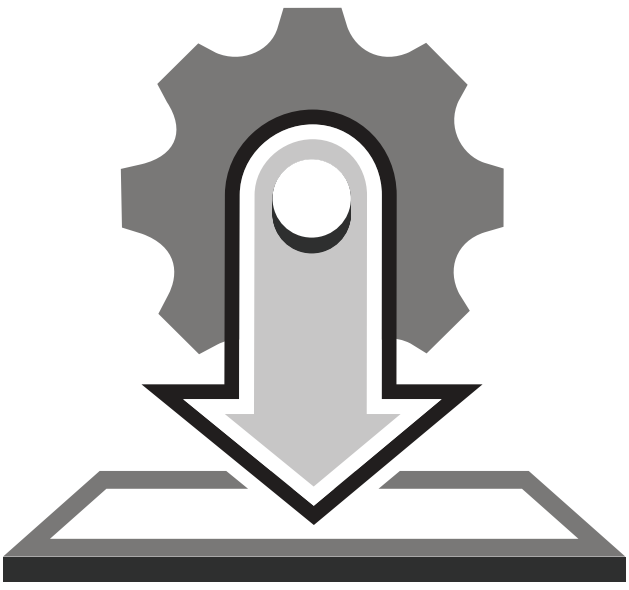
# STAGENOW 3.3
# INSTALLATION GUIDE



# STAGENOW 3.3 INSTALLATION GUIDE

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March 2019

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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 |
| -09 Rev A | 11/2017 | Update with StageNow 2.9 information<br>Replace list of supported devices with link |
| -10 Rev A | 2/2018 | Update with StageNow 2.10 information<br>Update list of supported OS's |
| -11 Rev A | 5/2018 | Update with StageNow 3.0 information<br>Update list of supported OS's<br>Add information regarding Chinese support |
| -12 Rev A | 12/2018 | Update with StageNow 3.2 information<br>Update list of supported OS's |
| -13 Rev A | 12/2018 | No changes. |
| -14 Rev A | 3/2019 | Update with StageNow 3.3 information.<br>Update list of supported OS's. |

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# ABOUT THIS GUIDE

## Introduction

The *StageNow 3.3 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 or 10 (64 bit) - Professional English and Simplified Chinese
- 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

✓ ***NOTE*** For the Chinese version, download the appropriate Adobe Acrobat Reader which supports the corresponding Asian language to generate staging bar codes from a Staging profile.

Only MX versions 8.0 and above support staging devices with the Chinese locale using the StageNow tool.

# Device and MX Support

StageNow 3.3 supports Android Version 8.1.0 Oreo, and Android Version 7.1.2 Nougat devices.

- Oreo: MX 8.0, 8.1, 8.2, 8.3, 8.4 and 9.0
- Nougat: MX 7.0, 7.1, 7.2.

For a list of the Zebra Android devices and versions that StageNow supports, go to: http://techdocs.zebra.com/stagenow/

Zebra Android Oreo, and Nougat devices that ship with the StageNow Client support all device configuration options that the StageNow Tool offers.

- StageNow 3.3 supports only devices running Android 7.0 and later.
- Support for all Android Version 6.0.1 Marshmallow devices are terminated. StageNow 3.1 will be the final version supporting Android Version 6.0.1 devices. Future StageNow versions will support Android Version 7.1.2 Nougat or higher devices only.
- Support for Android Version 5.x Lollipop devices has been terminated. StageNow v3.0 was the final version to support Android Version 5.x Lollipop.
- Support for Android Version 4.4.x KitKat devices has been terminated. StageNow v2.8 was the final version supporting KitKat (Android 4.4.3 or higher) devices. Starting from StageNow v2.9, only the Lollipop or higher devices are supported.

# 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 2-10* 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.

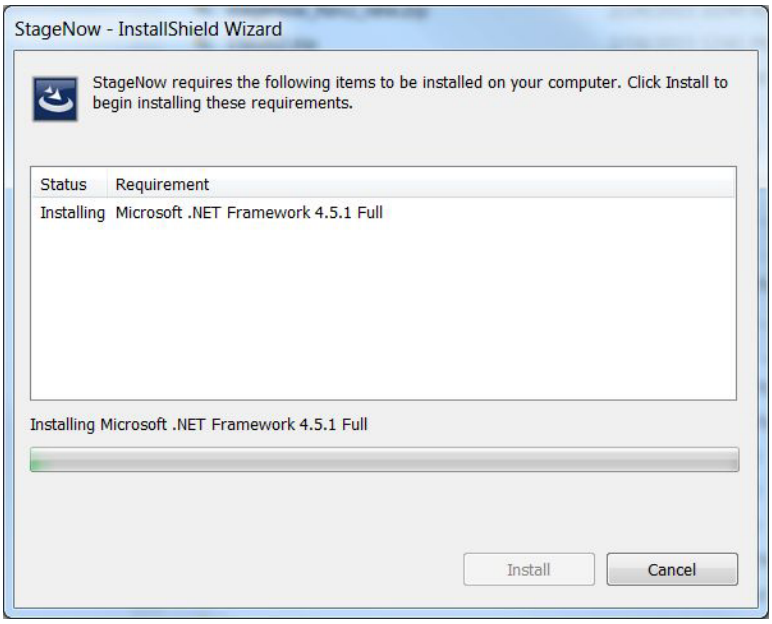


**Figure 2-1** *Installing .NET Framework*

4. Select the appropriate language for installation.

**Figure 2-2** *Selecting a Language*

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

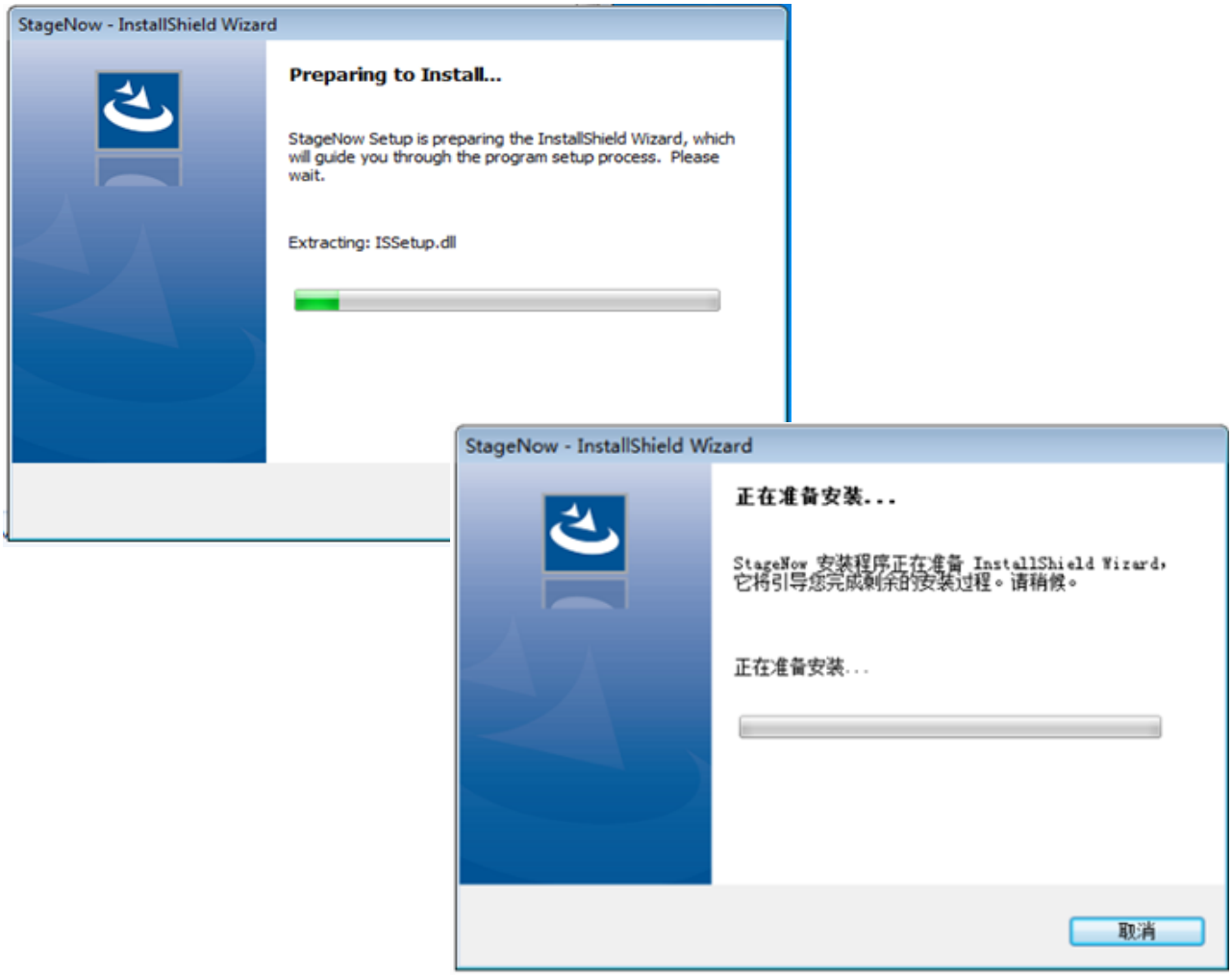


**Figure 2-3** *Initial Installation Window*

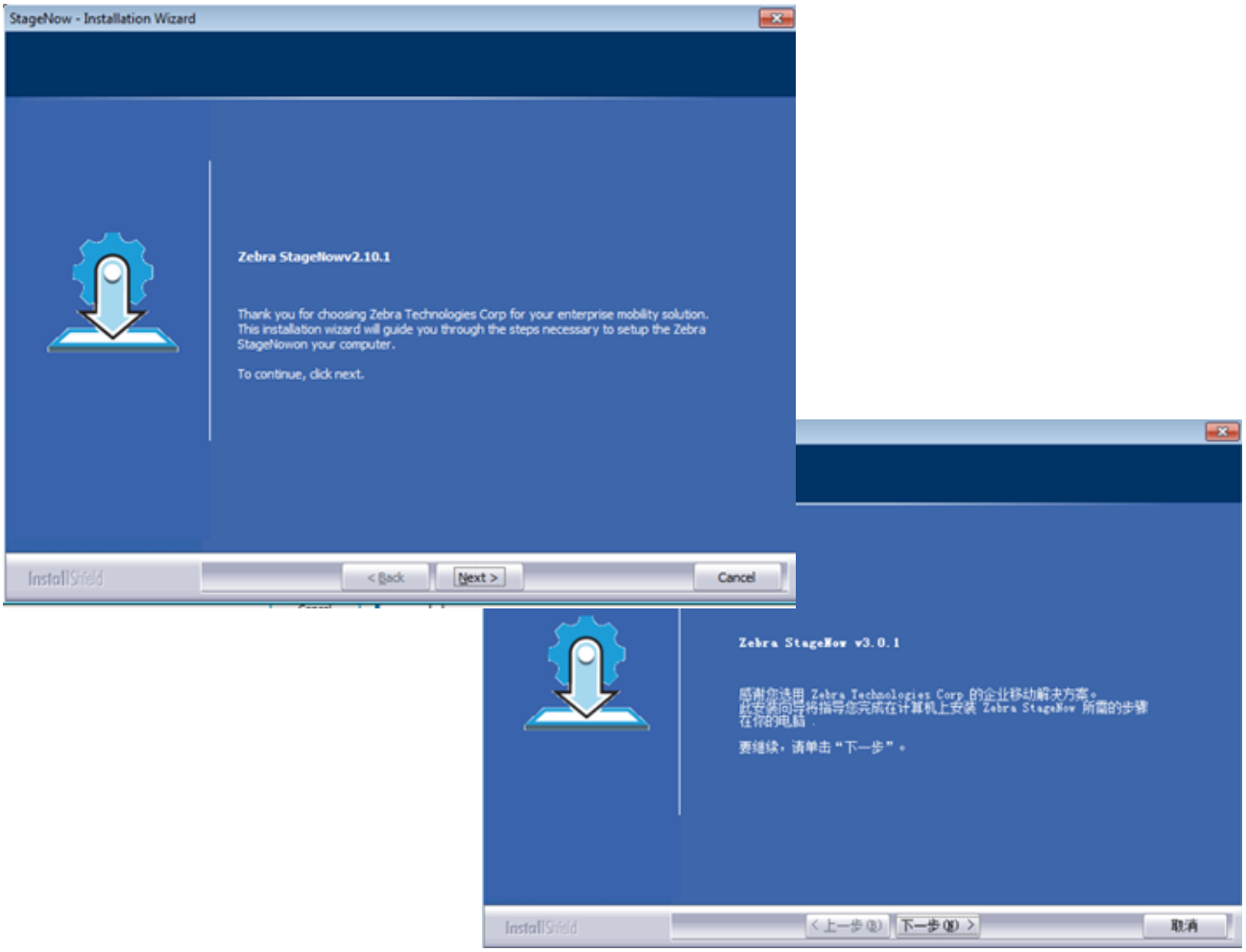


**Figure 2-4** *Installation Wizard*

6. Select **Next** to continue, or **Cancel** to cancel the installation.

***NOTE*** If you select **Cancel**, select **Yes**, and then **Finish** to exit the installation process.

**Figure 2-5** *License Agreement Window*

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

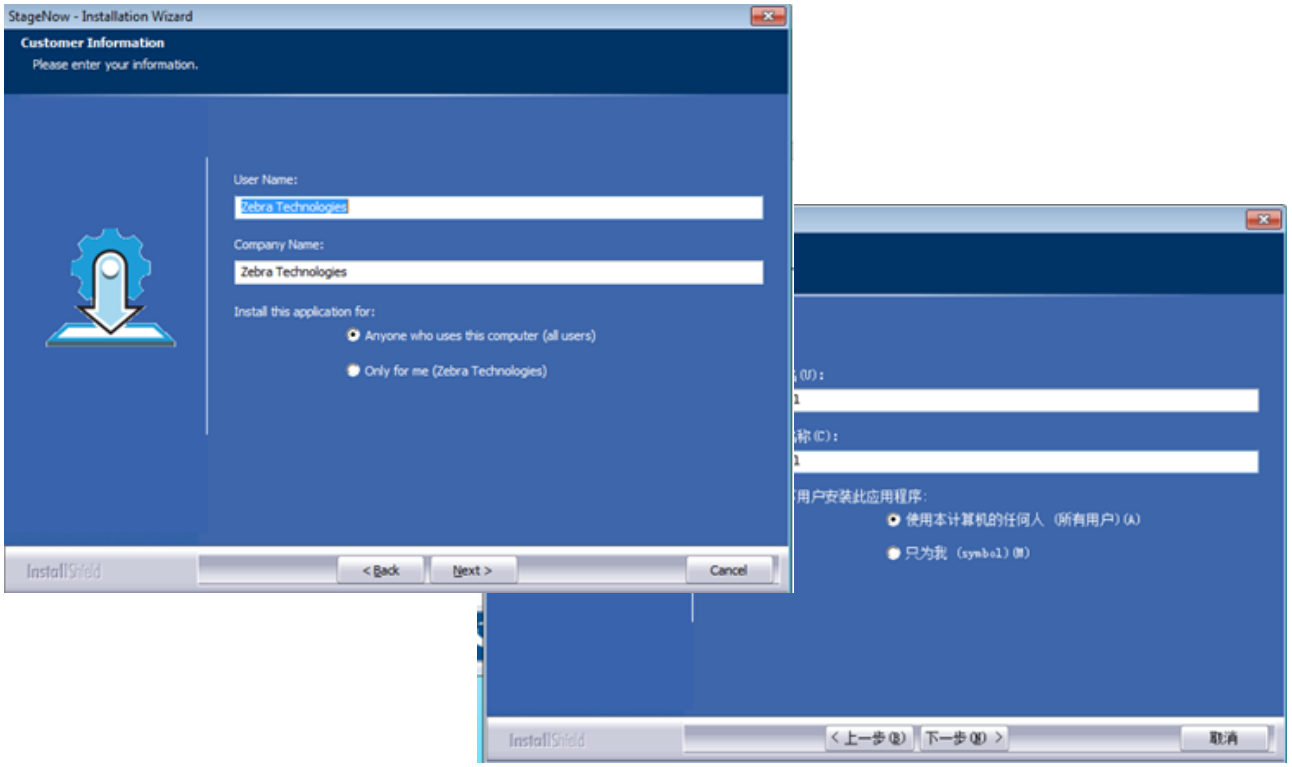


**Figure 2-6** *User Name Window*

8. Enter a **User Name** and **Company Name**, and specify who can use the Workstation Tool.
9. Select **Next**.

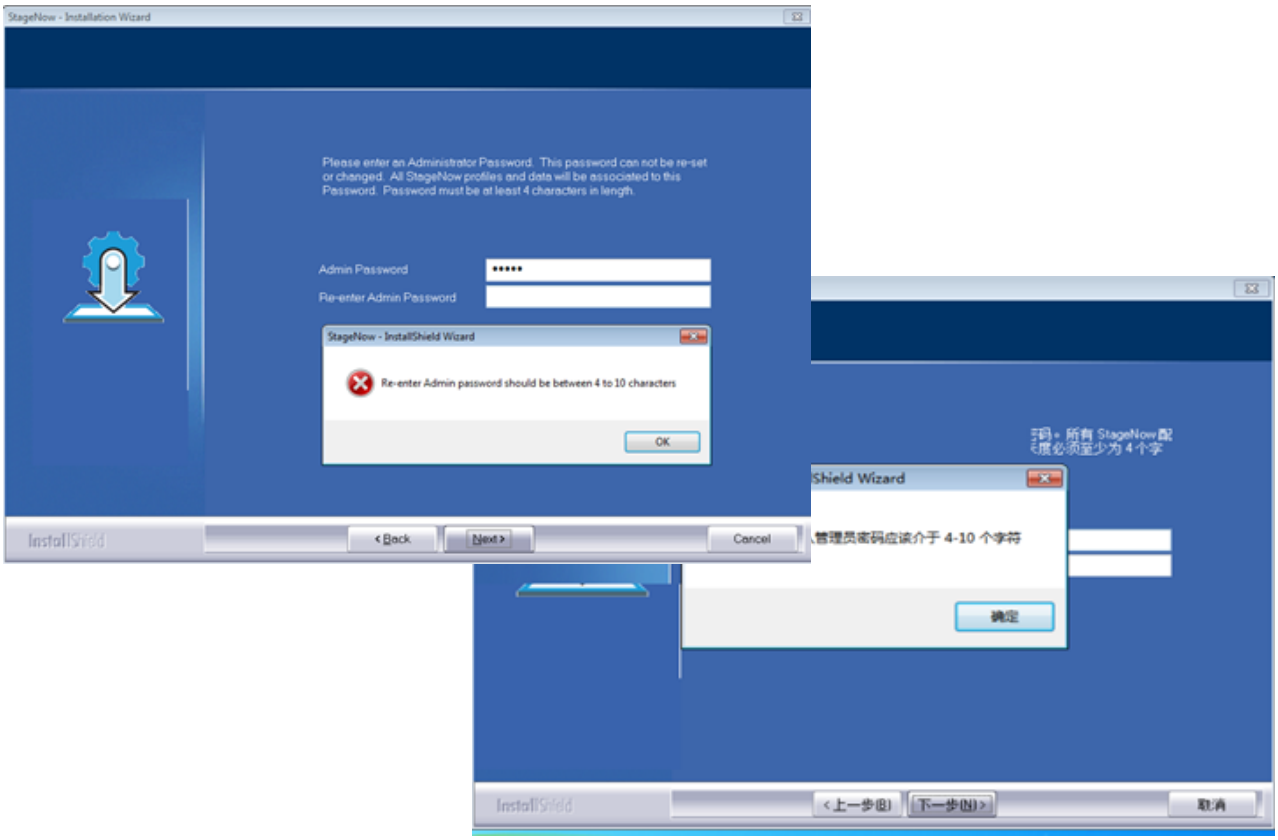


**Figure 2-7** *Administrator Password Window (Error)*

10. Enter, and then re-enter, a password (between 4 and 10 characters) for the administrator and select **Next**.

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

If the two passwords entered do not match or are not the correct length, an error window appears. Select **OK** and enter the passwords properly.

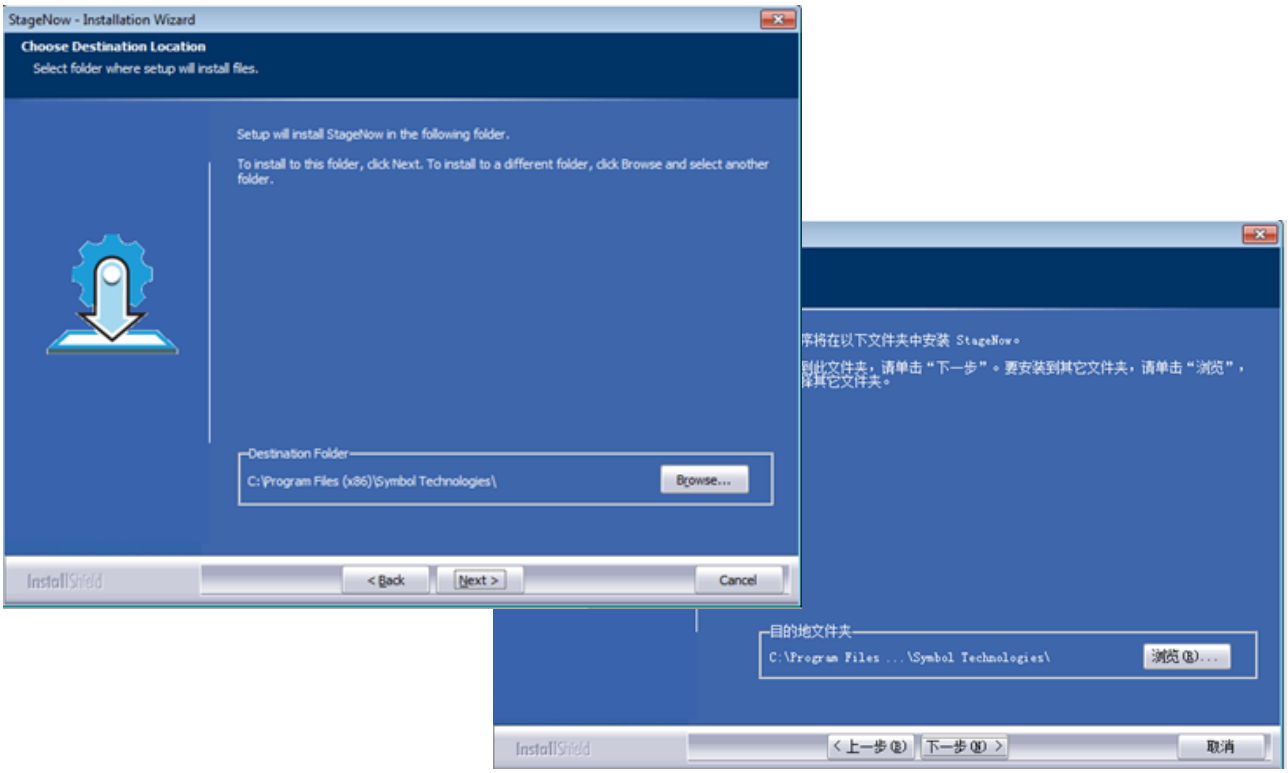


**Figure 2-8** *Destination Folder Window*

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

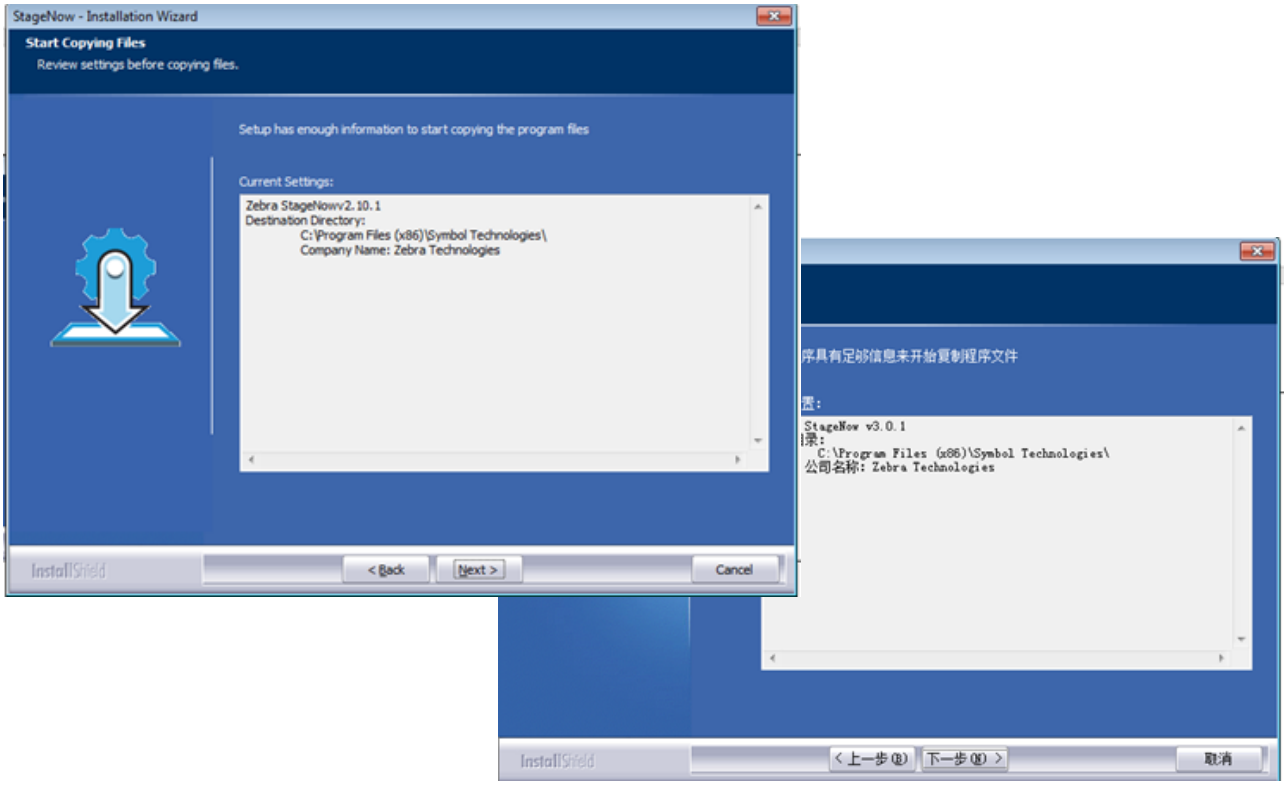


**Figure 2-9** *Review Settings Window*

12. 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.

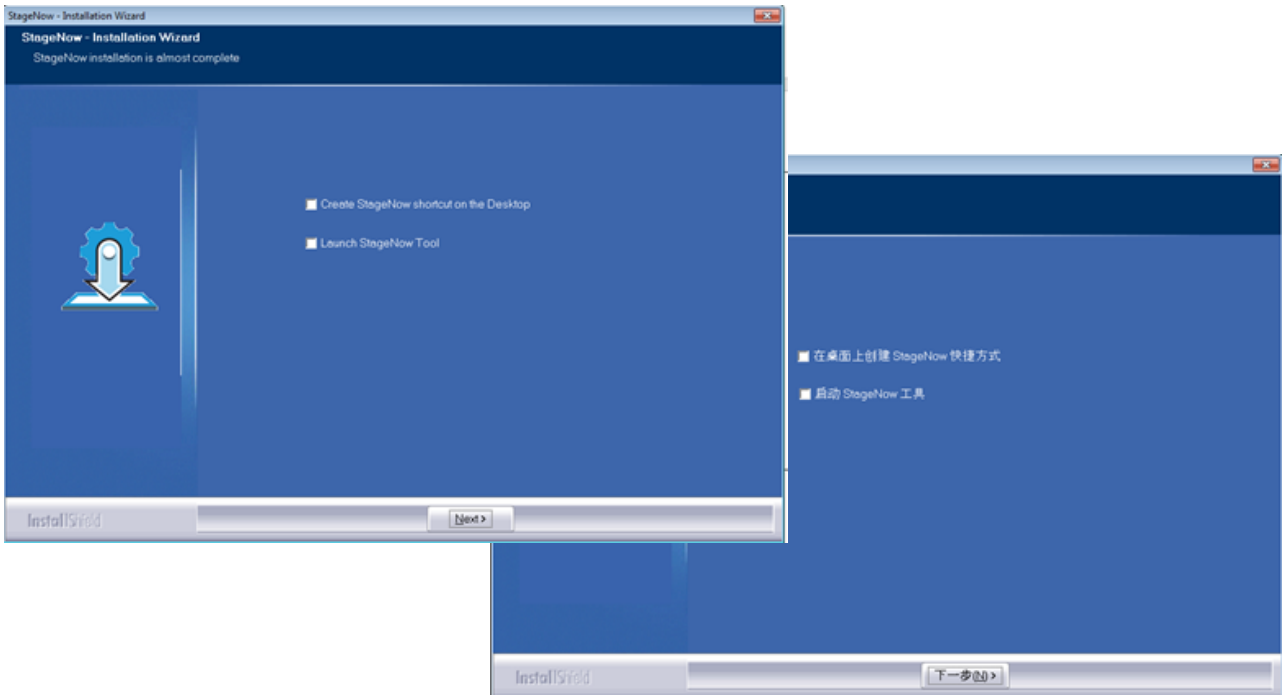


**Figure 2-10** *Installation Almost Complete Window*

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

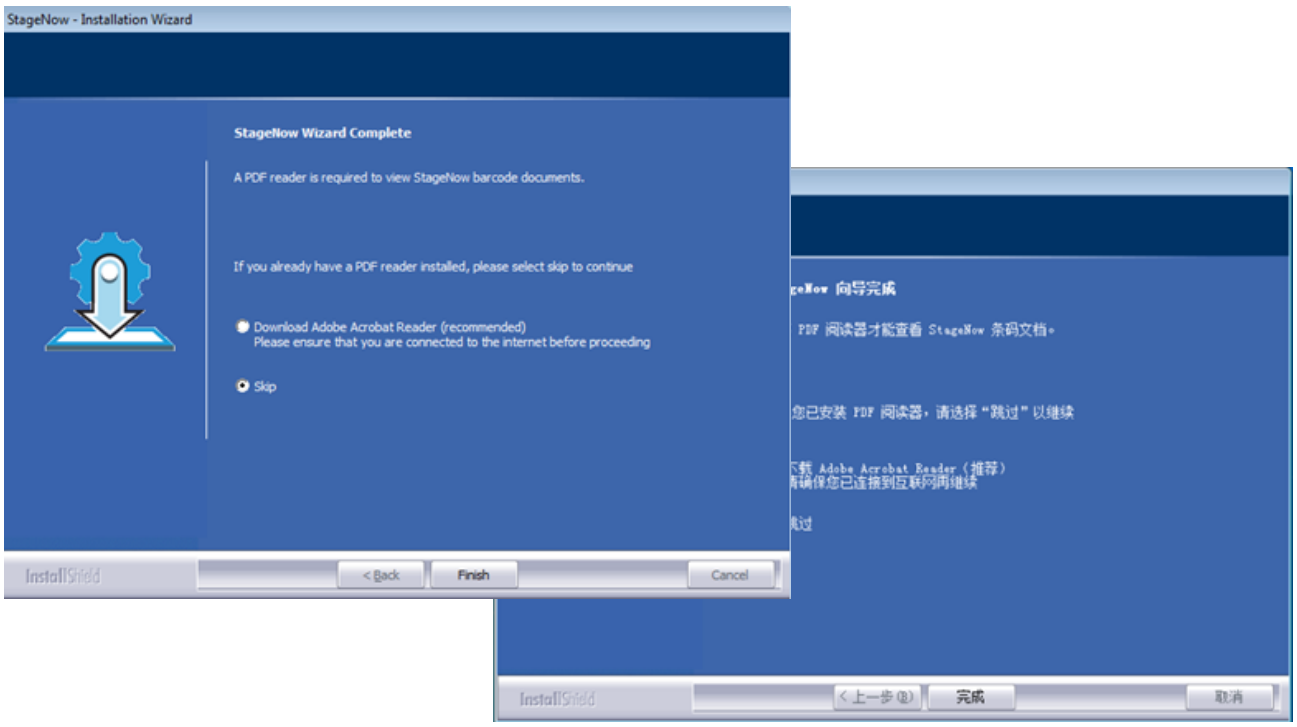


**Figure 2-11** *Download PDF Reader Window*

14. 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**.

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

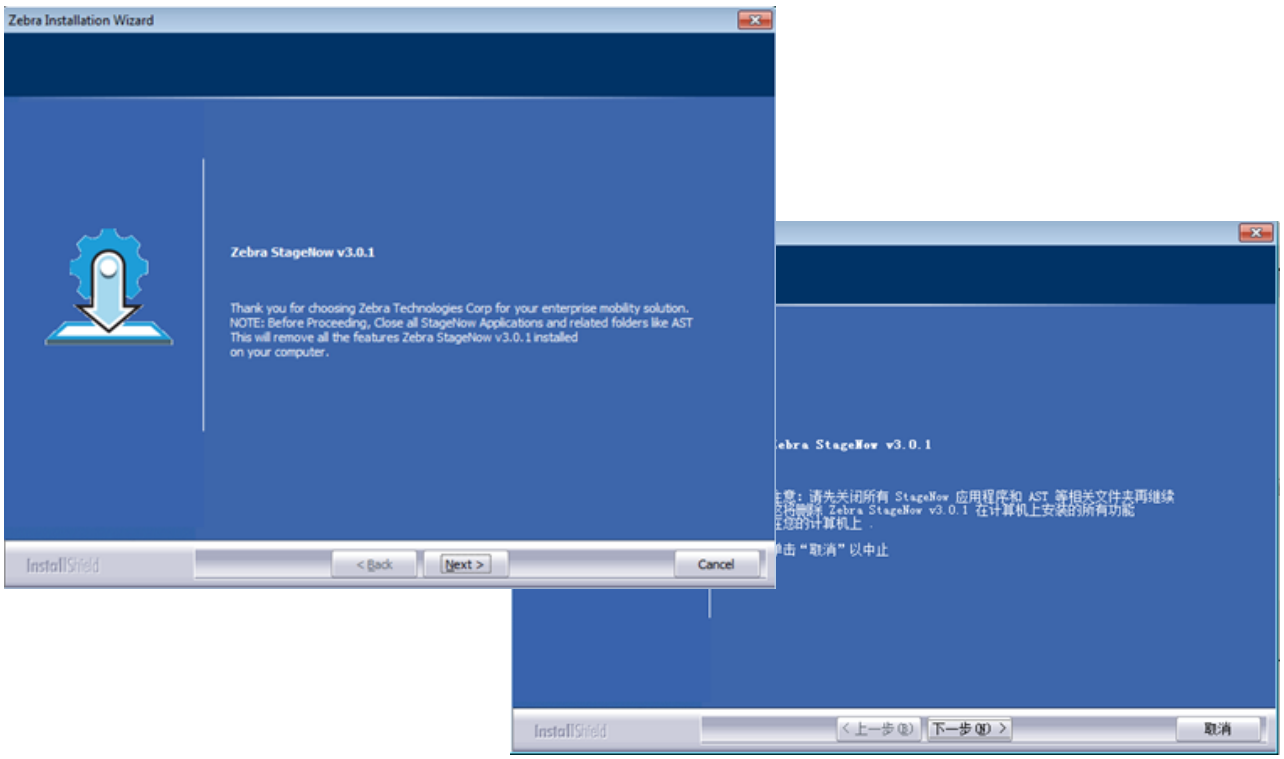


**Figure 2-12** *StageNow Installation Complete Window*

## 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.

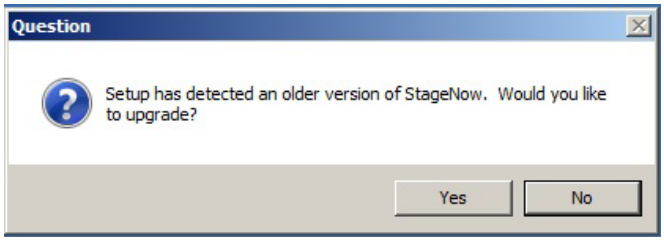


**Figure 2-13** *Upgrade Message*

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

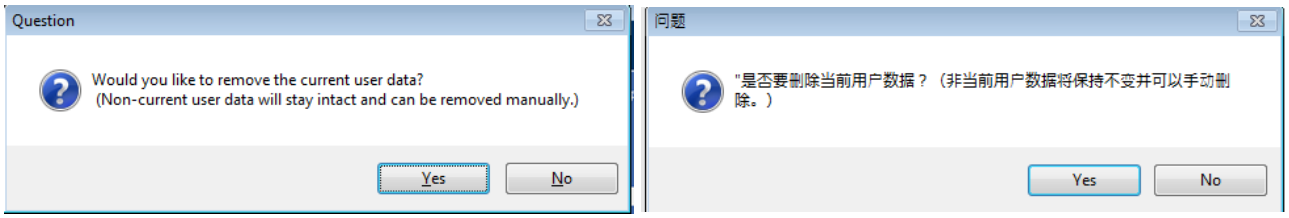


**Figure 2-14** *Remove Data Message*

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 2-15** *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.

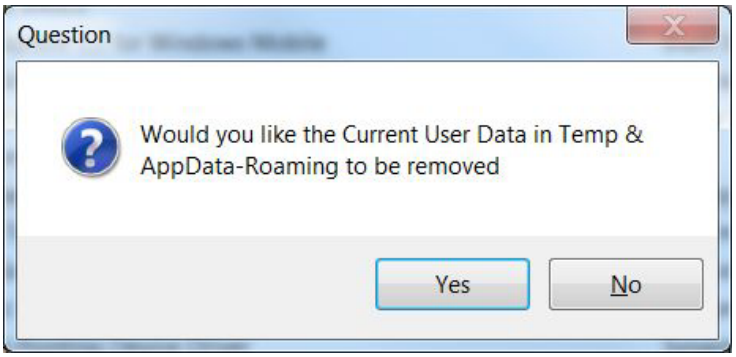


**Figure 2-16** *Remove Data Prompt*

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 Android Oreo, Nougat and Marshmallow devices from Zebra. Oreo, Nougat and Marshmallow devices that ship with the StageNow Client installed support all device configuration options that the StageNow Tool offers.

## 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**.

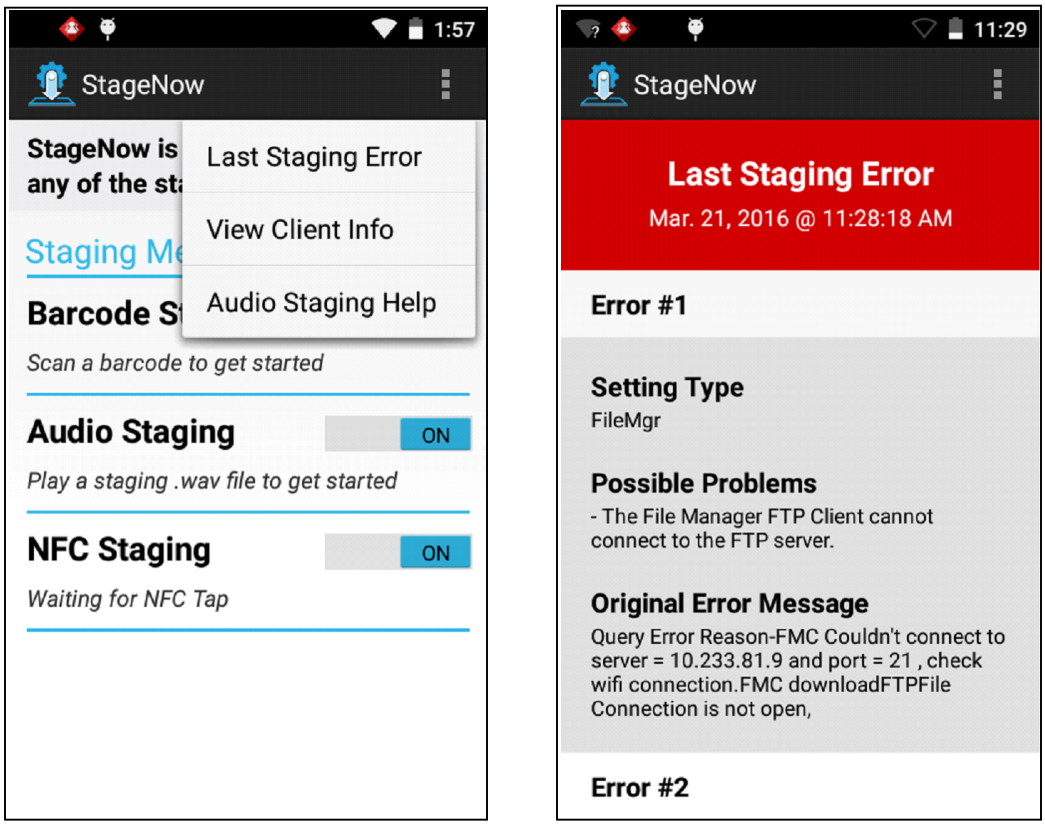


**Figure 3-1** *Viewing Logs*

You can also view logs via the ADB Logcat.

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