

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
Illustrations.....	3
❑ Contents.....	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	22
Troubleshooting.....	27
❑ Web Config	28
How to Start Web Config.....	29
❑ Epson Device Admin.....	31

Using Loftware's Loftware Cloud

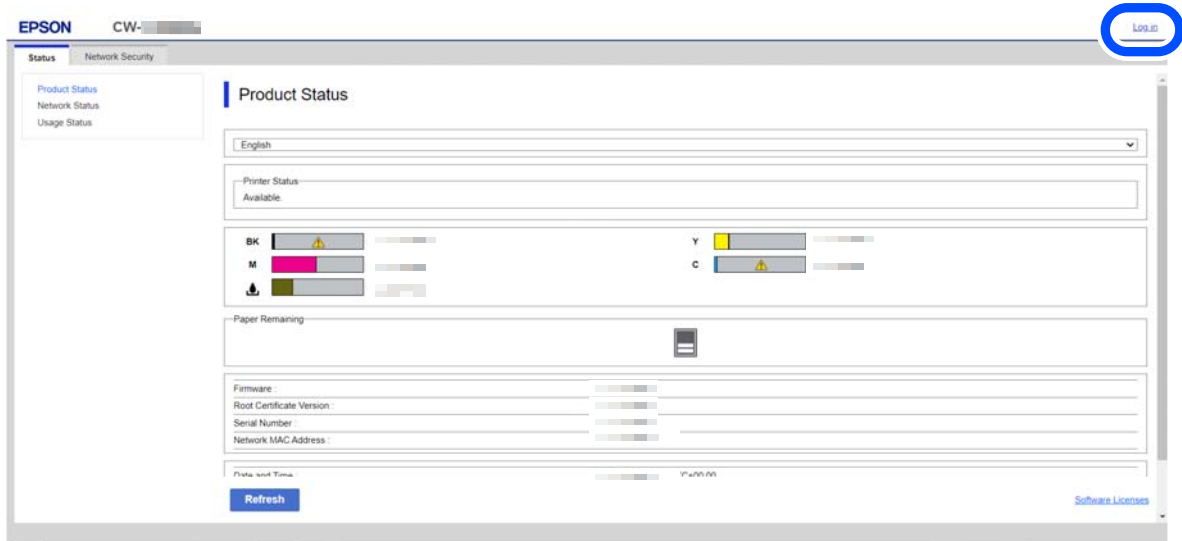
Loftware Cloud is a cloud-based label management system from Loftware. The entire process of creating labels, including design, management, data linkage, and printing, can be managed in the cloud. In order to print from Loftware Cloud, the printer must be registered with Loftware Cloud and configured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



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

The screenshot shows the EPSON CW-C4520 Network configuration interface. The 'Basic' tab is active, and the following settings are highlighted with blue boxes:

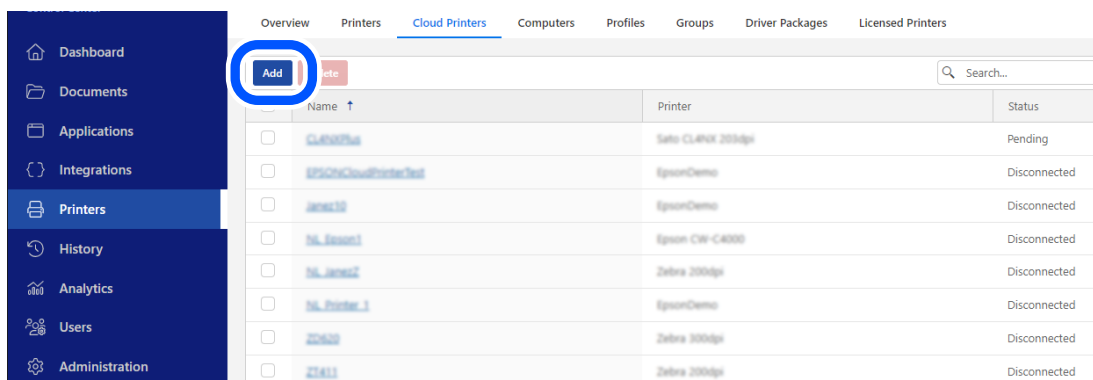
- Device Name: EPSONA5C1BA
- Location: (empty)
- Note: The values in Device Name and Location are applied to multiple network protocols.
- Obtain IP Address: Auto Manual
- Set using BOOTP: Enable Disable
- Set using Automatic Private IP Addressing: Enable Disable
- IP Address: 192.168.174
- Subnet Mask: 255.255.252.0
- Default Gateway: 192.168.1
- Primary DNS Server: 192.168.8
- Secondary DNS Server: 192.168.8
- DNS Host Name: EPSONA5C1BA
- DNS Domain Name Setting: Auto Manual
- DNS Domain Name: (empty)
- Register the network interface address to DNS: Enable Disable
- Proxy Server: 192.168.255
- Proxy Server Port Number: 8080
- Proxy Server Username: (empty)
- Proxy Server Password: (masked with asterisks)
- IPv6 Setting: Enable Disable
- IPv6 Privacy Extension: Enable Disable
- IPv6 DHCP Server Setting: Do Not Use Use
- IPv6 Address: (empty)
- IPv6 Address Default Gateway: (empty)
- IPv6 Link-Local Address: fe80::dec:d:2ff:fea5:c1ba/64
- IPv6 Stateful Address: (empty)
- IPv6 Stateless Address 1: (empty)

A 'Next' button is visible at the bottom of the configuration page.

3 Open Software Control Center and sign in.

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

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



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

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

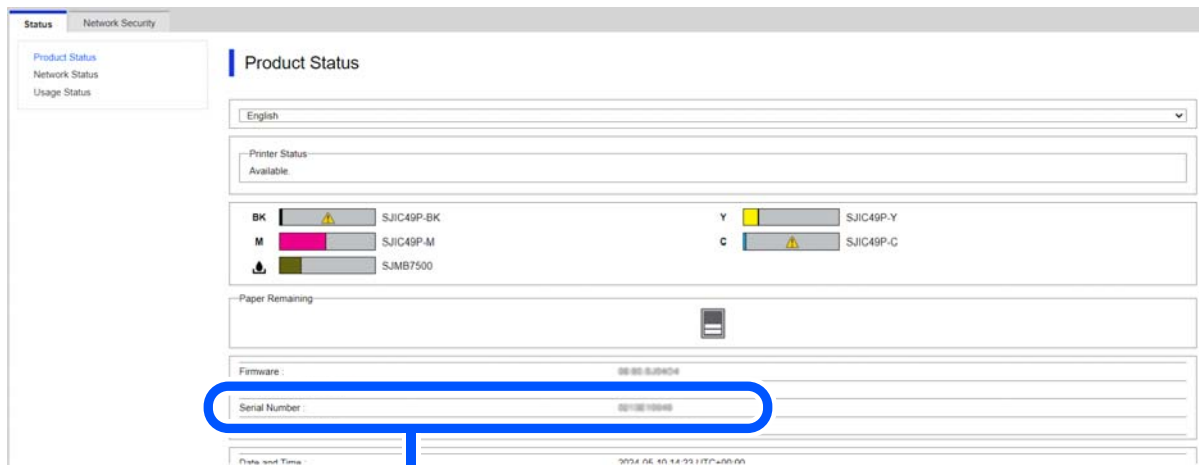
Printer to be selected	Printer you are using
Epson CW-C4000	CW-C4000u, CW-C4000e, CW-C4010, CW-C4020, CW-C4030, CW-C4040, CW-C4050
Epson CW-C6000A	CW-C6000Au, CW-C6000Ae, CW-C6010A, CW-C6020A, CW-C6030A, CW-C6040A, CW-C6050A
Epson CW-C6000P	CW-C6000Pu, CW-C6000Pe, CW-C6010P, CW-C6020P, CW-C6030P, CW-C6040P, CW-C6050P
Epson CW-C6500A	CW-C6500Au, CW-C6500Ae, CW-C6510A, CW-C6520A, CW-C6530A, CW-C6540A, 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



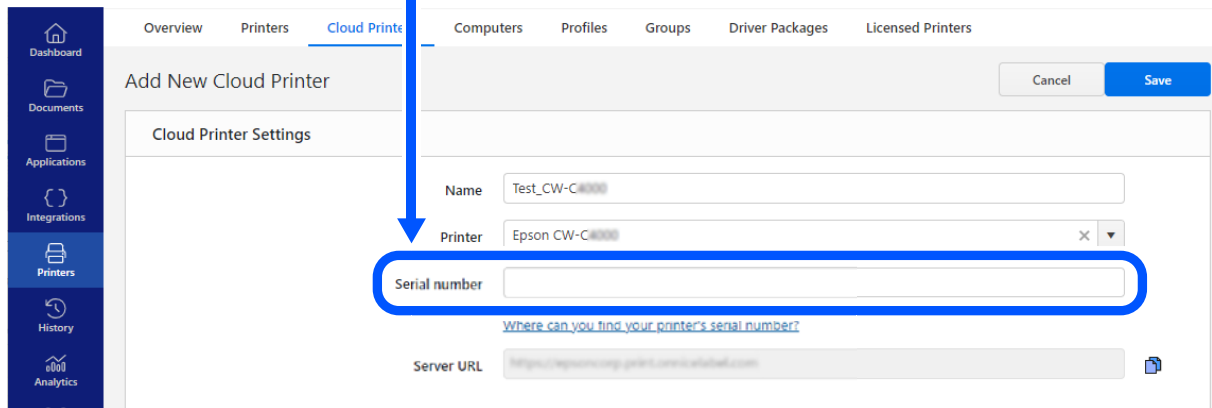
When you select [Printer], [Serial number] and [Server URL] will appear.

- 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

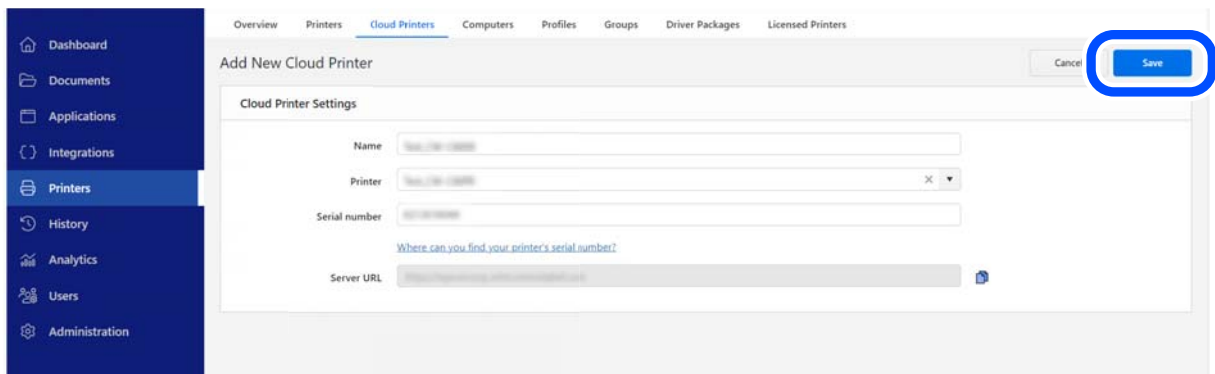


Loftware Cloud

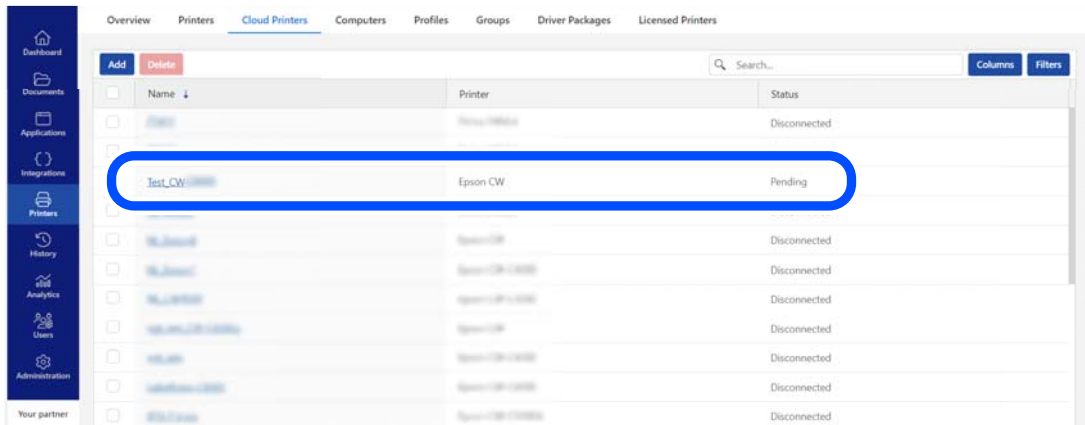



- 7 Select [Save].

Loftware Cloud

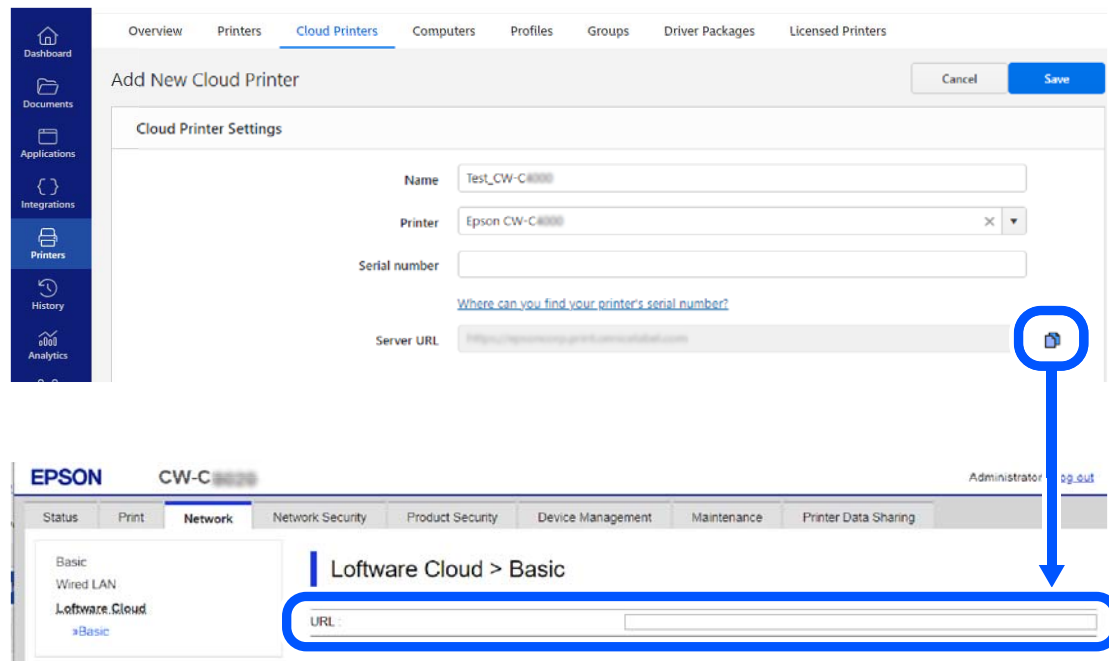


- 8 Select the saved printer from [Cloud Printers].
Loftware Cloud

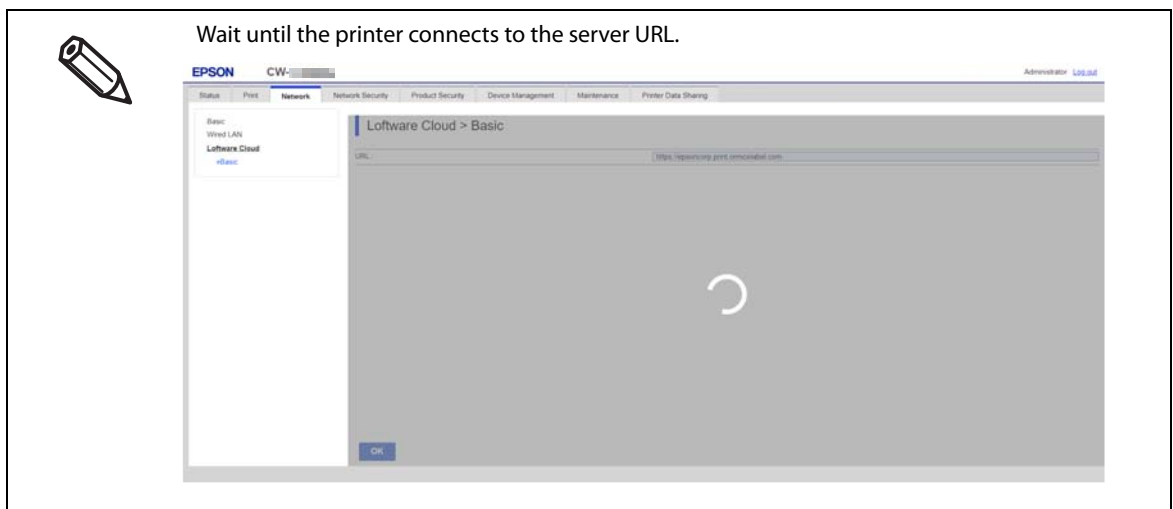
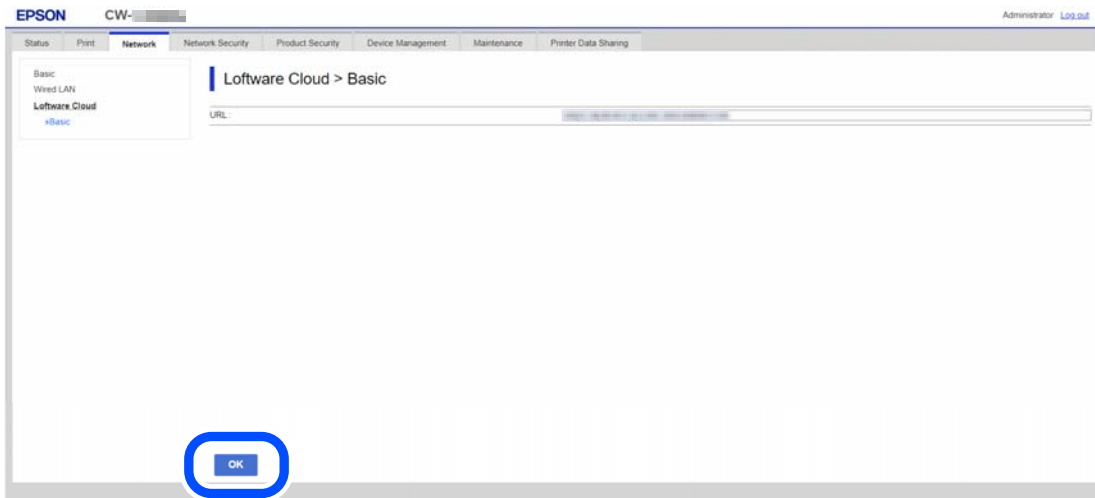


- 9 Click the  button to copy the server URL and paste it into the following field in Web Config.
[Network] - [Loftware Cloud] - [Basic] - [URL]

Loftware Cloud

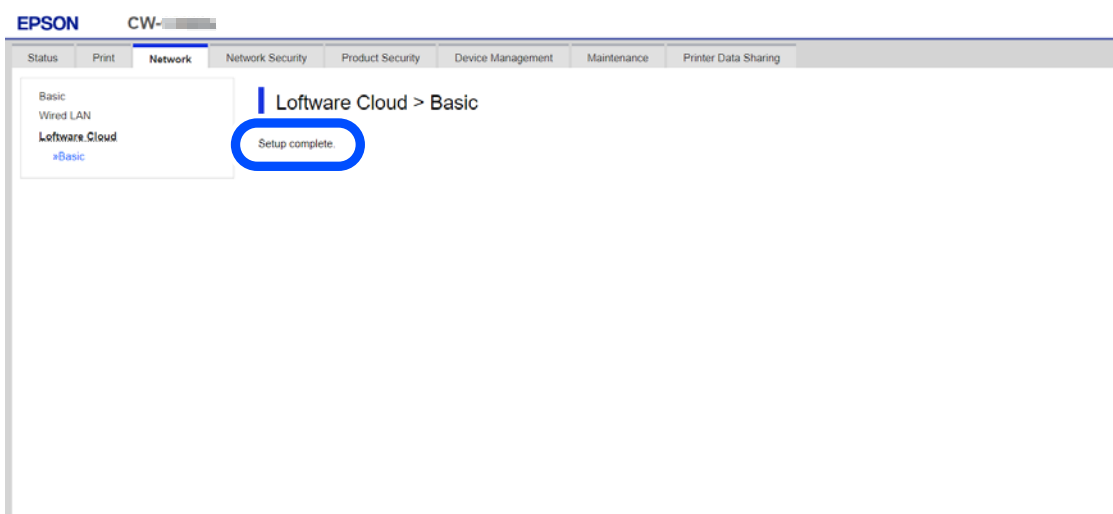


10 Click [OK].
Web Config

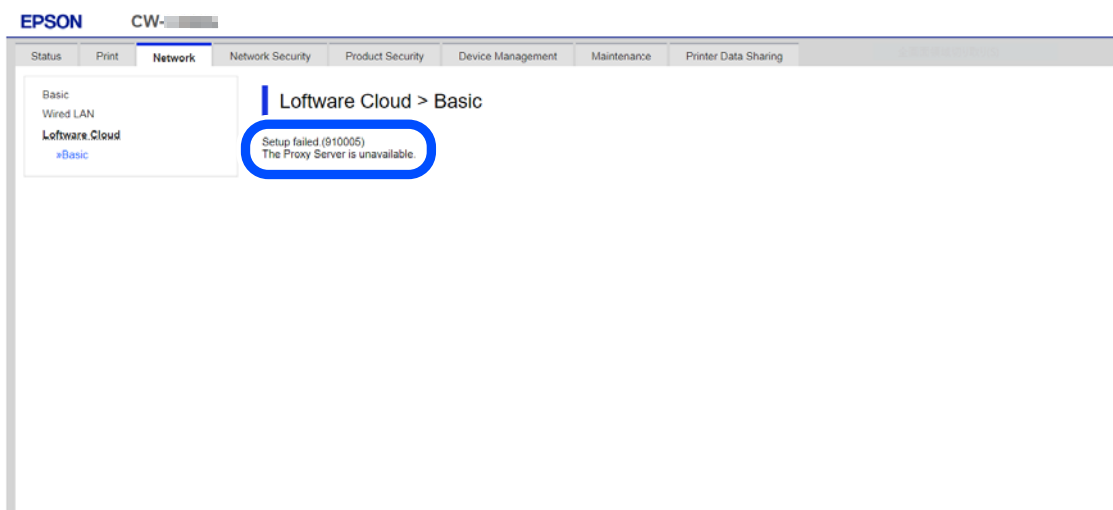


11 If your printer is a CW-C8000 Series, check the connection results displayed on the screen.

- If the message "Setup complete" is displayed, the printer has been successfully registered.



- 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.





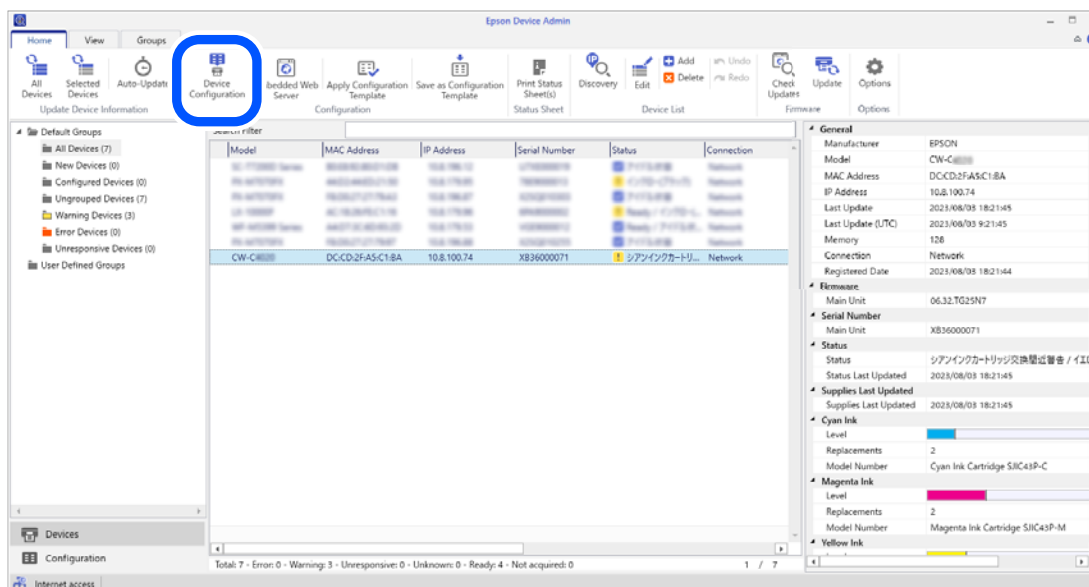
The printer's connection status can also be checked from Loftware Cloud.
[Printers] - [Cloud Printers] - [Status]

The screenshot shows the Loftware Cloud interface with the 'Cloud Printers' tab selected. A table lists various printers, with the status of each printer indicated in the 'Status' column. The printer '3stLW-00000' is highlighted with a blue circle, and its status is 'Connected'.

Name	Printer	Status
3stLW-00000	Epson CW	Connected
3stLW-00001	Epson CW	Disconnected
3stLW-00002	Epson CW	Disconnected
3stLW-00003	Epson CW	Disconnected
3stLW-00004	Epson CW	Disconnected
3stLW-00005	Epson CW	Disconnected
3stLW-00006	Epson CW	Disconnected
3stLW-00007	Epson CW	Disconnected
3stLW-00008	Epson CW	Disconnected
3stLW-00009	Epson CW	Disconnected
3stLW-00010	Epson CW	Disconnected

Registering a Printer (Epson Device Admin)

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



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 Manual

Set using BOOTP

Set using Automatic Private IP Addressing (APIPA)

IP Address: 10 . 8 . 100 . 74

Subnet Mask: 255 . 255 . 252 . 0

Default Gateway: 10 . 8 . 100 . 1

[Network] – [TCP/IP] – [DNS]

DNS Server Address Settings

Acquire DNS server address automatically

DNS Server Addresses (order of use):

10.0.10.1

10.0.10.2

Add... Edit... Delete Up Down

[Network] – [TCP/IP] – [Internet]

Use proxy server

Proxy Server

Address: 10.0.10.201

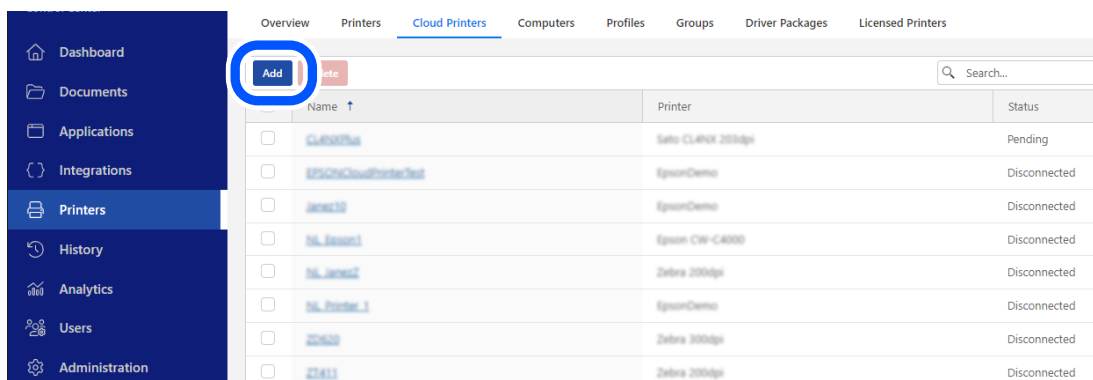
Port: []

Acquire from browser information.

3 Open Software Control Center and sign in.

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

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



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

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

Printer to be 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, 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, 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 Software Cloud.

Epson Device Admin

The screenshot shows the Epson Device Admin interface. On the left, there is a navigation pane with 'All Devices (7)' selected. The main area displays a table of devices. A blue circle highlights the serial number 'XB3600071' in the 'Serial Number' column of the table. A blue arrow points from this serial number to the 'Serial number' field in the Software Cloud interface shown in the next screenshot.

Model	MAC Address	IP Address	Serial Number	Status
SC-772000 Series	80:6B:82:80:01:08	10.8.179.12	31783000019	アイリスが...
FX-672709X	44:0D:4A:8D:21:50	10.8.179.85	78890000113	インテ...
FX-672709X	F8:00:27:27:79:43	10.8.179.87	32922100003	アイリスが...
LX-10000F	AC:18:26:F5:C1:16	10.8.179.86	89490000002	Ready / イン...
WF-45399 Series	A4:07:3C:4D:83:2D	10.8.179.53		Ready / アイ...
FX-672709X	F8:00:27:27:79:87	10.8.179.88		アイリスが...
CW-C4000	DC:CD:2F:A5:C1:BA	10.8.100.74	XB36000071	シア...

Software Cloud

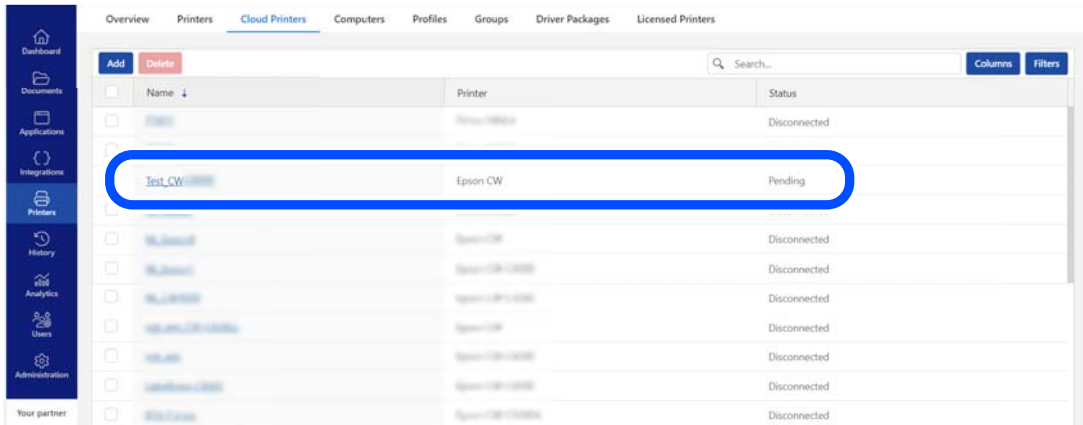
The screenshot shows the 'Add New Cloud Printer' interface in Software Cloud. The 'Printer' dropdown menu is set to 'Epson CW-C4000'. A blue circle highlights the empty 'Serial number' input field. A blue arrow points from the serial number 'XB3600071' in the previous screenshot to this field. Below the field, there is a link: 'Where can you find your printer's serial number?'. The 'Server URL' field contains 'https://epsondeviceadmin.epson.com/epsondeviceadmin/...'. There are 'Cancel' and 'Save' buttons at the top right.

7 Select [Save].

Software Cloud


The screenshot shows the 'Add New Cloud Printer' interface in Software Cloud. The 'Serial number' field is now populated with 'XB3600071'. The 'Save' button at the top right is highlighted with a blue circle, indicating it should be clicked to complete the process.

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

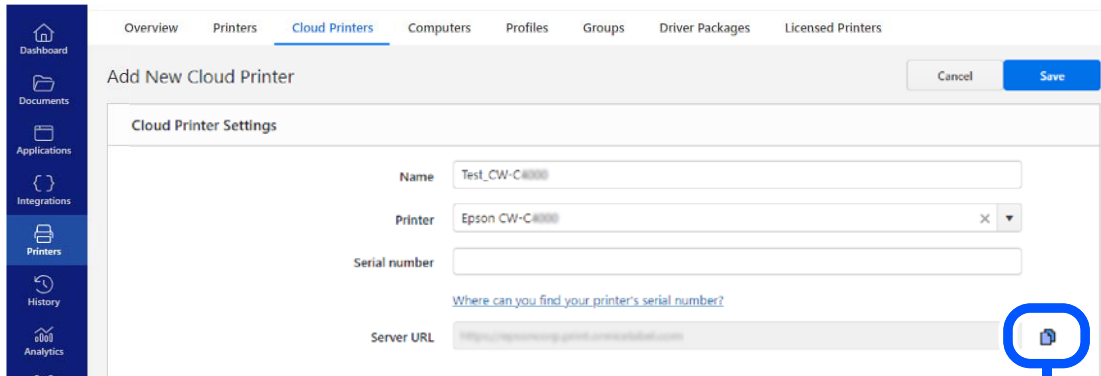


The screenshot displays the 'Cloud Printers' section of the Logware Cloud interface. The interface includes a navigation sidebar on the left with options like Dashboard, Documents, Applications, Integrations, Printers, History, Analytics, Users, and Administration. The main content area shows a table of printers with columns for Name, Printer, and Status. A search bar and 'Add'/'Delete' buttons are at the top. The printer 'Test_CW-10000' is highlighted with a blue circle.

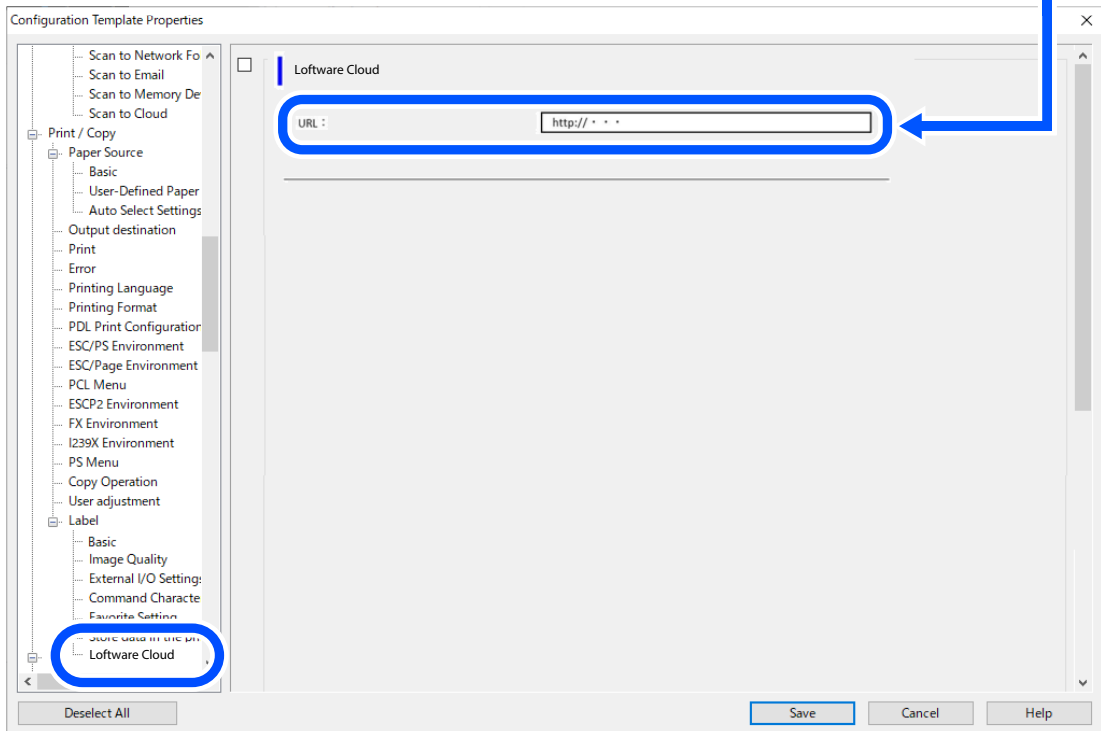
Name	Printer	Status
Test_CW-10000	Epson CW	Pending
Test_CW-10000	Epson CW	Disconnected
Test_CW-10000	Epson CW	Disconnected
Test_CW-10000	Epson CW	Disconnected
Test_CW-10000	Epson CW	Disconnected
Test_CW-10000	Epson CW	Disconnected
Test_CW-10000	Epson CW	Disconnected
Test_CW-10000	Epson CW	Disconnected
Test_CW-10000	Epson CW	Disconnected
Test_CW-10000	Epson CW	Disconnected

- 9 Click the  button to copy the server URL and paste it into the following field in Epson Device Admin.
[Device Configuration] - [Print/Copy] - [Label] - [Loftware Cloud] - [URL]

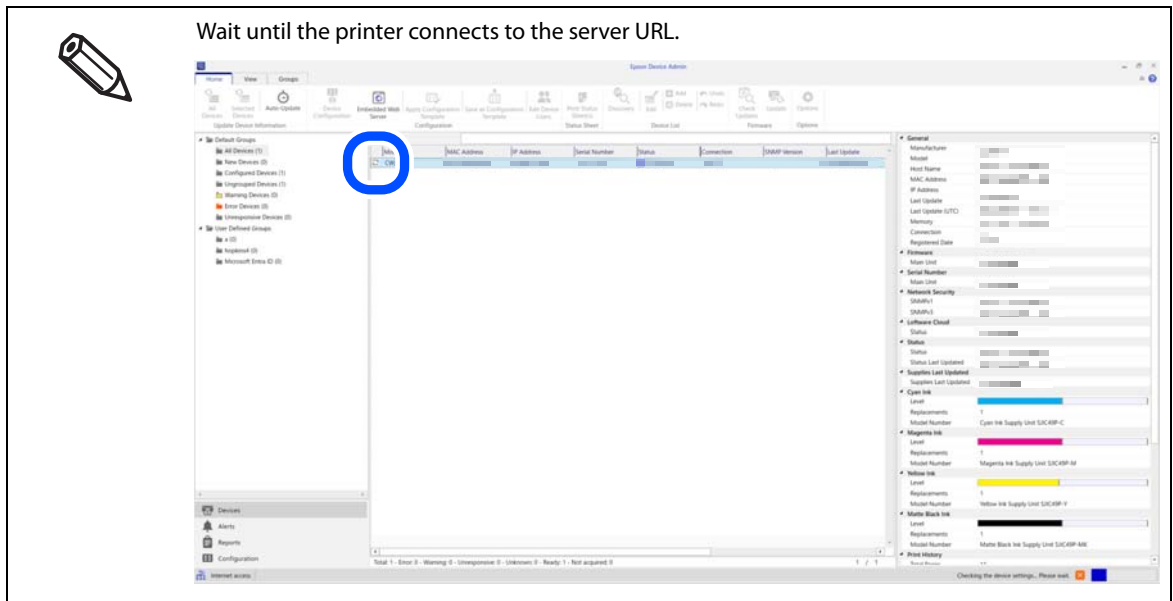
Loftware Cloud



Epson Device Admin

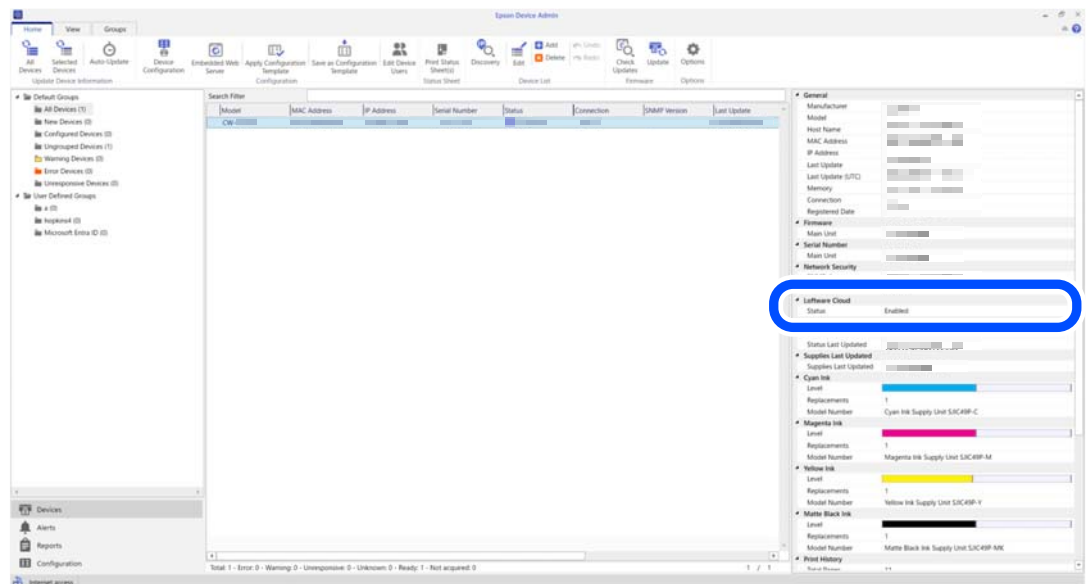


10 Select [Save].



11 If your printer is a CW-C8000 Series, check [Software Cloud] - [Status] on the device details screen.

- If "Enabled" is displayed, the printer has been successfully registered.



- 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 screenshot shows the Epson Device Admin web interface. A table lists devices with columns for Name, MAC Address, IP Address, Serial Number, Status, Connection, SNMP Version, and Last Update. The printer 'Test_CW-10000' is highlighted in blue. To the right, the printer's details are shown, including a 'Software Cloud' section where the status is 'Error(910005)' and the message is 'The Proxy Server is unavailable'. This section is circled in blue.



The printer's connection status can also be checked from Software Cloud.
[Printers] - [Cloud Printers] - [Status]

Software Cloud

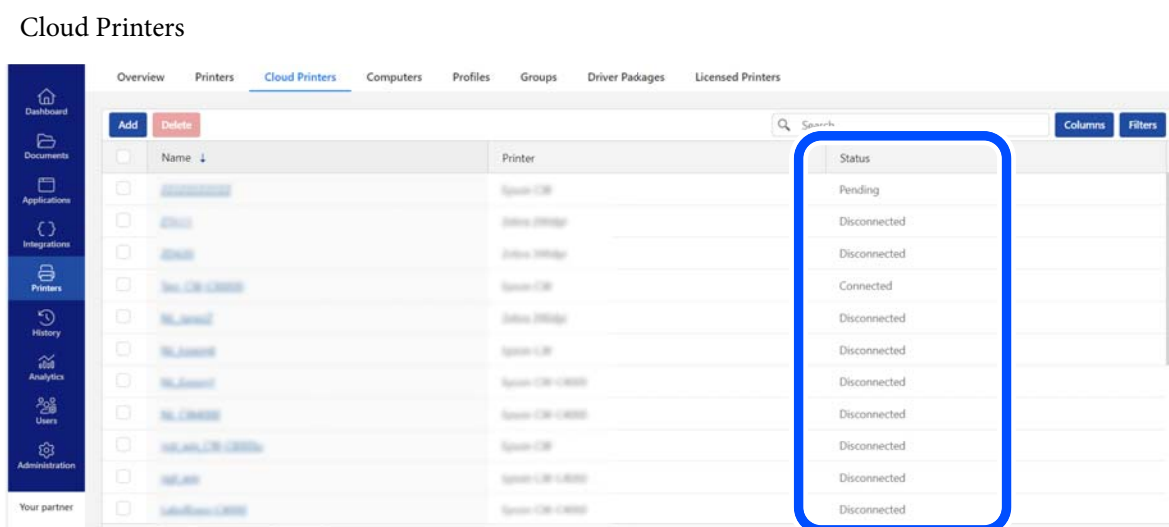
The screenshot shows the Software Cloud interface. A table lists printers with columns for Name, Printer, and Status. The printer 'Test_CW-10000' is highlighted in blue and has a status of 'Connected'. Other printers listed are 'No. 000001' through 'No. 000008', all with a status of 'Disconnected'.

How to Check the Printer Connection Status

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

Checking from Software Cloud

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



Message	Explanation
Connected	The printer is ready to print. The printer is connected to the Software Cloud server and has been successfully authenticated.
Pending	Printing from the printer is not possible. The printer has never been able to connect to the Software Cloud server.
Disconnected	Printing from the printer is not possible. The following are possible causes. <ul style="list-style-type: none"> • The printer has connected to the Software Cloud server, but is now disconnected. • The Software Cloud server has failed to authenticate the printer. • The printer is not turned on.

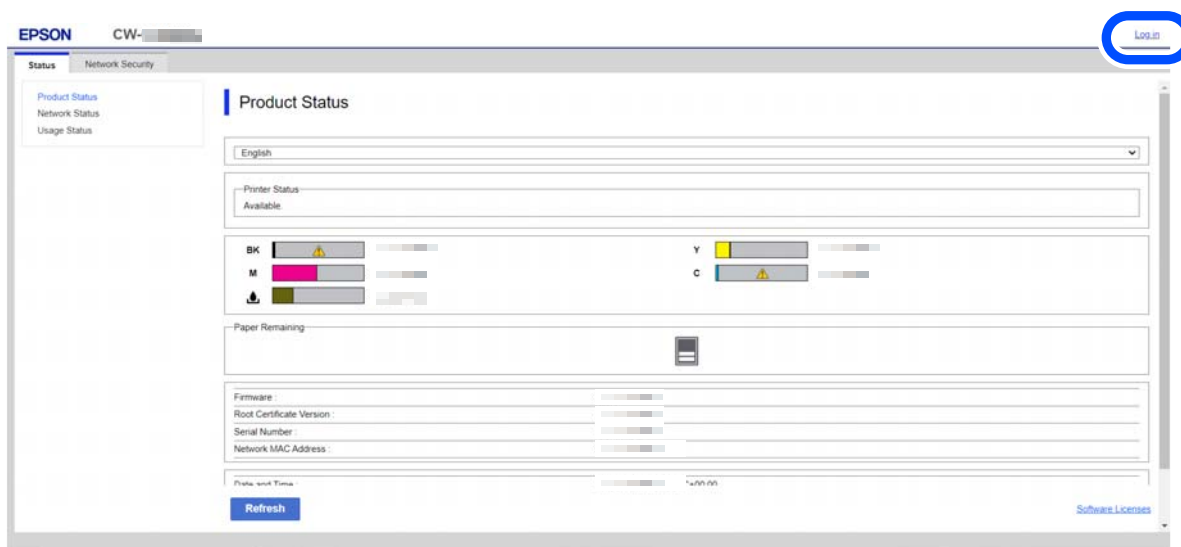
If your printer is a CW-C8000 Series, and "Pending" or "Disconnected" is displayed in the "Status" column, check the error number on the Web Config or Epson Device Admin screen, and take action according to the error number.

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

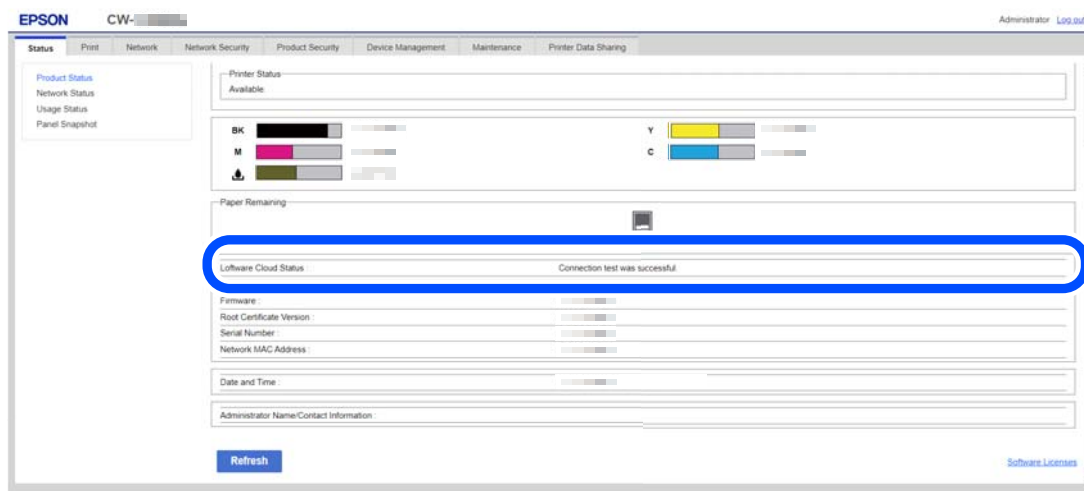
["Checking from Epson Device Admin \(Only for CW-C8000 Series\)" on page 25](#)

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

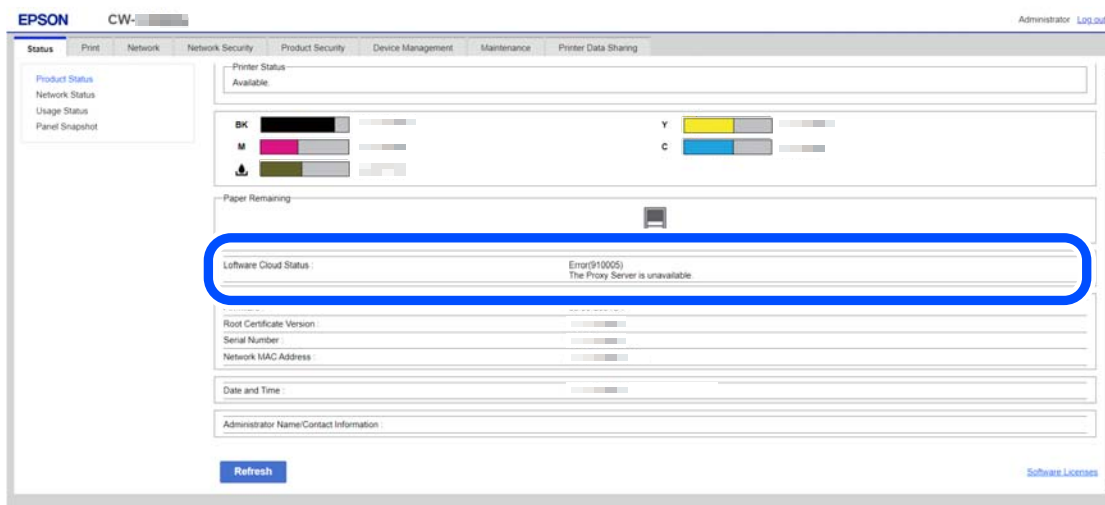
- 1 Open Web Config and click [Log in] to log in.



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



- 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.



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

1 Start Epson Device Admin.

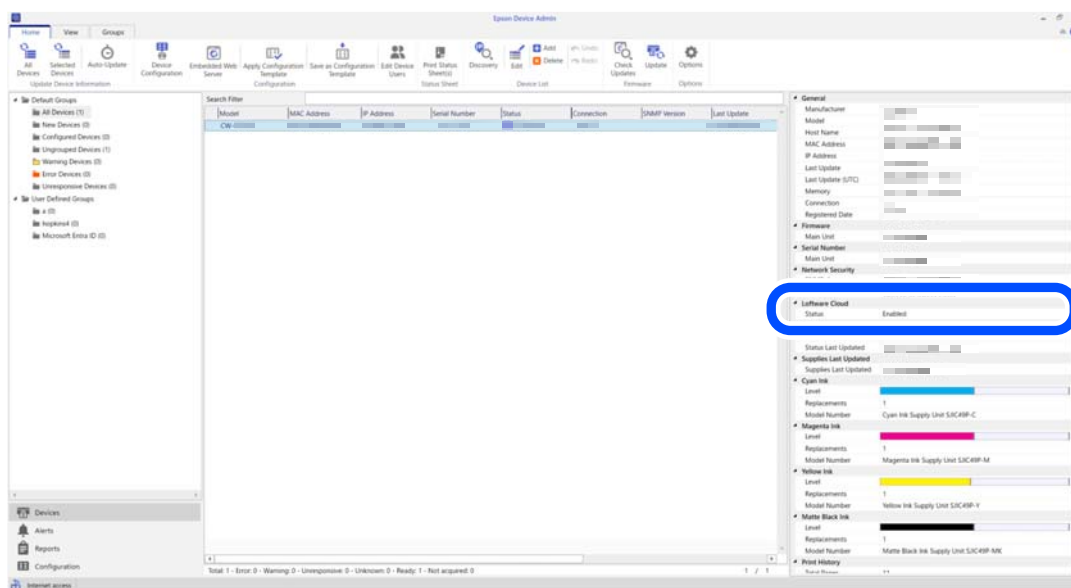


For details on Epson Device Admin, see ["Epson Device Admin" on page 31](#).

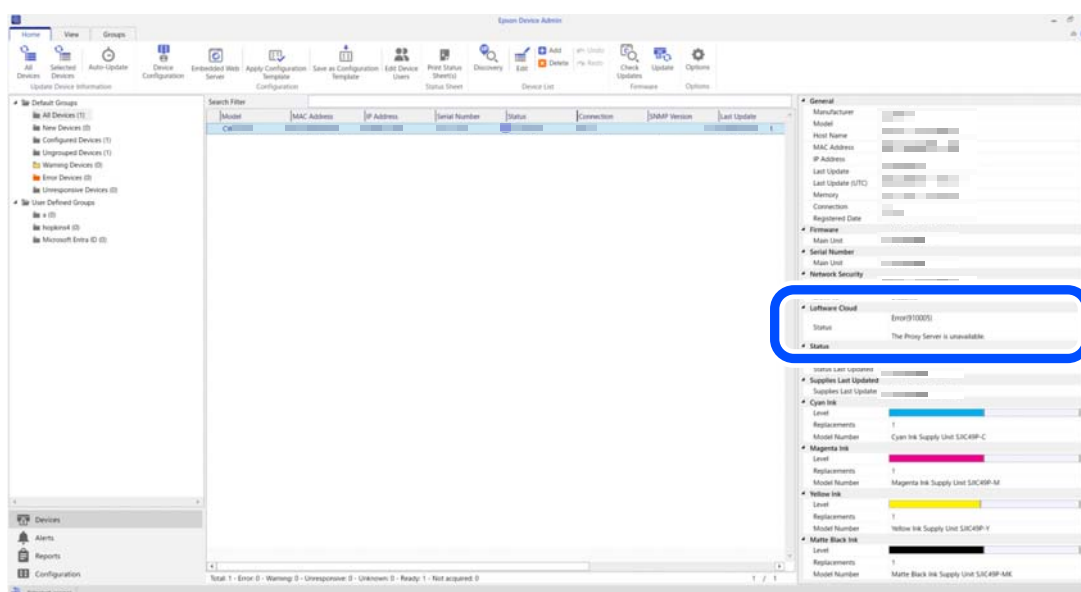
The default administrator password is the string on the password label on the right side of the printer.

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. Check the LAN cable connection and network settings and try again later.
910003	DNS server is not available. Check if the DNS server settings are correct and try again later.
910004	DNS cannot resolve the domain name. Check your Internet connection and domain name and try again later.
910005	Connection to the proxy server has failed. Check if the proxy server settings are correct and try again later.
910006	The connection to the proxy server has been disconnected. 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. Match the printer's date and time to the server's date and time. 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. 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. Re-register the printer after a while. If the problem persists, please contact Loftware 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.**

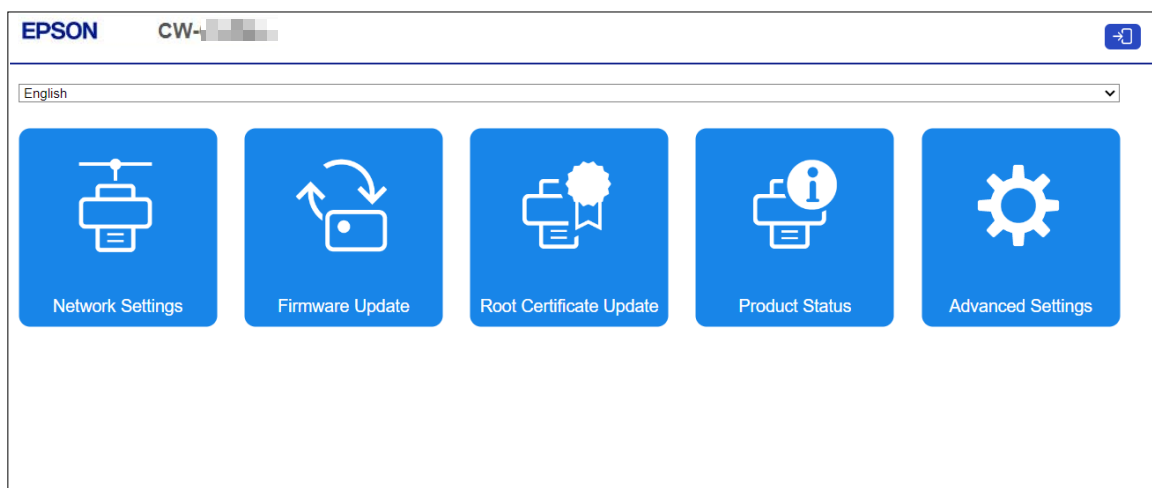
If you copied the printer serial number from Web Config or other source when registering the cloud printer, you may have inadvertently included spaces or line feed codes and unintentionally entered an incorrect serial number that includes them.

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.



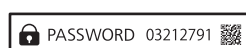
It is not possible to set the administrator logon to be unnecessary. If you forget the administrator password, you can initialize it.

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.

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.



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.

**CAUTION**

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