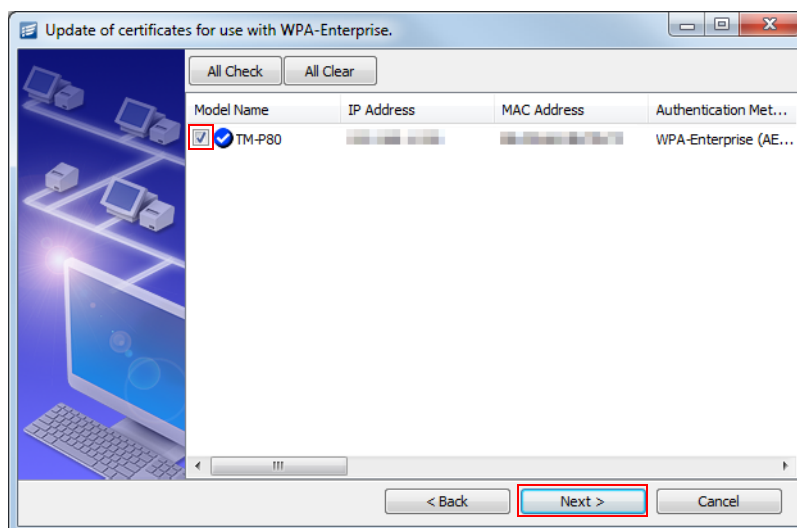
- 1** Make sure that the client computer and the printer are turned on.
- 2** Start the tool.
- 3** Register the printer.
See ["Registering Printers Connected to Client Computers" \(p.26\)](#).
- 4** Prepare a backup file.
See ["How to Create a Backup File" \(p.38\)](#) for how to create a setting file.
- 5** Select (Tool)-(Multiple Printer Setup Wizard) from the model list window.



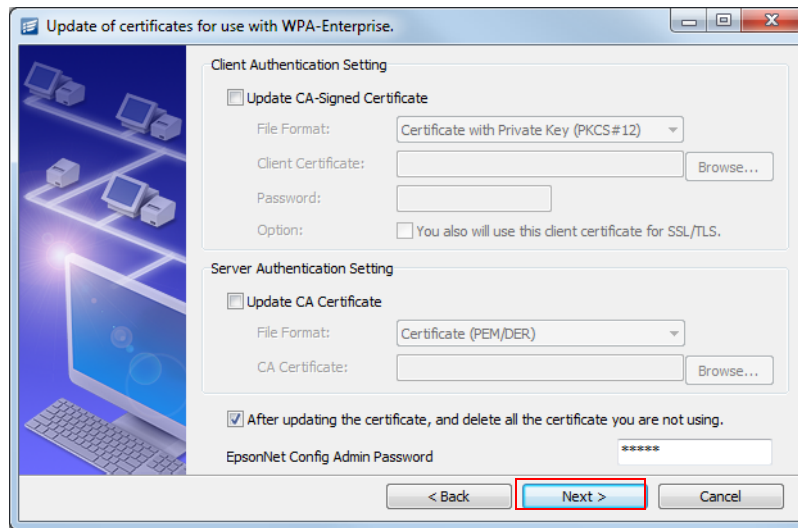
- 6 The “Multiple Printer Setup” window appears. Select (Update of certificates for use with WPA-Enterprise/WPA2-Enterprise.). After selecting, click the (Next) button.



- 7 The next screen is displayed. Check the printer to update certificates and click the (Next) button.

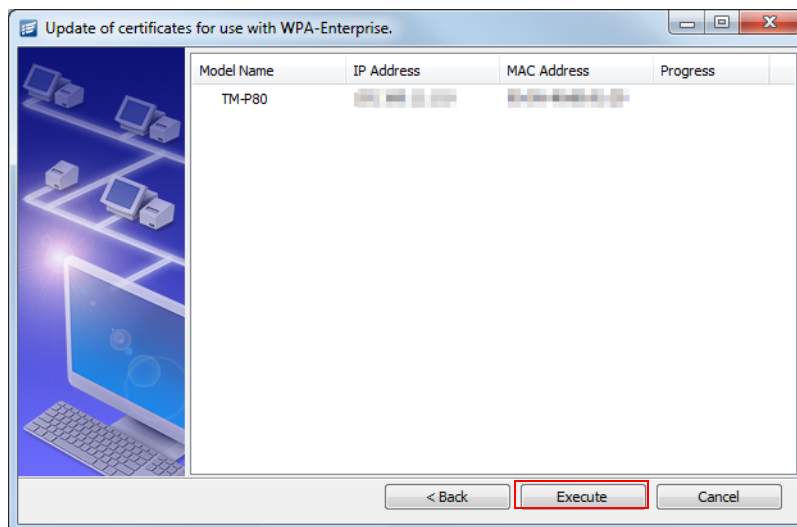


- 8 The next screen is displayed. Check (Update Client Certificate) or (Update CA-signed Certificate) and set certificates to update. After setting is done, click the (Next) button.

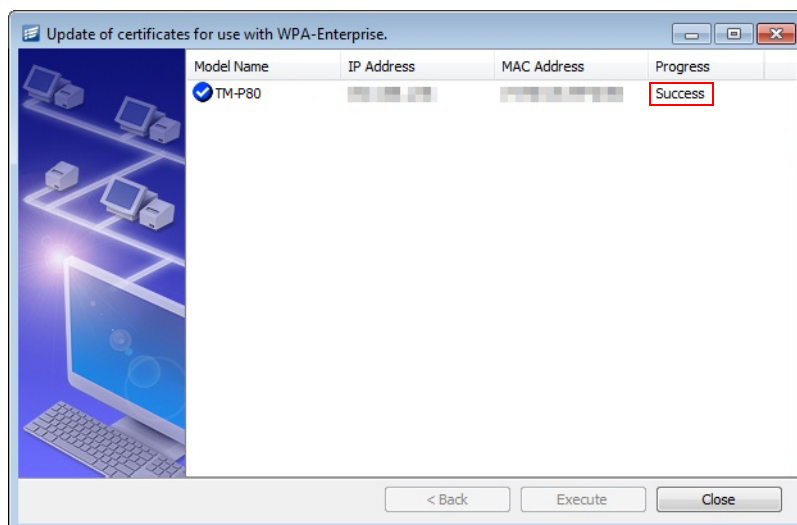


| Item | | Explanation |
|---|------------------------------|--|
| Client Authentication Setting | Update CA-Signed Certificate | Check when updating client certificates. |
| | File Format | Certificate with Private Key (PKCS#12) can be only registered as certificates. |
| | Client Certificate | Specify certificates to update. Click the [Browse] button and specify a file. |
| | Password | Enter the password specified when creating the client certificate. |
| | Option | When checked, certificates specified in client authentication are also used for HTTPS communication with EpsonNet Config (Web version). When the option is checked, create certificates in the setting used for both WPA-Enterprise/WPA2-Enterprise and SSL beforehand. |
| Server Authentication Setting | Update CA Certificate | Check when updating CA certificate. |
| | File Format | Certificate (PEM/DER) can be only registered as certificates. |
| | CA Certificate | Specify certificates to update. Click the [Browse] button and specify a file. |
| After updating the certificate, and delete all the certificate you are not using. | | When checked, delete all the certificates you are not using after updating the certificate. If the number of registered certificates reaches the upper limit (3 client certificates, 10 CA certificates), a new certificate cannot be imported. |
| EpsonNet Config Admin Password | | If administrator password of EpsonNet Config (Web version) is set, enter password. Default is "epson". |

- 9** The next screen is displayed. A list of printers that certificates are updated is displayed. Click (Execute) to update certificates.



- 10** When the certificate updating of printer has been successfully completed, (Success) appears at (Progress).
When updating fails, error message is displayed. For a list of error messages and remedies, refer to ["Error Messages for Certificates Updating at Once" \(p.49\)](#).



- 11** Click the (Close) button.

Error Messages for Certificates Updating at Once

Error messages for certificates updating at once and remedies are shown below.

| Error Message | Remedy |
|--|---|
| Backup file format error | Check the certificate file is in correct format. |
| Communication error | Check the printer is in printable state. |
| Port open error | Check the printer is in printable state. |
| Backup file is not found | Check the certificate file is not deleted. |
| HTTP Import Error | Check the certificate file is in correct format. If the number of registered certificates reaches the upper limit (3 client certificates, 10 CA certificates), a new certificate cannot be imported. |
| Cannot get imported cert information | Check the printer is in printable state. |
| SSL/TLS Setting Error | Check the printer is in printable state. |
| WPA-Enterprise/WPA2-Enterprise Setting Error | Check the printer is in printable state. |
| Cannot delete unused Cert | Check the printer is in printable state. |

Replacing a Failed Printer

When replacing a malfunctioning network printer with a new one, you need to use the IP address and settings of the malfunctioning printer to configure the new printer.

If you save the printer settings to the backup files in advance, you can easily restore the settings for the new printer.



In case of printer failure, it is recommended that you create a backup file beforehand using your model-specific utility or TM-C7500/ TM-C3500 PrinterSetting.

TM printers provided with model-specific utilities

- 1** Remove a failed printer from the network.
- 2** Connect a new printer to the network.
- 3** Start the tool, and change the IP address.
See ["Changing the Network Settings of Network Printers" \(p.34\)](#).
- 4** Start the model-specific utilities from the tool and use the backup files to restore the settings.
For how to start model-specific utilities, see ["Changing Printer Settings Individually" \(p.36\)](#).

TM-C7500 series or TM-C3500 series

The following describes steps for TM-C3500 PrinterSetting. The view varies depending on the model you use. Substitute the items as appropriate to your environment.

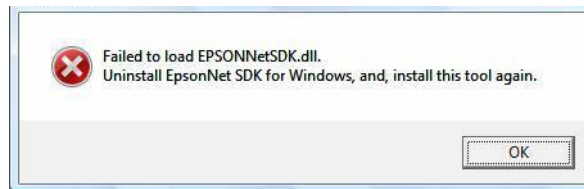
- 1** Remove a failed printer from the network.
- 2** Connect a new printer to the network.
- 3** Turn on the printer.
- 4** Start the tool, and change the IP address.
See ["Changing the Network Settings of Network Printers" \(p.34\)](#).
- 5** Start the TM-C3500 PrinterSetting from the tool and use the backup files to restore the settings.
For how to start TM-C7500/ TM-C3500 PrinterSetting, see ["Changing Printer Settings Individually" \(p.36\)](#).
- 6** Insert paper in the printer. Set the ink cartridge for initial ink filling.



Troubleshooting

This chapter explains the troubleshooting of this tool.

Q1. Although the installation is normally completed, it is not possible to start and the following message is displayed.



A1. There is a possibility that EpsonNet SDK is not installed normally.

Uninstall [EpsonNet SDK for Windows] from the window of [Control Panel] - [Uninstall a program] and reinstall Epson Monitoring Tool.

Q2. When updating certificates with this tool, the following error message is displayed and no further action can be taken.



A2.

- Download and install the Microsoft Visual C++ 2005 Redistributable Package.
- Download and install the Microsoft Visual C++ 2008 Redistributable Package.
- Perform a Windows Update.

Q3. Even if the information acquisition is executed, the printer is not displayed.

A3. There is a possibility that the printer cannot be detected normally.

Check whether the following items are set normally.

- Check that the power supply of the printer is turned on.
- Check that the printer is correctly connected to the network.
- Check that the network setting of the computer is correct.
- When the Windows firewall is effective, check that this tool has been registered in the exceptional list. (See "[Firewall Settings for the administrator computer](#)" on page 15/[Firewall Settings for the administrator computer \(p.15\)](#))

The status sometimes cannot be acquired normally when the network load is high. In this case, display the Status Detail Window and acquire each status of the printer again.

Add the network to be searched when you want to detect a network outside of the router. (See "[Searching Network](#)" on page 29)

If it is connected to another network adapter, select the adapter to be searched.

(See ["Search for another network adapter" on page 29](#))

Even if the above-mentioned is executed, the printer may not be detected according to the setting of the router. Add the printer that you want to detect by specifying the IP Address.

(See ["Registering Printers Connected to Client Computers" on page 26](#))

If you still cannot detect the printer, please contact the network administrator.

Q4. When detecting the printer, the Internet Protocol address of the printer is detected but the status cannot be acquired. The "Cannot communicate with the device." message is displayed on the status row.

A4. There is a possibility that the Internet Protocol address setting of the printer is not correct.

Check whether Internet Protocol address and the subnet mask of the printer are correctly set.

Q5. When detecting the printer, (Network Device) is displayed as the model name for the printer and the status cannot be acquired.

A5. There is a possibility that the printer and the print server are not connected normally. Check whether the printer and the print server are connected normally.

Q6. When detecting the printer, two or more Internet Protocol addresses of the printer are displayed and the "Internet Protocol are overlapped" message is displayed on the status row.

A6. There is a possibility that two or more printers that are set same to the Internet Protocol address are on the same network. Check whether Internet Protocol address of each printer is different from the others.

Q7. With a TM printer other than the TM-C3400 / TM-C3500 series / TM-C7500 series, the items such as (Location) and (Administrator Name) are not displayed correctly (garbled).

A7. If you have set [Location] or [Administrator Name] in two-byte, three-byte, or Unicode characters with TMNet WebConfig (Setting function using a browser), the characters may not be displayed correctly with this tool. Two-byte characters cannot be used for [Location] and [Administrator Name]. Use one-byte alphanumeric characters only.

Use EpsonNet Config, a utility for Windows, to change [Location] and [Administrator Name].

Acknowledgements

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