

RoomWizard™ Administrative Console 1.3 Release Notes

February 22, 2017

Overview

This document describes updates for Steelcase's RoomWizard Administrative Console (RWAC) 1.3. RWAC 1.3 works fully with RoomWizard firmware versions 4.1 and above.

RWAC 1.3 can be found at <http://techsupport.steelcase.com>. For help downloading and installing this software, please call Tech Support in order to obtain the necessary files, instructions, and assistance.

Features and Changes from RWAC 1.2

Feature	Description
4.6 Support	<ol style="list-style-type: none">1) Added Config settings specific and new to 4.62) SFTP support3) HTTPS support for RW FW Image store.4) Send Admin PW changes in Encrypted form.
Add Description of selected Release/Patch (in Auto Mode)	Instead of simply relying on the version number for the selection, an additional Description string is displayed to allow the user to be sure about the intent of the selected upgrade.
Added PW protected Patches/Releases	Releases/Patches which are intended for a limited audience can now be PW protected from view by general public.
Do not wait 2 minutes after reboot when upgrading using local file mode.	Previous versions would delay availability of RW for 2 minutes after reboot when upgrading with local file mode. This is not necessary since there is no followup upgrade process we need to ensure stability for.

Do not allow Weak Passwords	Changed the requirement for Passwords to now require at least one Cap, one lower case, and one special Char.
Support for SNMP Configuration	Added viewing and setting options for SNMP configuration settings
Do not install unnecessary patches when upgrade is targeting higher Major Version Number.	If an Auto Upgrade is targeting a version which is higher in either the 1 st or 2 nd Version field (X.x.x.x and/or x.X.x.x) then there is no need to install recommended Patches while transitioning through versions which do not match the target 1 st /2 nd version fields.
Handle “Insufficient Space” condition during Upgrade (in Auto Mode only)	Added several new internal commands to clear space when this condition is encountered during Auto Upgrade Mode.
Rebuild Double Check	When selecting Rebuild, ask the user “Are you sure?”
Fixed Delete Function	Previous releases of RWAC had occasional issues with the delete function not always working. Now this is fixed.
Do not abandon Master FTP RW	When doing large upgrades, the Master FTP RW was in danger of being abandoned from the upgrade process due to communication issues. The Master FTP RW will now be retried instead.
Reuse Master FTP RW	In the event that a Master FTP RW is to be retried and it still has the files used from the previous upgrade group, there is no need to re-load the same files to that Master FTP RW. This step will now be skipped.

Documentation

The User Guide for the RoomWizard Administrative Console 1.3 is contained in the installation package which can be found at under the “Technical Tools & Support” tab at: www.steelcase.com/roomwizard

Key Known Issues and Release Notes

General

Installation and execution of RWAC is best done “As Administrator”.

Do not run multiple versions of RWAC on the same computer at the same time

Do not attempt to modify the same RWs from multiple versions of RWAC even when run on different computers.

When doing searches for RWs, limit the subnet to a single wildcard (e.g., 255.255.255.0) otherwise the search will take far too long.

Form RW groups which logically can be limited to 30 or fewer.

When starting RWAC, wait until the application has completed updating the status of existing RWs in its list. This can take several minutes when there are very large numbers of RWs involved.

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The status of RWs in the List View is not real time and so should not be given too much attention for short term changes. If a condition persists over time (hours), then it is likely a good indication of a status issue. If real time status is needed, the user can right click on the RW and access a status update.

Due to reliance on the browser support present on the hosting PC, RWAC Web UI Panel may behave differently on different PCs.

Upgrading RW Firmware

Do not exit the Upgrade Dialog using the red “X” at the upper right of the dialog.

When using the “Local File” option for Upgrading FW, limit the number of involved RWs to 20 or fewer.

If the spinning (“working”) icons are active, then you should assume RWAC is still active.

During the Upgrade process, the display may appear frozen for several minutes at a time. This can result in the spinning (“working”) icons not appearing active. Unless the condition (completely frozen appearance with no icon activity either) persists for more than 10 minutes, you can assume RWAC is still active so please leave it working.

Under some circumstances, the RWAC may suggest that the upgrade has succeeded but in fact the RW will have encountered an error and will therefore still be at the previous FW version. This can be noticed by a non-white background color on the RW in the list view. If you see such RWs in the list, you can select them (individually or as a group of like circumstance RWs) and attempt another Upgrade on only

those units. A future version of RWAC will help catch and manage these types of conditions automatically.

Security

RWAC has a single login protection when the application is started. As some operations may take a long time and you may end up leaving RWAC up and unattended, it is advised that you only use it on a system which is also password protected during absences at the system level.

Also, since RWAC stores credentials for the RWs it accesses, and that Room Wizards come with a well-known default password, you may want to change the default password on your Room Wizards (from RWAC). This will result in an RWAC version which can access your Room Wizards while the “off the shelf” RWAC app, if run by another user, would no longer have access to the Room Wizards unless they knew the new password.

How to Update to RWAC 1.3

To install or update the RoomWizard Administrative Console 1.3, contact Technical Support at the Support numbers in the section below.

The software can be downloaded at <http://techsupport.steelcase.com> or a link can be found at under the “Technical Tools & Support” tab at: www.steelcase.com/roomwizard.

Support:

If you have questions or difficulties with the installation, please call Technical Support.

In the USA and Canada, contact Steelcase USA Technical Support:

- Phone: 1.888.783.3522 Support available in English and Spanish
- Monday through Friday, 8 am to 8 pm Eastern time
- Email: techsupport@steelcase.com

Europe, Middle East, and Africa, contact Steelcase EU Technical Support:

- Phone: 00800 2000 4000 - DACH, France, Benelux, UK & Ireland
 - +49 8031 405-111 - All Other EMEA Countries

Monday through Friday, 8:00 to 17:00 Central European Time

- Email: lineone-en@steelcase.com (English)
lineone-da@steelcase.com (German)
lineone-fr@steelcase.com (French)

In the Asia Pacific region, the technical support desk will reply to any inquiries by phone or email within 24 hours.

- Phone: +60 3 2027 6161 Support available in English and Mandarin
- Monday through Friday, 8:00 to 17:00 KL Time
- Email: apac.techsupport@steelcase.com