

INSTALLATION MANUAL

# RMS ENTERPRISE TRANSPORTER V1.2.25

FIRMWARE FILE TRANSFER UTILITY FOR RMS ENTERPRISE V4.7.0 (OR HIGHER)



AV FOR AN IT WORLD

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# **RMS Enterprise Transporter**

#### **Overview**

*RMS Enterprise Transporter* is a file transfer agent that allows the simultaneous transfer of firmware to multiple AMX devices on your system's network. This ensures that all devices are updated to the latest version at one time rather than making multiple trips to perform system upgrades. This tool also allows viewing of transfers to all devices in real time, so you can see at a glimpse the status of all file transfers, as well as the status of files that were transferred in previous sessions. Detailed log files are also available which allow viewing of historical data for each system or installation, whether it be one small room, or a campus wide system.

- RMS Transporter is installed separately from RMS Enterprise, and has it's own versioning (independent of RMS Enterprise). In order to use the Update Manager functionality in RMS, RMS Transporter must be installed according to the instructions in this guide.
- The RMS Transporter installation file (*RMSTransporter.exe*) is available to download from www.amx.com.

In the RMS Enterprise (v4.7.0 or higher) HTML interface, transporter functionality is presented in the Update Manager menu (FIG. 1):

🔶 RI	/IS D	)ashboard	📥 Update Manager 👻	Reports	Classic UI	Welcome Larry Carey	Sign out
------	-------	-----------	--------------------	---------	------------	---------------------	----------

FIG. 1 RMS Enterprise HTML UI (v4.7.0 or higher) menu bar

Note that the *Update Manager* menu is present in the menu bar, even if RMS Transporter has not been installed. **NOTE:** To ensure optimal performance of the RMS Enterprise UI, the RMS Transporter application should not be installed on the Primary RMS Enterprise Server. Install the RMS Transporter application on a separate server.

#### **RMS Enterprise System Requirements**

RMS Enterprise Server: Version 4.7.0	
• RMS SDK v4.7.0 (or higher)	

**NOTE:** Use RMS SDK v4.7.0 (or higher) with RMS Server v4.7.0 (or higher). If an earlier version of the RMS SDK is used with RMS v4.7.0, a manual reboot of the target master or client gateway may be necessary after the firmware transfers are complete.

### **RMS Transporter Server Hardware Recommendations**

**NOTE:** The RMS Transporter application should not be installed on the primary RMS Enterprise Server, as this can lead to performance issues on the RMS Enterprise UI (including potentially sluggish response times during transfer operations). To ensure optimal performance, always install RMS Transporter on a separate dedicated server.

Verify that each server that will run RMS Transporter meets or exceeds the following minimum requirements (check the appropriate boxes below):

RMS Transporter Server Hardware Recommendations					
Does your RMS Transporter server meet the following minimum hardware recommendations? Yes No					
Processor	Dual core Intel Xeon processor @ 2.67GHz (or equivalent)				
Memory	4 GB				
• Display	1280 x 1024 resolution				
Hard Disk	12 GB available space for RMS Transporter application files. Note: AMX firmware files will be stored locally on the Transporter. These files are automatically removed from the Transporter after 90 days since their last use.				
Yes to all Please continue to the next step.					
<b>No to any</b> You must obtain a server that meets these minimum requirements to install RMS Transporter.					

NOTE: RMS Transporter uses port 8081 for HTTP communications. Verify that port 8081 is open (see FIG. 2).

Do you have a compatible server OS installed? Yes						
••	rosoft Server Operating Systems:					
<ul> <li>Microsoft W</li> </ul>	indows Server 2012: R2 (64-bit): Standard Edition					
<ul> <li>Microsoft W</li> </ul>	indows Server 2008 R2 (64-bit): Web Edition / Standard Edition / Enterprise Edition					
<ul> <li>The Window</li> </ul>	s Desktop Experience feature may be required in order for the RMS Scheduling Configuration Tool to	work prope	rly.			
Yes	Please continue to the next step.					
	Thease continue to the next step.					
No	You must obtain a compatible server OS to install RMS.					
-		Yes	No			
Do you have a Note: RMS Ente	You must obtain a compatible server OS to install RMS.	Yes	No			
Do you have a Note: RMS Ente	You must obtain a compatible server OS to install RMS. administrative account to the server on which RMS Transporter will be installed? arprise Troller is a system level application and requires administrative access to install and configure	Yes	No			

#### **NOTE:** *RMS Transporter* v1.2.25 *is only supported on* 64-*bit systems.*

FIG. 2 illustrates the basic layout of an RMS Enterprise System that uses two RMS Transporter servers to update firmware files on AMX devices in the RMS system:

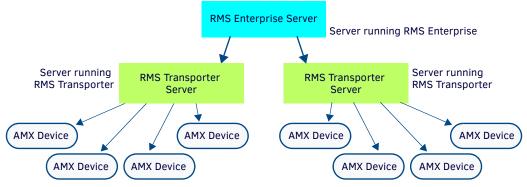


FIG. 2 RMS Transporter - basic system layout

As indicated, multiple RMS Transporter servers can communicate with the RMS Enterprise Server.

- Each RMS Transporter server communicates with the RMS Enterprise Server over Port 80.
- Each RMS Transporter Server communicates with AMX devices over port **1319**.
- Each RMS Transporter Server communicates with AMX devices via HTTP over port **8081** (default). This port can be changed in the RMS Transporter Configuration tool (see page 10).

#### **Installation and Configuration Steps - Overview**

- 1. Gather RMS Server and RMS Transporter Server Information: To install and configure RMS Update Manager, the following information will be required:
  - RMS Server URL, User Name and Password: the URL or IP address of the primary RMS (the server that runs RMS Enterprise), and the required login credentials (if applicable).
  - **RMS Transporter Server URL, User Name and Password:** the URL or IP address of the server that will run RMS Transporter, and the required login credentials (if applicable).
- 2. Install RMS Transporter: Refer to the Installing RMS Enterprise File Transporter section on page 6 for instructions.
- 3. Configure RMS Update Manager: Refer to the RMS Transporter Configuration section on page 9 for instructions.

#### Upgrading From an Earlier Version of RMS Transporter

The latest version of RMS Transporter (v1.2.25) comes with bundled JRE(Java-11.0.4) and doesn't require Java to be installed separately. For details on upgrading to RMS Transporter v1.2.25 from an earlier version, refer to the *Upgrading File Transporter* v1.x/1.2.x to v1.2.25 section on page 11.

### Using RMS Update Manager and RMS Transporter

For instructions on using RMS Update Manager (in conjunction with RMS Transporter) to manage firmware on AMX system devices, refer to the **RMS Update Manager** section of the *RMS Enterprise System Administrator's Manual*.

## **Installing RMS Enterprise File Transporter**

#### **Overview**

To add RMS Enterprise File Transporter functionality to RMS Enterprise, install the *RMS Enterprise Transporter* application (as described below), and then run the *RMS Update Manager Configuration* utility (see *RMS Transporter Configuration* on page 9).

- To ensure optimal performance of the RMS Enterprise UI, the RMS Transporter application should not be installed on the Primary RMS Enterprise Server. Install RMS Enterprise Transporter on a separate server.
- The RMS Enterprise Transporter installation file (RMSTransporter.exe) is available to download from www.amx.com.
- Verify that the server that will run RMS Enterprise Transporter meets or exceeds the minimum OS and hardware requirements on page 4.
- For details on upgrading to RMS Transporter v1.2.25 from an earlier version, refer to the Upgrading File Transporter v1.x/1.2.x to v1.2.25 section on page 11.

#### **Before You Start**

- Verify that the Primary RMS Server is running.
- Have the IP Address and login credentials for the RMS Enterprise Server.
- Have the IP Address and login credentials for the RMS Enterprise Transport Server.

### Installing RMS Transporter

1. Double-click the *RMSTransporter.exe* installation file to begin the installation. This opens the *Welcome to the RMS Enterprise Transporter Setup Wizard* screen (FIG 3):

RMS Enterprise Transporter 1.2.16		
AMX	Welcome to the RMS Enterprise Transporter Setup Wizard	
Progree Management	The Setup Wizard will install RMS Enterprise Transporter on your computer. Click 'Next' to continue or "Cancel" to exit the Setup Wizard.	
© 2018 AMX LLC. All rights reserved	< Back Next > Cancel	

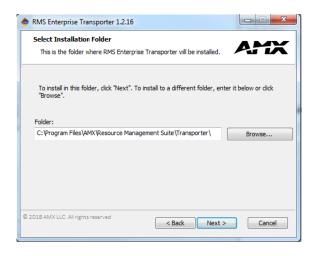
FIG. 3 Welcome to the RMS Enterprise Transporter Setup Wizard screen

2. Click Next to proceed to the End-User License Agreement screen (FIG. 4):

RMS Enterprise Transporter 1.2.16
End-User License Agreement Please read the following license agreement carefully
End-User License Agreement IMPORTANT-READ CAREFULLY: This End-User License Agreement (this "EULA") is a legal agreement between you (either an individual or a single entity) and AMX, LLC ("AMX") for AMX's software, including (if any) all updates, upgrades, enhancements, error corrections, and bug fixes that supplement or replace such software and that are not
(is tributed or made available with a separate license (collectively, the "Software"). YOU AGREE WITH THE TERMS OF. AND TO BE BOUND
© I do not accept the terms in the License Agreement © 2018 AMX LLC. All rights reserved < Back Next > Cancel

FIG. 4 End User License Agreement

 Review the End-User License Agreement, and click I accept the terms in the license agreement to enable the Next button. Click Next to proceed to the Select Installation Folder screen (FIG. 5):



#### FIG. 5 Select Installation Folder

The default target directory for the Interface installation is indicated in the text field on this screen: C:\Program Files\AMX\Resource Management Suite\Transporter\

4. Click Next to proceed to the Ready To Install screen (FIG. 6):

RMS Enterprise Transporter 1.2.16	×
Ready to Install	
The Setup Wizard is ready to begin the RMS Enterprise Tran installation.	sporter
Click "Install" to begin the installation. If you want to review installation settings, click "Back". Click "Cancel" to exit the w	
© 2018 AMX LLC. All rights reserved	Install Cancel

#### FIG. 6 Ready To Install screen

5. Click **Install** to begin installing RMS Enterprise Transporter to the target directory on the specified server. Installation progress is indicated in the *Installing RMS Enterprise Transporter* screen (FIG. 7):

RMS Enterprise Transporter 1.2.16	
Installing RMS Enterprise Transporter	
Please wait while the Setup Wizard installs RMS Enterprise Transporter. This may take several minutes. Status: Creating shortcuts	
© 2018 AMX LLC. All rights reserved < Back Next > Cancel	

FIG. 7 Installing RMS Enterprise Transporter

- If you wish to review or change any of your installation settings, click Back.
- Click *Cancel* to exit the wizard.
- 6. When the installation is complete, the Completed the RMS Enterprise Transporter Setup Wizard screen is displayed (FIG. 8):

RMS Enterprise Transport	er 1.2.16	
AMX	Welcome to the RMS Enterprise Transporter Setup Wizard	
	Click the "Finish" button to exit the Setup Wizard.	
		Click to launch the RMS
		Transporter Configuration utility
© 2018 AMX LLC. All rights reserved	< Back Finish Cancel	

FIG. 8 Completed the RMS Enterprise Transporter Setup Wizard screen

7. Click **Finish** to close the *RMS Enterprise Trnsporter Setup Wizard*.

At this point, RMS Enterprise Transporter application and the *RMS Update Manager Configuration* utility are both installed. The next step is to configure the RMS Enterprise Transporter tool. This process will invoke the *RMS Update Manager Configuration* utility, as described in the following section.

# **RMS Transporter Configuration**

#### **Overview**

At the end of the RMS Enterprise Transporter Setup Wizard, click Finish to launch the RMS Transporter Configuration utility. This utility allows you to configure the RMS Enterprise Transporter interface to communicate with RMS Enterprise. The initial view is of the RMS Server tab (FIG. 9):

AMX - RMS Transporter Configuration	
AMX	<b>RMS Transporter Configuration</b>
RMS Server Transporter Settings	
Configure RMS Server URL and authentica	tion credentials. Please save any changes before switching tabs.
RMS Server URL:	
User Name:	transporter
Password:	
	Test Connection
L.2.16	Save RMS Server Setting

FIG. 9 RMS Transporter Configuration - RMS Server tab

#### 1. Enter the appropriate connection information for your RMS Enterprise server:

RMS Transporter Configuration - RMS Server tab options				
RMS Server URL:	Enter the URL of the RMS Server that will run RMS Enterprise Transporter. URL must be in the form: http:// <server>:<port>/rms If the port is 80, then it can be omitted.</port></server>			
User Name:	Enter the user name as required by the server (default = "transporter")			
Password:	Enter the password as required by the server (default = "password")			

NOTE: RMS Transporter uses port 80 to communicate with the RMS Server, and uses port 1319 to communicate with system devices.

- 2. Click the **Test Connection** button to verify this information. The program will indicate that the connection was successful or not. If the connection attempt fails, re-enter the server information. You cannot proceed until you have successfully connected to the server.
- 3. Click **Save RMS Server Setting** to save these settings, register the RMS Enterprise Transporter Interface with the server, and enable the *File Transporter Settings* tab (see FIG 11 on page 10):

	nsporter Configuration	
AMX		RMS Transporter Configuration
RMS Server Tran	nsporter Settings	
Configure RM	S Server URL and authenticat	ion credentials. Please save any changes before switching tabs.
	RMS Server URL:	http://10.90.66.14:8080/rms
	User Name:	transporter
	Password:	•••••
		Test Connection
Connec	t to RMS Server successfully.	1
Connec	e to himo berver successionly.	J
1.2.16		Save RMS Server Setting

FIG. 10 RMS Transporter Configuration - RMS Server tab (Connected) 4.

Open the Transporter Settings tab (FIG. 11):

AMX - RMS Transpo	-		
MX		RMS Transp	orter Configuratio
MS Server Transpor	ter Settings		
	Enter transporter nan	ne. Please save any changes before switching tabs.	
	Transporter Name:	Transporter(10.90.66.249)	
	HTTP Port:	8081	
			Save Transporter Setting
			,

FIG. 11 RMS Transporter Configuration - Transporter Settings tab

- 5. In the Transporter Name field, enter a unique, friendly name for the RMS Enterprise Transporter. NOTE: Transporter names must be unique - if an existing transporter name is entered, an error is invoked. In this event, re-name the Transporter with a unique name and re-save.
- 6. By default, each RMS Transporter Server communicates with AMX devices via HTTP over port **8081**. This port assignment can be changed if necessary.
- 7. Click Save Transporter Setting to save changes. The dialog will indicate that the setting has been saved.
- 8. Close the RMS File Transfer Configuration utility.

# **Upgrading File Transporter v1.x/1.2.x to v1.2.25**

#### **Overview**

If you have upgraded your RMS Server to v4.7.0, it is necessary to also upgrade RMS Enterprise File Transporter to v1.2.25, as described in this section.

NOTE: The latest version of RMS Transporter (v1.2.25) comes with bundled JRE(Java-11.0.4) and doesn't require Java to be installed separately. However, existing java (java-9 or earlier) should only be uninstalled after upgrading/uninstalling the existing version of RMSEnterpriseTransporter.

#### 1) Stop the RMS Enterprise Transporter Process

The first step in upgrading to RMS Enterprise Transporter v1.2.25 is to stop the current (v1.2.16) RMS Enterprise Transporter

process: 1. Open Windows Computer Management (Start > Administrative Tools > Computer Management):

£	Computer Management						
File Action View Help							
🗢 🄿 🙍 🖬 🖾 🛸	2 📑 🕨 🗉 🕪						
🜆 Computer Management (Local	Services						Act
⊿ 👔 System Tools	Services						Se
D Task Scheduler	RMS Enterprise Transporter	Name 🔺	Description	Status	Startup Type	Log ^	30
Event Viewer	Kins Enterprise transporter	Riug and Play	Enables a computer to recog	Running	Manual	Loca	
Shared Folders	Stop the service	Portable Device Enumerator S			Manual (Trig	Loca	R
Local Users and Groups	Restart the service	Rower	Manages power policy and p	Running	Automatic	Loca	
Performance		Rrint Spooler	This service spools print jobs	Running	Automatic	Loca	
🚽 Device Manager	Description:	Printer Extensions and Notific	1 1 2	Numming	Manual	Loca	
⊿ 📇 Storage	RMS Enterprise Transporter	Problem Reports and Solutio	This service provides support		Manual	Loca	
Windows Server Backup		Remote Access Auto Connec			Manual	Loca	
🔤 Disk Management		Remote Access Auto Connection	Manages dial-up and virtual		Manual	Loca	
Services and Applications			Remote Desktop Configurati	Running	Manual	Loca	
Routing and Remote Ac		Remote Desktop Configuration	Allows users to connect inter	Running	Manual	Netv	
Services				-	Manual		
🗃 WMI Control		Remote Desktop Services Use	The RPCSS service is the Serv	Running		Loca	
		Remote Procedure Call (RPC)		Running	Automatic	Netv	
		Remote Procedure Call (RPC)			Manual	Netv	
		Remote Registry	Enables remote users to mod		Automatic (T	Loca	
		Resultant Set of Policy Provider			Manual	Loca	
		RMS Enterprise Transporter	RMS Enterprise Transporter	Running	Automatic	Loca	
		Routing and Remote Access	Offers routing services to bu		Disabled	Loca	
		RPC Endpoint Mapper	Resolves RPC interfaces iden	Running	Automatic	Netv	
		💁 Secondary Logon	Enables starting processes u		Manual	Loca	
		🔍 Secure Socket Tunneling Prot			Manual	Loca	
		🧟 Security Accounts Manager	The startup of this service sig	Running	Automatic	Loca	
		Server 😳	Supports file, print, and nam	Running	Automatic	Loca	
		Shell Hardware Detection	Provides notifications for Au	Running	Automatic	Loca	
		🔍 Smart Card	Manages access to smart car		Disabled	Loca	
		🎑 Smart Card Removal Policy	Allows the system to be conf		Manual	Loca	
		🍓 SNMP Trap	Receives trap messages gene		Manual	Loca 🗸	
		< · · ·	- ·· · · · · ·			>	
	Estanded (Standard (						-

< III > Extended / Standard /

FIG. 12 Windows Computer Management - RMS Enterprise Transporter service

2. In the Computer Management navigation bar, select Services and Applications > Services.

- 3. In the *Services* window, select the **RMS Enterprise Transporter** service.
- 4. Right-click and select **Stop** (FIG. 13):

100	montocame	op occasione oberna	mony are real ceases or ranning			
🔍 Rei	mote Proces	dure Call (RPC)	The RPCSS service is the Serv R	Running	Automatic	Netv
🔍 Re	mote Proced	dure Call (RPC)	In Windows 2003 and earlier		Manual	Netv
🔍 Rev	mote Regist	ry	Enables remote users to mod		Automatic (T	Loca
🔍 Re	sultant Set o	f Policy Provider	Provides a network service th		Manual	Loca_
RI RI	VIS Ent	÷ .	St 1S Enterprise Transporter	Running	Automatic	Loca
🔍 Ro	outing	Start	ers routing services to bu		Disabled	Loca
🔍 RP		Stop	olves RPC interfaces iden	Running	Automatic	Netv
🔅 Ser	conda ゆ	Pause	bles starting processes u		Manual	Loca
🔅 Ser	cure S	Resume	vides support for the Sec		Manual	Loca
🔅 Ser	curity	Restart	startup of this service sig	Running	Automatic	Loca
🔅 Ser	rver		ports file, print, and nam	Running	Automatic	Loca
🔍 Sh	ell Ha	All Tasks	vides notifications for Au	Running	Automatic	Loca
🔍 Sm	nart Ci	Refresh	hages access to smart car	_	Disabled	Loca
🔍 Sm	nart Ci	Properties	ws the system to be conf		Manual	Loca
🤹 SN	IMP T	roperties	eives trap messages gene		Manual	Loca
		Help				
Standard (Standard )						-

\Extended (Standard /

FIG. 13 RMS Enterprise Transporter service Context Menu

### 2) Upgrade RMS Transporter

Before you start:

- Verify that the Primary RMS Server is running.
- Have the IP Address and login credentials for the RMS Enterprise Server.
- Have the IP Address and login credentials for the RMS Enterprise Transport Server.

Double-click the *RMSTransporter.exe* installation file to begin the installation. This process is described in the *Installing RMS Enterprise File Transporter* section on page 6.

#### 3) Configure RMS Transporter

When the **Finish** button is clicked in the last dialog of the RMS Enterprise Transporter Setup Wizard, the *RMS Update Manager Configuration* utility is launched automatically.

When upgrading from an earlier version of RMS Transporter, the configuration settings should be retained. However, it is recommended that you review the RMS Configuration settings.

- 1. Verify that the information in both the *RMS Server* and *Transporter Settings* tabs is correct.
- 2. Click Save Transporter Setting to save changes. The dialog will indicate that the setting has been saved.
- 3. Close the RMS File Transfer Configuration utility.

Refer to the RMS Transporter Configuration section on page 9 for details on using the RMS Transporter Configuration tool.

**Note:** The latest version of RMS Transporter (v1.2.25) comes with bundled JRE(Java-11.0.4) and doesn't require Java to be installed separately.

Below steps should be followed to upgrade from earlier version to current RMSEnterpriseTransporter (v1.2.25):

- 1. Upgrade without uninstalling existing version of RMSEnterpriseTransporter:
  - a. Download and install RMSEnterpriseTransporter(v1.2.25).
  - b. Uninstall Java if not required.
- 2. Upgrade with uninstallation of existing version of RMSEnterpriseTransporter:
  - a. Uninstall existing version of RMSEnterpriseTransporter.
  - b. Uninstall Java if not required.
  - c. Download and install RMSEnterpriseTransporter (v1.2.25).
- 3. In-case user uninstall Java(without uninstalling existing version of RMSEnterpriseTransporter), and then downloads and install RMSEnterpriseTransporter(v1.2.25), installed RMSEnterpriseTransporter won't work.
- 4. To recover, user must uninstall existing RMSEnterpriseTransporter and install RMSEnterpriseTransporter(v1.2.25) again.



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