

MXview One Central Manager 1.0.0 User Manual

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www.moxa.com/products



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MXview One Central Manager 1.0.0 User Manual

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1. Introduction

MXview One Central Manager (MXview One CM) is a centralized monitoring and managing platform, which provides insights for administrators to effectively manage multiple MXview One local sites. MXview One CM is used to centrally manage multiple MXview One instances. MXview One CM collects and aggregates the status and information of each managed MXview One Site to enable at-a-glance monitoring of your entire MXview One network. As a centralized management platform, MXview One CM features dedicated functions for administrators to monitor and manage remote MXview One sites easily and efficiently.

Key Features

Dashboard

The Dashboard view shows summary information about the status of your MXview One sites and events.

Map View and Remote Access

MXview One CM features an interactive map view to quickly locate sites. If a site is showing a warning or critical status, you can easily identify and remotely access the affected MXview One site from the map view to investigate the issue.

Group Management

You can create groups to easily manage different sites depending on the scale and structure of your network. Each group can have user-configured accounts with the corresponding privileges necessary to manage or monitor the group, depending on your requirements.

License Management

MXview One CM supports a complete license manager to allocate a variety of different licenses including site, node, and Power and Wireless add-on licenses.

Event and Notifications

MXview One CM keeps a complete record of event logs occurring on devices managed by MXview One sites for monitoring and troubleshooting purposes. Users can configure which events are recorded and how notifications are sent.

System Requirements

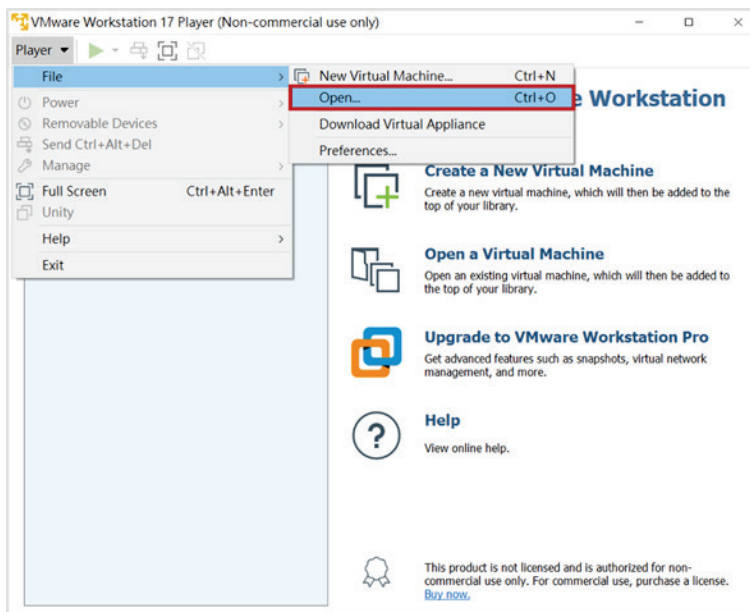
The computer that **MXview One CM** is installed on must satisfy the following system requirements:

CPU (virtual cores)	4
Processors	Quad-core CPU
RAM	8 GB or higher
Hard Disk Space	1 TB SSD or higher
Virtual Machines	VM Workstation 14 or above
Client Browser Requirements	Chrome: Version 76 or above Firefox: Version 69 or above Microsoft Edge: Version 79 or above

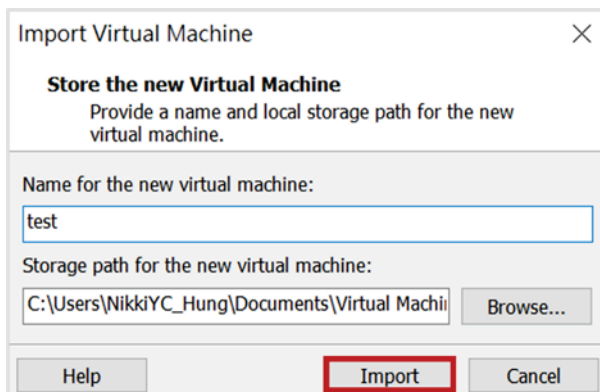
2. Installation and Uninstallation

Installation Procedure

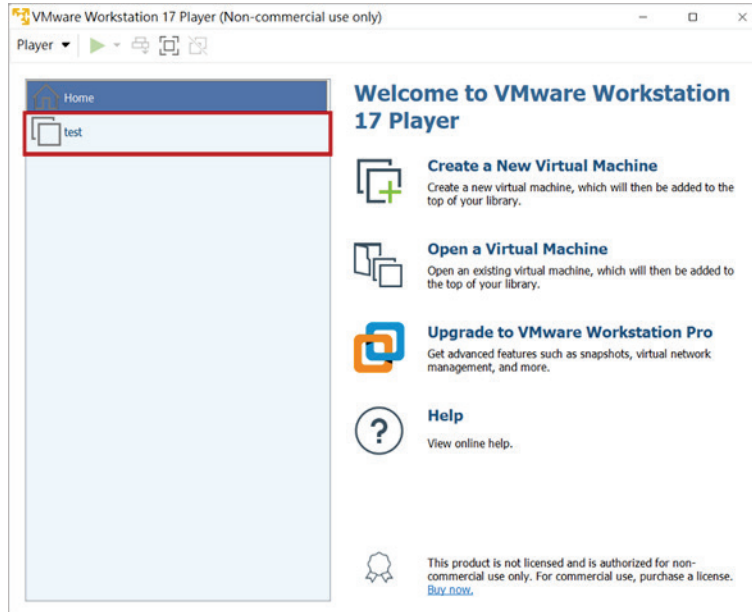
1. Download and install **VMware Workstation**.
2. Visit the **MXview One Central Manager** product webpage on the Moxa website and download the MXview One Central Manger VM (.ova) from the **Resource** section.
3. Open VMware Workstation, click **Player > File > Open** and navigate to the MXview One Central Manager VM .ova file. The **Import Virtual Machine** screen will appear.



4. Specify a name for the new virtual machine and click **Import**.

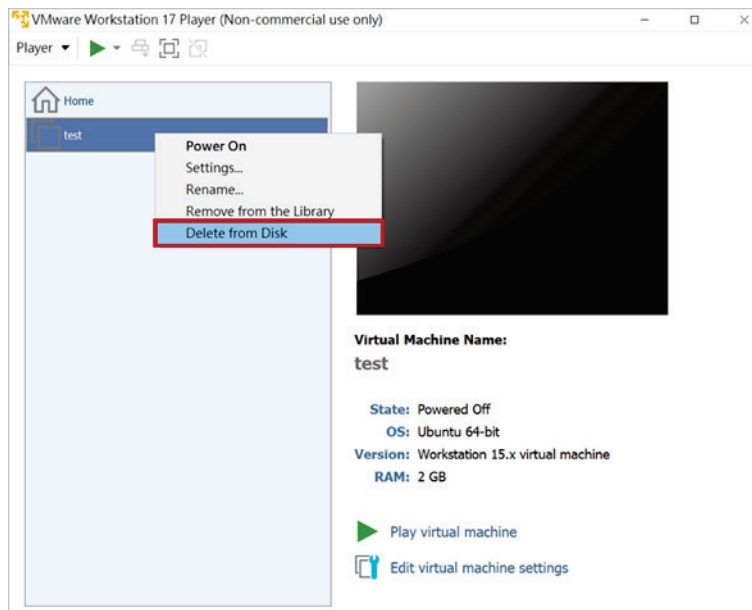


- When finished importing, the new virtual machine will be displayed in the list.

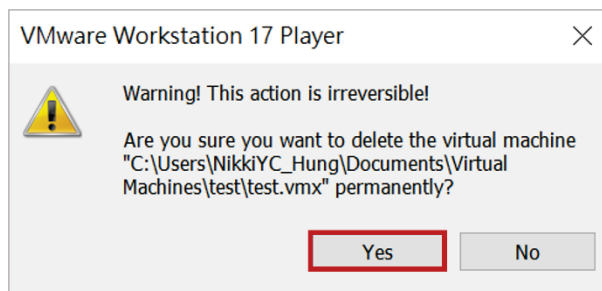


Uninstallation

- Open VMware Workstation.
- Right-click the virtual machine and click **Delete from Disk**.



- A warning window will appear. Click **Yes** to delete the virtual machine.

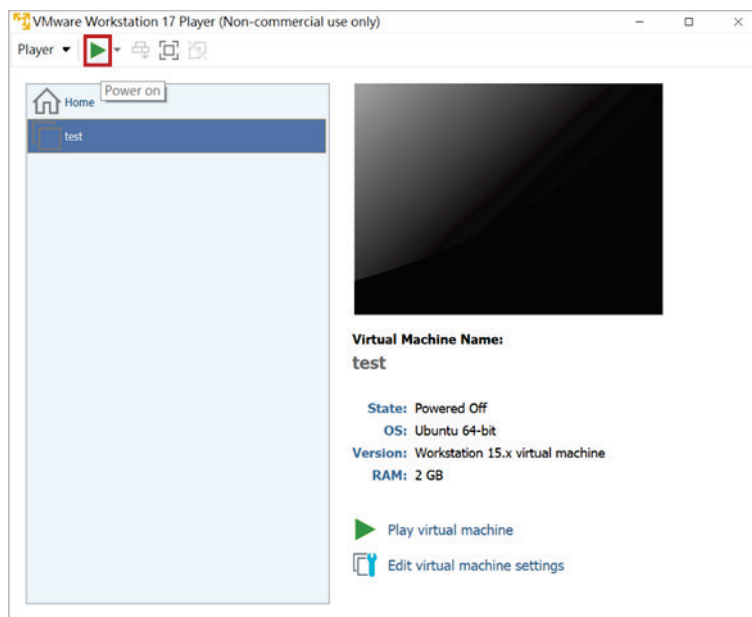


3. Getting Started

MXview One Central Manager CLI Operations

Logging In to the CLI

1. Open VMware Workstation.
2. Select the virtual machine from the list and click **Power on**.



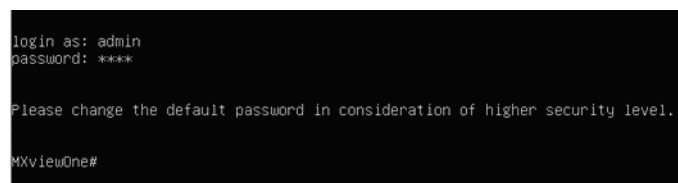
3. When prompted, log in using the default username and password:

Username: **admin**

Password: **moxa**



4. After successfully logging in, a reminder will notify you to change the default password for security reasons.



Commands Overview

To view a list of commands for the current configuration mode, enter the **help** or **?** command. An overview of all usable commands with a description will appear. For more detailed information about each command, refer to the relevant sections in this manual.

```

MXviewOne# help

Command Line Interface for MXviewOne

commands:
  extend hdd                Use available space to expand the disk size.
  get backups [sftp_url]/[local_url]  Download a database backup file (.zip) from an SFTP server or external storage device.
  get maps [sftp_url]/[local_url]     Download a map backup file (.zip) from an SFTP server or external storage device.
  ping [ip]                       Ping the host.
  put backups [sftp_url]/[local_url]  Compress and upload all database backup files to an SFTP server or external storage device.
  put logs [sftp_url]/[local_url]     Compress and upload logs to an SFTP server or external storage device.

  remove maps                Remove all map files.
  restart host              Reboot the host.
  rotate [days]/[show]     Set or show the days of events to keep, default value is 90 days.

  set ip dhcp               Assign an IPv4 IP address via DHCP.
  set ip [CIDR] [gateway] [dns]  Set a static IP address.
  set timezone [timezone]     Set timezone.
  show exp                  Show all external storage.
  show ip/domain name       Show the system IP address.
  show process              Show system statistics.
  show time                 Show time settings.
  shutdown host             Shut down the host.
  exit                      Terminate the session.

MXviewOne#

```

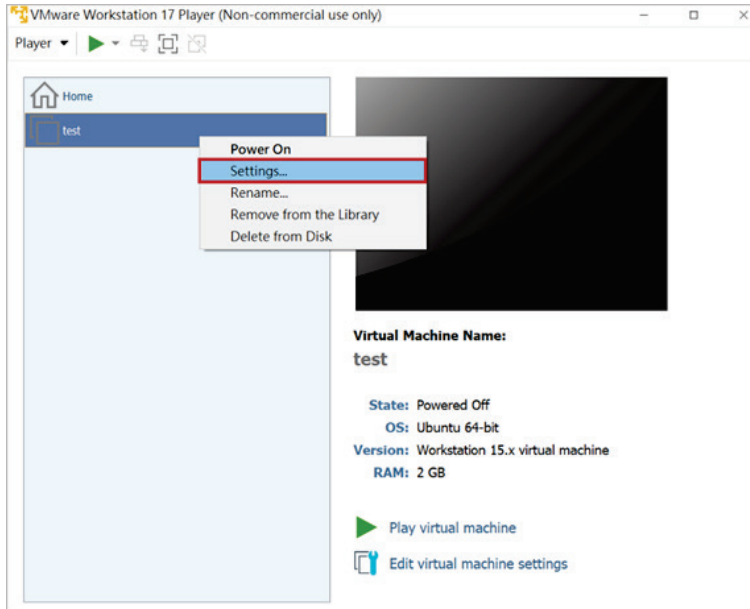
Command	Description
extend hdd	Use available space to expand the disk size.
get backups [sftp_url]/[local_url]	Download a database backup file (.zip) from an SFTP server or external storage device.
get maps [sftp_url]/[local_url]	Download a map file (.zip) from an SFTP server or external storage device.
ping [ip]	Ping the host.
put backups [sftp_url]/[local_url]	Compress and upload all database backup files to an SFTP server or external storage device.
put logs [sftp_url]/[local_url]	Compress and upload all event logs to an SFTP server or external storage device.
remove maps	Remove all map files.
restart host	Reboot the host.
rotate [days]/[show]	Set or show the event log retention period (in days). The default is 90 days. If set to 0, event logs are never deleted.
set ip dhcp	Assign an IPv4 IP address via DHCP.
set ip [CIDR] [gateway] [dns]	Set a static IP address.
set timezone [timezone]	Set the time zone.
show exp	Show all external storage.
show ip/domain name	Show the system IP address.
show process	Show system statistics.
show time	Show the system time settings.
shutdown host	Shut down the host.
exit	Terminate the SSH session.

Expanding the VM Disk Size

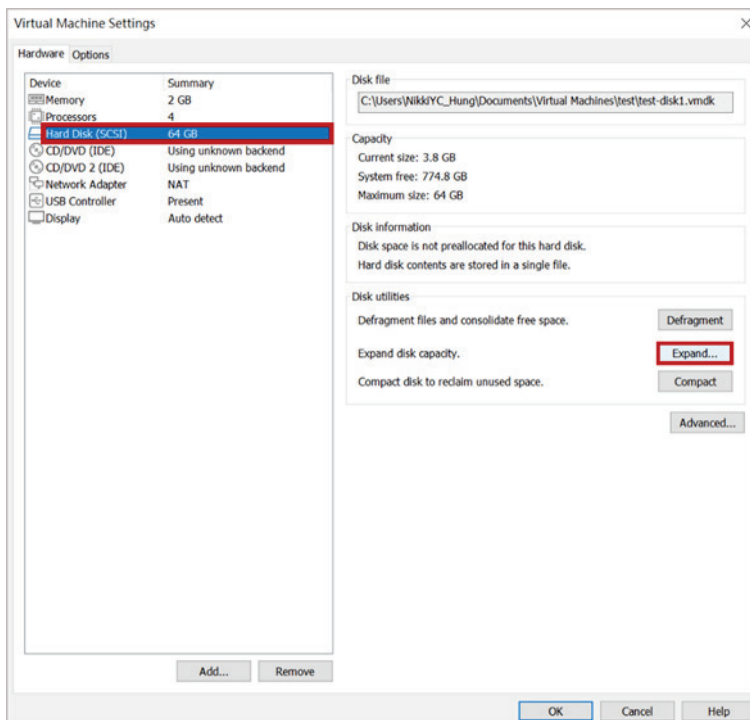
If necessary, use the **extend hdd** command to increase the disk size of the virtual machine.

1. Open VMware Workstation.
2. Right-click the virtual machine from the list and click **Settings**.

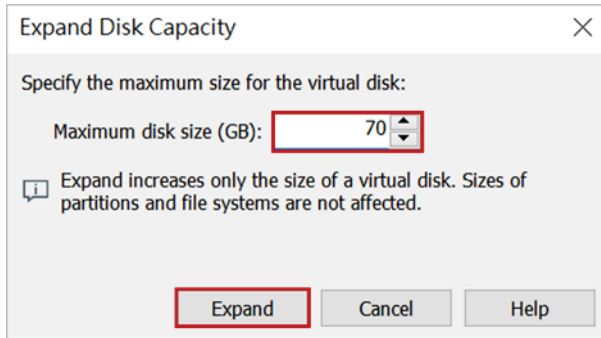
The **Virtual Machine Settings** screen will appear.



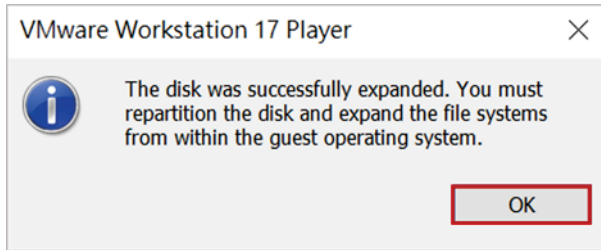
3. In the Hardware tab, click **Hard Disk (SCSI)**, then click **Expand** in the Disk utilities section. The **Expand Disk Capacity** screen will appear.



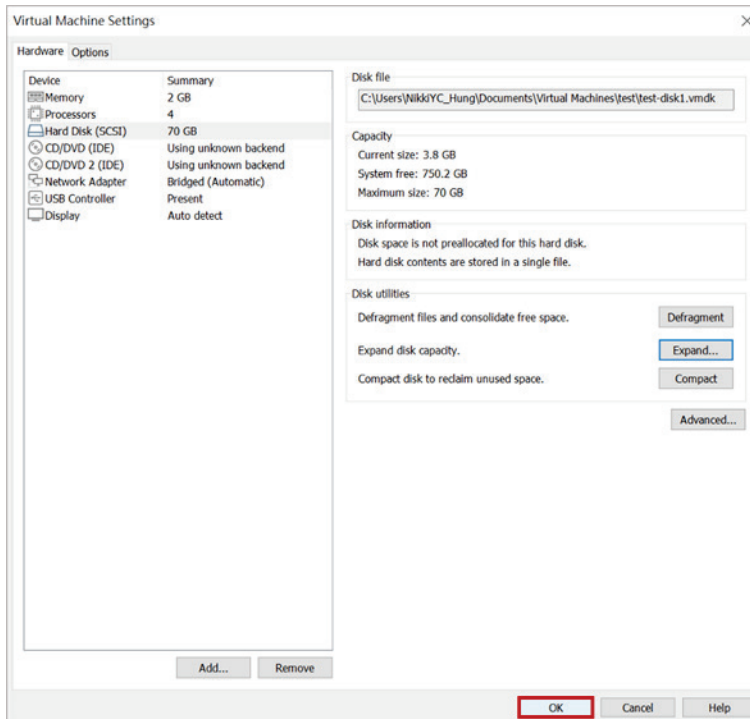
4. Modify the **Maximum disk size** setting and click **Expand**.



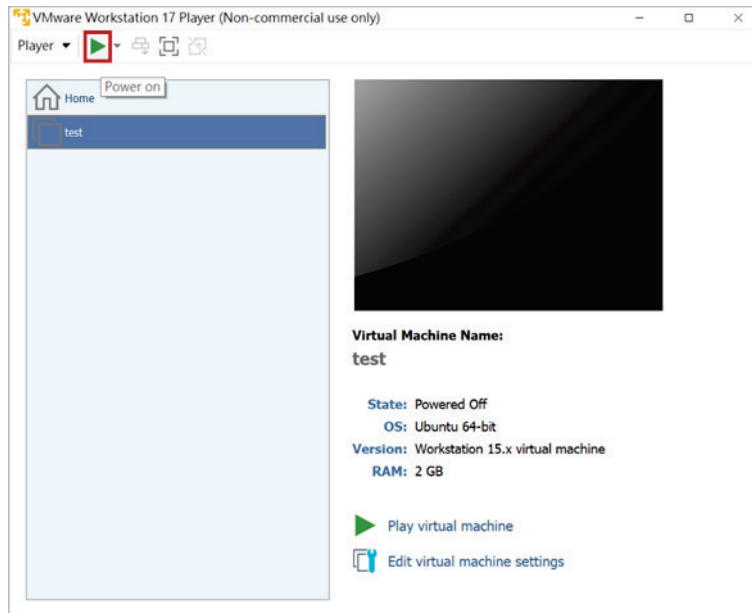
5. When finished, a notice window will appear. Click **OK** to close this window.



6. In the Virtual Machine Settings section, click **OK** to close this window.



7. Select the virtual machine from the list and click **Power on**.



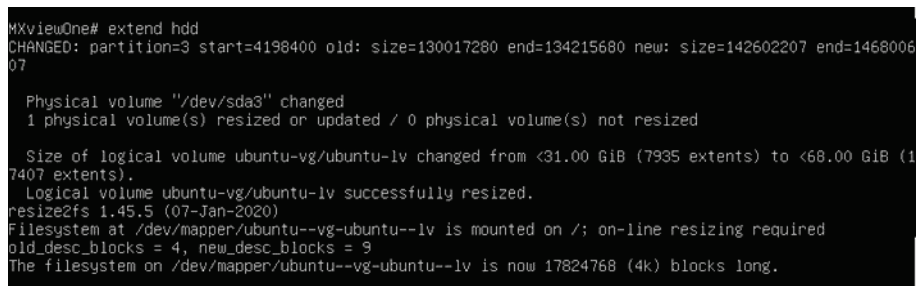
8. When prompted, log in using your login credentials, or use the default username and password:

Username: **admin**

Password: **moxa**



9. Enter the **extend hdd** command. The CLI will display a message confirming the disk size has been increased.



Downloading a Database Backup File

A backup of the database in ZIP format can be downloaded from either an SFTP or from an external storage device. Refer to the relevant sections below.



NOTE

The database backup files must be uploaded to an SFTP server or stored on an external storage device before they can be downloaded.

From an SFTP Server

1. Enter the **get backups sftp://[sftp-user]@[sftp-ip]:[sftp-port]/[folder name]/[db zip file name]** command and press **Enter**.

```
MXviewOne# get backups sftp://[redacted]@[redacted]:[redacted]/upload/db.zip
```

2. Enter the password for the SFTP server and press Enter.

```
MXviewOne# get backups sftp://[redacted]@[redacted]:[redacted]/upload/db.zip
password for the sftp server: ****_
```

3. Enter the password for the zip file and press **Enter**. If there is no password, leave this blank.

```
MXviewOne# get backups sftp://[redacted]@[redacted]:[redacted]/upload/db.zip
password for the sftp server: ****
password for the zip file: ****
```

4. If you enter an incorrect password, the system will generate an error. Repeat these instructions from the beginning to try again.

```
download completed, start to uncompress the file
zip: invalid password

invalid file
```

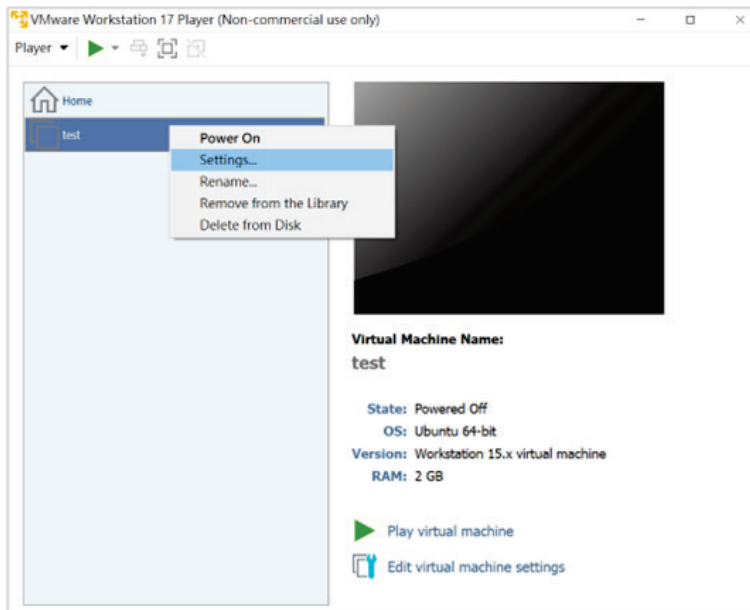
5. The system will start downloading the database backup file. Once finished downloading, the following message will appear.

```
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3481.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3484.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3486.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3487.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3488.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3490.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3492.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3494.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3496.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3498.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/toc.dat
uncompress: /usr/mxview/sig.txt

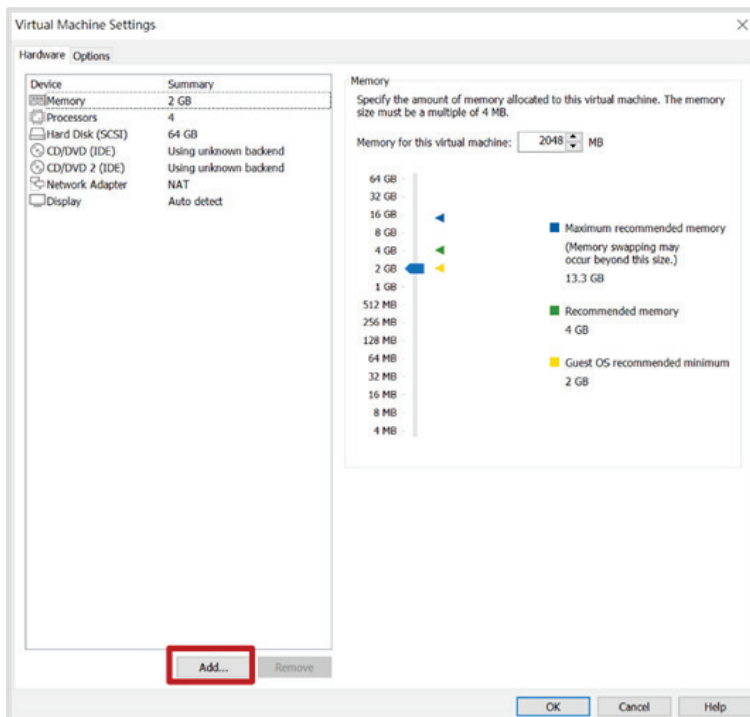
MXviewOne# _
```

From an External Storage Device

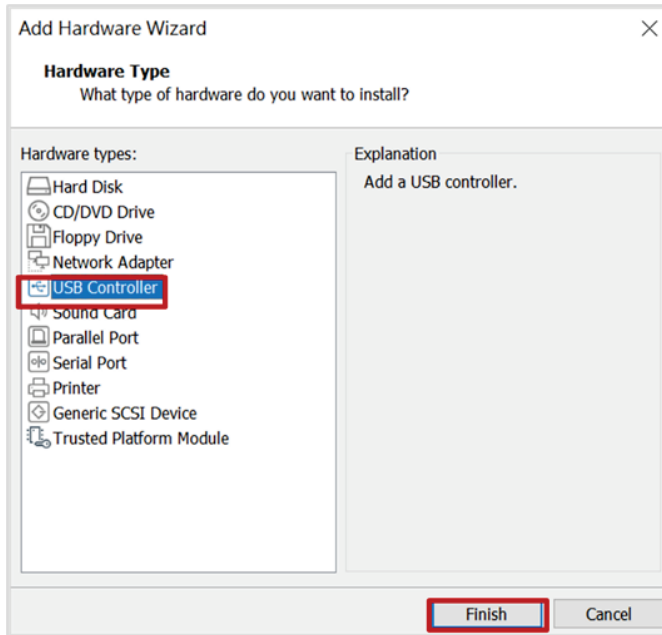
1. Add a USB controller. Skip this step if you have already added a USB controller.
 - a. Open VMware Workstation.
 - b. Right-click the virtual machine from the list and click **Settings**.
The **Virtual Machine Settings** screen will appear.



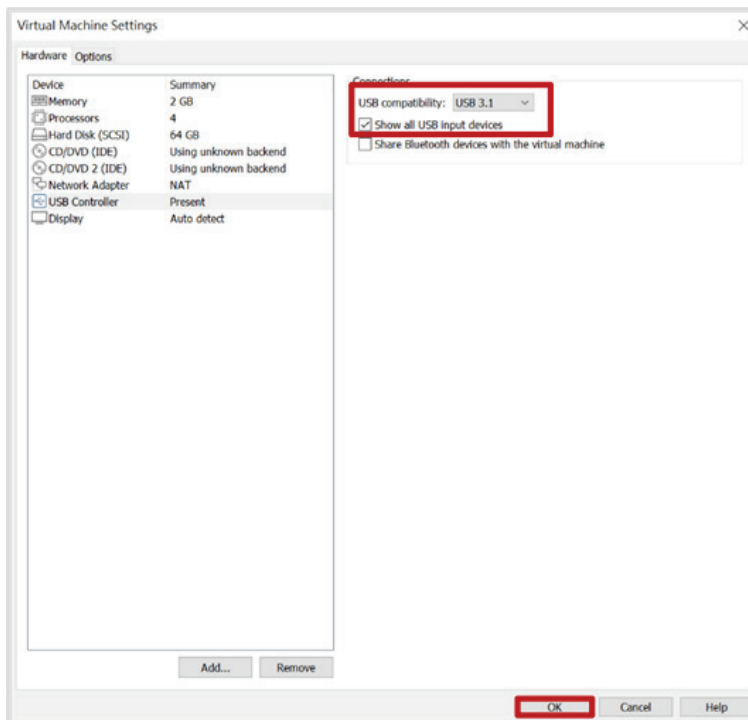
- c. In the Hardware tab, click **Add** at the bottom of the screen.
The **Add Hardware Wizard** screen will appear.



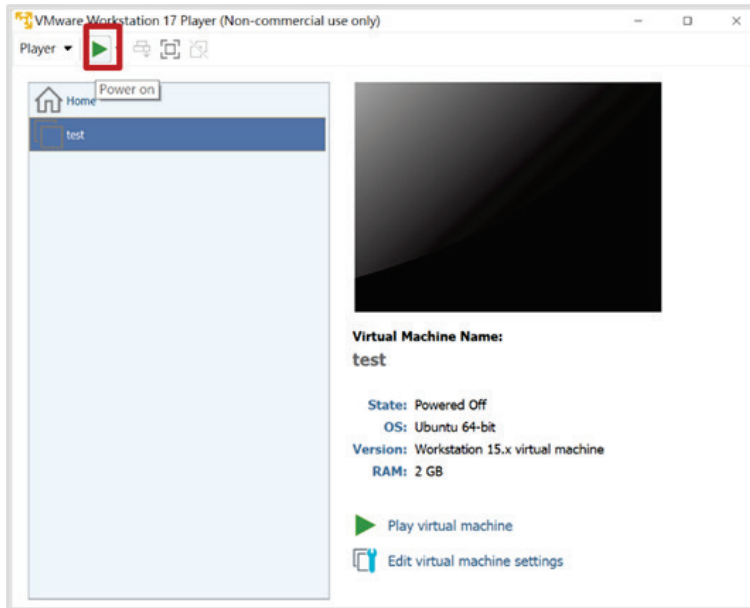
- d. Select **USB Controller** and click **Finish**.



- e. Select **USB Controller** in the **Virtual Machine Settings** screen, select **USB 3.1** from the USB compatibility drop-down list, check the **Show all USB input devices** box, then click **OK**.



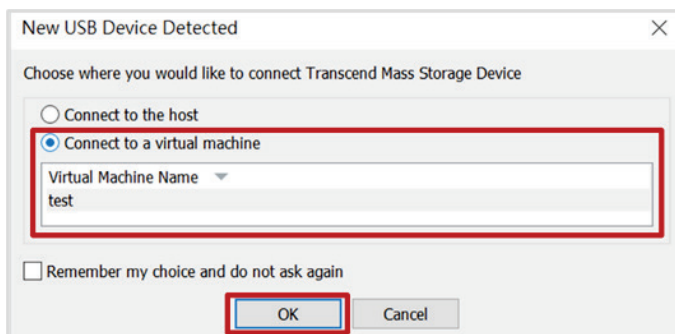
2. Log into the virtual machine:
 - a. Select the virtual machine from the list and click **Power on**.



- b. When prompted, log in using your login credentials, or use the default username and password:
 Username: **admin**
 Password: **moxa**

```
login as: admin
password: ****
```

3. Download a database backup file from an external storage device:
 - a. Insert the USB device with the database backup file .
 The **New USB Device Detected** screen will appear.
 - b. Select **Connect to a virtual machine** and click **OK**.



- c. Enter the **show exp** command and press **Enter**.
 The name and size of the USB device will be displayed.

```
MXviewOne# show exp

name    size
sdb1    7.4G
```

- d. Enter the **get backups local://[USB name]/[folder name]/[db zip file name]** command and press **Enter**.

```
MXviewOne# get backups local://sdb1/mybackupfolder/db.zip_
```

- e. Enter the password for the zip file and press Enter. If there is no password, leave this blank.

```
MXviewOne# get backups local://sdb1/mybackupfolder/db.zip
password for the zip file: *****_
```

If you enter an incorrect password, the system will generate an error. Repeat these instructions from the beginning to try again.

```
zip: invalid password
invalid file
```

- f. The system will start downloading the database backup file. Once finished downloading, the following message will appear.

```
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3481.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3484.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3486.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3487.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3488.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3490.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3492.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3494.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3496.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/3498.dat.gz
uncompress: /usr/mxview/db_backup/20230608_070251/mxview_platform/toc.dat
uncompress: /usr/mxview/sig.txt
MXviewOne#
```

Downloading a Map File

A map file in ZIP format can be downloaded from either an SFTP server or from an external storage device. Refer to the relevant sections below.



NOTE

Please ensure that you have uploaded the map file in ZIP format to an SFTP server or external storage device before downloading.

From an SFTP Server

1. Enter the **get maps sftp://[sftp-user]@[sftp-ip]:[sftp-port]/[folder name]/[map zip file name]** command and press **Enter**.

```
MXviewOne# get maps sftp://[redacted]@[redacted]:[redacted]/upload/4uMaps.zip
```

2. Enter the password for the SFTP server and press **Enter**.

```
MXviewOne# get maps sftp://[redacted]@[redacted]:[redacted]/upload/4uMaps.zip
password for the sftp server: *****_
```

3. Enter the password for the zip file and press Enter. If there is no password, leave this blank.

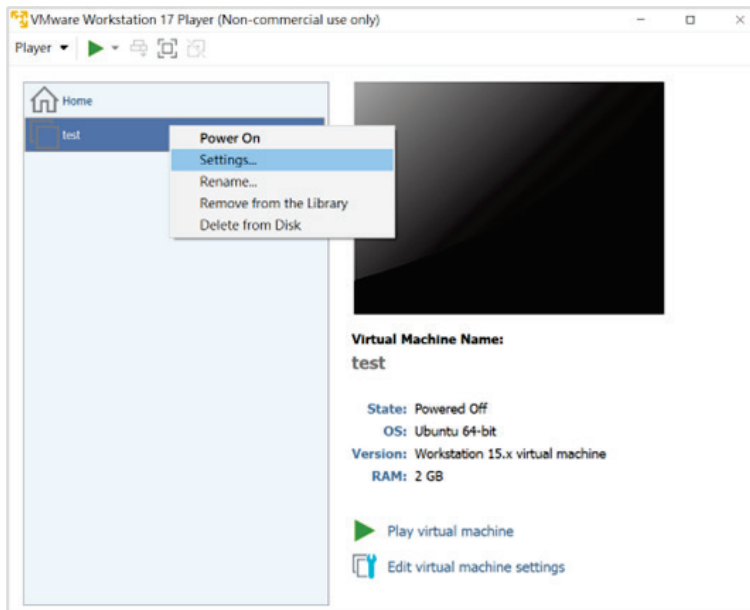
```
MXviewOne# get maps sftp://[redacted]@[redacted]:[redacted]/upload/4uMaps.zip
password for the sftp server: *****_
password for the zip file: _
```

4. The system will start downloading the map file. Once finished downloading, the following message will appear.

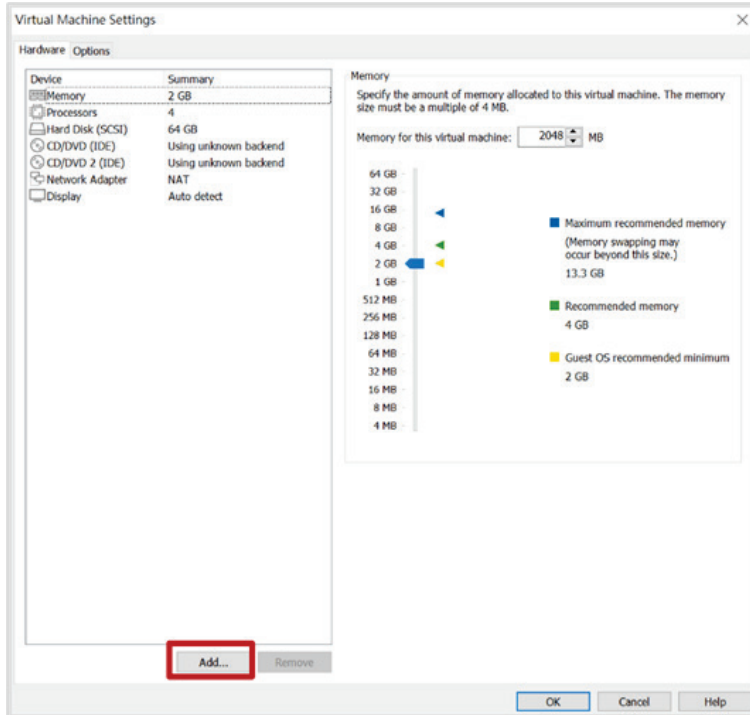
```
download completed, start to uncompress the file
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/10/857/438.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/10/858/438.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/12/3430/1753.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/12/3430/1754.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/12/3431/1753.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/12/3431/1754.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/12/3432/1753.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/12/3432/1754.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6861/3506.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6861/3507.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6861/3508.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6861/3509.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6862/3506.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6862/3507.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6862/3508.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6862/3509.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6863/3506.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6863/3507.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6863/3508.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6863/3509.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6864/3506.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6864/3507.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6864/3508.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6864/3509.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/2/3/1.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/3/6/3.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/4/13/6.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/5/26/13.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/6/53/27.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/7/107/54.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/8/214/109.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/9/428/219.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/9/429/219.png
```

From an External Storage Device

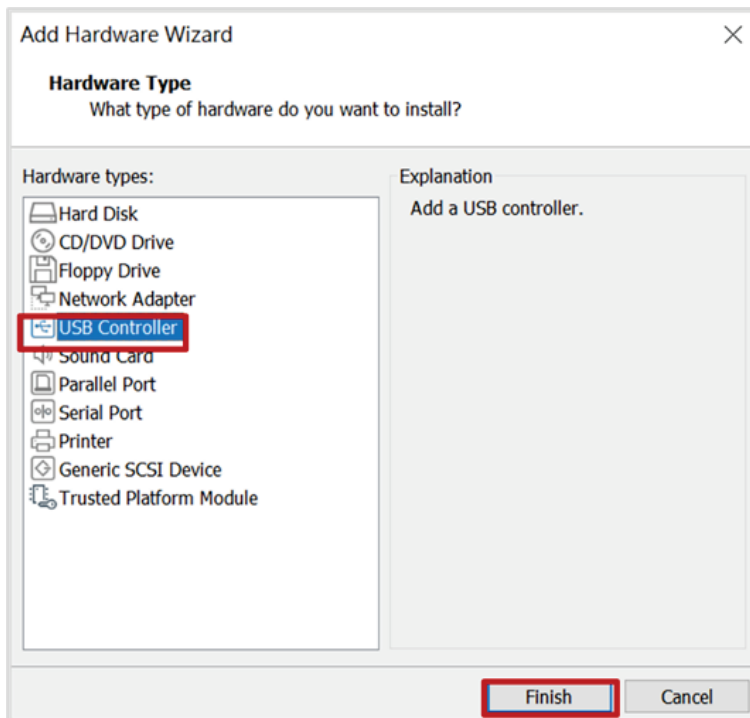
1. Add a USB controller. Skip this step if you have already added a USB controller.
 - a. Open VMware Workstation.
 - b. Right-click the virtual machine from the list and click **Settings**.
The **Virtual Machine Settings** screen will appear.



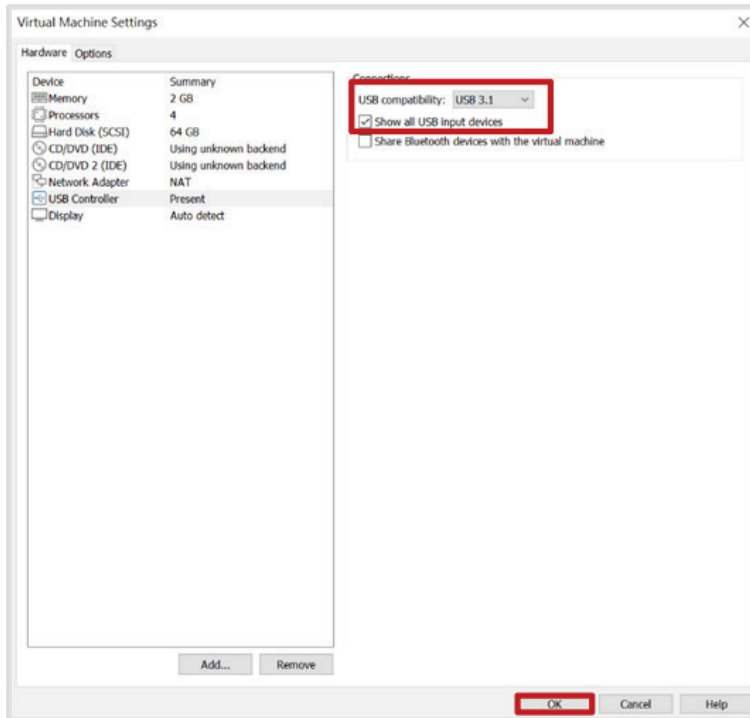
- c. In the Hardware tab, click **Add** at the bottom of the screen. The **Add Hardware Wizard** screen will appear.



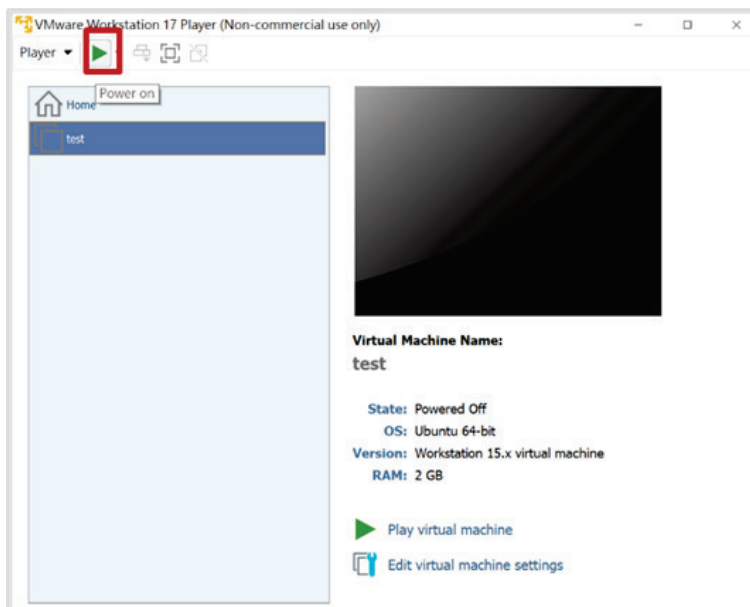
- d. Select **USB Controller** and click **Finish**.



- e. Select **USB Controller** in the **Virtual Machine Settings** screen, select **USB 3.1** from the USB compatibility drop-down list, check the **Show all USB input devices** box, then click **OK**.



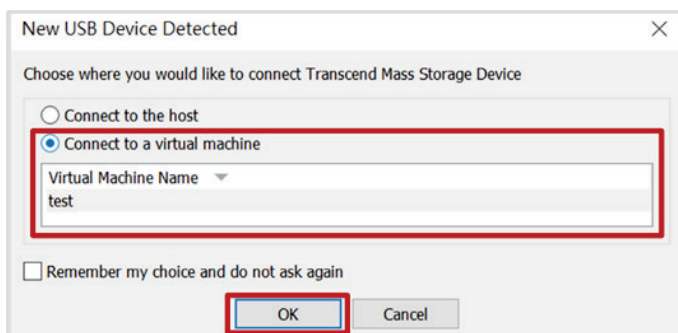
2. Log into the virtual machine:
 - a. Select the virtual machine from the list and click **Power on**.



- b. When prompted, log in using your login credentials, or use the default username and password:

```
login as: admin
password: ****
```

3. Download a map file from an external storage device:
 - a. Insert the USB device with the map zip file. The **New USB Device Detected** screen will appear.
 - b. Select **Connect to a virtual machine** and click **OK**.



- c. Enter the **show exp** command and press **Enter**.
The name and size of the USB device will be displayed.

```
MXviewOne# show exp
name    size
sdb1    7.4G
```

- d. Enter the **get maps local://[USB name]/[map zip file name]** command and press **Enter**.

```
MXviewOne# get maps local://sdb1/4uMaps.zip
```

- e. Enter the password for the log file and press **Enter**. If you do not want to add a password, leave this blank.

```
MXviewOne# get maps local://sdb1/4uMaps.zip
password for the zip file:
```

- f. The system will start downloading the map file. Once finished downloading, the following message will appear.

```
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6863/3508.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6863/3509.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6864/3506.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6864/3507.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6864/3508.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6864/3509.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/2/3/1.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/3/6/3.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/4/13/6.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/5/26/13.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/6/53/27.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/7/107/54.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/8/214/109.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/9/428/219.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/9/429/219.png
```

Pinging the Host

Use the **ping** command to ping a remote host.

1. Enter the **ping [host ip]** command and press **Enter**.

```
MXviewOne# ping 192.168.2.128
```

2. The ping result will appear.

```
MXviewOne# ping 192.168.2.128
PING 192.168.2.128 (192.168.2.128) 56(84) bytes of data.
64 bytes from 192.168.2.128: icmp_seq=1 ttl=64 time=0.036 ms
64 bytes from 192.168.2.128: icmp_seq=2 ttl=64 time=0.103 ms
64 bytes from 192.168.2.128: icmp_seq=3 ttl=64 time=0.073 ms
64 bytes from 192.168.2.128: icmp_seq=4 ttl=64 time=0.105 ms

--- 192.168.2.128 ping statistics ---
4 packets transmitted, 4 received, 0% packet loss, time 3064ms
rtt min/avg/max/mdev = 0.036/0.079/0.105/0.028 ms
```

Uploading Database Backup Files

You can upload MXview One Central Manager Control Panel database backup files to an SFTP server or to an external storage device for storage. Refer to the relevant sections below for more information and instructions.



NOTE

To upload database backup files to an SFTP server, the SFTP server must be set up and running.

Generating the Database Backup File

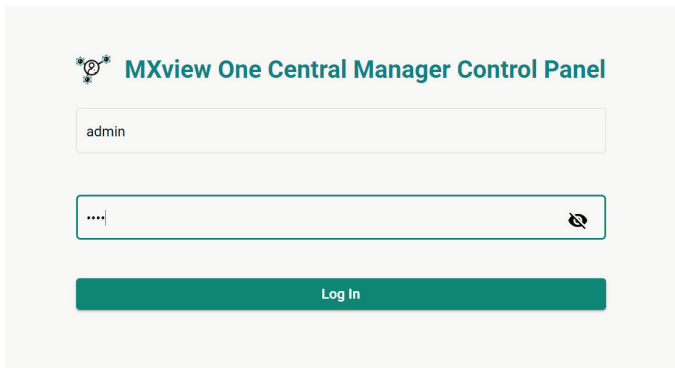
1. Enter the **show ip** command in the VMware to view the MXview One Central Manager IP address.

```
MXviewOne# show ip
192.168.2.128
```

2. Open a web browser and navigate to **https://[system IP address]:7100**, with **[system IP address]** representing the IP address shown by the **show ip** command. The web browser will navigate to **MXview One Central Manager Control Panel's** web interface.

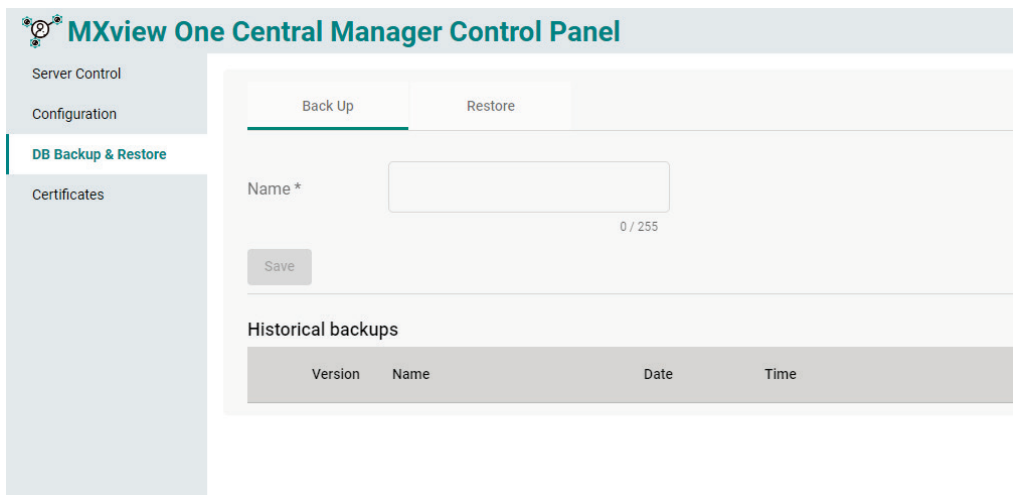
```
M https://192.168.2.128:7100
```

3. Log in using your login credentials or use the default username and password.
Username: **admin**
Password: **moxa**



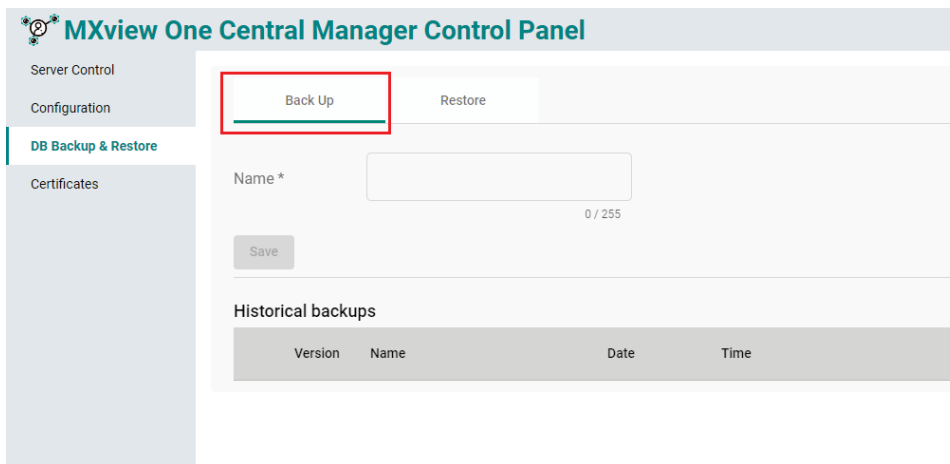
The screenshot shows the login interface of the MXview One Central Manager Control Panel. It features a logo at the top left, followed by the title "MXview One Central Manager Control Panel". Below the title is a text input field containing the username "admin". Underneath is a password input field with a masked password "...." and a toggle icon for visibility. At the bottom is a prominent green "Log In" button.

4. Click **DB Backup & Restore** in the left-side panel.



The screenshot displays the "DB Backup & Restore" configuration page. On the left is a navigation sidebar with options: "Server Control", "Configuration", "DB Backup & Restore" (highlighted), and "Certificates". The main content area has two tabs: "Back Up" (active) and "Restore". Below the tabs is a "Name *" input field with a "0 / 255" character count and a "Save" button. A section titled "Historical backups" contains a table with columns for "Version", "Name", "Date", and "Time".

5. Click the **Back Up** tab.



This screenshot is identical to the previous one, but with a red rectangular box highlighting the "Back Up" tab in the navigation area, indicating the step to click on this tab.

- Enter a name for the backup file and click **Save**.

The backup record will be displayed in **Historical backups** table.

Historical backups				
	Version	Name	Date	Time
	1.0.0	test	20230716	12:40:09

To an SFTP Server

- Enter the **put backups sftp://[sftp-user]@[sftp-ip]:[sftp-port]/[folder-name]** command and press **Enter**.

```
MXviewOne# put backups sftp://[redacted]@[redacted]:[redacted]/upload_
```

- Enter the password for the SFTP server and press **Enter**.

```
MXviewOne# put backups sftp://[redacted]@[redacted]:[redacted]/upload
password for the sftp server: *****_
```

- Enter the password for the zip file and press **Enter**. If you do not want to add a password, leave this blank.

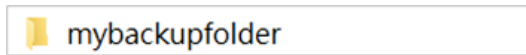
```
MXviewOne# put backups sftp://[redacted]@[redacted]:[redacted]/upload
password for the sftp server: *****_
password for the zip file: *****_
```

- The system will start to upload the database files. Once finished uploading, the log files will be stored on the specified SFTP server. The default file name is **db.zip**.

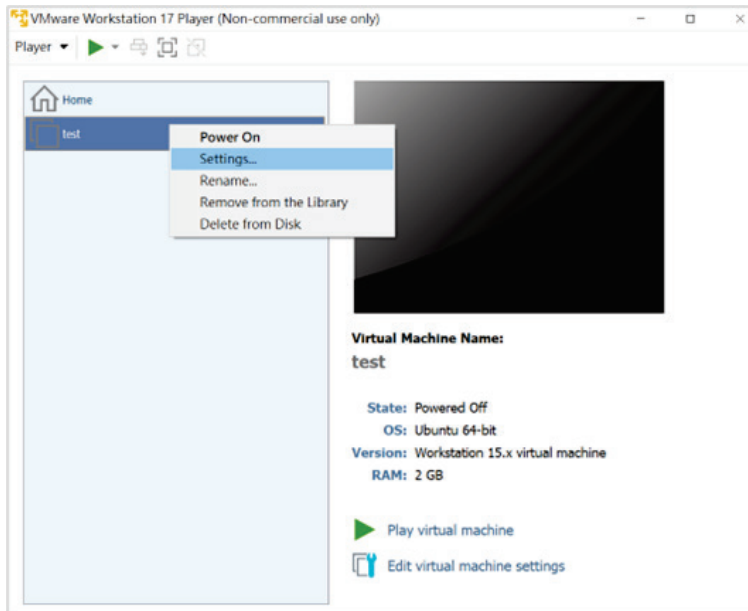
```
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/3487.dat.gz done
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/3488.dat.gz
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/3488.dat.gz done
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/3490.dat.gz
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/3490.dat.gz done
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/3492.dat.gz
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/3492.dat.gz done
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/3494.dat.gz
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/3494.dat.gz done
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/3496.dat.gz
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/3496.dat.gz done
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/3498.dat.gz
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/3498.dat.gz done
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/toc.dat
transfer /usr/mxview/db_backup/20230608_070251/mxview_platform/toc.dat done
MXviewOne#
```

To an External Storage Device

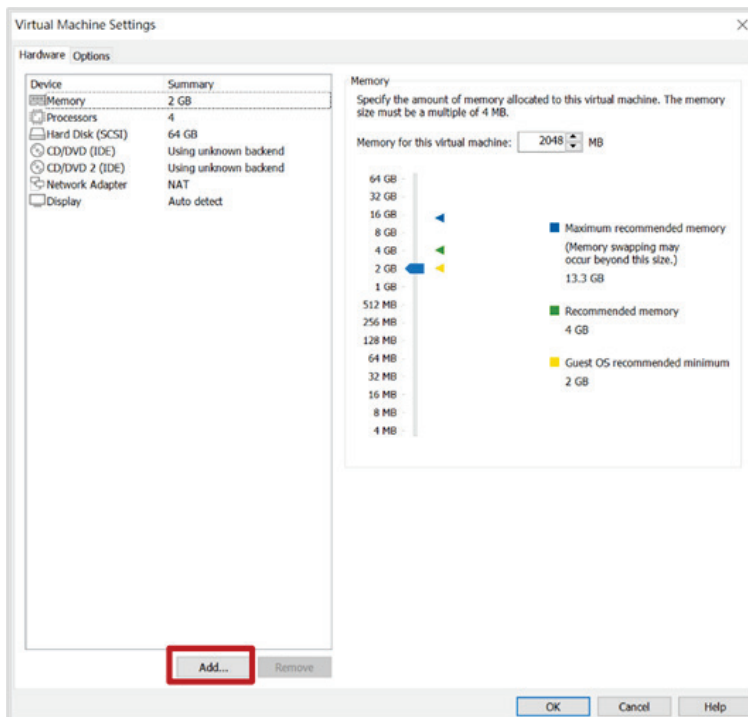
1. Create a folder on the USB storage device.



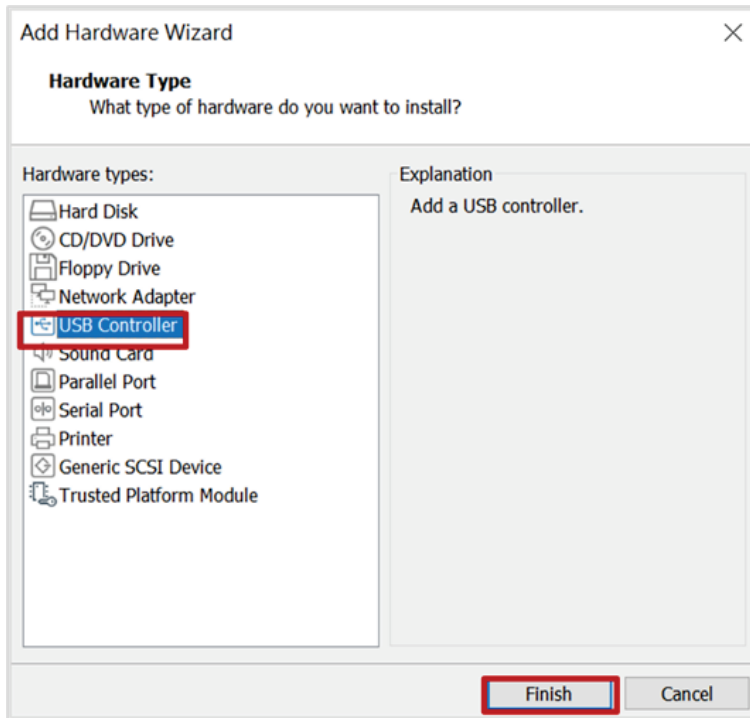
2. Add a USB controller. Skip this step if you have already added a USB controller.
 - a. Open VMware Workstation.
 - b. Right-click the virtual machine from the list and click **Settings**.
The **Virtual Machine Settings** screen will appear.



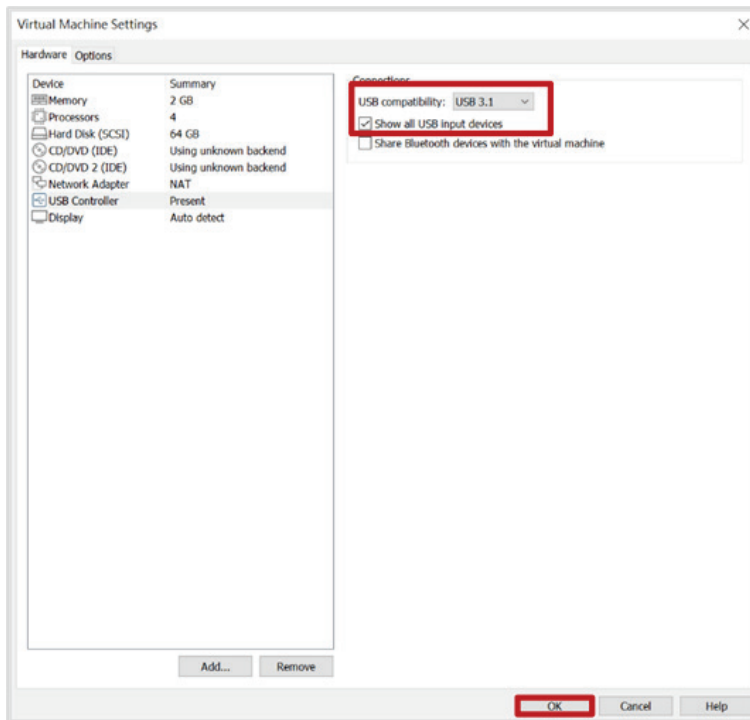
- c. In the Hardware tab, click **Add** at the bottom of the screen.
The **Add Hardware Wizard** screen will appear.



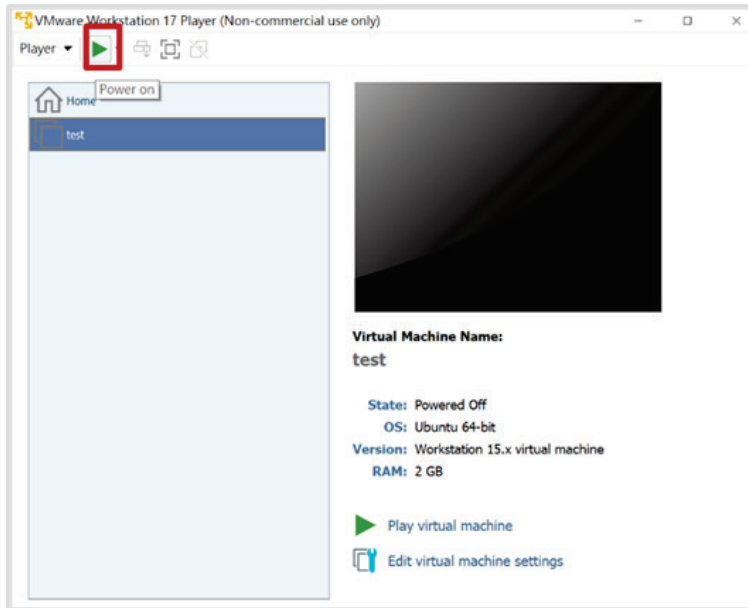
- d. Select **USB Controller** and click **Finish**.



- e. Select **USB Controller** in the **Virtual Machine Settings** screen, select **USB 3.1** from the USB compatibility drop-down list, check the **Show all USB input devices** box, then click **OK**.



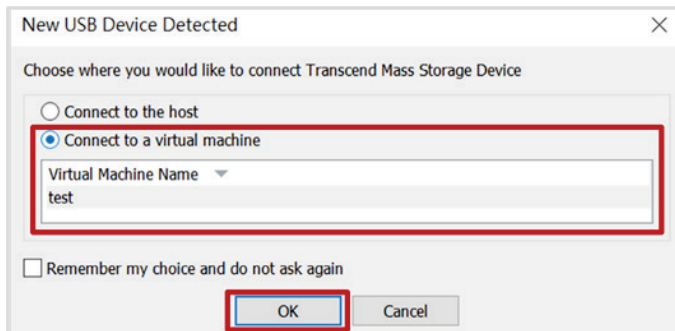
3. Log into the virtual machine:
 - a. Select the virtual machine from the list and click **Power on**.



- b. When prompted, log in using your login credentials, or use the default username and password:
 Username: **admin**
 Password: **moxa**

```
login as: admin
password: ****
```

4. Upload the database backup files to an external storage device.
 - a. Insert the USB device.
The **New USB Device Detected** screen will appear.
 - b. Select **Connect to a virtual machine** and click **OK**.



- c. Enter the **show exp** command and press **Enter**.
The name and size of the USB device will be displayed.

```
MXviewOne# show exp

name    size
sdb1    7.4G
```

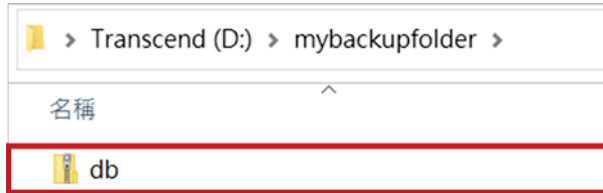
- d. Enter the **put backups local://[USB name]/[folder name]** command and press **Enter**.

```
MXviewOne# put backups local://sdb1/mybackupfolder
```

- e. Enter the password for the log file and press **Enter**. If you do not want to add a password, leave this blank.

```
MXviewOne# put backups local://sdb1/mybackupfolder
password for the zip file: *****_
```

- f. The system will start uploading the database backup files. Once finished uploading, the log file will be located in the folder on the USB device as **db.zip**.



Uploading Log Files

Event logs can be compressed and uploaded to an SFTP server or external storage device. Refer to the relevant sections for more information.



NOTE

To upload log files to an SFTP server, the SFTP server must be set up and running.

To an SFTP Server

1. Enter the **put logs sftp://[sftp-user]@[sftp-ip]:[sftp-port]/[folder name]** command and press **Enter**.

```
MXviewOne# put logs sftp://[redacted]@[redacted]:[redacted]/upload_
```

2. Enter the password for the SFTP server and press **Enter**.

```
MXviewOne# put logs sftp://[redacted]@[redacted]:[redacted]/upload
password for the sftp server: *****
```

3. Enter the password for the zip file and press **Enter**. If you do not want to add a password, leave this blank.

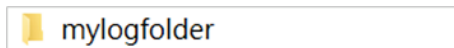
```
MXviewOne# put logs sftp://[redacted]@[redacted]:[redacted]/upload
password for the sftp server: *****
password for the zip file: *****
```

4. The system will start to upload the log files. Once finished uploading, the log files will be stored on the specified SFTP server as **log.zip**.

```
transfer /usr/mxview/mxview-gateway/logs/upper_task.2023-06-11
transfer /usr/mxview/mxview-gateway/logs/upper_task.2023-06-11 done
transfer /usr/mxview/mxview-one-task-runner/logs done
transfer /usr/mxview/mxview-one-task-runner/logs/task-runner.log.2023-06-08
transfer /usr/mxview/mxview-one-task-runner/logs/task-runner.log.2023-06-08 done
transfer /usr/mxview/mxview-one-task-runner/logs/task-runner.log.2023-06-09
transfer /usr/mxview/mxview-one-task-runner/logs/task-runner.log.2023-06-09 done
transfer /usr/mxview/mxview-one-task-runner/logs/task-runner.log.2023-06-11
transfer /usr/mxview/mxview-one-task-runner/logs/task-runner.log.2023-06-11 done
transfer /usr/mxview/polling-engine/build done
MXviewOne#
```

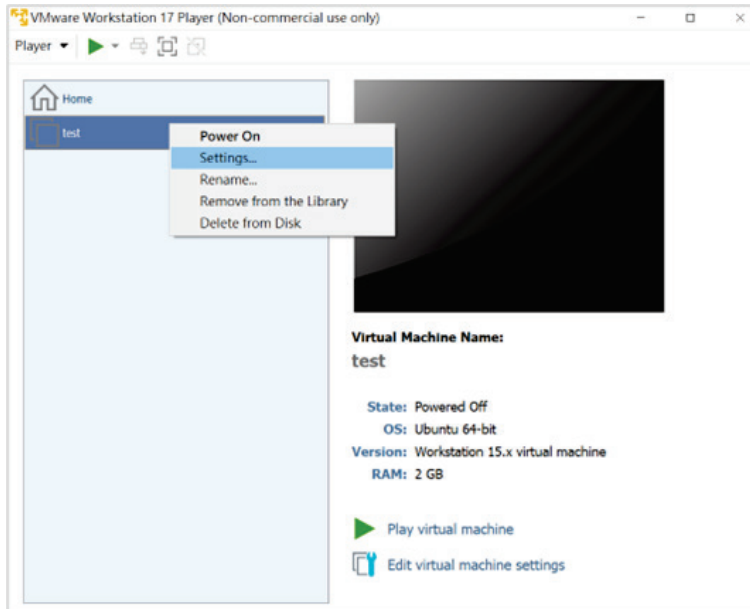
To an External Storage Device

1. Create a folder on the USB storage device.

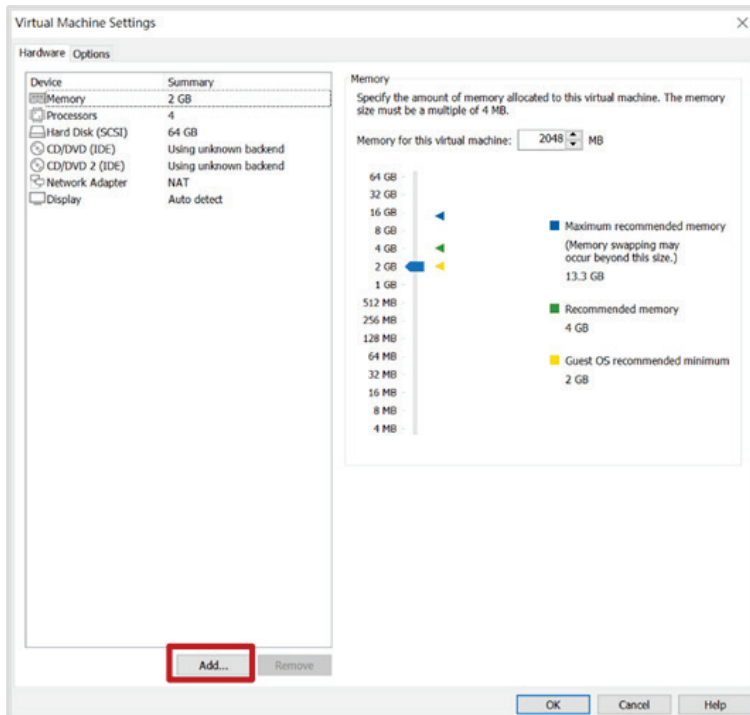


2. Add a USB controller. Skip this step if you have already added a USB controller.
 - a. Open VMware Workstation.
 - b. Right-click the virtual machine from the list and click **Settings**.

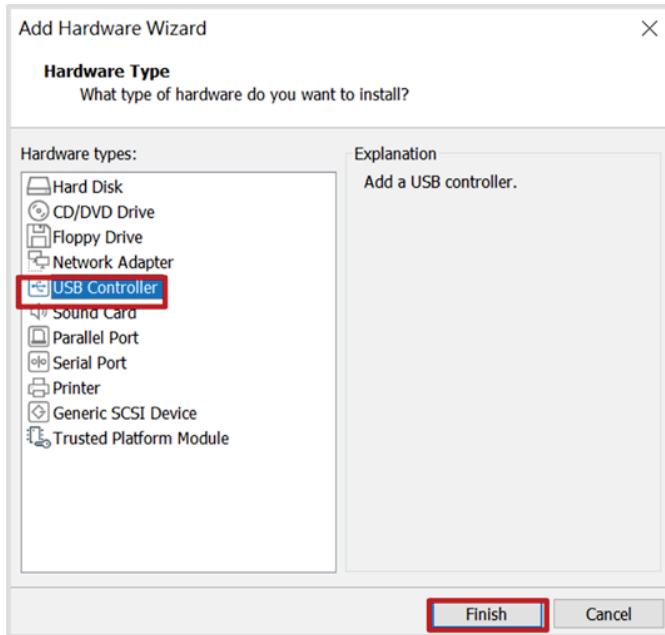
The **Virtual Machine Settings** screen will appear.



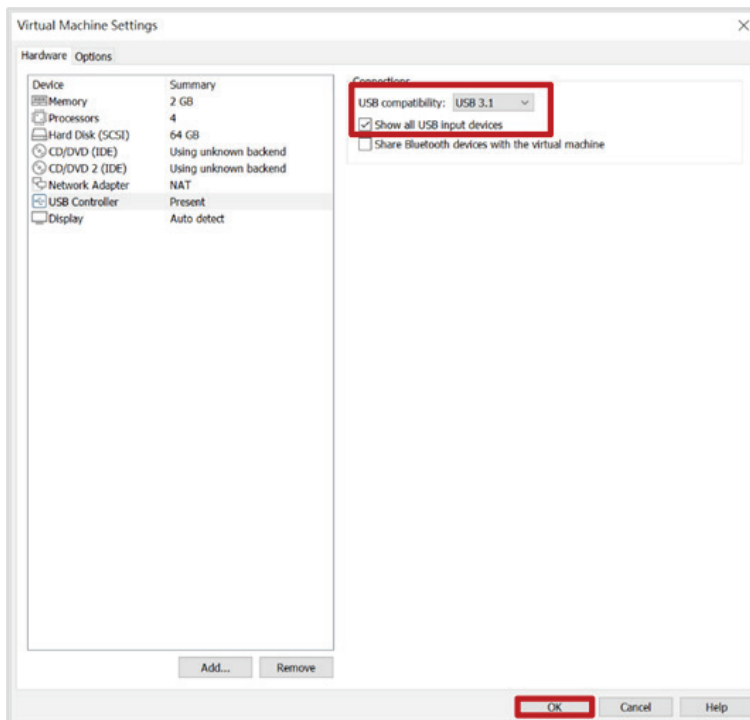
- c. In the Hardware tab, click **Add** at the bottom of the screen.
The **Add Hardware Wizard** screen will appear.



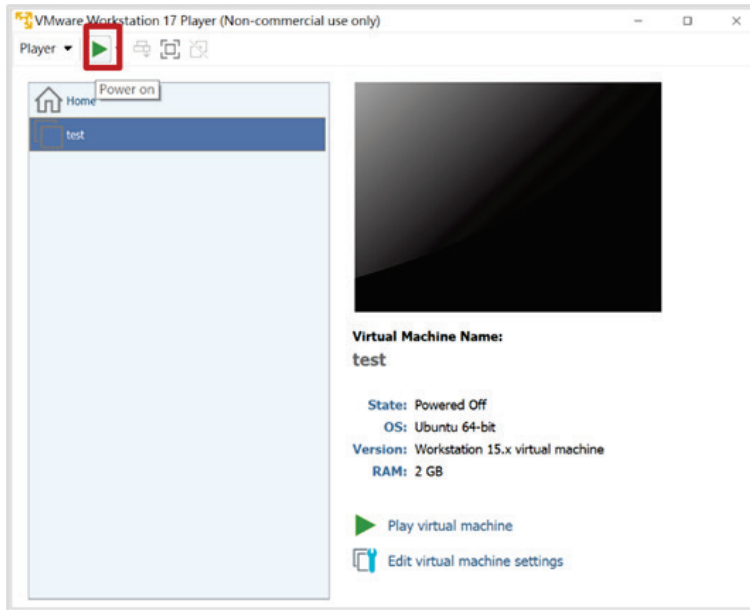
- d. Select **USB Controller** and click **Finish**.



- e. Select **USB Controller** in the **Virtual Machine Settings** screen, select **USB 3.1** from the USB compatibility drop-down list, check the **Show all USB input devices** box, then click **OK**.



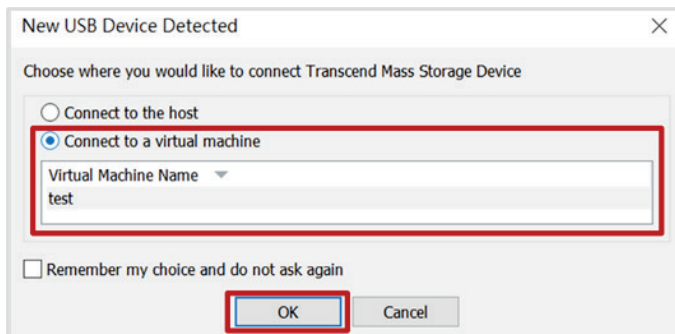
3. Log into the virtual machine:
 - a. Select the virtual machine from the list and click **Power on**.



- b. When prompted, log in using your login credentials, or use the default username and password:
 Username: **admin**
 Password: **moxa**

```
login as: admin
password: ****
```

4. Upload the log files to an external storage device.
 - a. Insert the USB device.
The **New USB Device Detected** screen will appear.
 - b. Select **Connect to a virtual machine** and click **OK**.



- c. Enter the **show exp** command and press **Enter**.
The name and size of the USB device will be displayed.

```
MXviewOne# show exp
name    size
sdb1    7.4G
```

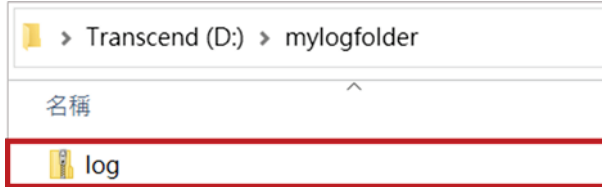
- d. Enter the **put logs local://[USB name]/[folder name]** command and press **Enter**.

```
MXviewOne# put logs local://sdb1/mylogfolder_
```

- e. Enter the password for the log file and press **Enter**. If you do not want to add a password, leave this blank.

```
MXviewOne# put logs local://sdb1/mylogfolder
password for the zip file: *****_
```

- f. The system will start uploading the log files. Once finished uploading, the log file will be located in the folder on the USB device as **log.zip**.



Removing Map Files

Use the **remove maps** command to remove all map files from the system.

1. Enter the **remove maps** command and press **Enter**.

```
MXviewOne# remove maps
```

2. A confirmation will appear if successful.

```
MXviewOne# remove maps
Completed
```

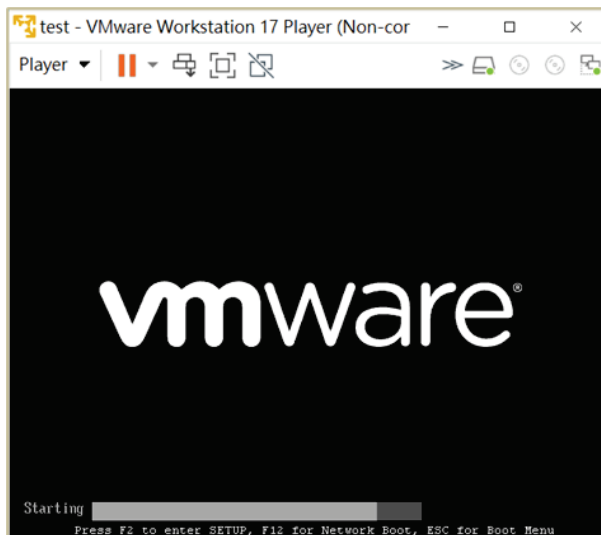
Rebooting the Host

Use the **restart host** command to reboot the host.

1. Enter the **restart host** command and press **Enter**.

```
MXviewOne# restart host
```

2. The host reboots.



3. When rebooted, the **login as** command will appear. Log in to continue.

```
login as:
```

Assigning an IP Address via DHCP

Use the **set ip dhcp** command to automatically assign an IPv4 IP address to MXview One Central Manager using DHCP.

1. Enter the **set ip dhcp** command and press **Enter**.
The DHCP server will automatically assign an IP address to the system.

```
MXviewOne# set ip dhcp
```

2. A message will appear to remind you to update the IP address in the MXview One Central Manager Control Panel's web interface.

```
Please make sure to update the IP address of the MXview One central interface on the configuration page of the MXview One central control panel after assigning a new IP address.  
MXviewOne# _
```

3. Enter the **show ip** command and press **Enter** to view the DHCP-assigned IP address.

```
MXviewOne# show ip  
192.168.2.128
```

4. Open a web browser and navigate to **https://[system IP address]:7100**, with **[system IP address]** representing the IP address shown by the **show ip** command. The web browser will navigate to **MXview One Central Manager Control Panel's** web interface.

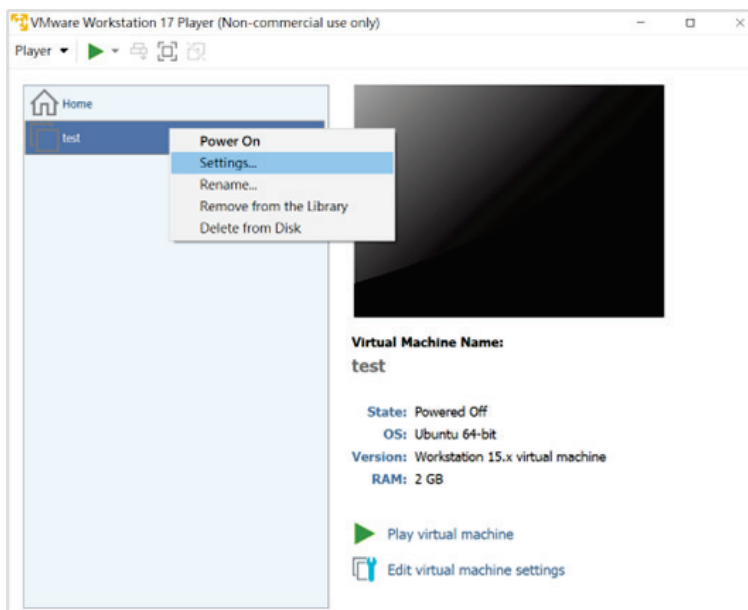
 <https://192.168.2.128:7100>

Set Static IP Address

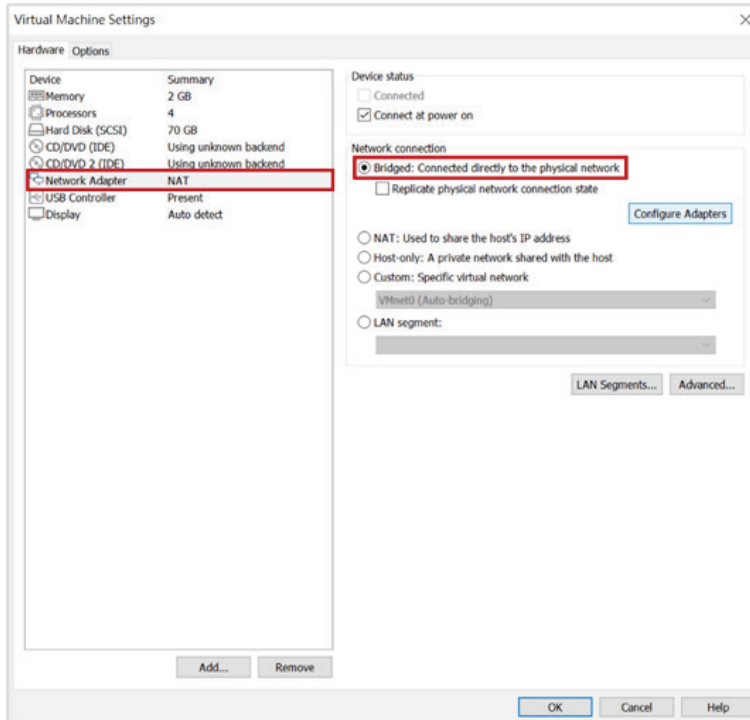
Set a static IP address by executing **set ip [CIDR] [gateway] [dns]** command.

Use the **set ip [CIDR] [gateway] [dns]** command to manually assign an IPv4 IP address to MXview One Central Manager.

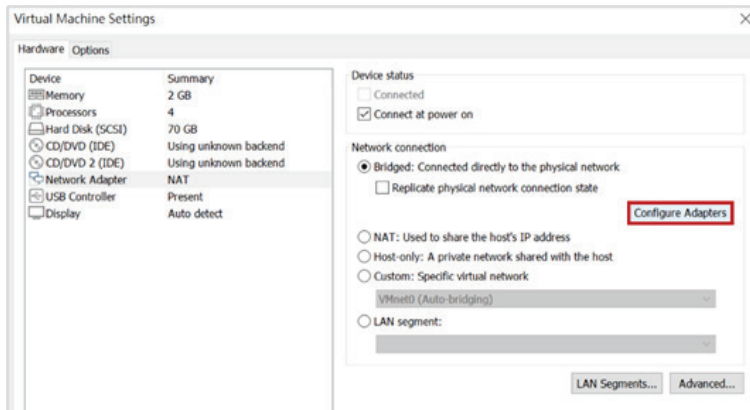
1. Modify the network adapter settings:
 - a. Open VMware Workstation.
 - b. Right-click the virtual machine from the list and click **Settings**.
 - c. The **Virtual Machine Settings** screen will appear.



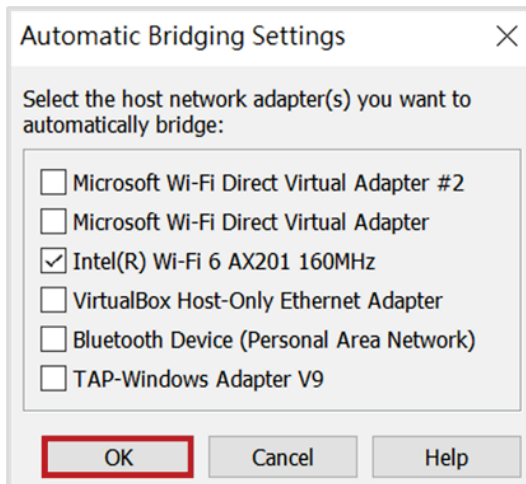
- d. In the Hardware tab, click **Network Adapter**, then select **Bridged** in the Network connection section.



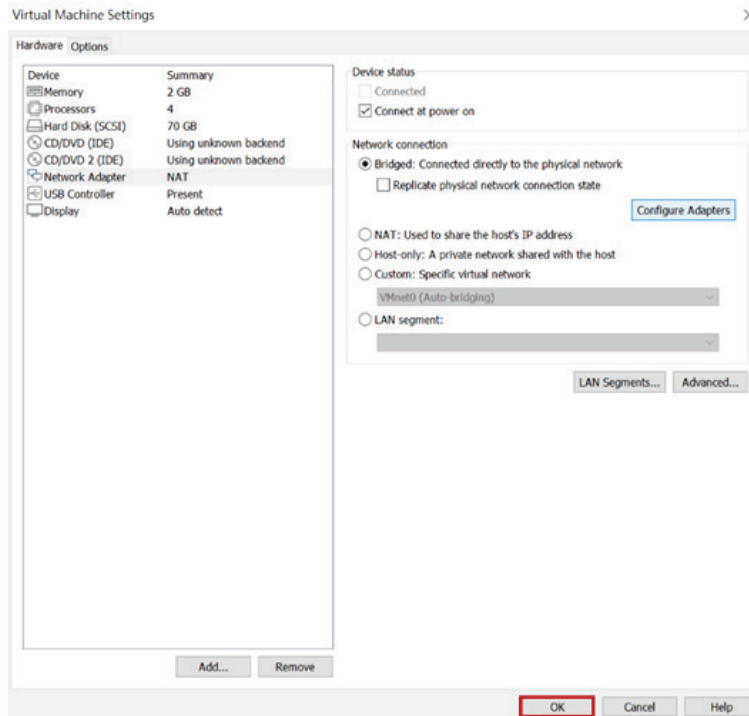
- e. Click **Configure Adapters**.
The **Automatic Bridging Settings** window will appear.



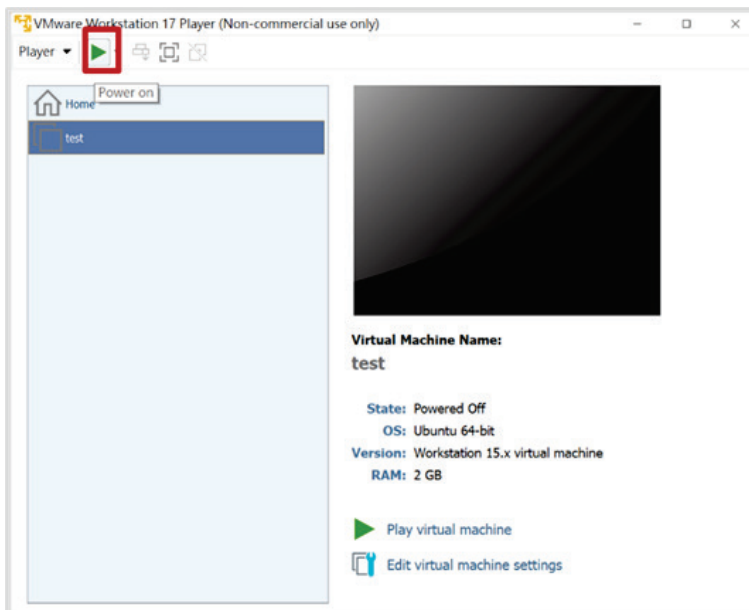
- f. Select the host network adapter(s) and click **OK**.



- g. Click **OK** in the **Virtual Machine Settings** screen.



2. Log into the virtual machine:
 - a. Select the virtual machine from the list and click **Power on**.



- b. When prompted, log in using your login credentials, or use the default username and password:

Username: **admin**
 Password: **moxa**



3. Configure the static IP address:
 - a. Enter the **show ip** command and press **Enter** to view the current system IP address.



- b. Enter the **set ip [CIDR] [gateway] [dns]** command and press **Enter**.

```
MXviewOne# set ip 172.20.10.10/28 172.20.10.1 8.8.8.8
```

- c. A message will appear to remind you to update the IP address in the MXview One Central Manager Control Panel's web interface.

```
Please make sure to update the IP address of the MXview One central interface on the configuration page of the MXview One central control panel after assigning a new IP address.  
MXviewOne# _
```

- d. Enter the **show ip** command and press **Enter** to view the assigned static IP address.

```
MXviewOne# show ip  
172.20.10.10
```

- e. Open a web browser and navigate to **https://[system IP address]:7100**, with **[system IP address]** representing the IP address shown by the **show ip** command. The web browser will navigate to **MXview One Central Manager Control Panel's** web interface.

 <https://172.20.10.10:7100>

Show IP Address

Use the **show ip** command to show the current system IP address.

1. Enter the **show ip** command and press **Enter**.

```
MXviewOne# show ip_
```

2. The system IP address will be displayed.

```
MXviewOne# show ip  
192.168.2.128
```

Show System Statistics

Use the **show process** command to display the current system statistics.

1. Enter the **show process** command and press **Enter**.

```
MXviewOne# show process_
```

2. The system statistics information will be displayed.

```
MXviewOne# show process  
current CPU loading: 0.25, memory usage: 19, disk usage: 18  
Name[      MXControlPanel]      Status[Running] CPU Loading[0.25%] Mem Usage[2.23%]  
Name[      MXfederal]          Status[Running] CPU Loading[0.07%] Mem Usage[0.83%]  
Name[      postgres]           Status[Running] CPU Loading[0.05%] Mem Usage[1.34%]  
Name[      postgres]           Status[Running] CPU Loading[0.00%] Mem Usage[0.20%]  
Name[      postgres]           Status[Running] CPU Loading[0.03%] Mem Usage[0.28%]  
Name[      postgres]           Status[Running] CPU Loading[0.01%] Mem Usage[0.48%]  
Name[      postgres]           Status[Running] CPU Loading[0.00%] Mem Usage[0.33%]  
Name[      postgres]           Status[Running] CPU Loading[0.00%] Mem Usage[0.24%]  
Name[      postgres]           Status[Running] CPU Loading[0.00%] Mem Usage[0.33%]  
Name[      node]                Status[Running] CPU Loading[2.00%] Mem Usage[4.65%]  
Name[      MXviewPlatform]      Status[Running] CPU Loading[0.94%] Mem Usage[1.44%]  
Name[      node]                Status[Running] CPU Loading[1.76%] Mem Usage[6.32%]  
Name[      mosquito]           Status[Running] CPU Loading[0.21%] Mem Usage[0.36%]  
Name[      mosquito]           Status[Running] CPU Loading[0.19%] Mem Usage[0.37%]  
Name[      postgres]           Status[Running] CPU Loading[0.04%] Mem Usage[0.76%]  
Name[      postgres]           Status[Running] CPU Loading[0.01%] Mem Usage[0.74%]  
Name[      postgres]           Status[Running] CPU Loading[0.00%] Mem Usage[0.73%]  
Name[      postgres]           Status[Running] CPU Loading[0.03%] Mem Usage[0.77%]
```

Show External Storage

Use the **show exp** command to show all external storage devices.

1. Enter the **show exp** command and press **Enter**.

```
MXviewOne# show exp
```

2. The information of all external storage devices will be displayed.

```
MXviewOne# show exp
name    size
sdb1    7.4G
```

Shutdown Host

Use the **shutdown host** command to shut down the host.

```
MXviewOne# shutdown host
```

Exit

Use the **exit** command to terminate the current SSH session.

1. Enter the **exit** command and press **Enter**.

```
MXviewOne# exit
```

2. The system will terminate the session and return to the log in prompt. Log in again to continue.

```
login as: _
```

Setting or Showing the Event Log Retention Period

Use the **rotate [days]/[show]** command to set or show the event log retention period (in days). The default is 90 days. If set to 0, event logs are never deleted.

1. To set the event log retention period:
 - a. Enter the **rotate [days]** command and press **Enter**.

```
MXviewOne# rotate 30
```

- b. The system will set the event log retention period and display the result.

```
MXviewOne# rotate 30
Set event log rotation: 30 days
```

2. To disable event log rotation function:
 - a. Enter the **rotate 0** command and press **Enter**.

```
MXviewOne# rotate 0
```

- b. The system will disable event log rotation function and event logs are never deleted.

```
MXviewOne# rotate 0
Disable event log rotation function
```

3. To show the event log retention period:
 - a. Enter the **rotate show** command and press **Enter**.

```
MXviewOne# rotate show
```

- b. The system will display the event log retention period (in days). The default is 90 days.

```
MXviewOne# rotate show
90 days
```

Setting the Time Zone

1. Enter the **set timezone [timezone]** command and press **Enter**.

```
MXviewOne# set timezone Asia/Taipei
```

2. The system will display the time zone setting result.

```
MXviewOne# set timezone Asia/Taipei
set timezone: Asia/Taipei
Please restart the host to make the settings take effect.
```



NOTE

Please restart the host to make the time zone settings take effect.

Showing the System Time Settings

1. Enter the **show time** command and press **Enter**.

```
MXviewOne# show time
```

2. The system will display the system time settings.

```
MXviewOne# show time
UTC time: 2023-07-16T12:57:50Z
Local time: 2023-07-16T20:57:50+08:00
```

MXview One Central Manager Control Panel

Before launching the MXview One Central Manager web console, you will need to start the MXview One Central Manager server on the host computer. Follow the steps below to open the MXview One Central Manager Control Panel.

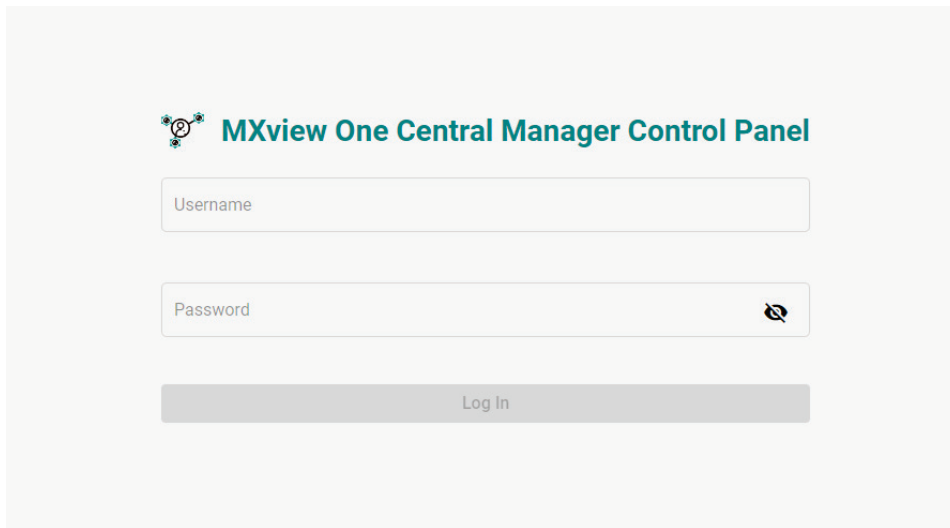
1. Open VMware Workstation on the host computer that is running MXview One Central Manager.
2. In the command console, enter the **show ip** command to show MXview One Central Manager's IP address.
3. Open a web browser and navigate to **https://[system IP address]:7100**, with **[system IP address]** representing the IP address of MXview One Central Manager.

For example: <https://192.168.1.250:7100>

4. Log in using the default username and password:

Username: **admin**

Password: **moxa**



The login screen features the MXview logo and the title 'MXview One Central Manager Control Panel'. It contains two input fields: 'Username' and 'Password'. The 'Password' field has a toggle icon for visibility. Below the fields is a 'Log In' button.

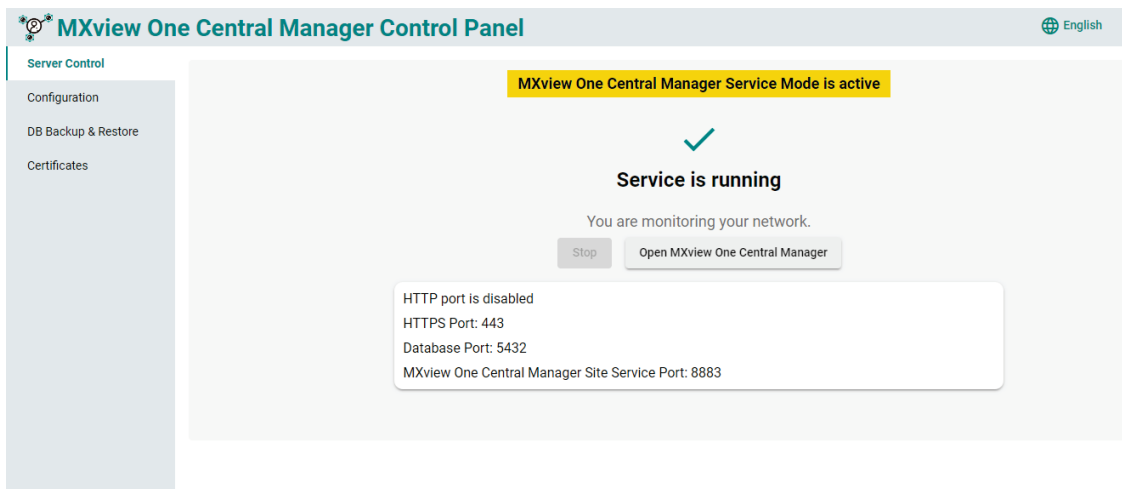
If this is your first time logging into the MXview One Central Manager Control Panel, it is highly recommended to change the default password for security reasons.

Login Notification

We strongly recommend that you change the default password to enhance security.

[Close](#) [Change](#)

5. Once logged in, the Server Control page will be shown.



The Server Control page displays the MXview logo and the title 'MXview One Central Manager Control Panel'. A yellow banner at the top indicates 'MXview One Central Manager Service Mode is active'. Below this, a green checkmark and the text 'Service is running' are shown, followed by 'You are monitoring your network.' There are 'Stop' and 'Open MXview One Central Manager' buttons. A box at the bottom lists port information: 'HTTP port is disabled', 'HTTPS Port: 443', 'Database Port: 5432', and 'MXview One Central Manager Site Service Port: 8883'. A sidebar on the left contains navigation options: 'Server Control', 'Configuration', 'DB Backup & Restore', and 'Certificates'. The top right corner shows a language selector set to 'English'.



NOTE

By default, MXview One Central Manager is running in Service Mode and cannot be stopped. Service mode means that MXview One Central Manager remains active in the background.

Configuration

From the **Configuration** page, you can configure the port number and status of the MXview One Central Manager interfaces.

MXview One Central Manager Interface

Setting	Description
IP Address	Specify the IP address used to access the MXview One Central Manager web interface.
MXview One Central Manager Site Service Port	Specify the service port of the MXview One Central Manager server. The default port is 8883.
Site Authentication Password	Enter the site authentication password. This password is used on MXview One local sites to connect to MXview One Central Manager.

Web Interface

Setting	Description
HTTPS	Specify the HTTPS port of the MXview One Central Manager server. The default port is 443.
HTTP	Enable or disable HTTP. If enabled, specify the listening port of the server. The default port is 80.

Database Interface

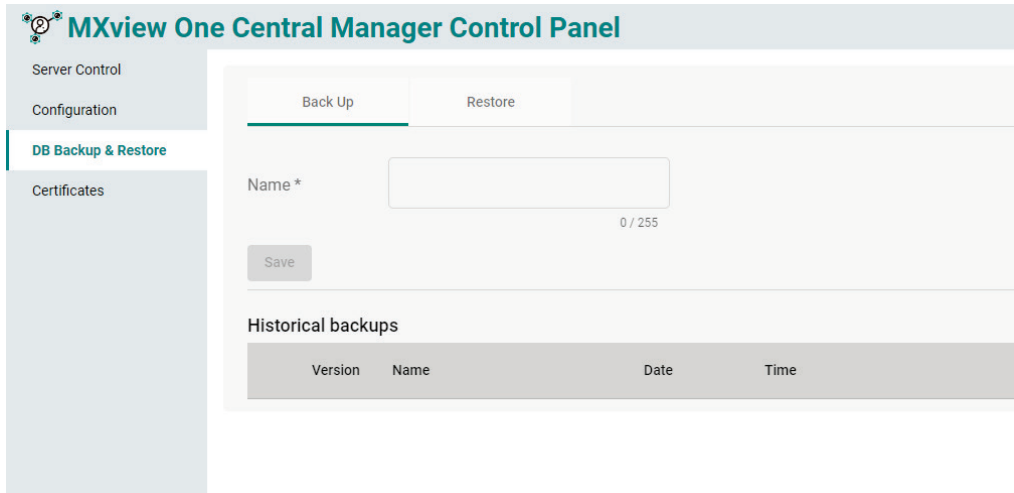
Setting	Description
Port	Specify the service port of the MXview One Central Manager database server. The default port is 5432.
Password	Enter the database authentication password. This password is necessary to access the MXview One Central Manager database server.

DB Backup & Restore

From the **DB Backup & Restore** page, you can back up the current MXview One Central Manager database or use a previous backup to restore the database.

Backing Up the Database

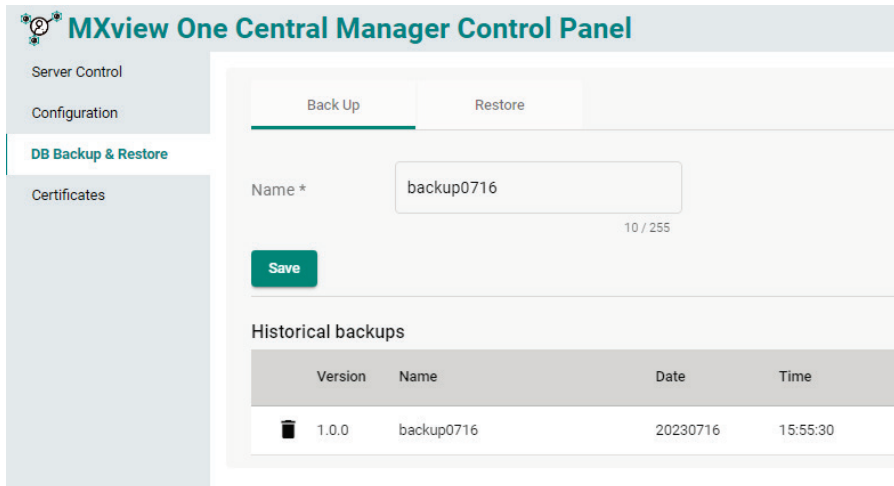
1. Navigate to **DB Backup & Restore**.
2. Click the **Back Up** tab.



3. In the **Name** field, enter a name for the backup file.
4. Click **Save**.
5. A message will appear to confirm the backup file has been generated and its location.

The database has been backed up to /usr/mxview/db_backup/20230716_155530

The backup will now show in the in the **Historical backups** list.



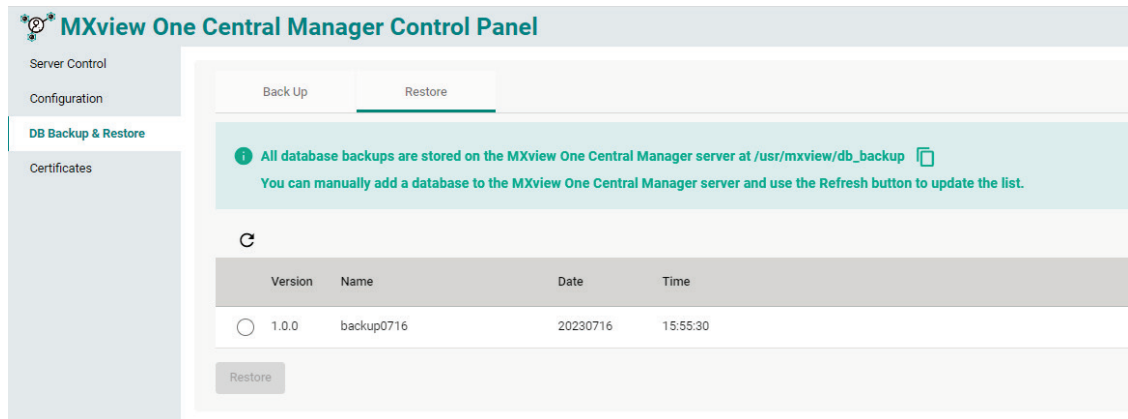
The system backup file includes the following data:

- Licenses
- Groups
- Sites
- Accounts
- Event History
- Report Templates
- The records of Generated Reports (without the report files)

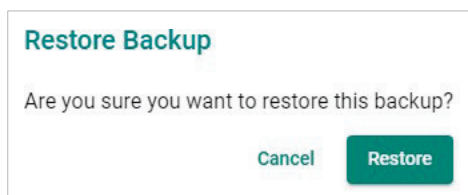
- Notifications and Actions
- Mail Server Settings

Restoring a Database Backup

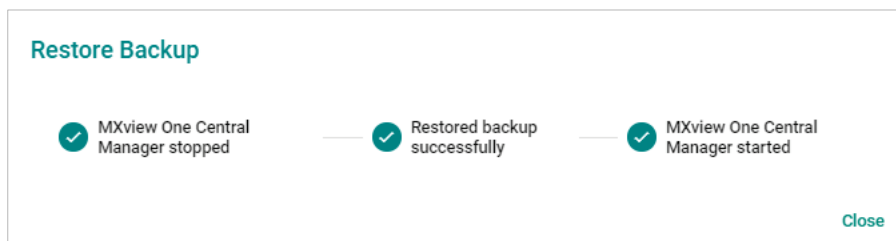
1. Navigate to **DB Backup & Restore**.
2. Click the **Restore** tab.



3. Select the backup you want to restore in the table. You can also manually copy a database to a specific path and press the Refresh icon to update the backup table.
4. When prompted, click **Restore**.



The backup restoration progress will be shown on screen.



5. When finished, click **Close**.

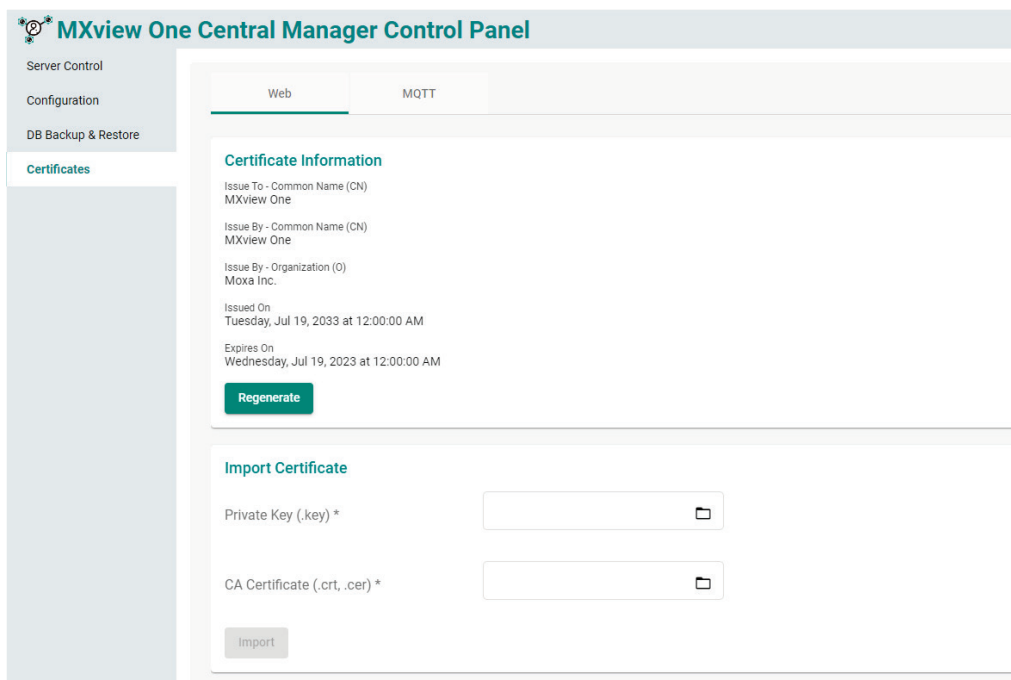
Certificates

From the **Certificates** page, you can view the certificates used by MXview One Central Manager. Certificate information is further divided into the **Web** and **MQTT** sections.

Web Certificates

On the **Web** tab, you can view the information for the current web certificates, including:

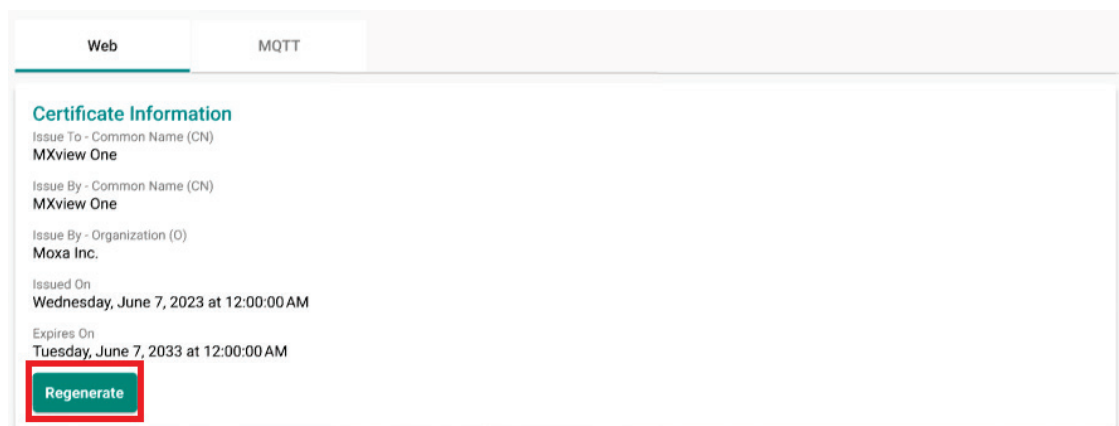
- Issue To - Common Name (CN)
- Issue By - Common Name (CN)
- Issue By - Organization (O)
- Issued On
- Expires On



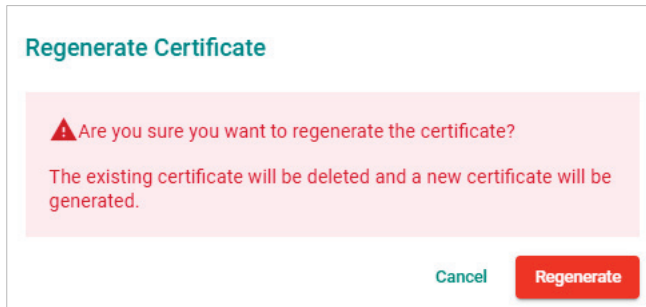
Regenerating the Certificate

1. Click the **Regenerate** button.

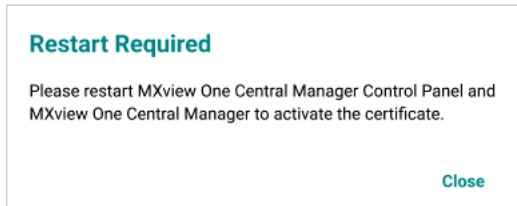
The **Regenerate Certificate** window will appear.



2. Click **Regenerate** to regenerate the certificate.



3. After successfully regenerating the certificate, MXview One Central Manager Control Panel will need to be restarted for the certificate to take effect. Click Close and restart the instance.



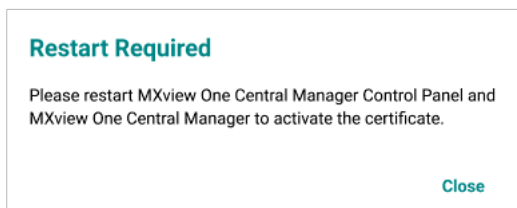
Importing a Certificate

You can manually import a certificate file and key file.

1. Click the folder icon for the Private Key and CA Certificate fields and navigate to the certificate (.crt, .cer) and key (.key) file on the local host.



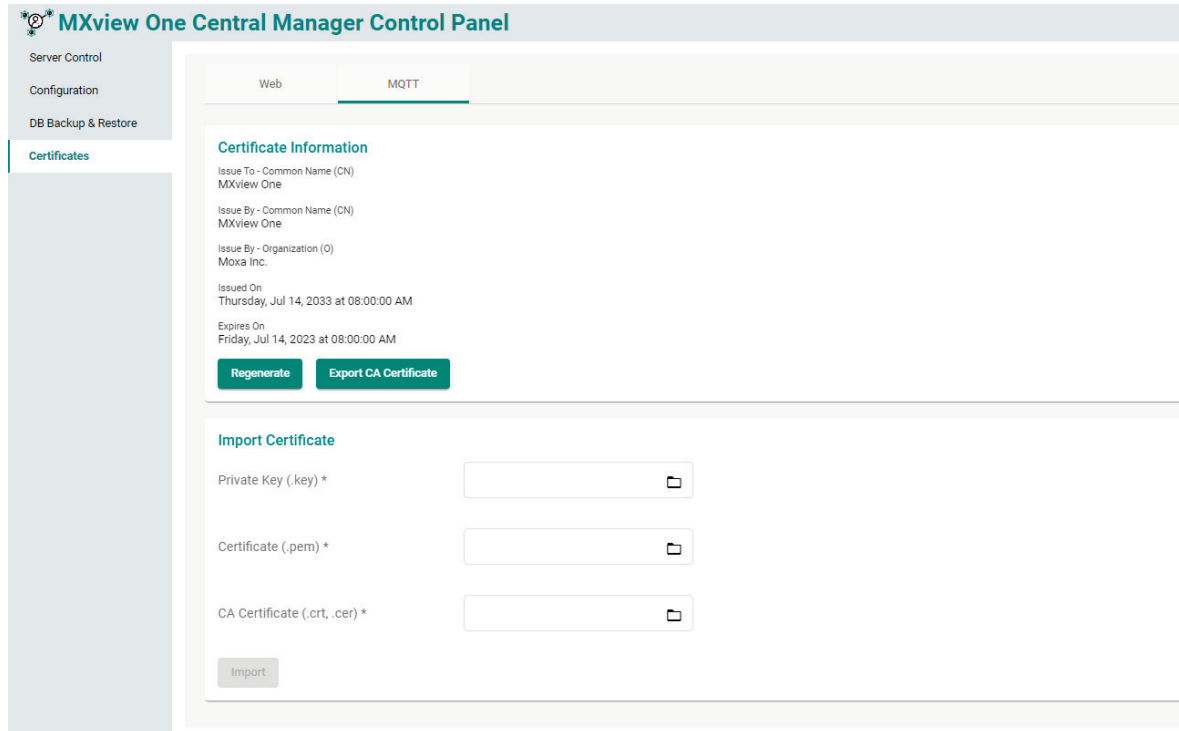
2. Click **Import**.
3. After successfully importing the certificate, MXview One Central Manager Control Panel will need to be restarted for the certificate to take effect. Click **Close** and restart the instance.



MQTT Certificates

On the **MQTT** tab, you can view the information for the current MQTT certificates, including:

- Issue To - Common Name (CN)
- Issue By - Common Name (CN)
- Issue By - Organization (O)
- Issued On
- Expires On



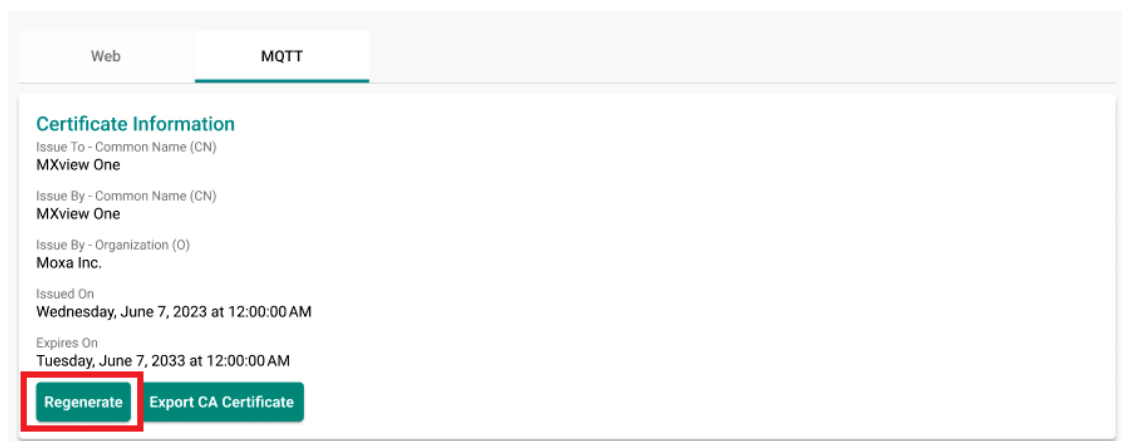
The screenshot shows the MXview One Central Manager Control Panel. The left sidebar contains navigation options: Server Control, Configuration, DB Backup & Restore, and Certificates. The main content area is titled 'MQTT' and contains a 'Certificate Information' section with the following details:

- Issue To - Common Name (CN): MXview One
- Issue By - Common Name (CN): MXview One
- Issue By - Organization (O): Moxa Inc.
- Issued On: Thursday, Jul 14, 2023 at 08:00:00 AM
- Expires On: Friday, Jul 14, 2023 at 08:00:00 AM

Below the information are two buttons: 'Regenerate' and 'Export CA Certificate'. Below this is an 'Import Certificate' section with three input fields: 'Private Key (.key) *', 'Certificate (.pem) *', and 'CA Certificate (.crt, .cer) *'. Each field has a file selection icon. An 'Import' button is located at the bottom of the form.

Regenerating the Certificate

1. Click the **Regenerate** button.
The **Regenerate Certificate** window will appear.

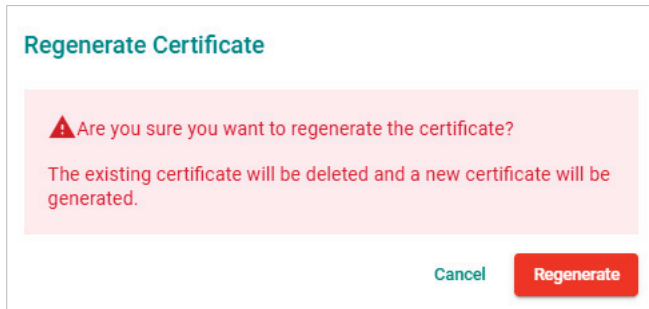


This is a close-up view of the 'Certificate Information' section from the previous screenshot. The 'Regenerate' button is highlighted with a red rectangular box. The certificate information displayed is:

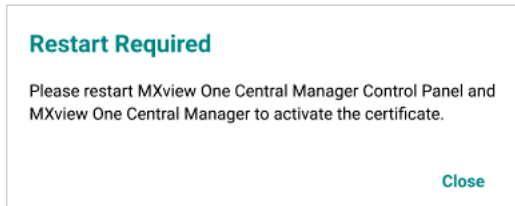
- Issue To - Common Name (CN): MXview One
- Issue By - Common Name (CN): MXview One
- Issue By - Organization (O): Moxa Inc.
- Issued On: Wednesday, June 7, 2023 at 12:00:00 AM
- Expires On: Tuesday, June 7, 2023 at 12:00:00 AM

The 'Regenerate' and 'Export CA Certificate' buttons are visible at the bottom of the information box.

2. Click **Regenerate** to regenerate the certificate.

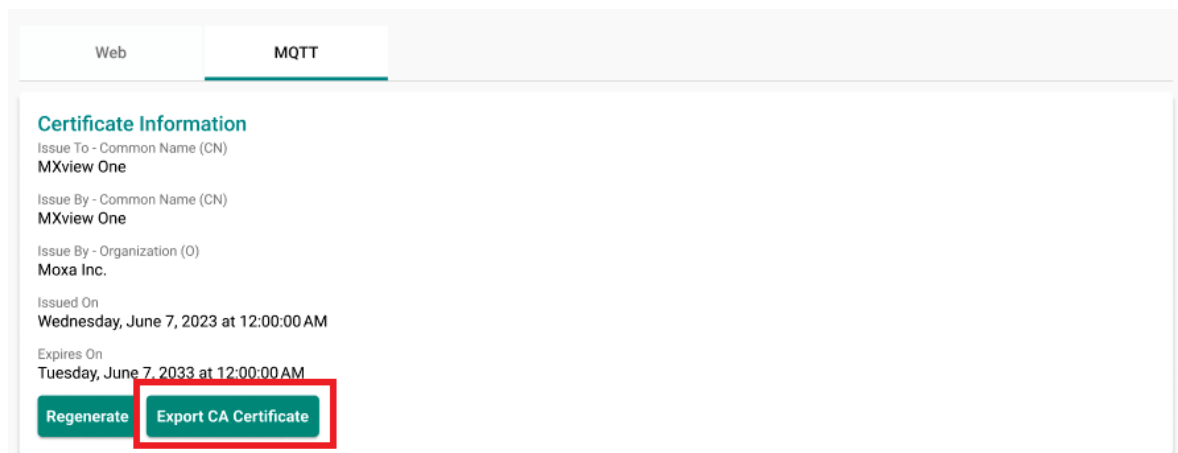


3. After successfully regenerating the certificate, MXview One Central Manager Control Panel will need to be restarted for the certificate to take effect. Click **Close** and restart the instance.



Exporting the CA Certificate

Click the **Export CA Certificate** button to export the CA certificate to the local host.



Importing a Certificate

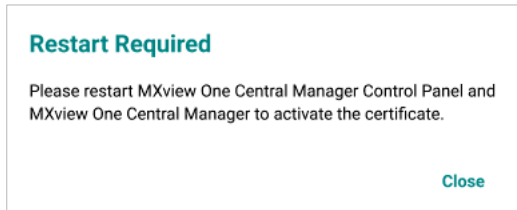
You can manually import a certificate file, CA certificate, and key file.

1. Click the folder icon for the Private Key, Certificate, and CA Certificate fields and navigate to the certificate and key file on the local host.



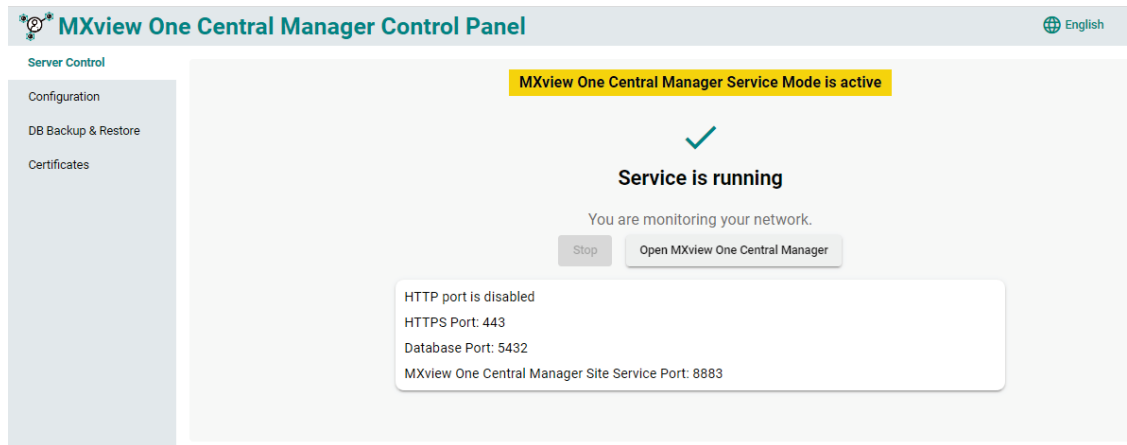
2. Click **Import**.

3. After successfully importing the certificate, MXview One Central Manager Control Panel will need to be restarted for the certificate to take effect. Click **Close** and restart the instance.



Logging Into MXview One Central Manager

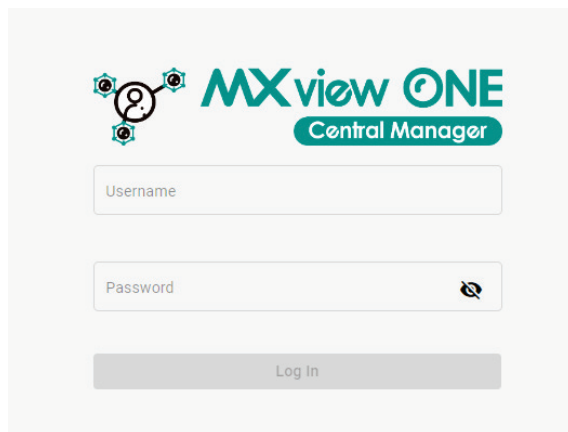
1. Click the **Open MXview One Central Manager** button on the Server Control page.



2. Log into MXview One Central Manager using the default username and password.

Username: **admin**

Password: **moxa**



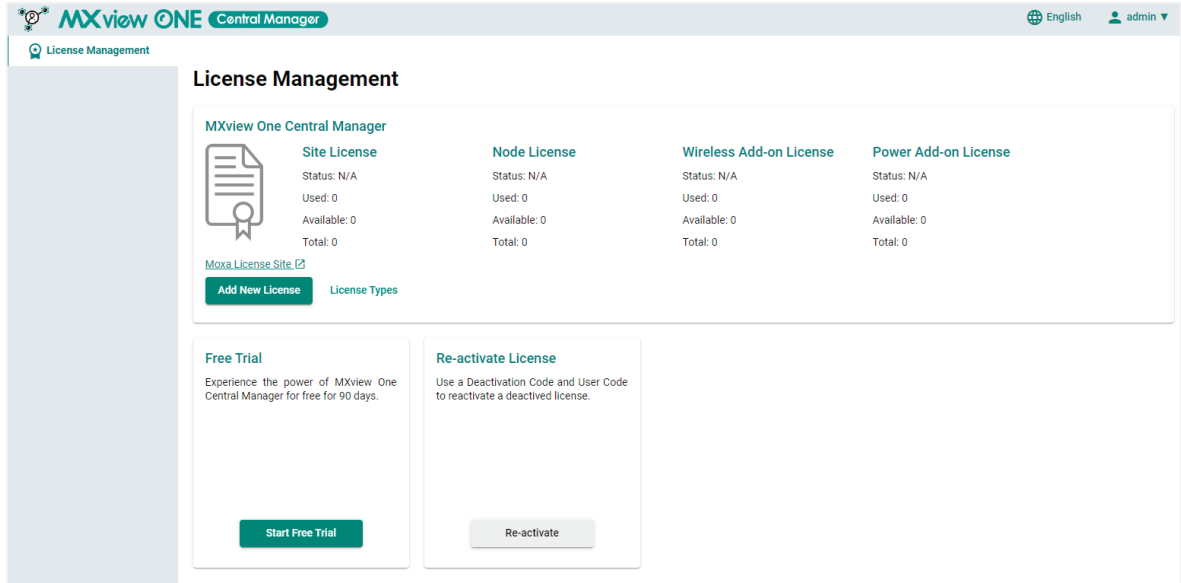
NOTE

The MXview One Central Manager web console supports a maximum of 100 concurrent users.

License Management

After logging into MXview One Central Manager, the **License Management** screen will show.

To access the MXview One Central Manager services, you can either click the **Start Free Trial** button to try out MXview One Central Manager for free for 90 days free trial or activate new licenses by clicking **Add New License** button. Refer to the [License Management](#) chapter for more detailed information and instructions.



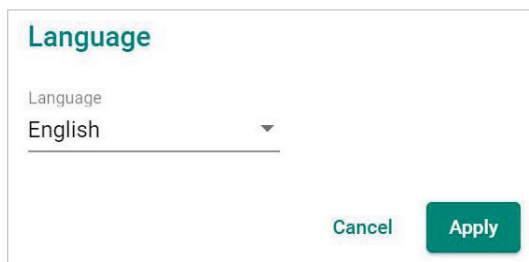
Changing the Display Language

You can change the display language of MXview One Central Manager (Control Panel) at any time.

The following languages are supported:

- German (Deutsch)
- Japanese (日本語)
- English
- Spanish (Español)
- French (Français)
- Simplified Chinese (简体中文)
- Traditional Chinese (繁體中文)

1. In the top-right of the MXview One Central Manager tool bar, click the **Language** (🌐) icon. The **Language** screen will appear.
2. Select a language from the drop-down menu.



3. Click **Apply**.

The interface will update the display language immediately.

4. Dashboard

The MXview One Central Manager **Dashboard** contains several widgets that provide summary information about the status of your sites and events.

Dashboard Overview

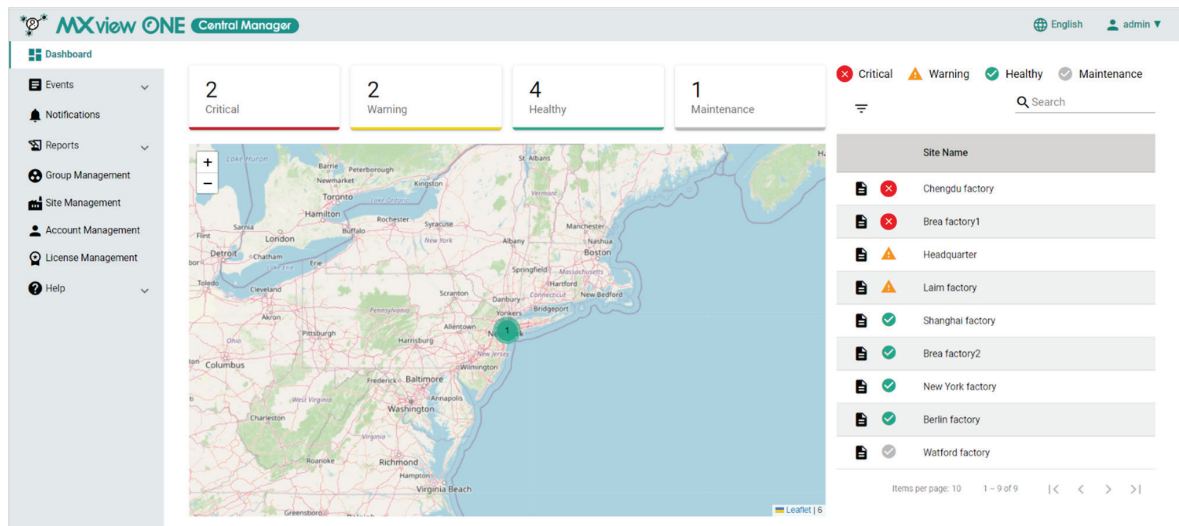
To access the **Dashboard**, in the function tree, navigate to **Dashboard**.

Use the **Dashboard** screen to get a quick overview of your sites' status and events, and to view the physical location of your sites on the interactive map.



NOTE

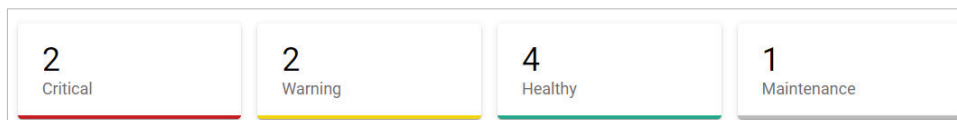
The **Dashboard** only displays sites which have been registered with MXview One Central Manager and have been allocated an active site license.



Viewing the Site Status

To view the site status widget, In the function tree, navigate to **Dashboard**.

The site status widget shows the total number of sites managed by this instance of MXview One Central Manager and their current status.




- **Critical:** The number of sites with unconfirmed critical events.
- **Warning:** The number of sites with unconfirmed warning events.
- **Healthy:** The number of sites with no events or no unconfirmed events.
- **Maintenance:** The number of sites in Maintenance mode. MXview One Central Manager does not receive event logs from local sites in Maintenance mode.


Viewing the Interactive Site Map

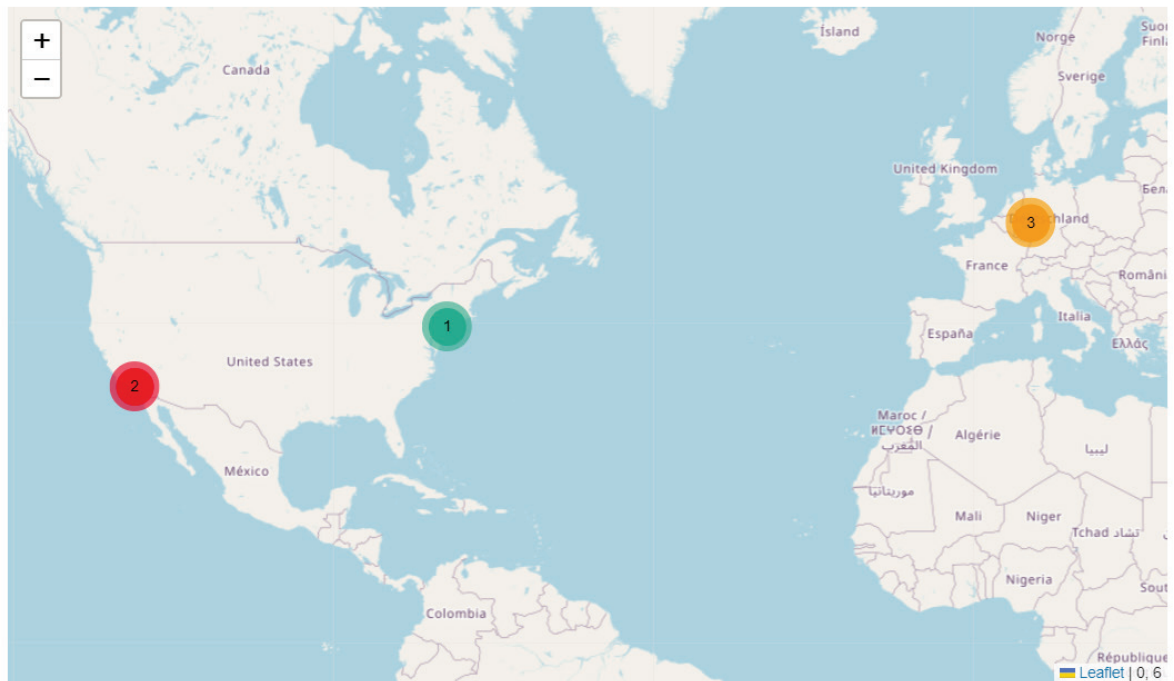
To view the site status widget, In the function tree, navigate to **Dashboard**.

On the interactive map you can view the physical location and status of your sites. Each site is represented on the map by a colored dot, indicating the health of the site.

- **Red dot:** Critical site.
- **Orange dot:** Warning site.
- **Green dot:** Healthy site.
- **Grey dot:** Site in Maintenance mode.

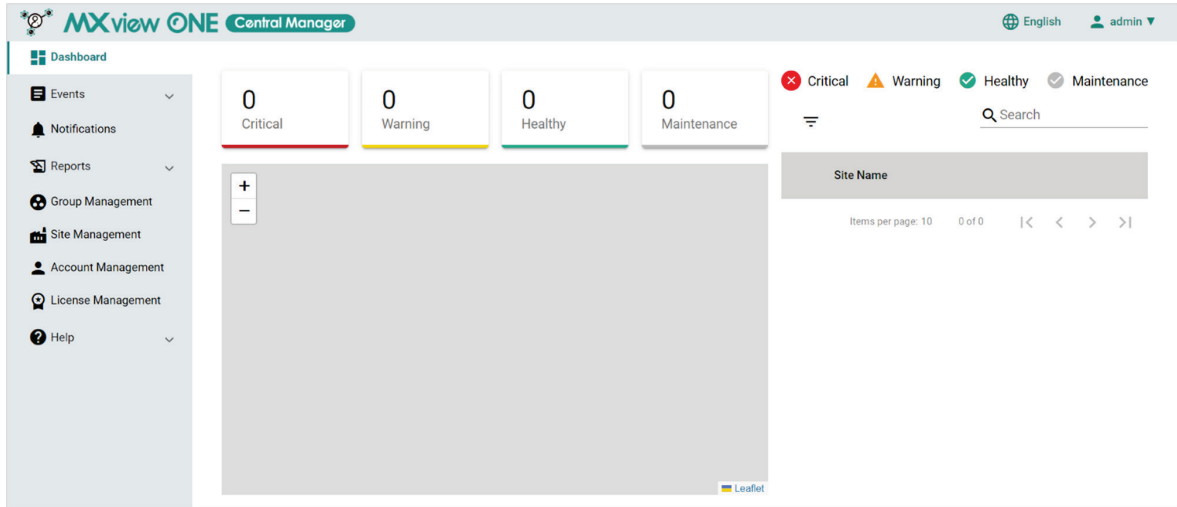
Click the **Zoom out** () button to zoom out on the map. When zoomed out beyond a certain point, all adjacent sites in an area will be represented as a clustered dot instead. The number inside the dot represents the number of sites in that cluster. The color of the cluster dot is based on the site with the highest priority. For example, if a cluster with 3 sites has one critical site and 2 healthy sites, the cluster dot will appear red (critical).

Use the **Zoom in** () button to zoom in and show the individual site dots.



Importing an Offline Map

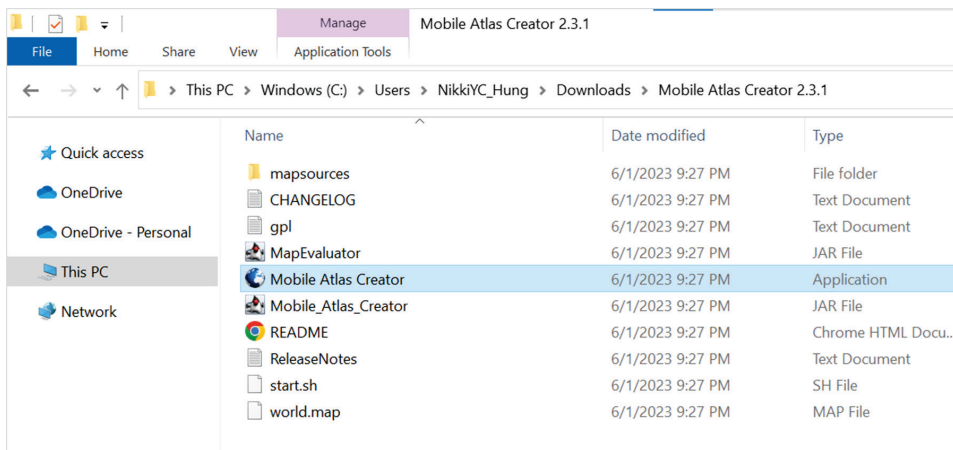
When MXview One Central Manager is used in an offline environment, the interactive will not be available. Users can upload an offline map through the VMware using the MXview One Central Manager CLI to enable the map function offline.



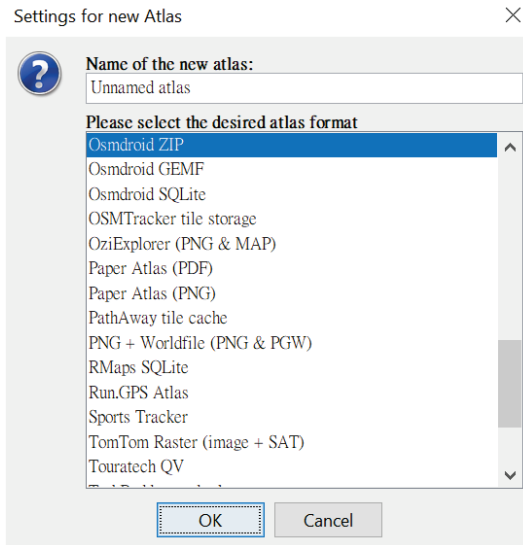
1. Download the map files:
 - a. Open a web browser and visit <https://mobac.sourceforge.io/>.
 - b. Click **Download Now** to download the latest version of Mobile Atlas Creator.
The installation package (.zip) will be downloaded to your computer.



- c. Unzip and open the folder, then execute **Mobile Atlas Creator**.



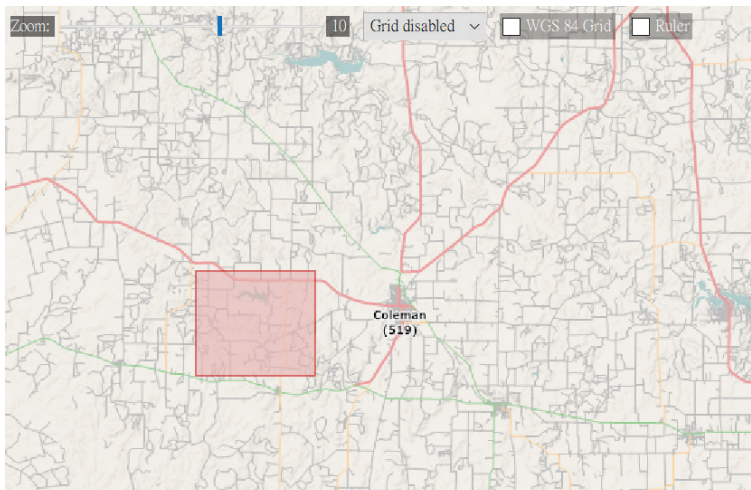
- d. Select **Osmdroid ZIP** as the atlas format and click **OK**.
The Mobile Atlas Creator screen will appear.



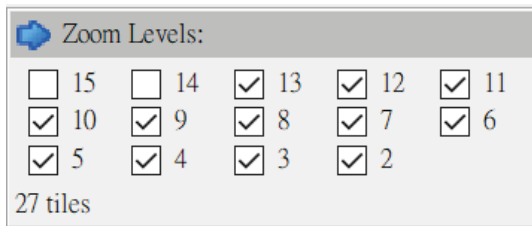
- e. In the **Map Source** section, select any available version of **OpenStreetMap** (e.g. OpenStreetMap 4UMaps.eu).



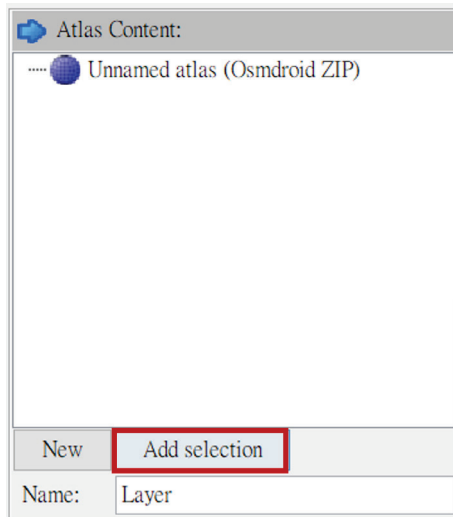
- f. Select the scope you want to include in the map files.



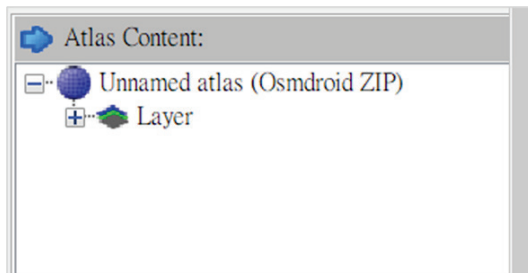
- g. In **Zoom Levels** section, select the zoom levels of your map. This will determine how far you can zoom in and out on the offline map.



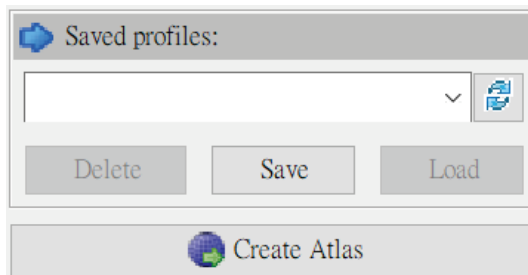
h. In **Atlas Content** section, click **Add** selection.



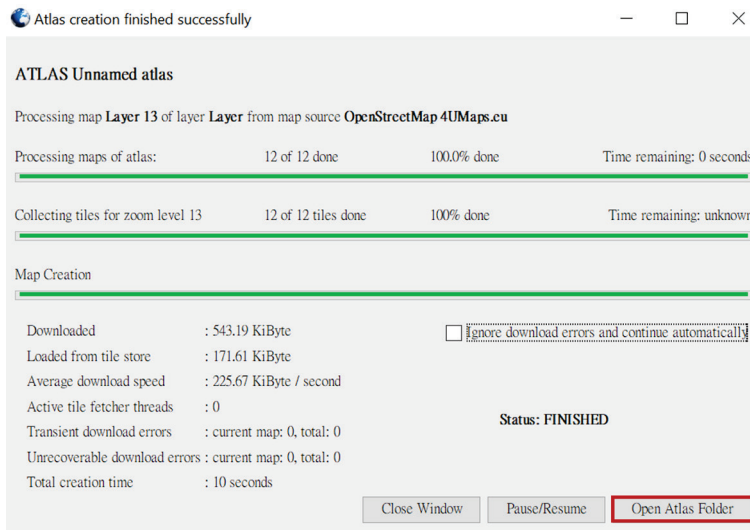
A new layer will be added.



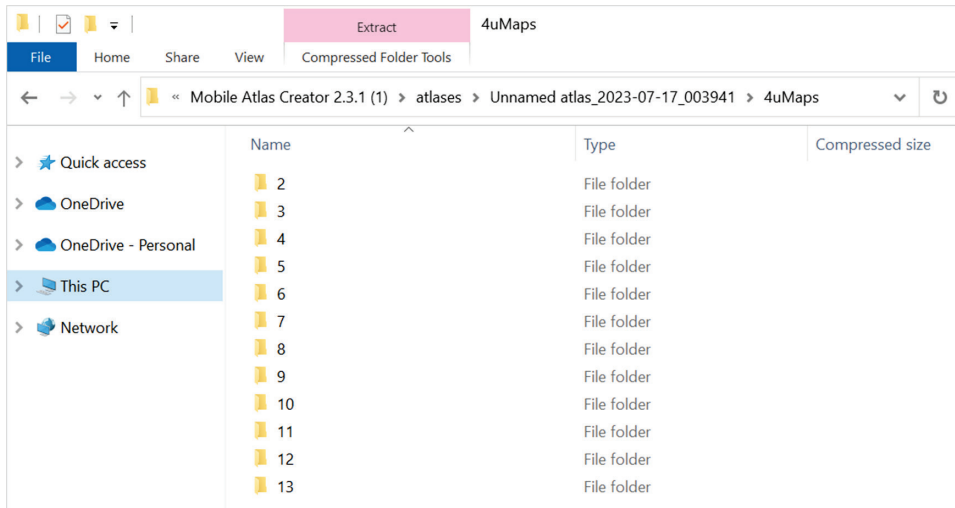
i. Click **Create Atlas** to generate and download the map.



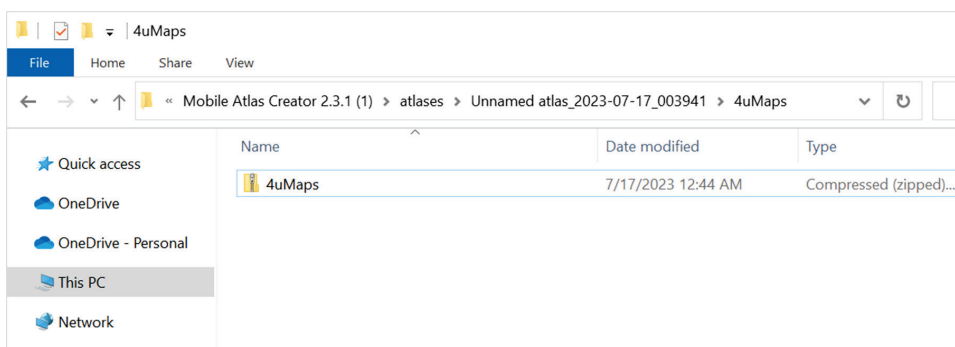
When finished downloading, click **Open Atlas Folder** to view the downloaded files.



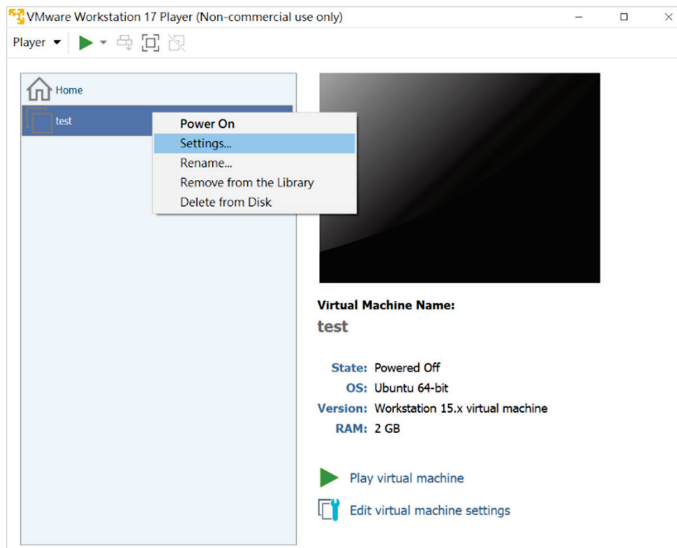
- j. Unzip and open the folder. Inside this folder will be several numbered folders, representing the selected zoom levels.



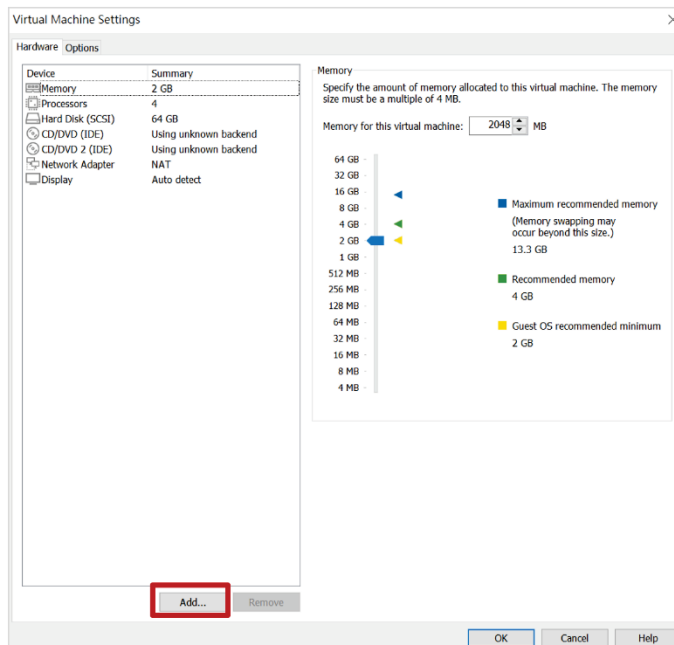
- k. Select all the zoom level folders and compress them into a ZIP file, then copy this ZIP file onto an external USB storage device.



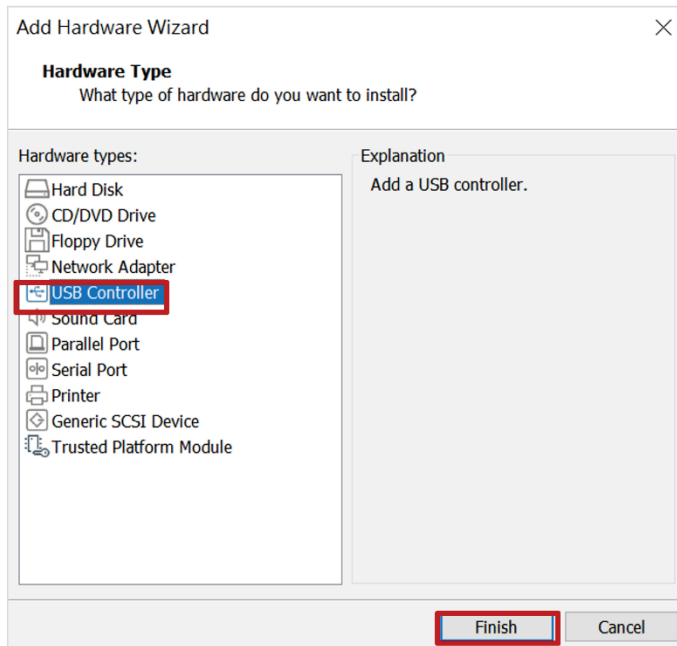
2. Add a USB controller. Skip this step if you have already added a USB controller.
 - a. Open VMware Workstation.
 - b. Right-click the virtual machine from the list and click **Settings**. The **Virtual Machine Settings** screen will appear.



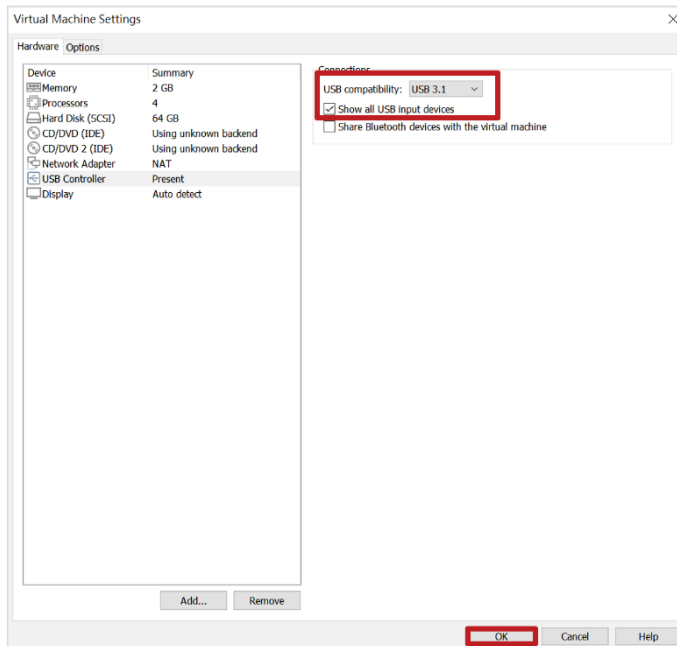
- c. In the Hardware tab, click **Add** at the bottom of the screen. The **Add Hardware Wizard** screen will appear.



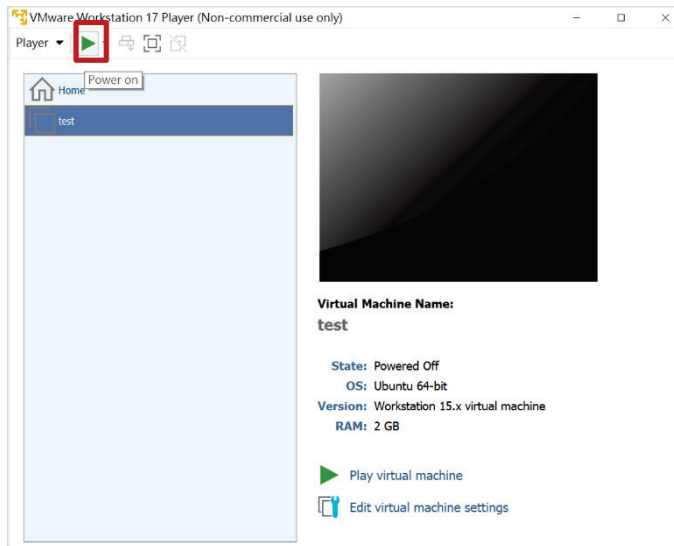
- d. Select **USB Controller** and click **Finish**.



- e. Select **USB Controller** in the **Virtual Machine Settings** screen, select **USB 3.1** from the USB compatibility drop-down list, check the **Show all USB input devices** box, then click **OK**.



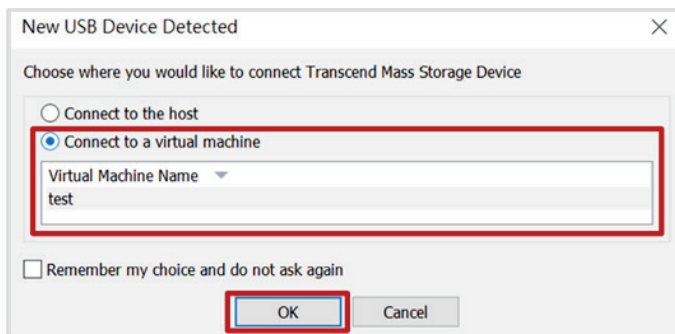
3. Log into the virtual machine:
 - a. Select the virtual machine from the list and click **Power on**.



- b. When prompted, log in using your login credentials, or use the default username and password:
 Username: **admin**
 Password: **moxa**

```
login as: admin
password: ****
```

4. Upload the offline map files to an external storage device:
 a. Insert the USB storage device with the map ZIP file.
 The **New USB Device Detected** screen will appear.
 b. Select **Connect to a virtual machine** and click **OK**.



- c. Enter the **show exp** command and press **Enter**.
 The name and size of the USB storage device will be displayed.

```
MXviewOne# show exp
name    size
sdb1    7.4G
```

- d. Enter the **get maps local://[USB name]/[map zip file name]** command and press **Enter**.

```
MXviewOne# get maps local://sdb1/4uMaps.zip
```

- e. Enter the password for the zip file and press **Enter**. If you did not set up a password, leave this field blank.

```
MXviewOne# get maps local://sdb1/4uMaps.zip
password for the zip file:
```

- f. The system will download the map file. When finished downloading, the following message will appear.


```

uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6863/3508.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6863/3509.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6864/3506.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6864/3507.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6864/3508.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/13/6864/3509.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/2/3/1.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/3/6/3.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/4/13/6.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/5/26/13.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/6/53/27.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/7/107/54.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/8/214/109.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/9/428/219.png
uncompress: /usr/mxview/mxview-gateway/dist/public/assets/map-img/9/429/219.png

```



NOTE

You can also upload the map ZIP file to an SFTP server and use the **get maps sftp://[sftp-user]@[sftp-ip]:[sftp-port]/[folder name]/[map zip file name]** command to download the file.

5. View the map in an offline environment:

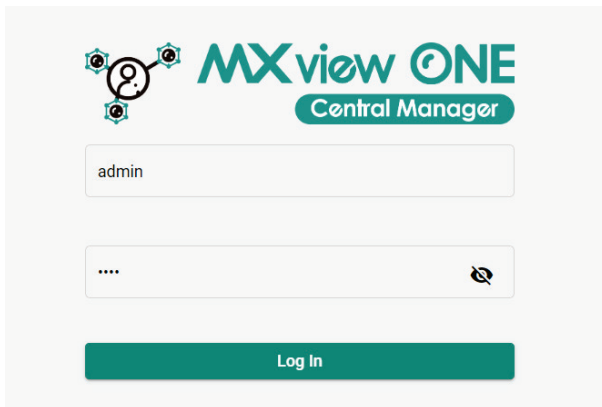
- a. Enter the **show ip** command in the VMware to view the MXview One Central Manager IP address.

```

MXviewOne# show ip
192.168.2.128

```

- b. Open a web browser and navigate to **https://[system IP address]**, with **[system IP address]** representing the IP address shown by the **show ip** command. The web browser will navigate to the **MXview One Central Manager** web interface.
- c. Enter your login credentials or use the default username and password:
Username: **admin**
Password: **moxa**



- d. In the function tree, navigate to **Dashboard**.
The **Dashboard** screen will appear.
- e. If successful, you can now view the uploaded map when offline.

MXview ONE Central Manager English admin

Dashboard

- Events
- Notifications
- Reports
- Group Management
- Site Management
- Account Management
- License Management
- Help

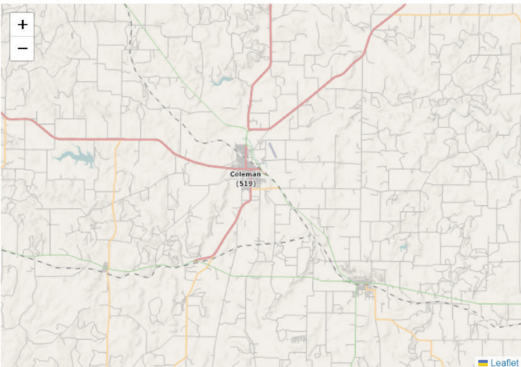
0 Critical 0 Warning 0 Healthy 0 Maintenance

Critical Warning Healthy Maintenance

Search

Site Name

Items per page: 10 0 of 0



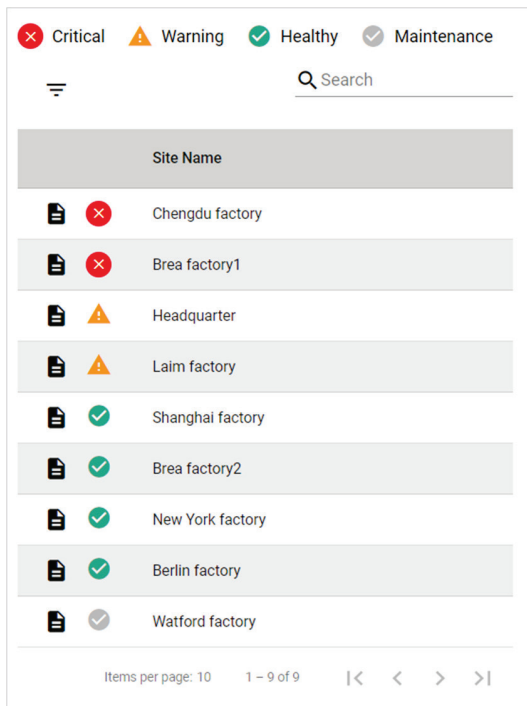
Leaflet

Viewing the Site List

To view the site list, In the function tree, navigate to **Dashboard**.

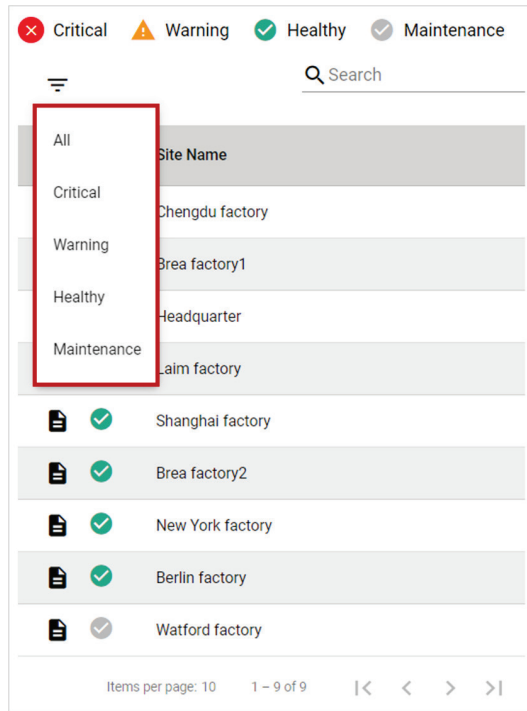
From the site list view, you can see the name and status of all sites in list format. The icons next to each site indicate the status of the site.

- **Critical** (❌): The site has unconfirmed critical events.
- **Warning** (⚠️): The site has unconfirmed warning events.
- **Healthy** (✅): The site has no events or no unconfirmed events.
- **Maintenance** (🔧): The site is in maintenance mode, meaning that MXview One Central Manager stops to receive events from the local site.



Filtering Site Status in the Site List

1. In the function tree, navigate to **Dashboard**.
The **Dashboard** screen will appear.
2. In the site list, click the **Filter** (☰) icon.
3. Check which site statuses to show in the site list.



4. Only the sites with the filtered statuses will now show in the site list.

Searching for a Specific Site in the Site List

1. In the function tree, navigate to **Dashboard**.
The **Dashboard** screen will appear.
2. In the **Search** text field, type the full or partial name of the site.
3. All sites matching the entered string will now show in the site list.

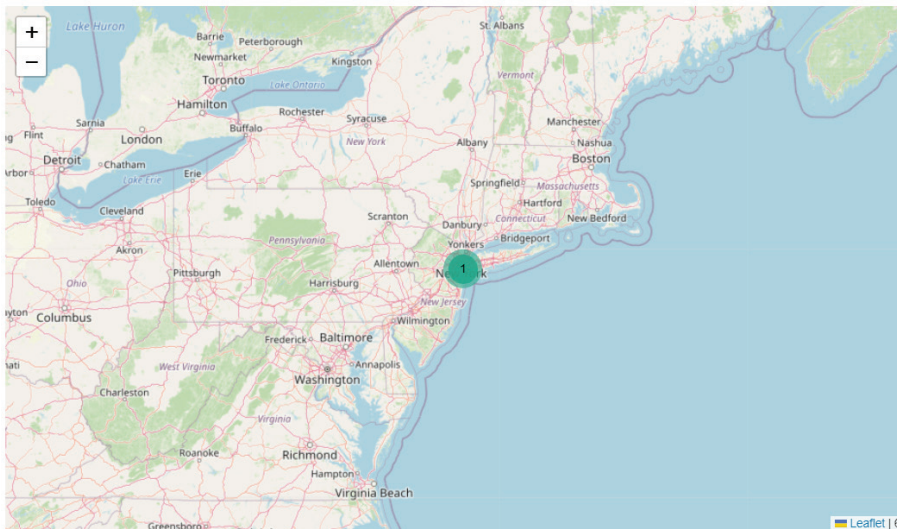
Viewing the Location of a Site on the Map

Using the interactive map, you can quickly jump to the physical location of the site on the map.

1. In the function tree, navigate to **Dashboard**.
The **Dashboard** screen will appear.
2. In the site list, click on the name of the site you want to view the location for.







3. The map will automatically jump to the location of the selected site on the map.



Viewing Site Details

You can view more detailed information about each site, including status, site contact, and list of events from the site summary screen.


1. In the function tree, navigate to **Dashboard**.
The **Dashboard** screen will appear.
2. Click the **Site Summary** (📄) icon of the site you want to view detailed information for. Alternatively, you can click on the site's dot on the interactive map to open the Site Summary screen.
The **Site Summary** window will appear.

Site Name	
 	Chengdu factory
 	Brea factory1
 	Headquarter
 	Laim factory

3. The following information about the site will be shown:


Site Summary: Laim factory





Basic Information

Name: Laim factory
[Access Local Site Remotely](#) 

Status: Offline

Contact: 404

Warning Alerts (2) 

-   192.168.4.246--EDR-810 / Device SNMP unreachable / 2023/02/09 11:46:34
-   192.168.4.244--EDS-408A / Device SNMP unreachable / 2023/02/09 11:46:31

Item	Description
Name	The name of the site. Remote to Local Site allows you to access the site remotely. Refer to Accessing a Site Remotely for more information.
Status	The current connection status of the site: <ul style="list-style-type: none"> • Running: The site is connected to MXview One Central Manager. • Offline: The site is disconnected, or the service was stopped. • Maintenance: The site is in Maintenance mode
Contact	The contact information of the site representative.
Critical Events	Information about critical events that have occurred at the site.
Warning Alerts	Information about warning events that have occurred at the site.



NOTE

Only the most-recent 100 critical and warning events will be shown in the **Critical Events** and **Warning Alerts** sections.

Accessing a Site Remotely

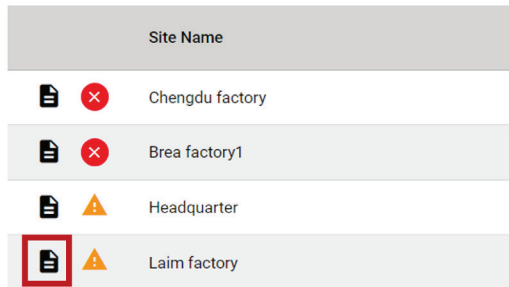
You can remotely access a site at any time from the **Site Summary** screen. Remotely accessing a MXview One site is useful to quickly investigate and troubleshoot an issue at the local site without the need for on-site personnel.

1. In the function tree, navigate to **Dashboard**.

The **Dashboard** screen will appear.

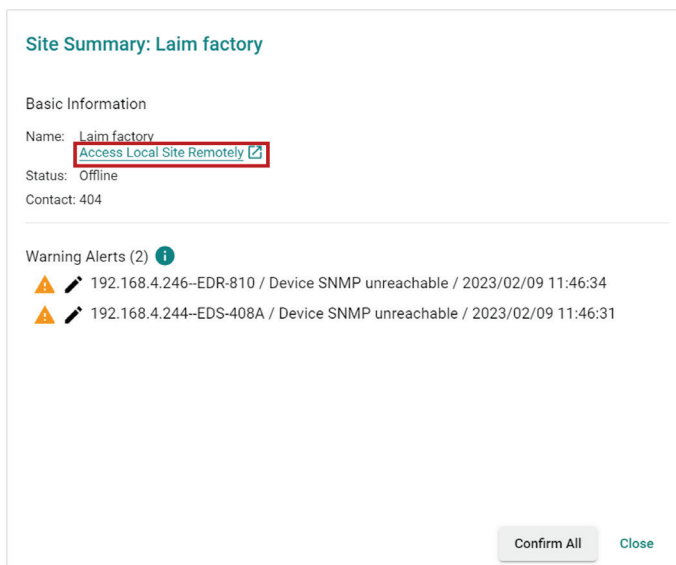
2. Click the **Site Summary** (📄) icon of the site you want to view detailed information for. Alternatively, you can click on the site's dot on the interactive map to open the Site Summary screen.

The **Site Summary** window will appear.



3. Click the **Access Local Site Remotely** link.

The MXview One login page of the local site will appear.



4. Log in with the username and password of the local MXview One instance to remotely access the site.



NOTE

MXview One Central Manager can only connect to one local site at a time.

Confirming All Events of a Site

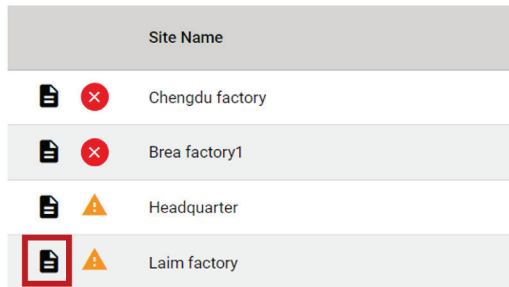
Confirming events is a useful way for the central administrator using MXview One Central Manager to acknowledge resolved events at local sites. Once confirmed, these events will no longer appear in the Site Summary screen or on the dashboard.

1. In the function tree, navigate to **Dashboard**.

The Dashboard screen will appear.

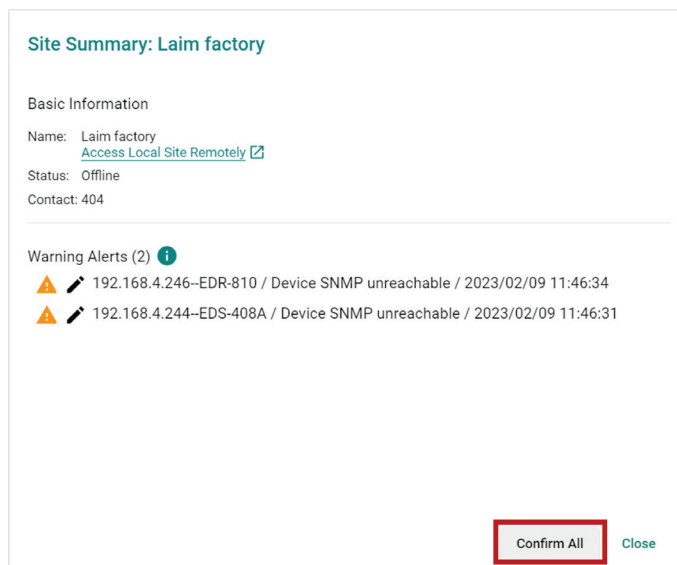
2. Click the **Site Summary** (📄) icon of the site you want to view detailed information for. Alternatively, you can click on the site's dot on the interactive map to open the Site Summary screen.

The **Site Summary** window will appear.

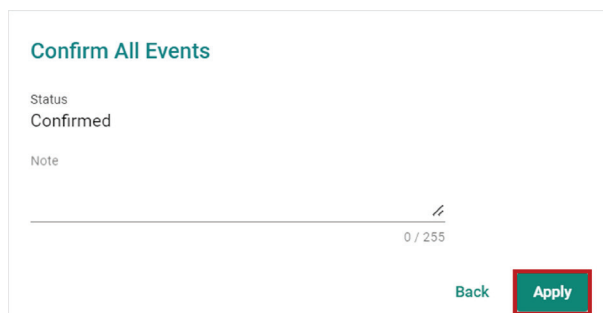


3. Click **Confirm All**.



















The **Confirm All Events** window will appear.



4. Click **Apply**.




Confirmed events will no longer appear on the dashboard and the site status will change to **Healthy**.

Site Name	
 	Chengdu factory
 	Brea factory1
 	Headquarter
 	Shanghai factory
 	Brea factory2
 	New York factory
 	Berlin factory
 	Laim factory
 	Watford factory

Modifying the Event Details of a Site

You can manually set the resolution status of events of a specific site and add a note from the Site Summary screen.

1. In the function tree, navigate to **Dashboard**.
The **Dashboard** screen will appear.
2. Click the **Site Summary** () icon of the site you want to view detailed information for. Alternatively, you can click on the site's dot on the interactive map to open the Site Summary screen.
The **Site Summary** window will appear.

Site Name	
 	Chengdu factory
 	Brea factory1
 	Headquarter
 	Laim factory

3. Click the **Modify** (✎) icon next to the event you want to modify.

The **Modify Event** screen will appear.

Site Summary: Laim factory

Basic Information

Name: Laim factory
[Access Local Site Remotely](#) [🔗]

Status: Offline

Contact: 404

Warning Alerts (2) ⓘ

- ⚠️ ✎ 192.168.4.246--EDR-810 / Device SNMP unreachable / 2023/02/09 11:46:34
- ⚠️ ✎ 192.168.4.244--EDS-408A / Device SNMP unreachable / 2023/02/09 11:46:31

4. Select the Process status of the event:

Modify Event

Device Alias: 192.168.4.246--EDR-810

Description: Device SNMP unreachable

Time Issued: 2023/07/12 10:28:09

Status
Confirmed ▾

Note

0 / 255

- **New:** The event is unresolved. This is the default status.
 - **In Progress:** The event is currently being processed.
 - **Processed:** The event has been processed at the local site, but has not been confirmed by MXview One Central Manager.
 - **Confirmed:** The event has been processed and confirmed by MXview One Central Manager.
5. (Optional) Add a note (up to 255 characters) for the event.
 6. Click **Apply**.



NOTE

Once the event has been processed and acknowledged at the local site, the status of the event will be updated to **Processed** in MXview One Central Manager.



NOTE

Confirmed events do not appear on the dashboard.

5. Events

MXview One Central Manager allows you to monitor site events and modify the severity of individual events for each site.

Event History Overview

To access the **Event History**, In the function tree, navigate to **Events > Event History**.

From the **Event History** screen, you can view a history of all events that have occurred at sites managed by MXview One Central Manager.

Status	ID	Site Name	Source IP	Device Alias	Category	Description	Time Issued
New		MXview One Central Manager			MXview One Server Alerts	Failed to log into MXview One Central Manager.	2023/07/14 17:04:45
New	9221	Brea factory1	192.168.127.200	192.168.127.200-SNMP Device	Device Status Alerts	Cold start.	2023/02/08 16:24:09
New	9119	Brea factory1	192.168.127.211	192.168.127.211-AWK-1131A	Device Unreachable	Device ICMP unreachable	2023/02/08 14:16:29
New	9118	Brea factory1	192.168.127.243	192.168.127.243-EDS-508A	Device Status Alerts	The device configuration has changed.	2023/02/07 18:11:20
New	9117	Brea factory1	192.168.127.243	192.168.127.243-EDS-508A	Ethernet Port Alerts	Port 1 link down	2023/02/07 17:53:45
New	9116	Brea factory1	192.168.127.243	192.168.127.243-EDS-508A	Ethernet Port Alerts	Port 1 link down	2023/02/07 16:18:39
New	9115	Brea factory1	192.168.127.245	192.168.127.245-EDS-405A	Device Unreachable	Device ICMP unreachable	2023/02/07 16:18:37
New	9114	Brea factory1	192.168.127.243	192.168.127.243-EDS-508A	Device Status Alerts	The device configuration has changed.	2023/02/07 16:18:02
New	9113	Brea factory1	192.168.127.212	192.168.127.212-AWK-1137C	Device Unreachable	Device SNMP unreachable	2023/02/07 16:12:32
New	9112	Brea factory1	192.168.127.24	192.168.127.24-ICMP Device	Device Unreachable	Device ICMP unreachable	2023/02/06 17:07:19
New	9111	Brea factory1	192.168.127.24	192.168.127.24-ICMP Device	Device Unreachable	Device ICMP unreachable	2023/02/06 16:36:08

Item	Description
Status	The current process status of the event.
ID	The unique identifier of the event.
Site Name	The site to which the device that issued the event belongs.
Source IP	The IP address of the device that issued the event.
Device Alias	The unique name of the device.
Category	The category of the event.
Description	The description of the event.
Time Issued	The time the event was issued.



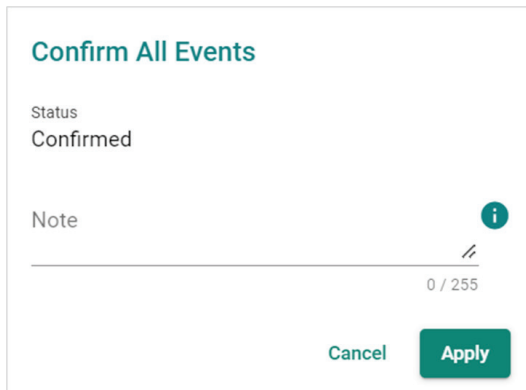
NOTE

The **Site Unreachable** and **MXview One Central Manager Login Failure** events only occur in MXview One Central Manager. As a result, the ID of these events will not be displayed in the **Event History** table.

Confirming All Events in the Event History Table

Use the **Event History** screen to confirm all events in the table by clicking **Confirmed All Events** icon after all events have been processed.

1. In the function tree, navigate to **Events > Event History**.
The **Event History** screen will appear.
2. Click the **Confirm All Events** (✔) icon in the top-left corner of the screen.
The **Confirm All Events** screen will appear.



Confirm All Events

Status
Confirmed

Note i

0 / 255

Cancel Apply

3. (Optional) Add a note (up to 255 characters).
4. Click **Apply**.
A message will appear to verify all events have been confirmed.

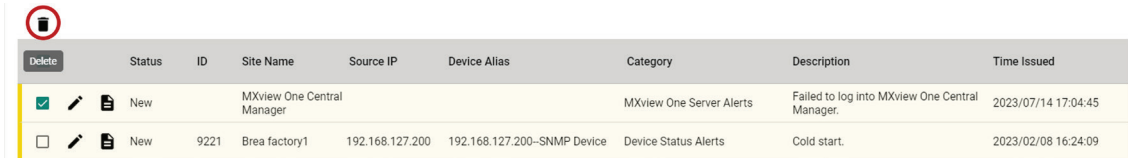


NOTE

Once confirmed, events will no longer show on the dashboard. If you have added a note, the content of the Note field will replace the confirmed events in the Confirm All Events screen.

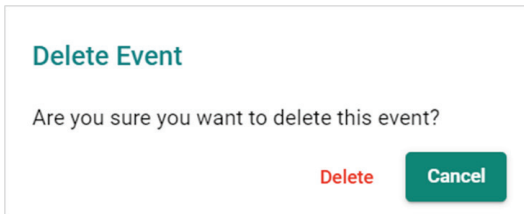
Deleting One or Multiple Events in the Event History Table

1. In the function tree, navigate to **Events > Event History**.
The **Event History** screen will appear.
2. Check the box(es) of the event(s) you wish to delete and click the **Delete** (🗑️) icon.



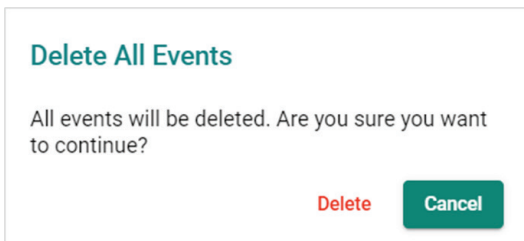
Delete	Status	ID	Site Name	Source IP	Device Alias	Category	Description	Time Issued		
<input checked="" type="checkbox"/>			New	MXview One Central Manager		MXview One Server Alerts	Failed to log into MXview One Central Manager.	2023/07/14 17:04:45		
<input type="checkbox"/>			New	9221	Brea factory1	192.168.127.200	192.168.127.200--SNMP Device	Device Status Alerts	Cold start.	2023/02/08 16:24:09

3. When prompted to confirm after the 3-second countdown, click **Delete**.



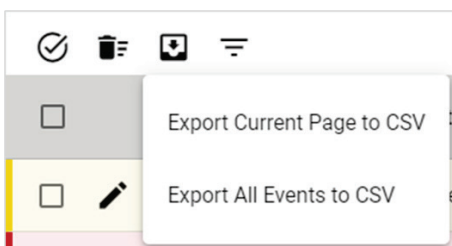
Deleting All Events in the Event History Table

1. In the function tree, navigate to **Events > Event History**.
The **Event History** screen will appear.
2. Click the **Delete All Events** (🗑️) icon in the top-left corner of the screen.
The **Delete All Events** window will appear.
3. When prompted to confirm after the 3-second countdown, click **Delete**.



Exporting Events in the Event History Table

1. In the function tree, navigate to **Events > Event History**.
The **Event History** screen will appear.
2. Click the **Export** (📄) icon.



- Click **Export Current Page to CSV** to only export the events displayed on the current page or click **Export All Events to CSV** to export all events.
MXview One Central Manager will immediately generate a CSV file.

Filtering Events in the Event History Table

- In the function tree, navigate to **Events > Event History**.
The **Event History** screen will appear.
- Click the **Filter** (☰) icon in the top-left corner of the screen.
The filter window will appear.

- Specify the filter criteria:

Criteria	Description
Severity	Select the severity of the event.
Status	Select the process status of the event.
Site Name	Select the site to which the device that issued the event belongs.
Source IP	Specify the IP address of the device that issued the event.
Category	Select the category of the event.
Start Date	Specify the start date and time for the period to show events for.
End Date	Specify the end date and time for the period to show events for.

- Click **Apply**.
All events that match the selected criteria will be shown in the table.
- (Optional) Click **Reset** to clear the filter criteria.

Reordering Events in the Event History Table

- In the function tree, navigate to **Events > Event History**.
The **Event History** screen will appear.
- Click the column header to sort the events in ascending or descending order based on the column value.

<input type="checkbox"/>	Status	ID	Site Name	Source IP	Device Alias	Category	Description	Time Issued
<input type="checkbox"/>	New	9221	Brea factory1	192.168.127.200	192.168.127.200--SNMP Device	Device Status Alerts	Cold start.	2023/02/08 16:24:09
<input type="checkbox"/>	New	9119	Brea factory1	192.168.127.211	192.168.127.211--AWK-1131A	Device Unreachable	Device ICMP unreachable	2023/02/08 14:16:29
<input type="checkbox"/>	New	9118	Brea factory1	192.168.127.243	192.168.127.243--EDS-508A	Device Status Alerts	The device configuration has changed.	2023/02/07 18:11:20
<input type="checkbox"/>	New	9117	Brea factory1	192.168.127.243	192.168.127.243--EDS-508A	Ethernet Port Alerts	Port 1 link down	2023/02/07 17:53:45
<input type="checkbox"/>	New	9116	Brea factory1	192.168.127.243	192.168.127.243--EDS-508A	Ethernet Port Alerts	Port 1 link down	2023/02/07 16:18:39

	Status	ID ↑	Site Name	Source IP	Device Alias	Category	Description	Time Issued
<input type="checkbox"/>	New	3331	Laim factory	192.168.4.244	192.168.4.244-EDS-408A	Device Unreachable	Device SNMP unreachable	2023/02/09 11:46:31
<input type="checkbox"/>	New	3332	Laim factory	192.168.4.246	192.168.4.246-EDR-810	Device Unreachable	Device SNMP unreachable	2023/02/09 11:46:34
<input type="checkbox"/>	New	6222	Chengdu factory	192.168.123.246	192.168.123.246-EDR-810	Ethernet Port Alerts	Port 1 link down	2023/02/08 18:19:02
<input type="checkbox"/>	New	6223	Chengdu factory	192.168.123.211	192.168.123.211-AWK-1131A	Device Unreachable	Device ICMP unreachable	2023/02/09 11:45:37
<input type="checkbox"/>	New	7331	Headquarter	192.168.123.244	192.168.123.244-EDS-408A	Device Unreachable	Device SNMP unreachable	2023/02/09 11:46:31

Modifying an Event in the Event History Table

1. In the function tree, navigate to **Events > Event History**.
The **Event History** screen will appear.

2. Click the **Edit** (✎) icon next to the event you want to edit.

The **Modify Details of Event** screen will appear.

Modify Details of Event ID: 9221

Status
New i

Note ✎

0 / 255

Cancel
Apply

3. Select the status of the event:
 - **New:** The event is unresolved. This is the default status.
 - **In Progress:** The event is currently being processed.
 - **Processed:** The event has been processed at the local site but has not been confirmed by MXview One Central Manager.
 - **Confirmed:** The event has been processed and confirmed by MXview One Central Manager.
4. (Optional) Add a note (up to 255 characters) for the event.
5. Click **Apply**.

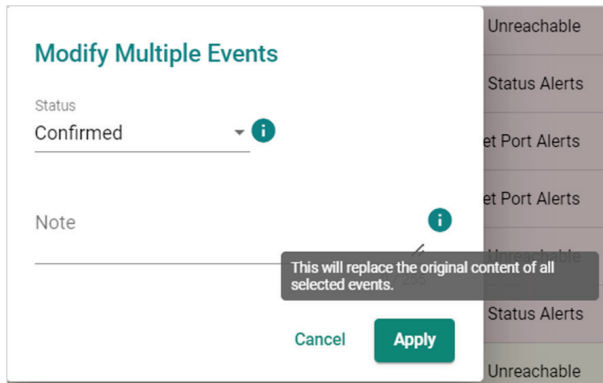


NOTE

Confirmed events will not be shown on the dashboard.

Modifying Multiple Events in the Table

1. In the function tree, navigate to **Events > Event History**.
The **Event History** screen will appear.
2. Check boxes next to the events you want to modify and click the **Modify Events** (≡) icon in the top-left corner.
The **Modify Multiple Events** screen will appear.



3. Select the status of the event:
 - **New:** The event is unresolved. This is the default status.
 - **In Progress:** The event is currently being processed.
 - **Processed:** The event has been processed at the local site but has not been confirmed by MXview One Central Manager.
 - **Confirmed:** The event has been processed and confirmed by MXview One Central Manager.
4. (Optional) Add a note (up to 255 characters) for the event.
5. Click **Apply**.

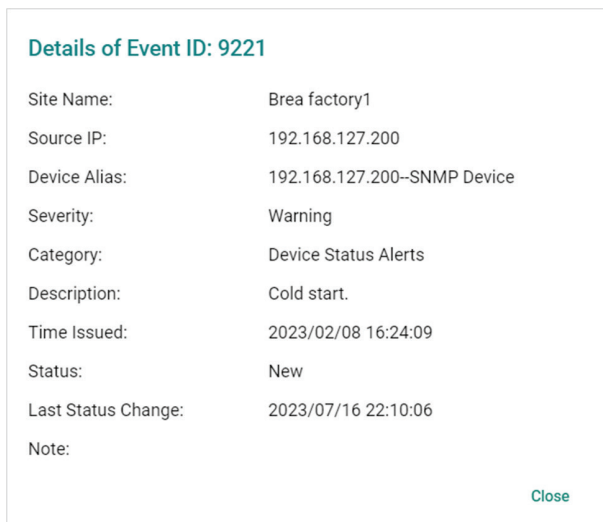


NOTE

In **Modify Multiple Events**, confirmed events will not be shown on the dashboard and the new note will replace the original content.

Viewing Detailed Information of Event in the Table

1. In the function tree, navigate to **Events > Event History**.
The **Event History** screen will appear.
2. Click the **Show Details** (📄) icon next to the event you want to view detailed information for.
The **Details of Event** screen will appear.
3. Detailed information about the event will be displayed.



Criteria	Description
Site Name	The site to which the device that issued the event belongs.
Source IP	The IP address of the device that issued the event.
Device Alias	The unique name of the device.

Criteria	Description
Severity	The severity of the event.
Category	The category of the event.
Description	The description of the event.
Time Issued	The time when the event was issued.
Status	The current process status of the event.
Last Status Change	The last time the process status of this event was changed.
Note	The user-entered note, if any.

Event Severity Overview

To access the **Event Severity** page, In the function tree, navigate to **Events > Event Severity**.

From the **Event Severity** screen, you can view all events by category and their corresponding configured severity for each site.

Column	Description
Description	The description of the event.
Receive as Critical	The site(s) that register this event as critical.
Receive as Warning	The site(s) that register this event as warning.
Receive as Information	The site(s) that register this event as information.

Modifying the Event Severity of a Site

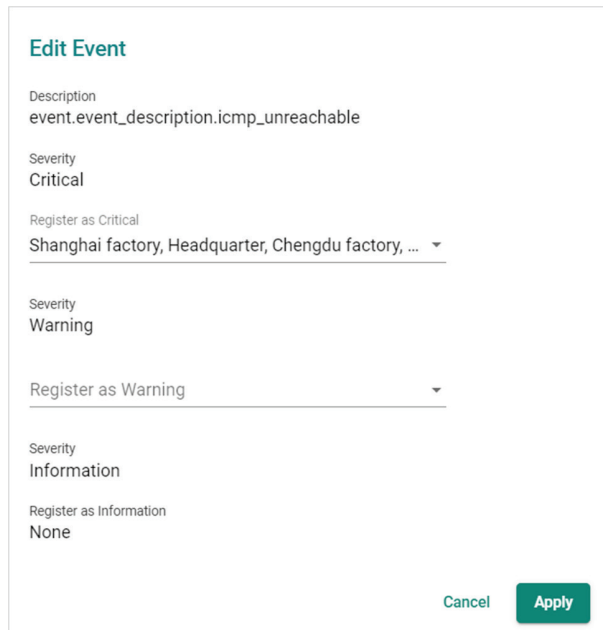
Can determine which site will register an event and the severity it will record the event as when it occurs.

1. In the function tree, navigate to **Events > Event Severity**.

The **Event Severity** screen will appear.

2. Click the **Edit** (✎) icon of the event you want to edit.

The **Edit Event** screen will appear.



Edit Event

Description
event.event_description.icmp_unreachable

Severity
Critical

Register as Critical
Shanghai factory, Headquarter, Chengdu factory, ... ▾

Severity
Warning

Register as Warning ▾

Severity
Information

Register as Information
None

Cancel Apply

3. Select the site(s) that will register this event as Critical or Warning from the drop-down menu.
4. Click **Apply**.

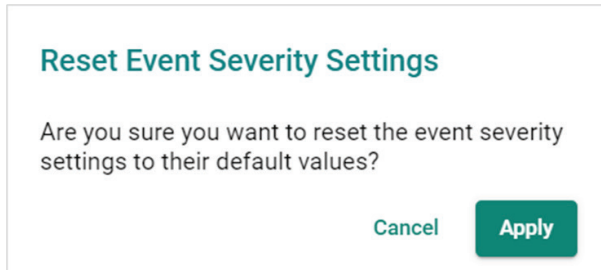


NOTE

By default, all event types have a severity associated with it. The default severity will be applied unless otherwise configured to be received as a different severity.

Resetting the Event Severity to the Default

1. In the function tree, navigate to **Events > Event Severity**.
The **Event Severity** screen will appear.
2. Click the **Reset to Defaults** button in the top-right corner of the screen.
The **Reset Event Severity Settings** window will appear.



3. Click **Apply**.

6. Notifications

Use the **Notifications** screen to configure an email server and site event notifications with a registered action (e.g., sending an email message to specified recipients) when a configured event is detected on one of your sites.

Notification Management

From the **Notification** tab, you can search for, modify, and delete configured notifications.



NOTE

Notifications require a registered action to be set up and associated with the notification for specific sites or groups to trigger. Refer to [Registered Action Management](#) for more information.

Searching for a Site Event Notification

1. In the function tree, navigate to **Notifications**.
The **Notifications** screen will appear.
2. Click the **Notification** tab.
The **Notification** tab will display a list of configured site event notifications.
3. In the **Search** text field, type the full or partial information of the notification.
4. All notifications matching the entered string will be shown in the table.

Editing a Site Event Notification

1. In the function tree, navigate to **Notifications**.
The **Notifications** screen will appear.
2. Click the **Notification** tab.
The **Notification** tab will display a list of configured event notifications.
3. Click the **Edit** (✎) icon next to the event notification you want to edit.
The **Modify Notification** screen will appear.

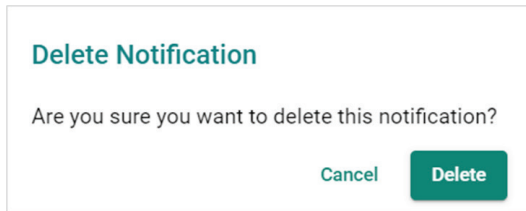
4. Modify the following:
 - **Name:** Enter a name for the event notification.
 - **Description:** Select the description of the event.
 - **Group(s):** Select the group(s) you want to apply the notification to.
 - **Site(s):** Select the site(s) you want to apply the notification to. The available sites depend on the selected groups in the **Group(s)** field.
 - **Action:** Select the notification action MXview One Central Manager will perform when the specified event is detected on the previously selected site(s).
 - (Optional) **Content:** Add an event notification description (512 characters max.).
5. Click **Save**.

If the notification is currently in use, the updated notification information will show in the **Notification** table.

	Name	Description	Scope	Action
<input type="checkbox"/>	notification test 1_edit	Device ICMP unreachable	New York factory	action test 1_edit

Deleting a Site Event Notification

1. In the function tree, navigate to **Notifications**.
The **Notifications** screen will appear.
2. Click the **Notification** tab.
The **Notification** tab will display a list of configured event notifications.
3. Click the **Delete** () icon next to the event notification you want to delete.
A confirmation screen will appear.

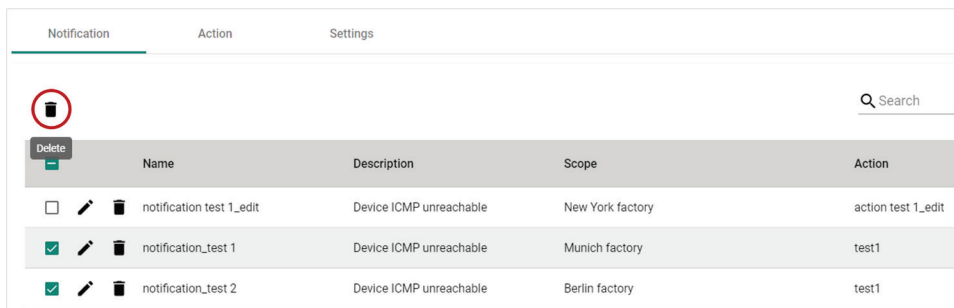


4. Click **Delete**.

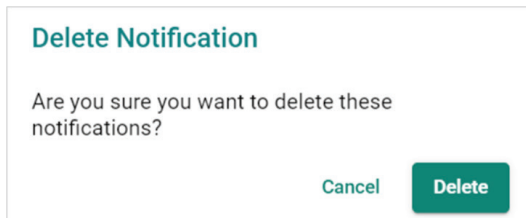
Deleting Multiple Site Event Notifications

1. Navigate to **Navigation Menu > Notifications**.
The **Notifications** screen will appear.
2. Click the **Notification** tab.
The **Notification** tab will display a list of configured site event notifications.
3. Select the check boxes next to the event notifications you want to delete.

Click the **Delete** (🗑️) icon.



A confirmation screen will appear.



4. Click **Delete**.

Registered Action Management

From the **Action** tab, you can search for, modify, and delete configured actions.



NOTE

To use email notifications, the email server must be set up first. Refer to [Configuring Email Server Settings](#).

Configuring a Site Event Notification Action

You can configure event notification actions for sites in MXview One Central Manager that will trigger when the event occurs on the local site.

1. Navigate to **Navigation Menu > Notifications**.

The **Notifications** screen will appear.

2. Register an action:

- a. Click the **Action** tab.

The **Action** tab will display a list of previously configured registered actions (if any).

- b. Click the **Add (+)** icon.

The **Add Notification Action** screen will appear.

The screenshot shows a form titled "Add Notification Action". It has three main input fields: "Action Name *" with a character count of "0 / 255", "Type *" with a dropdown menu currently set to "Email", and "Receiver Email *" with a character count of "0 / 512" and a red information icon. At the bottom right, there are two buttons: "Cancel" and "Add".

- c. Configure the following:

- Action Name:** Enter a name for the action.
- Type:** Select the notification method when a specified event is detected on your sites.
- Receiver Email:** Enter the email address(es) of the recipients that will receive the event notification message.



NOTE

To add multiple email recipients, add each email address separated by a comma.

- d. Click **Add**.

The action will appear in the Action table.

The screenshot shows the "Action" tab interface. At the top, there are tabs for "Notification", "Action", and "Settings". Below the tabs is a search bar with a magnifying glass icon and the text "Search". To the left of the search bar is a "+ Add" button. Below the search bar is a table with the following columns: "Action Name", "Type", and "Action Information". The table contains one row: "action test 1", "Email", and "aaa@ccc.com". At the bottom right, there is a pagination control showing "Items per page: 100" and "1 - 1 of 1".

3. Add an event notification for one or more sites:
 - a. Click the **Notification** tab.
 - b. Click the **Add (+)** icon.

The **Add Notification** screen will appear.

- c. Configure the following:
 - Name:** Enter a name for the event notification.
 - Description:** Select the description of the event.
 - Group(s):** Select the group(s) you want to apply the notification to.
 - Site(s):** Select the site(s) you want to apply the notification to. The available sites depend on the selected groups in the **Group(s)** field.
 - Action:** Select the notification action MXview One Central Manager will perform when the specified event is detected on the previously selected site(s).
 - (Optional) **Content:** Add an event notification description (512 characters max.).
- d. Click **Add**.

The notification will appear in the Notification table.

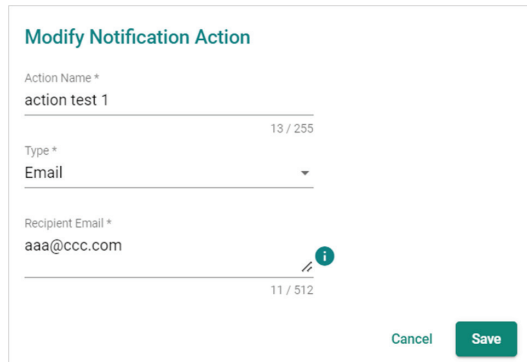
	Name	Description	Scope	Action
<input type="checkbox"/>	notification test 1	Device ICMP unreachable	New York factory	action test 1

Searching for a Registered Action

1. In the function tree, navigate to **Notifications**.
The **Notifications** screen will appear.
2. Click the **Action** tab.
The **Action** tab will display a list of registered actions.
3. In the **Search** text field, type the full or partial information of the registered action.
4. All actions matching the entered string will be shown in the table.

Editing a Registered Action

1. In the function tree, navigate to **Notifications**.
The **Notifications** screen will appear.
2. Click the **Action** tab.
The **Action** tab will display a list of registered actions.
3. Click the **Edit** (✎) icon of the action you want to edit.
The **Modify Notification Action** screen will appear.



Modify Notification Action

Action Name *
action test 1
13 / 255

Type *
Email

Recipient Email *
aaa@ccc.com
11 / 512

Cancel Save

4. Modify the following:
 - **Action Name:** Enter a name for the action.
 - **Type:** Select the notification method when a specified event is detected on your sites.
 - **Receiver Email:** Enter the email address(es) of the recipients that will receive the event notification message.

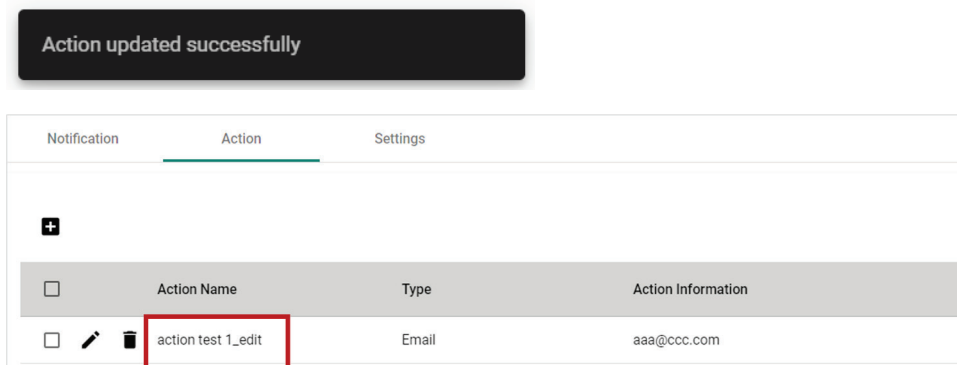


NOTE

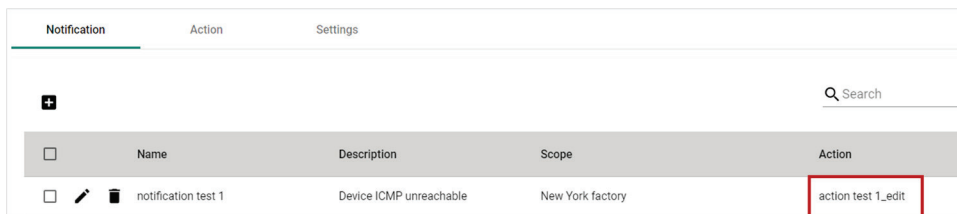
To add multiple email recipients, add each email address separated by a comma.

5. Click **Save**.

A message will appear to verify the action was updated.

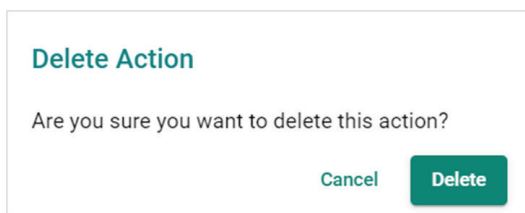


If the registered action is being used by any notification, the updated action information will show in the **Notification** table.



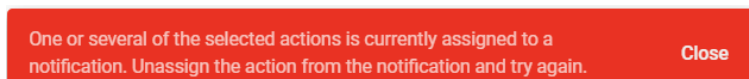
Deleting a Registered Action

1. In the function tree, navigate to **Notifications**.
The **Notifications** screen will appear.
2. Click the **Action** tab.
The **Action** tab will display a list of registered actions.
3. Click the **Delete** (🗑️) icon next to the action you want to delete.
A confirmation screen will appear.



4. Click **Delete**.

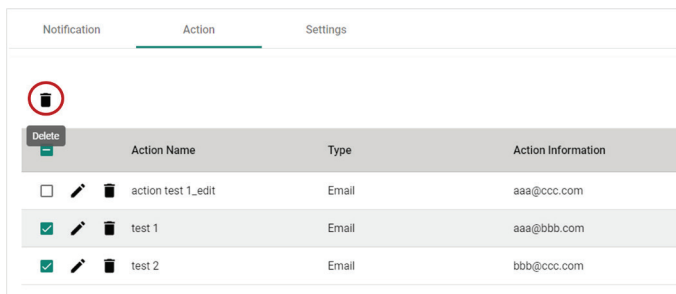
If the registered action you want to delete is being used by any notifications, the system will generate an error. To delete the action, it must be removed from any notifications.



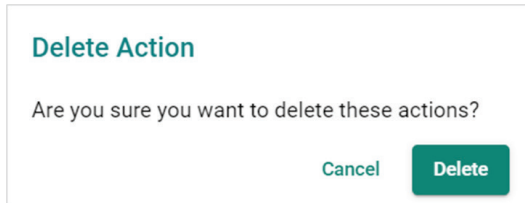
Deleting Multiple Registered Actions

1. In the function tree, navigate to **Notifications**.
The **Notifications** screen will appear.
2. Click the **Action** tab.
The **Action** tab will display a list of registered actions.

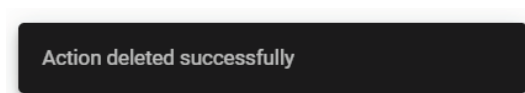
3. Select the check boxes next to the actions you want to delete.
4. Click the **Delete** (🗑️) icon.



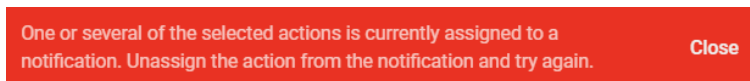
A confirmation screen will appear.



5. Click **Delete**.
- A message will appear to verify the selected actions were deleted.



If any of the registered actions you want to delete is being used by any notifications, the system will generate an error. To delete the actions, they must be removed from any notifications.



Email Server Settings

From the **Settings** tab, you can configure an email server used for delivering notifications.

Configuring Email Server Settings

You can set up an email server to notify specified recipients by email whenever a specific event occurs at a local site.

1. In the function tree, navigate to **Notifications**.
The **Notifications** screen will appear.
2. Click the **Settings** tab.
The **Email Server Configuration** screen will appear.

Notification Management

Notification Action **Settings**

Email Server Configuration

Server Domain Name/IP *
0 / 255

Port Number *
1-65535

Encryption *
SSL/TLS ▼

Username *
0 / 255

Password *
0 / 255

3. Configure the following:
 - **Server Domain Name/IP:** Specify the SMTP server domain name or IP address.
 - **Port Number:** Specify the port number used for SMTP communication.
 - **Encryption:** Select the encryption method (**SSL/TLS, STARTTLS, None**).
 - (Optional) **Username:** Enter the username used for SMTP server authentication.
 - (Optional) **Password:** Enter the password used for SMTP server authentication.
4. Click **Save**.

7. Reports

MXview One Central Manager allows you to create report templates and set up schedules to automatically generate periodical reports.

Report Template Overview

To access the **Report Templates** page, In the function tree, navigate to **Reports > Report Templates**.

From the **Report Templates** screen, you can view all configured report templates.

The screenshot displays the 'Report Templates' interface in MXview ONE Central Manager. The page title is 'Report Templates' and it includes a search bar. The main content is a table listing configured report templates. The table has three columns: 'Report Template Name', 'Repeat', and 'Next Report'. The data rows are as follows:

Report Template Name	Repeat	Next Report
Headquarter	Weekly	2023/07/17 09:30:00
German sites	Monthly	2023/08/01 09:30:00
Moxa US	Daily	2023/07/17 09:30:00
Moxa Asia Report	Once	2023/07/10 22:17:00
Moxa Asia Report	Once	2023/07/10 22:07:00

The interface also shows a sidebar with navigation options: Dashboard, Events, Notifications, Reports, Report Templates, Generated Reports, Group Management, Site Management, Account Management, License Management, and Help. The footer indicates 'Items per page: 100' and '1 - 5 of 5'.

Adding a Report Template

1. In the function tree, navigate to **Reports > Report Templates**.
The **Report Templates** screen will appear.
2. Click the **Add** (+) icon in the top left-corner of the screen.

The **Add Report Template** screen will appear.

3. Configure the following:

Criteria	Description
Group	Select the group the report will cover.
Site	Select the site(s) to include in this report from the drop-down menu. The available sites depend on the selected group.
Report Scope	Select the scope of the report, either group- or site-level.
Report Template Name	Enter a name for the report template.
(Optional) Description	Enter a description (up to 255 characters in length) for the report template.
Repeat	Select the frequency at which the report will be generated. If set to Once , the report will only be generated once and will not repeat.
Generate at	Specify the time of day the report will be generated.
Date	If you selected Once as the Repeat Execution frequency, specify the date the report will be generated.
Start Date	If you selected Once as the Repeat Execution frequency, specify the starting date of the report coverage. The starting date must be earlier than the ending date.
End Date	If you selected Once as the Repeat Execution frequency, specify the ending date of the report coverage. The ending date must be before the report execution date.



NOTE

After specifying the **Repeat** and **Generate at** fields, information about the next scheduled report will be displayed.

4. In the **Content** field, you can view the report contents that will be covered in the Group-level or Site-level report, depending on your **Report Scope** selection.
 - Group-level report content:
 - Server Health Overview
 - Network and Device Health Overview
 - Top 10 Sites by Number of Critical Events
 - Top 10 Sites by Number of Warning Events
 - Site-level report content:
 - Site Server Health Overview
 - Site Network and Device Health Overview
 - Event Category Summary
 - Top 10 Events
 - Event Trends
5. Click **Apply**.

Searching for a Report Template in the Table

1. In the function tree, navigate to **Reports > Report Templates**.
The **Report Templates** screen will appear.
2. In the **Search** text field, type the full or partial information of the report template.
3. All report templates matching the entered string will be shown in the table.

Editing a Report Template in the Table

1. In the function tree, navigate to **Reports > Report Templates**.
The **Report Templates** screen will appear.
2. Click the **Edit** (✎) icon next to the template you want to edit.
The **Modify Report Template** screen will appear.

< **Modify Report Template**

Basic Information

Group *
Laim-section

Site *
Laim factory

Report Scope *
Group

Report Template Name *
test

Description

Repeat *
Monthly

Generate at *
下午 12:59

Next Report: 2023/08/01 12:59
Report Period: 2023/07/01 00:00:00 - 2023/07/31 23:59:59

Content

Chart Widget Name	Level
Server Health Overview	Group
Network and Device Health Overview	Group
Top 10 Sites by Number of Critical Events	Group
Top 10 Sites by Number of Warning Events	Group

Apply

3. Modify the following criteria:

Criteria	Description
Group	Select the group the report will cover.
Site	Select the site(s) to include in this report from the drop-down menu. The available sites depend on the selected group.
Report Scope	Select the scope of the report, either group- or site-level.
Report Template Name	Enter a name for the report template.
(Optional) Description	Enter a description (up to 255 characters in length) for the report template.
Repeat	Select the frequency at which the report will be generated. If set to Once , the report will only be generated once and will not repeat.
Generate at	Specify the time of day the report will be generated.
Date	If you selected Once as the Repeat Execution frequency, specify the date the report will be generated.
Start Date	If you selected Once as the Repeat Execution frequency, specify the starting date of the report coverage. The starting date must be earlier than the ending date.
End Date	If you selected Once as the Repeat Execution frequency, specify the ending date of the report coverage. The ending date must be before the report execution date.

4. Click **Apply**.

Executing a Report Template Immediately

You can manually generate a report from a template on the spot, disregarding the schedule configured for the template.

1. In the function tree, navigate to **Reports > Report Templates**.
The **Report Templates** screen will appear.

- Click the **Generate Report** (🔄) icon next to the template you want to generate a report for. The system will immediately generate a report based on the corresponding template.

Report generated successfully. Check the Generated Reports page for the result.

The generated report will be displayed in the **Generated Reports** table. Refer to the [Generated Reports](#) section for more information.

Generated Reports			
<input type="checkbox"/>	Report Name	Report Template Name	Time Issued
<input type="checkbox"/>	test_20230716_234109	test	2023/07/16 23:41:09

Deleting One or Multiple Report Templates in the Table

- In the function tree, navigate to **Reports > Report Templates**. The **Report Templates** screen will appear.
- Select the check box(es) of the template(s) you want to delete and click the **Delete** (🗑️) icon.

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Report Template Name	Repeat	Next Report
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	test	Monthly	2023/08/01 12:59:00
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Headquarter	Weekly	2023/07/17 09:30:00

A confirmation window will appear.

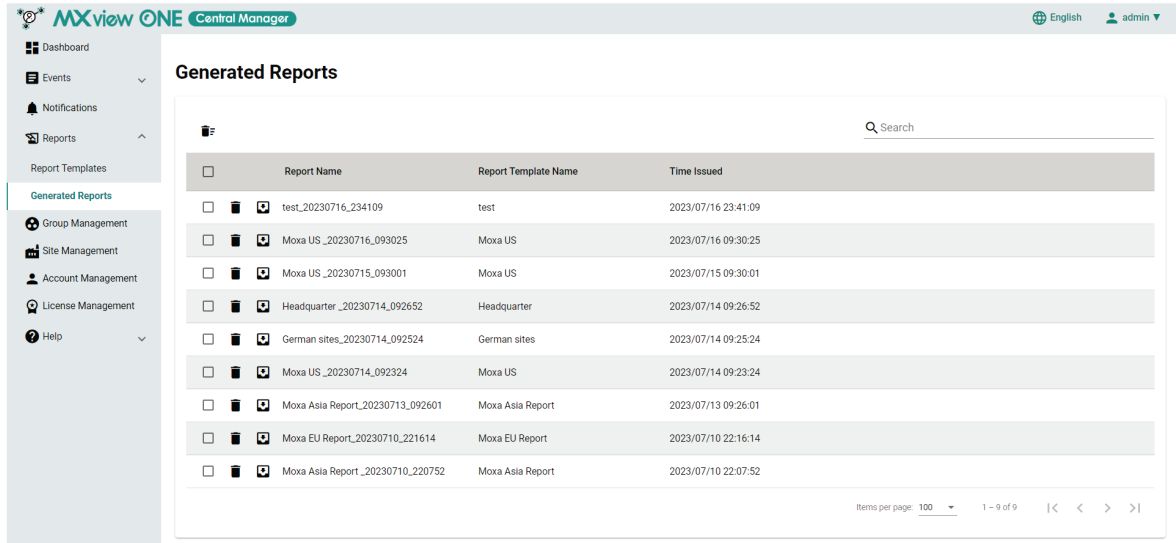
Delete Report Template

Are you sure you want to delete this report template?

- Click **Delete**.

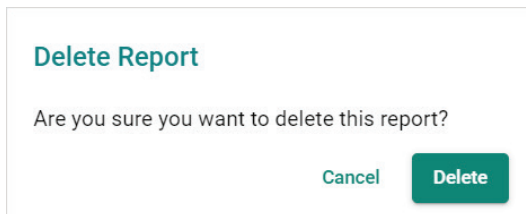
Generated Reports Overview

To access the **Generated Reports**, In the function tree, navigate to **Reports > Generated Reports**. From the **Generated Reports** screen, you can view all generated scheduled and instant reports.



Deleting One Report in the Table

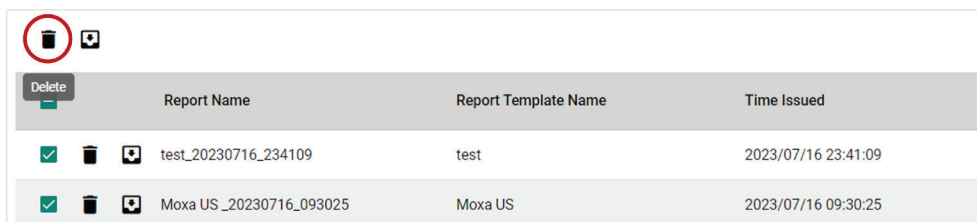
1. In the function tree, navigate to **Reports > Generated Reports**. The **Generated Reports** screen will appear.
2. Click the **Delete** (🗑️) icon next to the report you want to delete. A confirmation window will appear.



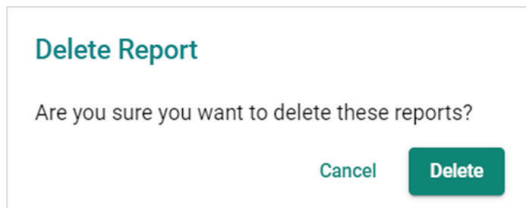
3. Click **Delete**.

Deleting Multiple Reports in the Table

1. In the function tree, navigate to **Reports > Generated Reports**. The **Generated Reports** screen will appear.
2. Select the check boxes in front of the reports you want to delete and click the **Delete** (🗑️) icon.




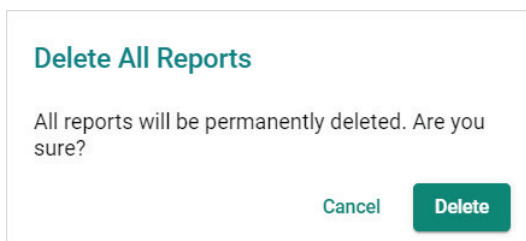
A confirmation window will appear.



3. Click **Delete**.

Deleting All Reports in the Table

1. In the function tree, navigate to **Reports > Generated Reports**.
The **Generated Reports** screen will appear.
2. Click **Delete All Reports** () icon in the top-left corner of the screen.
A confirmation screen will appear.




3. Click **Delete**.

Searching for a Report in the Table


1. In the function tree, navigate to **Reports > Generated Reports**.
The **Generated Reports** screen will appear.
2. In the **Search** text field, type the full or partial information of the report.
3. All reports matching the entered string will be shown in the table.

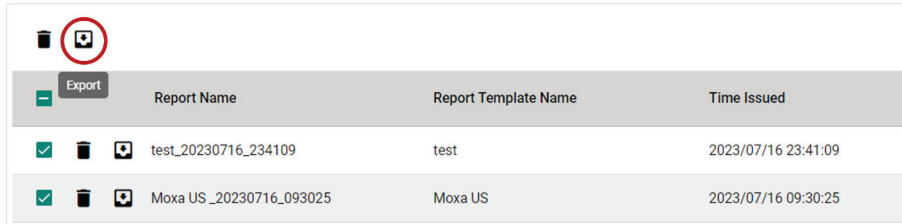
Exporting a Single Report in the Table

Use the **Generated Reports** screen to export the report in the table by clicking the **Export** icon.



1. In the function tree, navigate to **Reports > Generated Reports**.
The **Generated Reports** screen will appear.
2. Click the **Export** () icon next to the report you want to export.
3. MXview One Central Manager will export the report as an Excel file.

Exporting Multiple Reports in the Table

1. In the function tree, navigate to **Reports > Generated Reports**.
The **Generated Reports** screen will appear.
2. Select the check boxes of the reports you want to export and click the **Export** () icon.



The screenshot shows a table with the following data:

		Report Name	Report Template Name	Time Issued
<input checked="" type="checkbox"/>		test_20230716_234109	test	2023/07/16 23:41:09
<input checked="" type="checkbox"/>		Moxa US_20230716_093025	Moxa US	2023/07/16 09:30:25

3. MXview One Central Manager will export the reports as Excel files.



NOTE

A maximum of 10 reports can be exported at once.

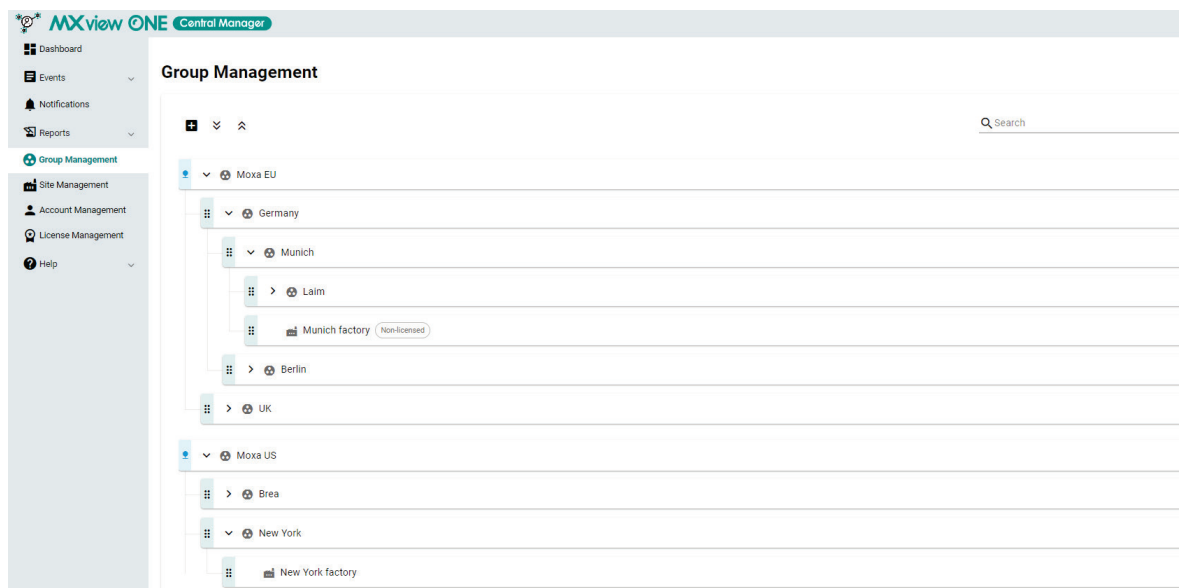
8. Group Management

MXview One Central Manager's **Group Management** function allows you to create site groups based on the scale and needs of your organization. Using groups, you can more efficiently manage all your local MXview One sites.

Group Management Overview

To access the Group Management page, in the function tree, navigate to **Group Management**.

The **Group Management** page will appear.



The Group Management screen shows a multi-layer tree structure based on your organizational configuration, consisting of groups (🏢) and sites (🏠).

Refer to the definition of terms used in the Group Management below:

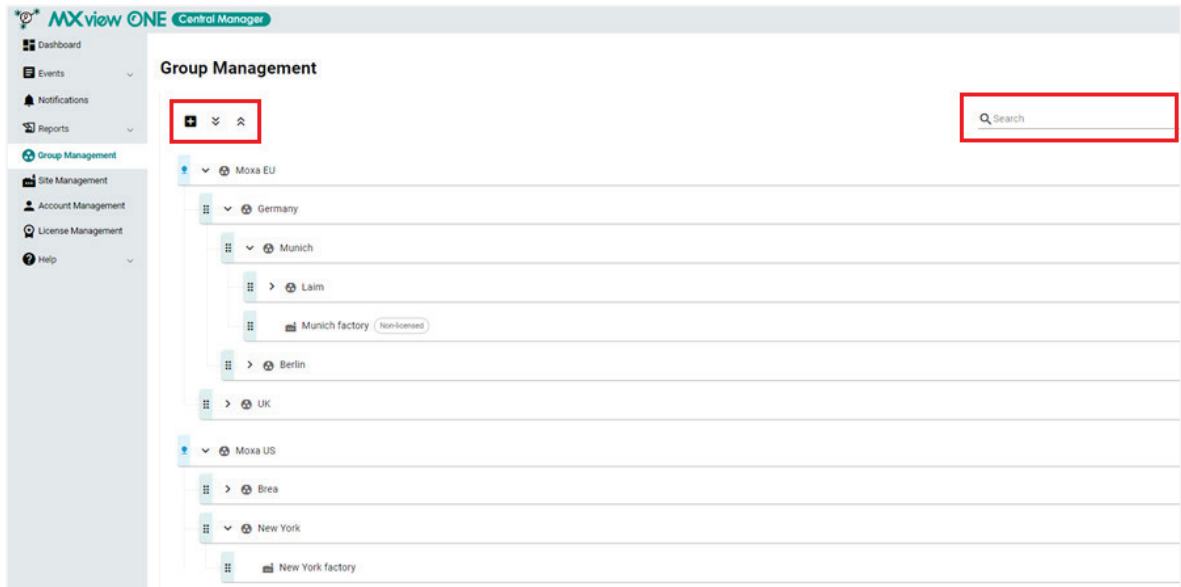
- **Root Group:** The highest-level group in the structure. The system admin will allocate licenses to the root group which will be distributed to the groups and sites under that root group.
- **Parent Group:** Any group under the root group level that has child groups under it.
- **Child Group:** A group that belongs to a parent group.



NOTE

Each root group can have a maximum of 4 sublayers.

Functions in the toolbar menu include:



You can perform the following basic functions from the Group Management screen:

Action	Description
Add (+)	Click to create a new root group. Refer to Adding a Root Group for more information.
Expand All (⌵)	Click to expand all groups and sites under the root group.
Collapse All (⌶)	Click to collapse all groups and sites under the root group.
Search (🔍)	Enter the full or partial group or site name to quickly find a specific group or site.

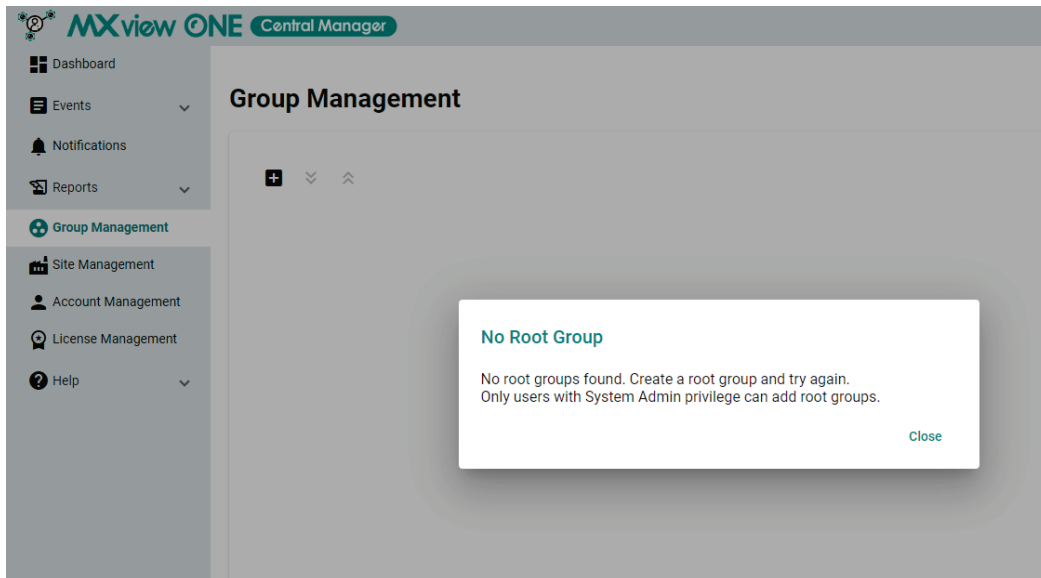
Adding a Root Group

In order to create site groups, you will need to create a root group. You can create multiple root groups, depending on the structure and needs of your organization.



NOTE

There are no pre-configured root groups by default. A root group must be created first in order to create site groups. Only users with System Administrator privileges can create new root groups.



1. In the function tree, navigate to **Group Management**.
2. Click the **Add (+)** icon.

The **Add Root Group** window will appear.

Add Root Group

Group Name * 0 / 255

Group Description 0 / 255

Remaining MXview One Central Manager Licenses:
Site License: 100
Node License: 20000
Wireless Add-on License: 100
Power Add-on License: 100

Site License * 1 - 100

Node License * 1 - 20000

Wireless Add-on License * 0

[Cancel](#) [Add](#)

- Configure the following:

Field	Description
Group Name	Enter a name for the root group.
(Optional) Group Description	Add a description for the root group.
Site License	Specify the number of site licenses to allocate to this root group.
Node License	Specify the number of node licenses to allocate to this root group.
Wireless Add-on License	Specify the number of Wireless add-on licenses to allocate to this root group.
Power Add-on License	Specify the number of Power add-on licenses to allocate to this root group.
(Optional) Address	Enter the address of the root group.
(Optional) Contact	Enter the contact information of the root group.
(Optional) Note	Enter additional information for the root group.

- Click **Add**.

Adding a Group



NOTE

If no root group exists, a root group must be created first before you can create more groups. Refer to [Adding a Root Group](#) for more information.

- In the function tree, navigate to **Group Management**.
- Click the **Add (+)** button in the banner of the root or parent group you want to add a new group for.
The **Add Group** window will appear.

- Configure the following:

Field	Description
Group Name	Enter a name for the group.
(Optional) Group Description	Add a description for the group.
(Optional) Address	Enter the address of the group.
(Optional) Contact	Enter the contact information of the group.
(Optional) Note	Enter additional information for the group.

- Click **Add**.

Editing a Root Group or Group

1. In the function tree, navigate to **Group Management**.
2. Edit a root group:
 - a. Click the edit icon (✎) in the banner of the root group you want to edit.


The **Modify Root Group** window will appear.

- b. Modify the following:

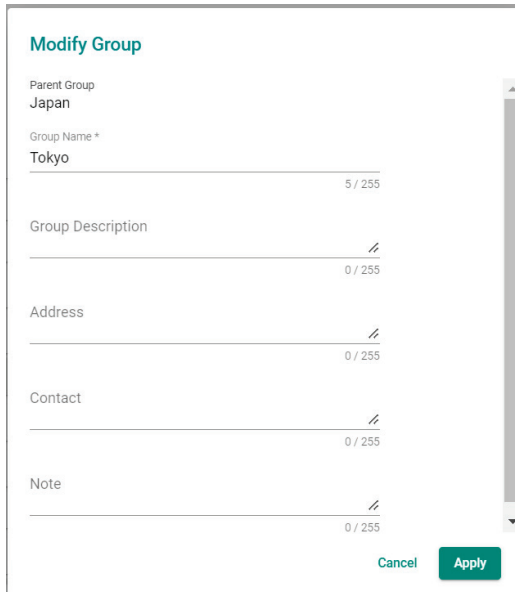
Field	Description
Group Name	Enter a name for the group.
(Optional) Group Description	Add a description for the group.
Site License	Specify the number of site licenses to allocate to this group.
Node License	Specify the number of node licenses to allocate to this group.
Wireless Add-on License	Specify the number of Wireless add-on licenses to allocate to this group.
Power Add-on License	Specify the number of Power add-on licenses to allocate to this group.
(Optional) Address	Enter the address of the group.
(Optional) Contact	Enter the contact information of the group.
(Optional) Note	Enter additional information for the group.

- c. Click **Apply**.

3. Edit a group:

- a. Click the edit icon () in the banner of the group you want to edit.

The **Modify Group** window will appear.



Modify Group

Parent Group
Japan

Group Name*
Tokyo 5 / 255

Group Description 0 / 255

Address 0 / 255

Contact 0 / 255

Note 0 / 255

Cancel Apply

- b. Modify the following:

Field	Description
Group Name	Enter a name for the group.
(Optional) Group Description	Add a description for the group.
(Optional) Address	Enter the address of the group.
(Optional) Contact	Enter the contact information of the group.
(Optional) Note	Enter additional information for the group.

- c. Click **Apply**.

Deleting a Root Group or Group




NOTE

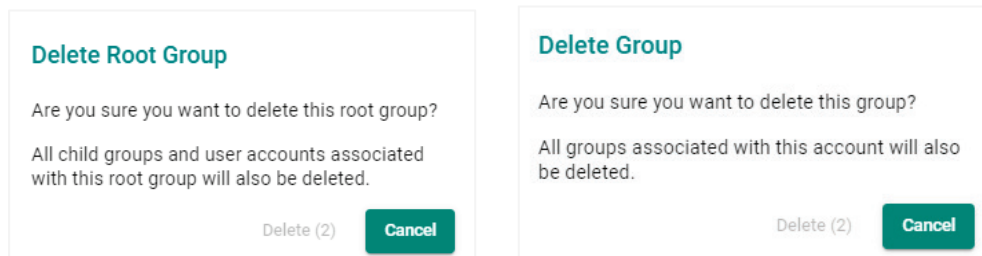
Root groups and groups cannot be deleted if there are sites associated with them. Make sure to delete or move any sites before deleting the group.



NOTE

When deleting a root group, all child groups and user accounts associated with this root group will also be deleted.

1. In the function tree, navigate to **Group Management**.
2. Click the **Delete** icon () in the banner of the root group or group you want to delete.:
The **Delete Root Group** or **Delete Group** window will appear.



3. After the 3-second countdown, click **Delete** to delete the group.

Moving a Parent Group or Group

You can easily move groups between layers to adjust your group and site structure as needed.



NOTE

Root groups cannot be moved.



NOTE

Groups cannot be moved under one of their own child groups or be moved to another root group.

1. In the function tree, navigate to **Group Management**.
2. Move a parent group:
Click and drag a parent group to move the group including all its child groups and associated sites. You can move a parent group under another parent group, or directly under the root group.
A parent group cannot be moved under one of its own child groups or to another root group.
3. Move a group:
Click and drag a group to move the group. You can move a group under another parent group, or directly under the root group.

9. Site Management

MXview One Central Manager **Site Management** function lets you centrally manage all your local MXview One sites, providing you with important site information such as allocated licenses, the group it belongs to, and the current registration status.

Site Management Overview

To access the Site Management page, In the function tree, navigate to **Site Management**.


From the **Site Management** screen, you can manage and view information on all your MXview One sites.

Site Name	Site License	Root Group	Parent Group	Licensed Nodes	Add-on License	Maintenance Mode	Registration Status	Site ID
New York factory 2	✓	Moxa US	New York	0	Locally Managed	Locally Managed	Wait for Registration	
Shanghai factory	✓	Moxa Asia	Shanghai	10	Power Add-on		Registered	
Headquarter	✓	Moxa Asia	Taiwan	99	Power Add-on		Registered	
Chengdu factory	✓	Moxa Asia	Chengdu	12	Power Add-on		Registered	
Brea factory2	✓	Moxa US	Brea	20	Wireless Add-on		Registered	
Brea factory1		Moxa US	Brea	10	Wireless Add-on		Registered	
New York factory	✓	Moxa US	New York	45			Registered	
Wattford factory	✓	Moxa EU	UK	25	Wireless Add-on	Yes	Registered	
Munich factory		Moxa EU	Munich	20	Power Add-on		Registered	
Berlin factory	✓	Moxa EU	Berlin	14	Wireless Add-on		Registered	
Laim factory	✓	Moxa EU	Laim-section	1			Registered	


Refer to the table below for an overview of each field:

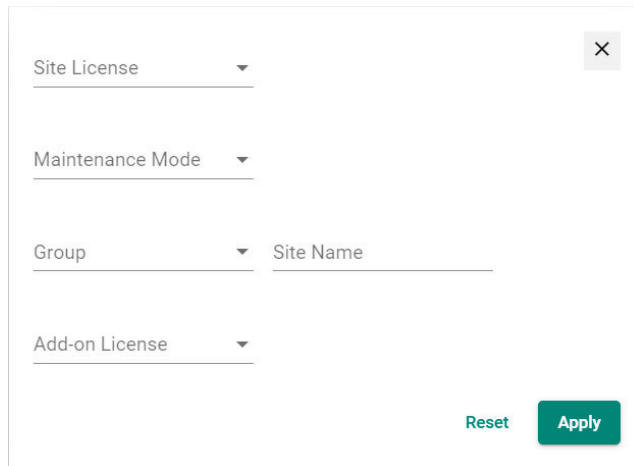
Column	Description
Site Name	The name of the site.
Site License	Indicates if a site license has been assigned to this site.
Root Group	The root group that this site belongs to.
Parent Group	The parent group that this site belongs to.
Licensed Nodes	If the licenses of this site are managed through MXview One Central Manager, this field will show the number of nodes allocated to this site. If the licenses of this site are not centrally managed, this field will say Locally Managed .
Add-on License	If the licenses of this site are managed through MXview One Central Manager, this field will show Wireless Add-on, Power Add-on, or be blank. If the licenses of this site are not centrally managed, this field will say Locally Managed .
Maintenance Mode	Indicates if the site is in Maintenance mode.
Registration Status	The registration status between the MXview One local site and MXview One Central Manager. Once registered, the site can be managed through MXview One Central Manager.
Site ID	The ID of the site. This is used in the MXview One Control Panel of the local site to register the site with MXview One Central Manager.

Click the column headers to sort the data in the table in ascending or descending order.

Site Name	Site License	Root Group 
-----------	--------------	--

Filtering Sites

1. In the function tree, navigate to **Site Management**.
The **Site Management** screen will appear.
2. Click the **Filter** () icon.
3. Select the filter criteria.



A filter dialog box with a close button (X) in the top right corner. It contains four filter criteria, each with a dropdown arrow: 'Site License', 'Maintenance Mode', 'Group', and 'Add-on License'. The 'Group' dropdown is currently expanded, showing 'Site Name' as the selected option. At the bottom right of the dialog are two buttons: 'Reset' and 'Apply'.

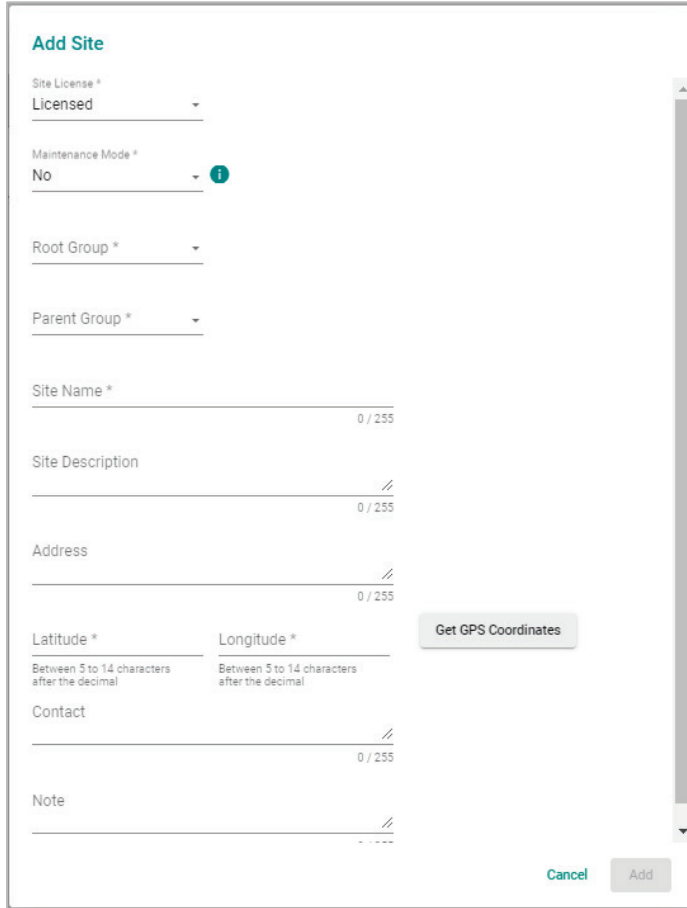
4. Click **Apply**.
Only sites matching the filter criteria will be shown in the list.

Adding a Site

1. In the function tree, navigate to **Site Management**.
The **Site Management** page will appear.

2. Click the **Add** icon ().

The **Add Site** window will appear.



3. Configure the following:

Field	Description
Site License	Select the license mode. If set to Unlicensed , the site will show in the Site Management table without a checkmark in the Site License column and will appear as non-licensed on the Group Management page. If set to Licensed , a site license will be assigned to this site from the license pool of that group. The site will show in the Site Management table and appear as licensed on the Group Managed page.
Maintenance Mode	Enable or disable Maintenance Mode. When in Maintenance Mode, MXview One Central Manager will stop receiving events from this site.
Root Group	Specify the root group for this site.
Parent Group	Specify the parent group for this site.
Site Name	Enter a name for the site.
(Optional) Site Description	Enter a description for the site.
(Optional) Address	Specify the address of the site.
Latitude	Enter the latitude of the site or click Get GPS Coordinates to automatically retrieve the latitude coordinates.
Longitude	Enter the longitude of the site or click Get GPS Coordinates to automatically retrieve the longitude coordinates.
(Optional) Contact	Enter the contact information of the site.

Field	Description
(Optional) Note	Enter additional information for the site.

- Click **Add**.

Registering a Site

In order to manage a site through Central Manager, it needs to be registered first. As a safety measure, sites will always be in the "Wait for Registration" state by default.

The screenshot shows the 'Site Management' page in MXview ONE Central Manager. A table lists various sites with columns for Site Name, Site License, Root Group, Parent Group, Licensed Nodes, Add-on License, Maintenance Mode, Registration Status, and Site ID. The 'Registration Status' column for 'Berlin factory2' is highlighted with a red box and contains the text 'Wait for Registration'. Other sites are marked as 'Registered'. A notification at the bottom of the table states 'Site added successfully'.

Site Name	Site License	Root Group	Parent Group	Licensed Nodes	Add-on License	Maintenance Mode	Registration Status	Site ID
Berlin factory2	✓	Moxa EU	Berlin	0			Wait for Registration	
Shanghai factory	✓	Moxa Asia	Shanghai	10	Power Add-on		Registered	
Headquarter	✓	Moxa Asia	Taiwan	99	Power Add-on		Registered	
Chengdu factory	✓	Moxa Asia	Chengdu	12	Power Add-on		Registered	
Brea factory2	✓	Moxa US	Brea	20	Wireless Add-on		Registered	
Brea factory1	✓	Moxa US	Brea	10	Wireless Add-on		Registered	
New York factory	✓	Moxa US	New York	45			Registered	
Watford factory	✓	Moxa EU	UK	25	Wireless Add-on	Yes	Registered	
Munich factory	✓	Moxa EU	Munich	20	Power Add-on		Registered	
Berlin factory	✓	Moxa EU	Berlin	14	Wireless Add-on		Registered	
Laim factory	✓	Moxa EU	Laim-section	1			Registered	

- Log in to the **MXview One Control Panel** of the corresponding site in MXview One Central Manager you wish to register.



NOTE

Only sites running MXview One v1.2.0 or later support remote management through MXview One Central Manager.

- In the MXview One Control Panel, go to **Configuration**.
- In the **MXview One Central Manager Server Settings** section, set **Enable** to **Yes**.

The screenshot shows the 'MXview One Control Panel' configuration page. The 'MXview One Central Manager Server Settings' section is expanded, showing the following settings:

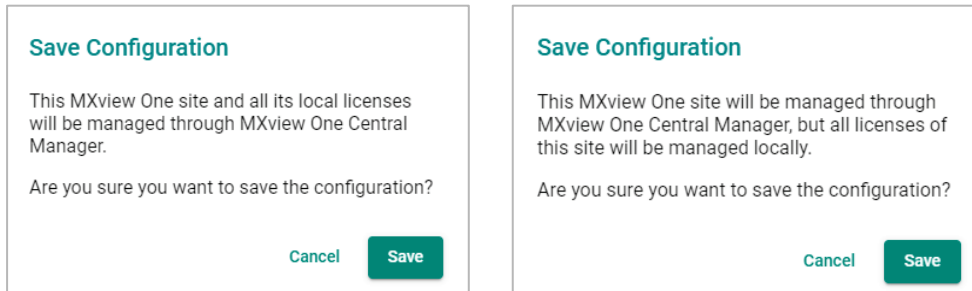
- Enable ***: Yes
- Manage Licenses Through MXview One Central Manager ***: Yes
- Server Address ***: IP/Domain Name (input field), Port: 8883 (input field, with 1-65535 below it)
- Authentication ***: Password (input field with eye icon, with 'At least 8 characters' and '0 / 63' below it)
- Site ID ***: Site ID (input field)

- Configure the following MXview One Central Manager Server Settings:

Field	Description
License Managed by MXview One Central Manager	Enable to allow the licenses of this MXview One site to be managed through MXview One Central Manager. Disable to manage the licenses locally.
Server Address	Enter the MXview One Central Manager's IP and port number. The default port number is 8883.
Authentication	Enter the MXview One site's authentication password as configured in the MXview One Central Manager Control Panel.
Site ID	Paste the Site ID of this site which can be found in the Site ID column on the Site Management page in MXview One Central Manager.

- Click **Save**.

Depending on your configured settings, the **Save Configuration** confirmation window will appear.




- Click **Save**.

If successful, the site will be shown as "Registered" in the Site Management table.

Site Name	Site License	Root Group	Parent Group	Licensed Nodes	Add-on License	Maintenance Mode	Registration Status	Site ID
Berlin factory2	✓	Moxa EU	Berlin	0			Wait for Registration	
Shanghai factory	✓	Moxa Asia	Shanghai	10	Power Add-on		Registered	
Headquarter	✓	Moxa Asia	Taiwan	99	Power Add-on		Registered	
Chengdu factory	✓	Moxa Asia	Chengdu	12	Power Add-on		Registered	
Brea factory2	✓	Moxa US	Brea	20	Wireless Add-on		Registered	
Brea factory1	✓	Moxa US	Brea	10	Wireless Add-on		Registered	

Editing a site

- In the function tree, navigate to **Site Management**.
- Click the **Edit** icon () of the site you want to edit.

The **Modify Site** screen will appear.

Available license settings depend on if the site licenses are managed locally or through MXview One Central Manager.

If managed locally:

If managed through MXview One Central Manager:


3. Modify the following:

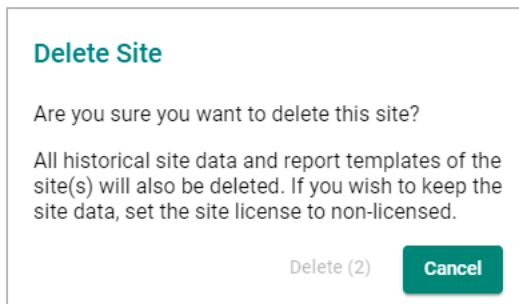
Field	Description
Site License	Select the license mode. If set to Unlicensed , the site will show in the Site Management table without a checkmark in the Site License column and will appear as non-licensed on the Group Management page. If set to Licensed , a site license will be assigned to this site from the license pool of that group. The site will show in the Site Management table and appear as licensed on the Group Managed page.
Maintenance Mode	Enable or disable Maintenance Mode. When in Maintenance Mode, MXview One Central Manager will stop receiving events from this site.

Field	Description
Parent Group	Specify the parent group for this site.
Site Name	Enter a name for the site.
(Optional) Site Description	Enter a description for the site.
Node License Assignment	If the site is registered and its licenses are managed by MXview One Central Manager, specify the number of node licenses to allocate to this site.
Add-on License	If the site is registered and its licenses are managed by MXview One Central Manager, specify the add-on license to allocate to this site.
(Optional) Address	Specify the address of the site.
Latitude	Enter the latitude of the site or click Get GPS Coordinates to automatically retrieve the latitude coordinates.
Longitude	Enter the longitude of the site or click Get GPS Coordinates to automatically retrieve the longitude coordinates.
(Optional) Contact	Enter the contact information of the site.
(Optional) Note	Enter additional information for the site.

4. Click **Apply**.


Deleting a Site

1. In the function tree, navigate to **Site Management**.
2. Select the site(s) you want to delete and click the **Delete** icon () in the top-left corner of the screen. The **Delete Site** window will appear.



3. After the 3-second countdown, click **Delete** to delete the site(s).

Exporting Sites to CSV

1. In the function tree, navigate to **Site Management**.
2. The **Site Management** screen will appear.
3. Click the **Export** () icon.
4. Select **Export CSV**.
5. MXview One Central Manager will export the sites as a CSV file.

10. Account Management

The **Account Management** function lets you manage access for site groups more efficiently by setting up user accounts with customized access permissions, depending on their role and requirements.

Account Management Overview

To access the Account Management page, in the function tree, navigate to **Account Management**.

From the **Account Management** screen, you can manage user accounts for specific site groups. You can configure the privileges and scope of each account for more granular access control.

The default System Admin account cannot be deleted.

Username	Privilege	Groups
admin	System Admin	Moxa EU, Germany, Munich, Berlin, Moxa Asia, UK, Laim, Brea, Taiwan, Shanghai, Chengdu, China, New York, Laim-section, Moxa US
Jimmy	Root Group Admin	Moxa Asia, Taiwan, Shanghai, Chengdu, China
Tim	Group Admin	Germany, UK
Amy	Supervisor	Munich, Berlin

Refer to the table below for an overview of each field:

Column	Description
Username	The username of the account.
Privilege	The privilege level of this account. There are 5 privilege levels: <ul style="list-style-type: none">• System Admin• Root Group Admin• Group Admin• Supervisor• User
Group	The groups this account has access to.


Click the column headers to sort the data in the table in ascending or descending order.

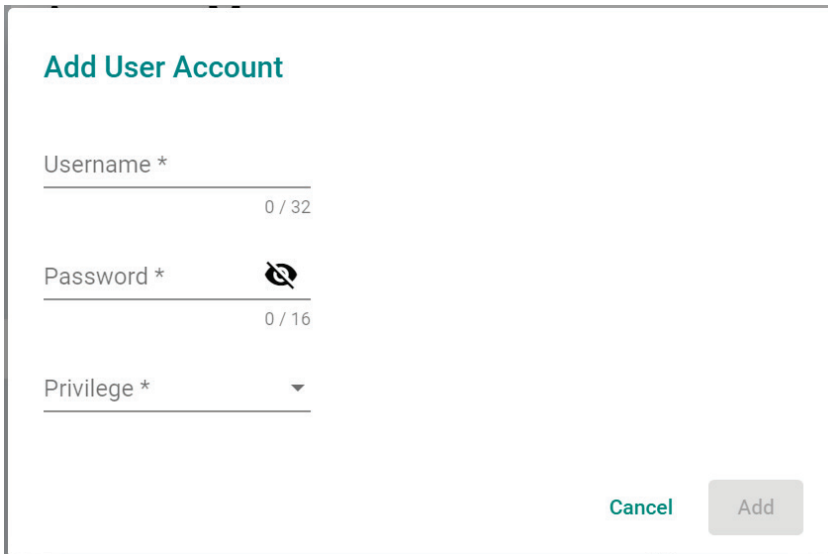
<input type="checkbox"/>	Username	Privilege ↑	Group
--------------------------	----------	-------------	-------

Searching for a User Account

1. In the function tree, navigate to **Account Management**.
The **Account Management** screen will appear.
2. In the **Search** text field, type the full or partial information of the user account.
3. All accounts matching the entered string will be shown in the table.

Adding a User Account

1. In the function tree, navigate to **Account Management**.
The **Account Management** screen will appear.
2. Click the **Add** icon () in the top-left corner of the screen.
The **Add User Account** screen will appear.



3. Configure the following:

Field	Description
Username	Enter the username for the account.
Password	Enter the password for the account.
Privilege	Select the privilege level for the account. Refer to Privileges Overview for more information.

4. Click **Add**.

Editing User Accounts

1. Navigate **Navigation Menu > Account Management**.
The **Account Management** screen will appear.
2. Click the **Edit** (✎) icon of the account you want to edit.
The **Modify User Account** screen will appear.

Modify User Account

Username
PM
2 / 32

Password *
0 / 16

Privilege *
Group Admin

Root Group *
Moxa EU

Group *
Germany

Cancel Apply

3. Configure the following:

Field	Description
Username	Enter the username for the account.
Password	Enter the password for the account.
Privilege	Select the privilege level for the account. Refer to Privileges Overview for more information.
Root Group	Select the root group the account will have access to.
Group	Select the groups(s) the account will have access to.


4. Click **Apply**.

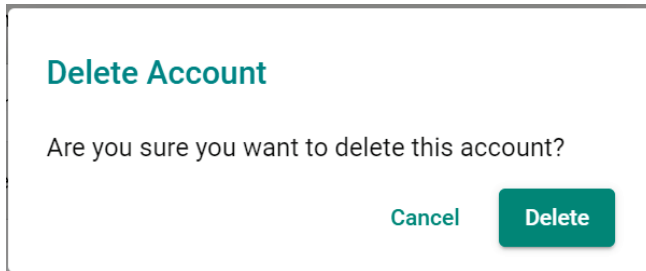
Deleting a Single User Account



NOTE

The default System Admin account cannot be deleted.

1. In the function tree, navigate to **Account Management**.
The **Account Management** screen will appear.
2. Click the **Delete** () icon of the account you want to delete.
3. The **Delete Account** window will appear.




4. Click **Delete**.

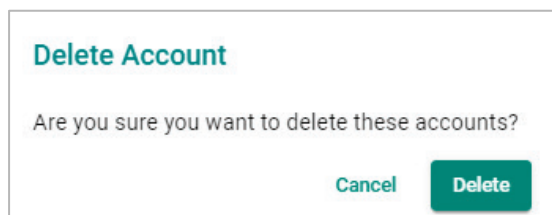
Deleting Multiple User Accounts



NOTE

The default System Admin account cannot be deleted.

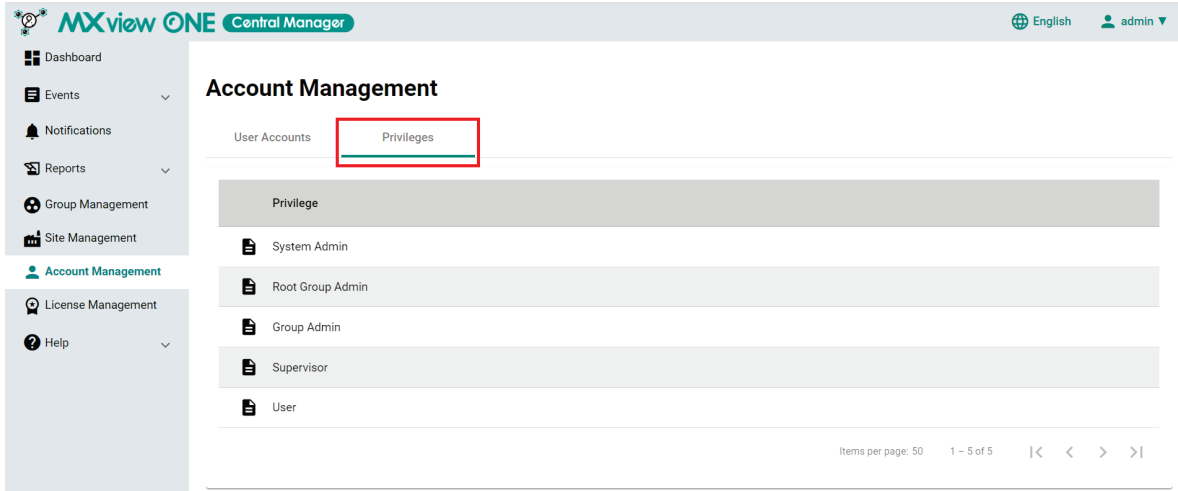
1. In the function tree, navigate to **Account Management**.
The **Account Management** screen will appear.
2. Select the check boxes of the user accounts you want to delete.
3. Click the **Delete** () icon in the top-left corner of the screen.
4. The **Delete Account** window will appear.



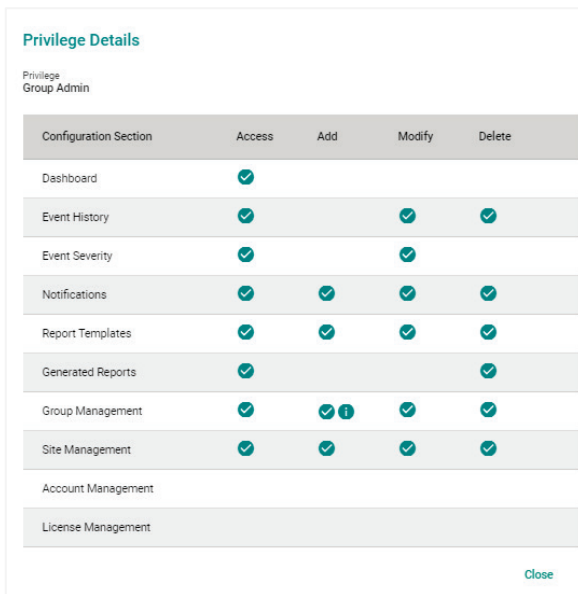
5. Click **Delete**.

Privileges Overview

To access the Privileges page, In the function tree, navigate to **Account Management > Privileges**. From the **Privileges** screen, you can review the access permissions of each privilege role.



Click the **Details** icon (📄) next a privilege role to see details about the permissions of that role.



11. License Management

License Management Overview

To access the **License Management** screen, In the function tree, navigate to **License Management**. The License Management screen shows information of all licenses managed by MXview One Central Manager. The License Management page is also used to add a new license, deactivate, reactivate, and transfer licenses. Refer to the following sections for more information and instructions.

The screenshot shows the MXview One Central Manager interface. The sidebar on the left contains navigation options: Dashboard, Events, Notifications, Reports, Group Management, Site Management, Account Management, License Management (highlighted), and Help. The main content area is titled "License Management" and displays a summary for "MXview One Central Manager". The summary is organized into four columns, each representing a license type:

License Type	Status	Used	Available	Total
Site License	Authorized	105	1395	1500
Node License	Authorized	2501	27496	29997
Wireless Add-on License	Authorized	75	825	900
Power Add-on License	Authorized	75	525	600

Below the summary, there is a "Licenses" dropdown menu and a "Re-activate License" section. The "Re-activate License" section includes instructions: "Use a Deactivation Code and User Code to reactivate a deactivated license." and a "Re-activate" button.

Refer to the table below for an overview of each field:

Field	Description
License Type	The type of license, including Site License, Node License, Wireless Add-on License, and Power Add-on License. Refer to License Types for more information about each license type.
Status	The license status, including None, Trial, or Authorized.
Used	The number of already allocated licenses.
Available	The number of available licenses that can be allocated to sites.
Total	The total number of licenses held.

License Types

MXview One Central Manager supports several types of different licenses, each with a specific purpose. Refer to the table below for an overview and description of each license type.

License Types

Trial License Experience the power of MXview One Central Manager for free for 90 days.

Site License Allows users to monitor a local site through MXview One Central Manager.

Node License Determines the number of the devices users can monitor through MXview One Central Manager.

Wireless Add-on License Provides access to additional wireless-related features and functions.

Power Add-on License Provides access to additional power-related features and functions.

[Close](#)

License Type	Description
Trial License	Allows you to try out MXview One Central Manager for free for 90 days.
Site License	Allows you to monitor a local MXview One site through MXview One Central Manager. One site license is required for each local MXview One instance.
Node License	Determines the number of the devices users can monitor through MXview One Central Manager.
Wireless Add-on License	Enables the Wireless add-on for a local MXview One site, providing access to additional wireless-related features and functions.
Power Add-on License	Enables the Power add-on for a local MXview One site, providing access to additional power-related features and functions.

Adding a New Node License

After purchasing a node license, you will need to add it to MXview One Central Manager for it to take effect. Node licenses are used to increase the number of devices (nodes) that can be managed at each MXview One local site. For more information about license types, refer to the [License Types](#) section.

1. In the function tree, navigate to **License Management**.

The **License Management** screen will appear.

2. Click the **Add New License** button.

The **Add New License** screen will appear.

License Management

MXview One Central Manager

Site License	Node License	Wireless Add-on License	Power Add-on License
Status: Trial	Status: Trial	Status: Trial	Status: Trial
Used: 0	Used: 0	Used: 0	Used: 0
Available: 100	Available: 20000	Available: 100	Available: 100
Total: 100	Total: 20000	Total: 100	Total: 100

[Moxa License Site](#)

Add New License License Types

3. Click **Next**.

Add New License

1 — 2 — 3

Go to the Moxa License Site Copy the User Code Activate

1. Log in to the [Moxa License Site](#)

2. Go to Products and Licenses > Activate a Product License, and select MXview One or MXview One Central Manager as the Product Type. Enter the license Registration Code.

Your registration code (Type: MXview One NEW)
(Model name: LIC-MXviewOne-NEW-XN-SR) is
xx

Close **Next**

4. Copy the **User Code** and click **Next**.

Add New License

1 — 2 — 3

Log in to the Moxa License Site Copy User Code Activate

Copy the User Code to the [Moxa License Site](#)

User Code:

Close **Next**



NOTE

MXview One node licenses can be activated on either MXview One Central Manager or MXview One.

- To manage the license through Central Manager: Enter the **MXview One Central Manager User Code** and activate the license on MXview One Central Manager.
- To manage the license at the local site: Enter the **MXview One User Code** and activate the license on the local MXview One site. Refer to the MXview One user manual for more information.

5. Open a web browser and visit <https://license.moxa.com/>. Enter your Moxa user ID and password, check the **I have read and agree with Moxa's Privacy Policy** checkbox, and click **Login**.

MOXA® Software Licensing English

Manage Your Software License

Login Moxa Software Licensing System to activate or query your Moxa software license.

User ID
Password
[Forgot your password?](#)

I have read and agree with Moxa's Privacy Policy.

Login

Apply for an account

6. Navigate to **Products and Licenses > Activate a Product License**.

Products and Licenses Download Software Information Account Management

- View Activated Products
- Activate a Product License**
- Request an add-on or renewal License
- Activate an add-on or renewal License
- Transfer a Product License

7. Select **MXview One** from the product type list.

Products and Licenses / Activate a Product License

Product Type

Please select a product

- Please select a product
- SDC
- IEF
- IEC
- MRC QuickLink
- MXview One**
- MXview One CM
- MXview
- MX-AOPC UA Server
- MX-AOPC UA Logger
- MXsecurity
- Security Package

8. Enter a valid **Registration Code** and confirm if the Product Type next to the Registration Code field is correct. The registration code is included in your license purchase confirmation email.

Products and Licenses / Activate a Product License

Product Type: MXview One

Registration Code: [Redacted] Product Type: MXview One Node

User code: Enter your user code

I have read and agree to the EULA (End-user License Agreements)
This is the first activation of the software, you need to read the EULA, and click I know, so that the activation process can be handled.

Note: The entered User Code will determine how the license is activated and managed
1. Enter the User Code of a MXview One instance to activate and manage this license locally in the MXview One instance.
2. Enter the User Code of MXview One Central Manager to activate and centrally manage this license in MXview One Central Manager.

Activate

MXview ONE

9. Paste the **User code** copied from MXview One Central Manager in step 4 in the User Code field.
10. Read and agree to the **EULA**.

I have read and agree to the EULA (End-user License Agreements)
This is the first activation of the software, you need to read the EULA, and click I know, so that the activation process can be handled.

PRIVACY STATEMENT. Moxa implements reasonable and appropriate measures designed to protect the security and privacy of your personal data. Please review Moxa Privacy Statement on Moxa's website: <https://www.moxa.com/en/privacy-policy>, which governs the use of personal data. All internet use is subject to security vulnerabilities. You shall implement all necessary security measures to ensure the protection and privacy of personal information and to protect the Software.

I know

11. Check the acknowledgement checkbox and click **Activate**.

I have read and agree to the EULA (End-user License Agreements)
This is the first activation of the software, you need to read the EULA, and click I know, so that the activation process can be handled.

Note: The entered User Code will determine how the license is activated and managed
1. Enter the User Code of a MXview One instance to activate and manage this license locally in the MXview One instance.
2. Enter the User Code of MXview One Central Manager to activate and centrally manage this license in MXview One Central Manager.

Activate

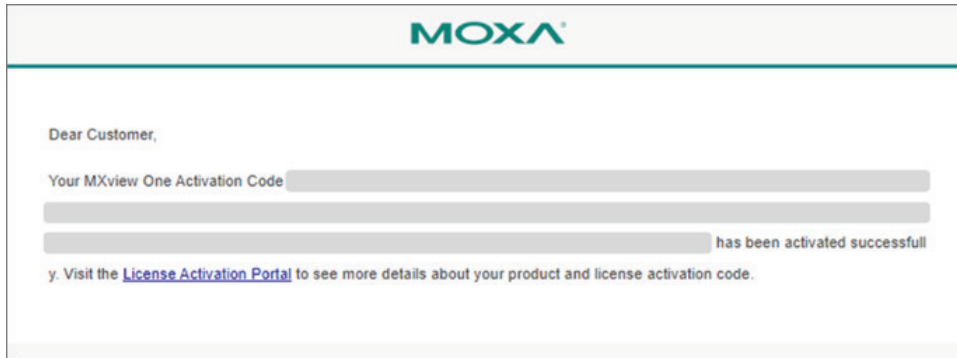
12. A notice window will appear to inform you that your license has been activated. Click **I know** to close the window. If the license failed to activate, enter the correct registration code and user code again. If you are still experiencing problems, please contact Moxa Support.

Message notification

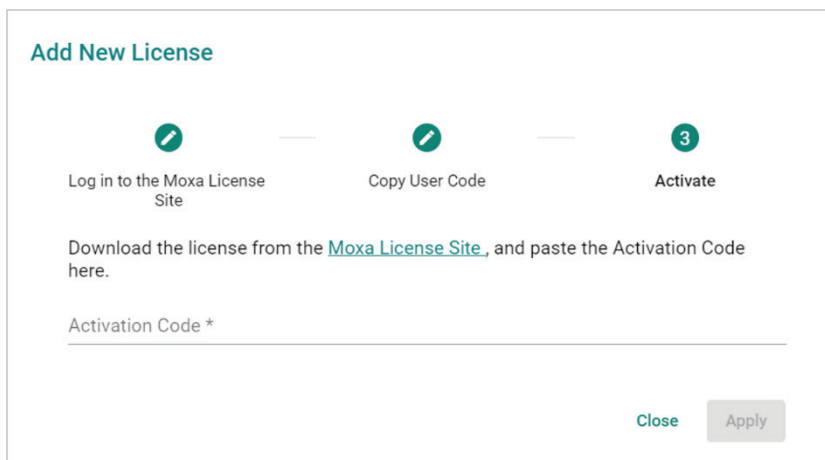
Thank you for purchasing an MXview One product license!
Your license has been activated, we will send you an activation notification to your mailbox.

I know

13. Check the email account you used to apply for your Moxa account. The license activation code will be sent to this email address.



14. Copy the activation code from the email.
15. In MXview One Central Manager, paste the activation code into the **Activation Code** field.



16. Click **Apply** to activate the new node license in MXview One Central Manager.

Adding a New Site License

After purchasing a site license, you will need to add it to MXview One Central Manager for it to take effect. Site licenses are used to increase the number of MXview One sites that can be managed through Central Manager. For more information about license types, refer to the [License Types](#) section.

1. In the function tree, navigate to **License Management**.

The **License Management** screen will appear.

2. Click **Add New License**.

The **Add New License** screen will appear.

MXview One Central Manager				
Site License	Node License	Wireless Add-on License	Power Add-on License	
Status: Trial	Status: Trial	Status: Trial	Status: Trial	
Used: 0	Used: 0	Used: 0	Used: 0	
Available: 100	Available: 20000	Available: 100	Available: 100	
Total: 100	Total: 20000	Total: 100	Total: 100	

[Moxa License Site](#)

Add New License [License Types](#)

3. Click **Next**.

Add New License

1 — 2 — 3

Go to the Moxa License Site Copy the User Code Activate

1. Log in to the [Moxa License Site](#)

2. Go to Products and Licenses > Activate a Product License, and select MXview One or MXview One Central Manager as the Product Type. Enter the license Registration Code.

Your registration code (Type: MXview One NEW)
(Model name: LIC-MXviewOne-NEW-XN-SR) is
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Close **Next**

4. Copy the **User Code** and click **Next**.

Add New License

1 — 2 — 3

Log in to the Moxa License Site Copy User Code Activate

Copy the User Code to the [Moxa License Site](#)

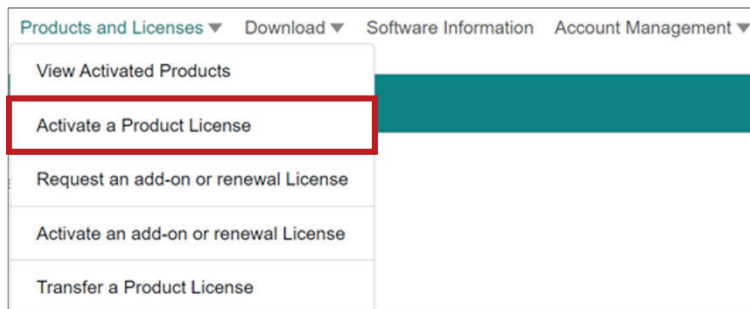
User Code:

Close **Next**

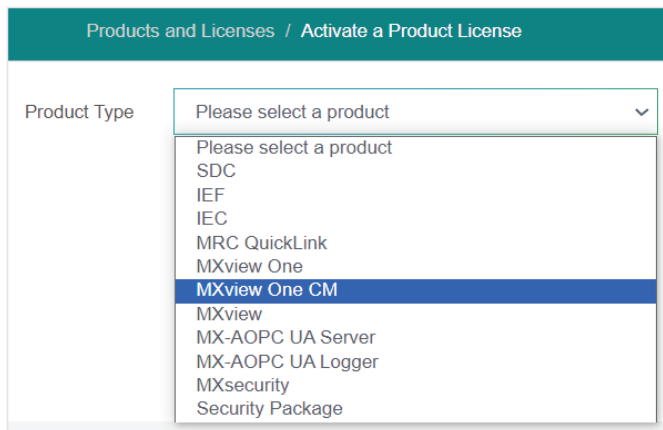
5. Open a web browser and visit <https://license.moxa.com/>. Enter your Moxa user ID and password, check the **I have read and agree with Moxa's Privacy Policy** checkbox, and click **Login**.



6. Navigate to **Products and Licenses > Activate a Product License**.



7. Select **MXview One CM** from the product type list.



8. Enter a valid **Registration Code** and confirm if the Product Type next to the Registration Code field is correct. The registration code is included in your license purchase confirmation email.

Products and Licenses / Activate a Product License

Product Type: MXview One CM

Registration Code: Product Type: MXview One CM Site

User code:

Note: The entered User Code will determine how the license is activated and managed

1. Enter the User Code of a MXview One instance to activate and manage this license locally in the MXview One instance.

2. Enter the User Code of MXview One Central Manager to activate and centrally manage this license in MXview One CM.

Activate

9. Paste the **User code** copied from MXview One Central Manager in step 4 in the User Code field.
10. Read and agree to the **EULA**.

I have read and agree to the EULA (End-user License Agreements)

This is the first activation of the software, you need to read the EULA, and click I know, so that the activation process can be handled.

PRIVACY STATEMENT. Moxa implements reasonable and appropriate measures designed to protect the security and privacy of your personal data. Please review Moxa Privacy Statement on Moxa's website: <https://www.moxa.com/en/privacy-policy>, which governs the use of personal data. All internet use is subject to security vulnerabilities. You shall implement all necessary security measures to ensure the protection and privacy of personal information and to protect the Software.

I know

11. Check the acknowledgement checkbox and click **Activate**.

I have read and agree to the EULA (End-user License Agreements)

This is the first activation of the software, you need to read the EULA, and click I know, so that the activation process can be handled.

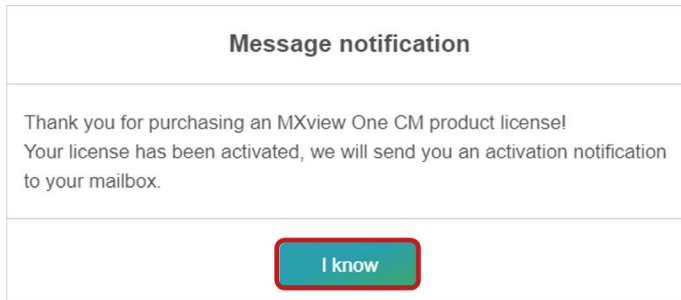
Note: The entered User Code will determine how the license is activated and managed

1. Enter the User Code of a MXview One instance to activate and manage this license locally in the MXview One instance.

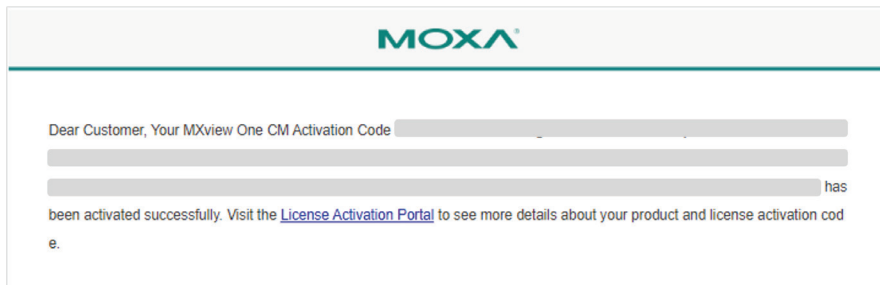
2. Enter the User Code of MXview One Central Manager to activate and centrally manage this license in MXview One Central Manager.

Activate

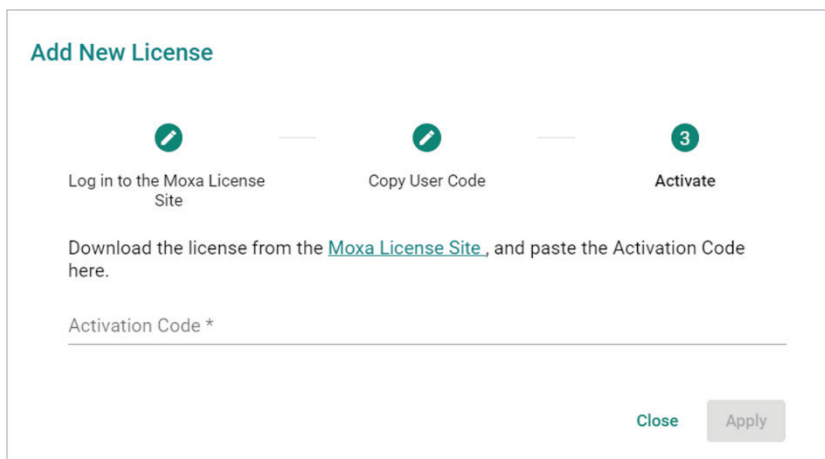
12. A notice window will appear to inform you that your license has been activated. Click **I know** to close the window. If the license failed to activate, enter the correct registration code and user code again. If you are still experiencing problems, please contact Moxa Support.



13. Check the email account you used to apply for your Moxa account. The license activation code will be sent to this email address.



14. Copy the activation code from the email.
15. In MXview One Central Manager, paste the activation code into the **Activation Code** field.



16. Click **Apply** to activate the new site license in MXview One Central Manager.

Adding an Add-on License

After purchasing an add-on license, you will need to add it to MXview One Central Manager for it to take effect. Add-on licenses are used to enable additional features and functionality for MXview One sites. For more information about license types, refer to the [License Types](#) section.

1. In the function tree, navigate to **License Management**.

The **License Management** screen will appear.

2. Click **Add New License**.

The **Add New License** screen will appear.

MXview One Central Manager				
	Site License	Node License	Wireless Add-on License	Power Add-on License
	Status: Trial	Status: Trial	Status: Trial	Status: Trial
	Used: 0	Used: 0	Used: 0	Used: 0
	Available: 100	Available: 20000	Available: 100	Available: 100
	Total: 100	Total: 20000	Total: 100	Total: 100

[Moxa License Site](#)

Add New License [License Types](#)

3. Click **Next**.

Add New License

1 — 2 — 3

Go to the Moxa License Site Copy the User Code Activate

1. Log in to the [Moxa License Site](#)

2. Go to Products and Licenses > Activate a Product License, and select MXview One or MXview One Central Manager as the Product Type.
Enter the license Registration Code.

Your registration code (Type: MXview One NEW)
(Model name: LIC-MXviewOne-NEW-XN-SR) is
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Close **Next**

4. Copy the **User Code** and click **Next**.

Add New License

1 — 2 — 3

Log in to the Moxa License Site Copy User Code Activate

Copy the User Code to the [Moxa License Site](#)

User Code:

Close **Next**



NOTE

MXview One add-on licenses can be activated on either MXview One Central Manager or MXview One.

- To manage the license through Central Manager: Enter the **MXview One Central Manager User Code** and activate the license on MXview One Central Manager.
- To manage the license at the local site: Enter the **MXview One User Code** and activate the license on the local MXview One site. Refer to the MXview One user manual for more information.

5. Open a web browser and visit <https://license.moxa.com/>. Enter your Moxa user ID and password, check the **I have read and agree with Moxa's Privacy Policy** checkbox, and click **Login**.

MOXA® Software Licensing English ▾

Manage Your Software License

Login Moxa Software Licensing System to activate or query your Moxa software license.

User ID
Password
[Forgot your password?](#)

I have read and agree with Moxa's Privacy Policy.

Login

Apply for an account

6. Navigate to **Products and Licenses > Activate an add-on or renewal License**.

Products and Licenses ▾ Download ▾ Software Information Account Management ▾

View Activated Products

Activate a Product License

Request an add-on or renewal License

Activate an add-on or renewal License

Transfer a Product License

7. Enter a valid **Registration Code** and confirm if the Product Type next to the Registration Code field is correct. The registration code is included in your license purchase confirmation email.

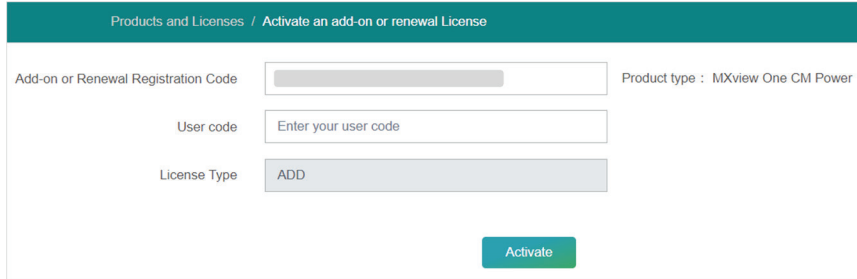
Products and Licenses / Activate an add-on or renewal License

Add-on or Renewal Registration Code

Enter your Registration Code

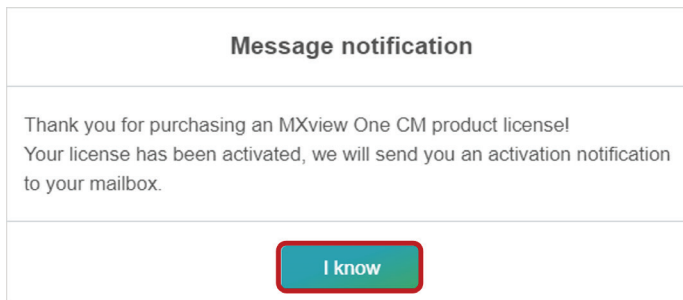
Product type :

- Paste the **User code** copied from MXview One Central Manager in step 4 in the User Code field and confirm if the License Type is correct.



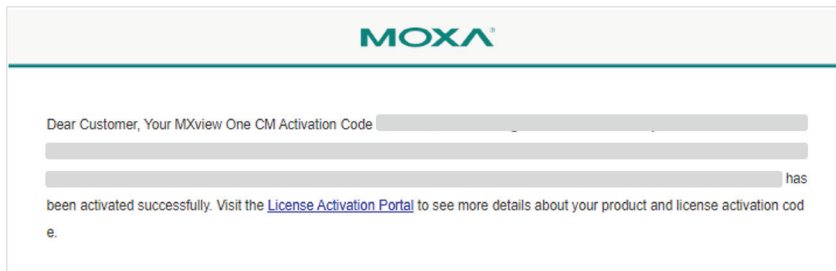
The screenshot shows a web interface for activating a license. At the top, there is a teal header with the text 'Products and Licenses / Activate an add-on or renewal License'. Below the header, there are three input fields: 'Add-on or Renewal Registration Code' (with a greyed-out placeholder), 'User code' (with the placeholder 'Enter your user code'), and 'License Type' (with the placeholder 'ADD'). To the right of the first field, it says 'Product type : MXview One CM Power'. At the bottom center, there is a green 'Activate' button.

- A notice window will appear to inform you that your license has been activated. Click **I know** to close the window. If the license failed to activate, enter the correct registration code and user code again. If you are still experiencing problems, please contact Moxa Support.



The screenshot shows a 'Message notification' window. The title is 'Message notification'. The main text reads: 'Thank you for purchasing an MXview One CM product license! Your license has been activated, we will send you an activation notification to your mailbox.' At the bottom center, there is a green button with a red border labeled 'I know'.

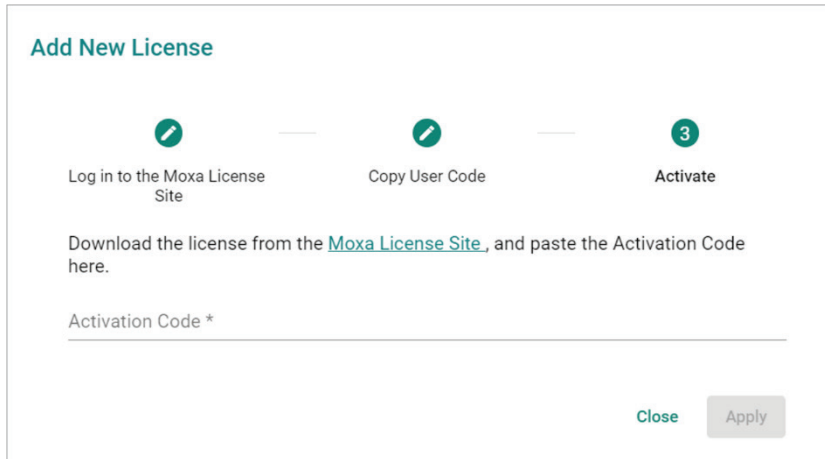
- Check the email account you used to apply for your Moxa account. The license activation code will be sent to this email address.



The screenshot shows an email notification from Moxa. The header features the Moxa logo. The body of the email starts with 'Dear Customer, Your MXview One CM Activation Code' followed by a redacted code. The text continues: 'has been activated successfully. Visit the [License Activation Portal](#) to see more details about your product and license activation code.' The email ends with a period.

- Copy the activation code from the email.

12. In MXview One Central Manager, paste the activation code into the **Activation Code** field.

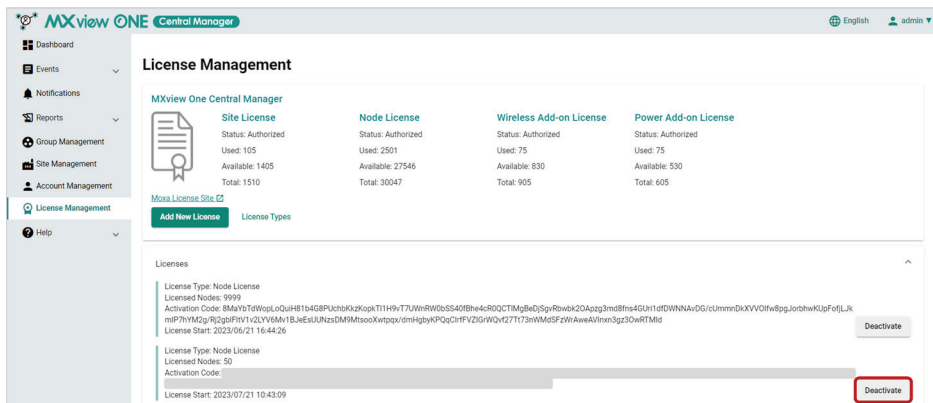


13. Click **Apply** to activate the new add-on license in MXview One Central Manager.

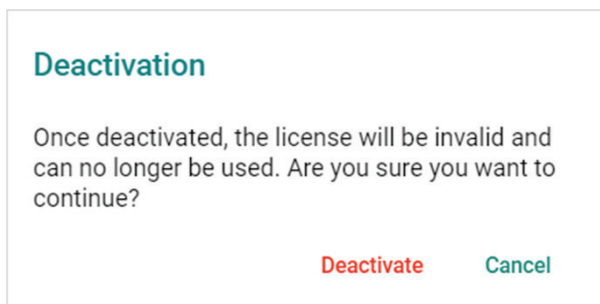
Deactivating a License

If you want to transfer a license to a different instance of MXview One Central Manager, the license has to be deactivated first.

1. In the function tree, navigate to **License Management**.
The **License Management** screen will appear.
2. Expand the **Licenses** section.
A list of activated licenses and activation codes will appear.
3. Click the **Deactivate** button next to the license you want to deactivate.



4. When prompted, click **Deactivate**.
The license will deactivate and appear as Deactivated in the license list.

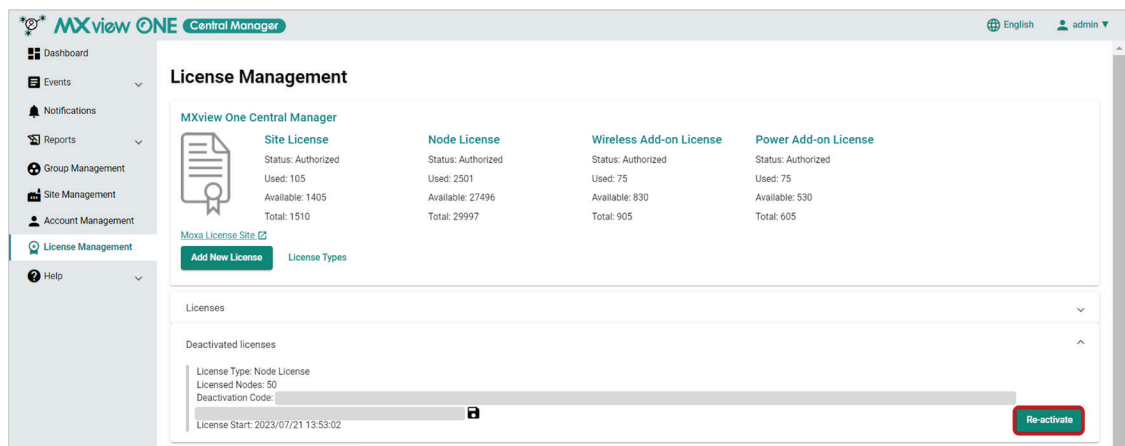


5. After deactivating the license, you can choose to do one of the following:
 - **Reactivate license:** Reactivate the license in the current instance of MXview One Central Manager. Refer to [Reactivating a Deactivated License](#) for more information.
 - **Transfer license:** Transfer the license to a different instance of MXview One Central Manager. Refer to [Transferring a License to a Different Instance of MXview One Central Manager](#) for more information.

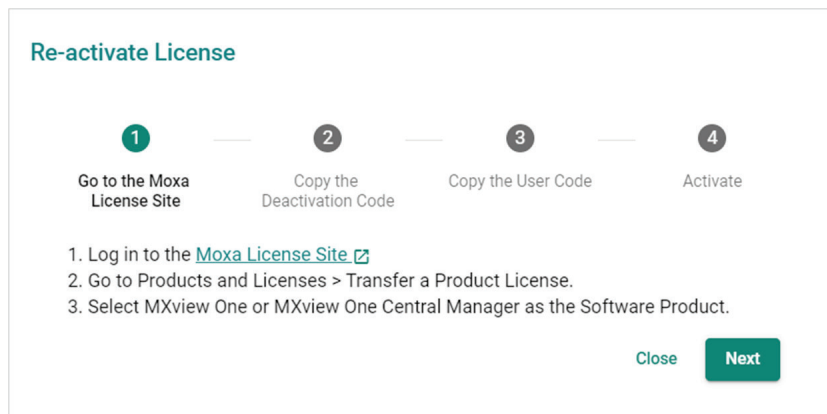
Reactivating a Deactivated License

A deactivated license can be reactivated for the current instance of MXview One Central Manager.

1. In the function tree, navigate to **License Management**.
The **License Management** screen will appear.
2. Expand the **Deactivated licenses** section.
A list of deactivated licenses and deactivation codes will appear.
3. Click the **Re-activate** button next to the license you want to reactivate.
The **Re-activate** License screen will appear.



4. Click **Next**.



5. Copy the **Deactivation Code** and click **Next**.

The screenshot shows a dialog box titled "Re-activate License" with a progress bar at the top. The progress bar has four steps: 1. Log In to the Moxa License Site, 2. Copy Deactivation Code, 3. Copy User Code, and 4. Activate. Step 2 is currently active. Below the progress bar, the text reads "Copy Deactivation Code and paste it on [Moxa License Site](#)". There is a text input field labeled "Deactivation Code:" which is currently empty. To the right of the input field is a copy icon. At the bottom right of the dialog are "Close" and "Next" buttons.

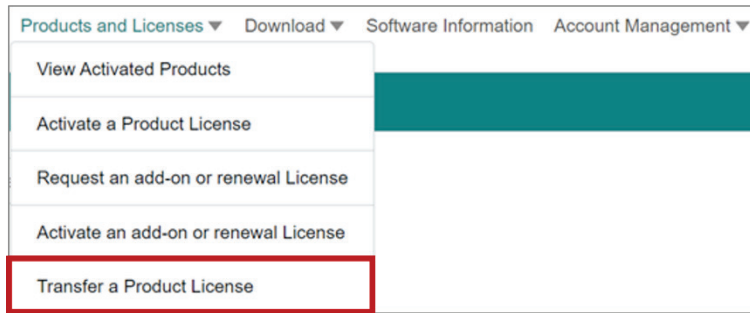
6. Copy the **User Code** and click **Next**.

The screenshot shows the same "Re-activate License" dialog box, but now step 3, "Copy the User Code", is active and highlighted. The text below the progress bar reads "Copy the User Code to the [Moxa License Site](#)". There is a text input field labeled "User Code:" which is currently empty. To the right of the input field is a copy icon. At the bottom right of the dialog are "Close" and "Next" buttons.

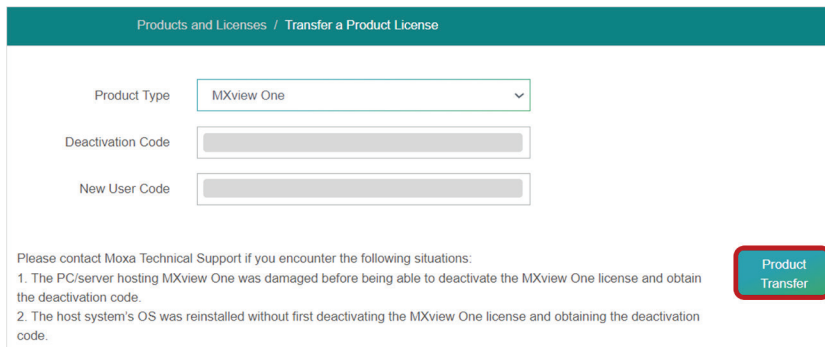
7. Open a web browser and visit <https://license.moxa.com/>. Enter your Moxa user ID and password, check the **I have read and agree with Moxa's Privacy Policy** checkbox, and click **Login**.

The screenshot shows the Moxa Software Licensing website. The header includes the Moxa logo, "Software Licensing", and a language dropdown set to "English". The main heading is "Manage Your Software License" with a sub-heading "Login Moxa Software Licensing System to activate or query your Moxa software license." Below this is a large graphic of a globe and a certificate. On the right side, there is a login form with fields for "User ID" and "Password", a "Forgot your password?" link, a checkbox for "I have read and agree with Moxa's Privacy Policy", and "Login" and "Apply for an account" buttons.

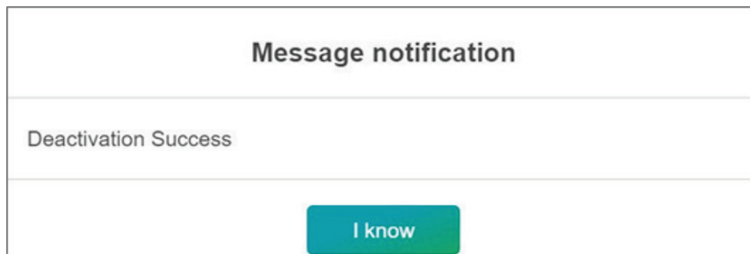
8. Navigate to **Products and Licenses > Transfer a Product License**.



9. To reactivate a MXview One node or add-on license, select **MXview One** from the product type list. To reactivate a MXview One Central Manager site or add-on license, select **MXview One CM** from the product type list.
10. Paste the **Deactivation Code** copied from step 5 and the **User Code** copied from step 6 into the Deactivation Code and New User Code fields respectively, then click **Product Transfer**.



11. A notice window will appear to inform you that your license has been deactivated. Click **I know** to close the window. If the license failed to deactivate, try again. If you are still experiencing problems, please contact Moxa Support.



12. Check the email account you used to apply for your Moxa account. The license activation code will be sent to this email address.
13. Copy the activation code from the email.
14. In MXview One Central Manager, paste the activation code into the **Activation Code** field.

Re-activate License

1 — 2 — 3 — **4**

Go to the Moxa License Site Copy the Deactivation Code Copy the User Code **Activate**

Download the license from the [Moxa License Site](#), and paste the Activation Code here.

Activation Code *

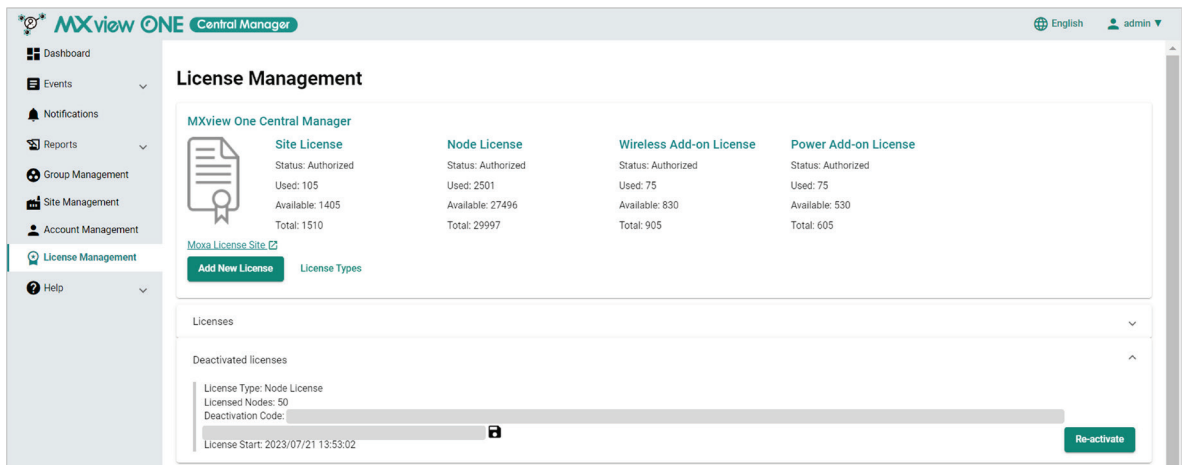
Close Apply

15. Click **Apply** to re-activate the license in MXview One Central Manager.

Transferring a License to a Different Instance of MXview One Central Manager


A deactivated license can be transferred to a new instance of MXview One Central Manager.

1. Copy the license deactivation code of the current instance of MXview One Central Manager:
 - a. In the function tree, navigate to **License Management**.
The **License Management** screen will appear.
 - b. Expand the **Deactivated licenses** section. A list of deactivated licenses and deactivation codes appears.
 - c. Copy the deactivation code of the license you want to transfer.



2. Copy the user code in the new instance of MXview One Central Manager:
 - a. In the new MXview One Central Manager instance, In the function tree, navigate to **License Management**.
The **License Management** screen will appear.
 - b. Click **Add New License**.
The **Add New License** screen will appear.

License Management



Moxa License Site [↗](#)

Add New License

License Types

Site License

Status: Trial
Used: 0
Available: 100
Total: 100

Node License

Status: Trial
Used: 0
Available: 20000
Total: 20000

Wireless Add-on License

Status: Trial
Used: 0
Available: 100
Total: 100

Power Add-on License

Status: Trial
Used: 0
Available: 100
Total: 100

- c. Click **Next**.

Add New License

1

Go to the Moxa License Site

2

Copy the User Code

3

Activate

1. Log in to the [Moxa License Site](#) [↗](#)

2. Go to Products and Licenses > Activate a Product License, and select MXview One or MXview One Central Manager as the Product Type. Enter the license Registration Code.

Your registration code (Type: MXview One NEW)
(Model name: LIC-MXviewOne-NEW-XN-SR) is
XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Close

Next

- d. Copy the **User Code** and click **Next**.

Add New License

1

Log in to the Moxa License Site


2

Copy User Code

3

Activate

Copy the User Code to the [Moxa License Site](#) [↗](#)

User Code: 

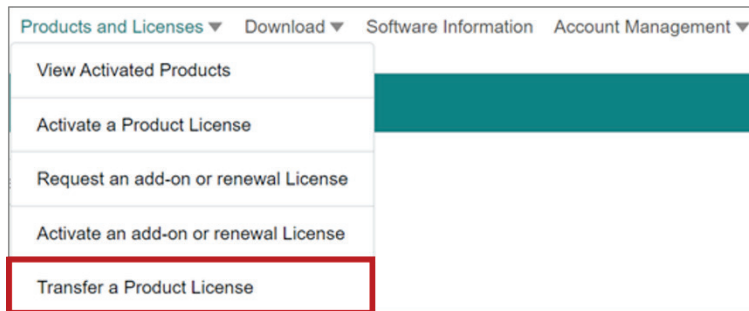
Close

Next

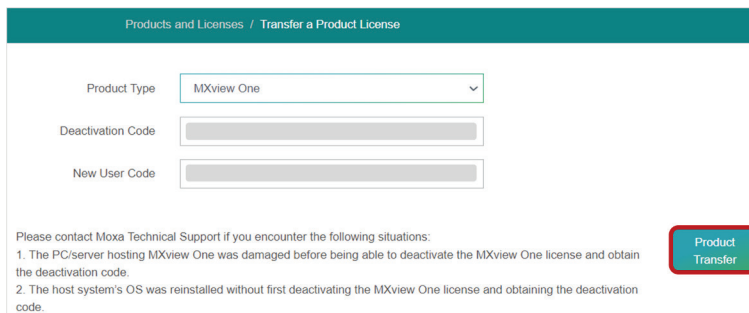
- Open a web browser and visit <https://license.moxa.com/>. Enter your Moxa user ID and password, check the **I have read and agree with Moxa's Privacy Policy** checkbox, and click **Login**.



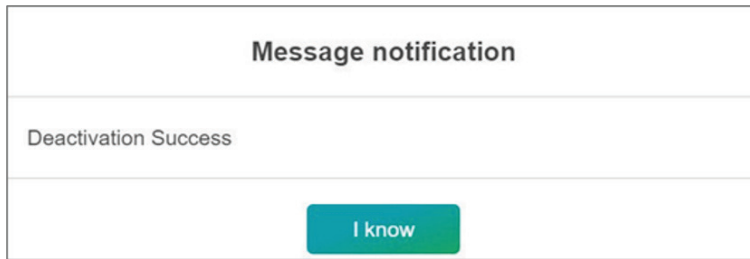
- Navigate to **Products and Licenses > Transfer a Product License**.



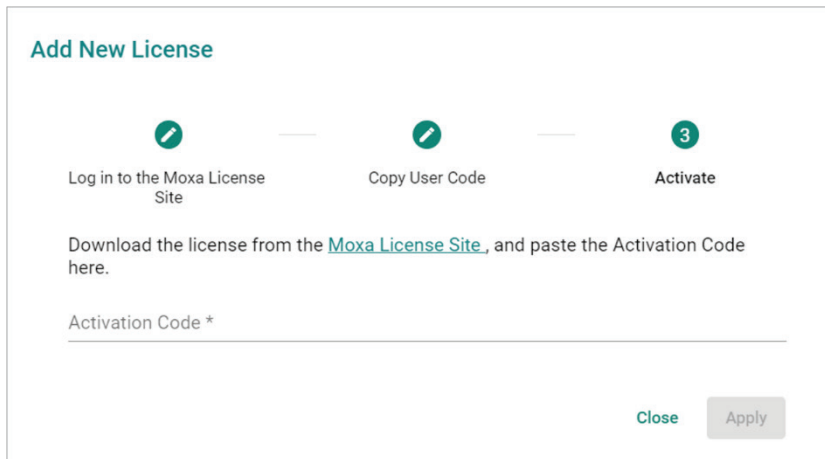
- To transfer a MXview One node or add-on license, select **MXview One** from the product type list. To transfer a MXview One Central Manager site or add-on license, select **MXview One CM** from the product type list.
- Paste the **Deactivation Code** copied from the original MXview One Central Manager instance (step 1-c) and the **User Code** copied from the new MXview One Central Manager instance (step 2-d) into the Deactivation Code and New User Code fields respectively, then click **Product Transfer**.



- A notice window will appear to inform you that your license has been deactivated. Click **I know** to close the window. If the license failed to deactivate, try again. If you are still experiencing problems, please contact Moxa Support.



8. Check the email account you used to apply for your Moxa account. The license activation code will be sent to this email address.
9. Copy the activation code from the email.
10. In the new instance of MXview One Central Manager, paste the activation code into the **Activation Code** field.



11. Click **Apply** to activate the license in the new MXview One Central Manager instance.