

KYOCERA Net Admin Installation Guide Supplement



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Examples of the operations given in this guide support the Windows 7 printing environment. Essentially the same operations are used for Microsoft Windows 10, Windows 8.1, Windows Server 2016, Windows Server 2012 R2, Windows Server 2012, Windows Server 2008 R2, and Windows Server 2008 environments.

Examples of the operations given in the “Microsoft SQL Server Setup” section in this guide support the Microsoft SQL Server 2008 R2.

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

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Introduction

This supplement to the *KYOCERA Net Admin Installation Guide* provides information specific to the improvements and new features added to KYOCERA Net Admin, starting with software version 3.4.

This document is intended to complement, not replace, the existing guide. For general installation instructions not covered in this supplement, see the *KYOCERA Net Admin Installation Guide*.

Change History

KYOCERA Net Admin version 3.6

- Removed support for Windows 8

KYOCERA Net Admin version 3.5

- Added support for usage data collection
- Updated the supported .NET Framework version from 4.0 to 4.5

KYOCERA Net Admin version 3.4

- Updated steps for installing KYOCERA Net Admin to include Java installation
- Added steps for resolving security certificate error when opening the application
- Updated the supported Java Runtime Environment version from 7 to 8
- Updated the list of supported Windows operating systems:
 - Added support for Windows Server 2016
 - Removed support for Windows Vista, Windows Server 2003, and Windows XP
- Updated the supported version of Internet Explorer web browser

Approved Updates

This section contains only the updated information based on the changes included in KYOCERA Net Admin version 3.4 and later. For general instructions not covered in this section, see the *KYOCERA Net Admin Installation Guide*.

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.

The KYOCERA Net Admin installation provides the third party software Java Runtime Environment 8 and, if selected, PostgreSQL. If selected, Microsoft SQL Server must be installed separately. Your server must have Microsoft .NET Framework 4.5 or later to install KYOCERA NetAdmin, Agent, LDA, and Multi-Set Template Editor.

System Requirements

Supported Operating Systems

KYOCERA Net Admin is compatible with the following Microsoft Windows operating systems in 32-bit and 64-bit versions, with any service pack available:

- Windows Server 2016
- Windows 10
- Windows 8.1
- Windows Server 2012 R2
- Windows Server 2012
- Windows 7
- Windows Server 2008 R2
- Windows Server 2008

Supported Browsers

Microsoft Internet Explorer 11. Cookies must be enabled.

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

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.

Note: If you plan on using the Microsoft SQL database, you must install and configure it before installing KYOCERA Net Admin. Only one instance of the KYOCERA Net Admin database can be supported on the Microsoft SQL server.

- 1** Copy and extract the KYOCERA Net Admin (KNA) zip file to your preferred server, and then click KmInstall.exe to start the installation wizard.
- 2** In 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** In 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** In the Products to install page, click **Next** to accept the default settings. Note that clicking **Install now** begins the installation automatically.
- 5** In 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** In the Ports page, accept the defaults or type custom port numbers. Available port numbers range from 1 to 65535. Click **Next**.
- 7** In the Network Setup page, select **Local network** (default), or **Remote network**.
- 8** In the Database Setup page, select **PostgreSQL** or **MS SQL**.
- 9** Configure the selected database:

For PostgreSQL, if this is the first time you are installing the application, the Password page appears. Type a valid password, and then click **Next**.

For MS SQL, provide the following information:

The User ID and Password you set up during the Microsoft SQL installation.
The Host name of the computer the Microsoft SQL database is installed on.
The Instance name entered during the database setup.
The Port number you set up in SQL Server Configuration Manager. The default is 1433.

10 Do either of the following:

- To make any setup changes, click **Back**.
- To proceed, click **Install now**.

11 A Data Collection dialog box appears before installation continues. Select **Yes** to help improve the software, or **No** to not participate in the data collection process. Click **OK**. The installation continues.

12 If the Java package is not yet installed, the Java setup dialog box appears. Select from the following options:

- To save the file to another location, click **Change destination folder**.
- To cancel the installation, click **Cancel**.
KNA requires Java package to complete the installation. If you select cancel, the wizard stops the progress of the installation.
- To accept the license terms and continue with the installation, click **Install**.

13 If there are older versions of Java installed, the uninstall dialog box appears. Do either of the following:

- To uninstall at a later time, click **Remind Me Later**.
- To proceed, click **Uninstall**.
In the Java setup complete dialog box, click **Next > Close**.

The KNA installation resumes after the Java package is installed.

14 When the process is completed, the Finished page appears. The Start now check box is selected by default. Click **Close** to open the application.

Data Collection

With this feature, you can help improve the quality of the application. When enabled, usage data is collected anonymously and sent to external systems (such as Google Analytics), where Kyocera can analyze information for future improvements. Kyocera does not collect or send personal data. You can make this selection during installation or from the Preferences menu of the application.

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

The administrator can set policies that are applied to the computer for any user who logs on to the KYOCERA Net Admin server.

For agent installation on a remote computer, the Remote Procedure Call (RPC) endpoint for the spooler must be set up to allow agent connections. 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.

Allowing the Remote Agent to Access Client Connections

- 1** In 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.

Clearing the File Sharing Option in a Remote Workgroup Computer

Before installing a remote agent, the file sharing option should be turned off in the remote workgroup computer.

- 1** In Control Panel, click **Folder Options**.
- 2** In the Folder Options dialog box, click **View**.
- 3** In the Advanced Settings list, clear the **Use Sharing Wizard (Recommended)** check box.

Adding a Remote Network and Remote Agent

- 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**.
- 4 Type the **Agent Timeout**, or accept the default.
- 5 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.
- 6 Click **Next** to 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 .NET Framework 4.5 or later 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.

KYOCERA Net Admin Login

At the end of the installation wizard, you can leave the Start now check box selected to open the application after clicking **Close**. 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 the time of inactivity set by the administrator. The default time is 30 minutes.

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 using Internet Explorer 11.

- 1** In the browser, type the application's address in the format: https://<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**.

Security Certificates

When using Windows Internet Explorer to access a secure HTTPS connection, a certificate error appears. This error indicates that the root certificate used for secure communication is not trusted. You may continue to access the secure website or resolve the certificate error to avoid getting the same error when reconnecting to the application.

Resolving Security Certificate Error

- 1** In Windows Internet Explorer, click **Continue to this website (not recommended)**.
- 2** In the Address bar, click **Certificate error > View certificates**.
- 3** In the **Certificate** dialog box > **General** tab, click **Install Certificate**.

- 5 In the Certificate Import Wizard dialog box, click **Next**.
- 6 In the Certificate Store page, select **Place all certificates in the following store**, and then click **Browse**.
- 7 In the Select Certificate Store dialog box, select **Trusted Root Certification Authorities**, and then click **OK**.
- 8 Click **Next > Finish**.
- 9 In the Security Warning dialog box, click **Yes**.
- 10 In the Certificate Import Wizard dialog box, click **OK**.

To make sure that changes are applied, open the KNA application in a new window and reenter your login information.

