

Technical Documentation

Server-Box-Updater

Components of the update

Systemupdate W&T pure.box 3 Serial / USB 1.66

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Firmwareupdate IFAM GmbH Erfurt 1.1.58.002

Revision 1.2

1 General

1.1 In advance

The Apple Push Notification Service is a service developed by the Apple Inc. With this services, third-party applications (e.g. IFAM GmbH Erfurt) can send notification data to mobile devices installed on Apple devices. With this service, notifications (called push notifications) are possible even if the application is closed or the device is in standby.

Apple Inc. has now announced that it will generally no longer provide this service from March 2021. This means that applications that work with this push method would no longer display events as described above!

In order to continue to enable a push correction for applications from third-party providers, an HTTP/2-based method will be used in the future. This procedure must be part of the firmware of the application.

IFAM provides a new firmware for the applications IRAS and ERA, which still enables a push service. To do this, the operating system of the IRAS server box and the firmware must be updated!

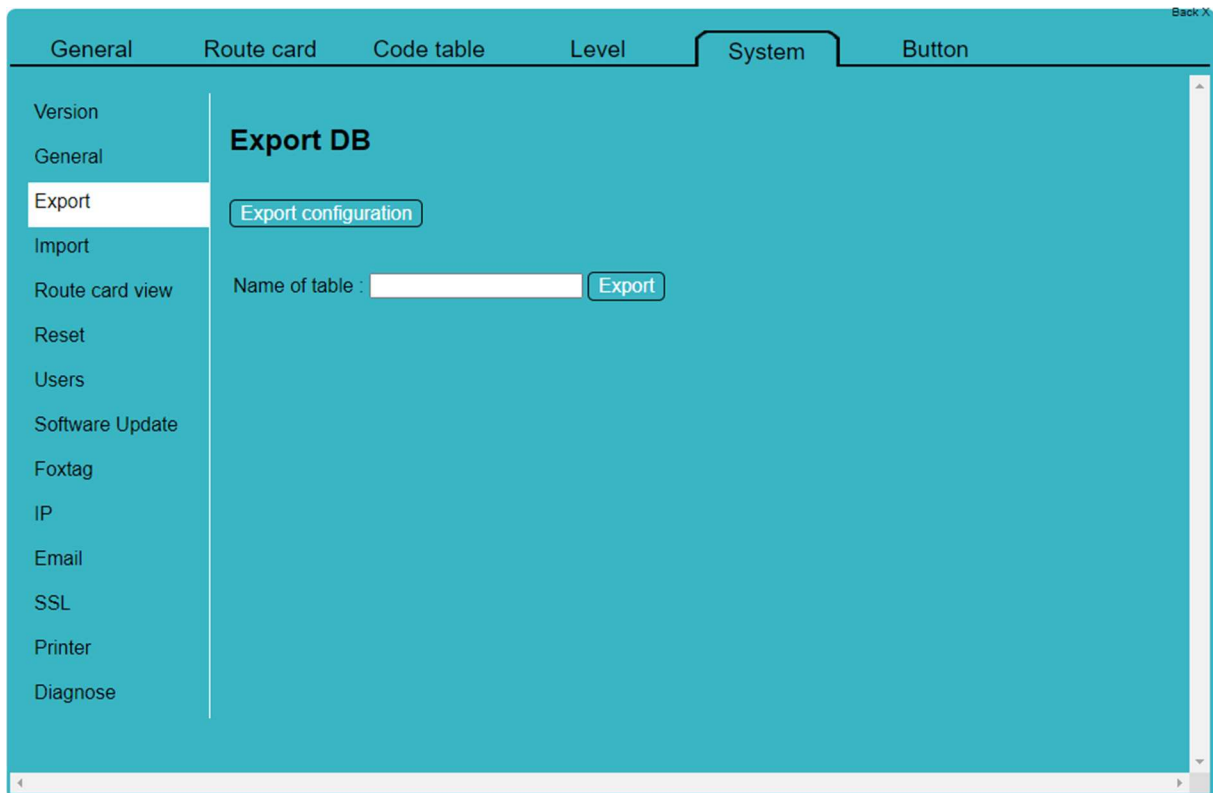
This documentation describes the process of updating all software components of the Server-Box. The software update consists of two stages. These two stages must be carried out one after the other in the correct order. So that the update can be carried out with as little user interaction as possible, a tool was created that automates the entire update process.

1.2 Requirements

The following conditions must be met in advance to carry out the update:

1. The server box must not use https / SSL. All transport encryption must be deactivated
2. After the software has been updated successfully, the SSL certificates must be uploaded and activated again.
3. No customer data will be changed or deleted during this update. Despite the greatest care, it is advisable to back up all data in advance.
4. The version of the WuT system must be at least 1.29. There is currently no update for older versions. Please contact your customer advisor if you need the update for server boxes that have a version earlier than 1.29.
5. You need administrator rights on your PC / laptop
6. Depending on the system, it may be necessary to deactivate an existing firewall or an active virus scanner for a short time in order to guarantee that the tool works correctly.

2 Export of the configuration



The screenshot shows a web interface with a teal header and a sidebar. The header has tabs for 'General', 'Route card', 'Code table', 'Level', 'System', and 'Button'. The sidebar lists various menu items: 'Version', 'General', 'Export', 'Import', 'Route card view', 'Reset', 'Users', 'Software Update', 'Foxtag', 'IP', 'Email', 'SSL', 'Printer', and 'Diagnose'. The 'Export' menu item is highlighted. The main content area is titled 'Export DB' and contains an 'Export configuration' button, a text input field labeled 'Name of table :', and an 'Export' button.

With the "Export configuration" button, the data of the Server-Box can be saved in a file which can be imported again later if necessary.

When the data is exported, the password and user name for the e-mail configuration are not exported. These must be added again by the administrator after the import.

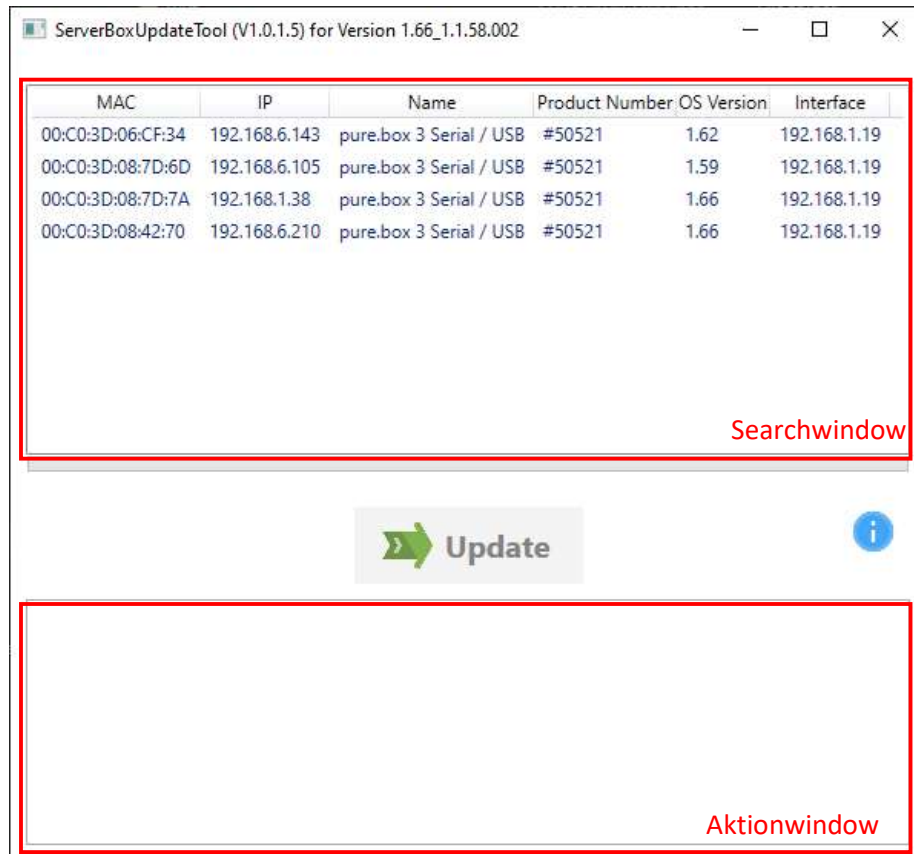
3 Installation of the server box updater

The installer is called by double-clicking on the installation file. The installation location can be selected during the installation process.

After successful installation, the Server Box Updater can be started directly.

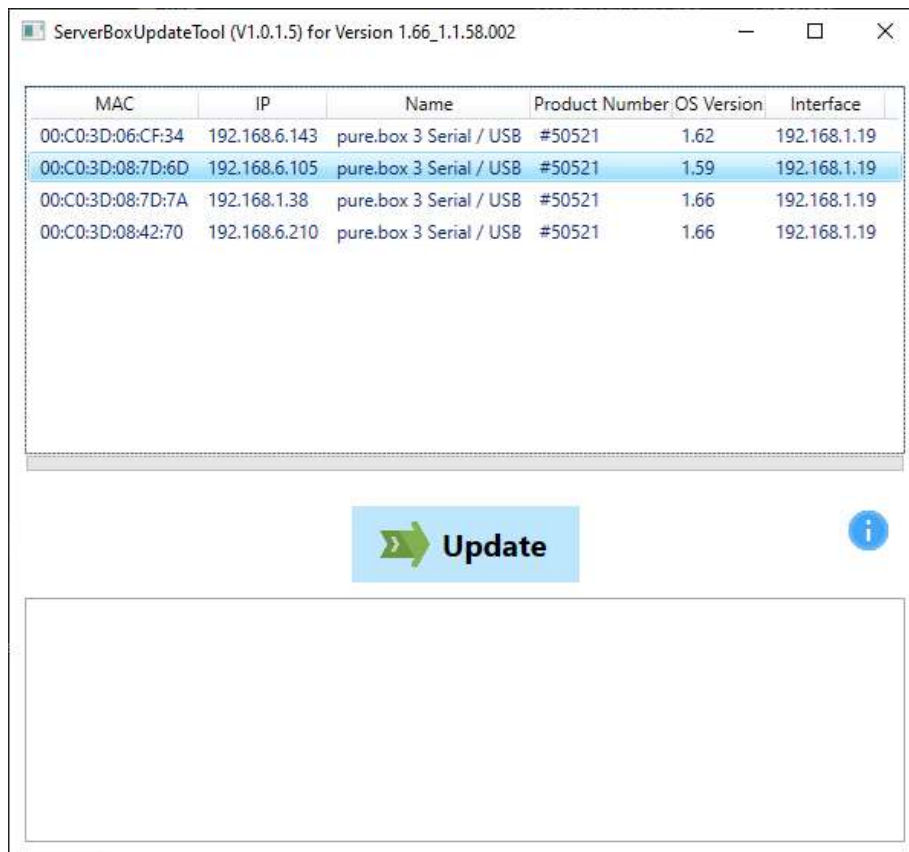
4 Update of a Server-Box

After starting the software, a window appears with instructions for the update process. This has to be confirmed. After that, access to the main window of the server box updater is free.



As soon as the program has started, the local networks are searched for existing Server-Box. The result is the output in the search window. You can then select the Server-Box using the MAC address (sticker on the Server-Box) by clicking on the relevant line.

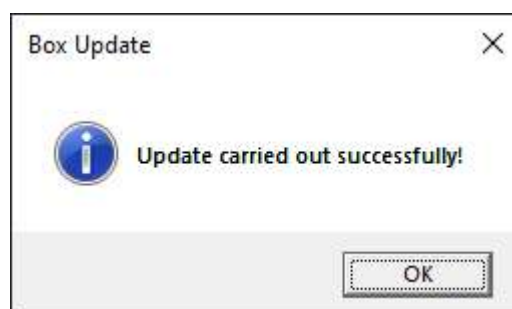
This line is then marked and the update button becomes active.



The update is carried out by pressing "Update". The Server-Box is restarted several times and is not accessible or can be reached to a limited extent during this time.

The individual steps during the update are displayed in the output window.

If the update was successful, the message appears:



The Server-Box is then fully operational again.

After a successful update, it is strongly recommended to perform a full functional test. The following is a list of points that represent a minimum of functional tests.

The following tests are recommended:

- The Server-Box does not restart permanently?
- Can the website be reached at the IP address?
- Can you log into the web interface with your usual account?
- Does the self-test run without errors?
- Can you log into the device with the IrasBasic² app?
- Are messages from the BMZ displayed (fire, shutdowns, ...)?
- Are push messages sent to the mobile devices?
- Are all route cards available?
- Can route cards be downloaded?

The following scenarios are already known and could lead to errors during the update

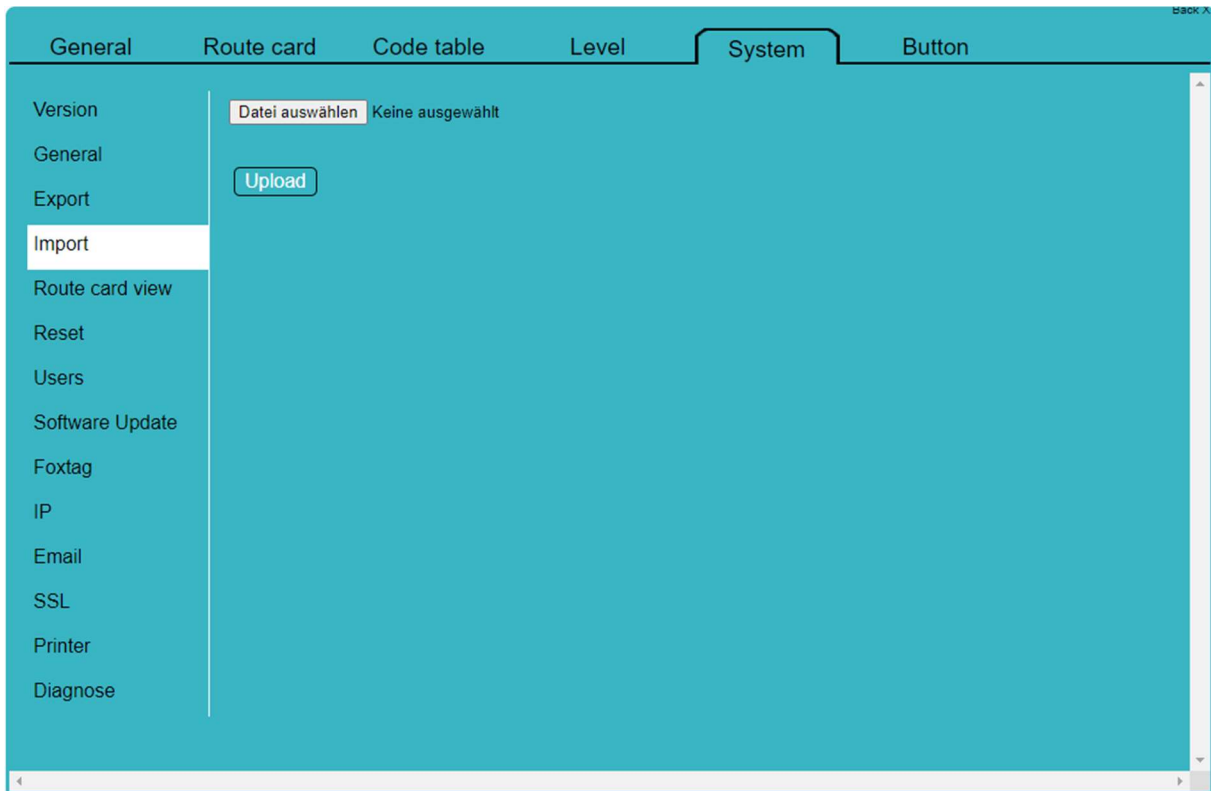
- If **DHCP** is activated at the Server-Box, it can happen that the Server-Box receives a new IP address during the update after a restart and can therefore no longer be reached.
 - o You can assign a static IP to the Server-Box in advance
 - o You can assign a static IP for this Mac address on your DHCP server
 - o You can simply start the update again. It should go through normally.
- The WuT update is aborted with **error code 302**.
 - o Your firewall or virus protection has prevented the WuTility from running.
 - o Temporarily disable your virus protection and firewall.
 - o Restart the Server-Box and the server box updater manually than try again.
- The Server-Box **does not restart** when the server box updater indicated it to me.
 - o Apparently, a problem occurred during the firmware update
 - o Restart the Server-Box and the server box updater manually and try again.
- **Push** notifications are not possible on the app
 - o Delete all push participants from the Server-Box and re-register all mobile devices.

If all points do not apply, but the update still cannot be performed, please contact your customer support.

5 Import

This step is optional and should only be taken if the data was lost during the update.

The corresponding backup file for import is selected with the "Select file" button (file type **.tar.gz**). The import is carried out with the "Upload" button.



The following information must be set again after each import, as it cannot be imported for security reasons.

- Email username and password
- Webcam links to the running cards
- IP address of the Server-Box
- SSL is always deactivated