

# Loftware Cloud How to register Epson ColorWorks printers as a cloud printer

# About This Manual

# Aim of the Manual

This manual is intended to provide information required for Loftware Cloud users.

## Illustrations

Unless otherwise noted, illustrations of CW-C8000 Series are used in this manual. They may look slightly different from your printer.

# Contents

| 🗅 About This Manual                          | 3      |
|--|--------|
| Aim of the Manual                            |        |
|  | 3<br>۸ |
|  | 4      |
| Using Loftware's Loftware Cloud              | 5      |
| Registering a Printer (Web Config)           | 6      |
| 🗆 Registering a Printer (Epson Device Admin) | 14     |
| How to Check the Printer Connection Status   |        |
| Troubleshooting                              | 27     |
| 🗆 Web Config                                 |        |
| How to Start Web Config                      | 29     |
| Epson Device Admin                           |        |

# Using Loftware's Loftware Cloud

Loftware Cloud is a cloud-based label management system from Loftware. The entire process of creating labels, including design, management, data linkage, and printing, can be managed in the cloud. In order to print from Loftware Cloud, the printer must be registered with Loftware Cloud and configured in Web Config or Epson Device Admin.

"Registering a Printer (Web Config)" on page 6 "Registering a Printer (Epson Device Admin)" on page 14

# Registering a Printer (Web Config)

1 **Open Web Config, and log in from the [Log in].** Web Config

| tus Network Security                             |                            |         |   |
|--|----------------------------|---------|---|
| Product Status<br>Vetwork Status<br>Jsage Status | Product Status             |         |   |
|  | English                    |         | • |
|  | Printer Status<br>Avalable |         |   |
|  | BK A                       | C A     |   |
|  | Paper Remaining            |         |   |
|  | Firmware :                 |         |   |
|  | Root Certificate Version   |         |   |
|  | Serial Number              |         |   |
|  | Network MAC Address :      |         |   |
|  | Pata and Tima              | 7-00.00 |   |
|  |                            |         |   |



For details on Web Config, see "Web Config" on page 28.

#### 2 Check the following settings in the [Network] tab.

- IP Address
- Subnet Mask
- Default Gateway
- Primary DNS Server
- Secondary DNS Server
- Proxy Server
- Proxy Server Port Number

#### Web Config

| tatus Print Network | Network Security Product Security Device        | Management Maintenance                     |  |  |  |
|---------------------|---|--|--|--|--|
| Basic<br>Wired LAN  | Basic   |  |  |  |  |
| Loftware Cloud      | Device Name :                                   | EPSONA5C1BA                                |  |  |  |
| »Basic              | Location :                                      |  |  |  |  |
|                     | Note: The values in Device Name and Location    | are applied to multiple network protocols. |  |  |  |
|                     | Obtain IP Address :                             | O Auto  Manual                             |  |  |  |
|                     | Set using BOOTP :                               | Enable Disable                             |  |  |  |
|                     | Set using Automatic Private IP Addressing       | Enable                                     |  |  |  |
|                     | IP Address :                                    | 10.8.100.74                                |  |  |  |
|                     | Subnet Mask :                                   | 296.295.252.0<br>F0.0.100.1                |  |  |  |
|                     | Default Gateway :                               |  |  |  |  |
|                     | Primary DNS Server :                            | EPSONA5C1BA                                |  |  |  |
|                     | Secondary DNS Server :                          |  |  |  |  |
|                     |   |  |  |  |  |
|                     | DNS Host Name :                                 |  |  |  |  |
|                     | DNS Domain Name Setting :                       | O Auto  Manual                             |  |  |  |
|                     | DNS Domain Name :                               |  |  |  |  |
|                     | Register the network interface address to DNS : | O Enable                                   |  |  |  |
|                     | Brown Sopror                                    | Ne a 201 201                               |  |  |  |
|                     | Proxy Server Port Number                        |  |  |  |  |
|                     | Hoxy oches Hore wanted to                       |  |  |  |  |
|                     | Proxy Server Password :                         |  |  |  |  |
|                     | IPv6 Setting :                                  | Enable O Disable                           |  |  |  |
|                     | IPv6 Privacy Extension :                        | C Enable     O Disable                     |  |  |  |
|                     | IPv6 DHCP Server Setting :                      | Do Not Use                                 |  |  |  |
|                     | IPv6 Address :                                  |  |  |  |  |
|                     | IPv6 Address Default Gateway :                  |  |  |  |  |
|                     | IPv6 Link-Local Address :                       | fe80::decd:2fff.fea5:c1ba/64               |  |  |  |
|                     | IPv6 Stateful Address :                         |  |  |  |  |
|                     | IPv6 Stateless Address 1 :                      |  |  |  |  |

#### 3 Open Loftware Control Center and sign in.

Please get the account information to sign in from Loftware company.

4 Select [Printers] in the tree on the left, and then select [Cloud Printers] - [Add]. Loftware Cloud

|        |                | Overv | riew Printers         | Cloud Printers | Computers | Profiles | s Groups     | Driver Packages | Licensed Printe | rs       |              |
|--------|----------------|-------|-----------------------|----------------|-----------|----------|--------------|-----------------|-----------------|----------|--------------|
| 습      | Dashboard      |       |                       |                |           |          |              |                 |                 |          |              |
|        |                | Add   | lete                  |                |           |          |              |                 |                 | Q Search | <b></b>      |
| Ø      | Documents      |       | Name 🕇                |                |           |          | Printer      |                 |                 |          | Status       |
| ۵      | Applications   |       | CLANOPHIS             |                |           |          | Sato CL4NX 2 | 03 dpi          |                 |          | Pending      |
|        | Integrations   |       | <b>IPSONCloudPrin</b> | ter/Test       |           |          | EpsonDemo    |                 |                 |          | Disconnected |
| đ      | Printers       |       | Janez 10              |                |           |          | EpsonDemo    |                 |                 |          | Disconnected |
| Ð      | History        |       | NL.Epson1             |                |           |          | Epson CW-C4  | 000             |                 |          | Disconnected |
| ~      |                |       | NL.JanezZ             |                |           |          | Zebra 200dpi |                 |                 |          | Disconnected |
| 000    | Analytics      |       | NL Printer 1          |                |           |          | EpsonDemo    |                 |                 |          | Disconnected |
| ိုင်စိ | Users          |       | 20620                 |                |           |          | Zebra 300dpi |                 |                 |          | Disconnected |
|        | Administration |       | 21411                 |                |           |          | Zebra 200dpi |                 |                 |          | Disconnected |

5 Set [Name] and [Printer] for the new cloud printer. Loftware Cloud

| Cloud Printer Settings |  |   |
|------------------------|--|---|
| 1Name                  | TEST_CW-C#000                                    |   |
| 2 Printer              | Epson CW-Cellina X                               |   |
| Serial number          |  |   |
|                        | Where can you find your printer's serial number? |   |
| Server URL             | Might, Pageore energy print for exceedabled come | 0 |

- (1) [Name] Enter the name you want to display on Loftware Cloud.
- (2) [Printer] Select the printer to set as a cloud printer.

0

| Printer to be<br>selected | Printer you are using  |
|---------------------------|--|
| Epson CW-C4000            | CW-C4000u, CW-C4000e, CW-C4010, CW-C4020, CW-C4030, CW-C4040, CW-C4050           |
| Epson CW-C6000A           | CW-C6000Au, CW-C6000Ae, CW-C6010A, CW-C6020A, CW-C6030A, CW-C6040A,<br>CW-C6050A |
| Epson CW-C6000P           | CW-C6000Pu, CW-C6000Pe, CW-C6010P, CW-C6020P, CW-C6030P, CW-C6040P, CW-C6050P    |
| Epson CW-C6500A           | CW-C6500Au, CW-C6500Ae, CW-C6510A, CW-C6520A, CW-C6530A, CW-C6540A,<br>CW-C6550A |
| Epson CW-C6500P           | CW-C6500Pu, CW-C6500Pe, CW-C6510P, CW-C6520P, CW-C6530P, CW-C6540P, CW-C6550P    |
| Epson CW-C8000            | CW-C8000u, CW-C8000e, CW-C8010, CW-C8020, CW-C8030, CW-C8040, CW-C8050           |

When you select [Printer], [Serial number] and [Server URL] will appear.

6 Open [Status] - [Product Status] in Web Config, copy the serial number of the printer, and paste it into [Serial number] in Loftware Cloud. Web Config

| Status Netwo                                     | rk Security |                              |                          |                       |   |      |
|--|-------------|------------------------------|--------------------------|-----------------------|---|------|
| Product Status<br>Network Status<br>Usage Status |             | Product                      | Status                   |                       |   |      |
|  |             | English                      |                          |                       |   | ~    |
|  |             | Printer Status<br>Available. |                          |                       |   |      |
|  |             | BK M                         | ▲ SJIC4<br>SJIC4<br>SJMB | 9Р-ВК<br>9Р-М<br>1500 | suic49P-Y<br>C Suic49P-C                                |      |
|  |             | -Paper Remaining             | 2                        |                       |   |      |
|  |             | Firmware                     |                          |                       | 08-00-0.0004  |      |
|  | (           | Serial Number                |                          |                       | (\$21.38.10046  |      |
|  |             | Data and Time -              |                          |                       | 000 A 05 40 14 23 HTC +00 A0                            |      |
| Loftw  | are Cloud   | I                            |                          |                       |   |      |
| Dashboard  | Overview    | Printers                     | Cloud Printe             | Compu                 | uters Profiles Groups Driver Packages Licensed Printers |      |
| Documents  | Add New (   | Cloud Print                  | er                       |                       | Cancel  | Save |
| Applications                                     | Cloud Pri   | nter Settings                |                          |                       |   |      |
| {}   |             |                              |                          | Name                  | Test_CW-C   |      |
|  |             |                              |                          | Printer               | Epson CW-C  |      |
| ' ' Printers                                     |             |                              | Se                       | ial number            |   |      |
| History  |             |                              |                          |                       | Where can you find your printer's senal number?         |      |
| 000<br>Analytics                                 |             |                              |                          | Server URL            | https://wpsoncorp.print.onnicatabel.com                 | Ŋ    |

#### 7 Select [Save]. Loftware Cloud

| Dashboard        | Overview Printers Clou | d Printers Computers            | Profiles Groups Driver P | ackages Licensed Printers |     |        |
|------------------|------------------------|---------------------------------|--------------------------|---------------------------|-----|--------|
| Documents        | Add New Cloud Printer  |                                 |                          |                           |     | Cancel |
| Applications     | Cloud Printer Settings |                                 |                          |                           |     |        |
| { } Integrations | Name                   | Sec.241-2488                    |                          |                           |     |        |
| e Printers       | Printer                | he,/iii-(2010                   |                          |                           | × • |        |
| D History        | Serial number          | 1212030                         |                          |                           |     |        |
| analytics        | 6 mm 101               | Where can you find your printer | (s.serial.number2        |                           |     |        |
| ්දුම් Users      | Server UKL             |                                 |                          |                           |     |        |
| 3 Administration |                        |                                 |                          |                           |     |        |
|                  |                        |                                 |                          |                           |     |        |

#### 8 Select the saved printer from [Cloud Printers].

#### Loftware Cloud

| ଜ                  | Overv | riew Printers Cloud Printers | Computers Profiles | s Groups Driver Packages Licensed   | Printers     |                 |
|--------------------|-------|------------------------------|--------------------|---|--------------|-----------------|
| Denteboent         | Add   | Delete                       |                    |   | Q. Search    | Columns Filters |
| Documents          |       | Name 1                       |                    | Printer   | Status       |                 |
| Applications       |       | 200                          |                    | Several de la constante de la | Disconnected |                 |
| ()<br>Integrations | 1     | Test ON                      |                    | Encore OW   | Banding      | _               |
| Anister.           |       | In cu                        |                    | Ebon Ca   | Persuig      | _               |
| Ð                  |       | Walnut .                     |                    | April 10  | Disconnected |                 |
|                    |       | Walnut.                      |                    | Space (19-2018)   | Disconnected |                 |
| Analytics          |       | 1                            |                    | Append 2010 (1994)  | Disconnected |                 |
| 228<br>Users       |       | 10.0121200                   |                    | 10000 C   | Disconnected |                 |
| -                  |       | 10.00                        |                    | 10000 (Pr. 1018)  | Disconnected |                 |
| Administration     |       | Labolance California         |                    | Apres (19-1003)   | Disconnected |                 |
| Your partner       |       | distant.                     |                    | Name (10) (1000)  | Disconnected |                 |

9 Click the 🛅 button to copy the server URL and paste it into the following field in Web Config.

[Network] - [Loftware Cloud] - [Basic] - [URL]

#### Loftware Cloud

| hboard                             | Overview Print   | ers Cloud Printers Cor | nputers Profiles Groups Driver Packages Licensed Printers        |                                       |
|------------------------------------|------------------|------------------------|--|---------------------------------------|
| 6                                  | Add New Cloud    | Printer                |  | Cancel Save                           |
|                                    | Cloud Printer Se | ttings                 |  |                                       |
| ications                           |                  | Nam                    | e Test_CW-C  |                                       |
| grations                           |                  | Printe                 | r Epson CW-C   | × •                                   |
| inters                             |                  | Serial numbe           | ir 🗌   |                                       |
| story                              |                  |                        | Where can you find your printer's serial number?                 |                                       |
| 000<br>alytics                     |                  | Server UR              | Mps_Dproncepprid_amicabal.com                                    | l l l l l l l l l l l l l l l l l l l |
|                                    |                  |                        |  |                                       |
|                                    |                  |                        |  | T                                     |
|                                    |                  |                        |  | T                                     |
| PSON                               | cw-c             |                        |  | Administrator 02.0                    |
| PSON<br>itatus                     | CW-C             | Network Security Proc  | uuct Security Device Management Maintenance Printer Data Sharing | Administrator og d                    |
| PSON<br>Status<br>Basic<br>Wired L | Print Network    | Network Security Proc  | uct Security Device Management Maintenance Printer Data Sharing  | Administrator 29.4                    |

## 10 Click [OK].

Web Config

|                        |   | 17107611 |
|------------------------|---|----------|
| is Print Netwo         | rk Network Security Product Security Device Management Maintenance Printer Data Sharing |          |
| iske .                 | Loftware Cloud > Basic  |          |
| ed LAN                 | Lottware cloud - Dasic  |          |
| ftware Cloud<br>+Basic | URL: Internet in the second second  |          |
| 20435                  |   |          |
|                        |   |          |
|                        |   |          |
|                        |   |          |
|                        |   |          |
|                        |   |          |
|                        |   |          |
|                        |   |          |
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|                        |   |          |
|                        |   |          |
|                        |   |          |
|                        |   |          |
|                        | Ск  |          |
|                        |   |          |



- 11 If your printer is a CW-C8000 Series, check the connection results displayed on the screen.
  - If the message "Setup complete" is displayed, the printer has been successfully registered.

| EPSON  | CW-     |                  |                  |                   |             |                      |  |
|--|---------|------------------|------------------|-------------------|-------------|----------------------|--|
| Status Print                                   | Network | Network Security | Product Security | Device Management | Maintenance | Printer Data Sharing |  |
| Basic<br>Wired LAN<br>Leftware Cloud<br>*Basic |         | Setup complet    | e Cloud > E      | Basic             |             |                      |  |
|  |         |                  |                  |                   |             |                      |  |
|  |         |                  |                  |                   |             |                      |  |
|  |         |                  |                  |                   |             |                      |  |
|  |         |                  |                  |                   |             |                      |  |

If an error number is displayed, the printer registration has failed.
 Check the solutions listed in "Error Number List (Only for CW-C8000 Series)" on page 26.
 In this example, the error number is 910005.

| us Print Network | Network Security                     | Product Security De         | vice Management Main | tenante Printer Data Sharing |  |
|------------------|--------------------------------------|-----------------------------|----------------------|------------------------------|--|
| asic             | Loftwa                               | re Cloud > Basi             | с                    |                              |  |
| ired LAN         |                                      |                             |                      |                              |  |
| *Basic           | Setup failed.(91)<br>The Proxy Serve | 0005)<br>er is unavailable. |                      |                              |  |
|                  |                                      |                             |                      |                              |  |
|                  |                                      |                             |                      |                              |  |
|                  |                                      |                             |                      |                              |  |
|                  |                                      |                             |                      |                              |  |
|                  |                                      |                             |                      |                              |  |
|                  |                                      |                             |                      |                              |  |
|                  |                                      |                             |                      |                              |  |
|                  |                                      |                             |                      |                              |  |
|                  |                                      |                             |                      |                              |  |
|                  |                                      |                             |                      |                              |  |
|                  |                                      |                             |                      |                              |  |
|                  |                                      |                             |                      |                              |  |
|                  |                                      |                             |                      |                              |  |
|                  |                                      |                             |                      |                              |  |

|                 | Over | view Printers Cloud Printers Computers | Profiles Groups Driver Packages I | Licensed Printers     |
|-----------------|------|--|-----------------------------------|-----------------------|
| Duethoard       | Add  | Delete                                 |                                   | Q. Search. Columns 78 |
| Documents       |      | Name 4                                 | Printer                           | Status                |
| Applications    |      | -                                      | 10.000                            | Disconnected          |
| ()              | 0    |  |                                   |                       |
| Integration     |      | Int_CW                                 | Epson CW                          | Connected             |
| Printers        |      |  |                                   |                       |
| 3)<br>History   |      | St. Spectra                            | 1 mm - 10                         | Disconnected          |
| <b>21</b>       |      | N. Door                                | 10000 (0000)                      | Disconnected          |
| Analytics       |      | 6.0000                                 | Sec. 75-767                       | Disconnected          |
| 28              |      | NAME WORKS                             | 1000                              | Disconnected          |
|                 |      | 140.40                                 | 1 mar 1 h 1 h 1                   | Disconnected          |
| Contrade up and |      | Cold Report (1994)                     | 100000                            | Disconnected          |
| Tour partner    |      | FELTRAM.                               | Appendic Color Color Color        | Disconnected          |

# Registering a Printer (Epson Device Admin)

Open Epson Device Admin, and select [Device Configuration].

**Epson Device Admin** - 0 a 0 Gr View **P**O ٩ 9 Ġ Π. Add Check 5 Options 0 ÷ Ð Edit ۵ 0. 4 General Default Groups
 Default Groups
 Mail Devices (0)
 Mic Onligured Devices (0)
 Mic Onligured Devices (0)
 Mic Warning Devices (3)
 Fore Devices (0)
 Mic Unresponsive Devices (0)
 Mic User Defined Groups EPSON CW-C DC:CD:2F;A5;C1:8A 10,8,100,74 2023/08/03 18:21:45 2023/08/03 9:21:45 158 Manufa IP Address Model Model MAC Address IP Address Last Update Last Update (U Memory ÷ 2 128 10.8 100 7 シアンインクカートリ Connection Network CW-C 00-00-26-45-01-84 Registered D 2023/08/03 18:21:4 4 Re sare Main Uni 06.32.TG25N7 Serial Number Main Unit X836 Status シアンインクカートリッジ交換間近智告 / イエ( Status Status Last Up 2023/08/03 18:21:45 Supplies Last Updated
 Supplies Last Updated
 Cyan Ink 2023/08/03 18:21:45 Level Replace Model Nu Cvan Ink Cartridoe SJIC43P-C Magenta Ink Level Replaceme viel No ta Ink Cartridge SJIC43P-M Devices Yellow Ink 1 / 7 K | Total: 7 - Error: 0 - Warning: 3 - Unresponsive: 0 - Unknown: 0 - Ready: 4 - Not acquired: 0 Configuration • A Internet access



1

For details on Epson Device Admin, see "Epson Device Admin" on page 31. The default administrator password is written next to "PASSWORD" on the password label affixed to the rear or right side of the printer.

#### 2 Check the following settings on the "Device Properties" screen.

- IP Address
- Subnet Mask
- Default Gateway
- Primary DNS Server
- Secondary DNS Server
- Proxy Server
- Proxy Server Port Number

#### [Network] – [TCP/IP] – [Basic]

| Method for Specifying IP Address                  |     |          |     |     |    |   |
|---|-----|----------|-----|-----|----|---|
| () Automatic                                      | ۲   | ) Manual |     |     |    |   |
| Set using BOOTP                                   |     |          |     |     |    |   |
| Set using Automatic Private IP Addressing (APIPA) |     |          |     |     |    |   |
|   |     |          |     |     |    |   |
| IP Address:                                       | 10  |          |     | 100 | 74 |   |
| Subnet Mask:                                      | 295 |          | 255 | 252 |    | ۲ |
| Default Gateway:                                  | 10  |          |     | 100 | 1  | ۲ |
|   |     |          |     |     |    | _ |

#### [Network] – [TCP/IP] – [DNS]

| DNS Server Address Settings Acquire DNS server address automatically |      |        |    |      |  |  |  |  |
|--|------|--------|----|------|--|--|--|--|
| DNS Server Addresses (order of use):  10.0.                          |      |        |    |      |  |  |  |  |
| Add  | Edit | Delete | Up | Down |  |  |  |  |

#### [Network] – [TCP/IP] – [Internet]

| Use proxy server Proxy Server |                                   |
|-------------------------------|-----------------------------------|
| Address:                      | 10.0.                             |
| Port:                         | 8.80                              |
|                               | Acquire from browser information. |

#### 3 Open Loftware Control Center and sign in.

Please get the account information to sign in from Loftware company.

4 Select [Printers] in the tree on the left, and then select [Cloud Printers] - [Add]. Loftware Cloud

| -      |                | Overv | riew Printers         | Cloud Printers | Computers | Profiles | Groups        | Driver Packages | Licensed Printers |              |
|--------|----------------|-------|-----------------------|----------------|-----------|----------|---------------|-----------------|-------------------|--------------|
| 奋      | Dashboard      |       |                       |                |           |          |               |                 |                   |              |
|        |                | Add   | lete                  |                |           |          |               |                 | Q Se              | irch         |
|        | Documents      |       | Name t                |                |           |          | Drintor       |                 |                   | Status       |
| m      |                |       | Ivanie I              |                |           |          | Finiter       |                 |                   | Status       |
|        | Applications   |       | CLENTING              |                |           |          | Sato CL4NX 20 | 13 dpi          |                   | Pending      |
|        | Integrations   |       | <b>EPSONCloudPrin</b> | ter Test       |           |          | EpsonDemo     |                 |                   | Disconnected |
| 8      | Printers       |       | Janez10               |                |           |          | EpsonDemo     |                 |                   | Disconnected |
| D      | History        |       | NL.Epson1             |                |           |          | Epson CW-C40  | 100             |                   | Disconnected |
| -      |                |       | NL.JanezZ             |                |           |          | Zebra 200dpi  |                 |                   | Disconnected |
| 000    | Analytics      |       | NL Printer 1          |                |           |          | EpsonDemo     |                 |                   | Disconnected |
| ိုင်စိ | Users          |       | 20620                 |                |           |          | Zebra 300dpi  |                 |                   | Disconnected |
|        | Administration |       | 21411                 |                |           |          | Zebra 200dpi  |                 |                   | Disconnected |

5 Set [Name] and [Printer] for the new cloud printer. Loftware Cloud

| Cloud Printer Settings |   |     |
|------------------------|---|-----|
| 1Name                  | TEST_CW-C4000   |     |
| 2 Printer              | Epson CW-Cwillio                                      | × • |
| Serial number          |   |     |
|                        | Where can you find your printer's serial number?      |     |
| Server URL             | Migetal Representation of an information and a simple |     |

- (1) [Name] Enter the name you want to display on Loftware Cloud.
- (2) [Printer] Select the printer to set as a cloud printer.

R

| Printer to be<br>selected | Printer you are using  |
|---------------------------|--|
| Epson CW-C4000            | CW-C4000u, CW-C4000e, CW-C4010, CW-C4020, CW-C4030, CW-C4040, CW-C4050           |
| Epson CW-C6000A           | W-C6000Au, CW-C6000Ae, CW-C6010A, CW-C6020A, CW-C6030A, CW-C6040A,<br>CW-C6050A  |
| Epson CW-C6000P           | CW-C6000Pu, CW-C6000Pe, CW-C6010P, CW-C6020P, CW-C6030P, CW-C6040P, CW-C6050P    |
| Epson CW-C6500A           | CW-C6500Au, CW-C6500Ae, CW-C6510A, CW-C6520A, CW-C6530A, CW-C6540A,<br>CW-C6550A |
| Epson CW-C6500P           | W-C6500Pu, CW-C6500Pe, CW-C6510P, CW-C6520P, CW-C6530P, CW-C6540P, CW-C6550P     |
| Epson CW-C8000            | CW-C8000u, CW-C8000e, CW-C8010, CW-C8020, CW-C8030, CW-C8040, CW-C8050           |

When you select [Printer], [Serial number] and [Server URL] will appear.

# 6 Open Epson Device Admin, find the serial number of the printer, and enter it into [Serial number] in Loftware Cloud.

Epson Device Admin



#### Loftware Cloud

| 습                           | Overview  | Printers     | Cloud Printers | Compute  | ers Profiles         | ups           | Driver Packages | Licensed Printers |        |      |
|-----------------------------|-----------|--------------|----------------|----------|----------------------|---------------|-----------------|-------------------|--------|------|
| Dashboard                   | Add New 0 | Cloud Prin   | ter            |          |                      |               |                 |                   | Cancel | Save |
|                             | Cloud Pri | nter Setting | s              |          |                      |               |                 |                   |        |      |
| <pre>{ } Integrations</pre> |           |              |                | Name     | Test_CW-C            |               |                 |                   |        |      |
| Printers                    |           |              |                | Printer  | Epson CW-C4000       |               |                 |                   | ×      | •    |
| History                     |           |              |                |          | Where can you find y | our printer's | serial number?  |                   |        |      |
| 0000<br>Analytics           |           |              | Ser            | rver URL | https://spaarscorp.j |               | last an en      |                   |        | D    |

#### 7 Select [Save]. Loftware Cloud

| Dashboard   | Overview Printers Cloue<br>Add New Cloud Printer | d Printers Computers Profile            | Groups Driver Packages | Licensed Printers | Cance |
|---|--|---|------------------------|-------------------|-------|
| Applications  | Cloud Printer Settings                           |   |                        |                   |       |
| <ul><li>{ ) Integrations</li><li>Printers</li></ul> | Printer  | No./IN COM                              |                        | × •               |       |
| ③ History<br>鎃 Analytics                            | Serial number                                    | Where can you find your printer's seria | Liumber?               |                   |       |
| දියි Users  | Server URL                                       |   |                        |                   | 0     |
| Administration                                      |  |   |                        |                   |       |

8 Select the saved printer from [Cloud Printers].

#### Loftware Cloud

| â              | Overv | iew Printers Cloud Printers Computers Profiles | s Groups Driver Packages Licensed Prin | iters             |
|----------------|-------|--|--|-------------------|
| Destiboerd     | Add   | Delete   |  | Q. Search Filters |
| Documents      |       | Name 🛓   | Printer                                | Status            |
| Applications   |       | Alast.   | New Web                                | Disconnected      |
| 0              | 1     |  |  | 2221              |
| Integrations   |       | Test_CW  | Epson CW                               | Pending           |
| Printers       |       |  |  | 1.201502.015020.4 |
| 3              |       | Watered  | April 10                               | Disconnected      |
| ~              |       | Hubbard  | Span-19-1938                           | Disconnected      |
| Analytics      |       | N.(1998)                                       | Apart (Pr. 10)                         | Disconnected      |
| 298<br>Users   |       | 10.00.00 (0.000)                               | 1944-198                               | Disconnected      |
| \$             |       | 10.00  | Speed Conception                       | Disconnected      |
| Administration |       | Intelligenciated                               | Apres 109-1003                         | Disconnected      |
| Your partner   |       | #Bulance                                       | Apro-10 COM                            | Disconnected      |

#### Click the 📋 button to copy the server URL and paste it into the following field in 9 **Epson Device Admin.**

[Device Configuration] - [Print/Copy] - [Label] - [Loftware Cloud] - [URL]

#### Loftware Cloud

| Dashboard | Overview Printers Cloud Printers | Computer | s Profiles        | Groups         | Driver Packages | Licensed Printers |        |   |      |
|-----------|----------------------------------|----------|-------------------|----------------|-----------------|-------------------|--------|---|------|
| Documents | Add New Cloud Printer            |          |                   |                |                 |                   | Cancel |   | Save |
|           | Cloud Printer Settings           |          |                   |                |                 |                   |        |   |      |
| { }       |                                  | Name     | est_CW-C#000      |                |                 |                   |        |   |      |
|           | р                                | rinter   | pson CW-C4000     |                |                 |                   | ×      | • |      |
| S         | Serial nu                        | imber    |                   |                |                 |                   |        |   |      |
| History   | Serve                            | r URL    | nere can you tind | your printer's | senal number?   |                   |        | ſ | Ø    |
| Analytics |                                  |          |                   |                |                 |                   |        |   |      |
| Epson I   | Device Admin                     |          |                   |                |                 |                   |        |   |      |

#### **Epson Device Admin**

| Configuration Template Properties  |                |                |      |        | <b>`</b> |
|--|----------------|----------------|------|--------|----------|
| Scan to Network Fo   | Loftware Cloud |                |      |        | ^        |
| <ul> <li>Scan to Memory De</li> <li>Scan to Cloud</li> <li>Print / Copy</li> <li>Paper Source</li> <li>Basic</li> <li>User-Defined Paper</li> <li>Auto Select Settings</li> <li>Output destination</li> <li>Print</li> <li>Error</li> <li>Printing Language</li> <li>Piniting Format</li> <li>PDC/PS Environment</li> </ul>  | URL :          | <br>http://••• |      |        |          |
| <ul> <li>ESC/Page Environment</li> <li>PCL Menu</li> <li>ESC/2 Environment</li> <li>FX Environment</li> <li>I239X Environment</li> <li>I239X Environment</li> <li>Opy Operation</li> <li>User adjustment</li> <li>Label</li> <li>Basic</li> <li>Image Quality</li> <li>External I/O Setting:</li> <li>Command Characte</li> <li>Favorite Cettion</li> <li>Settion</li> </ul> |                |                |      |        |          |
| Deselect All   |                |                | Save | Cancel | Help     |

#### 10 Select [Save].

|   |   | Typeser Device Advice  |  |   |
|---|---|--|--|---|
| No Sector Course  | Tendentar Main<br>Series<br>Series<br>Configuration<br>Configuration<br>Configuration | Description of the second seco |  |   |
| <ul> <li>In Orders Organization (III)</li> <li>In New Desci (IIII)</li> <li>In New Desci (IIIII)</li> <li>In New Desci (IIII)</li> <li>In New Desci (IIIII)</li> <li>In New Desci (IIIII)</li> <li>In New Desci (IIIII)&lt;</li></ul> | ber bere ber ber ber ber ber ber ber ber  | an Jona Kawana Jakit kuwa<br>Bana Kawana   | <ul> <li>I are typical</li> <li>Juin typical</li> <li>Juin</li></ul> | Image: Section of the sectio |
| ·   |   |  | Magazine<br>Magazine   | ns 1<br>dear Teldow Ink Suggly Linit SJC/69-Y   |
| A Anto<br>D Angerto   | 4   |  | Level<br>September<br>Mantel Nat   | na 1<br>der Mate Bask im Supply Unit SJC/OP-MIC   |

- 11 If your printer is a CW-C8000 Series, check [Loftware Cloud] [Status] on the device details screen.
  - If "Enabled" is displayed, the printer has been successfully registered.

|  | No.     Deck  |       |
|--|--|-------|
| Share 1  | Oncom Groups         Same Free   |       |
| No. A block         No.de         No.de for the rest of the res the rest of the res t  | Name         Name         Name         Participante         Name         Construction         Name         Name<   |       |
| Learning         Learning         Learning           Nation         Matter Instantiation         Matter Instantiation         Learning           Antra         Matter Instantiation         Learning         Learning           Approx         Matter Instantiation         Matter Instantiation         Matter Instantiation  | Send Namie     Send Variante     Send Varia      |       |
| Decksr         # Matel back is           Aderts         Ind <sup>®</sup> Agents         Reparation           Bypoth         0           Mode Back is         Mode Back is  | r Reported to the Section Of Section 1 November 1 Novem |       |
| Ners Peptra Perta P | bevices to be a second se   |       |
| Reports Figure 1 King State St | Airts Lost   |       |
| Reports Model Touriser Marte Black HA Supply Link SLOCER MX  | Replacements 1   |       |
|  | Reports Model Younder Meter Back Int Supply Unit SUC409  | AKC . |
| A Post History   | Contraction 11 Part Hotory   |       |

• If "Disabled" or an error number is displayed, the printer registration has failed. Check the solutions listed in "Error Number List (Only for CW-C8000 Series)" on page 26. In this example, the error number is 910005.



| The p<br>[Print | ers] - [Cloud Printers] –            | us can also be checked fr<br>[Status]      | om Loftware Cloud. |
|-----------------|--------------------------------------|--|--------------------|
| Loftw           | vare Cloud                           |  |                    |
| 0               | Overview Printers Cloud Printers Com | puters Profiles Groups Driver Packages Lic | ensed Printers     |
| Detboard        | Add Distan                           |  | Q. Search          |
| Documents       | Name 4                               | Printer                                    | Status             |
| Applications    | D                                    | 10000                                      | Disconnected       |
| ()              |                                      |  |                    |
|                 | Test_CW                              | Epson CW                                   | Connected          |
| -3)<br>History  | D subset                             | 100010                                     | Disconnected       |
| -               | D Rubball                            | Second Second Second                       | Disconnected       |
| Analytics       |                                      | April 10-1011                              | Disconnected       |
| 28<br>Users     | O Manufacture                        | 1000                                       | Disconnected       |
|                 | D interes                            | Sec. 28 (807)                              | Disconnected       |
| Administration  | C Internation                        | 10000                                      | Disconnected       |
| Tour partner    | C Rithman                            | Aprel (10-2010)                            | Disconnected       |

### How to Check the Printer Connection Status

The connection status between the printer and Loftware Cloud can be checked from Loftware Cloud, Web Config, and Epson Device Admin.

### **Checking from Loftware Cloud**

Select [Printers] from the tree on the left of Loftware Cloud. The printer's connection status will be displayed under [Cloud Printers] – [Status].

#### **Cloud Printers**

| â              | Overv | iew Printers Cloud Printers Computers Profile  | s Groups Driver Packages Licensed Printers |                        |
|----------------|-------|--|--|------------------------|
| Dashboard      | Add   | Delete   | Q  | Sparch Columns Filters |
| Documents      |       | Name 🖡   | Printer                                    | Status                 |
| Applications   |       | Anarosa and a second se | Epuil CB                                   | Pending                |
| 0              |       | and a  | James 2000ge                               | Disconnected           |
| Integrations   |       | down   | 2 days 200 dgr                             | Disconnected           |
| Printers       |       | Sec.CB-CRIME   | Space-CB                                   | Connected              |
| 3<br>History   |       | M. seal  | James 2003gr                               | Disconnected           |
| 24             |       | No. Assert   | Appene GMP                                 | Disconnected           |
| Analytics      |       | Nu.downit  | Spon CH-CHIE                               | Disconnected           |
| 228<br>Users   |       | No. COMPANY  | face (20 - 1000)                           | Disconnected           |
| <b>\$</b> 3    |       | NUMBER OF COMPANY  | Span CB                                    | Disconnected           |
| Administration |       | NUMBER OF THE OWNER   | Speak CB 1488                              | Disconnected           |
| Your partner   |       | Labolitation (2008)  | Sprine C48-C4834                           | Disconnected           |

| Message      | Explanation  |
|--------------|--|
| Connected    | The printer is ready to print.<br>The printer is connected to the Loftware Cloud server and has been successfully<br>authenticated.  |
| Pending      | Printing from the printer is not possible.<br>The printer has never been able to connect to the Loftware Cloud server.   |
| Disconnected | <ul> <li>Printing from the printer is not possible.</li> <li>The following are possible causes.</li> <li>The printer has connected to the Loftware Cloud server, but is now disconnected.</li> <li>The Loftware Cloud server has failed to authenticate the printer.</li> <li>The printer is not turned on.</li> </ul> |

If your printer is a CW-C8000 Series, and "Pending" or "Disconnected" is displayed in the "Status" column, check the error number on the Web Config or Epson Device Admin screen, and take action according to the error number.

"Checking from Web Config (Only for CW-C8000 Series)" on page 23

"Checking from Epson Device Admin (Only for CW-C8000 Series)" on page 25

# Checking from Web Config (Only for CW-C8000 Series)

1 Open Web Config and click [Log in] to log in.

| atus memore orecordy                             |  |     |   |
|--|--|-----|---|
| Product Status<br>Network Status<br>Usage Status | Product Status   |     |   |
|  | English  |     | • |
|  | Drindar Status   |     |   |
|  | Available  |     |   |
|  |  |     |   |
|  |  | c A |   |
|  | Paper Remaining  |     |   |
|  | . open research .  |     |   |
|  |  |     |   |
|  | Fermaare :   | 8   |   |
|  | Firmuare :<br>Root Centificate Version :   |     |   |
|  | Firmuare :<br>Root Cenficale Version :<br>Serial Number :  |     |   |
|  | Firmware :<br>Root Centicate Version :<br>Serial Number :<br>Network MAC Address :                   |     |   |
|  | Firmware :<br>Root Centicate Version :<br>Serial Number :<br>Network MAC Address :<br>Poles and Time |     |   |

- 2 Check the [Loftware Cloud Status] field on the [Status] screen.
  - If the message "Connection test was successful" is displayed, the printer is connected.

| us Print Network             | Network Security Product Security   | Device Management | Maintenance Printer Data Sharing | 1              |  |
|------------------------------|---|-------------------|----------------------------------|----------------|--|
| oduct Status<br>twork Status | Printer Status<br>Available   |                   |                                  |                |  |
| age Status<br>nel Snapshot   | вк  |                   |                                  | Y              |  |
|                              |   |                   |                                  | c              |  |
|                              | Paper Remaining   |                   |                                  |                |  |
|                              |   |                   |                                  |                |  |
|                              |   |                   |                                  |                |  |
|                              | Loftware Cloud Status   |                   | Connection test v                | was successful |  |
|                              | Loftware Cloud Status   |                   | Connection test v                | HIS SUCCESSFUL |  |
|                              | Loftware Cloud Status Firmware : Root Certificate Version :   |                   | Connection test v                | vas successful |  |
|                              | Loftware Cloud Status :<br>Fernware :<br>Roct Centificate Version :<br>Serial Number :  |                   | Connection test v                | vas successful |  |
|                              | Loftware Cloud Status Firmware : Roct Certificate Version : Senial Number : Network IMAC Address :  |                   | Connection test                  | vas successful |  |
|                              | Loftware Cloud Status<br>Firmware<br>Root Centricate Version :<br>Servit Humber<br>Network IMAC Address :<br>Date and Time :                                  |                   | Connection test                  | vas soccessful |  |
|                              | Loftware Cloud Status<br>Fermane<br>Root Centificate Version :<br>Serial Number<br>Network MAC Address :<br>Date and Time<br>Administrator Name Contact Infor | mation :          | Connection test v                | vas sociesafu  |  |
|                              | Loftware Cloud Status Firmware Root Cestificate Version : Sinvil Humber Network IMAC Address Date and Time Administrator Name/Contact Infor                   | mation :          | Connection test u                | vas soccessful |  |

• If an error number is displayed, the printer is not connected. Check the solutions listed in "Error Number List (Only for CW-C8000 Series)" on page 26. In this example, the error number is 910005.

| vs Print Network             | Network Security Product Security Device Management  | Maintenance Printer Data Sharing                |
|------------------------------|--|---|
| oduct Status<br>twork Status | Avaliable.   |   |
| age Status<br>nel Snapshot   | вк   | Y   |
|                              |  | c   |
|                              | A  |   |
|                              | Paper Remaining  |   |
|                              |  |   |
|                              |  |   |
|                              |  |   |
|                              | Loftware Cloud Status :  | Enor(\$1005)<br>The Prov Server is unavailable  |
|                              | Loftware Cloud Status :  | Emor(910005)<br>The Proxy Server is unavailable |
|                              | Loftware Cloud Status :  | Ensr/91000)<br>The Provy Server's unavailable   |
|                              | Loftware Cloud Status :<br>Root Centificate Version :<br>Serial Number   | Enor(91000)<br>The Pray Server is unavailable   |
|                              | Loftware Cloud Status :<br>Rod Centificate Version :<br>Senial Number :<br>Network IM/C Address :  | Enscription)<br>The Prox Server is unavailable  |
|                              | Loftware Cloud Status :<br>Root Centificate Version :<br>Serial Number :<br>Network IAAC Address :<br>Date and Time :  | Emor/91000)<br>The Provy Server is unavailable  |
|                              | Loftware Cloud Status :<br>Root Centificate Version :<br>Senat Namber :<br>Network IAAC Address :<br>Date and Time :<br>Administrator Name Contact Information : | Emor/Phopo5)<br>The Provy Server is unavailable |
|                              | Leftware Cloud Status :<br>Root Centificate Version :<br>Senia Number :<br>Network IAIC Address :<br>Date and Time :<br>Administrator Name/Contact Information : | Engr(91005)<br>The Provy Server is unavailable  |

# Checking from Epson Device Admin (Only for CW-C8000 Series)

#### 1 Start Epson Device Admin.



For details on Epson Device Admin, see "Epson Device Admin" on page 31. The default administrator password is the string on the password label on the right side of the printer.

#### 2 Check [Loftware Cloud] - [Status] on the device details screen.

• If "Enabled" is displayed, the printer is connected.



• If "Disabled" or an error number is displayed, the printer registration has failed. Check the solutions listed in "Error Number List (Only for CW-C8000 Series)" on page 26. In this example, the error number is 910005.



# Error Number List (Only for CW-C8000 Series)

Check the error number regarding Loftware Cloud and take action according to the number.

| Error Number           | Descriptions   |
|------------------------|--|
| 910002, 910010, 910011 | Internet or service is not available.<br>Check the LAN cable connection and network settings and try again later.  |
| 910003                 | DNS server is not available.<br>Check if the DNS server settings are correct and try again later.  |
| 910004                 | DNS cannot resolve the domain name.<br>Check your Internet connection and domain name and try again later.   |
| 910005                 | Connection to the proxy server has failed.<br>Check if the proxy server settings are correct and try again later.  |
| 910006                 | The connection to the proxy server has been disconnected.<br>Check the HTTPS port permission settings or proxy authentication and try again later.   |
| 910007                 | The Loftware Cloud server is failing to authenticate the printer because the printer's date or time is not set correctly.<br>Match the printer's date and time to the server's date and time.<br>The date and time can be set on the control panel, in Web Config, or in Epson Device Admin. |
| 910008, 910009         | Loftware Cloud service is not available.<br>Try again after a while. If the problem persists, please contact Loftware Cloud support.   |
| 910012                 | The Loftware Cloud server has failed to authenticate the printer.<br>Re-register the printer after a while. If the problem persists, please contact Loftware<br>Cloud support with the error ID and message shown on the screen.   |

### Troubleshooting

If you failed to connect your printer to the server as a cloud printer, check the following.

- 1 Check if the printer's network settings are correct. The following network-related items must be configured correctly. In particular, make sure that the DNS server and proxy server settings are correct.
  - IP Address
  - Subnet Mask
  - Default Gateway
  - Primary DNS Server
  - Secondary DNS Server
  - Proxy Server
  - Proxy Server Port Number
- 2 Make sure that the printer serial number entered into [Cloud Printer Settings] [Serial Number] in the Loftware Control Center does not contain spaces or line feed codes. If you copied the printer serial number from Web Config or other source when registering the cloud printer, you may have inadvertently included spaces or line feed codes and unintentionally entered an incorrect serial number that includes them.

# Web Config

Web Config is an application software that allows you to check or change the printer settings using a web browser on a computer.

To use Web Config, you need to set up an IP address to the printer in advance.

Connect the computer to the same network as the printer.





It is not possible to set the administrator logon to be unnecessary. If you forget the administrator password, you can initialize it.

### How to Start Web Config

Start a web browser on a computer or device that is connected via a network, and then type the printer IP address into the browser. To change the printer settings, log in from [Administrator Login] on the upper right corner of the screen.

| < Log in           |          |
|--------------------|----------|
| User Name :        |          |
| Current password : | <b>T</b> |
|                    |          |
|                    |          |
|                    |          |
|                    |          |
|                    |          |
|                    |          |
|                    |          |
|                    |          |
|                    |          |
|                    |          |
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|                    |          |
|                    |          |
|                    |          |
|                    |          |
|                    |          |
|                    |          |
|                    |          |
| ок                 |          |

### If there is a password label applied to the rear or right side of the printer

Leave the User Name field blank. Enter the default administrator password, which is the value for "PASSWORD" on the password label.

PASSWORD 03212791 🎆

In the example shown, the initial password is 03212791.

### If there is no password label

#### **CW-C4000 Series**

The initial value is the serial number of the printer.

#### CW-C6000/C6500 Series

The login screen varies depending on the setting for the administrator password for the printer.

 If the administrator password for the printer is not set The password setting screen appears. Set the user name and password. User name: Blank, or an arbitrary character string Password: An arbitrary character string This is automatically reflected as the administrator password for the printer.



- If the user name is set to blank
- You can enter an arbitrary character string for subsequent logins. (This is not used for login.) If the user name is not set to blank
- Enter the set character string for subsequent logins.
- When setting the administrator password for the printer Enter your user name and password on the login screen for WebConfig. User name: Blank, or an arbitrary character string (if set to a blank) Set character string (if user name is not set to a blank)

Password: Administrator password for the printer

Enable the JavaScript on the browser. Because the communication with the printer uses a self-signed certificate of the printer over HTTPS, a warning message is displayed on the browser when you start Web Config.

#### **Communication over HTTPS**

IPv4: https://IP address of the printer IPv6: https://[IP address of the printer]

#### **Communication over HTTP**

IPv4: http://IP address of the printer IPv6: http://[IP address of the printer]

#### Examples

```
IPv4:
https://192.0.2.111/
http://192.0.2.111/
IPv6:
https://[2001:db8::1000:1]/
http://[2001:db8::1000:1]/
```

# **Epson Device Admin**

Epson Device Admin is multifunctional software that allows you to manage printers on a network. It offers the following functions.

- Monitoring and managing networked printers
- Issuing a detailed report on consumables and printer status
- Updating printer's firmware
- Installing a new networked printer
- Configuring various settings of a networked printer
- Configuring various settings of multiple networked printers at a time

You can download Epson Device Admin from the Epson website.



Epson Device Admin supports Ethernet connection only. It cannot be used if the printer is connected via USB.