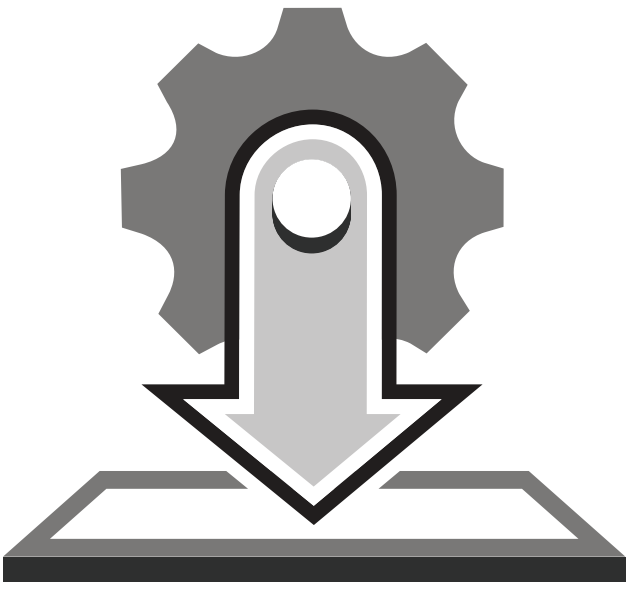
STAGENOW 2.7
INSTALLATION GUIDE



STAGENOW 2.7 INSTALLATION GUIDE

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Revision A

May 2017

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Revision History

Changes to the original guide are listed below:

Change	Date	Description
-01 Rev A	4/2015	Initial release
-02 Rev A	8/2015	Update with StageNow 2.1 information
-03 Rev A	12/2015	Update with StageNow 2.2 information
-04 Rev A	4/2016	Update with StageNow 2.3 information, add Android Lollipop support
-05 Rev A	8/2016	Update with StageNow 2.4 information
-06 Rev A	10/2016	Update with StageNow 2.5 information
-07 Rev A	1/2017	Update with StageNow 2.6 information
-08 Rev A	5/2017	Update with StageNow 2.7 information

TABLE OF CONTENTS

About This Guide
Introduction vii
Chapter Descriptions vii
Notational Conventions vii
Related Documents viii
Service Information viii

Chapter 1: Getting Started
Introduction 1-1
StageNow Workstation Requirements 1-1
Device and MX Support 1-2

Chapter 2: Software Installation
Introduction 2-1
Software Requirements 2-1
Installing the StageNow Workstation Tool 2-2
Upgrading the StageNow Workstation Tool 2-8
Upgrading to a Non-Released Version of the StageNow Workstation Tool 2-9
Uninstalling StageNow 2-9
Log Files 2-9

Chapter 3: Client Configuration
Introduction 3-1
StageNow Client Installation 3-1
Log Files 3-2

ABOUT THIS GUIDE

Introduction

The *StageNow 2.7 Installation Guide* provides instructions for installing, uninstalling, and upgrading the StageNow Staging Solution, and includes information on versions, compatibility, and system requirements.

Chapter Descriptions

Topics covered in this guide are as follows:

- *Chapter 1, Getting Started* describes the hardware and software requirements for setting up the StageNow Staging Solution.
- *Chapter 2, Software Installation* provides instructions for installing and uninstalling the StageNow Workstation Tool on a host computer/workstation, as well as information on prerequisite software.
- *Chapter 3, Client Configuration* describes the client device requirements for connecting StageNow to the device.

Notational Conventions

The following conventions are used in this document:

- *Italics* are used to highlight the following:
  - Chapters and sections in this and related documents
  - Dialog box, window and screen names
  - Drop-down list and list box names
  - Check box and radio button names
- **Bold** text is used to highlight the following:
  - Key names on a keypad
  - Button names on a screen.

- bullets (•) indicate:
  - Action items
  - Lists of alternatives
  - Lists of required steps that are not necessarily sequential
- Sequential lists (e.g., those that describe step-by-step procedures) appear as numbered lists.

Related Documents

- *StageNow User Help File*, p/n MN-002672-xx - provides information on using the StageNow Staging Solution software.

For the latest version of this guide and all guides, go to: http://www.zebra.com/support.

Service Information

If you have a problem using the equipment, contact your facility's technical or systems support. If there is a problem with the equipment, they will contact the Customer Support Center at: http://www.zebra.com/support.

When contacting support, please have the following information available:

- Serial number of the unit
- Model number or product name
- Software type and version number

Zebra responds to calls by e-mail, telephone or fax within the time limits set forth in service agreements.

If your problem cannot be solved by support, you may need to return your equipment for servicing and will be given specific directions. Zebra is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units improperly can possibly void the warranty.

If you purchased your business product from a Zebra business partner, please contact that business partner for support.

CHAPTER 1 GETTING STARTED

Introduction

This chapter includes the hardware and software requirements for setting up the StageNow Staging Solution.

StageNow Workstation Requirements

Following are the minimum requirements for the host computer to run the StageNow Workstation Tool:

- Operating system: Microsoft Windows 7 (64 bit)
- Operating memory: 2 GB minimum
- Hard drive storage: 6 GB minimum (if .Net Framework is not already installed)
- Screen resolution: 1366 x 768 (16:9 ratio) recommended
- .Net Framework 4.5.
  .Net 4.5.1 is included in the StageNow installation wizard if required, and also available at http://www.microsoft.com
- StageNow Workstation Tool installer, available at http://www.zebra.com/support
- A PDF reader for supporting staging material, Adobe® Acrobat® Reader recommended.
- Java Runtime (JRE) to use Audio staging
- Wireless network interface card to use the Wi-Fi Hotspot feature

Device and MX Support

StageNow supports all Zebra Marshmallow, Lollipop, KitKat, and Jelly Bean Android devices that have MX installed. Each OS supports the following MX versions:

- Marshmallow: MX 6.0 and higher
- Lollipop: MX 5.1 and higher
- KitKat: MX 4.4 and higher
- Jelly Bean: MX 4.4 and lesser

Following is a list of the Zebra Android devices and versions that StageNow supports:

- TC70 (Non-rebranded): KitKat
- TC55: KitKat, Jelly Bean
- MC40: Lollipop, KitKat, Jelly Bean
- MC67NA: KitKat, Jelly Bean
- MC92: KitKat
- MC18: KitKat
- MC32: Jelly Bean
- TC70: Lollipop, KitKat
- TC75: Lollipop, KitKat
- TC8000: Lollipop, KitKat
- WT6000: Lollipop
- ET51: Lollipop
- ET55: Lollipop
- TC51: Marshmallow
- TC56: Marshmallow
- TC70X: Marshmallow
- TC75X: Marshmallow

NOTE The MX features that each device supports depend on the Android OS, OSX, and MX versions in the BSP. Select the applicable device version in the matrix located at http://techdocs.zebra.com/mx/compatibility/ to determine the supported features.

Zebra Marshmallow, Lollipop, and KitKat devices that ship with the StageNow Client support all device configuration options that the StageNow Tool offers.

Zebra Jelly Bean and certain KitKat devices may not include the StageNow Client but do include Rapid Deployment (RD) Client, which supports most of the device configuration options that the StageNow Tool offers. For staging, these devices can scan StageNow-generated RD bar codes, which cause the RD Client to connect to a network and auto-install MX 5.0 for KitKat devices, MX 4.4 or lesser for Jelly Bean devices, and the StageNow Client on the device. The StageNow Client can then be used to scan StageNow profile bar codes for configuration.

Refer to StageNow help to determine if your device supports a specific feature.

NOTE To install StageNow client and MX on a Jelly Bean device, create a profile using wizards from MX 4.4 or lesser versions.

CHAPTER 2 SOFTWARE INSTALLATION

Introduction

This chapter describes how to install the StageNow Staging Solution software.

Software Requirements

The StageNow Workstation Tool requires and auto-installs Microsoft .NET Framework 4.5. The tool also includes the Staging Database and Staging Server.

Installing the StageNow Workstation Tool

The StageNow setup package is bundled with the required software.

NOTE Installing the StageNow Workstation Tool also installs the Staging Database and Staging Server. No separate installation is required for these components.

See *Upgrading the StageNow Workstation Tool on page 2-8* if you have an older version of the StageNow Workstation Tool installed on the host PC.

To install the Workstation Tool:

1. Download the setup package **staging_solution.[Version Number].exe**.
2. Double-click the setup package file.
3. If you do not already have .Net Framework 4.5, the installation process prompts you to install it.

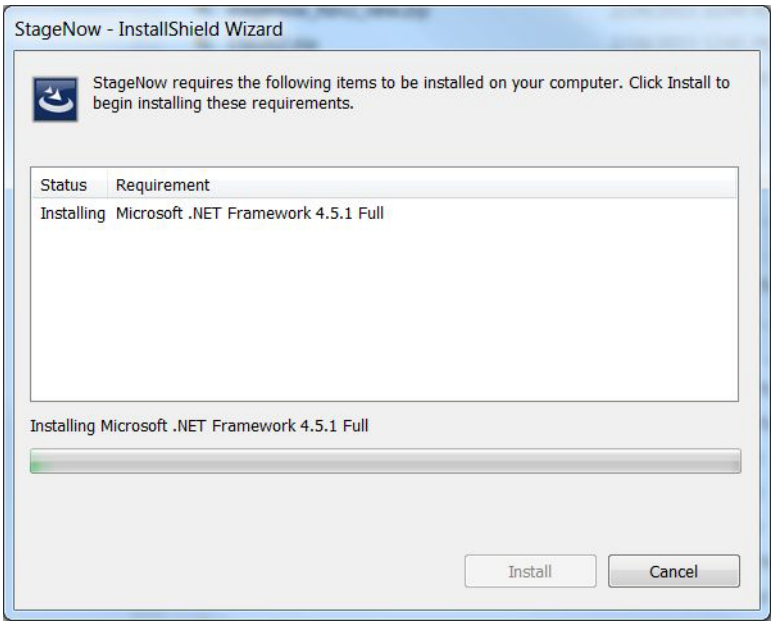

Figure 2-1 *Installing .NET Framework*

4. Select **Install**. When Framework installation completes, a window appears stating that the wizard is preparing to install StageNow.

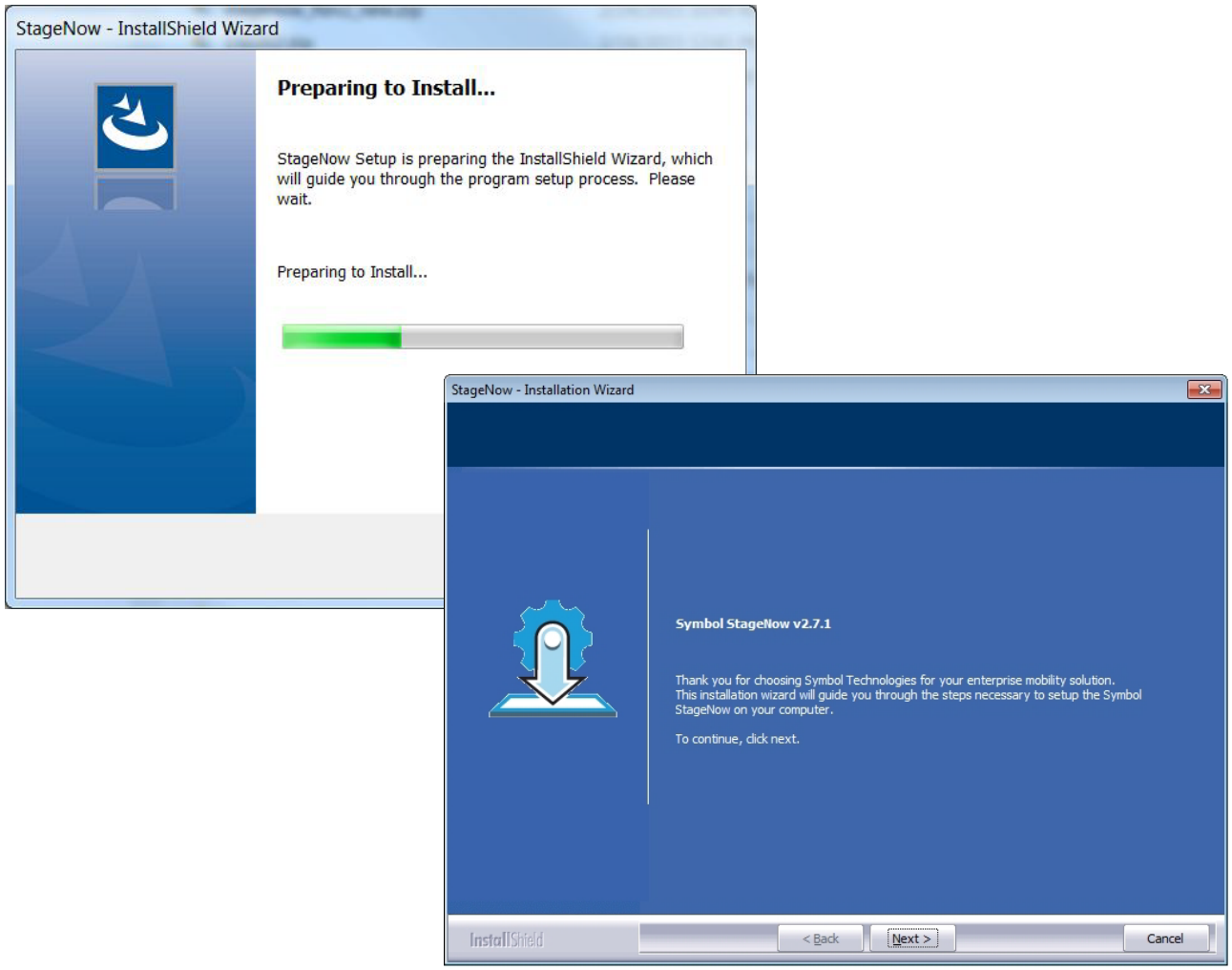

Figure 2-2 *Initial Installation Windows*

5. Select **Next** to continue.

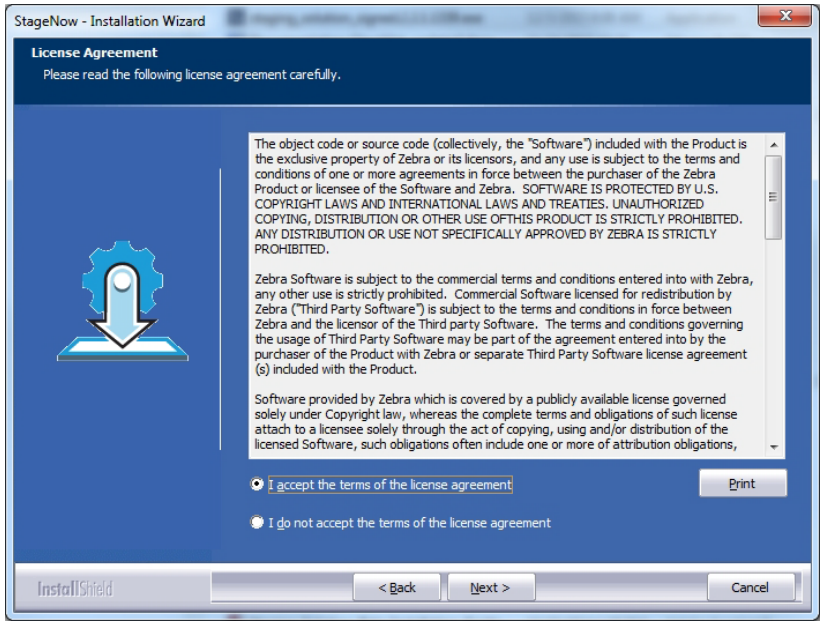

Figure 2-3 *License Agreement Window*

6. Select **I accept the terms of the license agreement** and select **Next**.

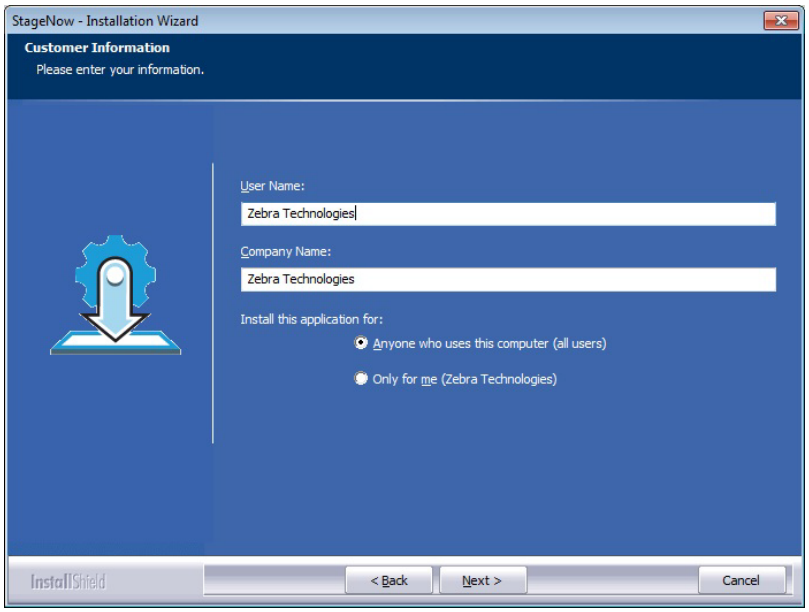

Figure 2-4 *User Name Window*

7. Enter a **User Name** and **Company Name**, and specify who can use the Workstation Tool.

8. Select **Next**.

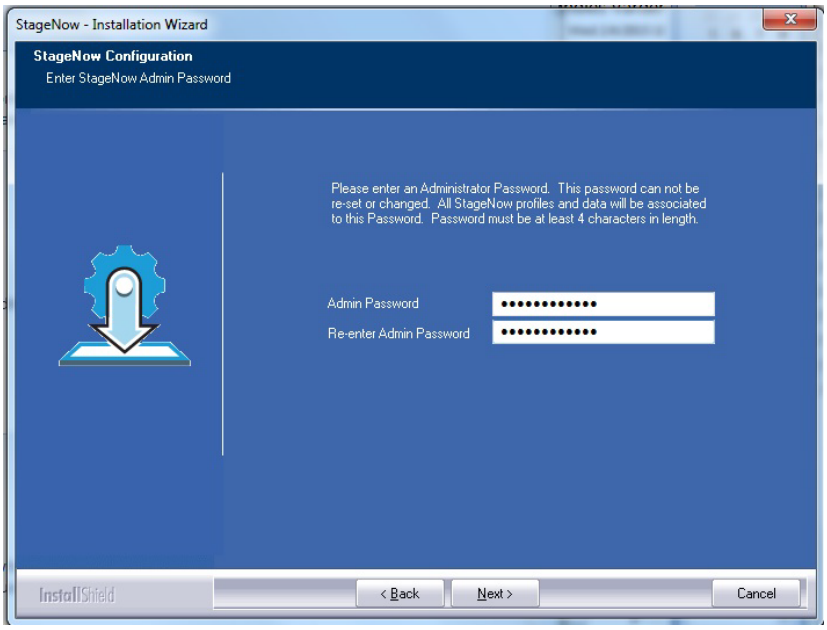

Figure 2-5 *Administrator Password Window*

9. Enter a password for the administrator and select **Next**.

NOTE All StageNow profiles and data are associated with this password.

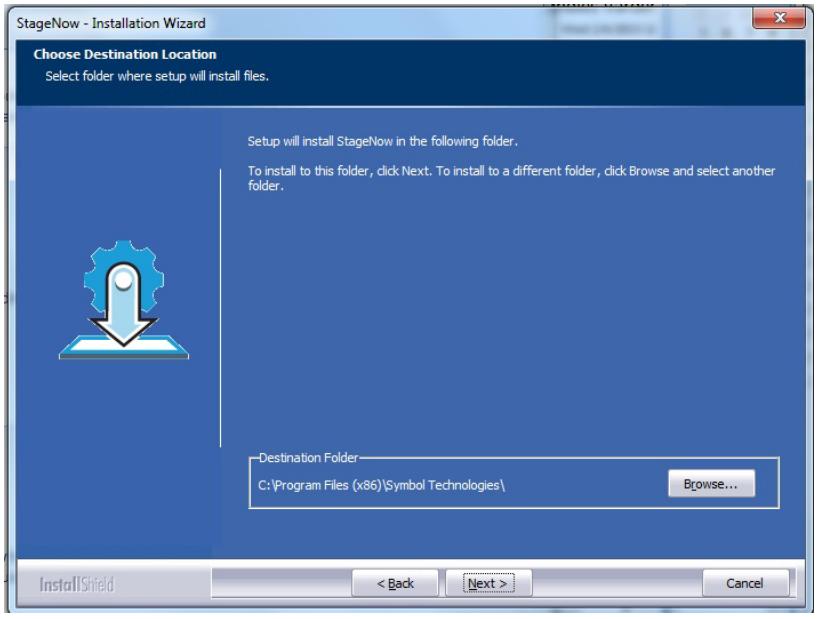

Figure 2-6 *Destination Folder Window*

10. Select **Next** to accept the default folder, or select **Browse** first to choose another installation folder.

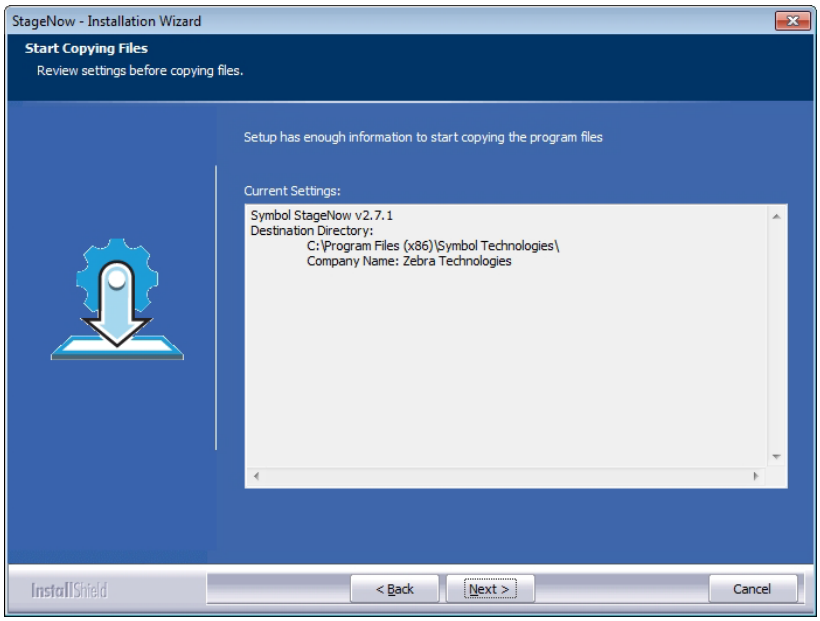

Figure 2-7 *Review Settings Window*

11. Select **Next** to accept the current settings, or select **Back** to make a change.

    The wizard indicates that it is configuring the software for installation, then indicates that installation is almost complete.

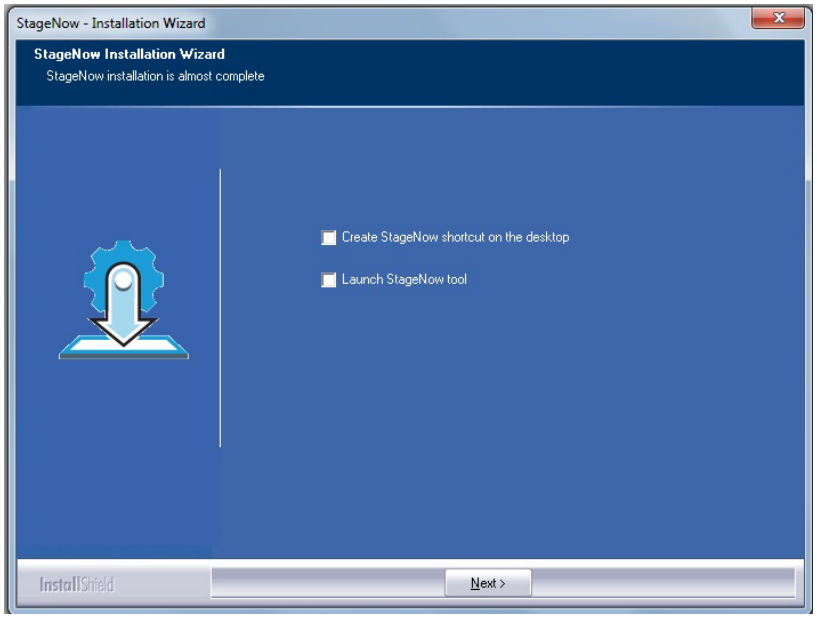

Figure 2-8 *Installation Almost Complete Window*

12. If desired, select checkboxes to create a shortcut on the desktop, and/or to launch the StageNow Workstation Tool, and select **Next.**

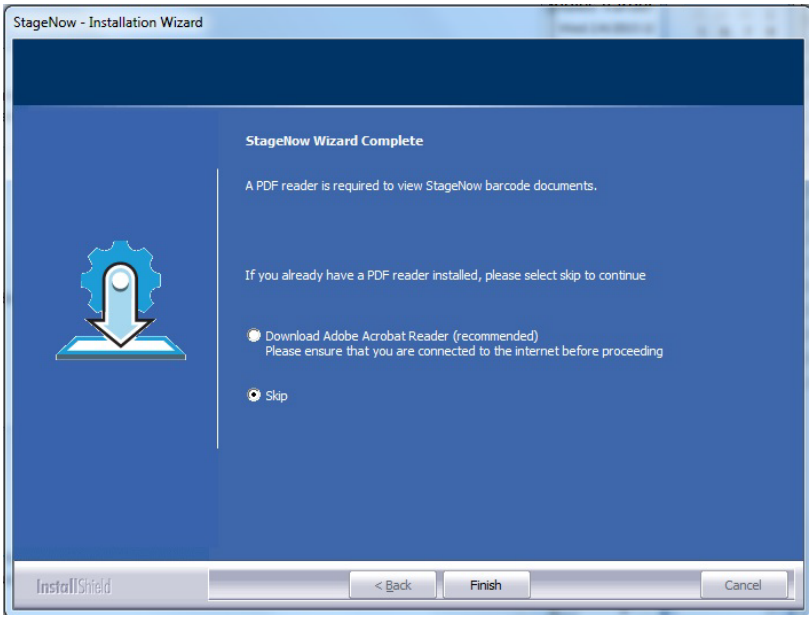

Figure 2-9 *Download PDF Reader Window*

13. Because staging material is presented in PDF files, the Wizard prompts you to download a PDF reader, or skip this if you already have a reader installed. Select the appropriate option and then select **Finish**.

If you chose to download Adobe Acrobat Reader, the reader installation page opens for quick download and installation.

Upgrading the StageNow Workstation Tool

If you have an older version of the StageNow Workstation Tool installed on the host PC, upgrade it.

NOTE Complete all incomplete profiles before upgrading the StageNow Workstation tool. Profiles that are incomplete after upgrading can exhibit unexpected behavior.

1. Download the setup package **staging_solution.[Version Number].exe**.
2. Double-click the setup package file. InstallShield detects the existing version and displays the following message.

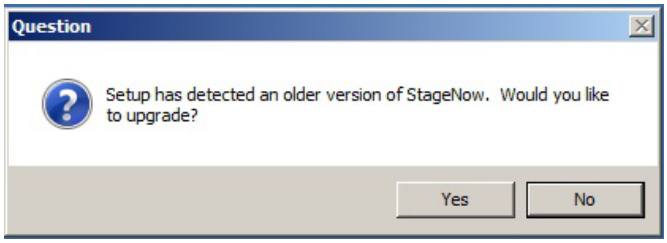

Figure 2-10 *Upgrade Message*

3. Select **Yes** to proceed with the upgrade, or **No** to retain the existing version and abort the upgrade. If you select **Yes**, the next message asks whether to retain or discard existing StageNow data (Settings, Profiles, etc.).

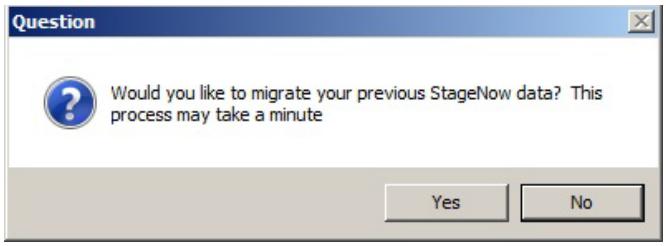

Figure 2-11 *Migrate Data Message*

4. Select the desired option to continue the upgrade.

NOTE If you choose to retain existing data, the install process does not request an administrator password as it retains the existing password.

5. See *Installing the StageNow Workstation Tool on page 2-2* for the remainder of the installation instructions.

Upgrading to a Non-Released Version of the StageNow Workstation Tool

If you are upgrading an older version of the StageNow Workstation Tool to a non-release version, InstallShield displays the following message:

Figure 2-12 *Uninstall StageNow Message*

Manually uninstall the existing version using **Control Panel > Programs > Programs and Features > Uninstall**, then run the setup package file again.

Uninstalling StageNow

To uninstall the StageNow Workstation Tool:

1. Select **Control Panel > Programs > Programs and Features**.
2. Double-click **StageNow**. The Installation Wizard opens.
3. Follow the steps in the Wizard to complete the uninstallation.

NOTE During uninstallation, the tool asks if you would like to remove your user and application (profile) data. Selecting **Yes** deletes all passwords, data, and profiles.

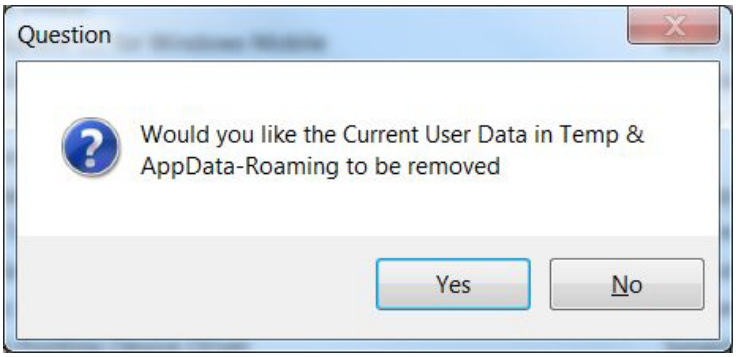

Figure 2-13 *Remove Data Prompt*

4. Select **Finish** to complete the uninstallation.

Log Files

StageNow Workstation Tool files are generated in the **%userprofile%\AppData\Roaming\StageNow\AST\logs** folder. Use these files for debugging and troubleshooting.

CHAPTER 3 CLIENT CONFIGURATION

Introduction

This chapter describes the client device requirements for connecting StageNow to the device, and lists the Android devices supported.

StageNow Client Installation

StageNow supports all Marshmallow, Lollipop, KitKat, and Jelly Bean Android devices from Zebra. Marshmallow, Lollipop, and KitKat devices that ship with the StageNow Client installed support all device configuration options that the StageNow Tool offers.

Zebra Jelly Bean and certain KitKat devices may not include the StageNow Client but do include Rapid Deployment (RD) Client. For staging, these devices can scan StageNow-generated RD bar codes, which cause the RD Client to connect to a network and then auto-install MX 5.0 for KitKat devices, MX 4.4 or lesser for Jelly Bean devices, and the StageNow Client on the device. The StageNow Client can then be used to scan StageNow profile bar codes for configuration.

Once devices that did not include the StageNow Client are staged using the RD Client, they still may only support partial StageNow functionality due to limitations of the device OS. See the Feature Compatibility section of the specific Setting Type in the user help file packaged with the StageNow Workstation Tool to determine if your device supports a given feature.

Log Files

Use device log files for debugging and troubleshooting. To review the log to determine the cause of an error, select **Yes** from the staging failure screen, or from the StageNow Client menu, select **Last Staging Error**.

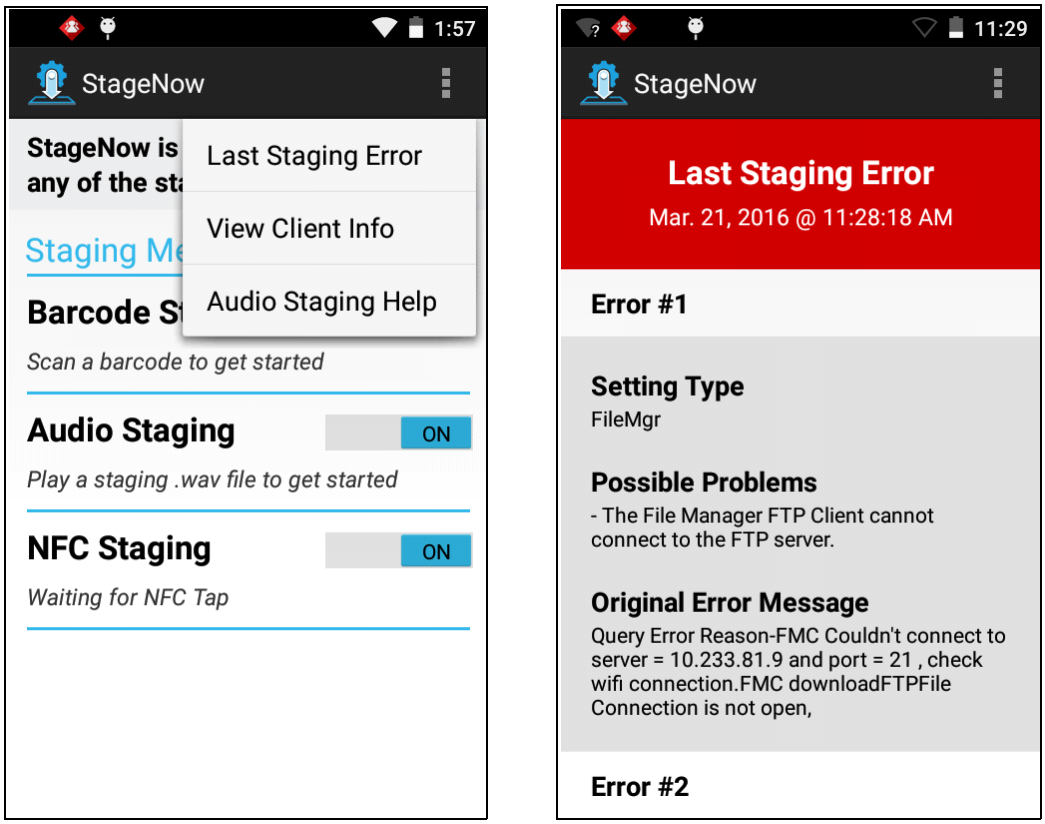

Figure 3-1 *Viewing Logs*

You can also view logs via the ADB Logcat.

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