Panasonic®

Operator's Guide

Central Management Controller

Introduction

Thank you for using the Panasonic Central Management Controller.

Feature Highlights

- You can manage and operate Multi-Function Printer (hereinafter, MFP) devices via the network using this system.
- You can monitor the various information of each device as an administrator. [*1] Also, you can get statistical information for page counts of copies/prints/scans/faxes.
- You can manage the devices/PCs easily by setting device/PC information such as a device/PC name and group for each device.
- You can update device firmware, driver software and application software for multiple devices and PCs at once. Also, you can apply updates only for specific groups of devices/PCs.
- When using the automatic firmware download function, you can download new firmware from the Panasonic web site automatically. The models compatible with the automatic firmware download function can be found at the following URL. http://panasonic.net/pcc/support/fax/world.htm
- In some cases, such as when the drum/toner needs to be changed or when errors occur for a device, a notification will be sent to designated e-mail addresses.

[*1] This system may be able to acquire information from other company's devices, but full functionality is not guaranteed.

Abbreviations

- Windows® refers to the Microsoft® Windows® operating system (hereafter Windows).
- Windows® XP refers to the Microsoft® Windows® XP operating system (hereafter Windows XP).
- Windows Vista® refers to the Microsoft® Windows Vista® operating system (hereafter Windows Vista).
- Windows Server® refers to the Microsoft® Windows Server® operating system (hereafter Windows Server).

Note
- The screen shots used in this manual may differ from the screens displayed on your PC.

Trademarks

- Microsoft, Windows, Windows Vista, Windows Server, Active Directory, and SQL Server are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
- All other trademarks identified herein are the property of their respective owners.
- Microsoft product screen shot(s) reprinted with permission from Microsoft Corporation.

Licences and Copyrights

Copyright 2015 Panasonic System Networks Co., Ltd.

For details about the open source licences, refer to the following URL.
http://panasonic.net/pcc/support/fax/world.htm

This system uses open source components that have the following licences. Refer to the following URLs about contents of each licence.

- Apache License (v.2.0) http://www.apache.org/licenses/LICENSE-2.0
- MICROSOFT LIMITED PUBLIC LICENCE version 1.1 http://www.ohloh.net/licenses/mslpl
- Microsoft Reciprocal Licence http://wixtoolset.org/about/license/
- The MIT Licence http://opensource.org/licenses/MIT

Copyrights for used components are shown below.

- log4net: Apache Licence (v.2.0)
  - Apache log4net
  - Copyright 2004-2013 The Apache Software Foundation

  - This product includes software developed at The Apache Software Foundation

(http://www.apache.org/).

- jQuery UI (Combined Library): MIT Licence
  - jQuery UI - v1.8.24 - 2012-09-28
  - https://github.com/jquery/jquery-ui
  - Includes: jquery.ui.core.js, jquery.ui.widget.js, jquery.ui.mouse.js, jquery.ui.draggable.js, jquery.ui.droppable.js, jquery.ui.resizable.js, jquery.ui.selectable.js, jquery.ui.sortable.js, jquery.effects.core.js, jquery.effects.blind.js, jquery.effects.bounce.js, jquery.effects.clip.js, jquery.effects.drop.js, jquery.effects.explode.js, jquery.effects.fade.js, jquery.effects.fold.js, jquery.effects.highlight.js, jquery.effects.pulsate.js, jquery.effects.scale.js, jquery.effects.shake.js, jquery.effects.slide.js, jquery.effects.transfer.js, jquery.ui.accordion.js, jquery.ui.autocomplete.js, jquery.ui.button.js, jquery.ui.datepicker.js, jquery.ui.dialogue.js, jquery.ui.position.js, jquery.ui.progressbar.js, jquery.ui.slider.js, jquery.ui.tabs.js
  - Copyright (c) 2012 AUTHORS.txt; Licensed MIT

- jQuery Validation: MIT Licence
  - jQuery Validation Plugin - v1.10.0 - 9/7/2012
  - https://github.com/jzaefferer/jquery-validation
  - Copyright (c) 2012 Jörn Zaefferer; Licenced MIT

- jQuery: MIT Licence
  - jQuery JavaScript Library v1.8.2
  - http://jquery.com/

  - Includes Sizzle.js
  - http://sizzlejs.com/

  - Copyright 2012 jQuery Foundation and other contributors
  - Released under the MIT licence
  - http://jquery.org/license

  - Date: Thu Sep 20 2012 21:13:05 GMT-0400 (Eastern Daylight Time)

- Json.NET: MIT Licence
  - Copyright (c) 2007 James Newton-King

- knockoutjs: MIT Licence
  - Knockout JavaScript library v2.2.0
  - (c) Steven Sanderson - http://knockoutjs.com/

- Modernizr: MIT Licence
  - Modernizr v2.6.2
  - http://www.modernizr.com
  - Copyright (c) Faruk Ates, Paul Irish, Alex Sexton
  - Available under the BSD and MIT licences: http://www.modernizr.com/license/

- Tablesorter: MIT Licence
  - TableSorter 2.0 - Client-side table sorting with ease!
  - Version 2.0.5b
  - @requires jQuery v1.2.3
  - Copyright (c) 2007 Christian Bach
  - Examples and docs at: http://tablesorter.com
  - Dual licensed under the MIT and GPL licences:
  - http://www.opensource.org/licenses/mit-license.php
  - http://www.gnu.org/licenses/gpl.html

- jQuery-File-Upload: MIT Licence
  - jQuery File Upload AngularJS Plugin 2.2.0
  - https://github.com/blueimp/jQuery-File-Upload
  - Copyright 2013, Sebastian Tschan
  - https://blueimp.net

- jquery.balloon.js: MIT Licence
  - Hover balloon on elements without css and images.
  - Copyright (c) 2011 Hayato Takenaka

- Dual licensed under the MIT and GPL licences:
- http://www.opensource.org/licenses/mit-license.php
- http://www.gnu.org/licenses/gpl.html
- @author: Hayato Takenaka (http://urin.github.com)
- @version: 0.6.0 - 2014/12/20

Table of Contents

Introduction 2

Feature Highlights 2
Abbreviations 2
Trademarks 2
Licences and Copyrights 2

Table of Contents 5

Configuration of Central Management Controller 6

System Requirements 8
Network Requirements 8

Installation and Basic Settings 9

Installing the Software to the Server PC 9
Installing CMC Server 9
Importing a Server Certificate (For HTTPS) 9
Installing the Software to the Console PC 10
Installing CMC Console 10
Installing CMC Module Creator 10
Setting up CMC Server 10
Setting the Operating Environment 11
Installing CMC Agent to Client PCs 13
Installing CMC Agent 13
Setting up CMC Agent 13
Registering devices and PCs manually 14
Registering LAN/Wi-Fi connected devices manually 14
Registering USB connected devices and Client PC manually 15

Monitoring Devices and PCs 16

Monitoring Device Information 16
Monitoring PC Information 17
Monitoring Events 18
Viewing Statistical Information 19

Coordination with the integrated management system 20

Settings for the Integrated Management System 20
CMC Agent setting for USB connected devices 20
CMC Server setting for LAN/Wi-Fi connected devices 21
SNMP Trap Format 21

Updating Devices and CMC Agent PCs 22

Install/Update procedure for PC software 22
Update procedure for device firmware 24
Duplication procedure of device settings 25
Duplication procedure of PC settings 25

Appendix 26

Conditions of E-mail and SNMP Trap Notifications 26
Backup and Transfer Procedures for CMC Server Data 26
Installing SQL Server Management Studio 26
CMC Server Database Backup Procedure 26
Installing CMC Server 26
Restoring the Database Backup 27
Uninstalling Installed Software 27
Cautions when Uninstalling CMC Server 27

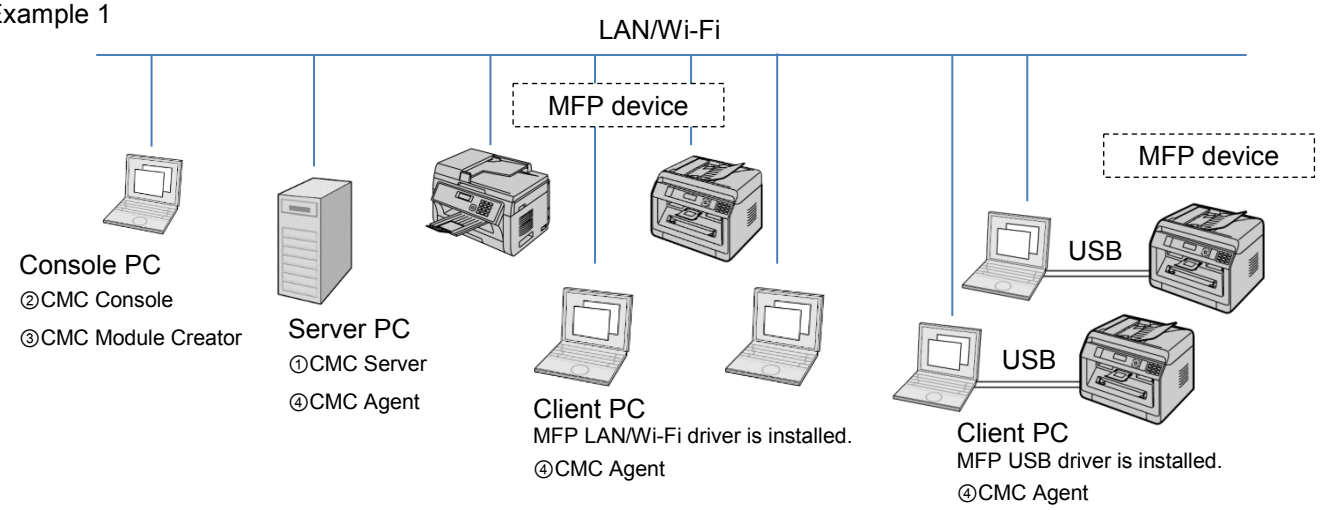
Configuration of Central Management Controller

Central Management Controller (hereinafter, CMC) is comprised of the following 4 software programs.

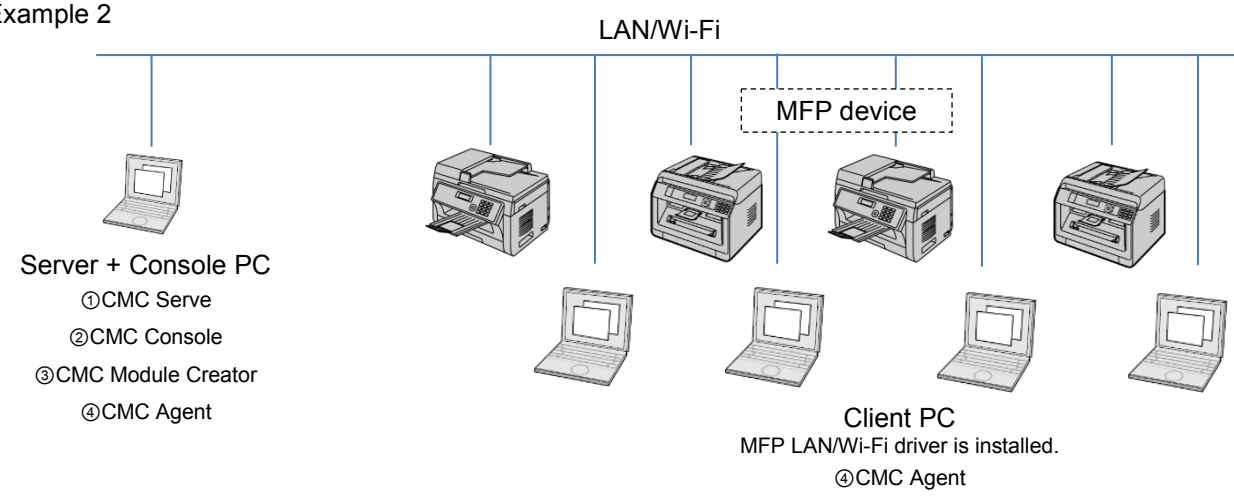
- Central Management Controller Server (hereinafter, CMC Server)
- Central Management Controller Console (hereinafter, CMC Console)
- Central Management Controller Module Creator (hereinafter, CMC Module Creator)
- Central Management Controller Agent (hereinafter, CMC Agent)

Some examples of system configurations using these programs are shown below.

Example 1



Example 2



① CMC Server
- CMC Server is software that has a server function for managing devices. This software is installed on a Server PC that centrally manages devices.

② CMC Console
- CMC Console is software that can be operated like a web browser that logs in to the CMC Server. This software is installed on a PC used by an administrator.

③ CMC Module Creator
- CMC Module Creator is software that creates modules for driver software. This software is installed on a PC used by an administrator.

④ CMC Agent
- CMC Agent is client software for managing devices and PCs. This software is installed on each PC controlling devices and driver software.
- CMC Agent in Server PC manages LAN/Wi-Fi connected devices and the USB connected device with Server PC. And it manages the driver and application software in Server PC.
- CMC Agent in Client PC that connect USB device, manages the USB connected device and the driver and application software.
- CMC Agent in Client PC that LAN/Wi-Fi driver is installed on, manages the driver and application software.

Note
- CMC Console and CMC Module Creator can be installed on several PCs.

System Requirements

For details about the hardware and operating system required for each PC, refer to the [Readme_ENG] file for each software.

Note

- The operating system language settings for all PCs to be used with this software should be the same on each PC.

Network Requirements

HTTP/HTTPS communication is used for communicating between the PC that centrally manages the devices and the PCs connected to devices.
If a firewall is installed, set the firewall to allow communication by using the appropriate port numbers.

Connection	Port Number	Protocol Used
CMC Server to CMC Console	8080 (HTTP/HTTPS)	6 (TCP)
CMC Server to CMC Agent	8080 (HTTP/HTTPS)	6 (TCP)
E-mail sending (SMTP)	25	6 (TCP)
SNMP trap notification CMC Agent sending to the integrated management system	162	17 (UDP)

Note

- The port numbers shown above are the default settings.
- If HTTPS is used, a server certificate needs to be imported.
- CMC does not support following network systems.
  - The system using HTTP proxies.
  - The system using IP address conversion via NAT/NAPT.
  - The system using IPv6.
  - The system using e-mail of SSL or TSL.

Installation and Basic Settings

Notice
- Make sure to log on as an administrator to install the software.

Installing the Software to the Server PC

Installing CMC Server

Install CMC Server to the PC that will be used to centrally manage devices.

Installation of Microsoft .Net Framework and IIS (Internet Information Services) may be necessary before installing CMC Server. For details, refer [Readme_ENG] that is displayed.

1. Open the folder where the installation file is located.
2. Run Server_Setup.exe.
3. Check the [Readme_ENG] that is displayed.
4. Follow the instructions on the screen to complete the installation.

Note
- The confirmation screen for confirming the port number to connect to CMC Console will be displayed. If necessary, change the port number. The default setting of the port number is 8080.

Importing a Server Certificate (For HTTPS)

If you use HTTPS, import a server certificate to CMC Server.

Installing the Software to the Console PC

Installing CMC Console

Installation of Microsoft .Net Framework may be necessary before installing CMC Console. For details, refer [Readme_ENG] that is displayed.

1. Open the folder where the installation file is located.
2. Run Console_Setup.exe.
3. Check the [Readme_ENG] that is displayed.
4. Follow the instructions on the screen to complete the installation.

Installing CMC Module Creator

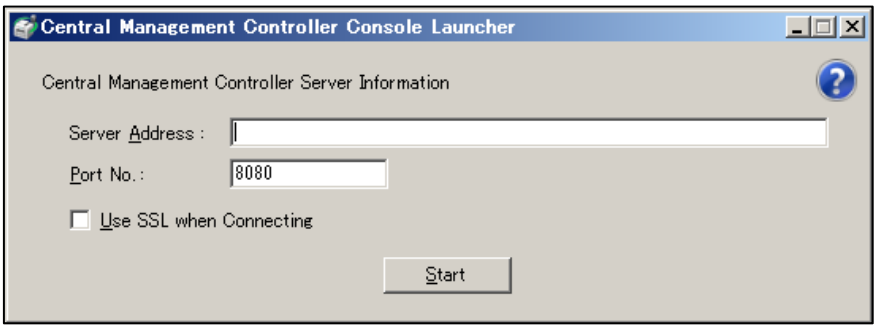
Installation of Microsoft .Net Framework may be necessary before installing CMC Module Creator. For details, refer [Readme_ENG] that is displayed.

1. Open the folder where the installation file is located.
2. Run ModuleCreator_Setup.exe.
3. Check the [Readme_ENG] that is displayed.
4. Follow the instructions on the screen to complete the installation.

Setting up CMC Server

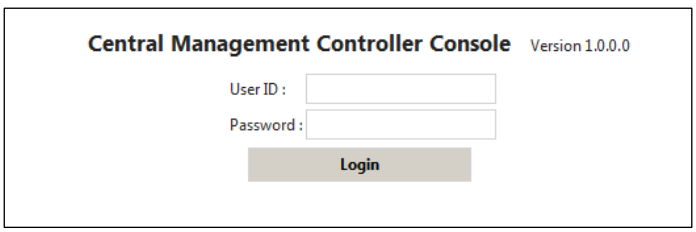
You can set up CMC Server by starting up CMC Console and logging in to CMC Server. For details about CMC Console, refer to the help for CMC Console.

1. Start CMC Console Launcher.
   - The start-up screen will be displayed.



   - The port number is used to connect to CMC Server (this is the port number specified when installing CMC Server). If you changed the port number on the CMC Console setting screen, enter the changed port number.
   - If you use HTTPS, check the check box for [Use SSL when Connecting].

2. Enter the [Server Address] and [Port No.] of the CMC Server, and then click [Start].
   - If CMC Server and CMC Console are installed on the same PC, you can enter “localhost” to the [Server Address].
   - The login screen will be displayed.



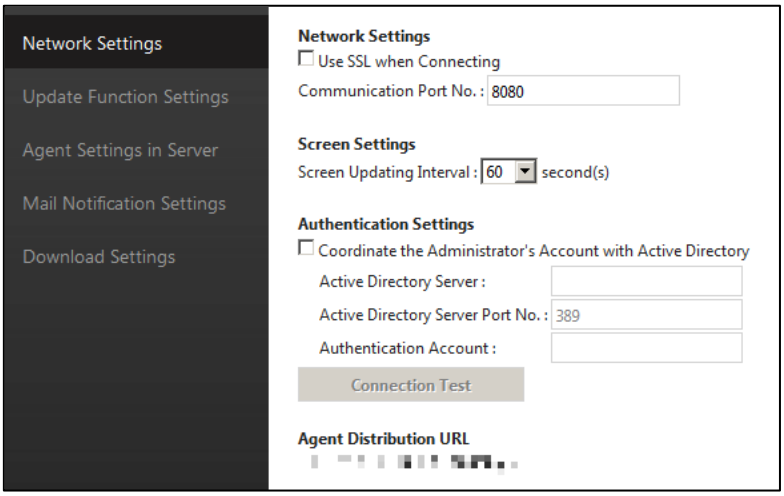
3. Enter the administrator's user name and password to login.
   - The default administrator user name and password are as follows.
     - User ID: admin
     - Password: password

Note

- Periodically change the administrator's password.
- If you use the Active Directory® service for your network, you can log in using an Active Directory account.

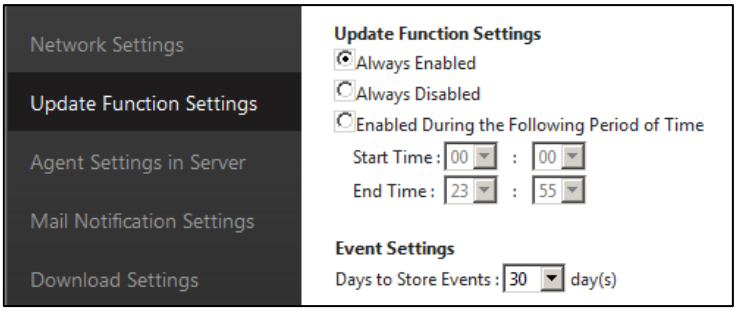
Setting the Operating Environment

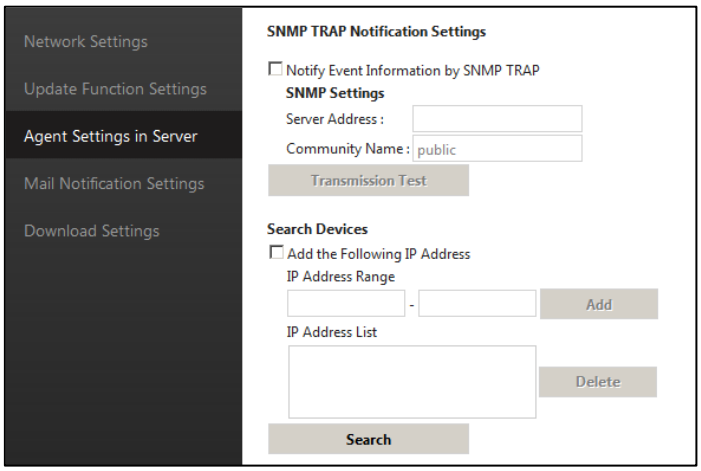
1. Start CMC Console to log in to CMC Server.
   - Click .
   - The settings screen will be displayed.

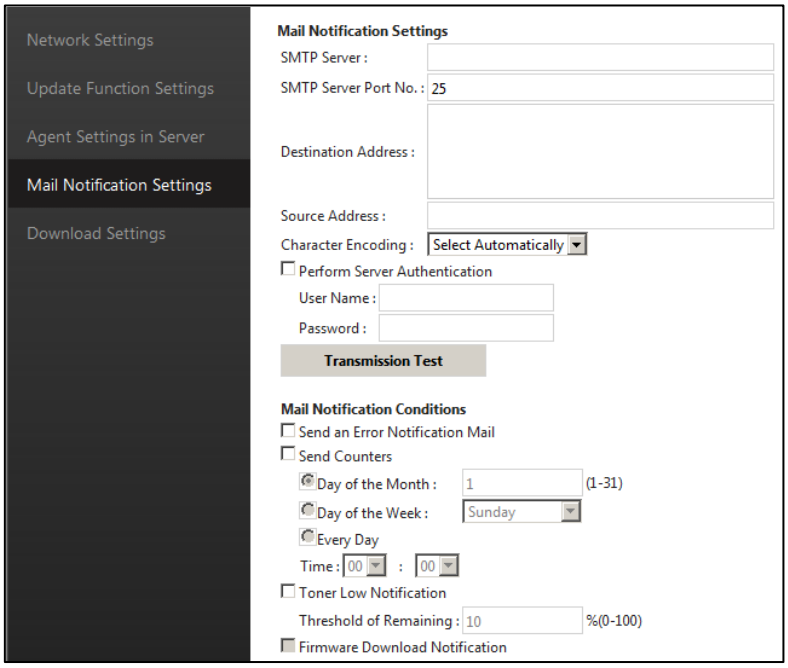


Note

- If the port number or SSL settings are changed, you will need to reconnect to CMC Console. Close the CMC Console screen, wait about 30 seconds, and then restart CMC Console with the changed port number and SSL settings.
- If you changed the port number and SSL settings of CMC Server, all installations of CMC Agent also need to use the same settings. If the settings of CMC Agent and CMC Server are different, the corresponding device cannot be controlled by CMC Server.
- An Active Directory account can be used for Authentication Settings.

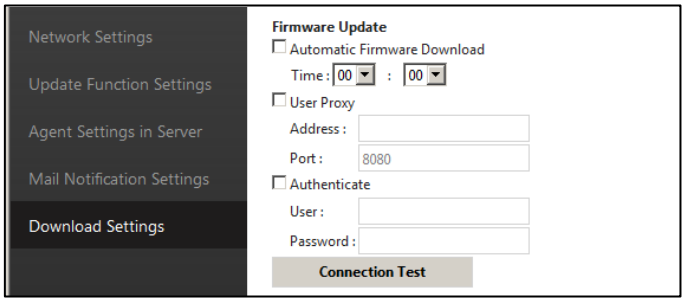






Note

- If you use the e-mail notification system of CMC Console, e-mail settings must be set. Click [Transmission Test] to check whether e-mail can be sent to the specified address correctly.



2. Set each item.

- For details about each item, refer to the help for CMC Console.

3. Click [OK].

- The settings are saved, and setting is complete.

Installing CMC Agent to Client PCs

The location of the install file for CMC Agent can be distributed to each PC user. Click in CMC Console, copy the URL displayed for [Agent Distribution URL] on the [Network Settings] screen, and then share this URL with users via e-mail or other means. When each user accesses this URL from their PC, and follow the written procedure, they can complete Agent settings.

When you install CMC Server to the PC, CMC Agent is also installed to the PC automatically. So you do not have to install CMC Agent to the PC where CMC Server installed.

Installing CMC Agent

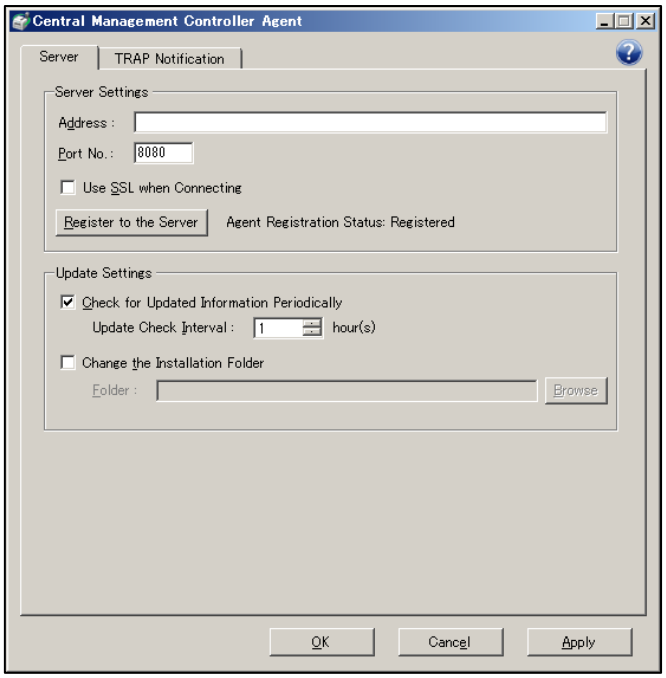
Installation of Microsoft .Net Framework may be necessary before installing CMC Console. For details, refer [Readme_ENG] that is displayed.

1. Open the folder/URL where the installation file is located.
2. Run Agent_Setup.exe.
3. Check the [Readme_ENG] that is displayed.
4. Follow the instructions on the screen to complete the installation.

Setting up CMC Agent

For details about CMC Agent, refer to the help for CMC Agent.

1. Start CMC Agent.
2. Select the [Server] tab.
   - The settings screen will be displayed.



3. Enter the address and port number set in CMC Server settings.
   - Check the check box for [Use SSL when Connecting] if HTTPS is used.
   - The settings need to be the same as for "Central Management Controller Server Settings" made using CMC Console.
   - Click [Register to the Server]. If [Register to the Server] is not clicked, devices connected to that PC cannot be managed using CMC Server.
   - Depending on the security software that you are using, when connecting with the specified port number, a warning message may appear.
   - Check that [Agent Registration Status] changes to display [Registered].
   - If an error occurs, check the input information.
4. Click [OK].
   - The settings are saved, and setting is complete.

Note

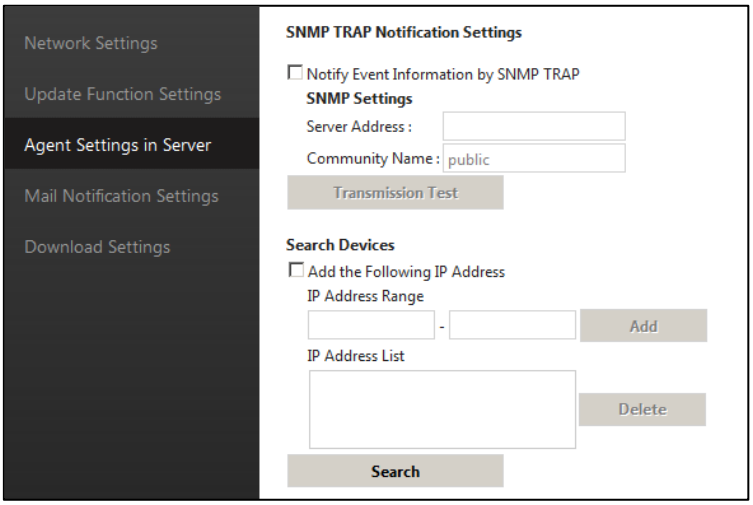
- If you use the SNMP trap notification, [Trap Notification] must be set. For details, refer to Coordination with the integrated management system.

Registering devices and PCs manually

When CMC Server is installed, devices connected to the LAN/Wi-Fi that are in the same subnet as the Server PC will be automatically registered.

Registering LAN/Wi-Fi connected devices manually

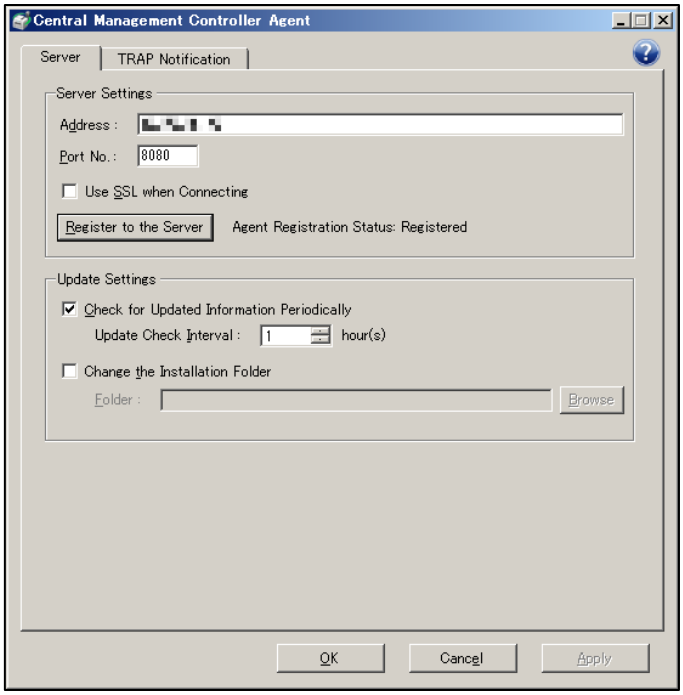
1. Start CMC Console to log in to CMC Server.
2. Click , and open the [Agent Settings in Server] screen.



3. Click [Search].
4. Add the devices found using the search.
5. You can confirm the registered devices on the [Device Information] tab of CMC Console.

Registering USB connected devices and Client PC manually

1. Start CMC Agent on a Client PC.



2. Click [Register to the Server] to register the devices.
3. You can confirm the registered devices on the [Device Information] tab of CMC Console.

Note

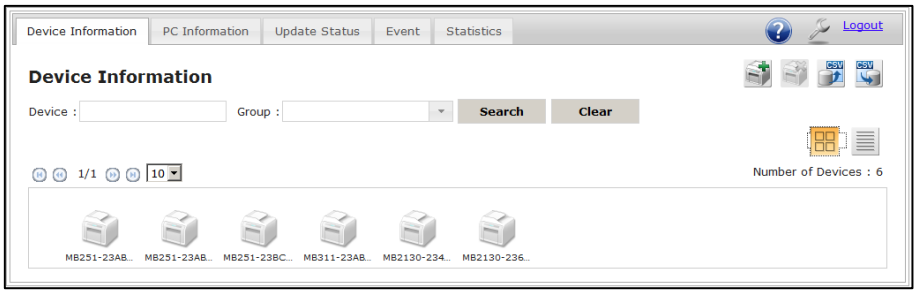
- To register a PC or device, click or .
- To delete a PC or device, click or .
- For more information on registering or deleting PCs and devices, refer to the help.

Monitoring Devices and PCs

Monitoring Device Information

You can monitor the status of devices such as page counts (prints, copies, faxes and scans) and the OPC drum count.

1. Start CMC Console to log in to CMC Server.
2. Select the [Device Information] tab.



- Click to display the devices in icon format. Click to display the devices in list format.

3. Click a device name to view that device's detailed information.
   - The [Device Information Details] screen will be displayed.

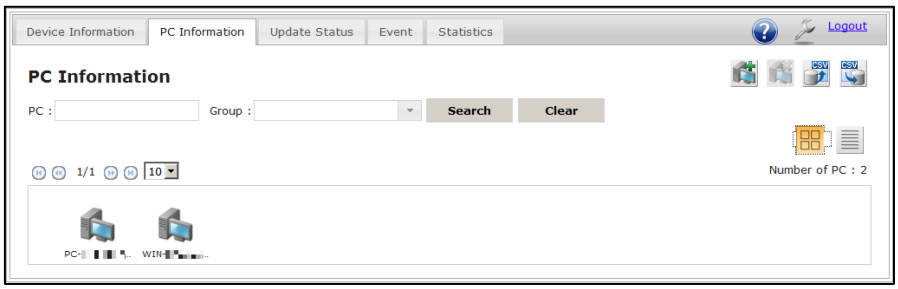
Note

- If the device is not displayed properly, check the following:
  - The operating environment settings of CMC Server.
  - Whether CMC Agent registration to a server has been performed.
  - Network settings such as for the firewall.
  - Whether the server certificate for HTTPS has been imported (only when using HTTPS).
  - Whether the device's power has been turned on.
  - Whether device drivers with Multi-Function Station Software are installed (only when USB connected devices).
- When a PC connecting the device is in power-saving mode (sleep mode), the operation status will not change.
- You can export the information by clicking .
- When importing, if a device with the same device name as a device being registered already exists, the system will recognize it as the same device and will update device information accordingly.
- When device information is added using the import function, only the device name, group, and description will be updated. Other items will be updated when a device with the same name is newly registered.
- Press F5 to update the display of device information.
- The Online/Offline status of the device displayed in [Device Information] will change according to the following.
  - LAN/Wi-Fi connected devices.
  - Whether the device is on or off.
  - USB connected devices.
  - Whether the PC is on or off.
  - Whether the device is on or off.
  - Whether the USB cable is connected to both the device and PC.
- The software information displayed on the [Device Information Details] screen will be refreshed when any of the following occur:
  - The PC is turned on.
  - The PC is restarted.
  - You log off from the PC.
  - A device is registered.

Monitoring PC Information

You can monitor the status of PCs such as IP addresses, MAC addresses, OS, and connected devices.

1. Start CMC Console to log in to CMC Server.
2. Select the [PC Information] tab.



- Click to display the PC in icon format. Click to display the PC in list format.

3. Click a PC name to view that PC's detailed information.
   - The [PC Information Details] screen will be displayed.

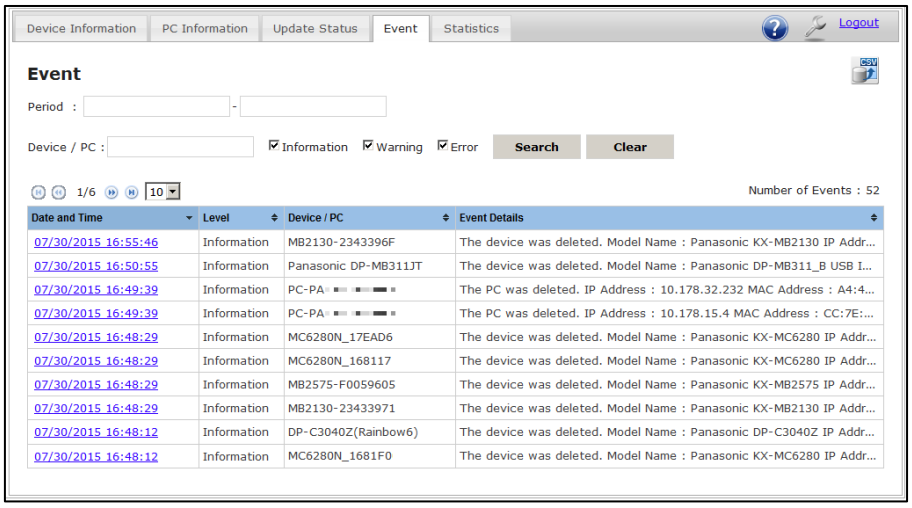
Note

- If the PC is not displayed properly, check the following:
  - The operating environment settings of CMC Server.
  - Whether CMC Agent registration to a server has been performed.
  - Network settings such as for the firewall.
  - Whether the server certificate for HTTPS has been imported (only when using HTTPS).
  - Whether the PC's power has been turned on.
- When the PC is in power-saving mode (sleep mode), the operation status will not change.
- You can export the information by clicking .
- When importing, if a PC with the same PC name as a PC being registered already exists, the system will recognize it as the same PC and will update PC information accordingly.
- When PC information is added using the import function, only the PC name, group, and description will be updated. Other items will be updated when a PC with the same name is newly registered.
- Press F5 to update the display of PC information.
- The software Information displayed on the [PC Information Details] screen will be refreshed when the following occur:
  - The PC is turned on.
  - The PC is restarted.
  - You log off from the PC.
  - A PC is registered.

Monitoring Events

You can check system events (such as device errors and warnings) with this list.

1. Start CMC Console and log in to CMC Server.
2. Select the [Event] tab.
   - The [Event] screen will be displayed.



3. Click the [Date and Time] of the event that you want to confirm.
   - The [Event Details] screen will be displayed.

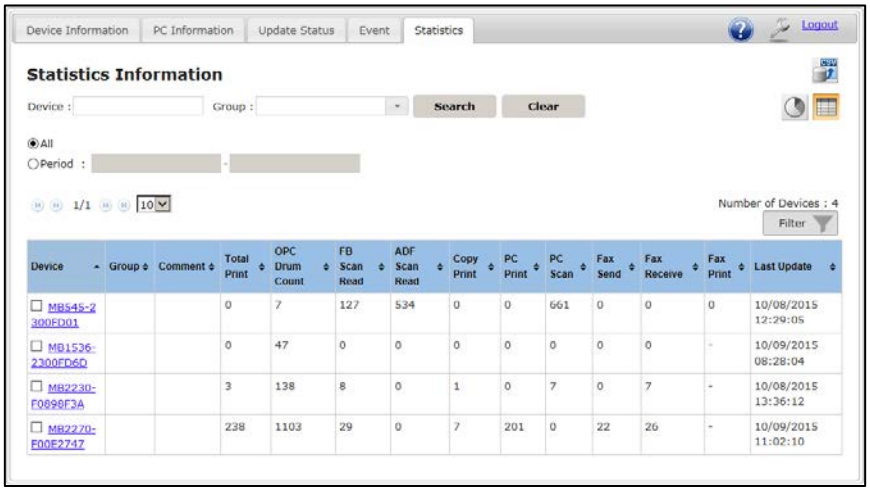
Note

- The number of days to store events is set on the [Update Function settings] screen of CMC Console.
- Click to export event information as a CSV file. Follow the instructions displayed on the screen to save the file. If search conditions are specified, the data of the search result will be exported.

Viewing Statistical Information

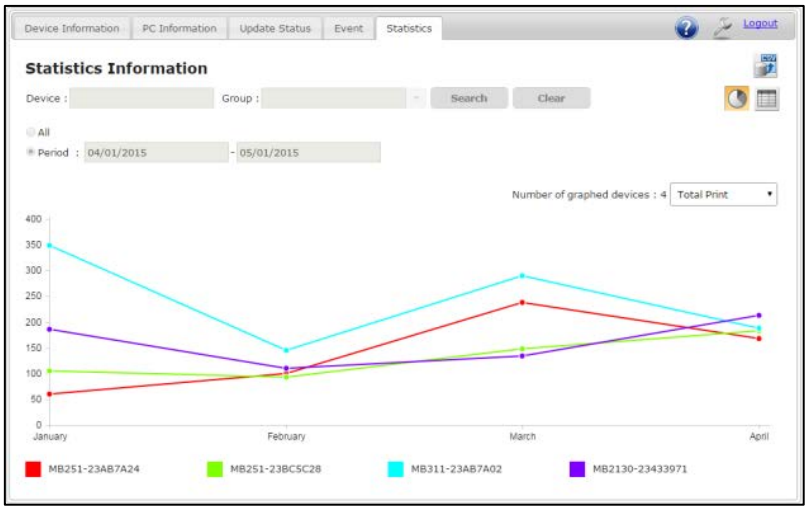
You can check the [Statistics Information] screen for various counters. This function is available for devices that are directly connected by LAN/Wi-Fi.

1. Start CMC Console and log in to CMC Server.
   - Select the [Statistics] tab to display the [Statistics Information] screen.



   - By selecting [All], a list with the current counter values for each device is displayed. By selecting [Period], a list with the counter variation in the period for each device is displayed. The types of counters displayed depend on the device.
   - If the PC on which CMC Server is installed is not turned on, the days counters are updated may not match.
   - Click to export the statistical information as a CSV file. Follow the instructions displayed on the screen and save the file. If search conditions are specified, the data of the search result will be exported.
   - Statistical information for the previous 365 days of operation can be viewed.
   - The statistical information for the current day cannot be viewed.

2. Check the check box of the device name.
3. Click to display the graph.



Coordination with the integrated management system

If you are using the integrated management system, it can be used in coordination with CMC Agent by receiving notifications from it via an SNMP trap. For the conditions of SNMP trap notification, refer to "Conditions of E-mail and SNMP Trap Notifications".

USB connected devices send SNMP trap notifications to the system via CMC Agent.
LAN/Wi-Fi connected devices send SNMP trap notifications to the system via CMC Server.

Settings for the Integrated Management System

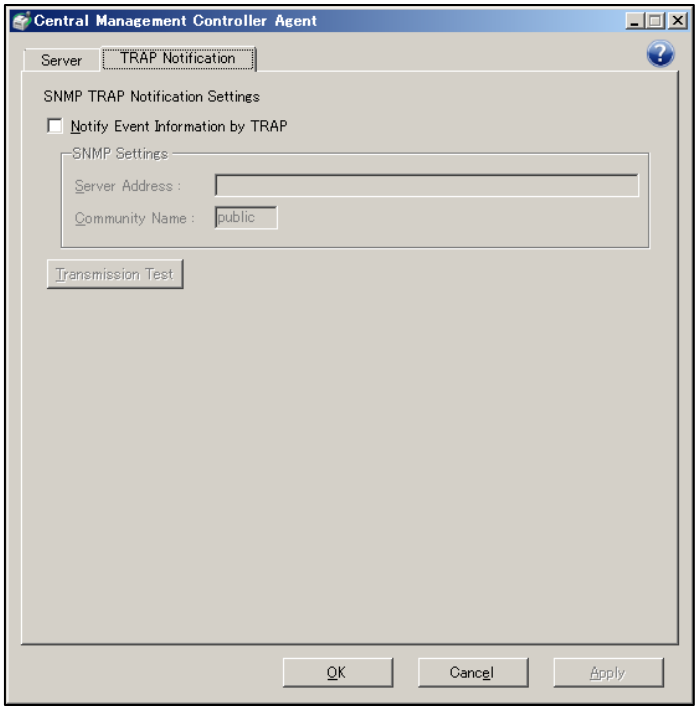
1. Set the port number for sending SNMP trap notifications.
   - The port number for sending SNMP trap notifications that CMC Agent uses is UDP/162. Set the integrated management system you are using so that it can receive UDP/162.

CMC Agent setting for USB connected devices

CMC Agent sends SNMP trap notifications for USB connected devices.
Enable SNMP trap notification for CMC Agent.

Note
- Check the address and community name of the integrated management system beforehand.

1. Start CMC Agent.
2. Select the [TRAP Notification] tab.



3. Check the check box for [Notify Event Information by TRAP].
4. Set the [Server Address] and [Community Name].
5. Click [Transmission Test] to check that CMC Agent sends the SNMP trap notification properly.
   - If the SNMP trap notification is not sent properly, check the integrated management system settings.
6. Click [OK].
   - The settings are saved, and setting is complete.

CMC Server setting for LAN/Wi-Fi connected devices

CMC Server sends SNMP trap notifications for network-connected devices.
Enable SNMP trap notification for CMC Server.

Note

- Check the address and community name of the integrated management system beforehand.

1. Start CMC Console to log in to CMC Server.
2. Click .
3. Select [Agent Settings in Server].
4. Check the check box for [Notify Event Information by SNMP TRAP].
5. Set the [Server Address] and [Community Name].
6. Click [Transmission Test] to check that CMC Agent sends an SNMP trap notification properly.
   - If the SNMP trap notification is not sent properly, check the integrated management system settings.
7. Click [OK].
   - The settings are saved, and setting is complete.

SNMP Trap Format

The SNMP trap that CMC Agent uses for notification has the following format. Set up the contents of the SNMP trap using this information.

Item	Contents
Trap Version	SNMPv1
Community Name	Specified community name
Generic Trap Type	enterpriseSpecific (6)
Specific Trap Type	0
OID	1.3.6.1.4.1.258.203.2.1

The contents of the SNMP trap is below.

- YYYY/MM/DD hh:mm:ss,<CMC Agent Name>,<IP Address>,<Device Name>,<USB ID/MAC Address>,<Event Level>,<Event Message>

Item	Contents
YYYY/MM/DD hh:mm:ss	SNMP trap notification date
CMC Agent Name	USB connected Device: PC name of the Agent PC that sent trap LAN/Wi-Fi connected Device: PC name of the Server PC that sent trap
IP Address	USB connected Device: IP address of the Agent PC that sent trap LAN/Wi-Fi connected Device: IP address of the device
Device Name	Device name of MFP device
USB ID/MAC Address	USB connected Device: USB ID of the device LAN/Wi-Fi connected Device: Hex digit sequence of the MAC address of the device
Event Level	Information/Error/Warning
Event Message	Explanations

Updating Devices and CMC Agent PCs

The following types of updates are available.

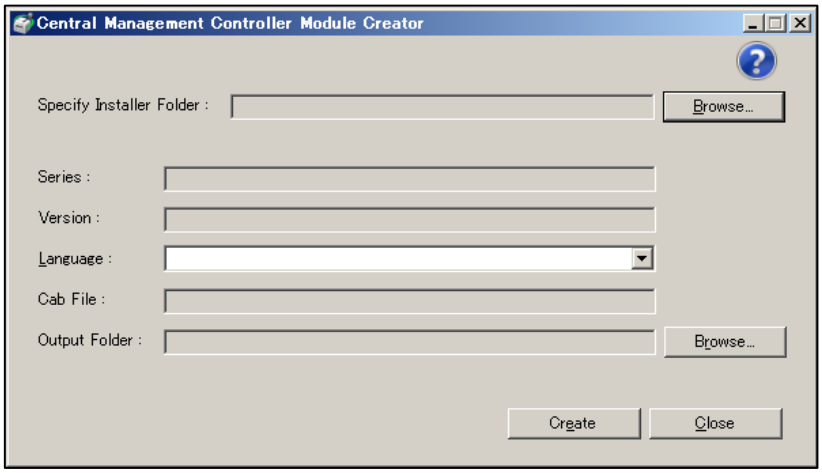
- Install/Update PC software (Multi-Function Station).
  - CMC Module Creator creates an intermediate file called an updates module, which is registered to the CMC Server by a CMC Console. The registration is notified to each PC, and the updates module is applied to CMC Agent at each PC.
- Update Device firmware.
  - When [Automatic Firmware Download] is enabled, CMC Server automatically downloads the latest firmware that has been uploaded to Panasonic's web site. Then, use CMC Console to distribute the device firmware to each group. Devices connected by LAN/Wi-Fi will automatically apply firmware updates, but devices connected by USB need to use CMC Agent to apply firmware updates. The models compatible with the automatic firmware download function can be found at the following URL. http://panasonic.net/pcc/support/fax/world.htm
- Duplicate device settings from the master device to other devices.
  - To change settings of devices, you can change the settings of the master device, and those settings will then be distributed by CMC Console to other devices. The settings will be applied automatically to devices connected by LAN/Wi-Fi, but devices connected by USB need to use CMC Agent to apply the setting changes.
- Duplicate PC settings from the master PC to other PCs.
  - To change settings of PCs, you can change the settings of the master PC, and those settings will then be distributed by CMC Console to other PCs. CMC Agent is required to apply the setting changes.

Note

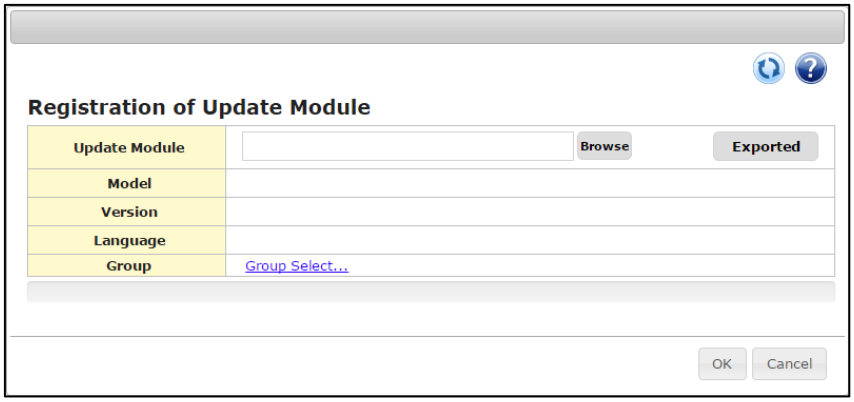
- You can confirm the update status on the [Update Status] screen of CMC Console.
- Update notification and distribution can be performed at the group level.

Install/Update procedure for PC software

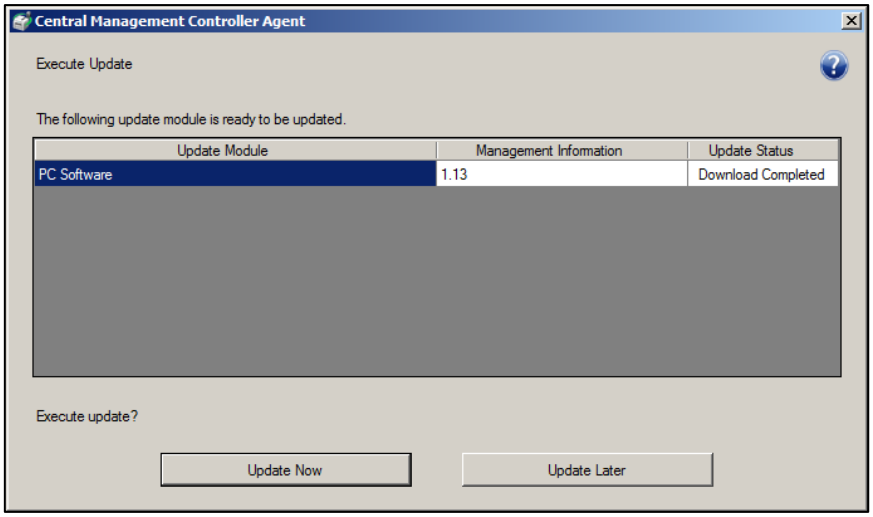
1. Prepare the new files of PC software for each model by CD-ROM or downloading.
2. Start CMC Module Creator and register the file to create.
   - Register the file by setting its location in [Specify Installer Folder].



3. Click [Create] after setting [Language] and [Output Folder].
4. The update module is created.
5. Start CMC Console, select the [Update Status] tab.
6. Click to open the [Registration of Update Module] screen.



7. Input each item.
8. Click [OK].
   - The update module is registered and is ready to be sent to the target PC that you selected.
   - When the target PC is ready to update, a message appears in the Windows notification area and appears in the task bar.
9. Right click and select [Update] to open the [Execute Update] screen.

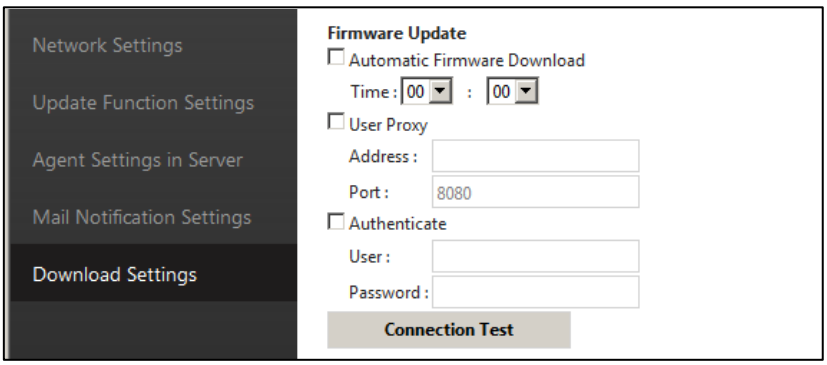


10. Click [Update Now].
    - The update is applied.

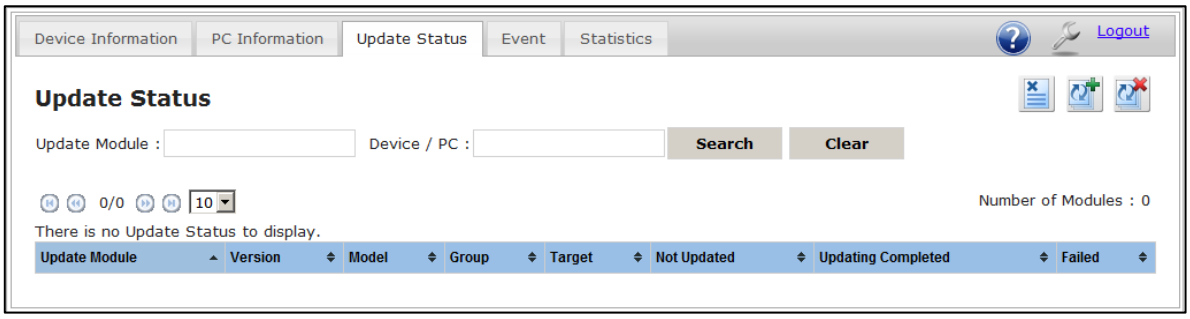
Update procedure for device firmware

When [Automatic Firmware Download] is enabled, CMC Server automatically downloads the latest firmware that has been uploaded to Panasonic's web site. The models compatible with the automatic firmware download function can be found at the following URL.
http://panasonic.net/pcc/support/fax/world.htm

1. Start CMC Console to log in to CMC Server.
2. Click , and open the [Download Settings] tab.



3. Check the check box for [Automatic Firmware Download].
   • When new firmware is uploaded to the Panasonic Web site, it will be downloaded automatically.
4. Open the [Update Status] tab of CMC Console.



5. Click .
6. Click [Exported] and select new firmware downloaded.
7. Select the group of the devices to be updated, and then click [OK].
   • This completes the update procedure for LAN/Wi-Fi connected devices.

For USB connected devices, apply the update module to the devices as follows.

• When the target device is ready to be updated, a message appears in the Windows notification area and appears in the task bar.

1. Right click and select [Update] to open the [Execute Update] screen.
2. Click [Update Now].
   • The update is applied.

Duplication procedure of device settings

1. Start CMC Console to log in to CMC Server.
2. Open the [Device Information] tab.
3. Click for the master device.
4. Input your comment and then click [OK].
5. (For USB connected devices only) Upload the device settings using CMC Agent.
   - When the target device is ready to receive the upload, a message appears in the Windows notification area and appears in the task bar.

   1) Right click and select [Upload] to open the [Upload settings] screen.
   2) Click [OK].
6. Start CMC Console, and then open the [Update Status] tab.
7. Click .
8. Click [Exported], and then select the device setting that was uploaded.
9. Select the group of the devices to be updated, and then click [OK].
   - This completes the update procedure for LAN/Wi-Fi connected devices.

For USB connected devices, apply the update module to the devices as follows.

- When the target device is ready to be updated, a message appears in the Windows notification area and appears in the task bar.

1. Right click and then select [Update] to open the [Execute Update] screen.
2. Click [Update Now].
   - The update is applied.

Duplication procedure of PC settings

1. Start CMC Console to log in to CMC Server.
2. Open the [PC Information] tab.
3. Click of the master PC.
4. Select the application software that you want to copy the settings for.
5. If the target is a printer, select the target printer.
6. Input your comment and then click [OK].
   - When the target PC is ready to receive the upload, a message appears in the Windows notification area and appears in the task bar.
7. Right click and select [Upload] to open the [Upload settings] screen.
8. Click [OK].
9. Start CMC Console, and then open the [Update Status] tab.
10. Click .
11. Click [Exported], and then select the application setting that was uploaded.
12. Select the group of the PC to be updated, and then click [OK].
    - When the target PC is ready to be updated, a message appears in the Windows notification area and appears in the task bar. Click to open the [Execute Update] screen.
13. Click [Update Now].
    - The update is applied.

Appendix

Conditions of E-mail and SNMP Trap Notifications

E-mail and SNMP trap notifications will be performed under the conditions, such as “call service”, “change drum”, “change toner”, “drum life low”, “drum life over”, “modem error”, “toner empty”, “toner life low”, “toner life over” and “toner low”. For details, refer to the operating instructions of each device.

Backup and Transfer Procedures for CMC Server Data

Backup CMC Server data periodically. Also, if you upgrade the CMC Server software or if you install CMC Server to a different PC, transfer the database that manages the operation of CMC Server. SQL Server Management Studio is used to backup and transfer of the database of CMC Server.

Installing SQL Server Management Studio

If the SQL Server Management Studio is not installed on the PC that is being used to run, or will be used to run CMC Server, install SQL Server 2008 Management Studio Express. SQL Server 2008 Management Studio Express can be downloaded from the Microsoft download centre.

CMC Server Database Backup Procedure

1. Start SQL Server Management Studio and connect to SQL Server 2008 R2 Express.
   • Input information for the [Connect to server] dialogue box according to the contents shown below.

Item	Contents
Server type	Database Engine
Server name	<Server PC which operates CMC Server>\PN_CMCSQL
Authentication	SQL Server Authentication
Login	sa
Password	saPassword01

2. Right click [CMC_DB] of [Databases] from Object Explorer, and then select [Tasks] → [Back Up...].

3. Set the following items in [General] of the [Back Up Database] screen.

Item	Selection/Entry
Database	CMC_DB
Backup Type	Select [Full].
Copy-only Backup	Uncheck the check box.
Backup component	Select [Database].
Destination	Click [Add] to register the backup destination.

Note
• The backup destination is required when restoring the database.

4. Click [OK].
   • The backup will be performed.

Installing CMC Server

If you are upgrading the software of CMC Server, uninstall the old version before installing the new version.

Restoring the Database Backup

1. Start SQL Server Management Studio and connect to SQL Server 2008 R2 Express.
   - For the settings of the [Connect to server] dialog box, refer to the settings specified at the time of the backup.
2. Right click [CMC_DB] of [Databases] from Object Explorer, and then select [Tasks] → [Restore] → [Database...].
3. Set the following items in [General] and [Options] of the [Restore Database backup] screen.

[General]

Item	Selection/Entry
To database	CMC_DB
Source for restore	Check the check box for [From device]. Click [...] to select the file specified for [Backup location] on the [Specify Backup] screen.
Select the backup sets to restore	Check the check box.

[Options]

Item	Selection/Entry
Overwrite the existing database (WITH REPLACE)	Check the check box.

4. Click [OK].
   - Database restoration will be performed.

Uninstalling Installed Software

If you want to remove the CMC software that is installed on your PC, read the following cautions and uninstall each application from the control panel of the PC that they are installed on.

Cautions when Uninstalling CMC Server

- Disconnect the CMC Server from the network before uninstalling.
- If you uninstall the CMC Server without disconnecting from the network, the database of the CMC Server may be damaged.
- Setting information will be deleted if you uninstall software. If necessary, backup the information related to CMC Server. Please refer to "Backup and Transfer Procedures for CMC Server Data".

© Panasonic System Networks Co., Ltd. 2015

PNQX7851XA P0815HS2115