

# TM / BA /EU Printer Remote Configuration Tool User's Manual

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## Overview

Provides an overview of Remote Configuration Tool and describes the system requirements.

## Building the Environment

Explains the procedures for building the environment.

## Using the Tool

Provides information necessary for the use of Remote Configuration Tool.

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## For Safety

### Key to Symbols

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

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

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## About this Manual

### Aim of the Manual

This manual presents information that is necessary information for using the Remote Configuration Tool.

### Manual Content

The manual is made up of the following sections:

- Chapter 1      [Overview](#)
- Chapter 2      [Building the Environment](#)
- Chapter 3      [Using the Tool](#)

# Contents

■ For Safety .....	3
Key to Symbols .....	3
■ Restriction of Use .....	3
■ About this Manual .....	3
Aim of the Manual .....	3
Manual Content .....	3
■ Contents .....	4

---

## Overview ..... 5

■ Overview .....	5
■ System Requirements .....	6
Administrator Computer .....	6
Client Computer .....	7

---

## Building the Environment..... 9

■ Building the Environment .....	9
Firewall Settings .....	10

---

## Using the Tool ..... 15

■ Adding a Printer .....	15
■ Deleting a Printer .....	17
■ Changing Printer Settings .....	18
■ Statuses in Simple Viewer .....	19

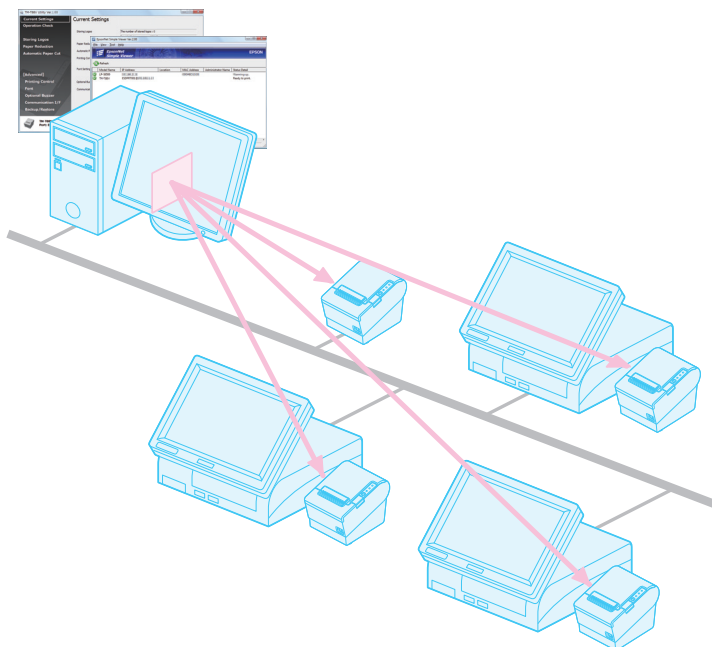
# Overview

This chapter explains the features of Remote Configuration Tool, system requirements, and the procedure for building the environment.

## Overview

Remote Configuration Tool is a function that is used to change settings and monitor the status of printers connected by parallel/serial/USB to client computers (POS and KIOSK terminals) from an administrator computer over the network using EpsonNet Simple Viewer (referred to as "Simple Viewer" in this manual) and a model-specific utility prepared for each TM/BA/EU printer. Printers for which dedicated utilities do not exist can be monitored, but settings cannot be changed.

The printer status can be monitored in a list even when the customer application is running.



# System Requirements

## Administrator Computer

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### ***Support OS***

- ☐ Windows 8 (32 bit / 64 bit)
- ☐ Windows 7 SP1 (32 bit / 64 bit)
- ☐ Windows Vista SP2 (32 bit / 64 bit)
- ☐ Windows XP SP3 (32 bit)
- ☐ Windows Server 2012 (64bit)
- ☐ Windows Server 2008 R2 SP1
- ☐ Windows Server 2008 SP2 (32 bit / 64 bit)
- ☐ Windows Server 2003 SP2 (32 bit)

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### ***Remote Configuration Tool***

- ☐ EpsonNet Simple Viewer Ver. 2.00 or later
- ☐ Model-specific utilities

## Client Computer

### **Support OS**

#### *Windows*

- ☐ Windows 8 (32 bit / 64 bit)
- ☐ Windows 7 SP1 (32 bit / 64 bit)
- ☐ Windows Vista SP2 (32 bit / 64 bit)
- ☐ Windows XP SP3 (32 bit)
- ☐ Windows Server 2012 (64bit)
- ☐ Windows Server 2008 R2 SP1
- ☐ Windows Server 2008 SP2 (32 bit / 64 bit)
- ☐ Windows Server 2003 SP2 (32 bit)
- ☐ Windows Embedded Standard 7 SP1 (32 bit / 64 bit)
- ☐ Windows Embedded POSReady 7 (32 bit / 64 bit)
- ☐ Windows Embedded POSReady 2009
- ☐ Windows Embedded for Point of Service 1.1 SP3

#### *Linux*

- ☐ Open SUSE 11.1 (32 bit / 64 bit)
- ☐ Ubuntu 9.04 (32 bit / 64 bit)

### **Drivers**

To use Remote Configuration Tool, one of the following drivers is required.

- ☐ Advanced Printer Driver Ver 4.09 or later
- ☐ OPOS ADK Ver. 2.66 or later
- ☐ OPOS ADK for .NET Ver. 1.11.9 or later
- ☐ JavaPOS ADK Ver. 1.11.9 or later
- ☐ TM/BA Thermal Linux Driver Ver. 1.0.1.0 or later





# Building the Environment

This chapter explains the procedure for building the environment for Remote Configuration Tool.

## Building the Environment

Follow the steps below to build the environment.



If multiple client computers will be monitored, build the environment on each computer.

### Building the environment on the administrator computer

#### 1. Install the model-specific utilities

Install the model-specific utilities.

For the procedures for installing the model-specific utilities, refer to the user's manual for each utility.



#### 2. Install Simple Viewer

Install Simple Viewer.

For the procedure for installing Simple Viewer, refer to (EpsonNet Simple Viewer User's Manual).



#### 3. Firewall settings ([Page 10](#))

Configure the firewall settings of the administrator computer.



### Building the environment on the client computer

#### 4. Install the driver

Install Advanced Printer Driver, UPOS Driver, or TM/BA Thermal Linux Driver.

For the procedure for installing the driver, refer to (Software User's Manual), (Advanced Printer Driver Ver.4 Install Manual), UPOS Driver's manual, or other respective manual.



#### 5. Firewall settings ([Page 10](#))

Configure the firewall settings of the client computer.

## Firewall Settings

### ***Administrator computer***

In Windows Firewall, check if Simple Viewer has been added as an exception. If you are using the firewall of a commercially available security program, check if Simple Viewer has been added to the applications that are allowed to communicate. If not, Simple Viewer may not be able to communicate with the network and find the printer.

If you are using Windows Firewall, configure the firewall as described below.

#### *Windows 8*

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

#### *Windows 7*

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

### Windows Vista

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

### Windows XP

- 1** Select (Start) - (Control Panel) - (Windows Firewall).
- 2** The “Windows Firewall” window appears. Select the (General) tab and remove the checkmark from (Don’t allow exceptions).
- 3** Select the (Exceptions) tab and select the (EpsonNet Simple Viewer) checkbox in the (Programs and Services) list.  
If Simple Viewer does not appear in the list, add it from the (Add program) button.

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## ***Client Computer***

If Windows Firewall or the firewall of a commercially available security program is enabled, open the TCP2291 port. If this port is not open, it will not be possible to monitor or change settings on the printer. If you are using Windows Firewall, configure the port as described below.

### *Windows 8*

- 1** Select (Desktop) - (Settings) - (Control Panel) - (System and Security) - (Windows Firewall).
- 2** The settings window appears. Select (Turn Windows Firewall on or off) and remove the checkmark from (Block all incoming connections, including those in the list of allowed apps). Click the (OK) button.
- 3** You will return to the settings window. Select (Allow an app or feature through Windows Firewall). Click the (Change settings) button and then the (Allow another app) button.
- 4** The "Add an app" window appears. Click the (Browse) button and select EPuras.exe (For Advanced Printer Driver Ver.4.50 or later, select PCSVC.exe.). Click the (Add) button.
  - EPuras.exe is located in the following directory:  
C:\Program Files\EPSON\EPuras\EPuras.exe
  - PCSVC.exe is located in the following directory:  
C:\Program Files\EPSON\portcommunicationservice\PCSV.exe
- 5** (EPuras) is added to the (Allowed apps and features) list. Click the (OK) button.

*Windows 7*

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

*Windows Vista*

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

Item	Setting
Name	Set any name
Port number	2291
Protocol	TCP

- 5** The port is added to the (Program or port) list. Click the (OK) button.

## Windows XP

- 1** Select (Start) - (Control Panel) - (Windows Firewall).
- 2** The "Windows Firewall" window appears. Select the (General) tab and remove the checkmark from (Don't allow exceptions).
- 3** Select the (Exceptions) tab and click the (Add Port) button.
- 4** The "Add a Port" window appears. Set (Name), (Port number) and (Protocol), and click the (OK) button.

Item	Setting
Name	Set any name
Port number	2291
Protocol	TCP

- 5** The port is added to the (Programs and Services) list.

# Using the Tool

This chapter explains addition/deletion of printers in Simple Viewer, changing printer settings, and status details.

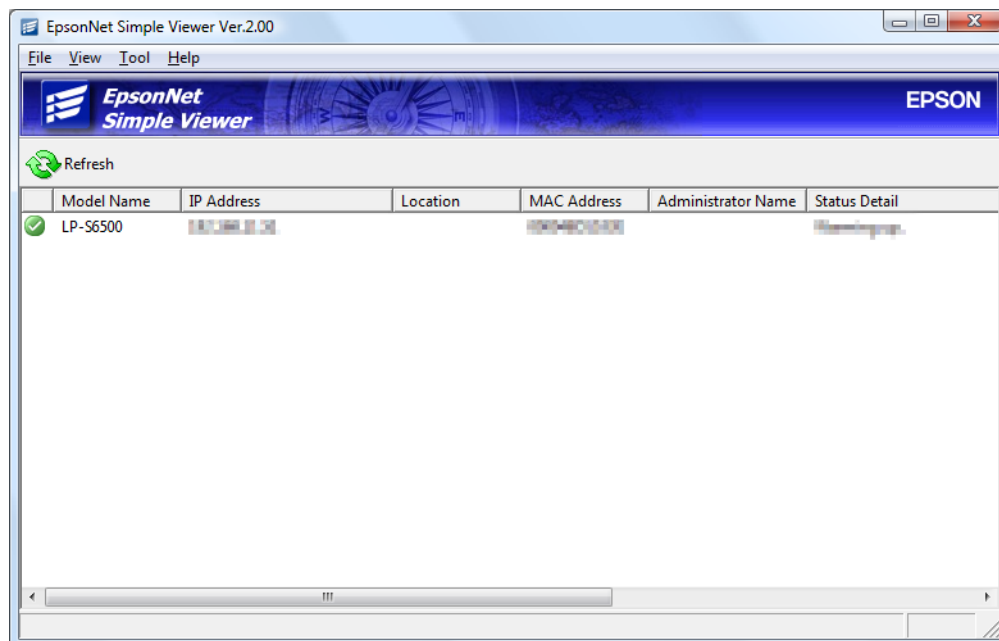
## Adding a Printer

Follow the steps below to start Simple Viewer and add a printer connected to a client computer.



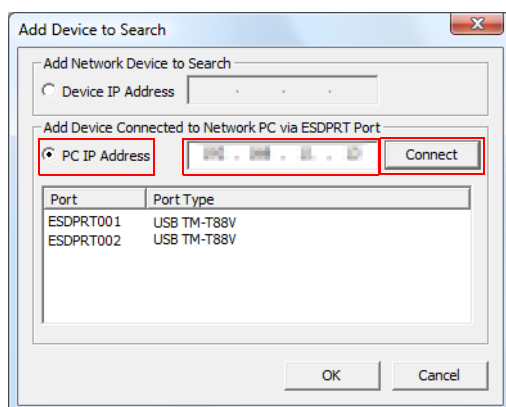
Check the IP address of the client computer before starting this procedure.

- 1** Make sure that the client computer and printer are powered on.
- 2** Select (Start) - (All Programs) - (EpsonNet) - (EpsonNet Simple Viewer) - (EpsonNet Simple Viewer) to start Simple Viewer.
- 3** The “EpsonNet Simple Viewer” window appears. Printers directly connected to the network are automatically searched for and listed.

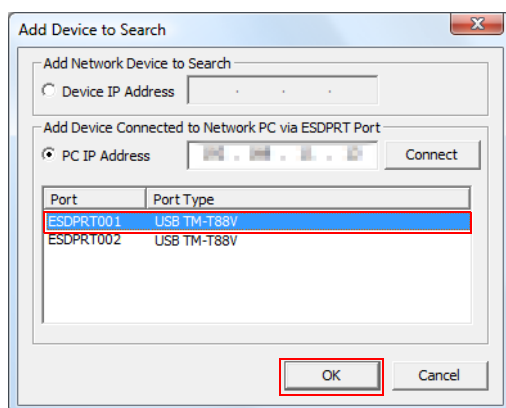


- 4** Add the printer connected to the client computer to the list. Select (Tool) - (Add Device to Search).

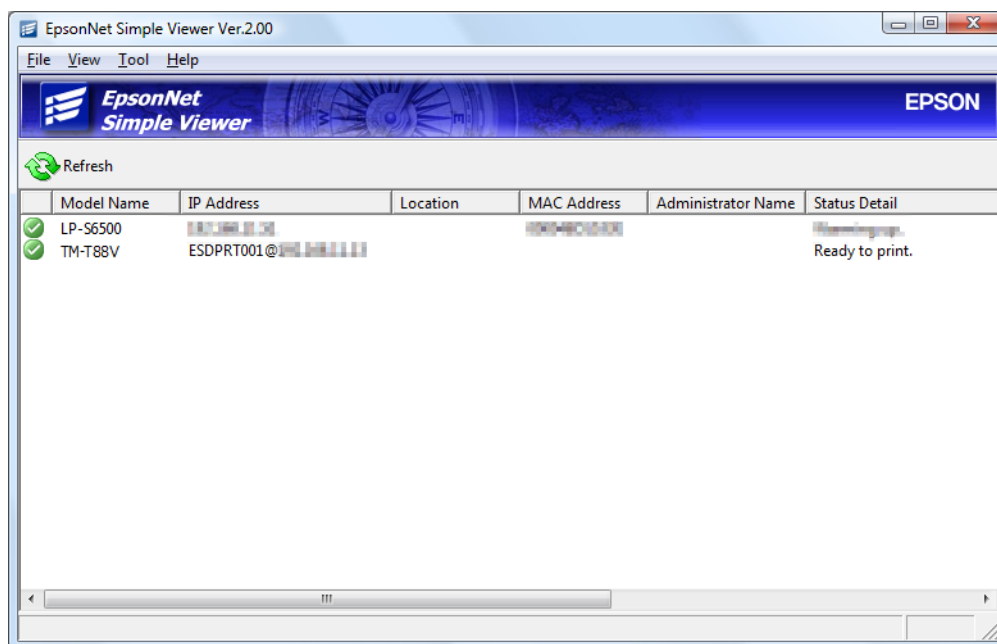
- 5 The (Add Device to Search) window appears. Select (PC IP Address) and enter the IP address of the client computer. After entering the IP address, click the (Connect) button. The printer will appear in the list.



- 6 Select the printer to add and click the (OK) button.



- 7 The printer is added to the model name list window.

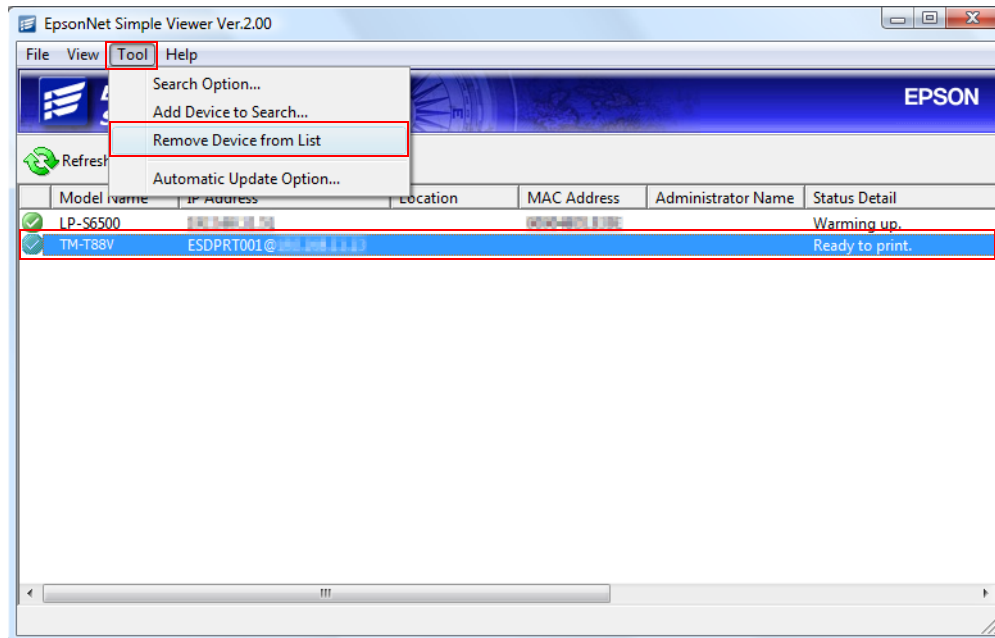




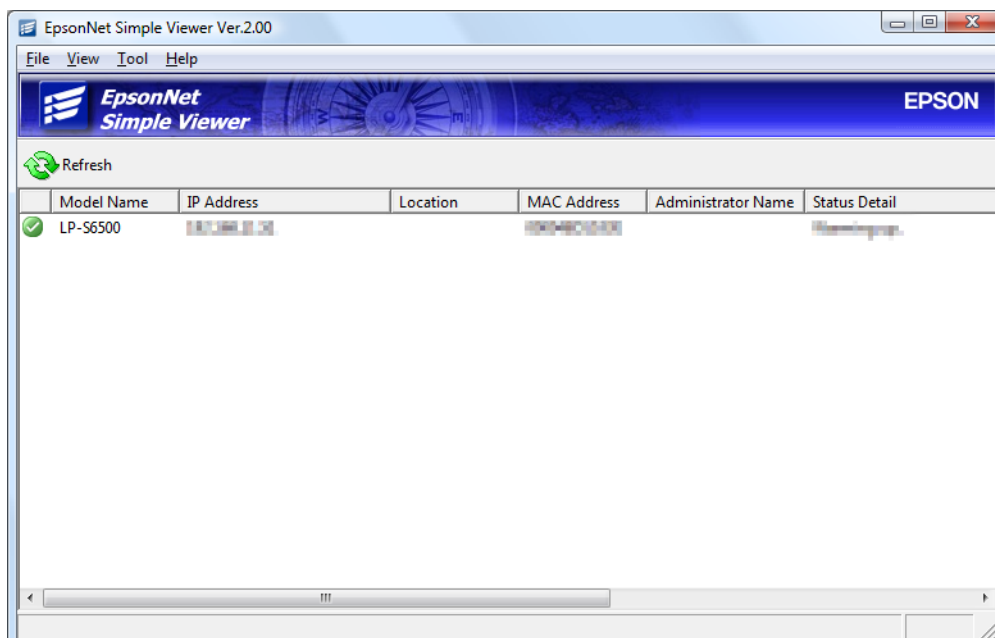
## Deleting a Printer

Follow the steps below to delete a printer from the Simple Viewer model name list.

- 1 Select the printer to delete from the Simple Viewer model name list. After selecting the printer, select (Tool) - (Remove Device from List).

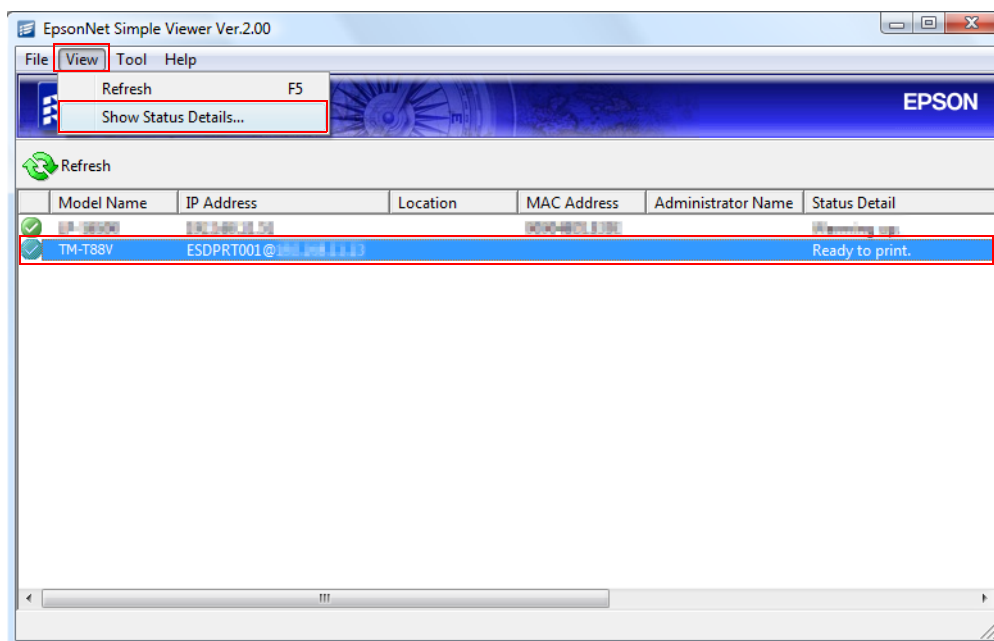


- 2 The printer is deleted from the Simple Viewer model name list.

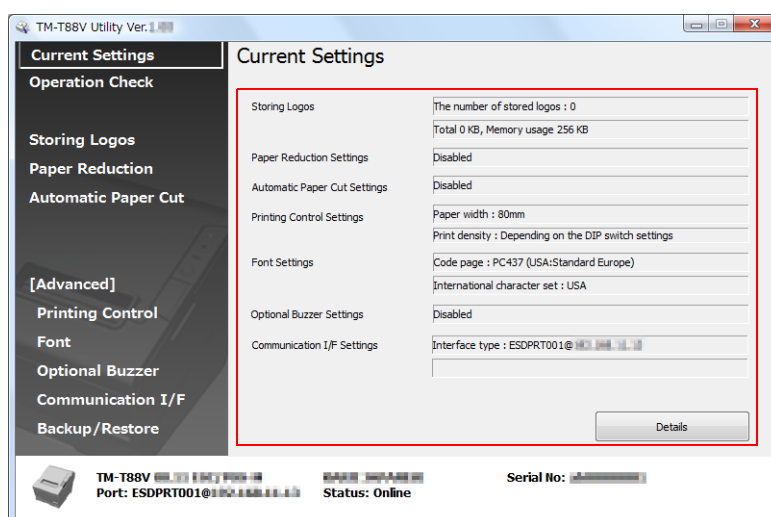


# Changing Printer Settings

- 1 Select the printer whose settings you change from the Simple Viewer model name list. After selecting the printer, select (View) - (Show Status Details).




- 2 The model-specific utility of the selected printer opens. You can check detailed information on the printer and change settings. For details on the settings and how to change them, refer to the user's manual for the utility.  
The following window is for TM-T88 Utility.

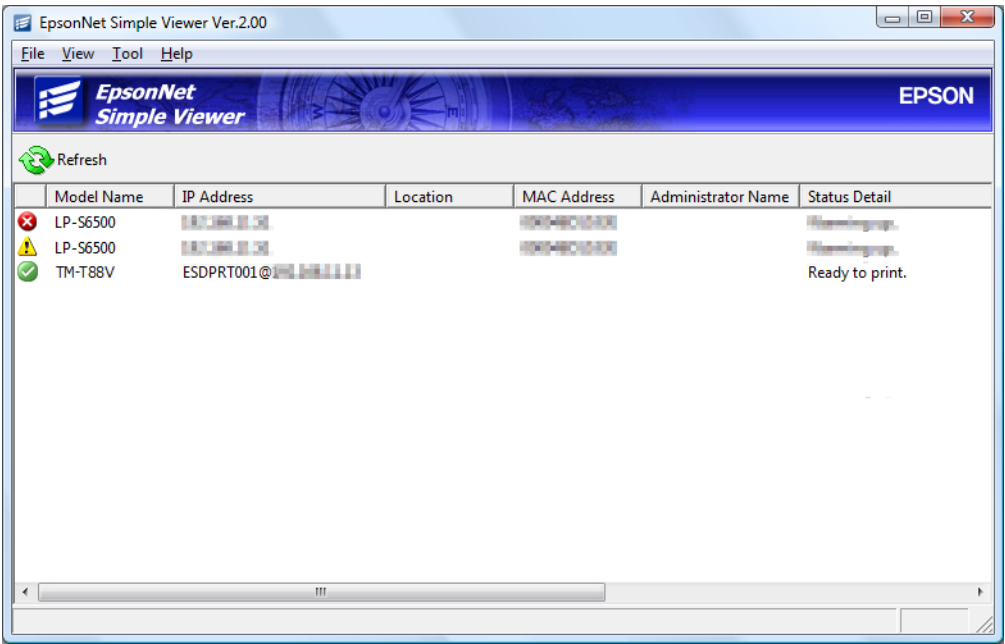





# Statuses in Simple Viewer

When Simple Viewer is started, the screen below appears.  
Printer information is normally not refreshed until the (Refresh) button is clicked. However, the information is automatically refreshed for printers connected via a driver that is supported by Remote Configuration Tool.



The explanation of statuses below applies to the printers connected via a driver that is supported by Remote Configuration Tool. For detailed information on Simple Viewer, refer to (Epson Simple Viewer User's Manual).



Item		Explanation
Icon		Operating normally.
		A warning has occurred. Check the status.
		An error has occurred. Check the status.
Model Name		Indicates the printer model.
IP Address		Indicates port + IP address as stored in the setting file. Example: ESDPRT001@192.168.192.168
Location		Blank
MAC Address		Blank
Administrator Name		Blank

Item	Explanation
Status Detail	<p>Indicates details of the status.</p> <p>One of the following statuses appears.</p> <ul style="list-style-type: none"> <li>• Ready to print.</li> <li>• There is little paper for the receipt.</li> <li>• There is no paper for the receipt.</li> <li>• Error.</li> <li>• Auto-cutter error.</li> <li>• The Fatal error.</li> <li>• Recovering the error.</li> <li>• Printer is offline.</li> <li>• Cover open.</li> <li>• Cannot get the printer status.</li> <li>• Undefined status reply.</li> </ul>