

DEVICE MANAGEMENT SYSTEM AND DEVICE MANAGEMENT SERVICE PROVIDING METHOD

ABSTRACT

5 In a device management system (1) in which a device (21) is connected to a control
terminal (30) and the control terminal (30) is managed by a management apparatus (10) via a
network, a system that achieves both efficient device management and support in case of
emergency is established. In the device management system (1), (a) the control terminal (30)
and the management apparatus (10) acquire a control command that is created by a user, and
10 (b) the control terminal (30) and the management apparatus (10) execute control of the device
(21) on the basis of the control command that is acquired in (a).

Figure 2