

KYOCERA Net Admin

Installation Guide



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Examples of the operations given in this guide support the Microsoft Windows Server 2008 R2 and Server 2012 printing environments. Essentially the same operations are used for Microsoft Windows XP, Vista, Windows 7, and Windows 8 environments.

The features described in this guide vary depending on your device model.

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1 Installation

The KYOCERA Net Admin installation consists of two main software components or consoles: Administration and Device Manager. The KYOCERA Net Admin Agent and Multi-Set Template Editor are included in the installation, and are also available as separate installers along with the Local Device Agent (LDA). The KYOCERA Net Admin Agent and Multi-Set Template Editor can be installed locally or remotely at multiple sites.

The Administration console lets you manage user accounts and roles, user subscriptions, network discovery, and system settings. The Device Manager console lets you manage device data, reports, polling, alerts, and preferences.

The KYOCERA Net Admin Agent is a service that communicates network device information to KYOCERA Net Admin. The LDA is a service that communicates information about USB-connected Kyocera devices on a network. The Multi-Set Template Editor lets you create or change settings templates.

Required third party software, Java 2 SDK and PostgreSQL is provided. Microsoft .NET Framework 4.0 or later is needed to install KYOCERA NetAdmin, Agent, Local Device Agent (LDA) and Multi-SetTemplate Editor.

System Requirements

Supported Operating Systems

Microsoft Windows® Server 2003/2008/R2/2012 any Service Pack

Microsoft Windows® XP Professional 32 bit with Service Pack 3 or higher

Microsoft Windows® XP Professional 64 bit with Service Pack 2 or higher

Windows Vista™ 32 bit any Service Pack

Windows Vista™ 64 bit with Service Pack 1 or higher

Windows 7™ 32 bit any Service Pack

Windows 7™ 64 bit any Service Pack

Windows 8™ 32 bit

Windows 8™ 64 bit

CPU and Memory Requirements

Memory and CPU requirements vary depending on the number of managed devices and networks. Insufficient CPU or available memory may cause the application to be very slow or to stop responding.

The following examples provide rough estimates for minimum system requirements for various environments.

Small to Medium

Devices: Up to 500

Number of supported networks: Up to 10

KYOCERA Net Admin Server

CPU: 2.0 GHz, 2.0+ GHz, 1 CPU

Memory: 1 GB, 2 GB

Hard Disk space: 500 MB, 1 GB

KYOCERA Net Admin Agent

CPU: 1.5 GHz, 1 CPU

Memory: 512 MB

Hard Disk space: 250 MB

Enterprise

Devices: Up to 5000

Number of supported networks: Up to 50

KYOCERA Net Admin Server

CPU: 3.0 GHz, 2+ CPU

Memory: 4 GB

Hard Disk space: 2+ GB

KYOCERA Net Admin Agent

CPU: 2.0 GHz, 2+ CPU

Memory: 1 GB

Hard Disk space: 250 MB

Supported Browsers

Microsoft Internet Explorer 7 or higher. Cookies must be enabled.

Supported Printers

Kyocera network printers and most third-party network printers that support the standard printer Management Information Base (MIB), and printers connected locally to network computers.

Supported Languages

English, French, German, Italian, Japanese, Portuguese, Spanish.

Upgrade KYOCERA Net Admin

You can upgrade your older version of KYOCERA Net Admin to the latest version. Depending on your current version, the following upgrade operations are required:

All older versions – back up the database, and then restore the database after installing the new version.

Versions 1.03, 1.04, 1.5 – save settings such as firmware files and Map view background images, and then manually import them into the new version.

When upgrading from version 2.0 to version 3.x, the **Accounting Manager** and **Print Job Manager** consoles are not supported in the new version.

Since KYOCERA Net Admin 3.x uses agents to communicate with devices, networks are migrated to the new version with a link to a **Local Agent**. You must install local or remote agents using the **Add Network** wizard or the stand-alone agent installer.

Devices are migrated as unmanaged and not connected, and are displayed with default settings. After installation, you should run **Networks and Agents > Start Discovery** (**Administration** console) and **Add Devices** (**Device Manager**

console). After discovery, KYOCERA Net Admin 3.x lists each device as managed and linked to a specified network. Select the **Show Unmanaged Devices** check box in the **Status filter** list to display both the managed and unmanaged devices. Clear the check box to show only the managed devices.

Creating a Backup of Earlier Versions

Before upgrading from versions 1.03, 1.04, 1.5 or 2.0, you must create a backup file. The following steps apply to version 2.0.

- 1 In the navigation area, select **Database**.
- 2 Select the **Immediate** option.
- 3 Click **Submit**.
- 4 After the backup file is created, open “C:\KNetAdminBackup” folder and locate the backup zip file. An example of the file name format is “backup-#####.zip”.
- 5 Copy the backup file into another folder on the computer.

If the upgrade is from version 1.03, 1.04, or 1.5, save a copy of the following files. You can restore them manually in the new version.

- Log files
- Firmware files
- Map view background images

Installing the New Version 3.x

After creating backup files from the older version, you can install KYOCERA Net Admin 3.x.

- 1 Use the Windows **Uninstall or change a program** to remove KYOCERA Net Admin from the computer.
- 2 Install KYOCERA Net Admin 3.x or use a computer with KYOCERA Net Admin 3.x already installed.

Restoring a Database in Version 3.x

After KYOCERA Net Admin 3.x is installed, you can restore a database backup. This uses a backup file (.ZIP) in the default backup location C:\KNetAdminBackup, or in another user-specified backup location.

- 1 Open the **Administration** console.
- 2 Click **Preferences > Database restore**.
- 3 Select from the list the backup file created from the previous version. If the file is not in the list, click the **Upload Backup File** icon and browse to find the list.
- 4 Click the **Start Restore Process** icon, and then click **OK**.

Restore Files Manually

After KYOCERA Net Admin 3.x is installed, you can manually restore files that were saved from version 1.03, 1.04, or 1.5.

Log files

Copy the saved files to the default folder in C:\Program Files\Kyocera\NetAdmin\Admin\log, or to the log folder where version 3.x is installed.

Firmware files

Copy the saved files to the server, to use with the **Select file from KYOCERA Net Admin Server** option in the **Firmware Upgrade** wizard. The default location is C:\Program Files\Kyocera\NetAdmin\Admin\firmwares.

Or copy the saved files to the desired folder, to use with the **Select file from local client** option in the **Firmware Upgrade** wizard.

Office device layout image files saved in **Map view**

Copy the saved files to the desired folder, to use with the **Select local image (and copy to server)** option in the **Add/replace background** dialog box.

Any changes you made in default list view settings in the earlier version cannot be saved or restored. Use the **Edit Default List View Mode** feature to edit the default **List View** tabs.

Server Installation

The KYOCERA Net Admin server installer provides an easy and intuitive process for installing and configuring KYOCERA Net Admin. The wizard gathers the administrator's selections and system information to prepare the installation.

To ensure secure communication, the time setting must be no more than 1 minute apart on server and agent computers. For computers in different time zones, use a global time server or domain time server to ensure synchronized time settings.

Installing KYOCERA Net Admin

You can install the KYOCERA Net Admin server.

Note: Make sure your firewall is configured correctly to allow communication between KYOCERA Net Admin components (TCP port: 8731). KYOCERA Net Admin cannot be installed on a server used as a domain controller.

- 1** Copy and extract the KYOCERA Net Admin (KNA) zip file to your preferred server, and click **KmInstall.exe** to start the installation wizard.
- 2** On the license agreement screen, click **View License Agreement** to read, view, and print a copy of the license agreement. To proceed with the setup installation, click **Accept**.
- 3** On the **Manage Products** page, click **Install**. You can also open and view the user and installation guides and the Readme from the **Documentation** icon.
- 4** On the **Products to install** page, click **Next** to accept the default options. Note that clicking **Install now** begins the installation automatically.

- 5 On the **Destination for all software** page, click **Next** to accept the default folder, or click **Browse** to locate another folder of your choice. Click **Next**.
- 6 On the **Ports** page, accept the defaults or type custom port numbers. Available port numbers range from 1 to 65535. Click **Next**.
- 7 On the **Network Setup** page, select **Local network** (default), or **Remote network**.
- 8 If this is the first time you are installing the application, the **Password** page appears. Type a valid password and then click **Next**. The installation begins and the wizard displays the progress of the installation. You can click **Back** to make any changes, or click **Install now** to proceed.
- 9 When the process completes, the **Finished** page appears. You can select the **Start now** check box and then click **Close** to login to KYOCERA Net Admin with the default login credentials.

For Administrator, the username and password is **admin** and **admin**, or for a read-only user, the username and password is **guest** and **guest**.
- 10 Bookmark the link to your **Favorites** for easier future access.

PostgreSQL Files

The KYOCERA Net Admin installer automatically installs the PostgreSQL database if it is not already installed. If the installer detects previous PostgreSQL files, a message appears at the beginning of the KYOCERA Net Admin server installation wizard, and the installation is canceled. By default, the KYOCERA Net Admin database connects to the PostgreSQL server through port 5432.

Uninstalling KYOCERA Net Admin

You can uninstall KYOCERA Net Admin or any of its components.

- 1 Copy and extract the KYOCERA Net Admin (KNA) zip file to your preferred server, and click **KmInstall.exe** to start the installation wizard.
- 2 On the licensing screen, click **Accept**.
- 3 On the **Manage Products** page, click **Uninstall**.
- 4 On the **Products to remove** page, select the options to uninstall and click **Uninstall now**.
- 5 The uninstallation starts and the wizard displays the progress of the uninstallation.
- 6 When the process completes, the Finished page appears. You can select the **Restart your system** check box and then click **Close** to restart KYOCERA Net Admin.

Removing PostgreSQL Files

If you want to completely uninstall KYOCERA Net Admin from your computer, after removing the PostgreSQL program, you should remove the remaining PostgreSQL files. You should also back up your data before uninstalling. Removing PostgreSQL files and KYOCERA Net Admin Windows user accounts from the server ensures a clean reinstallation.

- 1 Click **Start > Computer**.
- 2 Right-click on **Computer** and select **Manage**.
- 3 Under **Local Users and Groups**, click **Users**.
- 4 Right-click on **NetAdmin** and click **Delete** to remove it from the list.
- 5 Uninstall the PostgreSQL program from your PC using **Uninstall or change program**, and reboot your PC.
- 6 Remove any remaining user data by deleting the entire PostgreSQL folder at C:\Program Files\PostgreSQL (C drive is the default).

Remote Agent Installation

This section is required for administrators who install KYOCERA Net Admin Agent on a remote network.

The KYOCERA Net Admin Agent is a service that communicates network device information to KYOCERA Net Admin. Agents can be installed on the KYOCERA Net Admin server and on remote computers.

To ensure secure communication, the time setting must be no more than 1 minute apart on server and agent computers. For computers in different time zones, use a global time server or domain time server to ensure synchronized time settings.

You can choose to install KYOCERA Net Admin Agent on a remote computer either by RPC connections or by a Stand-alone installer.

RPC Connections for Remote Agent Installation

For agent installation on a remote computer with a Windows operating system of 2003 or later, the Remote Procedure Call (RPC) endpoint for the spooler must be set up to allow agent connections.

Allowing the Remote Agent to Access Client Connections

The administrator can set policies that are applied to the computer for any user who logs on to the KYOCERA Net Admin server. The **Allow Print Spooler to accept client connections** policy manages access to the **Print Spooler**. For information about group policy settings, refer to Microsoft documentation.

- 1 In the **Local Group Policy Editor**, click **Computer Configuration > Administrative Templates > Printers**.
- 2 From the **Setting** list, double-click the **Allow Print Spooler to accept client connections** policy.

- 3 Select **Enabled** so the **Print Spooler** will always accept client connections.
- 4 Click **OK**.
- 5 Restart the **Print Spooler** service for changes to this policy to take effect. For information about restarting the **Print Spooler**, refer to Microsoft documentation.

Remote Networks and Remote Agents

You can obtain access, establish communication, and add a network and agent to a remote computer. Make sure you have the user name, password, domain, and IP address of the remote computer. You may have to ask the computer administrator about your system-specific settings. The remote computer's firewall must be turned off, or ports TCP 8731 and UDP 162 need to be enabled for incoming connections in the firewall.

Adding a Remote Network and Remote Agent

You can add a network and agent to a remote computer.

- 1 Open KYOCERA Net Admin in your Internet browser.
- 2 Open the port remotely, or ask the computer administrator to do it.
In the **Administration** console, click **Preferences > Networks and agents > Add Network**, and proceed through the wizard to the **Enter the Agent Details** page.
- 3 Type the **Agent Name** and **Agent IP Address**. Type the **Agent Port** and **Agent Timeout**, or accept the defaults. Under **Administrator login information for the remote host** (available if you selected New Agent in the previous page), type the **Agent Login**, **Agent Password**, and **Agent Domain** of the administrator. Click **Next**.
- 4 Continue and finish the **Add Network** wizard.

Stand-alone Agent Installation

In some situations, an administrator may want to install an agent on a network other than KYOCERA Net Admin. The administrator can send an agent installation package to a remote user, and the user can manually install the agent at their location. If security and communication is set up, KYOCERA Net Admin can then manage the new remote agent.

To ensure secure communication, the time setting must be no more than 1 minute apart on server and agent computers. For computers in different time zones, use a global time server or domain time server to ensure synchronized time settings.

Installing an Agent with the Stand-alone Installer

You can install an agent at a location that is remote from the KYOCERA Net Admin server.

- 1 Copy the folder C:\Program Files\Kyocera\NetAdmin\Admin\install\agent\standalone-install (C drive is the default) to the target computer.

Note: A security certificate is created during the installation of KYOCERA Net Admin that links the agents to it. You must use the folder at the path above to create a stand-alone agent installer. If you use a folder from the KYOCERA Net Admin package before it is installed on your server, agent communication will fail.

- 2 Open the folder and run the **Setup.exe** file. You must have administrator rights on the computer.
- 3 On the **Install Service** page, click **Install**. The progress of the installation is displayed on the next page. The agent service files are copied to the KYOCERA Net Admin location in the folder: C:\Program Files\Kyocera\NetAdmin\Agent (C drive is the default).
- 4 On the **Installation Completed** page, click **Close** to exit the wizard.

Adding a Network to a Remote Agent

You can add a network to an existing remote agent (installed by the stand-alone installer).

- 1 Open KYOCERA Net Admin in your Internet browser.
- 2 In the **Administration** console, click **Preferences > Networks and agents > Add Network**, and proceed through the wizard to the **Enter the Agent Details** page.
- 3 Type the **Agent Name**, and **Agent IP Address**. Type the **Agent Port**, and **Agent Timeout**, or accept the defaults. Leave the administrator login information blank. Click **Next**.
- 4 Continue and finish the **Add Network** wizard.

USB Device Connections

KYOCERA Net Admin can discover and manage local USB devices (connected to computers in the network) through the Local Device Agent (LDA). It displays them in the device list the same way as network-connected devices. The LDA can support several USB connected devices at the same time, but KYOCERA Net Admin shows only one of them.

Install the USB device to the computer first, then the LDA.

Requirements

The following requirements are needed for the USB connection and LDA to function correctly:

KYOCERA Net Admin must be installed and operating on the server.

Microsoft Windows XP SP3 or higher operating system must be installed on the computer.

Microsoft .NET Framework 4.0 or higher must be installed on the computer.

The computer must have at least one connected local Kyocera USB device.

The computer must have a real network interface card.

The computer must be connected to the network.

The computer must have an IP address in the connected network.

TCP port numbers 9000 and 9072 on the computer must be free and not blocked by a firewall.

The user installing the LDA must have administrator rights to install a Microsoft Windows service.

Connecting a USB device

You can connect a local device via USB to a network computer. The device can then be discovered and managed by the application.

- 1 Ensure that KYOCERA Net Admin is installed and operating.
- 2 Select another computer located on the same network as the server.
- 3 Connect the device to the computer with a USB cable.
- 4 On the computer, install the KX driver of the USB model printing device.
- 5 Continue by installing the LDA service on the computer.

Local Device Agent Installation

The Local Device Agent (LDA) is a Microsoft Windows service that lets the agent discover and manage local devices that are connected to network computers through USB ports. The LDA service is installed and started on a computer with a local USB device. LDA uses the computer's IP address to communicate with the agent. The KYOCERA Net Admin server has a *Connection type* column to distinguish whether the device is network- or locally-connected.

The types of device properties that can be requested through the LDA vary according to the device model. Local USB devices do not support the full list of properties that are supported by the same model on a network. The LDA does not support setting of properties for a local connected device.

Note: The device home page cannot be opened from KYOCERA Net Admin for USB-connected devices. The LDA service cannot be used at the same time with some other utilities, such as the **Status Monitor**. If the LDA service does not start, try disabling the Status Monitor and restarting the LDA service.

Installing a Local Device Agent

You can install a Local Device Agent (LDA) to discover and manage local devices that are connected to network computers through USB ports. The USB device must be connected to the target computer before installing the LDA.

- 1 Copy the folder C:\Program Files\Kyocera\NetAdmin\Admin\install\local-device-agent (C drive is the default) to the target computer.

- 2 Open the folder and run the **Setup.exe** file. You must have administrator rights on the computer.
- 3 On the **Welcome** page of the LDA installation wizard, accept the default folder or click **Browse** to select another folder. Click **Next**. The LDA service files are copied to the selected location in the **Program Files** folder.
- 4 On the **Confirm Settings** page, verify that the installation settings are correct. Click **Install**. The progress of the installation is displayed on the next page.
- 5 On the **Installation Completed** page, click **Close** to exit the wizard.

Multi-Set Template Editor Installation

With the **Multi-Set Template Editor**, you can create or change template files to use in KYOCERA Net Admin's Multi-Set feature. The template files specify settings for particular groups of devices that are managed by KYOCERA Net Admin.

Installing the Multi-Set Template Editor

You can install an editor for Multi-Set templates.

- 1 Copy the folder C:\Program Files\Kyocera\NetAdmin\Admin\install\multiset-template-editor (C drive is the default) to the target computer.
- 2 Open the folder and run the **Setup.exe** file. You must have administrator rights on the computer.
- 3 On the **Welcome** page of the installation wizard, accept the default folder or click **Browse** to select another folder. Click **Next**. The Multi-Set Template Editor files are copied to the selected location.
- 4 On the **Confirm Settings** page, verify if the installation settings are correct. Click **Install**. The progress of the installation is displayed on the next page.
- 5 On the **Installation Completed** page, click **Close** to exit the wizard.

KYOCERA Net Admin Login

At the end of the installation wizard, you can leave the **Open the KYOCERA Net Admin login page** check box selected to open the application after clicking **Finish**. Once the application is opened, you can use the browser to bookmark the **KYOCERA Net Admin** web address.

On the login page, you can use the same word for the **User name** and **Password**:

An administrator uses **admin**

A read-only user uses **guest**

For greater security, we recommend changing the default passwords immediately after the first login.

You will be automatically logged off after 30 minutes of inactivity.

Note: To prevent the browser from freezing, do not use the keyboard shortcut Ctrl+N to open a new window while the application is running.

Starting and Logging In

You can start **KYOCERA Net Admin** from Internet Explorer 7 or higher.

- 1** In the browser, click the application's address in the format: http://<computer name or IP address>:<port number>/netadmin/ or find the URL in the **Favorites** or browser history.
- 2** On the login page, type the **User name** and **Password**.
- 3** Choose a console to open from the list, or choose **Default Console**. You can change the default console after logging in.
- 4** Click **Log in**.

