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# Cloud-based Management

# PLANET CloudViewer

## Quick Start Guide



# How to use CloudViewer



**Download CloudViewer App**



**Register Account**



**Upgrade Devices' Latest Firmware**



**Bind Devices with CloudViewer Account**



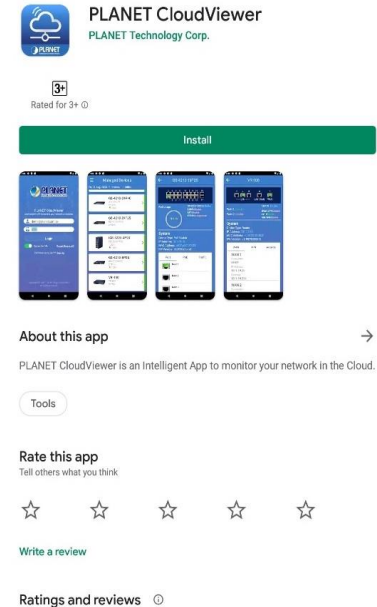
**Login CloudViewer App**

**Step 1.**  
**Download and Register  
CloudViewer**

# Download CloudViewer App

## ◆ Download CloudViewer App

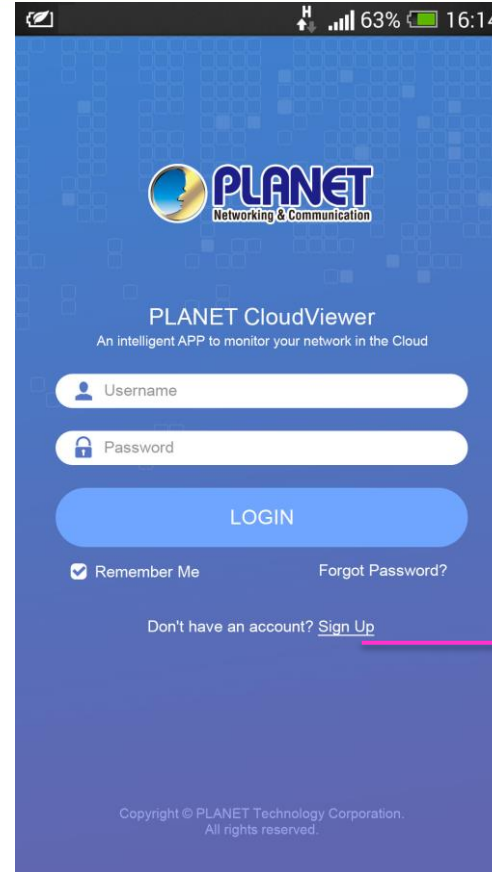
Please use smart phone to download App from [App Store](#) or [Google play](#)



# Register

## ◆ Register

After installing app, register an account with e-mail address.



1

Register

# Use e-mail to Register

## ◆ Register

Fill in register information.

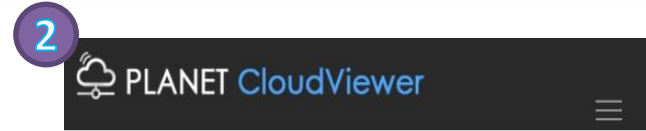
Enter E-mail Account

Enter Your Name

Enter Password

Enter Password Again

Check the Box



### Sign up Information

Email\*

The Email is your CloudViewer account.

Full Name\*

Password\*

Password requires at least 8 characters and a combination of characters in digits and letters.

Confirm Password\*

I'm not a robot



reCAPTCHA  
Privacy · Terms

Cancel

Submit

Submit

### Note

To finally activate your account, please click the e-mail to follow URL link within 48 hours to complete this registration.

## Step 2.

# Upgrade the Latest Firmware

Check the hardware, firmware form the supported model-list in the following pages



# CloudViewer Supported Products

|   | Models             |  | Latest Firmware Download Link   |
|---|--------------------|--|---|
| 1 | GS-4210-24T2S(V2)  |   | <a href="https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=GS-4210-24T2S&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=GS-4210-24T2S&amp;view=5#list</a>         |
| 2 | GS-4210-16T2S(V2)  |   | <a href="https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=GS-4210-16T2S&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=GS-4210-16T2S&amp;view=5#list</a>         |
| 3 | GS-4210-8P2S(V2)   |   | <a href="https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=GS-4210-8P2S&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=GS-4210-8P2S&amp;view=5#list</a>           |
| 4 | GS-4210-24PL4C(V2) |   | <a href="https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=GS-4210-24PL4C&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=GS-4210-24PL4C&amp;view=5#list</a>       |
| 5 | GS-4210-24P4C(V2)  |   | <a href="https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=GS-4210-24P4C&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=GS-4210-24P4C&amp;view=5#list</a>         |
| 6 | GS-4210-16P2S(V2)  |   | <a href="https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=GS-4210-16P2S&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=GS-4210-16P2S&amp;view=5#list</a>         |
| 7 | GS-6320-24UP2T2XV  |  | <a href="https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=GS-6320-24UP2T2XV&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=GS-6320-24UP2T2XV&amp;view=5#list</a> |

# CloudViewer Supported Products

|    | Models           |  | Latest Firmware Download Link   |
|----|------------------|--|---|
| 8  | IGS-10020HPT(V3) |   | <a href="https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=IGS-10020HPT&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=IGS-10020HPT&amp;view=5#list</a>         |
| 9  | IGS-10020MT(V3)  |   | <a href="https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=IGS-10020MT&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=IGS-10020MT&amp;view=5#list</a>           |
| 10 | IGS-20040MT(V2)  |   | <a href="https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=IGS-20040MT&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=IGS-20040MT&amp;view=5#list</a>           |
| 11 | IGS-20160HPT(V2) |   | <a href="https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=IGS-20160HPT&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=IGS-20160HPT&amp;view=5#list</a>         |
| 12 | IGS-5225-4P2S    |   | <a href="https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=IGS-5225-4P2S&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=IGS-5225-4P2S&amp;view=5#list</a>       |
| 13 | IGS-6325-8UP2S2X |   | <a href="https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=IGS-6325-8UP2S2X&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=IGS-6325-8UP2S2X&amp;view=5#list</a> |
| 14 | VR-100           |  | <a href="https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=VR-100&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?&amp;method=keyword&amp;keyword=VR-100&amp;view=5#list</a>                     |

# Step 3.

## Binding Devices

After the firmware updated, follow the instructions to make your device(s) get connected to your CloudViewer App from the **NMS** menu option.

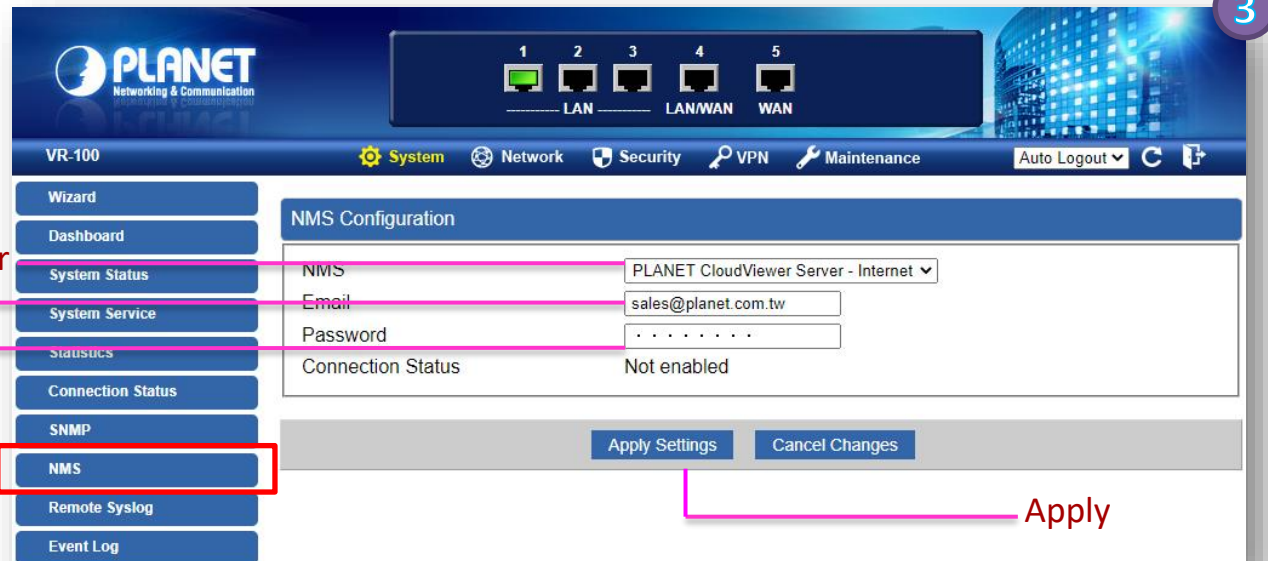
# Binding Devices

## ◆ Binding Router with CloudViewer Account

Go to the device **NMS/Remote management** page . .

( Please be sure and upgrade the up-to-date firmware for switches/VPN Gateway. )

Select and enable the **PLANET CloudViewer Server – Internet** function .



3

VR-100 System Network Security VPN Maintenance Auto Logout

Wizard Dashboard System Status System Service Statistics Connection Status SNMP **NMS** Remote Syslog Event Log

NMS Configuration

NMS PLANET CloudViewer Server - Internet

Email sales@planet.com.tw

Password .....

Connection Status Not enabled

Apply Settings Cancel Changes

Apply

Select CloudViewer Server

Enter E-mail Account

Enter Password

# Binding Devices

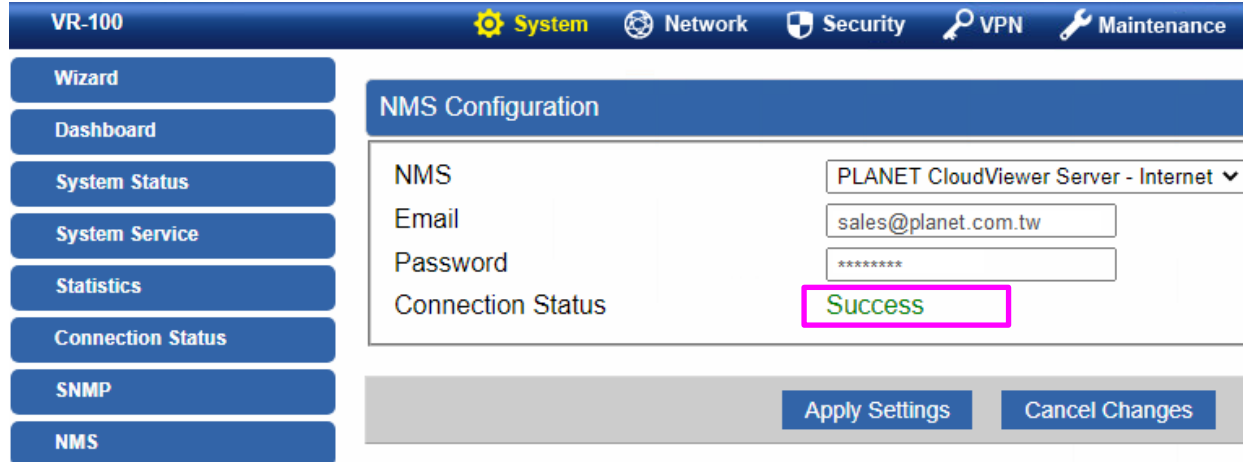
## ◆ Binding Devices with CloudViewer Account

Step 1. Fill in PLANET CloudViewer account (e-mail address) and password.

Step 2. Apply settings.

Step 3. If CloudViewer server is connected, the status will be **success**.

If it's failed to connect sever, the status will be **authentication failed**.



VR-100 System Network Security VPN Maintenance

Wizard  
Dashboard  
System Status  
System Service  
Statistics  
Connection Status  
SNMP  
NMS

NMS Configuration

NMS PLANET CloudViewer Server - Internet

Email sales@planet.com.tw

Password \*\*\*\*\*

Connection Status **Success**

Apply Settings Cancel Changes

### Note

If you could not get a **Success** green indication, please check either your APP submission account or device setting again if there are typo.

## Step 4.

# Login CloudViewer

After you get a Success indication from your device, you may now login the App again and you shall find your device in the list.

### **What's more!**

Since you are the owner of the device, you may also share this device to another administrator if you want!

# Login

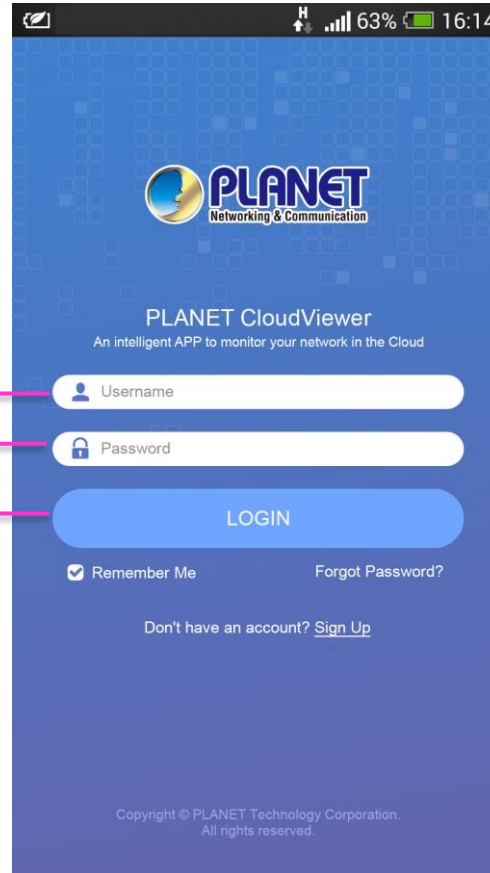
## ◆ Login

Log in the CloudViewer with e-mail account.

Account

Password

Login



The screenshot shows the PLANET CloudViewer login interface on a mobile device. At the top, the status bar displays signal strength, 63% battery, and the time 16:14. The app header features the PLANET logo and the text 'PLANET CloudViewer' and 'An intelligent APP to monitor your network in the Cloud'. Below this are two input fields: 'Username' and 'Password'. A blue 'LOGIN' button is positioned below the password field. Underneath the button are two options: a checked 'Remember Me' checkbox and a 'Forgot Password?' link. At the bottom, there is a 'Sign Up' link for users who do not have an account. The footer contains the copyright notice: 'Copyright © PLANET Technology Corporation. All rights reserved.'

# Managed Device List

## ◆ Device List:

After setting the supported devices on the CloudViewer server, you just can see the managed devices on the app. In the list, you shall find:

PoE Usage

Device Description

Device Uptime



The screenshot shows a mobile application interface titled "Managed Devices". At the top, it indicates "Last Update : 3 seconds ago" and "Fri, 11 Sep, 2020 14 Devices, 4 Offline". The list contains the following entries:

| Device Model | Description | Uptime | PoE Usage | Status  |
|--------------|-------------|--------|-----------|---------|
| VR-100       | VR-100      | 2d23h  |           | Online  |
| IGS-10020HPT | Lab-SW      | 13d6h  | 56.4W     | Online  |
| IGS-10020MT  | Ring-SW1    | 13d6h  |           | Online  |
| IGS-10020MT  | Ring-SW2    | 13d6h  |           | Online  |
| IGS-10020MT  | IGS-10020MT | 0m0s   |           | Offline |
| IGS-20160HPT | Lab-camera  | 13d6h  | 5.8W      | Online  |

Online

Offline



# Virtual Panel

## ◆ Virtual Panel

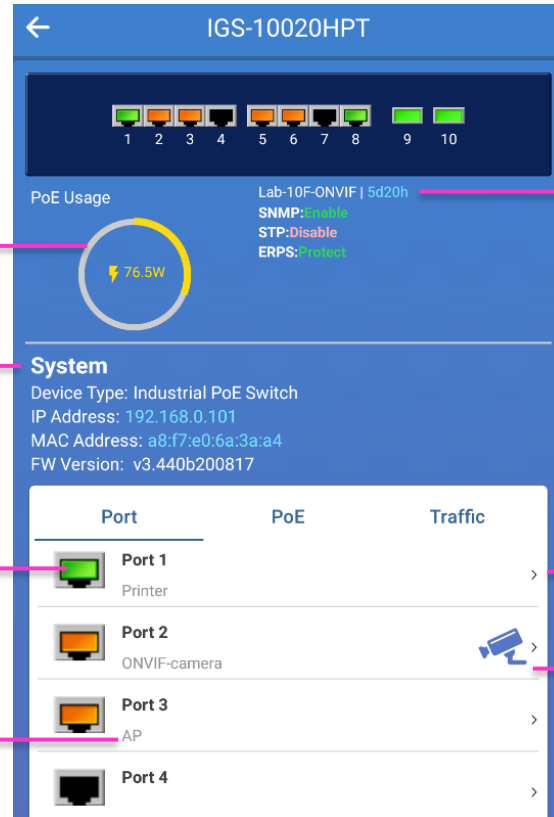
After touch the device button to see more information, includes **Port** status

PoE Usage Health

System Info

Port Status

Port Description



Device description | up time  
Config. Status

Go to detail of port

PLANET ONVIF  
Camera detected

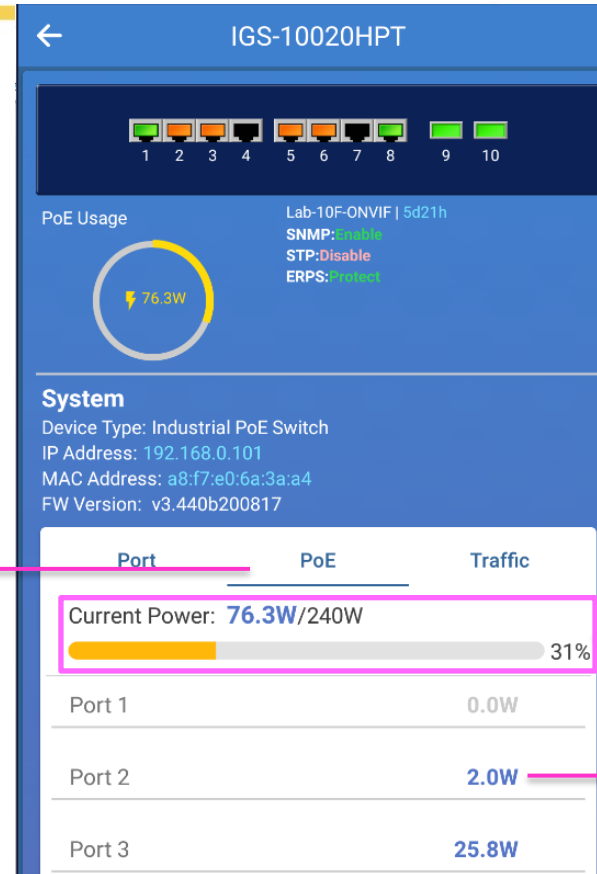
# Virtual Panel

## ◆ Virtual Panel

Touch the device button to see more information.

Then **POE** status

Touch to See Per Port PoE Usage



The screenshot displays the Virtual Panel for the IGS-10020HPT device. At the top, there is a back arrow and the device name. Below this is a row of 10 port status indicators (1-10). The PoE Usage section shows a circular gauge at 76.3W and a list of settings: Lab-10F-ONVIF | 5d21h, SNMP: Enable, STP: Disable, and ERPS: Protect. The System section provides details: Device Type: Industrial PoE Switch, IP Address: 192.168.0.101, MAC Address: a8:f7:e0:6a:3a:a4, and FW Version: v3.440b200817. A table at the bottom shows PoE usage per port, with a highlighted row for 'Current Power: 76.3W/240W' and a progress bar at 31%.

| Port                      | PoE | Traffic |
|---------------------------|-----|---------|
| Current Power: 76.3W/240W |     |         |
| Port 1                    |     | 0.0W    |
| Port 2                    |     | 2.0W    |
| Port 3                    |     | 25.8W   |

Total PoE Usage

Port PoE Usage

# Virtual Panel

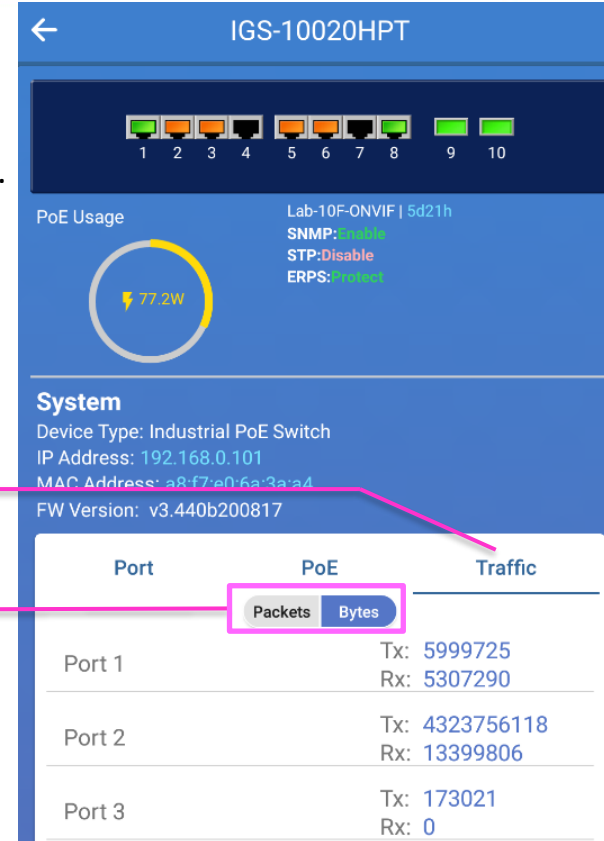
## ◆ Virtual Panel

Touch the device button to see more information.

Then the **Traffic** status.

Touch to See per Port Traffic Status

Per Port Tx/Rx Date Rate



The screenshot shows the virtual panel for device IGS-10020HPT. At the top, there are 10 port status indicators. Below them, a PoE Usage section shows a circular gauge at 77.2W and status for Lab-10F-ONVIF | 5d21h, SNMP: enable, STP: Disable, and ERPS: protect. The System section lists Device Type: Industrial PoE Switch, IP Address: 192.168.0.101, MAC Address: a8:f7:e0:6a:3a:a4, and FW Version: v3.440b200817. At the bottom, a table displays traffic status for the first three ports.

| Port   | PoE            |              | Traffic |
|--------|----------------|--------------|---------|
|        | Packets        | Bytes        |         |
| Port 1 | Tx: 5999725    | Rx: 5307290  |         |
| Port 2 | Tx: 4323756118 | Rx: 13399806 |         |
| Port 3 | Tx: 173021     | Rx: 0        |         |

# IP Cam Snapshot

## ◆ IP Cam Snapshot

Touch the IP Cam Snapshot icon to enter the ONVIF Camera Snapshot page.

### Note

Now only support when smart phone is within local site subnet or VPN tunnel network .

Touch to Get Snapshot Photo

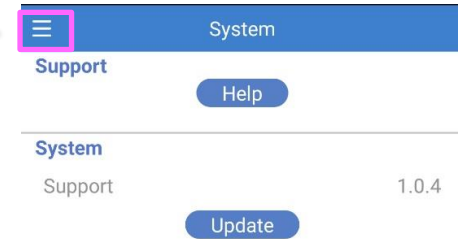
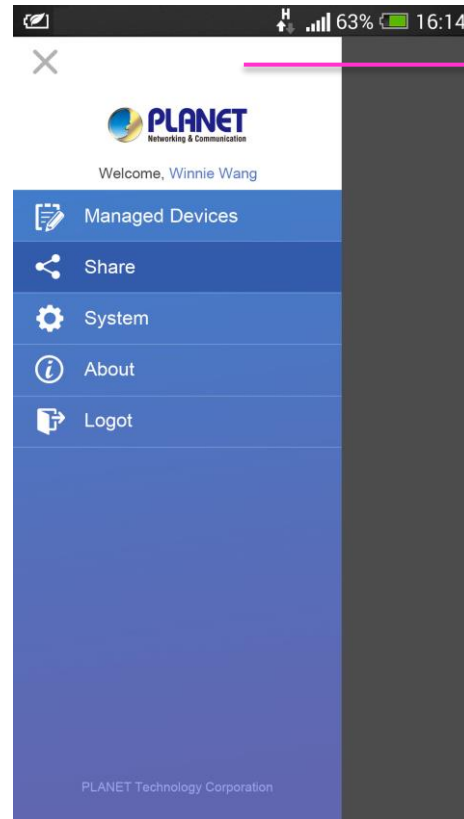


Port Info.

# Menu

## ◆ Menu

More advanced features in the future.



# Share Devices information

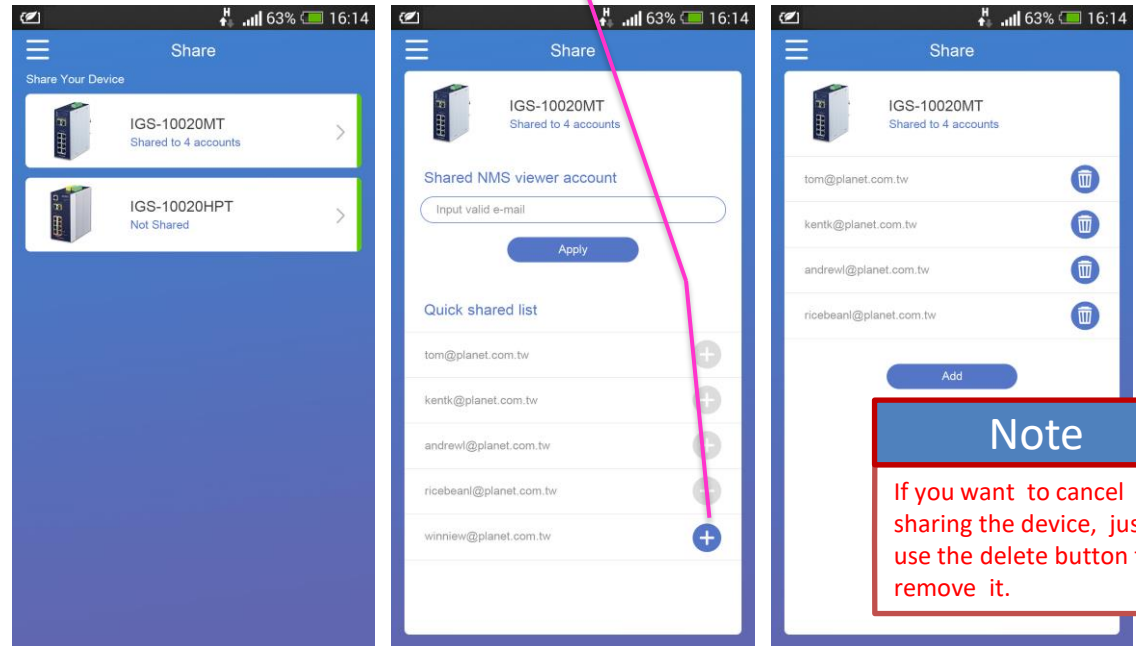
## ◆ Share

If you are the device owner, using share function, you can share your managed devices with other **registered accounts** by just add the email account to the share list .

### Note

This feature is very useful for MIS that are more than one admin need to know the device information.

Share this device to other admin



### Note

If you want to cancel sharing the device, just use the delete button to remove it.

# APPENDIX

# FAQ(1/3)

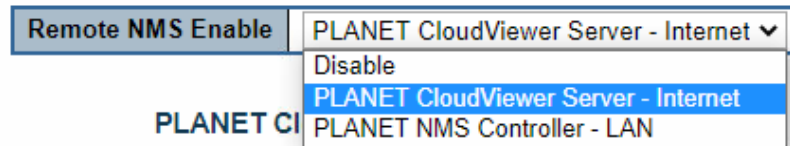
- ◆ Why don't I see CloudViewer setting on my switch or Router?
  - ◆ Please check if your devices and hardware version is supported and make sure your FW is up-to-date.
- ◆ I don't have a CloudViewer account and how do I use the service
  - ◆ Please download PLANET CloudViewer APP from **Google play** or **Apple App Store** and sign up an account in few steps.



# FAQ(2/3)

- ◆ I have a NMS-500 and can I use CloudViewer APP to manage my devices at the same time.
  - ◆ It's only allowed to bind NMS controller or CloudViewer server for a device.

## Remote NMS Configuration



# FAQ(3/3)

## ◆ Why do I have CloudViewer server connection failed for my switch

- ◆ Check if switch can ping internet successfully

### Ping (IPv4) Output

```

PING 8.8.8.8 (8.8.8.8): 56 data bytes
64 bytes from 8.8.8.8: seq=0 ttl=117 time=18.185 ms
64 bytes from 8.8.8.8: seq=1 ttl=117 time=17.714 ms
64 bytes from 8.8.8.8: seq=2 ttl=117 time=17.930 ms
64 bytes from 8.8.8.8: seq=3 ttl=117 time=18.010 ms
64 bytes from 8.8.8.8: seq=4 ttl=117 time=17.824 ms

--- 8.8.8.8 ping statistics ---
5 packets transmitted, 5 packets received, 0% packet loss
round-trip min/avg/max = 17.714/17.932/18.185 ms
    
```

- ◆ Check if your **DNS** is configured

### IP Configuration

|             |                          |                      |
|-------------|--------------------------|----------------------|
| Domain Name | No Domain Name           | <input type="text"/> |
| Mode        | Host                     | <input type="text"/> |
| DNS Server  | Configured IPv4 or IPv6  | 8.8.8.8              |
| DNS Proxy   | <input type="checkbox"/> |                      |

- ◆ Check if a **static route** to your gateway is configured

### IP Routes

| Delete                   | Network | Mask Length | Gateway     | Next Hop VLAN |
|--------------------------|---------|-------------|-------------|---------------|
| <input type="checkbox"/> | 0.0.0.0 | 0           | 192.168.0.1 | 1             |

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THANK YOU