EPSON

EXCEED YOUR VISION

Epson Device USB Agent

Setup Guide

(for Epson Device Admin)

How to Use This Manual

Marks and Symbols

> ⚠️ *Caution:*
>
> *Instructions that must be followed carefully to avoid bodily injury.*

> ❗ *Important:*
>
> *Instructions that must be observed to avoid damage to your equipment.*

Note:
Provides complementary and reference information.

Related Information

➡ Links to related sections.

Trademarks

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❏ Microsoft and Windows are registered trademarks of the Microsoft Corporation in the US and other countries.

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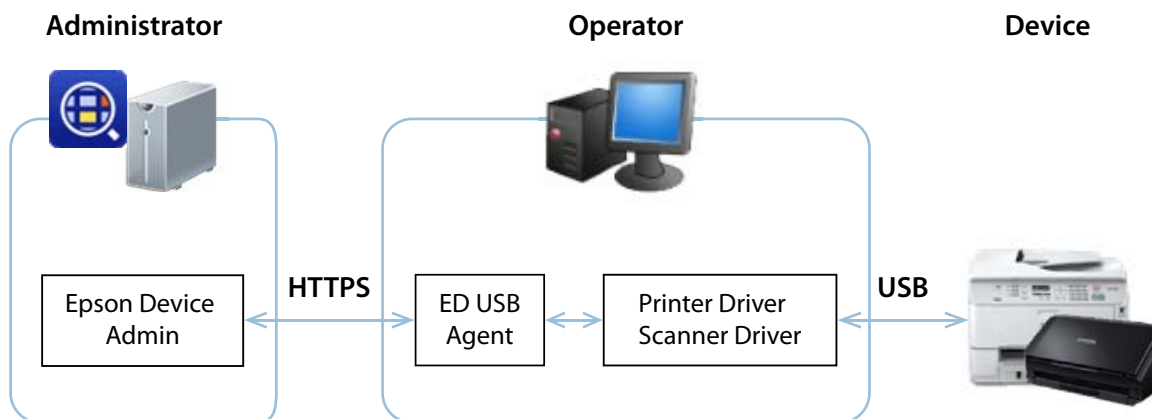## Collecting device information

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Collecting device information

Epson Device Admin communicates with ED USB Agent over the intranet.

ED USB Agent communicates with a USB-connected device using its driver.

To allow Epson Device Admin to discover and manage devices connected to computers on the network by USB cables, you need to install the ED USB Agent on all computers on the network to which the devices you want to manage are connected.

Next, specify the IP addresses or IP address ranges of the computers under Discovery Parameters from Options in Epson Device Admin.

You can automatically assign devices discovered through Epson Device Admin's discovery function to a group. You can select Network or USB as the automatic assignment condition when Connection is selected for Device Information. For more information, see the "Create and edit user-defined groups" chapter in the Epson Device Admin User's Guide.

Epson large format printers and color label printers (ColorWorks series) do not support ED USB Agent. They can be discovered and monitored by Epson Device Admin only through network connections.

System Requirements

Supported OS

Microsoft Windows 7 (SP1) / 7 x64 Edition (SP1)

Microsoft Windows 8 / 8 x64 Edition

Microsoft Windows 8.1 / 8.1 x64 Edition

Microsoft Windows 10 / 10 x64 Edition

Microsoft Windows 11 x64 Edition

Microsoft Windows Server 2008 (SP2) / x64 Edition (SP2)

Microsoft Windows Server 2008 R2 x64 Edition

Microsoft Windows Server 2012 x64 Edition

Microsoft Windows Server 2012 R2 x64 Edition

Microsoft Windows Server 2016 x64 Edition

Microsoft Windows Server 2019 x64 Edition

Microsoft Windows Server 2022 x64 Edition

Essential Software

❏ Runtime library: .NET Framework 4.0 or later

❏ Enable "Desktop Experience", if you want to collect scanner information by using the computer that is running on Windows Server.

Supported Drivers

❏ Printer: Printer Driver, EPSON Universal Print Driver version 2.67 or later

❏ Scanner: EPSON Scan (Scanner Driver), Epson Scan 2 (Scanner Driver)

❏ Check Scanner: USB Driver version 3.00 or later*

  * TMUSB Device Driver is not supported.

Allowing protocols

You need to allow the following protocols on Operator PC to establish communication between Epson Device Admin[*] and ED USB Agent.

Computer on Which to Open a Port	Protocol	Port Number
Operator's computer with ED USB Agent installed	TCP/UDP	64122 (default) You can allow communication through the firewall during ED USB Agent installation. In this case, you do not need to open a port.
	ICMP (Ping)	-

*: Epson Device Admin v3.0 or later is supported.

Opening the protocol you want to use (registering a firewall exception)

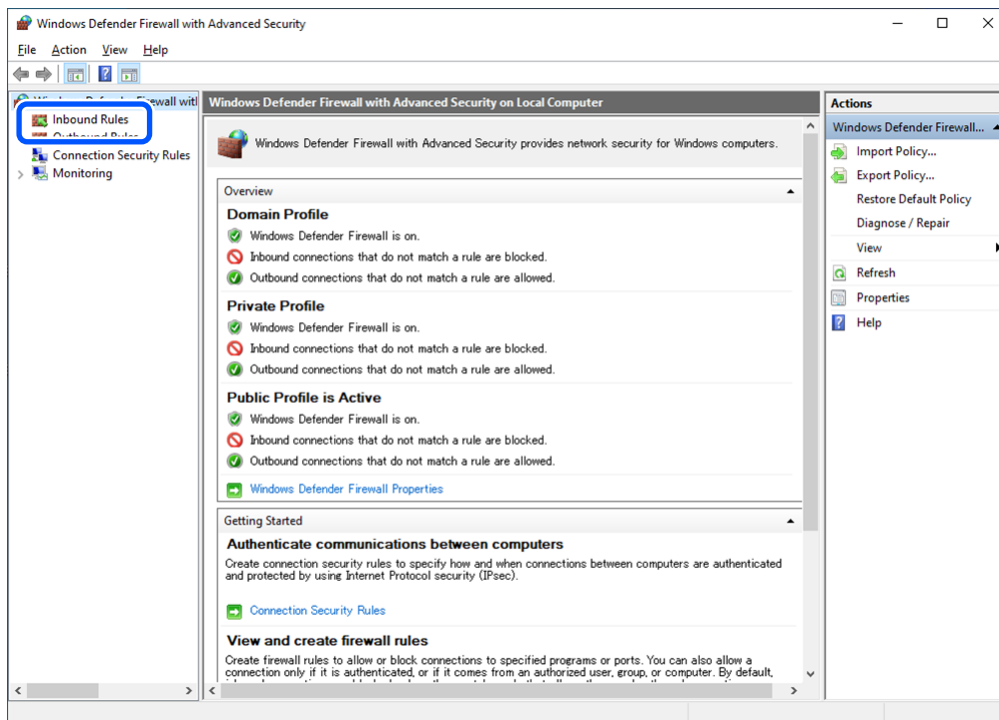1. Click **Network & Internet** in the **Windows Settings** menu.
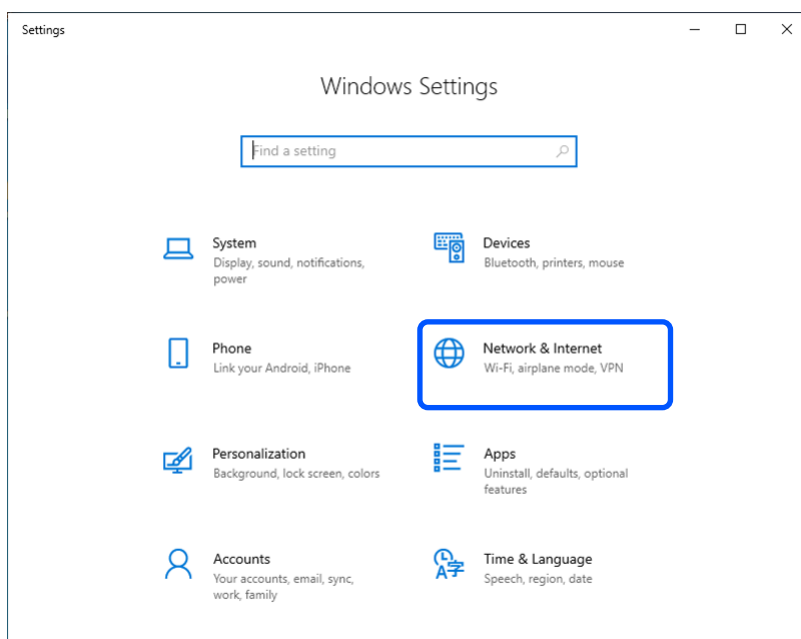
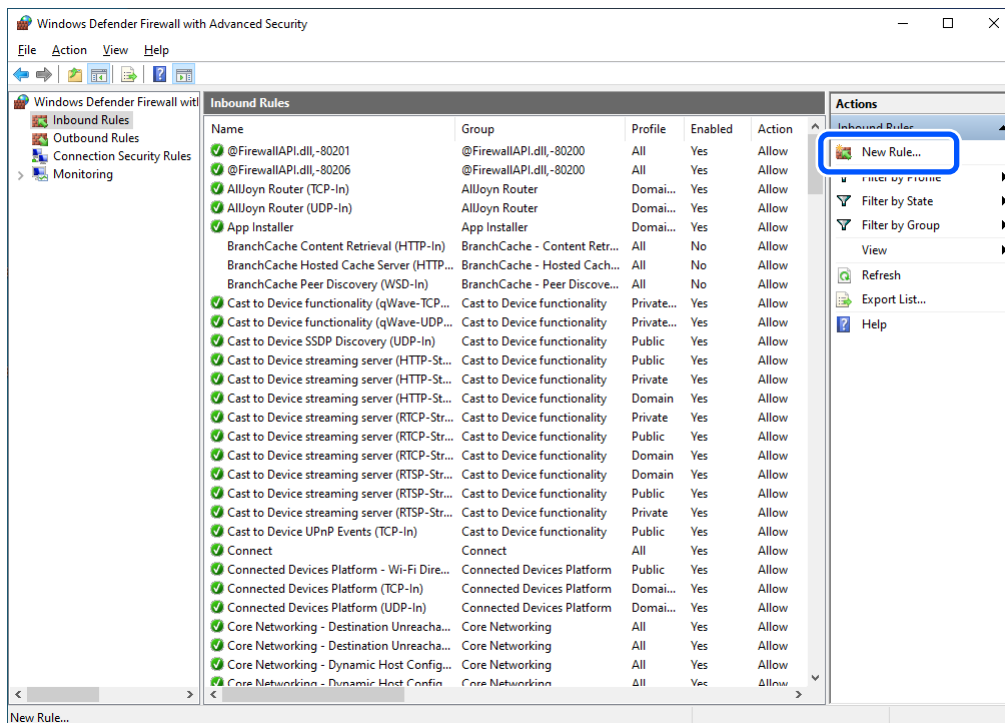2. Click **Windows firewall** in the **Change your network settings**.
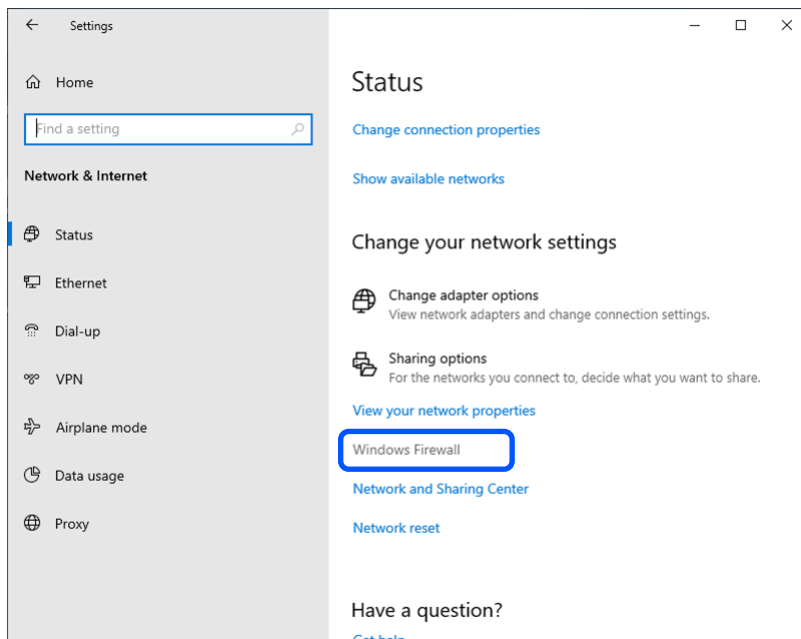
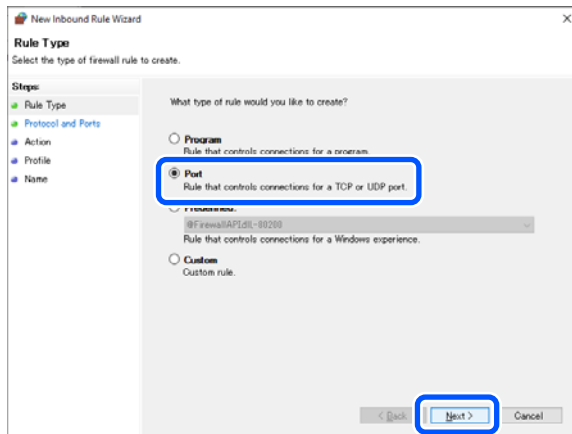
3. Click **Advanced settings**.
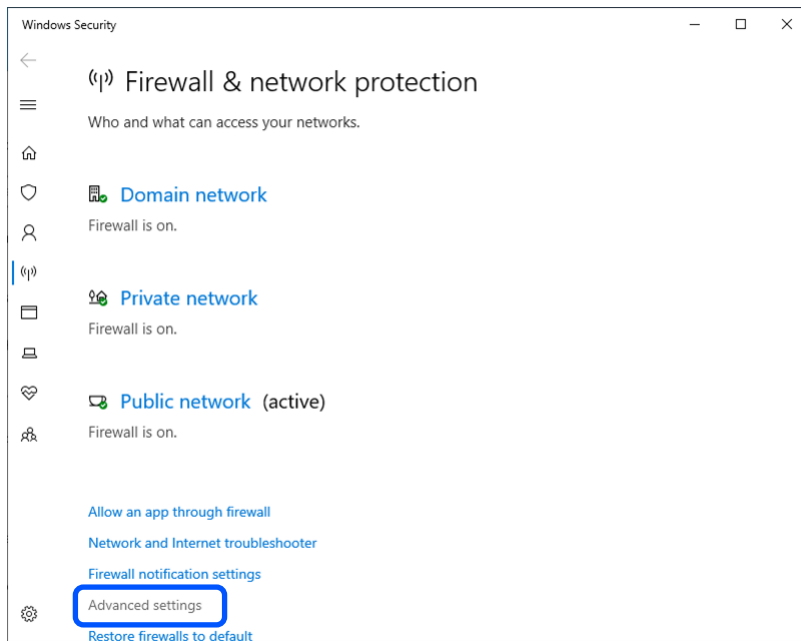
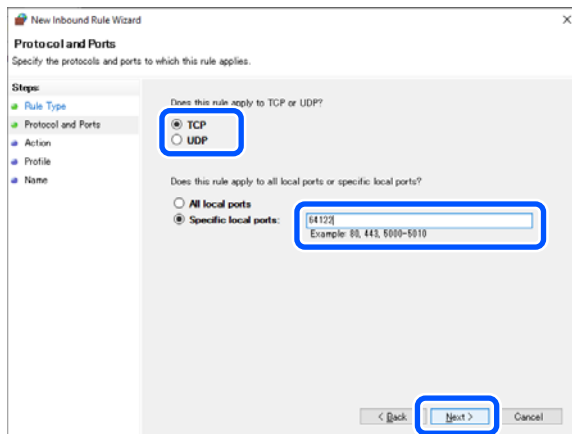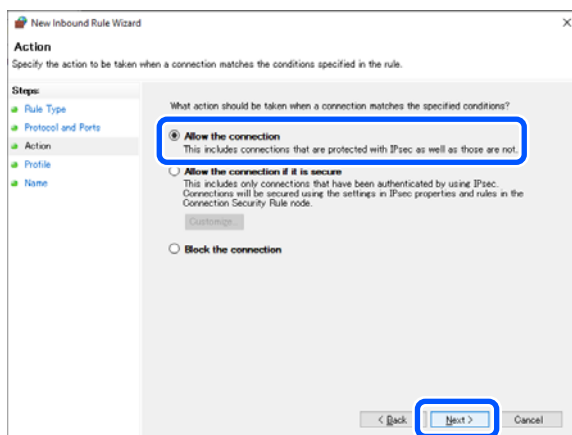4. Click **Inbound Rules**.

5. Click **New Rule**.

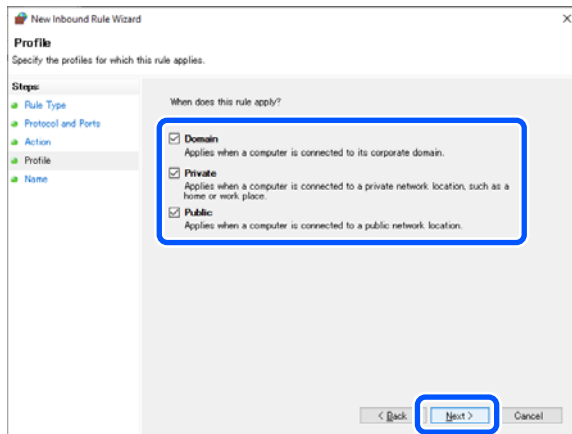6. Select **Port**, and then click **Next**.

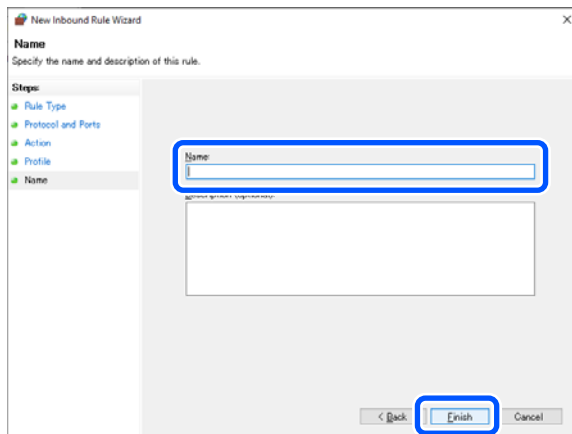7. Select **TCP**, enter "64122" in **Specific local ports**, and then click **Next**.

8. Select **Allow the connection**, and then click **Next**.

9. Select appropriate option(s) according to your environment, and then click **Next**.
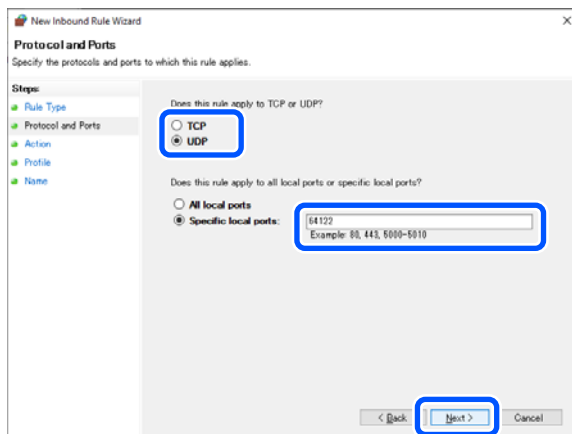
10. Enter the name for the new rule, and then click **Finish**.

The TCP protocol for port 64122 has been opened.
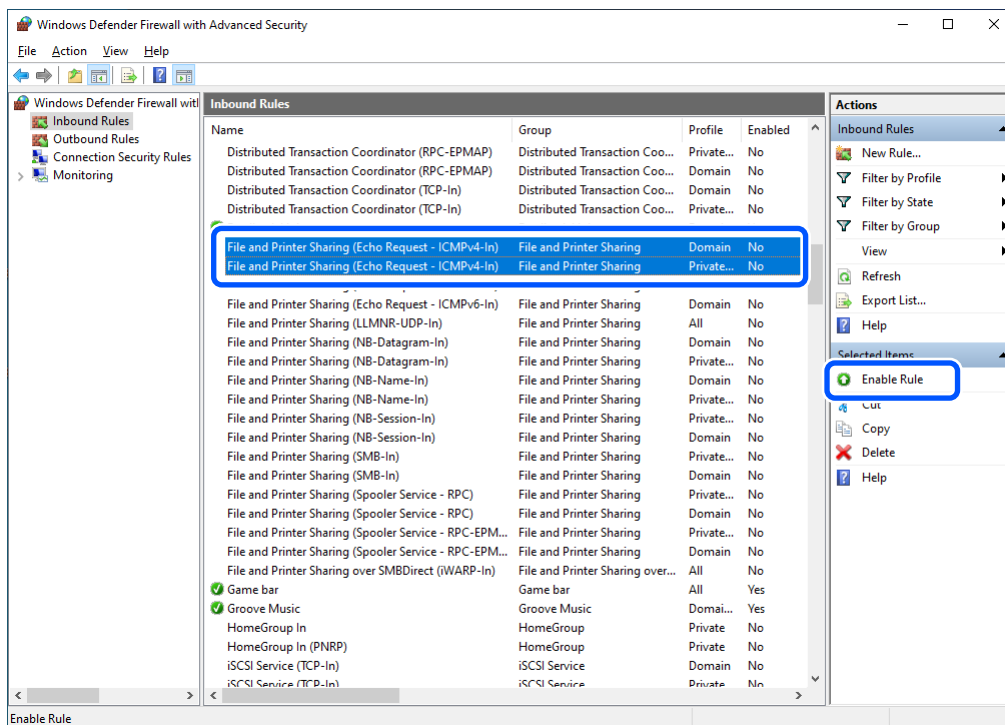
Next, open the UDP protocol for port 64122.

11. Repeat steps 4 to 10. However, select **UDP** in step 7 and continue.

The UDP protocol for port 64122 has been opened.

Next, allow the computer to receive an echo request (Ping).

12. Select **File and Printer Sharing (Echo Request - ICMPv4-In)** on the **Windows Defender Firewall with Advanced Security** screen, and then click **Enable Rule**.

The protocol required for communication has been released. Close the windows.

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Precautions

The agent cannot collect device information just after installing the printer or scanner driver. In this situation, you need to reboot your computer.

In the following situations, the agent cannot collect device information. Instead, the agent returns the device information collected the last time.

❏ When printing from a computer to a USB connected printer

❏ When the computer and scanner are connected by USB and EPSON Scan or Epson Scan 2 is running

Epson Device Admin v3.1 or later supports firmware updating for USB connected devices.

When a computer on which ED USB Agent is installed enters sleep mode, Epson Device Admin cannot communicate with ED USB Agent and the status of the USB connected device changes to "Not Ready".

After the computer wakes from sleep mode, it takes about 10 minutes for ED USB Agent v4.1.0 or earlier to reestablish communication with the USB connected device. If necessary, disconnect and reconnect the USB cable to quickly reestablish communication.

Installing the ED USB Agent

1. Run the following files according to your environment.

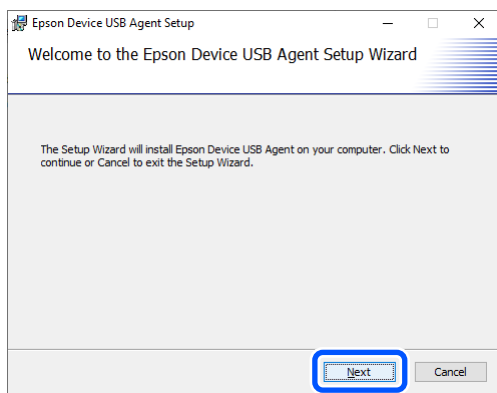   32 bit OS: EDUSBAgentSetup86.msi
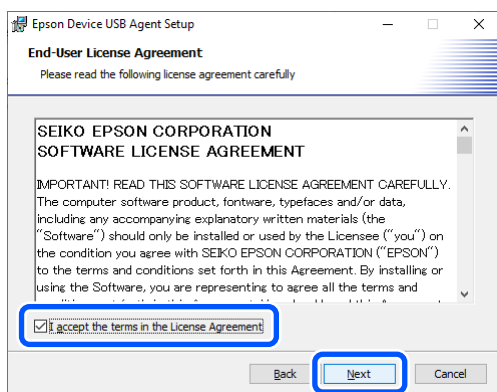
    64 bit OS: EDUSBAgentSetup64.msi

    > ⚠ *Caution:*
    >
    > *Do not run EDUSBAgentConfiguration.exe in the installation folder.*
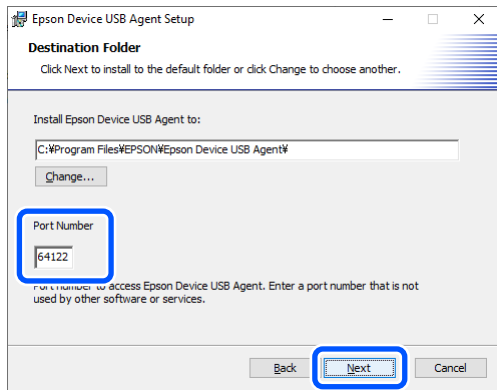
2. Click **Next**.

3. Read the licensing agreement, select **I accept the terms in the License Agreement**, and then click **Next**.
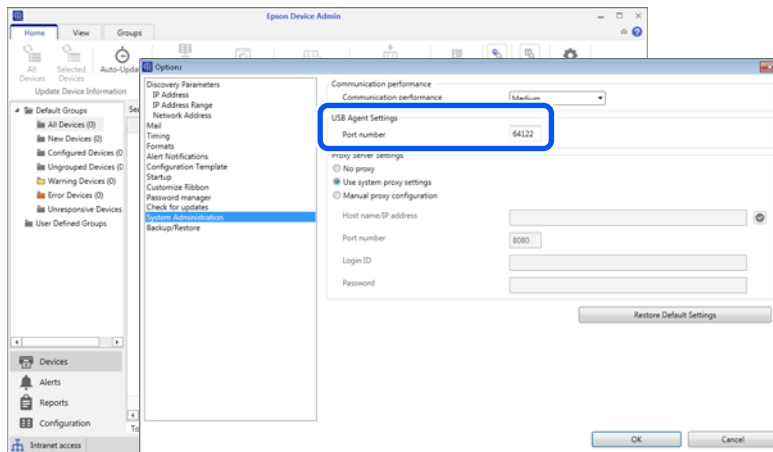
4. Select the folder in which to install the software and the port number, and then click **Next**.
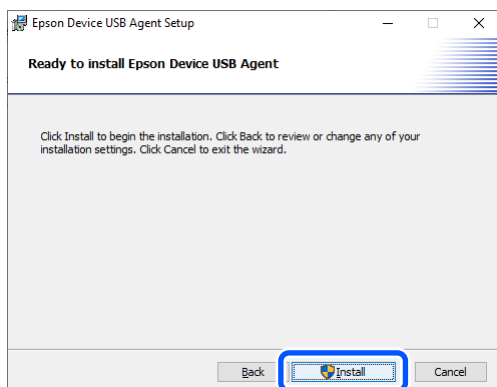

Note:
You need to select the same port number as the **Port number** *in* **Options** *>* **System Administration** *>* **USB Agent Settings** *in Epson Device Admin.*
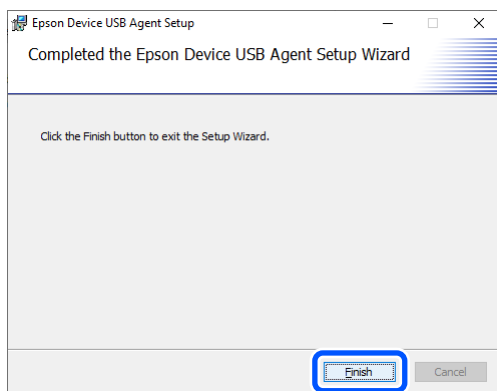

5. Click **Install**.

6. Click **Finish** when the installation complete window is displayed.

The setup is complete.