EPSON

DS-900WN DS-800WN

Administrator's Guide

Required Settings to Suit Your Purpose

Network Settings

Required Settings for Scanning

Basic Security Settings

Advanced Security Settings

Using Epson Open Platform

NPD7398-02 EN

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The Contents of This Document

This document provides the following information for scanner administrators.

❏ Network settings

❏ Preparing the scanning function

❏ Enable and manage security settings

❏ Perform daily maintenance

For the standard methods of using the scanner, see the *User's Guide*.

Using this Guide

Marks and Symbols

> ***Caution:***
> *Instructions that must be followed carefully to avoid bodily injury.*

> ***Important:***
> *Instructions that must be observed to avoid damage to your equipment.*

Note:
Provides complementary and reference information.

Related Information

➡ Links to related sections.

Descriptions Used in this Manual

❏ Screenshots for the applications are from Windows 11 or macOS High Sierra. The content displayed on the screens varies depending on the model and situation.

❏ Illustrations used in this manual are for reference only. Although they may differ slightly from the actual product, the operating methods are the same.

Operating System References

Windows

In this manual, terms such as "Windows 11", "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Server 2022", "Windows Server 2019", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", and "Windows Server 2008" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

- ❏ Microsoft® Windows® 11 operating system
- ❏ Microsoft® Windows® 10 operating system
- ❏ Microsoft® Windows® 8.1 operating system
- ❏ Microsoft® Windows® 8 operating system
- ❏ Microsoft® Windows® 7 operating system
- ❏ Microsoft® Windows Server® 2022 operating system
- ❏ Microsoft® Windows Server® 2019 operating system
- ❏ Microsoft® Windows Server® 2016 operating system
- ❏ Microsoft® Windows Server® 2012 R2 operating system
- ❏ Microsoft® Windows Server® 2012 operating system
- ❏ Microsoft® Windows Server® 2008 R2 operating system
- ❏ Microsoft® Windows Server® 2008 operating system

Mac OS

In this manual, "Mac OS" is used to refer to Mac OS X 10.9 or later as well as macOS 11 or later.

Notes on the Administrator Password

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Notes on the Administrator Password

This device allows you to set an administrator password to prevent unauthorized third parties from accessing or changing the device settings or the network settings stored in the device when it is connected to a network.

If you set an administrator password, you need to enter the password when changing settings in configuration software such as Web Config.

The initial administrator password is set on the scanner, but you can change it to any password.

Initial Administrator Password

The initial administrator password varies depending on the label attached to the product. If there is a "PASSWORD" label attached to the back, the password is the 8-digit number shown on the label. If there is no "PASSWORD" label attached, the password is the serial number on the label attached to the back of the product.

We recommend changing the initial administrator password from the default setting.

Note:
No user name is set as default.

Operations that Require the Administrator Password

If you are prompted, enter the administrator password during the following operations:

- ❏ When logging on to the advanced settings for Web Config
- ❏ When operating a menu on the control panel that has been locked by the administrator
- ❏ When changing the device settings in the application
- ❏ When updating the firmware for the device
- ❏ When changing or resetting the administrator password

Changing the Administrator Password

You can change from the product's control panel or in Web Config.

When changing the password, the new password must be 8 to 20 characters long and only contain single-byte alphanumeric characters and symbols.

Resetting the Administrator Password

You can reset the administrator password to the initial setting from the product's control panel or in Web Config.

If you have forgotten the password and cannot reset it to the default settings, the product needs to be repaired. Contact your local dealer.

Required Settings to Suit Your Purpose

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Required Settings to Suit Your Purpose

See the following to make the necessary settings to suit your purpose.

Connecting the Scanner to the Network

Purpose	Required Settings
I want to connect the scanner to the network.	Set up your scanner for network scanning. "Connecting the Scanner to the Network" on page 15
I want to connect the scanner to a new computer.	Set the network settings for your scanner on the new computer. "Adding or Replacing the Computer or Devices" on page 21

Settings for Scanning

Purpose	Required Settings
I want to send scanned images by email. (Scan to Email)	1. Setup the email server you want to link. "Registering an Email Server" on page 44 2. Register the recipient's email address in **Contacts** (optional). By registering the email address you do not have to enter it every time you want to send something, you can just select it from your Contacts. "Making Contacts Available" on page 54
I want to save scanned images to a folder on the network. (Scan to Network Folder/FTP)	1. Create a folder on the network where you want to save the images. "Creating a Network Folder" on page 49 2. Register the path to the folder in **Contacts** (optional). By registering the folder path you do not have to enter it every time you want to send something, you can just select it from your Contacts. "Making Contacts Available" on page 54
I want to save scanned images to a cloud service. (Scan to Cloud)	Setup Epson Connect. See the Epson Connect portal website for details on setting up. When setting up, you need a user account for the online storage service you want to link to. https://www.epsonconnect.com/ http://www.epsonconnect.eu (Europe only)

Customizing the Control Panel Display

Purpose	Required Settings
I want to change the items displayed on the scanner's control panel.	Set **Presets** or **Edit Home**. You can register your favorite scanning settings to the control panel and edit the items displayed. "Customizing the Control Panel Display" on page 72

Setting Basic Security Functions

Purpose	Required Settings
I want to prevent anyone other than the administrator from changing the scanner settings.	Set an administrator password for the scanner. "Administrator Settings" on page 80
I want to disable the use of scanners with USB connections.	Disable the external interface. "Disabling the External Interface" on page 88

Setting Advanced Security Functions

Purpose	Required Settings
I want to control which protocols to use.	Enable or disable the protocols. "Controlling Using Protocols" on page 95
I want to encrypt the communication path.	1. Setup your digital certificate. "Using a Digital Certificate" on page 98 2. Setup SSL/TLS communication. "SSL/TLS Communication with the Scanner" on page 103
I want to use encrypted communication (IPsec). I want to be able to use the software only from a specific computer (IP filtering).	Setup policies for filtering traffic. "Encrypted Communication Using IPsec/IP Filtering" on page 104
I want to use a scanner in an IEEE802.1X network.	Setup IEEE802.1X for the scanner. "Connecting the Scanner to an IEEE802.1X Network" on page 115

Synchronizing the scanner with an authentication system

Obtain a product key from the dedicated website and activate Epson Open Platform on your scanner.

"Using Epson Open Platform" on page 124

Using an authentication option (Epson Print Admin/Epson Print Admin Serverless)

You need a license key to use the option.

Contact your dealer for more information.

Note:
You cannot use Epson Print Admin Serverless when the system is synchronized with Epson Open Platform.

Network Settings

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Connecting the Scanner to the Network

This section explains how to connect the scanner to the network using the scanner's control panel.

Note:
If your scanner and computer are in the same segment, you can also connect using the installer.

To start the installer, access the following website, and then enter the product name. Go to ***Setup****, and then start setting up.*

https://epson.sn

You can view the operating instructions in the Web Video Manuals. Access the following URL.

https://support.epson.net/publist/vlink.php?code=NPD7509

Before Making a Network Connection

To connect to the network, check the connection method and setting information for connection in advance.

Gathering Information on the Connection Setting

Prepare the necessary setting information to connect. Check the following information in advance.

Divisions	Items	Note
Device connection method	❏ Ethernet ❏ Wi-Fi	Decide how to connect the scanner to the network. For Wired LAN, connects to the LAN switch. For Wi-Fi, connects to the network (SSID) of the access point.
LAN connection information	❏ IP address ❏ Subnet mask ❏ Default gateway	Decide the IP address to assign to the scanner. When you assign the IP address statically, all values are required. When you assign the IP address dynamically using the DHCP function, this information is not required because it is set automatically.
Wi-Fi connection information	❏ SSID ❏ Password	These are the SSID (network name) and the password of the access point that the scanner connects to. If MAC address filtering has been set, register the MAC address of the scanner in advance to register the scanner. See the following for the supported standards. "Network Specifications" on page 28
DNS server information	❏ IP address for primary DNS ❏ IP address for secondary DNS	These are required when specifying DNS servers. The secondary DNS is set when the system has a redundant configuration and there is a secondary DNS server. If you are in a small organization and do not set the DNS server, set the IP address of the router.

Divisions	Items	Note
Proxy server information	❏ Proxy server name	Set this when your network environment uses the proxy server to access the internet from the intranet, and you use the function that the scanner directly accesses to the internet. For the following functions, the scanner directly connects to the internet . ❏ Epson Connect Services ❏ Cloud services of other companies ❏ Firmware updating ❏ Sending scanned images to SharePoint(WebDAV)
Port number information	❏ Port number to release	Check the port number used by the scanner and computer, then release the port that is blocked by a firewall, if necessary. See the following for the port number used by the scanner. "Network Ports for the Scanner" on page 31

IP Address Assignment

These are the following types of IP address assignment.

Static IP address:

Assign the predetermined IP address to the scanner (host) manually.

The information to connect to the network (subnet mask, default gateway, DNS server and so on) need to be set manually.

The IP address does not change even when the device is turned off, so this is useful when you want to manage devices with an environment where you cannot change the IP address or you want to manage devices using the IP address. We recommend settings to the scanner, server, etc. that many computers access. Also, when using security features such as IPsec / IP filtering, assign a fixed IP address so that the IP address does not change.

Automatic assignment by using DHCP function (dynamic IP address):

Assign the IP address automatically to the scanner (host) by using the DHCP function of the DHCP server or router.

The information to connect to the network (subnet mask, default gateway, DNS server and so on) is set automatically, so you can easily connect the device to the network.

If the device or the router is turned off, or depending on the DHCP server settings, IP address may change when re-connecting.

We recommend managing devices other than the IP address and communicating with protocols that can follow the IP address.

Note:
When you use the IP address reservation function of the DHCP, you can assign the same IP address to the devices at any time.

DNS Server and Proxy Server

The DNS server has a host name, domain name of the email address, etc. in association with the IP address information.

Communication is impossible if the other party is described by host name, domain name, etc. when the computer or the scanner performs IP communication.

The DNS server queries for that information and gets the IP address of the other party. This process is called name resolution.

Therefore, the devices such as computers and scanners can communicate using the IP address.

Name resolution is necessary for the scanner to communicate using the email function or Internet connection function.

When you use those functions, configure the DNS server settings.

When you assign the scanner's IP address by using the DHCP function of the DHCP server or router, it is automatically set.

The proxy server is placed at the gateway between the network and the Internet, and it communicates to the computer, scanner, and Internet (opposite server) on behalf of each of them. The opposite server communicates only to the proxy server. Therefore, scanner information such as the IP address and port number cannot be read and increased security is expected.

When you connect to the Internet via a proxy server, configure the proxy server on the scanner.

Connecting to the Network from the Control Panel

Connect the scanner to the network by using the scanner's control panel.

Assigning the IP Address

Set up the basic items such as Host Address, Subnet Mask, Default Gateway.

This section explains the procedure for setting a static IP address.

1. Turn on the scanner.
2. Select **Settings** on the home screen on the scanner's control panel.
3. Select **Network Settings** > **Advanced** > **TCP/IP**.
4. Select **Manual** for **Obtain IP Address**.

   When you set the IP address automatically by using the DHCP function of router, select **Auto**. In that case, the **IP Address**, **Subnet Mask**, and **Default Gateway** on step 5 to 6 are also set automatically, so go to step 7.
5. Enter the IP address.

   Focus moves to the forward segment or the back segment separated by a period if you select ◀ and ▶.

   Confirm the value reflected on the previous screen.
6. Set up the **Subnet Mask** and **Default Gateway**.

   Confirm the value reflected on the previous screen.

> ***Important:***
> *If the combination of the IP Address, Subnet Mask and Default Gateway is incorrect, **Start Setup** is inactive and cannot proceed with the settings. Confirm that there is no error in the entry.*

7. Enter the IP address for the primary DNS server.

   Confirm the value reflected on the previous screen.

   Note:
   *When you select **Auto** for the IP address assignment settings, you can select the DNS server settings from **Manual** or **Auto**. If you cannot obtain the DNS server address automatically, select **Manual** and enter the DNS server address. Then, enter the secondary DNS server address directly. If you select **Auto**, go to step 9.*

8. Enter the IP address for the secondary DNS server.

   Confirm the value reflected on the previous screen.

9. Tap **Start Setup**.

Setting the Proxy Server

Set up the proxy server if both of the following are true.

❏ The proxy server is built for Internet connection.

❏ When using a function in which a scanner directly connects to the Internet, such as Epson Connect service or another company's cloud services.

1. Select **Settings** on the home screen.

   When configuring settings after IP address setting, the **Advanced** screen is displayed. Go to step 3.

2. Select **Network Settings** > **Advanced**.

3. Select **Proxy Server**.

4. Select **Use** for **Proxy Server Settings**.

5. Enter the address for the proxy server in IPv4 or FQDN format.

6. Enter the port number for the proxy server.

7. Tap **Start Setup**.

Connecting to Ethernet

Connect the scanner to the network by using a LAN cable, and then check the connection.

1. Connect the scanner and hub (LAN switch) with a LAN cable.

2. Select on the home screen.

3. Select **Router**.

4. Make sure that the Connection and IP Address settings are correct.

5. Tap **Close**.

Connecting to the Wireless LAN (Wi-Fi)

You can connect the scanner to the wireless LAN (Wi-Fi) in several ways. Choose the connection method that matches the environment and conditions that you are using.

If you know the information for the wireless router such as SSID and password, you can configure settings manually.

If the wireless router supports WPS, you can configure settings by using push button setup.

After connecting the scanner to the network, connect to the scanner from the device that you want to use (computer, smart device, and tablet.)

Note when Using a Wi-Fi 5 GHz Connection

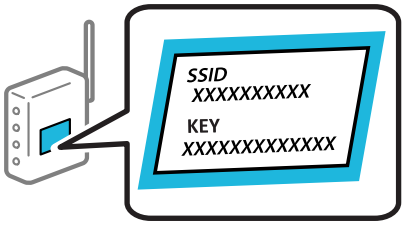
This product normally uses W52 (36ch) as the channel when connecting to Wi-Fi Direct (Simple AP). Since the channel for wireless LAN (Wi-Fi) connection is selected automatically, the channel used may differ when used at the same time as a Wi-Fi Direct connection. If the channels differ, data communication with the scanner may be slow. If it does not interfere with use, connect to the SSID for the 2.4 GHz band on the network. In the 2.4 GHz frequency band, the channels used will match.

When setting the wireless LAN to 5 GHz, we recommend disabling Wi-Fi Direct.

Making Wi-Fi Settings by Entering the SSID and Password

You can set up a Wi-Fi network by entering the information necessary to connect to a wireless router from the scanner's control panel. To set up using this method, you need the SSID and password for a wireless router.

Note:
If you are using a wireless router with its default settings, the SSID and password are on the label. If you do not know the SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.



1. Tap on the home screen.

2. Select **Router**.

3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change to Wi-Fi connection.** or **Change Settings** to change the settings.

4. Select **Wi-Fi Setup Wizard**.

5. Follow the on-screen instructions to select the SSID, enter the password for the wireless router, and start setup.

   If you want to check the network connection status for the scanner after setup is complete, see the related information link below for details.

   Note:
   - ❏ *If you do not know the SSID, check if it is written on the label of the wireless router. If you are using the wireless router with its default settings, use the SSID written on the label. If you cannot find any information, see the documentation provided with the wireless router.*
   - ❏ *The password is case-sensitive.*
   - ❏ *If you do not know the password, check if the information is written on the label of the wireless router. On the label, the password may be written "Network Key", "Wireless Password", and so on. If you are using the wireless router with its default settings, use the password written on the label.*
   - ❏ *If you cannot see the SSID you want to connect to, use software or an app to set up the Wi-Fi from your computer or smart device, such as a smartphone or tablet. For more information, enter "https://epson.sn" in your browser to access the website, enter the name of your product, and go to* ***Setup****.*

Related Information

➡ "Checking the Network Connection Status" on page 27

Making Wi-Fi Settings by Push Button Setup (WPS)

You can automatically set up a Wi-Fi network by pressing a button on the wireless router. If the following conditions are met, you can set up by using this method.

- ❏ The wireless router is compatible with WPS (Wi-Fi Protected Setup).
- ❏ The current Wi-Fi connection was established by pressing a button on the wireless router.

Note:
If you cannot find the button or you are setting up using the software, see the documentation provided with the wireless router.

1. Tap on the home screen.

2. Select **Router**.

3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change to Wi-Fi connection.** or **Change Settings** to change the settings.

4. Select **Push Button Setup(WPS)**.

5. Follow the on-screen instructions.

   If you want to check the network connection status for the scanner after setup is complete, see the related information link below for details.

   Note:
   If connection fails, restart the wireless router, move it closer to the scanner, and try again.

Related Information

➡ "Checking the Network Connection Status" on page 27

Making Wi-Fi Settings by PIN Code Setup (WPS)

You can automatically connect to a wireless router by using a PIN code. You can use this method to set up if an wireless router is capable of WPS (Wi-Fi Protected Setup). Use a computer to enter a PIN code into the wireless router.

1. Tap on the home screen.
2. Select **Router**.
3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change to Wi-Fi connection.** or **Change Settings** to change the settings.
4. Select **Others** > **PIN Code Setup(WPS)**
5. Follow the on-screen instructions.

   If you want to check the network connection status for the scanner after setup is complete, see the related information link below for details.

   Note:
   See the documentation provided with your wireless router for details on entering a PIN code.

Related Information

➡ "Checking the Network Connection Status" on page 27

Adding or Replacing the Computer or Devices

Connecting to a Scanner that has been Connected to the Network

When the scanner has already been connected to the network, you can connect a computer or a smart device to the scanner over the network.

Using a Network Scanner from a Second Computer

We recommend using the installer to connect the scanner to a computer.

To start the installer, access the following website, and then enter the product name. Go to **Setup**, and then start setting up.

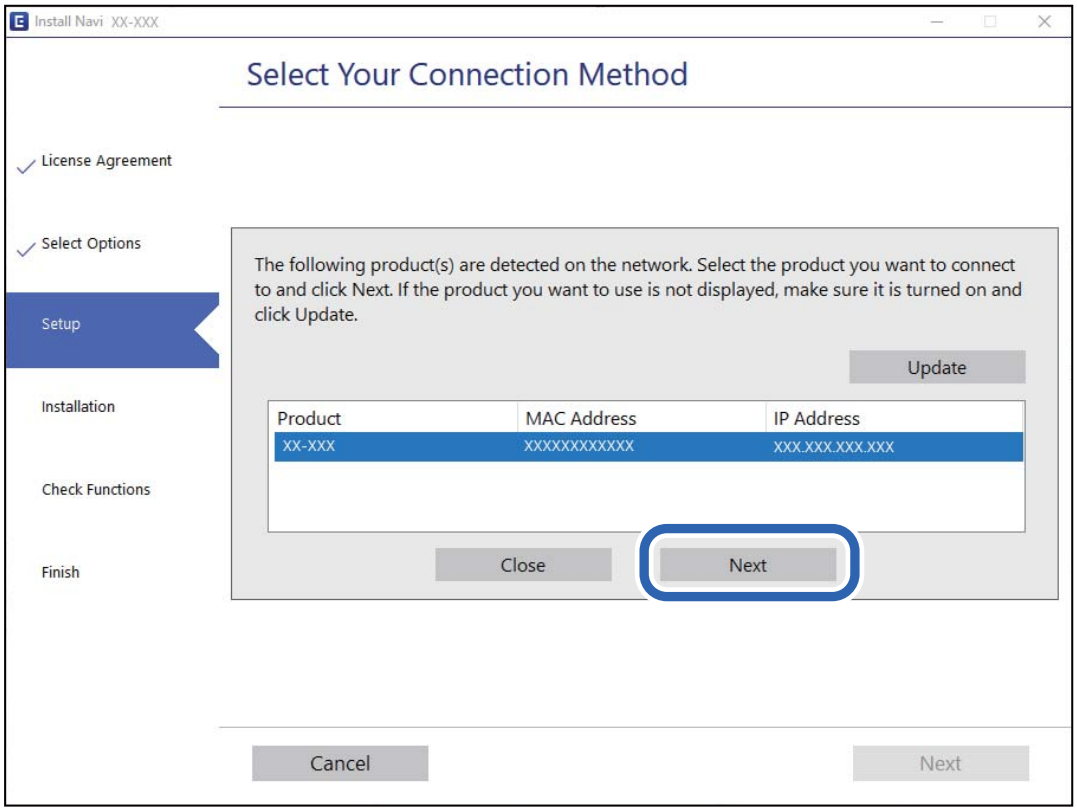
https://epson.sn

You can view the operating instructions in the Web Video Manuals. Access the following URL.

https://support.epson.net/publist/vlink.php?code=NPD7509

Selecting the Scanner

Follow the on-screen instructions until the following screen is displayed, select the scanner name you want to connect to, and then click **Next**.



Follow the on-screen instructions.

Using a Network Scanner from a Smart Device

You can connect a smart device to the scanner using one of the following methods.

Connecting over a wireless router

Connect the smart device to the same Wi-Fi network (SSID) as the scanner.

See the following for more details.

"Making Settings for Connecting to the Smart Device" on page 26

Connecting by Wi-Fi Direct

Connect the smart device to the scanner directly without a wireless router.

See the following for more details.

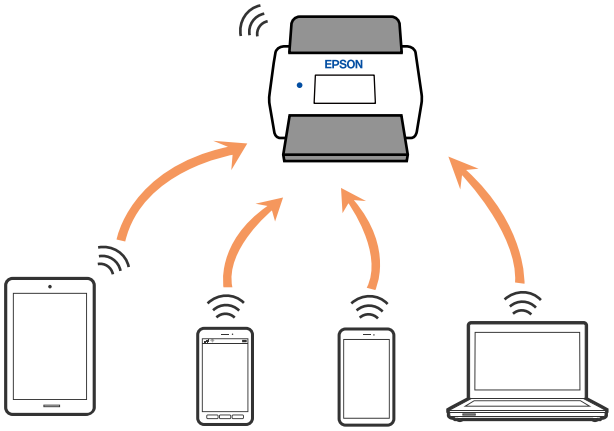
"Connecting a Smart Device and Scanner Directly (Wi-Fi Direct)" on page 23

Connecting a Smart Device and Scanner Directly (Wi-Fi Direct)

Wi-Fi Direct (Simple AP) allows you to connect a smart device directly to the scanner without a wireless router and scan from the smart device.

About Wi-Fi Direct

Use this connection method when you are not using Wi-Fi at home or at the office, or when you want to connect the scanner and the computer or smart device directly. In this mode, the scanner acts as a wireless router and you can connect up to 8 devices to the scanner without having to use a standard wireless router. However, devices directly connected to the scanner cannot communicate with each other through the scanner.



The scanner can be connected by Wi-Fi or Ethernet, and Wi-Fi Direct (Simple AP) connection simultaneously. However, if you start a network connection in Wi-Fi Direct (Simple AP) connection when the scanner is connected by Wi-Fi, the Wi-Fi is temporarily disconnected.

Connecting to a Smart Device using Wi-Fi Direct

This method allows you to connect the scanner directly to smart devices without a wireless router.

1. Select on the home screen.
2. Select **Wi-Fi Direct**.
3. Select **Start Setup**.
4. Start Epson Smart Panel on your smart device.
5. Follow the instructions displayed on the Epson Smart Panel to connect to your scanner.

   When your smart device is connected to the scanner, go to the next step.
6. On the scanner's control panel, select **Complete**.

Disconnecting Wi-Fi Direct (Simple AP) Connection

There are two methods available to disable a Wi-Fi Direct (Simple AP) connection; you can disable all connections by using the scanner's control panel, or disable each connection from the computer or the smart device.

When you want to disable all connections, select > **Wi-Fi Direct** > **Start Setup** > **Change** > **Disable Wi-Fi Direct**.

Important:

When Wi-Fi Direct (Simple AP) connection disabled, all computers and smart devices connected to the scanner in Wi-Fi Direct (Simple AP) connection are disconnected.

Note:

If you want to disconnect a specific device, disconnect from the device instead of the scanner. Use one of the following methods to disconnect the Wi-Fi Direct (Simple AP) connection from the device.

❏ *Disconnect the Wi-Fi connection to the scanner's network name (SSID).*

❏ *Connect to another network name (SSID).*

Changing the Wi-Fi Direct (Simple AP) Settings Such as the SSID

When Wi-Fi Direct (simple AP) connection is enabled, you can change the settings from > **Wi-Fi Direct** > **Start Setup** > **Change**, and then the following menu items are displayed.

Change Network Name

Change the Wi-Fi Direct (simple AP) network name (SSID) used for connecting to the scanner to your arbitrary name. You can set the network name (SSID) in ASCII characters that is displayed on the software keyboard on the control panel. You can enter up to 22 characters.

When changing the network name (SSID), all connected devices are disconnected. Use the new network name (SSID) if you want to re-connect the device.

Change Password

Change the Wi-Fi Direct (simple AP) password for connecting to the scanner to your arbitrary value. You can set the password in ASCII characters that is displayed on the software keyboard on the control panel. You can enter 8 to 22 characters.

When changing the password, all connected devices are disconnected. Use the new password if you want to re-connect the device.

Change Frequency Range

Change the frequency range of Wi-Fi Direct used for connecting to the scanner. You can select 2.4 GHz or 5 GHz.

When changing the frequency range, all connected devices are disconnected. Re-connect the device.

Note that you cannot re-connect from devices that do not support 5 GHz frequency range when changing to 5 GHz.

Depending on the region, this setting may not be displayed.

Disable Wi-Fi Direct

Disable Wi-Fi Direct (simple AP) settings of the scanner. When disabling it, all devices connected to the scanner in Wi-Fi Direct (Simple AP) connection are disconnected.

Restore Default Settings

Restore all Wi-Fi Direct (simple AP) settings to their defaults.

The Wi-Fi Direct (simple AP) connection information of the smart device saved to the scanner is deleted.

Note:
*You can also set up from the **Network** tab > **Wi-Fi Direct** on Web Config for the following settings.*

- ❏ *Enabling or disabling Wi-Fi Direct (simple AP)*
- ❏ *Changing network name (SSID)*
- ❏ *Changing password*
- ❏ *Changing the frequency range*
  Depending on the region, this setting may not be displayed.
- ❏ *Restoring the Wi-Fi Direct (simple AP) settings*

Resetting the Network Connection

This section explains how to configure the network connection settings and change the connection method when replacing the wireless router or the computer.

When Replacing the Wireless Router

When you replace the wireless router, configure settings for the connection between the computer or the smart device and the scanner.

You need to configure these settings if you change your Internet service provider or make other related changes.

Making Settings for Connecting to the Computer

We recommend using the installer to connect the scanner to a computer.

To start the installer, access the following website, and then enter the product name. Go to **Setup**, and then start setting up.

https://epson.sn

You can view the operating instructions in the Web Video Manuals. Access the following URL.

https://support.epson.net/publist/vlink.php?code=NPD7509

Selecting a Connection Method

Follow the on-screen instructions. On the **Select Install Option** screen, select **Set up Scanner connection again (for new network router or changing USB to network, etc.)** , and then click **Next**.

Follow the on-screen instructions to finish setup.

If you cannot connect, see the following to try to solve the problem.

"Cannot connect to a Network" on page 32

Making Settings for Connecting to the Smart Device

You can use the scanner from a smart device when you connect the scanner to the same Wi-Fi network (SSID) as the smart device. To use the scanner from a smart device, access the following website, and then enter the product name. Go to **Setup**, and then start setting up.

https://epson.sn

Access to the website from the smart device that you want to connect to the scanner.

When Changing the Computer

When changing the computer, configure connection settings between the computer and the scanner.

Making Settings for Connecting to the Computer

We recommend using the installer to connect the scanner to a computer.

To start the installer, access the following website, and then enter the product name. Go to **Setup**, and then start setting up.

https://epson.sn

You can view the operating instructions in the Web Video Manuals. Access the following URL.

https://support.epson.net/publist/vlink.php?code=NPD7509

Follow the on-screen instructions.

Changing the Connection Method to the Computer

This section explains how to change the connection method when the computer and the scanner have been connected.

Changing the Network Connection from Ethernet to Wi-Fi

Change the Ethernet connection to Wi-Fi connection from the scanner's control panel. The changing connection method is basically the same as the Wi-Fi connection settings.

Related Information

➡ "Connecting to the Wireless LAN (Wi-Fi)" on page 19

Changing the Network Connection from Wi-Fi to Ethernet

Follow the steps below to change from a Wi-Fi connection to an Ethernet connection.

1. Select **Settings** on the home screen.
2. Select **Network Settings** > **Wired LAN Setup**.
3. Set each item.

Changing from USB to a Network Connection

Using the installer and re-set up in a different connection method.

Access the following website, and then enter the product name. Go to **Setup**, and then start setting up.

https://epson.sn

Selecting Change the Connection Methods

Follow the instructions in each window. On the **Select Install Option** screen, select **Set up Scanner connection again (for new network router or changing USB to network, etc.)** , and then click **Next**.

Select the network connection that you want to use, **Connect via wireless network (Wi-Fi)** or **Connect via wired LAN (Ethernet)**, and then click **Next**.

Follow the on-screen instructions to finish setup.

Checking the Network Connection Status

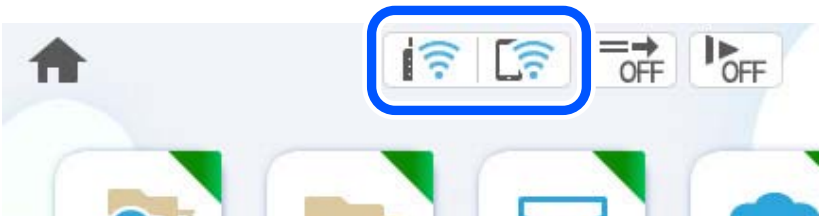
You can check the network connection status in the following way.

Checking the Network Connection Status from the Control Panel

You can check the network connection status using the network icon or the network information on the scanner's control panel.

Checking the Network Connection Status using the Network Icon

You can check the network connection status and strength of the radio wave using the network icon on the scanner's home screen.



	Displays the network connection status. Select the icon to check and change the current settings. This is the shortcut for the following menu. **Settings** > **Network Settings** > **Wi-Fi Setup**	
		The scanner is not connected to a wireless (Wi-Fi) network.
		The scanner is searching for an SSID, the IP address has not been set, or the scanner is having a problem with a wireless (Wi-Fi) network.
		The scanner is connected to a wireless (Wi-Fi) network. The number of bars indicates the signal strength of the connection. The more bars there are, the stronger the connection.
		The scanner is not connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.
		The scanner is connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.
		The scanner is not connected to a wired (Ethernet) network or network connection settings have not been set.
		The scanner is connected to a wired (Ethernet) network.

Displaying Detailed Network Information on the Control Panel

When your scanner is connected to the network, you can also view other network-related information by selecting the network menus you want to check.

1. Select **Settings** on the home screen.
2. Select **Network Settings** > **Network Status**.
3. To check the information, select the menus that you want to check.
   - ❏ Wired LAN/Wi-Fi Status

     Displays the network information (device name, connection, signal strength, and more) for Ethernet or Wi-Fi connections.

     Wi-Fi Direct Status

     Displays whether Wi-Fi Direct is enabled or disabled, and the SSID, password and more for Wi-Fi Direct connections.
   - ❏ Email Server Status

     Displays the network information for email server.

Network Specifications

Wi-Fi Specifications

See the following table for Wi-Fi specifications.

Countries or regions except for those listed below	**Table A**
Ireland, United Kingdom, Austria, Germany, Liechtenstein, Switzerland, France, Belgium, Luxemburg, Netherlands, Italy, Portugal, Spain, Denmark, Finland, Norway, Sweden, Iceland, Croatia, Cyprus, Greece, North Macedonia, Serbia, Slovenia, Malta, Bosnia and Herzegovina, Kosovo, Montenegro, Albania, Bulgaria, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia, Israel, Australia, New Zealand, Taiwan	**Table B**
Turkey	DS-900WN: Serial numbers starting with XDA8: **Table A** Serial numbers starting with XDA7: **Table B**
	DS-800WN: Serial numbers starting with XDA2: **Table A** Serial numbers starting with XD9Z: **Table B**

Table A

Standards	IEEE802.11b/g/n*1
Frequency Range	2400-2483.5 MHz
Maximum radio-frequency power transmitted	20 dBm (EIRP)
Channels	1/2/3/4/5/6/7/8/9/10/11/12/13
Connection Modes	Infrastructure, Wi-Fi Direct (Simple AP)*2*3
Security Protocols*4	WEP (64/128bit), WPA2-PSK (AES)*5, WPA3-SAE (AES), WPA2/WPA3-Enterprise

*1 Only available for the HT20

*2 Not supported for IEEE 802.11b

*3 Infrastructure and Wi-Fi Direct modes or an Ethernet connection can be used simultaneously.

*4 Wi-Fi Direct supports WPA2-PSK (AES) only.

*5 Complies with WPA2 standards with support for WPA/WPA2 Personal.

Table B

Standards	IEEE802.11a/b/g/n*1/ac
Frequency Ranges	IEEE802.11b/g/n: 2.4 GHz, IEEE802.11a/n/ac: 5 GHz

Channels	Wi-Fi	2.4 GHz	1/2/3/4/5/6/7/8/9/10/11/12*2/13*2
		5 GHz*3	W52 (36/40/44/48), W53 (52/56/60/64), W56 (100/104/108/112/116/120/124/128/132/136/140/144), W58 (149/153/157/161/165)
	Wi-Fi Direct	2.4 GHz	1/2/3/4/5/6/7/8/9/10/11/12*2/13*2
		5 GHz*3	W52 (36/40/44/48) W58 (149/153/157/161/165)
Connection Modes	Infrastructure, Wi-Fi Direct (Simple AP) *4*5		
Security Protocols*6	WEP (64/128bit), WPA2-PSK (AES)*7, WPA3-SAE (AES), WPA2/WPA3-Enterprise		

*1 Only available for the HT20

*2 Not available in Taiwan

*3 The availability of these channels and use of the product outdoors over these channels varies by location. For more information, see http://support.epson.net/wifi5ghz/

*4 Not supported for IEEE 802.11b

*5 Infrastructure and Wi-Fi Direct modes or an Ethernet connection can be used simultaneously.

*6 Wi-Fi Direct only supports WPA2-PSK (AES) .

*7 Complies with WPA2 standards with support for WPA/WPA2 Personal.

Ethernet Specifications

Standards	IEEE802.3i (10BASE-T)*1 IEEE802.3u (100BASE-TX)*1 IEEE802.3ab (1000BASE-T)*1 IEEE802.3az (Energy Efficient Ethernet)*2
Communication Mode	Auto, 10 Mbps Full duplex, 10 Mbps Half duplex, 100 Mbps Full duplex, 100 Mbps Half duplex
Connector	RJ-45

*1 Use a category 5e or higher STP (Shielded twisted pair) cable to prevent risk of radio interference.

*2 The connected device should comply with IEEE802.3az standards.

Network Features and IPv4/IPv6 Support

Features	Supported
Epson Scan 2	IPv4, IPv6
Document Capture Pro/Document Capture	IPv4

Security Protocol

IEEE802.1X*	
IPsec/IP Filtering	
SSL/TLS	HTTPS Server/Client
SMTPS (STARTTLS, SSL/TLS)	
SNMPv3	

* You need to use a connection device that complies with IEEE802.1X.

Network Ports for the Scanner

The scanner uses the following ports. These ports should be allowed to become available by the network administrator as necessary.

When the Sender (Client) is the Scanner

Use	Destination (Server)	Protocol	Port Number
File sending (When scan to network folder is used from the scanner)	FTP/FTPS server	FTP/FTPS (TCP)	20
			21
	File server	SMB (TCP)	445
		NetBIOS (UDP)	137
			138
		NetBIOS (TCP)	139
	WebDAV server	Protocol HTTP(TCP)	80
		Protocol HTTPS(TCP)	443
Email sending (When scan to mail is used from the scanner)	SMTP server	SMTP (TCP)	25
		SMTP SSL/TLS (TCP)	465
		SMTP STARTTLS (TCP)	587
POP before SMTP connection (When scan to mail is used from the scanner)	POP server	POP3 (TCP)	110
When Epson Connect is used	Epson Connect Server	HTTPS	443
		XMPP	5222
Collecting user information (Use the contacts from the scanner)	LDAP server	LDAP (TCP)	389
		LDAP SSL/TLS (TCP)	636
		LDAP STARTTLS (TCP)	389

Use	Destination (Server)	Protocol	Port Number
User authentication when collecting user information (When using the contacts from the scanner) User authentication when using the scan to network folder (SMB) from the scanner	KDC server	Kerberos	88
Control WSD	Client computer	WSD (TCP)	5357
Search the computer when push scanning to an application	Client computer	Network Push Scan Discovery	2968

When the Sender (Client) is the Client Computer

Use	Destination (Server)	Protocol	Port Number
Discover the scanner from an application such as EpsonNet Config and scanner driver.	Scanner	ENPC (UDP)	3289
Collect and set up the MIB information from an application such as EpsonNet Config and scanner driver.	Scanner	SNMP (UDP)	161
Searching WSD scanner	Scanner	WS-Discovery (UDP)	3702
Forwarding the scan data from an application	Scanner	Network Scan (TCP)	1865
Collecting the job information when push scanning from an application	Scanner	Network Push Scan	2968
Web Config	Scanner	HTTP(TCP)	80
		HTTPS(TCP)	443

Solving Problems

Cannot connect to a Network

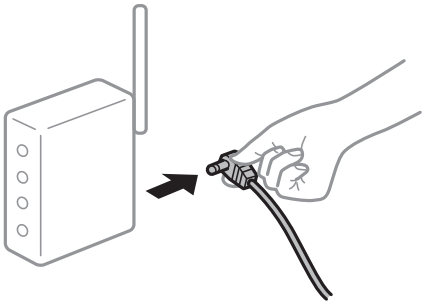
The problem could be one of the following issues.

Something is wrong with the network devices for Wi-Fi connection.

Solutions

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then scanner.

Move the scanner and computer or smart device closer to the wireless router to help with radio wave communication, and then try to configure network settings again.



Devices cannot receive signals from the wireless router because they are too far apart.

Solutions

After moving the computer or the smart devices and the scanner closer to the wireless router, turn off the wireless router, and then turn it back on.

When changing the wireless router, the settings do not match the new router.

Solutions

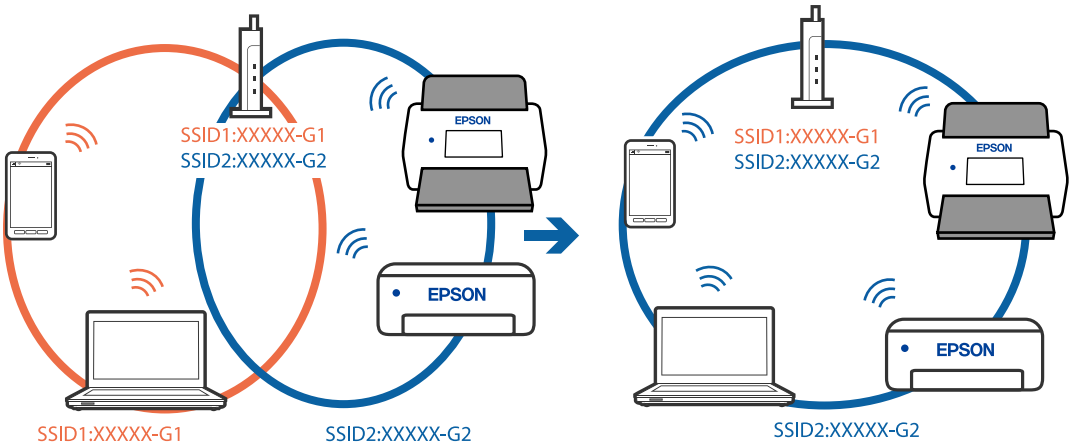
Reconfigure the settings so that they match the new wireless router.

The SSIDs connected from the computer or smart device and computer are different.

Solutions

When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

Connect the computer or smart device to the same SSID as the scanner.



A privacy separator on the wireless router is enabled.

Solutions

Most wireless routers have a privacy separator feature that blocks communication between connected devices. If you cannot communicate between the scanner and the computer or smart device even if they are connected to the same network, disable the privacy separator on the wireless router. See the manual provided with the wireless router for details.

The IP address is incorrectly assigned.

Solutions

If the IP address assigned to the scanner is 169.254.XXX.XXX, and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly.

Select **Settings** - **Network Settings** - **Advanced** - **TCP/IP** on the scanner's control panel, and then check the IP address and the subnet mask assigned to the scanner.

Restart the wireless router or reset the network settings for the scanner.

There is a problem with the network settings on the computer.

Solutions

Try accessing any website from your computer to make sure that your computer's network settings are correct. If you cannot access any website, there is a problem on the computer.

Check the network connection of the computer. See the documentation provided with the computer for details.

The scanner has been connected by Ethernet using devices that support IEEE802.3az (Energy Efficient Ethernet).

Solutions

When you connect the scanner by Ethernet using devices that support IEEE802.3az (Energy Efficient Ethernet), the following problems may occur depending on the hub or router that you are using.

- ❏ Connection becomes unstable, the scanner is connected and disconnected again and again.
- ❏ Cannot connect to the scanner.
- ❏ The communication speed becomes slow.

Follow the steps below to disable IEEE802.3az for the scanner and then connect.

1. Remove the Ethernet cable connected to the computer and the scanner.
2. When IEEE802.3az for the computer is enabled, disable it.

   See the documentation provided with the computer for details.
3. Connect the computer and the scanner with an Ethernet cable directly.
4. On the scanner, check the network settings.

   Select **Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**.
5. Check the scanner's IP address.
6. On the computer, access Web Config.

   Launch a Web browser, and then enter the scanner's IP address.

   "How to Run Web Config in a Web Browser" on page 37
7. Select the **Network** tab > **Wired LAN**.
8. Select **OFF** for **IEEE 802.3az**.
9. Click **Next**.

10. Click **OK**.
11. Remove the Ethernet cable connected to the computer and the scanner.
12. If you disabled IEEE802.3az for the computer in step 2, enable it.
13. Connect the Ethernet cables that you removed in step 1 to the computer and the scanner.

If the problem still occurs, devices other than the scanner may be causing the problem.

The scanner is off.

Solutions

Make sure the scanner is turned on.

Also, wait until the status light stops flashing indicating that the scanner is ready to scan.

Software for Setting Up the Scanner

Application for Configuring Scanner Operations (Web Config). 37

Epson Device Admin. 38

Application for Configuring Scanner Operations (Web Config)

Web Config is an application that runs in web browsers, such as Microsoft Edge and Safari, on a computer or a smart device. You can confirm the scanner status or change the network service and scanner settings. To use Web Config, connect the scanner and the computer or device to the same network.

The following browsers are supported. Use the latest version.

Microsoft Edge, Windows Internet Explorer, Firefox, Chrome, Safari

Note:
You may be prompted to enter the administrator password while using this device. See the following for details on the administrator password.

"Notes on the Administrator Password" on page 10

Related Information

➡ "Cannot Access Web Config" on page 68

How to Run Web Config in a Web Browser

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

1. Check the scanner's IP address.

   Select **Settings** > **Network Settings** > **Network Status** on the scanner's control panel. Then select the active connection method (**Wired LAN/Wi-Fi Status** or **Wi-Fi Direct Status**) to confirm the scanner's IP address.

   Example IP address: 192.168.100.201

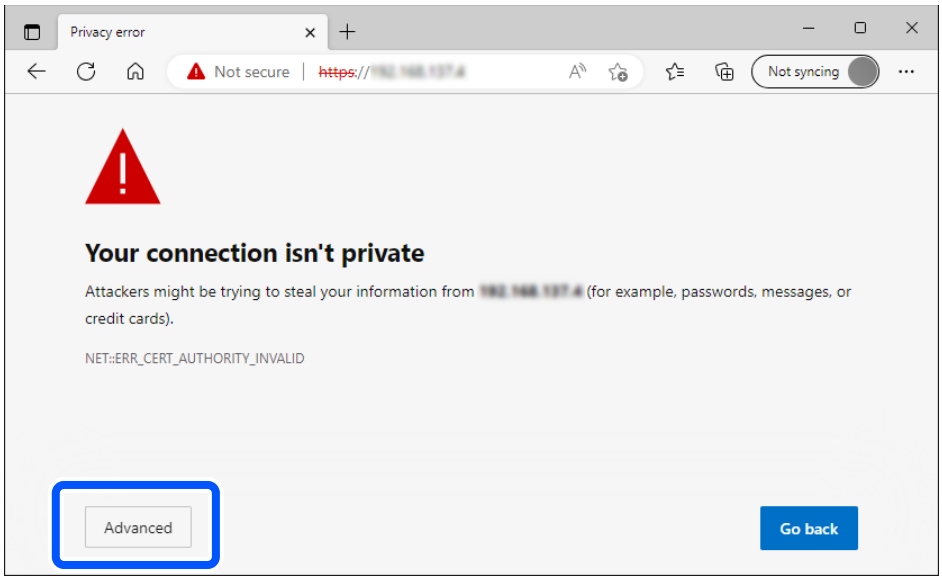
2. Launch a browser from a computer or a smart device, and then enter the scanner's IP address in the address bar.

   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: Depends on the label attached to product.

If there is a "PASSWORD" label attached to the back, enter the 8-digit number shown on the label. If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password.

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.*

Epson Device Admin

Epson Device Admin is a multifunctional application that allows you to manage devices on a network.

You can use configuration templates to apply unified settings to multiple scanners on a network, making it suitable for installing and managing multiple scanners.

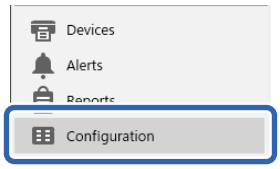
You can download Epson Device Admin from the Epson support website. For details on how to use this application, see the documentation or help for Epson Device Admin.

Configuration Template

Creating the Configuration Template

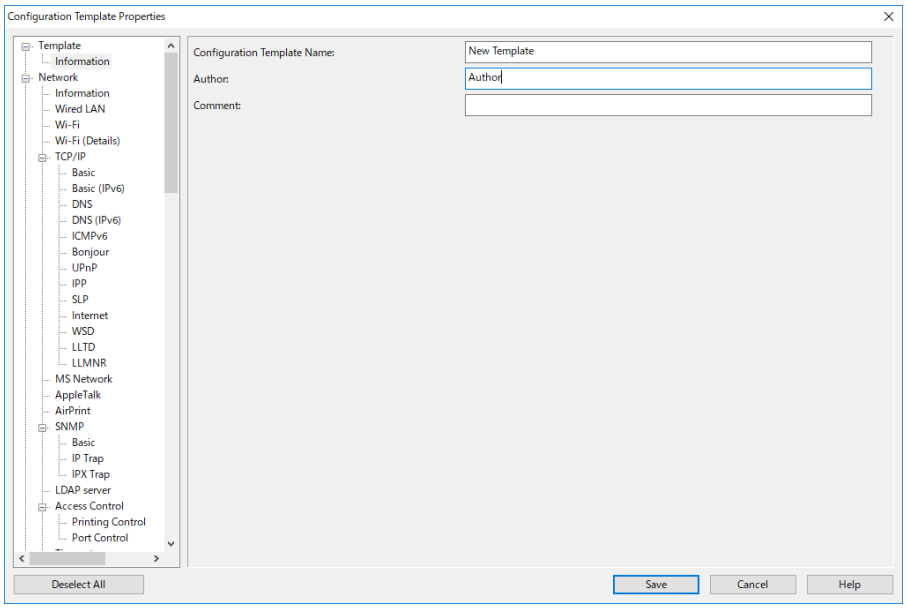
Create the configuration template newly.

1. Start Epson Device Admin.
2. Select **Configuration** on the side bar task menu.



3. Select **New** on the ribbon menu.

4. Set each item.



Item	Explanation
Configuration Template Name	Name of the configuration template. Enter up to 1,024 characters in Unicode (UTF-8).
Author	Information on the creator of the template. Enter up to 1,024 characters in Unicode (UTF-8).

Item	Explanation
Comment	Enter arbitrary information. Enter up to 1,024 characters in Unicode (UTF-8).

5. Select the items you want to set on the left.

   Note:
   Click the menu items on the left to switch to each screen. The set value is retained if you switch the screen, but not if you cancel the screen. When you have finished all the settings, click ***Save****.*

Applying the Configuration Template

Apply the saved configuration template to the scanner. The items selected on the template are applied. If the target scanner does not have the appropriate function, it is not applied.

Note:
When an administrator password is set to the scanner, configure the password in advance.

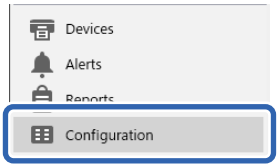
1. In the ribbon menu of the Device List screen, select ***Options*** *>* ***Password manager****.*

2. Select ***Enable automatic password management****, and then click* ***Password manager****.*

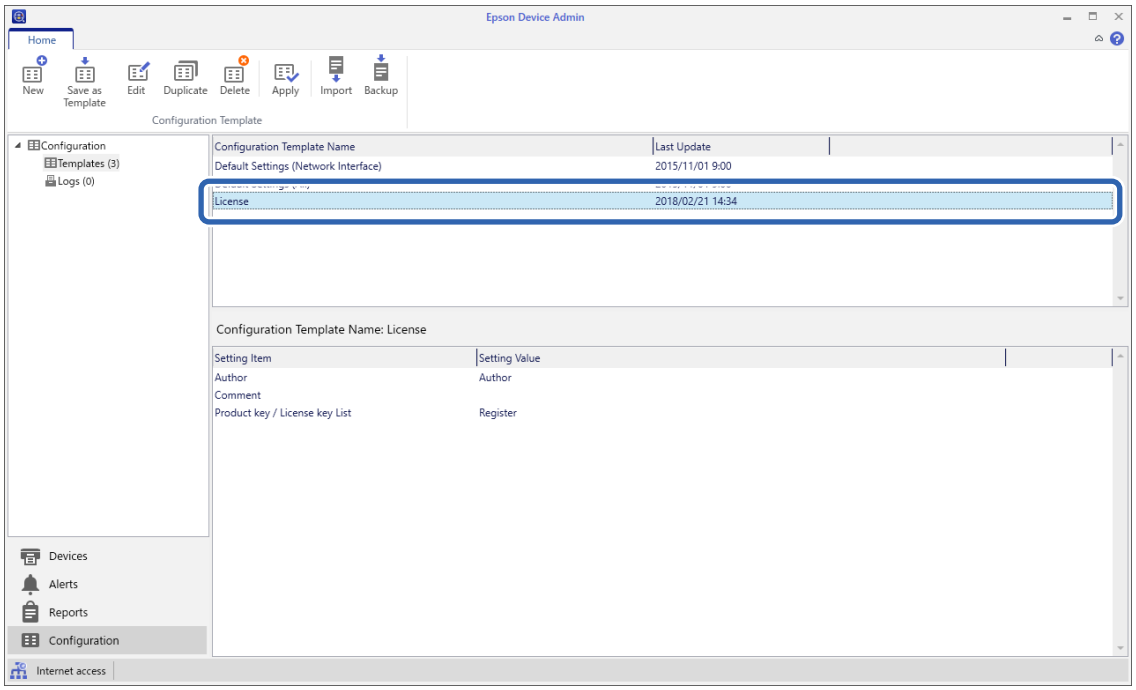
3. Select the appropriate scanner, and then click ***Edit****.*

4. Set the password, and then click ***OK****.*

1. Select **Configuration** on the side bar task menu.



2. Select the configuration template you want to apply from **Configuration Template Name**.



3. Click **Apply** on the ribbon menu.

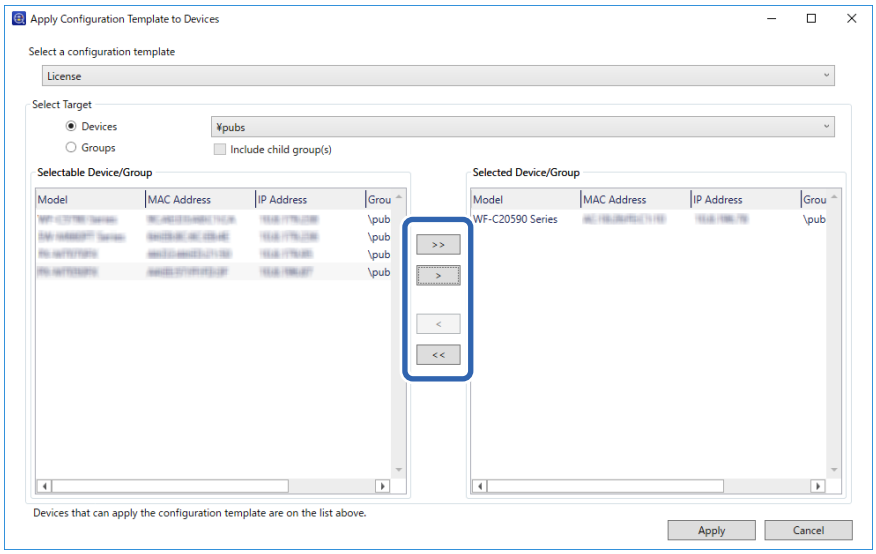
   The device selection screen is displayed.

4. Select the configuration template you want to apply.

Note:

- ❏ *When you select **Devices** and groups containing devices from the pull-down menu, each device is displayed.*
- ❏ *Groups are displayed when you select **Groups**. Select **Include child group(s)** to automatically select child groups within the selected group.*

5. Move the scanner or groups to which you want to apply the template to **Selected Device/Group**.



6. Click **Apply**.

   A confirmation screen for the configuration template to be applied is displayed.

7. Click **OK** to apply the configuration template.

8. When a message is displayed informing you that the procedure is complete, click **OK**.

9. Click **Details** and check the information.

   When is displayed on the items you applied, the application was completed successfully.

10. Click **Close**.

Required Settings for Scanning

Registering an Email Server. 44

Creating a Network Folder. 49

Making Contacts Available. 54

Setting Up AirPrint. 67

Problems when Preparing Network Scanning. 68

Registering an Email Server

Check the following before configuring the email server.

❏ The scanner is connected to the network

❏ Setup information for email server

When you are using an Internet based email server, check the setting information from the provider or website.

How to Register

Access Web Config, select the **Network** tab > **Email Server** > **Basic**.

"How to Run Web Config in a Web Browser" on page 37

You can also make settings on the scanner's control panel. Select **Settings** > **Network Settings** > **Advanced** > **Email Server** > **Server Settings**.

Email Server Setting Items

Item	Settings and Explanation	
Authentication Method	Specify the authentication method for the scanner to access the mail server. **When using Microsoft Exchange Online:** Due to enhanced security in Microsoft Exchange Online, the previous Basic Authentication method has been discontinued and SMTP authentication (SMTP AUTH) has been disabled by default. Therefore, to use the email service from now on, you will need to use the **OAuth2** authentication method. If you use the email sending/email notification functions of a scanner, configure the email server settings to use **OAuth2** authentication. You should also enable SMTP AUTH in Exchange Online. "Enabling SMTP AUTH in Exchange Online" on page 45	
	Off	Authentication is disabled when communicating with a mail server.
	SMTP AUTH	The email server needs to support SMTP authentication.
	POP before SMTP	When you select this item, set a POP3 server.
	OAuth2	When you select this item, set an Email service.
Email service	If you select **OAuth2** as the **Authentication Method**, select an email service from the drop-down list. Click **Sign In**, and then follow the on-screen instructions to sign in to the email service. "Setting Up OAuth2.0 Authentication for the Email Server" on page 45 ***Note:*** *For personal use, select **Outlook.com**.*	
Authenticated Account	If you select **SMTP AUTH** or **POP before SMTP** as the **Authentication Method**, enter the authenticated account name. Enter within 0 to 255 characters in ASCII (0x20 - 0x7E).	
Authenticated Password	If you select **SMTP AUTH** or **POP before SMTP** as the **Authentication Method**, enter the authenticated password. Enter between 0 and 70 characters in ASCII (0x20-0x7E).	
Sender's Email Address	Set the email address that will be used to send emails from the scanner. Although you can use an existing email address, we recommend that you acquire and set up a dedicated email address so that it can be distinguished from emails sent from the scanner. Enter within 0 to 255 characters in ASCII (0x20 - 0x7E) except for : ( ) < > [ ] ; ¥. A period "." cannot be the first character.	

Item	Settings and Explanation	
SMTP Server Address	Enter between 0 and 255 characters using A-Z a-z 0-9 . - . You can use IPv4 or FQDN format.	
SMTP Server Port Number	Enter a number between 1 and 65535.	
Secure Connection	Specify the secure connection method for the email server.	
	None	If you select **POP before SMTP** in **Authentication Method**, the connection method is set to **None**.
	SSL/TLS	This is available when **Authentication Method** is set to **Off** or **SMTP AUTH**.
	STARTTLS	This is available when **Authentication Method** is set to **Off** or **SMTP AUTH**.
Certificate Validation (Web Config only)	The certificate is validated when this is enabled. We recommend setting this to **Enable** when **Secure Connection** is set to anything other than **None**.	
POP3 Server Address	If you select **POP before SMTP** as the **Authentication Method**, enter the server address of the POP3 server. You can enter between 0 and 255 characters using A-Z a-z 0-9. You can use IPv4 or FQDN format.	
POP3 Server Port Number	Set when you select **POP before SMTP** in **Authentication Method**. Enter a number between 1 and 65535.	

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Enabling SMTP AUTH in Exchange Online

Products use the SMTP protocol to send emails, so you must enable SMTP AUTH in Exchange Online.

For detailed instructions, search for and refer to the document on the "Microsoft Learn" site.

Setup procedure

❏ In the **Exchange admin center**, disable **security defaults** for the entire organization and enable SMTP AUTH.

❏ In the **Microsoft 365 admin center**, enable SMTP AUTH for the product administrator's mailbox.

Setting Up OAuth2.0 Authentication for the Email Server

Use Web Config to configure OAuth 2.0 authentication for the email server.

1. Access Web Config.

   "How to Run Web Config in a Web Browser" on page 37

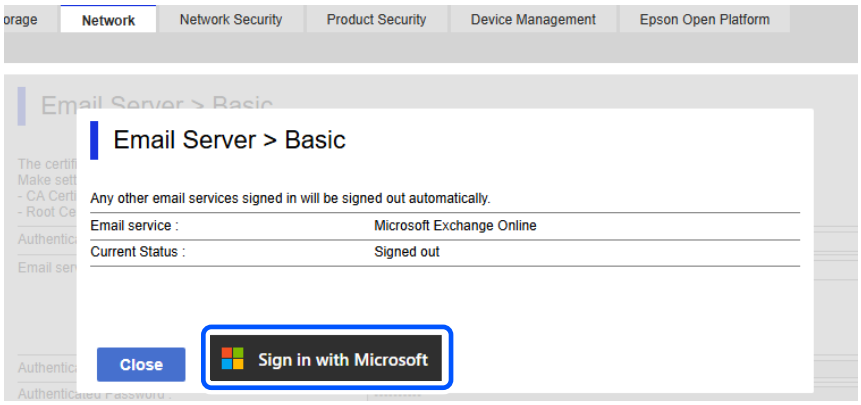
2. Select **Network** tab > **Email Server** > **Basic**.

3. Select **OAuth2** as the **Authentication Method**.

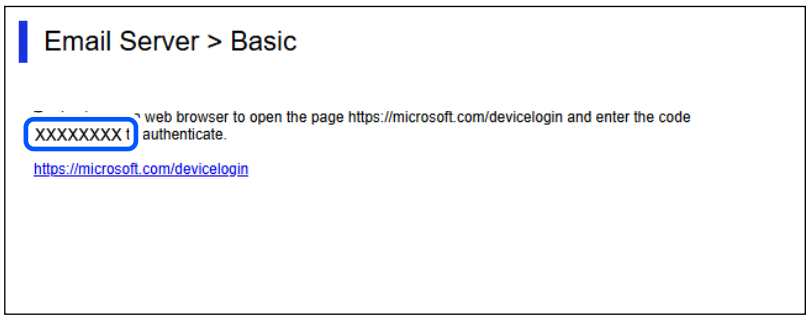
4. Select **Microsoft Exchange Online** as the **Email service**.

   Note:
   *For personal use, select **Outlook.com**.*

5. Click **Sign In**, and then click **Sign in with Microsoft** on the screen that appears.



6. Copy the authentication code displayed on the screen, and then click the URL displayed to open the authentication screen.



7. On the authentication code entry screen, enter the code you copied, and then click **Next**.

8. On the Microsoft sign in screen, enter your account details, and then click **Next**.

   When signing in for the first time, you need permission from the signing-in user to register the enterprise application to Entra ID. Use an account with a cloud application administrator role or higher to sign in.

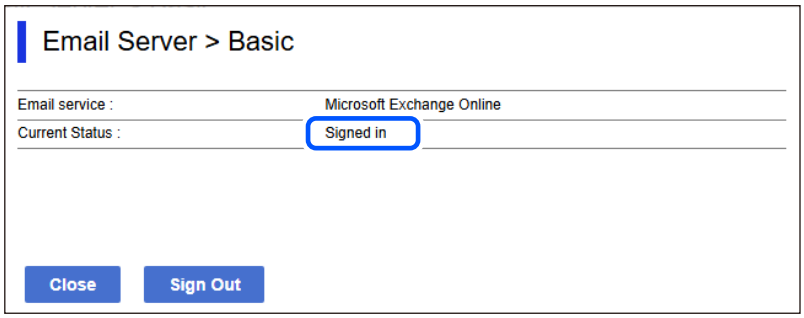
9. Enter the password and click **Sign In**.

   Note:
   If additional steps are required to sign in, follow the on-screen instructions.

10. On the requested permission screen, select "Consent on behalf of organization" and then click **Accept**.

    When authentication is complete, a sign-in message will be displayed and you can close the browser screen.

You can check the sign-in status on the **Network** tab > **Email Server** > **Basic** page in Web Config.



When the status shows **Signed in**, account information for OAuth 2.0 authentication is displayed.

11. Click **OK** to send the OAuth 2.0 authentication setting information to the product.

Checking an Email Server Connection

1. Select the connection test menu.

   ❏ **When setting up from Web Config:**

   Select the **Network** tab > **Email Server** > **Connection Test** > **Start**.

   ❏ **When setting from the control panel:**

   Select **Settings** > **Network Settings** >**Advanced** > **Email Server** > **Connection Check**.

   The connection test to the mail server is started.

2. Check the test results.

   ❏ The test is successful when the message **Connection test was successful.** is displayed.

   ❏ If an error is displayed, follow the instructions in the message to clear the error.

   "Mail Server Connection Test References" on page 47

Mail Server Connection Test References

Message	Cause
SMTP server communication error. Check the following. - Network Settings	This message appears when ❏ The scanner is not connected to a network ❏ SMTP server is down ❏ Network connection is disconnected while communicating ❏ Received incomplete data
POP3 server communication error. Check the following. - Network Settings	This message appears when ❏ The scanner is not connected to a network ❏ POP3 server is down ❏ Network connection is disconnected while communicating ❏ Received incomplete data

Message	Cause
An error occurred while connecting to SMTP server. Check the followings. - SMTP Server Address - DNS Server	This message appears when ❏ Connecting to a DNS server failed ❏ Name resolution for an SMTP server failed
An error occurred while connecting to POP3 server. Check the followings. - POP3 Server Address - DNS Server	This message appears when ❏ Connecting to a DNS server failed ❏ Name resolution for a POP3 server failed
SMTP server authentication error. Check the followings. - Authentication Method - Authenticated Account - Authenticated Password	This message appears when SMTP server authentication failed.
POP3 server authentication error. Check the followings. - Authentication Method - Authenticated Account - Authenticated Password	This message appears when POP3 server authentication failed.
Unsupported communication method. Check the followings. - SMTP Server Address - SMTP Server Port Number	This message appears when you try to communicate with unsupported protocols.
Connection to SMTP server failed. Change Secure Connection to None.	This message appears when an SMTP mismatch occurs between a server and a client, or when the server does not support SMTP secure connection (SSL connection).
Connection to SMTP server failed. Change Secure Connection to SSL/TLS.	This message appears when an SMTP mismatch occurs between a server and a client, or when the server requests to use an SSL/TLS connection for an SMTP secure connection.
Connection to SMTP server failed. Change Secure Connection to STARTTLS.	This message appears when an SMTP mismatch occurs between a server and a client, or when the server requests to use a STARTTLS connection for an SMTP secure connection.
The connection is untrusted. Check the following. - Date and Time	This message appears when the scanner's date and time setting is incorrect or the certificate has expired.
The connection is untrusted. Check the following. - CA Certificate	This message appears when the scanner does not have a root certificate corresponding to the server or a CA Certificate has not been imported.
The connection is not secured.	This message appears when the obtained certificate is damaged.
SMTP server authentication failed. Change Authentication Method to SMTP-AUTH.	This message appears when an authentication method mismatch occurs between a server and a client. The server supports SMTP AUTH.
SMTP server authentication failed. Change Authentication Method to POP before SMTP.	This message appears when an authentication method mismatch occurs between a server and a client. The server does not support SMTP AUTH.
Sender's Email Address is incorrect. Change to the email address for your email service.	This message appears when the specified sender's Email address is wrong.
Cannot access the product until processing is complete.	This message appears when the scanner is busy.

Creating a Network Folder

Create a network folder on your computer. The computer must be connected to the same network as the scanner.

The method to set the network folder varies depending on the environment. This is an example of creating a network folder on the desktop of a computer under the following environment.

❏ Operating system: Windows 11

❏ Location for creating shared folder: Desktop

❏ Folder path: C:\Users\xxxx\Desktop\scan_folder (create a network folder called "scan_folder" on the desktop)

1. Log in to the computer where you want to create the network folder.

   Note:
   If you log in with a user account that does not have administrator privileges, you may be prompted to enter the administrator password. If you do not know the administrator password, please check with the computer administrator.

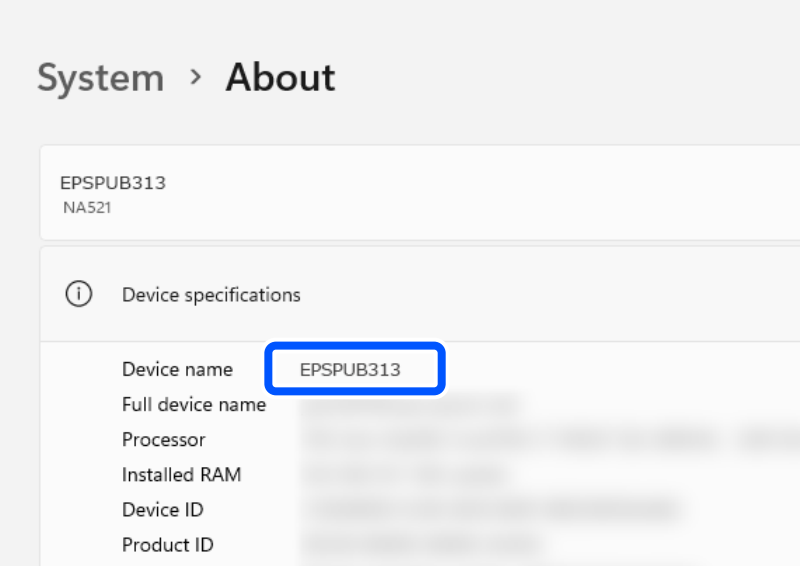
2. Make sure that the device name (computer name) does not contain double-byte characters. Click the Windows Start button, and then select **Settings** > **System** > **Version**.

   Note:
   If there are double-byte characters in the device name, file saving may fail.

3. Check that the string displayed in **Device Specifications** > **Device Name** does not contain any double-byte characters.

   There should be no issues if the device name contains only single-byte characters. Close the screen.

   Example: EPSPUB313



Important:

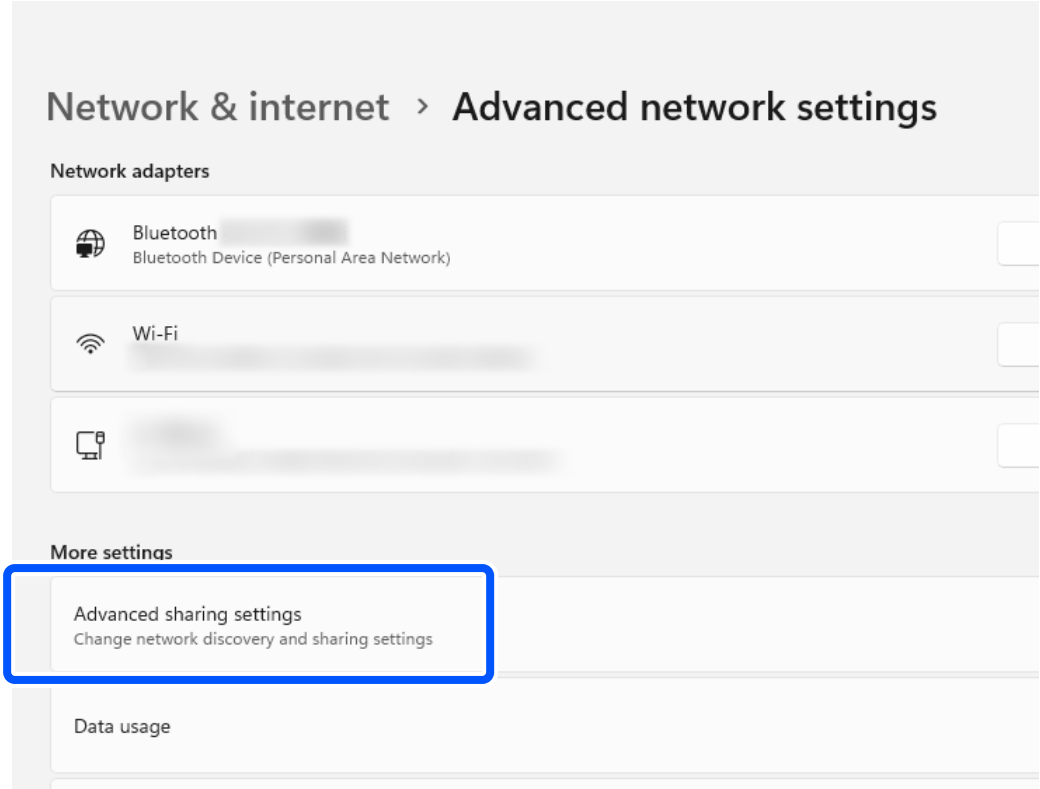
If the device name contains double-byte characters, use a computer that does not use double-byte characters or rename the device.

If you need to change the device name, make sure you check with your computer administrator in advance as it may affect computer management and access to resources.

Next, make sure **File and Printer Sharing** is turned on.

4. Click the Windows start button, and then click **Settings** > **Network & internet** > **Advanced network settings** > **Advanced sharing settings**.

   The network profile is displayed.



5. Make sure **File and Printer Sharing** is turned on for the profile labeled **Current Profile**.

   If it is turned off, turn it on.

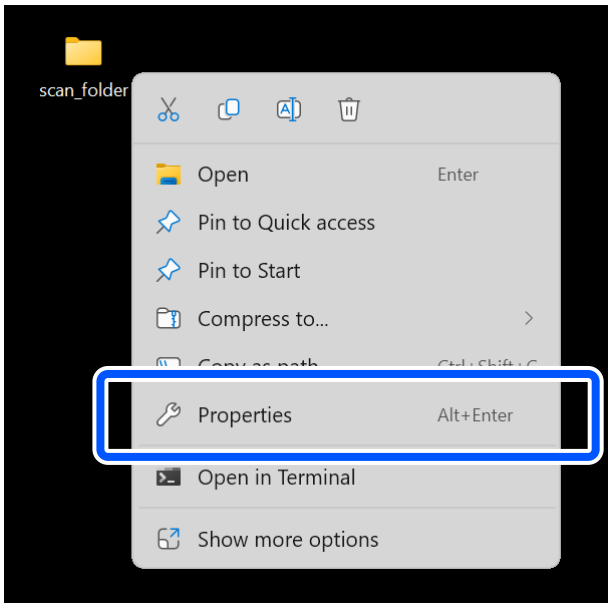
   Next, create a network folder and configure sharing permissions for the user.

6. Create and name a folder on your desktop.

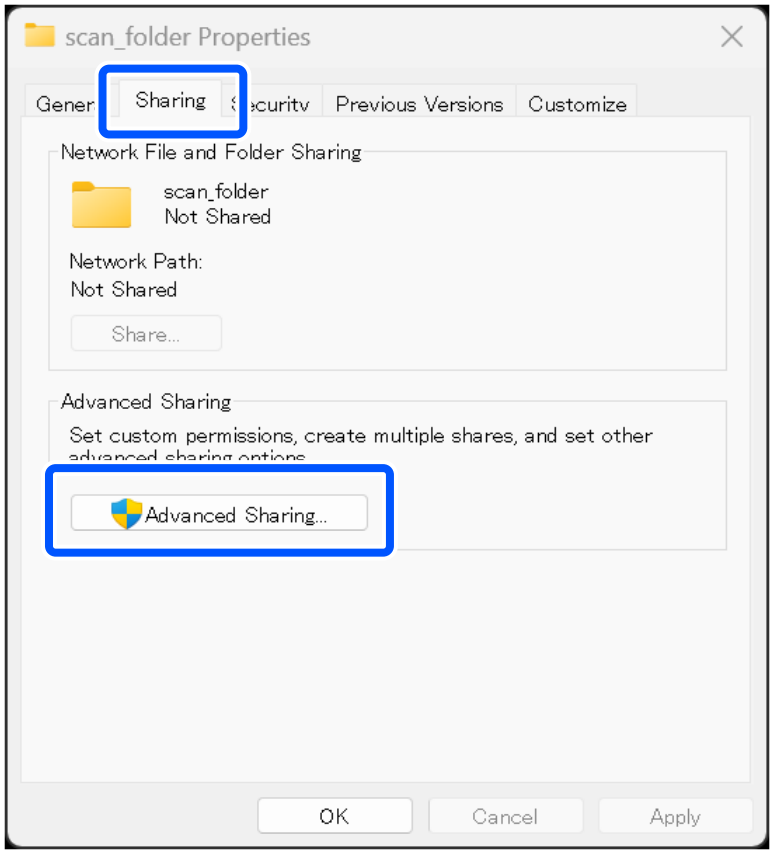
   For the folder name, enter within 1 to 12 alphanumeric characters. If the name exceeds 12 characters, the scanner may not be able to access the folder depending on your environment.

   Example: scan_folder

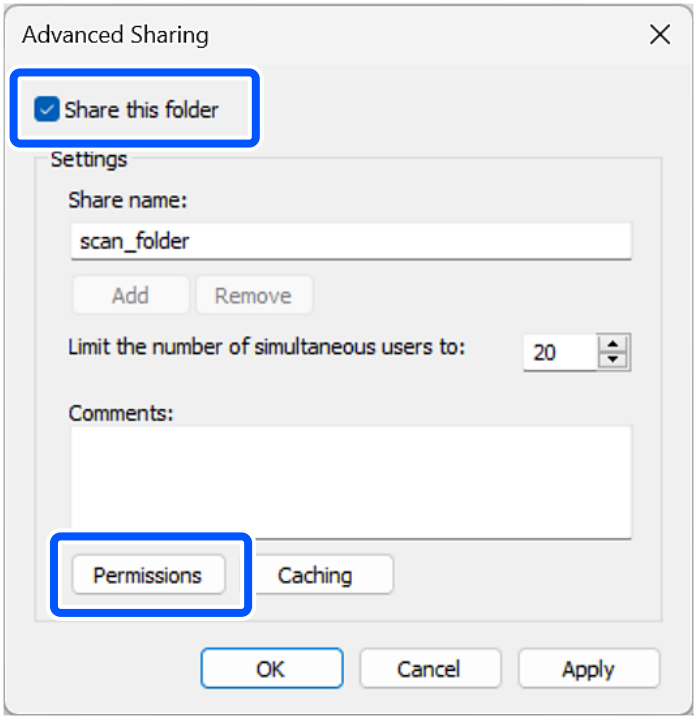
7. Right click the folder, and then select **Properties**.



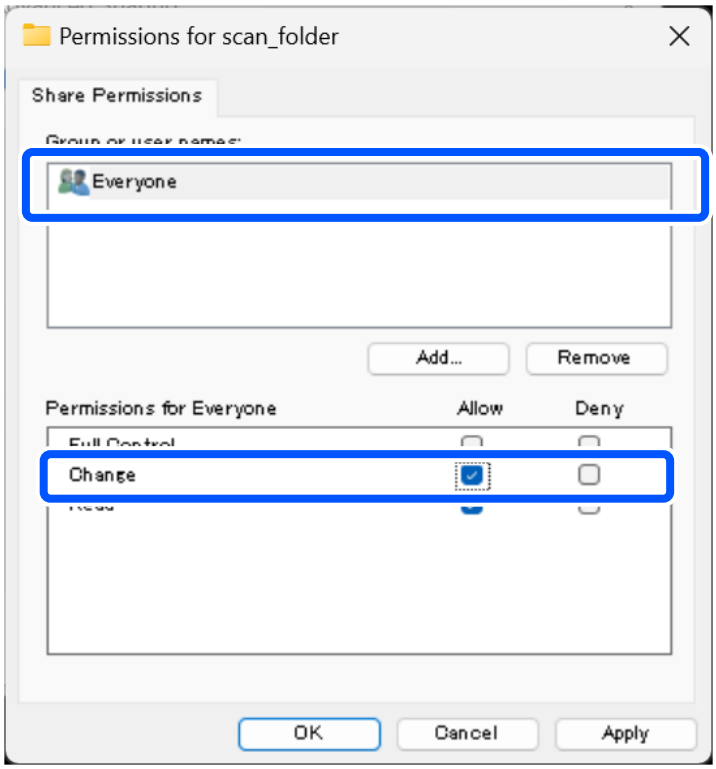
8. Click **Advanced Sharing** on the **Sharing** tab.



9. Select **Share this folder**, and then click **Permissions**.



10. Select **Everyone** in **Group or user names**, select **Allow** in **Change**, and then click **OK**.



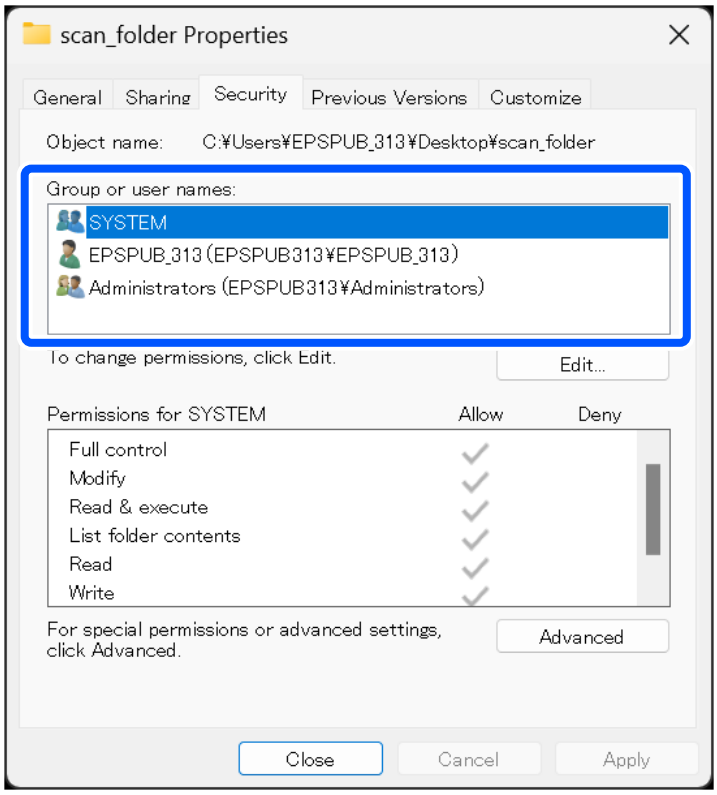
11. Click **OK** to close the screen and return to the Properties window.

12. Select **Security** tab, and then check the **Group or user names**.

    The group or the user that is displayed here can access the network folder.

Add access permission, if necessary. You can add it by clicking **Edit**.

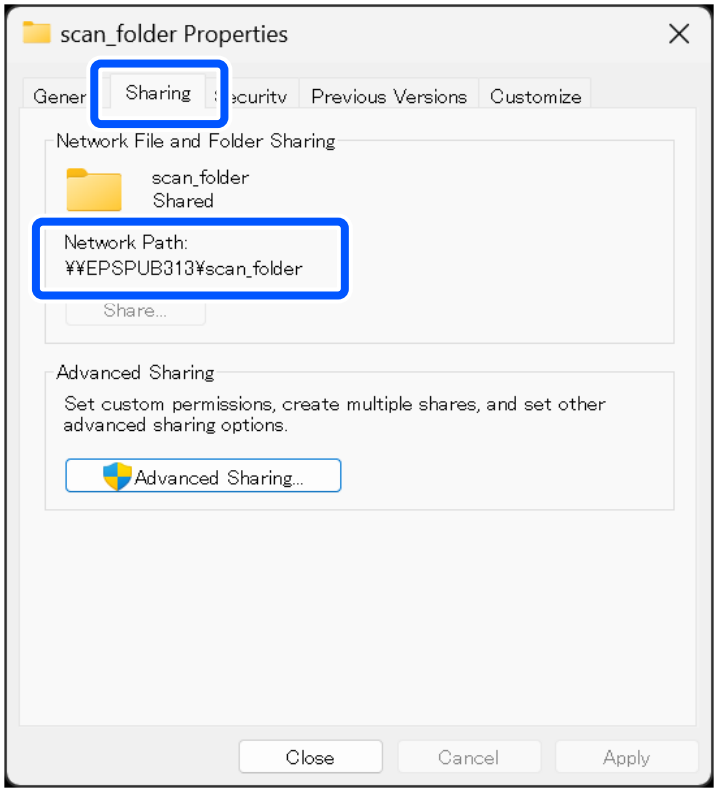
In this case, the user who logs in to this computer and the Administrator can access the network folder.



13. Select the **Sharing tab** again and make a note of the displayed network folder path.

    This is used when registering to your contacts for the scanner.

Example: \\EPSPUB313\scan_folder



14. Click **OK** to close the screen.

This completes creating a network folder.

Making Contacts Available

Registering destinations in the scanner's contacts list allows you to easily enter the destination when scanning.

You can register the following types of destinations in the contacts list. You can register up to 300 entries in total.

Note:
You can also use the LDAP server (LDAP search) to enter the destination.

Email	Destination for email. You need to configure the email server settings beforehand.
Network Folder	Destination for scan data. You need to prepare the network folder beforehand.
Shared folder in your cloud storage: ❏ Microsoft 365 - Microsoft Teams - SharePoint Online - OneDrive for Business ❏ Gootle Drive	Destination for scan data. You need to prepare the shared folder for the cloud service beforehand.

Related Information

➡ "Cooperation between the LDAP Server and Users" on page 61

Contacts Configuration Comparison

There are three tools for configuring the scanner's contacts: Web Config, Epson Device Admin, and the scanner's control panel. The differences between three tools are listed in the table below.

Features	Web Config*	Epson Device Admin	Scanner's control panel
Registering a destination	✓	✓	✓
Editing a destination	✓	✓	✓
Adding a group	✓	✓	✓
Editing a group	✓	✓	✓
Deleting a destination or groups	✓	✓	✓
Deleting all destinations	✓	✓	–
Importing a file	✓	✓	–
Exporting to a file	✓	✓	–

* Log on as an administrator to make settings.

Registering a Destination to Contacts using Web Config

Note:
You can also register the contacts on the scanner's control panel.

1. Access Web Config and select the **Scan** tab > **Contacts**.
2. Select the number that you want to register, and then click **Edit**.
3. Enter **Name** and **Index Word**.
4. Select the destination type as the **Type** option.

   Note:
   *You cannot change the **Type** option after registration is complete. If you want to change the type, delete the destination and then register again.*
5. Enter a value for each item, and then click **Apply**.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Destination Setting Items

Items	Settings and Explanation
Common Settings	
Name	Enter a name displayed in the contacts in 30 characters or less in Unicode (UTF-16). If you do not specify this, leave it blank.
Index Word	Enter a name using 30 characters or less in Unicode (UTF-16) to search the contacts on the scanner's control panel. If you do not specify this, leave it blank.
Type	Select the type of the address that you want to register.
Assign to Frequent Use	Select to set the registered address as a frequently used address. When setting as a frequently used address, it is displayed on the top screen of scan, and you can specify the destination without displaying the contacts.
Email	
Email Address	Enter between 1 and 255 characters using A-Z a-z 0-9 ! # $ % & ' * + - . / = ? ^ _ { | } ~ @.
Network Folder (SMB)	
Save to	\\"Folder path" Enter the location where the target folder is located between 1 and 253 characters in Unicode (UTF-16), omitting "\\". Enter the network path displayed on the folder's property screen. See the following for details on setting the network path. "Creating a Network Folder" on page 49
User Name	Enter a user name to access a network folder in 30 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F).
Password	Enter a password to access a network folder between 0 and 20 characters in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F).
FTP	
Secure Connection	Select FTP or FTPS according to the file transfer protocol the FTP server supports. Select **FTPS** to allow the scanner to communicate with security measures.
Save to	Enter the server name between 1 and 253 characters in Unicode (UTF-16), omitting "ftp://" or "ftps://".
User Name	Enter a user name to access an FTP server in 30 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). If the server allows anonymous connections, enter a user name such as Anonymous and FTP. If you do not specify this, leave it blank.
Password	Enter a password to access the FTP server within 0 to 20 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). If you do not specify this, leave it blank.
Connection Mode	Select the connection mode from the menu. If a firewall is set between the scanner and the FTP server, select **Passive Mode**.
Port Number	Enter the FTP server port number between 1 and 65535.

Items	Settings and Explanation
Certificate Validation	The FTP server's certificate is validated when this is enabled. This is available when **FTPS** is selected for **Secure Connection**. Before setting up, you need to import the CA Certificate to the scanner.
SharePoint(WebDAV)*	
Secure Connection	Select HTTP or HTTPS according to the file transfer protocol the server supports. Select **HTTPS** to allow the scanner to communicate with security measures.
Save to	Enter the server name between 1 and 253 characters in Unicode (UTF-16), omitting "http://" or "https://".
User Name	Enter a user name to access a server in 30 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). If you do not specify this, leave it blank.
Password	Enter a password to access the server within 0 to 20 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). If you do not specify this, leave it blank.
Certificate Validation	The server's certificate is validated when this is enabled. This is available when **HTTPS** is selected for **Secure Connection**. Before setting up, you need to import the CA Certificate to the scanner.
Proxy Server	Select whether or not to use a proxy server.
Microsoft Teams/Microsoft SharePoint/Microsoft OneDrive for Business	
Save to	Enter the server address between 1 and 255 characters in Unicode (UTF-16) omitting "https://". However, avoid using control characters (0x0000 to 0x001f, 0x007F).
Google Drive	
Google Drive	Enter the server address between 1 and 255 characters in Unicode (UTF-16) omitting "https://". However, avoid using control characters (0x0000 to 0x001f, 0x007F).

*Scanning to Network Folder/FTP from the scanner's control panel does not support SharePoint Online.

If you want to save scanned images to SharePoint Online, install the SharePoint Online Connector in Document Capture Pro. See the Document Capture Pro manual for details.

https://support.epson.net/dcp/

Registering Destinations as a Group Using Web Config

If the destination type is set to **Email**, you can register the destinations as a group.

1. Access Web Config and select the **Scan** tab > **Contacts**.
2. Select the number that you want to register, and then click **Edit**.
3. Select a group from **Type**.

4. Click **Select** for **Contact(s) for Group**.

   The available destinations are displayed.

5. Select the destination that you want to register to the group, and then click **Select**.

6. Enter a **Name** and **Index Word**.

7. Select whether or not you assign the registered group to the frequently used group.

   Note:
   Destinations can be registered to multiple groups.

8. Click **Apply**.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Backing Up and Importing Contacts

Using Web Config or other tools, you can back up and import contacts.

For Web Config, you can back up contacts by exporting the scanner settings that include contacts. The exported file cannot be edited because it is exported as a binary file.

When importing the scanner settings to the scanner, contacts are overwritten.

For Epson Device Admin, only contacts can be exported from the device's property screen. Also, if you do not export the security-related items, you can edit the exported contacts and import them because this can be saved as a SYLK file or CSV file.

Importing Contacts Using Web Config

If you have a scanner that allows you to backup contacts and is compatible with this scanner, you can register contacts easily by importing the backup file.

Note:
For instructions on how to back up the scanner contacts, see the manual provided with the scanner.

Follow the steps below to import the contacts to this scanner.

1. Access Web Config, select **Device Management** tab > **Export and Import Setting Value** > **Import**.

2. Select the backup file you created in **File**, enter the password, and then click **Next**.

3. Select the **Contacts** checkbox, and then click **Next**.

Backing up Contacts Using Web Config

Contacts data may be lost due to a scanner malfunction. We recommend that you make a backup of the data whenever you update the data. Epson shall not be responsible for the loss of any data, for backing up or recovering data and/or settings even during a warranty period.

Using Web Config, you can back up the contact data stored in the scanner to the computer.

1. Access Web Config, and then select the **Device Management** tab > **Export and Import Setting Value** > **Export**.
2. Select the **Contacts** checkbox under the **Scan** category.
3. Enter a password to encrypt the exported file.

   You need the password to import the file. Leave this blank if you do not want to encrypt the file.
4. Click **Export**.

Export and Bulk Registration of Contacts Using Tool

If you use Epson Device Admin, you can back up just the contacts and edit the exported files, then register them all at once.

It is useful if you want to back up only the contacts or when you replace the scanner and you want to transfer the contacts from the old one to new one.

Exporting Contacts

Save the contacts information to the file.

You can edit files saved in SYLK format or csv format by using a spreadsheet application or text editor. You can register all at once after deleting or adding the information.

Information that includes security items such as password and personal information can be saved in binary format with a password. You cannot edit the file. This can be used as the backup file of the information including the security items.

1. Start Epson Device Admin.
2. Select **Devices** on the side bar task menu.
3. Select the device you want to configure from the device list.
4. Click **Device Configuration** on the **Home** tab on the ribbon menu.

   When the administrator password has been set, enter the password and click **OK**.
5. Click **Common** > **Contacts**.
6. Select the export format from **Export** > **Export items**.
   - ❏ All Items

     Export the encrypted binary file. Select when you want to include the security items such as password and personal information. You cannot edit the file. If you select it, you have to set the password. Click **Configuration** and set a password between 8 and 63 characters long in ASCII. This password is required when importing the binary file.
   - ❏ Items except Security Information

     Export the SYLK format or csv format files. Select when you want to edit the information of the exported file.
7. Click **Export**.

8. Specify the place to save the file, select the file type, and then click **Save**.

   The completion message is displayed.

9. Click **OK**.

   Check that the file is saved to the specified place.

Importing Contacts

Import the contacts information from the file.

You can import the files saved in SYLK format or csv format or the backed-up binary file that includes the security items.

1. Start Epson Device Admin.
2. Select **Devices** on the side bar task menu.
3. Select the device you want to configure from the device list.
4. Click **Device Configuration** on the **Home** tab on the ribbon menu.

   When the administrator password has been set, enter the password and click **OK**.

5. Click **Common** > **Contacts**.
6. Click **Browse** on **Import**.
7. Select the file you want to import and then click **Open**.

   When you select the binary file, in **Password** enter the password you set when exporting the file.

8. Click **Import**.

   The confirmation screen is displayed.

9. Click **OK**.

   The validation result is displayed.

   ❏ Edit the information read

   Click when you want to edit the information individually.

   ❏ Read more file

   Click when you want to import multiple files.

10. Click **Import**, and then click **OK** on the import completion screen.

    Return to the device's property screen.

11. Click **Transmit**.
12. Click **OK** on the confirmation message.

    The settings are sent to the scanner.

13. On the sending completion screen, click **OK**.

    The scanner's information is updated.

Open the contacts from Web Config or scanner's control panel, and then check that the contact is updated.

Cooperation between the LDAP Server and Users

When cooperating with the LDAP server, you can use the address information registered to the LDAP server as the destination of an email.

Configuring the LDAP Server

To use LDAP server information, register it on the scanner.

1. Access the Web Config and select the **Network** tab > **LDAP Server** > **Basic**.
2. Enter a value for each item.
3. Select **OK**.

   The settings you have selected are displayed.

LDAP Server Settings

Items	Settings and Explanation
Use LDAP Server	Select **Use** or **Do Not Use**.
LDAP Server Address	Enter the address of the LDAP server. Enter between 1 and 255 characters of either IPv4, IPv6, or FQDN format. For the FQDN format, you can use alphanumeric characters in ASCII (0x20-0x7E) and "- " except for the beginning and end of the address.
LDAP server Port Number	Enter the LDAP server port number between 1 and 65535.
Secure Connection	Specify the authentication method when the scanner accesses the LDAP server.
Certificate Validation	When this is enabled, the certificate of the LDAP sever is validated. We recommend this is set to **Enable**. To set up, the **CA Certificate** needs to be imported to the scanner.
Search Timeout (sec)	Set the length of time for searching before timeout occurs between 5 and 300.
Authentication Method	Select one of the methods. If you select **Kerberos Authentication**, select **Kerberos Settings** to configure settings for Kerberos. To perform Kerberos Authentication, the following environment is required. ❏ The scanner and the DNS server can communicate. ❏ The time of the scanner, KDC server, and the server that is required for authentication (LDAP server, SMTP server, File server) are synced. ❏ When the service server is assigned as the IP address, the FQDN of the service server is registered on the DNS server reverse lookup zone.
Kerberos Realm to be Used	If you select **Kerberos Authentication** for **Authentication Method**, select the Kerberos realm that you want to use.

Items	Settings and Explanation
Administrator DN / User Name	Enter the user name for the LDAP server in 128 characters or less in Unicode (UTF-8). You cannot use control characters, such as 0x00-0x1F and 0X7F. This setting is not used when **Anonymous Authentication** is selected as the **Authentication Method**. If you do not specify this, leave it blank.
Password	Enter the password for the LDAP server authentication in 128 characters or less in Unicode (UTF-8). You cannot use control characters, such as 0x00-0x1F and 0X7F. This setting is not used when **Anonymous Authentication** is selected as the **Authentication Method**. If you do not specify this, leave it blank.

Kerberos Settings

If you select **Kerberos Authentication** for **Authentication Method** of **LDAP Server** > **Basic**, configure the following Kerberos settings from the **Network** tab > **Kerberos Settings**. You can register up to 10 settings for the Kerberos settings.

Items	Settings and Explanation
Realm (Domain)	Enter the realm of the Kerberos authentication in 255 characters or less in ASCII (0x20-0x7E). If you do not register this, leave it blank.
KDC Address	Enter the address of the Kerberos authentication server. Enter 255 characters or less in either IPv4, IPv6 or FQDN format. If you do not register this, leave it blank.
Port Number (Kerberos)	Enter the Kerberos server port number between 1 and 65535.

Configuring the LDAP Server Search Settings

When you set up the search settings, you can use the email address registered to the LDAP server.

1. Access Web Config and select the **Network** tab > **LDAP Server** > **Search Settings**.
2. Enter a value for each item.
3. Click **OK** to display the setting result.

   The settings you have selected are displayed.

LDAP Server Search Settings

Items	Settings and Explanation
Search Base (Distinguished Name)	If you want to search an arbitrary domain, specify the domain name of the LDAP server. Enter between 0 and 128 characters in Unicode (UTF-8). If you do not search for arbitrary attribute, leave this blank. Example for the local server directory: dc=server,dc=local
Number of search entries	Specify the maximum number of search results to return (between 5 and 500). If the number of search results returned exceeds the maximum value specified, a warning message is displayed and some server entries may be excluded from the search. Refine your search criteria to reduce the number of search results and ensure that all server entries are included in the search.

Items	Settings and Explanation
User name Attribute	Specify the attribute name to display when searching for user names. Enter between 1 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z. Example: cn, uid
User name Display Attribute	Specify the attribute name to display as the user name. Enter between 0 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z. Example: cn, sn
Email Address Attribute	Specify the attribute name to display when searching for email addresses. Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, and -. The first character should be a-z or A-Z. Example: mail
Arbitrary Attribute 1 - Arbitrary Attribute 4	You can specify other arbitrary attributes to search for. Enter between 0 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z. If you do not want to search for arbitrary attributes, leave this blank. Example: o, ou

Checking the LDAP Server Connection

You can perform an LDAP server connection test using the values entered in **LDAP Server** > **Search Settings**.

1. Access Web Config and select the **Network** tab > **LDAP Server** > **Connection Test**.
2. Select **Start**.

   The connection test is started. After the test, the check report is displayed.

LDAP Server Connection Test References

Messages	Explanation
Connection test was successful.	This message appears when the connection with the server is successful.
Connection test failed. Check the settings.	This message appears for the following reasons: ❏ The LDAP server address or the port number is incorrect. ❏ A timeout has occurred. ❏ **Do Not Use** is selected as the **Use LDAP Server**. ❏ If **Kerberos Authentication** is selected as the **Authentication Method**, settings such as **Realm (Domain)**, **KDC Address** and **Port Number (Kerberos)** are incorrect.
Connection test failed. Check the date and time on your product or server.	This message appears when the connection fails because the time settings for the scanner and the LDAP server are mismatched.

Messages	Explanation
Authentication failed. Check the settings.	This message appears for the following reasons: ❏ **User Name** and/or **Password** is incorrect. ❏ If **Kerberos Authentication** is selected as the **Authentication Method**, the time/date may not be configured.
Cannot access the product until processing is complete.	This message appears when the scanner is busy.

Syncing with Cloud Directory Services

When the scanner is synced with a cloud directory service such as Microsoft 365 or Google Workspace, you can store scanned data in a shared folder in the cloud or search the contacts list in the cloud.

Syncing the Scanner with Microsoft 365

The following features are available when your scanner is connected to the Internet and synced with Microsoft 365.

Scanning and Saving to Cloud Storage

You can directly save scanned data to a shared folder in Microsoft Teams, SharePoint Online, or OneDrive for Business.

To do so, sign in to your Microsoft 365 account from the scanner.

Searching for Scan Recipients from Contacts for Microsoft 365

You can select scan recipients from your synced Microsoft 365 contacts.

To use Microsoft 365 contacts, select the search attributes for the contacts.

Signing in to Microsoft 365 to Authenticate Your Scanner

To sync with Microsoft 365, sign in with your Microsoft 365 account using Web Config.

1. Access Web Config.

   "How to Run Web Config in a Web Browser" on page 37

2. Select the following menu.

   Network > **Microsoft 365** > **Sign In**.

3. Click**Sign in with Microsoft** .

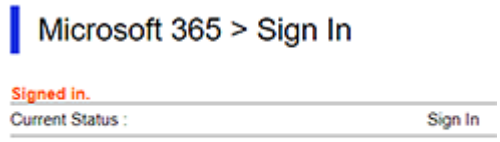
4. Copy the authentication code displayed on screen, and then click the URL displayed to open the authentication screen.

5. On the authentication screen, enter the code you copied in step 4, and then click **Next**.

6. On the Microsoft 365 sign in screen, enter your account details, and then click **Next**.

   Enter an account name that has the cloud application administrator or higher-level role.

When authentication is complete, the following screen is displayed.



Registering a Microsoft 365 Cloud Storage Folder to the Scanner's Contacts

Register a shared cloud storage folder (Microsoft Teams, SharePoint Online, or OneDrive for Business) in the scanner's contacts list as a destination for saving data.

1. Access Web Config.

   "How to Run Web Config in a Web Browser" on page 37

2. Select the following menu.

   Scan > **Contacts**

3. Select the contacts number you want to register, and then select **Edit**.

4. Select the type of cloud storage you want to register in the **Type** field.

5. In a separate browser tab, access the shared folder where you want to save data.

6. Copy the URL from the address bar in the browser tab.

7. Return to Web Config and enter the address you copied in step 6 in the **Save to** field.

8. Select other settings as necessary, and then click **Apply**.

Setting Search Attributes for Microsoft 365 Contacts

Setting search attributes for your contacts allows you to search using the email addresses and other details of users registered to the synced cloud service.

1. Access Web Config.

   "How to Run Web Config in a Web Browser" on page 37

2. Select the following menu.

   Network tab > **Microsoft 365** > **Search Settings for Microsoft Entra ID (Contacts)**.

3. Select settings as necessary.

4. Click **OK**.

Search Settings for Your Organization's Contacts

Item	Settings and Explanation
Number of search entries	Specify the number of search entries between 5 and 500. The specified number of the search entries is saved and displayed temporarily. Even if the number of the search entries is over the specified number and an error message appears, the search can be completed.
User name Attribute	Specify the attribute name to be used when searching for a user name. Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, hyphens (-), and semicolons (;). The first character should be a-z or A-Z. Example: userPrincipalName
User name Display Attribute	Specify the attribute name to be used when searching for a user display name. Enter a combination of between 0 and 255 characters using A-Z, a-z, 0-9, hyphens (-), and semicolons (;). The first character should be a-z or A-Z. Example: displayName
Email Address Attribute	Specify the attribute name to be used when searching for an email address. Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, hyphens (-), and semicolons (;). The first character should be a-z or A-Z. Example: mail

Syncing the Scanner with Google WorkSpace

The following features are available when your scanner is connected to the Internet and synced with Google WorkSpace.

Scanning and Saving to Cloud Storage

You can save scanned data directly to a shared folder on Google Drive.

To do so, sign in to your Google WorkSpace account from the scanner.

Signing in to Google Workspace to Authenticate Your Scanner

To sync with Google Workspace, sign in with your Google Workspace account using Web Config.

1. Access Web Config.

   "How to Run Web Config in a Web Browser" on page 37

2. Select the following menu.

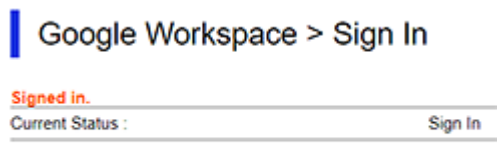
   Network > **Google Workspace** > **Sign In**.

3. Click**Sign In** .

4. Copy the authentication code displayed on screen, and then click the URL displayed to open the authentication screen.

5. On the authentication screen, enter the code you copied in step 4, and then click **Next**.

6. On the Google sign in screen, enter your Google Workspace account details, and then click **Next**.
   When authentication is complete, the following screen is displayed.



Registering a Google Drive Folder to the Scanner's Contacts

Register a shared Google Drive folder in the scanner's contacts list as a destination for saving data.

1. Access Web Config.
   "How to Run Web Config in a Web Browser" on page 37
2. Select the following menu.
   Scan > **Contacts**
3. Select the contacts number you want to register, and then select **Edit**.
4. Select **Google Drive** in the **Type** field.
5. In a separate browser tab, access the shared folder where you want to save data.
6. Copy the URL from the address bar in the browser tab.
7. Return to Web Config and enter the address you copied in step 6 in the **Save to** field.
8. Select other settings as necessary, and then click **Apply**.

Setting Up AirPrint

Access Web Config, select the **Network** tab, then select **AirPrint Setup**.

Items	Explanation
Bonjour Service Name	Enter a Bonjour service name, using ASCII text (0x20-0x7E) and up to 41 characters.
Bonjour Location	Enter a description of the scanner's location, using Unicode (UTF-8) text and up to 127 bytes.
Wide-Area Bonjour	Set whether or not to use Wide-Area Bonjour. If you use it, the scanner must be registered on the DNS server in order to search for the scanner over the segment.

Items	Explanation
Enable AirPrint	Enables Bonjour and AirPrint (Scan service). This button is available only when AirPrint is disabled. ***Note:*** *If AirPrint is disabled, Mopria scanning from Chromebooks, Windows, and the Mopria Scan app is also disabled.*

Problems when Preparing Network Scanning

Hints to Solving Problems

❏ Checking the error message

When trouble has occurred, first check whether there are any messages on the scanner's control panel or driver screen. If you have the notification email set when the events occur, you can promptly learn the status.

❏ Checking the communication status

Check the communication status of server computer or client computer by using the command such as ping and ipconfig.

❏ Connection test

For checking the connection between the scanner to the mail server, perform the connection test from the scanner. Also, check the connection from the client computer to the server to check the communication status.

❏ Initializing the settings

If the settings and communication status show no problem, the problems may be solved by disabling or initializing the network settings of the scanner, and then setting up again.

Cannot Access Web Config

The IP address is not assigned to the scanner.

Solutions

A valid IP address may not be assigned to the scanner. Configure the IP address using the scanner's control panel. You can confirm the current setting information from the scanner's control panel.

Web browser does not support the Encryption Strength for SSL/TLS.

Solutions

SSL/TLS has the Encryption Strength. You can open Web Config by using a web browser that supports bulk encryptions as indicated below. Check you are using a supported browser.

❏ 80bit: AES256/AES128/3DES

❏ 112bit: AES256/AES128/3DES

❏ 128bit: AES256/AES128

❏ 192bit: AES256

❏ 256bit: AES256

CA-signed Certificate is expired.

Solutions

If there is a problem with the expiration date of the certificate, "The certificate has expired" is displayed when connecting to Web Config with SSL/TLS communication (https). If the message appears before its expiration date, make sure that the scanner's date is configured correctly.

The common name of the certificate and the scanner do not match.

Solutions

If the common name of the certificate and the scanner do not match, the message "The name of the security certificate does not match···" is displayed when accessing Web Config using SSL/TLS communication (https). This happens because the following IP addresses do not match.

- ❏ The scanner's IP address entered to common name for creating a Self-signed Certificate or CSR
- ❏ IP address entered to web browser when running Web Config

For Self-signed Certificate, update the certificate.

For CA-signed Certificate, take the certificate again for the scanner.

The proxy server setting of local address is not set to web browser.

Solutions

When the scanner is set to use a proxy server, configure the web browser not to connect to the local address via the proxy server.

- ❏ Windows:

  Select **Control Panel** > **Network and Internet** > **Internet Options** > **Connections** > **LAN settings** > **Proxy server**, and then configure not to use the proxy server for LAN (local addresses).

- ❏ Mac OS:

  Select **System Preferences** (or **System Settings**) > **Network** > **Advanced** > **Proxies**, and then register the local address for **Bypass proxy settings for these Hosts & Domains**.

  Example:

  192.168.1.*: Local address 192.168.1.XXX, subnet mask 255.255.255.0

  192.168.*.*: Local address 192.168.XXX.XXX, subnet mask 255.255.0.0

DHCP is disabled in the computer's settings.

Solutions

If the DHCP for obtaining an IP address automatically is disabled on the computer, you may not be able to access Web Config. Enable DHCP.

Example for Windows 10:

Open the Control Panel and then click **Network and Internet** > **Network and Sharing Center** > **Change adapter settings**. Open the Properties screen of the connection you are using, and then open the properties screen for **Internet Protocol Version 4 (TCP/IPv4)** or **Internet Protocol Version 6 (TCP/IPv6)**. Check that **Obtain an IP address automatically** is selected on the displayed screen.

Cannot Send Scanned Images to an Email when Using Microsoft Exchange Online

Cannot sign in or users cannot sign in

Your Entra ID may be blocked by a conditional access policy.

Solution:

Check your conditional access policies with Entra ID.

For detailed instructions, see the "Microsoft Learn" site.

Cannot send email

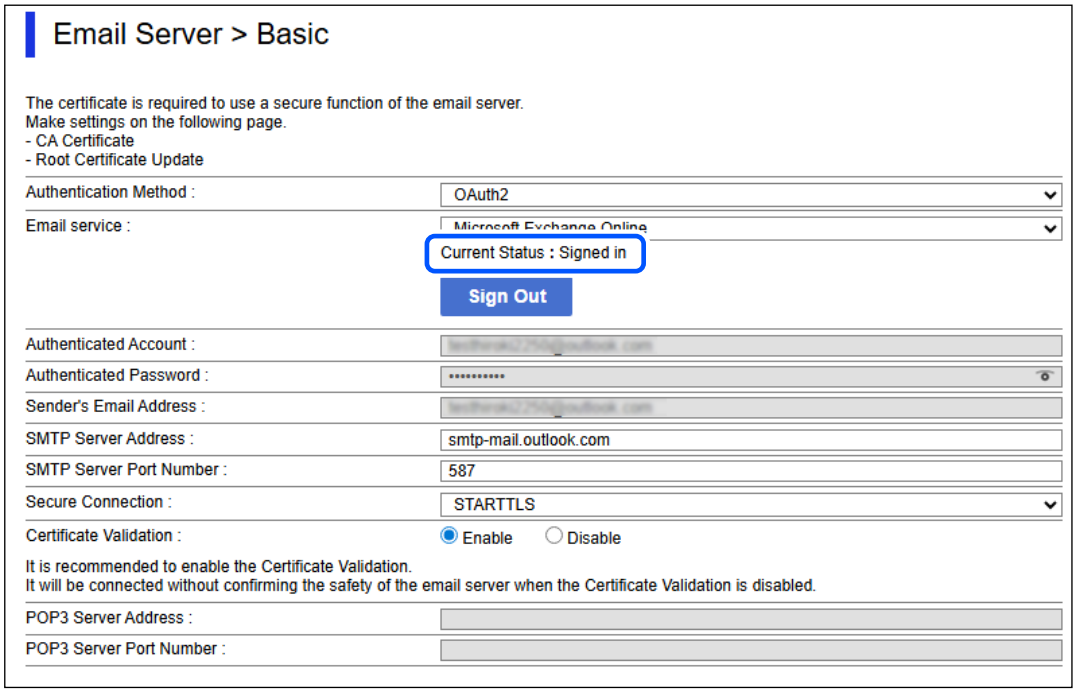
Status:

"To use this function, you must sign in to your email service. Please contact your administrator." is displayed.

Solution:

Check Web Config for the current status.

Select the **Network** tab > **Email Server** > **Basic**



If the **Current Status** is **Signed in**, the sign-in information may not have been saved to the scanner. Click **OK** to send the setting information to the scanner.

If there is no **Current Status** and the **Sign In** button is displayed, sign in.

"Setting Up OAuth2.0 Authentication for the Email Server" on page 45

Status:

The cloud service or email service is not connected, or the connection has expired.

Solution:

Connect to cloud service or email service.

Status:

You need to sign in to cloud service again.

Solution:

Sign in to cloud service.

Expiration message is displayed

A certain period of time has passed since signing in without using the email sending function.

If a scanner using OAuth 2.0 authentication has not been used for an extended period, or the email-sending function has not been used, the access token and refresh token will become invalid.

Solution:

The administrator should perform the sign-in operation again.

"Setting Up OAuth2.0 Authentication for the Email Server" on page 45

Customizing the Control Panel Display

Registering Presets. 73

Editing the Home Screen of the Control Panel. 75

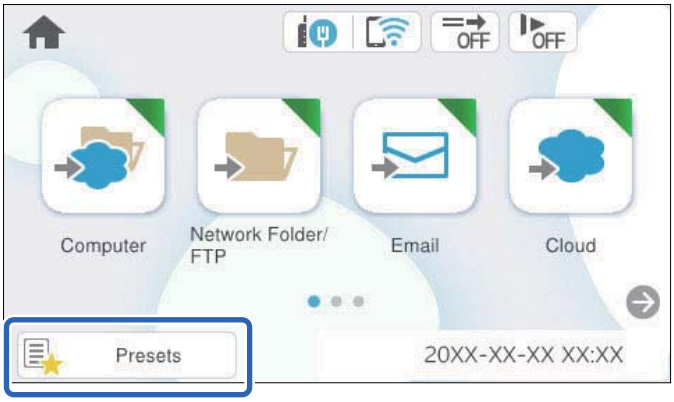
Registering Presets

You can register frequently used scanning setting as **Presets**. You can register up to 48 presets.

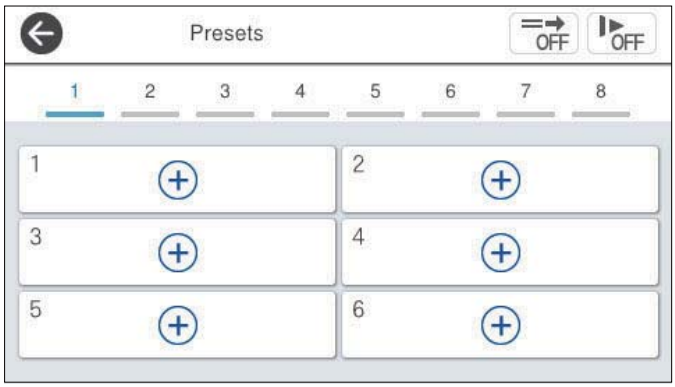
Note:

- *You can register the current settings by selecting ★ on the start scanning screen.*
- *You can also register **Presets** in Web Config.*
  *Select the **Scan** tab > **Presets**.*
- *If you select **Scan to Computer** when registering, you can register the job created in Document Capture Pro as **Presets**. This is available only for computers connected over a network. Register the job in Document Capture Pro in advance.*
- *If **Lock Setting** is enabled on the control panel, only the administrator can register **Presets**.*

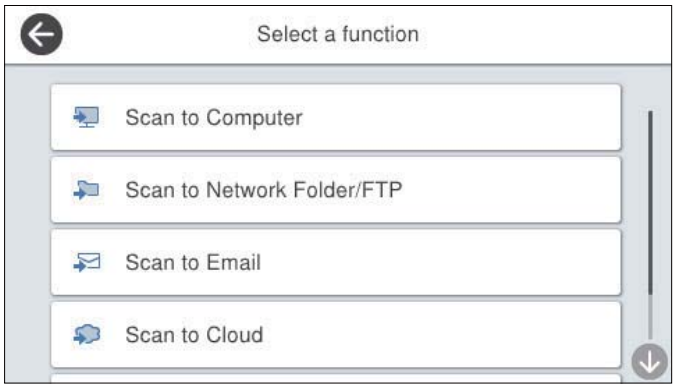
1. Select **Presets** on the home screen on the scanner's control panel.



2. Select ⊕.



3. Select the menu you want to use to register a preset.



4. Set each item, and then select ☆+.

   Note:
   When you select ***Scan to Computer****, select the computer on which Document Capture Pro is installed, and then select a registered job. This is available only for computers connected over a network.*

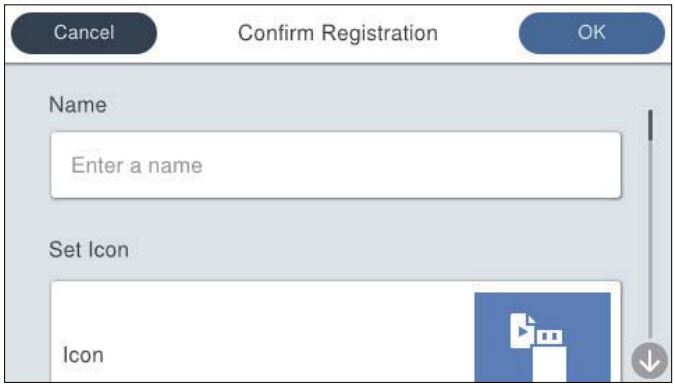
5. Make the preset settings.

   ❏ **Name**: Set the name.

   ❏ **Set Icon**: Set the image and color of the icon to display. The icon image and color may not change depending on the function.

   ❏ **Quick Send Setting**: Immediately starts scanning without confirmation when the preset is selected.

   ❏ **Contents**: Check scan settings.



6. Select **OK**.

Menu Options of Presets

You can change the settings of a preset by selecting > in each preset.

Change Name:

Changes the preset name.

Change Icon:

Changes the icon image and color of the preset. The icon image and color may not change depending on the function.

Quick Send Setting:

Immediately starts scanning without confirmation when the preset is selected.

Change Position:

Changes the display order of the presets.

Delete:

Deletes the preset.

Add or Remove Icon on Home:

Adds or deletes the preset icon from the home screen.

Confirm Details:

View the settings of a preset. You can load the preset by selecting **Use This Setting**.

Editing the Home Screen of the Control Panel

You can customize the home screen by selecting **Settings** > **Edit Home** on the scanner's control panel.

- Layout : Changes the display method of the menu icons.
  "Changing the Layout of the Home Screen" on page 75
- Add Icon: Adds icons to the **Presets** settings you have made, or restores icons that have been removed from the screen.
  "Add Icon" on page 76
- Remove Icon : Removes icons from the home screen.
  "Remove Icon" on page 77
- Move Icon : Changes the display order of the icons.
  "Move Icon" on page 78
- Restore Default Icon Display : Restores the default display settings for the home screen.

Changing the Layout of the Home Screen

1. Select **Settings** > **Edit Home** > **Layout** on the scanner's control panel.

2. Select **Line** or **Matrix**.

   Line:

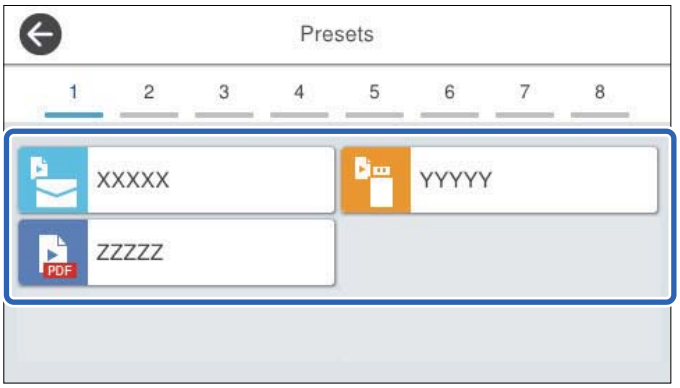
   Matrix:

3. Select to return and check the home screen.

Add Icon

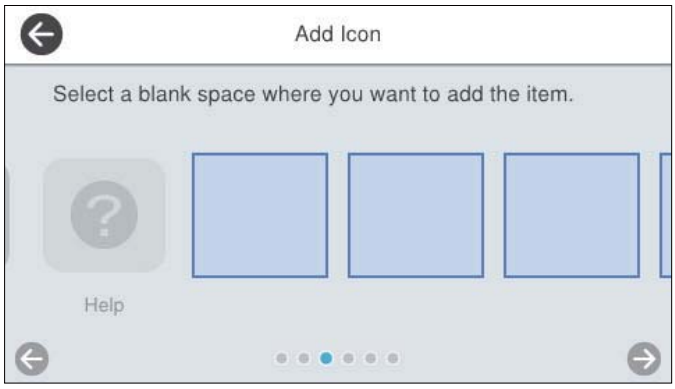
1. Select **Settings** > **Edit Home** > **Add Icon** on the scanner's control panel.
2. Select **Function** or **Presets**.
   - ❏ Function: Displays the default functions shown on the home screen.
   - ❏ Presets: Displays registered presets.

3. Select the item you want to add to the home screen.



4. Select the blank space where you want to add the item.

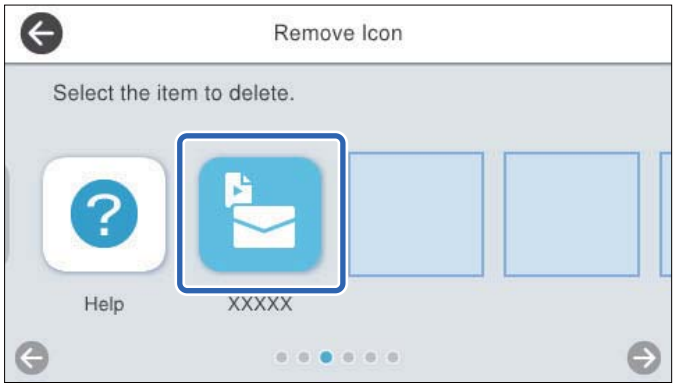
   If you want to add multiple icons, repeat steps 3 to 4.



5. Select to return and check the home screen.

Remove Icon

1. Select **Settings** > **Edit Home** > **Remove Icon** on the scanner's control panel.
2. Select the icon you want to remove.



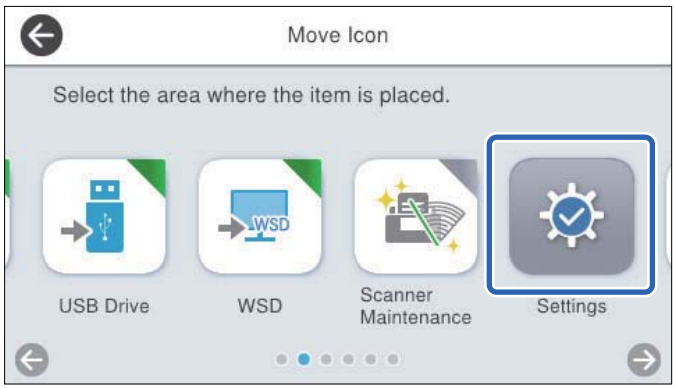
3. Select **Yes** to finish.

   If you want to remove multiple icons, repeat procedure 2 to 3.

4. Select ⌂ to return and check the home screen.

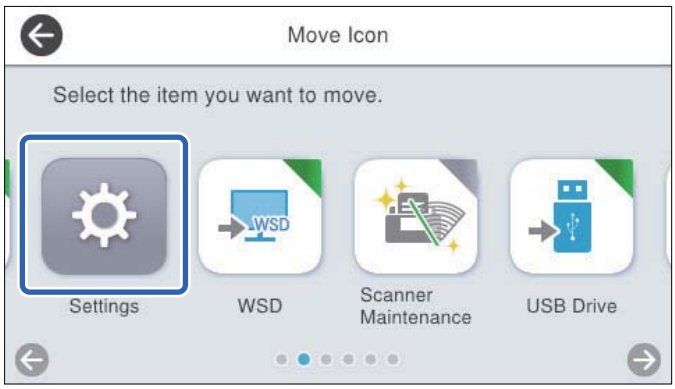
Move Icon

1. Select **Settings** > **Edit Home** > **Move Icon** on the scanner's control panel.
2. Select the icon you want to move.



3. Select the destination frame.

   If another icon is already set in the destination frame, the icons are replaced.



4. Select ⌂ to return and check the home screen.

Basic Security Settings

Introduction of Product Security Features. 80

Administrator Settings. 80

Restricting Available Features (Access Control). 86

Disabling the External Interface. 88

Enabling Program Verification on Start Up. 88

Disabling Network Scanning from your Computer. 89

Enabling or Disabling WSD Scan. 89

Monitoring a Remote Scanner. 90

Restoring the Default Settings. 91

Epson Remote Services Information. 92

Solving Problems. 92

Introduction of Product Security Features

This section introduces the security function of the Epson Devices.

Feature name	Feature type	What to set	What to prevent
Configuring the Administrator Password	Locks the system settings, such as connection setup for network or USB.	An administrator sets a password to the device. You can set or change from both Web Config and the scanner's control panel.	Prevent from illegally reading and changing the information stored in the device such as ID, password, network settings, and so on. Also, reduce a wide range of security risks such as leakage of information for the network environment or security policy.
Access Control Settings	If you log in to the device with a user account registered in advance, you can use the device.	Register any user account. You can register up to 10 user accounts.	Restricting users prevents unauthorized use of the device.
Setup for external interface	Controls the interface that connects to the device.	Enable or disable USB connection with the computer.	USB connection of computer: Prevents unauthorized use of the device by prohibiting scanning without going through the network.

Related Information

➡ "Configuring the Administrator Password" on page 80

➡ "Disabling the External Interface" on page 88

Administrator Settings

Configuring the Administrator Password

When you set an administrator password, you can prevent users from changing system management settings. The default values are set at the time of purchase. Change them as necessary.

Note:
The following provides the default values for the administrator information.

❏ *User name (used for Web Config only): None (blank)*

❏ *Password: Depends on the label attached to product.*

If there is a "PASSWORD" label attached to the back, enter the 8-digit number shown on the label. If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password.

You can change the administrator password using either Web Config, the scanner's control panel, or Epson Device Admin. When using Epson Device Admin, see the Epson Device Admin guide or help.

Changing the Administrator Password Using Web Config

Change the administrator password in Web Config.

1. Access Web Config and select the **Product Security** tab > **Change Administrator Password**.
2. Enter the necessary information in **Current password**, **User Name**, **New Password**, and **Confirm New Password**.

   The new password must be 8 to 20 characters long and only contain single-byte alphanumeric characters and symbols.

   Note:
   The following provides the default values for the administrator information.

   - ❏ *User name: none (blank)*
   - ❏ *Password: Depends on the label attached to product.*

     If there is a "PASSWORD" label attached to the back, enter the 8-digit number shown on the label. If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password.

   > ***Important:***
   > *Be sure to remember the administrator password you set. If you forget your password, you will not be able to reset it and you will need to request help from service personnel.*

3. Select **OK**.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Changing the Administrator Password from the Scanner's Control Panel

You can change the administrator password from the scanner's control panel.

1. Select **Settings** on the scanner's control panel.
2. Select **System Administration** > **Admin Settings**.
3. Select **Admin Password** > **Change**.
4. Enter your current password.

   Note:
   The initial administrator password (default) at the time of purchase varies depending on the label attached to the product. If there is a "PASSWORD" label attached to the back, enter the 8-digit number shown on the label. If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password.

5. Enter your new password.

   The new password must be 8 to 20 characters long and only contain single-byte alphanumeric characters and symbols.

> ***Important:***
> *Be sure to remember the administrator password you set. If you forget your password, you will not be able to reset it and you will need to request help from service personnel.*

6. Enter the new password again for confirmation.

A completion message is displayed.

Using Lock Setting for the Control Panel

You can use Lock Setting to lock the control panel to prevent users from changing items related to system settings.

Setting Lock Setting from the Control Panel

1. If you want to cancel the **Lock Setting** once it has been enabled, tap at the top right corner of the Home screen to log in as an administrator.

   is not displayed when **Lock Setting** is disabled. If you want to enable this setting, go to the next step.

2. Select **Settings**.
3. Select **System Administration** > **Admin Settings**.
4. Select **On** or **Off** as the **Lock Setting**.

Setting Lock Setting from Web Config

1. Select the **Device Management** tab > **Control Panel**.
2. Select **ON** or **OFF** for **Panel Lock**.
3. Click **OK**.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Lock Setting items on the Settings Menu

This is a list of items that are locked in the **Settings** menu on the control panel by Lock Setting.

✓: To be locked.

- : Not to be locked.

Settings menu	Lock Setting
Basic Settings	-

Settings menu		Lock Setting
	LCD Brightness	-
	Sounds	-
	Sleep Timer	✓
	Power Off Timer	✓
	Direct power on	✓
	Date/Time Settings	✓
	Language	✓/-*
	Keyboard (This feature may not be available depending on your region.)	-
	Operation Time Out	✓
	PC Connection via USB	✓
Scanner Settings		-
	Slow	-
	Double Feed Stop Timing	✓
	DFDS Function	-
	Paper Protection	✓
	Glass Dirt Detection	✓
	Ultrasonic Double Feed Detection	✓
	Automatic Feeding Mode Timeout	✓
	Confirm Recipient	✓
Edit Home		✓
	Layout	✓
	Add Icon	✓
	Remove Icon	✓
	Move Icon	✓
	Restore Default Icon Display	✓
User Settings		✓
	Network Folder/FTP	✓
	Email	✓
	Cloud	✓
	USB Drive	✓
Network Settings		✓

Settings menu		Lock Setting
	Wi-Fi Setup	✓
	Wired LAN Setup	✓
	Network Status	✓
	Advanced	✓
Web Service Settings		✓
	Epson Connect Services	✓
Document Capture Pro		-
	Change Settings	✓
Contacts Manager		-
	Register/Delete	✓/-*
	Frequent	-
	View Options	-
	Search Options	-
System Administration		✓
	Contacts Manager	✓
	Admin Settings	✓
	Restrictions	✓
	Access Control	✓
	Password Encryption	✓
	Customer Research	✓
	WSD Settings	✓
	Restore Default Settings	✓
	Firmware Update	✓
Device Information		-

Settings menu			Lock Setting
	Serial Number		-
	Current Version		-
	Total Number of Scans		-
	Number of 1-Sided Scans		-
	Number of 2-Sided Scans		-
	Number of Scans of Carrier Sheet		-
	Number of Scans After Replacing Roller		-
	Number of Scans After Regular Cleaning		-
	Authentication Device Status		-
	Epson Open Platform Information		-
	Menu (Reset the Number of Scans)		✓
Scanner Maintenance			-
	Roller Cleaning		-
	Roller Replacement		-
		Reset the Number of Scans	✓
		How to Replace	-
	Regular Cleaning		-
		Reset the Number of Scans	✓
		How to Clean	-
	Glass Cleaning		-
Roller Replacement Alert Setting			✓
	Count Alert Setting		✓
Regular Cleaning Alert Settings			✓
	Warning Alert Setting		✓
	Count Alert Setting		✓

* You can set whether or not to allow changes in **System Administration** > **Restrictions**.

Logging in as an Administrator from the Control Panel

When **Lock Setting** is enabled, you can use any of the following methods to log in from the scanner's control panel.

1. Tap at the top right of the screen.

2. When the **Select User** screen is displayed, select **Administrator**.
3. Enter the password to log in.

   A login complete message is displayed, and then the Home screen on the control panel is displayed.

To log out, tap at the top right of the screen or press the button.

Restricting Available Features (Access Control)

You can restrict users by registering user accounts on the scanner.

When Access Control is enabled, the user can use scanning functions by entering the password on the scanner's control panel and logging in. You cannot scan if you do not log in.

You can scan from a computer by registering your User Name and Password in the scanner driver (Epson Scan 2). See the Epson Scan 2 help or the product's *User's Guide* for more details on configuring settings.

Creating the User Account

You can create an Access Control account.

1. Access Web Config, and then select the **Product Security** tab > **Access Control Settings** > **User Settings**.
2. Click **Add** for the number you want to register.

   > ***Important:***
   >
   > *When using the scanner with an authentication system from Epson or another company, register the User Name in Access Control Settings in slot number 2 to 10.*
   >
   > *Application software such as the authentication system uses slot number 1, so that the user name is not displayed on the scanner's control panel.*

3. Configure each item.
   - ❏ User Name:

     Enter the name displayed on the user name list between 1 and 14 characters long using alphanumeric characters.
   - ❏ Password:

     Enter a password up to 20 characters long in ASCII (0x20-0x7E). When initializing the password, leave it blank.
   - ❏ Select the check box to enable or disable each function.

     Select **Scan** if you want to allow the scanning functions.
   - ❏ Select **Cloud Storage (Upload)** if you want to allow scanning to cloud storage.
4. Click**Apply**.

Editing a User Account

You can edit a registered Access Control account.

1. Access Web Config, and then select the **Product Security** tab > **Access Control Settings** > **User Settings**.
2. Click **Edit** for the number you want to edit.
3. Change settings as needed.
4. Click **Apply**.

Deleting a User Account

You can delete a registered Access Control account.

1. Access Web Config, and then select the **Product Security** tab > **Access Control Settings** > **User Settings**.
2. Click **Edit** for the number you want to delete.
3. Click **Delete**.

> ***Important:***
> *When clicking **Delete**, the user account will be deleted without a confirmation message. Take care when deleting the account.*

Enabling the Access Control

When enabling Access Control, only the registered user will be able to use the scanner.

Note:
When Access Control Settings is enabled, you need to notify the user of their account information.

1. Access Web Config, and then select the **Product Security** tab > **Access Control Settings** > **Basic**.
2. Select **Enables Access Control**.

   If you enable Access Control Settings and scan from a computer that do not have authentication information, select **Allow printing and scanning without authentication information from a computer**.
3. Click **OK**.

Logging in to a Scanner on Which Access Control is Enabled

When **Access Control** is enabled, you can use any of the following methods to log in from the scanner's control panel.

1. Tap at the top right of the screen.
2. When the **Select User** screen is displayed, select the user.
3. Enter the password to log in.

   A login complete message is displayed, and then the Home screen on the control panel is displayed.

To log out, tap at the top right of the screen or press the button.

Disabling the External Interface

You can disable the interface that is used to connect the device to the scanner. Make the restriction settings to restrict scanning other than via network.

Note:
You can also make the restriction settings on the scanner's control panel.

*PC Connection via USB : **Settings** > **Basic Settings** > **PC Connection via USB***

1. Access Web Config and select the **Product Security** tab > **External Interface**.
2. Select **Disable** on the functions you want to set.

   Select **Enable** when you want to cancel controlling.

   PC Connection via USB

   You can restrict the usage of the USB connection from the computer. If you want to restrict it, select **Disable**.
3. Click **OK**.
4. Check that the disabled port cannot be used.

   PC Connection via USB

   If the driver was installed on the computer

   Connect the scanner to the computer using a USB cable, and then confirm that the scanner does not scan.

   If the driver was not installed on the computer

   Windows:

   Open the device manager and keep it, connect the scanner to the computer using a USB cable, and then confirm that the device manager's display contents stays unchanged.

   Mac OS:

   Connect the scanner to the computer using a USB cable, and then confirm that you cannot add the scanner from **Printers & Scanners**.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Enabling Program Verification on Start Up

If you enable the Program Verification feature, the scanner performs verification at start up to check if unauthorized third parties have tampered with the program. If any issues are detected, the scanner does not start.

Note:
Enabling this function increases the scanner's startup time.

1. Access Web Config, and then select the **Product Security** tab > **Program Verification on Start Up**.

   Note:
   You can also select settings on the scanner's control panel.

   Settings > ***System Administration*** > ***Program Verification on Start Up***

2. Select **ON** to enable **Program Verification on Start Up**.

3. Click **OK**.

Disabling Network Scanning from your Computer

You can select the following settings in Web Config to disable network scanning using Epson Scan 2 from your computer.

1. Access Web Config, and then select the **Scan** tab > **Network Scan**.

2. In **Epson Scan 2**, clear the **Enable scanning** check box.

3. Click **Next**.

   The setting confirmation screen is displayed.

4. Click **OK**.

Enabling or Disabling WSD Scan

Note:
You can also make settings on the scanner's control panel. Select ***Settings*** *>****System Administration*** *>* ***WSD Settings****.*

You can enable or disable WSD scan.

If you do not want your computer to configure the scanner as a WSD scanning device, disable the WSD settings.

1. Access Web Config, and then select the **Network Security** tab > **Protocol**.

2. In **WSD Settings**, change the **Enable WSD** check box.

3. Click **Next**.

   The setting confirmation screen is displayed.

4. Click **OK**.

Note:
If your computer still configures the scanner as a WSD scanning device, select the ***Scan*** *tab >* ***Network Scan****, and then clear the* ***Enable scanning*** *check box in* ***AirPrint****.*

If AirPrint is disabled, Mopria scanning from Chromebooks, Windows, and the Mopria Scan app is also disabled.

Monitoring a Remote Scanner

Checking Information for a Remote Scanner

You can check the following information of the operating scanner from **Status** by using Web Config.

❏ Product Status

Check the status, cloud service, product number, MAC address, etc.

❏ Network Status

Check the information of the network connection status, IP address, DNS server, etc.

❏ Usage Status

Check the first day of scanning, scanning count, etc.

❏ Hardware Status

Check the status of each function of the scanner.

❏ Panel Snapshot

Displays a snapshot of the screen displayed on the scanner's control panel.

Receiving Email Notifications When Events Occur

About Email Notifications

This is the notification function that, when events such as scanning stop and scanner error occur, send the email to the specified address.

You can register up to five destinations and set the notification settings for each destination.

To use this function, you need to set up the mail server before setting up notifications.

Related Information

➡ "Registering an Email Server" on page 44

Configuring Email Notification

Configure email notification by using Web Config.

1. Access Web Config and select the **Device Management** tab > **Email Notification**.
2. Set the subject of email notification.

   Select the contents displayed on the subject from the two pull-down menus.

   ❏ The selected contents are displayed next to **Subject**.

   ❏ The same contents cannot be set on left and right.

   ❏ When the number of characters in **Location** exceeds 32 bytes, characters exceeding 32 bytes are omitted.

3. Enter the email address for sending the notification email.

   Use A-Z a-z 0-9 ! # $ % & ' * + - . /= ? ^ _ { | } ~ @, and enter between 1 and 255 characters.

4. Select the language for the email notifications.

5. Select the check box on the event for which you want to receive a notification.

   The number of **Notification Settings** is linked to the destination number of **Email Address Settings**.

   Example :

   If you want to send a notification to the email address set for number 1 in **Email Address Settings** when the admin password is changed, select the check box for column **1** on the line **Administrator password changed**.

6. Click **OK**.

   Confirm that an email notification will be sent by causing an event.

   Example : The administrator password has been changed.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Items for Email Notification

Items	Settings and Explanation
Administrator password changed	Notice when administrator password has been changed.
Scanner error	Notice when the scanner error has occurred.
Wi-Fi failure	Notice when the error of the wireless LAN interface has occurred.

Using Web Config to Control the Scanner's Power Supply

If your computer is remote from the scanner, you can still use Web Config to turn off or restart the scanner.

1. Access Web Config, and then select the **Device Management** tab > **Power**.

2. Select **Power Off** or **Reboot**.

3. Click **Execute**.

Restoring the Default Settings

You can select network or other settings stored in the scanner and restore them to their defaults.

1. Access Web Config, and then select the **Device Management** tab > **Restore Default Settings**.

   Note:
   You can also select settings on the scanner's control panel.

   Settings* > *System Administration* > *Restore Default Settings

2. Select the items you want to restore.
3. Click **Execute**.

   Finally, follow the on-screen instructions.

Epson Remote Services Information

Epson Remote Services is a service that periodically collects scanner information over the Internet. This can be used to predict when consumables and replacement parts need to be replaced or replenished, and to quickly resolve any errors or problems.

Contact your dealer for more information about Epson Remote Services.

Solving Problems

Forgot Your Administrator's Password

You need help from service personnel. Contact your local dealer.

Note:
The following provides the initial values for the Web Config administrator.

- *User name: none (blank)*
- *Password: Depends on the label attached to product.*

  If there is a "PASSWORD" label attached to the back, enter the 8-digit number shown on the label.

  If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password.

If you restore the administrator password, it is reset to the initial value at the time of purchase.

Advanced Security Settings

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Security Settings and Prevention of Danger

When a scanner is connected to a network, you can access it from a remote location. In addition, many people can share the scanner, which is helpful in improving operational efficiency and convenience. However, risks such as illegal access, illegal use, and tampering with data are increased. If you use the scanner in an environment where you can access the Internet, the risks are even higher.

For scanners that do not have access protection from the outside, it will be possible to read the contacts that are stored in the scanner from the Internet.

In order to avoid this risk, Epson scanners have a variety of security technologies.

Set the scanner as necessary according to the environmental conditions that have been built with the customer's environment information.

Name	Feature type	What to set	What to prevent
Control of protocol	Controls the protocols and services to be used for communication between scanners and computers, and it enables and disables features.	A protocol or service that is applied to features allowed or prohibited separately.	Reducing security risks that may occur through unintended use by preventing users from using unnecessary functions.
SSL/TLS communications	The communication content is encrypted with SSL/TLS communications when accessing the Epson server on the Internet from the scanner, such as communicating with the computer via web browser, using Epson Connect, and updating firmware.	Obtain a CA-signed certificate, and then import it to the scanner.	Clearing an identification of the scanner by the CA-signed certification prevents impersonation and unauthorized access. In addition, communication contents of SSL/TLS are protected, and it prevents the leakage of contents for scanning data and setup information.
IPsec/IP filtering	You can set to allow severing and cutting off of data that is from a certain client or is a particular type. Since IPsec protects the data by IP packet unit (encryption and authentication), you can safely communicate unsecured protocol.	Create a basic policy and individual policy to set the client or type of data that can access the scanner.	Protect unauthorized access, and tampering and interception of communication data to the scanner.
IEEE802.1X	Only allows authenticated users to connect to the network. Allows only a permitted user to use the scanner.	Authentication setting to the RADIUS server (authentication server).	Protect unauthorized access and use to the scanner.

Related Information

- "Controlling Using Protocols" on page 95
- "SSL/TLS Communication with the Scanner" on page 103
- "Encrypted Communication Using IPsec/IP Filtering" on page 104
- "Connecting the Scanner to an IEEE802.1X Network" on page 115

Security Feature Settings

When setting IPsec/IP filtering or IEEE802.1X, it is recommended that you access Web Config using SSL/TLS to communicate settings information in order to reduce security risks such as tampering or interception.

Make sure you configure the administrator password before setting IPsec/IP filtering or IEEE802.1X.

Controlling Using Protocols

You can scan using a variety of pathways and protocols. Also, you can use network scanning from an unspecified number of network computers.

You can lower unintended security risks by restricting scanning from specific pathways or by controlling the available functions.

Controlling protocols

Configure the protocol settings supported by the scanner.

1. Access Web Config and then select the **Network Security** tab > **Protocol**.
2. Configure each item.
3. Click **Next**.
4. Click **OK**.

   The settings are applied to the scanner.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Protocols you can Enable or Disable

Protocol	Description
Bonjour Settings	You can specify whether to use Bonjour. Bonjour is used to search for devices, scan, etc.
SLP Settings	You can enable or disable the SLP function. SLP is used for push scanning and network searching in EpsonNet Config.
WSD Settings	You can enable or disable the WSD function. When this is enabled, you can add WSD devices, and scan from the WSD port.
LLTD Settings	You can enable or disable the LLTD function. When this is enabled, it is displayed on the Windows network map.
LLMNR Settings	You can enable or disable the LLMNR function. When this is enabled, you can use name resolution without NetBIOS even if you cannot use DNS.
SNMPv1/v2c Settings	You can specify whether or not to enable SNMPv1/v2c. This is used to set up devices, monitoring, etc.

Protocol	Description
SNMPv3 Settings	You can specify whether or not to enable SNMPv3. This is used to set up encrypted devices, monitoring, etc.

Protocol Setting Items

Bonjour Settings

Items	Setting value and Description
Use Bonjour	Select this to search for or use devices through Bonjour.
Bonjour Name	Displays the Bonjour name.
Bonjour Service Name	Displays the Bonjour service name.
Location	Displays the Bonjour location name.
Wide-Area Bonjour	Set whether to use Wide-Area Bonjour.

SLP Settings

Items	Setting value and Description
Enable SLP	Select this to enable the SLP function. This is used such as network searching in EpsonNet Config.

WSD Settings

Items	Setting value and Description
Enable WSD	Select this to enable adding devices using WSD and scan from the WSD port.
Scanning Timeout (sec)	Enter the communication timeout value for WSD scanning between 3 to 3,600 seconds.
Device Name	Displays the WSD device name.
Location	Displays the WSD location name.

LLTD Settings

Items	Setting value and Description
Enable LLTD	Select this to enable LLTD. The scanner is displayed in the Windows network map.
Device Name	Displays the LLTD device name.

LLMNR Settings

Items	Setting value and Description
Enable LLMNR	Select this to enable LLMNR. You can use name resolution without NetBIOS even if you cannot use DNS.

SNMPv1/v2c Settings

Items	Setting value and Description
Enable SNMPv1/v2c	Select to enable SNMPv1/v2c.
Access Authority	Set the access authority when SNMPv1/v2c is enabled. Select **Read Only** or **Read/Write**.
Community Name (Read Only)	Enter 0 to 32 ASCII (0x20 to 0x7E) characters.
Community Name (Read/Write)	Enter 0 to 32 ASCII (0x20 to 0x7E) characters.

SNMPv3 Settings

Items		Setting value and Description
Enable SNMPv3		SNMPv3 is enabled when the box is checked.
User Name		Enter between 1 and 32 characters using 1 byte characters.
Authentication Settings		
	Algorithm	Select an algorithm for an authentication for SNMPv3.
	Password	Enter the password for an authentication for SNMPv3. Enter between 8 and 32 characters in ASCII (0x20-0x7E). If you do not specify this, leave it blank.
	Confirm Password	Enter the password you configured for confirmation.
Encryption Settings		
	Algorithm	Select an algorithm for an encryption for SNMPv3.
	Password	Enter the password for an encryption for SNMPv3. Enter between 8 and 32 characters in ASCII (0x20-0x7E). If you do not specify this, leave it blank.
	Confirm Password	Enter the password you configured for confirmation.
Context Name		Enter within 32 characters or less in Unicode (UTF-8). If you do not specify this, leave it blank. The number of characters that can be entered varies depending on the language.

Using a Digital Certificate

About Digital Certification

❏ CA-signed Certificate

This is a certificate signed by the CA (Certificate Authority.) You can obtain it by applying to the Certificate Authority. This certificate certifies the existence of the scanner is and used for SSL/TLS communication so that you can ensure the safety of data communication.

When it is used for SSL/TLS communication, it is used as a server certificate.

When it is set to IPsec/IP Filtering or IEEE802.1x communication, it is used as a client certificate.

❏ CA Certificate

This is a certificate that is in chain of the CA-signed Certificate, also called the intermediate CA certificate. It is used by the web browser to validate the path of the scanner's certificate when accessing the server of the other party or Web Config.

For the CA Certificate, set when to validate the path of server certificate being accessed from the scanner. For the scanner, set to certify the path of the CA-signed Certificate for SSL/TLS connection.

You can obtain the CA certificate of the scanner from the Certification Authority where the CA certificate is issued.

Also, you can obtain the CA certificate used to validate the server of the other party from the Certification Authority that issued the CA-signed Certificate of the other server.

❏ Self-signed Certificate

This is a certificate that the scanner signs and issues itself. It is also called the root certificate. Because the issuer certifies itself, it is not reliable and cannot prevent impersonation.

Use it when configuring the security setting and performing simple SSL/TLS communication without the CA-signed Certificate.

If you use this certificate for an SSL/TLS communication, a security alert may be displayed on a web browser because the certificate is not registered on a web browser. You can use the Self-signed Certificate only for an SSL/TLS communication.

Related Information

➡ “Configuring a CA-signed Certificate” on page 98

➡ “Updating a Self-signed Certificate” on page 102

➡ “Configuring a CA Certificate” on page 102

Configuring a CA-signed Certificate

Obtaining a CA-signed Certificate

To obtain a CA-signed certificate, create a CSR (Certificate Signing Request) and apply it to certificate authority. You can create a CSR using Web Config and a computer.

Follow the steps to create a CSR and obtain a CA-signed certificate using Web Config. When creating a CSR using Web Config, a certificate is the PEM/DER format.

1. Access Web Config, and then select the **Network Security** tab. Next, select **SSL/TLS** > **Certificate** or **IPsec/IP Filtering** > **Client Certificate** or **IEEE802.1X** > **Client Certificate**.

   Whatever you choose, you can obtain the same certificate and use it in common.

2. Click **Generate** of **CSR**.

   A CSR creating page is opened.

3. Enter a value for each item.

   Note:
   Available key length and abbreviations vary by a certificate authority. Create a request according to rules of each certificate authority.

4. Click **OK**.

   A completion message is displayed.

5. Select the **Network Security** tab. Next, select **SSL/TLS** > **Certificate**, or **IPsec/IP Filtering** > **Client Certificate** or **IEEE802.1X** > **Client Certificate**.

6. Click one of the download buttons of **CSR** according to a specified format by each certificate authority to download a CSR to a computer.

   Important:
   Do not generate a CSR again. If you do so, you may not be able to import an issued CA-signed Certificate.

7. Send the CSR to a certificate authority and obtain a CA-signed Certificate.

   Follow the rules of each certificate authority on sending method and form.

8. Save the issued CA-signed Certificate to a computer connected to the scanner.

   Obtaining a CA-signed Certificate is complete when you save a certificate to a destination.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

CSR Setting Items

Items	Settings and Explanation
Key Length	Select a key length for a CSR.
Common Name	You can enter between 1 and 128 characters. If this is an IP address, it should be a static IP address. You can enter 1 to 5 IPv4 addresses, IPv6 addresses, host names, FQDNs by separating them with commas. The first element is stored to the common name, and other elements are stored to the alias field of the certificate subject. Example: Scanner's IP address : 192.0.2.123, Scanner name : EPSONA1B2C3 Common Name : EPSONA1B2C3, EPSONA1B2C3.local, 192.0.2.123

Items	Settings and Explanation
Organization/ Organizational Unit/ Locality/ State/Province	You can enter between 0 and 64 characters in ASCII (0x20-0x7E). You can divide distinguished names with commas.
Country	Enter a country code in two-digit number specified by ISO-3166.
Sender's Email Address	You can enter the sender's email address for the mail server setting. Enter the same email address as the **Sender's Email Address** for the **Network** tab > **Email Server** > **Basic**.

Importing a CA-signed Certificate

Import the obtained CA-signed Certificate to the scanner.

Important:

- ❏ *Make sure that the scanner's date and time is set correctly or the certificate may be invalid.*
- ❏ *If you obtain a certificate using a CSR created from Web Config, you can import a certificate one time.*

1. Access Web Config and then select the **Network Security** tab. Next, select **SSL/TLS** > **Certificate**, or **IPsec/IP Filtering** > **Client Certificate** or **IEEE802.1X** > **Client Certificate**.
2. Click **Import**

   A certificate importing page is opened.
3. Enter a value for each item. Set **CA Certificate 1** and **CA Certificate 2** when verifying the path of the certificate on the web browser that accesses the scanner.

   Depending on where you create a CSR and the file format of the certificate, required settings may vary. Enter values to required items according to the following.

   - ❏ A certificate of the PEM/DER format obtained from Web Config
     - ❏ **Private Key**: Do not configure because the scanner contains a private key.
     - ❏ **Password**: Do not configure.
     - ❏ **CA Certificate 1**/**CA Certificate 2**: Optional
   - ❏ A certificate of the PEM/DER format obtained from a computer
     - ❏ **Private Key**: You need to set.
     - ❏ **Password**: Do not configure.
     - ❏ **CA Certificate 1**/**CA Certificate 2**: Optional
   - ❏ A certificate of the PKCS#12 format obtained from a computer
     - ❏ **Private Key**: Do not configure.
     - ❏ **Password**: Optional
     - ❏ **CA Certificate 1**/**CA Certificate 2**: Do not configure.
4. Click **OK**.

   A completion message is displayed.

Note:
*Click **Confirm** to verify the certificate information.*

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

CA-signed Certificate Importing Setting Items

Items	Settings and Explanation
Server Certificate or Client Certificate	Select a certificate's format. For SSL/TLS connection, the Server Certificate is displayed. For IPsec/IP Filtering or IEEE802.1x, the Client Certificate is displayed.
Private Key	If you obtain a certificate of the PEM/DER format by using a CSR created from a computer, specify a private key file that matches a certificate.
Password	If the file format is **Certificate with Private Key (PKCS#12)**, enter the password for encrypting the private key that is set when you obtain the certificate.
CA Certificate 1	If your certificate's format is **Certificate (PEM/DER)**, import a certificate of a certificate authority that issues a CA-signed Certificate used as server certificate. Specify a file if you need.
CA Certificate 2	If your certificate's format is **Certificate (PEM/DER)**, import a certificate of a certificate authority that issues CA Certificate 1. Specify a file if you need.

Deleting a CA-signed Certificate

You can delete an imported certificate when the certificate has expired or when an encrypted connection is no longer necessary.

Important:
If you obtain a certificate using a CSR created from Web Config, you cannot import a deleted certificate again. In this case, create a CSR and obtain a certificate again.

1. Access Web Config, and then select the **Network Security** tab. Next, select **SSL/TLS** > **Certificate** or **IPsec/IP Filtering** > **Client Certificate** or **IEEE802.1X** > **Client Certificate**.
2. Click **Delete**.
3. Confirm that you want to delete the certificate in the message displayed.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Updating a Self-signed Certificate

Because the Self-signed Certificate is issued by the scanner, you can update it when it has expired or when the content described changes.

1. Access Web Config and select the **Network Security** tab > **SSL/TLS** > **Certificate**.
2. Click **Update**.
3. Enter **Common Name**.

   You can enter up to 5 IPv4 addresses, IPv6 addresses, host names, FQDNs between 1 to 128 characters and separating them with commas. The first parameter is stored to the common name, and the others are stored to the alias field for the subject of the certificate.

   Example:

   Scanner's IP address : 192.0.2.123, Scanner name : EPSONA1B2C3

   Common name : EPSONA1B2C3,EPSONA1B2C3.local,192.0.2.123
4. Specify a validity period for the certificate.
5. Click **Next**.

   A confirmation message is displayed.
6. Click **OK**.

   The scanner is updated.

Note:
*You can check the certificate information from **Network Security** tab > **SSL/TLS** > **Certificate** > **Self-signed Certificate** and click **Confirm**.*

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Configuring a CA Certificate

When you set the CA Certificate, you can validate the path to the CA certificate of the server that the scanner accesses. This can prevent impersonation.

You can obtain the CA Certificate from the Certification Authority where the CA-signed Certificate is issued.

Importing a CA Certificate

Import the CA Certificate to the scanner.

1. Access Web Config and then select the **Network Security** tab > **CA Certificate**.
2. Click **Import**.
3. Specify the CA Certificate you want to import.
4. Click **OK**.

When importing is complete, you are returned to the **CA Certificate** screen, and the imported CA Certificate is displayed.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Deleting a CA Certificate

You can delete the imported CA Certificate.

1. Access Web Config and then select the **Network Security** tab > **CA Certificate**.
2. Click **Delete** next to the CA Certificate that you want to delete.
3. Confirm that you want to delete the certificate in the message displayed.
4. Click **Reboot Network**, and then check that the deleted CA Certificate is not listed on the updated screen.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

SSL/TLS Communication with the Scanner

When the server certificate is set using SSL/TLS (Secure Sockets Layer/Transport Layer Security) communication to the scanner, you can encrypt the communication path between computers. Do this if you want to prevent remote and unauthorized access.

Configuring Basic SSL/TLS Settings

If the scanner supports the HTTPS server feature, you can use an SSL/TLS communication to encrypt communications. You can configure and manage the scanner using Web Config while ensuring security.

Configure encryption strength and redirect feature.

1. Access Web Config and select the **Network Security** tab > **SSL/TLS** > **Basic**.
2. Select a value for each item.
   - ❏ Encryption Strength
     Select the level of encryption strength.
   - ❏ Redirect HTTP to HTTPS
     Redirect to HTTPS when HTTP is accessed.
3. Click **Next**.
   A confirmation message is displayed.

4. Click **OK**.

   The scanner is updated.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Configuring a Server Certificate for the Scanner

1. Access Web Config and select the **Network Security** tab > **SSL/TLS** > **Certificate**.
2. Specify a certificate to use on **Server Certificate**.
   - ❏ Self-signed Certificate

     A self-signed certificate has been generated by the scanner. If you do not obtain a CA-signed certificate, select this.
   - ❏ CA-signed Certificate

     If you obtain and import a CA-signed certificate in advance, you can specify this.
3. Click **Next**.

   A confirmation message is displayed.
4. Click **OK**.

   The scanner is updated.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37
➡ "Configuring a CA-signed Certificate" on page 98
➡ "Configuring a CA Certificate" on page 102

Encrypted Communication Using IPsec/IP Filtering

About IPsec/IP Filtering

You can filter traffic based on IP addresses, services, and port by using IPsec/IP Filtering function. By combining the filtering, you can configure the scanner to accept or block specified clients and specified data. Additionally, you can improve security level by using an IPsec.

Note:
Computers that run Windows Vista or later or Windows Server 2008 or later support IPsec.

Configuring Default Policy

To filter traffic, configure the default policy. The default policy applies to every user or group connecting to the scanner. For more fine-grained control over users and groups of users, configure group policies.

1. Access Web Config and then select the **Network Security** tab > **IPsec/IP Filtering** > **Basic**.
2. Enter a value for each item.
3. Click **Next**.

   A confirmation message is displayed.
4. Click **OK**.

   The scanner is updated.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Default Policy Settings

Default Policy

Items	Settings and Explanation
IPsec/IP Filtering	You can enable or disable an IPsec/IP Filtering feature.

❑ **Access Control**

Configure a control method for traffic of IP packets.

Items	Settings and Explanation
Permit Access	Select this to permit configured IP packets to pass through.
Refuse Access	Select this to refuse configured IP packets to pass through.
IPsec	Select this to permit configured IPsec packets to pass through.

❏ **IKE Version**

Select **IKEv1** or **IKEv2** for **IKE Version**. Select one of them according to the device that the scanner is connected to.

❏ IKEv1

The following items are displayed when you select **IKEv1** for **IKE Version**.

Items	Settings and Explanation
Authentication Method	To select **Certificate**, you need to obtain and import a CA-signed certificate in advance.
Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
Confirm Pre-Shared Key	Enter the key you configured for confirmation.

❏ IKEv2

The following items are displayed when you select **IKEv2** for **IKE Version**.

Items		Settings and Explanation
Local	Authentication Method	To select **Certificate**, you need to obtain and import a CA-signed certificate in advance.
	ID Type	If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the scanner.
	ID	Enter the scanner's ID that matches the type of ID. You cannot use "@", "#", and "=" for the first character. **Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=". **IP Address** : Enter IPv4 or IPv6 format. **FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.). **Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@". **Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters.
	Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
	Confirm Pre-Shared Key	Enter the key you configured for confirmation.

Items		Settings and Explanation
Remote	Authentication Method	To select **Certificate**, you need to obtain and import a CA-signed certificate in advance.
	ID Type	If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the device that you want to authenticate.
	ID	Enter the scanner's ID that matches the type of ID. You cannot use "@", "#", and "=" for the first character. **Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=". **IP Address** : Enter IPv4 or IPv6 format. **FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.). **Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@". **Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters.
	Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
	Confirm Pre-Shared Key	Enter the key you configured for confirmation.

❏ Encapsulation

If you select **IPsec** for **Access Control**, you need to configure an encapsulation mode.

Items	Settings and Explanation
Transport Mode	If you only use the scanner on the same LAN, select this. IP packets of layer 4 or later are encrypted.
Tunnel Mode	If you use the scanner on the Internet-capable network such as IPsec-VPN, select this option. The header and data of the IP packets are encrypted. **Remote Gateway(Tunnel Mode)**: If you select **Tunnel Mode** for **Encapsulation**, enter a gateway address between 1 and 39 characters.

❏ Security Protocol

If you select **IPsec** for **Access Control**, select an option.

Items	Settings and Explanation
ESP	Select this to ensure the integrity of an authentication and data, and encrypt data.
AH	Select this to ensure the integrity of an authentication and data. Even if encrypting data is prohibited, you can use IPsec.

❏ **Algorithm Settings**

It is recommended that you select **Any** for all settings or select an item other than **Any** for each setting. If you select **Any** for some of the settings and select an item other than **Any** for the other settings, the device may not communicate depending on the other device that you want to authenticate.

Items		Settings and Explanation
IKE	Encryption	Select the encryption algorithm for IKE. The items vary depending on the version of IKE.
	Authentication	Select the authentication algorithm for IKE.
	Key Exchange	Select the key exchange algorithm for IKE. The items vary depending on the version of IKE.
ESP	Encryption	Select the encryption algorithm for ESP. This is available when **ESP** is selected for **Security Protocol**.
	Authentication	Select the authentication algorithm for ESP. This is available when **ESP** is selected for **Security Protocol**.
AH	Authentication	Select the encryption algorithm for AH. This is available when **AH** is selected for **Security Protocol**.

Configuring Group Policy

A group policy is one or more rules applied to a user or user group. The scanner controls IP packets that match with configured policies. IP packets are authenticated in the order of a group policy 1 to 10 then a default policy.

1. Access Web Config and then select the **Network Security** tab > **IPsec/IP Filtering** > **Basic**.
2. Click a numbered tab you want to configure.
3. Enter a value for each item.
4. Click **Next**.

   A confirmation message is displayed.
5. Click **OK**.

   The scanner is updated.

Group Policy Settings

Items	Settings and Explanation
Enable this Group Policy	You can enable or disable a group policy.

Access Control

Configure a control method for traffic of IP packets.

Items	Settings and Explanation
Permit Access	Select this to permit configured IP packets to pass through.
Refuse Access	Select this to refuse configured IP packets to pass through.
IPsec	Select this to permit configured IPsec packets to pass through.

Local Address (Scanner)

Select an IPv4 address or IPv6 address that matches your network environment. If an IP address is assigned automatically, you can select **Use auto-obtained IPv4 address**.

Note:
If an IPv6 address is assigned automatically, the connection may be unavailable. Configure a static IPv6 address.

Remote Address(Host)

Enter a device's IP address to control access. The IP address must be 43 characters or less. If you do not enter an IP address, all addresses are controlled.

Note:
If an IP address is assigned automatically (e.g., assigned by DHCP), the connection may be unavailable. Configure a static IP address.

Method of Choosing Port

Select a method to specify ports.

❏ Service Name

If you select **Service Name** for **Method of Choosing Port**, select an option.

❏ Transport Protocol

If you select **Port Number** for **Method of Choosing Port**, you need to configure an encapsulation mode.

Items	Settings and Explanation
Any Protocol	Select this to control all protocol types.
TCP	Select this to control data for unicast.
UDP	Select this to control data for broadcast and multicast.
ICMPv4	Select this to control ping command.

❏ Local Port

If you select **Port Number** for **Method of Choosing Port** and if you select **TCP** or **UDP** for **Transport Protocol**, enter port numbers to control receiving packets, separating them with commas. You can enter 10 port numbers at the maximum.

Example: 20,80,119,5220

If you do not enter a port number, all ports are controlled.

❏ Remote Port

If you select **Port Number** for **Method of Choosing Port** and if you select **TCP** or **UDP** for **Transport Protocol**, enter port numbers to control sending packets, separating them with commas. You can enter 10 port numbers at the maximum.

Example: 25,80,143,5220

If you do not enter a port number, all ports are controlled.

IKE Version

Select **IKEv1** or **IKEv2** for **IKE Version**. Select one of them according to the device that the scanner is connected to.

❏ IKEv1

The following items are displayed when you select **IKEv1** for **IKE Version**.

Items	Settings and Explanation
Authentication Method	If you select **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy.
Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
Confirm Pre-Shared Key	Enter the key you configured for confirmation.

❏ IKEv2

The following items are displayed when you select **IKEv2** for **IKE Version**.

Items		Settings and Explanation
Local	Authentication Method	If you select **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy.
	ID Type	If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the scanner.
	ID	Enter the scanner's ID that matches the type of ID. You cannot use "@", "#", and "=" for the first character. **Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=". **IP Address** : Enter IPv4 or IPv6 format. **FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.). **Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@". **Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters.
	Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
	Confirm Pre-Shared Key	Enter the key you configured for confirmation.
Remote	Authentication Method	If you select **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy.
	ID Type	If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the device that you want to authenticate.
	ID	Enter the scanner's ID that matches the type of ID. You cannot use "@", "#", and "=" for the first character. **Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=". **IP Address** : Enter IPv4 or IPv6 format. **FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.). **Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@". **Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters.
	Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
	Confirm Pre-Shared Key	Enter the key you configured for confirmation.

Encapsulation

If you select **IPsec** for **Access Control**, you need to configure an encapsulation mode.

Items	Settings and Explanation
Transport Mode	If you only use the scanner on the same LAN, select this. IP packets of layer 4 or later are encrypted.
Tunnel Mode	If you use the scanner on the Internet-capable network such as IPsec-VPN, select this option. The header and data of the IP packets are encrypted. **Remote Gateway(Tunnel Mode)**: If you select **Tunnel Mode** for **Encapsulation**, enter a gateway address between 1 and 39 characters.

Security Protocol

If you select **IPsec** for **Access Control**, select an option.

Items	Settings and Explanation
ESP	Select this to ensure the integrity of an authentication and data, and encrypt data.
AH	Select this to ensure the integrity of an authentication and data. Even if encrypting data is prohibited, you can use IPsec.

Algorithm Settings

It is recommended that you select **Any** for all settings or select an item other than **Any** for each setting. If you select **Any** for some of the settings and select an item other than **Any** for the other settings, the device may not communicate depending on the other device that you want to authenticate.

Items		Settings and Explanation
IKE	Encryption	Select the encryption algorithm for IKE. The items vary depending on the version of IKE.
	Authentication	Select the authentication algorithm for IKE.
	Key Exchange	Select the key exchange algorithm for IKE. The items vary depending on the version of IKE.
ESP	Encryption	Select the encryption algorithm for ESP. This is available when **ESP** is selected for **Security Protocol**.
	Authentication	Select the authentication algorithm for ESP. This is available when **ESP** is selected for **Security Protocol**.
AH	Authentication	Select the encryption algorithm for AH. This is available when **AH** is selected for **Security Protocol**.

Combination of Local Address (Scanner) and Remote Address(Host) on Group Policy

	Setting of Local Address (Scanner)		
	IPv4	IPv6*2	Any addresses*3

Setting of Remote Address(Host)	IPv4*1	✓	–	✓
	IPv6*1*2	–	✓	✓
	Blank	✓	✓	✓

*1 If **IPsec** is selected for **Access Control**, you cannot specify in a prefix length.

*2 If **IPsec** is selected for **Access Control**, you can select a link-local address (fe80::) but group policy will be disabled.

*3 Except IPv6 link local addresses.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

References of Service Name on Group Policy

Note:
Unavailable services are displayed but cannot be selected.

Service name	Protocol type	Local port number	Remote port number	Features controlled
Any	–	–	–	All services
ENPC	UDP	3289	Any port	Searching for a scanner from applications such as Epson Device Admin and the a scanner driver
SNMP	UDP	161	Any port	Acquiring and configuring MIB from applications such as Epson Device Admin and the Epson scanner driver
WSD	TCP	Any port	5357	Controlling WSD
WS-Discovery	UDP	3702	Any port	Searching for WSD scanners
Network Scan	TCP	1865	Any port	Forwarding scanned data from Document Capture Pro
Network Push Scan	TCP	Any port	2968	Acquiring job information for push scanning from Document Capture Pro
Network Push Scan Discovery	UDP	2968	Any port	Searching for a computer from scanner
FTP Data (Remote)	TCP	Any port	20	FTP client (forwarding scanned data) However this can control only an FTP server that uses remote port number 20.
FTP Control (Remote)	TCP	Any port	21	FTP client (controlling forwarded scanned data)
CIFS (Remote)	TCP	Any port	445	CIFS client (forwarding scanned data to a folder)

Service name	Protocol type	Local port number	Remote port number	Features controlled
NetBIOS Name Service (Remote)	UDP	Any port	137	CIFS client (forwarding scanned data to a folder)
NetBIOS Datagram Service (Remote)	UDP	Any port	138	
NetBIOS Session Service (Remote)	TCP	Any port	139	
HTTP (Local)	TCP	80	Any port	HTTP(S) server (forwarding data of Web Config and WSD)
HTTPS (Local)	TCP	443	Any port	
HTTP (Remote)	TCP	Any port	80	HTTP(S) client (updating the firmware and the root certificate)
HTTPS (Remote)	TCP	Any port	443	

Configuration Examples of IPsec/IP Filtering

Receiving IPsec packets only

This example is to configure a default policy only.

Default Policy:

- ❏ **IPsec/IP Filtering**: **Enable**
- ❏ **Access Control**: **IPsec**
- ❏ **Authentication Method**: **Pre-Shared Key**
- ❏ **Pre-Shared Key**: Enter up to 127 characters.

Group Policy: Do not configure.

Receiving scanning data and scanner settings

This example allows communications of scanning data and scanner configuration from specified services.

Default Policy:

- ❏ **IPsec/IP Filtering**: **Enable**
- ❏ **Access Control**: **Refuse Access**

Group Policy:

- ❏ **Enable this Group Policy**: Check the box.
- ❏ **Access Control**: **Permit Access**
- ❏ **Remote Address(Host)**: IP address of a client
- ❏ **Method of Choosing Port**: **Service Name**
- ❏ **Service Name**: Check the box of **ENPC**, **SNMP**, **HTTP (Local)**, **HTTPS (Local)** and **Network Scan**.

Receiving access from a specified IP address only

This example allows a specified IP address to access the scanner.

Default Policy:

❏ **IPsec/IP Filtering**: **Enable**

❏ **Access Control**: **Refuse Access**

Group Policy:

❏ **Enable this Group Policy**: Check the box.

❏ **Access Control**: **Permit Access**

❏ **Remote Address(Host)**: IP address of an administrator's client

Note:
Regardless of policy configuration, the client will be able to access and configure the scanner.

Configuring a Certificate for IPsec/IP Filtering

Configure the Client Certificate for IPsec/IP Filtering. When you set it, you can use the certificate as an authentication method for IPsec/IP Filtering. If you want to configure the certification authority, go to **CA Certificate**.

1. Access Web Config and then select the **Network Security** tab > **IPsec/IP Filtering** > **Client Certificate**.

2. Import the certificate in **Client Certificate**.

   If you have already imported a certificate published by a Certification Authority, you can copy the certificate and use it in IPsec/IP Filtering. To copy, select the certificate from **Copy From**, and then click **Copy**.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

➡ "Configuring a CA-signed Certificate" on page 98

➡ "Configuring a CA Certificate" on page 102

Connecting the Scanner to an IEEE802.1X Network

Configuring an IEEE802.1X Network

When you set IEEE802.1X to the scanner, you can use it on the network connected to a RADIUS server, a LAN switch with authentication function, or an access point.

1. Access Web Config and then select the **Network Security** tab > **IEEE802.1X** > **Basic**.

2. Enter a value for each item.

   If you want to use the scanner on a Wi-Fi network, click **Wi-Fi Setup** and select or enter an SSID.

   Note:
   You can share settings between Ethernet and Wi-Fi.

3. Click **Next**.

   A confirmation message is displayed.

4. Click **OK**.

   The scanner is updated.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

IEEE802.1X Network Setting Items

Items	Settings and Explanation	
IEEE802.1X (Wired LAN)	You can enable or disable settings of the page (**IEEE802.1X** > **Basic**) for IEEE802.1X (Wired LAN).	
IEEE802.1X (Wi-Fi)	The connection status of IEEE802.1X (Wi-Fi) is displayed.	
Connection Method	The connection method of a current network is displayed.	
EAP Type	Select an option for an authentication method between the scanner and a RADIUS server.	
	EAP-TLS	You need to obtain and import a CA-signed certificate.
	PEAP-TLS	
	PEAP/MSCHAPv2	You need to configure a password.
	EAP-TTLS	
User ID	Configure an ID to use for an authentication of a RADIUS server. Enter 1 to 128 1-byte ASCII (0x20 to 0x7E) characters.	
Password	Configure a password to authenticate the scanner. Enter 1 to 128 1-byte ASCII (0x20 to 0x7E) characters. If you are using a Windows server as a RADIUS server, you can enter up to 127 characters.	
Confirm Password	Enter the password you configured for confirmation.	
Server ID	You can configure a server ID to authenticate with a specified RADIUS server. Authenticator verifies whether a server ID is contained in the subject/subjectAltName field of a server certificate that is sent from a RADIUS server or not. Enter 0 to 128 1-byte ASCII (0x20 to 0x7E) characters.	
Certificate Validation (Wired LAN)	If you want to perform **Certificate Validation** using **IEEE802.1X (Wired LAN)**, select **Enable**. If you select Enable, see the related information and import the **CA Certificate**. Note that Certificate Validation is always enabled in IEEE802.1X (Wi-Fi). Be sure to import the CA Certificate.	
Anonymous Name	If you select **PEAP-TLS** or **PEAP/MSCHAPv2** for **EAP Type**, you can configure an anonymous name instead of a user ID for a phase 1 of a PEAP authentication. Enter 0 to 128 1-byte ASCII (0x20 to 0x7E) characters.	

Items	Settings and Explanation	
Encryption Strength	You can select one of the followings.	
	High	AES256/3DES
	Middle	AES256/3DES/AES128/RC4

Related Information

➡ "Configuring a CA Certificate" on page 102

Configuring a Certificate for IEEE802.1X

Configure the Client Certificate for IEEE802.1X. When you set it, you can use **EAP-TLS** and **PEAP-TLS** as an authentication method of IEEE802.1x. If you want to configure the certification authority certificate, go to **CA Certificate**.

1. Access Web Config and then select the **Network Security** tab > **IEEE802.1X** > **Client Certificate**.
2. Enter a certificate in the **Client Certificate**.

   If you have already imported a certificate published by a Certification Authority, you can copy the certificate and use it in IEEE802.1X. To copy, select the certificate from **Copy From**, and then click **Copy**.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Solving Problems for Advanced Security

Restoring the Security Settings

When you establish a highly secure environment such as IPsec/IP Filtering, you may not be able to communicate with devices because of incorrect settings or trouble with the device or server. In this case, restore the security settings in order to make settings for the device again or to allow you temporary use.

Disabling the Security Function Using Web Config

You can disable IPsec/IP Filtering using Web Config.

1. Access Web Config and select the **Network Security** tab > **IPsec/IP Filtering** > **Basic**.
2. Disable the **IPsec/IP Filtering**.

Problems Using Network Security Features

Forgot a Pre–shared Key

Re-configure a pre-shared key.

To change the key, access Web Config and select the **Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Default Policy** or **Group Policy**.

When you change the pre-shared key, configure the pre-shared key for computers.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37
➡ "Encrypted Communication Using IPsec/IP Filtering" on page 104

Cannot Communicate with IPsec Communication

Specify the algorithm that the scanner or the computer does not support.

The scanner supports the following algorithms. Check the settings of the computer.

Security Methods	Algorithms
IKE encryption algorithm	AES-CBC-128, AES-CBC-192, AES-CBC-256, AES-GCM-128*, AES-GCM-192*, AES-GCM-256*, 3DES
IKE authentication algorithm	SHA-1, SHA-256, SHA-384, SHA-512, MD5
IKE key exchange algorithm	DH Group1, DH Group2, DH Group5, DH Group14, DH Group15, DH Group16, DH Group17, DH Group18, DH Group19, DH Group20, DH Group21, DH Group22, DH Group23, DH Group24, DH Group25, DH Group26, DH Group27*, DH Group28*, DH Group29*, DH Group30*
ESP encryption algorithm	AES-CBC-128, AES-CBC-192, AES-CBC-256, AES-GCM-128, AES-GCM-192, AES-GCM-256, 3DES
ESP authentication algorithm	SHA-1, SHA-256, SHA-384, SHA-512, MD5
AH authentication algorithm	SHA-1, SHA-256, SHA-384, SHA-512, MD5

*available for IKEv2 only

Related Information

➡ "Encrypted Communication Using IPsec/IP Filtering" on page 104

Cannot Communicate Suddenly

The IP address of the scanner has been changed or cannot be used.

When the IP address registered to the local address on Group Policy has been changed or cannot be used, IPsec communication cannot be performed. Disable IPsec using the scanner's control panel.

If the DHCP is out of date, rebooting or the IPv6 address is out of date or has not been obtained, then the IP address registered for the scanner's Web Config (**Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Group Policy** > **Local Address (Scanner)**) may not be found.

Use a static IP address.

The IP address of the computer has been changed or cannot be used.

When the IP address registered to the remote address on Group Policy has been changed or cannot be used, IPsec communication cannot be performed.

Disable IPsec using the scanner's control panel.

If the DHCP is out of date, rebooting or the IPv6 address is out of date or has not been obtained, then the IP address registered for the scanner's Web Config (**Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Group Policy** > **Remote Address(Host)**) may not be found.

Use a static IP address.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

➡ "Encrypted Communication Using IPsec/IP Filtering" on page 104

Cannot Connect After Configuring IPsec/IP Filtering

The settings of IPsec/IP Filtering are incorrect.

Disable IPsec/IP filtering from the scanner's control panel. Connect the scanner and computer and make the IPsec/IP Filtering settings again.

Related Information

➡ "Encrypted Communication Using IPsec/IP Filtering" on page 104

Cannot Access the Device after Configuring IEEE802.1X

The settings of IEEE802.1X are incorrect.

Disable IEEE802.1X and Wi-Fi from the scanner's control panel. Connect the scanner and a computer, and then configure IEEE802.1X again.

Related Information

➡ "Configuring an IEEE802.1X Network" on page 115

Problems on Using a Digital Certificate

Cannot Import a CA-signed Certificate

CA-signed Certificate and the information on the CSR do not match.

If the CA-signed Certificate and CSR do not have the same information, the CSR cannot be imported. Check the following:

❏ Are you trying to import the certificate to a device that does not have the same information?
Check the information of the CSR and then import the certificate to a device that has the same information.

❏ Did you overwrite the CSR saved into the scanner after sending the CSR to a certificate authority?
Obtain the CA-signed certificate again with the CSR.

CA-signed Certificate is more than 5KB.

You cannot import a CA-signed Certificate that is more than 5KB.

The password for importing the certificate is incorrect.

Enter the correct password. If you forget the password, you cannot import the certificate. Re-obtain the CA-signed Certificate.

Related Information

➡ "Importing a CA-signed Certificate" on page 100

Cannot Update a Self-Signed Certificate

The Common Name has not been entered.

Common Name must be entered.

Unsupported characters have been entered to Common Name.

Enter between 1 and 128 characters of either IPv4, IPv6, host name, or FQDN format in ASCII (0x20-0x7E).

A comma or space is included in the common name.

If a comma is entered, the **Common Name** is divided at that point. If only a space is entered before or after a comma, an error occurs.

Related Information

➡ "Updating a Self-signed Certificate" on page 102

Cannot Create a CSR

The Common Name has not been entered.

The **Common Name** must be entered.

Unsupported characters have been entered to Common Name, Organization, Organizational Unit, Locality, and State/Province.

Enter characters of either IPv4, IPv6, host name, or FQDN format in ASCII (0x20-0x7E).

A comma or space is included in the Common Name.

If a comma is entered, the **Common Name** is divided at that point. If only a space is entered before or after a comma, an error occurs.

Related Information

➡ "Obtaining a CA-signed Certificate" on page 98

Warning Relating to a Digital Certificate Appears

Messages	Cause/What to do
Enter a Server Certificate.	**Cause:** You have not selected a file to import. **What to do:** Select a file and click **Import**.
CA Certificate 1 is not entered.	**Cause:** CA certificate 1 is not entered and only CA certificate 2 is entered. **What to do:** Import CA certificate 1 first.
Invalid value below.	**Cause:** Unsupported characters are contained in the file path and/or password. **What to do:** Make sure that the characters are entered correctly for the item.
Invalid date and time.	**Cause:** Date and time for the scanner have not been set. **What to do:** Set date and time using Web Config or EpsonNet Config.
Invalid password.	**Cause:** The password set for CA certificate and entered password do not match. **What to do:** Enter the correct password.

Messages	Cause/What to do
Invalid file.	**Cause:** You are not importing a certificate file in X509 format. **What to do:** Make sure that you are selecting the correct certificate sent by a trusted certificate authority.
	Cause: The file you have imported is too large. The maximum file size is 5KB. **What to do:** If you select the correct file, the certificate might be corrupted or fabricated.
	Cause: The chain contained in the certificate is invalid. **What to do:** For more information on the certificate, see the website of the certificate authority.
Cannot use the Server Certificates that include more than three CA certificates.	**Cause:** The certificate file in PKCS#12 format contains more than 3 CA certificates. **What to do:** Import each certificate as converting from PKCS#12 format to PEM format, or import the certificate file in PKCS#12 format that contains up to 2 CA certificates.
The certificate has expired. Check if the certificate is valid, or check the date and time on the product.	**Cause:** The certificate is out of date. **What to do:** ❏ If the certificate is out of date, obtain and import the new certificate. ❏ If the certificate is not out of date, make sure the scanner's date and time are set correctly.
Private key is required.	**Cause:** There is no paired private key with the certificate. **What to do:** ❏ If the certificate is the PEM/DER format and it is obtained from a CSR using a computer, specify the private key file. ❏ If the certificate is the PKCS#12 format and it is obtained from a CSR using a computer, create a file that contains the private key.
	Cause: You have re-imported the PEM/DER certificate obtained from a CSR using Web Config. **What to do:** If the certificate is the PEM/DER format and it is obtained from a CSR using Web Config, you can only import it once.

Messages	Cause/What to do
Setup failed.	**Cause:** Cannot finish the configuration because the communication between the scanner and computer failed or the file cannot be read by some errors. **What to do:** After checking the specified file and communication, import the file again.

Related Information

➡ "About Digital Certification" on page 98

Delete a CA-signed Certificate by Mistake

There is no backup file for the CA-signed certificate.

If you have the backup file, import the certificate again.

If you obtain a certificate using a CSR created from Web Config, you cannot import a deleted certificate again. Create a CSR and obtain a new certificate.

Related Information

➡ "Importing a CA-signed Certificate" on page 100

➡ "Deleting a CA-signed Certificate" on page 101

Using Epson Open Platform

Epson Open Platform Overview. 125

Configuring Epson Open Platform. 125

Validating Epson Open Platform. 125

Epson Open Platform Overview

Epson Open Platform is a platform that allows you to use authentication systems with this scanner.

It can be used with Epson Print Admin (Epson Authentication System) or a third-party authentication system. You can acquire logs by device and user, configure devices that users and groups can use, set limits for functions, and more.

If you connect an authentication device, you can also perform user authentication using the ID card.

Configuring Epson Open Platform

Enable Epson Open Platform so that you can use the device from the authentication system.

1. Obtain a product key from the dedicated website.

   See the Epson Open Platform manual for more details, such as how to obtain the product key.

2. Access Web Config, and then select the **Epson Open Platform** tab > **Product Key or License Key**.

3. Check and configure each item.

   ❏ Serial Number

   The serial number of the device is displayed.

   ❏ Epson Open Platform Version

   Select the version of Epson Open Platform. The corresponding version varies depending on the authentication system.

   ❏ Product Key or License Key

   Enter the product key you obtained.

4. Click **Next**.

   The setting confirmation screen is displayed.

5. Click **OK**.

   The settings are applied to the scanner.

   Note:
   You cannot use Epson Print Admin Serverless when the system is synchronized with Epson Open Platform.

Validating Epson Open Platform

You can check the validity of Epson Open Platform using any of the following methods.

❏ Web Config

A product key has been entered in the **Epson Open Platform** tab > **Product Key or License Key** > **Product Key or License Key**, and the **Epson Open Platform** tab > **Authentication System** is displayed on the left of the menu tree.

❏ Scanner's control panel

Check that the product key is displayed in **Settings** > **Device Information** > **Epson Open Platform Information**.

Mounting an Authentication Device

Connecting Authentication Device. 128

Operation Check for Authentication Device. 128

Confirming the Authentication Card is Recognized. 128

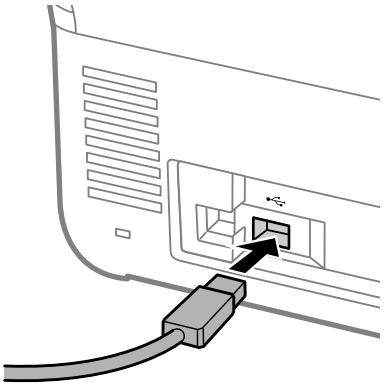
Troubleshooting the Authentication Device. 129

Connecting Authentication Device

Note:
An authentication device is used when using an authentication system.

> ***Important:***
> *When you connect the authentication device to multiple scanners, use a product with the same model number.*

Connect the card reader's USB cable to the external interface USB port on the scanner.



Operation Check for Authentication Device

You can check the connection status and authentication card recognition for the authentication device from the scanner's control panel.

Information is displayed if you select **Settings** > **Device Information** > **Authentication Device Status**.

Confirming the Authentication Card is Recognized

You can check that authentication cards can be recognized by using Web Config.

1. Access Web Config, and then select the **Device Management** tab > **Card Reader**.
2. Hold the authentication card over the authentication card reader.
3. Click **Check**.

   The result is displayed.

Troubleshooting the Authentication Device

Cannot Read the Authentication Card

Check the following.

❏ Check if the authentication device is connected to the scanner correctly.
Connect the authentication device to the external interface USB port on the back of the scanner.

❏ Check that the authentication device and the authentication card are certified.
Contact your dealer for information on supported authentication devices and cards.

Maintenance

Cleaning Outside the Scanner. 131

Cleaning Inside the Scanner. 131

Replacing the Roller Assembly Kit. 136

Resetting the Number of Scans After Replacing the Rollers. 141

Energy Saving. 142

Transporting the Scanner. 142

Backing Up the Settings. 143

Restore Default Settings. 144

Updating Applications and Firmware. 145

Cleaning Outside the Scanner

Wipe off any stains on the outer case with a dry cloth or a cloth dampened with mild detergent and water.

Important:

- ❏ *Never use alcohol, thinner, or any corrosive solvent to clean the scanner. Deformation or discoloration may occur.*
- ❏ *Do not let water get inside the product. This could cause a malfunction to occur.*
- ❏ *Never open the scanner case.*

1. Press the ⏻ button to turn off the scanner.
2. Unplug the AC adapter from the scanner.
3. Clean the outer case with a cloth dampened with mild detergent and water.

   Note:
   Wipe the touchscreen by using a soft, dry cloth.

Cleaning Inside the Scanner

After using the scanner for a while, paper and room dust on the roller or the glass part inside the scanner may cause paper feed or scanned image quality problems. Clean the inside of the scanner every 5,000 scans.

You can check the latest number of scans on the control panel or in the Epson Scan 2 Utility.

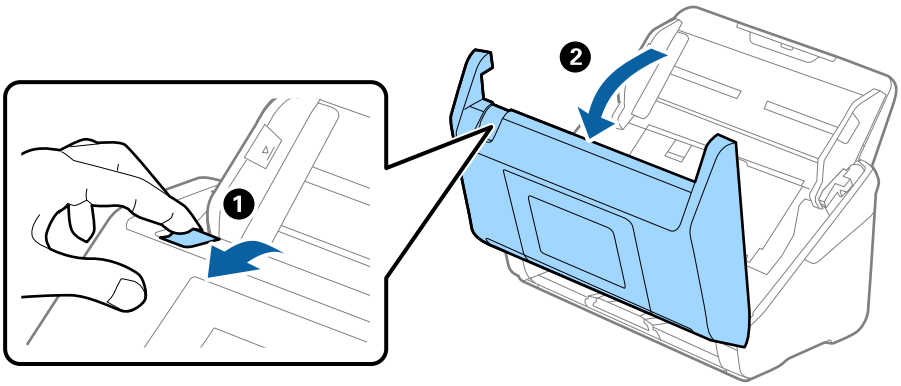
If a surface is stained with a hard-to-remove material, use a genuine Epson cleaning kit to remove the stains. Use a small amount of cleaner on the cleaning cloth to remove the stains.

Important:

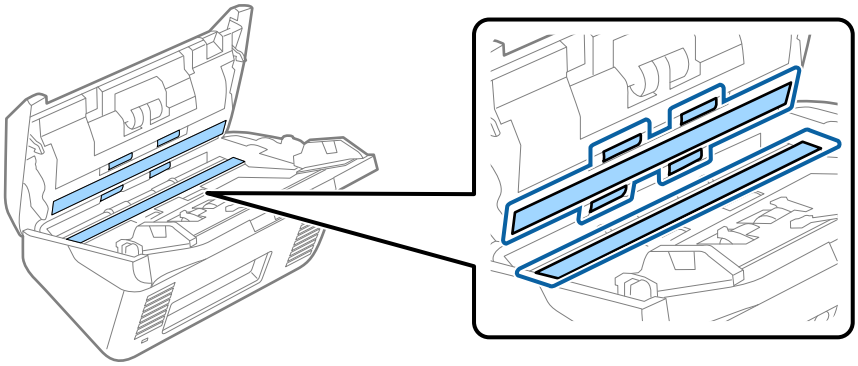
- ❏ *Never use alcohol, thinner, or any corrosive solvent to clean the scanner. Deformation or discoloration may occur.*
- ❏ *Never spray any liquid or lubricant on the scanner. Damage to equipment or circuits may cause abnormal operations.*
- ❏ *Never open the scanner case.*

1. Press the ⏻ button to turn off the scanner.
2. Unplug the AC adapter from the scanner.

3. Pull the lever and open the scanner cover.



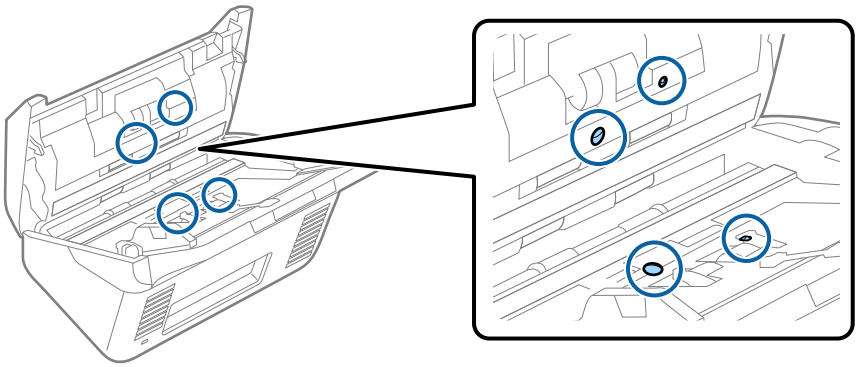
4. Wipe off any stains on the plastic roller (4 locations) and glass surface at the bottom inside of the scanner cover. Wipe with a soft, lint-free cloth dampened with a small amount of dedicated cleaner or water.



Important:

- ❏ *Do not place too much force on the glass surface.*
- ❏ *Do not use a brush or a hard tool. Any scratches on the glass may affect the scan quality.*
- ❏ *Do not spray cleaner directly onto the glass surface.*

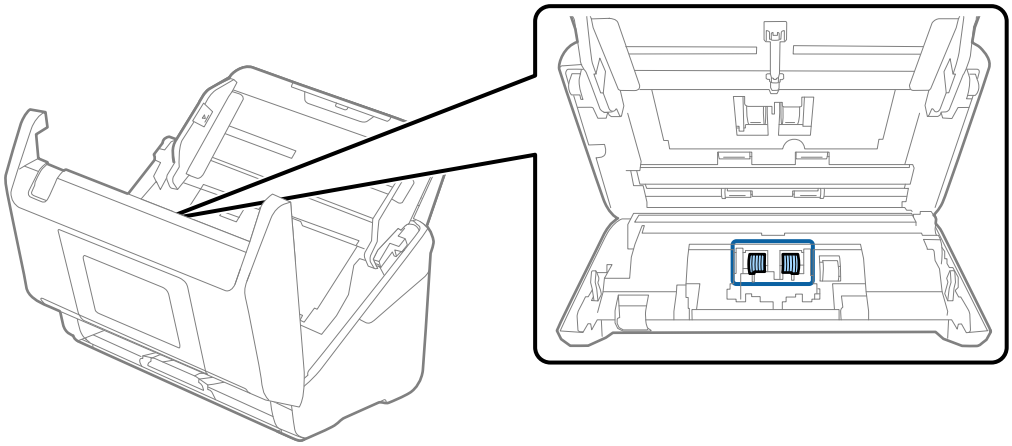
5. Wipe off any stains on the sensors with a cotton swab.



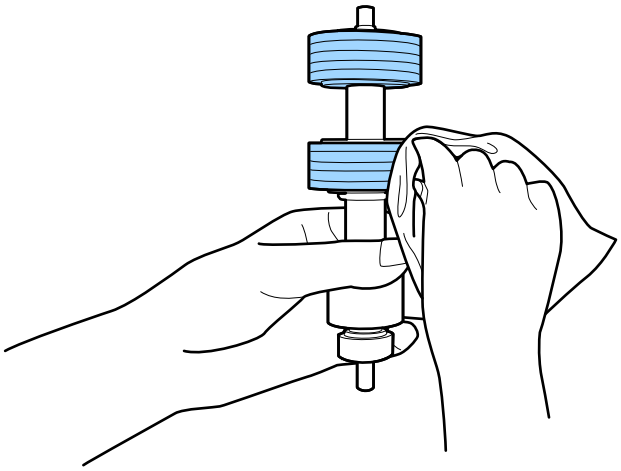
> ***Important:***
> *Do not use liquid such as a cleaner on a cotton swab.*

6. Open the cover, and then remove the separation roller.

   See “Replacing the Roller Assembly Kit” for more details.



7. Wipe the separation roller. Wipe with a soft, lint-free cloth dampened with a small amount of dedicated cleaner or water.



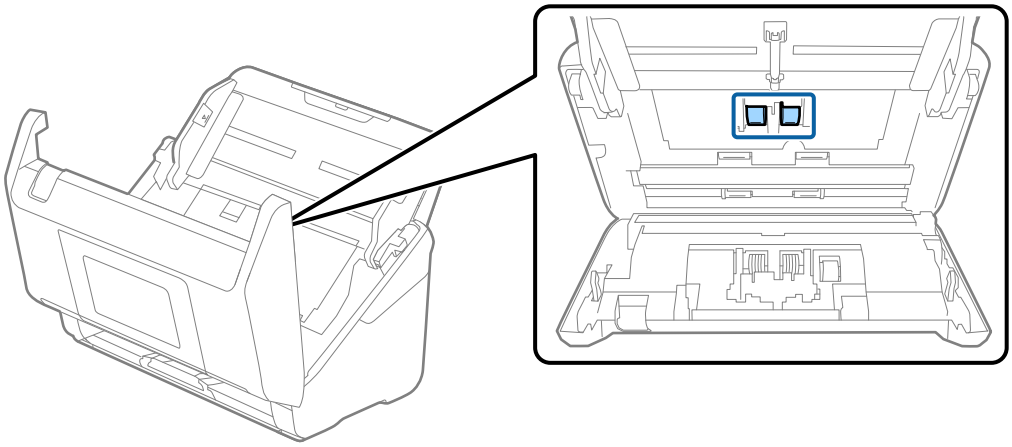
> ***Important:***
> *Use only a genuine Epson cleaning kit or a soft, moist cloth to clean the roller. Using a dry cloth may damage the surface of the roller.*

8. Install the separation roller.

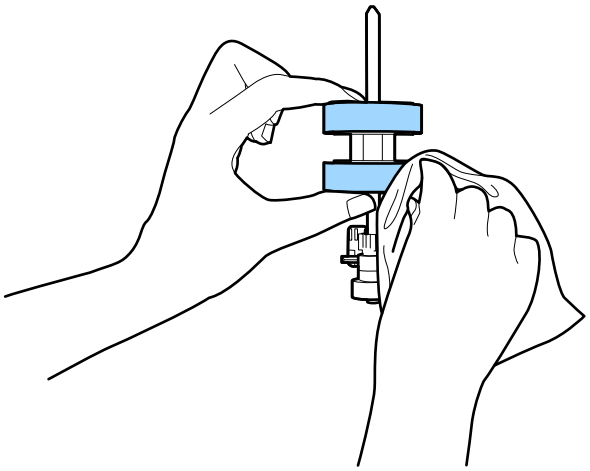
   See “Replacing the Roller Assembly Kit” for more details.

9. Open the cover, and then remove the pickup roller.

   See “Replacing the Roller Assembly Kit” for more details.



10. Wipe the pickup roller. Wipe with a soft, lint-free cloth dampened with a small amount of dedicated cleaner or water.



> ***Important:***
>
> *Use only a genuine Epson cleaning kit or a soft, moist cloth to clean the roller. Using a dry cloth may damage the surface of the roller.*

11. Install the pickup roller.

    See “Replacing the Roller Assembly Kit” for more details.

12. Close the scanner cover.

13. Plug in the AC adapter, and then turn on the scanner.

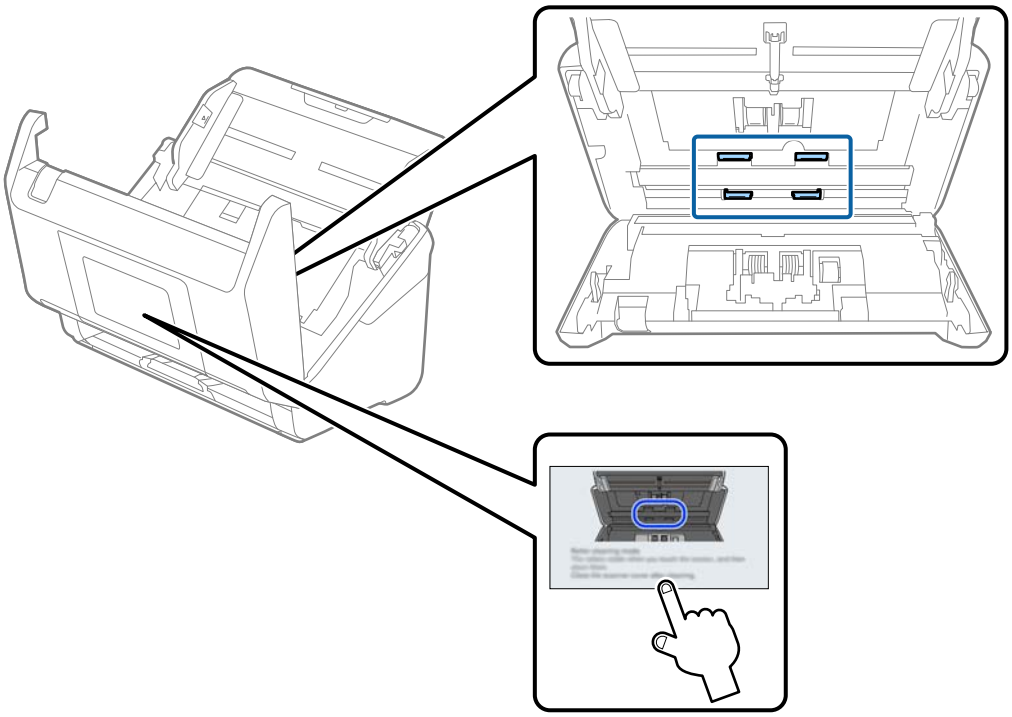
14. Select **Scanner Maintenance** from the home screen.

15. On the **Scanner Maintenance** screen, select **Roller Cleaning**.

16. Pull the lever to open the scanner cover.

    The scanner enters roller cleaning mode.

17. Slowly rotate the rollers at the bottom by tapping anywhere on the LCD. Wipe the surface of the rollers using a genuine Epson cleaning kit or a soft cloth dampened with water. Repeat this until the rollers are clean.



> ***Caution:***
>
> *Be careful not to get your hands or hair caught in the mechanism when operating the roller. This could cause an injury.*

18. Close the scanner cover.

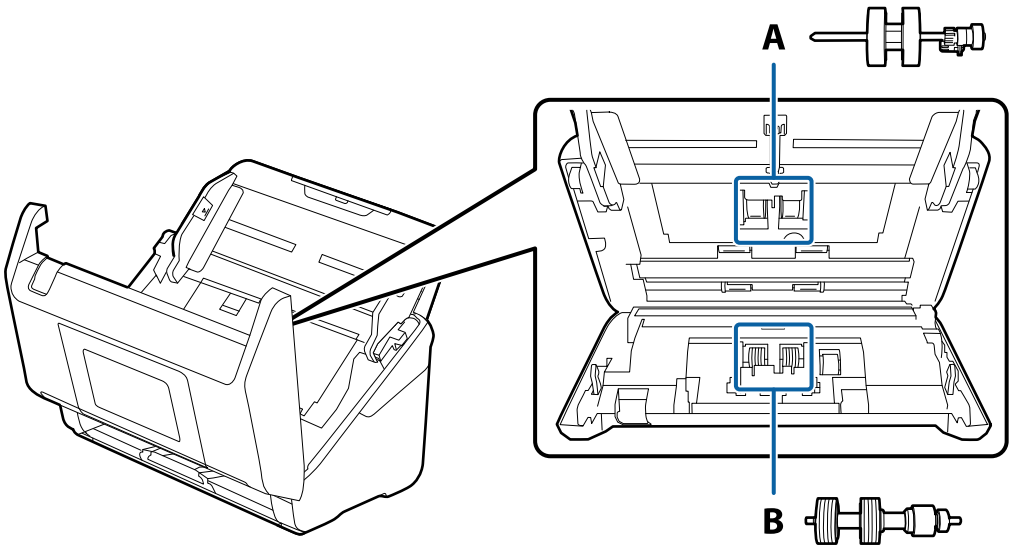
    The scanner exits roller cleaning mode.

Related Information

➡ "Replacing the Roller Assembly Kit" on page 136

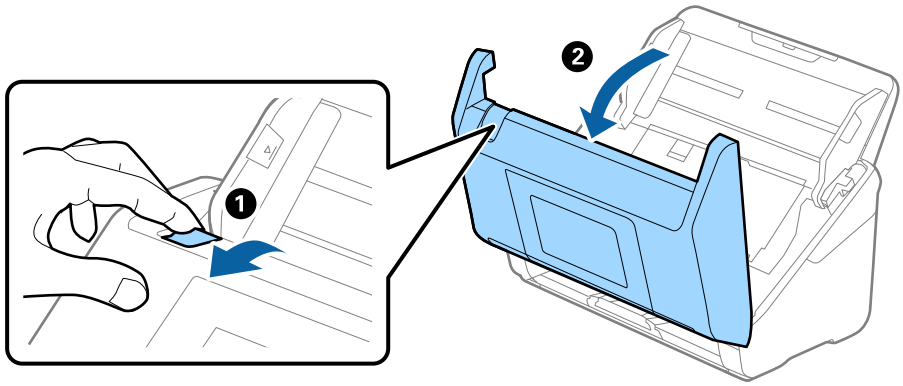
Replacing the Roller Assembly Kit

The roller assembly kit (the pickup roller and the separation roller) needs to be replaced when the number of scans exceeds the life cycle of the rollers. When a replacement message is displayed on the control panel or your computer screen, follow the steps below to replace it.

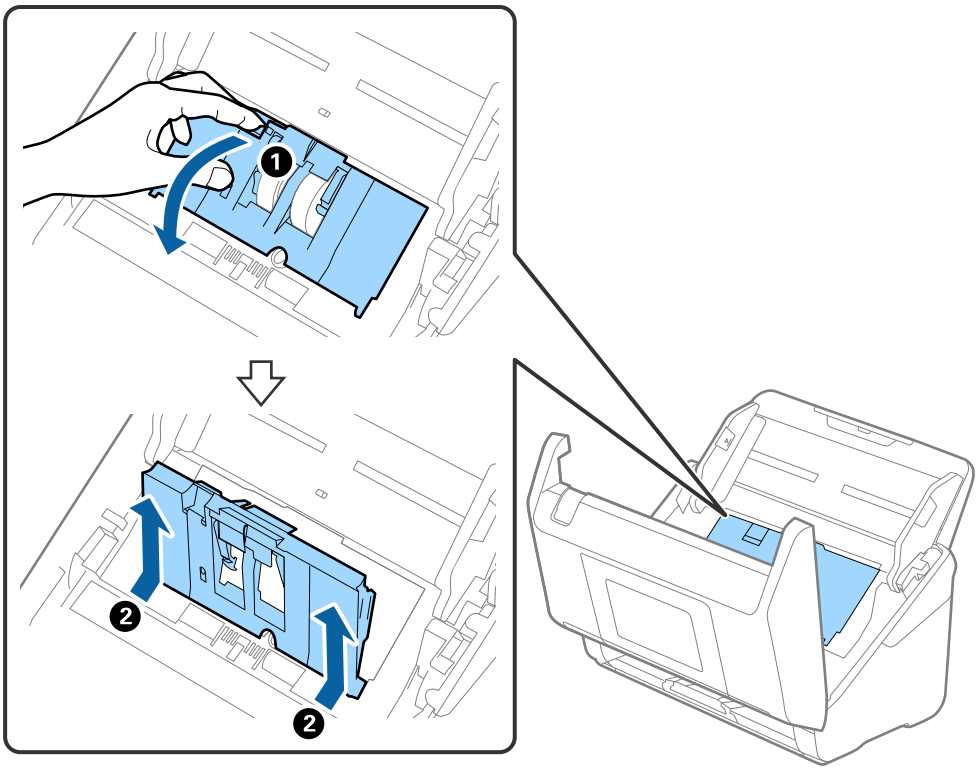


A: pickup roller, B: separation roller

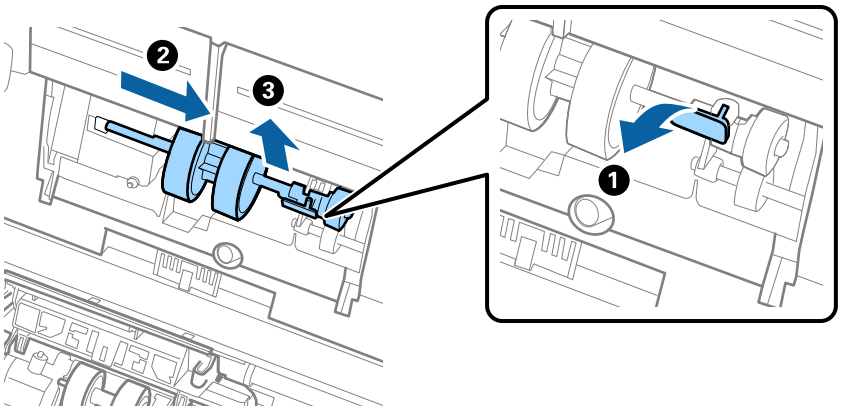
1. Press the ⏻ button to turn off the scanner.
2. Unplug the AC adapter from the scanner.
3. Pull the lever and open the scanner cover.



4. Open the cover of the pickup roller, and then slide and remove it.

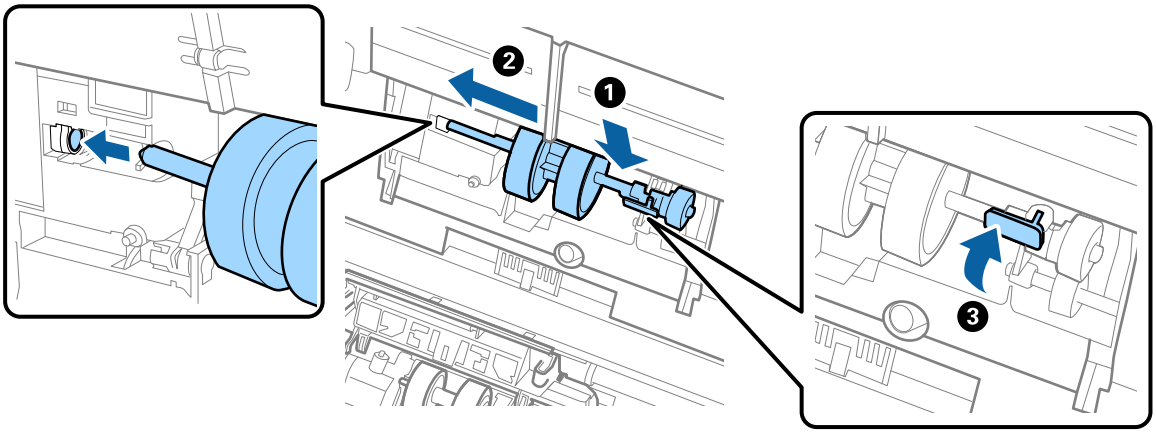


5. Pull down the fixture of the roller axis, and then slide and remove the installed pickup rollers.

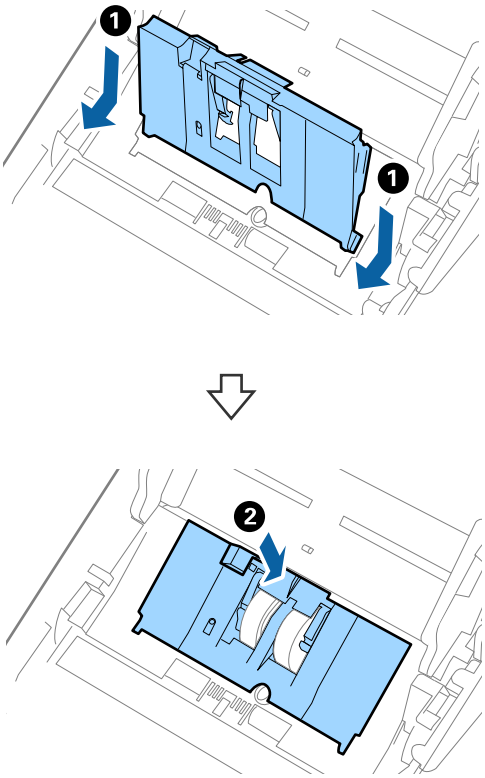


> **Important:**
> *Do not pull out the pickup roller forcibly. This could damage the inside of the scanner.*

6. While holding down the fixture, slide the new pickup roller to the left and insert it into the hole in the scanner. Press the fixture to secure it.

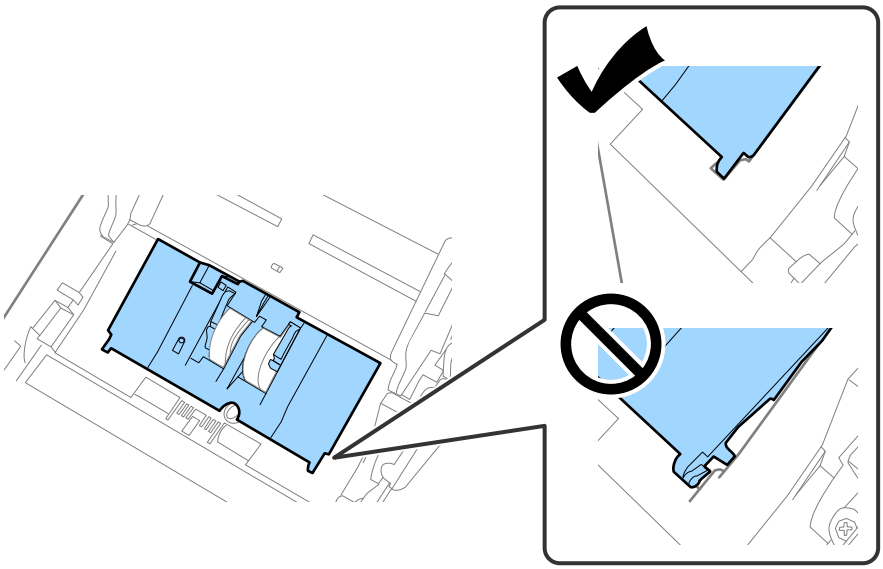


7. Put the edge of the cover of the pickup roller into the groove and slide it. Close the cover firmly.

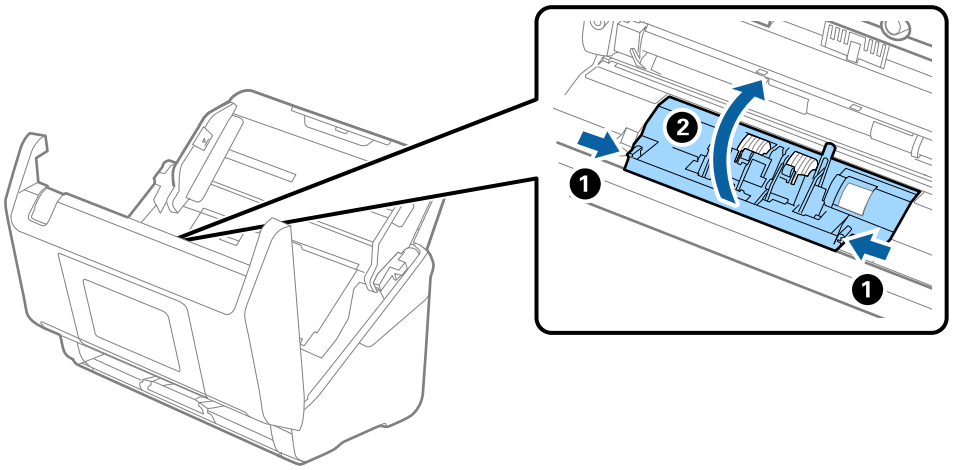


Important:

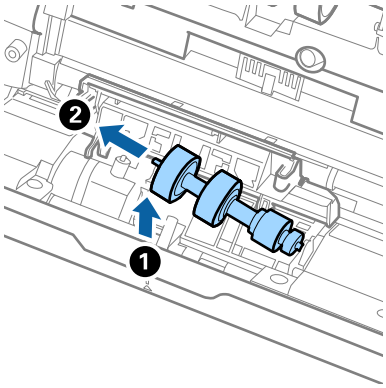
- ❏ *Make sure the pickup cover is closed correctly.*
- ❏ *Make sure the pickup rollers are installed correctly if the cover is hard to close.*
- ❏ *Do not install the cover while it is raised.*



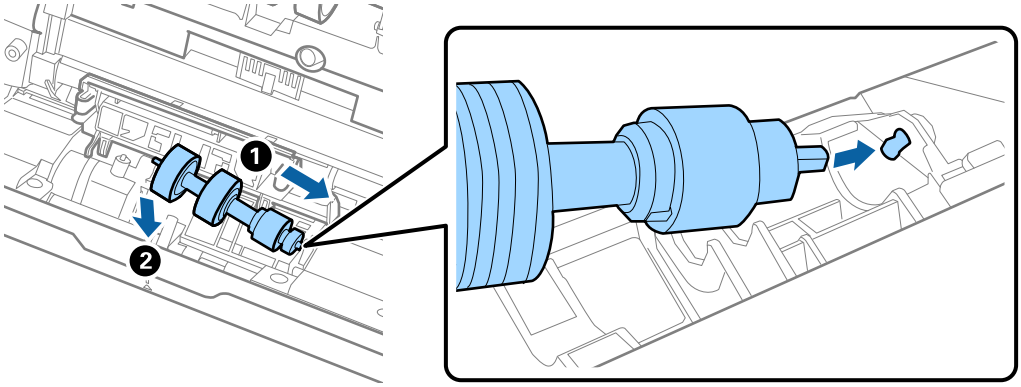
8. Push the hooks on both ends of the separation roller cover to open the cover.



9. Lift the left side of the separation roller, and then slide and remove the installed separation rollers.



10. Insert the new separation roller axis into the hole on the right side, and then lower the roller.



11. Close the separation roller cover.

> ***Important:***
> *If the cover is hard to close, make sure the separation rollers are installed correctly.*

12. Close the scanner cover.

13. Plug in the AC adapter, and then turn on the scanner.

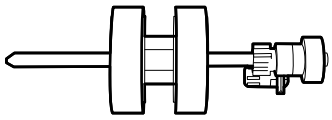
14. Reset the scan number on the control panel.

Note:
Dispose of the pickup roller and the separation roller following the rules and regulations of your local authority. Do not disassemble them.

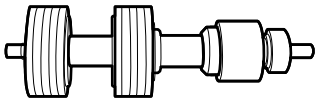
Roller Assembly Kit Codes

Parts (the pickup roller and separation roller) should be replaced when the number of scans exceeds the service number. You can check the latest number of scans on the control panel or in the Epson Scan 2 Utility.

A



B



A: pickup roller, B: separation roller

Part name	Codes	Life cycle
Roller Assembly Kit 2	B12B819711 B12B819721 (India only)	200,000*

* This number was reached by consecutively scanning using Epson test original papers, and is a guide to the replacement cycle. The replacement cycle may vary depending on different paper types, such as paper that generates a lot of paper dust or paper with a rough surface that may shorten the life cycle.

Resetting the Number of Scans After Replacing the Rollers

Reset the number of scans using the control panel or Epson Scan 2 Utility after replacing the roller assembly kit.

This section explains how to reset using the control panel.

1. Tap **Scanner Maintenance** on the home screen.
2. Tap **Roller Replacement**.
3. Tap **Reset the Number of Scans**.
4. Select **Number of Scans After Replacing Roller**, and then tap **Yes**.

Note:
*To reset from the Epson Scan 2 Utility, start the Epson Scan 2 Utility, click the **Counter** tab, and then click **Reset** in **Roller Assembly Kit**.*

Related Information

➡ "Replacing the Roller Assembly Kit" on page 136

Energy Saving

You can save energy by using the sleep mode or auto power off mode when no operations are performed by the scanner. You can set the time period before the scanner enters sleep mode and turns off automatically. Any increase will affect the product's energy efficiency. Please consider the environment before making any changes.

1. Select **Settings** on the home screen.
2. Select **Basic Settings**.
3. Select **Sleep Timer** or **Power Off Settings**, and then make settings.

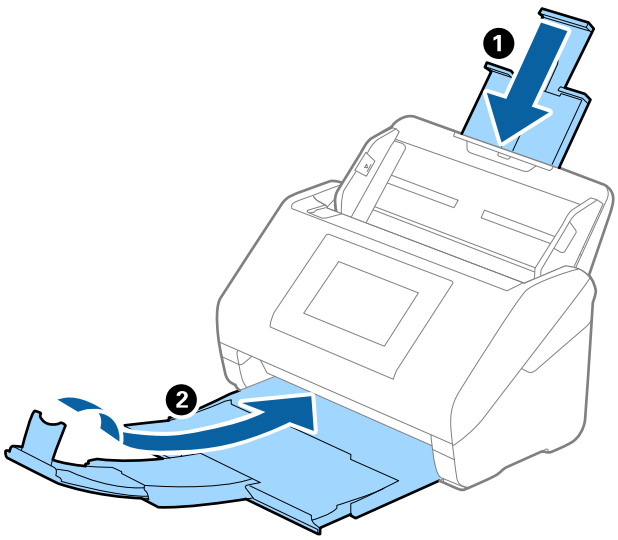
   Note:
   Available features may vary depending on the location of purchase.

Transporting the Scanner

When you need to transport the scanner to move or for repairs, follow the steps below to pack the scanner.

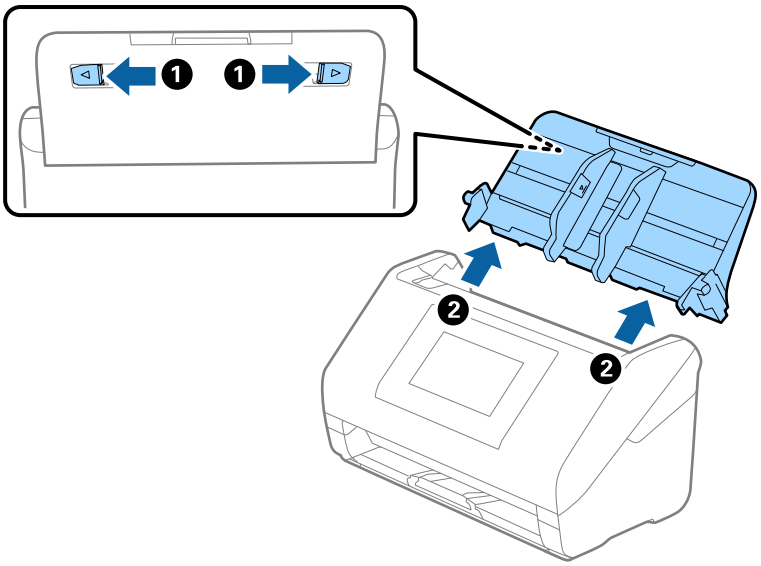
1. Press the ⏻ button to turn off the scanner.
2. Unplug the AC adapter.
3. Remove the cables and the devices.

   Remove the optional or supplied Paper Alignment Plate if attached.
4. Close the input tray extension and output tray.



Important:
Make sure you close the output tray securely; otherwise it may be damaged during transport.

5. Remove the input tray.



6. Attach the packing materials that came with the scanner, and then repack the scanner in its original box or a sturdy box.

Backing Up the Settings

You can export the setting value set from Web Config to the file. You can use it for backing up the contacts, setting values, replacing the scanner, etc.

The exported file cannot be edited because it is exported as a binary file.

Export the settings

Export the setting from the scanner.

1. Access Web Config, and then select the **Device Management** tab > **Export and Import Setting Value** > **Export**.

2. Select the settings that you want to export.

   Select the settings you want to export. If you select the parent category, subcategories are also selected. However, subcategories that cause errors by duplicating within the same network (such as IP addresses and so on) cannot be selected.

3. Enter a password to encrypt the exported file.

   You need the password to import the file. Leave this blank if you do not want to encrypt the file.

4. Click **Export**.

> ***Important:***
> *If you want to export the scanner's network settings such as the device name and IPv6 address, select **Enable to select the individual settings of device** and select more items. Only use the selected values for the replacement scanner.*

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Import the settings

Import the exported Web Config file to the scanner.

> ***Important:***
> *When importing values that include individual information such as a scanner name or IP address, make sure the same IP address does not exist on the same network.*

1. Access Web Config, and then select the **Device Management** tab > **Export and Import Setting Value** > **Import**.
2. Select the exported file, and then enter the encrypted password.
3. Click **Next**.
4. Select the settings that you want to import, and then click **Next**.
5. Click **OK**.

The settings are applied to the scanner.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Restore Default Settings

On the control panel, select **Settings** > **System Administration** > **Restore Default Settings**, and then select the items you want to restore to their defaults.

- ❏ Network Settings: Restore network related settings to their initial status.
- ❏ All Except Network Settings: Restore other settings to their initial status except for network related settings.
- ❏ All Settings: Restore all settings to their initial status when purchased.

> ***Important:***
> *If you select and run **All Settings**, all setting data registered to the scanner including the contacts will be deleted. Deleted settings cannot be restored.*

Note:
You can also make settings on the Web Config.

Device Management** tab > **Restore Default Settings

Updating Applications and Firmware

You may be able to clear certain problems and improve or add functions by updating the applications and the firmware. Make sure you use the latest version of the applications and firmware.

Important:
❏ *Do not turn off the computer or the scanner while updating.*

Note:
*When the scanner can connect to the Internet, you can update the firmware from Web Config. Select the **Device Management** tab > **Firmware Update**, check the displayed message, and then click **Start**.*

1. Make sure that the scanner and the computer are connected, and the computer is connected to the internet.
2. Start EPSON Software Updater, and update the applications or the firmware.

   Note:
   Windows Server operating systems are not supported.

   ❏ Windows 11

   Click the start button, and then select **All apps** > **Epson Software** > **EPSON Software Updater**.

   ❏ Windows 10

   Click the start button, and then select **Epson Software** > **EPSON Software Updater**.

   ❏ Windows 8.1/Windows 8

   Enter the application name in the search charm, and then select the displayed icon.

   ❏ Windows 7

   Click the start button, and then select **All Programs** or **Programs** > **Epson Software** > **EPSON Software Updater**.

   ❏ Mac OS

   Select **Finder** > **Go** > **Applications** > **Epson Software** > **EPSON Software Updater**.

Note:
If you cannot find the application you want to update in the list, you cannot update using the EPSON Software Updater. Check for the latest versions of the applications on your local Epson website.

http://www.epson.com

Updating the Scanner's Firmware using the Control Panel

If the scanner can be connected to the Internet, you can update the scanner's firmware using the control panel. You can also set the scanner to regularly check for firmware updates and notify you if any are available.

1. Select **Settings** on the home screen.

2. Select **System Administration** > **Firmware Update** > **Update**.

   Note:
   *Select **Notification** > **On** to set the scanner to regularly check for available firmware updates.*

3. Check the message displayed on the screen and start searching for available updates.

4. If a message is displayed on the LCD screen informing you that a firmware update is available, follow the on-screen instructions to start the update.

   Important:
   - ❏ *Do not turn off or unplug the scanner until the update is complete; otherwise, the scanner may malfunction.*
   - ❏ *If the firmware update is not completed or is unsuccessful, the scanner does not start up normally and "Recovery Mode" is displayed on the LCD screen the next time the scanner is turned on. In this situation, you need to update the firmware again using a computer. Connect the scanner to the computer with a USB cable. While "Recovery Mode" is displayed on the scanner, you cannot update the firmware over a network connection. On the computer, access your local Epson website, and then download the latest scanner firmware. See the instructions on the website for the next steps.*

Updating Firmware Using Web Config

When the scanner can connect to the Internet, you can update the firmware from Web Config.

1. Access Web Config and select the **Device Management** tab > **Firmware Update**.

2. Click **Start**, and then follow the on-screen instructions.

   The firmware confirmation starts, and the firmware information is displayed if the updated firmware exists.

Note:
You can also update the firmware using Epson Device Admin. You can visually confirm the firmware information on the device list. It is useful when you want to update multiple devices' firmware. See the Epson Device Admin guide or help for more details.

Related Information

➡ "How to Run Web Config in a Web Browser" on page 37

Updating Firmware without Connecting to the Internet

You can download the device's firmware from Epson website on the computer, and then connect the device and the computer by USB cable to update the firmware.

If you cannot update over the network, try this method.

Note:
Before updating, make sure that the scanner driver Epson Scan 2 is installed on your computer. If Epson Scan 2 is not installed, install it again.

1. Check the Epson website for the latest firmware update releases.

   http://www.epson.com

   - ❏ If there is the firmware for your scanner, download it and go to the next step.

❏ If there is no firmware information on the website, you are already using the latest firmware.

2. Connect the computer that contains the downloaded firmware to the scanner by USB cable.
3. Double-click the downloaded .exe file.

   Epson Firmware Updater starts.
4. Follow the on-screen instructions.