

EPSON PRODUCT SUPPORT BULLETIN

Date:	10/08/2004	Originator:	DS
PSB #:	PSB.2004.10.003	Authorization:	Kas
Reference:	TE 04-0295, Rev. A	Total Pages:	2
Product(s):	The following products that use TDK's PHY chip. C82391*, C12C82402*, C12C82405*, EPSON Network Image Express Card		
Subject:	Compatibility of Cisco Catalyst 3560/3750/4500/6500 Series Switches/Hubs		

This bulletin was created to provide information concerning Cisco HUB/Switch products (including Network modules) and EPSON Print Servers that experience link problems when directly connected.

Cause:

There is a limitation of the TDK chip to recognize the First-Link-Pulse (FLP) in Auto Negotiation. The Cisco products use PoE** (Cisco Inline Power). When PoE and FLP are in use, Auto Negotiation cannot be established therefore a link cannot be established between the Switch/ HUB and the Print Server.

** PoE (Power over Ethernet): This technology provides power over the Ethernet cable connection.

Countermeasure Plans:

Auto Negotiation cannot be used in either the Switch/HUB or the Print Server because the Print Server uses link speed settings with Half or Full duplex on the Switch/HUB or Print Server.

- 1.) Disable the Cisco Inline Power on the Cisco Products HUB/Switch.
The Cisco Inline Power is unnecessary for EPSON products Print Servers. The Epson products are provided power from either the printer slot or an AC Power Adapter.
- 2.) Connect another Switch/HUB between the Cisco product HUB/Switch and EPSON Print Server.

Target Products from Cisco:

In the product matrix noted below where the "OK" is designated for the model of the Cisco Inline Power product, there is a possibility that the link problem will occur. However, when IEEE802.3af is used in the same product, it is possible that the problem will not occur.

** The following list only corresponds to the Cisco Inline Power products.

** Also, the following list is comprised of currently selling products.

The Cisco Inline Power products are included from 2000, therefore, there is a possibility the same problem will occur by the time of product discontinuation.

** In the product where "Update" is noted to IEEE802.3af PoE in the following list, IEEE802.3af may be used with the updated module.

Catalyst6500 Series	Cisco Inline Power (Cisco original PoE•)	IEEE802.3af PoE (Standard)
WS-X6548-GE-45AF	OK	OK
WS-X6548V-GE-TX	OK	Upgrade
WS-X6548-GE-TX	OK	Upgrade
WS-X6148-GE-45AF	OK	OK
WS-X6148V-GE-TX	OK	Upgrade
WS-X6148-GE-TX	OK	Upgrade
WS-X6148X2-45AF	OK	OK
WS-X6148-45AF	OK	OK
WS-X6148-RJ45V	OK	
WS-X6148-21AF	OK	OK
WS-X6148-RJ21V	OK	
WS-X6148X2-RJ-45	OK	Upgrade
WS-X6348-RJ-45	OK	Upgrade
WS-X6348-RJ-21	OK	Upgrade
WS-X6348-RJ45V	OK	
WS-X6348-RJ21V	OK	
Catalyst4500 Series		
WS-X4548-GB-RJ45V	OK	OK
WS-X4148-RJ45V	OK	
WS-X4248-RJ21V	OK	OK
WS-X4248-RJ45V	OK	OK
Catalyst 3750-24PS-S	OK	OK
Catalyst 3750-24PS-E	OK	OK
Catalyst 3750-48PS-S	OK	OK
Catalyst 3750-48PS-E	OK	OK
Catalyst 3560-24PS-S	OK	OK
Catalyst 3560-24PS-E	OK	OK
Catalyst 3560-48PS-S	OK	OK
Catalyst 3560-48PS-E	OK	OK

** Designation of Cisco In-Line Power and conformity to IEEE PoE

Cisco In-Line Power	PoE(Power over Ethernet)
- Cisco original standard. - Input 9W	- Conformity to IEEE802.3af standard - Input 15.4W

EPSON PRODUCT SUPPORT BULLETIN

Date:	05/14/2002	Originator:	vs
PSB #:	PSB.2002.05.002	Authorization:	Kps
Reference:	TE02-056 Rev. A	Total Pages:	2
Product(s):	C823622/C823622A/C823632/C823642 (V.2.33), C823632A/C823642A (V.3.35), C823912 (V.2.12) type B network print servers and utilities		
Subject:	Compatibility with Windows XP and NetWare 6.0E		

Description:

This bulletin was created to inform you which Epson Type B internal print servers, and utilities are compatible with Windows XP, and Novell NetWare 6.0E.

Issues and solutions with Epson Network Utilities:

- EpsonNet WinAssist 3.2a print driver will not install using Microsoft IPX compatible protocol (NWLINK).
 - To install the print driver, please install Novell client for Windows XP.
- EpsonNet Direct Print 2.3b is Windows XP compatible.
- EpsonNet WebAssist (current version) is Windows XP compatible.
- EpsonNet WebManager 2.6a is Windows XP compatible.
- Epson Status Monitor 2 does not support the EEBAPI bi-directional printing module. Multi user mode and remote desktop are not supported.
- EpsonNet Internet Print is not used in Windows XP. Use the Windows XP standard IPP port instead.

Issues and solutions with Epson Print Servers:

- 1.) C823622/C823622A/C823632/C823642 (v.2.33) /C823632A/C823642A (v.3.35) print servers are compatible with Windows XP with one restriction.
 - a) Windows XP uses NetBIOS over TCP/IP, which is not compatible with Epson Print Servers.
 - b) Windows XP does not provide support NetBEUI, but does provide the required file (netnbf.inf) which supports Epson Print Servers.
 - c) Locating and installing the netnbf.inf file from the Windows XP CD:
 - 1) Insert the CD and search for the folder `\\.\valueadd\msft\net\netbeui`.
 - 2) Copy the file (netnbf.inf) to C:\Windows\INF folder.
 - 3) Click on "START"
 - 4) Right mouse click on "My Network Places" then left mouse click on "Properties".
 - 5) Right mouse click on "Local Area Connection" then left mouse click on "Properties".
 - 6) Click on "Install".
 - 7) Click on "Protocol".

- 8) Click on "Add".
- 9) Click on "NetBEUI Protocol".
- 10) Click on "OK".
- 11) Restart computer.

Netware 6.0E Compatibility:

- 1.) EpsonNet WinAssist 3.2aE and Epson Status Monitor 2 (version 2.0fE) are supported using NetWare 6.0E server and the NetWare client.
- 2.) C823622/C823622A/C823632/C823642 (v.2.33) C823632A/C823642A (v.3.35) are supported using NetWare 6.0E with the following printing modes:
 - a) Novell NDPS Gateway -> LPR/IPX
 - b) NDS Print Server
 - c) NDS Remote Printer
 - d) Epson NDPS Gateway Rev.2.2