



TEOS
MANAGE



TEOS Manage 2.0 – Update guide

Document version 1.0

Description

TEOS Manage is updated several times a year with new features and functionality. This document shows how a server can easily be updated with an update file.

Requirements & specifications

TEOS Server Side

- 1) TEOS Manage server installed with the previous version (1.5.8), if your TEOS version is older than 1.5.8, please contact us (primesupport@sony.com)
- 2) All licenses need to be valid for receiving updates, if your licenses are out of date, please contact your Sony representative to request new extension.
- 3) Access to the **TEOS Manage server** with admin rights, do a snapshot/backup of the machine if possible.
- 4) If there is a centralized database, have the access to data as a sys admin user (sa).
- 5) When AD is used from version 1.5.8, configuration can be lost, please contact us to help with the update
- 6) If upgrading from a version older than 1.5.8, some other options can be lost like the Content schedule configuration or Action schedule. Make sure you have the configuration (by doing screenshots for example) saved, just in case it needs to be done again.
- 7) Please check “TEOS Manage 2.0 – Release note” document [HERE](#) to see the new items features to consider before updating
- 8) Open port 5555 for maintenance and port 5545 (for secured connection) must be open
- 9) New DNS entry to add from previous version: **proofofplay.yourcompanysite**
- 10) A new configuration architecture has been implemented in version 2.0 where “Site Configuration” is the central point of configuration with room booking. Please check the manuals to follow the new way of configuring devices.

Device side

- 11) BRAVIA: For a full usage of TEOS Manage 2.0, adb mode and remote firmware upgrade (only for devices with Android 8) must be activated. With that option, TEOS will be able to remotely install new firmware or apps into BRAVIA and see the interface of the BRAVIA (not HDMI input). You can follow the manual in <http://pro.sony/teos> > Download and Support > TEOS for hardware and BRAVIA for TEOS documents.
- 12) TEOS Book (TEB-10DSKPL): make sure to have at least the firmware [V1.1 1.11.05f.20181219](#)

ChipSet	rk3188
Model number	TEOS-Book
Android version	5.1.1
Baseband version	Unknown
Kernel version	3.0.101+ Wed Dec 19 15:56:37 CST 2018
Build number	LMY48Y.TEB-10DSQPL.AP6xxx.TEOS.HSD101PWW1+KD_A45.V1.1.11.05f.20181219

This firmware will give the possibility to update TEOS Apps from TEOS Manage

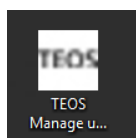
13) For other types of tablets, TEB-7DSKPL, TEB-15DSK, TEB-22DSKPL tablets, a configuration using micro USB port needs to be done in order to enable the remote update for TEOS Apps from TEOS Manage. Please follow [this](#) document to enable the ADB option.

14) For TEOS Player (TEP-TX5) just update the TEOS apps from TEOS Manage directly

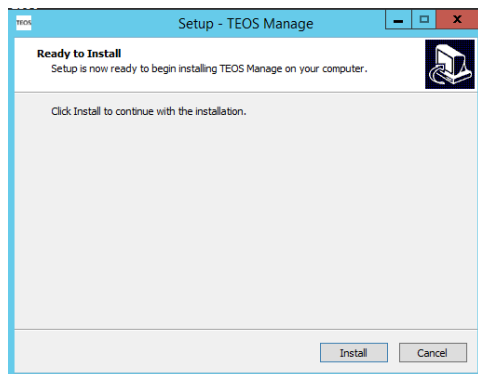
For specific usage/installation, don't hesitate to contact Sony support or your Sony representative.

Step-by-step process on server side:

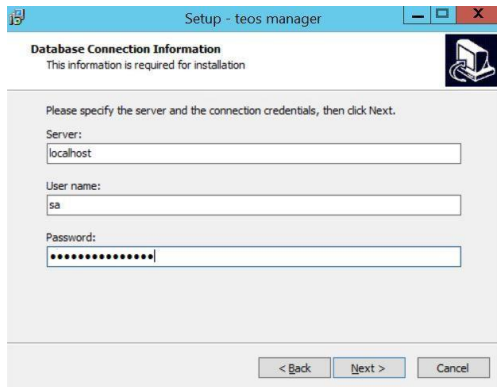
1. Download the latest TEOS update installer. If you do not have the Installer please contact your Sony representative.
2. Log into the server, copy the installer file, and open it



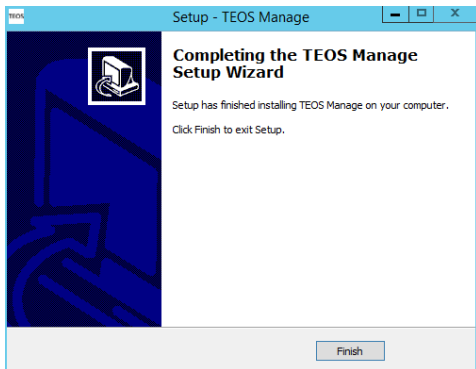
3. Click on Install in the installer window



4. Fill up the SQL database location field and the sa password to install the update

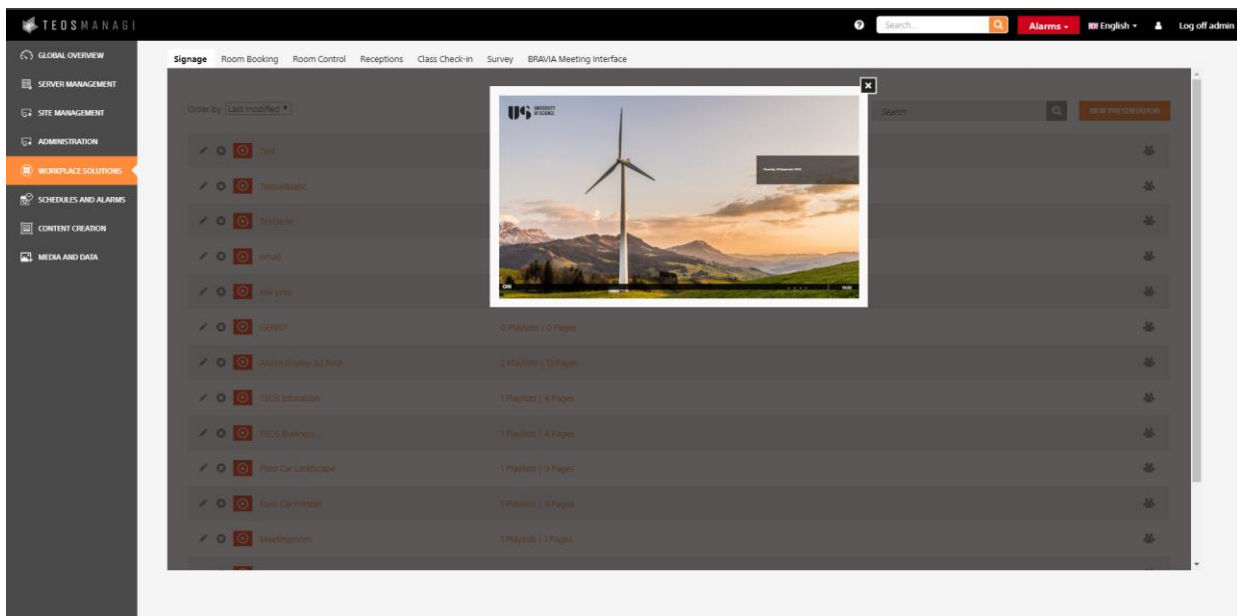


5. After the update is finished, click Finish

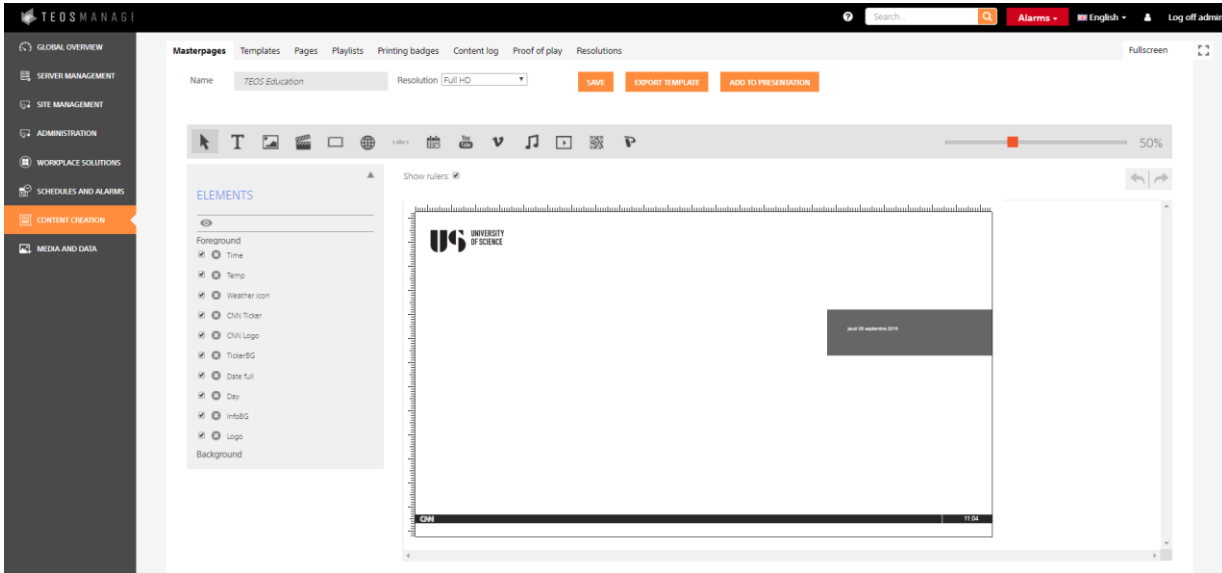


6. Open your TEOS website from a client PC or from TEOS Server and check the following pages:

Go to Workplace Solutions > Signage and try to open a preview of a Signage. If you can see the content, that means that the main Service is working

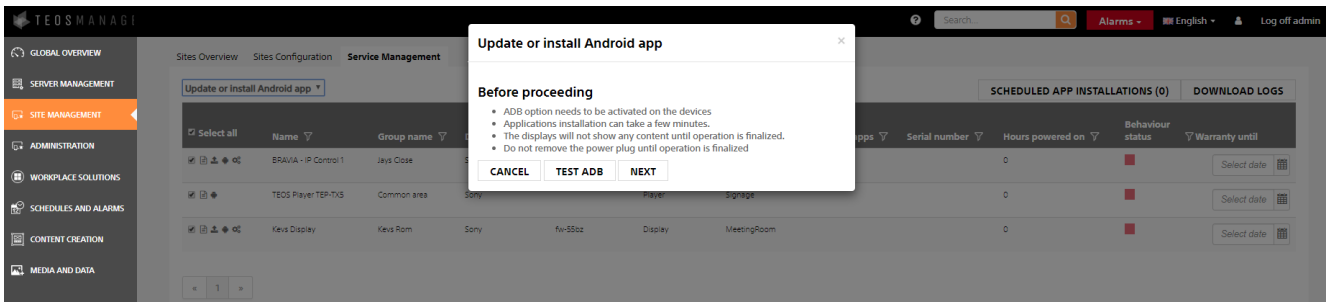


Go to content creation and try to edit a masterpage, if not possible please contact Sony support.



As the protocol of communication between BRAVIA and TEOS is still the same, BRAVIAs will be directly in green in the Administration>Device management tab.

Players and tablets will be disconnected because TEOS Control app compatible version with TEOS Manage is from 1.19. Please go to Site Management> Service management and considering that adb is ON in the different devices, you will be able to update to the new version TEOS Control app for tablets and players and TEOS Signage for all the devices if needed.



For specific usage/installation, don't hesitate to contact Sony support or your Sony representative.



<http://pro.sony/teos>

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