RoomWizard™ Administrative Console 1.2 Release Notes

Oct 1, 2015

Overview

This document describes updates for Steelcase's RoomWizard Administrative Console (RWAC) 1.2. RWAC 1.2 works fully with RoomWizard firmware 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

Feature	Description
Improved update process	1) Automatic awareness of new Versions and Patches 2) Automated upgrade management allows hands-free upgrades of disparate groups of RWs
Show room name next to IP address of RW in "Upgrade Firmware" window.	Helps users identify the RoomWizard by location and associated room as well as the IP address
Improved search for all RW in a subnet	A more thorough search results in fewer missed RWs
Automatically gather new RW properties	When new RoomWizards are 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Refreshed color coding	Improved color codes for out-of-date and up-to-date RoomWizard notifications to clarify the status of device

Improved version sorting in Tree View	Allows quick assessment of which RWs are at differing versions of FW
Increased polling frequency for device status	Polling frequency increased to 10 minutes from 25 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 RWs 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 is installed in a common location and access to that instance is 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 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.

Upgrading

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. 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. This RoomWizard will still be at the previous FW version. This will be indicated 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 1.2

To install or update the RoomWizard Administrative Console 1.2, contact Technical Support at the Support 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 Technical 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

Europe, 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