RoomWizard
Upgrading to RoomWizard 4.5 Firmware

Key Takeaways

- The upgrade process may take as long as 30 to 60 minutes per unit for firmware (FW) version 4.5.

- Upgrades are done through the RoomWizard® Administrative Console 1.2 (RWAC 1.2).

- If you have RWAC version 1.0.18 installed, uninstall it prior to installing RWAC 1.2.

- If you have a list of RoomWizards under control of RWAC already established and grouped, save this list using the Save feature in the File menu.

- RWAC must be run on a system with Administrative Privileges and internet and FTP connectivity.

- RWAC must have network access to the RoomWizards you wish to administer/control.

- When you first start RWAC, the default password is "roomwizard" (without the quotes). This can be changed in the view/options menu area if you desire.

- RWAC is not known to be compatible with Windows 10.

- RWAC 1.2 can be downloaded at techsupport.steelcase.com.

What to Expect

Upgrading to 4.5 will involve the RoomWizard Administrative Console (RWAC) tool. This tool will automatically upgrade your RoomWizards (RW20s) from any FW version 4.1 or newer through all steps required to achieve 4.5 as the result.

WHEN TO UPGRADE

It is generally expected that the upgrade process should occur outside of the normal business day. It may be best to start an upgrade and leave it overnight, as the process is time consuming. RWAC is intended to allow for "hands off" upgrading. The results of the upgrade can be assessed the next morning. Please refer to the "Best Practices" section later in the document to determine how many RoomWizards to include in your upgrade activity at any one time.

TIME EXPECTATIONS

This will greatly depend on the network speed and the number of RoomWizards involved in the upgrade process. FW patches (which are quite small) will take far less time than a full FW upgrade image. Following are some expected time ranges:

- Downloading a FW image from the official Steelcase FTP site is bandwidth-specific and will vary from site to site. Generally, about five minutes is a reasonable lower boundary, although the process could take 20 to 30 minutes on a slow connection. There is a progress bar visible to assist in monitoring the progress of this activity. This download will occur only one time. Any subsequent upgrade attempts that involve the same Image will use a locally stored version instead.

- Uploading the FW image to the Master FTP RoomWizard will depend on the network connection between the RWAC and the target RoomWizards. This activity will occur one time for each group of RoomWizards upgrading to a particular FW version. This can take anywhere from 10 to 40 minutes, and the progress bar is visible to assist in monitoring this activity.

- Once the Image is present on the Master FTP RoomWizard for a group, the rest of the RoomWizards in the group will then access the files from the Master. This will depend on the network bandwidth between the group RoomWizards and the Master RoomWizard and on the number of RoomWizards that are accessing the Master at a given time. There is currently no progress bar indication of the status of this operation, and wait times can be anywhere from 10 to 50 minutes. Patience is required during this step.

- Rebooting times will also vary depending on which FW image has been installed. Typical reboot times range from 3 to 4 minutes when dealing with patches and 15 to 16 minutes for the first reboot of 4.5 after an upgrade. If for any reason the completed reboot process is not recognized by the RWAC, it may result in a time delay until an 18-minute timeout has passed. This should not impact the success of the process, but it will create an additional delay.

As an upgrade may occasionally fail on the first attempts, and as there can be multiple steps required to upgrade from an older version such as 4.1, the times stated above might multiply accordingly. The expectation would be a multiple-hour process for most upgrade activities.

INSTALL ROOMWIZARD ADMINISTRATION CONSOLE (RWAC) 1.2

You may already have RWAC version 1.0.18 installed. If so, you should uninstall it prior to installing RWAC 1.2.

If you have a list of RoomWizards under control of an RWAC already established and grouped, you should use the Save feature in the File menu to retain a copy of this list.
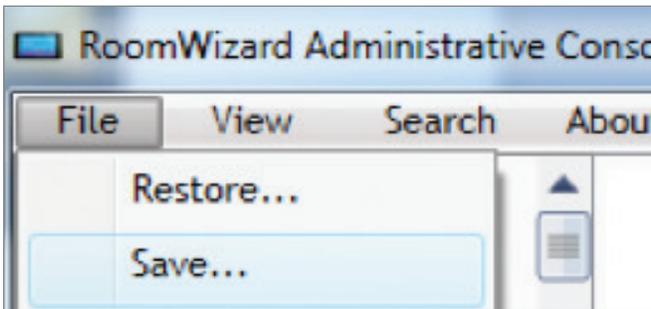
RWAC 1.2 can be obtained at techsupport.steelcase.com.

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UPGRADING TO ROOMWIZARD 4.5 FIRMWARE

Once RWAC 1.2 is installed, familiarize yourself with the User Guide for RWAC 1.2 along with the executable package that should be listed in your start menu.
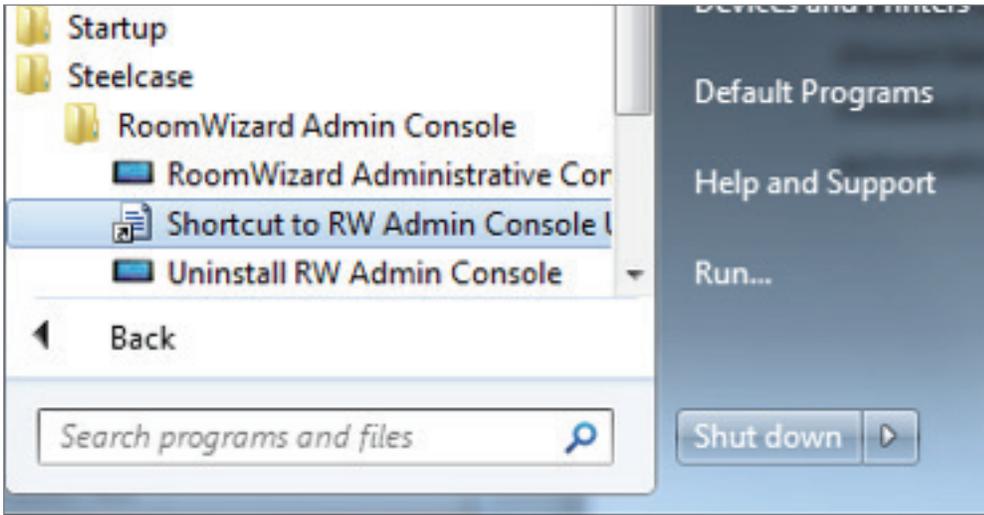
NOTE: In order for the automatic upgrade to proceed, it is required that the RWAC be run on a system with administrative privileges and with internet and FTP connectivity, as it will need to download the FW images required for the upgrade.

RUN RWAC

When you first start RWAC, you will be asked for a password. The default password is "roomwizard" (without the quotes). This can be changed in the view/options menu area if you desire.

RWAC must have network access to the RoomWizards you wish to administer/control.

Please refer to the "Best Practices" section below prior to attempting your upgrade.
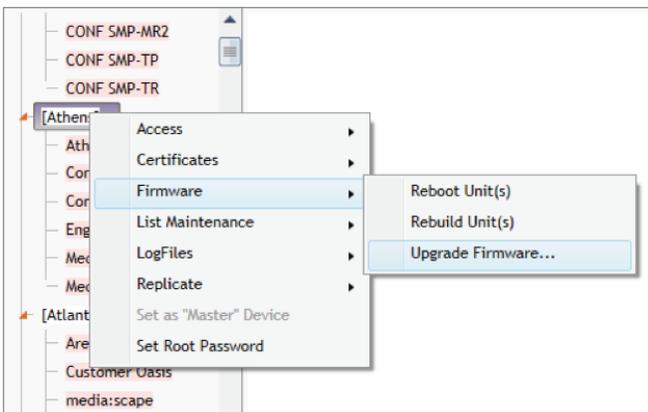
SELECT ROOMWIZARDS TO UPGRADE

RoomWizards can be selected as individuals or as an entire group if that is how you have them organized, as shown below. When you select RoomWizards individually, as shown on the left below, only those units selected will be included in the upgrade process initiated with the next step. Selecting the "Athens" group, for example, it will automatically include all RoomWizards in that group.
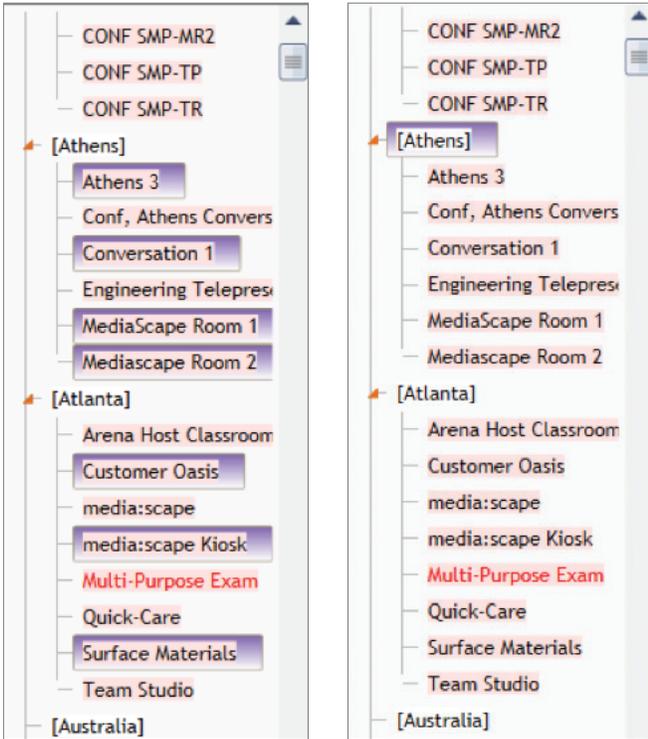
It does not matter if you select RoomWizards of differing FW versions. RWAC logic can handle and deal with upgrading each unit appropriately to its version. As shown in the examples above, it is likely that the RoomWizards in the list will have a pink background. This simply indicates that the unit is out of sync with the most current FW version available.
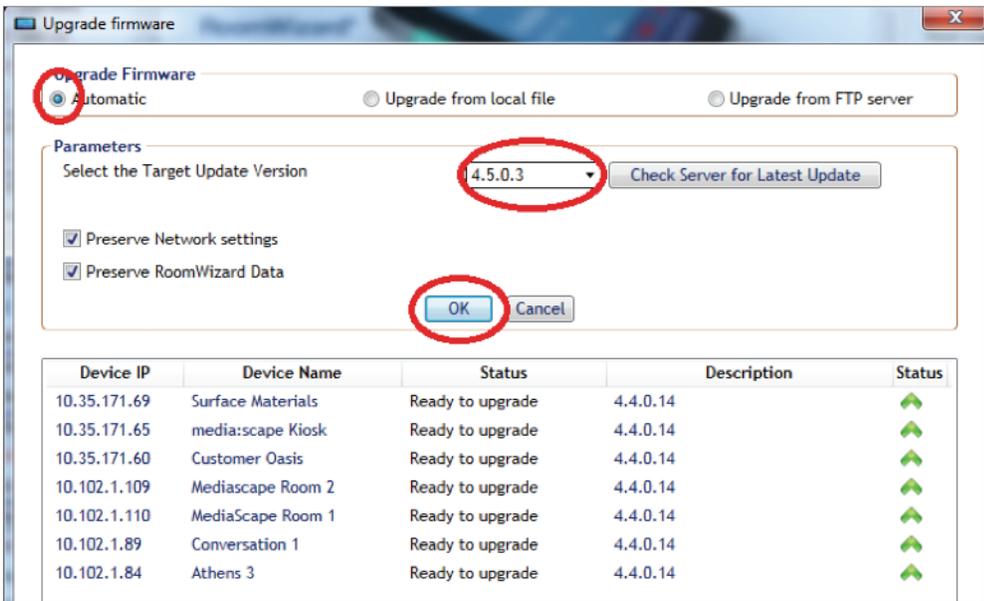
## NAVIGATE RIGHT-CLICK MENU TO FIRMWARE UPGRADE

USE DEFAULT OPTIONS ON FW UPGRADE DIALOG AND CLICK OK

This will initiate an Automatic Upgrade process for all of the selected RoomWizards, no matter their starting FW version, to bring them up to date with the latest FW version.

WAIT FOR THE UPGRADE TO COMPLETE AND THE "CLOSE" BUTTON TO BECOME ENABLED

The process can take a very long time, and you may be tempted to exit the Upgrade Dialog via the red "X" in the upper right of the dialog. Please DO NOT do this, as it can leave the RWAC in a confused state regarding each RoomWizard's upgrade conditions and can leave active processes under way in the background.

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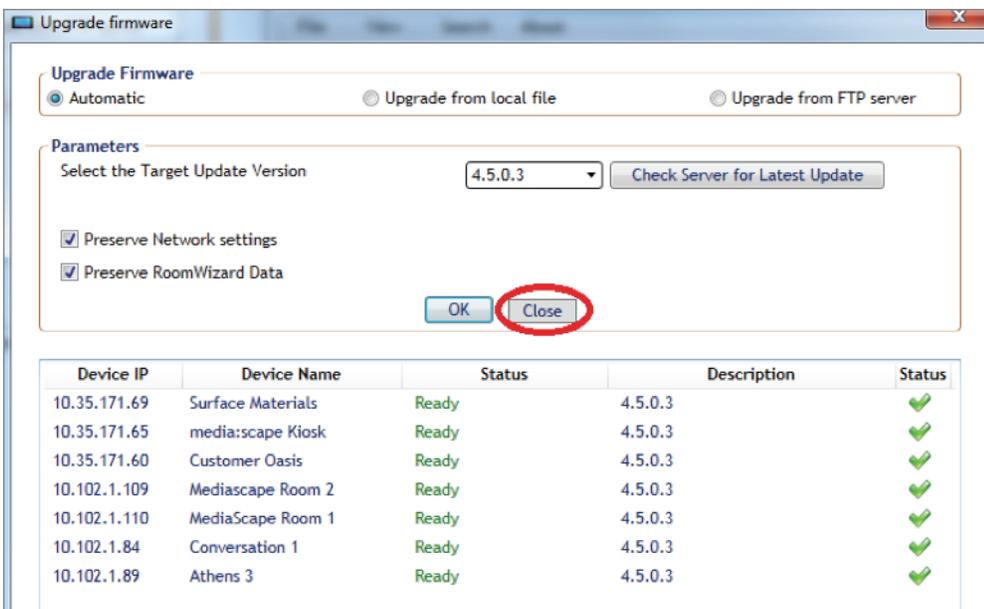
Best Practices

This section will instruct you on certain ways to use RWAC to avoid issues.

GENERAL

Do not run multiple versions of RWAC on the same computer at the same time.

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. In this case, the 0 field reflects a wildcard for the last field of the IP (which includes all IP addresses from 0 to 255 in that spot). If you enter 255.255.0.0, for example, then that will include all IP addresses from 0 to 255 in the third spot along with all IP addresses for each of those 256 3rd spot values with 0 to 255 in the fourth spot, resulting in 65,535 total IPs checked.

Form RoomWizard groups that can be limited to 30 or fewer units.

When starting RWAC, wait until the application has completed updating the existing RoomWizards in its list. This can take several minutes when there are very large numbers of RoomWizards involved. Please give RWAC ample time to "settle" before proceeding with other operations.

UPGRADING

Do not exit the Upgrade Dialog using the red "X" at the upper right of the dialog.

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 appearing inactive. Unless the completely frozen appearance persists for more than 10 minutes (with no icon activity either), you can assume RWAC is still active.

Under some circumstances, the RWAC may suggest that the upgrade has succeeded when in fact the RoomWizard will have encountered an error, and will therefore still be at the previous FW version. This can be noticed 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.

When using the "Local File" option for upgrading FW, limit the number of involved RoomWizards to 20 or fewer.

SECURITY

RWAC has a single login protection when the application is started. Some operations may take a long time and you may choose to leave RWAC unattended. It is advised that you only use it on a system that is also password protected during absences at the system level.

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 units (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 units unless they know the new password.

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LOGS

Each time the RWAC application is started, it creates and writes to a file called "Debug.log" located in the same folder as the RWAC executable. If at any time you want to capture log information that might be beneficial to pass back to Steelcase Tech Support, you can simply copy this log (even while RWAC is still running).

It is important that you make a copy of the Debug.log file before starting a new session with RWAC since the file will be cleared each time the RWAC application is started.

COMPATIBILITY

RWAC is not known to be compatible with Windows 10.

Troubleshooting

During the course of the upgrade process, RWAC may display a number of error messages. Under most circumstances, the RWAC automatic upgrade logic will account for these conditions and retry until the RoomWizard has successfully accomplished the current upgrade step. Some examples where this can occur are shown below and should not cause undue concern.

This will occur if the file being accessed from the master copy of the upgrade image is not successfully copied to a target RoomWizard. Generally RWAC resolves this automatically by recopying the Image.
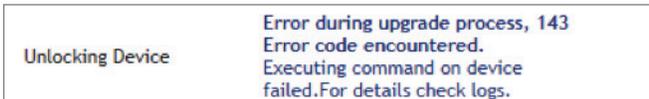
If any of your RoomWizards are starting from a FW version earlier than 4.3, you may encounter this condition. Again, it is more of a status than an error and should be handled by normal RWAC processing.

Additionally, you might see similar reports that note the following:

1) Insufficient Space

2) MD5 Error

These should also be handled by normal RWAC processing and should not cause undue concern.

Under some circumstances, RWAC may not be able to figure out how to manage an error condition during the upgrade process. This can occur due to an actual error or due to the loss of connectivity. Under these circumstances, it is advised that you simply reattempt the upgrade on the device or group of devices, and see if the results improve. To reattempt, you should allow the current upgrade to run through to conclusion and close the upgrade dialog. Please allow a few minutes for the newly upgraded RoomWizards to update their FW version information in the list structure. Then you may either reenter the upgrade dialog with the same group of RoomWizards (successfully upgraded ones will not be involved) or hand-select and retry only those RoomWizards that were marked as abandoned.

Some examples of abandonment are shown below.
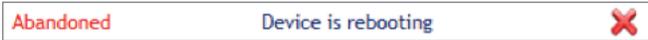
In this particular circumstance, the RoomWizard might have successfully upgraded during the previous operation but might not have registered as rebooted completely. If this is the case, then the RoomWizard may show the proper FW version upon reentry into the upgrade dialog and no further process will be initiated.
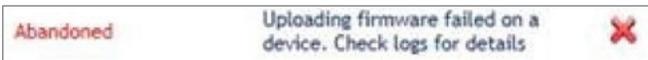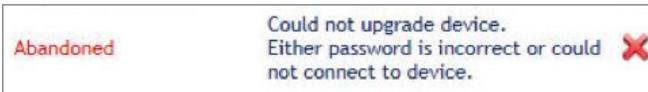
Other causes for abandonment exist, and all should be handled as described in the paragraph above.

After the Upgrade

Once an upgrade attempt has been completed, there should be an inspection of all involved RoomWizards. The About button should be pressed to ensure the RoomWizard reports as having the proper FW version. Additionally, if any RoomWizards appear to be in an unusual state, they should be manually rebooted by pressing the reset button accessed through a small hole on the underside of the RoomWizard toward the left of center. After rebooting is complete, the About button should be used to validate the FW version.

Failed RoomWizards

If any RoomWizards are not fixable by simply rebooting, there are some further steps that can be taken to recover them.

RETRY THE UPGRADE

Make a note of any RoomWizards that are not behaving normally, and access them again from RWAC. Select them specifically, and bring them into the FW upgrade dialog. If any of the RoomWizards report as FW versions earlier than 4.5.x.x, then attempt another automatic upgrade on the selected RoomWizards. (If there are RoomWizards that report as 4.5.x.x, they will not be involved in the automatic upgrade process at this point.)

This step can be repeated once or twice until you are convinced the RoomWizard is not going to upgrade.

"SIDE GRADE" THE ROOMWIZARD

Under some circumstances, a RoomWizard may report as 4.5.x.x FW version but still not be correct in other appearances. When this is the case, you can attempt a "side grade," which is actually just a reapplication of the 4.5.x.x FW image.

To do this, select the RoomWizards that fall into this category and enter the FW upgrade dialog as per normal. This time, however, you will want to click on the radio button for "Upgrade from local file" and then browse to the FW image for the 4.5 release. In this case, you will also need to enter a Password for accessing the RoomWizard(s), the default for which is "ScRwPw01" (without the quotes). Finally, click OK.
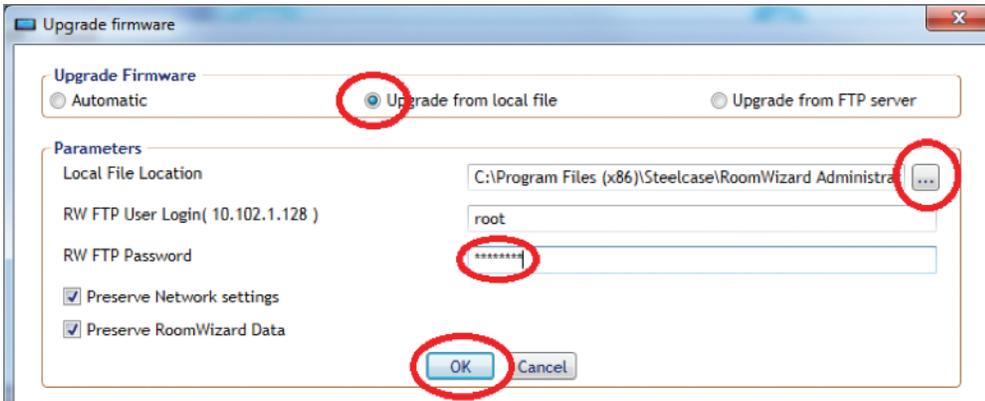
The 4.5 FW image will be named upgrade.cpio.gz and can be found following the relative path "SC_FW/RW20/4.5.0.3" when starting from the installation folder where the RWAC executable resides. The example below shows a typical browse path.
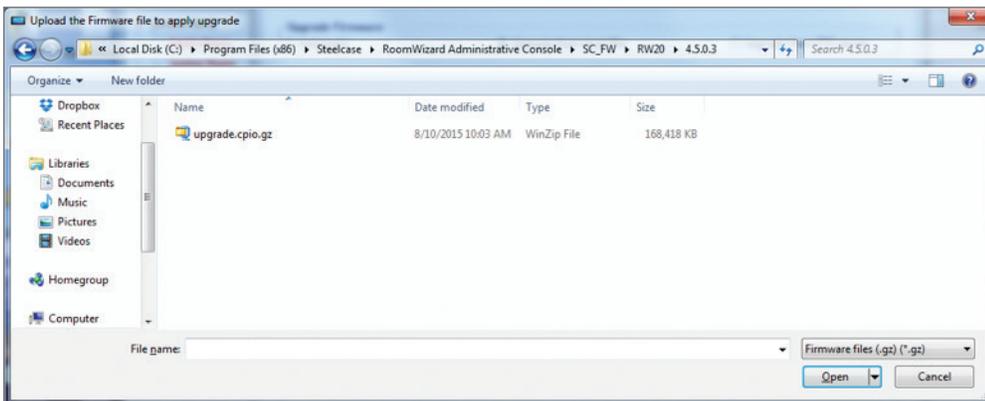
UNRECOVERABLE ROOMWIZARDS

If, after all of these steps, a RoomWizard remains unrecoverable, please contact Steelcase Tech Support for further instructions. Tech Support may have additional steps to take or may inform you that the RoomWizard is unrecoverable and will need to be replaced under that the Steelcase warranty.

Support

For Tech Support: If you run into any issues during the firmware upgrade process, Steelcase Tech Support is available 24 hours a day, 5 days a week.

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, 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 Kuala Lumpur time
Email: apac.techsupport@steelcase.com

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