

Evolis Printer Network Installation Guide

Content

This document explains how to install, set and troubleshoot Evolis printers in a network environment.

Key Words

- Evolis network printer
- Installation / use
- Troubleshooting

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Introduction



Changing the printer's basic settings without prior knowledge of the layout of the LAN in question or without genuine technical knowledge may result in a malfunction of the printer and may lead to failure of all or part of the LAN.

Contact your System and Network Administrator before connecting to or changing the settings for your local area network.



Example and screenshot provided in this documentation rely on a Windows 7 /Windows XP Operating system, Mac OS Yosemite and Linux Ubuntu 16.04. Depending on your Operating System and configuration, some details (mostly graphical elements) may vary.

The following versions are used in this documentation:

- Evolis Premium Suite: 6.22.0.638
- Driver for Linux and Mac: 6.5.1.86
- Firmware for Zenius, Elypso, Primacy printer, KC200/B, KM500B and KM 2000B: 1604

All the latest versions of drivers and firmware are available on myplace.evolis.com > **PRINTERS** > **Printer model** > **SOFTWARE & FIRMWARE**.

This guide provides information to configure an Evolis printer in network environment (Local Area Network).

Are not covered by this documentation release:

- Remote Desktop
- Terminal services
- Citrix environment
- Server Operating System

Evolis Printers-Drivers Compatibility

Printer with Ethernet port	Driver (Windows only)	Linux/Mac OS
Edikio Flex - Duplex	Edikio Print Center	Yes
Elypso KC200 - KC 200B KC Essential – Max - Prime KM500B - KM2000B Primacy – Primacy lamination Zenius Expert	Evolis Premium Suite	Yes
Primacy 2	Evolis Premium Suite 2	Yes
Quantum 2 Tattoo RW2	Younsoft	Yes

Environment

- Evolis printers with Ethernet port or Wi-Fi
- Operating Systems:
 - Windows (≤ 10 from 22H2 version and later)
 - Linux
 - Mac OS

Go to myplace.evolis.com > PRINTERS > Printer model > SOFTWARE AND FIRMWARE to obtain more information on drivers compatibility.

Network Speed

The network speed of the embedded Ethernet interface for Evolis printers is 100 Mbits (full duplex, also compliant with half-duplex configuration).

The compliant Wi-fi norms for printers compatible with Wi-Fi are "B" and "G". The speed is up to 54 Mbits/s in the optimal conditions. The wireless range and data speed transmission may vary depending on your physical environment (building, closed area, metallic structure) and driver settings. For more information, consult <https://www.ieee802.org/11/> (external reference).

Currently, only magnetic encoding is held within a network environment (no smart encoding and no contactless encoding) for our standard range.

Communication

The **Evolis communication protocol** (raw communication on **port 9100**) is used to communicate with the printers.

Communicating With the Printer



All commands must start with a capital letter.

The separator for parameters and options is “;” (ex: **Pip;DHCP** is the command to set the printer in DNCP mode).

If these 2 rules are not respected, the **ERRCDE** or **ERROR PARAMETER** answer is received.

Once the setting of the printer is complete, restart the printer or use the **Snetw** command to apply the new network settings.



An efficient and easy way to communicate with an Evolis printer is to first install it via USB for a complete network configuration. Then delete the newly created USB printer and connect the printer to the network using the installation wizard or [commands](#).

Sending Commands from the Driver Evolis Premium Suite

A communication tool is available in the minimal properties of the Evolis Premium Suite. To access it, go to **Windows start menu > Evolis Card Printer > Evolis Premium Suite > Tools > Evolis Printer properties (Minimal mode)**.

From the Minimal mode, go to the **Printer properties > Maintenance > Printer commands prompting** to access the Printer commands prompting.

- 1 Select the printer to communicate with in the bottom left corner of the window.
- 2 Enter the command in the **Command** text field.
- 3 Click **Send** to validate the command.
- 4 If the command is successful, the answer is **OK** or the **value of the parameter** as an answer.

Evolis Premium Suite 2

A communication tool is available in the minimal properties of the Evolis Premium Suite 2. To access it, go to **C:\Program Files\Evolis Card Printer 2\Evolis Premium Suite 2\tools\evocom.exe**.

A communication tool is available in **Evolis Premium Suite 2 > Assistance & Maintenance > Tools and diagnostics > Support tools > Printer command**.

- 1 Select the printer to communicate with.
- 2 Enter the command in the **Command** text field.
- 3 Click **Execute command**
- 4 If the command is successful, the answer is **OK** or the **value of the parameter** as an answer.

Older Generation of printers

For Quantum 2 and Tattoo RW2, a dialog tool is available in the **Printer Driver > Driver Properties > Utility tab**.

Sending Commands with a Communication Tool

Evocom (for Windows)

The default location of the Evocom tool is:

- Evolis Premium Suite: **C:\Program Files\Evolis Card Printer\Evolis Premium Suite\Tools**.
- For older generation driver: **C:\Program Files\Evolis Card Printer\Drivers "Printer model"\bin**.

Comtool (for Mac)

Go to **Printer & Scanners > Options and Supplies > Utility tab > Open Printer Utility** to access the Comtool.

- 1 Click **Identify** to select the target printer.
- 2 Enter the command in the **Command** text field.
- 3 Click **Execute** to validate the command.

Installing a Network Printer



Avoid plugging the USB and network cables at the same time. If **DCHP** mode is used, plug the printer directly to the local network. If a **Fixed IP address** is used, connect the printer with a USB cable.

Check Firewall and Antivirus configuration. **Communication must be authorized on port 9100.** Power user rights are required to install a network printer.

Evolis printers are compliant with **IP V4 communication protocol only** (no IP V6). The **port used to communicate with Evolis printers is 9100** (Evolis raw printing port).

Make sure the protocol used to discover the printer on the network is **multicast**.

The routing table on the network equipment (router, server ...) must be configured accordingly to the local network architecture to allow communication.

Check the 2 status LED at the rear of the printer to ensure communication is correct. The LED are located on the Ethernet socket.

- Green LED:
 - ON: 10Mbit/s
 - OFF: 100Mbit/s
- Orange LED:
 - ON: Printer is connected to the network
 - Flashing: Printer is connected + network traffic



Printers using a Premium Suite require the driver to be installed in **Minimal Mode** to be network connected. **Minimal Mode does not include printer supervision.**

Evolis Premium Suite: Supervised mode can be installed on 1 computer. All other computers must be equipped with minimal mode

Evolis Premium Suite 2: All computers must be equipped in minimal mode.

Standard TCP/IP Port Installation



The IP address of the printer is required for the installation.

From an Evolis Driver

- 1 Go to the **Printer driver > Properties > Ports tabs > Add a port.**
- 2 Select **Standard TCP/IP Port** and click **New Port.**
- 3 Follow the instructions of the installation wizard.

On Mac

Before connecting the printer to a network on Mac, you need to:

- 1 Activate CUPS
 - a. Go to **Utilities > Terminal**
 - b. Activate Admin mode with the **sudo su** command
 - c. Type the **cupswctl WebInterface=yes** command to activate CUPS on a web interface.
- 2 Install a printer driver / Premium suite.
 - a. Download the corresponding setup.pkg file from myplace.evolis.com > **PRINTERS > Printer model > SOFTWARE AND FIRMWARE.**

Add a new printer:

- 1 Go to **Administration > Add printer**
- 2 Enter the User ID and password of the workstation
- 3 Select **appsocket/hp jetdirect** and click **Continue**
- 4 Enter the **IP address** of the printer (<http://adresseip>) and click **Continue**.
- 5 Name the printer. You can give a brief description and location of the printer (not mandatory). Click **Continue**
- 6 Select the printer driver to associate to the printer.
- 7 Click **Add printer**.

Once the network installation is complete, the printer can be connected to the Mac.

DHCP or Fixed IP Address Installation



Contact the IT department, or the technical team of the company where the printer is to be installed, to obtain the required information.

When installing the driver, make sure the printer is not connected to the computer with the USB cable.

Install the driver in **minimal mode**.



For wireless printer, configure Wi-Fi first and then perform the DHCP/IP address installation.

Required Information

Mandatory

- IP address
- Subnet Mask
- Gateway

Optional

- Wins Server
- Multicast IP address

Using an Evolis Wizard

Evolis Premium Suite

Installing the Driver in Minimal Mode.

- 1 Go to myplace.evolis.com > PRINTERS > Printer model > SOFTWARE AND FIRMWARE to download the driver installation file (setup.exe)
- 2 Follow the instruction of the installation wizard.
- 3 At the **Select Components** step, select **Minimal Installation**.

Network Installation

- 1 Go to **Windows start menu** > **Evolis Card Printer** > **Network and-or Wi-Fi printer installation wizard**.
- 2 In the **Welcome** section of Network installation wizard, select **Fixed IP or DHCP network installation** and follow the instructions of the wizard.
- 3 When the installation is complete, the information about the newly installed port can be found in the **Ports tab of the printer properties** (hostname of the printer, IP address).

Evolis Premium Suite 2

Installing the Driver in Minimal Mode.

- 1 Go to myplace.evolis.com > PRINTERS > Printer model > SOFTWARE AND FIRMWARE to download the driver installation file (setup.exe)
- 2 Follow the instruction of the installation wizard.

At the **Select Components** step, select **Minimal Installation**.

Network Installation

- 1 Go to **Windows start menu** > **Evolis Card Printer 2** > **Network installation wizard**.
- 2 Select **Fixed IP or DHCP network installation** and follow the instructions of the wizard.
- 3 When the installation is complete, the information about the newly installed port can be found in the **Ports tab of the printer properties** (hostname of the printer, IP address).

From Older Versions of Driver (Younsoft)

Older versions of driver can directly install the printer driver and then use the Ethernet wizard during the installation process.

- 1 Go to myplace.evolis.com > PRINTERS > Printer model > SOFTWARE AND FIRMWARE to download the driver installation file (setup.exe)
- 2 During the installation of the driver, tick the **Ethernet Setting (DHCP)** checkbox.
- 3 Select the printer detection mode (**serial number, IP address or hostname**)
- 4 Click **Add Port**.

On Mac

Installation is performed with commands through the Comtool.

Commands are the same for Windows and Mac. See [Enable the Wi-Fi Adapter Interface – With a Command](#) for more information.

Installing Wi-Fi Network



Router wireless setup varies from manufacturer to manufacturer. Follow the instructions given with the router to pair the printer to the router.

The following information is needed to connect a printer to a wireless network:

- SSID or Network name
- Security type or encrypting (WEP, WPA, WPA2 personal, WPA2 enterprise)
- Password, network key or passphrase
- Method to pair printer with the network equipment (WPS, router configuration, pairing button, etc.)



The Wi-Fi option is factory mounted. The printer must be ordered with the option. It cannot be upgraded later.

Default setting of the printer is Ethernet connection enabled and Wi-Fi disabled.

Printers with Wi-Fi option

- Primacy – Primacy Lamination
- Primacy 2
- Edikio Duplex

Verifying that the Printer is Equipped with a Wi-Fi Module

Use the **Rtp;w** (Read printer Type;Wi-Fi) command to see if the Wi-Fi option is detected.

The printer returns the following answers:

- **1** if the Wi-Fi module is present.
- **0** if the Wi-Fi module is not present.

Enable the Wi-Fi Adapter Interface

From a Web Interface

- 1 Enter the IP address of the printer in a web browser address bar and click Enter.
- 2 In the **Wireless tab**, make **Mode** Enable.
- 3 In the **Network tab**, enter the correct information for the printer and the network (IP address, subnet mask, gateway, wins, IP multicast) and then click **Restart Network**. Contact the IT department or network administrator to collect the network information.

With a Command

Use the following commands to activate Wi-Fi connection and verify the connection mode:

Command	Description	Answer
Pwifi;MDE;2*	Sets connection to Wi-Fi.	• OK • ERRCODE or ERROR PARAMETER
Rwifi;MDE	Reads the Wi-Fi mode	0: Wi-Fi disabled 1: Adhoc 2: SSID network

*Possible values: 0 (Wi-Fi disabled), 1 (Adhoc) or 2 (SSID network)

Installing Wi-Fi network with an Evolis Installation Wizard

Evolis Premium Suite



Make sure that the printer is disconnected from the computer before performing the Network installation.



Contact the IT department or network administrator to obtain the wireless network security key.

- 1 Go to **Windows start menu > Evolis card Printer > Network and-or Wi-Fi printer installation wizard** to launch the wizard.
- 2 Select the **Wi-Fi printer configuration then IP or DHCP network Installation** and follow the instructions of the wizard.

When the installation is complete, the printer and the network information are displayed in the **Devices and Printers** section of the computer.

Evolis Premium Suite 2

- 1 Go to **Windows start menu > Evolis card Printer 2 > Network installation wizard** to launch the wizard.
- 2 Select the **Wi-Fi printer configuration then IP or DHCP network Installation** and follow the instructions of the wizard.

Installing Wi-Fi Network on Mac

Installation is performed with commands through the Comtool.

Commands are the same for Windows and Mac. See [Enable the Wi-Fi Adapter Interface – With a Command](#) for more information.

Installing Evolis Print Service App

The Evolis Print Service is an application that allows the connection of all Evolis printer detected on a local network to an **Android device**.

The application is used as a printer driver. Once the printer is connected to the device, it is visible in every application allowing printing.



The connection must be **Ethernet, Wi-Fi, DHCP or fixed IP**.

Using a router is mandatory.

Make sure the protocol used to discover the printer on a network is **multicast**.

The IP address of the printer can be required to make the connection.

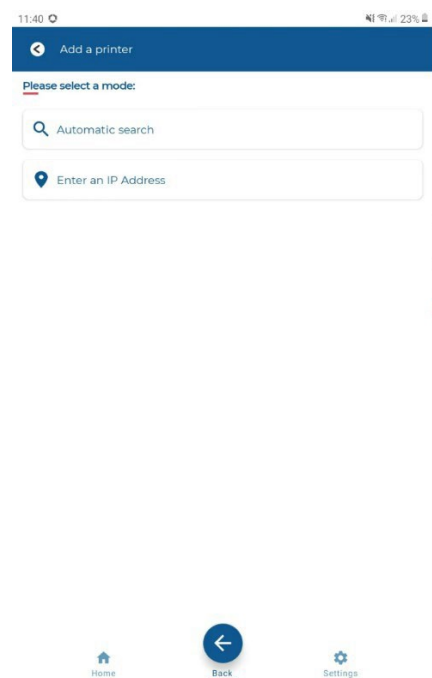
Printers can be added to the application through:

- An automatic search (all printers connected to the network are displayed in the **Printer list**)
- Entering the IP address of a printer

To find the IP address of the printer:

- Print a **technical test card**
- Use the **Rip** command

Use the LCD touchscreen



Settings

Setting a Fixed IP Printer Using Commands

See [List of Common Escape Commands](#) to know the required commands to set a printer with a fixed IP.

See [Communicating With the Printer](#) for information on communicating with the printer.

Setting Wi-Fi Using Commands

Connect the printer to the computer with the USB cable.

Collect the following network information:

- SSID or Network name
- Security type or encrypting (WEP, WPA, WPA2 personal, WPA2 enterprise)
- Password, network key or passphrase
- Method to pair printer with the network equipment (WPS, router configuration, pairing button, etc.)

Command	Description	Answer
Cwifi;RP20	List of available Wi-Fi networks	Returns maximum 16 networks to collect the name/SSID of the network.
Pip;192.168.1.25	Set the IP address to 192.168.1.25	• OK • ERRCODE or ERROR PARAMETER
Rip	Read the IP address set or DHCP	Current IP address
Pwifi;MDE;2*	Disable Wi-Fi, Adhoc or connect SSID network	• OK • ERRCODE or ERROR PARAMETER
Rwifi;MDE	Read the Wi-Fi mode	0: Wi-Fi disable 1: Adhoc mode 2: SSID network
Pwifi;WLCH;13**	Set a specific Wi-Fi channel when required.	• OK • ERRCODE or ERROR PARAMETER
Rwifi;WLCH	Read the current Wi-Fi channel	1 to 13
Pwifi;WSIO;Name_of_SSID	Set the wireless LAN name (SSID)	Name of the Wi-Fi network
Rwifi;WSIO		
Rwifi;WSTO;4***	Set the type of Wi-Fi security	• OK • ERRCODE or ERROR PARAMETER

Pwifi;WPP0;Keyphrase (i.e.WPAassphrase123456789)	Set the password of the network Contains 8 to 63 characters for WPA	• OK • ERRCODE or ERROR PARAMETER
Rwifi;all	Check values set previously	
Snetw	Validate the settings	• OK • ERRCODE or ERROR PARAMETER

*Possible values: **0** (Wi-Fi disabled), **1** (Adhoc) or **2** (SSID network)

Possible values: **1 to 13 (check the network equipment channel first)

***The Wireless LAN security type for each individual SSID in the array.

0: No security

1: WEP 64

2: WEP 128

3: WPA-PSK with TKIP encryption

4: WPA2-PSK with TKIP or AES encryption

105: EAP-TLS or PEAPMSCHAPv2. RADIUS

106: WPA-TKIP Enterprise with Certification Verification will be skipped WPA2-AES Enterprise with EAP-TLS or PEAPMSCHAPv2. RADIUS Certification Verification will be skipped

Troubleshooting

Validating the Setting

Every modification to the network setting must be validated. 3 validation process are available:

- Send a **Snetw** command.
- Use the **Srs** (System Reset) command to validate a setting on a remote printer.
- Unplug the power cable of the printer and plug it again.

Reset Ethernet / Wi-Fi Configuration



Default setting is:

- Wi-Fi disabled
- Ethernet set to DHCP mode

Using the Power Button

Reset the network configuration with the power button on the following printers: **Elypso**, **KC 200**, **KC 200B**, **KM500** and **2000**, **Primacy**, **Primacy 2** and **Zenius**.

- 1 Unplug the power supply of the printer and plug it again.
- 2 When plugging the printer again, press and hold the power button for **6 seconds**. The printer icon is ON.



Using the LCD Touchscreen



The LCD Touchscreen is available for the following printers:

- Primacy – Primacy Lamination
- Primacy 2
- Edikio Duplex

- 1 In the LCD Home page, click on the **Settings** icon.
- 2 Click on **Printer settings** icon.
- 3 Go to the next screen and click on the **Reset to factory settings** icon.
- 4 Confirm the choice.

Using Commands

Use the following commands to reset the network settings:

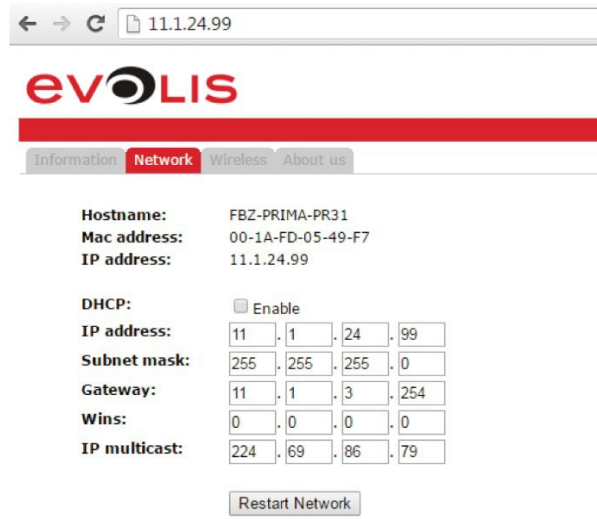
- **Pip;dhcp**
- **Snetw**

The configuration can be verified with the **Rip;1** command. The result should be **192.168.2.13 Auto** or **0.0.0.0 Auto** for manual configuration.

Checking Connectivity with the Printer

From a Web Interface

Enter the IP address of the printer in a web browser address bar.



The screenshot shows a web browser with the address bar set to 11.1.24.99. The page displays the Evolis logo and a navigation menu with 'Information', 'Network' (selected), 'Wireless', and 'About us'. Under the 'Network' tab, the following information is shown:

Hostname:	FBZ-PRIMA-PR31
Mac address:	00-1A-FD-05-49-F7
IP address:	11.1.24.99

Below this, there are configuration fields for DHCP, IP address, Subnet mask, Gateway, Wins, and IP multicast. The DHCP checkbox is checked. The IP address field is set to 11.1.24.99. The Subnet mask is 255.255.255.0. The Gateway is 11.1.3.254. The Wins field is 0.0.0.0. The IP multicast field is 224.69.86.79. A 'Restart Network' button is located at the bottom.

Using a Ping Command

```
c:\>ping 11.1.24.99

Pinging 11.1.24.99 with 32 bytes of data:
Reply from 11.1.24.99: bytes=32 time=1ms TTL=100
Reply from 11.1.24.99: bytes=32 time=2ms TTL=100
Reply from 11.1.24.99: bytes=32 time<1ms TTL=100
Reply from 11.1.24.99: bytes=32 time<1ms TTL=100

Ping statistics for 11.1.24.99:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 2ms, Average = 0ms

c:\>
```

Checking the Hardware

- Check that the light on the network interface (LED at the rear of the printer) is flashing. See [Installing a Network Printer](#).
- Check the Ethernet cable
- Check the network equipment.
 - In case of problem, change port on the switch or router or test with another piece of equipment.

Check the Computer Configuration

Make sure that the computer is correctly configured on the network.

List of Common Escape Commands

Command	Description
Pip;192.168.1.25	Set the IP address of the printer to 192.168.1.25
Rip	Read the IP address set
Penm;255.255.255.0	Set the network mask to 255.255.255.0
Renm	Read the network mask value set
Pegw;192.168.1.254	Set the default gateway
Regw	Read the gateway value set
Pews;192.168.1.1	Set the Wins server address to 192.168.1.25
Rews	Read the Wins server address
Pmip;224.69.86.79	Set the multicast IP to 224.69.86.79
Snetw	Validate the settings

Appendix

Identification of printers

The screenshot shows a web browser at 11.1.24.99 displaying the Evolis network configuration page. The page has tabs for Information, Network (selected), Wireless, and About us. The configuration is divided into four numbered sections:

- 1 Hostname:** FBZ-PRIMA-PR31
- 2 Mac address:** 00-1A-FD-05-49-F7
IP address: 11.1.24.99
- 3 DHCP:** ☐ Enable
IP address: 11 . 1 . 24 . 99
Subnet mask: 255 . 255 . 255 . 0
Gateway: 11 . 1 . 3 . 254
Wins: 0 . 0 . 0 . 0
- 4 IP multicast:** 224 . 69 . 86 . 79

A "Restart Network" button is located at the bottom.

- 1** Hostname explanations.
The hostname of the printer is factory set to **EVO_NNN_XXXXXXX**.
EVO is root for Evolis products
NNN refers to the printer model (ex: PR1 for a Primacy printer)
XXXXXXX comes from the serial number of the printer.
Evolis limits the hostname to 15 characters according to Windows Netbios limitations (<https://learn.microsoft.com/en-US/troubleshoot/windows-server/identity/naming-conventions-for-computer-domain-site-ou>).
Use the **Rehn** command to obtain the hostname of the printer.
- 2** MAC address.
It is generated from the **serial number** of the printer and the **00-1A-FD** Evolis OUI (Organizational Unique Identifier).
For example, for the serial number P07100001234, the MAC address is 00-01-FD-00-04-D2.
The MAC address can be found on the sticker on the bottom of the printer.
- 3** DHCP.
Default configuration of all Evolis printers is **DHCP** (Dynamic Host Configuration Protocol). This means that if DHCP lease is automatically delivered by the local network, further configuration is not required.
To retrieve the IP address set by the local network equipment (router or Server), connect to its interface, and look for the Evolis Equipment.



The network equipment installation is held by the IT department in charge of the infrastructure (or a third-party company).

The IP address is mandatory to make the printer operate correctly on the local network.

An IP address must be unique on a network.

- 4 Multicast address.
Evolis uses **IGMP frame** to send query to all printers connected to the network.
To use the discovery services offered by the Evolis Premium Suite, it is important that the network gateways support IGMP frames.
The default Evolis Multicast address is 224.69.86.79.
Use the **Rmip** command to obtain the multicast address of the printer.

Retrieving Compliant Configuration from a Computer

On Windows

Use the **IPCONFIG** utility to retrieve configuration from the computer.

- 1 Use the **Windows key + R** to access the MS-DOS prompt
- 2 Type **cmd.exe**
- 3 Press the **Enter** key to validate.

```
C:\Users\UserProfile>IPCONFIG /ALL
Ethernet adapter Local Area Connection:

    Media State . . . . .: Media connected
    Connection-specific DNS Suffix .: Mydomain.com
    Description . . . . .: Intel(R) Ethernet Connection I217-LM
    Physical Address. . . . .: ED-F4-B0-0F-71-FB
    DHCP Enabled. . . . .: Yes
    Autoconfiguration Enabled . . .: Yes
    IPv4 Address. . . . .: 192.168.106.1(Preferred)
    Subnet Mask . . . . .: 255.255.255.0
    Default Gateway . . . . .:
    NetBIOS over Tcpip. . . . .: Enabled
```

In case you do not have the rights, contact the IT department to retrieve the configuration.

On Linux and Mac OS

Use the **ifconfig** command.

```
root@evolis-PC: /home/evolis
evolis@evolis-PC:~$ sudo su
[sudo] password for evolis:
root@evolis-PC: /home/evolis# ifconfig
ens33  Link encap:Ethernet  HWaddr 00:0c:29:2b:b6:67
        inet addr:192.168.231.128 Bcast:192.168.231.255 Mask:255.255.255.0
        inet6 addr: fe80::a495:e989:98a5:b8d2/64 Scope:Link
        UP BROADCAST RUNNING MULTICAST  MTU:1500  Metric:1
        RX packets:22 errors:0 dropped:0 overruns:0 frame:0
        TX packets:95 errors:0 dropped:0 overruns:0 carrier:0
        collisions:0 txqueuelen:1000
        RX bytes:2272 (2.2 KB)  TX bytes:9900 (9.9 KB)
        Interrupt:19 Base address:0x2000

lo      Link encap:Local Loopback
        inet addr:127.0.0.1 Mask:255.0.0.0
        inet6 addr: ::1/128 Scope:Host
        UP LOOPBACK RUNNING  MTU:65536  Metric:1
        RX packets:345 errors:0 dropped:0 overruns:0 frame:0
        TX packets:345 errors:0 dropped:0 overruns:0 carrier:0
        collisions:0 txqueuelen:1
        RX bytes:26253 (26.2 KB)  TX bytes:26253 (26.2 KB)

root@evolis-PC: /home/evolis#
```



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