

USER MANUAL

RoomWizard
Administrative Console

Steelcase

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Welcome

Administer your RoomWizards from one location

The RoomWizard Administrative Console allows you to administer all of the RoomWizards in your enterprise from one location. It's a PC based application that enables you to

- Find all the RoomWizards on your network (Though all Versions of RoomWizards can be found, Firmware Version 4.1 is required on the RoomWizards to enable the full features of the Console)

- Logically group your RoomWizards together – no limits on number of groups or the number of RoomWizards in a group.

- Perform administrative operations on multiple RoomWizards at the same time such as:

 - Select a master (already configured RoomWizard) and replicate its configuration out to all other selected RoomWizards with one operation

 - Intelligently upgrade the firmware and/or apply patches to all selected RoomWizards (even if starting from different initial Firmware Versions) with one operation

- Get status information on all your RoomWizards such as

 - See what units are currently offline/experiencing problems.

 - See CPU Loading, Disk Usage and other information on any selected RoomWizard

- View and capture log files from RoomWizards

About This Manual

This Manual describes how to use the RoomWizard Administrative tool, to allow you to maintain your RoomWizards.

Setup of the Administrative Console

Installation

The Administrative console needs to be installed on a PC compatible computer, running windows XP or higher. System Hardware requirements are minimal, less than 50MB of disk space and 100MB or RAM

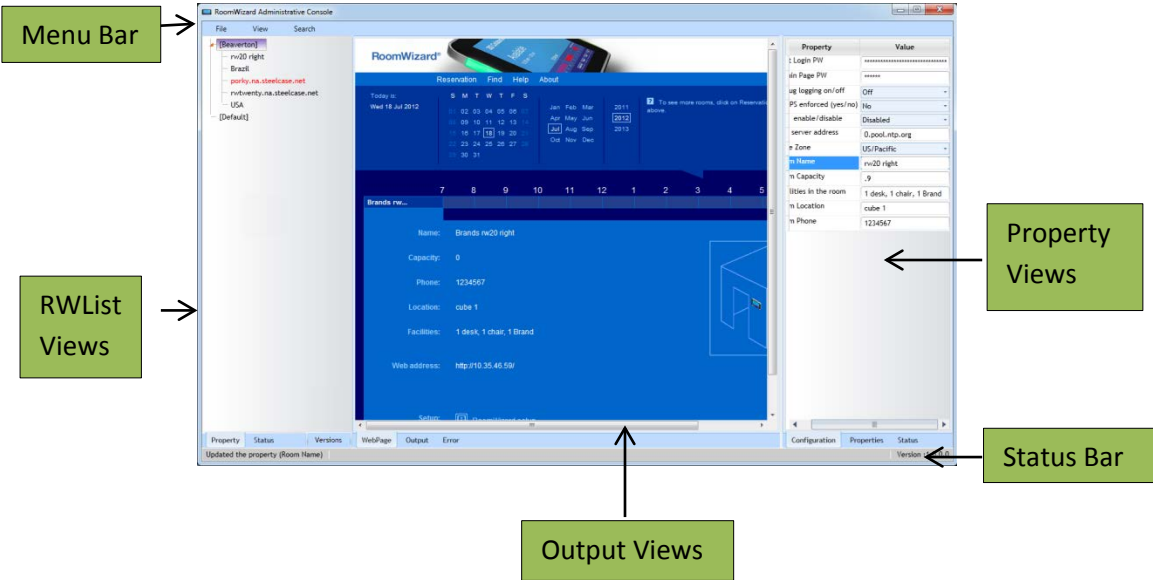
The Administrative console uses .NET, but installs all components that it needs.

Simply run RWAdminSetup.exe on your PC to install the software.

The Console Window

Each time you execute RWAdmin.exe, you are prompted for a password. The default password is "roomwizard" and can be changed in the Options dialog.

Enter the password and the console window appears.



There are 5 areas of the Administrative console. These are the Menu Bar, RWList Views, Output Views, Property Views, and Status Bar.

Screen Area	Purpose
<p>Menu Bar</p>	<p>Provides basic access to core setup features</p> <p>File Menu Save lists of RoomWizards Restore lists of RoomWizards</p> <p>View Menu Set the application options Set the default Web Page view homepage</p> <p>Search Menu Search the network for all RoomWizards Search the network for new RoomWizards</p> <p>About Shows legal information on the software</p>
<p>RWList Views</p>	<p>This area provides two ways to view the RoomWizards:</p> <p>Groups tab view Shows the alphabetized list of groups and group members.</p> <p>Status tab view Shows the same information sorted with RW's with issues at the top of the groups to make it easy to find which RoomWizards are having problems currently.</p> <p>Versions tab view Shows the same information sorted with RW's with the highest FW versions at the top of the groups to make it easy to find which RoomWizards are up to date and which might not be.</p> <p>Right clicking on a group or selected RoomWizard brings up a right click menu with all of the options available for administrating the RoomWizards.</p>

<p>Output Views</p>	<p>Shows the various output from the Administrative Console.</p> <p>Web Page view Displays one of three pages from the RoomWizard currently selected. This can be configured via the View->Web Page menu item.</p> <p>The Reservation page, the Home page or the Front Panel of the RoomWizard can be displayed in this window.</p> <p>Output tab view Shows information on what the Administrative Console is doing and any issues that may have occurred.</p> <p>Error tab view Shows only errors that have occurred during operations, to quickly locate problem units</p>
<p>Property Views</p>	<p>Shows information about a specific selected RoomWizard.</p> <p>Configuration tab view Contains information about the RoomWizard that can be edited directly in the tab such as the Room Capacity, Time Zone, NTP server information, etc.</p> <p>Properties tab view Contains static information about the RoomWizards network connection, Serial Number, and installed Firmware & Patch version.</p> <p>Status tab view Contains static information pulled from the RoomWizard such as the CPU, Memory and Drive status.</p>
<p>Status Bar</p>	<p>Shows the current count of RoomWizards known to the Administrative Console, information on what the Administrative Console is currently doing, Progress Bar if long a operation is in progress, and the Administrative Console version number.</p>

Configuration of the Administrative Console

On the first time use of the Administrative console, the main options need to be set, and the RoomWizard List needs to be setup.

To configure the main options, on the menu bar, select View->Options to bring up the options dialog for the Administrative Console.

Font Settings:

The font used in the application, and the font size may be selected here.

SSH Command Settings

The Administrative Console will open a telnet session and log you in automatically via the menus. Enter the path to your favorite telnet client, and the default timeout used for the telnet client. The default command timeout is 15 minutes.

Broadcast Settings

The Administrative Console uses a broadcast to find RoomWizards. You can customize the search time and refresh times here.

Email Server Settings

The Administrative Console will email you when there are problems on a room wizard. Use the controls here to setup email access for the Console.

Application Password

The password to access the Administrative console can be changed here. The default password after installation is "roomwizard".

Setup of RoomWizard Lists

Once the options have been set, the RW List needs to be configured.

Automatic List Setup

If you are running FW version 4.1 with RW20's, or are running the RW10 3.5.1.2 update, you can automatically search your network for all RoomWizards via the Search->Search for All RW's menu.

The Administrative console will prompt you for the subnet you wish to search, and then broadcast on that subnet and await responses from the RoomWizards. The RW List will be automatically populated with all the RoomWizards under a "Default" Group.

Note that the "Default" group name cannot be changed, and all RW's found in a search are automatically added to the "Default" Group.

Manual List Setup

If you simply wish to add a new RW to the list, or your RW's are not running the correct firmware version, you can manually add the RoomWizards by hand.

To manually add a room wizard, right on any group name in the Property tab, and select "List Maintenance" ->"Add Unit". Fill out the dialog box that comes up, press OK and the RoomWizard is added to the selected group.

Using the Administrative Console

Once the RoomWizards are in the Administrative Console, you can begin administering them.

All operations are selected/initiated from the Property Tab or Status Tab via selecting the RoomWizards to operate on, and right clicking.

There are 7 menu items available via the Right Click menu:

- Access...
- Certificates...
- Firmware...
- List Maintenance...
- Logfiles...
- Replicate...
- Set as Master Device

Note: You must run FW4.1 with RW20's, and FW 3.5.2 with RW10's to unlock all the features of the Administrative console, including Searching and property retrieval. However, you can update firmware on units with older firmware directly from the Administrative Console.

Note: FTP, and Secure Telnet, are both required to operate with the Administrative console. These features are on by default on the RoomWizards.

Access

Access menu items allow you to do the following on the selected RoomWizard:

- Refresh the Configuration, Properties, and Status View tabs
- Refresh the Operational Status of the List entry.
- Start your web browser on the RoomWizards home page
- Start your telnet client on the RoomWizard. Putty is an excellent free telnet client that operates well with the Administrative Console and RoomWizard.
- Sync the RoomWizards clock to your PC's clock.

- Set the RoomWizard to sync its clock via NTP

Certificates

The Certificates menu items allow you to install new custom certificates into your RoomWizard.

- Add Certificate prompts you for the Alias Name and the certificate itself to load into the RoomWizard.

Firmware

The Firmware menu allows you to upgrade the firmware on the selected RoomWizards.

Note that the Administrative Tool requires the firmware to be in cpio.tar.gz format. If the firmware file ends in cpio.tar.gz, it is the correct format of firmware file.

- Reboot Unit instructs the RoomWizards to reboot.
- Rebuild instructs the RoomWizard to restore its Firmware – this is the same as reinstalling the last full firmware update on the unit. This should be used only when units are exhibiting issues that aren't related to the configuration.
- Upgrade Firmware upgrades the firmware via one of three methods
 - Automatic
 - Select the desired resulting Version (Target Version) from the dropdown list. There may be a delimiter in the list “--- Optional” which separates the Required or Recommended Versions (above the delimiter) from those that are Customer Specific and/or optional to install.
 - Clicking the “Check Server for Latest Update” button will cause the Console to ask the FTP for an updated list of available Versions to choose from.
 - When you click “OK” the Console will evaluate each RoomWizard individually and group them logically by current Version Number. The Console will then

step each group toward the Target Version. All Rebooting and Required intermediate Upgrade steps will be handled automatically by the Console until all RoomWizards are brought up to the Target Version.

- Via FTP

- Enter the FTP path to the firmware file, and FTP credentials to log into the ftp server that contains the firmware are entered. A sample ftp path is <ftp://ftp.steelcase.com/firmwarefile.cpio.tar.gz>.

Note this is not a working path, but only an example.

- Enter the RoomWizard FTP's to the site directly to download and install the update.

- Via Local Host

- Enter the path to the firmware file, the user as "root", and the root password.
- The Administrative Console will "FTP" into the RoomWizard(s) and upload the firmware. Subsequently the RoomWizard then installs the upgrade.

Once the firmware upgrade is complete, details show in the dialog for each RoomWizard that was upgraded including if it was successful or not.

List Maintenance

These menu items allow for customization of the Lists of RoomWizards.

The options are:

- Add Group
A new High Level group is added to the List.
- Add SubGroup
A Subgroup is added to the selected group.
- Add Unit
A new RoomWizard is added to the group
- Delete
The selected Group or RoomWizard is removed from the list.

Note: drag and drop RoomWizards and Groups to rearrange the lists as required.

Note: the “Default” group is fixed and cannot be renamed or removed.

LogFiles

The LogFiles menu allows you to both download all the log files from the selected units, as well as viewing individual logs directly from units.

- Download All Logs will collect all the log files on the selected units and save them locally. These log files can be provided to Steelcase Technical Support when issues arise.

The rest of the menu items allow you to directly view in a window the following log files:

- Admin Log
- Concurrent Log
- EndUser log
- Epiphany log
- Firmware Patches log
- Front Panel Log
- Jettystart Log
- LocalHost log
- Message log
- Upgrade log

Replicate

The Replicate menu , in conjunction with “Set as Master Device” below, allow you to select a master RW, that the configuration is harvested from, and then replicated out to all selected RoomWizards.

- Push Configuration reads the configuration of the Master Device, and duplicates it out to every selected RoomWizard. Note that Network configuration, and specific room configuration such as facilities and room names are not replicated, so RoomWizards preserve the unique information.
- Push Partial Configuration pushes the NTP server address, the root Password, and new certificate information (if provided) to all selected RoomWizards. If a field is left blank in the dialog, that field is not replicated to other units. No master is required for Partial Configurations.

Set as Master Device

Set as Master Device makes the currently selected RoomWizard the master RoomWizard. Its configuration can be pushed out to other RoomWizards via the Replicate menu.

Interpreting List Colors

The list of RoomWizards in the left side panel may have colors associated with both the foreground and background for each entry.

Foreground Text Coloration

- **Black** => This RoomWizard is running with no issues.
- **Blue** => This RoomWizard needs to be rebooted.
- **Red** => This RoomWizard is not responding on the network.
- **Yellow** => This RoomWizard currently has an error condition or warning.
- **Grey** => This RoomWizard is running a version which is below 4.1.

Background Coloration

- **White** => Indicates that the Console considers this RoomWizard to have the currently Recommended Firmware/Patch. This can also occur if the Console cannot make FTP contact with the public Version site and so has no way to know what the current Recommended Version is.
- **Yellow** => Indicates that the Console considers this RoomWizard to have a Patch only difference from the currently Recommended Firmware/Patch. (Only differs in 3rd or 4th digit of Version)
- **Red** => Indicates that the Console considers this RoomWizard to have a Major Version difference from the currently Recommended Firmware/Patch. (Differs in 1st or 2nd digit of Version)
- **Green** => Indicates that the Console considers this RoomWizard to have a Version or Patch that is in advance of the currently Recommended Firmware/Patch. (This can occur when a customer specific patch is installed and has a higher version than the currently Recommended Firmware/Patch)

How To: Configure a new RoomWizard installation.

To setup a new installation of RoomWizards with the Administrative Tool, perform the following steps.

- 1) Install the RoomWizards and power them up.
- 2) Search for RoomWizards via the Search->Search for All RW's menu item.
- 3) Select View->Administrative Page on the menu.
- 4) All the RoomWizards will appear in the RW List property tab.
- 5) Select one RoomWizard
- 6) Right click and select Access->Start Browser
- 7) In the Browser, click RoomWizard Setup, and configure the RoomWizard as desired.
- 8) Close the browser
- 9) Right click on the configured RoomWizard and select "Set as Master Device"

- 10) Select the remaining room wizards
- 11) Right click and select Replicate->Push Configuration

All the units are now configured, and unique configuration can be added individually.

Best Practices

Upgrade Firmware

Upgrading firmware requires sending a new firmware file to every unit selected, which can be 150MB in size, to every RoomWizard in an organization.

To optimize firmware upgrades and minimize the amount of time each upgrade takes, it is recommended to break the RoomWizards into groups, such as a group per building, or facility. This both reduces the load on the network and reduces the possibility of failed downloads through network retries.

With smaller groups being updated, the time required to perform the updates on the group is reduced, and the overall load is broken up for both the IT administrator and the network.

Note: if FTP is disabled on the RW units, firmware upgrades will not work. FTP is required for Firmware upgrades and patches.

Grouping RoomWizards by type

It is recommended to group similar RoomWizards together, i.e., keep RW10's in one group and RW20's in another group. This will allow upgrading firmware on all RW20s and all RW10s with only two operations (one for each group), without having validated which units were updated and which need different firmware loads.

Password Handling

As the firmware upgrade process requires RoomWizard credentials, it is recommended that all RW20 units share the same root password, and all RW10 units share the same root password. The administrative console can deal with unique passwords on all RoomWizards, but on firmware upgrades, each unit would need to have its password entered, which can be very time consuming.

RoomWizard lists

The File Menu option to save or reload different groupings of your RoomWizards can be used to maintain different "views" of your network. You may want one list setup with a single group to watch for trouble units, and

another list with logical groupings to easily perform firmware upgrades, and yet a third with physical location groupings.

Warranty

This software is provided as-is, with no warranty of any kind. Steelcase shall not be liable for consequential or incidental damages arising from any product defect including without limitation any liability for products not being available for use or for lost data or software.