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# IWS Install Tool

## *User's Guide*

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## About this product

IWS Install Tool is software for managing purchased IWS applications. Use IWS Install Tool to install IWS applications onto the target device. Installed IWS applications can be used from the device panel.

## Trademarks and registered trademarks

### Trademark acknowledgements

Microsoft, .Net Framework and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

All other company and product names are either trademarks or registered trademarks of their respective companies.

### screens

The screens shown in this manual are those that appear in Windows 7.



#### Reminder

*The screens that appear in this document may differ from those that appear on your computer, depending on the installed devices and specified settings.*



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# 1 Introduction

## 1.1 System requirements

### 1.1.1 Operating environment

The system requirements for IWS Install Tool are described below.

Supported operating systems	<ul style="list-style-type: none"> <li>• Windows 7 Professional (32 bit/64 bit) (SP1 or later)</li> <li>• Windows 8.1 Pro (32 bit/64 bit)</li> <li>• Windows 10 Pro (32bit/64bit)</li> <li>• Windows Server 2008 Standard (32bit/64bit)</li> <li>• Windows Server 2008 Enterprise (32bit/64bit)</li> <li>• Windows Server 2008 R2 Standard</li> <li>• Windows Server 2008 R2 Enterprise</li> <li>• Windows Server 2012 Standard</li> <li>• Windows Server 2012 R2 Standard</li> <li>• Windows Server 2016 Standard</li> </ul>
Library	Microsoft .NET Framework 4.5 or later
Hard disk	100 MB or more of available space
Network	TCP/IP (v4/v6), SNMP (v1/v2/v3), HTTP (v1.0/v1.1)
System performance	It depends on the using OS or recommended environment of .Net Framework.

Refer to the Readme file for the latest information about service packs and so on.

### 1.1.2 Main features

#### Automatic device search

Devices within the local area network can automatically be searched for. UPnP Search, SNMP Broadcast or SNMP Ping can be specified for the automatic search.

#### Registering IWS applications

Register IWS applications on IWS Install Tool to manage the licenses.

#### Installing IWS applications onto devices

Send token numbers to the license management server and get the license so that the purchased IWS applications can be used.

#### Uninstalling IWS applications from the device

If an IWS application is no longer to be used, uninstall it from the device.

## 2 Installing IWS Install Tool

### 2.1 Preparation before installation

The following settings are necessary to install IWS applications onto devices by using IWS Install Tool:

- With Web Connection, install SSL certificate onto the device.
- From the operation panel of device, enable IWS settings and restart.
- From the operation panel of device, set OpenAPI.
  - Turn the OpenAPI on
  - Turn the OpenAPI authentication on and set the user name and the password.



...

#### **Reminder**

*For settings, refer to the User's Guide for your device.*



#### **Detail**

*The SSL certificate and IWS settings can also be set after registering a device on IWS Install Tool. For details, refer to "Installing SSL certificate" on page 4-11 and "Configuring device settings collectively" on page 3-11.*

### 2.2 Installation

Install IWS Install Tool onto your computer.



...

#### **Reminder**

*Before installing IWS Install Tool, be sure to log on with Administrator privileges.*

*Quit all applications (including virus detection programs) that are running.*

#### **Installation procedure**

- 1 Start up the installer (Setup.exe).
- 2 Follow the instructions that appear in the screen to complete the installation.

## 2.3 Uninstallation

If IWS Install Tool is no longer to be used, remove it from the computer.

### Uninstallation procedure

- 1 Open "Control Panel" - "Programs and Features" (or "Add or Remove Programs").
- 2 Select [IWS Install Tool] and click [Uninstall] or [Remove] to delete.



## 3 Using IWS Install Tool

### 3.1 Starting IWS Install Tool

- Click the Windows "Start" button, point to "All Programs" (or "Programs"), then "MFP-Printer Utility", and then "IWS Install Tool" to start IWS Install Tool.



#### Reminder

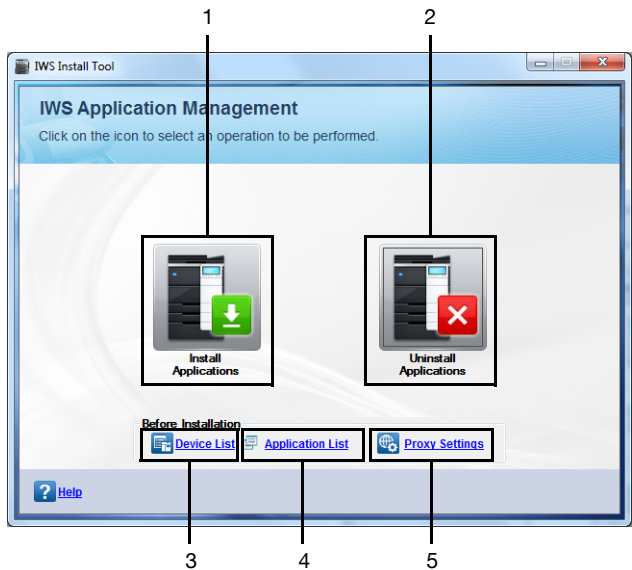
*The tool can also be started with the shortcut created on the desktop.*

## 3.2 Exiting IWS Install Tool

### Operating procedure

- Click "X" on the upper right corner of the screen.  
IWS Install Tool is exited.

### 3.3 Main window



No.	Element Name	Description
1	Install Applications	Install IWS applications registered on IWS Install Tool onto the device.
2	Uninstall Applications	Uninstall IWS applications from the device.
3	Device List	IWS Install Tool manages devices.
4	Application List	IWS Install Tool manages IWS applications.
5	Proxy Settings	Set proxy.

## 3.4 Registering and deleting devices

Register or delete devices managed by the IWS Install Tool.

Some devices cannot be registered if it is not supported by IWS. For details, contact our service station.

### 3.4.1 Searching for devices to be registered

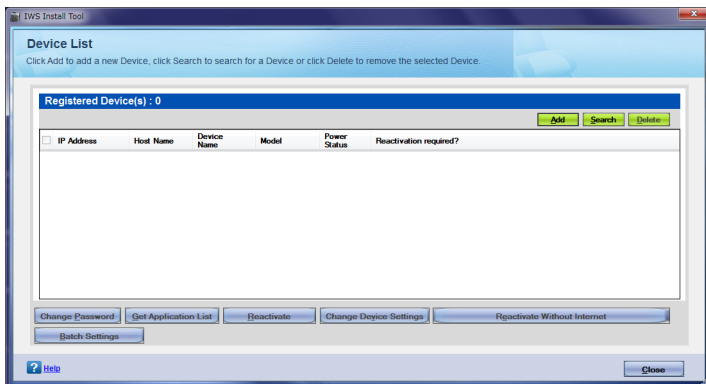
From the specified network range, devices to be registered are searched for.

#### Registering found devices

- 1 Click [Device List] in the main window.

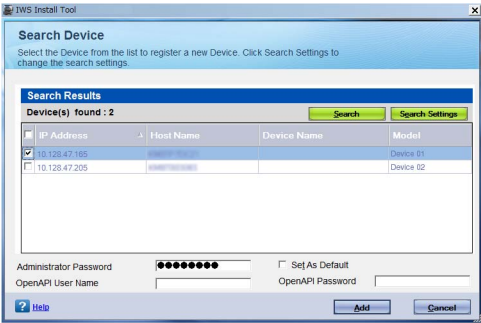


- 2 Click the [Search] button.



The Search Device screen appears.

- 3 Select check box of the device in the "Search Results" list to be registered.



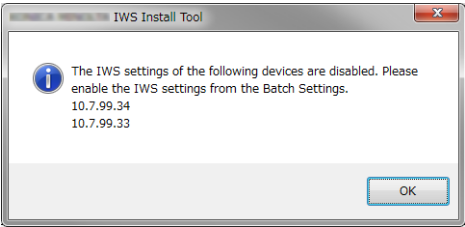
- Search: Searches for devices in the specified search range.
- Search Settings: Allows the device search range to be specified (page 3-13).
- Administrator Password: Enter the administrator password for the device.
- Set As Default: Select this check box to save the entered administrator password.
- OpenAPI User Name: Enter the OpenAPI user name for the device.
- OpenAPI Password: Enter the OpenAPI password for the device.

- 4 Enter the administrator password, OpenAPI user name and OpenAPI password for the device to be registered, and then click the [Add] button.



**Detail**

*If the IWS settings of the device is disabled, the screen below will be shown.*



*To enable the IWS settings, refer to "Configuring device settings collectively" on page 3-11.*

### 3.4.2 Specifying addresses of devices to be registered

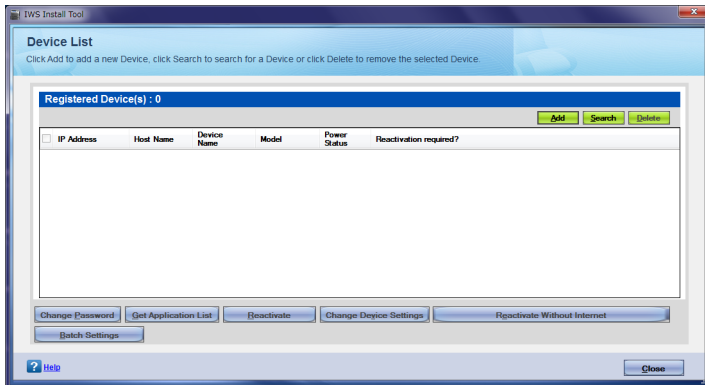
Specify the address to register the device in the network.

#### Specifying the address of a device to be registered

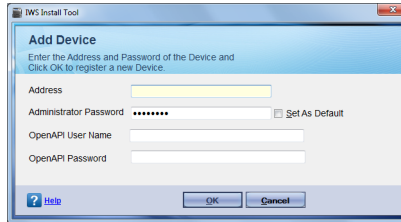
- 1 Click [Device List] in the main window.



- 2 Click the [Add] button.



- 3 Enter the address, administrator password, OpenAPI user name and OpenAPI password for the device to be registered, and then click the [OK] button.



- Set As Default: Select this check box to save the entered administrator password.
- The device cannot be registered if a connection with the device cannot be established.

- 4 Click the [OK] button.

If a connection with the device is successfully established, the device is registered.



#### Detail

*If the IWS settings of the device is disabled, the screen below will be shown.*



*To enable the IWS settings, refer to "Configuring device settings collectively" on page 3-11.*

### 3.4.3 Changing the administrator password of the device

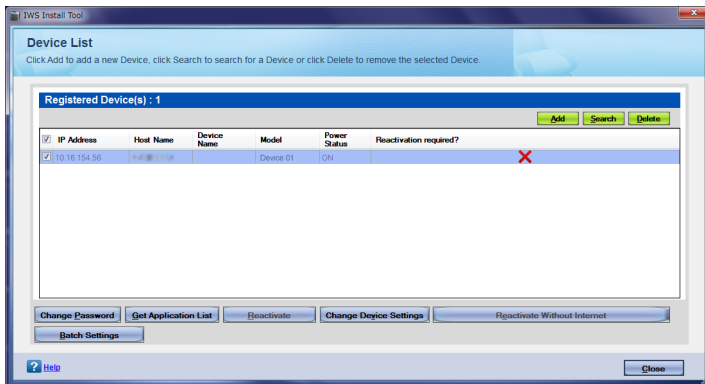
Change administrator password of the device registered on IWS Install Tool.

#### Changing administrator password

- 1 Click [Device List] in the main window.

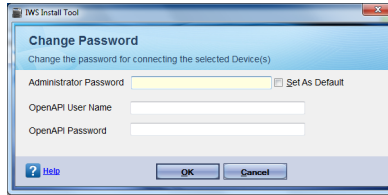


- 2 Select check box of the device to be edited and click the [Change Password] button.





### 3 Enter the new administrator password.

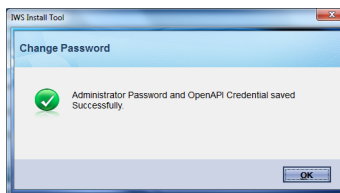


- Set As Default: Select this check box to save the entered administrator password for the device in IWS Install Tool.

### 4 Enter OpenAPI user name and OpenAPI password, and then click the [OK] button.

### 5 Click the [OK] button.

The administrator password is changed.



### 3.4.4 Deleting device information

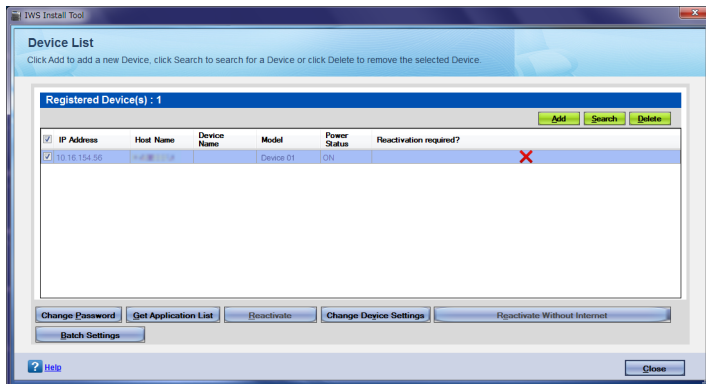
The information for devices registered with IWS Install Tool can be deleted.

#### Deleting registered information

- 1 Click [Device List] in the main window.



- 2 From the list, select the device whose information is to be deleted, and then click the [Delete] button.



- 3 Click the [OK] button.  
The registered information for the device is deleted.

### 3.4.5 Configuring device settings collectively

The Web browser setting and IWS settings for multiple devices can be configured collectively.



#### Reminder

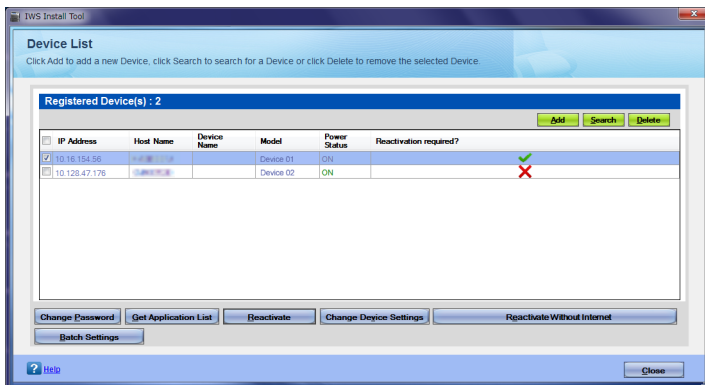
*Some devices cannot be configured collectively since they do not support the batch settings.*

#### Configuring Web browser setting and IWS settings collectively

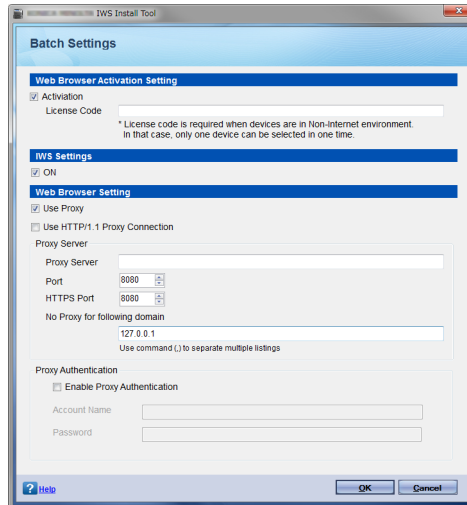
- 1 Click [Device List] in the main window.



- 2 From the list, select devices to be collectively configured, and then click the [Batch Settings] button.



### 3 Configure the Web browser setting and IWS settings.

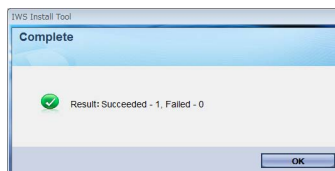


- Web Browser Activation Setting: If the Web browser function is disabled, enable the function by checking "Activation" for "Web Browser Activation Setting". If the device can be connected to the internet, a license code is not required; otherwise, a license code is required.
- IWS Settings: If the IWS setting is disabled, enable the setting by checking "ON" for "IWS Settings".
- Web Browser Setting: To change the Web browser's proxy setting, select the check box of "Use Proxy", and then enter the proxy server information on "Proxy Server". To use proxy server that requires authentication, check "Enable Proxy Authentication" on "Proxy Authentication", and then enter the authentication information.

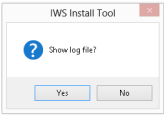
### 4 Click the [OK] button.

### 5 Click the [OK] button.

The result screen appears.



- 6 Click the [Yes] or [No] button.  
To see the result log file, click the [Yes] button.



### 3.5 Specifying a device search technique

If the device does not appear in the list in the Search Device screen, specify the device search technique.

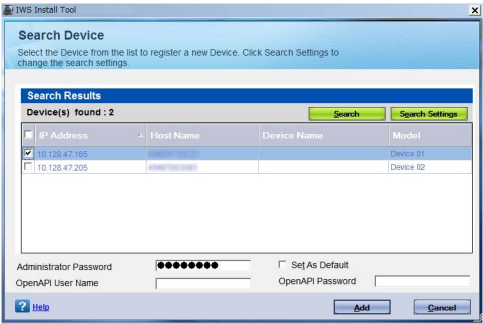


**Detail**

*For details on displaying the Search Device screen, refer to "Searching for devices to be registered" on page 3-4.*

#### Specifying a device search range

- 1 Click the [Search Settings] button in the Search Device screen.



## 2 Select a search technique and specify the details.

The screenshot shows the 'IWS Install Tool' window with the 'Search Settings' tab selected. The 'Search Technique' section has three radio buttons: 'UPnP Search' (unselected), 'SNMP Broadcast' (selected), and 'SNMP Ping' (unselected). The 'SNMP Settings' section includes a dropdown for 'SNMP Version' set to 'SNMPv3' and a text box for 'Port' set to '161'. The 'Search Range' section has four text boxes: 'IP Address' (10.16.154.41), 'Subnet Mask' (255.255.255.0), 'Ping Start IP Address' (10.16.154.1), and 'Ping End IP Address' (10.16.154.255). The 'SNMP v1/ v2 search settings' section has a 'Community Name' text box set to 'public'. The 'SNMP v3 search settings' section has a 'Discovery User Name' text box set to 'public' and an empty 'Context Name' text box. The 'UPnP Search Settings' section has two radio buttons: 'IPv4' (selected) and 'IPv6' (unselected). Below these are 'TTL' (15 sec) and 'Timeout' (7000 msec) text boxes. To the right, there is an 'IPv6Detail' section with two radio buttons: 'LinkLocal' (selected) and 'SiteLocal(Global)' (unselected). At the bottom are 'Help', 'OK', and 'Cancel' buttons.

- UPnP Search: Select this technique to search all devices connected to the network.
- SNMP Broadcast: Select this technique to search devices by specifying the IP address.
- SNMP Ping: Select this technique to search devices by specifying the device search range.

## 3 Click the [OK] button.

### 3.5.1 Description of the Search Settings screen

The screenshot shows the 'IWS Install Tool' window with the 'Search Settings' tab selected. The dialog is organized into several sections with blue headers:

- Search Technique:** Contains three radio buttons: 'UPnP Search' (unselected), 'SNMP Broadcast' (selected), and 'SNMP Ping' (unselected).
- SNMP Settings:** Contains a 'SNMP Version' dropdown menu set to 'SNMPv3' and a 'Port' text box containing '161'.
- Search Range:** Contains four text boxes: 'IP Address' (10.16.154.41), 'Subnet Mask' (255.255.255.0), 'Ping Start IP Address' (10.16.154.1), and 'Ping End IP Address' (10.16.154.255).
- SNMP v1/ v2 search settings:** Contains a 'Community Name' text box with 'public'.
- SNMP v3 search settings:** Contains a 'Discovery User Name' text box with 'public' and an empty 'Context Name' text box.
- UPnP Search Settings:** Contains two radio buttons: 'IPv4' (selected) and 'IPv6' (unselected). Below them are 'TTL' (15 sec) and 'Timeout' (7000 msec) settings. To the right, under 'IPv6Detail', are 'LinkLocal' (selected) and 'SiteLocal(Global)' (unselected) radio buttons.

At the bottom of the dialog, there is a 'Help' button with a question mark icon, and 'OK' and 'Cancel' buttons.

Element Name	Description
Search Technique	<p>Specify the search technique</p> <ul style="list-style-type: none"><li>• UPnP Search: Select this technique to search all devices connected to the network.</li><li>• SNMP Broadcast: Select this technique to search devices by specifying the IP address.</li><li>• SNMP Ping: Select this technique to search devices by specifying the device search range.</li></ul>
SNMP Settings	<p>Specify the SNMP version and port to be used with SNMP Broadcast or SNMP Ping.</p>
Search Range	<p>To search with SNMP Broadcast or SNMP Ping, specify the following items:</p> <ul style="list-style-type: none"><li>• IP Address: Specify the IP address to be used with SNMP Broadcast.</li><li>• Subnet Mask: Specify the Subnet Mask to be used with SNMP Broadcast.</li><li>• Ping Start IP Address: Specify Ping Start IP Address to be used with SNMP Ping.</li><li>• Ping End IP Address: Specify Ping End IP Address to be used with SNMP Ping.</li></ul>
SNMP v1/v2 search settings	<p>Specify the name of the community to be used with SNMP v1/v2.</p>
SNMP v3 search settings	<p>Specify the discovery user name and context name to be used with SNMP Broadcast or SNMP Ping.</p>
UPnP Search Settings	<p>Specify the IPv4 or IPv6 to be used with UPnP.</p> <ul style="list-style-type: none"><li>• TTL: Specify TTL time</li><li>• Timeout: Select the amount of time until the search times out.</li><li>• IPv6Detail: To search with IPv6 for the UPnP search settings, specify the detail.</li></ul>



## 3.6 Registering and deleting IWS applications and tokens

Register or delete IWS applications and token on IWS Install Tool.

### 3.6.1 Registering IWS applications and tokens

IWS applications and token numbers written on token are sent to the license management server to register on IWS Install Tool.



#### Reminder

*In order to confirm the numbers of IWS application licenses, an internet connection to the license management server (LMS) is required.*



#### Detail

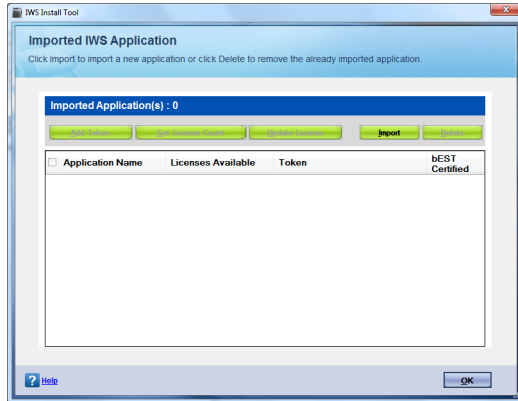
*If registered as trial, IWS application can be used for 30 days. Release the trial status for continuing use (page 4-3).*

## Registering IWS applications and tokens

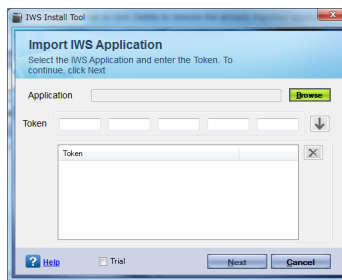
- 1 Click [Application List] in the main window.



## 2 Click the [Import] button.



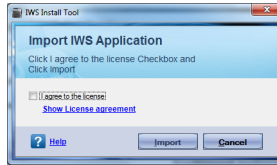
## 3 Enter IWS application and token number.



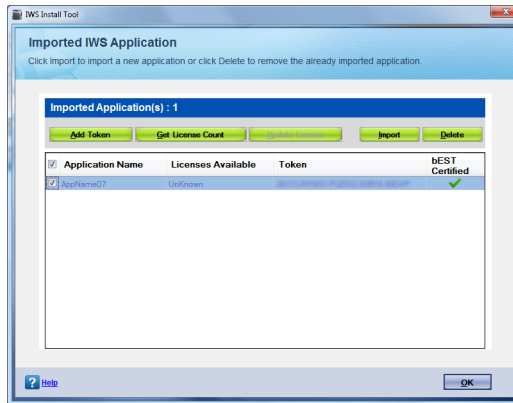
- Application: Click the [Browse] button to select an IWS application.
- Token: Enter the token number written on the License Key Certificate. If an IWS application or the token number is incorrectly entered, registration cannot be made. With a free application, it is unnecessary to enter the token number.
- Trial: Select the check box to use as a trial. With a free application, it is unnecessary to select the check box.

## 4 Check the entered information, and then click the [Next] button.

- 5 Select the check box of "I agree to the license", and then click the [Import] button.



- 6 Click the [Get License Count] button in the Imported IWS Application screen.



A connection to the license management server will establish, and the entered information will be sent. If the license information is successfully received by the license management server, the remaining available license count can be confirmed.

- 7 Click the [OK] button.  
IWS application and token are registered on IWS Install Tool.

### 3.6.2 Deleting IWS applications and tokens

Delete information of IWS applications and tokens registered with IWS Install Tool.

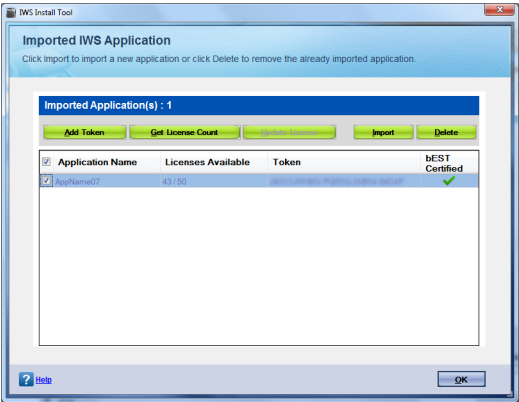


**Note**

*Even if the active token information is deleted, the information registered with the license management server is not deleted.*

**Deleting IWS applications and tokens**

- 1 Select check box of IWS application to delete in the Imported IWS Application screen, and then click the [Delete] button.



- 2 Click [Yes].

Selected IWS application and token will be deleted from the IWS Install Tool.



**If Not-activate licenses remain on the deleted tokens**

Even if token is deleted from IWS Install Tool, the license information remains on the license management server.

Even after the token is deleted, the Not-activate license can be used by the following methods.

Using a Not-activate license:

- With IWS Install Tool used for deleting the token, register the active token again.
- With IWS Install Tool installed on another computer, register the token again.

## 3.7 Managing IWS applications

Install or uninstall IWS applications registered on IWS Install Tool on devices.



### Reminder

*In order to install or uninstall IWS applications on devices, an internet connection to the computer is required.*



### Detail

*If your computer is not connected to the Internet, refer to "Operation in NonInternet environment" on page 4-12.*

### 3.7.1 Installing IWS applications on devices

The information of the registered token and the device will be sent to the license management server so that the license key can be received. After the license key is received, install the IWS applications on a device and enable the functions.

Up to 50 IWS applications in number or 1 GB of total IWS application file size can be installed per device unit.

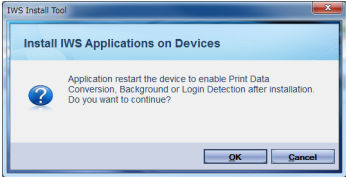
#### Installing IWS applications on devices

- 1 Click [Install Applications] in the main window.

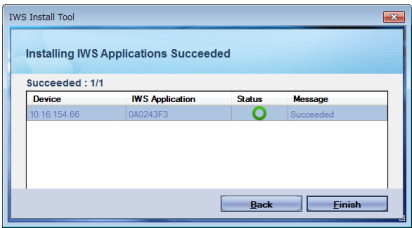




- 5 Click the [Install] button.
- The dialog box regarding restart of the devices may appear for some devices after the installation. Click the [OK] button, and then proceed with the installation.

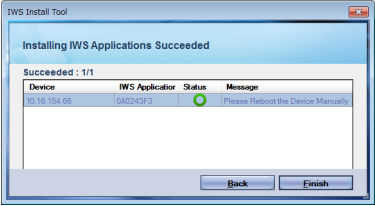


- 6 Click the [Finish] button.
- IWS Application is installed on the device.



**Reminder**

*The message "Please Reboot the Device Manually" may appear on the "Message" column for some devices. In this case, turn off and on the devices manually.*



**Reminder**

*Installed IWS applications can be used from [APP] or [MENU] in the operation panel of the device.*



### 3.7.2 Uninstalling IWS applications from the device

Uninstall existing IWS applications on the device. If an application is uninstalled, license information will also be deleted from the device.

#### Uninstalling IWS applications from the device

- 1 Click [Uninstall Applications] in the main window.

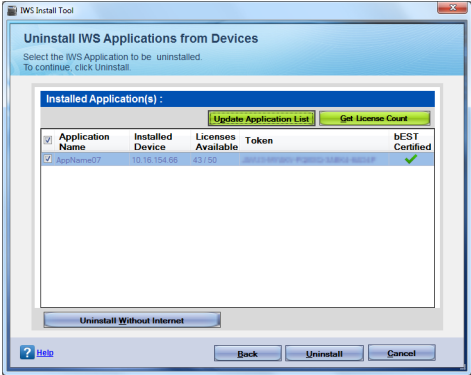


- 2 From the "Registered Device(s)" list, select the check box of device on which IWS application is to be uninstalled.



- 3 Click the [Next] button.

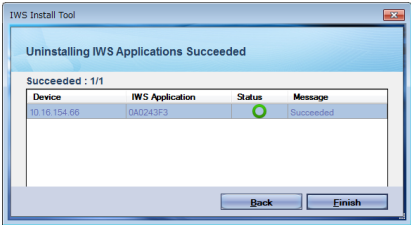
- 4 From the "Installed Application(s)" list, select the check box of an IWS application to be uninstalled.
- If IWS application information is not correctly displayed, click the [Update Application List] button to update information.



- 5 Click the [Uninstall] button.
- 6 Click the [OK] button.



- 7 Click the [Finish] button.
- The selected IWS application is deleted from the device.



## 4 Appendix

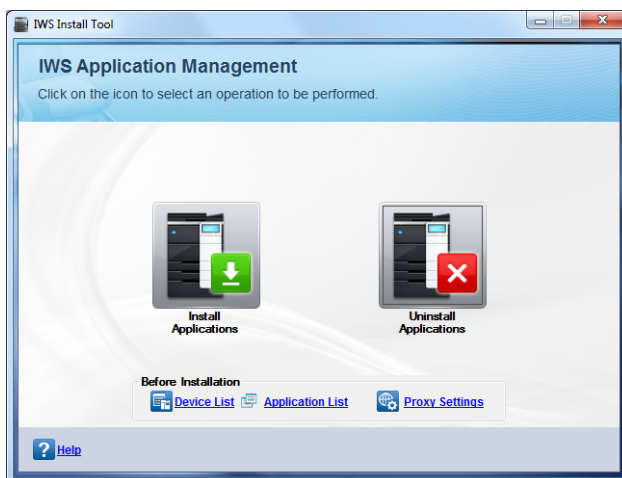
### 4.1 Management after installation (maintenance)

#### 4.1.1 Adding an IWS application license

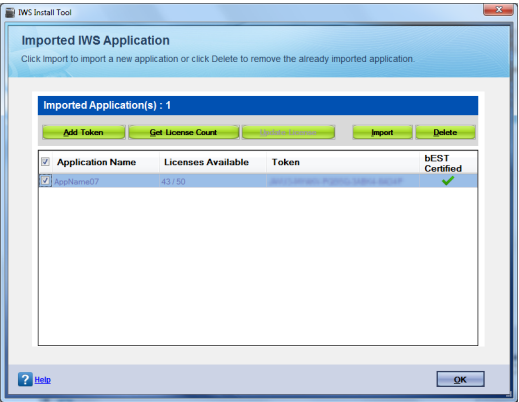
Add the number of IWS applications licenses registered on IWS Install Tool.

##### Adding the licenses

- 1 Click [Application List] in the main window.



- 2 In the Imported IWS Application screen, select the check box of IWS application to which the license is to be added.



- 3 Click the [Add Token] button.
- 4 Enter the number written on the License Key Certificate and click the [Add] button.



### 4.1.2 Releasing trial status of IWS applications

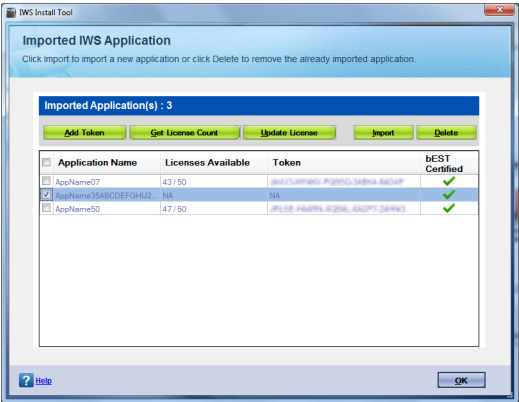
Convert the registered trial version of an IWS application to a license version.

#### Releasing trial status

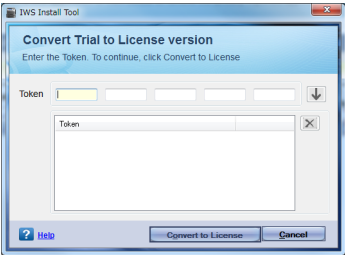
- 1 Click [Application List] in the main window.



- 2 In the Imported IWS Application screen, select the check box of IWS application in which trial status is to be released and click the [Update License].



- 3 Enter the token number and click the [Convert to License] button.



### 4.1.3 Upgrading version for IWS applications

If a new version of IWS application is registered on IWS Install Tool and installed on a device, the IWS application on a device will be upgraded.

#### 4.1.4 Backing up and restoring an IWS application information

Back up or restore information such as setting files of IWS applications installed on a device.

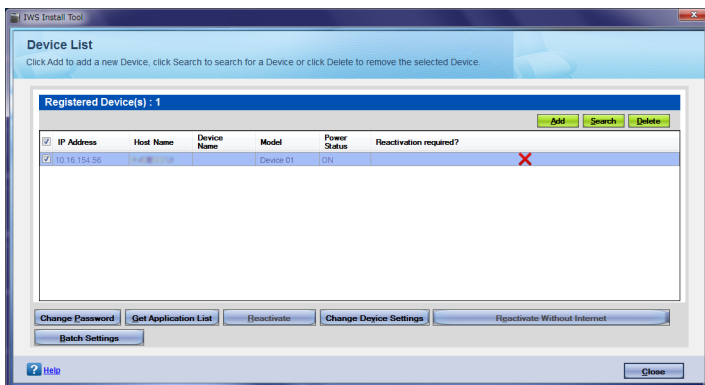
Back up files are encrypted by the registered password.

##### Backing up

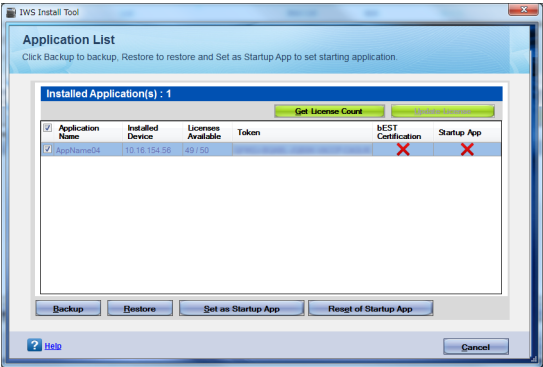
- 1 Click [Device List] in the main window.



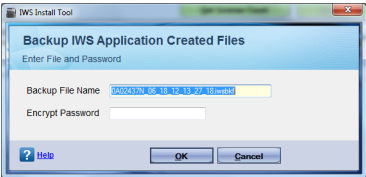
- 2 In the Device List screen, select the check box of the device to back up, and click the [Get Application List] button.



- 3 Select the check box of an IWS application to back up and click the [Backup] button.



- 4 Enter the backup file name and password, and then click the [OK] button.



**Reminder**

*Backup files are saved in the following place.  
C:\Program Files\MFP-Printer Utility\IWS DeploymentTool\Backup*

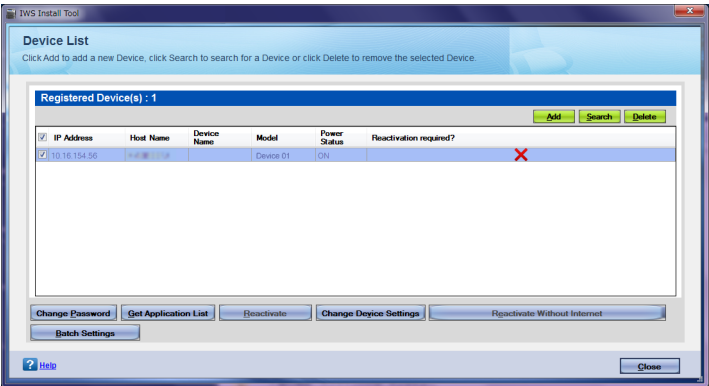


Restoring

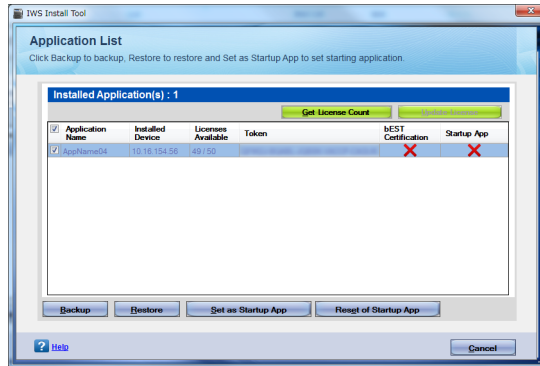
- 1 Click [Device List] in the main window.



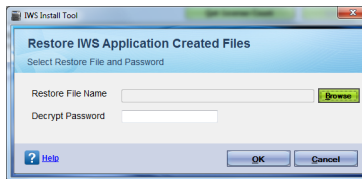
- 2 In the Device List screen, select the check box for the device in which backed-up IWS application information is to be restored, and then click the [Get Application List] button.



- 3 Select the check box of the IWS application to be restored and click the [Restore] button.



- 4 Enter the path to the file to be restored and the decryption password, and then click the [OK] button.



- Restore File Name: Click the [Browse] button and select the backup file.
  - Decrypt Password: Enter the registered password for backup.
- 5 Click the [OK] button.
- IWS application information will be restored in the device.

### 4.1.5 Reactivating devices

Exchange of NIC board in a device or similar operations may show license error message on device panel. If this appears, reactivate the device by using the IWS Install Tool.

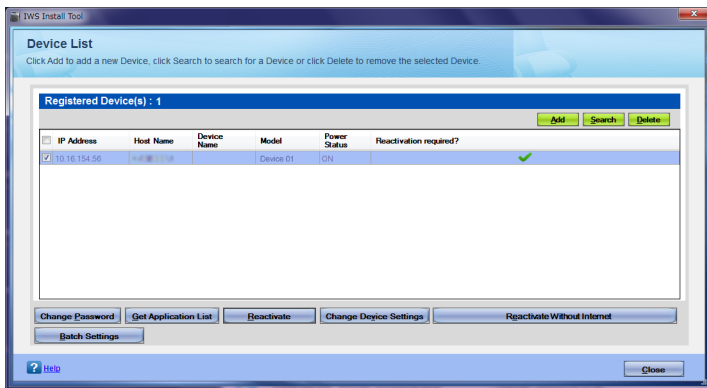


#### Detail

*If your computer is not connected to the Internet, refer to "Reactivating in NonInternet environment" on page 4-22.*

### Reactivating

- 1 Select the check box of the device to be reactivated in the Device List screen.



- 2 Click the [Reactivate] button.

### 4.1.6 Proxy Settings

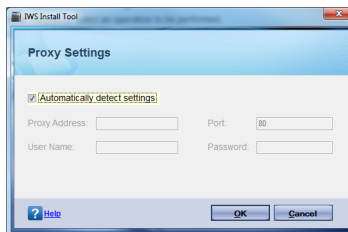
If proxy settings are needed to connect to the Internet, set proxy as follows:

#### Setting proxy

- 1 Click [Proxy Settings] in the main window.



- 2 Set proxy as necessary and click the [OK] button.



- If "Automatically detect settings" is selected, Internet connection is made by using Internet option settings.

- 3 Click the [OK] button.

### 4.1.7 Installing SSL certificate

Install SSL certificate to the device by using IWS Install Tool.

The screen for installing SSL certificate is shown by the following operations.

- If the [Change Device Settings] button in the Device List screen is clicked

#### Installing SSL certificate

- 1 Select "Install Certificate" or "Import Certificate" as the method to install SSL certificate, and then enter the necessary information.

IWS Install Tool

Change Device Settings

Change Device Settings for the selected Device : 10.16.154.66

Install Certificate

**Install/Import Certificate**

☒ Install Certificate ☐ Import Certificate

**Install Certificate Settings**

Certificate Information

Organization  
Unit  
Locality  
State  
Country  
Email

Start Date 2012 Year 6 Month 18 Date 3 Hour 25 Minute 02 Second

Validity Period 365 Day(s)(1-3650) Encryption Strength Type AES-256, 3DES-168, f

Security Mode Type None Encryption Key Type RSA-1024

**Import Certificate Settings**

Certificate Type 1 External Certificate Type Trusted CA Root Certificate

Password \*\*

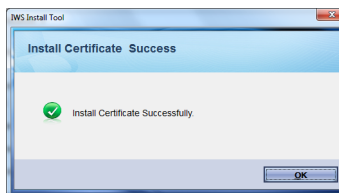
File Name

Install Certificate

Help OK

- 2 Click the [Install Certificate] button.

- 3 Click the [OK] button.



## 4.2 Operation in NonInternet environment

Manage devices in environments that the Internet is not connected.

### 4.2.1 Installing IWS applications in NonInternet environment

Install IWS applications in environments that the Internet is not connected.

Before installing IWS applications on a device, the following settings are necessary on IWS Install Tool.

- "Registering and deleting devices" on page 3-4
- "Registering and deleting IWS applications and tokens" on page 3-17



#### Reminder

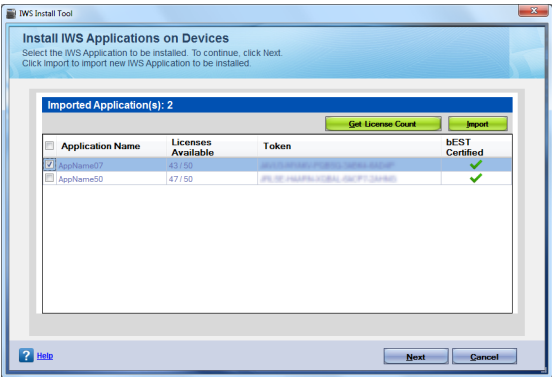
*A single IWS application on a single device can be installed by the following operations. To install multiple applications on multiple devices, repeat the following procedure.*

#### Step 1: Selecting IWS application and device

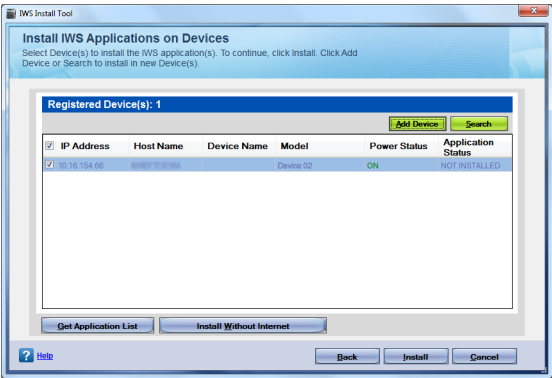
- 1 Click [Install Applications] in the main window.



- 2 Select the check box of IWS application to be installed and click the [Next] button.

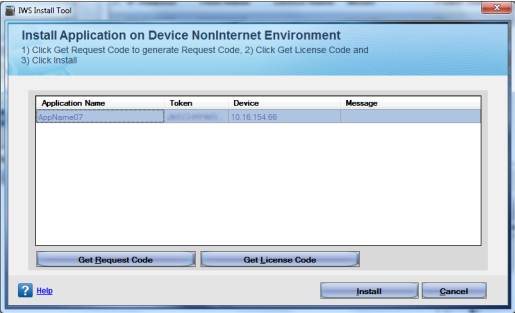


- 3 Select the check box of the device on which an IWS application is to be installed, and then click [Install Without Internet].

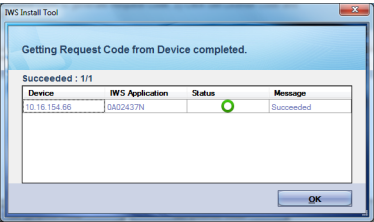


**Step 2: Getting request code**

- 1 Click the [Get Request Code] button.



- 2 Click the [OK] button.
- The request code file is generated.

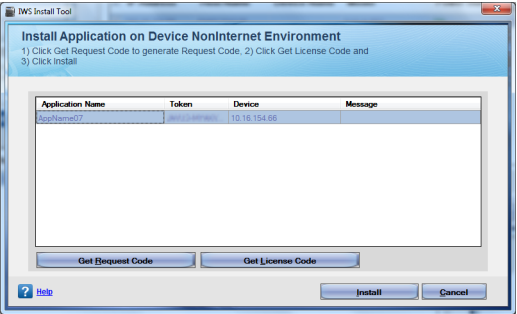




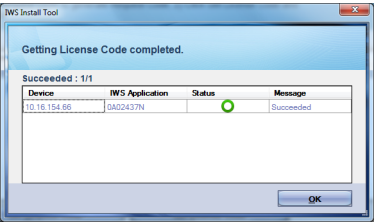
**Step 3: Getting license code**

- ✓ The following operations are requested to execute in Internet environment.

1 Click the [Get License Code] button.



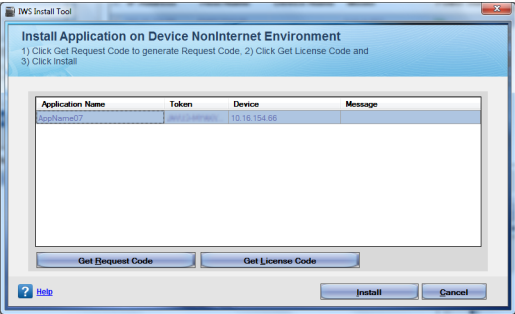
2 Click the [OK] button.  
The license code file is generated.



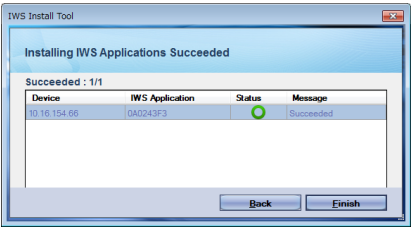
**Step 4: Installing IWS application**

- ✓ The following operations are requested to execute using a computer connected to the device in the network.

1 Click the [Install] button.



2 Click the [Finish] button.  
IWS application is installed on the device.



## 4.2.2 Uninstalling IWS applications in NonInternet environment

Uninstall IWS applications in environments that the Internet is not connected.

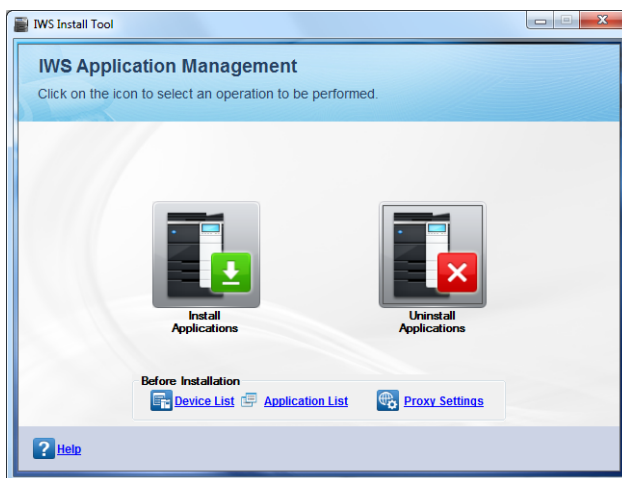


### Reminder

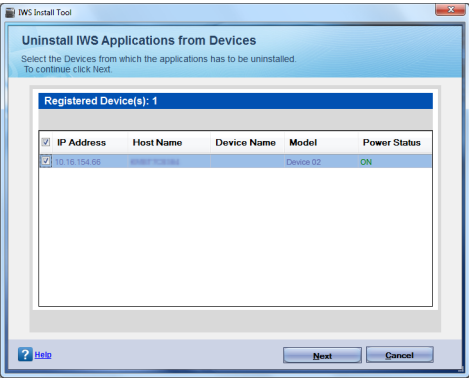
*A single IWS application on a single device can be uninstalled by the following operations. To uninstall multiple applications on multiple devices, repeat the following operations.*

### Step 1: Selecting IWS application and device

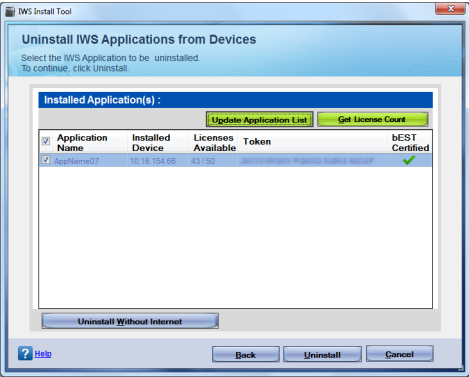
- 1 Click [Uninstall Applications] in the main window.



- 2 Select the check box of the device on which an IWS application is to be uninstalled, and then click [Next].

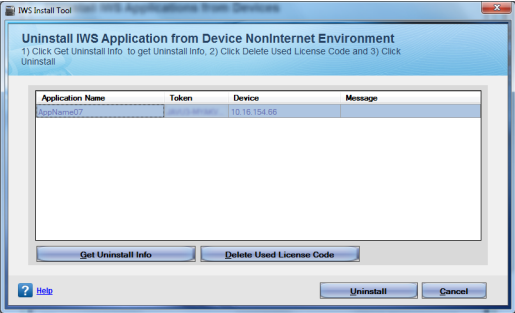


- 3 Select the check box of IWS application to be uninstalled and click the [Uninstall Without Internet] button.

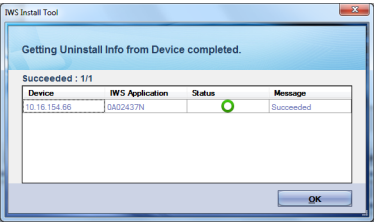


Step 2: Getting uninstall information

- 1 Click the [Get Uninstall Info] button.



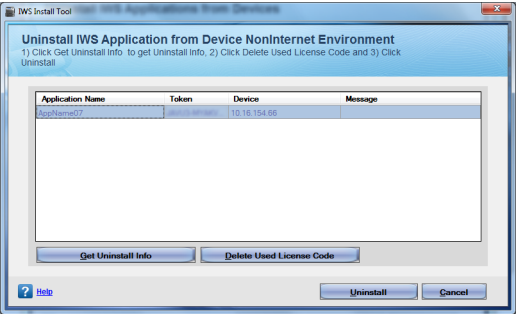
- 2 Click the [OK] button.  
Uninstall information file is generated.



**Step 3: Deleting license code**

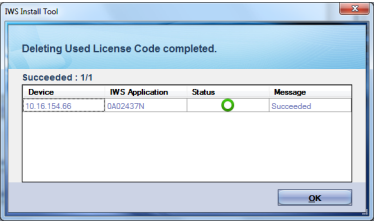
- ✓ The following operations are requested to execute in Internet environment.

1 Click the [Delete Used License Code] button.



2 Click the [OK] button.

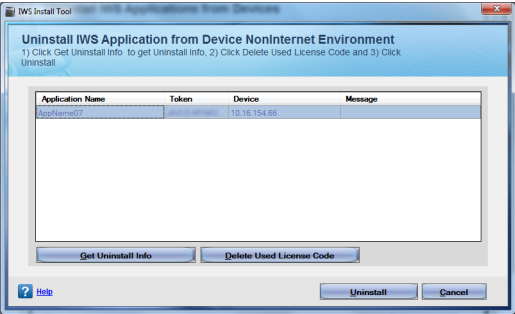
The license code is deleted.



**Step 4: Uninstalling IWS application**

- ✓ The following operations are requested to execute using a computer connected to the device in the network.

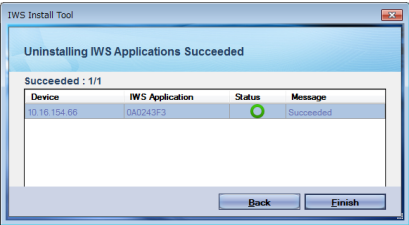
1 Click the [Uninstall] button.



2 Click the [OK] button.



3 Click the [Finish] button.  
IWS application is uninstalled from the device.



### 4.2.3 Reactivating in NonInternet environment

Reactivate the device which is not connected to the Internet.



**Reminder**

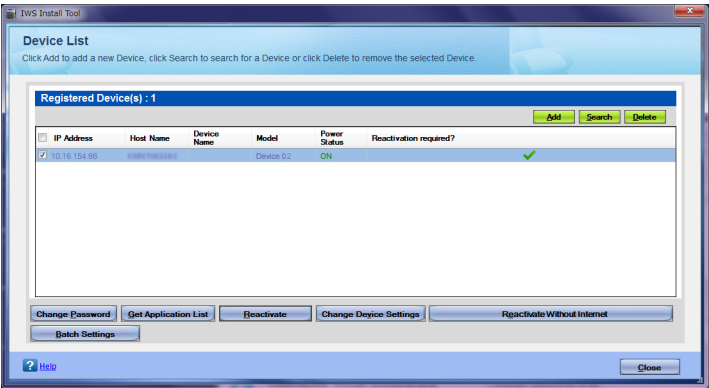
*Single device unit can be reactivated by the following operations. To activate multiple devices, repeat the following procedure.*

**Step 1: Selecting device**

- 1 Click [Device List] in the main window.



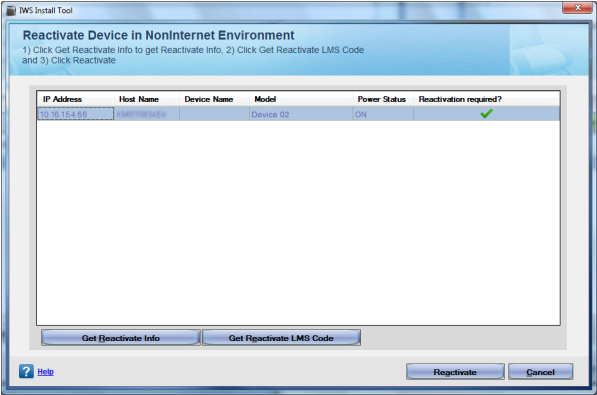
- 2 Select the check box of the device to be reactivated, and then click the [Reactivate Without Internet] button.





**Step 2: Getting reactivate information**

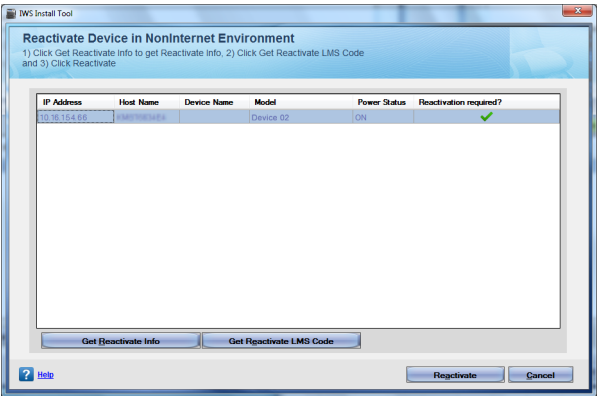
- 1 Click the [Get Reactivate Info] button.



**Step 3: Getting reactivate License code**

- ✓ The following operations are requested to execute in Internet environment.

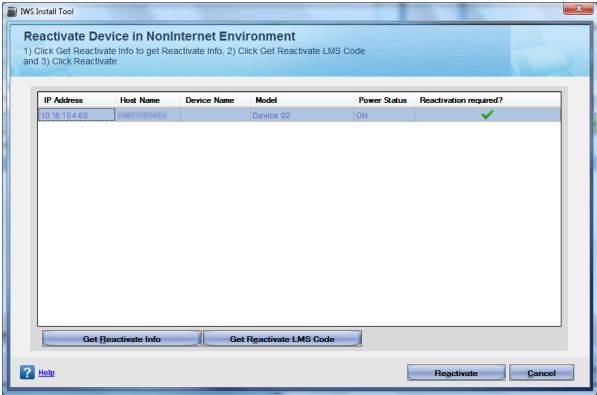
- 1 Click the [Get Reactivate LMS Code] button.



**Step 4: Reactivating**

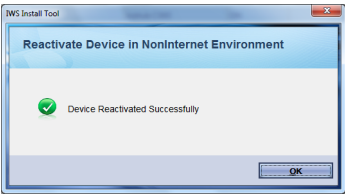
- ✓ The following operations are requested to execute using a computer connected to the device in the network.

**1** Click the [Reactivate] button.



**2** Click the [OK] button.

The selected device will be reactivated.



## 4.3 Automatic settings (useful function)

### 4.3.1 Settings by IWS application

Different settings are necessary depending on the type of IWS application installed.

#### Starting Application

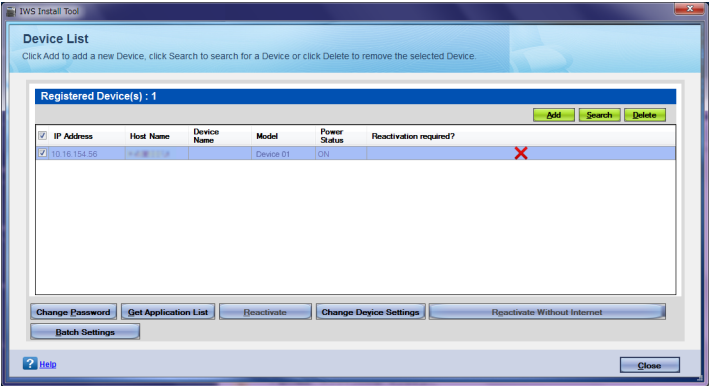
After installing Starting Application, set Starting Application as follows;

#### Setting as Starting Application

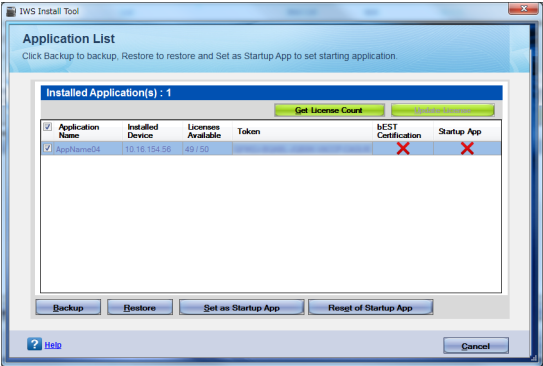
- 1 Click [Device List] in the main window.



- 2 Select the check box of the device on which Starting Application is set, and then click the [Get Application List] button.



- 3 Select the check box of IWS application on which Starting Application is set, and then click the [Set as Start App] button.



- 4 Click the [OK] button.

### Authentication Screen application

Before installing an Authentication Screen application, the following settings are necessary.

- Install an Browser UI application and set it to Starting Application.
- Turn on the main device authentication.

**Print Data Conversion application**

When Print Data Conversion application is installed, print data conversion function is enabled and the device restarts automatically.

**Background application**

When Background application is installed, the background application function is enabled and the device restarts automatically.

**Login Detection application**

When Login Detection application is installed, the Login Detection application function is enabled and the device restarts automatically.

**4.3.2 Shortcut function to install**

When IWS application file is double clicked, IWS Install Tool starts and the screen for installing IWS applications on devices appears.

## 5 Troubleshooting

Symptom	Cause	Remedy
While registering a device, the error message "This IWS Version is not supported by this Device." appears, and the device cannot be registered.	The device firmware may be incompatible with IWS.	Update the device firmware. For details, contact our service station.
Information for installed IWS applications have been removed after the IWS Install Tool is uninstalled from the computer, then re-installed.	When the IWS Install Tool is uninstalled, the setting files are deleted from the computer.	Before uninstalling, back up the following. <ul style="list-style-type: none"> <li>IWS application files (in the ImportedApp folder)</li> <li>IWS application tokens</li> </ul>
If the hard disk is formatted with an IWS application installed on the device, then the same IWS application is installed with a different token, the error message "Token which is different from the already installed Token is set to the same Application" appears.	The IWS application was deleted from the hard disk, but the token used before the hard disk was formatted remains installed with the LMS.	When installing an IWS application after formatting the hard disk, use the same token that was used before the hard disk was formatted.
If a communication error occurs during uninstallation or reactivation, the device remains locked.	The device is locked with the first communication; however, since no response was received, it remains locked.	After 10 minutes, the device will be unlocked, so try the operation again.
The same device cannot be accessed by multiple computers at the same time.	The device is incompatible with multiple simultaneous access.	Only access the device from one computer at a time.
If the device is turned on or off while an application is being installed or uninstalled, no other applications can be installed or uninstalled.	Since the process was interrupted, no process for any other application will be accepted.	Try again to complete the installation or uninstallation of the application.

