

# MICAS Agent Installation Help

(07.21)



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## Important Notes

**Dealer:** It is strongly recommended to install the MICAS Agent onto a customer PC or server. For more detailed network-related information, please refer to [MICAS White Paper](#).

**Customer:** Refer to the following steps for installation and configuration.

In the case where an e-mail to download and install the MICAS Agent was received, extract the zip file contents to a convenient folder and **proceed to Step 5** in the **Installation Procedure** section for instructions. In all other cases, please continue below.

1. Once the Agent is installed, launch the browser and navigate to <http://localhost:8080> and enter the Registration Key received in the e-mail to complete the registration process, as shown in the screenshot below.

Or, if you have an Agent registration key, enter it here.

Registration Key:

2. Proceed to the **Configuring MICAS Agent System Settings** section to continue the MICAS Agent System Settings and Security Configuration procedure.

## System Requirements

Windows® 32-bit and 64-bit operating systems

Windows 7

Windows 8, 8.1

Windows 10

Windows Server 2008

Windows Server 2012 / 2012R2

Windows Server 2016

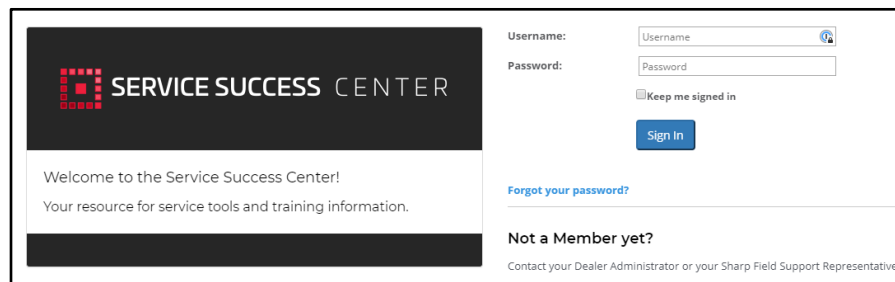
Windows Server 2019

Minimum Microsoft® .NET Framework: .NET Framework 4.5

The MICAS Agent installation file can range in size from 10-20 MB. File size will vary depending upon version number and could increase in size with future releases. The general memory requirement is 4 GB and may vary by operating system and network. Once installed, the MICAS Agent can be accessed from a web browser on the same network, using the host IP address and port number.

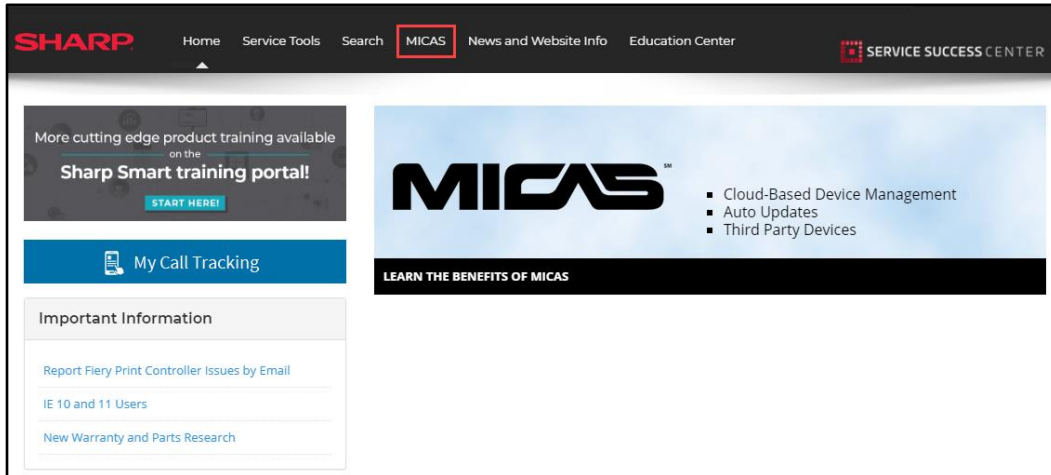
## Installation Procedure

1. Login to [service.sharpamericas.com](http://service.sharpamericas.com).



The screenshot shows the login interface for the Service Success Center. On the left, a dark header contains the 'SERVICE SUCCESS CENTER' logo and text. Below the header, a white box contains a welcome message: 'Welcome to the Service Success Center! Your resource for service tools and training information.' On the right, the login form includes fields for 'Username' and 'Password', a 'Keep me signed in' checkbox, and a blue 'Sign In' button. Below the form, there is a link for 'Forgot your password?' and a section for 'Not a Member yet?' with the instruction 'Contact your Dealer Administrator or your Sharp Field Support Representative'.

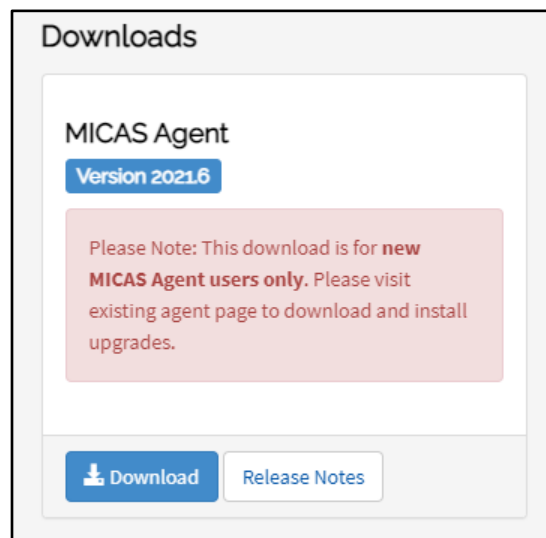
2. Access the **MICAS portal** from the menu.



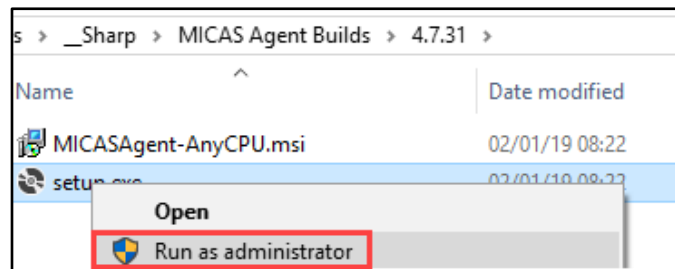
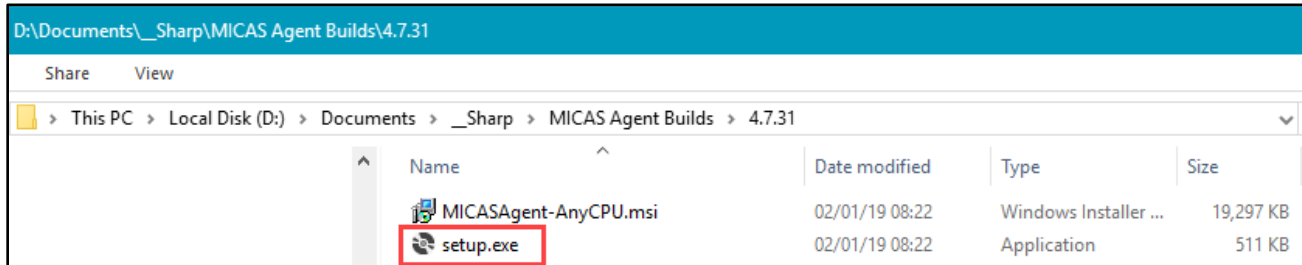
3. Select the **MICAS Agent** tab in the MICAS portal.



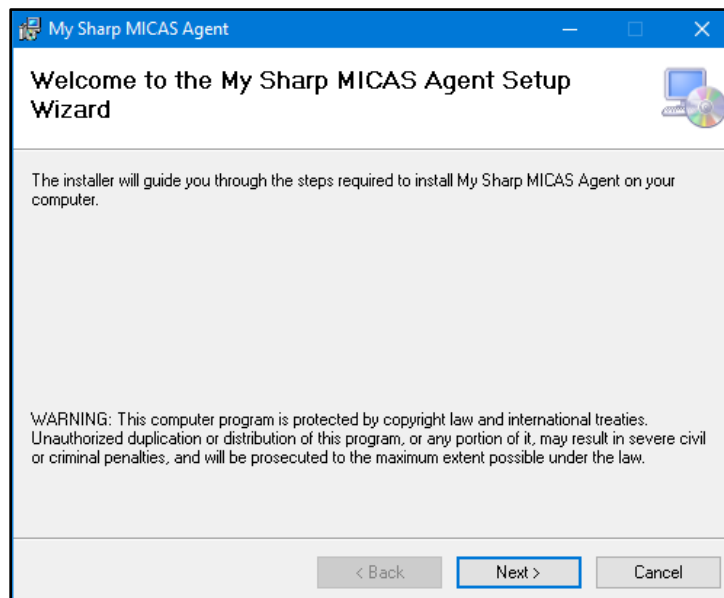
4. Go to the **Download** link. The current Agent Release Notes are available from this section, as well as from a dedicated link under the Resources list on the same page.



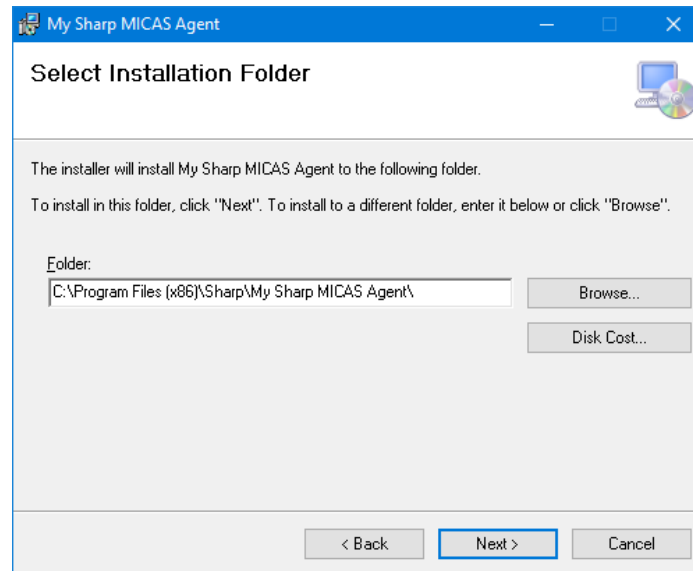
5. Open MICAS Agent Install folder. It should open automatically. To begin installation, right-click **setup.exe**.



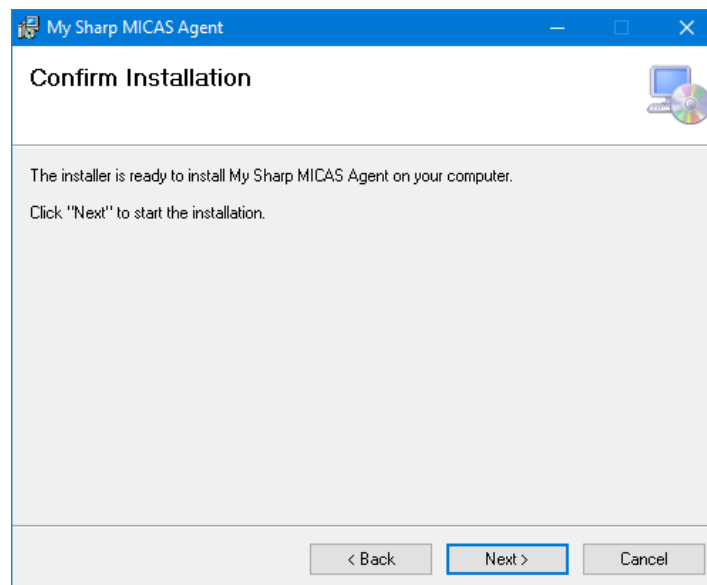
6. Click **Run as Administrator**.
7. If prompted for Elevation, click **Yes**. Then click **Next**.



8. Follow the instructions to select a destination folder for the MICAS Agent program file. Then, click **Next**.



9. Confirm the installation by clicking **Next** and the MICAS Agent will install on PC or server.



10. The MICAS Agent has been successfully installed. Click **Close** to exit the installation program.

## How to Configure the MICAS Agent

Once the MICAS Agent has been installed, it can be configured for use:

Determine the IP address of the PC or server where the MICAS Agent will reside. If the IP address is already known, skip to **Step 6**. If not, please continue.

1. In Windows, open *Find*.
2. In the Find bar, type *cmd*. Then, click **Enter**.
3. A command prompt will appear. Type *ipconfig* and press **Enter**.
4. Windows will display the IP address of the machine. This is generally titled "IPv4 Address." Save or jot down the IP address for the next step.
5. Open a new browser window and type "http://" followed by that IP address and then ":8080" (or the port in use). Then, click **Enter**.

Example: IP Address - 100.10.10.20

Type in web browser: "http://100.10.10.20:8080"

6. The MICAS Agent will launch. Please enter the Region and MICAS user credentials and then click **Login**.

Select your Region.

Region: Sharp USA - QA


Enter your Sharp-Start user name and password.

User Name: mikeb

Password: \*\*\*\*\*

Login

- Search for and register the customer to the MICAS Agent. Please be certain when selecting the customer.



### MICAS Agent

#### MICAS Agent Registration

Enter part of the name of your customer below and click Search to list matching customers. Then, click the customer name to complete MICAS Agent registration.

Search:

- The System Information screen displays the customer's MICAS Agent Management Console. Proceed to the following section to learn how to configure MICAS Agent System Settings and Security Settings.

System Information
Devices
Dashboard
Troubleshooting
Event Log
Upgrade
Help

System Information
System Settings
Security Settings

Application

Application Version: 2021.06.00  
Listening on Port: 8080

System

Operating System: Microsoft Windows NT 6.2.9200.0 (64 bit)  
.NET Framework Version: 4.8 (528049 release)  
MySharp Server: https://  
Memory: 1716504 bytes free, 4294365 bytes total (39.97% free).  
Processes: 75  
Time Online: 4 days, 6 hours, 12 minutes, 36 seconds.

Plugins

Name	Version	Installed Date	
Sharp External Authority for MICAS Agent	2021.06.00	6/28/2021 2:16 PM	<a href="#">Disable</a>
Sharp Job Counter/Logging for MICAS Agent	2021.06.00	6/28/2021 9:47 AM	<a href="#">Disable</a>

Network

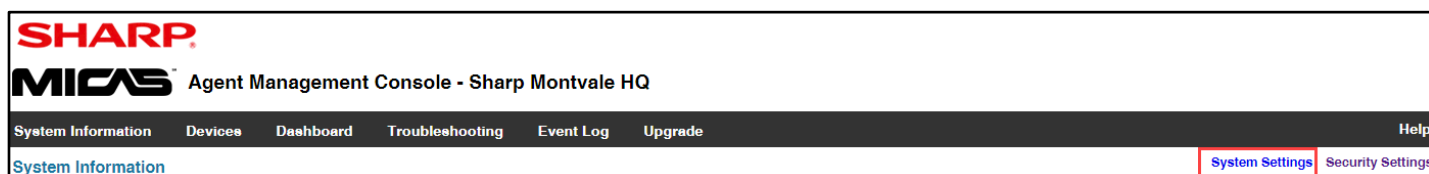
Version Info

## Configuring MICAS Agent System Settings

If a Web Proxy Server will be used, please configure the relevant MICAS Agent System Settings. A proxy server is a computer system or application that acts as an intermediary for requests from clients seeking resources from the internet.

Set up is as follows:

1. From the System Information page, click **System Settings**.



2. Under **Use Web Proxy?**, click the checkbox to confirm.
3. Enter proxy server **IP address (Example: 0.0.0.0:80)**, **User Name** and **Password** and click **Save**.

The screenshot shows the "System Settings" page in the MICAS Agent Management Console. The page has a header with the SHARP and MICAS logos and the text "Agent Management Console - Sharp Montvale HQ". Below the header is a navigation bar with links: System Information, Devices, Dashboard, Troubleshooting, Event Log, and Upgrade. The "System Settings" link is highlighted in blue. The main content area is titled "System Settings" and contains a section for "Web Proxy" settings. The "Web Proxy" section is expanded, showing the following fields:

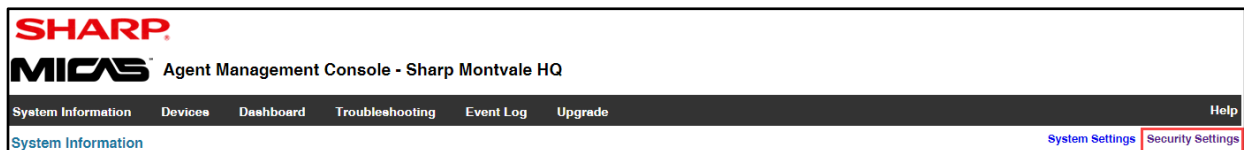
- Use Web Proxy?**: A checkbox that is checked.
- Address:**: A text input field containing "10.10.10.10".
- User Name:**: A text input field containing "administrator".
- Password:**: A password input field with masked characters (dots).
- Save**: A red button to save the settings.



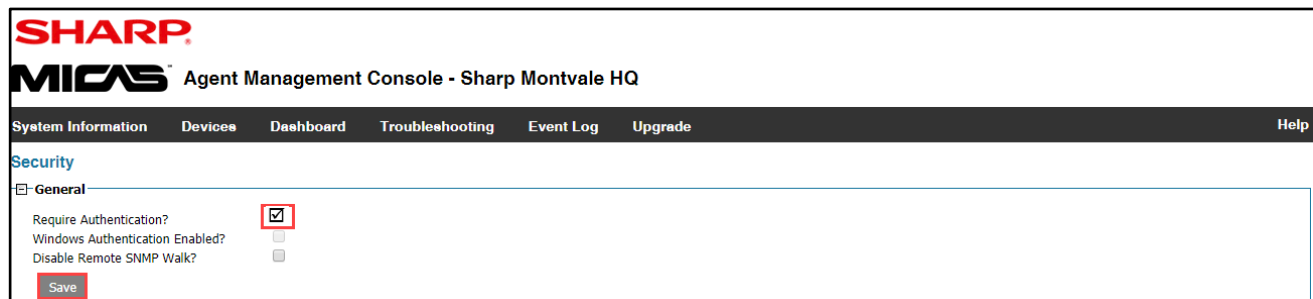
# Configuring MICAS Agent Local Security Settings

To force Authentication, configure the MICAS Agent Security Settings. Local Security, Windows Authentication, or both, can be selected. Group Security policies do not apply to stand-alone computers which are not part of an Active Directory environment; in such situations, Local Security may be used instead. For networked systems using Active Directory, Windows Authentication is a secure form of authentication because the username and password are hashed before being sent across the network.

1. From the System Information page, click Security Settings.



2. Under **General**, select **Require Authentication?** if Local Security\* is required. To confirm, click **Save**.



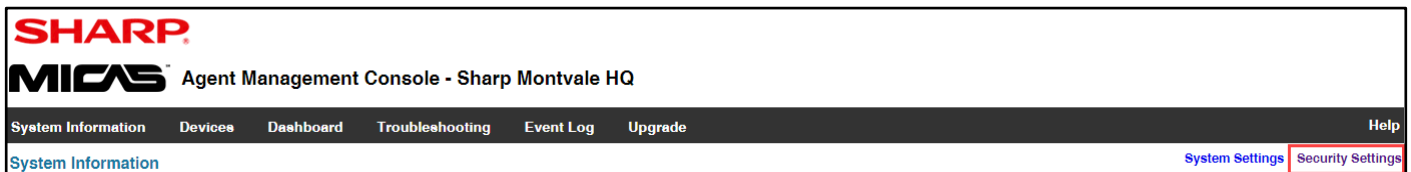
3. Please create one or more local user accounts under **Users** and assign the appropriate Role to the account(s). Click **Save** when finished.

The screenshot shows the "Edit User" form. It has four main input fields: "Name:" with the value "manderson", "Type:" with a dropdown menu set to "Standard", "Password:" with an empty text box, and "Role:" with a dropdown menu showing "(no role selected)". Below the "Role:" dropdown, a list of roles is visible: "Administrators", "Anonymous", and "Manager". A "Save" button (highlighted with a red box) and a "Cancel" button are at the bottom right of the form.

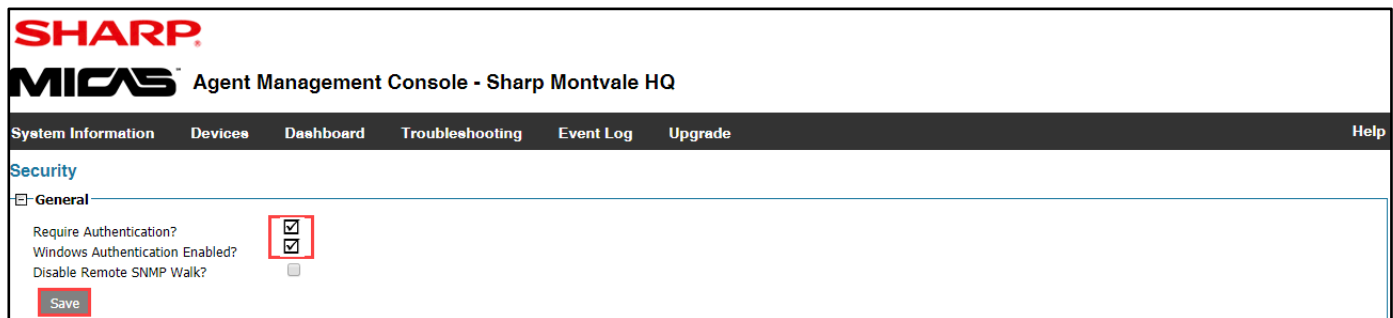
\* Please contact a network administrator before adding Security Settings.

# Configuring MICAS Agent WA Security Settings

1. From the System Information page, click **Security Settings**.



2. If **Windows Authentication** using Active Directory permissions\* is desired, select **Windows Authentication Enabled?** To confirm, click **Save**.



\* Please contact the network administrator before adding Security Settings.

# Using the MICAS Agent

The following sections explain the MICAS Agent menu tabs.

## System Information

Click on **System Information** to view data about the installed MICAS Agent.

**SHARP**  
**MICAS** Agent Management Console - Sharp Montvale HQ

System Information | **Devices** | Dashboard | Troubleshooting | Event Log | Upgrade | Help

Security

General

Require Authentication? ☒

Windows Authentication Enabled? ☒

Disable Remote SNMP Walk? ☐

Save

## Devices

**SHARP**  
**MICAS** Agent Management Console - Sharp Montvale HQ

System Information | **Devices** | Dashboard | Troubleshooting | Event Log | Upgrade | Help

Devices

Show Disabled Devices

Page 1 of 5 | < Previous 1 2 3 4 5 Next > | Page 1 | Page Size: 20 | Total: 88

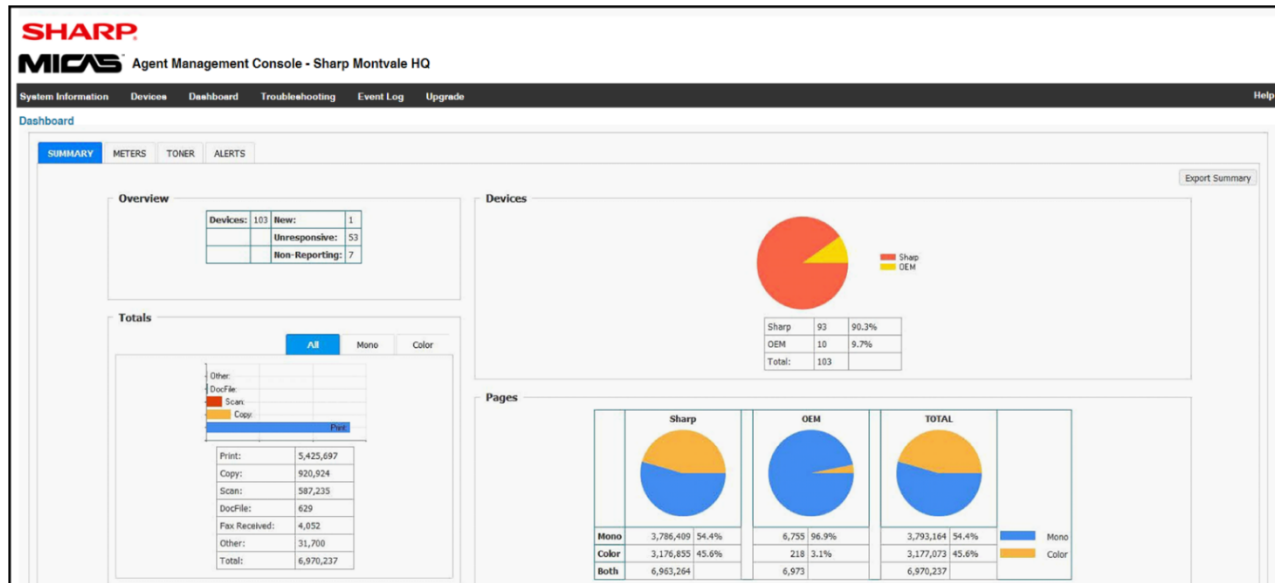
Model	Name	Serial Number	Department	Location	Network Address	Registered	Last Notification	Data Collection Enabled	Job Log
Sharp/MX-8081	Polaris 3			QA Lab		Yes	7/16/2021 12:30 AM	Yes	Job Log
Sharp/MX-C407F	ET0021B71F09D9		QA			Yes	11/19/2020 2:23 PM	Yes	Job Log
Sharp/MX-B467P	ET788C77C47523					Yes	4/29/2021 4:31 PM	Yes	Job Log
Sharp/MX-C407P	ET788C77CCB6BF					Yes	7/16/2021 9:57 AM	Yes	Job Log
Sharp/MX-M7570	Name not set					Yes	3/5/2021 12:01 AM	Yes	Job Log
Sharp/MX-C301W						Yes	7/16/2021 9:57 AM	Yes	Job Log
Sharp/MX-M754N	HotLine MX-M754N			HotLine Area		Yes	6/2/2020 9:13 AM	Yes	Job Log
Sharp/MX-4110N	Who AM I?			TAC AREA		Yes	12/16/2019 8:10 AM	Yes	Job Log
Sharp/MX-C300W	MX-C300W			TAC Area		Yes	6/19/2020 12:00 AM	Yes	Job Log

Click on **Devices** to have the MICAS Agent find and list MFPs within the network. The MICAS Agent will find and list the devices that are on the same segment as the Agent, provided they are accessible via the SNMP scan within the customer network. To add additional devices, click on **Device Discovery**\*

\* Refer to the Agent User Help File, which can be found on the MICAS Portal's Agent page, for steps on adding device can segments.

## Dashboard

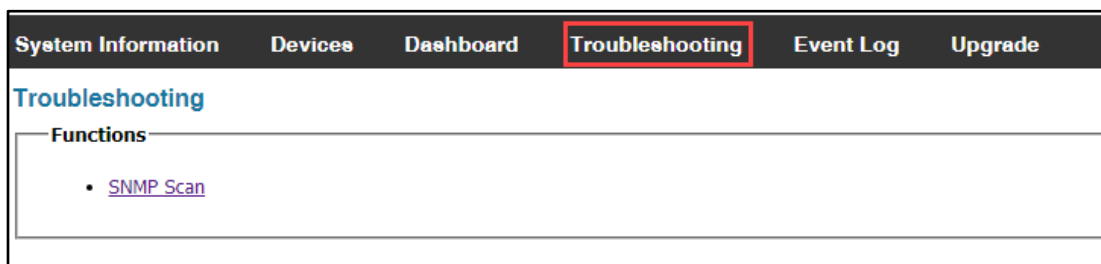
The **Dashboard** offers information and data on registered devices through the *Summary, Meters, Toner, and Alerts* Tabs\*.



\*The *Alerts* Tab is **disabled by default**. Please contact the Servicing Dealer to enable this feature.

## Troubleshooting

Use this function to allow MICAS Agent to perform an SNMP (Simple Network Management Protocol) scan on an MFP.



Click the link, enter the MFP's IP address and click **Start Scan**.

**SNMP Scan**

**Device**

IP Address:

SNMP Community:

☐ Use SNMP V3

## Event Log

The **Event Log** will display service information history for the MICAS Information.

Date/Time	Event Type	Message
4/5/2018 10:40:03 AM	Information	Service started successfully.
4/5/2018 10:40:02 AM	Information	Sharp MICAS Agent Service started. Listening on http://+:8080/
4/5/2018 10:39:42 AM	Information	Service stopped successfully.
4/5/2018 10:37:47 AM	Information	Service started successfully.
4/5/2018 10:37:47 AM	Information	Sharp MICAS Agent Service started. Listening on http://+:8080/
4/5/2018 10:37:40 AM	Information	Service stopped successfully.
4/5/2018 10:37:01 AM	Information	Sharp MICAS Agent Service started. Listening on http://+:8080/
4/5/2018 10:27:01 AM	Information	Restarting Sharp MICAS Agent Service listener because a http listener controller failure [AppDomain:loaded] was detected.

## Upgrade

On the **Upgrade** page, Agent updates can be configured to be downloaded and installed automatically or manually. Unless otherwise specified, Agents should be set to auto-update. This page also displays the current version of the MICAS Agent. *Automatic Upgrades* are enabled by default. To make any changes to this configuration, click the **Change Settings** link on the Upgrade page.

Name	Installed Version	New Version	Version up to date?	Release Notes	Install Update
MICAS Agent	2021.06.00	2021.06.01		<a href="#">Release Notes</a>	<a href="#">Install Update</a>
ExternalAuthority	2021.06.00	-	✓		
JobCounter	2021.06.00	-	✓		

[Browse for More Plug-ins](#)
[Upload Upgrade File](#)

You check for updates: Automatically [Change Settings](#)  
 Most recent check for automatic updates: 7/8/2021 5:24 AM  
 Updates were installed on: 7/16/2021 at 9:55 AM  
 Next scheduled date: 7/11/2021 at 12:27 AM

**Note:** If an Update file has been provided by a Sharp representative, Click **“Upload Upgrade file.”** Then, click **“Upgrade Now.”** The following window will allow the user to browse for the file on the computer. This only applies in specific circumstances.

**Upload Upgrade File**

[Choose File](#) No file chosen

[Upgrade Now](#) [Cancel](#)