

How to workaround when you cannot download recorded images with the operation monitor of WV-ASM300.

Model	WJ-NX400K
Version	1.02 (as of April 10, 2017)
Symptom #1 Refer to addendum	When you register the administrator name of WJ-NX400 as 4 or less characters, you cannot download the recorded image with the operation monitor of WV-ASM 300 because it will not be authenticated.
Symptom #2 Refer to addendum	If you register the administrator name of NX400K as 4 or less characters, you cannot use the following 3 functions on Panasonic Security System Configuration Tool (PSSCT) because it will not be authenticated. 1. Download Configuration & Log Files 2. Upload Configuration Files 3. Upgrade Firmware



How to workaround Refer to followings	You can workaround this symptom, by changing administrator name of NX400K as five or more characters.
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## How to workaround (to enable downloading the recorded image with WV-ASM300)

### Step1. Change the administrator name of WJ-NX400K

Login to WJ-NX400K through the PC web browser, and then go to the "[Setup]-[User management]-[Administrator setup]" screen. Change the administrator name as five or more characters from four or less characters. Then click the [Set] button to register the changes.

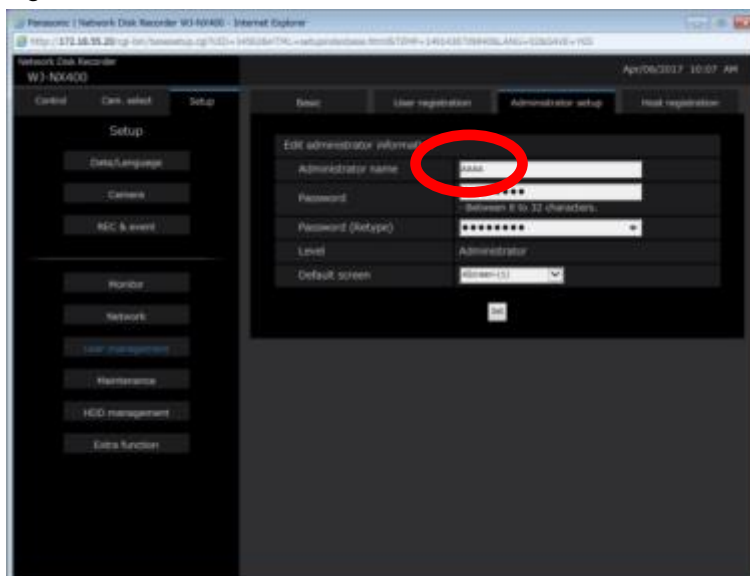


Fig.1 Before

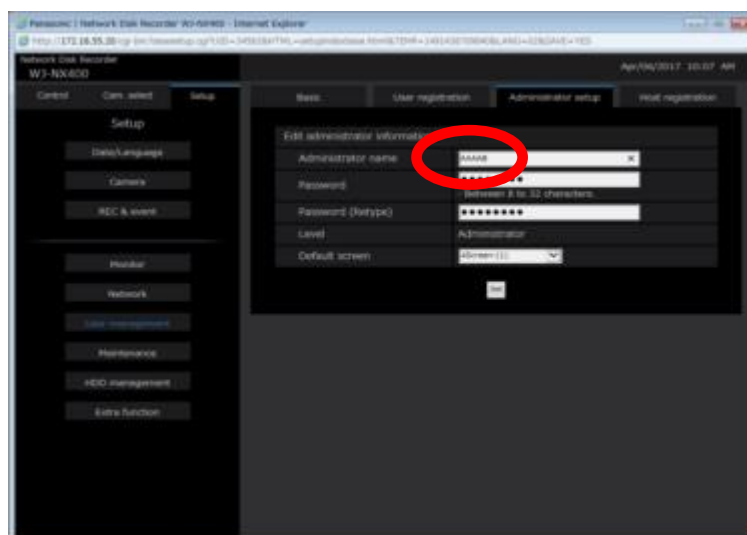


Fig2 After

## Step 2. Change WV-ASM300 device setup

Click the [Device setup] button and select [Advanced setup] from the submenu.

Click the [Off-line addition] button and the add “NX400”.

Click the line of user name, change it from four as “AAAA” to five as “AAAAB”. (Fig.3)

After change the name, Click the [Connection check] button, and then check the connection with WJ-NX400K. (Fig.4)

Now, WV-ASM300 can download the recorded images.

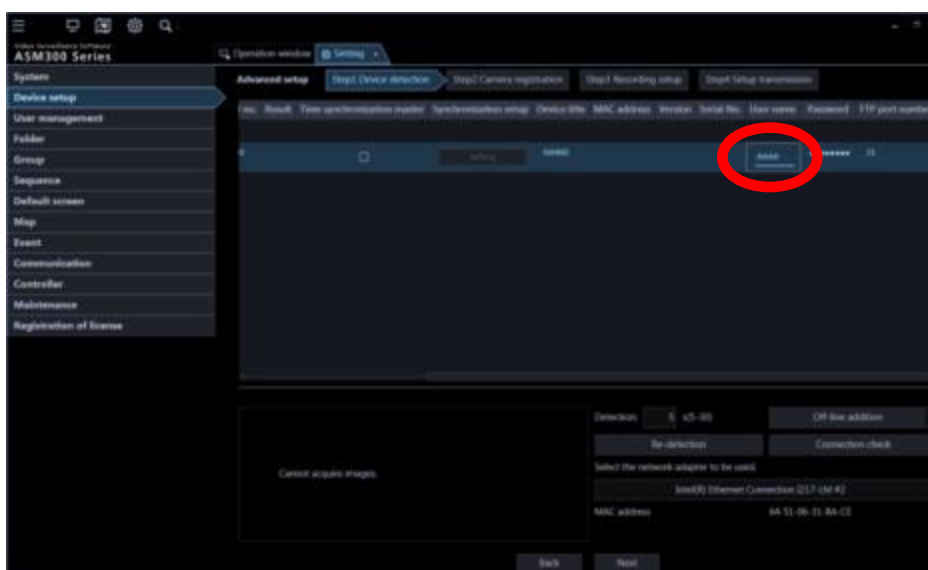


Fig3 Change User name

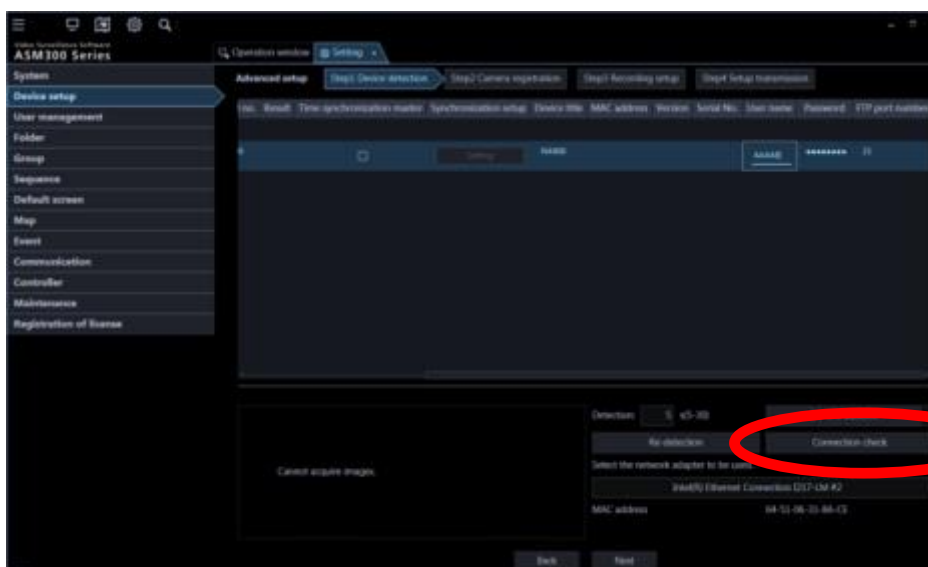


Fig.4 Check the connection with WJ-NX400K

## How to workaround (to enable the functions on PSSCT)

### Step1. Change administrator name of WJ-NX400

Same as Step 1 of “How to workaround (to enable downloading the recorded image with WV-ASM300)”

### Step2. Change user name of recorders (NX series)

Click [Option] button, and then change the User Name of “Recorder(NX Series) on [Credentilas] tab. Fig.5 shows a sample configuration of four characters as “AAAA” to five characters as “AAAAB”. At this point, you can use the Panasonic Configuration Tool.

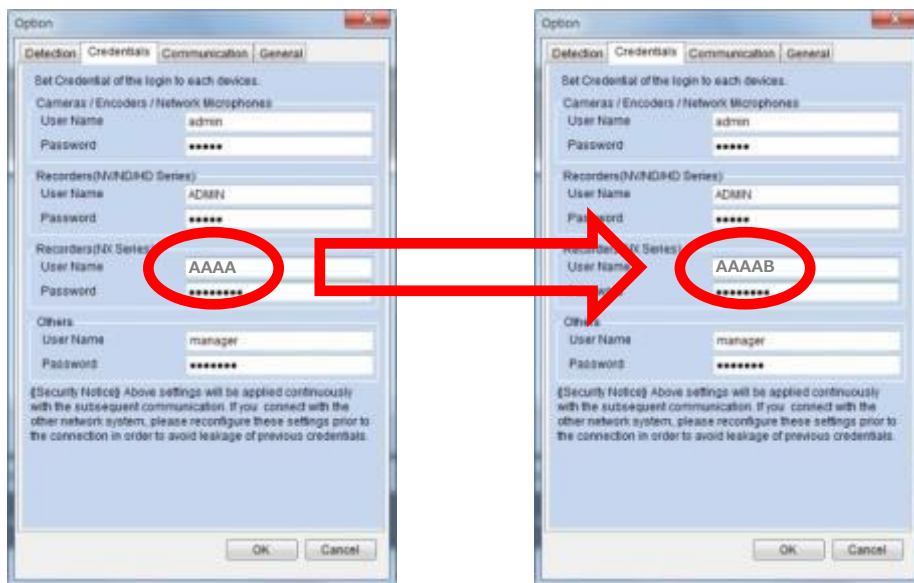


Fig.5 Change User name

### Step3. Execute [Add] with changed user name and start downloading

At the step2, you can download (Fig.6).

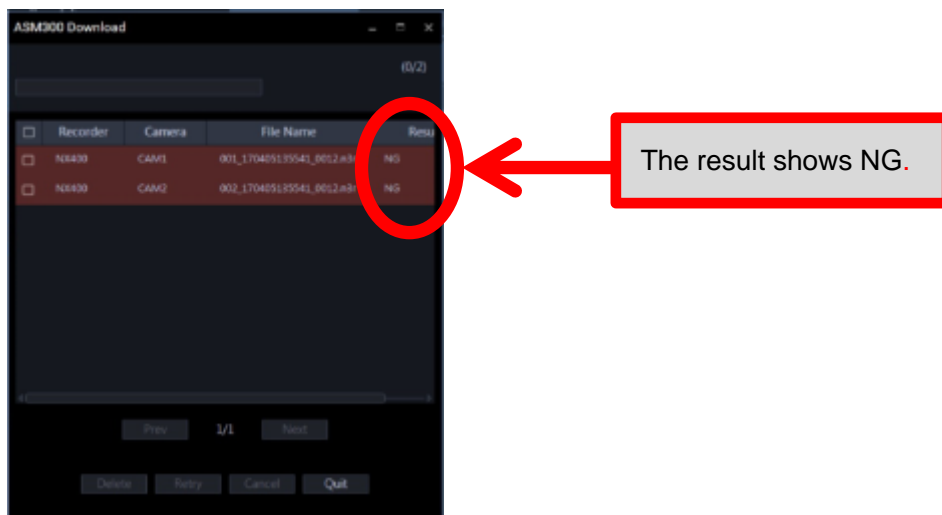
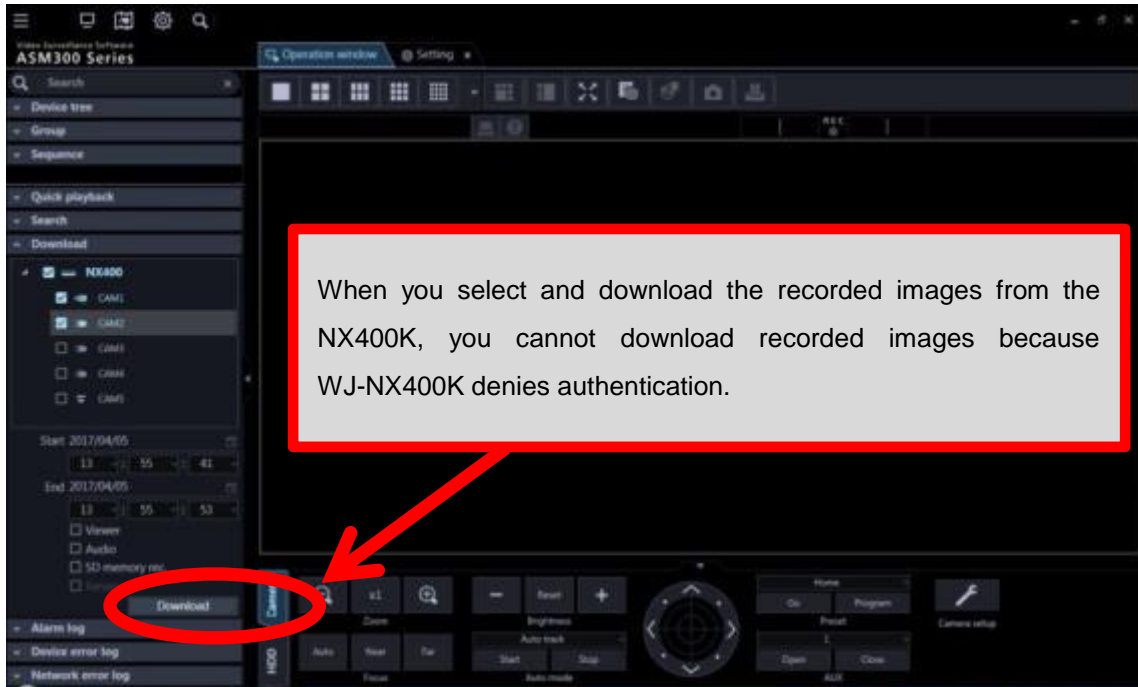
Enter the changed user name as five or more characters, and the start downloading.



Fig.6 [Add] Screen

# Addendum (Symptom)

Symptom #1 When downloading recorded images with WV-ASM300 operation monitor

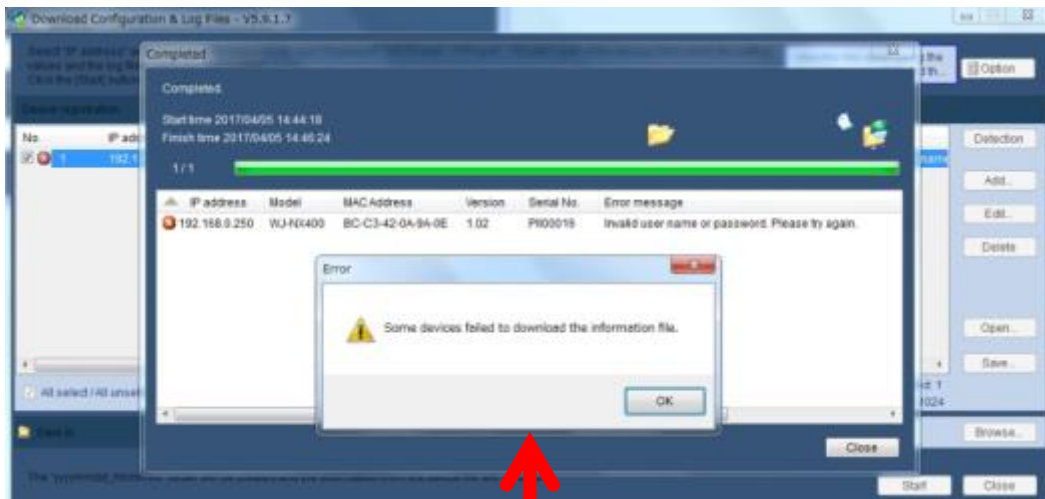


Symptom #2 When using Panasonic Security System Configuration Tool (PSSCT)



You cannot use following three functions;

1. Download Configuration & Log Files
2. Upload Configuration Files
3. Upgrade Firmware



Error screen shows the failure of Download Configuration & Log Files.