

KOM-MICS Viewer Installation Manual V1.2

Last Update 3/16/2023 KOM-MICS Support Desk @ Komatsu

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1 Introduction

This book is a setup manual for the KOM-MICS Viewer. It describes the procedures for downloading and installing the software and authentication before use.

To install the KOM-MICS Viewer, the following shall be checked and obtained in advance:

- Check the KOM-MICS account administrator of your company.
- Obtain the KOM-MICS account (login ID and password) that has been issued to your company.
- Check that the Internet is connected on the PC where the software has been installed.

If you have any questions after reading this manual, feel free to contact the KOM- MICS Support Desk.
For the contact address, see below.

[Inquiries about the setup and usage of the KOM-MICS Viewer]

KOM-MICS Support Desk

Available from 8:00 to 16:45 (JST) on Komatsu operating days.

Mail: support@kom-mics.com

2 Downloading the installer from the distribution site

Download the KOM-MICS Viewer installer file from the dedicated distribution site.

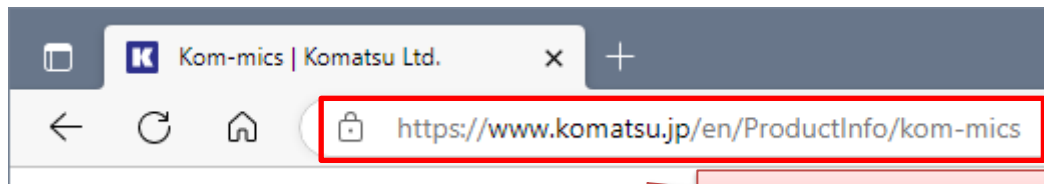
The URL of the distribution site is as follows:

[KOM-MICS installer distribution site]

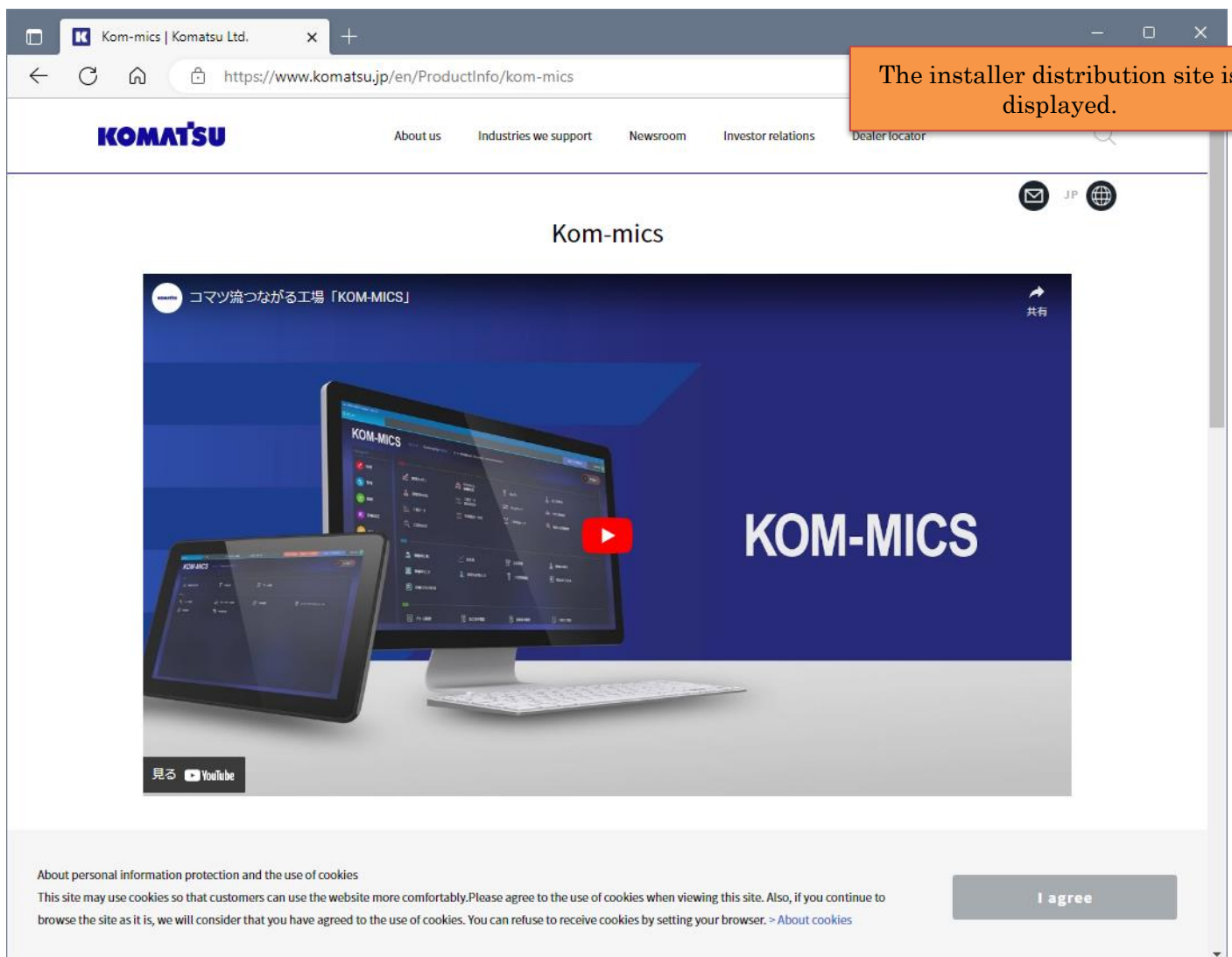
<https://www.komatsu.jp/en/ProductInfo/kom-mics>

The download procedure is as follows:

1) Accessing the distribution site from the browser (IE, Chrome, Edge, etc.)



Enter the address of the distribution site and execute.

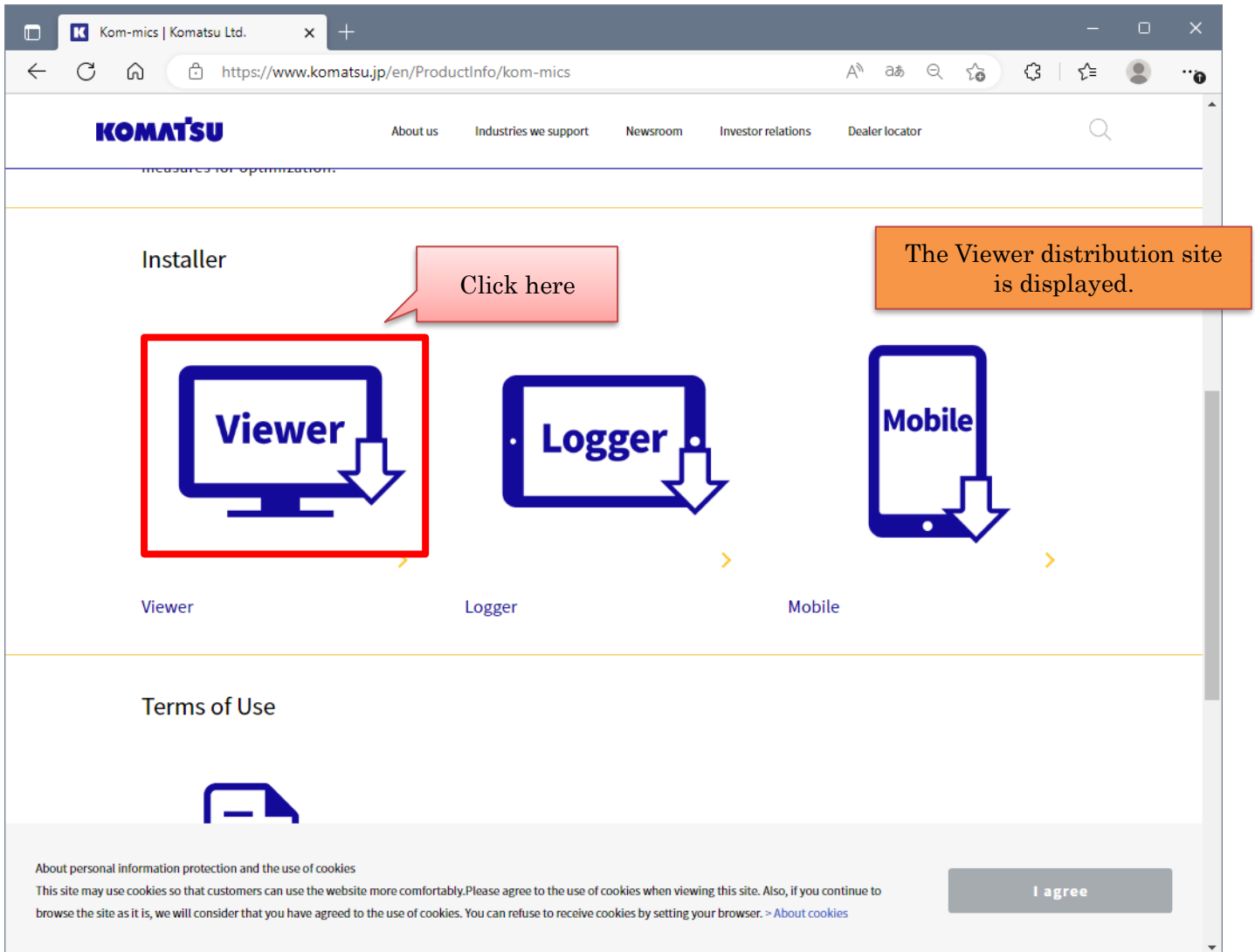


The installer distribution site is displayed.

2) Downloading the KOM-MICS Viewer installer

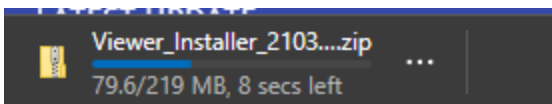
Download the KOM-MICS Viewer installer from the distribution site.

The Viewer installer distribution site is displayed.



A download will start. If it does not start, select a save destination.

A download progress message is displayed at the bottom.

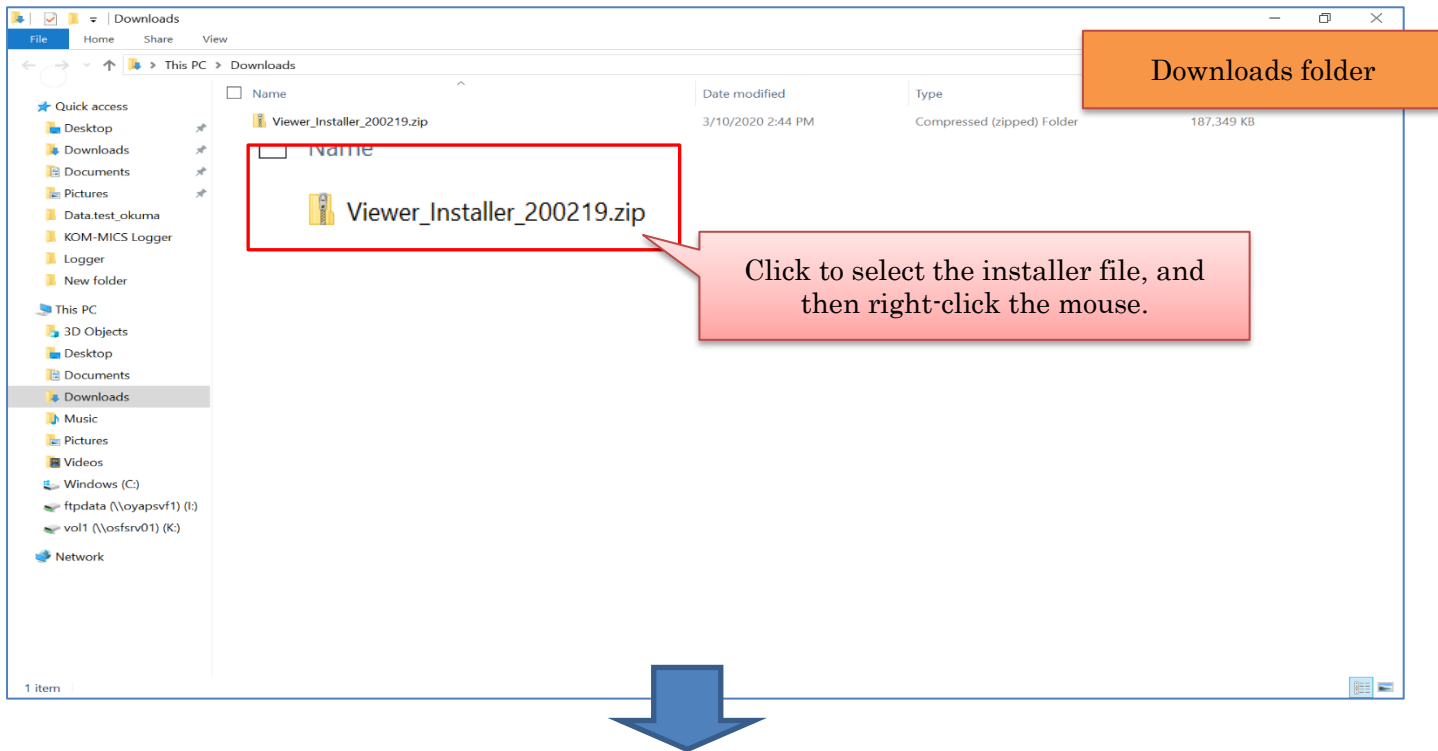


When the download is complete, the completion message is displayed.

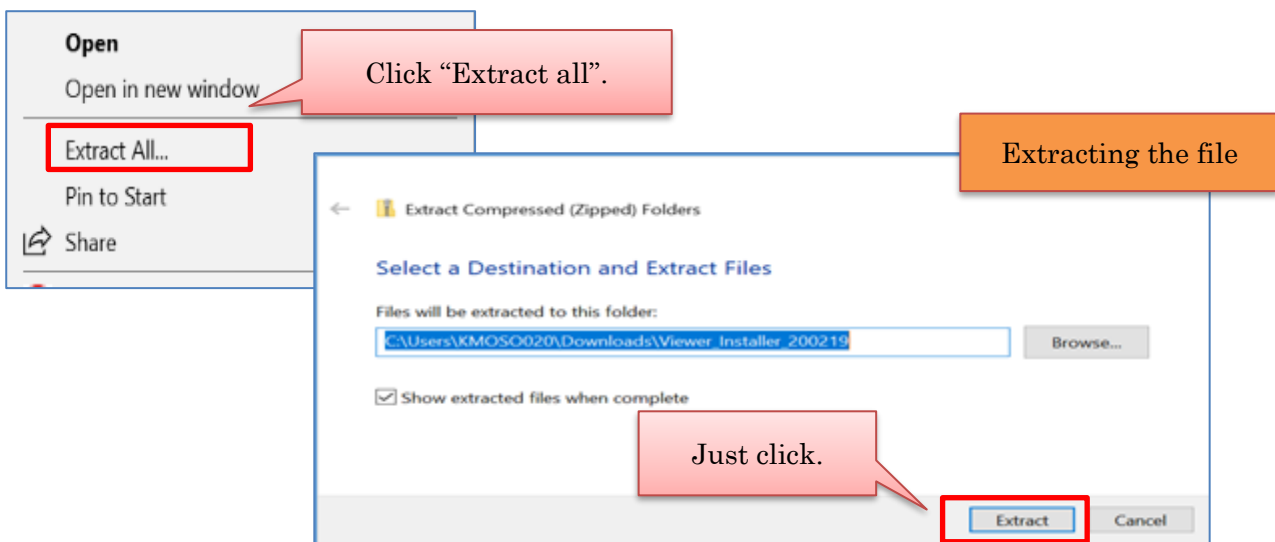
3) Extracting the installer file

The downloaded installer file is saved in the Downloads folder.

Since the saved file is compressed, it needs to be extracted.



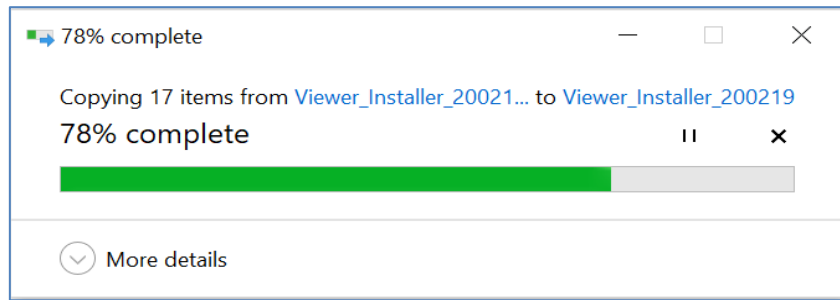
From the right button menu, extract the file in the same folder.



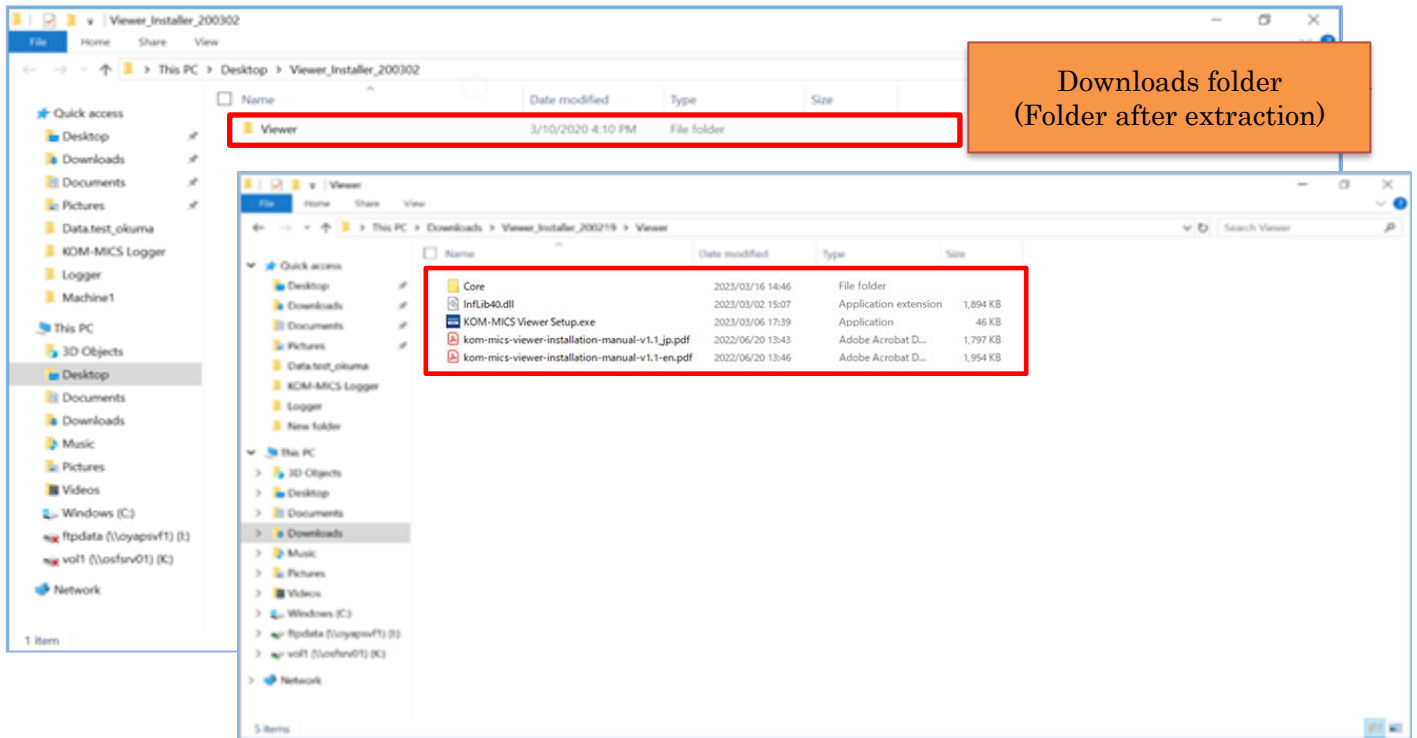
4) Checking the extracted installation file

When the extraction starts, a progress window is displayed. When the process is complete, the window will be automatically closed.

KOM-MICS



After the extraction is completed, check the installation file in the folder.



The installer contains the following files:

Core	2023/03/16 14:46	File folder	
InfLib40.dll	2023/03/02 15:07	Application extension	1,894 KB
KOM-MICS Viewer Setup.exe	2023/03/06 17:39	Application	46 KB
kom-mics-viewer-installation-manual-v1.1.jp.pdf	2022/06/20 13:43	Adobe Acrobat D...	1,797 KB
kom-mics-viewer-installation-manual-v1.1-en.pdf	2022/06/20 13:46	Adobe Acrobat D...	1,954 KB

The download of the installer from the distribution site and its extraction are now complete.

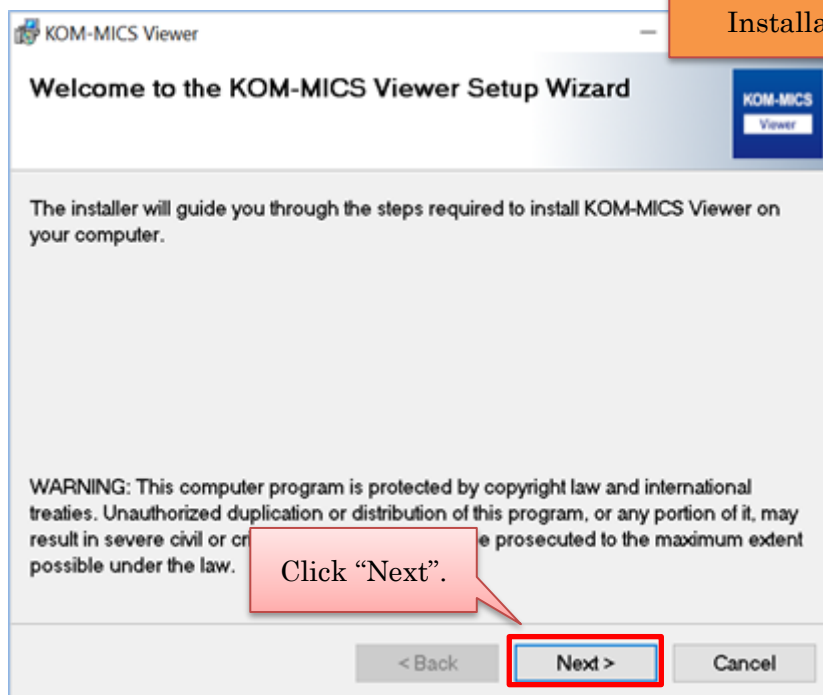
3 Executing the installation of Viewer

Execute the installation of the KOM-MICS Viewer.

1) Running the installation file

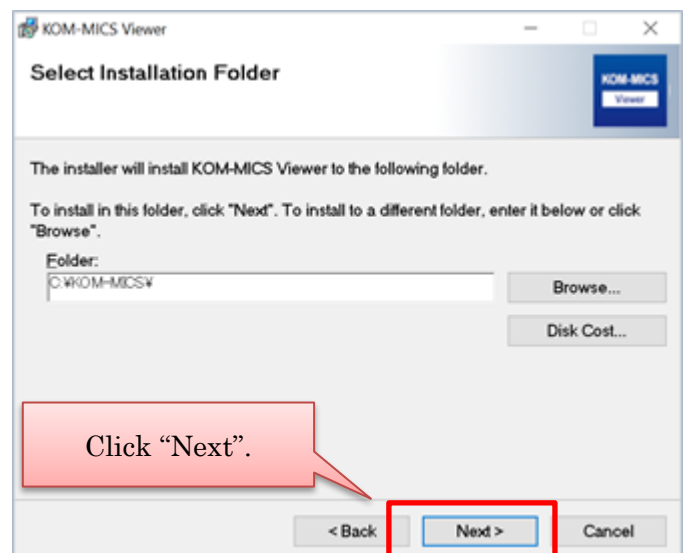
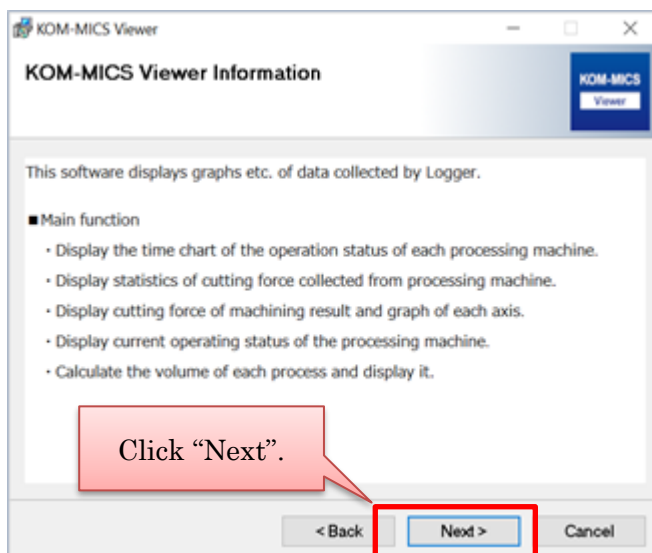


The Installation Start window is displayed.



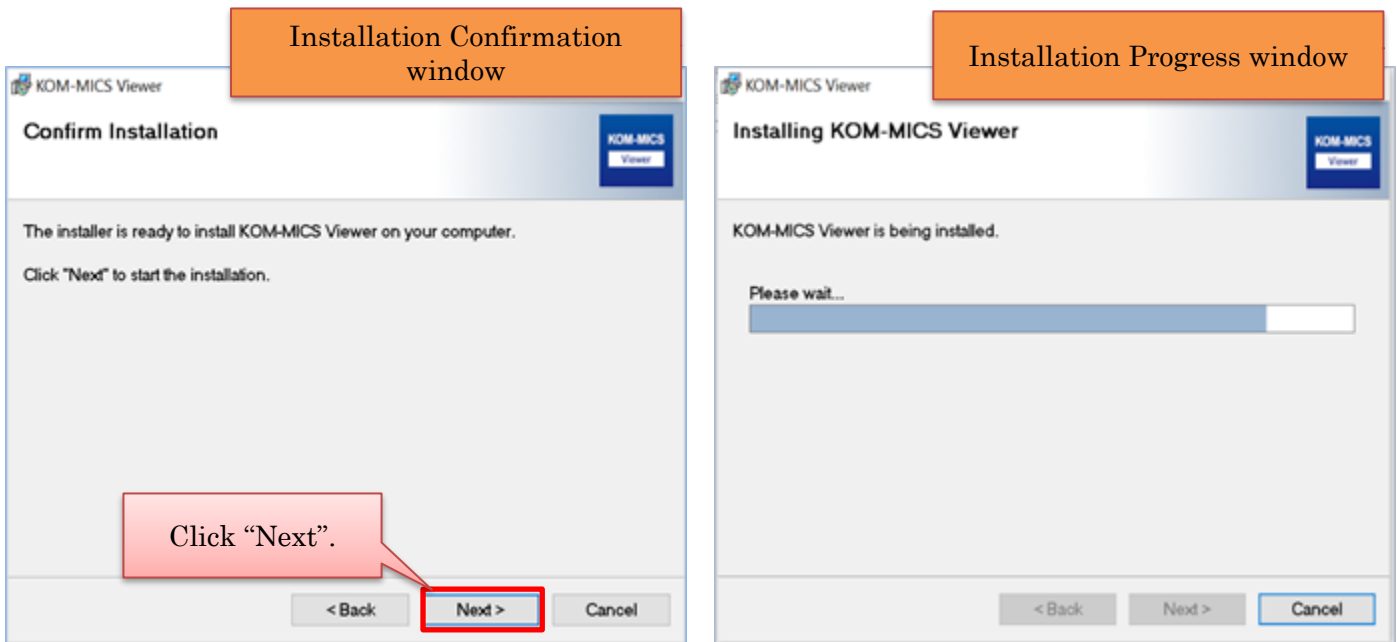
2) Proceeding to the start of installation

Click the "Next" button until the installation is executed.



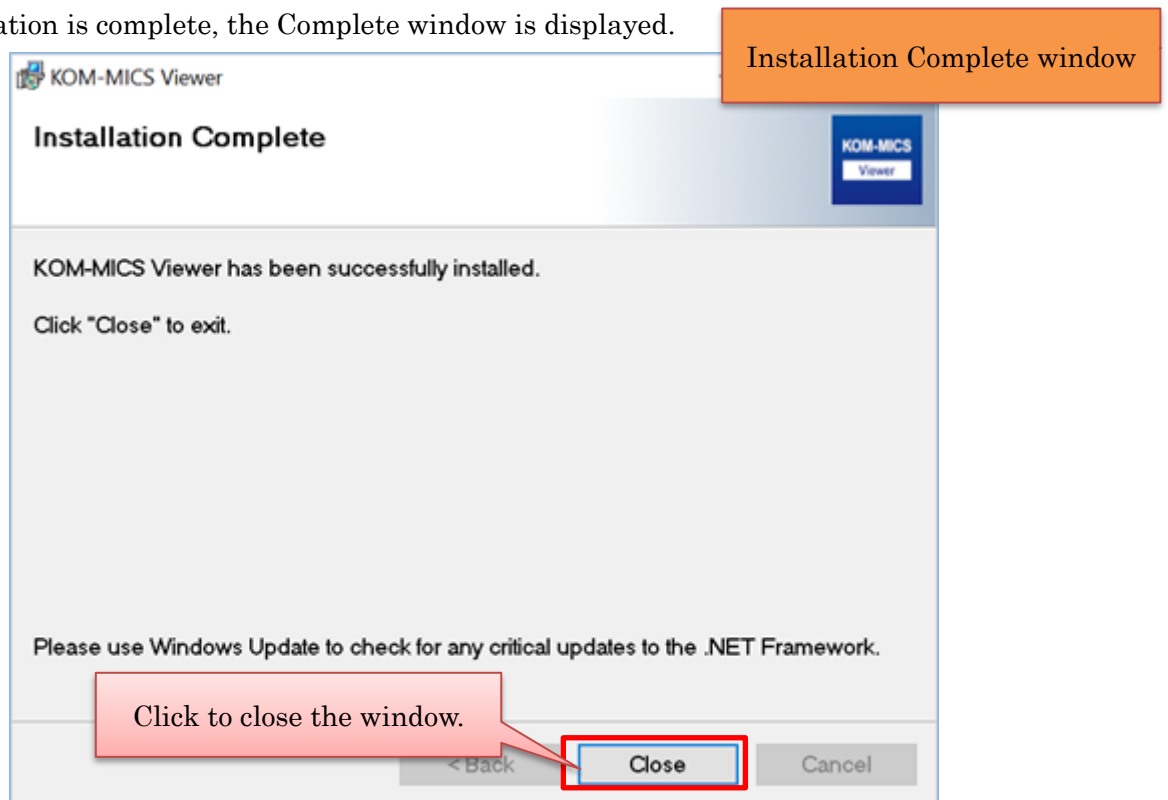
3) Confirm and start installation.

The Installation Confirmation window is displayed. Click the “Next” button to start.



4) Confirming the completion of installation

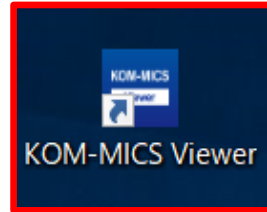
When the installation is complete, the Complete window is displayed.



5) Checking the location of Viewer software

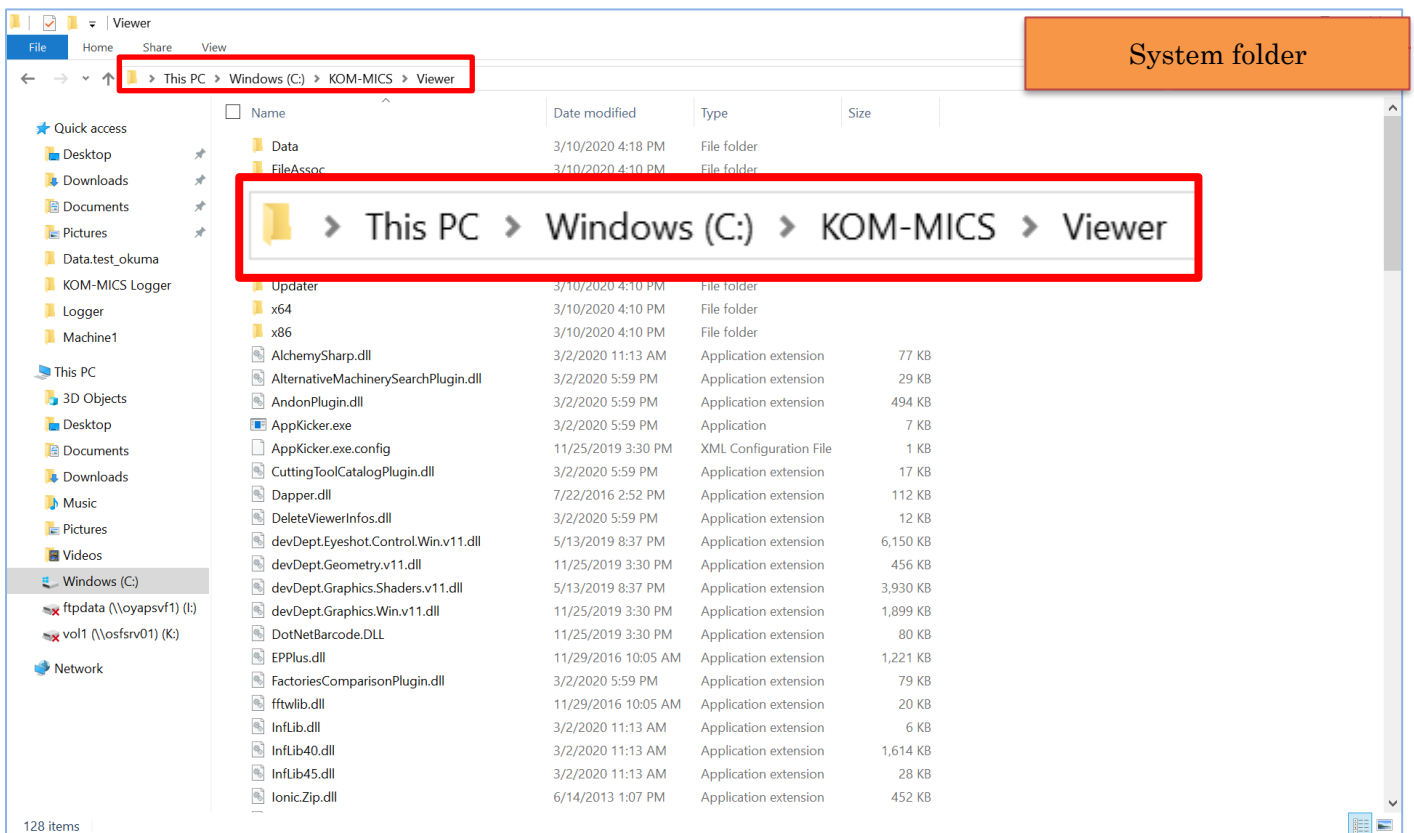
Check the location to confirm that the system has been properly installed.

Check that the KOM-MICS Viewer icon is displayed on the desktop.



Run icon

Using the Explorer, check that the “C:\KOM-MICS\Viewer” folder contains the system file.



Installation of the Viewer is now complete.

4 Setting up the Viewer

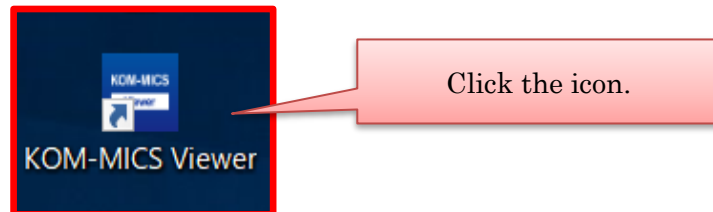
Implement the setup so that the KOM-MICS Viewer can be used.

The setup is implemented only when the system is run for the first time after installation.

The following describes the setup procedure:

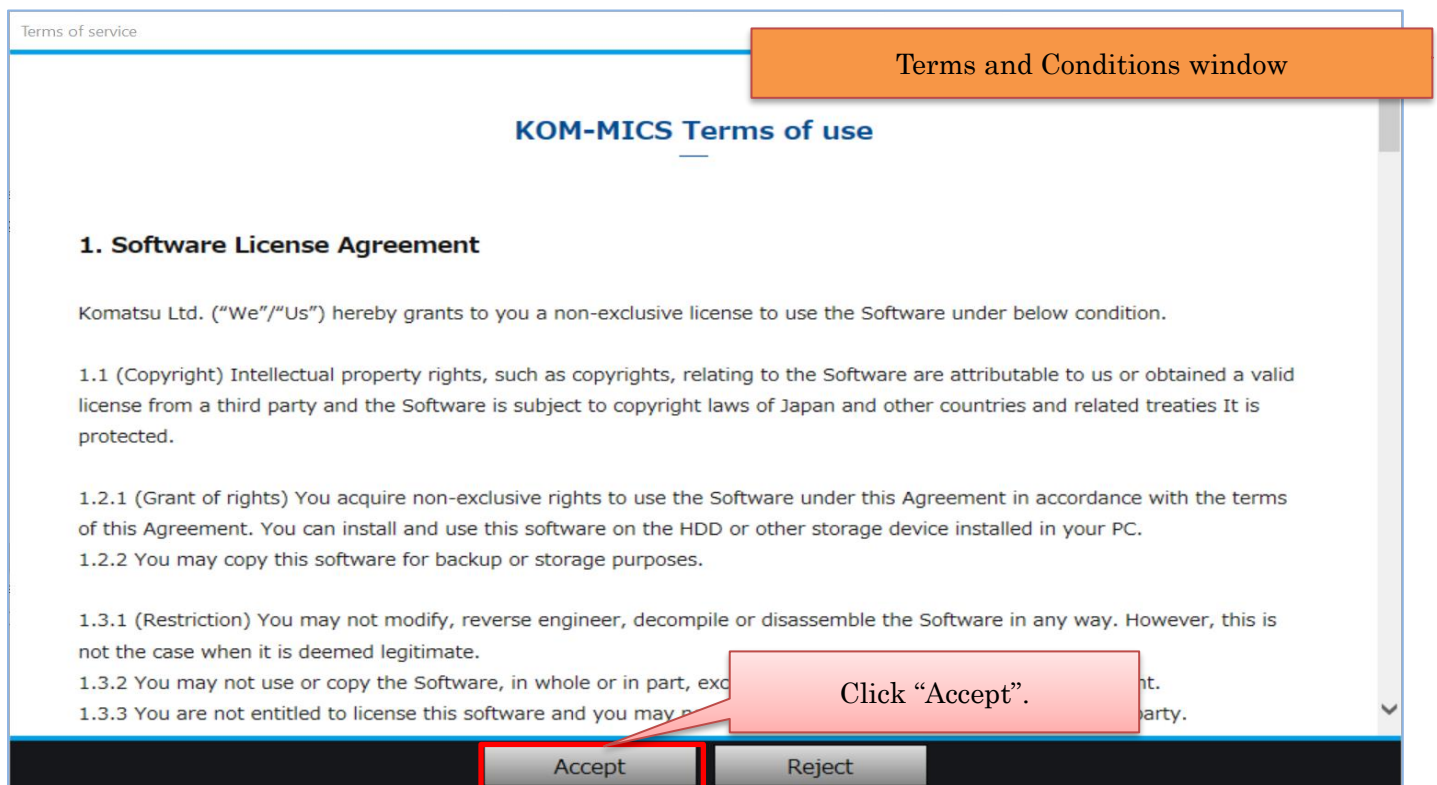
1) Running the KOM-MICS Viewer

Click the KOM-MICS Viewer icon on the desktop to run the Viewer.



2) Agreeing to the terms and conditions

The terms and conditions for the KOM-MICS Viewer are displayed. Check the content and if everything is OK, agree to the terms and conditions.



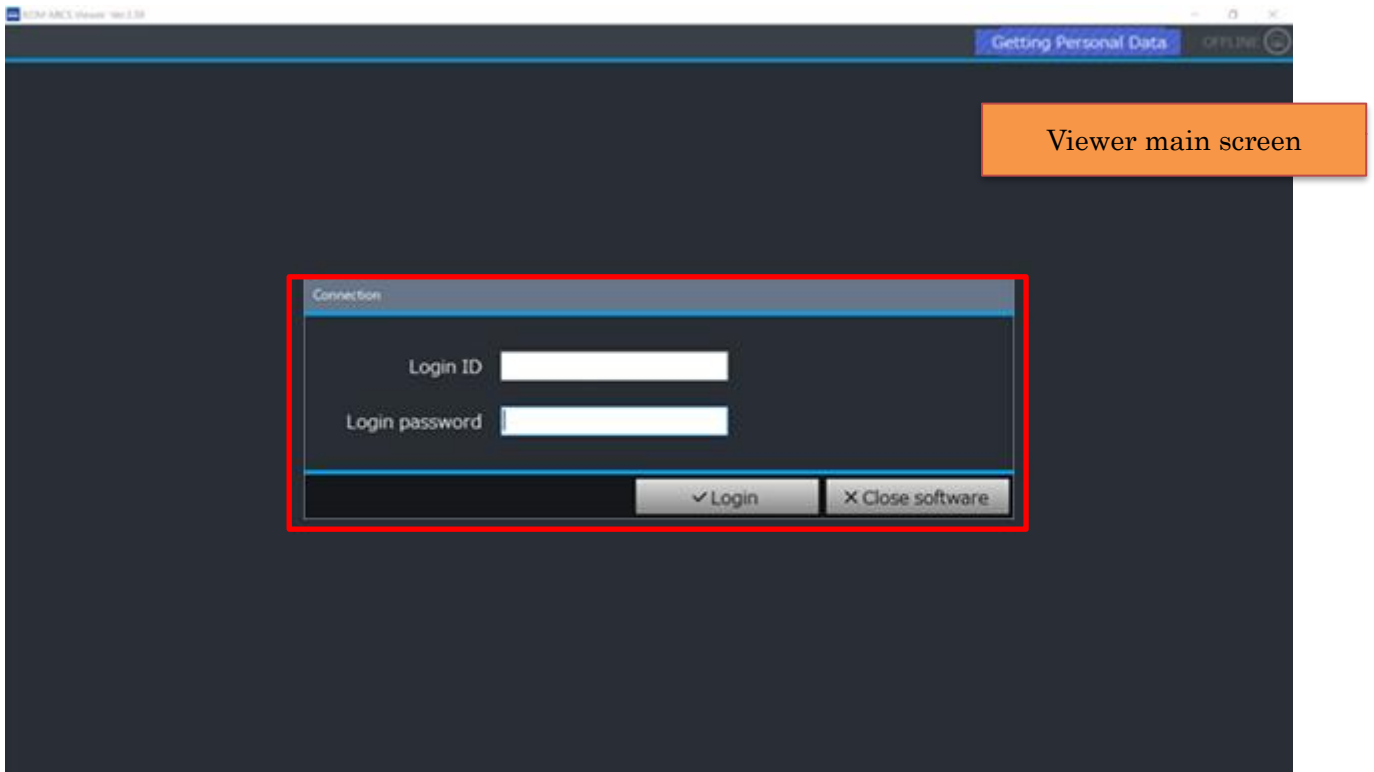
If you click “Reject”, the KOM-MICS Viewer will be closed.

* If the terms and conditions cannot be displayed:

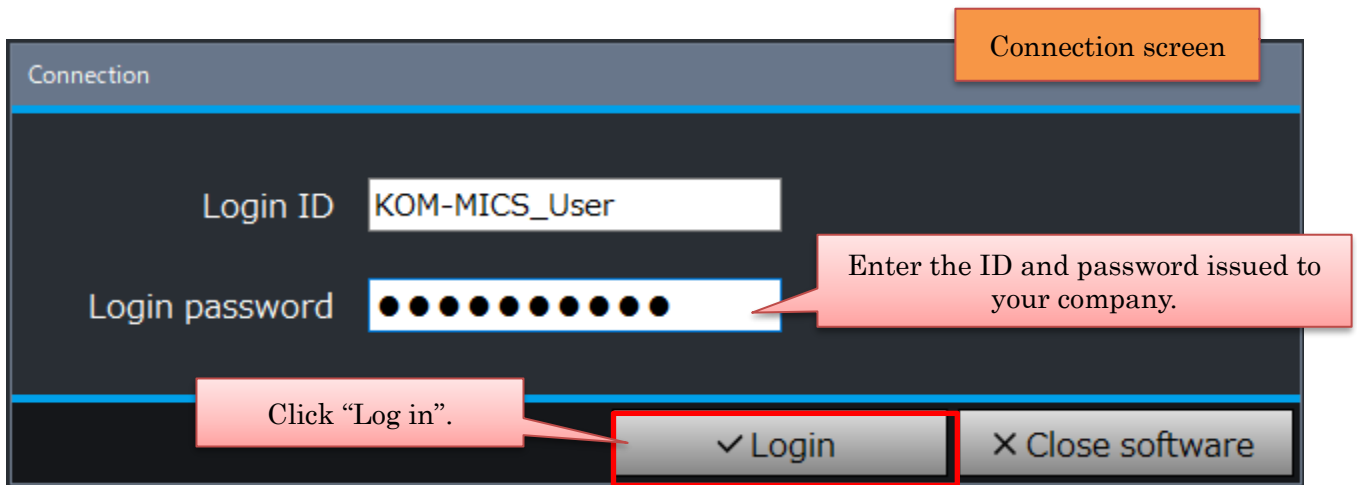
Contact your KOM-MICS administrator or network administrator. Note that the settings for permitting the connection to the KOM-MICS server (such as proxy exclusion) may be required. For details, contact the KOM-MICS Support Desk.

3) Connecting to the KOM-MICS server

Enter the KOM-MICS login ID that has been issued to your company.



Regarding the connection server, when the current PC is used within Komatsu, select “Within Komatsu network”. In other network environments, select “Outside of Komatsu network (LTE, etc.)”.



The login ID and password need to be obtained from your KOM-MICS administrator.

* If an error occurs while logging in:

Contact your KOM-MICS administrator or network administrator. Note that the settings for permitting the connection to the KOM-MICS server (such as proxy exclusion) may be required. For details, contact the KOM-MICS Support Desk.

4) Requesting the authentication token

After the login is complete, implement the procedure for the PC authentication token. The authentication token is required to use the KOM-MICS Viewer. The authentication token procedure is required only for the first time.

As the procedure, request the authentication token. In “1. Request authentication token”, enter the required user information. Click “Execute request” to start the processing. **The request will automatically be made to your KOM- MICS administrator by e-mail.**

PC authentication screen

PC Authentication

This PC needs KOM-MICS user authentication.
Please input your data according to the procedure below.

1. Request your token

Request token to administrator.
Please input your name, etc. below.
After administrator approve your PC,
you will get your token sent to e-mail address.

Name

Mail address

Mail address (verify)

Company

Location

Division

Group

Section

Message to administrator

After entering, click.

Request your token

2. Authentication

Please input your token sent by e-mail.

Enter the following items:

- Name
- E-mail address
- E-mail address (confirmation)
- Location
- Headquarters
- Department
- Section
- Message to the administrator (optional)

* The Company name is non-enterable.

Authentication submit

Enter correct information in each item. If any field is left blank, an error will occur. If there is an item that has no applicable user information (such as Headquarters, Affiliation), enter “-” or the like.

When the token request is executed, an e-mail confirming that the request has been executed is sent to the entered e-mail address. **If no e-mail is received, check that the entered e-mail address is correct.**

Mail inbox screen

KOM-MICS 認証要求 (Sending verification request for admin)



KOM-MICS supportdesk

To 自分 ▼

🌐 英語 ▼ > 日本語 ▼ [メッセージを翻訳](#)

English follows Japanese below.

このメールはKOM-MICSのサーバーより自動的に配信されています。

以下のデバイスで認証要求が試行されました。

PC認証要求日時：2020/03/10 15:38:20 JST

デバイス名：LOCAL_PC

管理者が承認することでトークンがこのメールアドレスに通知されます。
トークンが通知されるまでしばらくお待ちください。

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株式会社小松製作所 KOM-MICS ユーザサポート
E-Mail : support@kom-mics.com
TEL : 080-3357-9920

=====

This mail is automatically sent by KOM-MICS Server.

Your account was used to sign in on this device recently.
Data : 2020/03/10 06:38:20 UTC
Device Name : LOCAL_PC

Date/time of request execution and
the name of target PC

If administrator of your account adds your device as a trusted device,
we inform you a token of your device.

Please wait a minute, until your administrator do so.

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Komatsu Ltd. KOM-MICS supportdesk
E-Mail : support@kom-mics.com
TEL : 080-3357-9920

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5) Inputting the authentication token

After the token is requested and your KOM-MICS administrator approves the request, an approval e-mail containing the token number is sent to the entered e-mail address. **If no e-mail is received, it is likely that your request has not been approved by the KOM-MICS administrator yet. Please contact your KOM-MICS administrator.**

Mail inbox screen

KOM-MICS 認証トークン通知 (token notification) 受信トレイ x

 KOM-MICS supportdesk

Receive an e-mail from the Support Desk.

To 自分 ▼
English follows Japanese below.

このメールはKOM-MICSのサーバーより自動的に配信されています。

以下のデバイスの認証が承認されました。
PC認証承認日時 : 2020/03/10 15:39:19 JST
デバイス名 : [KMT87C190X.dir.kmt.kmtg.net](#)

アプリケーションの認証トークン入力画面で、下の認証トークンを入力してください。
認証トークン : 99bcc504

なお、認証トークンは4日で使用できなくなります。
早めに認証を完了してください。

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株式会社小松製作所 KOM-MICS ユーザサポート
E-Mail : support@kom-mics.com
TEL : 080-3357-9920

=====

This mail is automatically sent by KOM-MICS Server.

Your account was used to sign in on this device recently.
Data : 2020/03/10 06:39:19 UTC
device Name : [KMT87C190X.dir.kmt.kmtg.net](#)

Date/time of approval and the name of target PC

Please input your token on your KOM-MICS Viewer window.

Your token : 99bcc504

Token number

You can use your token until after 4 days.
Please input your token quickly.

=====

Komatsu Ltd. KOM-MICS supportdesk
E-Mail : support@kom-mics.com
TEL : 080-3357-9920

=====

KOM-MICS

Enter the token number specified in the e-mail. The token number is valid for 4 days after issuance.

PC authentication screen

PC Authentication

This PC needs KOM-MICS user authentication.
Please input your data according to the procedure below.

1. Request your token

Request token to administrator.
Please input your name, etc. below.
After administrator approve your PC,
you will get your token sent to e-mail address.

Name:

Mail address:

Mail address (verify):

Company:

Location:

Division:

Group:

Section:

Message to administrator:

2. Authentication

Please input your token sent by e-mail.

Enter the token number.

After entering, click.

A message is displayed, indicating that the authentication has been successful. Click the "OK" button to complete the procedure.

Confirm

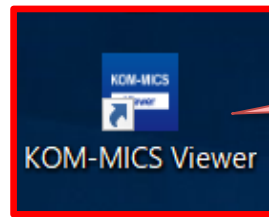
Authentication is complete.
Software is restarted.

Click "OK".

5 Running the Viewer

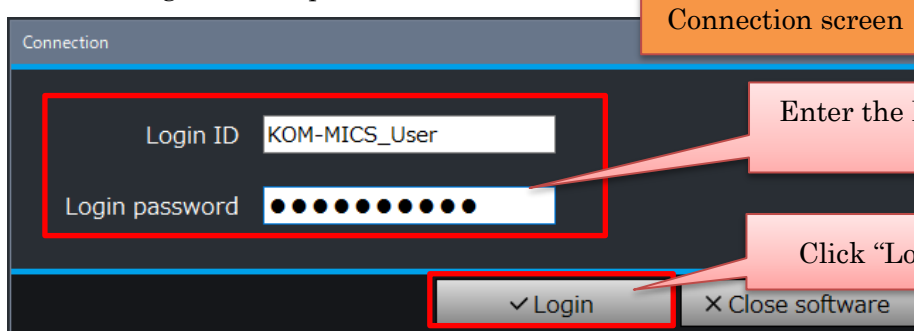
When the authentication is complete, the KOM-MICS Viewer becomes operable.

Click the KOM-MICS Viewer icon on the desktop to run the Viewer.



Click the icon.

Enter the login ID and password.

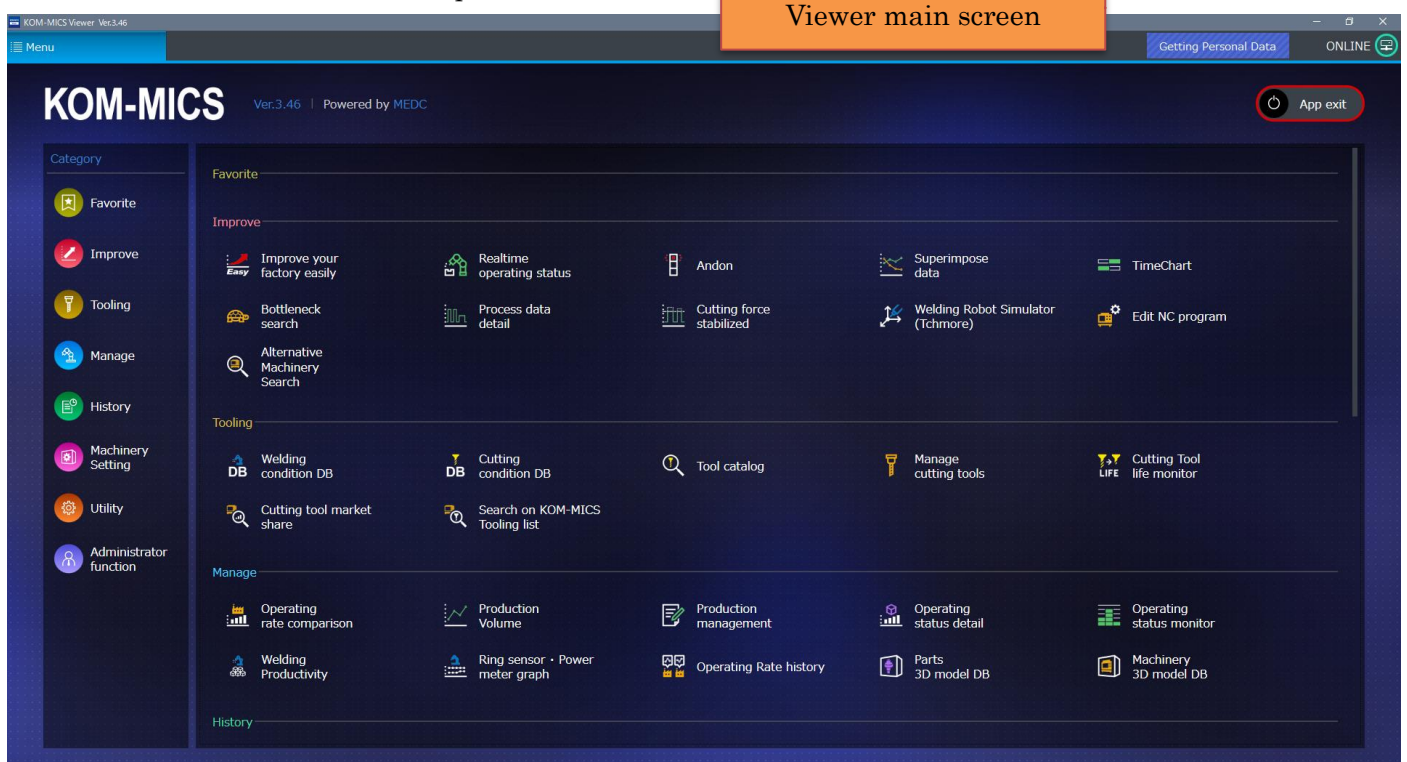


Connection screen

Enter the ID and password issued to your company.

Click "Log in".

The KOM-MICS Viewer becomes operable.



Viewer main screen

For the operation of KOM-MICS Viewer, see the online user manual.

END