

RoomWizard

Administrative Console 1.2 Release Notes

Overview

This document describes updates for the Steelcase RoomWizard® Administrative Console (RWAC) 1.2. RWAC 1.2 works fully with RoomWizard firmware (FM) versions 4.1 and above.

RWAC 1.2 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 1.1

FEATURES	DESCRIPTION
Improved Update Process	<ol style="list-style-type: none">1. Automatic awareness of new versions and patches.2. Automated upgrade management allows hands-free upgrades of disparate groups of RoomWizards.
Shows Room Name Next to IP Address in the “Upgrade Firmware” Window	Helps users identify a RoomWizard by location and associated room, as well as the IP address.
Improved Search for All RoomWizards in a Subnet	A more thorough search results in fewer missed RoomWizards.
Automatically Gathers New RoomWizard Properties	When a new RoomWizard is added, RWAC will automatically gather the properties of that device.
Refreshed Color Coding	Improved color codes for out-of-date and up-to-date RoomWizard notifications to clarify the status of the device.
Improved Version Sorting in Tree View	Allows quick assessment of which RoomWizards are at which versions of FW.
Increased Polling Frequency for Device Status	Polling frequency increased from 25 minutes to 10 minutes for more current status updates.
Progress Bars	Added progress bars during lengthy upgrade operations.
Duplicate Resolution	A new menu command allows for detection and consolidation of duplicate RoomWizards in the tree view list (based on matching MacAddr).

Documentation

Documentation for the RoomWizard Administrative Console 1.2 is available online at:
www.steelcase.com/roomwizard

Key Known Issues and Release Notes

GENERAL

- Uninstall prior versions of RWAC before installing RWAC 1.2.
- Steelcase recommends that a single instance of RWAC be installed in a common location and access to that instance be shared among administrators.
- Do not run multiple versions of RWAC on the same computer at the same time.
- Firmware upgrade times can take as long as 30 to 60 minutes for a single unit, depending on the firmware version.
- Do not attempt to modify the same RoomWizards from multiple versions of RWAC even when run on different computers.
- When doing searches for RoomWizards, limit the subnet to a single wildcard (e.g., 255.255.255.0); otherwise the search will take far too long.
- Form RoomWizard groups that logically can be limited to 30 or fewer.
- When starting RWAC, wait until the application has completed updating the status of existing RoomWizards in its list. This can take several minutes when there are very large numbers of RoomWizards involved.

UPGRADING

- Do not exit the Upgrade Dialog by 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 RoomWizards 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. Please leave it working.
- Under some circumstances, the RWAC may suggest that the upgrade has succeeded but in fact the RoomWizard will have encountered an error. This RoomWizard will still be at the previous FW version. This will be indicated by a non-white background color on the RoomWizard in the list view. If you see such RoomWizards in the list, you can select them (individually or as a group of like circumstance RoomWizards) 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. Because some operations may take a long time and you may end up leaving RWAC up and unattended, it is advised that you use it only on a system that is also password protected at the system level during absences.
- Also, since RWAC stores credentials for the RoomWizards it accesses, and RoomWizards come with a well-known default password, you may want to change the default password on your RoomWizards (from RWAC). This will result in an RWAC version that can access your RoomWizards while the "off the shelf" RWAC app, if run by another user, would no longer have access to the RoomWizards unless he or she knew the new password.

How to Update to RWAC 1.2

To install or update the RoomWizard Administrative Console 1.2, contact Tech Support at the numbers in the section below.

The software can be downloaded at <http://techsupport.steelcase.com>.

Support

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

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

Phone: 1.800.334.4922 (Support available in English and Spanish)

Monday through Friday, 8 am to 8 pm Eastern time

Email: techsupport@steelcase.com

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

Phone: +33 3 88 13 36 36 (Support available in English, French and German)

Monday through Friday, 7:30 to 18:30 Central European time

Email: emea.techsupport@steelcase.com

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



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