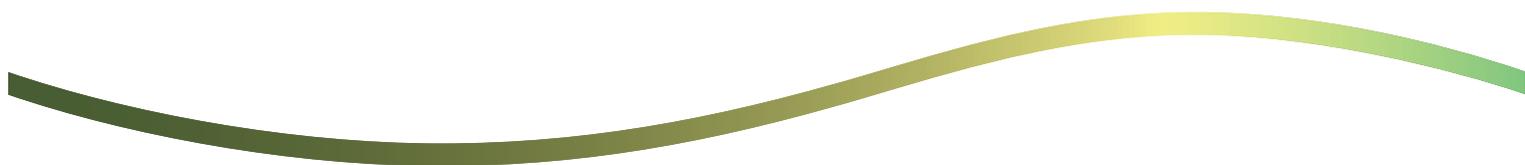




**For Users in Europe, the Middle East and Africa European Radio
Equipment Directive**

Cybersecurity Enhancement Supplementary Guide for Scanners



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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 product 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 Scanning Features on the Scanner's Control Panel

The default settings for some scanning features over network connections have been changed to disabled. You need to make settings to enable these features.

The features and setting methods differ between models with a color LCD screen and models without a color LCD screen.

[“For Models with a Color LCD Screen” on page 5](#)

[“For Models with no Color LCD Screen and with Buttons only” on page 7](#)

For Models with a Color LCD Screen

Note:

Available features may differ depending on the models.

The default settings for the following features have been changed to disabled.

- Scan to Network Folder/FTP feature (scanning using the **Network Folder/FTP** menu on the LCD screen)
- Scan to Computer feature (scanning using the **Computer** menu on the LCD screen)

To use these features, make the following settings on your scanner.

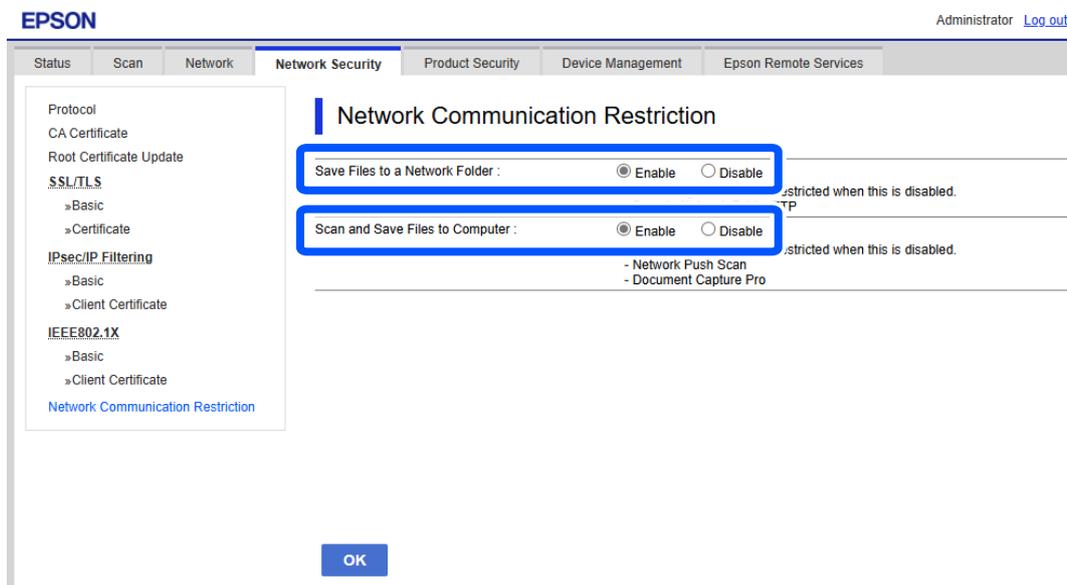
Note:

See the Security Guidebook for information on the security risks involved when enabling these features.

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

When making settings from Web Config

Web Config screen > Network Security tab > Network Communication Restriction



Setting Items:

- To use the Scan to Network Folder/FTP feature: Set **Save Files to a Network Folder** to **Enable**
- To use the Scan to Computer feature: Set **Scan and Save Files to Computer** to **Enable**

Click **OK** to apply the settings.

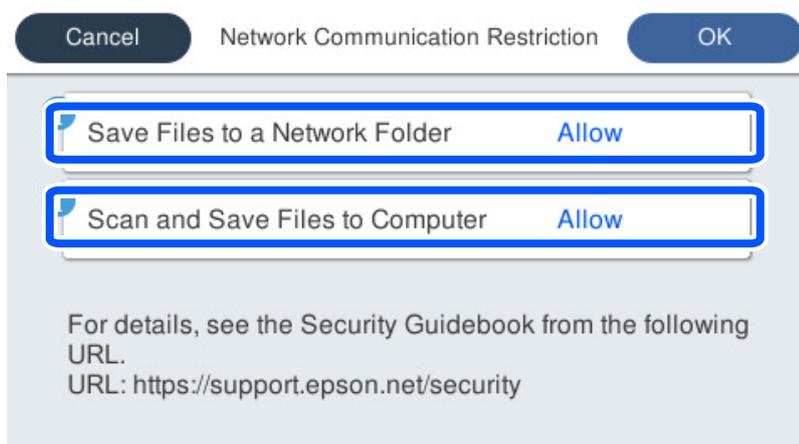
Note:

See the following for information on running Web Config.

[“How to Run Web Config” on page 24](#)

When making settings from the scanner’s LCD screen

Settings > Network Settings > Advanced > Network Communication Restriction



Setting Items:

- To use the Scan to Network Folder/FTP feature: Set **Save Files to a Network Folder** to **Allow**

To use the Scan to Computer feature: Set **Scan and Save Files to Computer** to **Allow**

Select **OK** to apply the settings.

For Models with no Color LCD Screen and with Buttons only

The default setting for the scanning feature of the scanner button (push scan feature) has been changed to disabled when the scanner is connected to a computer over a network.

To use the feature, make the following settings on your scanner.

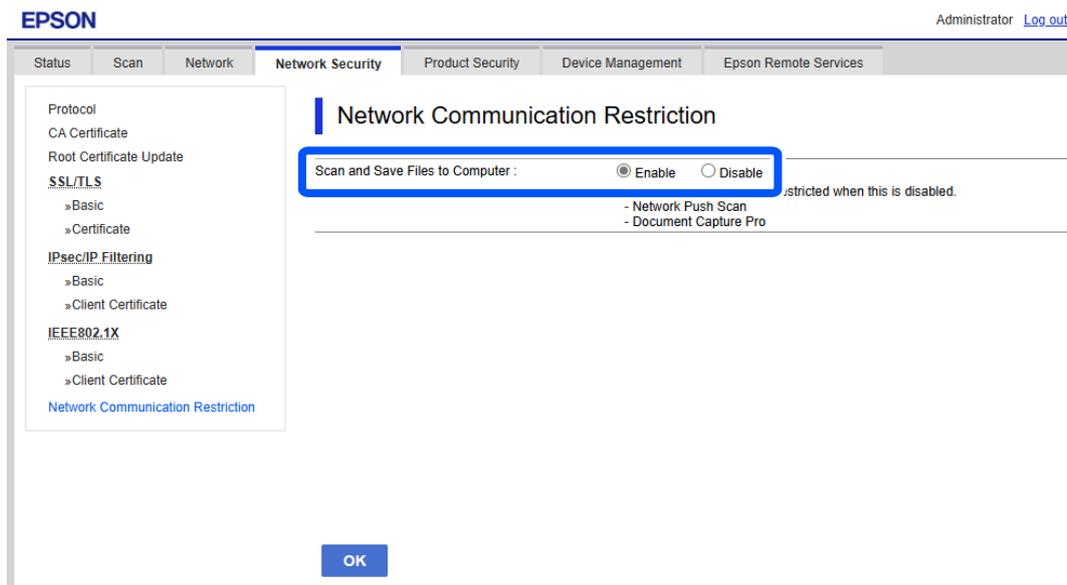
Note:

See the Security Guidebook for information on the security risks involved when enabling the feature.

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

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

(Or Web Config screen > **Network Security Settings-Network Communication Restriction**)



Setting Items:

Set **Scan and Save Files to Computer** to **Enable**, and then click **OK** to apply the setting.

Note:

See the following for information on running Web Config.

[“How to Run Web Config” on page 24](#)

Changes in Scanning Using the Operating System's Standard Features (Windows/ChromeOS)

The default settings for network communication have been changed to encrypted communication.

To scan using the standard features in Windows or ChromeOS, you may need to disable encrypted communication. If your scanner supports AirPrint, you do not need to change the settings, even if you are using Windows or ChromeOS.

For information on whether or not your scanner supports AirPrint, see the User's Guide provided with the scanner.

When Scanning Using Windows Features

To disable encrypted communication, make the following settings on your scanner.

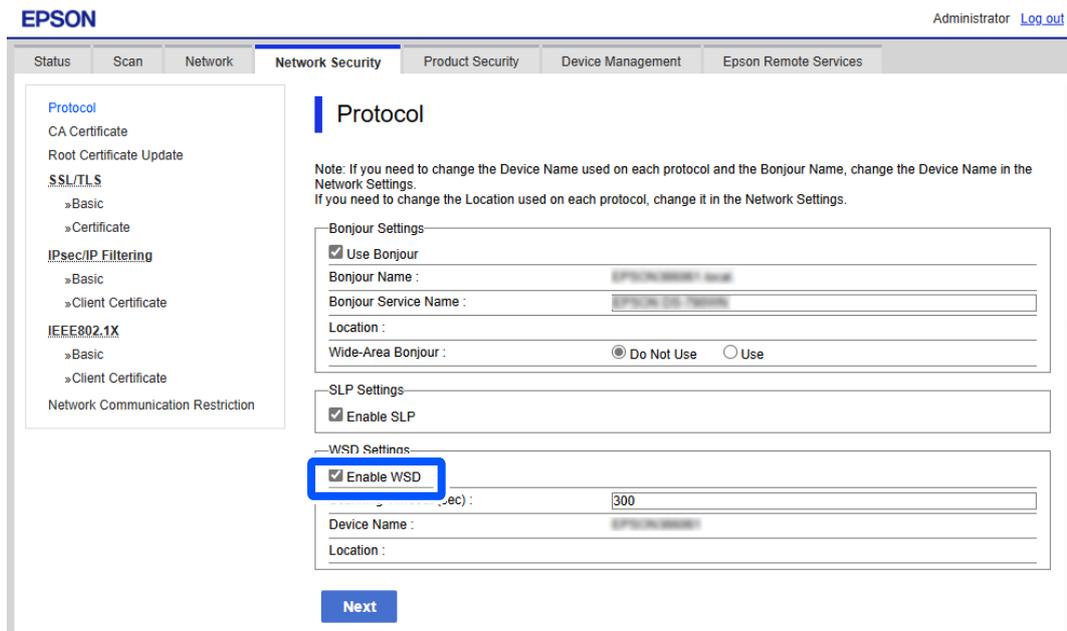
Note:

See the Security Guidebook for information on the security risks involved when changing the setting.

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

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

(Or Web Config screen > **Services** > **Protocol** > **WSD Settings**)



Setting Items:

Select **Enable WSD**, and then click **Next** to apply the setting.

Note:

See the following for information on running Web Config.

[“How to Run Web Config” on page 24](#)

When Scanning Using ChromeOS Features

To disable encrypted communication, make the following settings on your scanner.

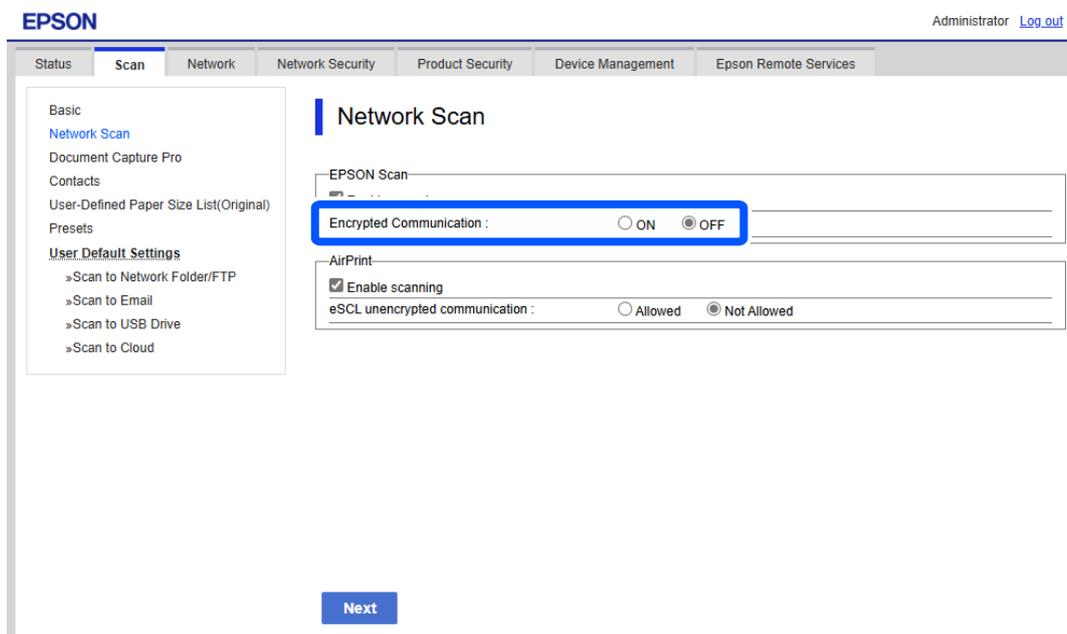
Note:

See the Security Guidebook for information on the security risks involved when changing the setting.

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

Web Config screen > **Scan** tab > **Network Scan**

(Or Web Config screen > **Services** > **Network Scan**)



Setting Items:

Set **Encrypted Communication** to **OFF**, and then click **Next** to apply the setting.

Note:

See the following for information on running Web Config.

[“How to Run Web Config” on page 24](#)

Changes in the Protocols

TLS Communication

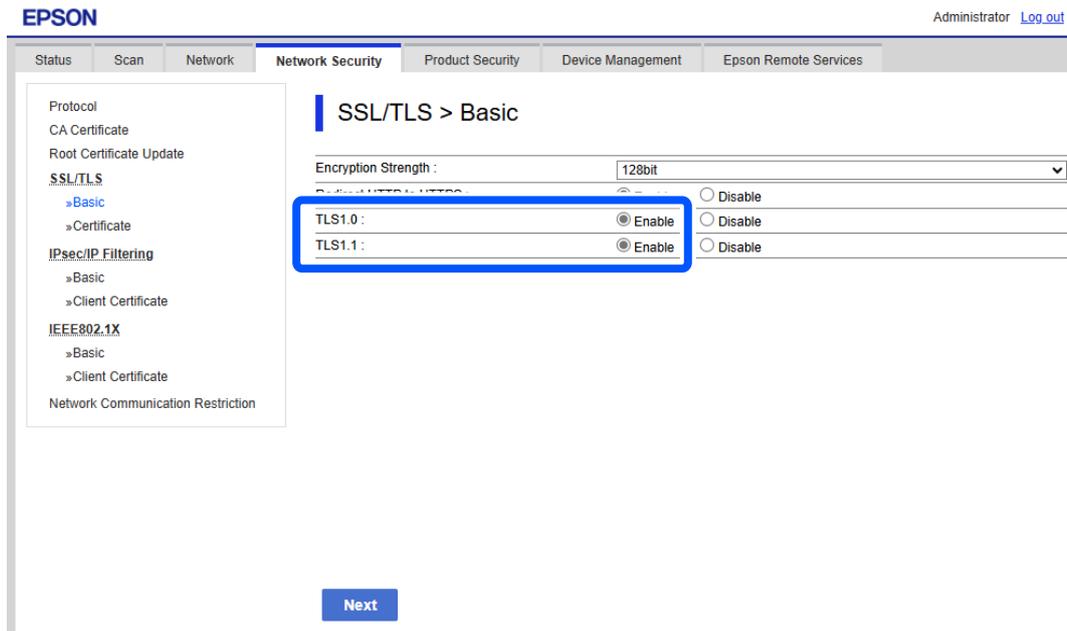
The default settings for TLS1.0 and TLS1.1 have been changed to Disable.

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

If you want to scan 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**

(Or Web Config screen > **Network Security Settings** > **SSL/TLS** > **Basic**)



Setting Items:

- Set TLS1.0 to **Enable**
- Set TLS1.1 to **Enable**

Click **OK** to apply the settings.

Note:

See the following for information on running Web Config.

[“How to Run Web Config” on page 24](#)

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**

The screenshot shows the Epson Web Config interface for the 'Epson Open Platform' tab. The 'Authentication System' section is expanded to 'Basic'. The 'HTTP Connection' setting is highlighted with a blue box and is set to 'Allowed'. Other settings include 'Device Configuration Tag', 'Use Cloud Server', 'Client authentication', 'User Name', 'Password', 'Proxy Server', 'Certificate Validation on Browser', 'Quota Management', 'When the number of retained logs exceeded the limitation', 'When unable to access the primary server', and 'Prior Job'.

Setting Items:

Set **HTTP Connection** to **Allowed**, and then click **OK** to apply the setting.

Note:

See the following for information on running Web Config.

[“How to Run Web Config” on page 24](#)

Changes in the Wi-Fi Auto Connect Feature

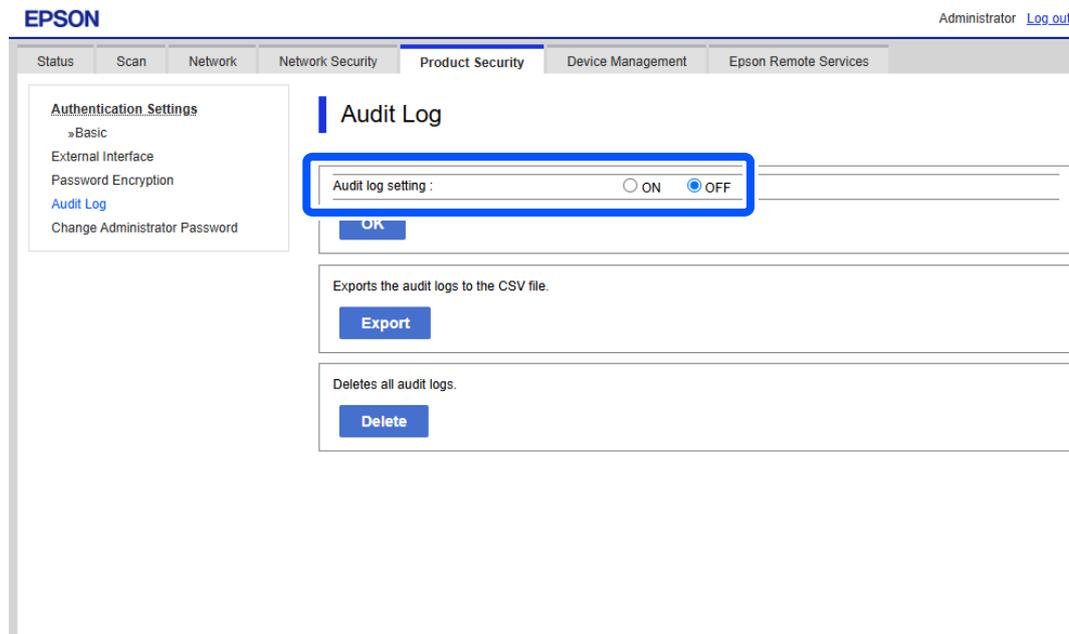
For models released before 2018 equipped with firmware that supports enhanced security, Wi-Fi Auto Connect may not work, causing the Wi-Fi setup to fail. If it fails, follow the instructions on the installer screen and set it up using the **Wi-Fi Setup Wizard**.

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**

(Or Web Config screen > **System Settings** > **Audit Log**)



Setting Items:

Set **Audit log setting** to **OFF**, and then click **OK** to apply the setting.

Note:

See the following for information on running Web Config.

["How to Run Web Config" on page 24](#)

Solving Problems

Communication Error During Network Scanning

Changes to the security specifications for the scanner may cause communication errors between the scanner and the computer.

Check the error and then resolve it by following the solution that best suits your environment.

See the scanner's User's Guide for solutions to other errors.

[“For Windows” on page 13](#)

[“For Mac OS” on page 16](#)

For Windows

[“When Using Epson Scan 2 \(Windows\)” on page 13](#)

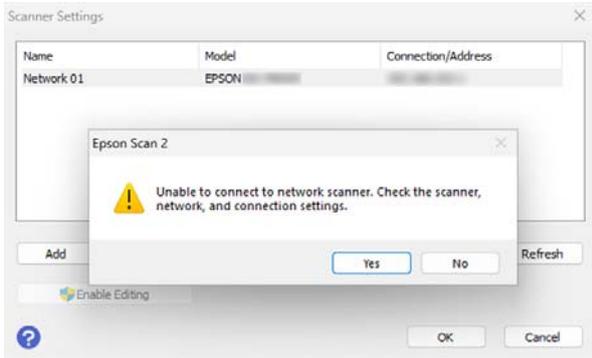
[“When Using Epson ScanSmart \(Windows\)” on page 14](#)

[“When using Document Capture Pro \(Windows\)” on page 14](#)

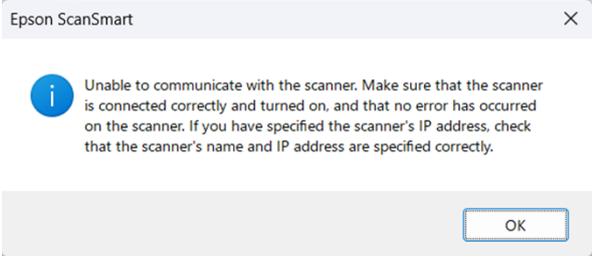
[“When Using Epson FastFoto \(Windows\)” on page 15](#)

[“When Scanning Using the “Scan to Computer” Feature from the Scanner’s Control Panel \(Windows\)” on page 16](#)

When Using Epson Scan 2 (Windows)

Error	Causes and Solutions
<p>An error is displayed when starting the application.</p> 	<p>Using an OS older than Windows 7 to connect to the scanner.</p> <p>Disable encrypted communication for the scanner you want to connect to. See the following for more information on changing the settings.</p> <p>“Disabling Encrypted Communication for the Scanner” on page 20</p> <p>Using an older version of the application that does not support encrypted communication.</p> <p>Update Epson Scan 2 (scanner driver) to the latest version.</p> <p>See the following for more information on updating applications.</p> <p>“Updating Applications” on page 21</p>

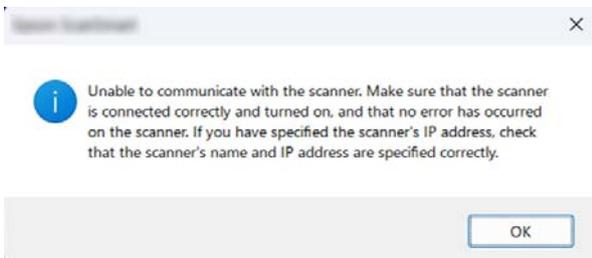
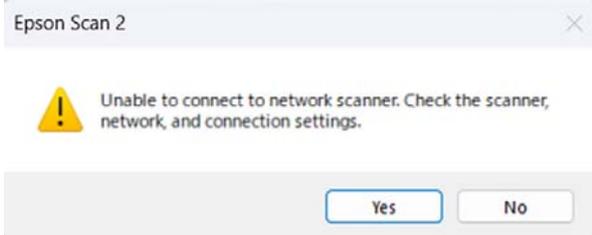
When Using Epson ScanSmart (Windows)

Error	Causes and Solutions
<p>After starting the application, an error is displayed when clicking OK on the scanner selection screen.</p> 	<p>Using an OS older than Windows 7 to connect to the scanner.</p> <p>Disable encrypted communication for the scanner you want to connect to. See the following for more information on changing the settings.</p> <p>“Disabling Encrypted Communication for the Scanner” on page 20</p> <p>Using an older version of the application that does not support encrypted communication.</p> <p>Update Epson Scan 2 (scanner driver) to the latest version.</p> <p>See the following for more information on updating applications.</p> <p>“Updating Applications” on page 21</p>
<p>An error is displayed when pairing the scanner with a computer.</p> 	<p>Using an older version of the application that does not support encrypted communication.</p> <p>Update Epson ScanSmart to the latest version.</p> <p>See the following for more information on updating applications.</p> <p>“Updating Applications” on page 21</p>

When using Document Capture Pro (Windows)

Error	Causes and Solutions
<p>After starting the application, an error is displayed when clicking OK on the scanner selection screen.</p> 	<p>Using an OS older than Windows 7 to connect to the scanner.</p> <p>Disable encrypted communication for the scanner you want to connect to. See the following for more information on changing the settings.</p> <p>“Disabling Encrypted Communication for the Scanner” on page 20</p> <p>Using an older version of the application that does not support encrypted communication.</p> <p>Update Epson Scan 2 (scanner driver) to the latest version.</p> <p>See the following for more information on updating applications.</p> <p>“Updating Applications” on page 21</p>

When Using Epson FastFoto (Windows)

Error	Causes and Solutions
<p>An error is displayed when pairing the scanner with a computer.</p> 	<p>Using an older version of the application that does not support encrypted communication.</p> <p>Update Epson FastFoto to the latest version.</p> <p>See the following for more information on updating applications.</p> <p>"Updating Applications" on page 21</p>
<p>An error is displayed when starting scanning.</p> 	<p>Using an OS older than Windows 7 to connect to the scanner.</p> <p>Disable encrypted communication for the scanner you want to connect to. See the following for more information on changing the settings.</p> <p>"Disabling Encrypted Communication for the Scanner" on page 20</p> <p>Using an older version of the application that does not support encrypted communication.</p> <p>Update Epson Scan 2 (scanner driver) to the latest version.</p> <p>See the following for more information on updating applications.</p> <p>"Updating Applications" on page 21</p>

When Scanning Using the "Scan to Computer" Feature from the Scanner's Control Panel (Windows)

Error	Causes and Solutions
<p>An error is displayed when selecting the computer you want to connect to.</p> 	<p>The "Scan to Computer" feature is disabled.</p> <p>Enable the feature to scan. See the following for more information on changing the settings.</p> <p>"For Models with a Color LCD Screen" on page 5</p> <p>Using an OS older than Windows 7 to connect to the scanner.</p> <p>Disable encrypted communication for the scanner you want to connect to. See the following for more information on changing the settings.</p> <p>"Disabling Encrypted Communication for the Scanner" on page 20</p> <p>Using an older version of the application that does not support encrypted communication.</p> <p>Update Document Capture Pro to the latest version.</p> <p>See the following for more information on updating applications.</p> <p>"Updating Applications" on page 21</p>

For Mac OS

["When Using Epson Scan 2 \(Mac OS\)" on page 17](#)

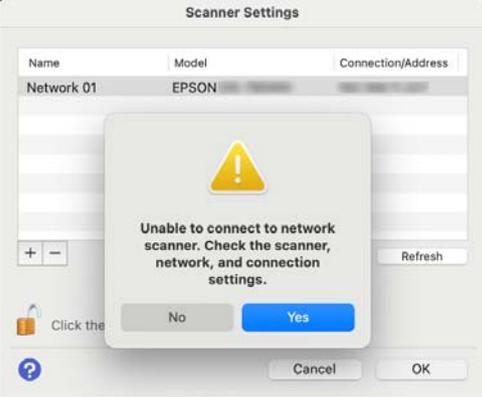
["When Using Epson ScanSmart \(Mac OS\)" on page 17](#)

["When Using Document Capture \(Mac OS\)" on page 18](#)

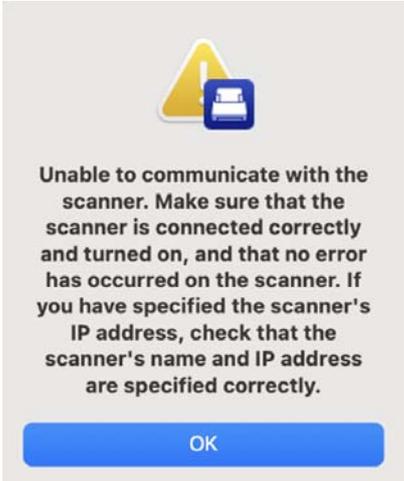
["When Using Epson FastFoto \(Mac OS\)" on page 19](#)

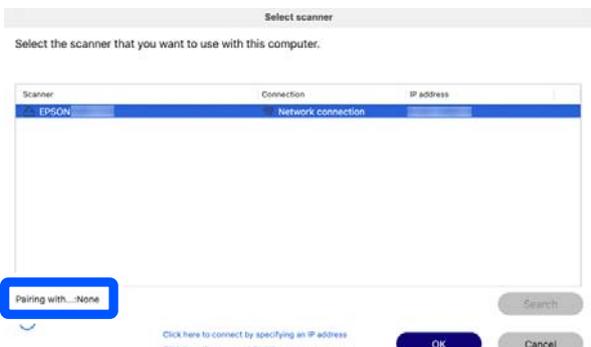
["When Scanning Using the "Scan to Computer" Feature from the Scanner's Control Panel \(Mac OS\)" on page 20](#)

When Using Epson Scan 2 (Mac OS)

Error	Causes and Solutions
<p>An error is displayed when starting the application.</p> 	<p>Using an OS older than OS X 10.9.5 to connect to the scanner.</p> <p>Disable encrypted communication for the scanner you want to connect to. See the following for more information on changing the settings.</p> <p>“Disabling Encrypted Communication for the Scanner” on page 20</p> <p>Using an older version of the application that does not support encrypted communication.</p> <p>Update Epson Scan 2 (scanner driver) to the latest version.</p> <p>See the following for more information on updating applications.</p> <p>“Updating Applications” on page 21</p>

When Using Epson ScanSmart (Mac OS)

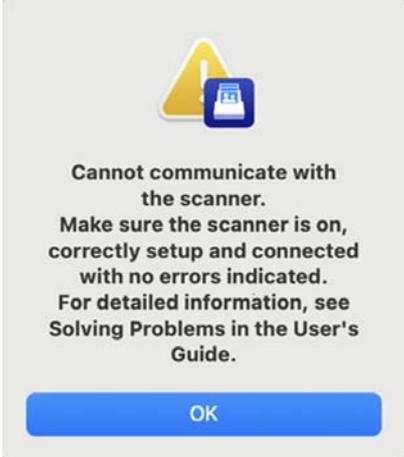
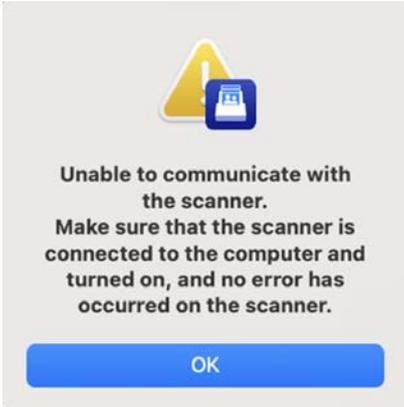
Error	Causes and Solutions
<p>After starting the application, an error is displayed when clicking OK on the scanner selection screen.</p> 	<p>Using an older version of the application that does not support encrypted communication.</p> <p>Update Epson Scan 2 (scanner driver) to the latest version.</p> <p>See the following for more information on updating applications.</p> <p>“Updating Applications” on page 21</p>

Error	Causes and Solutions
<p>The connection destination does not change to "This computer" when pairing the scanner with a computer.</p> 	<p>Using an older version of the application that does not support encrypted communication.</p> <p>Update Epson ScanSmart to the latest version.</p> <p>See the following for more information on updating applications.</p> <p>"Updating Applications" on page 21</p>

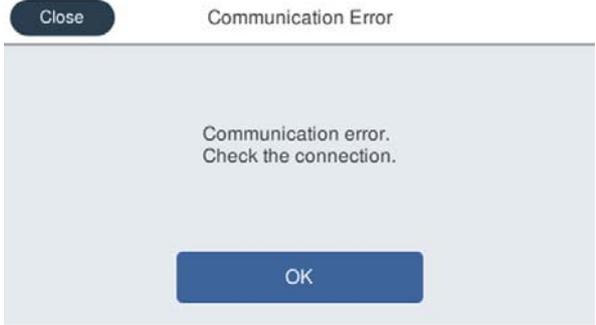
When Using Document Capture (Mac OS)

Error	Causes and Solutions
<p>An error is displayed when starting scanning.</p> 	<p>Using an older version of the application that does not support encrypted communication.</p> <p>Update Epson Scan 2 (scanner driver) to the latest version.</p> <p>See the following for more information on updating applications.</p> <p>"Updating Applications" on page 21</p>

When Using Epson FastFoto (Mac OS)

Error	Causes and Solutions
<p>An error is displayed when pairing the scanner with a computer.</p> 	<p>Using an older version of the application that does not support encrypted communication.</p> <p>Update Epson FastFoto to the latest version.</p> <p>See the following for more information on updating applications.</p> <p>"Updating Applications" on page 21</p>
<p>An error is displayed when starting scanning.</p> 	<p>Using an older version of the application that does not support encrypted communication.</p> <p>Update Epson Scan 2 (scanner driver) to the latest version.</p> <p>See the following for more information on updating applications.</p> <p>"Updating Applications" on page 21</p>

When Scanning Using the "Scan to Computer" Feature from the Scanner's Control Panel (Mac OS)

Error	Causes and Solutions
<p>An error is displayed when selecting the computer you want to connect to.</p> 	<p>The "Scan to Computer" feature is disabled.</p> <p>Enable the feature to scan. See the following for more information on changing the settings.</p> <p>"For Models with a Color LCD Screen" on page 5</p> <p>Using an older version of the application that does not support encrypted communication.</p> <p>Update Document Capture to the latest version.</p> <p>See the following for more information on updating applications.</p> <p>"Updating Applications" on page 21</p>

Disabling Encrypted Communication for the Scanner

To disable encrypted communication, make the following settings on your scanner.

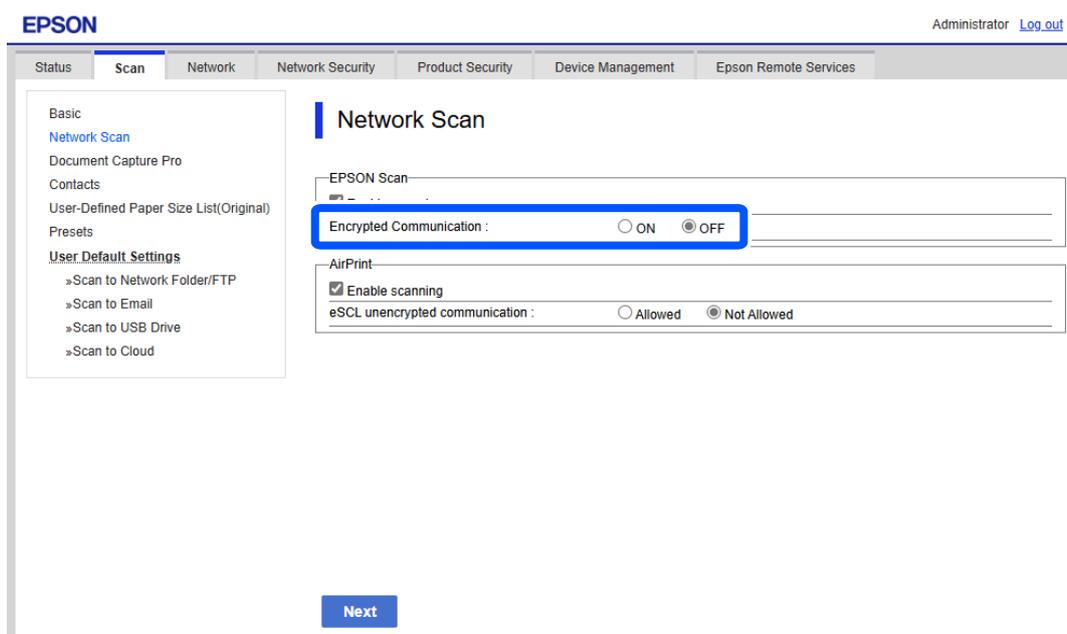
Note:

See the Security Guidebook for information on the security risks involved when changing the setting.

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

Web Config screen > **Scan** tab > **Network Scan**

(Or Web Config screen > **Services** > **Network Scan**)



Setting Items:

Set **Encrypted Communication** to **OFF**, and then click **Next** to apply the setting.

Note:

See the following for information on running Web Config.

[“How to Run Web Config” on page 24](#)

Updating Applications

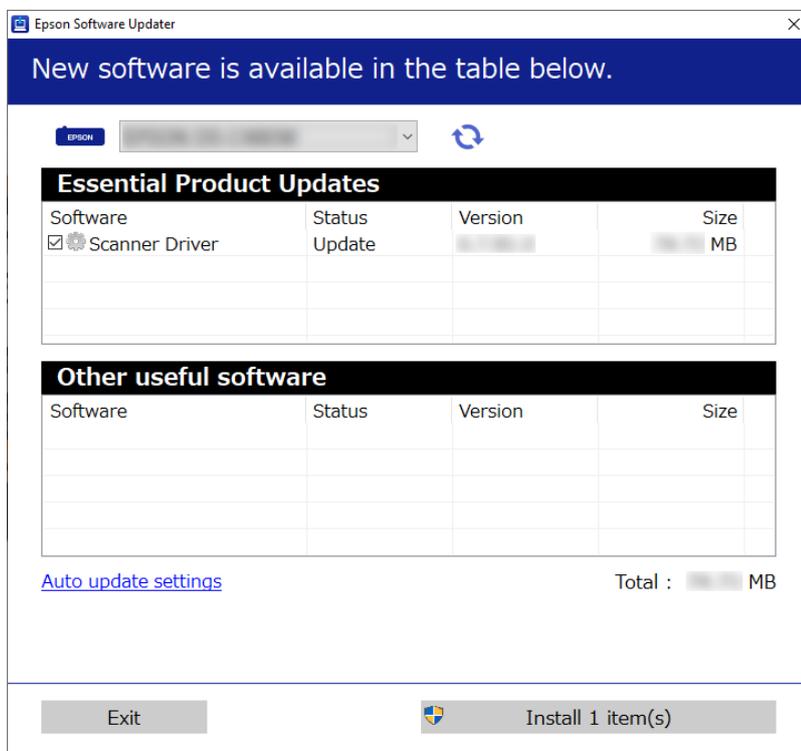
You can update the applications installed on your computer in the following ways.

Using Epson Software Updater

You can check and install updates for the applications using Epson Software Updater.

Select **Epson Software > Epson Software Updater** from the list of applications, and then start it.

On the Epson Software Updater screen, select the application you want to update, and then install the update.



Downloading updates from the Epson website

You can download the latest applications from the following websites.

Search for your model, and then download the application from the appropriate page.

<https://www.epson.eu/support> (Europe)

<https://support.epson.net/> (outside Europe)

In These Situations

A Message is Displayed on the Control Panel

Messages	Solutions
<p style="text-align: center;">Information</p> <div style="border: 1px solid gray; padding: 10px;"><p>This product uses the following network functions to send data.</p><ul style="list-style-type: none">- Save Files to a Network Folder- Scan and Save Files to Computer<p>Select "Settings" to enable these functions. Note that communication security may be reduced. For details, see the Security Guidebook from the following URL.</p><div style="border: 2px solid blue; padding: 5px; display: flex; justify-content: space-around;">Check LaterSettings</div></div>	<p>If a message prompting you to set up is displayed when you turn on the scanner, the 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. "For Models with a Color LCD Screen" on page 5

Note:

- You do not need to enter a user name if you are not logging on as a user.
- The default value of the administrator password is an 8-digit number indicated by "PASSWORD" on the label attached to the scanner.



Example: 03212791

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: XML (Apple AirPrint Scan/Mopria Scan)	Service for using AirPrint Scan/Mopria Scan provided by Apple/Mopria.	-
HTTPS: Configuration Service	Service for configuring settings, such as Epson Connect, 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.	-
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 scanner are connected by USB, Wi-Fi, or Ethernet, the Wi-Fi Direct (Simple AP) and Wi-Fi Auto Connect (Bluetooth) services will stop.</p>

Service Name	Service Overview	Remarks
mDNS	Service for network device discovery.	-
SLP	Service for network device discovery.	-
LLTD	Service for network device discovery.	-
LLMNR	Service for network device discovery.	-

How to Run Web Config

The scanner comes with built-in software called Web Config (a Web page where you can make settings). To access Web Config, simply enter the IP address of a network-connected scanner in your browser.

- Check the scanner's IP address.
 - When checking using the scanner's LCD screen: You can check the address from the **Settings** menu > **Network Settings** > **Network Status**.
 - When checking using Epson Scan 2: Select **EPSON** or **EPSON Software** > **Epson Scan 2** from the list of software installed on the computer, and then start Epson Scan 2. Click **Settings** in the **Scanner** pull-down menu, and then check the address in **Connection/Address** on the **Scanner Settings** screen.

Example IP address: 192.168.100.201

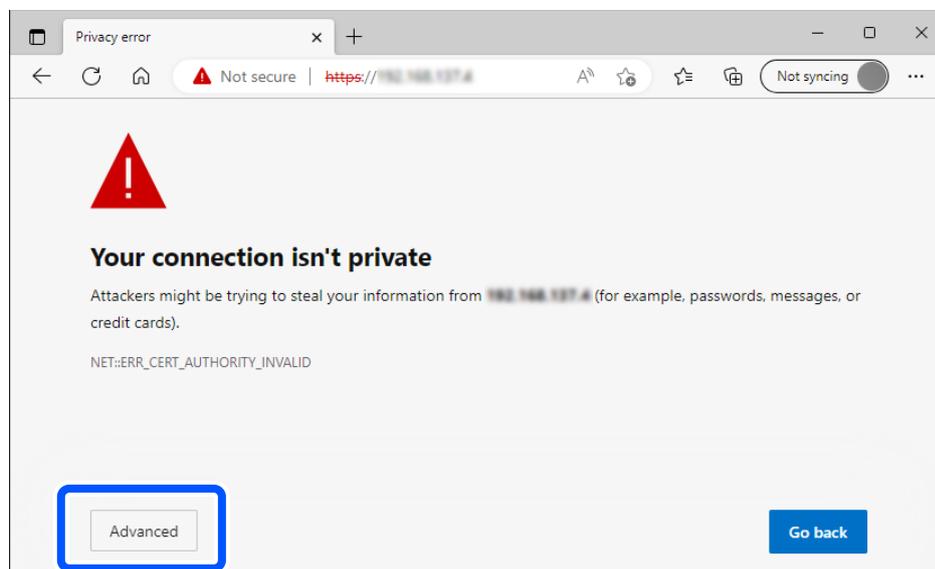
- Launch a browser from a computer or a smart device, and then enter the scanner's IP address in the address bar.

Format: http://scanner's IP address/

Example: http://192.168.100.201/

If a warning screen is displayed in your browser, you can safely ignore the warning and display the Web page (Web Config). Since the scanner uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored. Depending on your browser, you may need to click on **Advanced Settings** to view the Web page.

Example: For Microsoft Edge



Note:

- ❑ If a warning screen is not displayed, go to the next step.
- ❑ For IPv6 addresses, use the following format.
Format: `http://[scanner's IP address]/`
Example: `http://[2001:db8::1000:1]/`

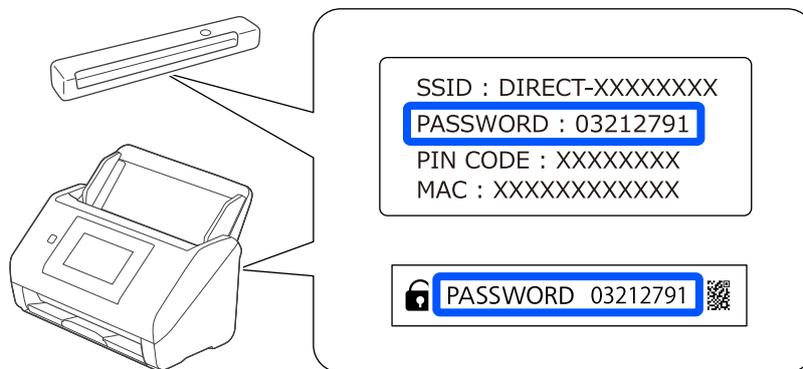
3. To change scanner settings, you need to log in as a Web Config administrator.

Click **Log in** at the top-right of the screen. Enter the **User Name** and **Current password**, and then click **OK**.

The following provides the initial values for the Web Config administrator information.

·User name: none (blank)

Password: The 8-digit number indicated by "PASSWORD" on the label attached to the scanner



Example: 03212791

Note:

- ❑ If **Log out** is displayed at the top-right of the screen, you are already logged in as an administrator.
- ❑ You will be logged out automatically after approximately 20 minutes of inactivity.