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EPSON

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

M00164300
Rev.A

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.

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Using Loftware's Loftware Cloud

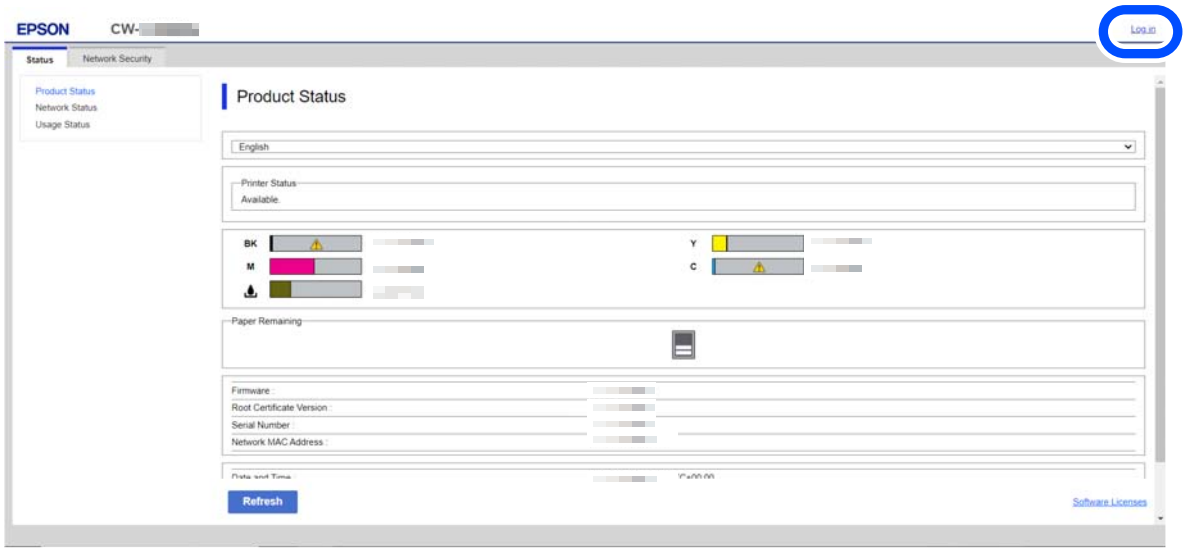
Loftware Cloud is a cloud-based label management system from Loftware. The entire process of creating labels, including design, management, data linkage, and printing, can be managed in the cloud. In order to print from Loftware Cloud, the printer must be registered with Loftware Cloud and configured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

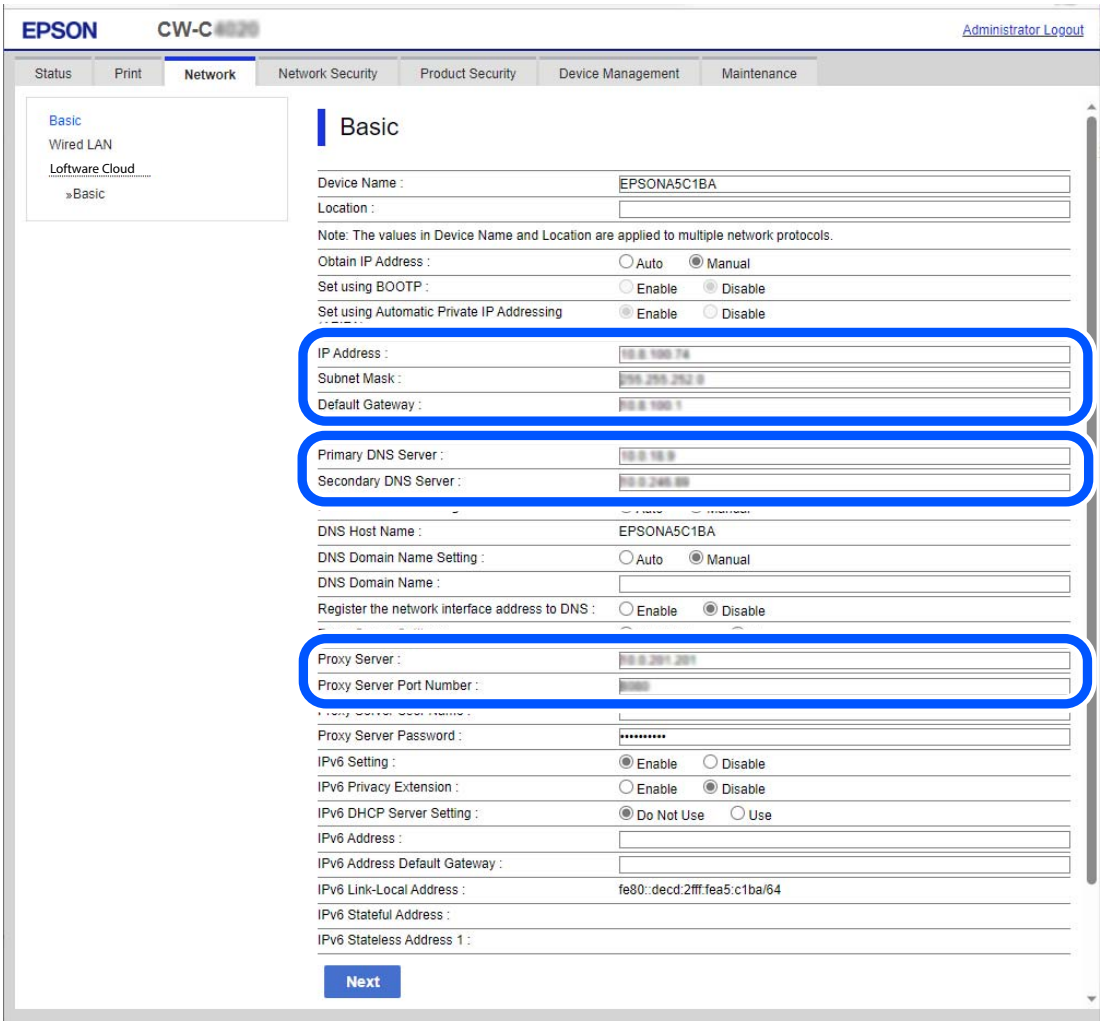


For details on Web Config, see "Web Config" on page 28.

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

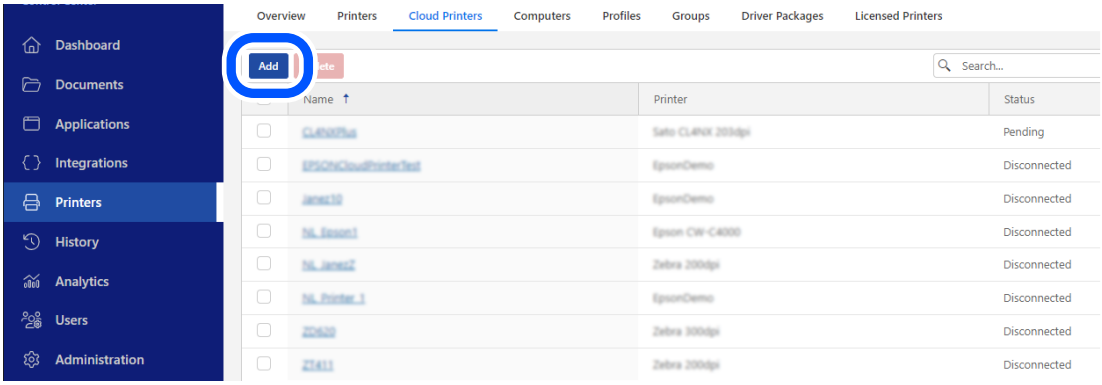


3 Open Loftware Control Center and sign in.

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

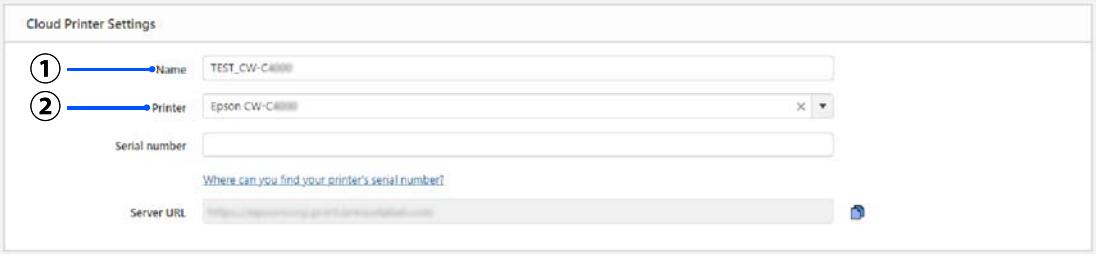
4 Select [Printers] in the tree on the left, and then select [Cloud Printers] - [Add].

Loftware Cloud



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

Loftware Cloud



(1) [Name] Enter the name you want to display on Loftware Cloud.

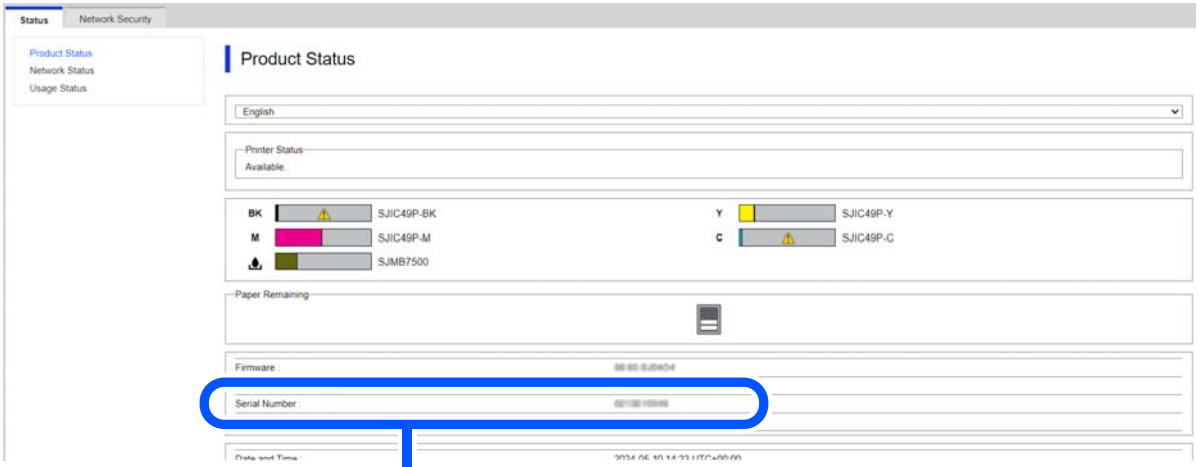
(2) [Printer] Select the printer to set as a cloud printer.

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

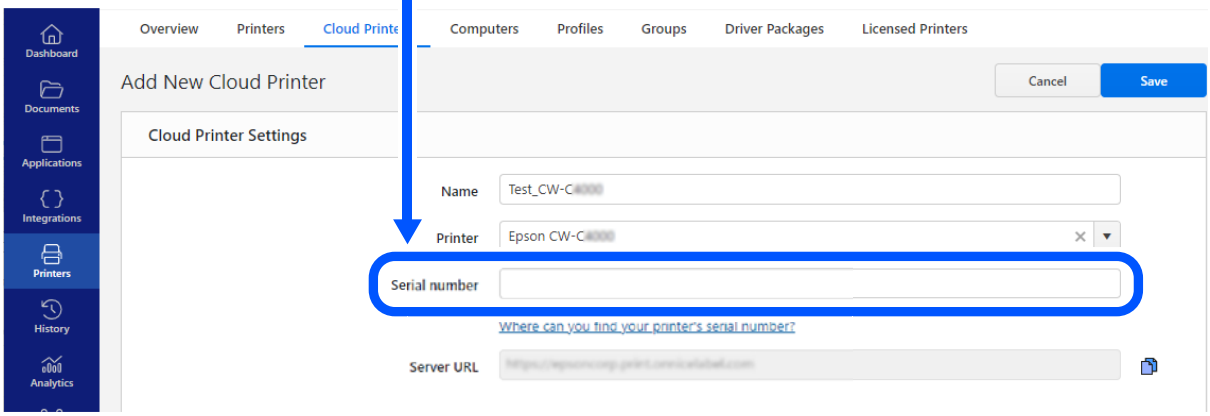
When you select [Printer], [Serial number] and [Server URL] will appear.

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

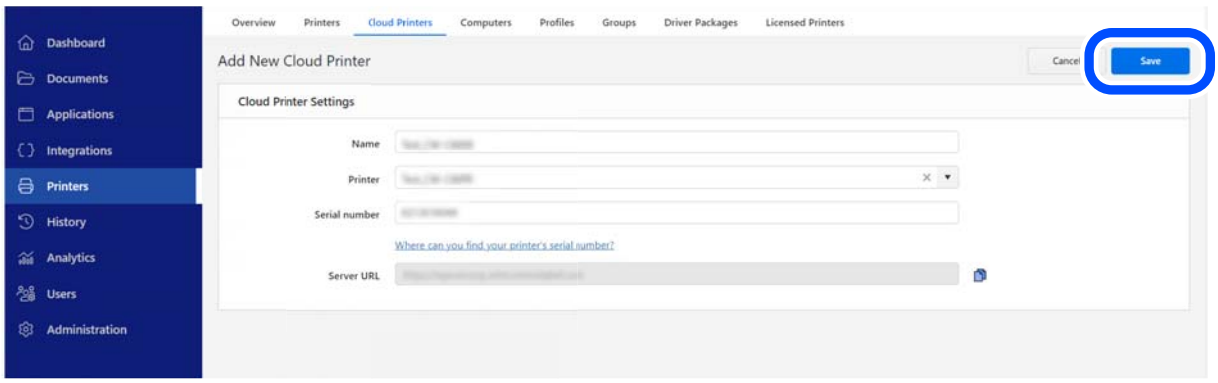


Loftware Cloud



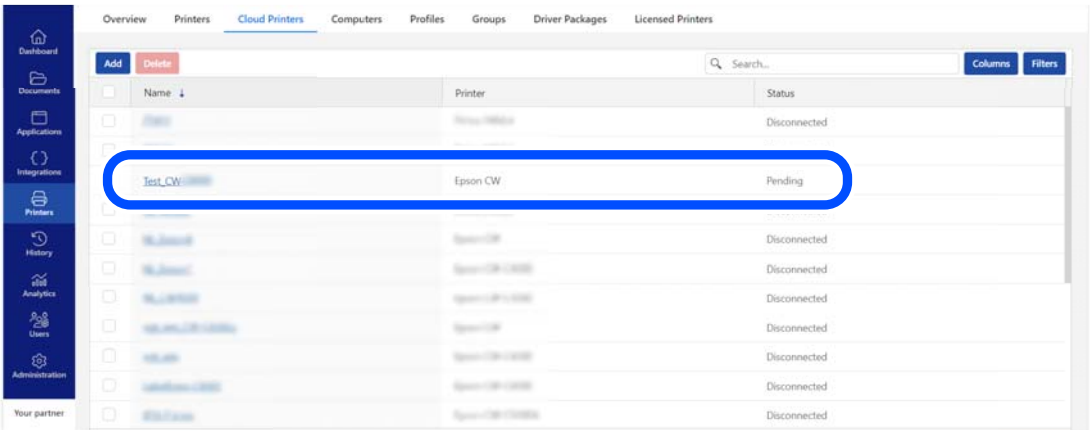
7 Select [Save].

Loftware Cloud



8 Select the saved printer from [Cloud Printers].

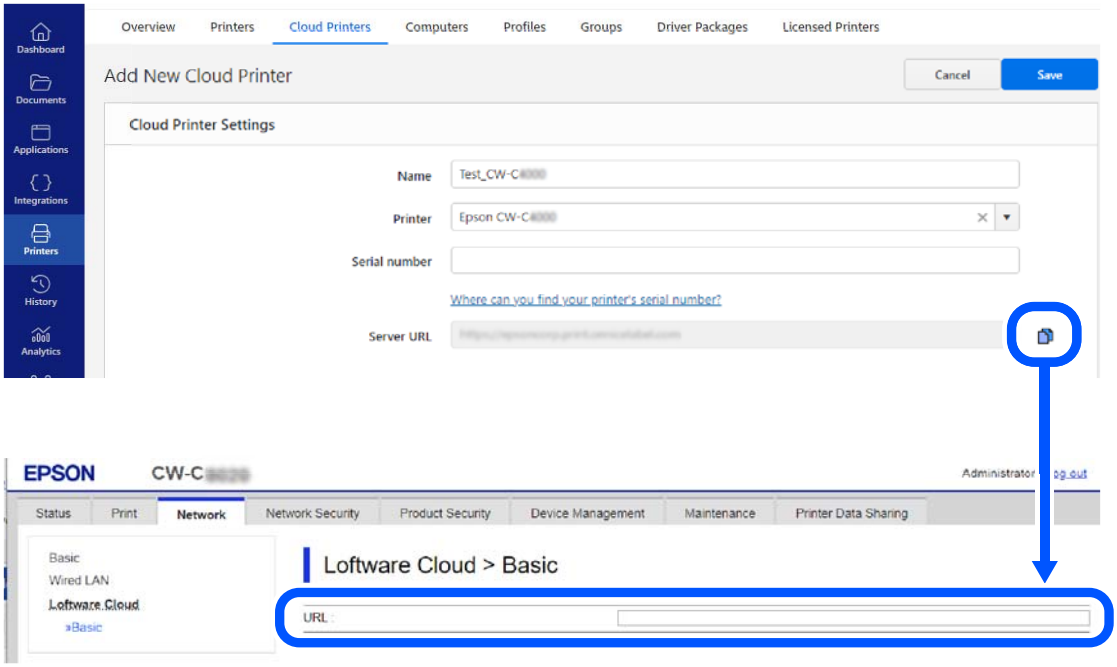
Loftware Cloud



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

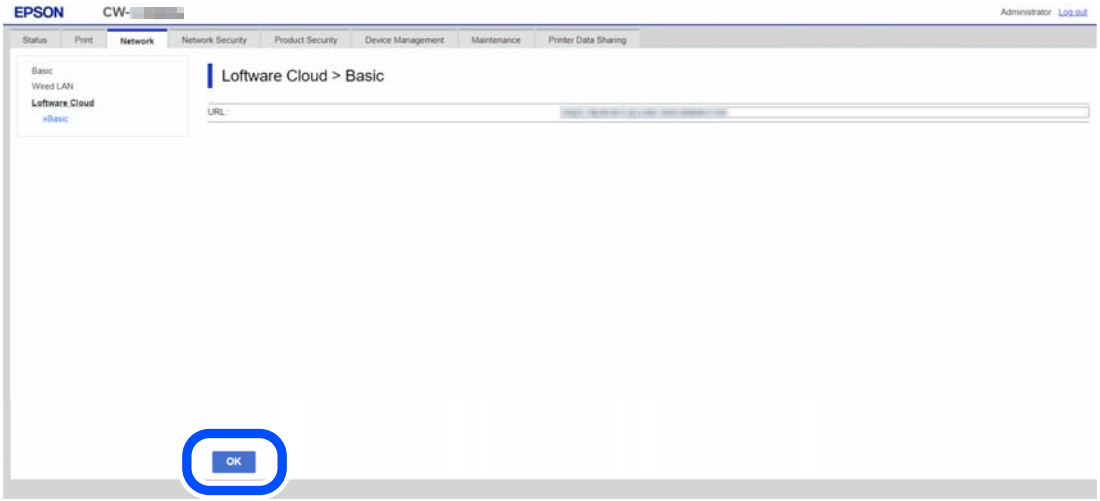
[Network] - [Loftware Cloud] - [Basic] - [URL]

Loftware Cloud

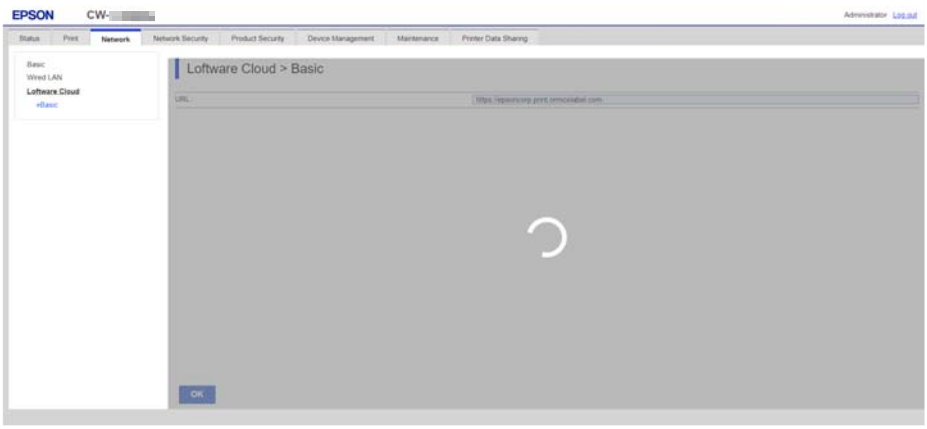


10 Click [OK].

Web Config

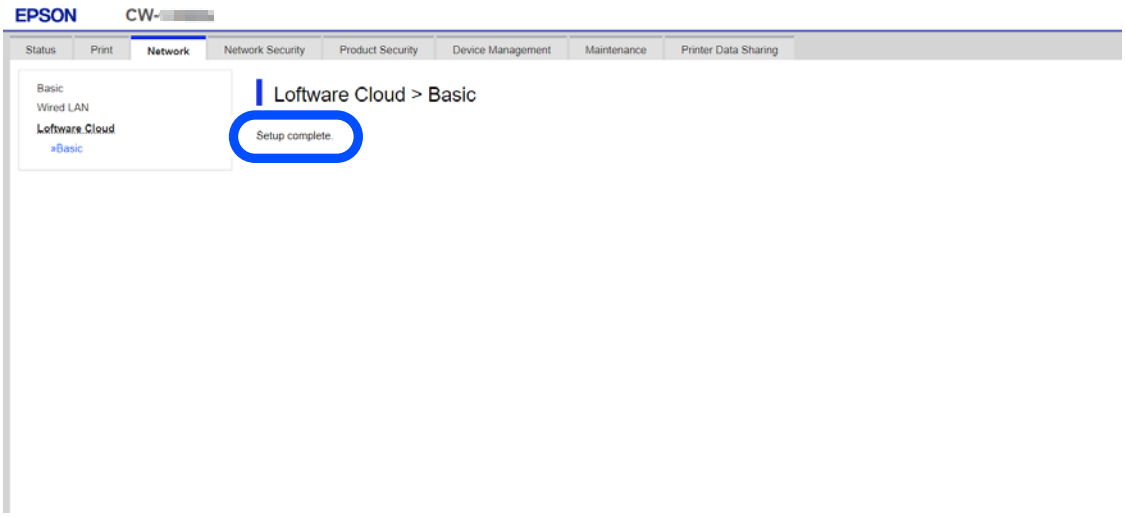


Wait until the printer connects to the server URL.

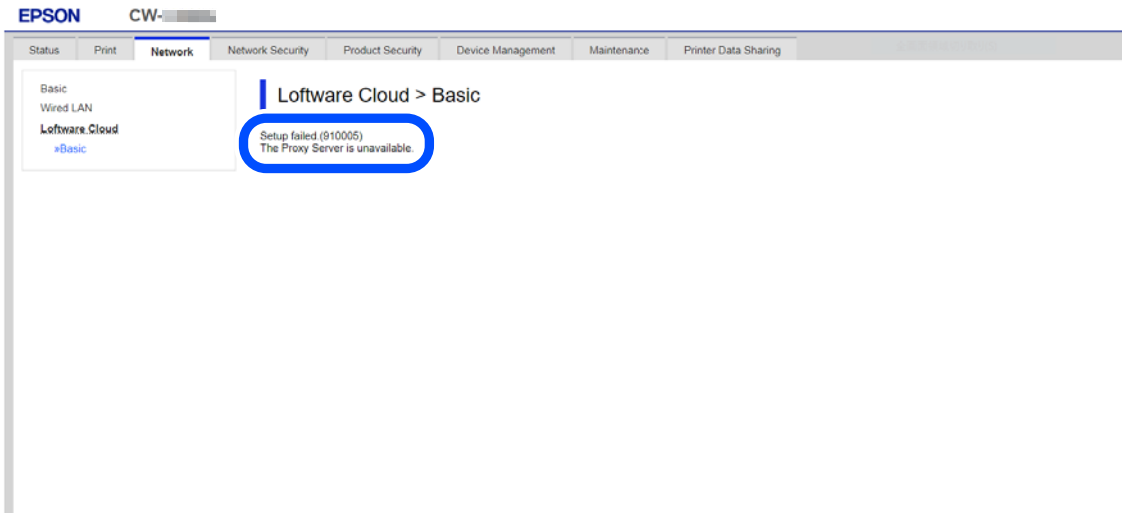


11 If your printer is a CW-C8000 Series, check the connection results displayed on the screen.

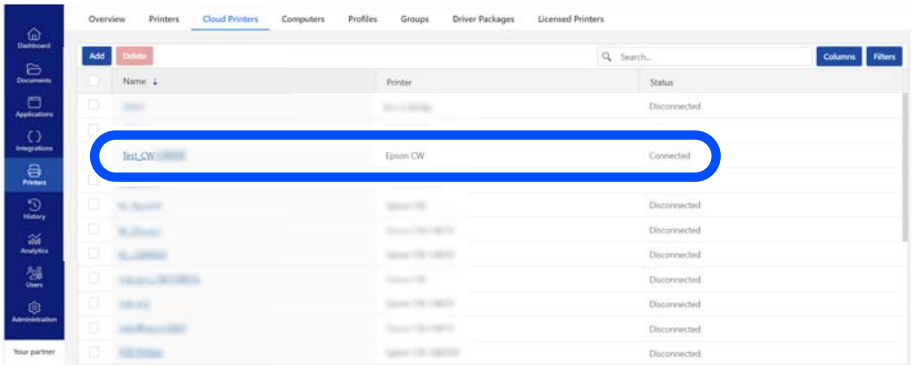
- If the message "Setup complete" is displayed, the printer has been successfully registered.



- 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.



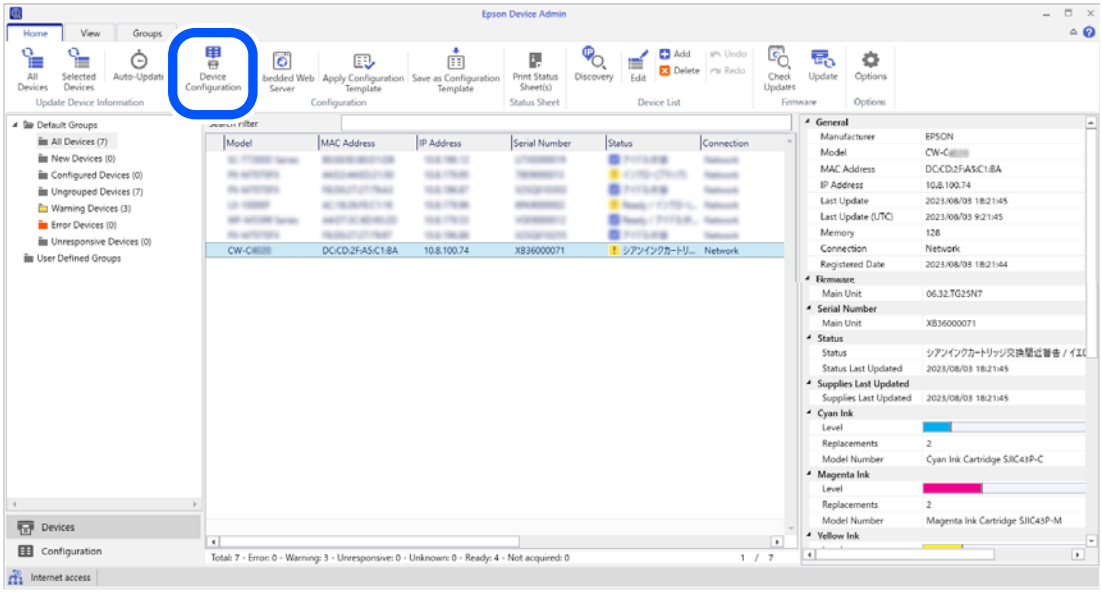
The printer's connection status can also be checked from Loftware Cloud.
[Printers] - [Cloud Printers] – [Status]



Registering a Printer (Epson Device Admin)

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

Epson Device Admin



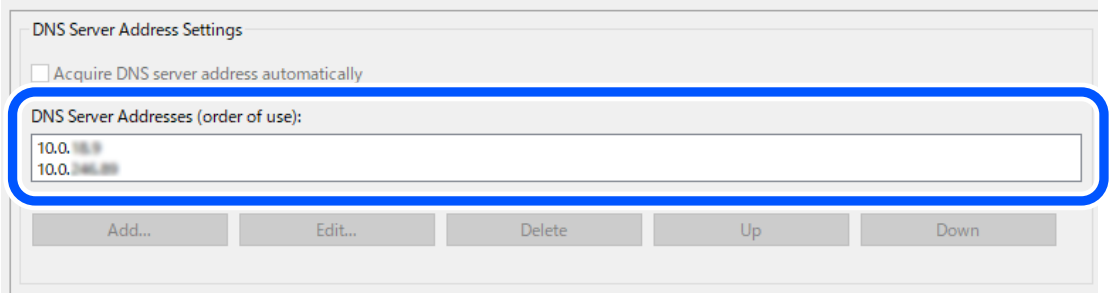
For details on Epson Device Admin, see "Epson Device Admin" on page 31.
The default administrator password is written next to "PASSWORD" on the password label affixed to the rear or right side of the printer.

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

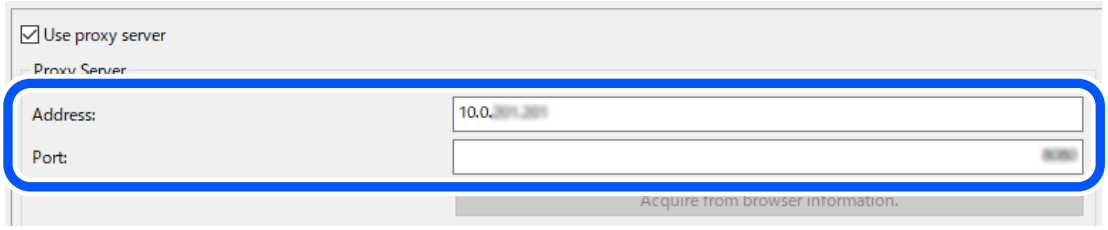
- IP Address
- Subnet Mask
- Default Gateway
- Primary DNS Server
- Secondary DNS Server
- Proxy Server
- Proxy Server Port Number

[Network] – [TCP/IP] – [Basic]

[Network] – [TCP/IP] – [DNS]



[Network] – [TCP/IP] – [Internet]

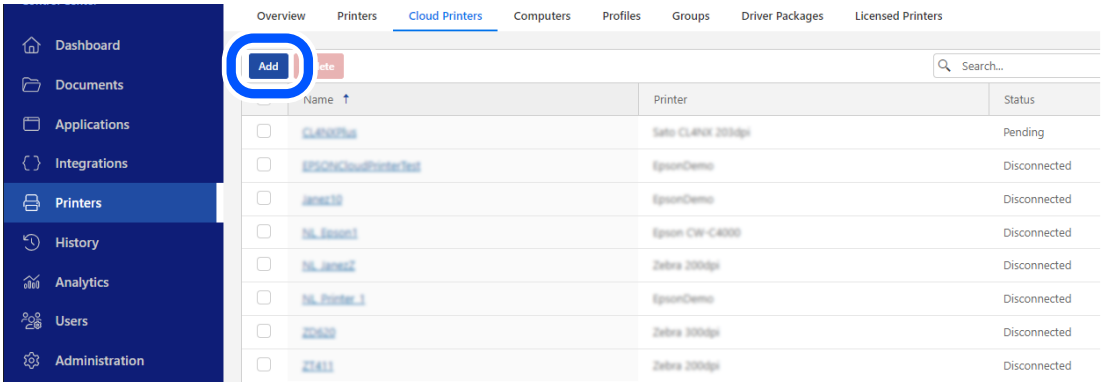


3 Open Loftware Control Center and sign in.

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



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

Loftware Cloud

(1) [Name] Enter the name you want to display on Loftware Cloud.

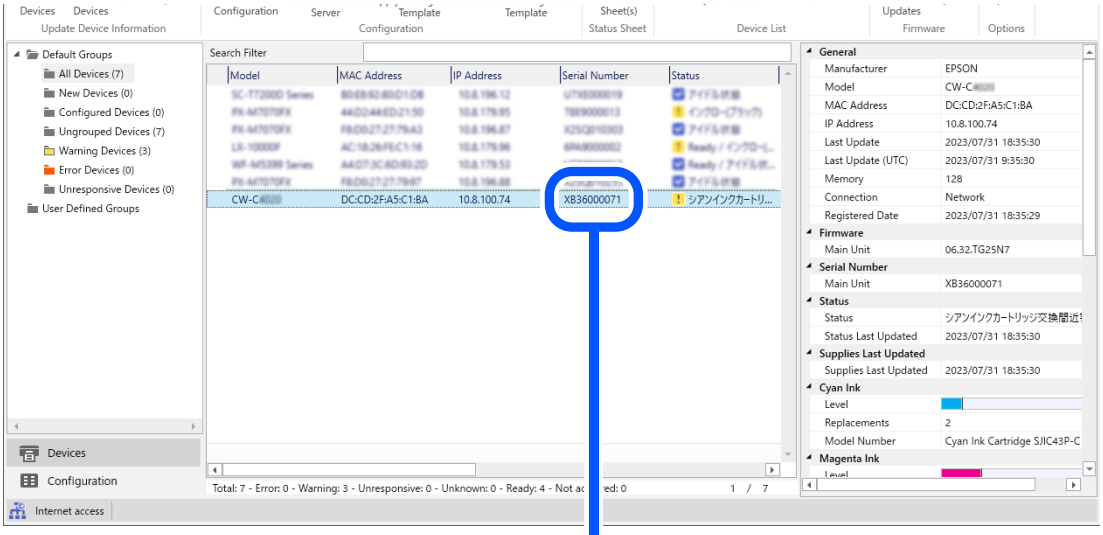
(2) [Printer] Select the printer to set as a cloud printer.

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

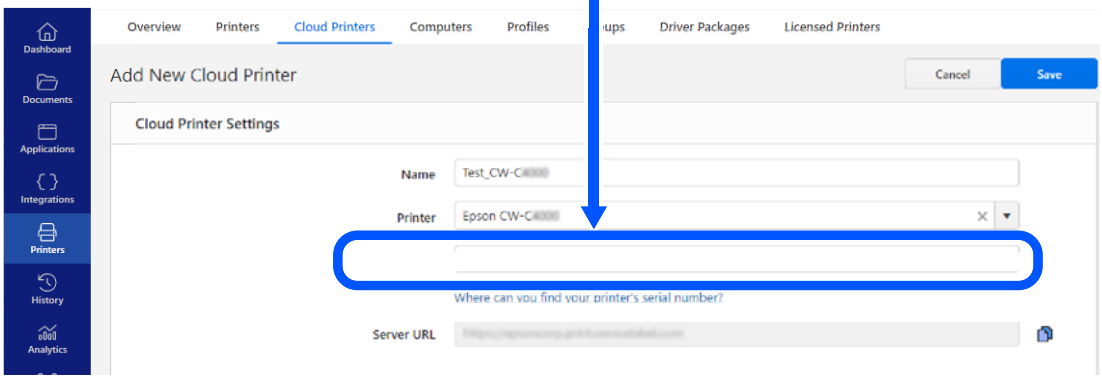
When you select [Printer], [Serial number] and [Server URL] will appear.

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

Epson Device Admin

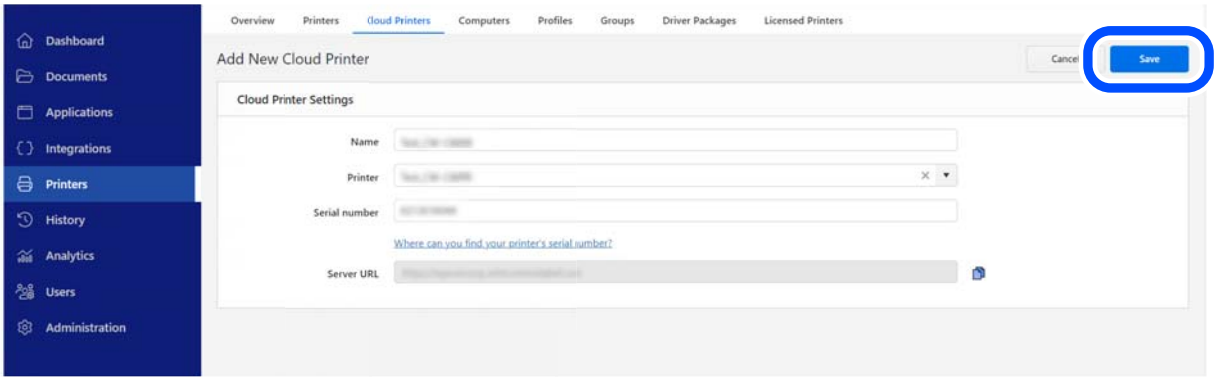


Loftware Cloud



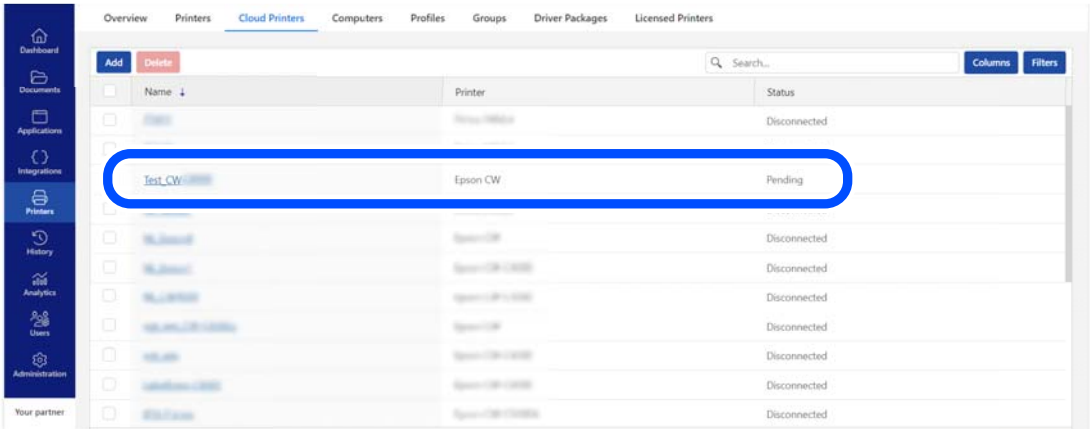
7 Select [Save].

Loftware Cloud



8 Select the saved printer from [Cloud Printers].

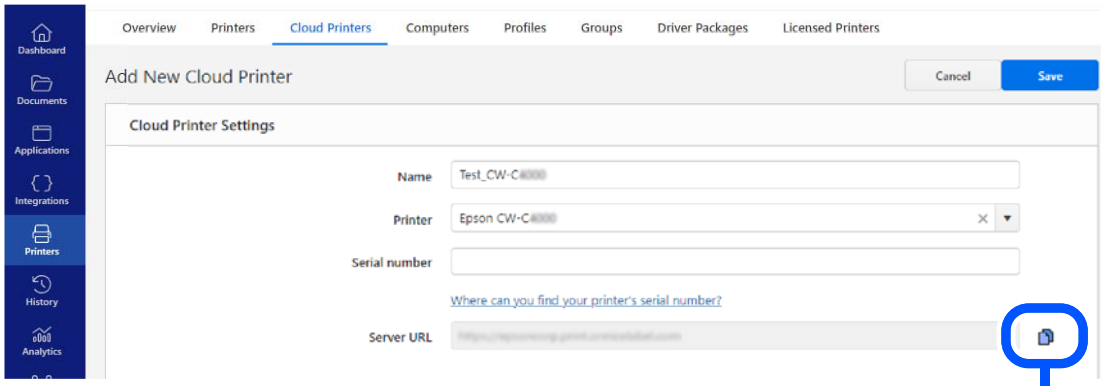
Loftware Cloud



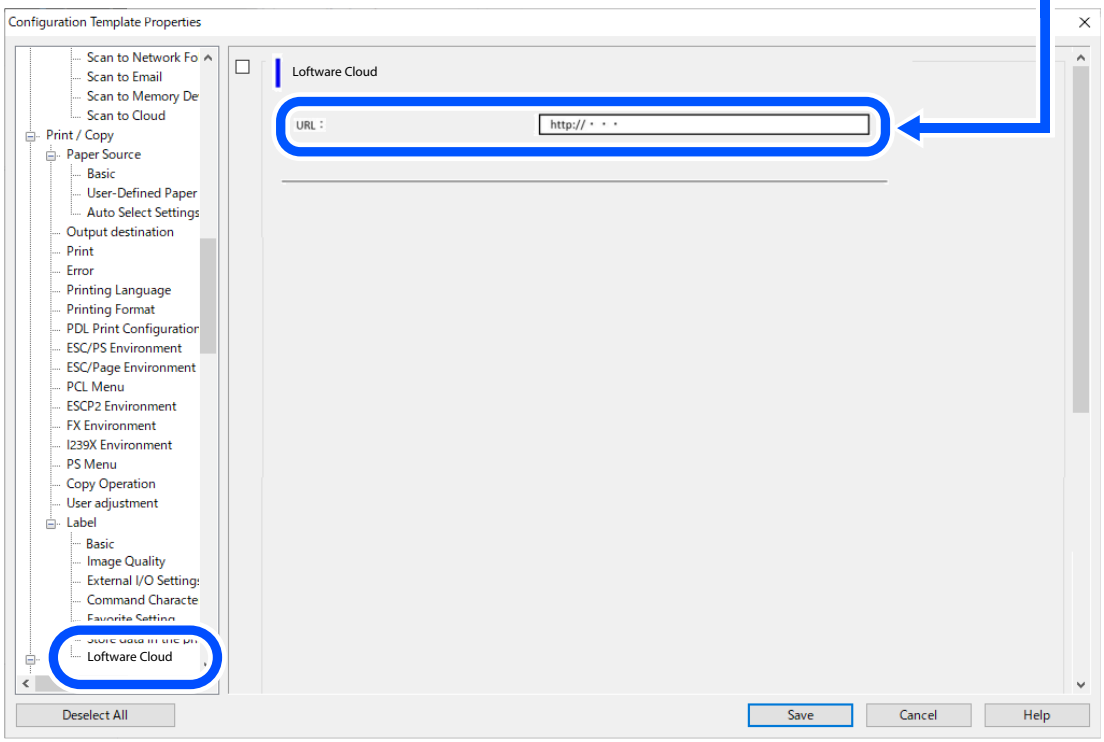
9 Click the button to copy the server URL and paste it into the following field in Epson Device Admin.

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

Loftware Cloud

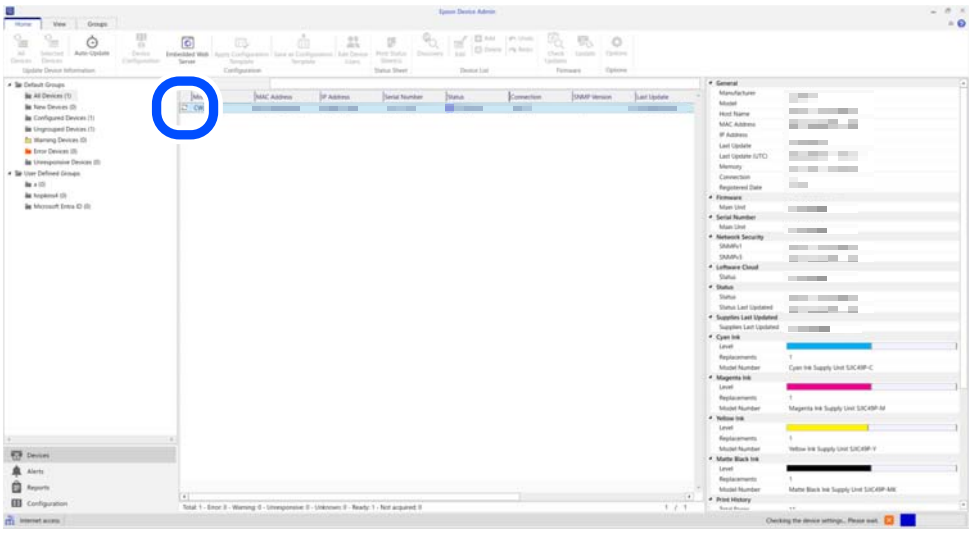


Epson Device Admin



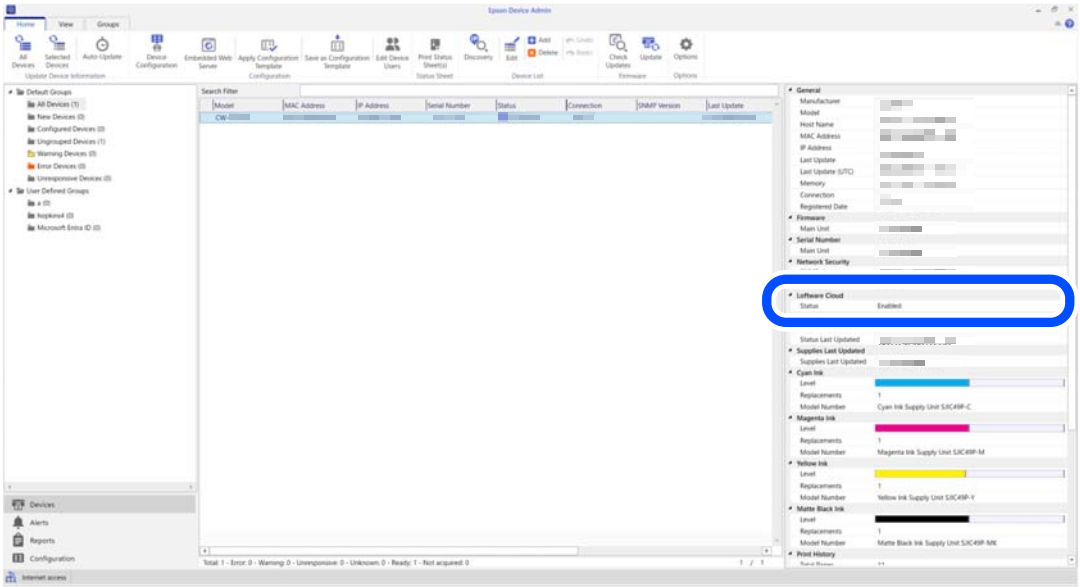
10 Select [Save].

Wait until the printer connects to the server URL.

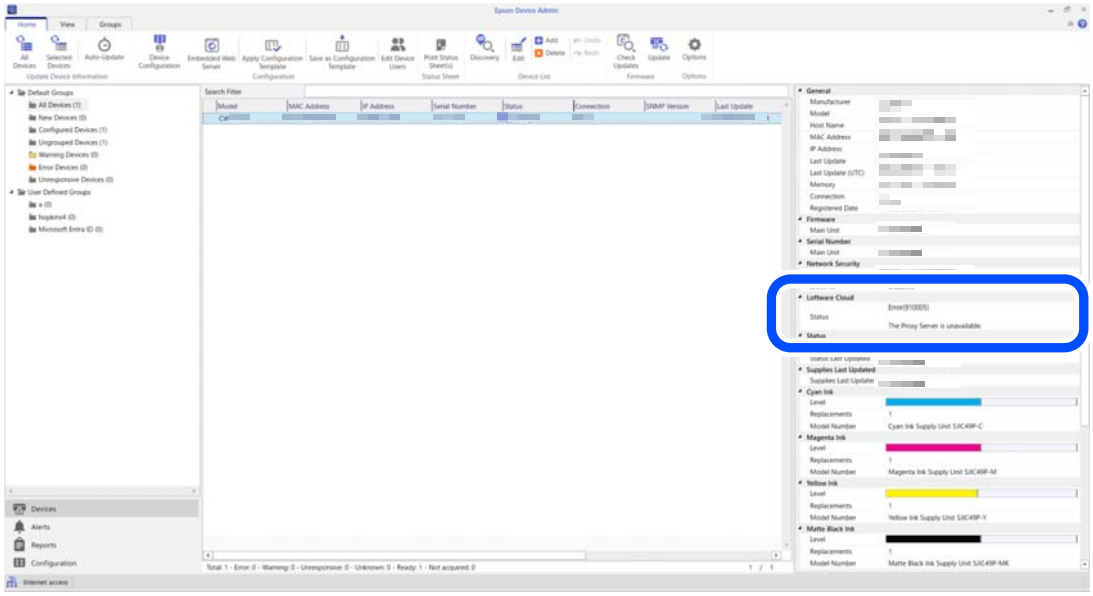


11 If your printer is a CW-C8000 Series, check [Loftware Cloud] - [Status] on the device details screen.

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

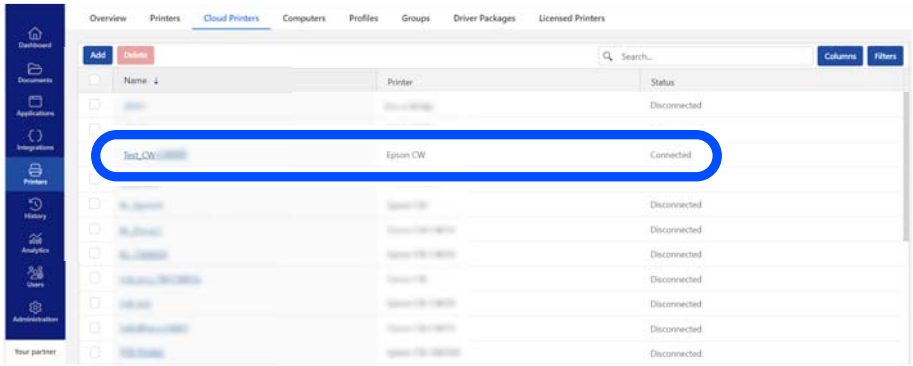


- If "Disabled" or an error number is displayed, the printer registration has failed.
  Check the solutions listed in "Error Number List (Only for CW-C8000 Series)" on page 26.
  In this example, the error number is 910005.



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

Loftware Cloud



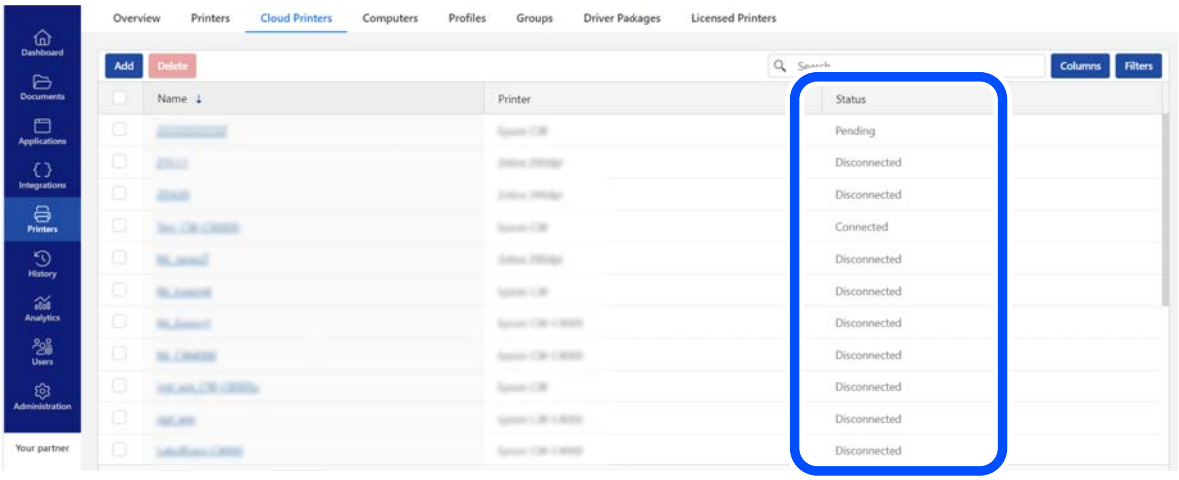
How to Check the Printer Connection Status

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



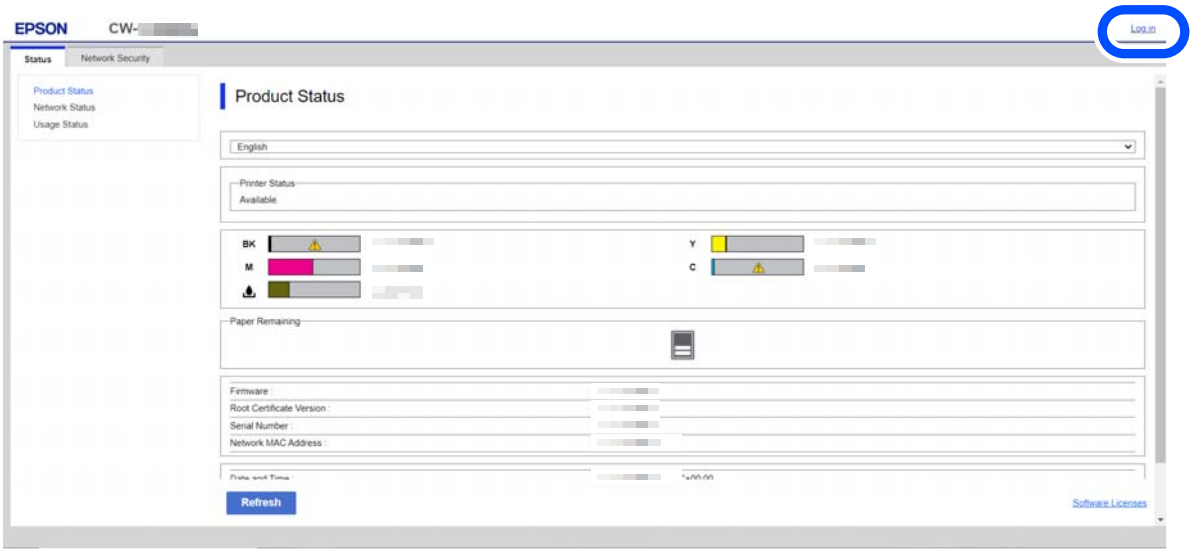
Message	Explanation
Connected	The printer is ready to print. The printer is connected to the Loftware Cloud server and has been successfully authenticated.
Pending	Printing from the printer is not possible. The printer has never been able to connect to the Loftware Cloud server.
Disconnected	Printing from the printer is not possible. The following are possible causes. • The printer has connected to the Loftware Cloud server, but is now disconnected. • The Loftware 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

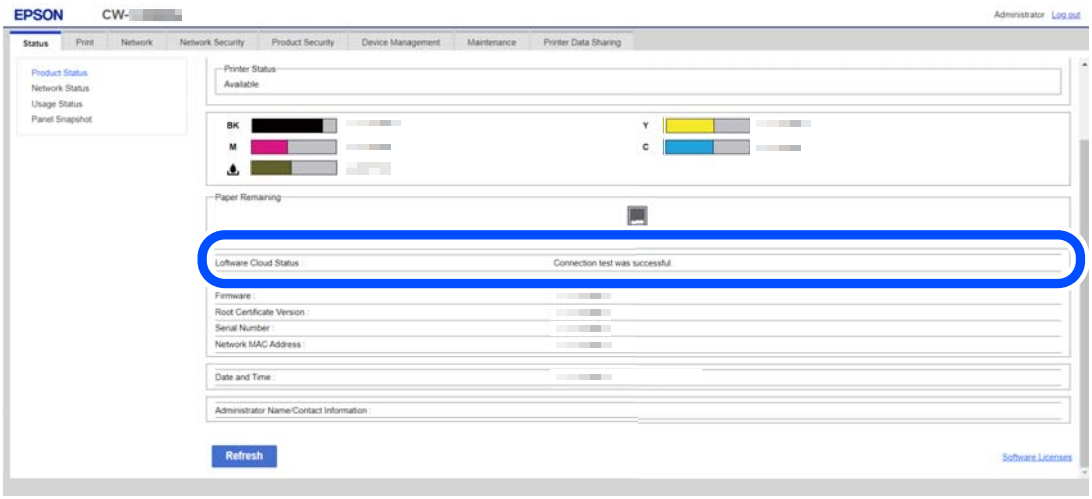
Checking from Web Config (Only for CW-C8000 Series)

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

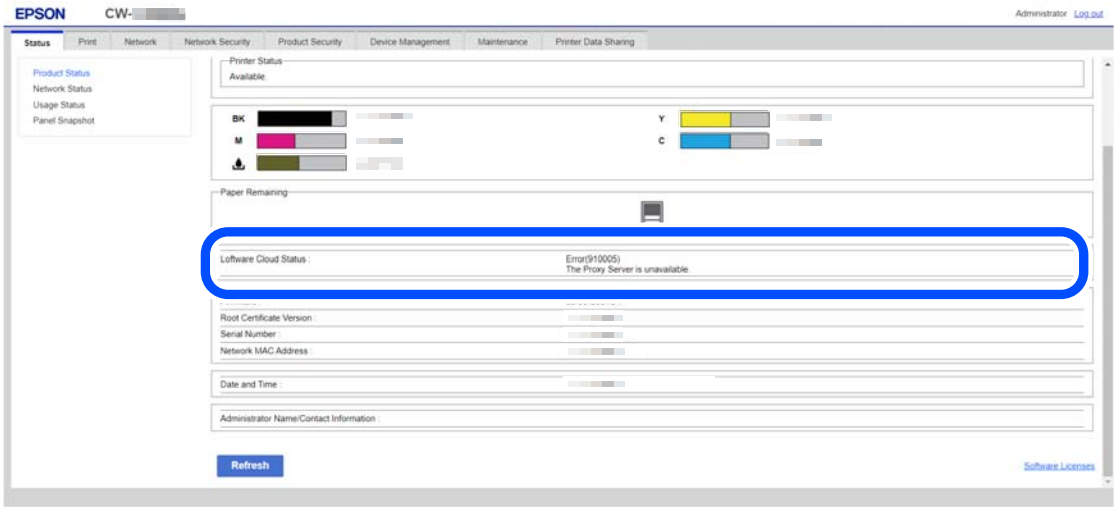


2 Check the [Loftware Cloud Status] field on the [Status] screen.

- 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.



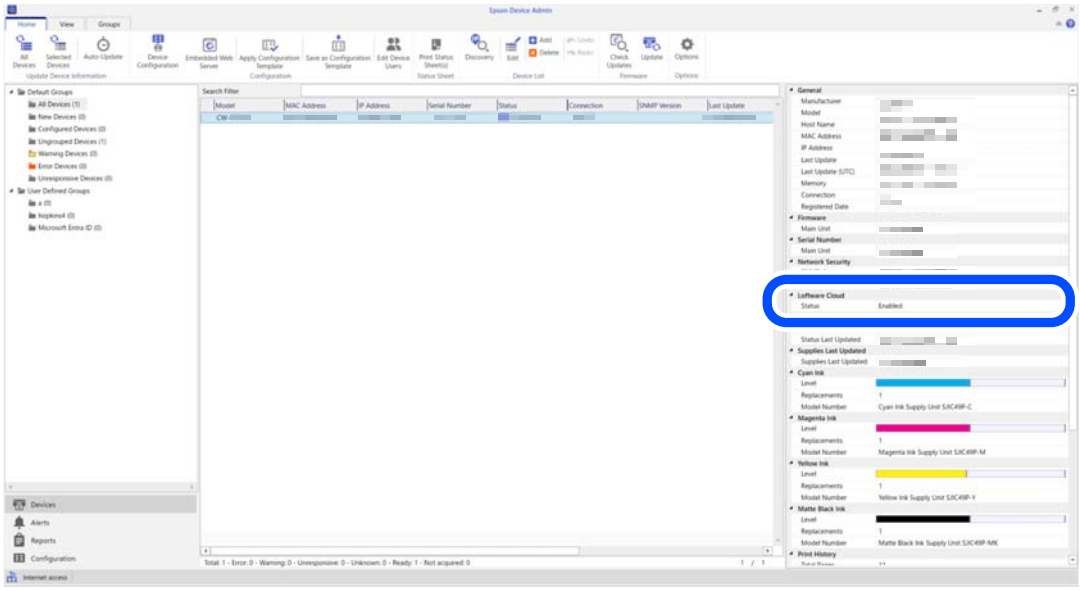
Checking from Epson Device Admin (Only for CW-C8000 Series)

1 Start Epson Device Admin.

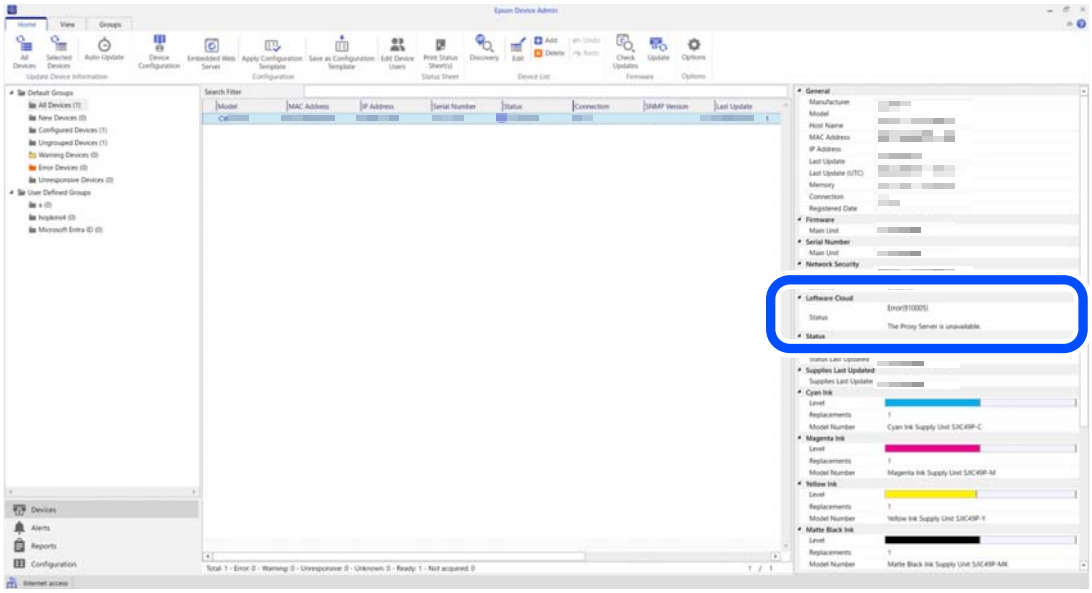
For details on Epson Device Admin, see "Epson Device Admin" on page 31.
The default administrator password is the string on the password label on the right side of the printer.

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.

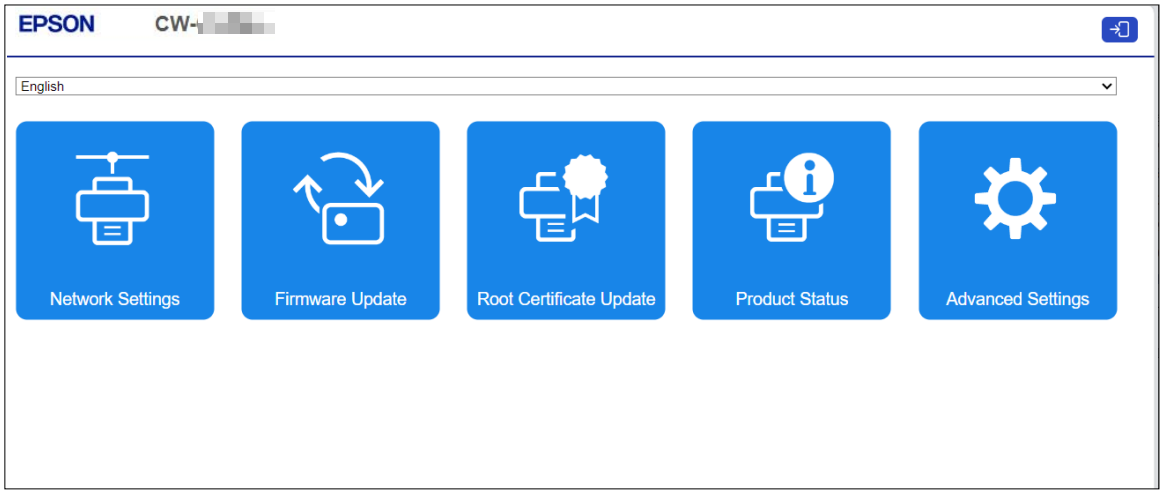
If you copied the printer serial number from Web Config or other source when registering the cloud printer, you may have inadvertently included spaces or line feed codes and unintentionally entered an incorrect serial number that includes them.

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.