Room Navigator "Software not found on device" Error During RoomOS Software Upgrade

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Issue

A Room Navigator displays the error message "Software not found on device" on its touch panel interface. The error occurred after the connected Room Bar device underwent a software upgrade from RoomOS 11.27.1.8 e4009530087 to RoomOS 11.28.1.5 04b277ca762. The Room Navigator appeared offline in the workspace configuration and showed as disconnected from the Room Bar device. The issue prevented normal operation of the Room Navigator until the pairing was re-established.

Environment

- Cisco Room Bar (SN: FOC2901HYV2)
- Cisco Room Navigator (SN: FOC2902JCNH)
- RoomOS version upgraded from 11.27.1.8 e4009530087 to 11.28.1.5 04b277ca762
- Network connectivity: Wireless
- Display: 75UR640S9TD
- Webex cloud-registered device
- Cisco Stable channel software update

Resolution

The issue was resolved through these steps:.

Step 1: Verify Device Status

Check the Room Navigator status in the Webex Control Hub to confirm the offline status and pairing issue with the Room Bar.

Step 2: Wait for Automatic Recovery

Allow time for the Room Navigator to automatically detect and pair with the updated Room Bar software. In this case, the devices successfully paired after a few minutes without manual intervention.

Step 3: Validate Connectivity

Verify that the Room Navigator shows as online and paired with the Room Bar in the Control Hub interface.

Step 4: Test Functionality

Conduct a test Webex meeting to ensure the Room Navigator and Room Bar are functioning normally together.

Alternative Troubleshooting Steps

If the automatic pairing does not occur, try these manual recovery steps.

Reboot the Room Navigator

Perform a soft reset or reboot of the Room Navigator device to force it to re-detect the Room Bar updated software version.

Cable Reconnection

Unplug the cable connecting the Room Navigator to the Room Bar, then reconnect it to re-establish the

physical connection and trigger the pairing process.

Reset Room Navigator

If necessary, perform a factory reset of the Room Navigator to clear any cached software version information and force a fresh pairing attempt.

Cause

The issue occurred due to a temporary synchronization problem during the Room Bar software upgrade process. When the Room Bar upgraded from RoomOS 11.27.1.8 e4009530087 to RoomOS 11.28.1.5 04b277ca762, the Room Navigator temporarily lost its connection and displayed "Software not found on device" because it was still expecting the previous software version. The timing of the software upgrade (June 13, 2025 at 9:40am IST) directly corresponded with when the error message appeared on the Room Navigator. This is a normal behavior during software transitions, and the devices typically re-establish their pairing automatically once the upgrade process is complete and the Room Navigator detects the new software version.

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