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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

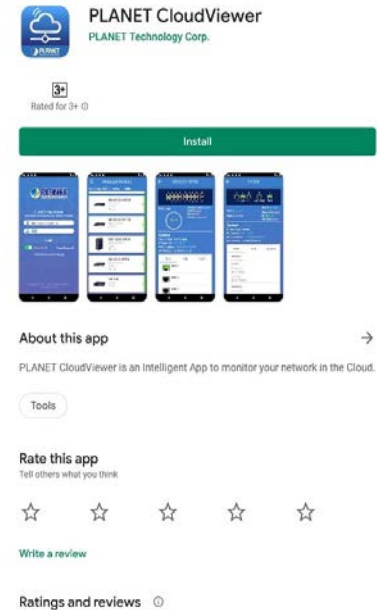
Step 1.

Download and Register CloudViewer

Download CloudViewer App

◆ Download CloudViewer App

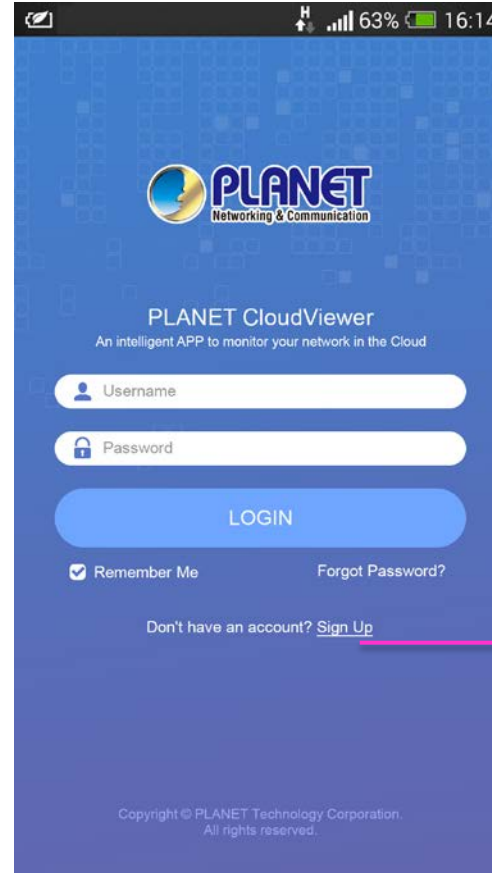
Please use smart phone to download App from [App Store](#) or [Google play](#)



Register

◆ Register

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



The screenshot shows the PLANET CloudViewer app interface. 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' with a person icon and 'Password' with a lock icon. A blue 'LOGIN' button is positioned below the password field. Under the login button, there is a checked checkbox for 'Remember Me' and a link for 'Forgot Password?'. At the bottom of the login section, there is a link that says 'Don't have an account? Sign Up'. The bottom of the screen contains copyright information: 'Copyright © PLANET Technology Corporation. All rights reserved.'

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

2

 PLANET CloudViewer

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)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=GS-4210-24T2S&view=5#list
2	GS-4210-16T2S(V2)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=GS-4210-16T2S&view=5#list
3	GS-4210-8P2S(V2)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=GS-4210-8P2S&view=5#list
4	GS-4210-24PL4C(V2)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=GS-4210-24PL4C&view=5#list
5	GS-4210-24P4C(V2)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=GS-4210-24P4C&view=5#list
6	GS-4210-16P2S(V2)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=GS-4210-16P2S&view=5#list
7	GS-6320-24UP2T2XV		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=GS-6320-24UP2T2XV&view=5#list

CloudViewer Supported Products

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

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.

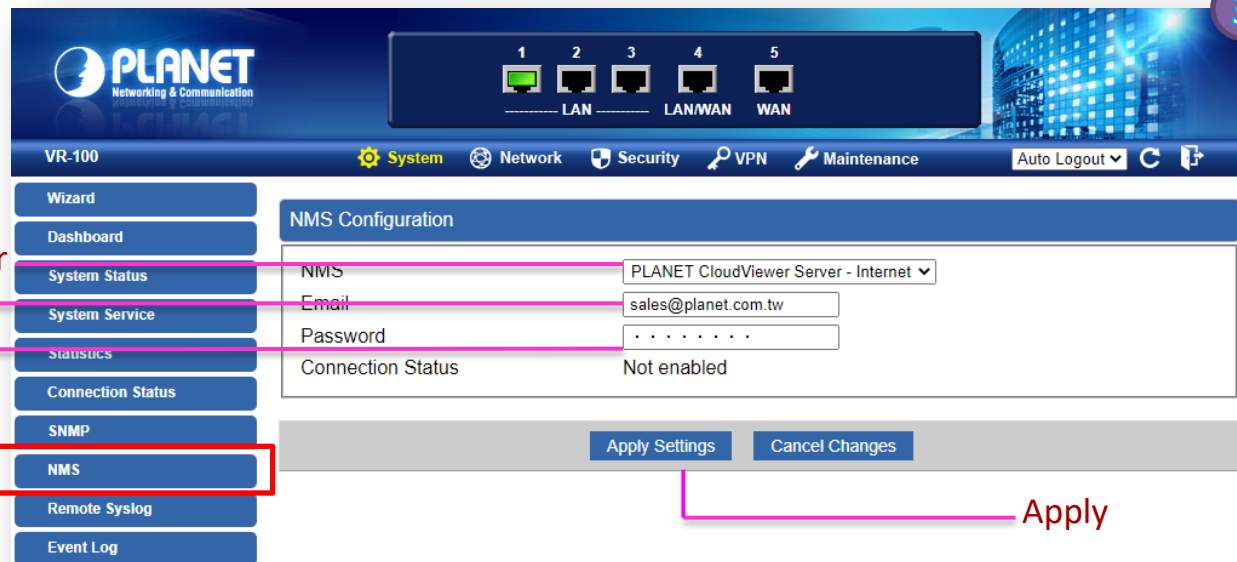
Bind Devices

◆ 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

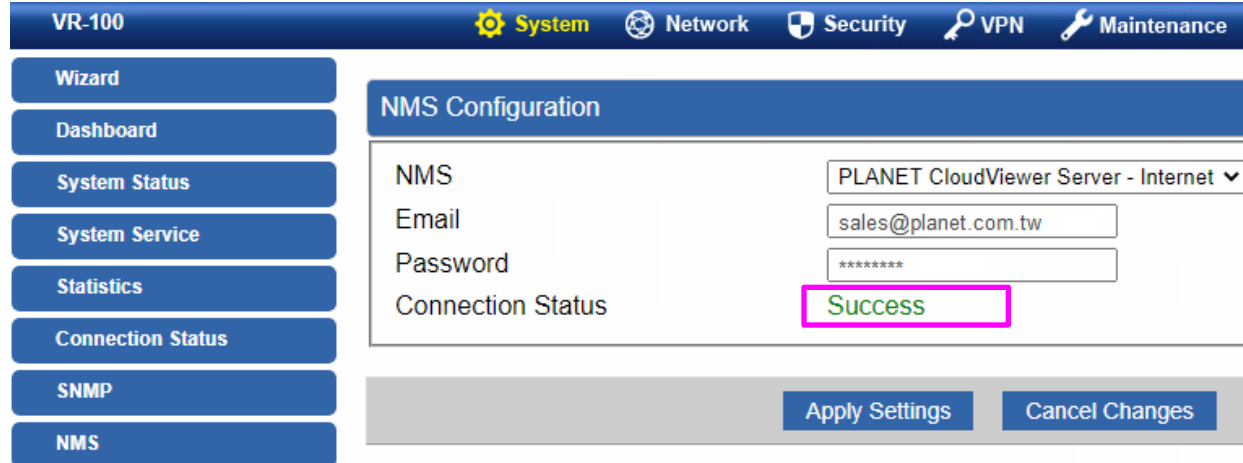
◆ Binding Devices with CloudViewer Account

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 PLANET CloudViewer NMS Configuration interface. On the left is a sidebar with navigation buttons: VR-100, Wizard, Dashboard, System Status, System Service, Statistics, Connection Status, SNMP, and NMS. The main area is titled 'NMS Configuration' and contains the following fields:

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

At the bottom of the configuration area are two buttons: 'Apply Settings' and 'Cancel Changes'. The 'Connection Status' field is highlighted with a pink border, indicating a successful connection.

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

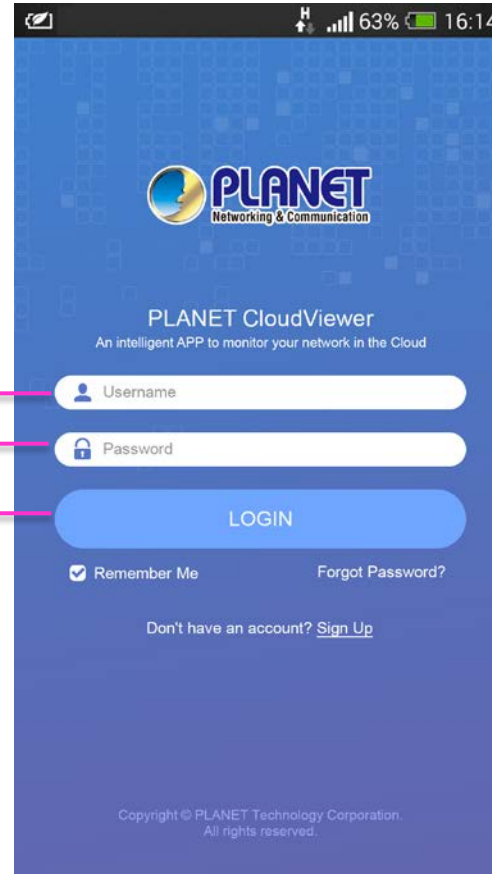
◆ Login

Log in the CloudViewer with an e-mail account.

Account

Password

Login



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's logo and name are centered at the top of the screen. Below the logo, the text 'PLANET CloudViewer' and 'An intelligent APP to monitor your network in the Cloud' are displayed. The login form consists of three main components: a 'Username' input field with a user icon, a 'Password' input field with a lock icon, and a blue 'LOGIN' button. Below the button, there is a 'Remember Me' checkbox (checked) and a 'Forgot Password?' link. At the bottom of the form, there is a link for users who don't have an account: 'Don't have an account? [Sign Up](#)'. 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 can find:

PoE Usage

Device Description

Device Uptime

Managed Devices		
Last Update : 3 seconds ago		
Fri, 11 Sep, 2020 14 Devices, 4 Offline		
	VR-100 VR-100 2d23h	>
	IGS-10020HPT Lab-SW 13d6h ⚡ 56.4W	>
	IGS-10020MT Ring-SW1 13d6h	>
	IGS-10020MT Ring-SW2 13d6h	>
	IGS-10020MT IGS-10020MT 0m0s	>
	IGS-20160HPT Lab-camera 13d6h ⚡ 5.8W	>

Online

Offline

Virtual Panel

◆ Virtual Panel

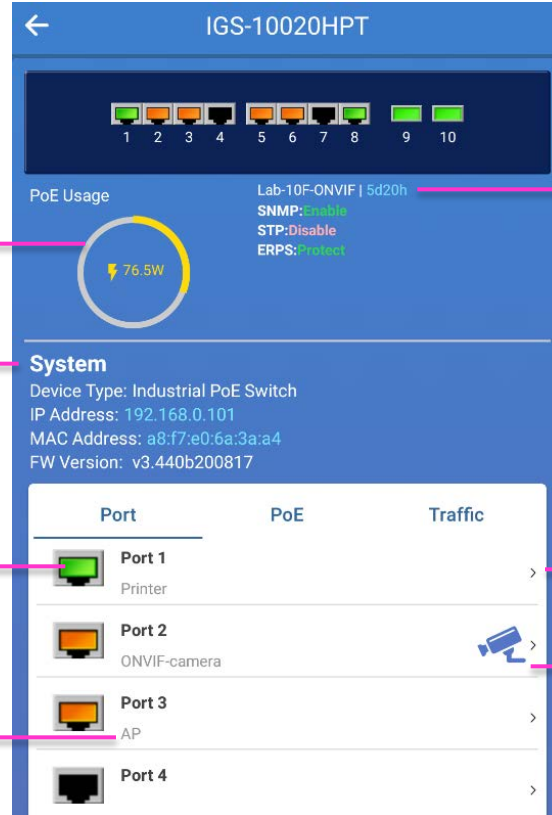
At the touch of a device button, more information, including **Port** status, can be shown.

PoE Usage Health

System Info

Port Status

Port Description



Device Description | Uptime
Config. Status

Go to Port Details

PLANET ONVIF
Camera Detected

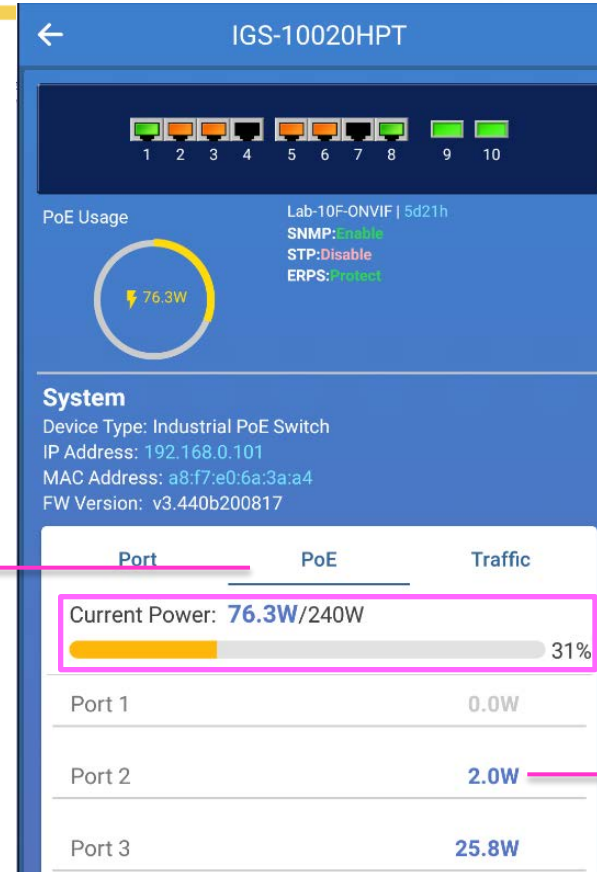
Virtual Panel

◆ Virtual Panel

Touch the device button to see more information.

Then **PoE** status

Touch to See Per Port PoE Usage



Total PoE Usage

Port PoE Usage

Virtual Panel

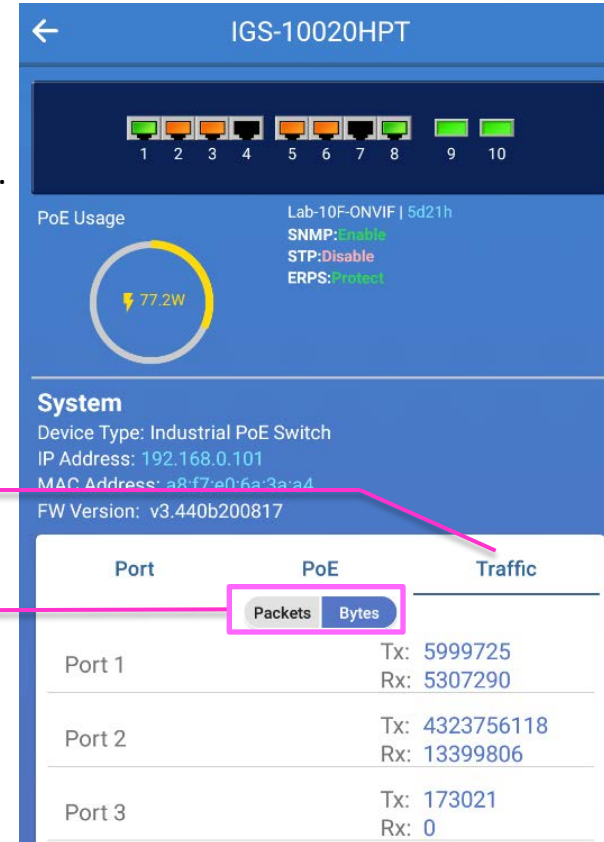
◆ Virtual Panel

Touch the device button to see more information.

Then the **Traffic** status.

Touch to See per Port Traffic Status

Per Port Tx/Rx Data Rate



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

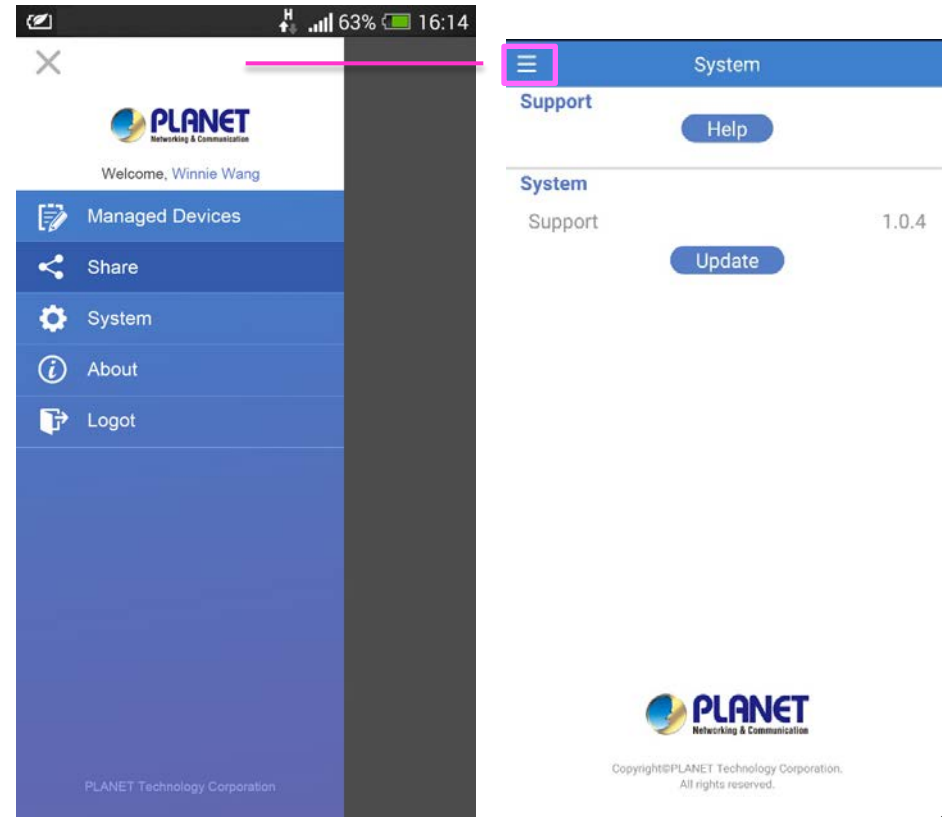


Port Info.

Menu

◆ Menu

More advanced features in the future.



Share Devices information

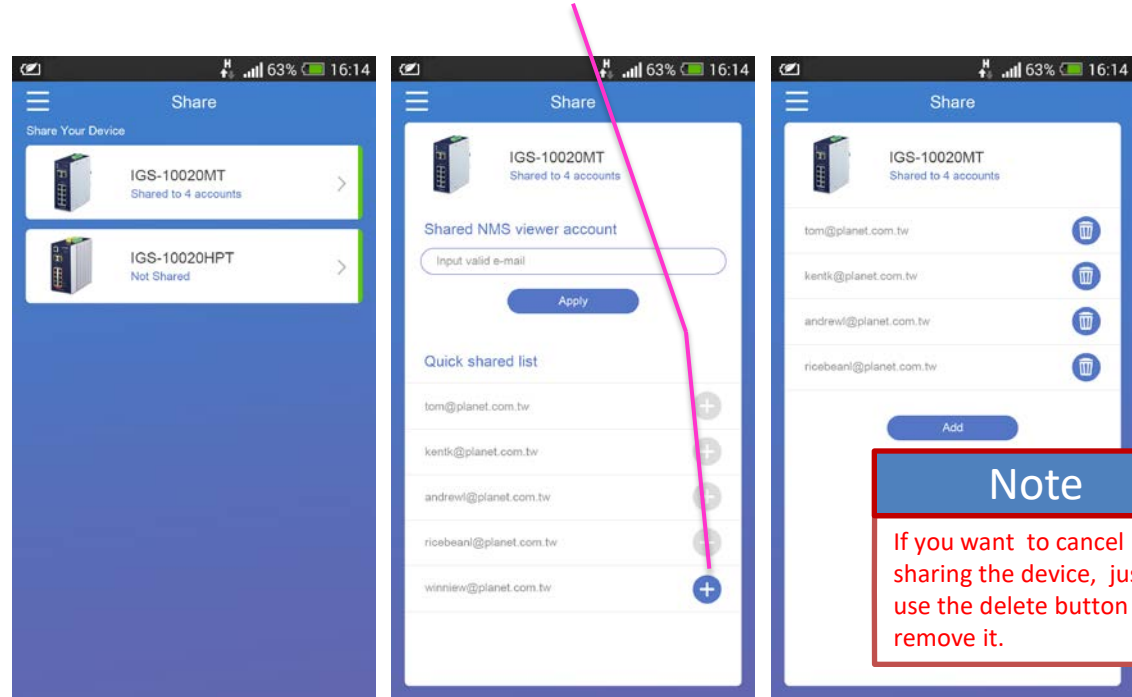
◆ Share

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.

Note

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

Share this device with other administrators



Note

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

APPENDIX

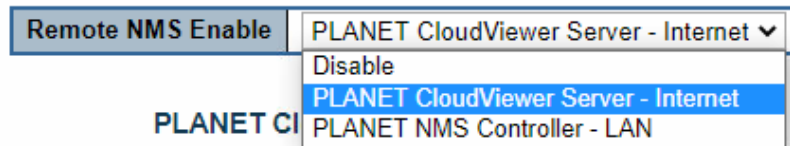
FAQs (1/3)

- ◆ Why don'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 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 a few steps.

FAQs (2/3)

- ◆ I have an 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



The screenshot shows a configuration window titled "Remote NMS Configuration". It features a "Remote NMS Enable" button and a dropdown menu. The dropdown menu is open, showing four options: "PLANET CloudViewer Server - Internet" (selected), "Disable", "PLANET CloudViewer Server - Internet", and "PLANET NMS Controller - LAN". The text "PLANET C" is partially visible to the left of the dropdown menu.

Remote NMS Enable
PLANET CloudViewer Server - Internet
Disable
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	
Mode	Host	
DNS Server	Configured IPv4 or IPv6	8.8.8.8
DNS Proxy	☐	

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

IP Routes

Delete	Network	Mask Length	Gateway	Next Hop VLAN
☐	0.0.0.0	0	192.168.0.1	1

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THANK YOU