



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

Cybersecurity Enhancement Supplementary Guide



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Guide to This Manual

Using This Manual

This product complies with the cybersecurity requirements of the European Radio Equipment Directive (RED). As a result, some specifications differ from those stated in the User's Guide.

This manual is a supplementary manual that summarizes those changes. See the User's Guide included with the product in addition to the explanations here.

Whilst we do not recommend disabling the RED compliant default settings (as this may result in reducing security of your product and environment), as a user of your product you may choose to disable default settings as described in this Guide.

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 User's Guide provided with the printer are subject to change without notice, and we do not guarantee that the product's operation will match the manuals.

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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 17](#)

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:

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 14](#)

Changes in the File Sharing and Transfer Features

File Sharing Feature

The default setting for File Sharing has been changed to Disable.

By default, you cannot share files on external memory devices connected to the product, such as memory cards or USB storage, or on shared network folders.

When the settings Use Microsoft network sharing and File Sharing are available on Web Config:

Select **Enable** for File Sharing. (The default setting is **Disable**.)

Web Config screen > **Network** tab > **MS Network**

The screenshot shows the Epson Web Config interface for the WF-C5890 Series. The 'Network' tab is selected, and the 'MS Network' settings are displayed. The 'Use Microsoft network sharing' checkbox is checked. The 'SMB1.0' setting is set to 'Enable'. The 'File Sharing' setting is highlighted with a blue box and is also set to 'Enable'. Other settings include 'User Name', 'Password', 'Encrypted Communication' (set to 'Disable'), 'Host Name' (EPSON6D011E), 'Workgroup Name' (WORKGROUP), 'Access Attribute' (set to 'Read Only'), and 'Shared Name(USB Host)' (USBSTORAGE). A 'Next' button is at the bottom.

Setting Items: File Sharing

When only the setting Use Microsoft network sharing is available on Web Config:

Select **Use Microsoft network sharing**. (This is cleared by default.)

Web Config screen > **Advanced Settings** > **Services** > **MS Network**

The screenshot shows the Epson Web Config interface for an XX-XXXX Series printer. The left sidebar contains a navigation menu with categories like Status, Network Settings, Network Security Settings, Services, System Settings, and Administrator Settings. The 'Services' category is expanded, showing 'MS Network' as the selected option. The main content area is titled 'Services > MS Network' and features a checkbox labeled 'Use Microsoft network sharing' which is checked and highlighted by a blue circle. Below this, there are radio buttons for 'SMB2/SMB3' (set to 'Enable') and 'Enable a user authentication for sharing a file' (set to 'Disable'). Fields for 'User Name', 'Password', 'Host Name' (EPSONA9C108), and 'Workgroup Name' (WORKGROUP) are present. The 'Access Attribute' is set to 'Read Only'. A note at the bottom states: 'Note: If you need to change the Host Name, change the Device Name in the Network Settings.' A 'Next' button is located at the bottom of the form.

Setting Items: Use Microsoft network sharing

Note:

For instructions on how to start Web Config, see the User's Guide provided with the printer.

File Transfer Feature

The default settings for the file transfer features (Scan to XXX, Fax to XXX) have been changed to Disable. Supported functions vary depending on the model.

The following functions are not available in the printer's default settings.

- ☐ Scan to Network Folder/FTP
- ☐ Forward Faxes to Network Folder/FTP
- ☐ Send Fax Backups to Network Folder/FTP
- ☐ Output Fax Logs to Network Folder/FTP
- ☐ Storage to Network Folder/FTP
- ☐ Scan to Computer

When using the file transfer features above, enable the following settings:

Web Config screen > **Network Security** tab > **Network Communication Restriction**



Setting Items:

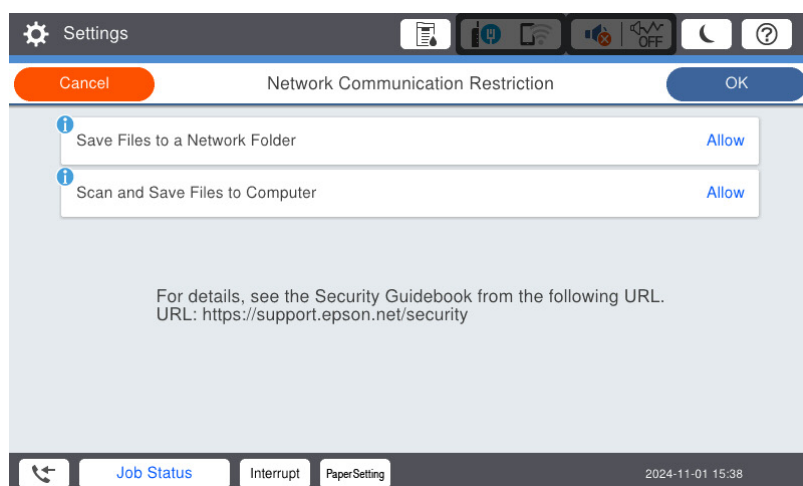
- ☐ Save Files to a Network Folder
- ☐ Scan and Save Files to Computer

Note:

- ☐ For instructions on how to start Web Config, see the User's Guide provided with the printer.
- ☐ You can also enable the settings from the following menu on the printer's control panel.

Settings > General Settings > Network Settings > Advanced > Network Communication Restriction

Settings > Network SettingsAdvanced > Network Communication Restriction



Setting Items:

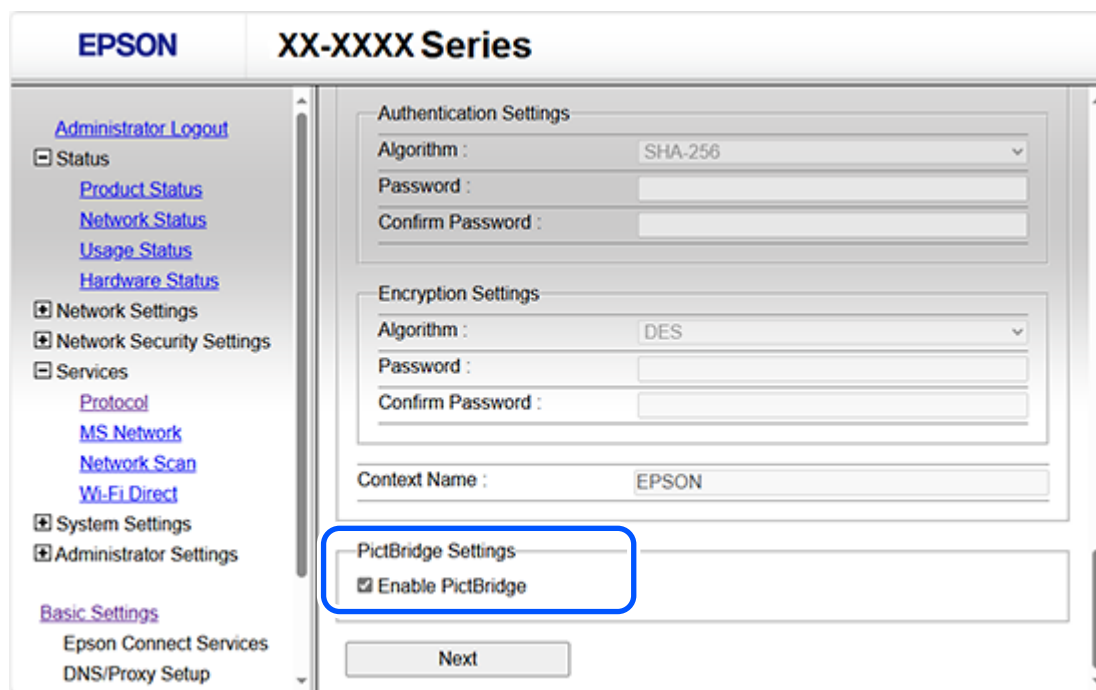
- ☐ Save Files to a Network Folder
- ☐ Scan and Save Files to Computer

Changes in the PictBridge Settings

The default setting for PictBridge (DPS over IP) has been changed to Disable.

If you want to use a PictBridge connection from a digital camera over wired LAN or wireless LAN (Wi-Fi), enable PictBridge in the following menu in Web Config. (The default setting is **Disable**.)

Web Config screen > **Services** > **Protocol**



The screenshot shows the Epson Web Config interface for an 'XX-XXXX Series' printer. The left sidebar contains a navigation menu with categories like Status, Network Settings, Services, System Settings, and Administrator Settings. The 'Services' category is expanded, showing 'Protocol' as the selected option. The main content area displays the 'PictBridge Settings' section, which includes a checkbox labeled 'Enable PictBridge' that is currently checked. Above this section are 'Authentication Settings' and 'Encryption Settings', each with fields for Algorithm, Password, and Confirm Password. A 'Context Name' field is also present. A 'Next' button is located at the bottom of the settings area.

Setting Items: Enable PictBridge

Changes in the Protocols

TLS Communication with the Printer

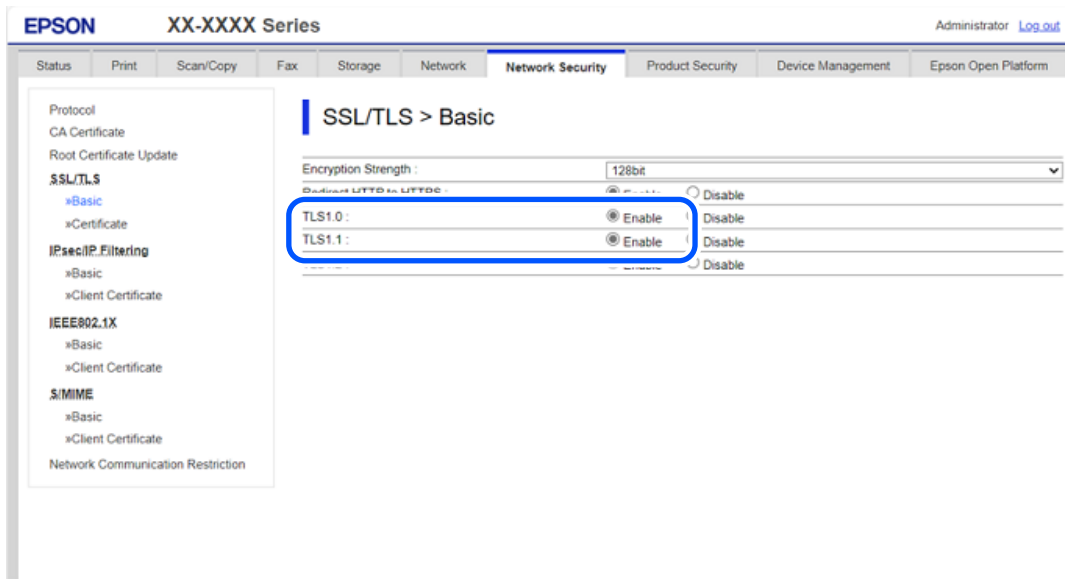
The default settings for TLS1.0 and TLS1.1 have been changed to Disable.

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**

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



Setting Items:

- ☐ TLS1.0
- ☐ TLS1.1

Note:

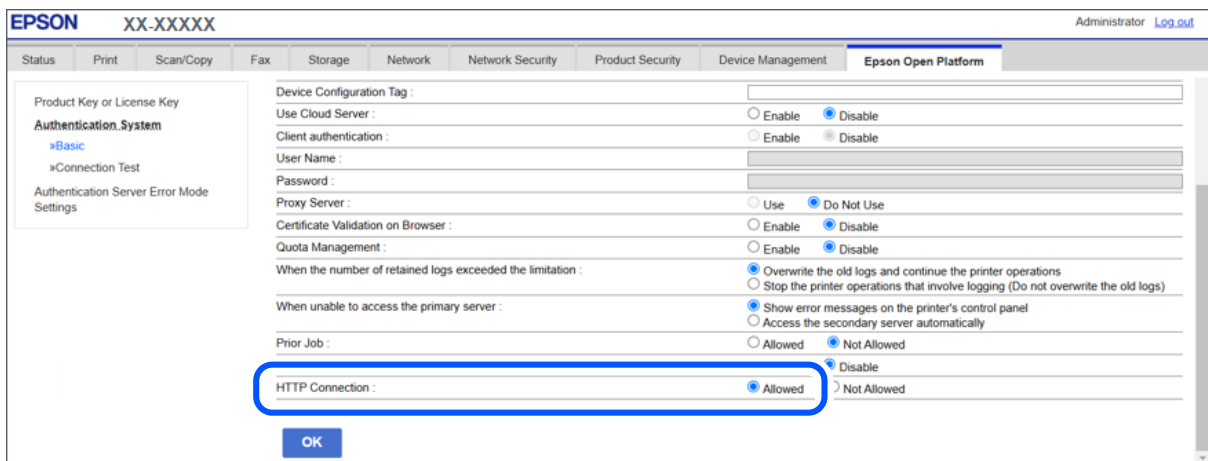
For instructions on how to start Web Config, see the User's Guide provided with the printer.

HTTP/HTTPS Protocol

For models that support Epson Open Platform, the default setting for the communication protocol used by OpenAPI has been changed to HTTPS.

If you are using a service that uses OpenAPI for HTTP communication, select **HTTP Connection** in the following menu.

Web Config screen > Epson Open Platform tab > Authentication System > Basic



Setting Items: HTTP Connection

Note:

For instructions on how to start Web Config, see the User's Guide provided with the printer.

Changes in the Wi-Fi Auto Connect Feature

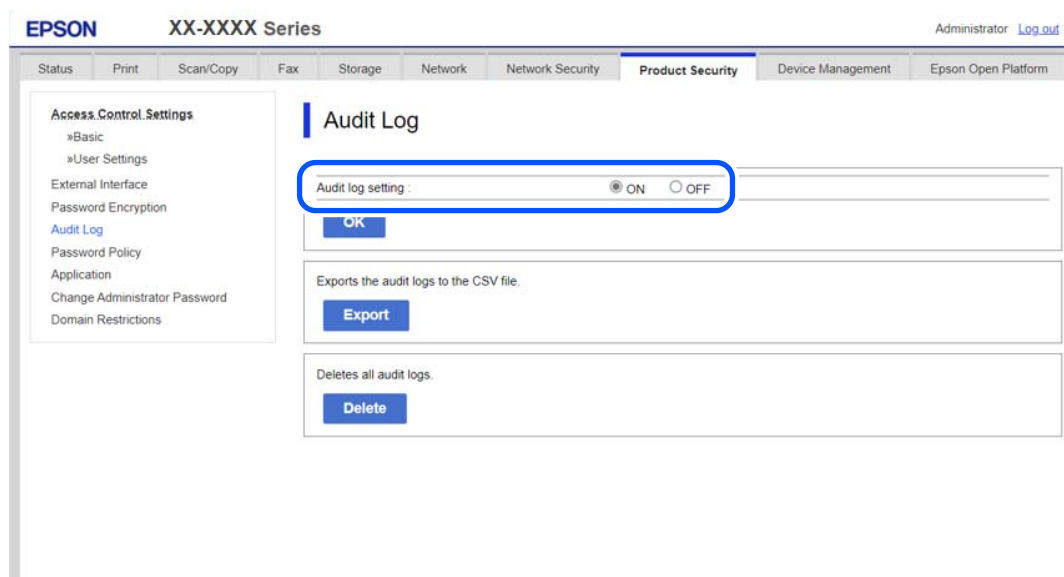
For models released before 2017 equipped with firmware that supports enhanced security, Wi-Fi Auto Connect may not work, causing the Wi-Fi setup to fail. If it fails, follow the instructions on the installer screen and set it up using the **Wi-Fi Setup Wizard**.

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 > **Network Security** tab > **Audit Log**

Web Config screen > **System Settings** > **Audit Log**



Setting Items:Audit log setting

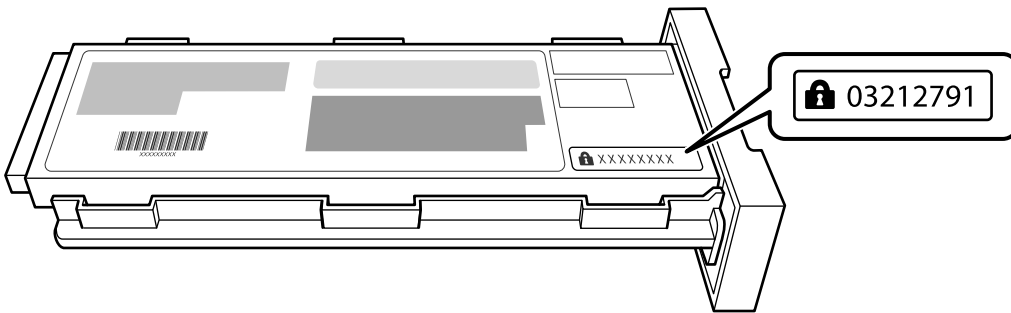
Note:

For instructions on how to start Web Config, see the User's Guide provided with the printer.

Changes in the Optional Ethernet Board

You can only use optional Ethernet boards that support enhanced security.

You can confirm the default value of the administrator password for the optional Ethernet board on the PASSWORD label, such as the one shown below.



Note:

Products without a PASSWORD label do not support enhanced security.

Troubleshooting

Describes how to solve problems, such as "the scanned result is not as expected", "scanning quality is poor", and so on.

Note:

Some items and settings may not be available depending on the scanner you are using.

Read this help for the sections that apply to your scanner.

Communication Error when Transferring Files

If a communication error message appears on the printer's control panel, or if an error code (313/323/341/411/423) appears on the incomplete job confirmation screen (for models that support **Job/Status** on the control panel), follow the instructions on the screen or the solutions below to resolve the error.

- ☐ Enable the file transfer features.

["File Transfer Feature" on page 7](#)

- ☐ Check the network path of the shared folder.

- ☐ Print a network connection report to check if the printer is connected to the network.

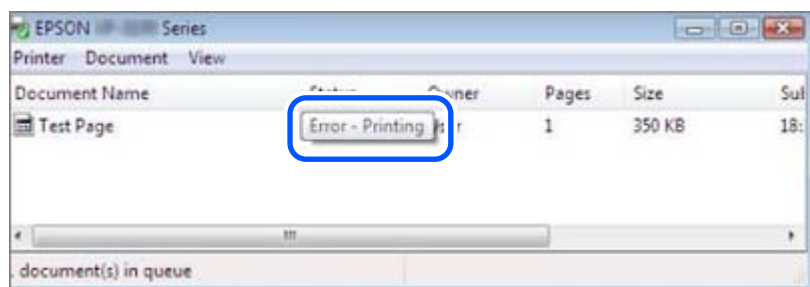
Note:

For instructions on how to print a network connection report, see the User's Guide provided with the printer.

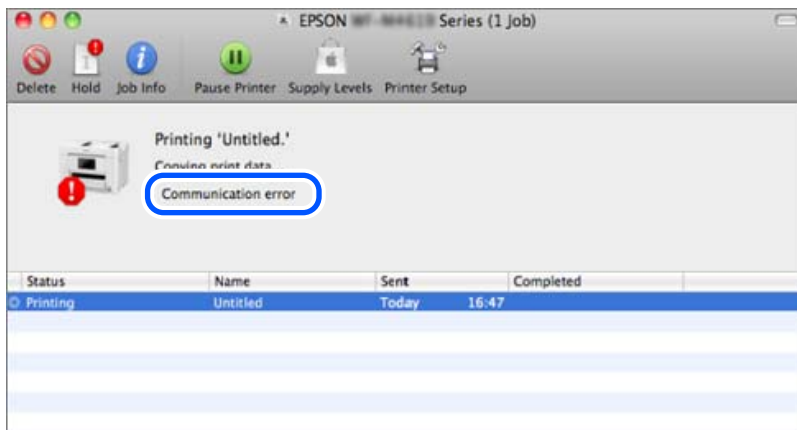
Printing Errors in the Printer Driver

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 14](#)
- ➔ [“TLS Communication with the Printer” on page 9](#)
- ➔ [“Changes in the Supported Operating Systems” on page 5](#)

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**

Web Config screen > **Protocol** > **Services** > **Protocol**

Setting Items:

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

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.

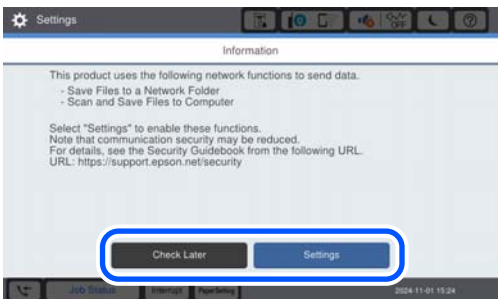
- ☐ High-Speed Printing (RAW)

Note:

For instructions on how to start Web Config and how to display the printer driver screen, see the User's Guide provided with the printer.

In These Situations

A Message is Displayed on the Control Panel

Messages	Solutions
	<p>If a message prompting you to set up is displayed when you turn on the product, the file transfer settings are not complete. See the following to complete the settings.</p> <ul style="list-style-type: none"> <input type="checkbox"/> To set up immediately Follow the on-screen instructions to set up. If Panel Lock is enabled, enter the administrator password to log in as an administrator. <input type="checkbox"/> To check later See the following for information on how to set up later. "File Transfer Feature" on page 7

Note:

For information on the default value of the administrator password and how to start Web Config, see the User's Guide provided with the printer.

Adding the Print Queue Manually in Windows

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

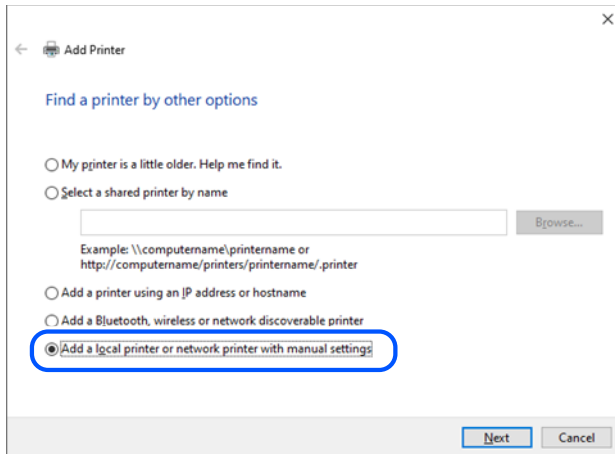
Follow the steps below to add an **EpsonNet Print Port** for IPPS printing to the print queue.

- 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**.
- Add the printer manually.
 - ☐ Windows 11
After searching for the printer, click **Add manually**.
 - ☐ Windows 10/Windows8.1/8
After searching for the printer, click **The printer that I want isn't listed**.

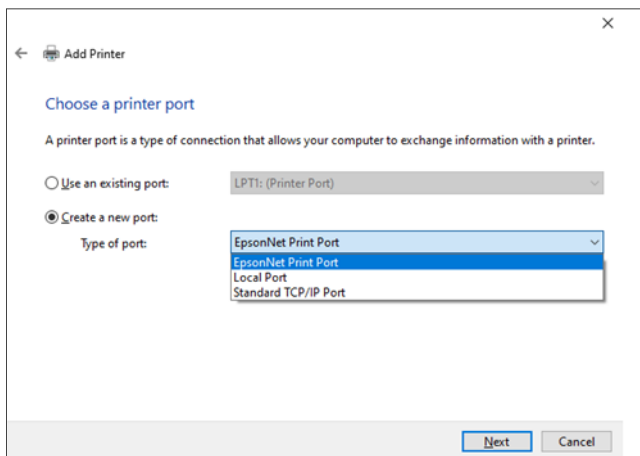
- ❑ Windows 7/Windows Server 2008

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**.

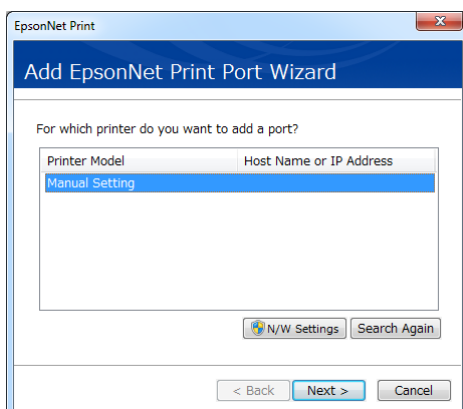


4. Select **Create a new port**. Select **EpsonNet Print Port** as the Port Type, and then click **Next**.



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.

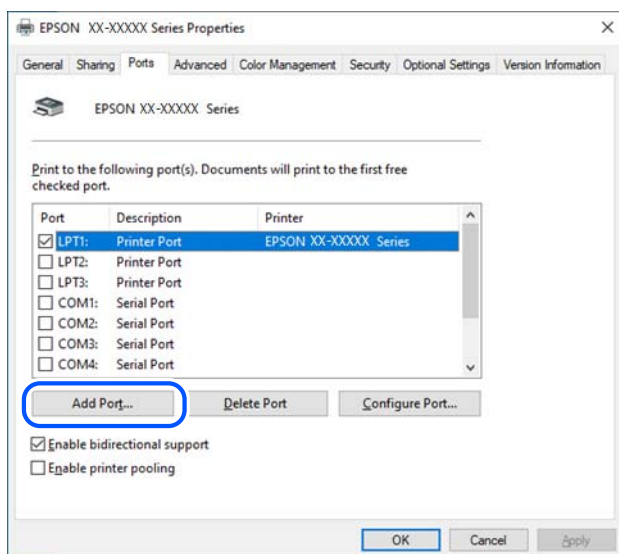


Next, follow the on-screen instructions.

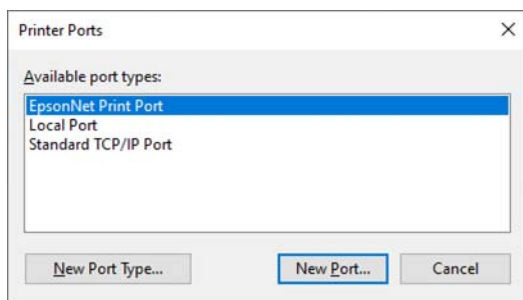
When the print queue of the target printer appears on your computer:

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**.

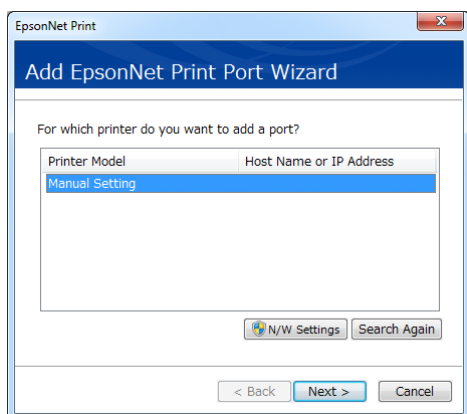


4. Double-click **EpsonNet Print Port**.



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.

Security for Sending and Receiving IP Faxes

If you use IP Fax with an IP Fax-compatible model, communication over the Internet is unencrypted, which may expose you to security risks such as eavesdropping and tampering.

You can filter incoming and outgoing ports by using the product to encrypt communication with IPsec/IP filtering. If you are using IP Fax, we recommend using IPsec/IP filtering in conjunction with the product. For more information about IPsec/IP filtering, see the User's Guide provided with the printer.

Appendix

List of Network Features Enabled in the Default Settings

Interface

Interface Type	Remarks
Ethernet interface	Limited to models with Ethernet (RJ-45).
Bluetooth interface	Limited to models with a Wi-Fi Auto Connect (Bluetooth) service.
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/Apple AirPrint/Mopria Print)	Service for using the Epson Driver/AirPrint/Mopria Print provided by Epson/Apple/Mopria.	
HTTPS: XML (Apple AirPrint Scan/Mopria Scan)	Service for using AirPrint Scan/Mopria Scan provided by Apple/Mopria.	
HTTPS: IPP FaxOut (Apple AirPrint FaxOut)	Service for using the fax sending feature provided by Apple.	Limited to models with a FAX function.
HTTPS: Configuration Service	Service for configuring settings, such as fax destination phone numbers, using Epson's proprietary protocol.	
HTTPS: Firmware Update	Service for updating the firmware using Epson's proprietary protocol.	
Internet Scan Protocol	Service for performing network scanning using Epson's proprietary protocol.	Limited to models that support the Epson scan application.
ENPC	Service for obtaining or setting equipment information using Epson's proprietary protocol.	
SNMPv1/v2c	Service for obtaining or setting equipment information.	

Service Name	Service Overview	Remarks
Wi-Fi Auto Connect	Service that applies the Wi-Fi access point connection settings from a PC or smartphone and connects the equipment to the Wi-Fi network. It does this by connecting the PC or smartphone application to the device using Wi-Fi Direct (Simple AP) or Bluetooth.	<p>Limited to models with a Wi-Fi Auto Connect (Bluetooth) service or Wi-Fi Direct (Simple AP) service.</p> <p>Follow the instructions in https://epson.sn > Setup to set up.</p> <p>The initial settings are valid when connecting for the first time.</p> <p>When the PC, smart device, and printer are connected by USB, Wi-Fi, or Ethernet, the Wi-Fi Direct (Simple AP) and Wi-Fi Auto Connect (Bluetooth) services will stop.</p>
mDNS	Service for network device discovery.	
SLP	Service for network device discovery.	
LLTD	Service for network device discovery.	
LLMNR	Service for network device discovery.	