EPSON

Epson Device USB Agent

Security White Paper

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Overview and Terminology

Epson provides several types of Epson Device Tools (Epson Tools) for administrators, which are Windows programs such as Epson Device Admin. Epson Tools alone can access only network connected devices.

Epson Device USB Agent (USB Agent), a Windows program, allows Epson Tools to access USB connected Epson devices.

See the chart below for an overview.
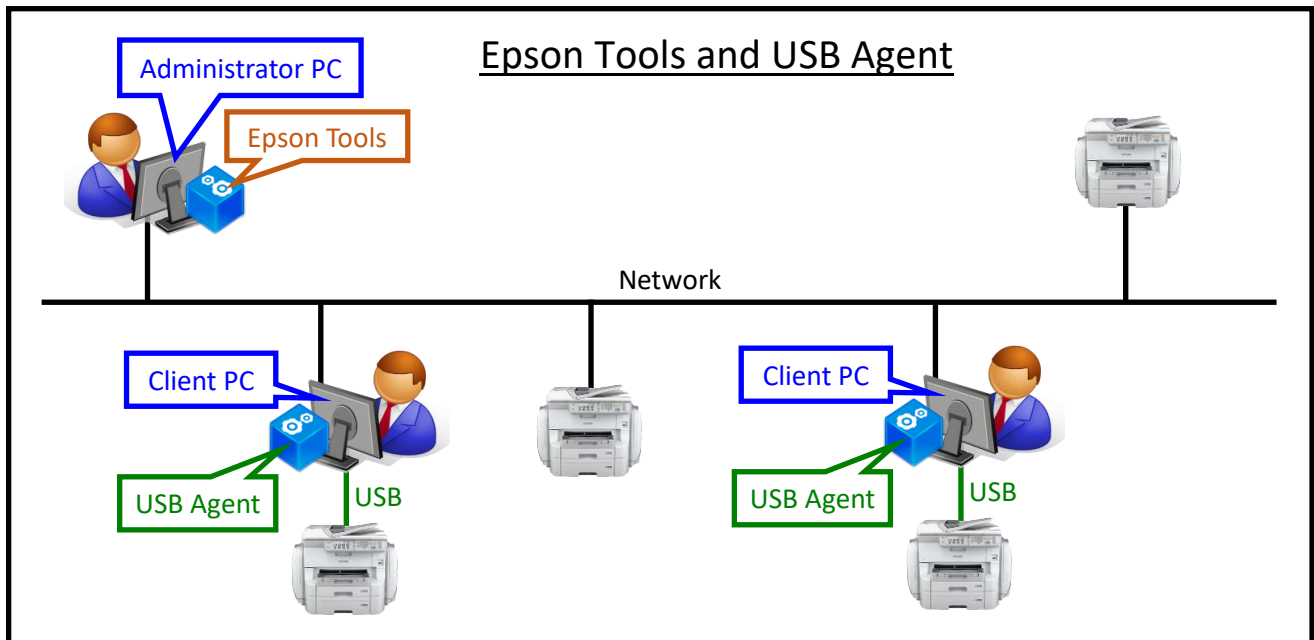
The USB Agent should be installed on all of the PCs to which Epson devices are connected by USB.

If an Epson Tool needs to access an Epson device connected to an Administrator PC by USB, install USB Agent on the Administrator PC. Epson Tools can also support the USB Agent installed on the same PC.

Due to technical limitations, the following restrictions apply to Epson Tools and the USB Agent:

- The USB Agent supports only Epson devices.
- Epson Tools may collect less data from USB connected devices compared to network connected devices.
- Some functions of Epson Tools may not be available for USB connected devices.

This document provides information about various aspects of security so that you can feel secure using the USB Agent.

Data Collection

Network Protocols

The following shows the network protocols and ports used by Epson Tools and the USB Agent to access USB connected devices. See the manual, or Security White Paper when applicable, for the network protocols and ports used by Epson Tools to access network connected devices.

Epson Tools on the Administrator PC

Protocol	Port	IN/OUT	Description
HTTP (TCP)	4121[*1]	IN	Receives device data from the USB Agent. [*2]
SNMP (UDP)	64122[*1]	OUT	Collects device data through the USB Agent. [*3]
HTTPS (TCP)	64122[*1]	OUT	Collects device data through the USB Agent. [*4] Discovers USB connected devices through the USB Agent

USB Agent on Client PC

Protocol	Port	IN/OUT	Description
HTTP (TCP)	4121[*1]	OUT	Sends device data to an Epson Tool. [*2]
SNMP (UDP)	64122[*1]	IN	Receives a data collection request from an Epson Tool. [*3]
HTTPS (TCP)	64122[*1]	IN	Receives a data collection request from an Epson Tool. [*4] Receives a device discovery request from an Epson Tool.

[*1]:   These port numbers are the defaults and can be changed.

[*2]:   This protocol is used only by a special Epson Tool which is not available to the public. The USB Agent sends the IP address of the Client PC to the Epson Tool in addition to the data explained in the Appendix.

[*3], [*4]: The protocol used depends on which model is connected to the Client PC by USB.

Data Collected

Epson Tools collect device data, such as the model name, serial number, page counters, and ink remaining, through the USB Agent.

When an Epson Tool manages USB connected devices, each IP address indicates a Client PC with the USB Agent and a USB connected device.

See the Appendix for further information about the device data collected by the USB Agent.

Security

Epson Tools and the USB Agent only use the Intranet and USB communication to collect device data. The target devices are identified by a device list created during and/or after installing Epson Tools. Epson Tools do not send out any data from non-specified devices or computers.

Epson Tools and the USB Agent do not collect user's data, such as images of prints, copies, scans, or sent/received faxes.

Appendix

Data Collected by the USB Agent

The USB Agent may collect the following data from the Client PC's USB interface and USB connected devices and return it to Epson Tools.

Category	Data Item
USB	USB ID
	USB Port
Device	Manufacturer
	Model
	MAC address
	Serial number
	Firmware version
	Status
	Error/warning codes
	Error history
	Page counters for combinations of color/mono and simplex/duplex printing for each paper size.
	Page counters for each function and each media type.
	Scanner counters for each paper size.
	Amounts remaining for the following consumables: Ink, toner, maintenance unit, OPC, transfer unit, transfer belt, fuser, and other parts
	Replacements for the following consumables: Ink, toner, maintenance unit, OPC, transfer unit, transfer belt, fuser, and other parts
	Descriptions of the following consumables: Ink, toner, maintenance unit, OPC, transfer unit, transfer belt, fuser, and other parts
	Settings for the network, print, scan, fax, power, and finisher.
	Fax report user settings.
	Cleaning history.
	Paper jam count.
	Location
	Other device specific miscellaneous counters and settings.

The types of device data in the table above that are collected and sent to Epson Tools depend on which Epson Tool is being used. They also depend on the model, accessories, configuration, and usage status.

Network Traffic

The amount of network traffic between an Epson Tool and the USB Agent for a full data collection is up to approximately 200 KB per device, depending on the Epson Tool and the device. See "**Data Collected by the USB Agent**" in the Appendix for further information. The performance depends on the size of the data and the network environment.

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