

RoomWizard

Firmware 4.5.1.0 Release Notes

Overview

This document describes updates for RoomWizard® firmware version 4.5.1.0, for the RoomWizard only.

To install this firmware update, please call Tech Support in order to obtain the necessary files, instructions and assistance.

Features and Changes from Firmware 4.4

FEATURES	DESCRIPTION
Touch Panel Responsiveness Improvement	The consistency of experience and general speed of response to touches on the front panel buttons and keyboard keys is improved. Audio cues give positive feedback when actions are registered.
Upgrade Process Better Protected from Potential Corruption	Prior to the final upgrade step, the RoomWizard checks several layers of the upgrade process for validity and completeness. This results in fewer units lost due to issues encountered during the upgrade process.
Security Improvements	Updates to underlying support software provide security enhancements that address recently reported issues including ShellShock, HSQLDB access, Jetty, BIND, Apache Struts, NTP monlist and other miscellaneous security holes.
Support for Push Connector	Support is added to the unit to allow for use of all of our current Connector products, including the newest "Push" Connector.
Updated Push Configuration Changed for the Admin Panel	The Administrative Console push configuration is updated to provide access to password-protected services on the RoomWizard and to push new configuration parameters that were added with firmware versions 4.2 and 4.3.
Improved Translation on Non-English Strings	Some strings that did not translate very accurately in the past have been improved.
TLS 1.2 Support Added	This allows for sites to improve their communication security when accessing RoomWizards.
Removal of Daylight Saving Time from Russian Time Zones	RoomWizard no longer makes DST adjustments to Russian-specific time zones now that Russia has stopped observing DST.

Features and Changes from Firmware 4.4

FEATURES	DESCRIPTION
Black Screen on Reboot	The condition where a reboot could hang at a black screen is resolved.
Middle Initial Display on Front Panel	A bug preventing more than two fields for a name is resolved. Middle initials and three-part names now display correctly on the front panel.
Support for PUSH Connectors	Support has been added for a new style of email system connector that allows pushing resource data to the RoomWizard from the mail server without having to poll. This significantly reduces network traffic for customers who upgrade to the new PUSH model Exchange Connector.
Timeline in Group View Has Been Reverted to Wider Timelines	The Timeline in the Group View has reverted to the 4.0 format.
Security Updates	Several HTTP and bind updates were added to close security holes – TRACE, TRACK and Directory Listing commands are no longer supported.
SMTP Password	The SMTP password in the system configuration was found to be unencrypted. This is fixed.
Double-Booking Issue Resolved	In some circumstances, the RoomWizard was able to be double-booked with connected mail systems. This has been resolved.
Error Messages No Longer Show HTML Tags	The error messages are cleaner and easily readable.
DST Time Zone Updates Applied	Several time zone updates have been applied to the RoomWizard.

Documentation

Documentation for the RoomWizard is available online at: techsupport.steelcase.com

Key Known Issues and Release Notes

If the unit is power cycled before the upgrade is complete, the unit will not complete the upgrade and thus will continue to operate with its pre-existing firmware.

The upgrade process is a multistep operation that includes applying a patch and then applying the actual upgrade image. The process can take between 30 and 60 minutes for a single unit if starting from either 4.3 or 4.4 FW. It will take longer if starting from 4.2 or older. This is accomplished using the RoomWizard Admin Console.

After some duration of idle time, RoomWizards configured to use either Japanese or Chinese language may stop responding. This can be fixed by rebooting the device. After installing 4.5.1.0, users should monitor the Steelcase Tech Support site for the availability of a patch to close this vulnerability. Also, RWAC can be used to monitor for Patch availability by noticing a background color change to yellow on units listed as 4.5.1.0.

With the addition of TLS 1.2, the RoomWizard may have become vulnerable to the POODLE SSL Fallback Security condition. After installing 4.5.1.0, users should monitor the Steelcase Tech Support site for the availability of a Patch to close this vulnerability. Steelcase is developing this patch now. Also, RWAC can be used to monitor for Patch availability by noticing a background color change to yellow on units listed as 4.5.1.0.

How to Update to 4.5.1

RoomWizard firmware version 4.5.1 is available through the RoomWizard Administrative Console 1.2. RWAC 1.2 is available at techsupport.steelcase.com.

Before upgrading to 4.5.1 through RWAC 1.2, please make sure that you have logged in with administrative privileges.

For help with downloading RWAC 1.2 and updating to the latest firmware version for your RoomWizard, contact Tech Support at the numbers in the section below.

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, German and Spanish)
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, 9:00 am to 5:00 pm Hong Kong time
Email: ap_tech_prod_supp@steelcase.com



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