e-BRIDGE Fleet Management System

- QUICK START GUIDE -

R080720G1400-TTEC

License Agreement

Product: e-BRIDGE Fleet Management System ('EFMS')

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This software requires registration in order to operate (see 3. Product Activation). Without proper registration the software will run in evaluation mode for 30 days. When the evaluation period has expired the software will stop its operation.

Furthermore the software is intended to be used with Toshiba multifunctional devices and/or printers.

3.   Product Activation

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- Server name and IP address
- Server OS version and Java version
- Installation date
- e-BRIDGE Fleet Management System version/build
- Number of requested device licenses
- E-mail address for registration reply e-mail

The following data is optional:
- Country of the registrator
- Number of Toshiba / non-Toshiba devices used
- Training status of the user
- If the user agrees information about software updates will be send to the e-mail address specified.

The e-BRIDGE Fleet Management client software provides an easy-to-use registration dialog for a simplified re-gistration.

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Management Items regarding Security (Recommended)

1. Disposal of Device
Regarding the disposition of general devices (personal computer, etc.) and storage media (floppy disk, magneto optical disk, etc.), it is recommended to erase data from storage devices such as hard disk drive by using a tool, etc. under the responsibility of a user.

2. Clear Desk Policy/Clear Screen Policy
There is a possibility information may leak from monitor screens or documents left alone. To prevent and minimize damages and loss from such information leakage and to protect terminal equipment (personal computers you are using) from unauthorized disclosure or change, theft or destruction, it is recommended to use monitor screens to be activated with a password and not to leave printed documents on the desk.

3. Virus Protection
To prevent devices from being infected by a virus, use a resident anti-virus software.

4. Privacy Policy
Do not disclose, leak, misuse, or privately use any customer information (such as setting information).

5. Log-in Operation
Refer to page 24 in this Quick Start Guide for the log-in operation.

6. ID, Password Control, User Registration/Cancellation
Do not tell any unauthorized personnel about a given password.

7. Use of Password, Protection of Uninhabited Device
Do not use the same password with others or write a password on a document which others can easily see. When you leave a desk for a while, implement Clear Screen Policy and Clear Disk Policy, or shut it down to prevent unauthorized accesses.

8. Mobile Computing, Teleworking
Do not use mobile computing or teleworking. If there is a need to use it, please make an agreement which you should abide by.

9. Accident/Failure/ Malfunction Report Process and Responsibilities
Despite our complete security control, if any accident, failure, or malfunction is found, please report it to your contracted maintenance company or dealer.

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GERMANY

1. Introduction

1.1 About e-BRIDGE Fleet Management System

e-BRIDGE Fleet Management System, hereafter called "EFMS", allows you to monitor the counter information and device status of devices that are connected in your network, and administrate the devices such as cloning the device settings.

1.2 Trademarks and Copyright

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- The official name of Windows 2000 is Microsoft Windows 2000 Operating System.
- The official name of Windows XP is Microsoft Windows XP Operating System.
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   or

(b) any special, incidental, consequential or indirect loss or damage, costs, expenses, financial loss or claims for consequential compensation;

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2. Preparing Installation

Before installing EFMS, please confirm that your PC satisfies the requirements below.

2.1 Recommended Environments

The required environments are shown as below to use EFMS.

Server

Item	Recommended Environments
CPU	Intel® Pentium® IV 1.6GHz or higher
Memory	1GB or more
HDD	For program: Minimum 400MB available space (including system logs) For database: Minimum 33MB available space (for one connected device) * For details, please see "About Database Drive" below.

Client

Item	Recommended Environments
CPU	Intel® Pentium® III 800MHz or higher
Memory	512MB or more (1GB or more recommended)
HDD	For program: Minimum 30MB available space

■ **About Database Drive**

Standard Space for PostgreSQL data drive

Required space in case about **200** departments in each device	Required space in case about **500** departments in each device

Number of Device	MB	GB
1	67.0	
5	335.0	
10	669.9	
20	1339.8	1.31
50	3349.5	3.27
100	6699.0	6.54
500	33495.1	32.71

Number of Device	MB	GB
1	166.6	
5	833.0	
10	1666.0	1.63
20	3332.0	3.25
50	8330.0	8.13
100	16660.0	16.27

Note	Please consider to keep the space 2 – 5% larger than the size above to save the back up data.

2.2 Supported OS

EFMS can be installed on the following operating systems.

- Microsoft® Windows® 2000 Professional SP4
- Microsoft® Windows® 2000 Server SP4
- Microsoft® Windows® XP Professional SP2&SP3
- Microsoft® Windows® Server 2003 SP2
- Microsoft® Windows® Vista SP0&SP1

2.3 EFMS Help

Please use Microsoft® Internet Explorer to view EFMS Help.

3. Installation

This section describes how to install EFMS.

Before installing EFMS, please confirm that your PC or Server satisfies the requirements described in "2. Preparing Installation".

3.1 Installation Flow

The installation flow of EFMS is as below.

Install EFMS Server

Note
- If the Java Runtime Environment (version 1.6 or later) is not installed on your PC, you can either download the Java Runtime Environment version 1.6 from the Java web site (http://www.java.com/), and install it on your PC or have it installed by the EFMS installer.
  For instructions, refer to "Installing Java Runtime Environment".

- If the PostgreSQL server (version 8.2 or later) is not installed on your PC, you can either download the version 1.6 series from the Postgre web site (http://www.postgresql.org/) and install it on your PC or have it installed by the EFMS installer. (This is tested only for v8.2.6.)
  For instructions, refer to "Installing PostgreSQL".

- If the PostgreSQL server version 8.2 or lower is installed, it is not guaranteed to successfully backup or restore the data since there is a problem of the compatibility of versions.

1. Double-click the installer file of EFMS Server.

2. Prerequisites Wizard starts.
   ➡ For instructions, please refer to "Starting Prerequisites Wizard".

2-1. Install or update Java Runtime Environment.
   ➡ For instructions, please refer to "Installing Java Runtime Environment".

2-2. Install or update PostgreSQL.
   ➡ For instructions, please refer to "Installing PostgreSQL".

Note If the Java Runtime Environment and PostgreSQL have been installed on your PC, Step 2, Step 2-1, and Step 2-2 will be skipped.

   ➡ For instructions of newly installation, refer to "Installing PostgreSQL".

   ➡ For instructions of inheriting existing EFMS data or Initializing EFMS data, refer to "Inheriting or Initializing Existing EFMS Data".

3. Installing EFMS Server is started.

➡ For instructions, please refer to "Installing EFMS Server".

Installing EFMS Client

Note	If the Java Runtime Environment (version 1.6 or later) is not installed on your PC, you can either download the Java Runtime Environment version 1.6 from the Java web site (http://www.java.com/), and install it on your PC or have it installed by the EFMS installer. For instructions, refer to "Installing Java Runtime Environment".

1. Double-click the installer file of EFMS Client.

➡ For instructions, please refer to "Installing EFMS Client".

2. Prerequisites Wizard starts.

➡ For instructions, please refer to "Starting Prerequisites Wizard".

2-3. Install or update Java Runtime Environment.

➡ For instructions, please refer to "Installing Java Runtime Environment".

Note	If Java Runtime Environment has been installed on your PC, Step 2 and Step 2-1 will be skipped.

3. Installing EFMS Client is started.

➡ For instructions, please refer to "Installing EFMS Client".

Starting Prerequisites Wizard

Note	When Java Runtime Environment and PostgreSQL have been installed on your PC, the Prerequisites Wizard does not appear and start EFMS Server or EFMS Client installation.

1. Prerequisites Wizard is started.

2. Click [Next].

3. Check the programs that you want to install and click [Next].

Note	"PostgreSQL" is displayed only when installing the EFMS Server.

4. The installation wizard of the program selected in the previous step.

➡ When Java Runtime Environment is selected in the previous step, please refer to "Installing Java Runtime Environment".

➡ When PostgreSQL is selected in the previous step, please refer to "Installing PostgreSQL".
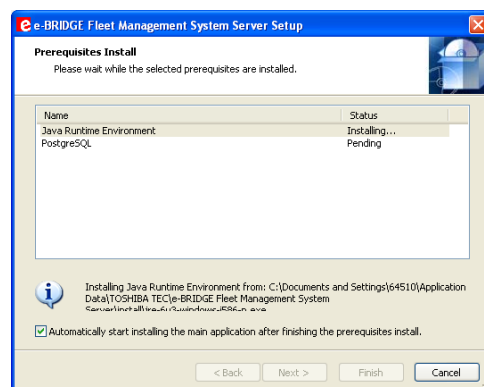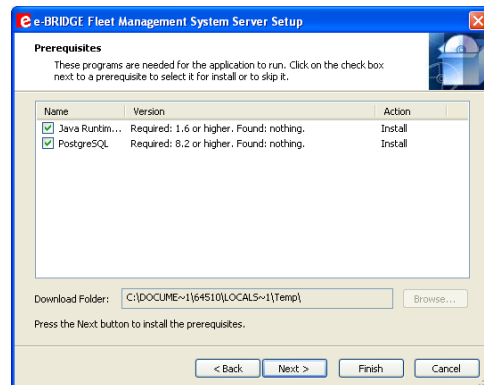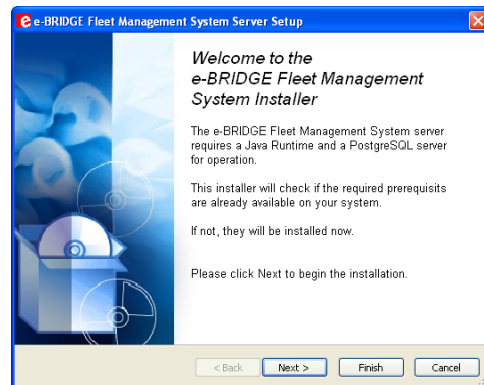
Installing Java Runtime Environment

This section describes the installation of Java Runtime Environment.

1. Click [Accept].

➡ Installing Java Runtime Environment

is started.

| Note | The license agreement can be displayed by clicking [View License Agreement]. When you display this screen, click [Close] to continue the installation. |

2. Click [Finish].

➡ Installing Java Runtime Environment

is finished.
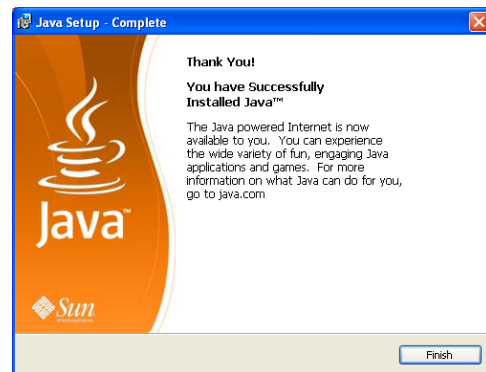
Installing PostgreSQL

This section describes the installation of PostgreSQL.

1. Welcome to the PostgreSQL Installation
   Wizard appears.
   Click [Next].

2. Installation Notes appears.
   Click [Next].

3. Installation Option appears.
   Click [Next] without changing the installation
   options.

4. Service Configuration appears.
   Enter the items as below and click [Next].
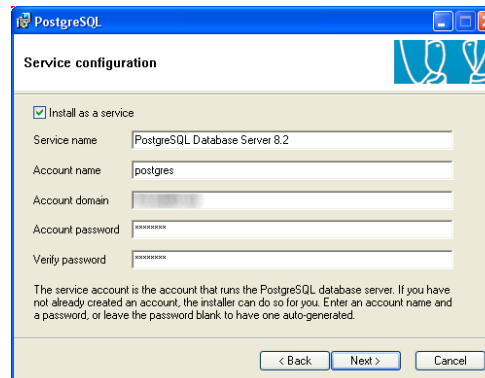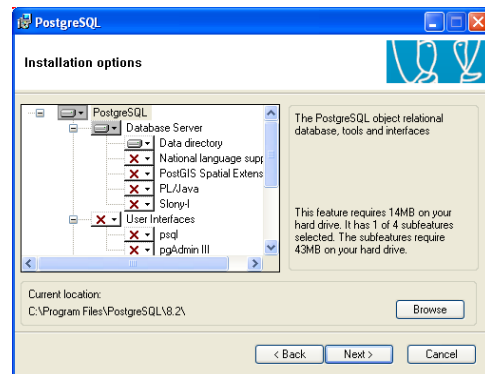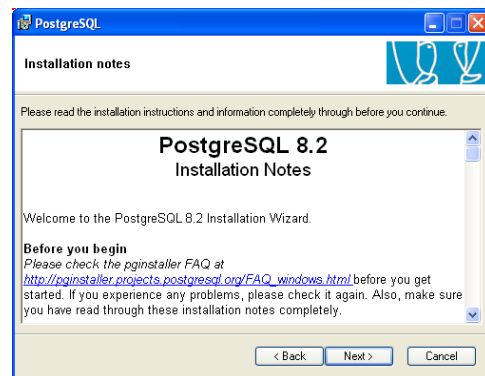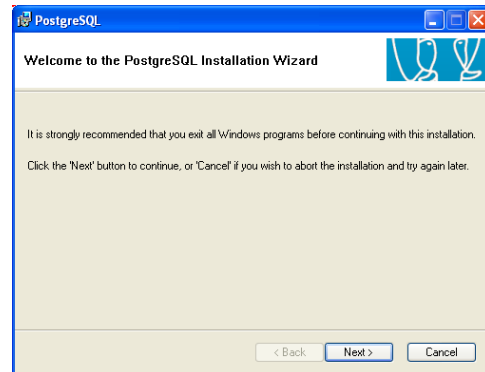
Items	Descriptions
Service name	Do not change.

Items	Descriptions
Account name	Do not change.
Account domain	Do not change.
Account password	Enter the account password as preferred.
Verify password	Enter the account password again.

Note When the Account error dialog box appears, click [Yes] to create the account.
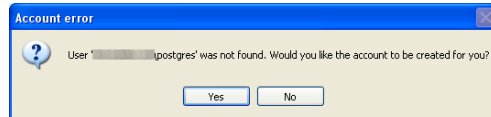
Note When the Password dialog box appears, click [No].
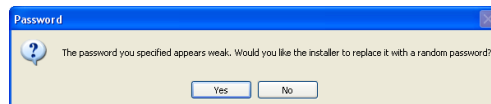
5. Initialize database cluster appears.
Enter the items as below and click [Next].
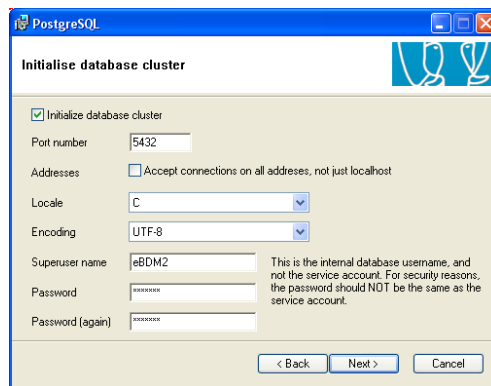
Items	Descriptions
Port number	Do not change.
Addresses	Do not change.
Locale	Do not change.
Encoding	Do not change.
Superuser name	Do not change.
Password	Enter "toshiba".
Password (again)	Enter "toshiba".

6. Enable procedural languages appears.
Click [Next].
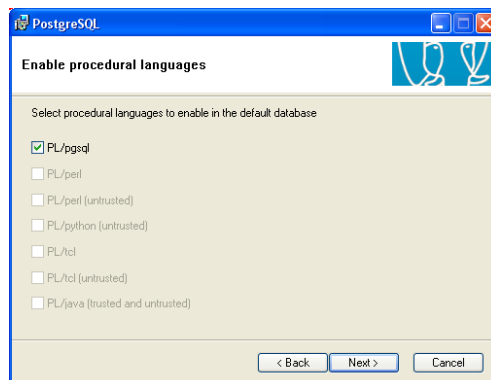
7. Enable contribution modules appears.

Click [Next].
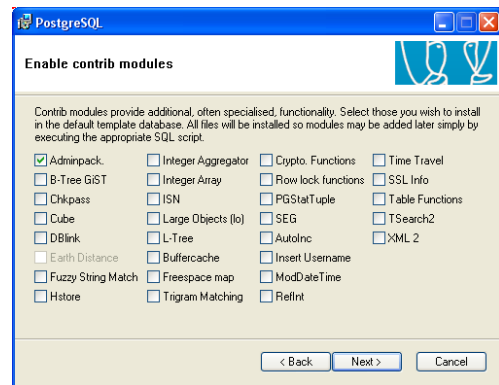
8. Ready to Install appears.

Click [Next].

➡ Installing files is started.
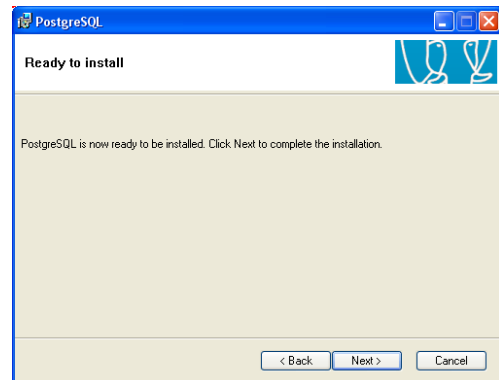
9. Click [Finish].

➡ Installing PostgreSQL is finished.
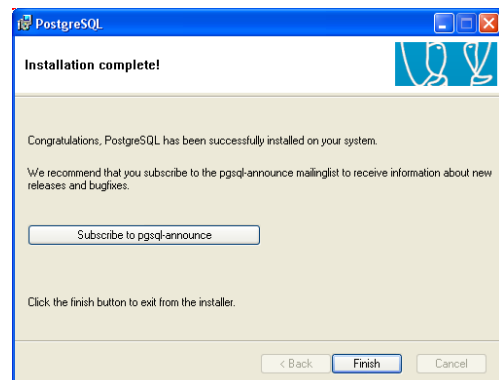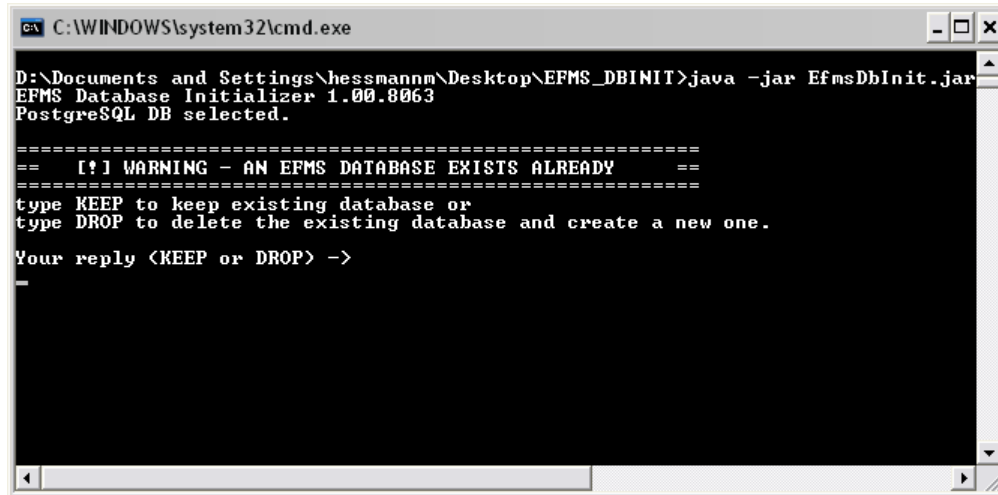
Inheriting or Initializing Existing EFMS Data

If the EFMS data already exists in the server, the following screen is displayed.

To inherit the existing EFMS data, input **"KEEP"** and press the [ENTER] key.

To initialize the existing EFMS data, input **"DROP"** and press the [ENTER] key.

Installing EFMS Server

This section describes the installation of EFMS Server.

1. Click [Next].
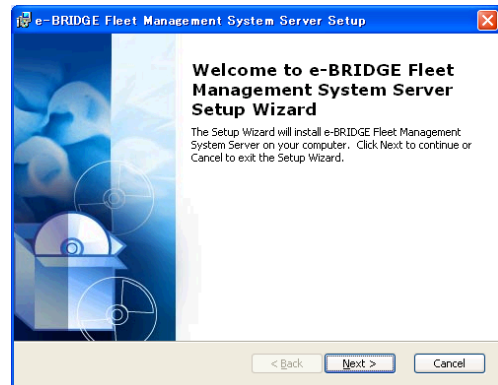
2. End-User License Agreement appears.

3. Read License Agreement carefully, and select "I accept the license Agreement".

4. Click [Next].
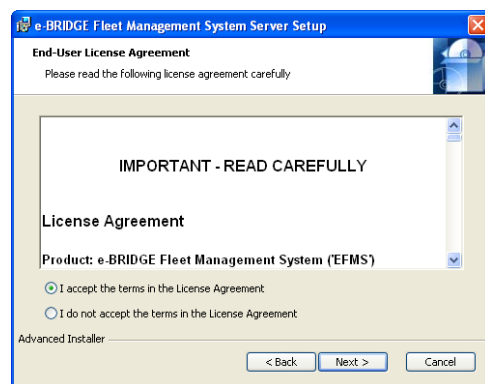
5. Select Installation Folder appears.
Click [Next].

Note	When you want to change the installed folder, click [Browse] and specify the folder.
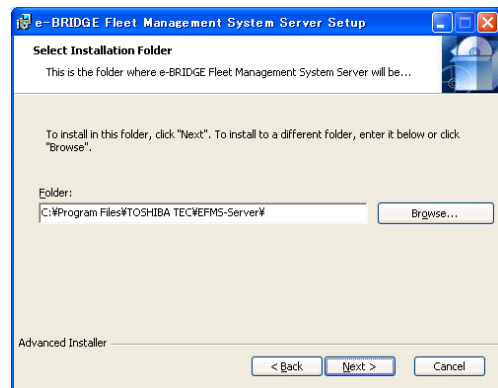
6. Click [Install].
   ➡ Installing files is started.

Note	The Command Prompt is launched during the installation. When the message to tell you clicking any to continue is displayed, Press any key.
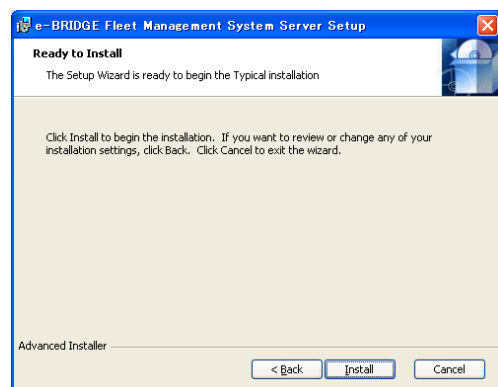
7. Click [Finish].

➡ The installation is finished.
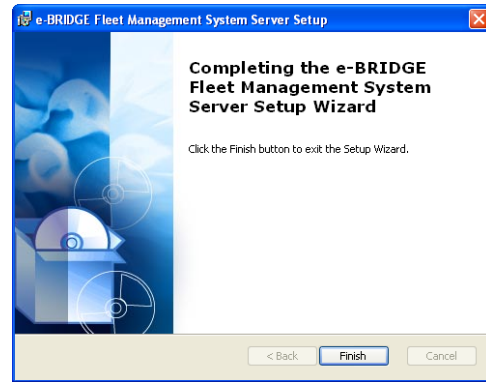
Installing EFMS Client

This section describes the installation of EFMS Client.

1. Click [Next].
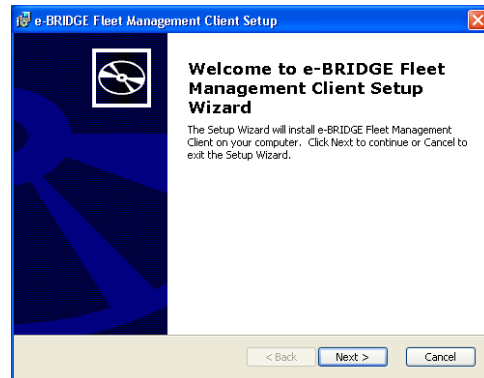
2. Select Installation Folder appears.
Click [Next].

| Note | When you want to change the installed folder, click [Browse] and specify the folder. |
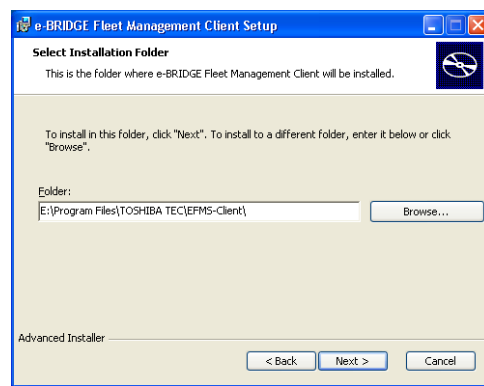
3. End-User License Agreement appears.

4. Read License Agreement carefully, and check "I accept the terms in the License Agreement".

5. Click [Next].
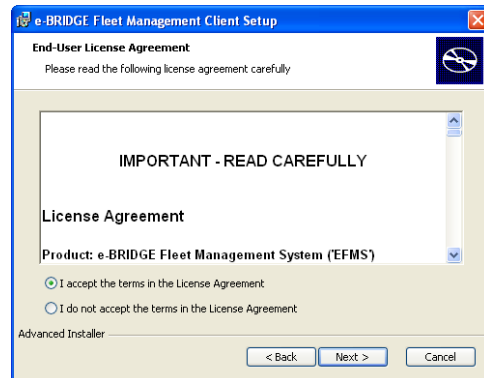
6. Click [Install].
➡ Installing files is started.
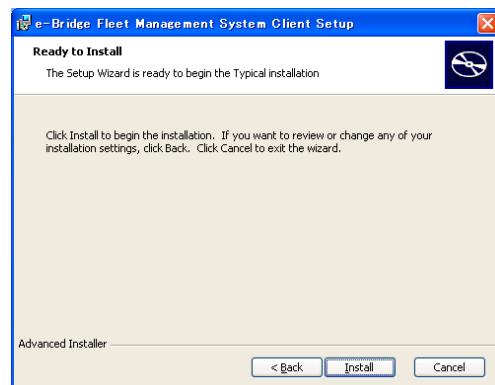
7. Click [Finish].

➡ Installing EFMS Client is finished.

Note	You can run EFMS Client by checking "Launch e-BRIDGE Fleet Management Client" and click [Finish].

4. Running Client

Run the EFMS Client to manage the devices using EFMS.

To run the EFMS Client, follow the procedure below.

Running EFMS Client

1. Select [Start] - [All Programs] - [e-BRIDGE Fleet Management System Client] - [EFMS Client].

   ➡ The Login to server dialog box appears.

2. Enter the server name, login name, and password and click [Login].

   ➡ The Registration Reminder dialog box appears if the license registration has not been done.
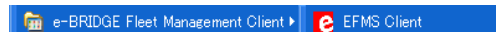
Items	Descriptions
Server name	Enter the server name or IP address that EFMS Server is installed.
Login name	Enter the login name. Enter "admin" which is the default administrator login name when you configure the initial settings.
Password	Enter the login password. Enter "toshiba" which is the default administrator login password when you configure the initial settings.
Language	Select the language.

Note   Immediately after the EFMS Server has been started, a period of 60 seconds must be passed before it can accept the first client to login.

3. Click [OK].

➡ EFMS Client is started.
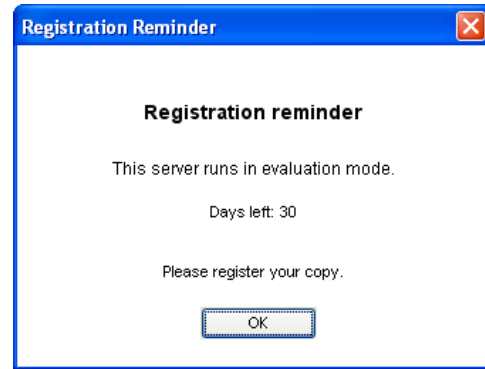
Note	Please register a license before the EFMS evaluation period is expired. When you have been using EFMS in evaluation mode for more than 30 days, the EFMS service shuts down automatically. In such case no client login is possible. In order to still login a register your current installation of EFMS, please manually restart the EFMS service in your server's management console. Then the server runs for a grace period of 15 minutes, which allows you to login by the EFMS Client and to complete the registration.

5. License Registration

In order to use EFMS after 30 days from the installation, the license registration must be performed.

Registering License

Note	This procedure should be performed by logging on with the default administrator login name, "admin".

1. Select [Settings] - [Server Settings].
   ➡ The Server Setting dialog box appears.
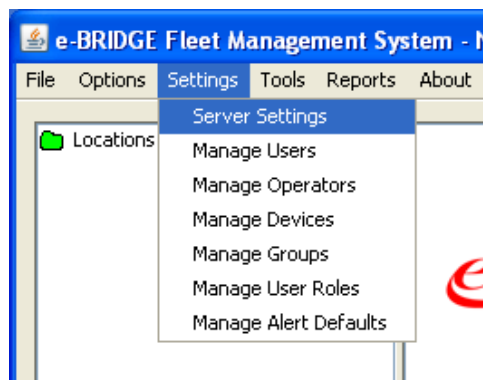
2. Click [Register].
   ➡ Each item will be editable.
   ➡ There are two methods to get a registration key. For each procedure, please see "Getting Registration Key".

Getting Registration Key

There are two methods to get the registration key.

➜ Case1：When Getting Registration Key From Client Directly

➜ Case2：When Getting Registration Key Using Mail Application

Note	In order to get a registration key from the client directly, the E-mail Settings must be configured.

Case1：When Getting Registration Key From Client Directly

This method allows users to send a request mail to get the registration key directly from the Client.

1. Enter an e-mail address to receive the registration key in [Registration key receiver address].

2. Enter the total number of devices to be managed in the system in [Number of requested licenses].

3. Select your region in [Your region].

4. Enter the number of Toshiba devices to be managed in the system in [Number of Toshiba devices].

5. Enter the number of other vendor's devices to be managed in the system in [Number of non-Toshiba devices].

6. If you had training on EFMS, check [Yes] at [I had a training on EFMS].　Otherwise, check [No].

7. If you want to receive the software update information by e-mail, check [please inform me about software updates by email] and enter an e-mail address in [Email address].

Remark	To specify multiple e-mail addresses, divide with a comma.

8. Click [Send by mail].
    ➡ The e-mail message with the registration key will be send to the entered e-mail address.　Check that the e-mail message is received using a mail application.
    ➡ Continue the procedure to enter the registration key.
        Please refer to "Entering Registration Key And Finish License Registration".

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Case2：When Getting Registration Key Using Mail Application

This method allows users to send a request file to get the registration key using a mail application.

1. Enter an e-mail address to receive the registration key in [Registration key receiver address].

2. Enter the total number of devices to be managed in the system in [Number of requested licenses].

3. Select your region in [Your region].

4. Enter the number of Toshiba devices to be managed in the system in [Number of Toshiba devices].

5. Enter the number of other vendor's devices to be managed in the system in [Number of non-Toshiba devices].

6. If you had training on EFMS, check [Yes] at [I had a training on EFMS].   Otherwise, check [No].

7. If you want to receive the software update information by e-mail, check [please inform me about software updates by email] and enter an e-mail address in [Email address].

   Remark To specify multiple e-mail addresses, divide with a comma.

8. Click [Save to file].
   ➡ The Save dialog box appears.

9. Specify the folder where the file is saved, and click [Save].
   ➡ The Information dialog box appears.

   Note Do not change the file name.
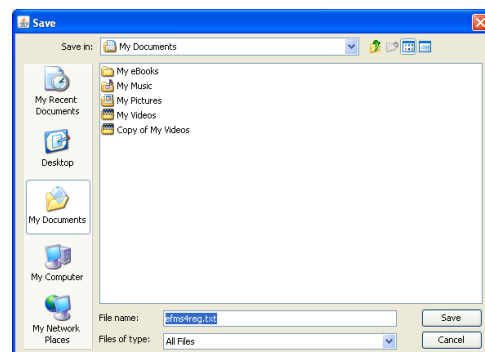
10. Write down the e-mail address displayed in the message and click [OK].

| Note | The e-mail address displayed here is the e-mail address that the request file to be sent. |

11. Launch the mail application and send a new e-mail with attaching the saved file to the e-mail address displayed in previous step.

➡ After sending the request file, the e-mail message with the registration key will be send to the entered e-mail address.   Check that the e-mail message is received using a mail application.

➡ Continue the procedure to enter the registration key.
Please refer to "Entering Registration Key And Finish License Registration".

Entering Registration Key And Finish License Registration

To finish the license registration, enter the registration key.

After finishing the license registration, the Registration Reminder dialog box is no longer displayed.

1. Click [Add key].
    ➡ [Registration key] will be editable.

2. Enter the registration key that you get in [Registration key].

3. Click [Save].
    ➡ The license registration is finished.

6. Searching For Devices

To manage the devices in the system, search devices in your network and add to the tree view.

Searching For Devices And Adding To Tree View

Note	This procedure should be performed by logging on with the default administrator login name, "admin".

1. Select [Tools] - [Search for Devices].
   ➡ The Search for Devices dialog box appears.
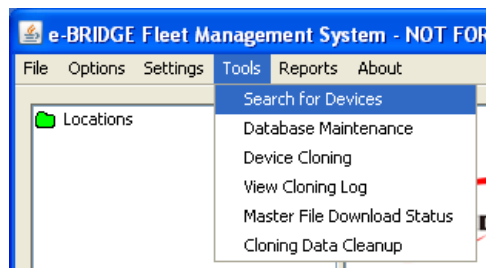
2. Select [Discover devices now] and click [Next].
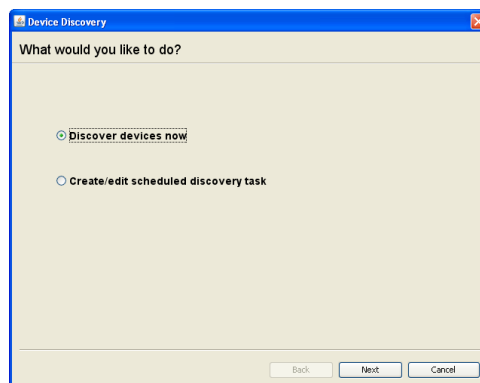
3. Specify the discovery conditions and click [Next].
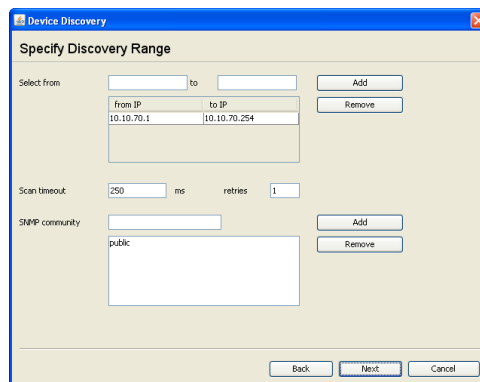
Items	Descriptions
Select from	Enter the first IP address among the range of IP addresses to search. The first IP address of the sub network of the client PC is set as default. This must be entered in IPv4 address format.

Items	Descriptions
To	Enter the last IP address among the range of IP addresses to search. The first IP address of the sub network of the client PC is set as default. This must be entered in IPv4 address format.
Scan timeout	Enter the number of the second to terminate searching when any device is not discovered.
retries	Enter the number of times to re-searching after the timeout.
SNMP community	Enter the SNMP community to search, and click [Add] to add to the list. To remove the SNMP community to be added, select the SNMP community name in the list and click [Remove].

4. Click [Discover].

➡ Discovering devices are started.
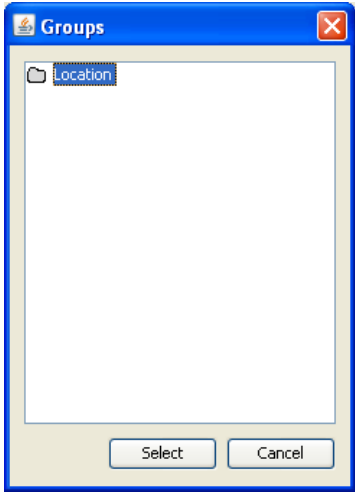
Remark	To stop discovering, click [Stop] in the Discovery Result (scan ongoing) screen.
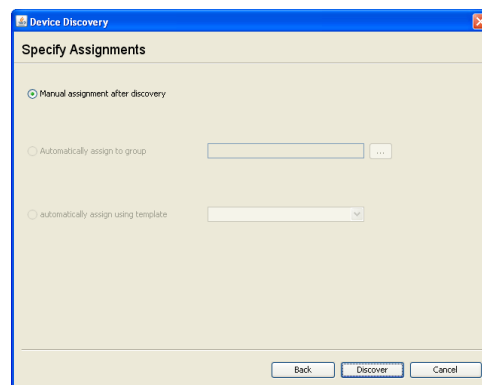
5. When finishing the discovery, the discovery results are displayed.
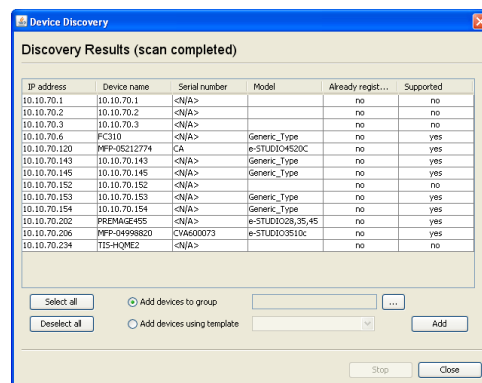
Items	Descriptions
IP address	The IP address of the device is displayed.
Device name	The device name of the device is displayed.
Serial number	The serial number of the device is displayed.
Model	The model name of the device is displayed.
Already registered	[yes] is displayed for the device that has been already added to the system. If not added, [no] is displayed.

Items	Descriptions
Supported	[yes] is displayed for the device that can be added to the system. If the device cannot be added, [no] is displayed.
Add devices to group	Select this to assign a group to the selected devices in the list. Click […] to display the Group dialog box and specify an assigned group.
	Note ● A group must be assigned to add devices. ● Multiple groups cannot be assigned.
Add devices using template	Select this to assign a group and operators using a template. When this is selected, select a template from the drop down menu.

6. Click [Add].

➡ The selected devices are added to the system as the monitored devices.

Note After finishing the license registration, more than the number of devices specified in [Number of requested licenses] at the license registration cannot be added.

Remark When clicking [Select all], you can select all supported devices in the list.
To cancel the selection, click [Deselect all].

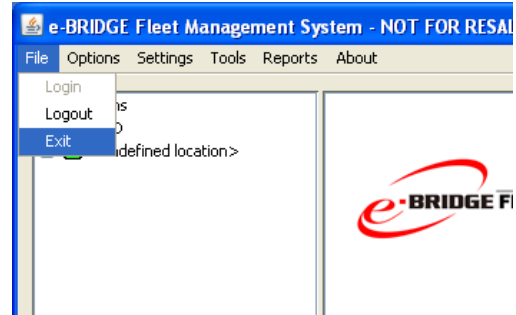**7.** Repeat the procedure between step 5 to 6 until all devices to be monitored are added.

8. When all required devices are added, click [Close] to finish the operation.

7. Exiting Client

Exit EFMS Client.

Exiting EFMS Client

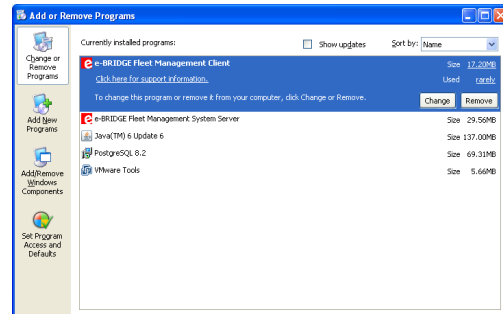1. Select [File] - [Exit].
   ➡ EFMS Client is closed.

8. Uninstallation

8.1 EFMS Client & Sever Uninstallation

Uninstalling EFMS Client

1. On [Add or Remove Programs] of EFMS Client PC, select [EFMS Client], and click [Remove].
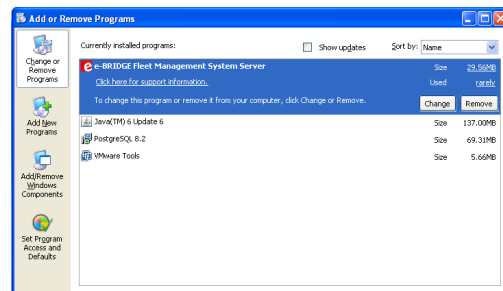   ➡ The Add or Remove Programs dialog box appears.

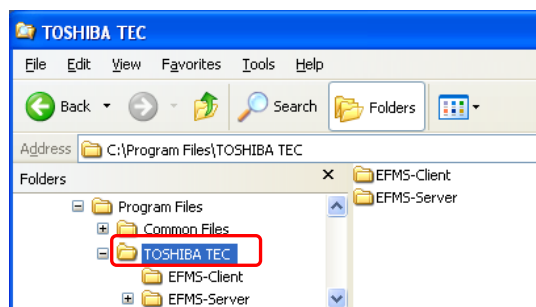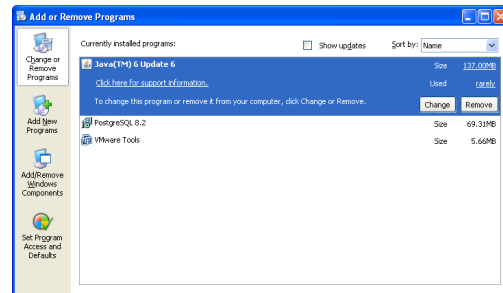2. Click [Yes].

Uninstalling EFMS Server

1. On [Add or Remove Programs] of EFMS Client PC, select [EFMS Server], and click [Remove].
   ➡ The Add or Remove Programs dialog box appears.

2. Click [Yes].

Deleting Program Files

1. Delete each [TOSHIBA TEC] folder located in which Program Files is expanded. [TOSHIBA TEC] folder exists in both PC of Server and Client.
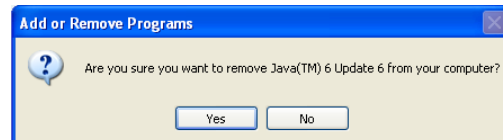
8.2 Java 6 Uninstallation

1. On [Add or Remove Programs] of EFMS
    Client PC, select [Java(TM)6 Update N],
    and click [Remove].
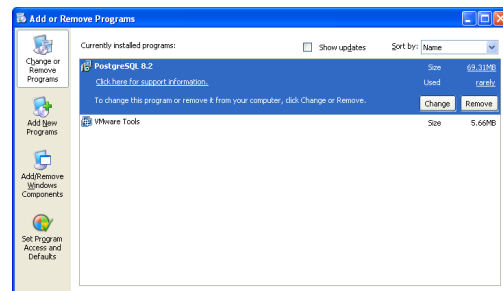
    ➡ The Add or Remove Programs
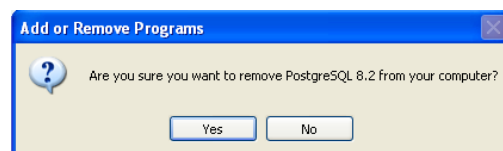   dialog box appears.

2. Click [Yes].

8.3 PostgreSQL Database Server 8.2 Uninstallation

Please refer to the release notes "Database Restore", if you use PostgreSQL Database server
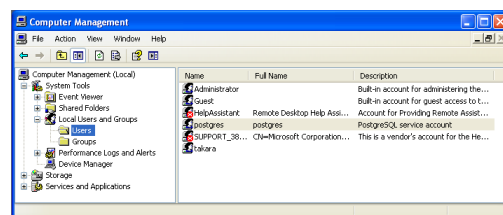8.2 with other application.

1. On [Add or Remove Programs] of EFMS
    Client PC, select [PostgreSQL 8.2], and
    click [Remove].
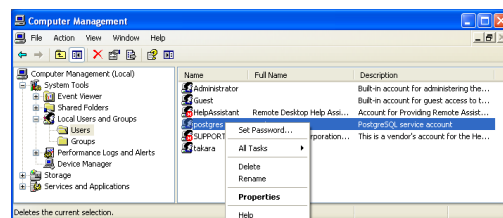
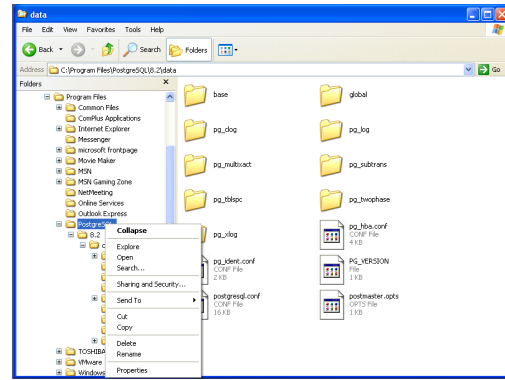   ➡ The Add or Remove Programs
    dialog box appears.

2. Click [Yes].

3. On [Computer Management], expand
    [Local Users and Groups] to select
    [Users].

4. Right-click [postgres] and select [Delete].

5. Expand [Program Files], and delete [PostgreSQL] folder.

9. Security Advice

In order to ensure no unauthorized access and no leakage of sensitive information may occur please secure the configuration and usage of EFMS Client by the following steps.

1. Personalize the default login accounts "admin" and "service" by changing the default password "toshiba" to any other secure and individual password of your own.

2. Carefully adjust the user roles rights to your own policies.

3. Consider to not including any IP-Address in the counter reports and portal reports that you might configure EFMS to send outside your network by e-Mail.

4. Do not note any password on your desk or besides your computer monitor.

5. Log off from Windows when leaving the computer that EFMS software is installed.

6. Before disposing the storage media of your server or after de-installing EFMS, make sure to securely wipe all remaining data by overwriting with random data. Especially care for removing the EFMS server's database named 'eBDM2'.