EPSON PRODUCT SUPPORT BULLETIN

Date:	10/08/2004	**Originator:**	DS
PSB #:	PSB.2004.10.002	**Authorization:**	*Kps*
Reference:	TI 04-46e Rev. A	**Total Pages:**	14
Product(s):	EMP NS Connection, EMP Network Manager, EMP Monitor, EMP Multi Screen Adjustment, Cinema Color Editor, VCOM Driver		
Subject:	Evaluation results of Epson Projector PC applications tested in Windows XP with SP2.		

The purpose of this bulletin is to provide information on Epson PC projector applications tested under the Windows XP SP2 (Service Pack2) environment.

Description:
Information is provided about the evaluation results and recommendations for Epson PC projector applications functionality in Windows XP SP2 Firewall environment.

Reason:
Compatibility testing for functionality of EMP NS Connection, EMP Network Manager, EMP Monitor, EMP Multi Screen Adjustment, Cinema Color Editor, VCOM Driver in the Windows XP SP2 environment.

Results of Windows XP SP2 installation:
Installing SP2 on PCs did not disturb the installation of the above software applications. Also, the application software can be installed on PCs where SP2 or earlier versions are installed without any issues.

The information contained in the following pages provides details for executing the applications in Windows XP SP2.

Executing the Software:

When executing the software noted below for the first time after SP2 installation completes, the following security alert messages are displayed:

[EMP NS Connection]

Security alert screen (EMP NS Connection)

[EMP Network Manager]

Security alert screen (EMP Network Manager)

[EMP Monitor]

Security alert screen (EMP Monitor)

[EMP Multi Screen Adjustment]

Security alert screen (EMP Multi Screen Adjustment)

The Security Alert screen for **EMP Multi Screen Adjustment** is shown after clicking the **Auto** button of **Network** or clicking the **Add** button after entering an IP address in the **IP Address** box.

[Cinema Color Editor]

Security alert screen (Cinema Color Editor)

The functions of the three buttons displayed in the security alert screen are explained below.

[**Keep Blocking**] --- Enables you to register a started application in the "**Exceptions**" program of the Windows Firewall. The network port that the application uses is blocked. By selecting this button once, this security alert message will not be shown when starting the application next time.

[**Unblock**] ------------- Enables you to register a started application in the "**Exceptions**" program of the Windows Firewall and unblock the network port that the application uses. By selecting this option once, this security alert message will not be shown when starting the application next time.

[**Ask me later**]-------- When you want to select both buttons above or select either one later, this button is selected. The started application is not registered in the "**Exceptions**" program of the Windows Firewall and the network that the application uses is not unblocked. However, when restarting the application, the same security alert message is shown.

- **PC applications will work normally on Windows XP with SP2 if the "Unblock Item" is selected when the security alert screen is shown.**

For the detail operation information of each application, please refer to the following:

Operating Status Report

When selecting the **Keep Blocking** button, the security alert message is closed and the main screen of each application is displayed.

[EMP NS Connection Application]

Port **3620** is necessary for searching for projectors. If this port is blocked, projectors are not detected.

The other applications operate normally. However, there is a case that execution of automatic search disables automatic detection. This occurs when projectors are registered for automatic detection in EMP Monitor before installing SP2, then the registered projectors may not be detected again after SP2 installation. Therefore it is recommended to select **Unblock** in the security alert screen.

If "**Keep Blocking**" has been selected when starting the application for the first time, and the blocking needs to be removed, complete the execution of the application and proceed with unblocking as follows:

a.) Start the Windows Security Center. Double click the icon in the shape of a shield that is always displayed on the taskbar after the installation of SP2.


Windows Security Center screen

b.) Select and start **Windows Firewall**

[Caution]
In case the check box for **Don't allow exceptions** is checked (this box is not checked at the initial setting), a network port for software is not unblocked even though the software is checked on **Exceptions**.
Make sure this option is not selected.
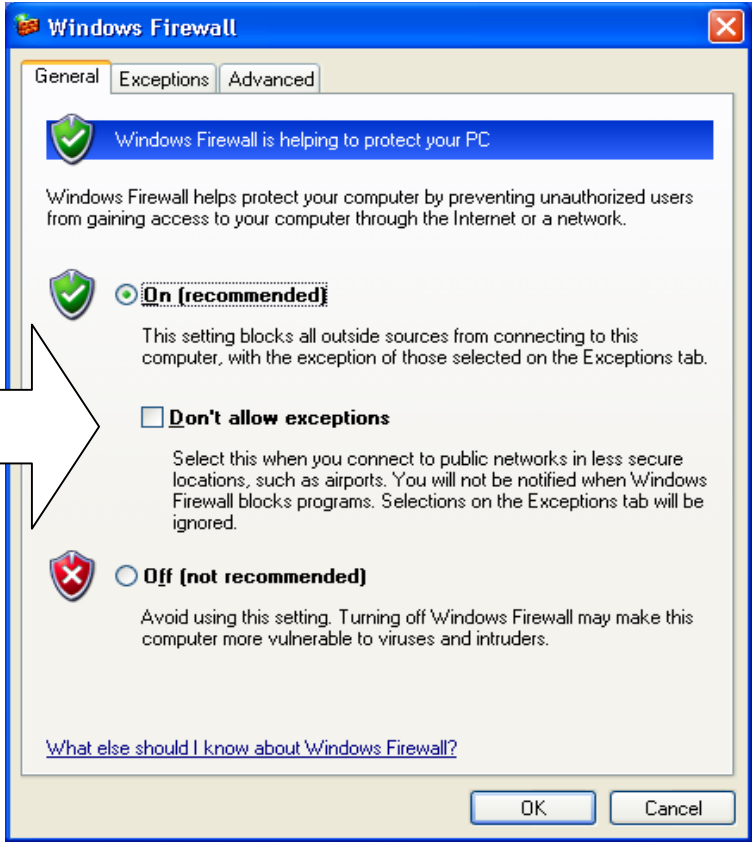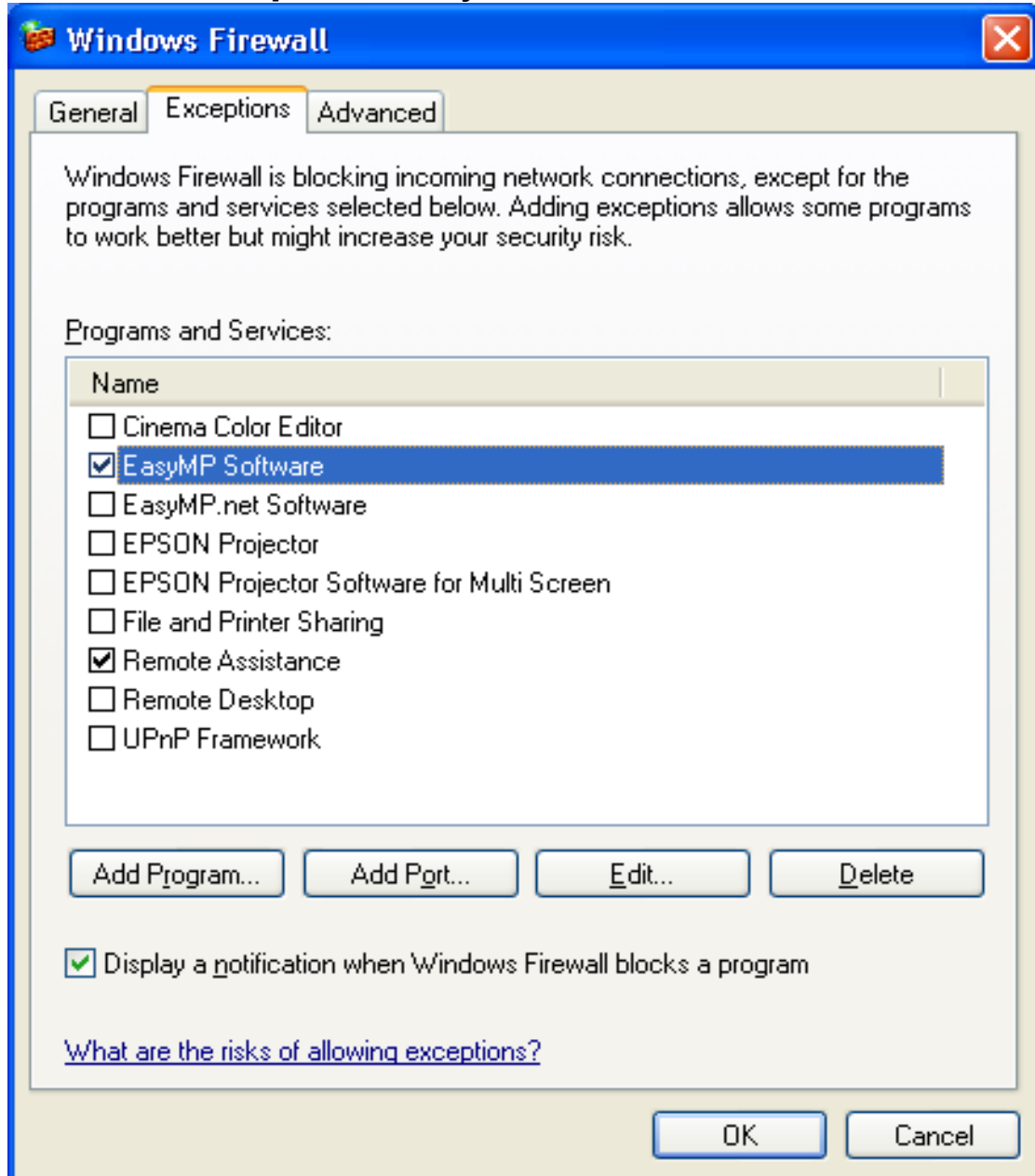
Windows Firewall screen

c.) Select the **Exceptions** tab and display exceptions program.
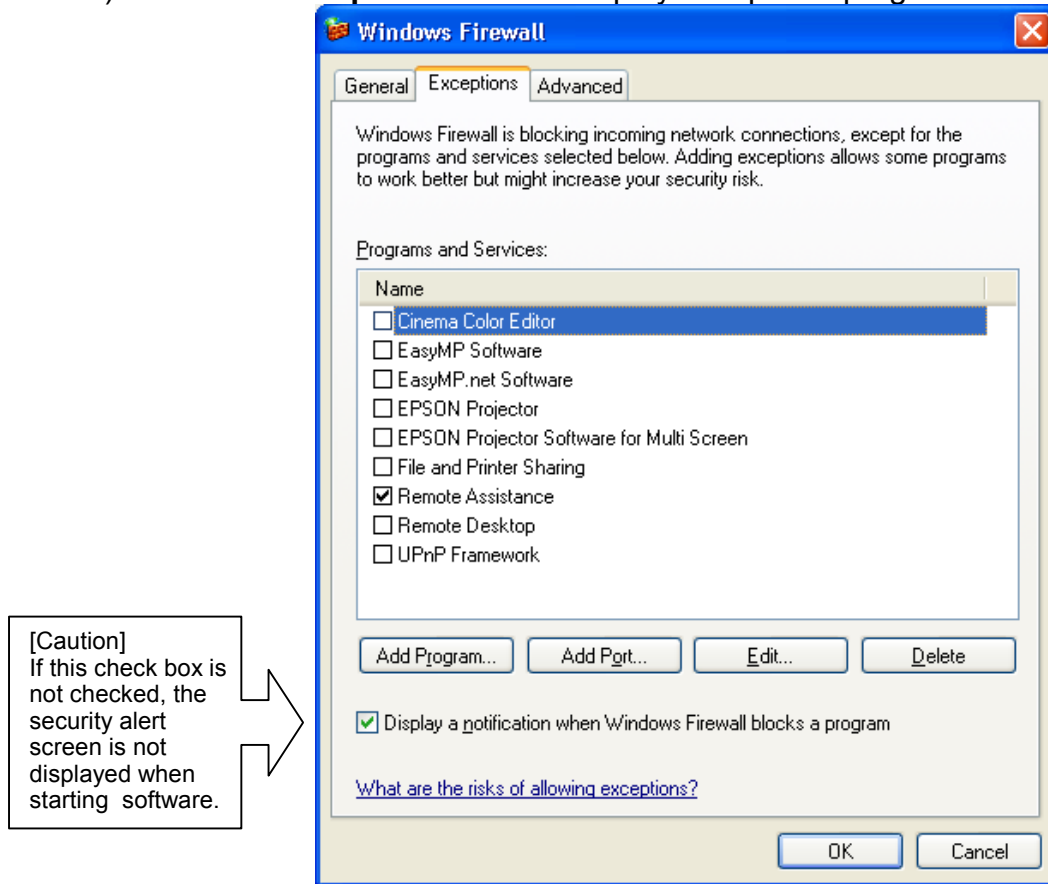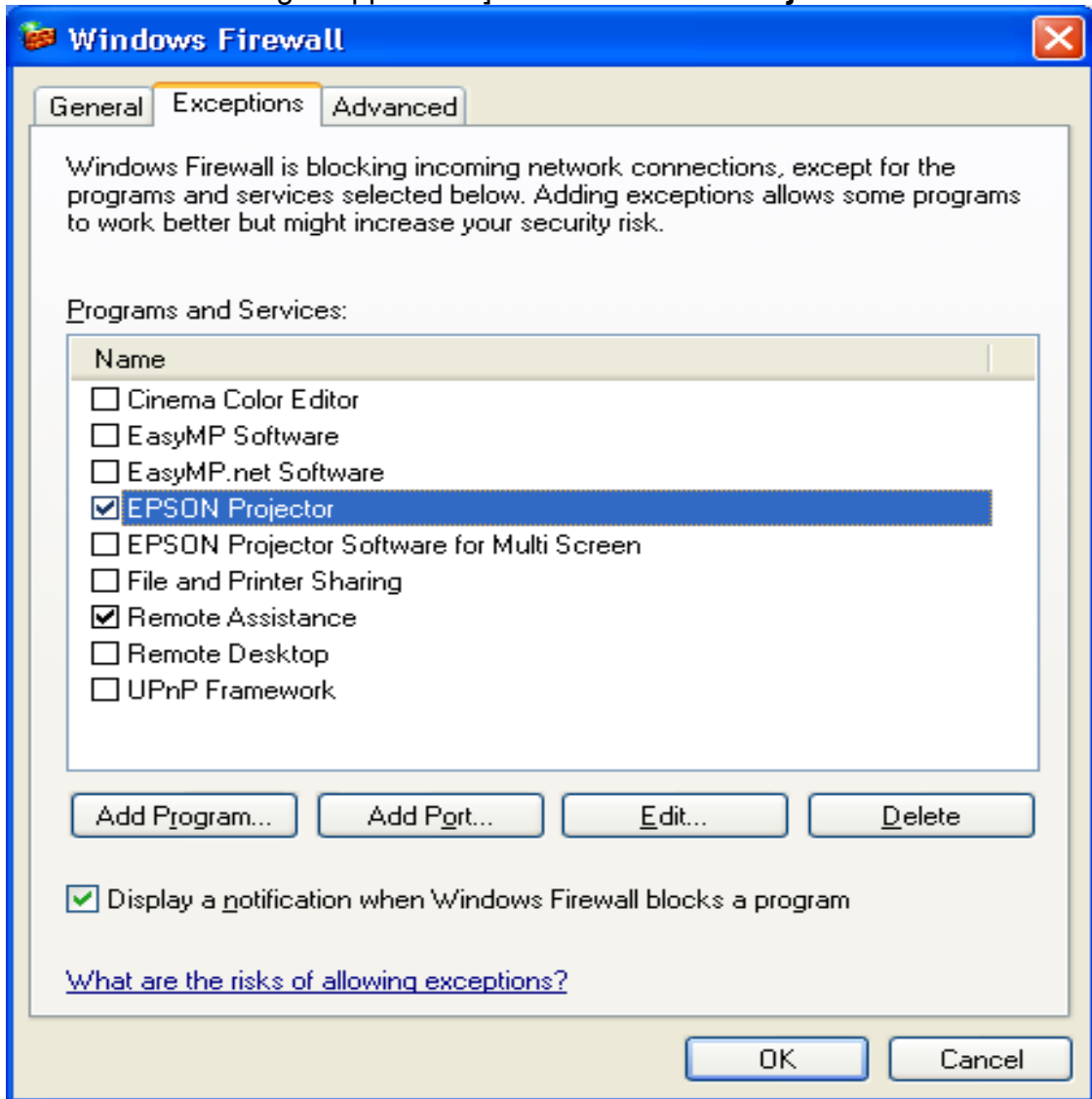

• Exceptions screen

d.) Check the check boxes for the software you don't want to block.

[EMP NS Connection] • Check **EasyMP Software** box

Unblock screen (EMP NS Connection)

[EMP Network Manager Application]• Check **EPSON Projector** box

Unblock screen (EMP Network Manager)

[EMP Monitor Application]→ Check **EasyMP.net Software** box
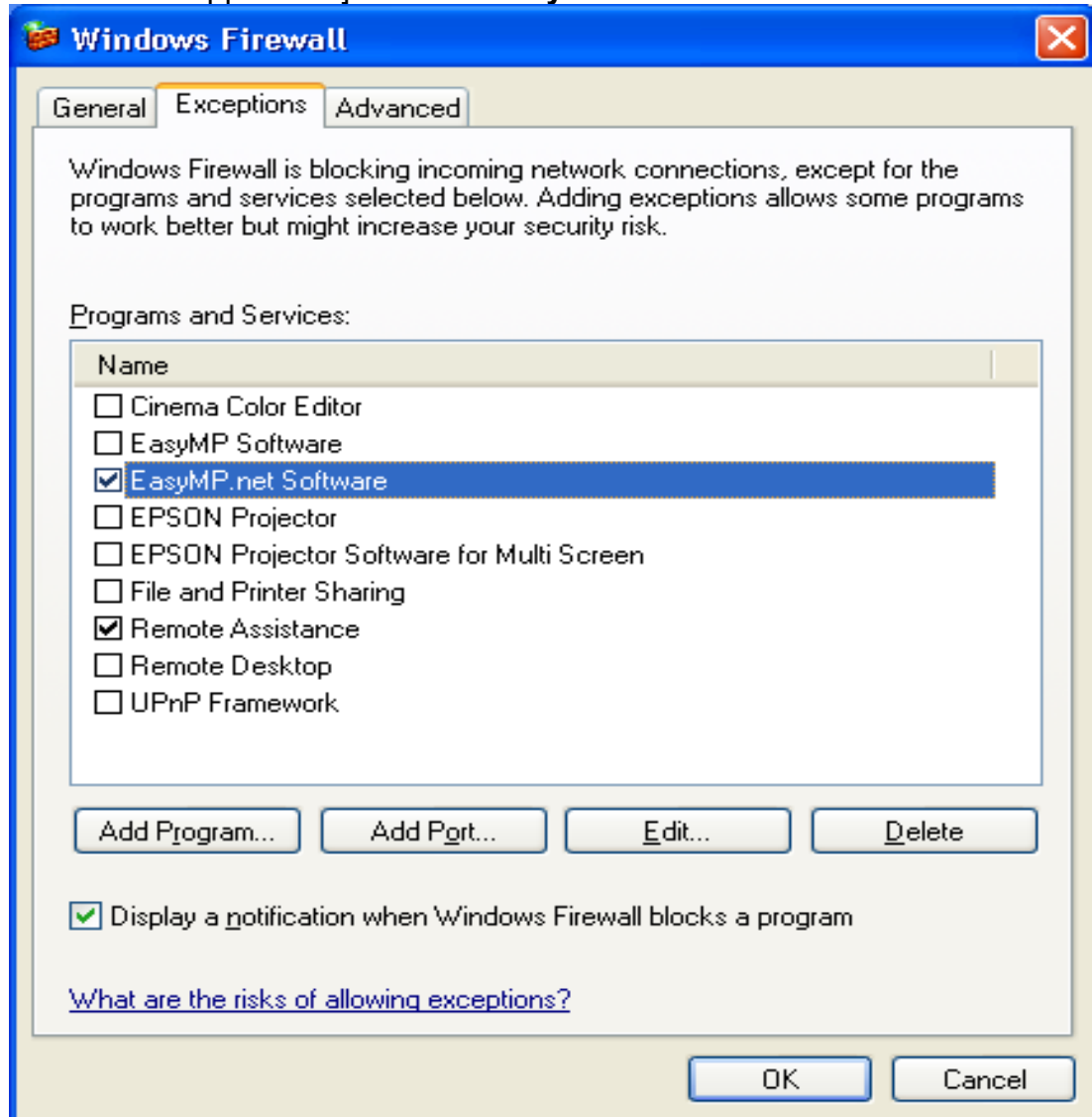
Unblock screen (EMP Monitor)

[EMP Multi Screen Adjustment Application]→ Check **EPSON Projector Software for Multi Screen** box
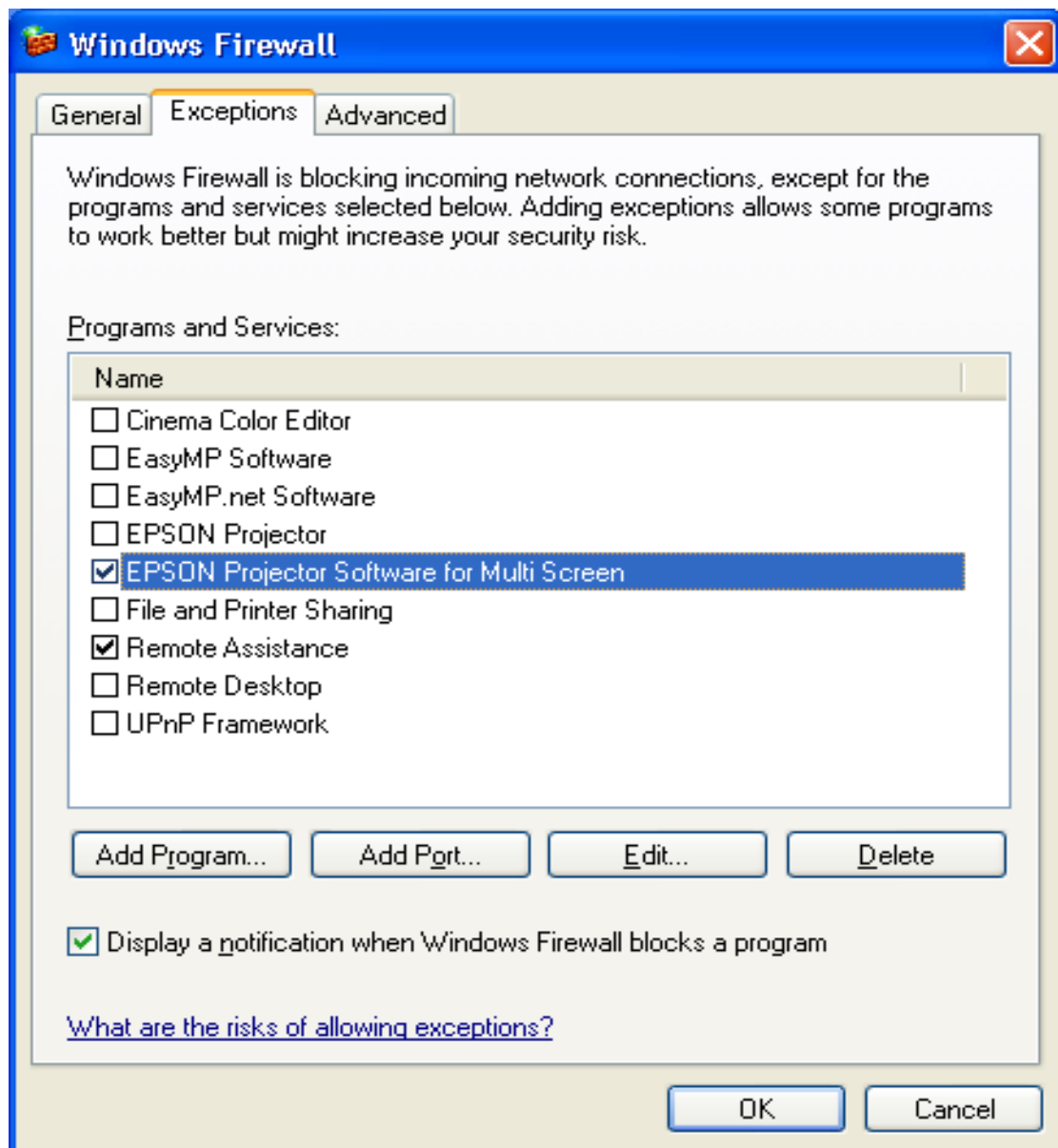
Unblock screen (EMP Multi Screen Adjustment)

[Cinema Color Editor Application] ---> Check **Cinema Color Editor.**

Unblock screen (Cinema Color Editor)

By following the above procedure, the network port that each application uses is unblocked and they can operate normally.

Corresponding program name to PC applications

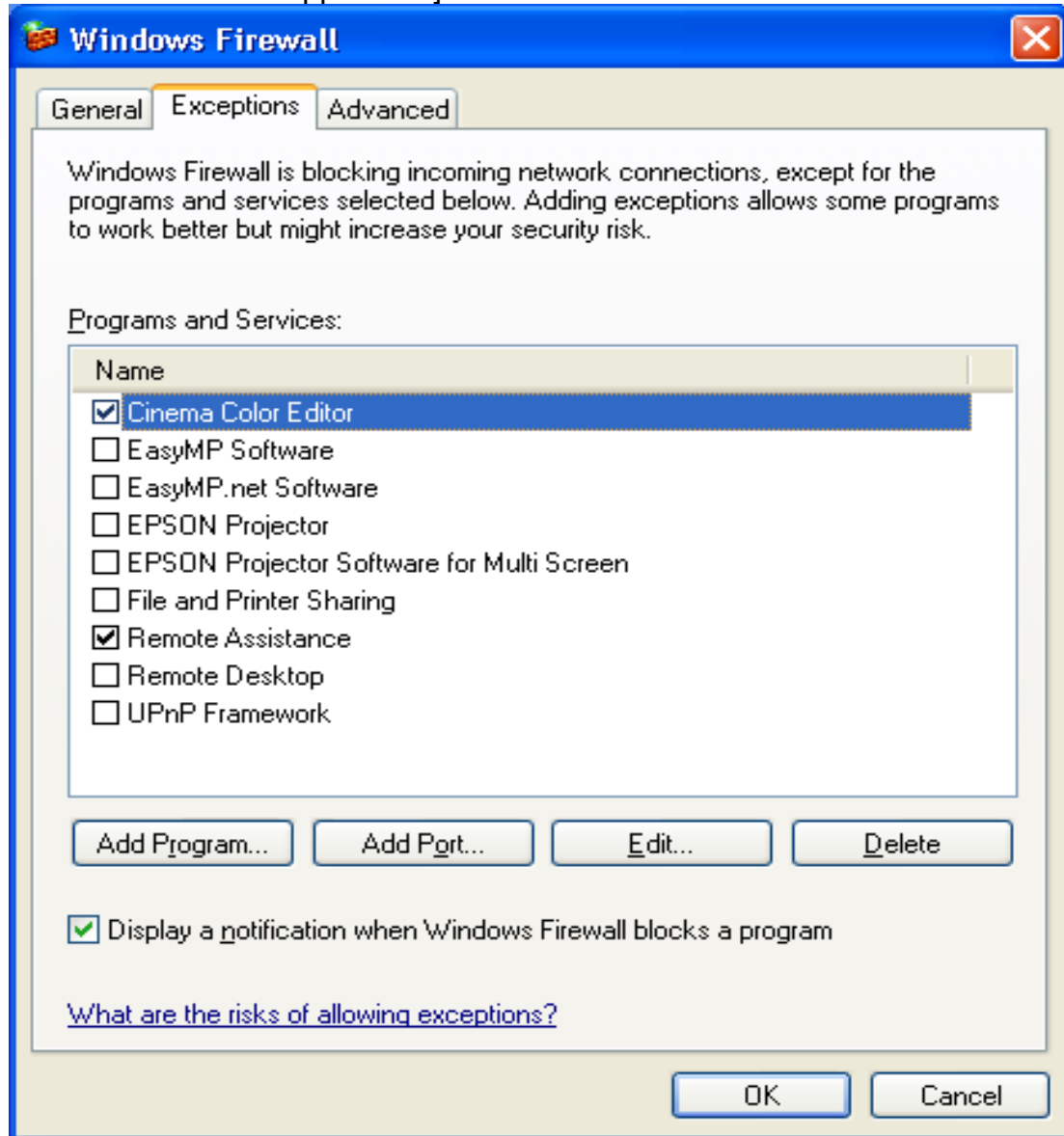| PC Application	Program name
EMP NS Connection	EasyMP Software
EMP Network Manager	EPSON Projector
EMP Monitor	EasyMP.net Software
EMP Multi Screen Adjustment	EPSON Projector Software for Multi Screen
Cinema Color Editor	Cinema Color Editor

When selecting the **<u>U</u>nblock** button:
    The Security Alert screen is closed and the main screen is displayed. Then the search result is displayed.

When selecting the **<u>A</u>sk Me Later** button:
    Port **3620** which is used by EMP NS Connection and is necessary for discovering projectors is blocked, and projectors are not detected.

    The other applications operate normally. However, there is a case where execution of automatic search disables automatic detection. This occurs when projectors are registered for automatic detection in EMP Monitor before installing SP2, the registered projectors may not be detected after SP2 installation.

VCOM Driver

The following message is shown after the VCOM driver is installed on your PC.
Select "No, not this time" item and continue the Plug&Play of the device.

8.) Notes:

When you add the program to Exceptions list, the program can receive network communication from outside. This may cause a security risk such as exposure to a virus attack.

EPSON PRODUCT SUPPORT BULLETIN

Date:	04/19/2004	**Originator:**	TC
PSB #:	PSB.2004.04.005	**Authorization:**	*Kps*
Reference:	N/A	**Total Pages:**	1
Product(s):	PowerLite 735c/7850p & 8300i (with EasyMP.net module.)		
Subject:	EMP NS Connection failures caused by Remote Control applications		

This bulletin was created to inform you of an issue that can occur when using the PowerLite 735c/7850p, 8300i (with EasyMP.net module) and remote control software.

Description of Issue:
The user attempts to run EMP NS Connection on Windows 98SE/Me/2000/XP with the PowerLite 735c/7850p/ 8300i (with EasyMP.net module). When the EMP NS Connection application is launched, it immediately gives an error message stating that EMP NS Connection "FAILED TO INITIALIZE."

Reason:
Epson has found that remote control software, like PCAnywhere and RealVNC, causes a conflict with the EMP NS Connection application. These remote control applications use a "Video Hook Driver" that conflicts with the Epson GDI Monitor driver that is installed and used by EMP NS Connection. Most remote control programs load a small client application at Windows startup and leave an icon in the system tray (located at the bottom right on the desktop) to indicate they have been loaded. In most cases, the remote control software can be turned off by right-clicking on the icon in the system tray and disabling or exiting the program. Remote control applications do not have to be removed from the system in order for EMP NS Connection to run properly; they just need to be turned off. Consult the documentation that came with the remote control software for information on how to disable the software from automatically launching every time the computer is started.

Once the remote control software has been turned off, EMP NS Connection should run without returning an error. If you continue to have issues connecting to the projector, consult the EMP NS Connection Help file or User's Guide for troubleshooting assistance.

Notes:
VNC stands for Virtual Network Computing. It is a remote console utility which allows a user at his computer to assume control of another computer across a network, as if they were sitting in front of that computer.

Remote Control Applications known to conflict with Epson EMP NS Connection
- **PCAnywhere** - versions 32, 9.0, 9.2, 10.0, 10.5 and 11.0 by Symantec
- **Real VNC** - versions 3.3.7 and 4.0 beta by RealVNC with the GNU Library General Public License
- **TightVNC** - version 1.3dev3 based on VNC with the GNU Library General Public License
- **NetworkStreaming** – v. 7.1 (formerly ExpertVNC)

Any other VNC remote control software based on RealVNC under the GNU Library General Public License or remote control programs that load a "Video Hook Driver" (listed in Windows Device Manager under "Display Adapters), can cause similar conflicts.

EPSON PRODUCT SUPPORT BULLETIN

Date:	August 31, 2004	**Originator:**	VS
PSB #:	PSB.2003.11.001B	**Authorization:**	*Kps*
Reference:	TI 03-42e Rev. B	**Total Pages:**	5
Product(s):	PowerLite 735c / 7850p / 8300i with EasyMP.net option installed		
Subject:	Supported Wired and Wireless LAN cards		

Reason:
This bulletin is to inform you of the testing results for wired and wireless LAN cards used with the PowerLite 735c / 7850p / 8300i with EasyMP.net option installed.

Models and firmware versions used in the evaluation:

Configuration A

Model	PW firmware version	IM-X•IM-XP firmware version
PowerLite 735c	1.00	1.01 (IM-X)
PowerLite 7850p	2.00	1.00 (IM-X)
PowerLite 8300i with EasyMP.net option installed	1.20	1.01 (IM-XP)

Configuration B

Model	PW firmware version	IM-X•IM-XP firmware version
PowerLite 735c	1.11	1.10 (IM-X)

Wireless LAN cards configuration:
1. The tested Wireless LAN cards are inserted into the PC and a wireless LAN connection (Ad hoc mode) is made to the projector.
2. The tested Wireless LAN cards are inserted into the PC and a wireless LAN connection is made to the projector using an access point (Infrastructure mode).

Items evaluated:
The following items were tested and confirmed to work in both Ad hoc and infrastructure modes. (WEP is only supported in the infrastructure mode.)
1. All functions of EMP Monitor.
2. DHCP, ESSID and WEP can be setup by a browser and function properly.

3. EMP NS Connection functions properly with the freeze, mute, zoom, and video input change features.
4. Power Point slide show works.

Operating systems used for testing:
Windows 98 and Windows XP

Evaluation results for the Wireless LAN cards:
Items shown in blue have been added to the list.

Wireless LAN card	PowerLite 735c	PowerLite 7850p	PowerLite 8300i with EasyMP.net	Configuration
3Com,3crshpw 196, office connect	Pass	Pass	Pass	A
3Com 3CRPAG175	Pass	-	-	B
Cisco Aironet350 AIR-PCM341(2.4GHz)	Pass	Pass	Pass	A
FMV Notebook (Broadcom BCM4306)	Pass	Pass	Pass	A
FMV Notebook (Intersil Prism2.5)	Pass	Pass	Pass	A
Fujitsu FMV-JW181(Agere)	Pass	Pass	Pass	A
Fujitsu FMV-JW183(Agere HermesII)	Pass	Pass	Pass	A
Fujitsu FMV-W182(Intersil Prism2.5)	Pass	Pass	Pass	A
Fujitsu FMV-JW182(Intersil Prism2.5)	-	Pass	Pass	A
FMV-STYLISTICTB93(Intersil Prism2.5)	-	Pass	Pass	A
D-Link Airplus XtremeG DWL-G650	Pass	-	-	A
Intel,CR Pro Wireless 2011B, LAN PC Card	Pass	-	-	A
LINKSYS WPC11 Wireless Network PC Card	Pass	-	-	A
LINKSYS WPC54G	Pass	-	-	B
NetGear 54Mbps wireless PC Card WG511	Pass	-	-	A
SMC 2435W, EZ Connect Turbo,	Pass	-	-	A
US Robotic Ref. 9514115MBP	Pass	-	-	A
BUFFALO WLI-CB-G54	Pass	-	-	A
ADTEK ADLINK2422C	Pass	Didn't Pass	Didn't Pass	A
FMV Notebook (Intel Calexico)	Didn't Pass	Didn't Pass	Didn't Pass	A

IO Data WN-AG/CB2	Pass	-	-	B
IO Data WN-B11/CBL	Pass	-	-	B
Corega WLCB-11 V2	Pass	-	-	B
Corega PCCL-11	Pass	-	-	B
ZyXEL ZyAIR B101	Pass	-	-	B

Wired LAN cards configuration:
Insert the wired LAN card to be tested into the projector and make a network connection to the PC.

Items evaluated:
The following items were tested and confirmed to work.
1. All functions of EMP Monitor.
2. DHCP can be setup using a browser and functions properly.
3. EMP NS Connection functions properly with the freeze, mute, zoom, and video input change features.
4. Power Point slide show works.

Evaluation results for the Wired LAN cards:
Items shown in blue have been added to the list.

Wired Card name	PowerLite 735c	PowerLite 7850p	Configuration
3Com 3C589C-TP	Pass	Pass	A
3Com 3CXE589ET-JP	Pass	Pass	A
3Com 10/100 LAN PC Card 3CCFE574BT	Pass	-	A
3Com 3CCFE574BT	Pass	-	B
D-Link DFE-670TXD	Pass	Pass	A
D-Link DFE-670TXD	Pass	-	B
Fujitsu FMV-J182	Pass	Pass	A
Hawking PN652TX	Pass	Pass	A
Linksys PCM100 ver2	Pass	Pass	A
Linksys 10/100 PC Card	Pass	-	A
Netgear FA411	Pass	Pass	A
SMC SMC8041TX	Pass	Pass	A
SMC 8041TX V.2, EZ PC Card 10/100, SMC	Pass	-	A

IO Data PCET100-CL	Pass	-	A
I-O Data PCLA/TE	Didn't Pass	Pass	A
IO Data CBET100-CL	Didn't Pass	-	B
IO Data PCET100-CL	Pass	-	B
IO Data PCET/TX-R	Pass	-	B
corega FEther PCC-TXD	Didn't Pass	Didn't Pass	A
corega FEther II CB-TXD	Pass	-	B
corega FEther PCC-TXM	Pass	-	B
Kingston EtheRx PC Card KNE-PC2T	Didn't Pass	-	A
Buffalo LPC-CB-CLX	Didn't Pass	-	B
Buffalo LPC4-CLXL	Pass	-	B
Buffalo LPC3-CLTL	Pass	-	B
SURECOM EP-427X	Pass	-	B
BELKIN F5D5020f	Pass	-	B

The following cards are <u>NOT</u> compatible:

1. 3Com 3CCFE575BT-JP
2. 3Com 3CXFE575CT-JP
3. 3Com 3CXFEM656C
4. Megahertz 10/100 LAN CardBus PC Card (3Com)
5. Come once (Taiwan card)
6. DFE-690TXD- Cardbus 32 bits
7. Fujitsu FMV-J184
8. Fujitsu FMV-J185
9. LPC3-CLTL
10. NetGear CardBus Notebook Adapter FA511
11. SMC 8036TX, EZ PC Card 10/100, SMC
12. TDK LAK-CB100X
13. Toshiba LANCB100A
14. Xircom CE3B-100BTX
15. Xircom CreditCard Ethernet CE3-10/10

Access Point configuration:
A PC with a wireless LAN card and the projector are connected using an Access Point.

Items evaluated:
The following items were tested and confirmed to work.
1. All functions of EMP Monitor.
2. DHCP, ESSID, and WEP can be setup using a browser and functions properly.
3. EMP NS Connection functions properly with the freeze, mute, zoom, and video input change   features.
4. Power Point slide show works.

Evaluation results for the Access Points:
Items shown in blue have been added to the list.

Access Point name	PowerLite 735c	PowerLite 7850p	PowerLite 8300i with EasyMP.net	Configuration
Fujitsu FMWT201(Agere RG-1000)	Pass	Pass	Pass	A
Fujitsu FMWT501(Agere AP-1000)	Pass	Pass	Pass	A
Fujitsu FMWT52B(Agere AP-2000)	Pass	Pass	Pass	A
Fujitsu FMWBR-101(Intersil Prism2	Pass	Pass	Pass	A
Fujitsu FMFNS-201	Pass	Pass	Pass	A
Fujitsu HyperLink	Pass	-	-	A
ADTEK ADLINK2422AP	Pass	Pass	Pass	A
Cisco Aironet350	Pass	Pass	Pass	A
Cisco Aironet1200	Pass	Didn't Pass	Pass	A
Broadcom RT192W	Pass	Pass	Pass	A
Buffalo WLM2-A54G54	Pass	-	-	B
IO Data WN-AG/BBR	Pass	-	-	B
IO Data WN-G54/AXP	Pass	-	-	B
IO Data WN-G54/BBR	Pass	-	-	B

NOTE:
No EMI (electro magnetic interference) was done, only a functionality evaluation.