

Extension Software Registration Tool

Operating Instructions

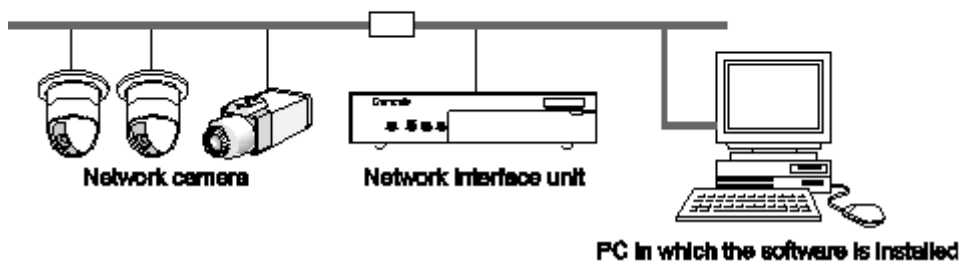
Before attempting to connect or operate this product, please read these instructions carefully and save this manual for future use. No model number suffix is shown in this Operating Instructions.

Preface

Extension Software Registration Tool is the software that is designed to install Extension Software and register Registration Key using a PC via a network.

This software is assumed that users who are in charge of system design or network management.

System configuration diagram



About these operating instructions

These operating instructions provide instructions of how to install this software and of how to configure the settings of each device using this software.

The descriptions in the following pages are based on the assumption that Microsoft® Windows® 10 Pro runs on a PC.

Operation windows may not be the same as those appearing on the pages when a different OS is used or different settings are applied.

When using other OS, refer to the operating instructions of the respective OS.

System requirements for a PC

It is recommended to install this software on a PC that meets the following system requirements.

Note:

- Microsoft® .NET Framework 4.6 is required to run this software.

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OS ^{*1}	Microsoft® Windows® 10 Pro (32-bit) ^{*3} Microsoft® Windows® 10 Pro (64-bit) ^{*2*3} Microsoft® Windows® 8.1 Pro (32-bit) Microsoft® Windows® 8.1 Pro (64-bit) ^{*2}
CPU	Intel® Core™ i5 2.5 GHz or faster
Memory	4 GB or more
Required hard disk space	15 MB of disk space is necessary for installation of this software. Microsoft® .NET Framework 4.6 and Microsoft® Windows® Installer are required to run this software. When they are not installed on a PC, additional 210 MB of disk space is necessary for installation.
Monitor	1024 x 768 pixels or more 24-bit True color or better
Network interface	10/100 Mbps Network interface card must be installed ^{*4} .

- *1: This software is designed on the basis of the default style or the font size of Microsoft® Windows ® 8.1 and Microsoft® Windows® 10. It is not recommended to change the display style or the font size from the default. When the display style or the font size is changed from the default, it may be possible that the layout of this software collapses.
- *2: Operates in WOW64 (32-bit mode).
- *3 Support for Desktop Mode only.
- *4: The network settings on the PC need to be set according to user's network environment.

Important:

- This software must be installed or started by an administrator of the PC. Otherwise, any problems will not be covered by the warranty.
- Enter 1-byte alphanumeric characters for user names. If 2-byte characters are included, installation may fail.

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Abbreviations

These are descriptions of the basic terms used in these operating instructions.

- Microsoft® Windows® 8.1 Pro (32-bit) and Microsoft® Windows® 8.1 Pro (64-bit) are described as Windows 8.1.
- Microsoft® Windows® 10 Pro (32-bit) and Microsoft® Windows® 10 Pro (64-bit) are described as Windows 10.

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Network Security

As you will use this product connected to a network, your attention is called to the following security risks.

- (1) Leakage or theft of information through this product
- (2) Use of this product for illegal operations by persons with malicious intent
- (3) Interference with or stoppage of this product by persons with malicious intent

It is your responsibility to take precautions such as those described below to protect yourself against the above network security risks.

- Use this product in a network secured by a firewall, etc.
- If this product is connected to a network that includes PCs, make sure that the system is not infected by computer viruses or other malicious entities (using a regularly upgraded anti-virus program, anti-spyware program, etc.).
- Protect your network against unauthorized access by restricting users to those who log in with an authorized user name and password.
- Apply measures such as user authentication to protect your network against leakage or theft of information, including image data, authentication information (user names and passwords), alarm mail information, FTP server information.

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Preparation

Installation

Install this software by following the message in the dialog box.

Important:

- Do not edit, delete and move the files copied upon installation. Otherwise, this software may not work correctly.
- When installing version 2.x software, install it after confirming the version 1.x software is uninstalled.

1 Download the software onto a PC.

2 Double-click "setup. exe".

The confirmation window will be displayed.

3 Click [OK] button.

Follow the instructions of the wizard to complete the installation.

When starting installation after selecting the standard installation, a new folder will be created and the files of this software will be copied in the created folder.

(The directory path is "C:\Program Files\Panasonic\Extension Software Registration Tool2".)

When completing the installation, the program will be added to the "start" menu.

Uninstallation

Uninstall this software as follows.

- 1** Click the **"Programs and Features" icon in "Control Panel"**.
The "Programs and Features" window will be displayed.
- 2** Select **"Extension Software Registration Tool"**, and then click **[Uninstall] button**.
Uninstall the program by following instructions.

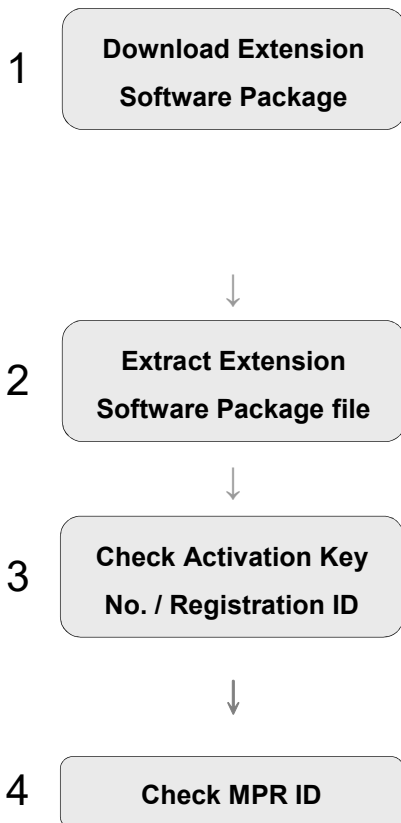
Connections

Connect PCs and devices.

Refer to the operating instructions of each device in use for how to connect them.

Operation flow

Preparation



Access the following URL, download the "Extension Software Package", and save it on your PC.

Please refer to the URL for corresponding models and versions of cameras.

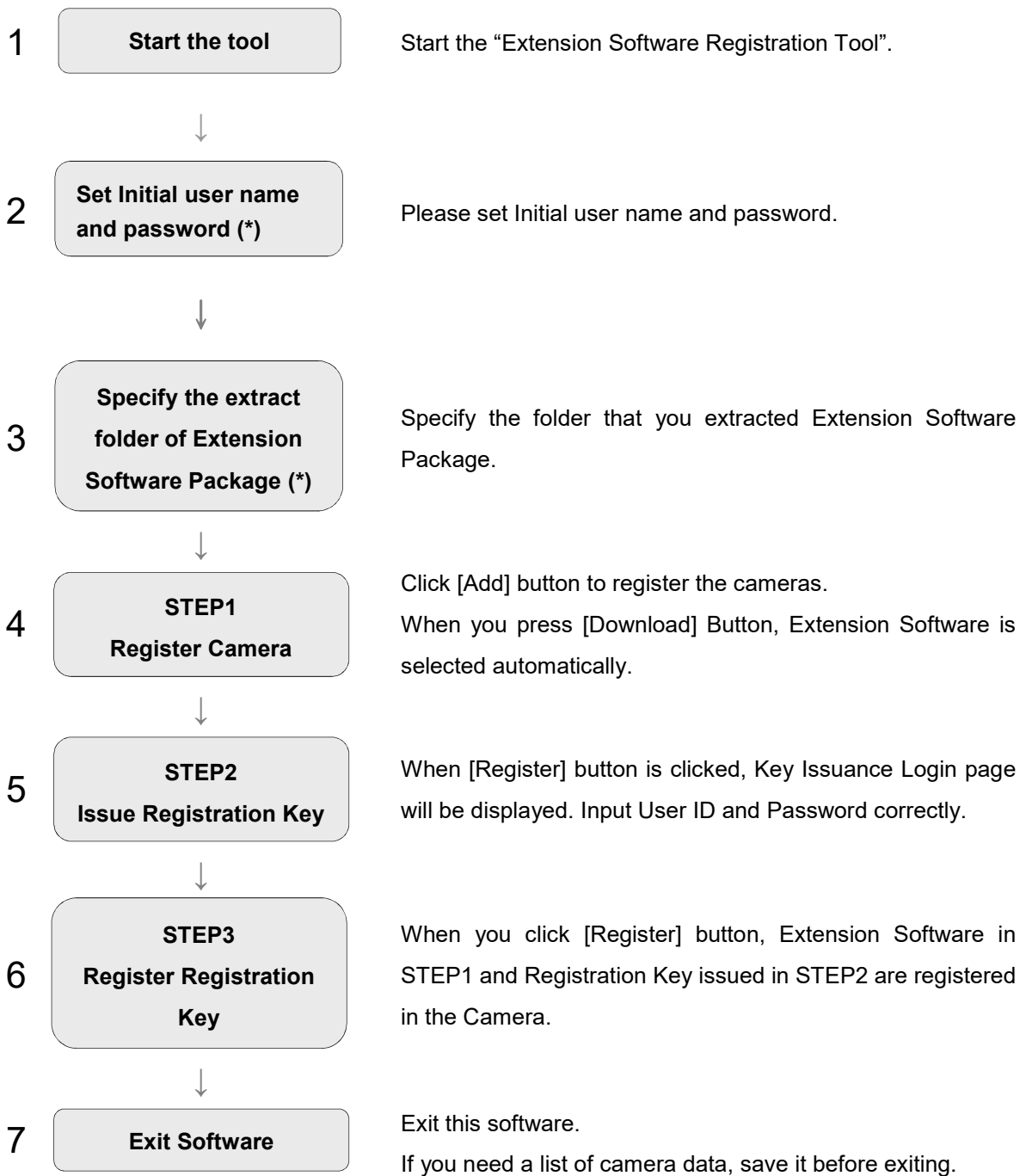
https://security.panasonic.com/training_support/design_tools/

Extension Software package may be updated. When it were updated, download and extract it, then set it on the "Option" screen – "Extension Software" tab.

Please extract the ZIP file of Extension Software Package.

Please make sure Activation Key No. and Registration ID.

Please make sure MPR ID.



(*) This operation is only for the initial launch of this software.

Description

Register Extension Software and Registration Key with the camera

Important:

Please make sure if you set the extract folder for Extension Software Package to the “Options” screen – “Extension Software” tab.

Please make sure Activation Key No. and Registration ID.

Please make sure MPR ID.

Wait for a while until registering the Extension Software is completed.

Do not turn off the power of the camera when installing the software. Do not perform any operations until the installation is completed.

Do not access concurrently to the same device from multiple PCs using this software. Otherwise, device errors may occur.

Launch the software

- 1** Select "Extension Software Registration Tool" from "start" menu ("Start" - "Panasonic" - "Extension Software Registration Tool").

This software will be launched, and then the login window will be displayed.



Important:

- Do not edit, delete and move the files copied upon installation. Otherwise, this software may not work correctly.

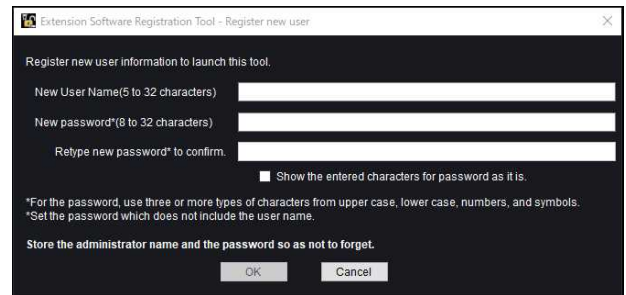
2 (2-1: When using this software for the first time)

Set initial user name and password.

First of all, please set user name and password to use this software.

Important:

- Acceptable "symbols" are as follows (common to both username and password field).
! # \$ % () * + , . / < > ? @ [] ^ _ ` { | } ~
- The username and password set here are necessary for next startup of this software, so please keep it so as not to forget.

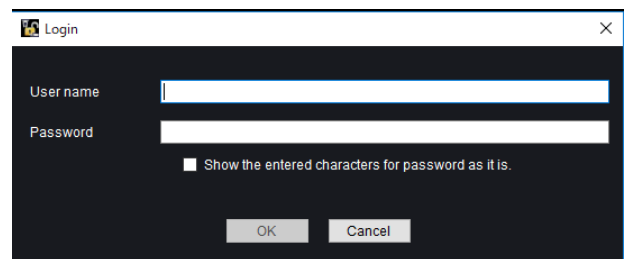


(2-2: When using for the second time or more) Enter registered user name and password and press [OK] to launch.

Enter the user name and password correctly in the initial startup (see step 2-1).

Important:

- To ensure the security, change the user name and password from default. It is also recommended to change them periodically.

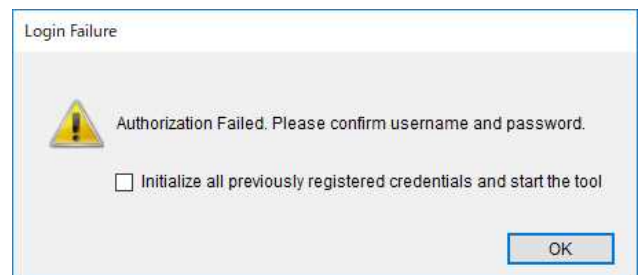


If the login authentication fails three or more consecutive times, the option "Initialize all previously registered credentials and start the tool" is displayed. (see right figure)

If you cannot remember the authentication information, by checking this option and pressing [OK], you can recall the state after initial installation and execute step 2-1 again.

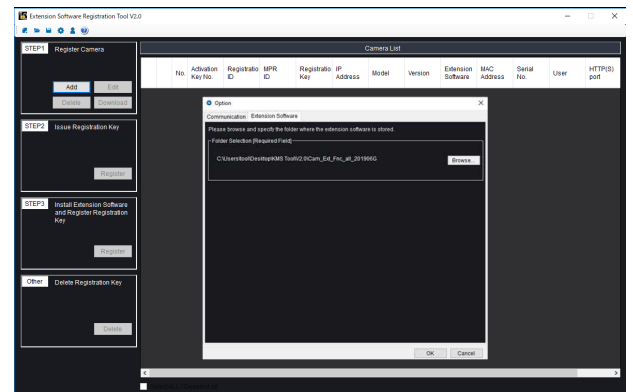
Important:

- In the case of initializing the activation authentication information by using this option, the "communication credential information with the device" held in this software is reset to the initial state after the software installation at the same time.
- If startup authentication has failed ten times consecutively, it will suspend the startup of this tool once for security. Please start again.



3 Click [OK] button.

The top page of the software will be displayed.
Then the “Option” screen is also displayed.

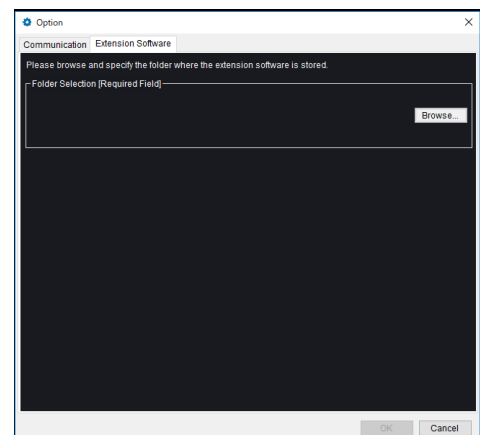


4 (4-1:When using this software for the first time)

In “Extension Software” tab of “Option” screen, click [Browse] and specify the folder where you extracted Extension Software Package.

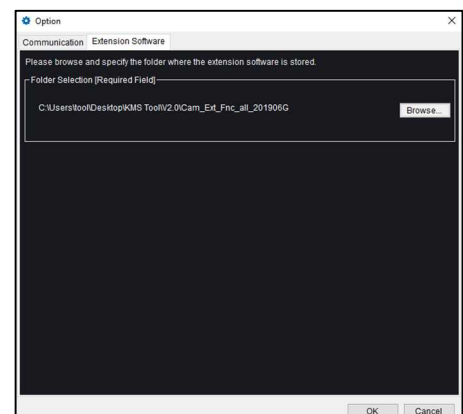
Important:

- Please use the folder you extracted the ZIP file of “Extension Software Package” as it is.



(4-2: When using for the second time or more)

In “Extension Software” tab of “Options” screen, confirm the folder where you extracted Extension Software Package.



5 [STEP1] Register Camera.

By clicking [Add] button, camera registration page will be displayed.

Input the following items.

- Activation Key No. (necessary item)
- Registration ID (necessary item)
- MPR ID
- IP address
- User name
- Password
- HTTP port

By clicking [Del] button, the registered camera will be deleted from the list.

By clicking [Edit] button, the registered camera will be edited.

By clicking the [Download] button with inputting the "IP address", "User name", "Password" and "HTTP/HTTPS port number", the followings for checked the cameras will be downloaded.

- MPR ID
- Model
- Version
- MAC Address
- Serial No.

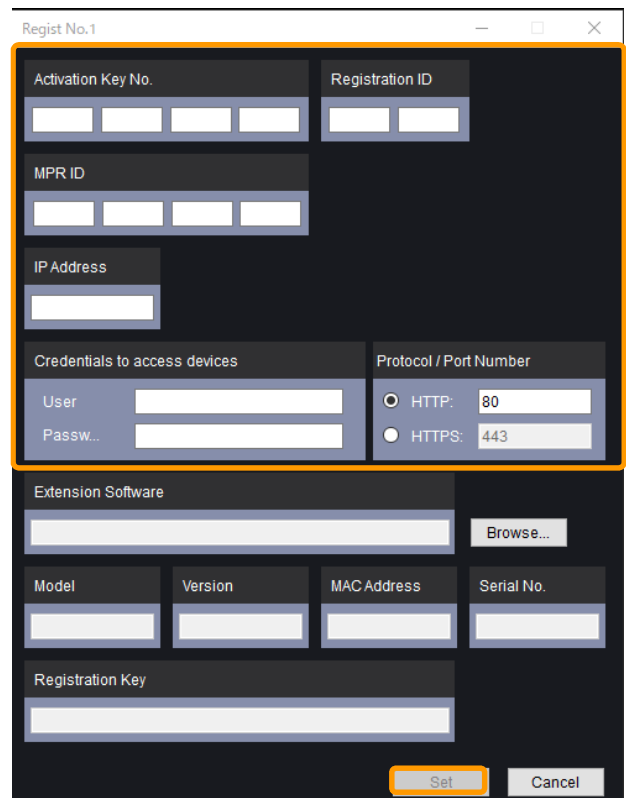
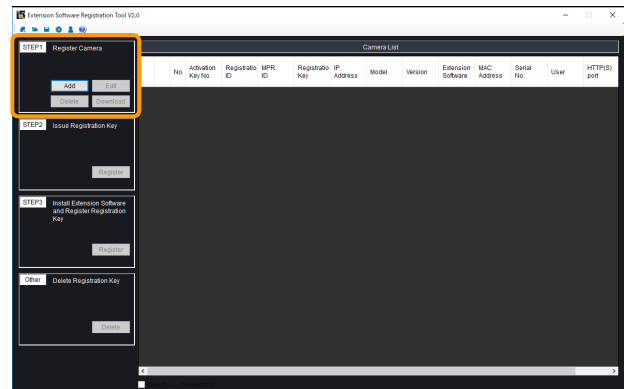
Also, at the same time, the Extension Software is displayed automatically.

Important:

- When issuing Registration Key, make sure the combination of Activation Key No. and MPR ID are correct.
- By clicking the [Browse] button, you can also set "Extension Software" separately.

Note:

- Confirm the log file "DownloadInfo_YYYYMMDD_hhmmss.txt" on the desktop. This contains PC information, results, IP address, Model, MAC Address, Version and Serial No.
-



6 [STEP2] Issue Registration Key.

Please confirm that the following items are correct.

- Activation Key No. (necessary item)
- Registration ID (necessary item)
- MPR ID (necessary item)

By clicking [Register] button, Key Issuance Login page will be displayed.

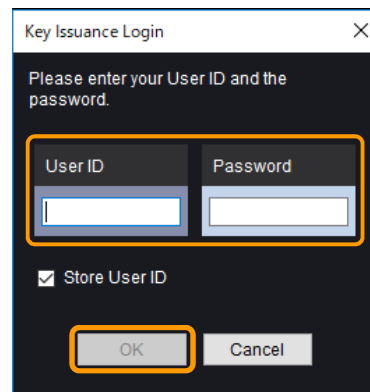
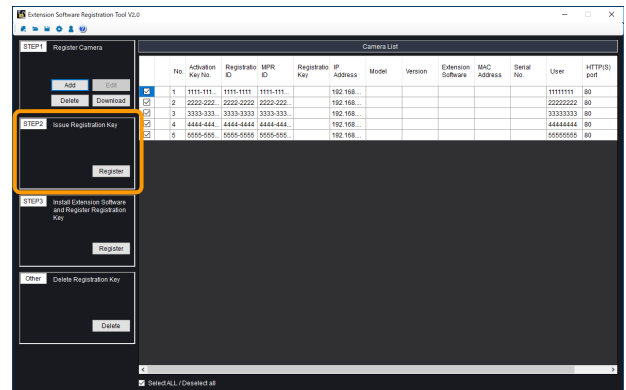
Input the following items.

- User ID (necessary item)
- Password (necessary item)

By clicking [OK] button, Registration Key will be issued. Wait for a while.

Note:

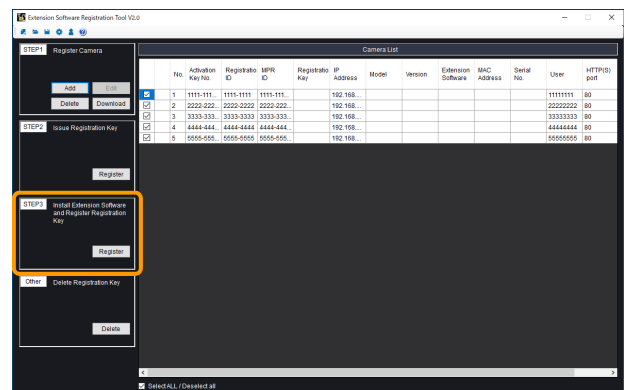
- Confirm the log file "IssueRegKey_YYYYMMDD_hhmmss.txt" on the desktop. This contains No., Activation Key No., MPR ID and Registration Key. Keep it so as not to lose.
-



7 [STEP3] Install Extension Software and Register Registration Key.

By clicking [Register] button, install Extension Software and register Registration Key on the checked the cameras. Wait for a while.

When registering is completed, a dialog box will be displayed.



Delete Registration Key

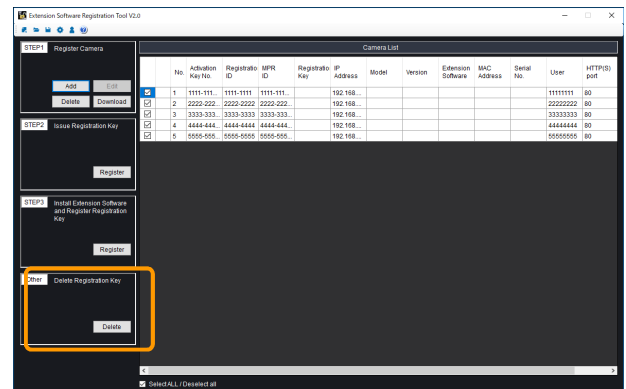
Important:

- When deleting the Registration Key from the camera, it is unable to use Extension Software.
- Once you issue a Registration Key, the Activation Key No. used to issue that key cannot be used in combination with any other MPR ID to issue a new Registration Key.

1 [Other] Delete Registration Key.

By clicking [Delete] button, delete Registration Key on the checked the cameras. Wait for a while.

When completing registration, a dialog box will be displayed.



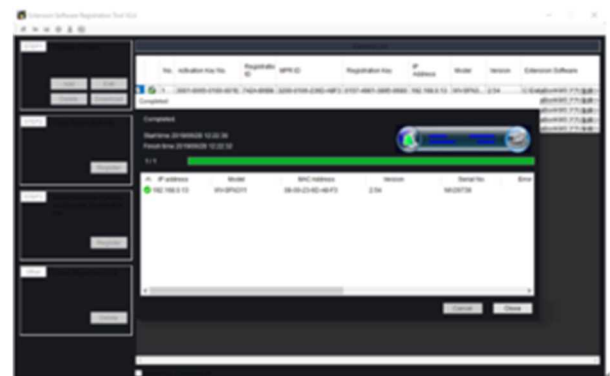
2 Complete the process.

Click [OK] button.

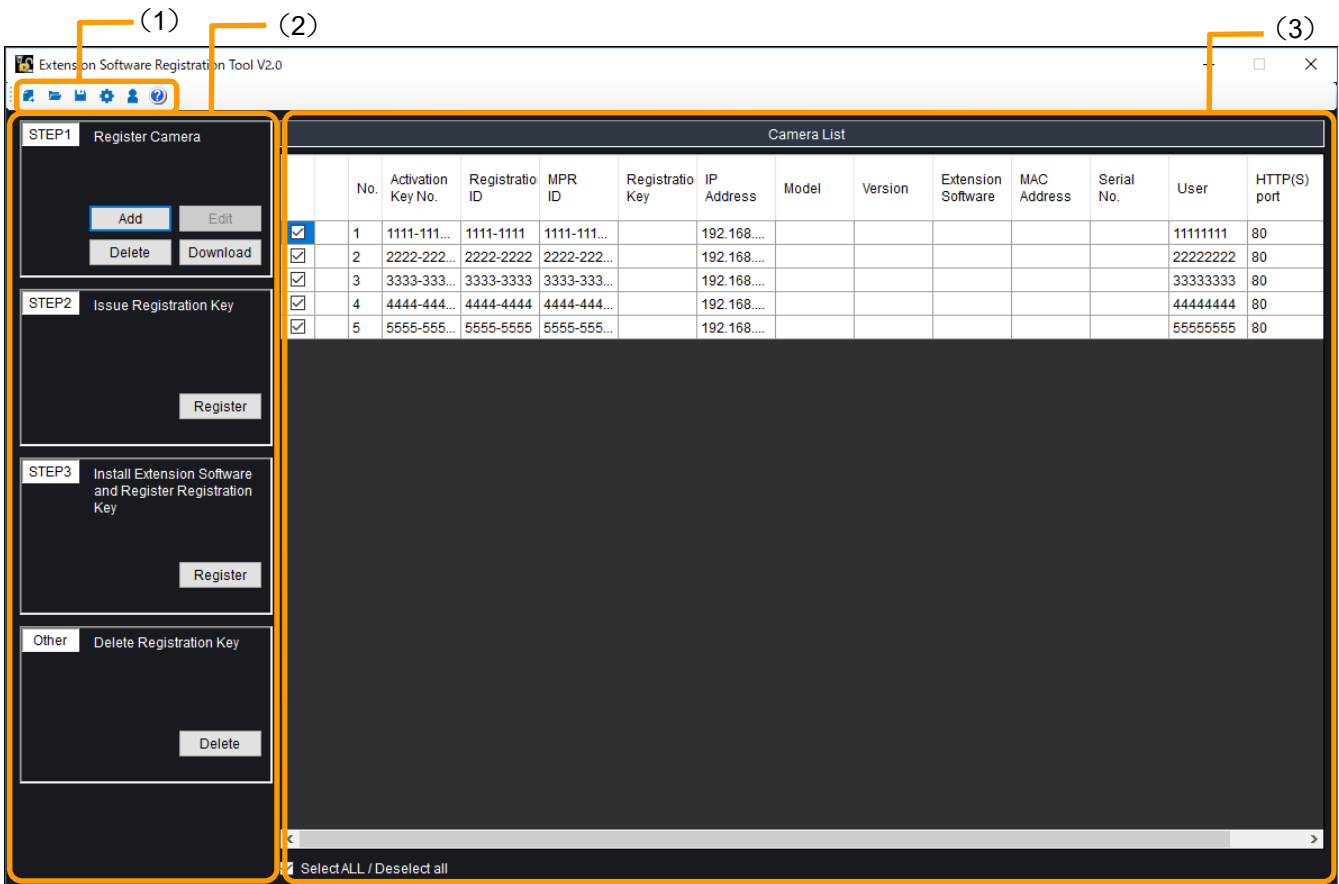
Note:

- Confirm the log file "ReleaseLog_YYYYMMDD_hhmmss.txt" on the desktop. This contains PC information, results, IP address, Model, MAC Address, Version and Serial No.

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About this software

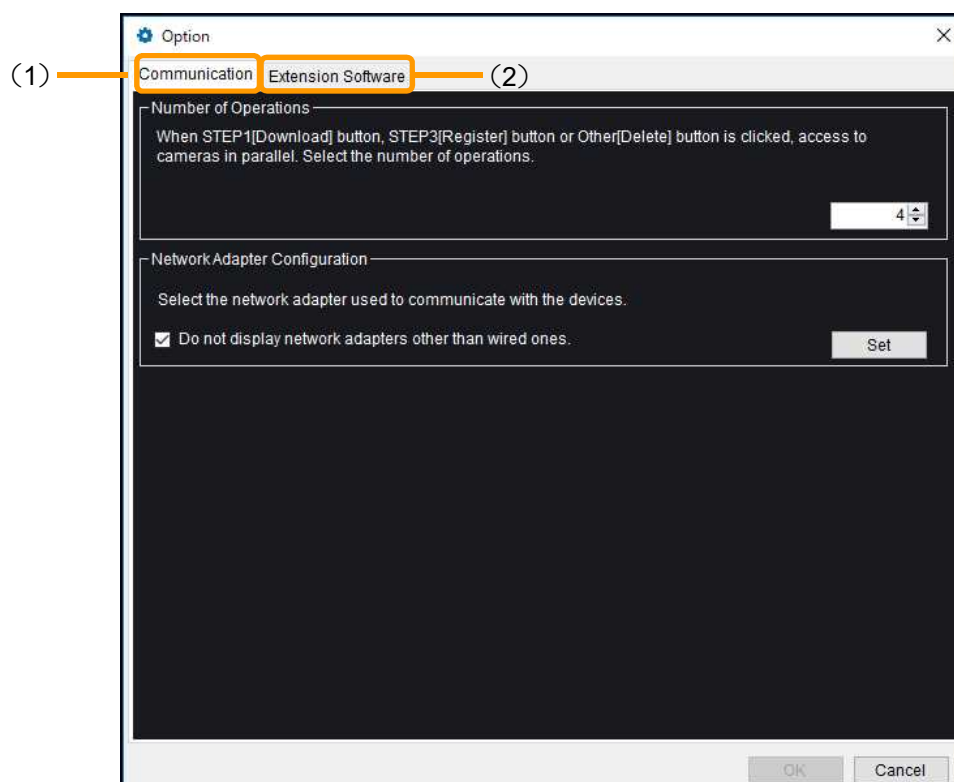


No.	Item	Description
(1)	Tool bar	
	New	Click this button to create a new setup file.
	Open	Click this button to open information of Camera Configuration List.
	Save	Click this button to save information of Camera Configuration List.
	Option	Options page will be displayed.
	Login User	Click this button to change the username and password for login for this software.
	Help	This manual will be displayed. Select "Extension Software Registration Tool.pdf " from "start" menu ("start" - "Panasonic" - " Extension Software Registration Tool.pdf"). This manual will be displayed.
(2)	Menu	Operation menu will be displayed.
(3)	Camera List	Added cameras will be displayed in this area.

Note:

- Up to 256 cameras/encoders can be registered.
 - If you edit the saved Camera Configuration List by using a text editor, this software may fail to read it.
-

“Option” screen



No.	Item	Description
(1)	Communication	Select the number of operations in “Number of Operations”, and set the network adapter in “Network Adapter Configuration”.
(2)	Extension Software	Specify the folder where you extracted Extension Software Package.

Other

Troubleshooting

Check the following before requesting repair.

[STEP1] Register Camera

Symptom	Cause/solution
Failed to connect the device. Please wait for a while, and then try again.	<p>▶ Is the Ethernet cable firmly connected to the 10BASE-T/100BASE-TX port? Is the connection indicator of the device lit?</p>
	<p>▶ Is the connection indicator of the device lit? When it is not lit, connection to a LAN is not established or a network is not working correctly. Confirm that the connection indicator of the 10BASE-T/100BASE-TX port is lit. Refer to a system administrator if it is not lit.</p>
	<p>▶ Is the valid IP address set? Refer to a system administrator for further information.</p>
	<p>▶ Are you accessing the wrong IP address? Check the connection as follows: >ping "IP address of the device" If there is reply from the device, the connection is normal. If not, check the settings of the IP address and the subnet mask.</p>
	<p>▶ Is the same IP address provided to other devices? Refer to a system administrator for further information.</p>
	<p>▶ Are there contradictions between the address and the network subnet to be accessed? When the device and the client (PC) are on the same subnet, is the same subnet set for the IP addresses of the device and the PC? Is "Use Proxy Server" for the settings of the browser checked? When accessing the device in the same subnet, entering the address of the device in the "Don't Use Proxy For These Addresses" box is recommended. Please check that cable connection is correct, cable is not damaged, PING goes to target device, and so on.</p>
<p>▶ Is network traffic being congested? Reducing Number of Operations is recommended. (=> 18 page)</p>	
Invalid user name or password. Please try again.	<p>▶ Is the correct user name or password entered? Confirm that the correct user name and password are entered.</p>

Symptom

Not support model or version.

Cause/solution

▶ Check the compatible models and version in the following URL

[STEP2] Issue Registration Key

Symptom

Currently, this Activation Key No. cannot be used to issue a Registration Key.

The MPR ID is incorrect. Please confirm and try again.

Invalid Activation Key No. or Registration ID. Please confirm and try again.

Currently, this Activation Key No. cannot be used to issue a Registration Key.

Specified Activation Key No. cannot be used with the model that selects it.

Invalid Activation Key No. or MPR ID. Please confirm and try again.

Cause/solution

▶

▶

▶ Please make sure Activation Key No. and Registration ID.

▶ Please make sure MPR ID.

▶

▶

▶

Symptom	Cause/solution
<p>The specified combination of the Activation Key No. and MPR ID already had an issued Registration Key and another one cannot be issued.</p>	<p>An Activation Key No. can only be used for one product. Once the Activation Key No. is issued with a Registration Key, you are not permitted to use the same Activation Key to issue a Registration Key for a different product; please obtain a new Activation Key Card.</p>
<p>It was not possible to connect to Key Management System.</p>	<p>Please confirm the system configuration, and then restart this software and try again.</p> <p>Key Management System may not be working for server maintenance. Please access to the following URL "Key Management System" from your PC or Mobile Phone. For PC: https://kms.business.panasonic.net/ipkms/pc/home.htm For mobile: https://kms.business.panasonic.net/cgi-bin/ipkms/m-key/license.cgi?MODE=key_login</p> <p>(To issue the "Registration Key" only.)</p>
<p>Response error of Key Management System.</p>	

[STEP3] Install Extension Software and Register Registration Key
[Other] Delete Registration Key

Symptom	Cause/solution
<p>Failed to connect the device. Please wait for a while, and then try again.</p>	<p>For details, refer to "[STEP1] Register Camera" message.</p>
<p>Failed to restart equipment by upload of Extension Software.</p>	
<p>Failed to restart equipment in the Registration Key released.</p>	

<p>Invalid user name or password. Please try again.</p>	<p>▶ For details, refer to "[STEP1] Register Camera" message.</p>
<p>Symptom</p>	<p>Cause/solution</p>
<p>Not support model or version.</p>	<p>▶ For details, refer to "[STEP1] Register Camera" message.</p>
<p>It is impossible to install the selected Extension Software.</p>	<p>▶ Check the corresponding models in the following URL when registering Extension Software. https://security.panasonic.com/training_support/design_tools/ -> *1</p>
<p>MPR ID Mismatch.</p>	<p>▶ The accessing camera's MPR ID and using the MPR ID to issue the Registration Key are different. -> *1</p>
<p>Registration Key has already been registered.</p>	<p>▶ Using the Activation Key No., you can only issue a Registration Key for one MPR ID.</p>
<p>Face Detection Activated</p>	<p>▶ It is possible to use Face Detection Function without registering Activation Key No.</p>
<p>Failed to register the Registration Key. (KMS flag of state is Off.)</p>	<p>▶ Failed to register the Registration Key because of failing to install Extension Software. Try it again. Do not turn off the power of the camera when installing the software. Do not perform any operations until the installation is completed.</p>
<p>Registration Key is not registered. (Not Registered)</p>	<p>▶ Check the compatible models in the following URL when registering Extension Software. https://security.panasonic.com/training_support/design_tools/ The accessing camera's MPR ID and using the MPR ID to issue the Registration Key are different. -> *1</p>

The corresponding Extension Software is not found in the specified folder. Please store the correct e Extension Software to the folder and retry again.

Please make sure if the folder you saved the Extension Software Package described in 4 of “Launch this Software” is correct.

There is no Extension Software that supports the specified conditions.

Please make sure if Activation Key No. and Registration ID are correct.

Please register the Extension Software manually.

Please register Extension Software manually according to [Important] of “Register Extension Software” [STEP1].

Failed to load the definition file.

Please install Extension Software Registration Tool again.

Extension Software has already registered.

Extension Software has already been registered, so please use it as it is.

***1**

- Using the Activation Key No., you can only issue a Registration Key for one MPR ID.
- Once you issue a Registration Key, the Activation Key No. used to issue that key cannot be used in combination with any other MPR ID to issue a new Registration Key.
- Please make sure the combination of the Activation Key No. and the MPR ID is correct.

The combination is correct:

Are you accessing the wrong IP address? Please make sure the accessing camera's MPR ID.

The combination is incorrect:

It is unable to register the issued Registration Key on the accessed camera. An Activation Key No. can only be used for one product. Once the Activation Key No. is issued with a Registration Key, you are not permitted to use the same Activation Key to issue a Registration Key for a different product.

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For U.S. and Canadian:

Panasonic i-PRO Sensing Solutions Corporation of America

<https://www.security.us.panasonic.com>

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<http://www.panasonic.com>

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Fukuoka, Japan.

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Panasonic Testing Centre

Panasonic Marketing Europe GmbH

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