Stage Mobile Sync App

TLS Certificate Update Guide

1   INTRODUCTION

The TLS Certificate installed on your Stage Media Server enables the secure web protocols between your personal electronic devices and the Stage Media Server on board your aircraft. If you have not been able to upgrade to the latest version of the Stage Media Server software yet, then your certificate may be about to expire (or may have already expired if you are reading this after November 7th, 2020).

The Stage Sync App for Android and iOS (also known as the Mobile Sync App or the MSA) allows you to update the TLS Certificate on your Stage Media Server without having to install new software on your aircraft. This guide provides information on how to do just that. Section 2 describes some general elements of the app. Section 3 describes the Maintenance Tool feature of the app and how to use it to update the TLS Certificate.
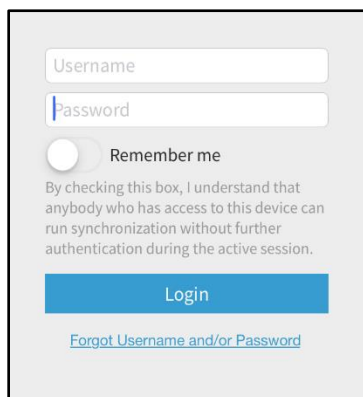
2   APP NAVIGATION

2.1   APP STARTUP

When it is launched, the app attempts to detect the Stage cloud servers on the Internet as well as a Stage Media Server on the local network. If the Stage cloud servers are detected first, then the app will display its Download screen, and if a Stage Media Server is detected first, then the app will display its Upload screen. If neither type of server is detected, then the app will show the message "No Server Detected". In any case, you will always have the ability to access the Settings screen, the About dialog, and the Maintenance Tool screen from the app's menu.

2.2   LOGIN PROMPT

The app may prompt you to log in to your Stage manager account to manage Stage content downloads to your device. However, this is not necessary for updating the TLS Certificate on your Stage Media Server. You may ignore this prompt and still access the Settings or Maintenance Tool options from the app menu.

Login Prompt

2.3   AIRCRAFT SELECTION

If you have already logged in to you Stage manager account in the app, then you may be prompted to select one of the aircraft that you have permission to download content for. You may select any aircraft, as it will not have any bearing on your ability to update the TLS Certificate on your Stage Media Server.
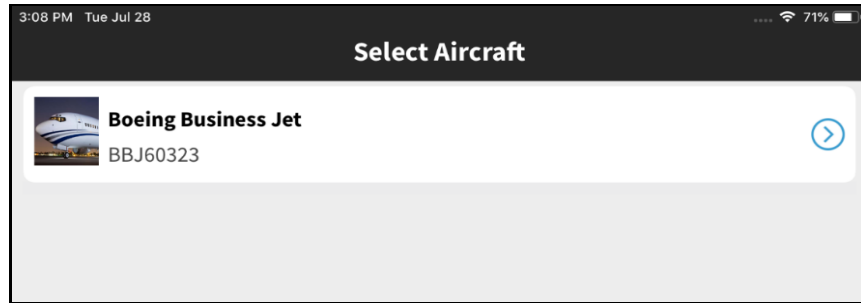

Select Aircraft Screen – First Selection

2.4 APP MENU

The app's menu is accessed by tapping on the "hamburger" icon at the top left of the app screen. The menu provides a list of links to the following different functions. Not all links will be available or enabled at all times, as it depends on the current context. Note: You must unlock access to the **Maintenance Tool** menu item, so it may not appear when you first launch the app.

- Notifications
- Change Aircraft
- Switch to Upload
- Switch to Download
- Last Download Details
- Remove Content
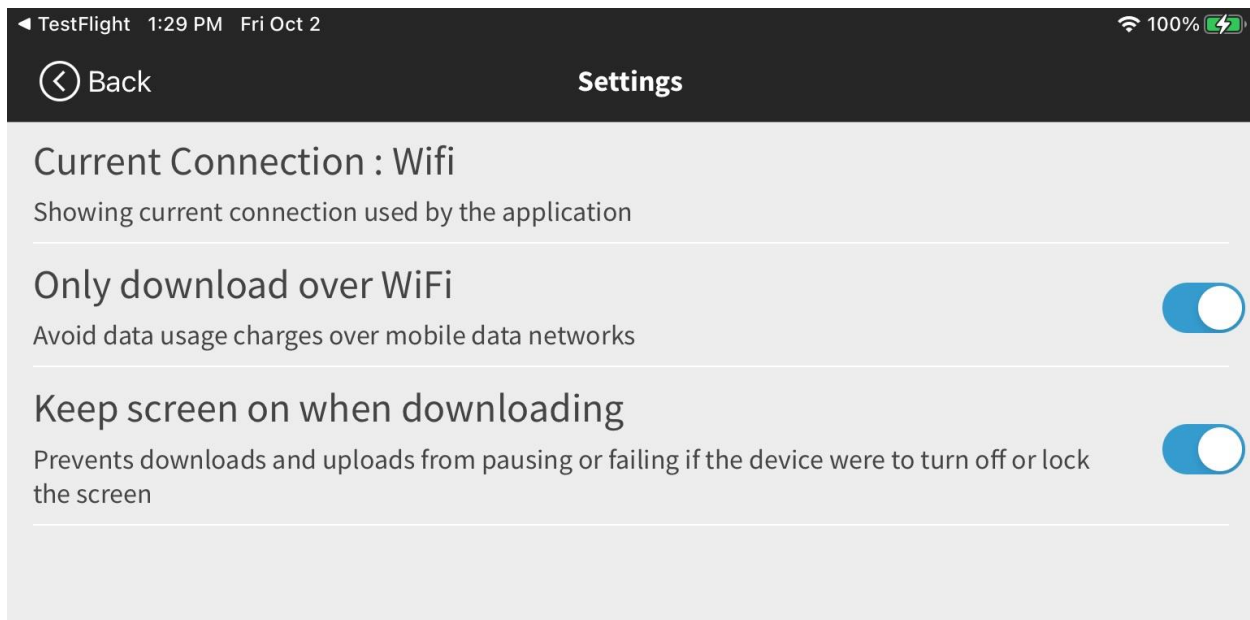- Maintenance Tool
- Settings
- About
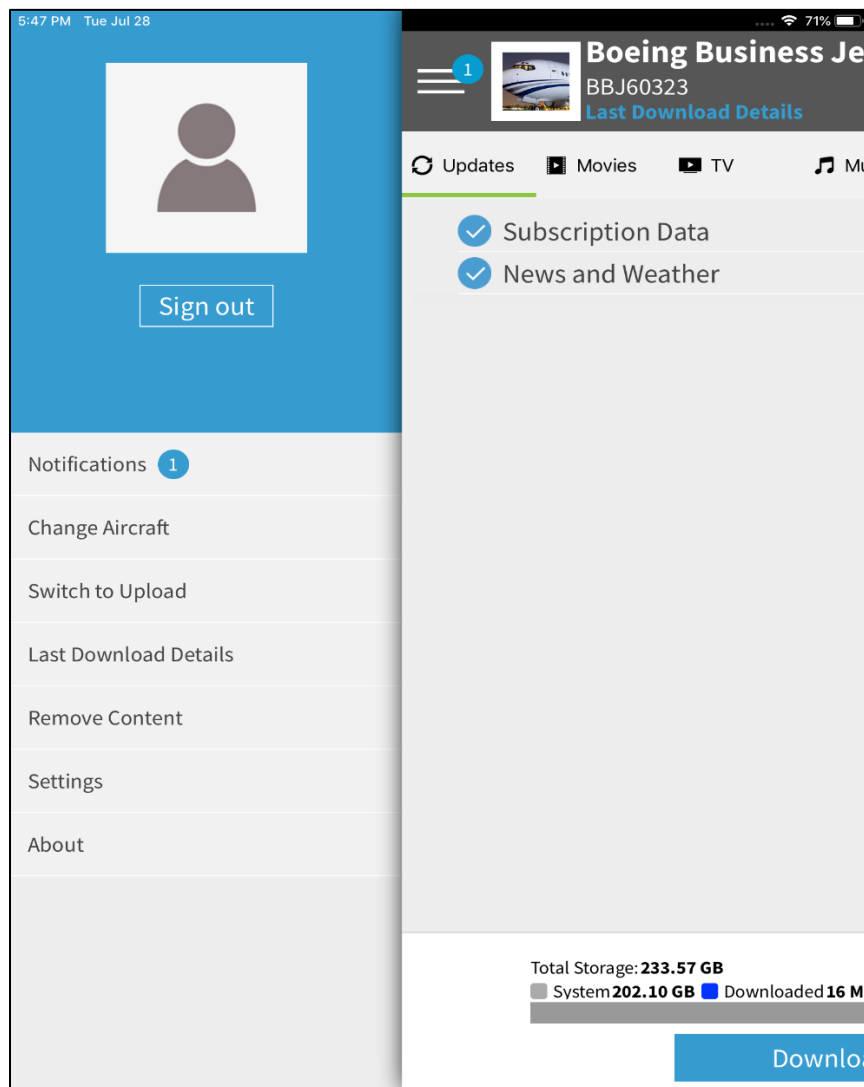
App Menu

2.5   SETTINGS

The **Settings** link on the app menu will display a screen with the app's current settings. **Note: the Maintenance Tool setting is hidden by default to prevent accidental access. To enable the Maintenance Tool setting, tap the word "Settings" at the top of the screen five times.**

- **Current Connection** shows the currently detected network connection, which can be Cellular, Wi-Fi, Wifi(Aircraft), or No Internet connection. The Wifi(Aircraft) connection means that a Media Server was detected on the current network, and so it is assumed that your device is connected to an aircraft Wi-Fi network.
- **Only download over WiFi**, if enabled, will prevent the download of Stage content over a cellular connection. See the Downloading section of this document for more details.
- **Keep screen on when downloading**, if enabled, will prevent the device from automatically turning off or locking the screen. Otherwise, the download may pause, or the app may be closed by the device when the screen turns off.

◀ TestFlight 1:29 PM Fri Oct 2   🛜 100% 🔋

(‹) Back   **Settings**

Current Connection : Wifi
Showing current connection used by the application

Only download over WiFi   ⬤
Avoid data usage charges over mobile data networks

Keep screen on when downloading   ⬤
Prevents downloads and uploads from pausing or failing if the device were to turn off or lock the screen

Settings Screen

3   MAINTENANCE TOOL

The Stage Sync app contains a Maintenance Tool feature which allows you to view status information about your Stage Media Server installation. This information can be used to verify correct configuration and functioning of your installation. It can also be used to automatically detect issues which need to be corrected. For some issues, such as an old or expired TLS Certificate on the Media Server, the app can automatically correct the issue. There are also functions available which allow you to modify a Stage installation in ways that the Media Server may not directly support on its own.

3.1   ENABLING THE FEATURE

The **Maintenance Tool** link on the app menu is hidden by default to avoid accidental access. To access it, tap the word "Settings" at the top of the Settings screen five times. This will show the Maintenance Tool Enabled setting and enable it. This setting will remain enabled until you disable the setting, uninstall the app, or use your device's settings to clear all of the app's data.
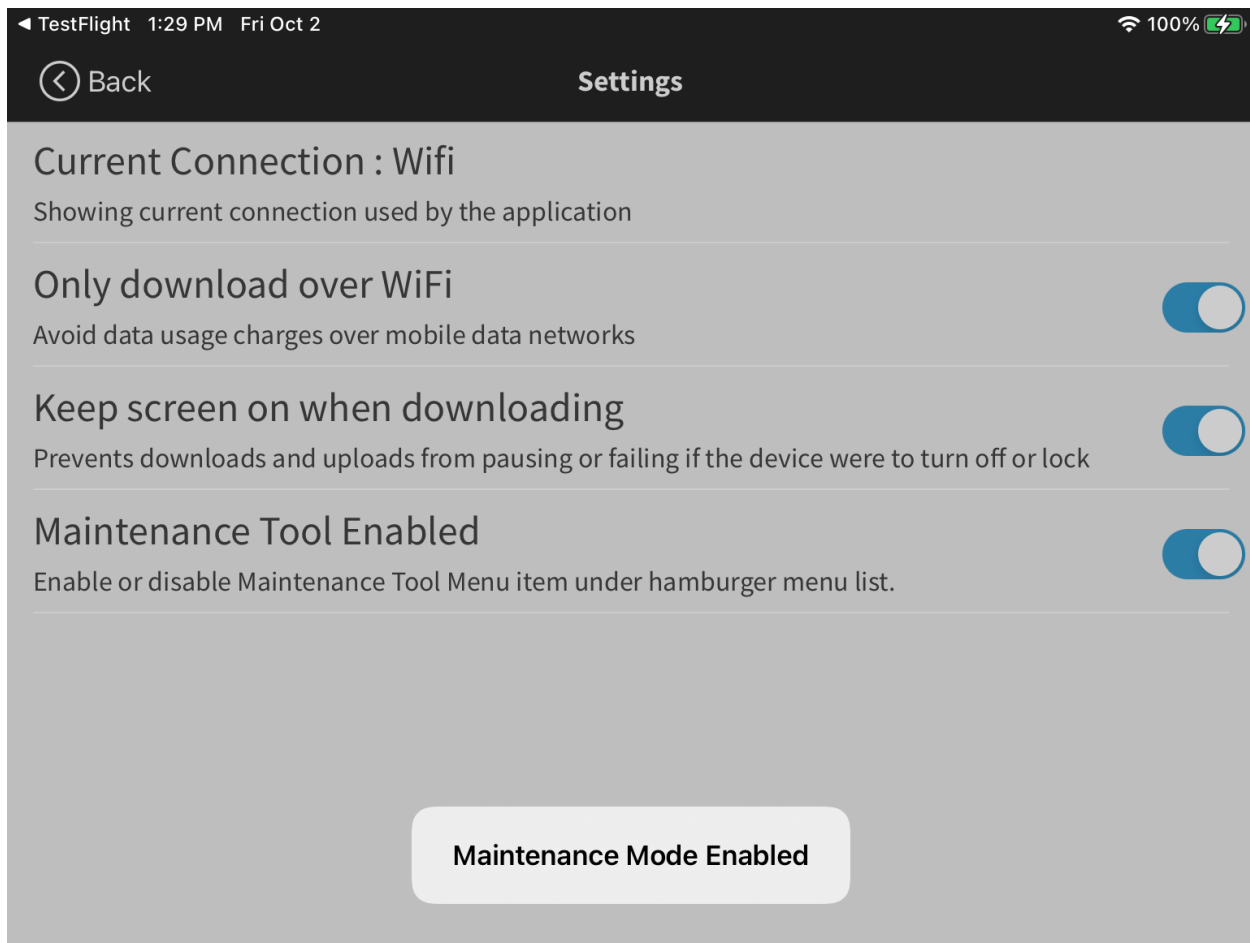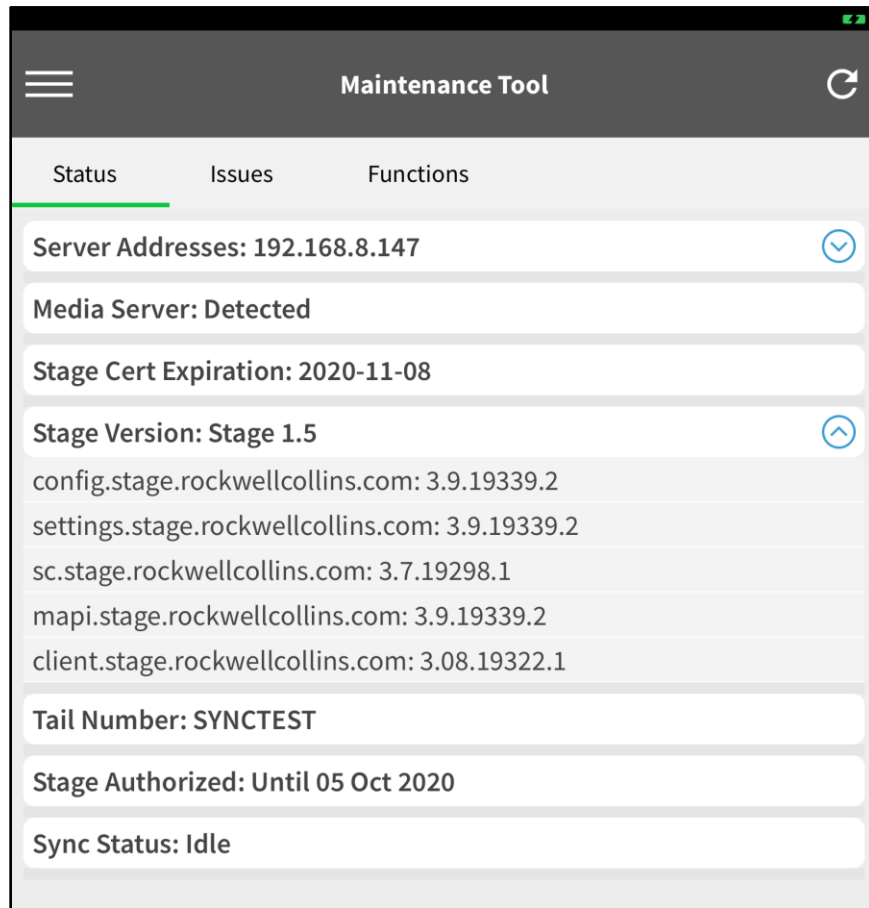

Maintenance Tool Enabled

Once enabled, this feature is accessed by selecting the **Maintenance Tool** link from the app's menu.
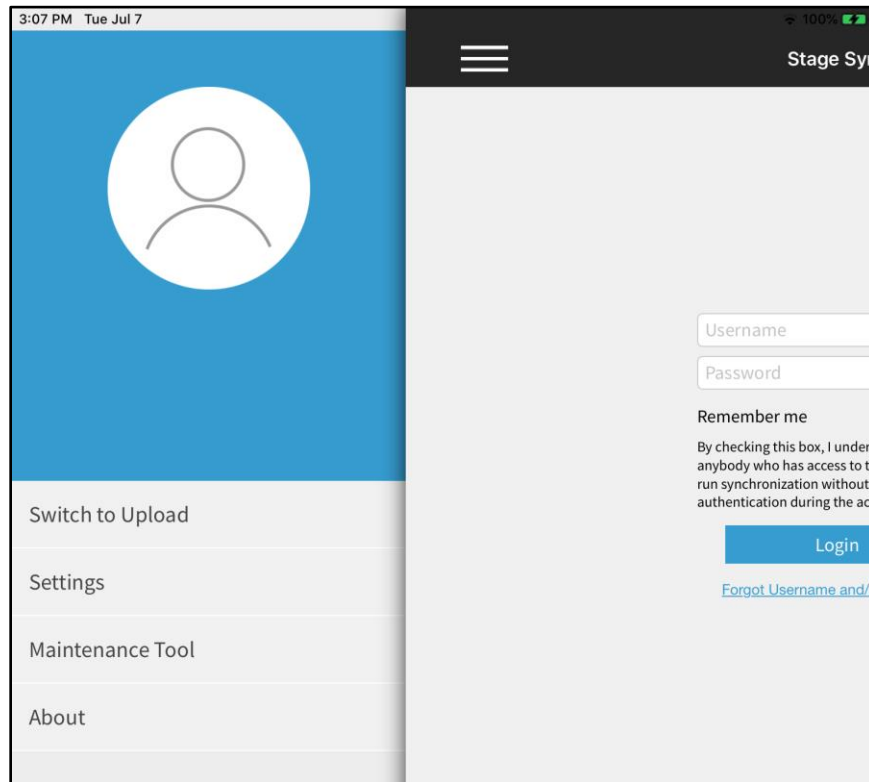

Maintenance Tool Link

3.2 STATUS TAB

The first tab, Status, shows information about the detected Stage installation. Some of the status items can be expanded to show more details.
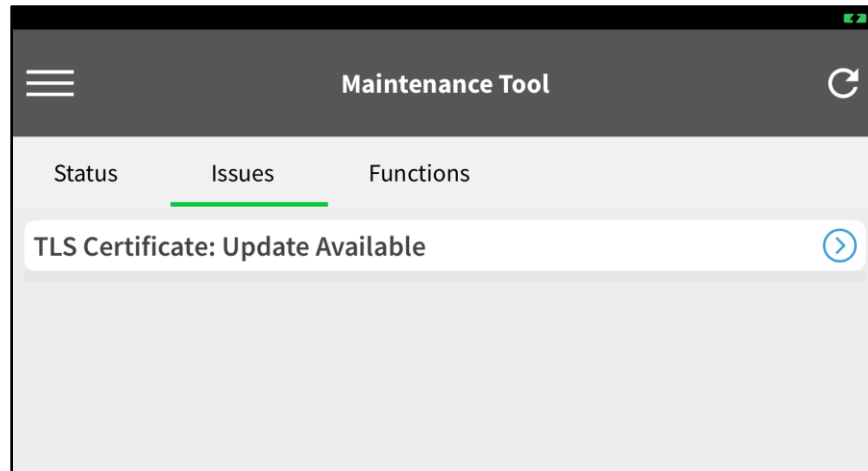

Status Tab

When the Maintenance Tool screen is first accessed, or when you tap the refresh icon at the top right of the screen, the app will clear any previous status information and attempt to detect and query your Stage installation again. The app will provide status updates during this process.
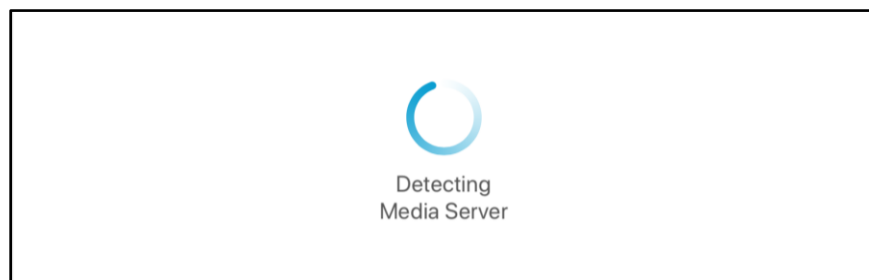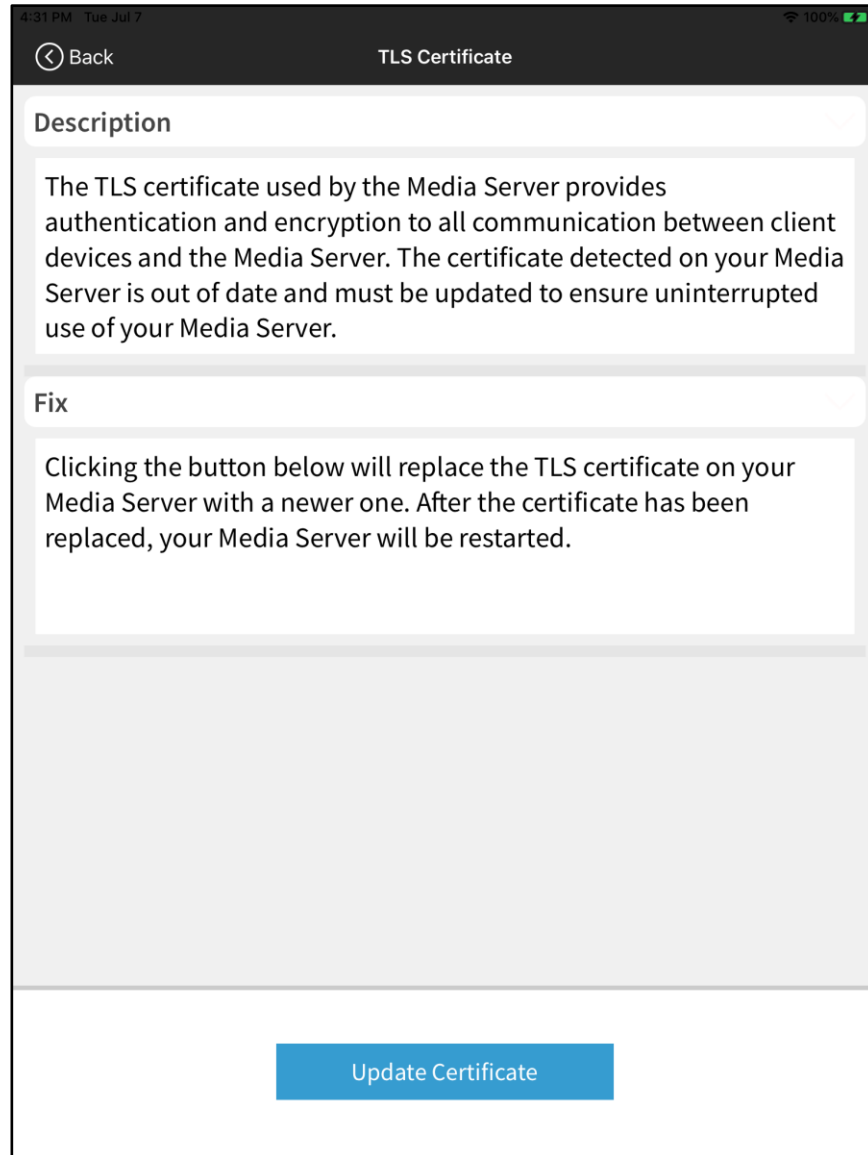

Updating Status

3.3 ISSUES TAB

The second tab, Issues, shows a list of any issues that have been detected with the local Stage installation. Tapping on any of the listed issues will display a screen with information about the issue and ways to troubleshoot or fix the issue. For some issues, you will be presented with input fields or buttons to automate fixing of the issue.


Issues Tab

3.3.1   TLS Certificate Issue

The TLS Certificate issue is shown when the app detects that the Media Server is using a TLS certificate that is either expired or not the latest version. You can use this issue's screen to get status on why the issue was detected and how to fix the issue.
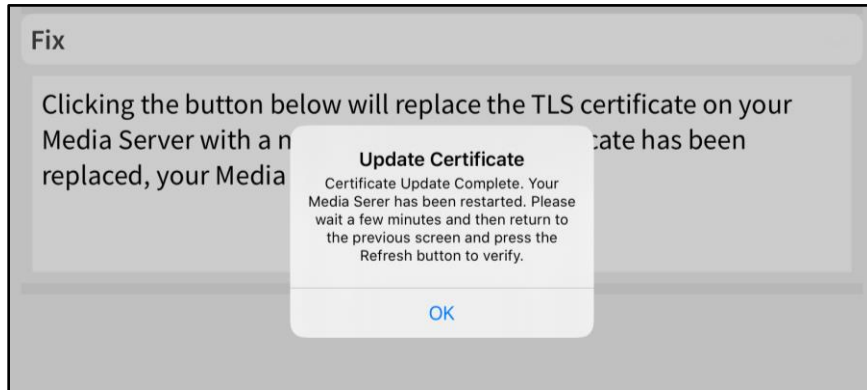

TLS Certificate Issue

If you tap the Update Certificate button, then the app will attempt to replace the Media Server's TLS certificate with a new one and will provide you with status updates during the process.
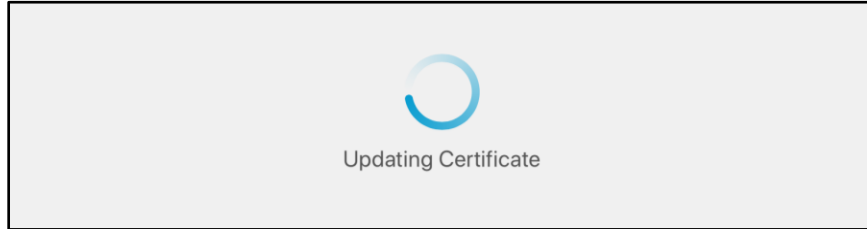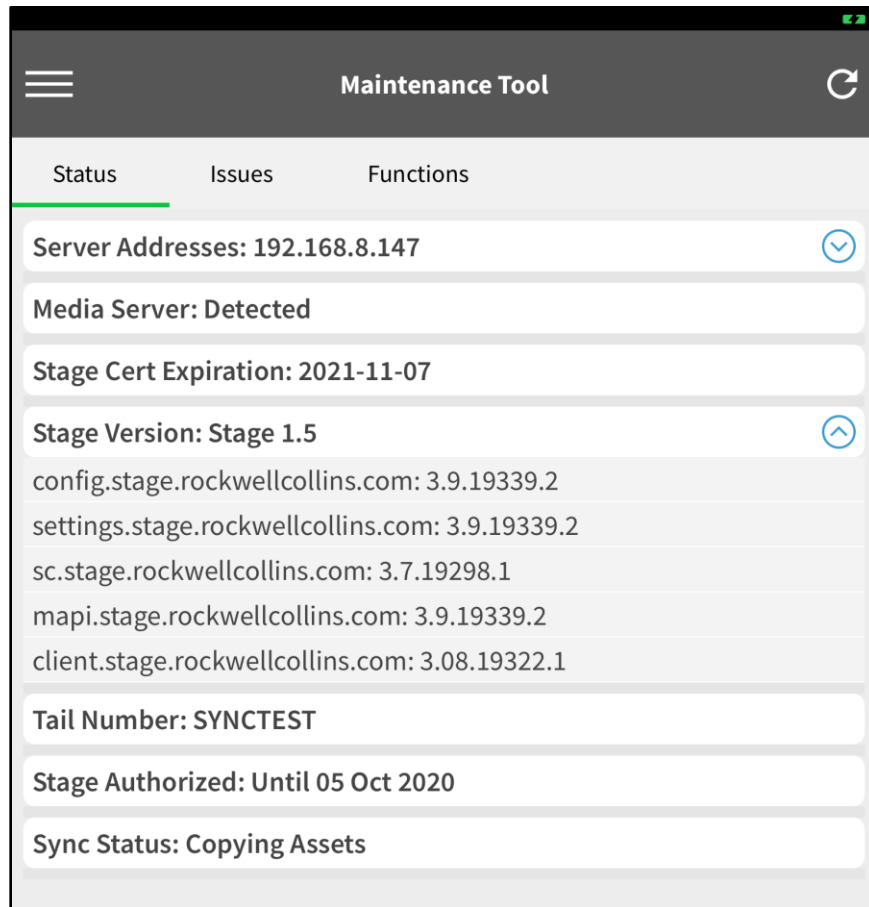

Updating TLS Certificate

When the app has finished updated the TLS certificate on the Media Server, it will provide you with confirmation and instruct you to wait a few minutes while the Media Server restarts so that it can begin using the new TLS certificate.

TLS Certificate Update Complete

After the TLS certificate has been updated, and your Media Server has been given a few minutes to restart itself, you can verify that the new TLS certificate is in place by refreshing the Status tab and viewing the Stage Cert Expiration value.

New TLS Certificate Status