



HOW-TO GUIDE

Managing & Scheduling Firmware Updates

Reviewing releases, understanding update status, and scheduling firmware per venue

DOCUMENT TYPE

How-To Guide

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Overview

Shasta Cloud provides centralized firmware management for all infrastructure devices (access points, switches, and routers) across your organization. Firmware updates are controlled through the **Infrastructure** → **Firmware** section and follow a **venue-based assignment model**.

Scope: Infrastructure

Role: MSP-Admin / Org-Admin

Per-Venue Scheduling

Shasta Cloud Platform

Section 1 — Overview & Key Concepts

Firmware is assigned on a per-venue basis: Each firmware update schedule targets one specific venue within an organization. This gives you precise control over when and where updates are deployed, allowing you to stagger rollouts, test on one venue before updating others, and avoid disrupting multiple sites simultaneously.

The Firmware section is divided into two main tabs:

Tab	Purpose
Releases	View all available firmware versions, their release dates, impact levels, and how many venues and devices are currently running each version.
Scheduling	Create, monitor, and manage firmware update schedules. Each schedule targets a specific organization and venue.

Who can manage firmware?: Users with the **MSP-Admin** or **Org-Admin** role can view, create, and manage firmware schedules. Read-only roles can view the releases list but cannot create or modify schedules.

Section 2 — Navigating to Firmware

Firmware management is located under the **Infrastructure** section in the left navigation menu:

1. **Open the Infrastructure menu** — In the left navigation bar, click **Infrastructure**. The menu expands to reveal sub-sections.
2. **Click "Firmware"** — In the expanded menu, click **Firmware**. This takes you directly to the Releases page.

Section 3 — Understanding the Releases Page

The Releases page is your starting point for firmware management. It provides an at-a-glance view of all available firmware versions and the current update status across your infrastructure.

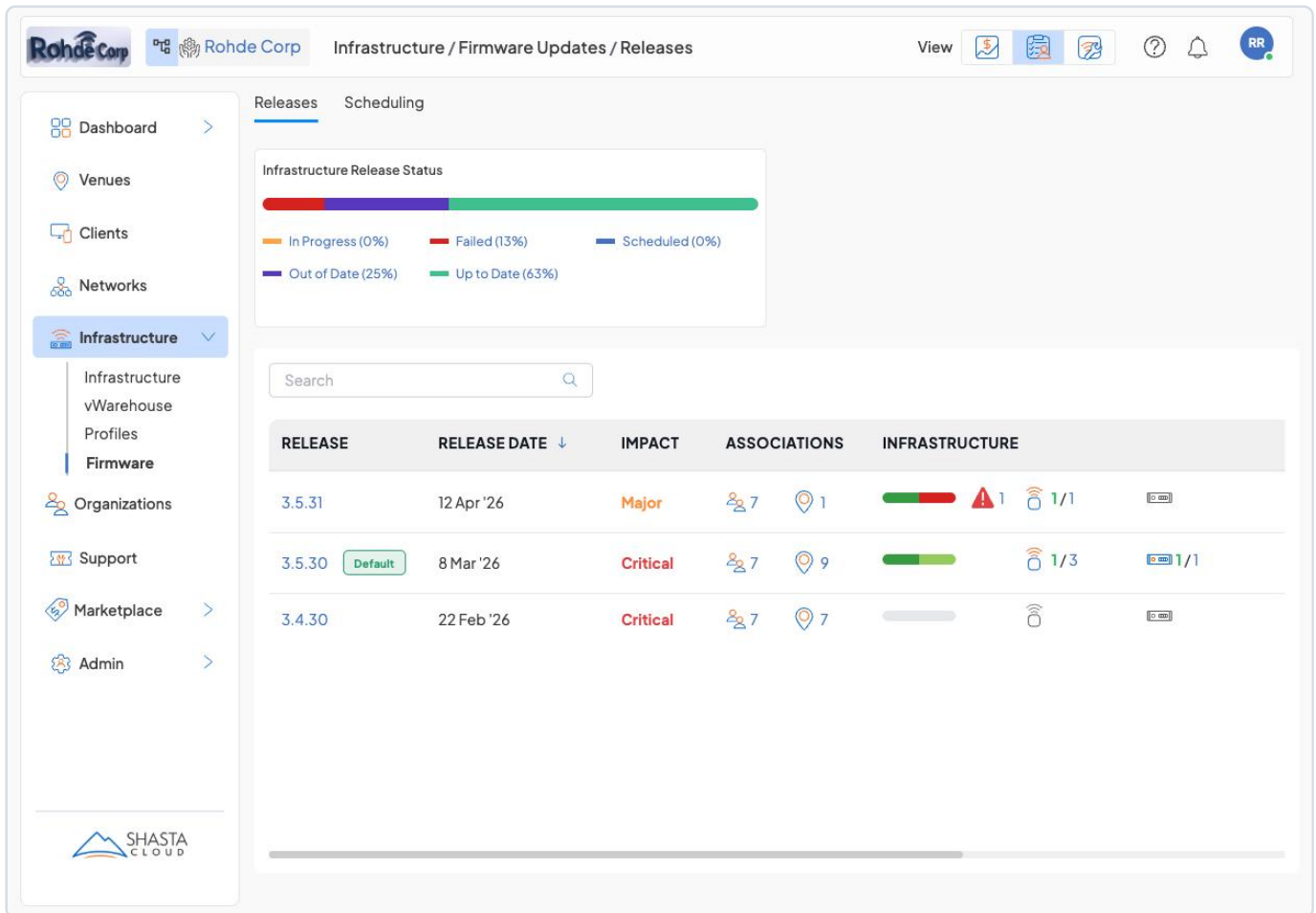


Figure 1 — The Releases page showing the Infrastructure Release Status bar chart and the list of available firmware releases with their dates, impact levels, and deployment status.

Infrastructure Release Status Bar

At the top of the Releases page, a color-coded progress bar summarizes the current firmware status of all infrastructure devices across your organization:

Color	Status	Meaning
Yellow	In Progress	Devices currently undergoing a firmware update.
Red	Failed	Devices where the firmware update attempt failed.
Blue	Scheduled	Devices that have an upcoming scheduled update.
Purple	Out of Date	Devices running firmware older than the Default release.

Color	Status	Meaning
Green	Up to Date	Devices running the current Default firmware release.

Releases Table

Below the status bar, a table lists all available firmware releases:

Column	Description
Release	The firmware version number. A Default badge indicates the currently recommended release.
Release Date	When the firmware was published.
Impact	Severity classification: Critical , Major , or Minor . Higher-impact releases may contain important security fixes.
Associations	The number of organizations (people icon) and venues (pin icon) currently associated with this release.
Infrastructure	A progress bar and counts showing how many devices are running this version and their update status.

Tip: Use the search bar at the top of the releases table to quickly find a specific firmware version by release number.

Section 4 — Viewing Release Details

Click on any release version number in the table to open its detail page. This gives you complete information about what the release includes and which device models it supports.

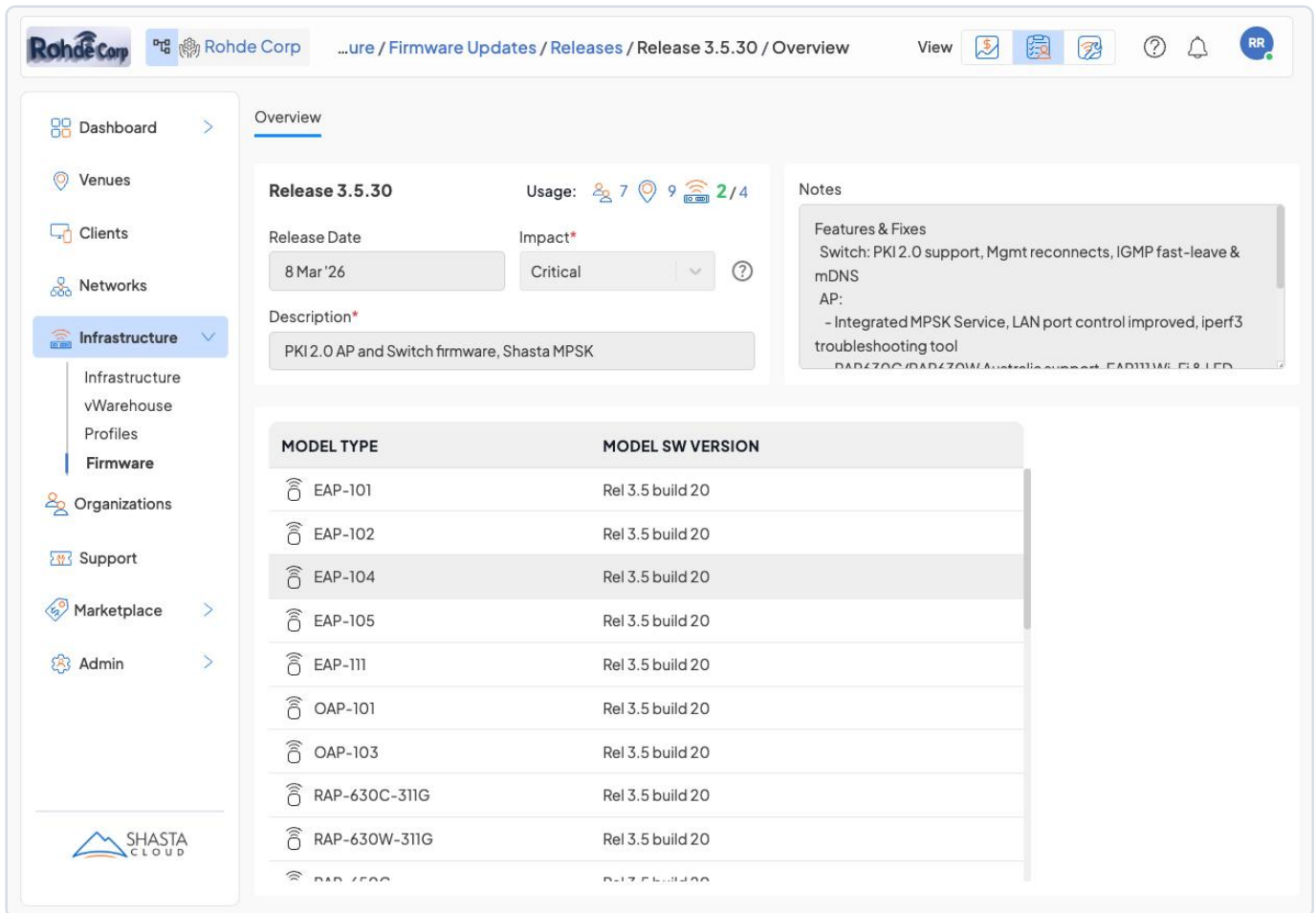


Figure 2 — The Release 3.5.30 detail page showing release date, impact level, description, release notes, and the per-model software version table.

Field	Description
Release Date	The date this firmware was published.
Impact	The severity level of changes in this release (Critical, Major, or Minor).
Description	A brief summary of what the release contains or addresses.
Notes	Detailed release notes including features, fixes, and specific device model improvements.
Usage	How many organizations, venues, and infrastructure devices are currently running this version.

Field	Description
Model Type / SW Version	Lists every supported hardware model and the specific software build version it will receive when this release is applied.

Check model compatibility before scheduling: Review the **Model Type** table to confirm that the firmware release includes support for all device models present in the venue you plan to update.

Section 5 — The Scheduling Tab

Click the **Scheduling** tab (next to Releases) to manage firmware update schedules. This tab shows all schedules across your organization and allows you to create new ones.

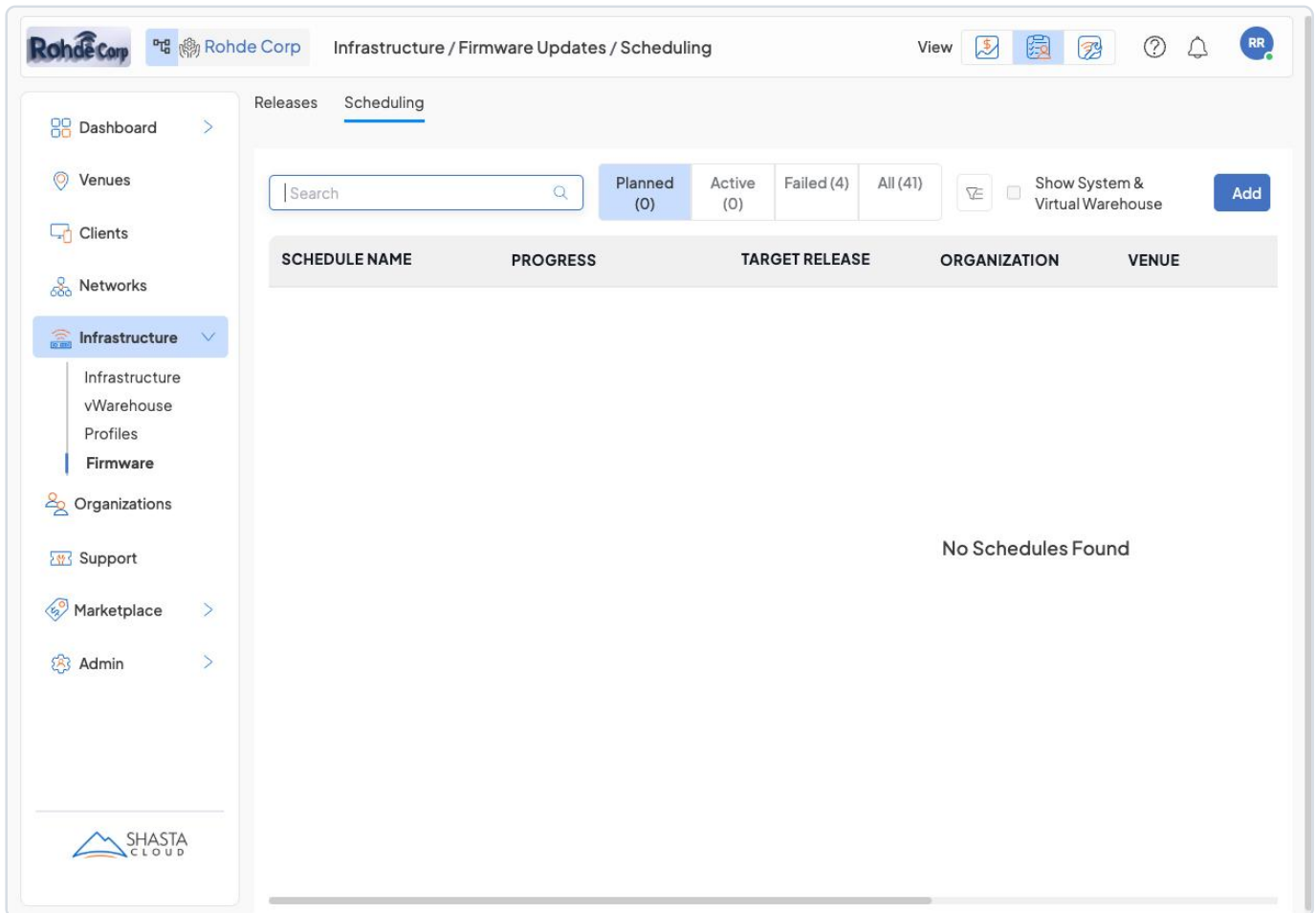


Figure 3 — The Scheduling tab defaults to the Planned filter, showing upcoming schedules. Use the tab filters to switch between Planned, Active, Failed, and All.

Schedule Filter Tabs

Tab	Shows
Planned	Schedules that are queued for a future execution window.
Active	Schedules that are currently running.
Failed	Schedules where one or more device updates failed to complete.
All	Every schedule regardless of status, including completed ones.

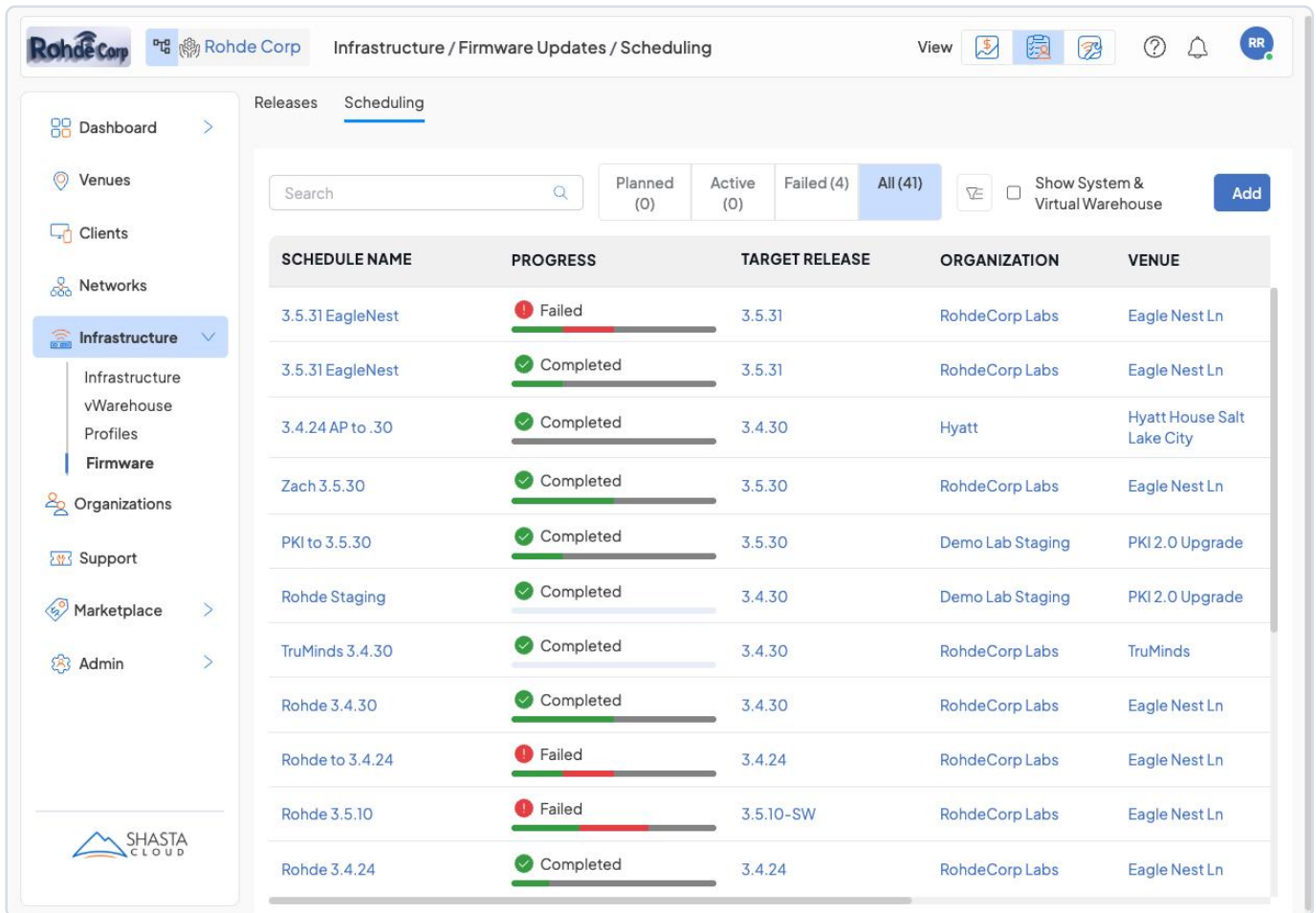


Figure 4 — The All tab shows every schedule with its name, progress bar, target release version, organization, and venue — demonstrating the per-venue assignment model.

Schedule Table Columns

Column	Description
Schedule Name	The name given to the schedule when it was created. Click to open the schedule detail view.
Progress	A status icon (Completed, Failed, in-progress bar) and a visual progress bar.
Target Release	The firmware version this schedule is deploying to.
Organization	The organization this schedule belongs to.

Column	Description
Venue	The specific venue targeted by this schedule. Each schedule applies to exactly one venue.

Show System & Virtual Warehouse: The **Show System & Virtual Warehouse** checkbox on the Scheduling tab toggles visibility of system-generated schedules and virtual warehouse device schedules. These are typically hidden by default.

Section 6 — Creating a New Firmware Schedule

Creating a firmware schedule is a **3-step wizard**: define the schedule parameters, select the target venue, and confirm the execution settings. Remember — each schedule targets a single venue.

To begin: On the Scheduling tab, click the blue **Add** button in the upper-right to launch the Create Schedule wizard.

Step 1: New Schedule

The first step defines the schedule's name, target firmware, and execution timing.

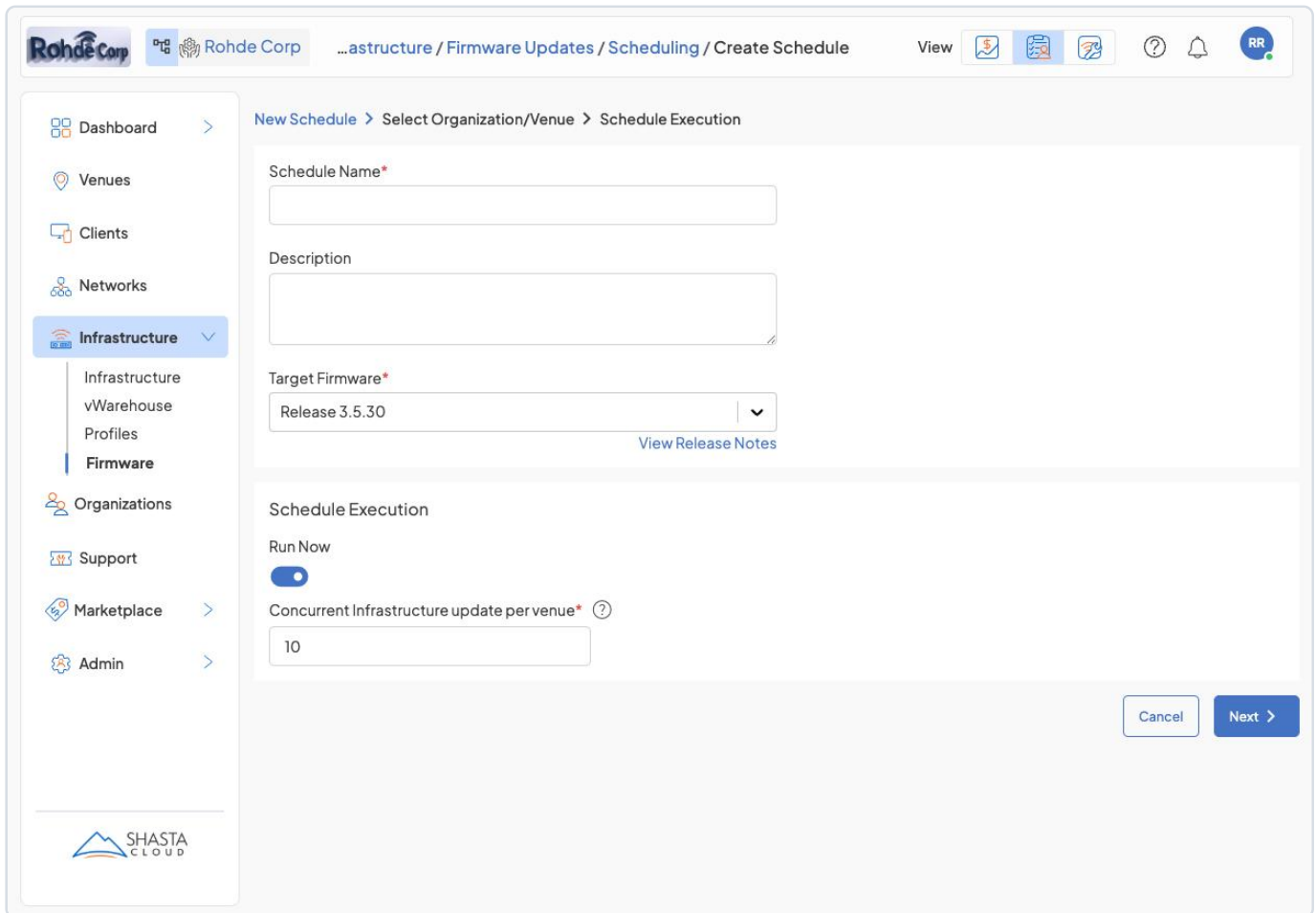


Figure 5 — Step 1 of the Create Schedule wizard with "Run Now" enabled. The schedule will execute immediately after saving.

Field	Required	Description
Schedule Name	Required	A descriptive name for the schedule (e.g., <i>Eagle Nest 3.5.30 Update</i>). Use a naming convention that includes the venue and target version for easy identification.
Description	Optional	Optional notes about the purpose or details of this update.
Target Firmware	Required	Select the firmware version to deploy from the dropdown. Available versions include all releases in your Releases list.
Run Now	—	Toggle ON to execute the update immediately after saving. Toggle OFF to set a specific scheduled date and time.

Field	Required	Description
Start Update (Venue Date & Time)	Required*	The date and time (in the venue's local timezone) when the update will begin. Only appears when Run Now is OFF.
Concurrent Infrastructure update per venue	Required	The maximum number of devices that will be updated simultaneously within the venue. Default is 10. Lower values reduce network impact but extend total update time.

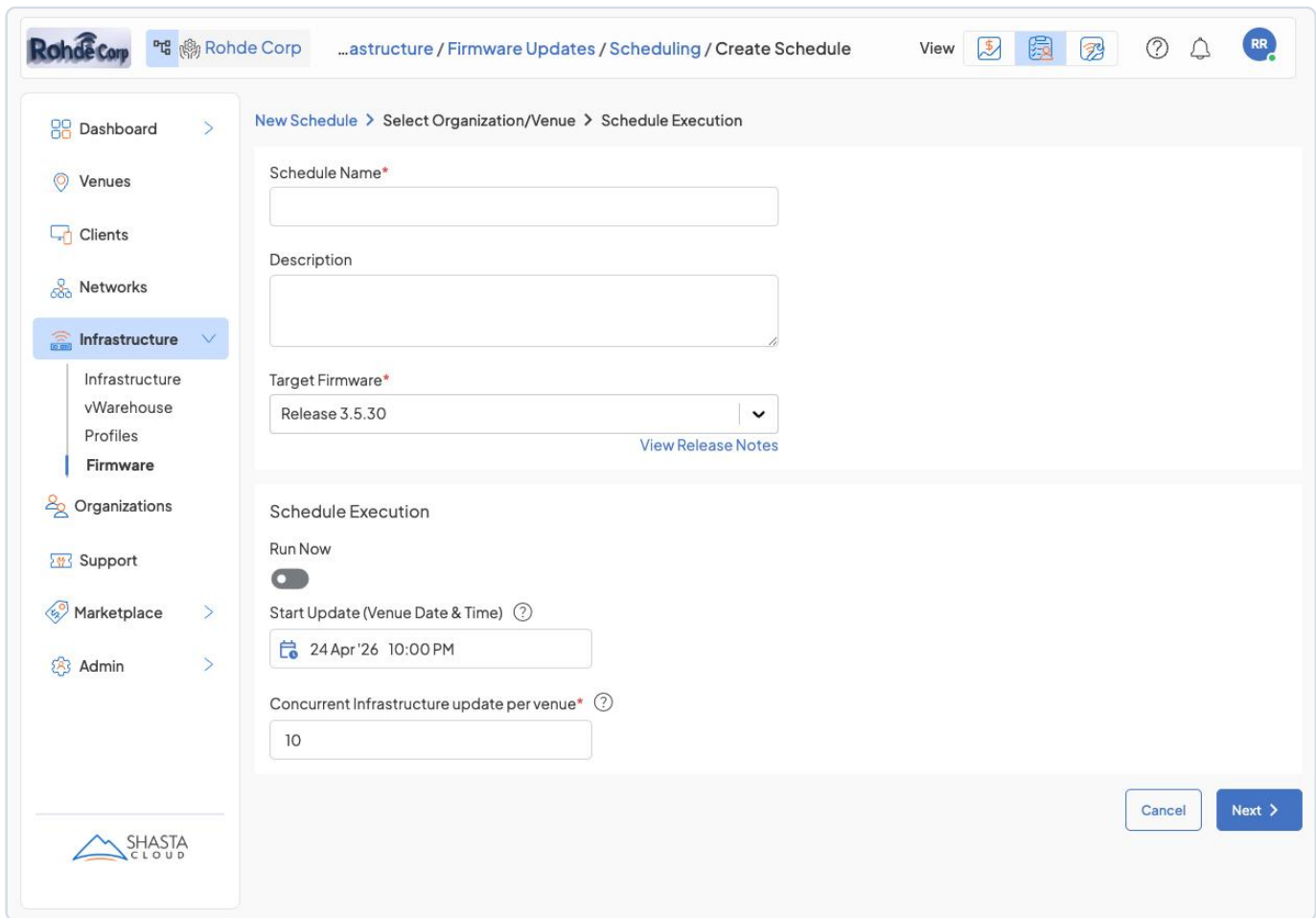


Figure 6 — When "Run Now" is toggled OFF, a "Start Update" date and time field appears for scheduling the update at a specific time in the venue's local timezone.

The screenshot displays the 'Create Schedule' form in the Shasta Cloud Platform. The breadcrumb trail is 'New Schedule > Select Organization/Venue > Schedule Execution'. The form fields are as follows:

- Schedule Name***: An empty text input field.
- Description**: An empty text area.
- Target Firmware***: A dropdown menu with 'Release 3.5.30' selected. The dropdown list shows 'Release 3.5.30', 'Release 3.5.31', and 'Release 3.4.30'.
- Start Update (Venue Date & Time) ?**: A date and time picker set to '24 Apr '26 10:00 PM'.
- Concurrent Infrastructure update per venue* ?**: A text input field containing the value '10'.

At the bottom right of the form, there are two buttons: 'Cancel' and 'Next >'. The sidebar on the left shows the 'Infrastructure' menu expanded, with 'Firmware' selected.

Figure 7 — The Target Firmware dropdown lists all available firmware releases. Select the version you want to deploy to the venue.

Use "View Release Notes" before selecting: Below the Target Firmware dropdown, a **View Release Notes** link opens the release detail page so you can review model compatibility and changelog before committing to a version.

Schedule timing is in Venue Local Time: The **Start Update** field uses the venue's local timezone, not the admin's timezone. Always confirm the local time at the venue before scheduling to avoid unintended disruption during business hours.

Click **Next** to proceed to venue selection.

Step 2: Select Organization / Venue

This step is where you select the specific venue to update. The table shows all organizations and their venues, along with current firmware state and any pending tasks.

NAME ↑	STATE	INFRASTRUCTURE	PENDING TASKS
Best Western			
Best Western Garden City	🟢	0/0	0/0
Demo Lab Staging			
PKI 2.0 Upgrade	🔴	0/2	7/8
Hyatt			
Hyatt House Salt Lake City	🟢	0/0	0/0
Hyatt Place Phoenix	🟢	0/0	0/0
RobCo			
Rob's Apartments	🟢	0/0	0/0

Figure 8 — The venue selection step shows a hierarchical list of organizations and venues with their current state, infrastructure count, and pending update tasks.

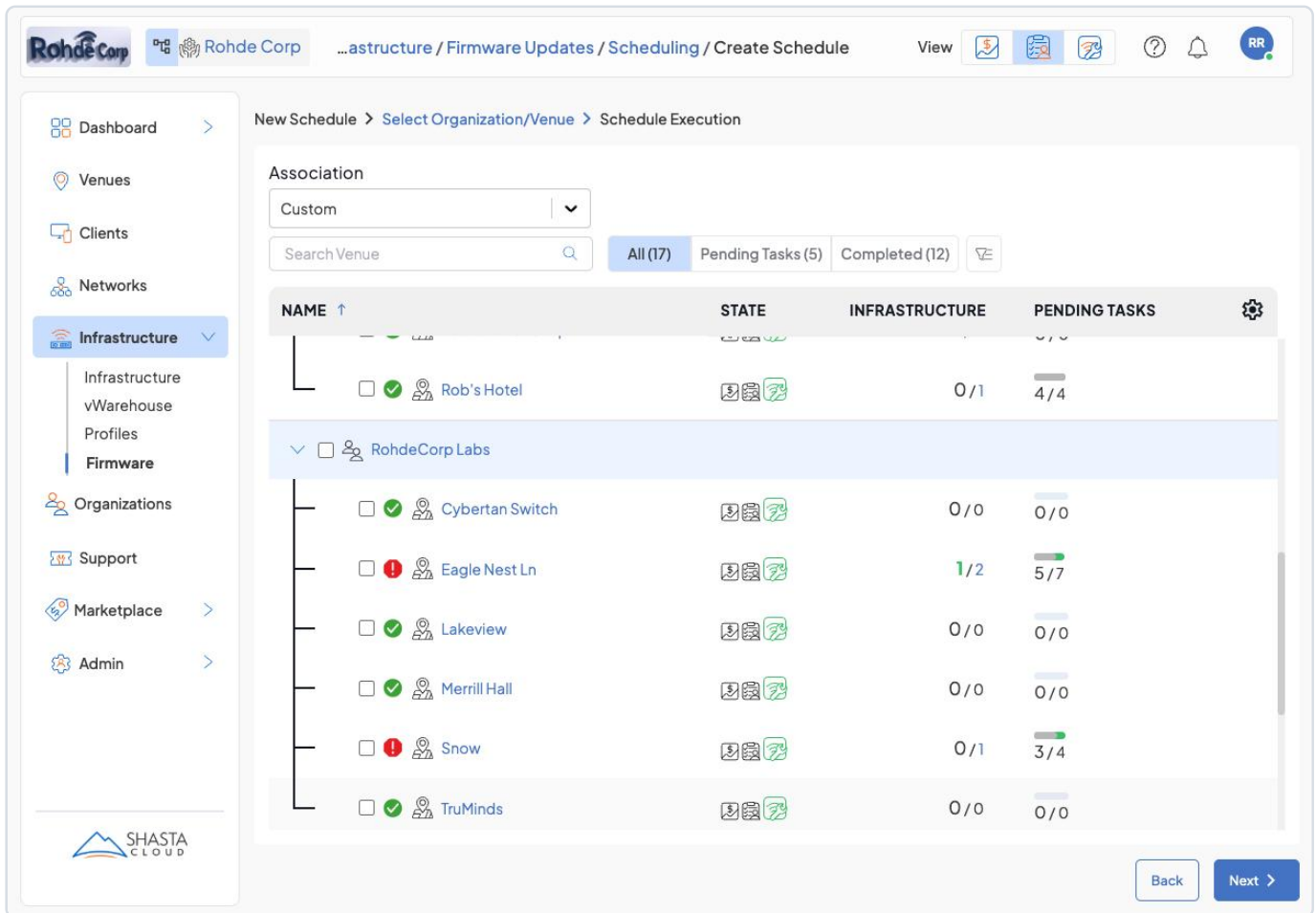


Figure 9 — Scrolling down reveals additional organizations and venues. Each venue shows its current firmware state and how many devices have pending tasks.

Column	Description
Name	The organization (expandable group header) and its venues listed beneath. Select a venue by checking its checkbox.
State	Icon indicators showing the current firmware/validation state of the venue's infrastructure. A red warning icon indicates devices needing attention.
Infrastructure	The ratio of online infrastructure devices (e.g., 1/2 means 1 of 2 devices are online).
Pending Tasks	A bar and count showing how many devices have pending firmware tasks. 5/7 means 5 of 7 devices have pending tasks.

Association Type Dropdown: The **Association** dropdown at the top of the venue list (default: *Custom*) allows filtering venues by association type. This is useful when managing large numbers of venues across multiple organizations.

Select the target venue: Check the checkbox next to the venue you want to update. Only one venue can be selected per schedule. Use the **Pending Tasks** and **State** columns to prioritize venues that need updates.

Click **Next** to review and save the schedule.

Step 3: Review & Save

The final step shows a summary of the schedule configuration. Review the schedule name, target firmware, execution window, and selected venue before saving. Click **Save** to create the schedule.

Use the Back button to make changes: You can navigate back through the wizard steps using the **Back** button at any time without losing your entries.

Section 7 — Monitoring Schedule Progress

Once a schedule has been created and begins executing, you can track its progress from the Scheduling tab. Clicking on any schedule name opens its detail report.

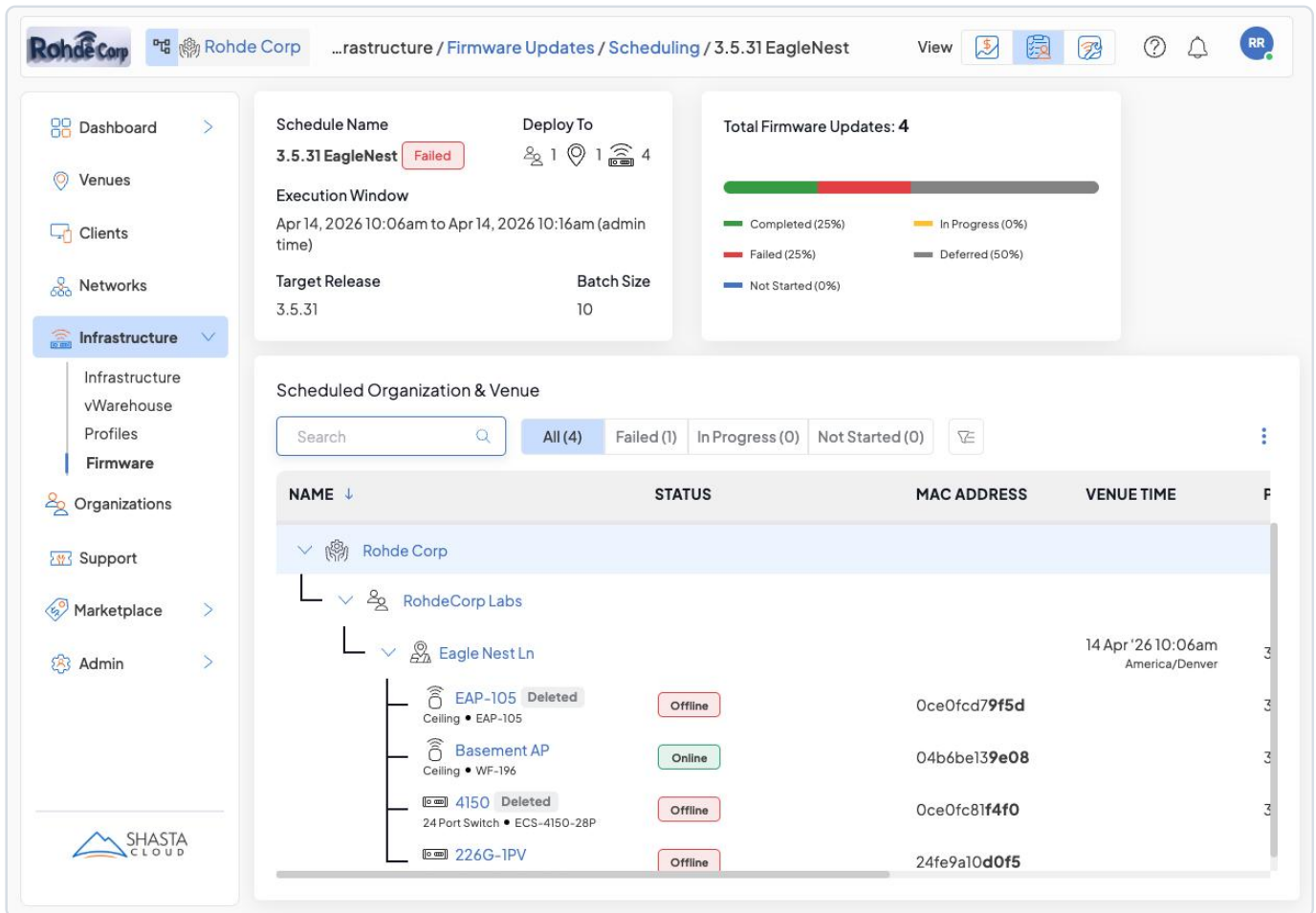


Figure 10 — The schedule detail report shows execution window, target release, batch size, total firmware update progress chart, and a device-level breakdown organized by venue hierarchy.

Section	Description
Schedule Name & Status	The schedule name and a status badge (e.g., Failed, Completed, In Progress).
Deploy To	Icons showing the number of organizations, venues, and total infrastructure devices in scope.
Execution Window	The start and end times of the update window (in admin time).
Target Release	The firmware version being deployed.
Batch Size	The concurrent update limit set when the schedule was created.

Section	Description
Total Firmware Updates chart	A color-coded bar chart showing the breakdown of devices by update status: Completed, In Progress, Failed, Deferred, and Not Started.
Scheduled Organization & Venue	A hierarchical table showing every device in the venue, its status, MAC address, venue time, and firmware version. Supports filter tabs (All, Failed, In Progress, Not Started).

Device Status in a Schedule Report

Status	Meaning
Completed (Online)	The firmware update completed successfully and the device is back online.
Failed (Offline)	The update was attempted but failed. Device is offline.
In Progress	The update is currently running on this device.
Deferred	The device was not updated in this run (e.g., it was offline when the schedule ran).
Not Started	The schedule has not yet reached this device.

Handling Failed Updates: If devices show a **Failed** status, check that those devices are online and reachable. Common causes include devices being offline during the update window, or network interruptions mid-update. You can create a new schedule to retry the failed devices.

Section 8 — Quick Reference: Best Practices

Best Practice	Recommendation
Naming conventions	Include the venue name and target release in the schedule name (e.g., <i>EagleNest 3.5.30 Update</i>) for easy identification in the list.

Best Practice	Recommendation
Scheduling timing	Schedule updates during off-peak hours in the <i>venue's</i> local timezone (e.g., late night or early morning). The time field uses the venue's local time, not the admin's.
Batch size	Use a lower concurrent update count (e.g., <code>5</code>) for venues with many devices or limited bandwidth to avoid overloading the network during updates.
Test before broad rollout	Because firmware is per-venue, update one venue first to validate the release before scheduling updates across all venues.
Review release notes	Always check the Release Detail page before deploying. Pay attention to Critical and Major impact levels — these may include breaking changes.
Monitor after scheduling	Check the schedule detail report after the execution window closes to verify all devices updated successfully. Address any failures promptly.

Firmware Page Navigation Summary

Page	Path	Purpose
Releases List	Infrastructure → Firmware → Releases	View all available firmware versions and overall deployment status.
Release Detail	Click any release version link	View model compatibility, changelog, and usage stats for a specific version.
Scheduling List	Infrastructure → Firmware → Scheduling	View all firmware schedules, filter by status, create new schedules.
Schedule Detail	Click any schedule name	View per-device progress and status for a specific update schedule.
Create Schedule	Scheduling tab → Add button	Launch the 3-step wizard to create a new per-venue firmware update schedule.

For further assistance, contact Shasta Cloud Support by creating a support ticket from the **Support** section of the platform.