

# Compatibility Note and Software Upgrade Guide For Cisco Webex Room Navigator

If your video conferencing device is not running a newer software version, Cisco Webex Room Navigator cannot connect to it.

Minimum required software version:

- On-premises:
  - Hardware revision 101864-0: 9.14.3 and later
  - Hardware revision 101864-1: 9.14.6 or 9.15.0.13 and later
- Webex cloud: RoomOS from September 2020

When you have upgraded the video device, the Room Navigator will connect to it.

For on-premises software upgrade from the local web interface, see page 2.

For Webex cloud registration from the local web interface or API, see page 3.

Minimum required software version to register a video device to Webex cloud is CE9.4.0.

## Supported video devices

The Room Navigator can be used with the following devices:

Room Series:

- Room Kit
- Room Kit Mini
- Room Kit Plus with Codec Plus
- Room Kit Pro with Codec Pro
- Room 55 and 55 Dual
- Room 70 and 70 G2
- Room Panorama and Panorama 70
- Room USB (when converting to a Room Kit Mini)

Webex Boards:

- Webex Board 55S
- Webex Board 70S
- Webex Board 85S

## Upgrade from troubleshooting page

On a Room Navigator running CE9.15.0.19 or later or RoomOS 10.3.2.0 or later, you can use a troubleshooting page to upload a newer software version to the device the touch controller is connected to.

With this troubleshooting option, the Room Navigator checks the cloud stable channel for the latest software version and forces the device to upgrade to get a successful pairing. This upgrade should only be temporary if the intention is to register the device on-premises. On-premises devices should be upgraded to the latest available software on <https://www.cisco.com>.

Requirements:

- Room Navigator must be running a software version that supports the troubleshooting page (CE9.15.0.19 or later or RoomOS 10.3.2.0 or later)
- Admin user with a blank passphrase
- Network connection, or access to a web server that can host the software and network connectivity to the web server

## Blank passphrase

For the Room Navigator to connect with the device, the user (admin) must be enabled and have a blank passphrase set.

You can change the password to blank temporarily from the device's local web interface while the troubleshooting page is open. Then press the back button and retry the pairing.

You can also factory reset the device before pairing to mitigate the password issue as the device has a blank passphrase as default.

**NOTE:** If the admin user is setup with **Change password on next login**, the communication will fail.

1. If the device the Room Navigator is connected to requires a software upgrade, tap the [Troubleshooting page](#) button.

When the Room Navigator has successfully authenticated to the device you see the information fields being filled out, such as device model, serial number, and IP address (if acquired).

2. If you have internet connectivity, tap on the [Check upgrade availability](#) button. The device checks if it can download the software from the cloud. If not, you will see an error.

If you don't have cloud connectivity, you can either use your CUCM TFTP, TMS or web server to upgrade the software. Scroll down to type in your own URL to the software package that you want to upgrade with.

3. Tap the [Start upgrade](#) button. Once you press this button the Room Navigator tells the codec to download the software from the cloud and upgrade. Once the room device has finished upgrading, the Room Navigator downloads its software package and upgrade. The Room Navigator should now pair successfully to the device.

## On-premises

To connect a Room Navigator, the video device must be running software version CE9.14.3 or later. The Room Navigator gets its software upgraded from the video device.

You can upgrade devices from an individual devices local web interface, Cisco Unified CM, or TMS.

When upgrading devices using Unified CM, you must specify the software using the loads file.

**NOTE:** Be aware that upgrading and downgrading can result in a loss of settings in certain circumstances.

When upgrading to or downgrading from CE9.13 or later, any settings not appearing in the version you are installing will be deleted. If you later try to go back to the previous software version, those removed settings will be assigned default values.

## Software release notes

For a complete overview of the updates and changes in the software version 9.14.3 or later, we recommend reading the Software Release Notes (CE9). Go to:

▶ <https://www.cisco.com/c/dam/en/us/td/docs/telepresence/endpoint/software/ce9/release-notes/ce-software-release-notes-ce9.pdf>

## Download new software

Each software version has a unique file name. Go to the Cisco Download Software web page, and select your product: ▶ <https://software.cisco.com/download/home>

The format of the file name is:

“cmterm-s53200ce9\_14\_x-yyy.k3.cop.sgn”

where “x” represents the dot dot release number, and “yyy” represents a unique identifier of the software.

## Install new software from the device’s local web interface

1. Download the appropriate software package and store it on your computer. This is a .cop.sgn file. Don’t change the file name.
2. Open a web browser and enter the IP address of the video device in the address bar.
3. Sign in to the web interface and go to [Software > Software Upgrade](#).  
When the device is new, or has been factory reset, the user name is admin and the password is blank.
4. Click [Browse...](#) and find the .cop.sgn file that contains the new software. The software version will be detected and shown.
5. Click [Install software](#) to start the installation process.

The complete installation normally takes no longer than 15 minutes. You can follow the progress on the web page.

The device restarts automatically after the installation.

After the restart, you must sign in again in order to continue working on the web interface.

## Webex cloud

If you're going to register the video device to Webex cloud services and you have a Room Navigator connected to it, the video device needs to be running a RoomOS software version from September 2020 or later. An earlier version doesn't support Room Navigator.

If your video device is on an older RoomOS version, the Room Navigator can't connect to it. You need to register the video device from the local web interface or using the API. After the video device is registered, both the device and Room Navigator are upgraded with the latest software version.

From the local web interface, you can register a device that has been factory reset or has not been previously registered. You can also register it from the web interface if you first set Provisioning Mode to Off.

**NOTE:** You need to have an active account with admin privileges. If you're adding a Room Navigator to a video device that has already been registered to Webex cloud, the admin account is disabled by default. You may need to enable an admin account before starting.

## Create an activation code on Control Hub

To create an activation code for a shared device, see [▶ https://help.webex.com/1mqb9cb/](https://help.webex.com/1mqb9cb/)

To create an activation code for a personal mode device, see [▶ https://help.webex.com/zfbu4j/](https://help.webex.com/zfbu4j/)

To create an activation code for yourself to register the device on personal mode, see

[▶ https://help.webex.com/en-us/n3alqtv/](https://help.webex.com/en-us/n3alqtv/)

## Register a device from its local web interface

1. Create an activation code in Control Hub for either a workspace or a user.
2. Open a web browser. Enter the IP address of the video device in the address bar and sign in to the web interface  
When the device is new, or has been factory reset, the user name is admin and the password is blank.
3. Go to [Settings](#) and write `experimental/systemunit` in the [Configurations](#) search field.  
Set [RunStartupWizard](#) to [False](#).
4. Go to [Home](#) page and click the [Click here to register to Webex...](#) button.  
A pop-up appears and you can enter the activation code that you have created on Control Hub.

## Register a device using the API

1. Create an activation code in Control Hub for either a workspace or a user.
2. Access the API with SSH. Connect using the device's IP address or hostname.  
When the device is new, or has been factory reset, the user name is admin and the password is blank.
3. To stop the startup wizard, use the command:  
`xCommand SystemUnit FirstTimeWizard Stop`
4. To register the device, use the command  
`xCommand Webex Registration Start`  
Parameters:  
ActivationCode (required) <String: 16, 19>  
The activation code that has been created in Control Hub for this device.  
SecurityAction (required) <Harden, NoAction>  
Harden: Deactivates all local users that have been created for this device and deactivates Macros.  
NoAction: Doesn't remove any configurations. Use NoAction if you wish to keep existing integrations.  
Description: Start registering a device to Cisco Webex by entering the activation code that has been created in Control Hub. You must choose whether to keep local users and integrations.  
You get a confirmation that the registration has been successful or failed.

For additional information on the API and other access methods, see [▶ RoomOS 10.3 API Guide](#).