

media:scape

Administrator Guide

media:scape Manager 3.0

Steelcase Application Server 3.0

Software Release Notes

This document contains release notes for the Virtual PUCK receiver update 3.0. This update is for use with the media:scape Manager application. Functionality in the Virtual PUCK admin application has been deprecated.

What's New?

media:scape Manager 3.0

- Configure switchers and receivers in the same application
- Switcher and receiver can be housed in one space
- Receiver software is updated through media:scape Manager
- Switcher and receiver history is stored in media:scape Manager

Steelcase Application Server (SAS) 3.0

- Upgrade to CentOS 7.0
- Enable static IP address configuration
- SSL is now required and enabled by default
- Language and messaging are updated
- Switcher and receiver data is backed up during upgrade
- The upgrade includes media:scape Manager 3.0, replaces the separate applications of previous versions and provides a unified interface for managing both switchers and receivers

Known Defects

German localization for media:scape Manager: missing line break. This is a visual defect and functionality is not affected.

Downloads and Documentation

SAS 3.0 can be downloaded by placing an order for style #VS10.

See page 29 for Steelcase Technical Support.

media:scape Manager 3.0

IT Administrator Guide

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Overview

media:scape Manager is a module contained within the Steelcase Application Server (SAS) that provides remote management and configuration of media:scape systems, including Virtual PUCK.

Prerequisites

media:scape Virtual PUCK

- Connect the Virtual PUCK to your network
- Connect one or two displays to the mini DisplayPort outputs using the included HDMI adapters and cables
- Verify the Virtual PUCK's firmware is v.3.0.0 or later

media:scape Digital Switcher

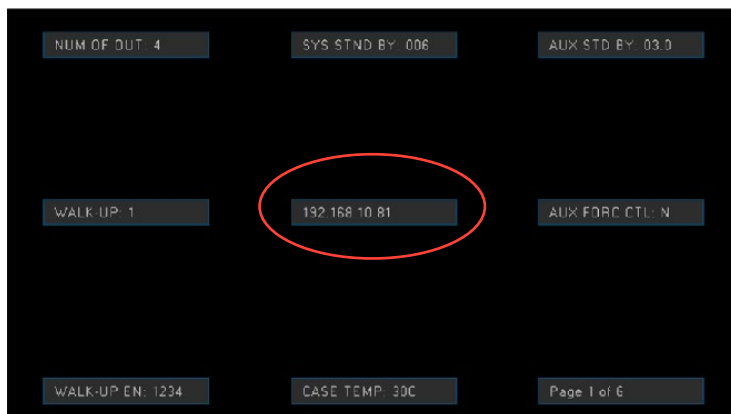
- Connect and configure the switcher according to the assembly instructions
- Connect the switcher to your network
- Get the IP address of the switcher
- Verify the switcher's firmware is v2.0.6 or later

media:scape Digital Switcher With Virtual PUCK

- Connect and configure the switcher and Virtual PUCK according to the assembly instructions
- Connect the switcher and the Virtual PUCK to your network

Getting the media:scape Digital Switcher's IP Address

1. Press and hold the media:scape power button, located in the bezel of the media well, for five seconds.
2. The IP address will be displayed in the center of display 1, as shown below.



3. Press the power button to return the media:scape to normal operation.

*Note: 192.168.10.81 is the default IP address of the switcher if it does not acquire a DHCP address. All new media:scape switchers are shipped with DHCP enabled. For instructions on setting a static IP address, add the switcher to media:scape Manager using the DHCP address and then see the **Network** section of **Advanced Settings**.*

Updating media:scape Digital Switcher Firmware

For resources relating to media:scape switcher firmware, please visit techsupport.steelcase.com and, using the Product dropdown, search downloads for “media:scape (Digital).” Download “media:scape software upgrade” and extract the contents of the zip file to view instructions on updating firmware.

Note: If the media:scape switcher being updated has firmware v1.1.22 or prior, connect a laptop directly to the media:scape switcher's LAN port using a crossover Ethernet cable. Disable any wireless network adapters on the computer and set a static IP address of 192.168.10.43 on the adapter to connect to the media:scape switcher.

Getting the Virtual PUCK's IP Address

If your network has been configured to resolve the Steelcase Application Server's IP address using the partially qualified domain name of **scs-virtualpuck-registry**, you can get the IP address of the Virtual PUCK receiver from within media:scape Manager.

If not, the IP address of the Virtual PUCK is shown briefly in the lower left corner of the display toward the end of the boot sequence.

Updating Virtual PUCK Firmware

Visit techsupport.steelcase.com to download the latest Virtual PUCK firmware.

Attempt to add the Virtual PUCK to media:scape Manager.

If the firmware is not compatible, an error message will appear.

1. Unzip the Virtual PUCK firmware file to your computer's desktop.
2. Navigate to the IP address of the Virtual PUCK.
3. Log in to the web page.

Default username: **admin**

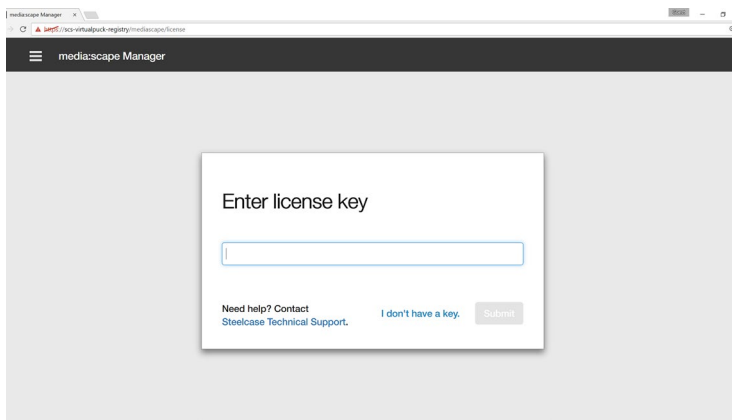
Default password: **adminvpuck**

4. By Advanced Settings, click **Show >**.
5. Under **Software Update**, click **Choose File** and select the Virtual PUCK firmware file.
6. Click **Update** to begin the firmware update.

Getting Started

First Use

To launch media:scape Manager, open a web browser and navigate to the URL of the Steelcase Application Server.

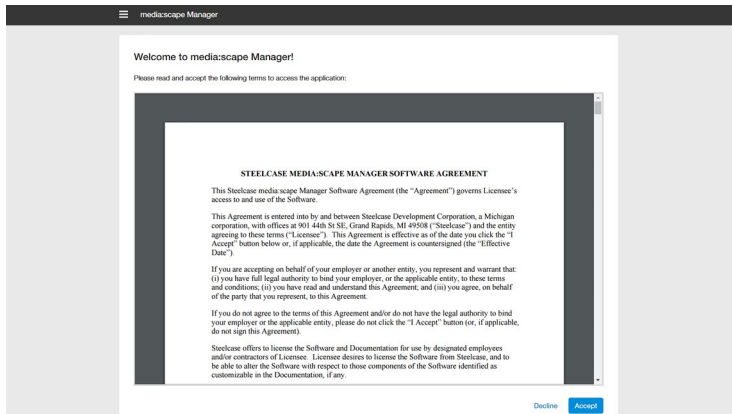


The first time media:scape Manager is launched, you must enter a license key.

The license key is included in the Maintenance Agreement with the purchase of every new media:scape digital switcher or Virtual PUCK.

If you believe you should have an active Maintenance Agreement but do not have a license key, please contact MA@steelcase.com to request one.

Once the license key has been entered, review the software license agreement and click **Submit** to accept.



Default Login

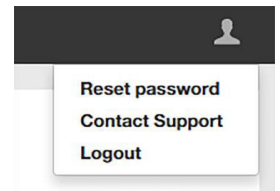
When prompted, enter the default username **admin** and password **admin** on the login screen.

Note: It is highly recommended that you reset the password immediately after the initial login. See Account Menu section below.

Account Menu

Launch the account menu by clicking on the person icon at the top right corner of the screen.

- **Reset Password:** Enter and confirm a new password for your account
- **Contact Support:** Launches techsupport.steelcase.com in a new browser tab
- **Logout:** Ends the current session

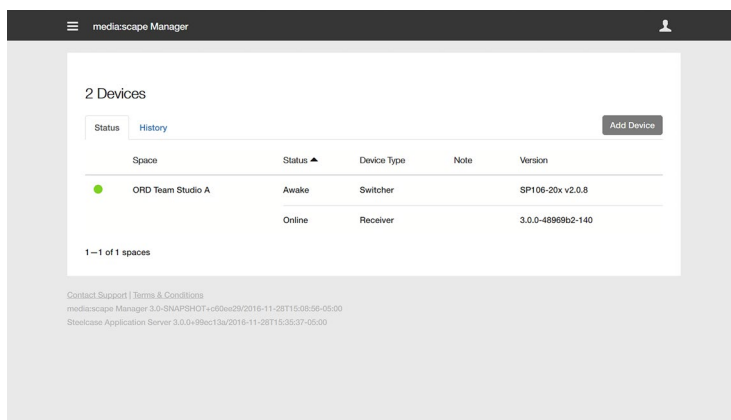


Dashboard View

Once logged in to media:scape Manager, the Dashboard is the main screen.

Available options from the Dashboard:

- Add devices
- See the status of all devices
- Review history of all devices



Adding a Device

- Select **Add Device** to launch the “Add New Device” window
- Select the device type to add: **Switcher or Virtual PUCK**
- Adding a **Switcher**:
 - Enter the current IP address of the switcher
 - Select **Add New Space...** from the **Space Name** dropdown list to add a new space
 - or
 - Select an existing Virtual PUCK space if it is integrated with the switcher
 - Click **Add Device**
- Adding a **Virtual PUCK**:
 - Select the IP address of the Virtual PUCK to add from the **Network Address** dropdown list
 - Select **Add New Space...** from the **Space Name** dropdown list to add a new space
 - or
 - Select an existing switcher space if it is integrated with the Virtual PUCK
 - Click **Add Device**

If you do not see the IP address of your Virtual PUCK in the Network Address dropdown list, the Virtual PUCK receiver is unable to communicate with the Steelcase Application Server. Please consult the Steelcase Application Server IT Administrator Guide for assistance in troubleshooting.

Note: Individual device settings can be adjusted by selecting the device from the Dashboard. See Device View section for more information.

Status Tab

The **Status** tab provides a summary view of all devices.

- Devices can be sorted by column:
 - Space: Space Name that contains one switcher and/or one Virtual PUCK
 - Status: Device status
 - Device Type: media:scape switcher or Virtual PUCK receiver
 - Note: Custom notes
 - Firmware: Firmware version
- The arrow indicates which column is being sorted on
- Switch between ascending/descending order by clicking the arrow next to the selected column
- Click on a device name to view/adjust the device's Basic and Advanced settings

Status indicators include:

- Offline (red): Device cannot be reached by media:scape Manager
- In use (green): Device is currently awake and in use
- Awake (green): Device is awake but not in use
- Standby (green): Device is asleep and not in use
- Not Networked (gray): Network address has not been specified
- Incompatible Firmware (yellow): Device firmware is not compatible with media:scape Manager

Note: For minimum firmware version and instructions on updating firmware, see Prerequisites section.

History Tab

This tab shows all changes made to all devices. Review the history of an individual device by selecting that device from the **Status** tab.

Note: View the last 30 or 60 days of history, or all history, by using the dropdown menu at the top right of the screen.

Sort the history by **Date** column:

- The arrow indicates which column is being sorted on
- Switch between ascending/descending order by clicking the arrow next to the selected column
- An arrow to the left of a listing indicates more than one change was made; click on the arrow to reveal all changes made to that device

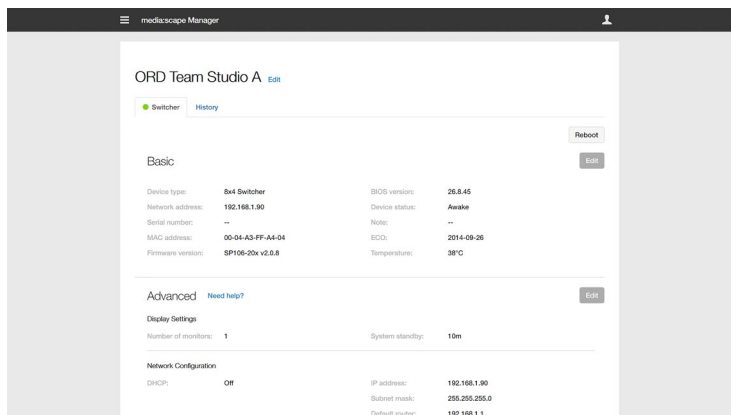
Device View

media:scape Digital Switcher

Clicking on a switcher in the Dashboard opens the “Device View.”

From this screen the following tasks may be performed:

- Edit the Space Name
- Reboot
- Remove
- Configure
 - Display Settings
 - Network
 - Videoconferencing
- View History



Rebooting a Device

Select **Reboot** to restart the device.

Note: It may take up to five minutes to reconnect to the device after a reboot.

Removing a Device

1. Select **Remove Device**, located at the bottom of the page, to remove the device from media:scape Manager.
2. Confirm removing the device by selecting **Remove Device** on the confirmation screen.
3. Select **Cancel** to proceed without removing the device.

Settings Tab

Basic or Advanced settings can be reviewed or edited for a device.

*Note: Select **Edit** next to either **Basic** or **Advanced**. Editing of the other group of settings will be unavailable until **Save** is selected in the corresponding section of the screen.*

Basic Settings

Device Type

- 4x2: 4 PUCK input, 2 AUX input, 2 output media:scape switcher
- 8x4: 8 PUCK input, 3 AUX input, 4 output media:scape switcher

Network Address

View/change the IP address or hostname used to communicate with the device.

Serial Number

Indicates the serial number of the device.

- “--” indicates the serial number is not present in the device’s firmware
- Devices with an ECO date earlier than June 2015 will not have a serial number programmed into memory
- The serial number is not user configurable

MAC Address

Indicates the unique identifier for the Ethernet adapter of the device.

Firmware Version

Indicates the current firmware version of the device.

Note: For minimum firmware version and instructions on updating firmware, see Prerequisites section.

BIOS Version

Indicates the current BIOS version of the managed device.

Device Status

- Offline: Device cannot be reached by media:scape Manager
- In use: Device is currently awake and in use
- Awake: Device is awake but not in use
- Standby: Device is asleep and not in use
- Not Networked: Network address has not been specified
- Incompatible Firmware: Device firmware is not compatible with media:scape Manager

Note: For minimum firmware version and instructions on updating firmware, see Prerequisites section.

Note

View/add notes about the device (out for repair, etc.).

- The notes icon becomes visible on the Dashboard when a note has been entered

ECO

Indicates the date of the device’s hardware revision.

Temperature

Indicates the internal temperature of the device.

- 74°C or above indicates overheating; a “CHECK FAN” message will also appear on the affected displays
- Ensure the device’s fan is operational and free from obstruction

Advanced Settings

Display

Number of Monitors

Sets the number of monitors to be used by the device

- Correlates to the number of icons that will be illuminated on the media:scape PUCKs

System Standby

Sets the time for the standby timer

- The standby timer activates when all PUCK inputs have been disconnected and video is not detected on the AUX inputs
- Available settings: 5m, 10m, 15m, 60m

Network

Setting a static IP address or using DHCP reservation for all devices is highly recommended.

DHCP

Enable/disable DHCP

IP Address

Set a static IP address

- If DHCP is enabled, this field is disabled and does not represent the device's DHCP address

Subnet Mask

Set a static subnet mask

- If DHCP is enabled, this field is disabled and does not represent the device's DHCP address

Default Router

Set a static default router or gateway address

- If DHCP is enabled, this field is disabled and does not represent the device's DHCP address

Videoconferencing

Wake Up on AUX

Select AUX inputs that will wake the device upon sensing a video signal

AUX 1 Routing*

Select which outputs should receive the video from the AUX 1 input when video is sensed

AUX 2 Routing*

Select which outputs should receive the video from the AUX 2 input when video is sensed

AUX 3 Routing*

Select which outputs should receive the video from the AUX 3 input when video is sensed

AUX Standby Time

Set the time for the AUX standby timer

- Starts the timer after PUCKs have been disconnected but while a video signal is still sensed on any of the AUX inputs
- Works in conjunction with the standby timer
- Available settings: 1 to 12 hours in 1-hour increments

*PUCKs will automatically override the video signal if a PUCK icon is active.

Data Sharing

Set the data sharing output(s)

- When a PUCK icon becomes active (green), the video routed from the PUCK will also be routed to the data sharing output(s)
- Active data sharing is indicated by a green ring on the PUCK

Walk-up Outputs Enabled

Check/uncheck the box to enable/disable the Walk-up Experience Video for an output

- When video is not routed to the output, the video signal will not be present (no sync)
- Commonly used with videoconferencing data sharing inputs
- media:scape scaler connected to this output should be set to INTR to work with this setting
- To change this setting, output must not be set as Display

Black Screen

Check/uncheck the box to enable/disable the Black Screen output instead of no video signal when the Walk-up Output Enabled setting has been deselected

Note: See Number of Monitors in the Advanced Settings section.

HDCP**HDCP Setting**

Sets the HDCP mode

- Auto: Evaluates HDCP compatibility for each output upon boot
 - If all outputs are HDCP compliant, the HDCP status will be ON
 - If any output is not HDCP compliant, the HDCP status will be OFF
- ON: Forces HDCP status ON
 - May cause unexpected behavior if any of the displays are not HDCP compliant
- OFF: Forces HDCP status OFF
 - May cause unexpected behavior when attempting to share HDCP-protected content

HDCP Status

Indicates the current state of the HDCP engine

- ON: Indicates that HDCP is on
 - Protected content may be shared through PUCKs
- OFF: Indicates that HDCP is off
 - Protected content cannot be shared through PUCKs

Note: If HDCP status seems incorrect, change the HDCP setting from AUTO to either ON or OFF.

HDCP Output Compatibility

Indicates the detected HDCP compatibility for each output

- Y: HDCP compliant
- N: Not HDCP compliant
- X: No display or synced device detected

Other

Walk-up Experience

Set the type of walk-up experience that plays when media:scape powers up, when a device connects to a PUCK or when the power button is pressed

- Animation: Uses the animation selected with “Walk-up animation”
- Still: Shows a static image

Walk-up Animation

Set the animation used for the walk-up experience

- Default (media:scape overview)
- Default + Videoconferencing
- Default + Virtual PUCK
- Default + Videoconferencing + Virtual PUCK

Classroom Mode

- When set to ON, all PUCKs are locked
- Commonly used in media:scape classroom or LearnLab applications

Cool-down Time

Set the cool-down timer for when the unit is used with a projector. Refer to the projector manual for the recommended cool-down time.

- Timer begins when the media:scape enters standby mode
- media:scape will not power on until the timer runs out

History Tab

Tab shows all changes made to the individual device. The history of all devices can be reviewed on the **Dashboard**.

Note: See the Dashboard View: History Tab section to learn more about navigating and using this tab.

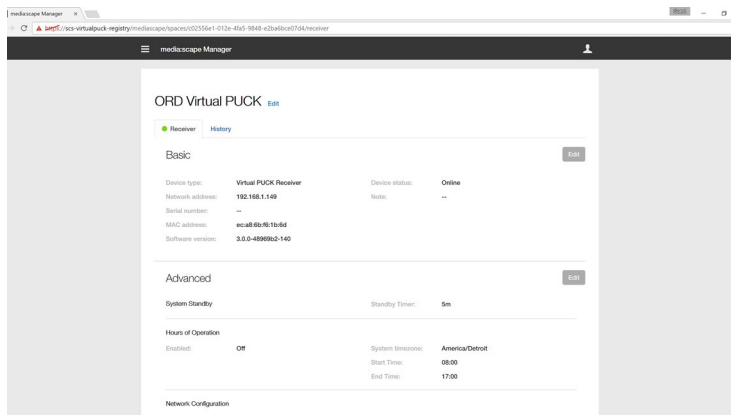
Device View

media:scape Virtual PUCK

Clicking on a switcher in the Dashboard opens the “Device View.”

From the screen, the following tasks may be performed:

- Remove
- Configure
 - Notes
 - Network Configuration
 - System Standby (Virtual PUCK stand-alone only)
 - Hours of Operation (Virtual PUCK stand-alone only)
 - HDVC Compatibility (requires switcher)
- Software Updates
- Access Device Logs
- View Historical Data of Device



Removing a Device

1. Select **Remove Device**, located at the bottom of the page, to remove the device from media:scape Manager.
2. Confirm removing the device by selecting **Remove Device** on the confirmation screen.
3. Select **Cancel** to proceed without removing the device.

Settings Tab

Basic or Advanced settings can be reviewed or edited for a device.

*Note: Select **Edit** next to either **Basic** or **Advanced**. Editing of the other group of settings will be unavailable until **Save** is selected in the corresponding section of the screen.*

Basic Settings

Device Type

Indicates that the device is a Virtual PUCK Receiver.

Network Address

Indicates the device's current IP address. This can be changed with Advanced Settings/Network Configuration.

Serial Number

Indicates the serial number of the device.

MAC Address

Indicates the unique identifier for the Ethernet adapter of the device.

Software Version

Indicates the current firmware version of the managed device.

Note: For minimum firmware version and instructions on updating firmware, see Prerequisites section.

Device Status

- Online: Device is connected
- Offline: Device is disconnected
- Incompatible Firmware: Device firmware is not compatible

Note

View/add notes about the device (out for repair, etc.).

- The notes icon becomes visible on the Dashboard when a note has been entered

Advanced Settings

System Standby (Virtual PUCK stand-alone only)

Standby Timer: Indicates the amount of inactive time after which the Virtual PUCK will go to sleep.

To wake up the Virtual PUCK:

- Click **Request Your Code** in the Virtual PUCK client software and select the name of the Virtual PUCK to wake up
- If present and connected, press the media:scape power button located in the media well of the media:scape table

Hours of Operation

- Enabled: Turn this feature on or off
- System Time Zone: Set the time zone
- Start Time: The time that Virtual PUCK will wake up every day
- End Time: The time that Virtual PUCK will go to sleep every day

Network Configuration

- DHCP: Turn DHCP on or off
- Hostname: Edit the hostname
- IP Address: Set a static IP address
- Subnet Mask: Set a static subnet mask
- Default Router: Set a static default router or gateway address
- DNS name server: Set a primary DNS server
- DNS search domain: Set a DNS search domain

Software Update

The current software version, build date and install date are listed here.

- Click **Choose File** to select a .puck file for updating, then click Update to begin the software update process

HDVC Compatibility (available only when integrated with a digital switcher)

Please refer to the Virtual PUCK assembly instructions on how to integrate Virtual PUCK and videoconferencing with a media:scape digital switcher.

- This setting can be enabled or disabled

Device Logs

Steelcase technical support may ask for Virtual PUCK device logs for troubleshooting purposes. Click **Access Device Logs** link to access the Virtual PUCK receiver's log files.

History Tab

Tab shows all changes made to the individual device. The history of all devices can be reviewed on the Dashboard.

Note: See the Dashboard View: History Tab section to learn more about navigating and using this tab.

Steelcase Application Server (SAS) 3.0

IT Administrator Guide

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Introduction

The Steelcase Application Server (SAS) is a prepackaged virtual machine available for download with an OVA/OVF file format. It is **required for media:scape Virtual PUCK** and can also be used to manage and configure media:scape digital switcher.

Features

- Enables configuration and management of media:scape digital systems (Physical PUCKs)
- Enables configuration and management of Virtual PUCKs
- Manages and distributes unique 4-digit codes to all connected Virtual PUCKs
- Eases installation and utilization of Virtual PUCKs

How to Download

- Order style number VS10 through a Steelcase Authorized Dealer (no cost)
- The Steelcase Authorized Dealer receives an email containing a registration link within 24 hours
- The Steelcase Authorized Dealer forwards the email to customer IT
- Customer IT registers online to obtain the download link for the SAS

Installation Overview

1. Import the SAS OVA/OVF file into a compatible hypervisor.
2. Configure new or update an existing installation.
 - a. Configure a new installation
 - i. Change the root password
 - ii. Assign a static IP address
 - iii. Choose the time zone
 - iv. Install SSL certificates
 - b. Update an existing installation
 - i. Assign a static IP address
 - ii. Migrate database and configuration
3. For Virtual PUCK, add the A record **scs-virtualpuck-registry** to your DNS server that resolves to the IP address of the SAS (see *Configuring DNS for Virtual PUCK*).
4. Enter the media:scape Manager license key and accept the EULA using the web interface (see *media:scape Manager Administrator Guide for more information*).

System Requirements

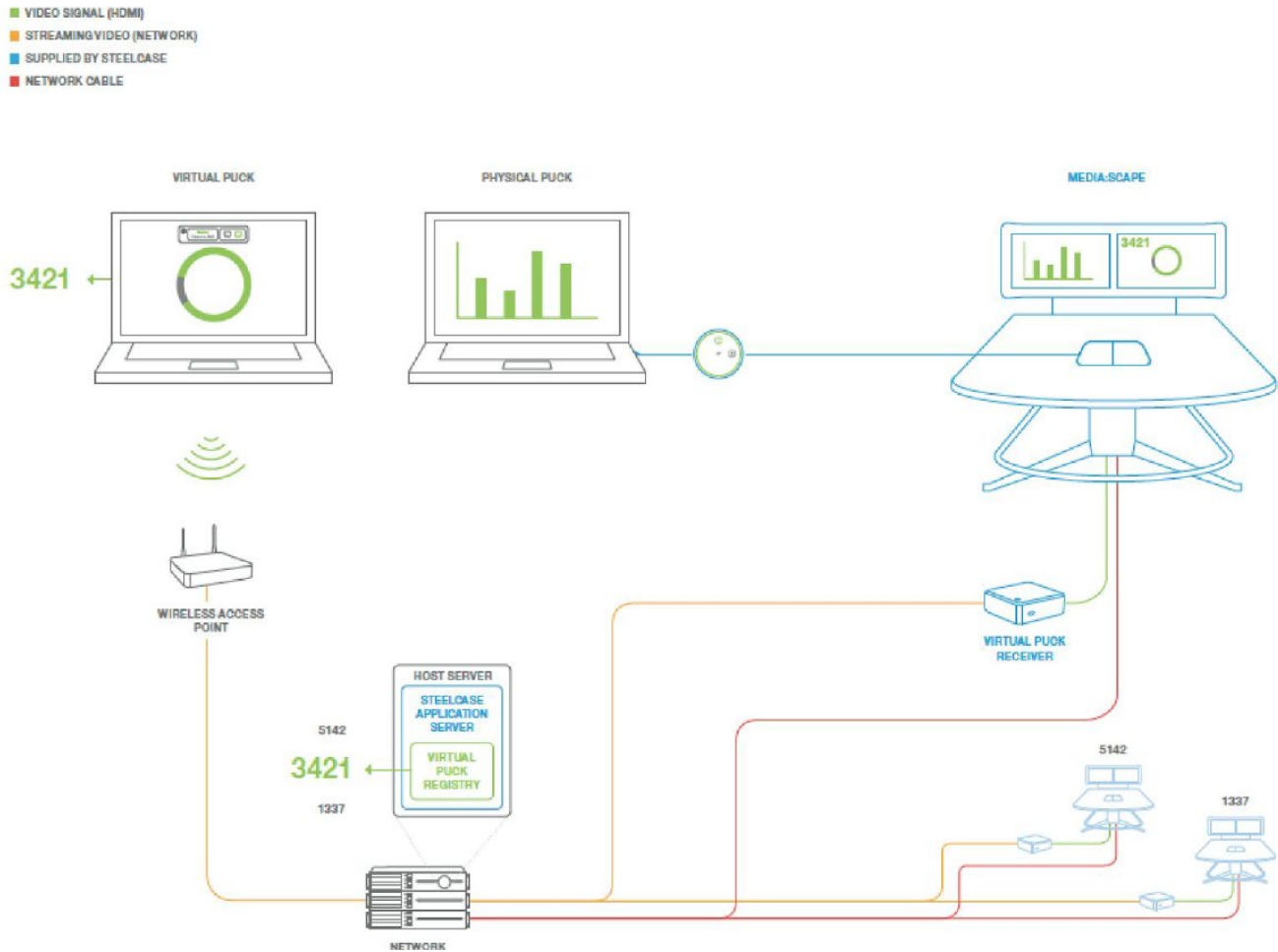
RECOMMENDED

Compatible Hypervisor	VMware vSphere ESXi 6.x Citrix XenServer 6.x or 7.x Oracle VirtualBox 5.x
vCPUs	2
RAM	4 GB
Storage	40 GB

TECHNICAL SPECIFICATIONS

Delivery Method	OVA/OVF Virtual Machine
Operating System	CentOS Linux v7 x86-64
Web Applications	media:scape Manager 3.0
Maximum # of Devices	200+ (dependent on system resources)
Database	Internal

System Context Diagram



Importing the SAS OVA/OFV Into a Hypervisor

If you do not currently have a hypervisor, one will need to be installed and configured.

VMware vSphere and Citrix XenServer both require additional hardware and configuration. Oracle VirtualBox can run within an existing Windows, Mac OS, Linux or Solaris operating system.

VMware vSphere and Citrix XenServer are the preferred hypervisors for installation of the SAS. If you are unfamiliar with virtual machines or hypervisors, Oracle VirtualBox is a straightforward way to begin learning but should not be a long-term solution.

The computer on which you are installing and running your hypervisor must support **virtualization**, which may need to be enabled within the computer's **BIOS**.

VMware vSphere

From within the vSphere web interface, follow these steps:

1. Click **Create/Register VM**.
2. Select **Deploy a virtual machine from an OVF or OVA file** and click **Next**.
3. Enter a name for the virtual machine.
4. Use the **Click to select files or drag/drop** interface to locate the SAS OVA file and click **Next**.
5. Click **Next** through the remaining screens (the default settings should be adequate).
6. Click **Finish** to begin importing the file.
7. When the import is complete, start the virtual machine.

Citrix XenServer

Note: There is a separate OVA that is specifically built for Citrix XenServer and is specified within the OVA filename.

Using Citrix XenCenter software on your computer, follow these steps:

1. From the **File** menu, select **Import...**
2. Click **Browse...** to select the SAS OVA file and click **Next**.
3. Select the target XenServer in the **Import VM to** dropdown list and click **Next**.
4. Click **Next** through the remaining screens (the default settings should be adequate).
5. Click **Finish** to begin importing the file.
6. When the import is complete, start the virtual machine.

Oracle VirtualBox

Using the Oracle VirtualBox Manager software on your computer, follow these steps:

1. From the **File** menu, select **Import Appliance...**
2. Browse to select the SAS OVA file and click **Next**.
3. Click **Import** to begin importing the file.
4. When the import is complete, start the virtual machine.

Configuring a New Installation

1. After starting the SAS virtual machine, view its console in the hypervisor.
2. Log in with the default username and password (provided on-screen).
3. At the command prompt, type `/opt/configurator/configure.sh` and press **Enter**.
4. The rest of the configuration is guided by the user interface.
 - a. Change and confirm a new root password
Note: It is normal that text will not appear when typing the new password
 - b. Configure static IP (default is DHCP)
Note: A static IP is highly recommended for all SAS installations
 - c. Select the time zone
 - d. Install SSL certificates

Restarting the Configuration

WARNING

Reconfiguring a system may cause data loss or file corruption. See *Updating From an Existing Installation* for steps on how to archive your data before continuing.

The `-f` flag in the command (below) forces reconfiguration.

Type `/opt/configurator/configure.sh -f` at the command prompt.

If restarting the configuration fails, delete the existing SAS VM and start over by importing the SAS OVA/OVF file and continue with configuring a new installation.

SSL Certificate Installation

SSL is recommended to protect usernames, passwords and other information.

The factory default configuration will use a self-signed certificate and force all web traffic to use HTTPS.

For a production SAS installation, it is recommended that you replace the default certificate and key with your own at these locations within the SAS:

Certificate: `/etc/nginx/ssl/server.crt`

Key: `/etc/nginx/ssl/server.key`

These files will be included with all future system backups.

After modifying the SSL certificate and key, nginx will be reloaded automatically. If the keys do not take effect within 60 seconds, perform the following tasks:

1. Check the error log in `/var/log/nginx/error.log`
2. Attempt to restart nginx manually with `service nginx restart` on the CLI.
3. Clear your web browser's cache and reload the web page.

Updating From an Existing Installation

Create an Archive of the Existing SAS

For SAS 3.0 or above:

1. From the CLI, type `/opt/archivist/archivist backup` to create an archive in the `/bak` directory on the SAS.
2. Download the archive to your computer using SCP or SFTP.

For SAS 2.0 or below:

1. Obtain the file **upgrade-prep-tool-3.0.0.zip** from techsupport.steelcase.com.
2. Unzip the file to a known location on your computer.
3. Upload the **upgrade-prep-tool3.0.0.shar** to the `/root` directory of the SAS using SCP or SFTP.
4. Execute the tool by typing `sh upgrade-prep-tool-3.0.0.shar` in the CLI.
5. The tool will produce an archive in the `/root` directory.
6. Download the archive to your computer using SCP or SFTP.

Shut Down the Existing SAS

From the CLI, type `shutdown -h now` to turn the machine off.

Copy the Archive to the New SAS

Using SCP or SFTP, copy the archive to the `/root` directory of the newly imported SAS.

Restore the Archive to the New SAS

From the CLI, type `/opt/archivist/archivisity restore <filename>` where `<filename>` is the file name of the archive that has been uploaded.

Configure a Static IP Address

If the existing SAS used the DNS entry `scs-virtualpuck-registry` for Virtual PUCK, use the same IP address for the new SAS so that the Virtual PUCK receivers and client software will resolve to the new SAS without refreshing their DNS cache.

1. From the CLI, type `nano /etc/sysconfig/network-scripts/ifcfg-eth0` to open the Ethernet configuration file.
2. Using the example below, edit the text file so it contains your specific network information.

```
# Do not change these values
DEVICE=eth0
BOOTPROTO=static
NM_CONTROLLED=no
ONBOOT=yes
IPV6INIT=yes
USERCTL=no

# Customize these values
IPADDR=192.168.10.23      # IP address
NETMASK=255.255.255.0    # subnet mask
GATEWAY=192.168.10.1     # gateway or default router
DNS1=192.168.0.254       # Primary DNS server
DNS2=8.8.8.8             # Secondary DNS server
```

3. After the file has been modified and saved, type `systemctl restart network.service` from the CLI to restart the network adapter.

Configuring DNS for Virtual PUCK

The Virtual PUCK receiver and Virtual PUCK client software require that the SAS is assigned a partially qualified domain name (PQDN) to support automatic device discovery.

The factory default PQDN in the receiver and client software is `scs-virtualpuck-registry`.

A PQDN may not work until a **DNS search list** is provided to the Virtual PUCK receivers and end-user devices running the Virtual PUCK client software.

Consider using **DHCP option 119** to provide a DNS search list to all network devices.

Why Virtual PUCK Uses a PQDN

Because Virtual PUCK can be installed on any network, a PQDN should be resolvable without requiring a network specific DNS suffix or fully qualified domain name (FQDN).

Specifying a Different Domain Name or IP Address

The Virtual PUCK receiver and Virtual PUCK client software configuration can be modified to support communication with the SAS at any domain name or IP address.

Configuring the Virtual PUCK Receiver:

1. In a web browser, navigate to the IP address of the Virtual PUCK receiver (see *media:scape Manager 3.0 – Prerequisites*) and log in using the default username and password:

Username: **admin**

Password: **adminvpuck**

2. Under **Advanced Settings**, click **Show**.

3. Under **Steelcase Application Server**, enter the **IP Address** of the SAS and click **Save**.

Configuring the Virtual PUCK Client Application:

1. Open the Virtual PUCK client application.

Note: Virtual PUCK Client 1.3.2 or newer is required.

2. Before entering a code, click on the **settings icon**.

3. Replace the existing SAS address with the IP address or custom DNS name of the SAS and click **Update Settings**.

Management and Monitoring

Command Line Interface (CLI)

The following common Linux tools are available for management and diagnostic purposes.

COMMAND	DESCRIPTION
<code>vim</code>	Text editor
<code>nano</code>	Text file editor
<code>ssh</code>	Secure shell protocol client used to connect to remote computers
<code>scp</code>	Secure file transfer client used to copy files to/from remote computers
<code>nc</code>	Utility that reads/writes data across network connections using the TCP or UDP protocol (also known as netcat)
<code>rsync</code>	Utility that keeps copies of a file on two computer systems
<code>screen</code>	Full-screen software program that can be used to multiplex a physical console between several processes (typically interactive shells)
<code>mlocate</code>	Merging locate and database package
<code>strace</code>	Runs the specified command until it exits and records the system calls
<code>lsof</code>	Lists open files and reports the processes that are using them

Verifying the SAS Version

Run `/opt/versionator/versionator` from the CLI to view the SAS and SAS tooling version numbers.

Viewing the SAS Configuration

Run `/opt/investigator/investigator | more` from the CLI to view details about the SAS and its configuration.

Backups

Steelcase Application Server data is backed up nightly to the `/bak` directory. Backups are maintained for 30 days.

Site-specific customizations (e.g., guest additions) are not backed up by the SAS and should be dealt with accordingly.

It is recommended that the automatic backup tar.gz files are downloaded and stored in a secure location at regular intervals. The following data is included in each backup image:

- Application data
- Database dump
- Product license keys
- SSL certificates
- Root user's encrypted password
- Application log files (for diagnostic purposes only)

Manual Backup

From the CLI, type `/opt/archivist/archivist backup`

This will create a backup file in the `/bak` directory that can be downloaded using SCP or SFTP.

Restoring a Backup

If updating from a previous installation of SAS, do not use this process to restore your data. Follow the instructions for updating Steelcase Application Server.

From the CLI, type `/opt/archivist/archivist restore <filename>` where `<filename>` is the name of the backup file to be restored.

SNMP

An SNMP daemon is already running on the SAS. Use the SNMP monitoring tool of your choice to monitor the server's health and status.

Built-in Monitoring

Basic monitoring is already running on the SAS using the software tool **Monit**.

To view the status of the SAS, type `monit status` from the CLI.

Monit is already configured to have basic reactive capabilities. For example, if critical services stop responding, Monit will attempt to restart them.

Because of this configuration, we do not recommend configuring other monitoring or watchdog utilities to start or stop these services.

Enterprise Monitoring (Third Party)

Third-party monitoring agents can be installed on the SAS as long as they do not interfere with the existing reactive and responsive monitoring provided by the included monitoring software, Monit.

Any related installation and configuration for third-party monitoring agents will not be backed up as part of the SAS backup process.

Technical Support Requests

The SAS includes a software tool to collect diagnostic information. It creates an archive including logs and system information that could be helpful with a technical support request.

To use this tool, from the CLI type `/opt/investigator/assemble-support-request` and retrieve the file from the SAS using SCP or SFTP.

Steelcase Technical Support

media:scape Product Page

[steelcase.co /products/collaboration/mediascape/](http://steelcase.co/products/collaboration/mediascape/)

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