



Installing RWME 2020 Build 651 as an Upgrade

These instructions are for installing the RWME 2020 software and to utilize your settings, log files and monitored items/nodes from an earlier release such as RWME 2005, 2009 or 2015. By using this document's procedure you get the latest feature and benefits of the RWME 2020 software but without loss of your previous settings and logs.

This release includes a number of new features and bug fixes, as listed below in order of importance:

New Features and Bug Fixes:

- Sensorsoft Graphing Tool (SGT) was revised (Ver 3.0 Build 206) to operate as a Java Web Start app on your desktop instead of the previous applet that ran in the web browser. This is because web browsers no longer support applets. SGT now includes a security certificate to make it operate painlessly with the Java security requirements.
- During startup the RWME service will now use an alternate web server port (starting at 8090) if the default web server port 80 is used by another program. This prevents the RWME software from stopping if the machine is automatically rebooted for server OS updates or maintenance. In this case it also sends an email to the administrator's email address to inform of the new web server port number being used.
- The RWME program is now supplied in both Win32 (32 bit) and x64 (64 bit) binaries.
- Various cosmetic changes were done to web pages. This includes use of a favorite icon in browser tab, new Sensorsoft logo, login page has background image, shortened link titles, server name in web browser tab.
- Make many changes and improvements to nomenclature and display text.
- Added delayed alerting for Sensorsoft Device Errors (i.e. OFFLINE, TIMEOUT, etc.).
- Make security and reliability improvements to web server that it can withstand scans from security software like Nessus, N-Map, OpenVAS, Alien Vault without crashing.
- Added a new log file, websecurity-concerns.log, to keep track of any vulnerability scanning that the RWME web server may experience.
- We improved the Monitor List reordering on the Monitor List Display Settings page. Previously customer with a large number of sensors (>100) would need to click hundreds or thousands of times to move an item/node in the list. Now we provide an improved JavaScript that allows very fast moves through list by holding the mouse button down. To take advantage of this improvement a supported web browser other than Internet Explorer (IE) web browser must be used.
- Added an admin_audit.log file to record changes done by RWME administrators.
- Added a button to test SMTP email settings.
- Logout link now contains the name of logged in user (admin or ruser).
- Added a shortcut (RWME_EXE_shortcut.lnk) in User Executables folder to run a single RWME.exe (pipe) command in RWME Address Book without the need for a batch (.bat) file.
- Make improvements in the speed of how variables in monitoring.ini are read on startup.
- An improved installer program based on Inno Setup, automatically determines whether to install 32 bit or 64 bit executables.
- RWME now displays the customer's serial number or license key in the About dialog for admin users.
- Updated the SMTP email client to use EHLO instead of older HELO keyword.
- Added date header and time zone offset in email alerts so your email client will show time and date when the email was sent instead of when it was received.
- Converted terms like pager and paging to the more recent terminology like SMS.

- Added update interval polling periods of 2, 4, 6, 12 and 24 hours for sensors that are accessed over a cellular network and have expensive data rate plans or require less frequent updates.
- Added a Doc page where all manuals are available locally or for more updated copies - online.
- The ruser now has access to all manuals through Docs link/page.
- Improvements in recording of log file for command line execution. It now includes both successful and failed transactions and more detail for the purpose of troubleshooting. The log file name changed from command_line.log to commandline_exec.log.
- Improvements in formatting of log file for SMTP transactions used to send email alerts. The log file name changed from smtp.log to smtp-email.log.
- Correct a problem where RWME was slow to recognize a broken socket connection on a Sensorsoft device.
- Corrected a bug and made several textual changes to Modify Variable Value page (RWME1000018.html).
- Improve handling of TIMEOUT and OFFLINE errors and alerts.
- Solved bug where alert color selected for Device Model Changed did not save correctly on Monitor List Display Settings page.
- UNSOLVED – If you select a new monitoring group and use a domain name for your RWME server address you may notice that the group does not get loaded as expected. We have observed this problem in Google Chrome web browser. The workaround is to use an IP address instead of a domain name.
- SGT previously displayed all log files even though some were not graph-able. Now only data log files are displayed for graphing.
- RWME forces a change to Wait For Active Connection to 30 seconds if a value less than that was previously used. This can prevent excessive and spurious OFFLINE alerts related to Sensorsoft devices. This forced change is recorded in the rwme.log file.
- RWME forces a change to Wait For Receive Data to 7 seconds if a value less than that was previously used. This can prevent excessive and spurious TIMEOUT alerts related to Sensorsoft devices. This forced change is recorded in the rwme.log file.
- Page RWME1000014.html now shows correct alert counter values.
- The RWME and SGT manuals have been improved and updated.
- A new RWME Quick Reference Guide (071-0149.pdf) has been added to replace previous glossary.html.
- Changed Device Error term “Communication” to “COMM Corrupted” to be more exact.
- Tested with Microsoft Edge web browser.
- Added method in RWME User’s Manual for adding Smart phone links to run command lines.
- Regardless of changes we made in nomenclature we did not change the XML file output tags to prevent breaking previously written software that depends on XML output.
- View XML link has been moved from upper right corner to left side menu in the Monitor List.
- Instructions are provided in the SGT User’s Manual to launch SGT directly from your desktop and bypass your web browser entirely.

Upgrade Procedure:



IMPORTANT – Carefully follow this procedure to preserve your existing program settings, log files and monitored items/nodes.

1. Login as the Windows Administrator to the computer where you plan to install the RWME 2020 software.
2. Download the RWME 2020 software from the Sensorsoft web site:

<https://www.sensorsoft.com/download/rwme-v2020-b651-setup.exe>

3. Locate your license key for the RWME 2020 software.
4. Exit all desktop applications, if any are running.
5. Double-click the download file from step 2 to start the installation and follow the prompts. One of the prompts will ask for your RWME 2020 license key. When asked if you would like to start the RWME 2020 service, choose NO.
6. On the machine or directory where the older RWME 2005, 2009 or 2015 software is running use the Service Control Manager (SCM) to stop its service and set its Disabled property.
7. On this machine or directory where the older RWME software is running, copy (not move) the following files and folders:

- Logs folder
- rwme.ini
- monitoring.ini
- passwords.dat
- alertpasswords.dat (if it exists)
- User Executables folder (only if you added files to this folder)
- Modems files (only the files you modified, not the entire folder)

8. Paste the above (copied) contents into the RWME 2020 base directory. Choose "YES" to replace the existing files and folders. This step is very important because it ensures that your previous log files and program settings will be used in the new 2020 install.
9. You will also need to edit the scripts or batch files you may have added in the User Executables folder. This is due to the changed directory paths from your older RWME install path to the new RWME 2020 install path. In addition, if you have any OS scheduled tasks that use executables in the User Executables folder or RWME pipe commands these paths will also need to be modified. Depending on your Windows OS this can usually be done using the app:

Start->Accessories->Systems Tools->Task Scheduler

10. Start the RWME 2020 service using the SCM.
11. From the Windows Start Menu choose, Login to Sensorsoft RWME 2020. If you are using an RWME web server port other than the default of 80 you will need to edit the Start Menu and or desk top icon properties to add an alternate port number. This is an example of using an alternate port number:

`http://192.168.0.12:8090`

12. Login with your existing admin password and verify your monitored items/nodes are all listed.