



**For Users in Europe, the Middle East and Africa European Radio
Equipment Directive**

Cybersecurity Enhancement Supplementary Guide for ColorWorks



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Guide to This Manual

Using This Manual

This product complies with the cybersecurity requirements of the European Radio Equipment Directive. As a result, some specifications differ from those stated in the Technical Reference Guide.

This manual is a supplementary manual that summarizes those changes. See the Technical Reference Guide on the website in addition to the explanations here.

Notes on This Manual

- ❑ This manual is provided as a common guide for Epson products, so the menu structure and screens of your product may differ. Note that the instructions may not be completely the same, and that the features described may not be installed in your product.
- ❑ This manual and the Technical Reference Guide provided with the printer are subject to change without notice, and we do not guarantee that the product's operation will match the descriptions in the manuals.

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Purpose of This Document

This supplementary document explains the specifications of products that are in compliance with the cybersecurity requirements of the European Radio Equipment Directive and provides important points to note when using said products. It includes changes to specifications that affect customers whose systems are already in operation and secure. Please refer to this document for information about these changes and how to respond to them.

In addition to the information in this document, please also refer to the Technical Reference Guide for your printer.

About the European Radio Equipment Directive

The European Radio Equipment Directive is the key legal framework for radio equipment sold in the EU.

Products sold on the EU market meet these standards.

For more information about this law, please see the following URL:

<http://data.europa.eu/eli/dir/2014/53/oj>

About Printers Compliant with the RED

Since the printer does not have built-in wireless functionality, wireless communication is enabled by connecting an optional Wi-Fi dongle. The Wi-Fi dongle must comply with the RED, and when it is connected to the printer, certain printer functions will be restricted to ensure RED compliance.

When a Wi-Fi Dongle is Connected

When the printer is powered on, it automatically switches to RED-compliant settings and restarts to apply the changes.

As a result, the security level of the printer will be increased. By changing the default settings of the printer, you can continue to use the printer driver and software as before; however, the printer's security level will be reduced. If you reduce the security level of the printer, you do so at your own risk. We recommend ensuring that your printer is within a secure IT environment.

When a Wi-Fi Dongle is Not Connected

You can use the printer driver and software as before without considering the restrictions described in this manual.

However, if a Wi-Fi dongle is connected to the printer and then removed, the printer driver and software cannot be used in the same way as before. In this case, turn the printer off and on again, and restore the default settings from the control panel.

Menu > General Settings > System Administration > Restore Default Settings > All Settings

Epson Product Security Policy

For more information about Epson's security efforts, see the following website. The Security Guidebook posted on the website provides information about the security features built into the product.

<https://support.epson.net/security>

Changes in the Enhanced Security Specifications

Changes in the Supported Operating Systems

Operating systems older than the following are no longer supported.

Windows

Windows 7

Windows Server 2008

Mac OS

Mac OS X 10.9.5

Changes in the Printing Features

EpsonNet Print (Windows)

The specifications for EpsonNet Print (Windows) that are set when printing over a network have been changed as follows.

IPPS printing is supported.

IPv6 is supported.

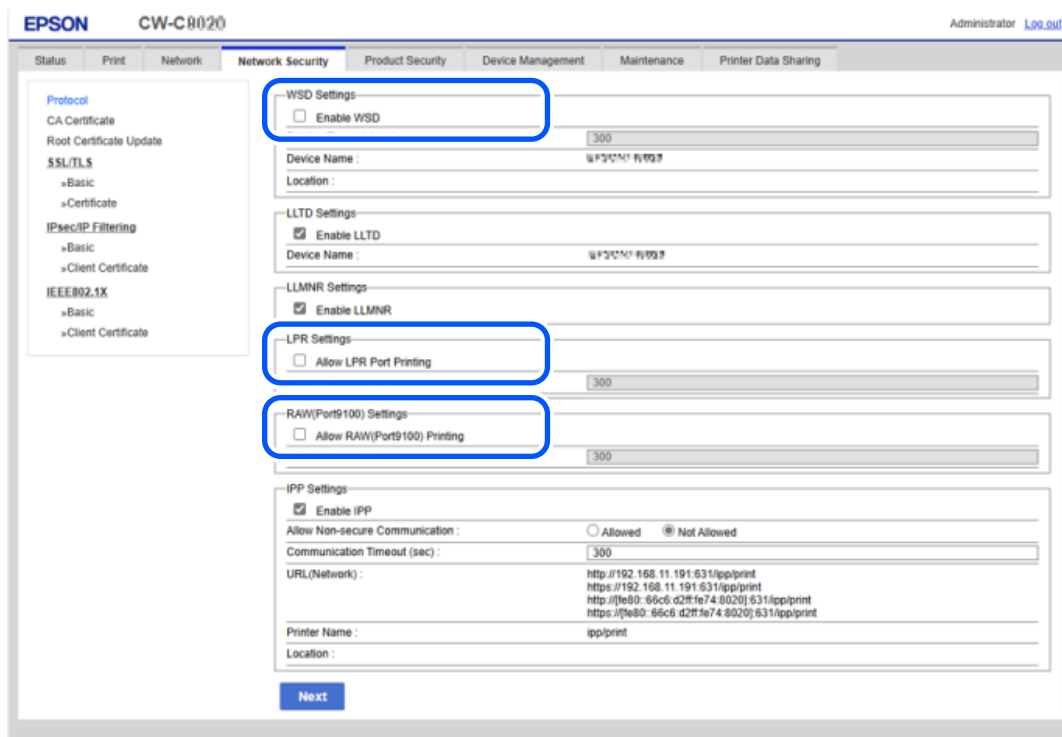
Related Information

➔ [“Adding the Print Queue Manually in Windows” on page 13](#)

Default Value of the Product's Printer Port

The default settings for the product's printer ports (RAW, LPR, WSD) have been changed to disabled. Due to these changes, the printer driver's network printing uses the IPP port.

If you are concerned about print speed when printing large volumes, see the related information below. You can change the product's printer port settings from Web Config.



Note:

- ❑ This change reduces the Security Level. Therefore, modify these settings only if it is necessary for interoperability.
- ❑ See the Security Guidebook for information on the security risks involved when enabling protocols and features.

Related Information

➔ [“Printing is too Slow for IPPS Printing” on page 10](#)

Changes in the Protocols

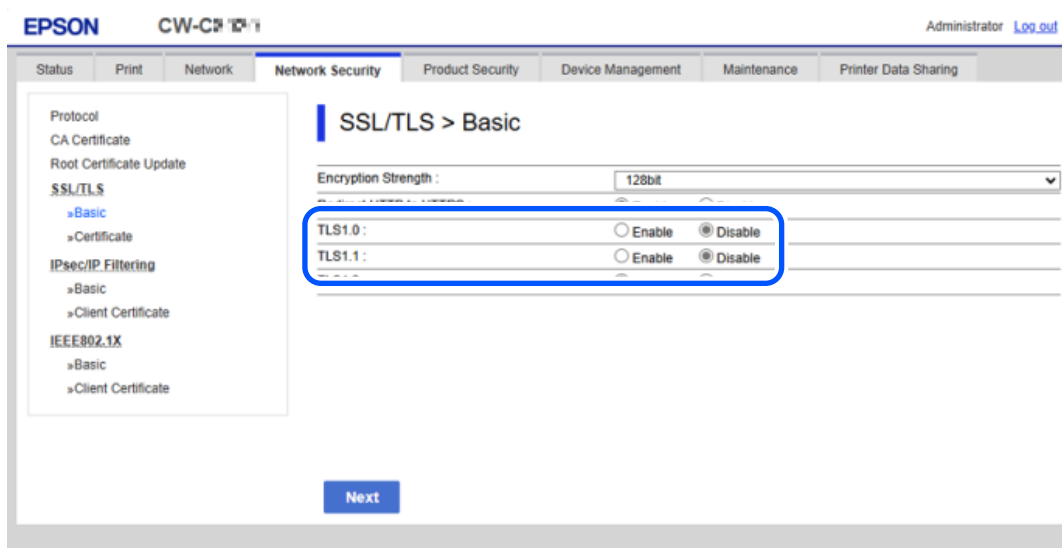
TLS Communication with the Printer

The default settings for TLS1.0 and TLS1.1 have been changed to Disable.

Due to this change, printing is no longer possible from older operating systems that do not support TLS1.2 or higher.

If you want to print from an older operating system, enable TLS1.0/TLS1.1 in the following menu in Web Config.

Web Config screen > Network Security tab > SSL/TLS > Basic



Setting Items:

- TLS1.0
- TLS1.1

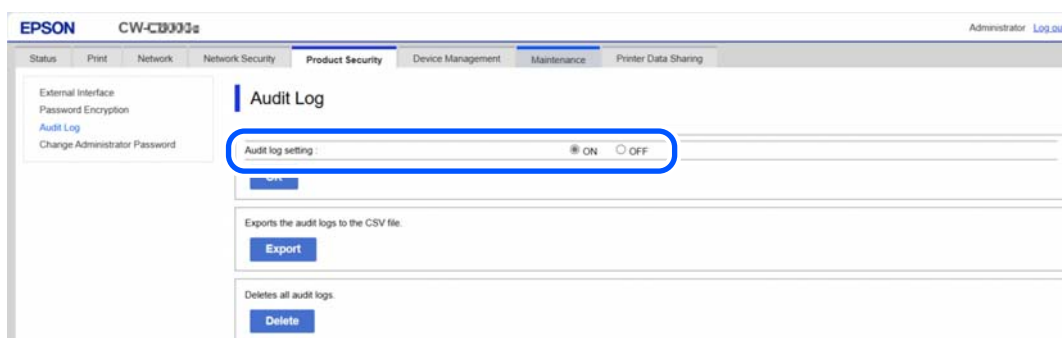
Note:

- This change reduces the Security Level. Therefore, modify these settings only if it is necessary for interoperability.
- For instructions on how to start Web Config, see the Technical Reference Guide provided with the printer.

Changes in the Audit Log Feature

The default setting for the audit log feature has been changed to ON. It has also been added to models that did not have it. The audit log is useful for tracking security issues such as unauthorized access. We recommend that you leave it ON, but if you want to turn it OFF, you can change it from the following menu.

Web Config screen > Product Security tab > Audit Log



Setting Items: Audit log setting

Note:

For instructions on how to start Web Config, see the Technical Reference Guide provided with the printer.

Troubleshooting

Describes how to solve problems, such as "An error occurs in the printer driver queue", "the printing speed is slower", and so on.

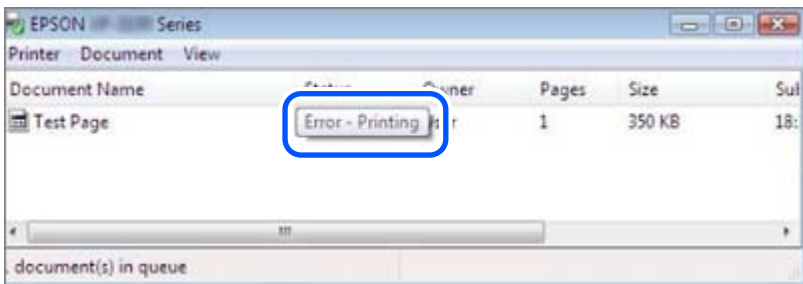
Note:

Some items and settings may not be available depending on the printer you are using. Read this help for the sections that apply to your printer.

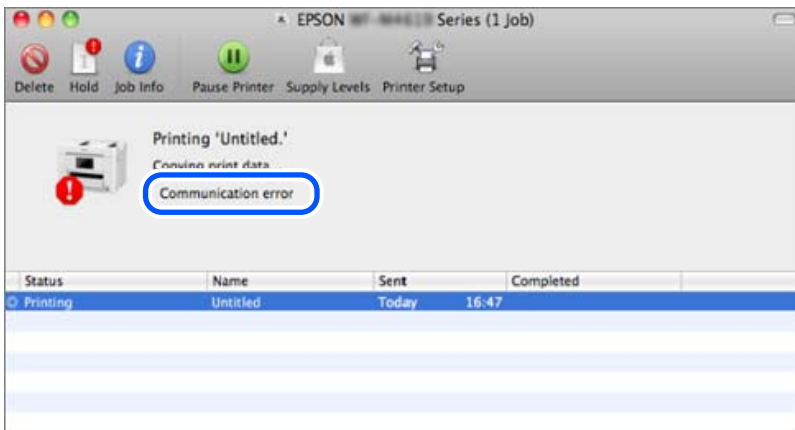
Printing Errors in the Printer Driver

If an error is displayed in the printer driver's print queue, follow the steps below to resolve the error.

For Windows



For Mac OS



The following causes can be considered.

Performing IPPS printing on an old operating system.

Solutions

For Windows

If you want to print on an older operating system, enable the RAW (9100) port and LPR port.

Note:

For instructions on how to change the printer port, see the related information link below.

For Mac OS

If you want to print on an older operating system, enable TLS 1.0/1.1.

Note:

For instructions on how to change the TLS communication, see the related information link below.

Related Information

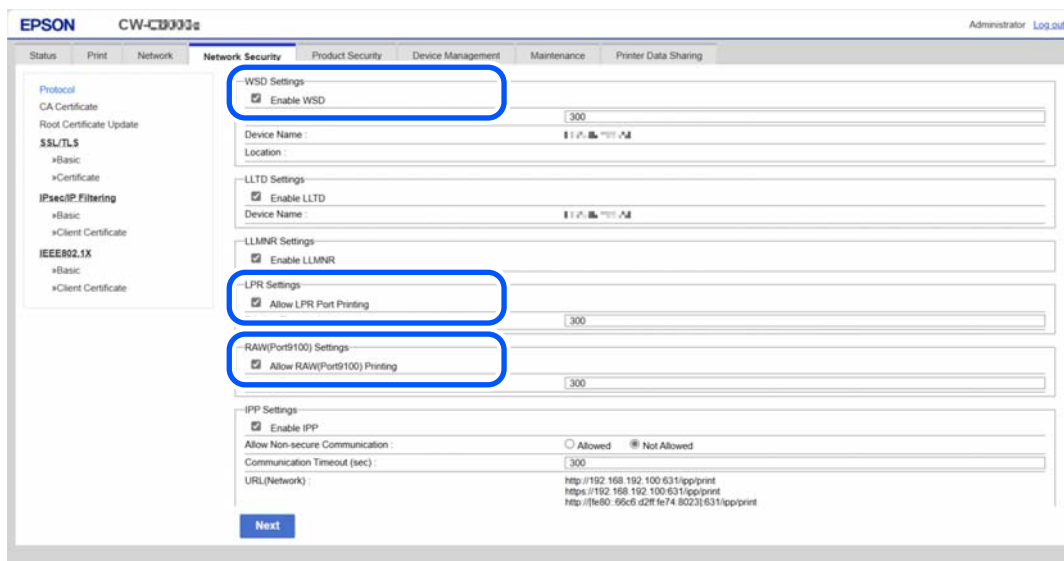
- ➔ “Printing is too Slow for IPPS Printing” on page 10
- ➔ “TLS Communication with the Printer” on page 7
- ➔ “Changes in the Supported Security Operating Systems” on page 6

Printing is too Slow for IPPS Printing

Printing from an IPP port provides high security, but the printing speed is slower. Enabling and using other printing ports (WSD, RAW, LPR) may improve printing speed. However, the security level is lower than when using an IPP port. Follow the steps below to change the printer port.

1. Enable protocols that are disabled in Web Config.

Web Config screen > **Network Security** tab > **Protocol**



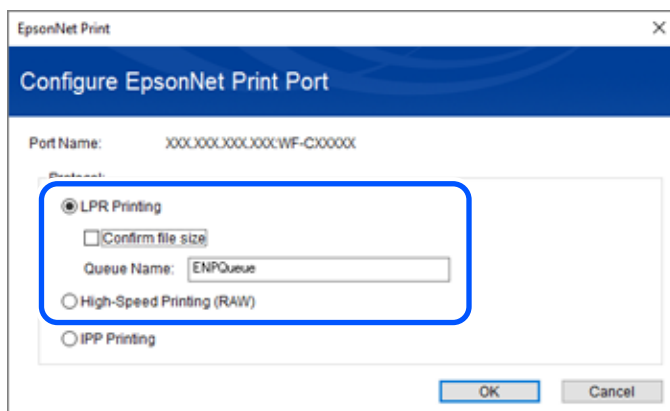
Setting Items:

- WSD Settings
- LPR Settings
- RAW(Port9100) Settings

Note:

This change reduces the Security Level. Therefore, modify these settings only if it is necessary for interoperability.

2. Change the protocol setting for EpsonNet Print Port in the printer driver.
Printer Driver screen > **Port** tab > **EpsonNet Print Port** > **Configure Port**



Setting Items:

- LPR Printing

Selecting **Confirm file size** performs standard LPR printing. Clearing it performs enhanced LPR printing, which uses the **EpsonNet Print Port** at high speed.

- High-Speed Printing (RAW)

Note:

For instructions on how to start Web Config and how to display the printer driver screen, see the *Technical Reference Guide* provided with the printer.

Print Queue Not Created After Driver Installation

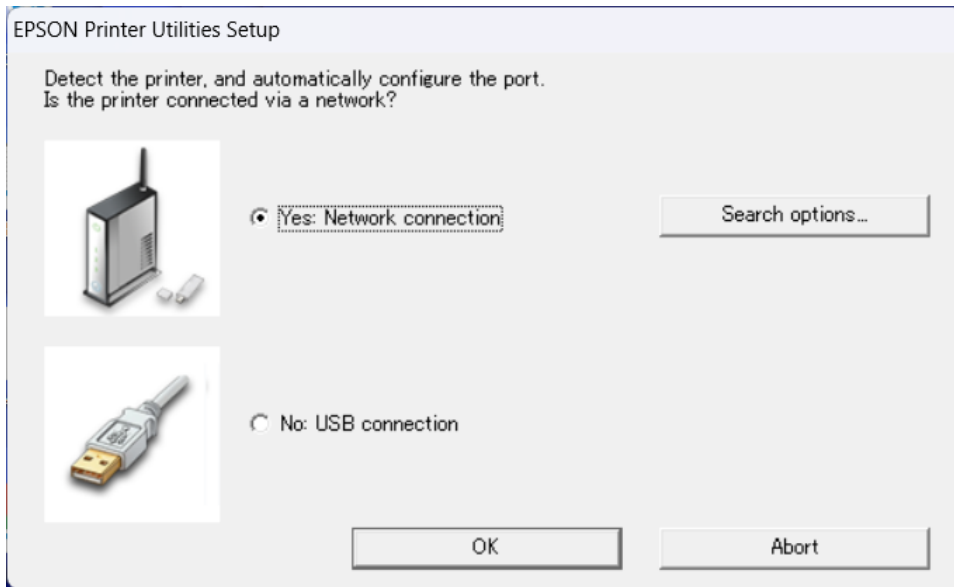
In some cases, the print queue may not be created when the printer driver installer is executed with the Wi-Fi dongle connected. Follow the steps below to register the printer properly.

1. Confirm that the printer is powered off.
2. Connect the Wi-Fi dongle to the printer and turn the printer on.
3. Configure the printer's network settings.
For more information on making settings, see the Technical Reference Guide.
4. Go to the website below and search for your printer model number to download the latest printer driver.

<https://epson.sn>

5. Start the printer driver installation and follow the on-screen instructions to complete printer registration.

If the installation finishes without displaying the following screen, the print queue for your printer may not have been created.



To create a new printer queue, follow the steps below.

[“When the print queue of the target printer does not appear on your computer:” on page 13](#)

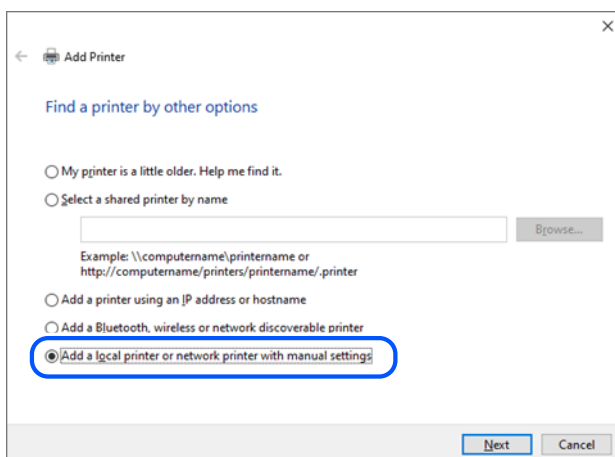
In These Situations

Adding the Print Queue Manually in Windows

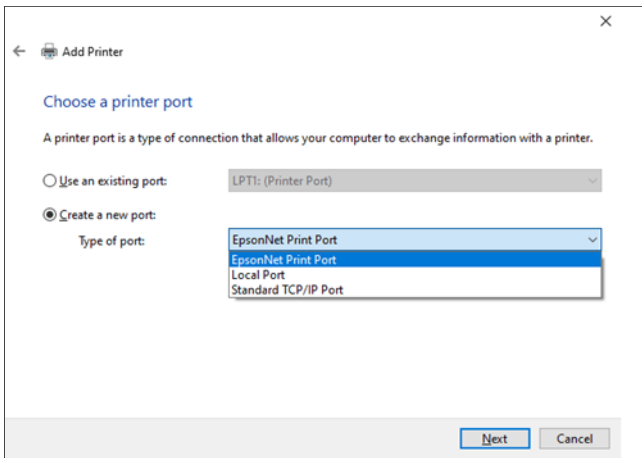
When the print queue of the target printer does not appear on your computer:

Follow the steps below to add an **EpsonNet Print Port** for IPPS printing to the print queue.

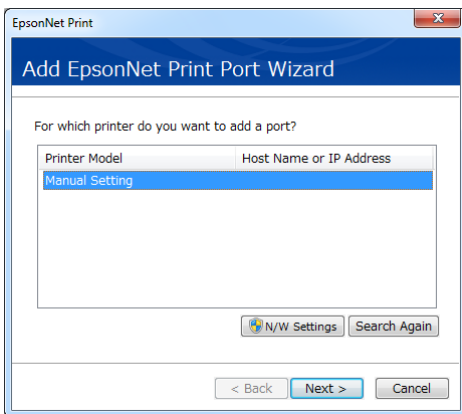
1. Start adding the printer.
 - Windows 11
Click **Add device on Settings > Bluetooth & devices > Printers & scanners** screen in Windows.
 - Windows 10
Click **Add a printer or scanner** from **Settings > Devices > Printers & scanners** screen in Windows.
 - Windows 8.1/8/7/Windows Server 2008
Click **Add a printer** from **Desktop > Settings > Control Panel > Hardware and Sound > Devices and Printers**.
2. Add the printer manually.
 - Windows 11
After searching for the printer, click **Add manually**.
 - Windows 10/Windows 8.1/8
After searching for the printer, click **The printer that I want isn't listed**.
 - Windows 7/Windows Server 2008
Click **Add a network, wireless or Bluetooth printer > The printer that I want isn't listed**.
3. Select **Add a local printer or network printer with manual settings** on the Add Printer screen, and then click **Next**.



4. Select **Create a new port**. Select **EpsonNet Print Port** as the Port Type, and then click **Next**.



5. Select the printer you want to add on the **EpsonNet Print Port Wizard** screen, and then click **Next**.
If you cannot find the printer you want to add in the list, select **Manual Setting** and set the IP address and host name manually.



Next, follow the on-screen instructions.

When the print queue of the target printer appears on your computer:

Follow the steps below to add an **EpsonNet Print Port** for IPPS printing to the print queue.

1. Select the target printer for which you want to add a port from the computer's setting screen.
 - Windows 11
Select the printer from the list displayed in **Settings > Bluetooth & devices > Printers & scanners**.
 - Windows 10
Select the printer from the list displayed in **Settings > Devices > Printers & scanners**.
 - Windows 8.1/8/7/Windows Server 2008
Select the printer from the list displayed in **Desktop > (Settings) > Control Panel > Hardware and Sound > Devices and Printers**.

2. Open the printer properties screen.

Windows 11

Click **Printer properties** on the target printer's screen.

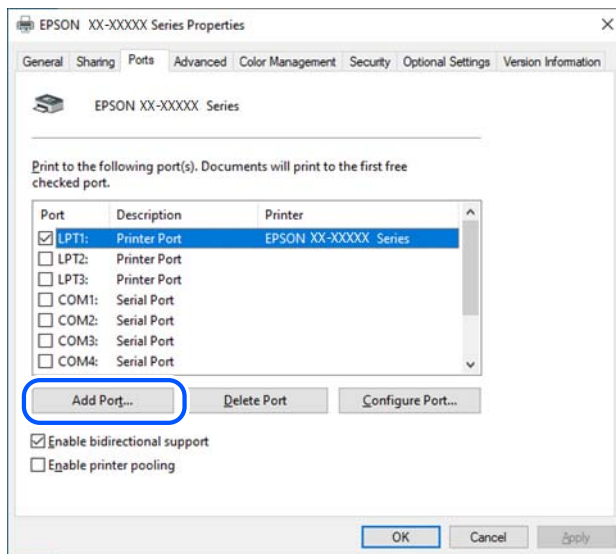
Windows 10

Click **Manage** for the target printer, and then click **Printer properties** on the **Manage your device** screen.

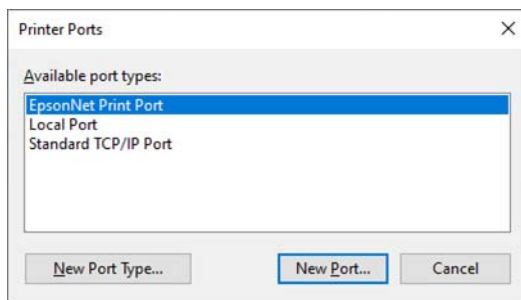
Windows 8.1/8/7/Windows Server 2008

Right-click the printer icon (print queue), and then click **Printer properties**.

3. Click the **Ports** tab, and then select **Add Port**.

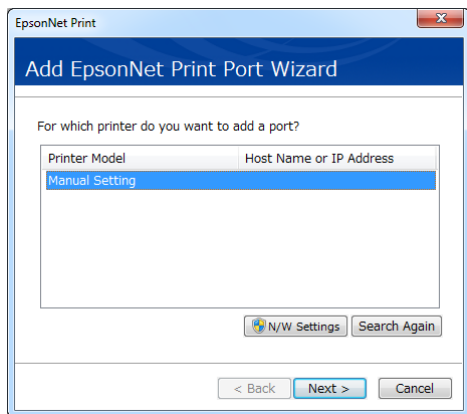


4. Double-click **EpsonNet Print Port**.



5. Select the printer you want to add on the **EpsonNet Print Port Wizard** screen, and then click **Next**.

If you cannot find the printer you want to add in the list, select **Manual Setting** and set the IP address and host name manually.



Next, follow the on-screen instructions.

Checking Firmware or Software Update Information

When there is a firmware or software update, the update details will be provided to the user through the Epson Software Updater.

Download the updater from the website below and follow the on-screen instructions.

<https://epson.sn>

Disabling the USB Interface Using the Administrator Lock Setting function

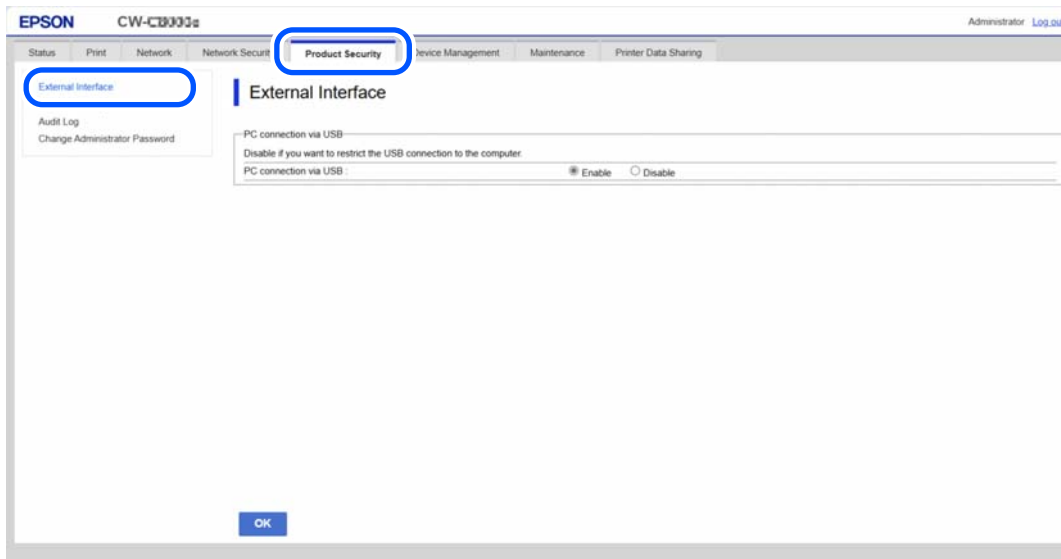
The administrator lock function allows you to disable the USB interface on the printer. Use this setting when you want to restrict printing to network connections only. You can configure this setting from the printer's control panel or Web Config.

Setting from the Control Panel

1. Select **Menu > General Settings > Printer Settings > PC Connection via USB**.
2. For functions you want to restrict, select **Disable**.
To remove the restriction, select **Enable**.

Setting from Web Config

1. In Web Config, select the **Product Security** tab, then select **External Interface**.



2. For functions you want to restrict, select **Disable**.

To remove the restriction, select **Enable**.



3. Click **OK**.

Checking if the USB Connection is Disabled

- From a computer with the driver installed

Connect the printer to the computer using a USB cable and confirm that printing is not possible.

- From a computer without the driver installed

Open **Device Manager**, then connect the printer to the computer using a USB cable. Confirm that there is no change in the **Device Manager** display.

- From macOS

Connect the printer to the computer and try to add it from **Printers & Scanners**. Confirm that the printer is not displayed in the list.

Appendix

List of Network Features Enabled in the Default Settings

Interface

Interface Type	Remarks
Ethernet interface	Limited to models with Ethernet (RJ-45).
Wi-Fi interface	Limited to models with a Wi-Fi Direct (Simple AP) service.

Service

Service Name	Service Overview	Remarks
HTTP/HTTPS	Service for obtaining device information or changing settings from the browser.	
HTTPS: IPP Print (Epson IPP Print)	Service for using the Epson Driver/AirPrint/Mopria Print provided by Epson/Apple/Mopria.	
HTTPS: Firmware Update	Service for updating the firmware using Epson's proprietary protocol.	
ENPC	Service for obtaining or setting equipment information using Epson's proprietary protocol.	
SNMPv1/v2c	Service for obtaining or setting equipment information.	
mDNS	Service for network device discovery.	
SLP	Service for network device discovery.	
LLTD	Service for network device discovery.	
LLMNR	Service for network device discovery.	

Application Behavior with Device Wi-Fi Enabled

When a Wi-Fi dongle is connected, the behavior of each printer application is as described below.

- The application is marked as "Not available" because of the printer's default security settings. You can make it "Available" by lowering the printer's security settings.
- USB connection can be used as before.

Application	OS	CW-C8000 Series	CW-C4000 Series
Printer Driver	Windows	The following functions are not available: <input type="checkbox"/> Ink supply unit information <input type="checkbox"/> PrinterSetting	The following functions are not available: <input type="checkbox"/> Ink supply unit information <input type="checkbox"/> PrinterSetting
Printer Driver	Mac OS X	The following functions of the Epson Label Printer Utility are not available: <input type="checkbox"/> Ink Information <input type="checkbox"/> Paper settings <input type="checkbox"/> Color misalignment adjustment <input type="checkbox"/> Position adjustment <input type="checkbox"/> Settings For Paper Handling After Print <input type="checkbox"/> Printer settings	The following functions of the Epson Label Printer Utility are not available: <input type="checkbox"/> Ink Information <input type="checkbox"/> Paper settings <input type="checkbox"/> Position adjustment
Printer Driver	Linux	No restrictions	No restrictions
Printer Setting	Windows	Not available	Not available
SAP HVP Plug-in	Windows	Not available	Not available
Epson Device Admin	Windows	The following functions are not available: <input type="checkbox"/> Backfeed Wait Time After Label Peeling <input type="checkbox"/> Use in Monochrome Printing Mode <input type="checkbox"/> Vertical Alignment Adjustment <input type="checkbox"/> Font Width <input type="checkbox"/> Horizontal Alignment Adjustment <input type="checkbox"/> Favorites <input type="checkbox"/> Data Registration	The following functions are not available: <input type="checkbox"/> Backfeed Wait Time After Label Peeling <input type="checkbox"/> Use in Monochrome Printing Mode <input type="checkbox"/> Vertical Alignment Adjustment <input type="checkbox"/> Font Width <input type="checkbox"/> Horizontal Alignment Adjustment <input type="checkbox"/> Favorites <input type="checkbox"/> Data Registration
Firmware Updater	Windows Max OS X	No restrictions	No restrictions
EpsonNet Print	Windows	No restrictions	No restrictions
EpsonNet Config SE	Windows	No restrictions	No restrictions
EpsonNet SetupManager	Windows	No restrictions	No restrictions
USB Printer Class Device Replacement Service	Windows	No restrictions	No restrictions
Color Tone Matching Assistant	Windows	No restrictions	No restrictions
Epson Inkjet Label Printer SDK	Windows	No restrictions	No restrictions

Application	OS	CW-C8000 Series	CW-C4000 Series
Epson Label Printer Utility	Linux	The following functions are not available: <input type="checkbox"/> Epson Status Monitor <input type="checkbox"/> Media Setting <input type="checkbox"/> Position adjustment <input type="checkbox"/> Settings For Paper Handling After Print <input type="checkbox"/> Printer Settings	The following functions are not available: <input type="checkbox"/> Epson Status Monitor <input type="checkbox"/> Media Setting <input type="checkbox"/> Position adjustment
SDK for Epson ColorWorks	iOS Android	The following API command is not available: <input type="checkbox"/> sendCommand	The following API command is not available: <input type="checkbox"/> sendCommand
Epson ColorWorks Print	iOS Android	Not supported	The following function is not available: <input type="checkbox"/> Printer Settings
Epson Cloud Solution PORT (Mobile)	iOS Android	No restrictions	Not supported
Web Application SDK for Epson ColorWorks	-	The following functions are not available: <input type="checkbox"/> Printer Status <input type="checkbox"/> Paper Settings <input type="checkbox"/> Position Adjustment Function <input type="checkbox"/> Settings For Paper Handling After Print <input type="checkbox"/> Printer Settings	The following functions are not available: <input type="checkbox"/> Printer Status <input type="checkbox"/> Paper Settings <input type="checkbox"/> Position Adjustment Function
ABAP Driver, DeviceType (SAP direct print)	-	Not Available	Not Available
Epson Cloud Solution PORT	-	No restrictions	No restrictions
Epson Remote Monitoring System (ERMS)	-	No restrictions	No restrictions