



Web SmartDeviceMonitor Professional IS/Standard

Client Reference

-
- 1** Pre-Operation Confirmation
 - 2** Login and Logout
 - 3** Displaying Device Information
 - 4** Downloading and Installing Packages
 - 5** Appendix

Introduction

This manual contains detailed instructions and notes on the operation and use of this product. For your safety and benefit, read this manual carefully before using the product. Keep this manual in a handy place for quick reference.

Preface

Thank you for purchasing Web SmartDeviceMonitor Professional IS/Standard.

This guide explains how to operate this software. To get optimum results from Web SmartDeviceMonitor Professional IS/Standard, be sure to read this guide first. Keep this guide handy for easy reference.

This guide provides explanations of device list and the device information displays, and package management.

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The proper names of the Windows operating systems are as follows:

- The product name of Windows 98 is Microsoft® Windows® 98.
- The product name of Windows Me is Microsoft® Windows® Millennium Edition (Windows Me).
- The product names of Windows 2000 are as follows:
 - Microsoft® Windows® 2000 Professional
 - Microsoft® Windows® 2000 Server
 - Microsoft® Windows® 2000 Advanced Server
- The product names of Windows XP are as follows:
 - Microsoft® Windows® XP Home Edition
 - Microsoft® Windows® XP Professional
- The product names of Windows Vista are as follows:
 - Microsoft® Windows Vista® Ultimate
 - Microsoft® Windows Vista® Enterprise
 - Microsoft® Windows Vista® Business
 - Microsoft® Windows Vista® Home Premium
 - Microsoft® Windows Vista® Home Basic
- The product names of Windows Server 2003 are as follows:
 - Microsoft® Windows Server® 2003 Standard Edition
 - Microsoft® Windows Server® 2003 Enterprise Edition
- The product names of Windows Server 2003 R2 are as follows:
 - Microsoft® Windows Server® 2003 R2 Standard Edition
 - Microsoft® Windows Server® 2003 R2 Enterprise Edition
- The product names of Windows NT 4.0 are as follows:
 - Microsoft® Windows NT® Workstation 4.0
 - Microsoft® Windows NT® Server 4.0

How to Read This Manual

Symbols

The following set of symbols is used in this manual.

Important

Indicates a situation that may result in property damage or malfunction if instructions are not followed. Be sure to read the instructions.

Preparation

Indicates information or preparations required prior to operating.

Limitation

Indicates a function's limitations.

Note

Indicates supplementary relevant information.

Reference

Look here for further information.

[]

Indicates on-screen keys and items.

[]

Indicates keys on the computer's keyboard.

Terminology

The following is an explanation of the terminology used in this manual:

❖ **Device**

A "device" is a printer or multifunction machine connected to a network. Though the term generally includes routers, hubs, and other network devices, "device" in this manual is limited to printers and multifunction machines.

❖ **Discovery**

This refers to the process of discovering network connected devices by Web SmartDeviceMonitor Professional IS/Standard.

Screens

The explanations in this manual use Windows XP Professional Service Pack 2 and Internet Explorer 6.0 Service Pack 2 screens. If you use another version of Windows, screen images may differ; however, you can perform the same steps.

The images used in this manual are from Web SmartDeviceMonitor Professional IS.


TABLE OF CONTENTS

How to Read This Manual	i
Symbols	i
Terminology	i
Screens	i
1. Pre-Operation Confirmation	
<hr/>	
System Requirements for Client	1
Requirements for Opening Packages	2
Activating browser JavaScript	2
2. Login and Logout	
<hr/>	
Login	4
Layout of the Top Page Screen	6
Logout.....	7
3. Displaying Device Information	
<hr/>	
Displaying the Device List	9
Layout of the Device List Screen	10
Explanation of Status Icon	11
Searching for Devices	12
Sorting a Search Results List.....	15
Displaying a List of Devices with Errors	16
Display from Top Page Screen	16
Display from Device List.....	17
Displaying Device Information	18
Displaying Device Information on the Device List Screen.....	18
Content of the Device Information Screen	20
4. Downloading and Installing Packages	
<hr/>	
Downloading Packages.....	25
Downloading from the Package List.....	25
Downloading Packages from the URL Notified by E-mail	28
Opening Packages.....	29
5. Appendix	
<hr/>	
About Help.....	31
Troubleshooting.....	33
Limitations under Windows Vista	34
INDEX.....	35

1. Pre-Operation Confirmation

System Requirements for Client

Before accessing Web SmartDeviceMonitor Professional IS/Standard, confirm the operating environment below.

Item	System requirements
Computer	CPU: Pentium compatible 500 MHz or higher recommended Memory: 128 MB or higher recommended Capacity of Hard Disk: In accordance with the operating system recommendation
Operating System	Windows 2000 Professional / Server / Advanced Server (i386): Service Pack 4 or later Windows XP Home Edition / Professional: Service Pack 2 or later Windows Vista x86/x64 Ultimate / Enterprise / Business / Home Premium / Home Basic Windows Server 2003 Standard Edition / Enterprise Edition: Service Pack 1 or later Windows Server 2003 R2 Standard Edition / Enterprise Edition: Service Pack 1 or later
Operating System Language	English, German, French, Italian, Spanish, Dutch ^{*1}
Browser	The following browsers with JavaScript enabled: <ul style="list-style-type: none">• Internet Explorer 6.0 Service Pack 1 or later• Internet Explorer 7.0  Reference For details about activating JavaScript, see p.2 “Activating browser JavaScript”.
Network	TCP/IP needs to be installed and properly configured.
Screen Resolution	1024x768 or higher recommended

^{*1} You can install in the language selected on the corresponding operating system. When you install this application software in an operating system other than the corresponding operating systems, English is set.


Reference

For details about how to download packages, see p.25 “Downloading Packages”

For details about how to open packages, see p.29 “Opening Packages”

Requirements for Opening Packages

To open packages created using Packager, client computers must meet the following requirements:

Item	System requirements
Operating System	Windows 98 SE/Me Windows 2000 Professional /Server / Advanced Server (i386) : Service Pack 4 or later Windows XP Home Edition / Professional: Service Pack 2 or later Windows Vista x86 Ultimate / Enterprise / Business / Home Premium / Home Basic Windows Server 2003 Standard Edition / Enterprise Edition: Service Pack 1 or later Windows Server 2003 R2 Standard Edition / Enterprise Edition: Service Pack 1 or later  Note <input type="checkbox"/> Packages cannot be executed under the Windows Vista x64 edition.

 **Limitation**

- Packages can be created by Web SmartDeviceMonitor Professional IS only.

 **Reference**

For details about opening packages, see p.29 “Opening Packages”.

Activating browser JavaScript

1 Select [Internet Options...] on the Internet Explorer [Tools] menu.

The [Internet Options] dialog box appears.

2 Click the [Security] tab.

3 Click [Custom Level...].

The [Security Settings] dialog box appears.

4 Select [Enable] in [Active scripting] displayed under [Scripting].

5 Click [OK].

The [Security Settings] dialog box closes.

6 Click [OK].

The [Internet Options] dialog box closes.

2. Login and Logout

Web SmartDeviceMonitor Professional IS/Standard is a Web-based application that provides device management solutions. Logging in from a computer to the Web SmartDeviceMonitor Professional IS/Standard Server using a Web browser allows users to perform the following:

- Display the device list
- Check device information
- Download the package
- Install drivers using the package

 **Note**

- It is possible to download the package and install drivers using the package if "Web SmartDeviceMonitor Professional IS" is in use. This is not possible with "Web SmartDeviceMonitor Standard".

This chapter explains how to log in to the Web SmartDeviceMonitor Professional IS/Standard Server, how to use the screens that appear after login, and how to log out.

Login

To log in to the Web SmartDeviceMonitor Professional IS/Standard Server, the following information is required and must be obtained from the administrator in advance:

- URL of the Web SmartDeviceMonitor Professional IS/Standard Server
- User name
- Password
- Domain name (If other than Basic authentication)

Important

- If using Windows Server 2003, settings must be made in advance. Contact the administrator.

1 Start Internet Explorer.

- 2** Enter the following URL in the address bar, and then press the **[Enter]** key on the keyboard.

http://{host name.domain name}:{port number}/wsdm/pc/basic.Login
or

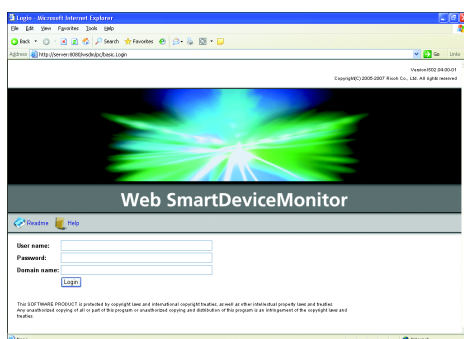
http://{IP address}:{port number}/wsdm/pc/basic.Login

- Specify the host name or IP address of the computer on which Web SmartDeviceMonitor Professional IS/Standard is installed.
- Specify the name of the domain that contains the computer on which Web SmartDeviceMonitor Professional IS/Standard is installed.

Note

- The domain name is required only if the computer on which Web SmartDeviceMonitor Professional IS/Standard is installed belongs to a domain.
- Specify the port number designated when Web SmartDeviceMonitor Professional IS/Standard was installed.

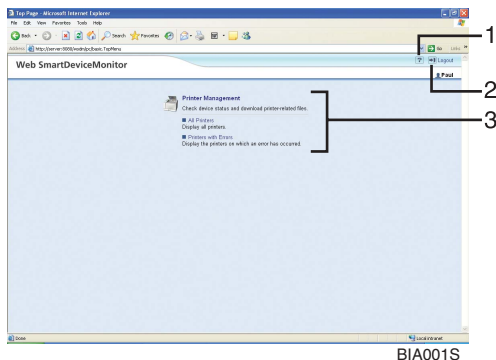
The login screen appears.



Layout of the Top Page Screen

The structure of the Top Page screen is as follows:

2



1. Help button

Clicking this button displays Help.

2. Logout button

Clicking this button allows you to log out from Web SmartDeviceMonitor Professional IS/Standard Server.

3. Printer Management menu

Displays information about devices managed by Web SmartDeviceMonitor Professional IS/Standard.

Logout

The procedure for logging out from Web SmartDeviceMonitor Professional IS/Standard is as follows:

1 Click the **[Logout]** button on the displayed screen.

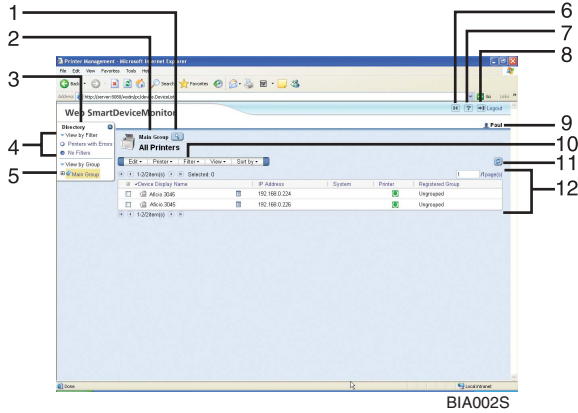
Your computer logs out from Web SmartDeviceMonitor Professional IS/Standard and the login screen appears.

 **Note**

- If you use the **[Close]** button to shut down the system, it may appear on the screen that you have shut down though, in the system, you may recognized as still logged in.

Layout of the Device List Screen

The structure of the [All Printers] screen is as follows:



1. Search button

This button allows you to display search conditions. When searching for a device, click this button, and then enter the conditions for your search.

Reference

p.12 “Searching for Devices”

2. Group display

This displays the group name of the displayed device list.

3. Directory

This displays registered filters and groups.

4. Filter

This displays filters for refining the device list using conditions. Filters are created and registered by the administrator. When the displayed filter is selected, the displayed device list is refined using conditions registered in the filter.

Reference

p.15 “Using filters”

5. Group list

This displays the group list if the device is managed as a group.

6. Home button

This button allows you to return to the Top Page screen.

7. Help button

This button allows you to display Help.

8. Logout button

This button allows you to log out from Web SmartDeviceMonitor Professional IS/Standard Server.

Reference

p.7 “Logout”

9. Login user name

This displays the login user name.

10. Menu bar

This displays the menu available on the device list display screen.

11. Refresh button

This refreshes Web SmartDeviceMonitor Professional IS/Standard data display.





12. Device list display area

This displays the device list.

Explanation of Status Icon

The following is an explanation of the meaning of the status displayed on the device list.










System status

Status icon	Explanation
	No Response
	Service Call
	Replace or Replenish
	Access violation has occurred This icon indicates excessive access to a device.

Printer status

Status icon	Explanation
	No Response
	No Toner/Ink
	Paper Jam
	No Paper
	Cover Open
	No Staples
	Punch scraps are full
	Waste toner is full
	Paper Jam in Auto Document Feeder (ADF)
	Communication Error
	Paper output tray is full
	One of the paper output trays is full
	Not Supported
	Other Error

Displaying Device Information

Status icon	Explanation
	Offline
	Warm Up
	Toner/Ink Low
	Paper Low
	Other Warning
	Power Save Mode
	Not Ready: Processing
	Busy
	Ready

3

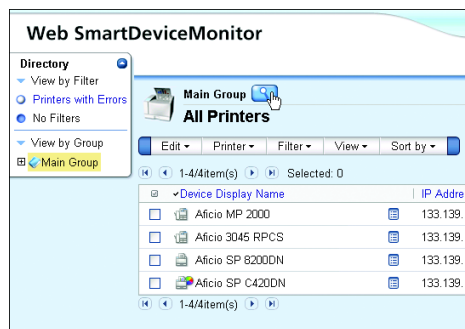
Searching for Devices

You can search for devices using specified conditions and display the search result as a list. There are two ways to search for a device:

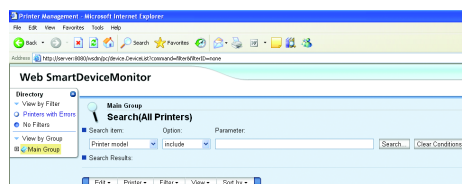
- Specify search conditions
- Use a registered filter

Specify search conditions

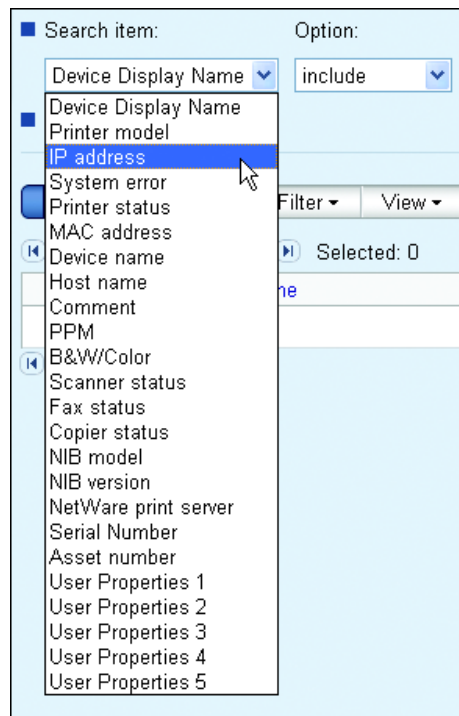
1 On the [All Printers] screen, click the search button.



A field to specify search conditions appears.



2 Select items as search conditions from the [Search item:] pull-down menu.

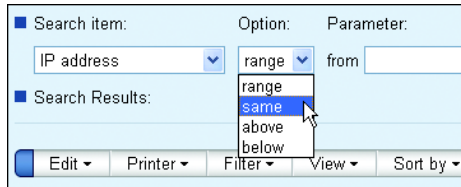


Available items are:

- Device Display Name
- Printer model
- IP address
- System error
- Printer status
- MAC address
- Device name
- Host name
- Comment
- PPM
- B&W/Color
- Scanner status
- Fax status
- Copier status
- NIB model
- NIB version
- NetWare print server
- Serial Number
- Asset number

- User Properties 1
- User Properties 2
- User Properties 3
- User Properties 4
- User Properties 5

3 Select an option configuration item from the [Option:] pull-down menu.



The option configuration items are:

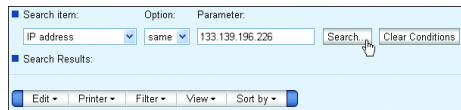
- When specifying a character string for the parameter: include, Exact match
- When specifying a numeric value for the parameter: same, above, below
- When specifying a numeric value (a range can be specified) for the parameter: range, same, above, below
- When selecting the parameter from choices: same

4 Enter the set value in the [Parameter:] text box. For example, if [IP address] is specified in [Search item:], enter the IP address.

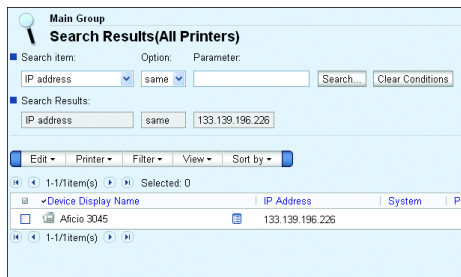
Note

If you click [Clear Conditions], the search conditions return to their defaults.

5 Click [Search...].



The [Search Results] screen appears and the search result appears as a list.

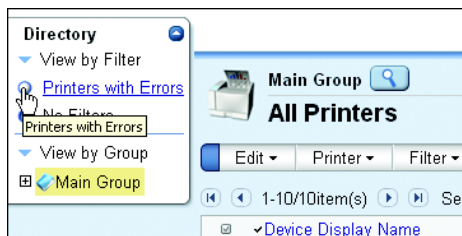


Search conditions appear in the [Search Results] field.

Using filters

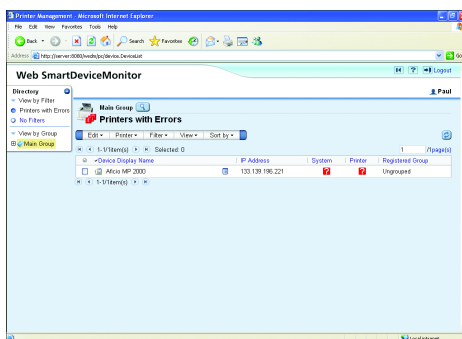
Search conditions are registered in filters.

- 1 On the device list screen, in the filter list displayed under [Directory], click the filter you want to use.



3

The search result obtained by using search conditions registered in the selected filter appears as a list.



Sorting a Search Results List

You can sort the displayed list by specific items.

- ❖ **Click the row name of the item in the displayed list.**
Clicking the row name to sort by in the displayed list sorts the list in ascending order. Clicking again sorts the list in descending order. The selected item is checked.
- ❖ **Select from the menu**
Select the sorted item from the [Sort by] menu on the menu bar. The selected item is checked.

Displaying a List of Devices with Errors

You can display only a list of devices with errors.

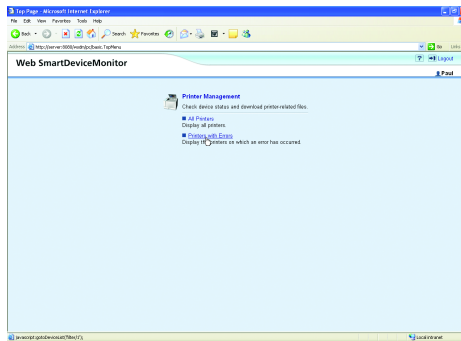
Reference

- You can specify search conditions or filters to search devices. See p.12 “Searching for Devices”.
- You can sort the displayed list using specified items. See p.15 “Sorting a Search Results List”.
- You can select a device from the list to display information about the device. See p.18 “Displaying Device Information”.

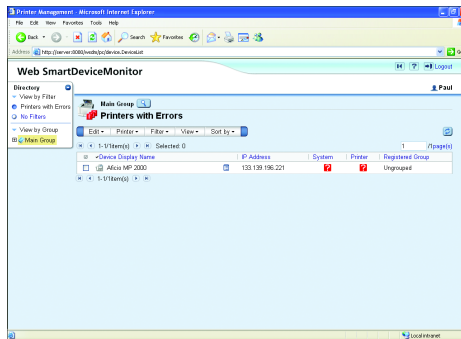
3

Display from Top Page Screen

1 Click [Printers with Errors] on the Top Page screen.

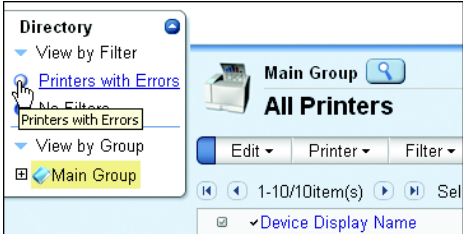


A list of devices with errors appears.



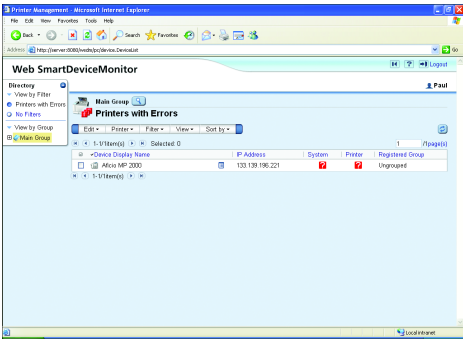
Display from Device List

1 On the device list screen, in [Directory], click [Printers with Errors], which is displayed under [View by Filter].



3

The list of devices with errors appears.



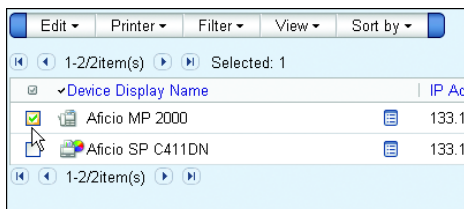
Displaying Device Information

You can display the device information selected from the list.

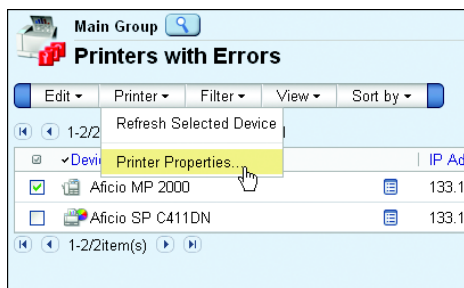
Displaying Device Information on the Device List Screen

1 On the device list screen, put a check in the box on the left side of the device whose information you want to display.

3

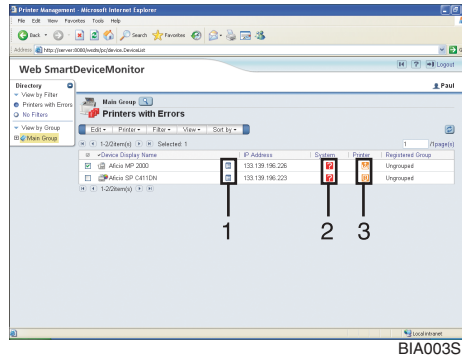


2 Select [Printer Properties...] from the [Printer] menu.



 **Note**

- You can also click the icon of a device on the list to display its device information.



BIA003S

1. Properties icon

2. System status icon

 **Reference**

There are several types of system status icons. See p.11 “System status”.

The device information screen appears in another window.

3. Printer status icon

 **Reference**

There are several types of printer status icons. See p.11 “Printer status”.

Content of the Device Information Screen

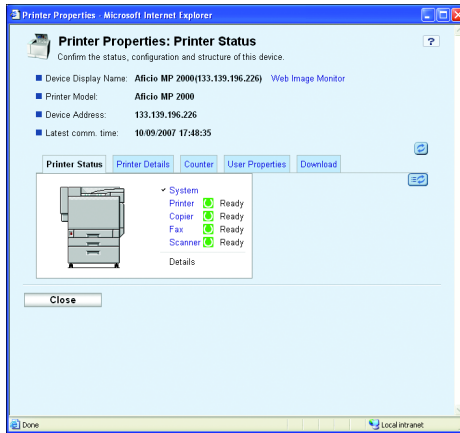
This screen displays detailed information about a selected device. The device information screen consists of five tabs.

 **Note**

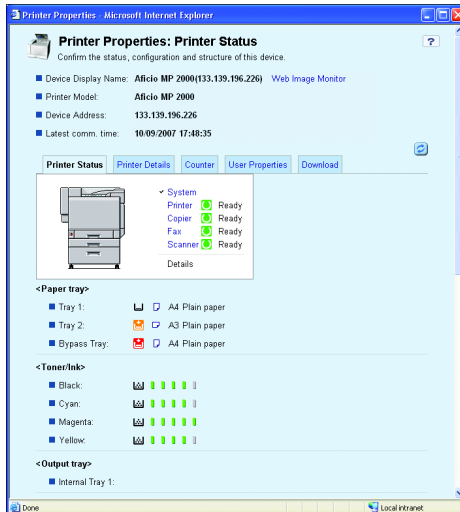
- ❑ The device information screen of "Web SmartDeviceMonitor Standard" contains four tabs.

[Printer Status] tab

This screen appears on the top tab.



Click , the [Display More Detailed Information from Device] button to display more details.



 **Note**

- ❑ Displays may differ depending on machine model.

This screen displays the status of the device. Displayed items are:

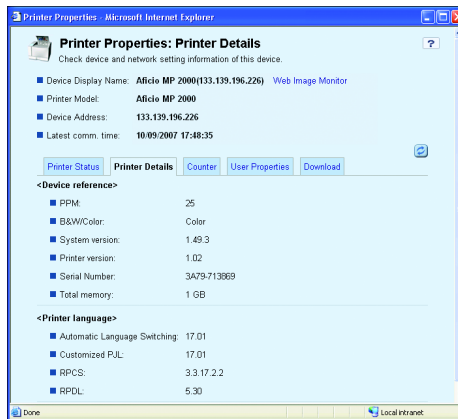
- ❖ **<Paper tray>**
The status of the input tray appears.
- ❖ **<Toner/Ink>**
The remaining toner appears.
- ❖ **<Options>**
The options attached to the device appears.
- ❖ **<Output tray>**
The output tray attached to the device appears.
- ❖ **<Functions>**
The available functions of the device appears.
- ❖ **<Document server>**
The capacity and free space of the Document Server appears.

[Printer Details] tab

This is device system data and network data.

 **Note**

- Displays may differ depending on the model.



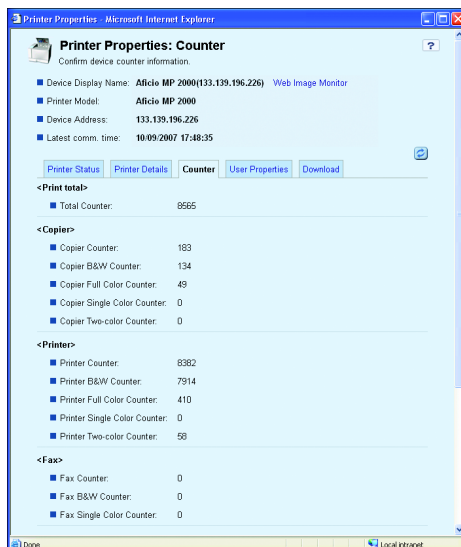
- ❖ **<Device reference>**
Displays device system data such as print speed, B&W/Color, system version, etc.
- ❖ **<Printer language>**
Displays installed Printer Languages
- ❖ **<Network I/F>**
Displays network data

[Counter] tab

This is device counter data.

Note

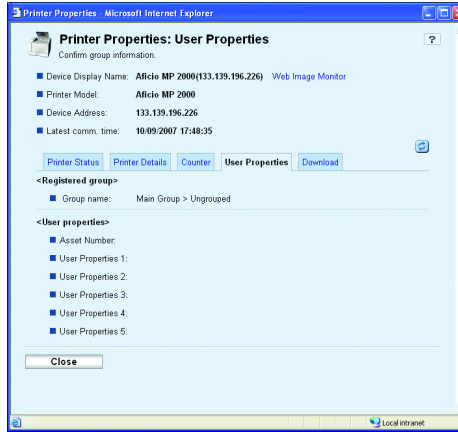
- Displays may differ depending on the model.



- ❖ **<Print total>**
Copy, Printer and Fax counter totals
- ❖ **<Copier>**
Copy function counter
- ❖ **<Printer>**
Printer function counter
- ❖ **<Fax>**
Fax function counter
- ❖ **<Send/TX total>**
Send/TX Total Counter and Fax Transmission Counter totals
- ❖ **<Fax transmission>**
Fax Transmission function total
- ❖ **<Scanner send>**
Scanner Send function counter

[User Properties] tab

This displays groups with which devices are associated. It is also possible to edit User Properties comments.



❖ **<Registered group>**

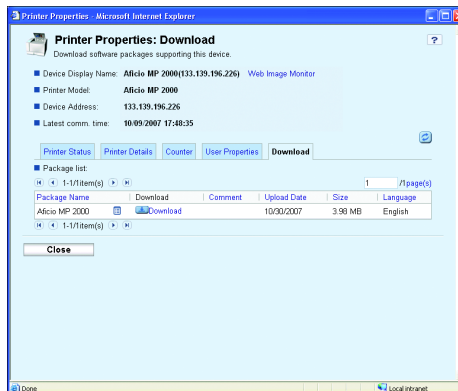
Displays groups with which devices are associated.

❖ **<User properties>**

Displays comments regarding user properties.

[Download] tab

The [Download] tab displays the package list. Downloading and opening a package allows you to install the required drivers on your computer.



 **Note**

❑ The [Download] tab is displayed in Web SmartDeviceMonitor Professional IS only.

 **Reference**

For details about the package, see p.25 “Downloading and Installing Packages”.

4. Downloading and Installing Packages

Drivers needed to use the devices are prepared by the administrator. The installer for those drivers is an executable file (.exe) called the "package". Users need to obtain the package to install the drivers on their computer.

This chapter explains how to acquire the package and then install the drivers using the package.

Note

- It is possible to download the package and install drivers using the package if "Web SmartDeviceMonitor Professional IS" is in use. This is not possible with "Web SmartDeviceMonitor Standard".

Downloading Packages

The package is stored in the Web SmartDeviceMonitor Professional IS Server. The package is available using either of the following two procedures:

- Log in to the Web SmartDeviceMonitor Professional IS Server and download from the package list.
- Access the URL sent by the administrator in an e-mail message and download.

The two procedures are described below.

Downloading from the Package List

You can download a package by selecting it from the Web SmartDeviceMonitor Professional IS package list.

1 Log in to the Web SmartDeviceMonitor Professional IS Server.

Reference

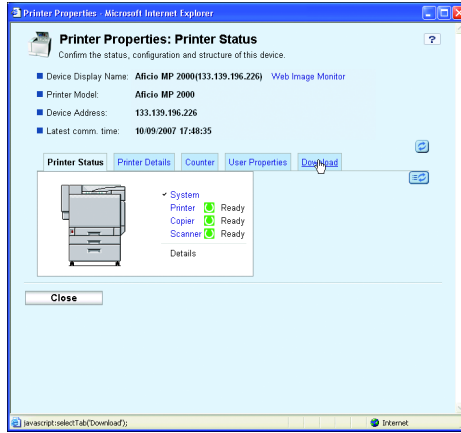
For details how to log in, see p.4 "Login".

2 Display the device list.

Reference

For details on how to display the device list, see p.9 "Displaying the Device List".

3 Display the [Printer Properties] screen, and then click the [Download] tab.



4

The [Printer Properties: Download] screen appears.

Reference

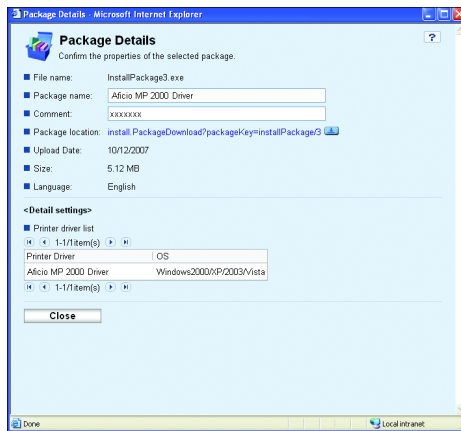
For details about how to display the device information screen, see p.18 “Displaying Device Information”.

4 Confirm the package to be downloaded.

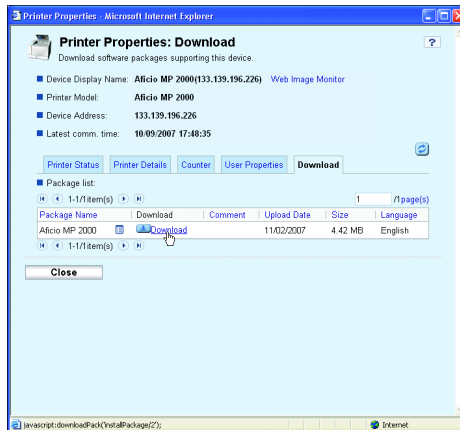
Check the package is correct by verifying the Package Name or Upload Date.

Note

Clicking the properties icon  displays detailed information about the package.

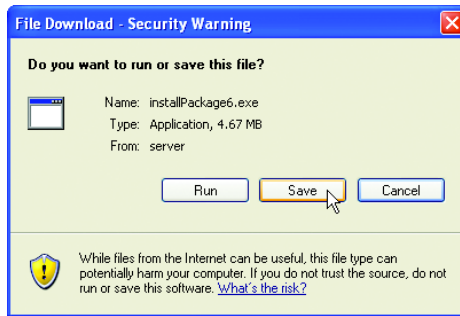


5 Click **[Download]** in the same column as the package you want to download.



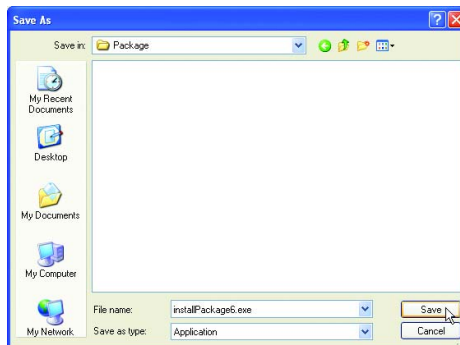
The **[File Download]** dialog box appears.

6 Click **[Save]**.



The **[Save As]** dialog box appears.

7 Specify where you want to save the package, and then click **[Save]**.



The download begins.

When the download is complete, the **[Download complete]** dialog box appears.

8 Click **[Close]**.

Downloading of the package is completed.

Reference

For details about how to open the package, see p.29 "Opening Packages".

Downloading Packages from the URL Notified by E-mail

The URL for the download is given in an e-mail sent by the administrator. The procedure for downloading using the URL is as follows:

- 1** Click the URL written in the body of the e-mail sent by the administrator.

<http://192.168.0.80:8080/wsdm/pc/install/PackageDownload?packageKey=installPackage/6>

Internet Explorer starts and the login screen appears.

 **Note**

- If Internet Explorer does not start automatically, start it manually. Then copy and paste the URL from the e-mail body to the Internet Explorer address bar, and then press the **[Enter]** key.
- If you have already logged in, the login screen does not appear. The **[File Download]** dialog box appears. Perform steps **6** to **8** on p.25 “Downloading from the Package List”.

- 2** Enter your user name in the **[User name:]** box.

- 3** Enter your password in the **[Password:]** box.

- 4** Enter the domain name if the **[Domain name:]** box is displayed.

- 5** Click **[Login]**.

The **[File Download]** dialog box appears.

- 6** Perform steps **6** to **8** on p.25 “Downloading from the Package List”.

Opening Packages

The procedure for opening a downloaded package and installing the drivers is as follows:

Important

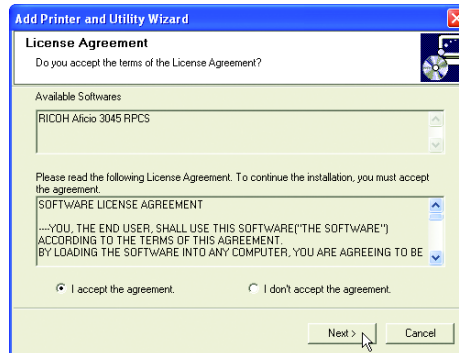
- Before opening a package, log on to Windows as an Administrators group member and close any applications that are running.

1 Open the folder where the package is saved.

2 Double-click the downloaded package.

The **[License Agreement]** dialog box appears.

3 Read the terms of the license agreement. If you agree with them, click **[I accept the agreement]**, and then click **[Next]**.



Installation of the drivers starts.

Note

- During installation, the **[Software Installation]** dialog box may appear. In this case, click **[Continue Anyway]** to continue the installation.

When installation is complete, the **[Installation completion]** screen appears.

4 If **[Confirm restart.]** appears, click **[Yes. Restart right now.]**, and then click **[Finish]**.

Windows restarts.

The procedure for driver installation by a package is now complete.

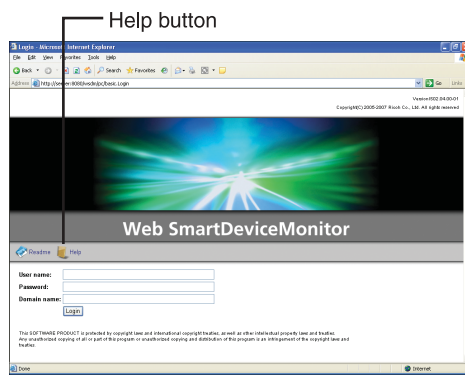
5. Appendix

About Help

To understand operating procedures, see Help.

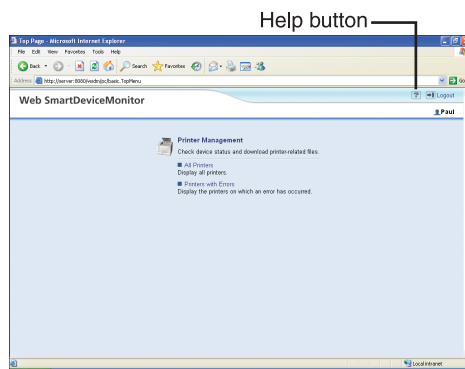
There is a **[Help]** button located on the login screen, Top Page screen, and other screens. Clicking the **[Help]** button displays Help.

❖ Login screen



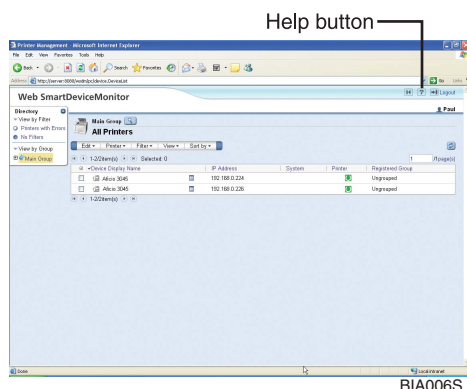
BIA004S

❖ Top Page screen



BIA005S

❖ Other screen



BIA006S

Important

- ❑ Under Windows XP Service Pack 2/Vista, Help may not be displayed correctly because active content may be restricted from being shown depending on the Internet Explorer settings. Use the following procedure to deactivate active content control.

5

- 1 Click [To help protect your security, Internet Explorer has restricted this file from showing active content that could access your computer. Click here for options...].

A menu is displayed.

- 2 Select [Allow blocked content...].

A [Security Warning] dialog box appears.

- 3 Click [Yes].

Troubleshooting

If any problems occurred during Web SmartDeviceMonitor Professional IS/Standard processing, see the table below and take the appropriate remedial action.

Problem	Possible cause and solution
The Web SmartDeviceMonitor Professional IS/Standard login page does not appear.	The Web SmartDeviceMonitor Professional IS/Standard Server's URL specified in the browser is incorrect. Ask the administrator how to access to the Web SmartDeviceMonitor Professional IS/Standard Server.

Limitations under Windows Vista

Note the following if your computer is running Windows Vista:

❖ **Displaying Help**

WinHlp32.exe is required to display Help. If this program is not installed on your computer, download it from the Microsoft Web site and install it.

INDEX

A

About help, 31
Activating browser JavaScript, 2
Appendix, 31

C

Content of the device information screen, 20
Counter tab, 22

D

Device information, 9, 18
Device information screen, 20
Device list display area, 10
Device list screen, 10
Devices with errors, 16
Directory, 10
Displaying a list of devices with errors, 16
Displaying device information, 9, 18
Displaying the device list, 9
Downloading from the package list, 25
Downloading packages, 25
Downloading packages from the URL notified by E-mail, 28
Download tab, 23

E

Explanation of status icon, 11

F

Filter, 10
Filters, 15

G

Group display, 10
Group list, 10

H

Help, 31
Help button, 6, 10
Home button, 10
How to read this manual, i

I

Installing packages, 25

J

JavaScript, 2

L

Layout of the device list screen, 10
Layout of the top page screen, 6
Limitations under Windows Vista, 34
Login, 3, 4
Login user name, 10
Logout, 3, 7
Logout button, 6, 10

M

Menu bar, 10

O

Opening packages, 29

P

Packages, 25
Pre-operation confirmation, 1
Printer Details tab, 21
Printer Management menu, 6
Printer status, 11
Printer status icon, 19
Printer Status tab, 20
Properties icon, 19

R

Refresh button, 10
Requirements for Opening Packages, 2

S

Screens, i
Search button, 10
Search conditions, 12
Searching for devices, 12
Search results list, 15
Sorting a search results list, 15
Specify search conditions, 12
Status icon, 11
Symbols, i
System requirements for client, 1
System status, 11
System status icon, 19

T

Terminology, i
Troubleshooting, 33


U

User Properties tab, 23
Using filters, 15

Due to product development, illustrations and explanations in this guide may differ slightly from your product.



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Web SmartDeviceMonitorProfessional IS/Standard Client Reference

