RoomWizard™ II Firmware 4.5.1.0 Release Notes

Oct 1, 2015

Overview

This document describes updates for Steelcase's RoomWizard II firmware version 4.5.1.0, for the RoomWizard II 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

Feature	Description
Touch Panel Responsiveness Improvement	The consistency of experience and general speed of response to touches on the Front Panel buttons and keyboard keys has been 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 will check several layers of the upgrade process for validity and completeness. This will result in fewer units lost due to issues encountered during the upgrade process.
Security Improvements	Updates to underlying support software have provided security enhancements that address recently reported issues including ShellShock, HSQLDB access, Jetty, BIND, Apache Struts, NTP monlist, and other misc. security holes.

Support for Push Connector	Support has been added to the Unit to allow for use of all our current Connector products including the newest "Push" Connector.
Updated Push Configuration changes for the Admin Panel	The Admin Console push configuration has been 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, which 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 Room Wizards.
Removal of Daylight Savings Time from Russian time zones	RW will no longer make DST adjustments to Russian specific time zones as Russia has recently stopped observing DST.

Features and Changes from firmware 4.3.0 (also present in 4.4)

Feature	Description
Black Screen on Reboot	The condition where a reboot could hang at a black screen has been resolved.
Middle Initial Display on front panel	A bug preventing more than two fields for a name has been 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 which 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 been reverted to 4.0's format.
Security Updates	Several HTTP and bind updates have been 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 un-encrypted. This has been fixed.
Double-Booking issue resolved	In some circumstances, the RoomWizard could be double-booked with connected mail systems. This has been resolved.
Error messages no longer show HTML tags	The error messages are cleaner and human 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 continues to operate with its pre-existing firmware.

The upgrade process in a multistep operation which includes applying a Patch and then applying the actual Upgrade Image. The process can take between 30 to 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 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 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 RWAC1.2, please make sure that you have logged in with Administrative Privileges.

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

Support:

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

In the USA and Canada please call Steelcase USA Technical Support:
    Phone: 1.800.334.4922
    Hours of Operation: Monday-Friday   .
    Email: techsupport@steelcase.com

Europe, 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

The Asia Pacific tech support desk will reply to any inquiries by phone or email within 24 hours.

Hours: 9am to 5pm (Hong Kong time)
Phone: +603 2027 6333
Email: ap_tech_prod_supp@steelcase.com