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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**



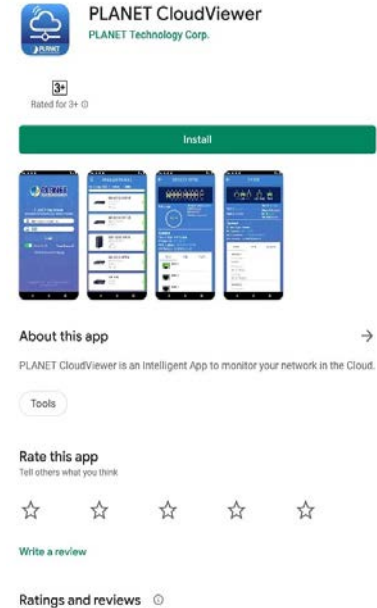
**Login CloudViewer App**

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

# Download CloudViewer App

## ◆ Download CloudViewer App

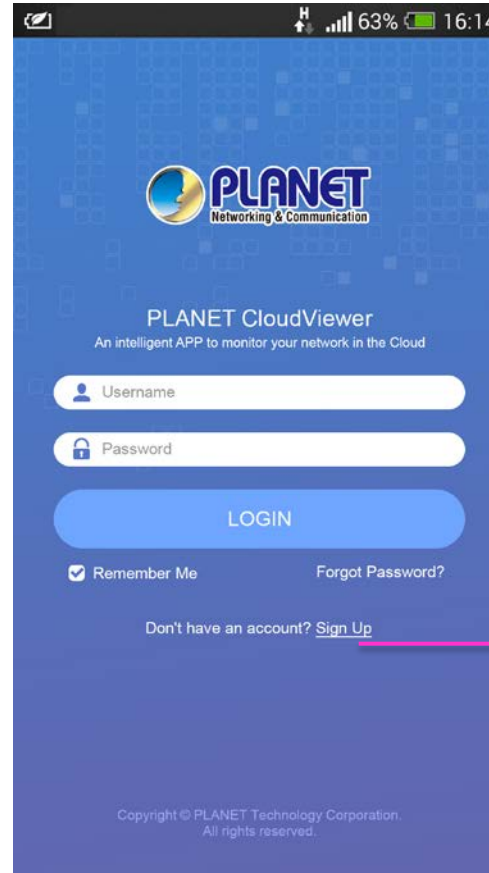
Please use smart phone to download App from [App Store](#) or [Google play](#)



# Register

## ◆ Register

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



1

Register

# Use e-mail to Register

## ◆ Register

Fill in login information.

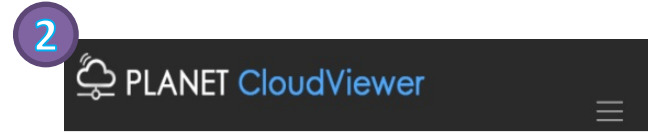
Enter E-mail Account

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

**Note**

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

Submit

## Step 2.

# Upgrade the Latest Firmware

Check the latest hardware and firmware from the following lists:



# 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	GS-4210-24T4S		<a href="https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=GS-4210-24T4S&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=GS-4210-24T4S&amp;view=5#list</a>
9	GS-4210-24T4SR		<a href="https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=GS-4210-24T4SR&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=GS-4210-24T4SR&amp;view=5#list</a>
10	GS-5220-24UPL4XV(V3)		<a href="https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=GS-5220-24UPL4XV&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=GS-5220-24UPL4XV&amp;view=5#list</a>
11	GS-5220-24UPL4XVR(V3)		<a href="https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=GS-5220-24UPL4XV&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=GS-5220-24UPL4XV&amp;view=5#list</a>
12	MGSW-28240F(V3)		<a href="https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=MGSW-28240F&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=MGSW-28240F&amp;view=5#list</a>

# CloudViewer Supported Products

	Models		Latest Firmware Download Link
13	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>
14	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>
15	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>
16	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>
17	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>
18	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>
19	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>

# CloudViewer Supported Products

	Models		Latest Firmware Download Link
20	WGS-4215-8P2S		<a href="https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=WGS-4215-8P2S&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=WGS-4215-8P2S&amp;view=5#list</a>
21	WGS-4215-8T2S		<a href="https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=WGS-4215-8T2S&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=WGS-4215-8T2S&amp;view=5#list</a>
22	IGS-801M(V2)		<a href="https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=IGS-801M&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=IGS-801M&amp;view=5#list</a>
23	IGS-5225-4T2S(V2)		<a href="https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=IGS-5225-4T2S&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=IGS-5225-4T2S&amp;view=5#list</a>
24	IGS-5225-8T2S2X(V3)		<a href="https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=IGS-5225-8T2S2X&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=IGS-5225-8T2S2X&amp;view=5#list</a>
25	IGS-5225-8P2S2X(V3)		<a href="https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=IGS-5225-8P2S2X&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=IGS-5225-8P2S2X&amp;view=5#list</a>
26	IGS-6325-20T4C4X		<a href="https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=IGS-6325-20T4C4X&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=IGS-6325-20T4C4X&amp;view=5#list</a>
27	IGS-6325-24P4X		<a href="https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=IGS-6325-24P4X&amp;view=5#list">https://www.planet.com.tw/en/support/downloads?method=keyword&amp;keyword=IGS-6325-24P4X&amp;view=5#list</a>

# Step 3.

## Bind Devices

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

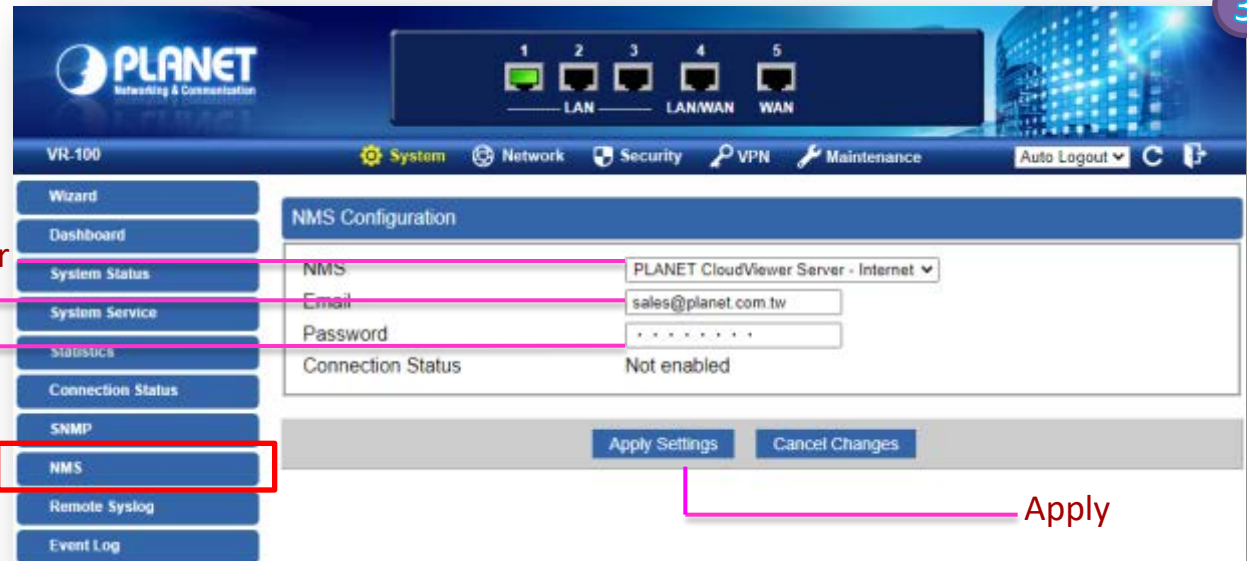
# Bind Devices

## ◆ Binding Router with CloudViewer Account

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

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

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



3

Select CloudViewer Server

Enter E-mail Account

Enter Password

Apply

# Bind Devices

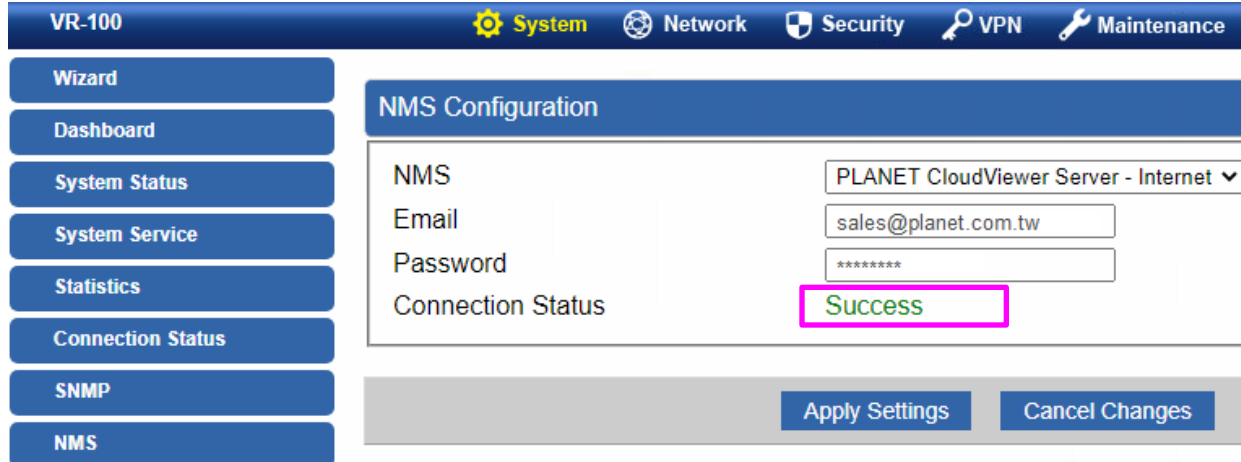
## ◆ Binding Devices with CloudViewer Account

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

Step 2. Apply settings.

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

If the server fails to connect, the connection status will show **authentication failed**.



The screenshot displays the NMS Configuration page for a VR-100 device. The top navigation bar includes 'System', 'Network', 'Security', 'VPN', and 'Maintenance'. A left sidebar contains menu items: Wizard, Dashboard, System Status, System Service, Statistics, Connection Status, SNMP, and NMS. The main content area is titled 'NMS Configuration' and contains the following fields:

NMS	PLANET CloudViewer Server - Internet
Email	sales@planet.com.tw
Password	*****
Connection Status	Success

At the bottom of the configuration area, there are two buttons: 'Apply Settings' and 'Cancel Changes'.

### Note

If the indicator isn't showing green (indicating "Success"), please check either your app submission account or device setting again to see whether there is an error.

## Step 4.

# Log in CloudViewer

After you get a Success indication from your device, you may now log in the app again to find your device in the list. Since you are the owner of the device, you may also share this device with another administrator if you want.



# Login

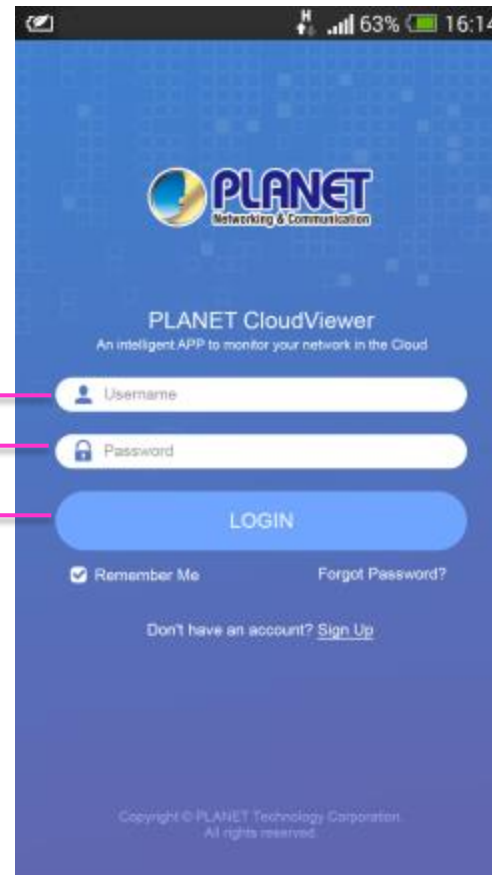
## ◆ Login

Log in the CloudViewer with an e-mail account.

Account

Password

Login



# 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 can find:

PoE Usage

Device Description

Device Uptime



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

- VR-100**: VR-100, 2d23h
- IGS-10020HPT**: Lab-SW, 13d6h, PoE Usage: 56.4W
- IGS-10020MT**: Ring-SW1, 13d6h
- IGS-10020MT**: Ring-SW2, 13d6h
- IGS-10020MT**: IGS-10020MT, 0m0s
- IGS-20160HPT**: Lab-camera, 13d6h, PoE Usage: 5.8W

On the right side of the list, there are two brackets indicating device status: a green bracket labeled "Online" and a red bracket labeled "Offline".

Online

Offline

# Virtual Panel

## ◆ Virtual Panel

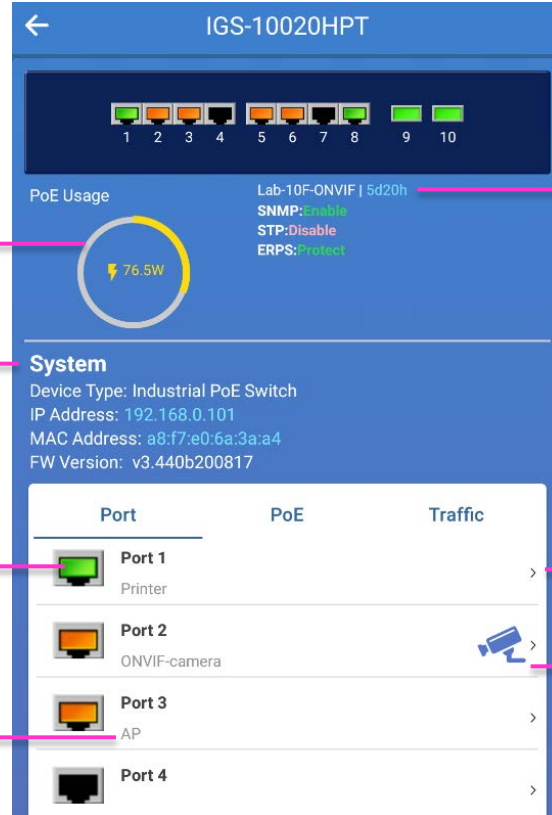
At the touch of a device button, more information, including **Port** status, can be shown.

PoE Usage Health

System Info

Port Status

Port Description



The screenshot shows the 'Virtual Panel' for device IGS-10020HPT. At the top, there is a row of 10 port status indicators (1-10). Below this is a 'PoE Usage' section with a circular gauge showing 76.5W. To the right of the gauge is 'System Info' including device type, IP address, MAC address, and FW version. Below that is a 'Port Status' table with columns for Port, PoE, and Traffic. The table lists Port 1 (Printer), Port 2 (ONVIF-camera), Port 3 (AP), and Port 4. A camera icon is visible next to Port 2.

Port	PoE	Traffic
Port 1 Printer		
Port 2 ONVIF-camera		
Port 3 AP		
Port 4		

Device Description | Uptime  
Config. Status

Go to Port Details

PLANET ONVIF  
Camera Detected

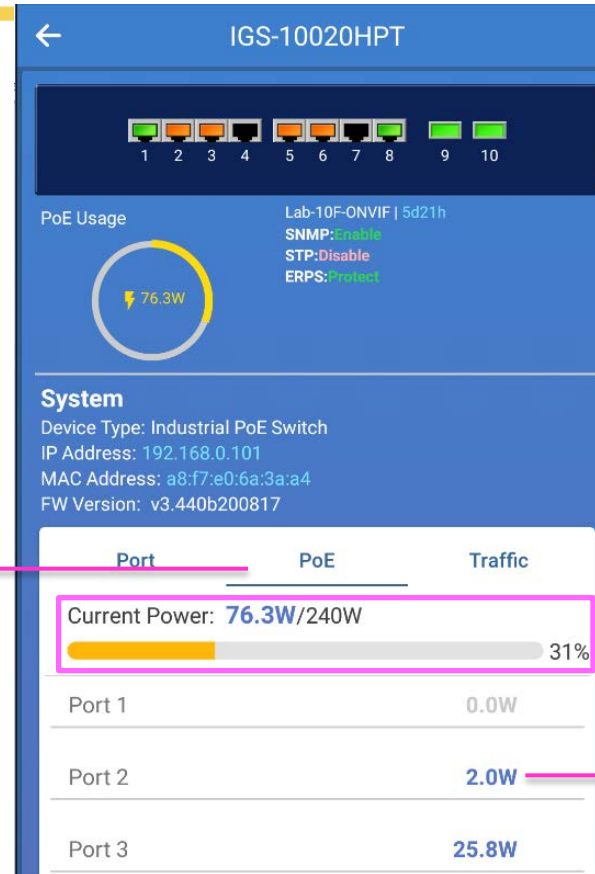
# Virtual Panel

## ◆ Virtual Panel

Touch the device button to see more information.

Then **PoE** status

Touch to See Per Port PoE Usage



IGS-10020HPT

PoE Usage

Lab-10F-ONVIF | 5d21h  
SNMP:Enable  
STP:Disable  
ERPS:Protect

76.3W

**System**

Device Type: Industrial PoE Switch  
IP Address: 192.168.0.101  
MAC Address: a8:f7:e0:6a:3a:a4  
FW Version: v3.440b200817

Port	PoE	Traffic
Current Power: 76.3W/240W		
		31%
Port 1		0.0W
Port 2		2.0W
Port 3		25.8W

Total PoE Usage

Port PoE Usage

# Virtual Panel

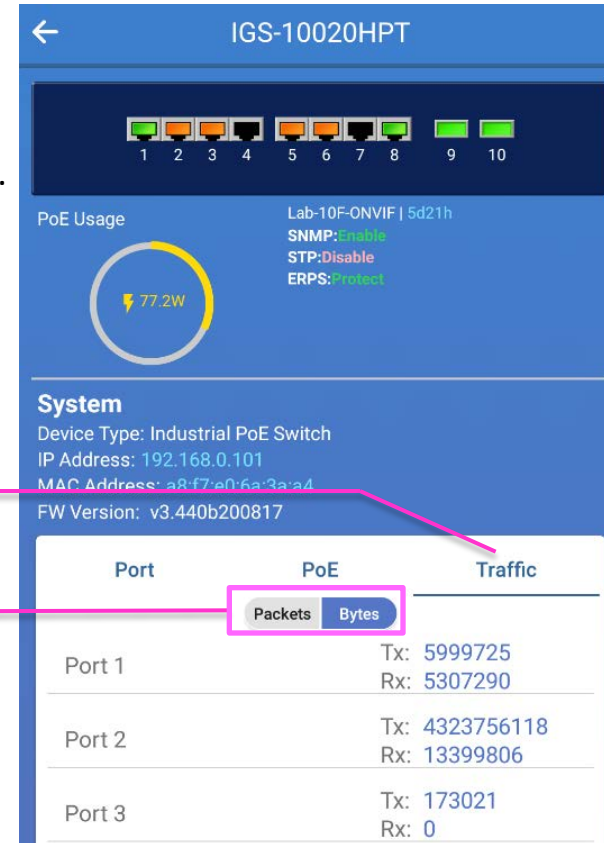
## ◆ Virtual Panel

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



IGS-10020HPT

PoE Usage: 77.2W

Lab-10F-ONVIF | 5d21h  
 SNMP: Enable  
 STP: Disable  
 ERPS: Protect

**System**  
 Device Type: Industrial PoE Switch  
 IP Address: 192.168.0.101  
 MAC Address: a8:f7:e0:6a:3a:a4  
 FW Version: v3.440b200817

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

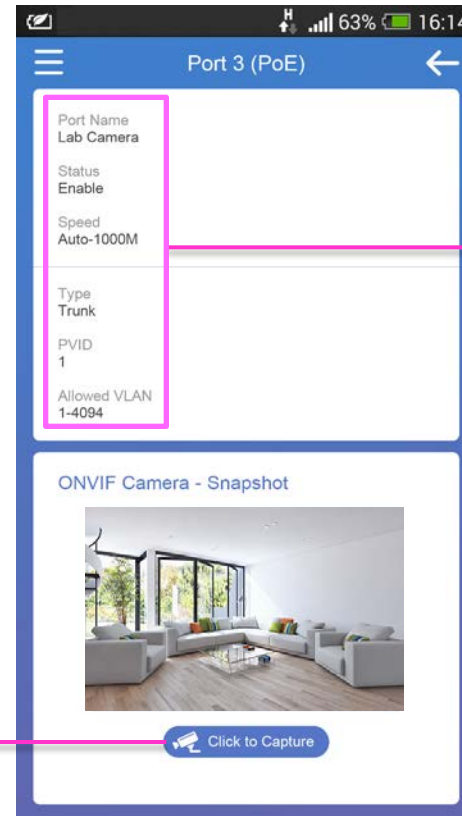
# IP Cam Snapshot

## ◆ IP Cam Snapshot

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

**Note**  
Only supports when smart phone is within the local site subnet or VPN tunnel network.

Touch to Get Snapshot Photo

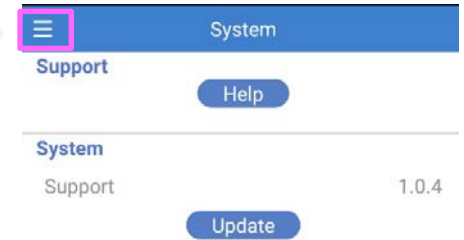
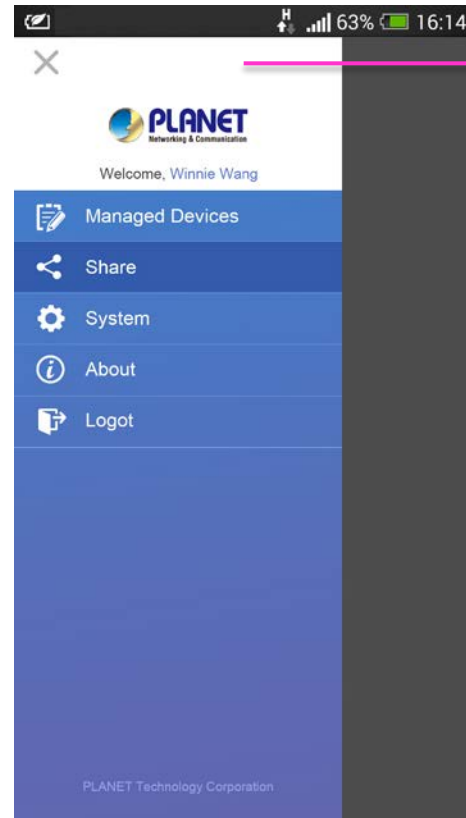


Port Info.

# Menu

## ◆ Menu

More advanced features in the future.

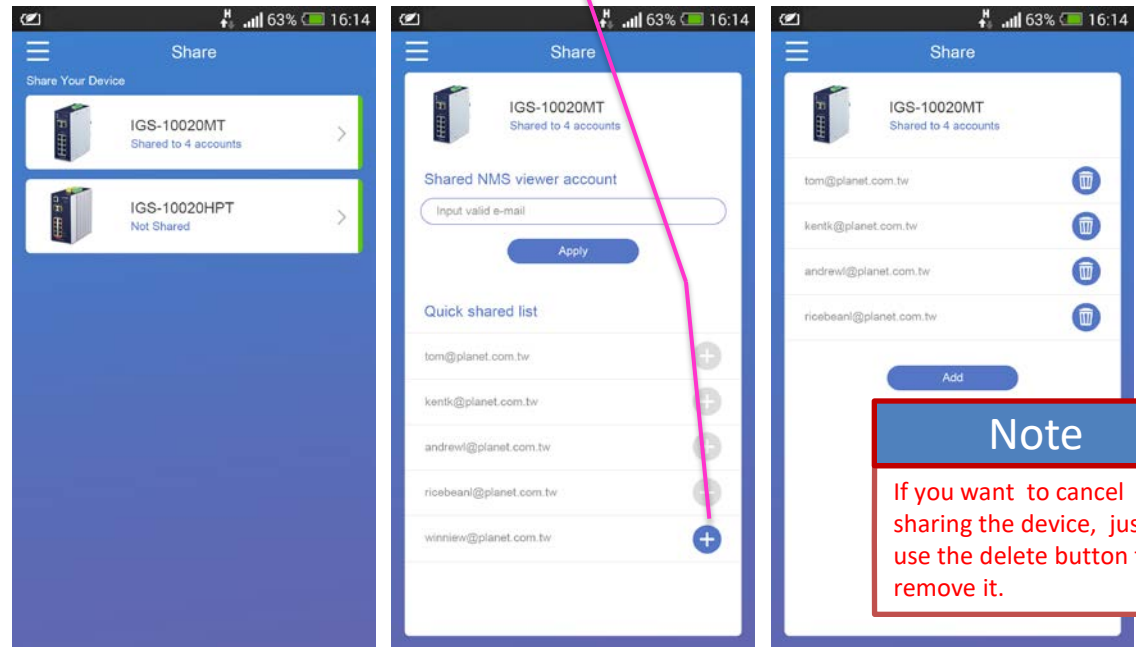


# Share Devices information

## ◆ Share

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

Share this device with other administrators



### Note

This feature is very useful for both administrator and MIS engineer to know the device information.

### Note

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



# APPENDIX

# FAQs (1/3)

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

## FAQs (2/3)

- ◆ I have an NMS-500; 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

Remote NMS Enable	PLANET CloudViewer Server - Internet ▾
	Disable
PLANET CI	PLANET CloudViewer Server - Internet
	PLANET NMS Controller - LAN

# FAQs (3/3)

## ◆ Why CloudViewer server failed to connect to 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	
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