AMX®

FAQ Guide

RMS

Resource Management Suite®

(v3.3 or higher)

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RMS - Frequently Asked Questions Guide

Overview

This document details problems that may be encountered and possible solutions relating to the installation, licensing, operation, server setup, security, database access permissions and other important network related information for the RMS installation.

Web Page Issues

Issue - Web Pages Not Showing Images and Links

RMS (v3.2.73) web pages open, showing only the framework (i.e. left pane, center pane, right pane) of the pages, but not populated with images and/or links.

Possible Solutions

1. Make sure the **RMS Virtual Directory** exists under the IIS web server (FIG. 1).
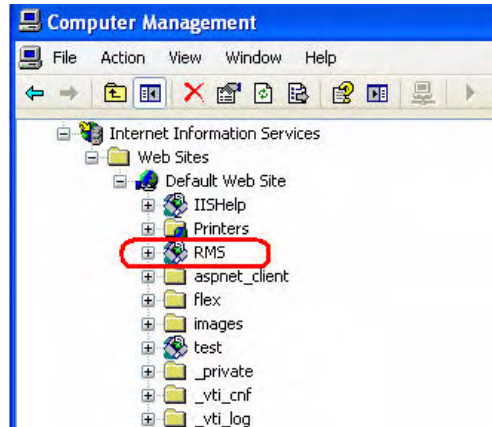
FIG. 1 IIS Web Server - RMS Virtual Directory

2. Go through the steps in the *RMS Configuration Wizard* to verify that the RMS Virtual Directory exists and that the appropriate permissions have been assigned.

3. In the *Virtual Directory* tab of the *RMS Properties* dialog, verify that the RMS Virtual Directory has the *Execute Permissions* option set to **Scripts only** (FIG. 2).
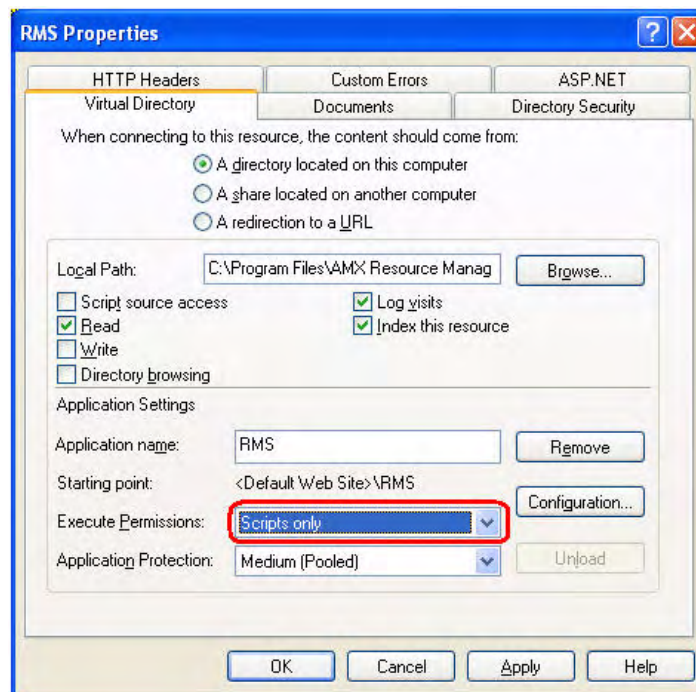
FIG. 2 RMS Properties - Virtual Directory tab (Execute Permissions = Scripts only)

4. In the *ASP.NET* tab of the *RMS Properties* dialog, verify that the ASP.NET version is set to **2.0.50727** (FIG. 3).
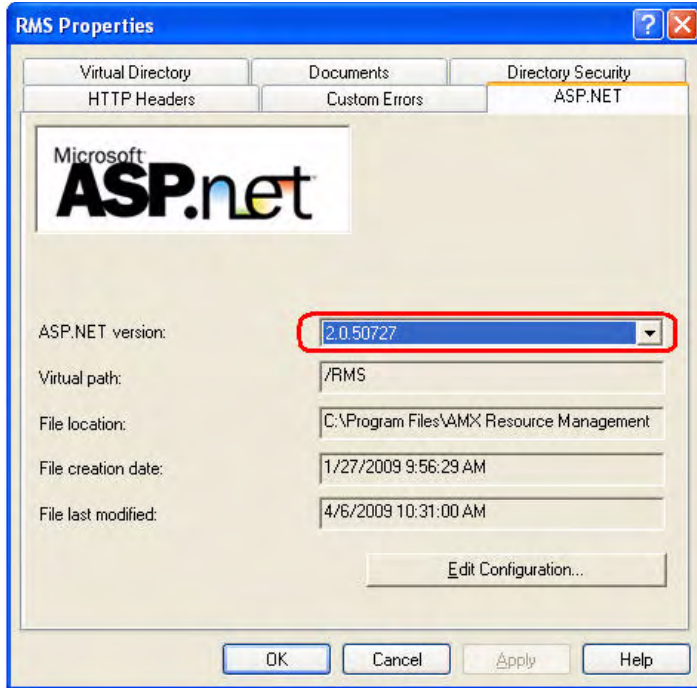
FIG. 3 RMS Properties - ASP Net tab (version = 2.0.50727)

5. In the *Documents* tab of the *RMS Properties* dialog, verify that the **default.aspx** file is included in the *Default Documents* list (FIG. 4).
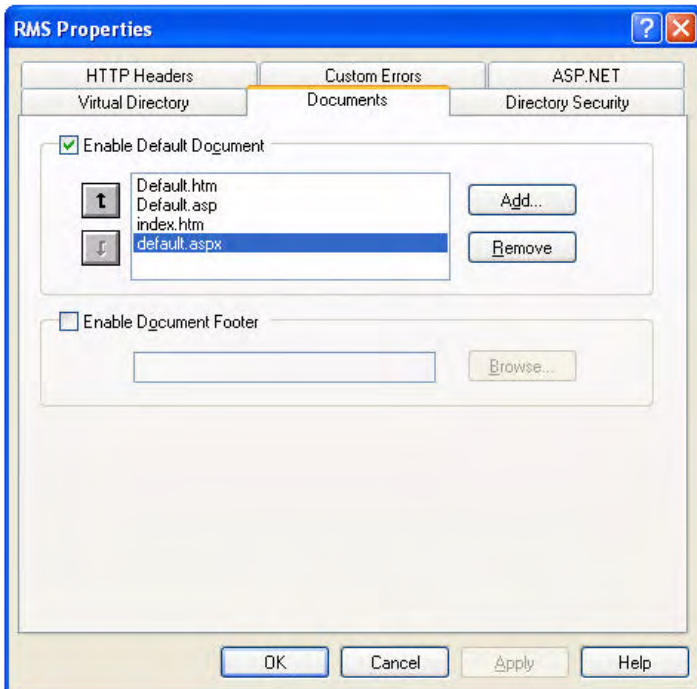
FIG. 4 RMS Properties - Documents tab (default.aspx)

6. Run the **iisreset** command to reset the IIS web server and RMS web application (FIG. 5).
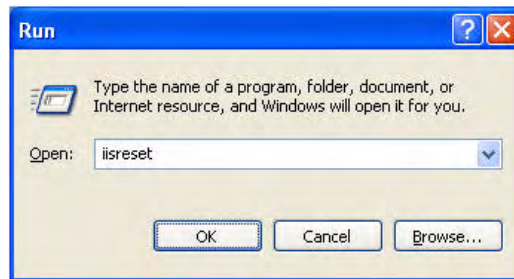
FIG. 5 Run - "iisreset"

7. If IIS was installed on the RMS Server *after* the .NET framework, then the .NET registration may not have been properly applied to IIS.

To register the .NET framework with IIS:

a. Invoke a DOS session from the *C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727* directory

b. Send the command: **aspnet_regiis -i -enable**

8. Verify the *NTFS permission*s on the web directory under the main RMS installation folder.

The following user accounts must have read access:

- **IUSR_<MachineName>.**
- **IWA_<MachineName>**
- **ASPNET (if available)**
- **NETWORK SERVICE (if available)**

Issue - RMS Web Pages Not Working (Blank Pages)

RMS web pages not working. For example, going to *Create User* pulls up a blank page, or *Add Rooms* pulls up a blank page.

The error log indicates error 1088:

"Failed to execute request because app-domain could not be created" Error: Access is Denied.

This appears to be a permissions issue, as per:

- http://support.microsoft.com/kb/911714/en-us
- http://support.microsoft.com/kb/933638/en-us

Possible Solutions

1. Are you able to access the SQL Database from RMS (see all the rooms and their devices, etc.)? If not, check database access.

2. Ensure all the necessary user accounts are configured with permissions to access the ASP.NET resources by issuing the following commands.

- `IUSR_< MachineName >`

C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727>aspnet_regiis -ga "IUSR_<MachineName>"

- `ASPNET`

C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727>aspnet_regiis -ga "ASPNET"

- `Network Service`

C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727>aspnet_regiis -ga "NT AUTHORITY\NETWORK SERVICE"

Issue - "Server Error in `/` Application"

When attempting to open the web pages, the following error is received: *"Server Error in `/`*
Application"

- The RMS install routine completed without issue, and the RMS Configuration Wizard indicates that everything is set properly (everything is green).
- The RMS Virtual Directory is located on the D: drive of the server (not the normal path).

Possible Solutions

1. Right click on RMS Virtual Directory to open the *RMS Properties* dialog. Under the *Virtual Directory* tab, verify that an *Application* has been created (FIG. 6).
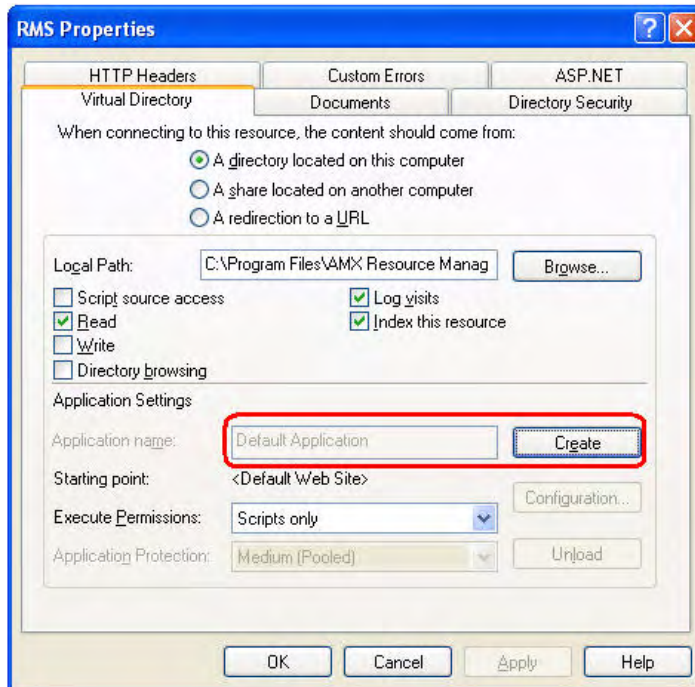
FIG. 6 RMS Properties - Virtual Directory tab (Application Name)

If not, click **Create** to do it automatically.

2. Reinstall *IIS* and *ASP.NET*.

3. Verify that correct path is set in the RMS Virtual Directory:

    a. From IIS Manager, right click on RMS Virtual Directory and select properties.

    b. In the *ASP.NET* tab, check the **File Location**.

    c. In the *Virtual Directory* tab, check **Local Path**.

    d. After making changes, run **aspnet_regiis -ir**.

Issue - The RMS Configuration Wizard Won't Stay Open

The RMS Configuration Wizard will not stay open.

Possible Solutions

1. Ensure that you are logged on with a user account that has Administrative access to the RMS Server:
   a. If running on Windows 2008 server, right-click the RMS Configuration Wizard shortcut.
   b. Select **Run As Administrator**.
2. Run the **RMSDCOMConfig.EXE** utility and make sure the *Administrators* group (of which the logged on user account should be a member) has DCOM permissions for all of the RMS NT services. If any permissions are missing, use this utility to grant the permissions.
3. The *COM Internet Services Proxy* may not be installed on this RMS Server.
   a. Install a missing windows component on the server via **Control Panel > Add/Remove Programs > Windows Components.**
   b. Under *Networking Services*, select **COM Internet Services Proxy**. This option enables DCOM to travel over HTTP via IIS.

SNMP

Issue - SNMP Agents for Equipment Theft Alarms

Can we provide SNMP agents for equipment theft alarms into a building management system?

Combined with RMS Asset licenses this should be possible.

Can we also provide SNMP agents to alert when a control system goes offline?

Additionally is it possible to use TRAP or INFORM so the agent can actively inform the Network Management System of the event rather than GET, GETNEXT etc where the agent waits to be polled? I am assuming that RMS acts as the agent in this scenario.

What MIBs do we use etc…?

Possible Solutions

SNMP is enabled in the RMS Configuration Wizard.

Once you have setup connection there to your SNMP application, you will need to enable the traps within the RMS web application:

Go to the SNMP application and apply the **amx.mib** file located in the AMX Resource Management Suite folder on the RMS Server.

- If you are using RMS Server version (v3.2 Build 72 or earlier), then the traps that you see contain only the *parameter* and *value* of the device that you will also see in the HotList.
- At Build 72, room and device names were added to make the traps more useful.

Security

Issue - HTTPS Support for RMS

Can the RMS Web Server be configured to use certificates if a customer requires HTTPS (and does not allow for HTTP connections)?

Possible Solutions

- RMS - HTTPS Secure Website for Windows 2003 Server (SSL)
- RMS - HTTPS Secure Website for Windows 2008 Server (SSL)

Issue - Admin Password Needs To Be Reset

A person changed the Administrative password, and has since left the company. The Administrative password needs to be reset, so that the RMS Configuration Wizard will let you create new one.

Possible Solutions

For these cases, the *AMX RMS Administrative Password Reset Utility (AMXRMSPWReset.exe)* will be provided on request ((FIG. 7).
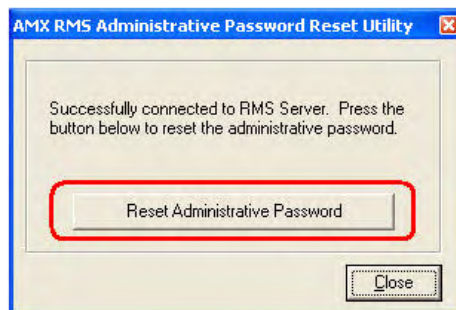
FIG. 7 AMX RMS Administrative Password Reset Utility

- This utility is used to reset the Administrative password in RMS if the admin password is lost. It will not recover a password only reset it.
- You must run the RMS Configuration Wizard after resetting the password to create a new password.

Redundant Servers

Issue *- We would like to run 2 instances of the web application in IIS with a traffic manager like BigIP in front of it for redundancy.*

Possible Solutions - The RMS 3.x server architecture is not designed to run multiple instances of the web application on different servers behind a traffic manager.

- There are various constraints involving sessions and inter-process communication between the web application and the back-end RMS NT services.
- RMS 3.0 does support a high availability redundancy solution using Microsoft Clustering Servers and a shared volume (data store).
- More information on this configuration can be found in the new RMS IT Administrator's Guide.

Issue *- Do we need an additional license for the second instance of the web application?*

Possible Solutions - No, a single RMS server license, and licenses for each room will suffice.

Issue *- I see instructions on how to setup a shared group in a cluster. Does that mean you MUST setup a Microsoft Cluster between 2 (or more) Windows 2003 Server Enterprise boxes? This kind of means a failover cluster not a load balanced one.*

Possible Solutions - Yes, RMS 3.x supports a failover cluster, not a load balanced cluster.

Issue *- Can we have all 4 services running on both boxes and then the Master controller to be connecting to one of them via a traffic manager? Or is it a problem to have 2 instances of the services running and connecting to the same database?*

Possible Solutions - No, the services should only be running on one of the nodes in the cluster. The RMS services should be configured to start when a cluster node is promoted to the primary (active) node.

Yes it is a problem to have multiple instances of the RMS 3.x services all running and attached to the same database.

Windows Authentication

Issue - Integrated Windows Authentication for RMS Not Working

Integrated Windows Authentication for RMS is not working. When you try to access the application, you are still presented with RMS login page.

Possible Solutions

1. Disable **Anonymous access**, and enable **Integrated Windows authentication** for the RMS Virtual Directory (FIG. 8).
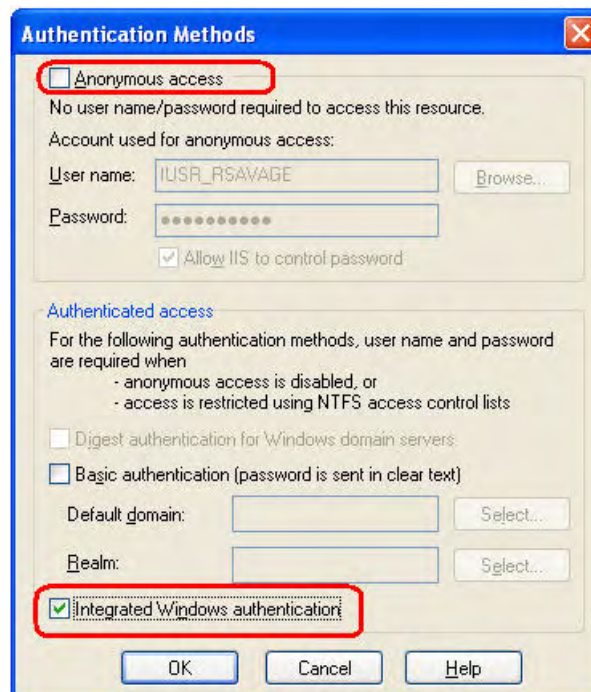
FIG. 8 Authentication Methods

2. Enable **Anonymous access** under the Virtual Directory for *dynamicResources*.

3. Run the RMS Configuration Wizard, making sure that the *Enable user Account Management* check box under *Security Settings* is **NOT** selected.

4. Restart IIS.

It is necessary for each user to be entered into RMS manually under Administration: Management: Users. The password that is established for that user is not used by Windows Authentication so it may be anything. They will then be able to do a single sign on with RMS access.

Issue - RMS Server Was Set For Integrated Windows Authentication Then Set Back To "Normal"

RMS Server was set for integrated windows authentication then set back to "normal".

In the Login page, RMS not accept the admin login.

Extended debug 9 indicates "*User Records Found:1*", then "*authentication failed, invalid password!*"

Possible Solutions

1. Run *iisreset* on the RMS Web Server to restart the RMS web application (FIG. 9).
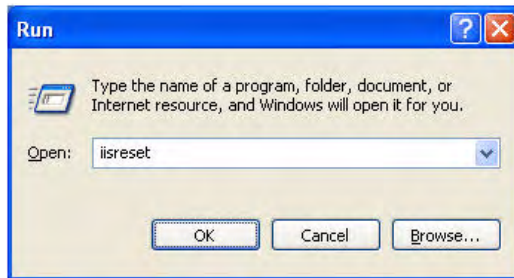
FIG. 9 Run - "iisreset"

2. Use the *AMX RMS Administrative Password Reset Utility (AMXRMSPWReset.exe)* and reset the password (FIG. 10).

FIG. 10 AMX RMS Administrative Password Reset Utility

    After resetting the password, you must run the RMS Configuration Wizard on the RMS Server to re-establish a new admin password.

3. Was admin Login name set as "*admin*" or "*administrator*"?
    *   *Login name* is **not** case-sensitive
    *   *Password* is case-sensitive

4. Go through the *RMS Configuration Wizar*d completely to save all the changes.

Permissions Issues

Issue - Using Windows Authentication, The Web Pages Stopped Working

Existing system using Windows Authentication for the database connection, recently the web pages stopped working. After checking the Config Wizard, the server is reporting that it cannot obtain the serial number.

The database is on a separate SQL server and they are using Windows Authentication for accessing the database.

Even though the Config Wizard cannot obtain the serial number, it does show the Company Name and contact info that comes from the database. If it cannot read the database, how is it getting the CompanyName and contact info? What do I have him look at next?

Possible Solutions

This is likely due to a permissions restriction on the user account that the RMS NT services are running as.

Verify that the RMS NT services are configured to "logon as" an a computer or domain account that has the proper permissions to the RMS database.

More information on RMS database permissions and Windows Authentication configuration for RMS can be found in the RMS Database Administrator's Guide.

1. From IIS, right click on the *RMS* directory and click on **Properties**.

2. In the *Directory Security* tab, click on **Edit** to access the *Authentication Methods* dialog (FIG. 11):

FIG. 11 Authentication Methods dialog

3. If the **Anonymous access** option is selected, then the *User name* should be **IUSR_<COMPUTERNAME>**, and password, and the **Allow IIS to Control password** option should be selected.

Issue - No Trust To Exchange From RMS Server

No trust to exchange from RMS Server, which is on a different domain.

Outlook client on the RMS Server has to be prompted for user name and password every time it logs in so the outlook plug-in doesn't work. Are there any options to get RMS to connect and troll?

Possible Solutions

Without Windows Domain Authentication to the Exchange server either via a user account in the same domain or via a trust relationship, the RMS Exchange Plug-in cannot access an Exchange server.

Issue - RMS Server Is Receiving An Error In Writing To .NET.

Possible Solutions

Run the ASP.NET registration command:

```
aspnet_regiis -i -enable
```

from a DOS session from this directory:

C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727

After running the command above, run *iisreset* to restart the RMS web application.

Issue - Is Anonymous Access To Only View (Not Create) Appointments Possible?

I would like to set 2 types of access to RMS scheduling system:

1. Access which can only view schedule (it should be anonymous access)

2. User which can view and modify all appointments Is it possible to do it?

My first thought was to enable "User Account Management" and "Allow Anonymous Access" at the same time in the Config Wizard. But then the anonymous user can also create appointments!

If you force the user to login, you can definitely prevent a user to modify the appointments of other users, but I think he still can create appointments.

So this brings me to 2 questions:

1. Is it possible to configure RMS in a way to do what the customer wants?

2. Can someone explain in general what an anonymous user is allowed to do (or not to do)? I did not find any information about that in the manuals.

Possible Solutions

1. Answer is No. For Scheduling, RMS does not separate View from Update/Modify permission, user will have view and modify permission if user has scheduling permission defined in permission page.

2. If "Allow Anonymous Access" is enabled and "Enable User Account Management" is disabled in Configuration Wizard, then anonymous user can do everything. If both options (anonymous user and user account management) are enabled, then the anonymous user has scheduling permission, which includes view and create/modify appointments.

Issue - Error Message Opening Admin Pages

Error message opening admin pages (permissions)

The current identity (NT AUTHORITY\NETWORK SERVICE) does not have write access to 'C:\WINNT\Microsoft.NET\Framework\v2.0.50727\Temporary ASP.NET Files'.

- Description: An unhandled exception occurred during the execution of the current web request.
- Exception Details: System.Web.HttpException: The current identity (NT AUTHORITY\NETWORK SERVICE) does not have write access to 'C:\WINNT\Microsoft.NET\Framework\v2.0.50727\Temporary ASP.NET Files'.
- Source Error: An unhandled exception was generated during the execution of the current web request.

Possible Solutions

RMS must be configured to use asp.net version **2.0.50.727**.

Please check the ASP.NET version in the "RMS" virtual folder in IIS (FIG. 12).
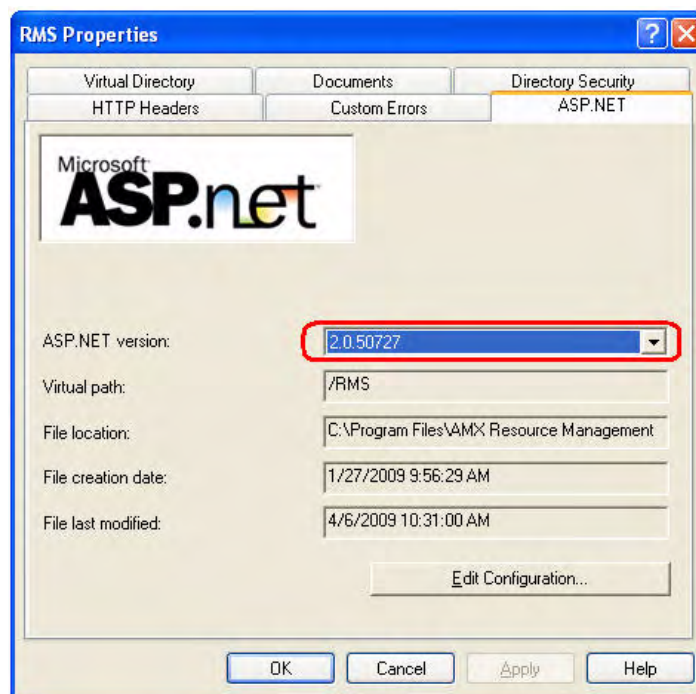
FIG. 12 RMS Properties - ASP.NET version

If not configured for correct version, then set the correct version, press **OK**, and then run the *iisreset* command.

Issue - RMS Is Connecting And Trolling All Mailboxes In Exchange Except 2 Or 3

RMS is connecting and trolling all mailboxes in exchange except 2 or 3. The settings all look the same.

This looks like a permissions error. The RMS Server is seeing the server and has access to the server but not the mail box.

Possible Solutions

Please see the RMS Exchange Scheduling Plug-in Guide for details on how to configure each Exchange resource mailbox account to allow RMS access.

License Issues

Issue - RMS "LoadLicenseInfo Exception" In Debug Terminal

RMS "LoadLicenseInfo exception" in debug terminal. What's wrong here?

A customer has setup an RMS server on a virtual machine; he is using the current version available. He has one license for his room and the server and the room license show up ok in the config wizard. Also the master connects fine but he does not see the complete information on the web pages.

The room connects ok to the RMS server, also all the Devices and parameters are sent to the server when connecting, but no devices are visible on the web pages (system status for the room). Also he is using exchange as booking system. The RMS server polls the bookings but they are not sent to the master/room.

When doing diag on port 24 of the RMS server we get "LoadLicenseInfo exception" error messages.

This is a mix of English and German: "LoadLicenseInfo exception: Die Zeichenfolge wurde nicht als gültiger Boolean erkannt." which could mean "LoadLicenseInfo exception: The Characters were not recognized as valid Boolean type." Obviously there also were some kind of converting type Int32 error warnings.

This setup has been working already for him to do internal tests. We tried to create a now database already to start from scratch, but without success. He is using the current RMS 3.2.73. The SQL server is a 2005 in German (exact version is 2005.90.1399.0).

Possible Solutions

Try resetting the RMS server license and re-licensing the server:

1. In the RMS Configuration Wizard - *Server Licenses* page, click **Enter Server Licensing Information** (FIG. 13).
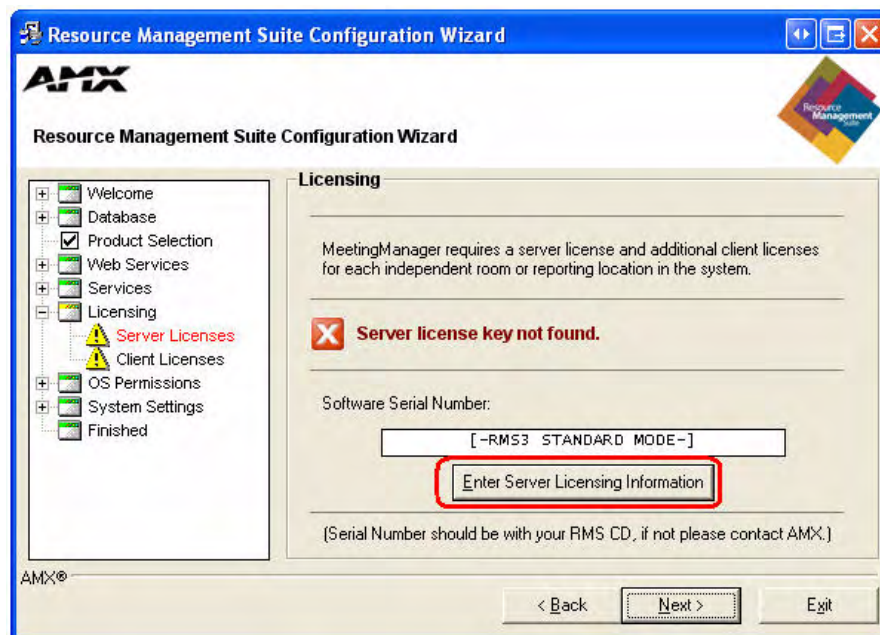
FIG. 13 RMS Configuration Wizard (Licensing) - Enter Server Licensing Information option

2. Click **Manual Authorization** button on the *Enter Server Serial Number* dialog (FIG. 14).

FIG. 14 Enter Server Serial Number dialog

3. Click **Reset Licensing** on the *Authorize Server* dialog (FIG. 15).

FIG. 15 Authorize Server dialog

4. You will be prompted to confirm the license reset. Select **Yes** to continue (FIG. 16).

FIG. 16 Confirm Resetting all Licenses

5. Re-license the server by entering the proper contact information and RMS server serial number in the *Enter Server Serial Number* dialog (FIG. 17).

FIG. 17 Enter Server Serial Number dialog

6. Press **OK** to submit the registration information and license the server.

Issue - RMS Serial Number Does Not Authenticate

The Configuration Wizard created the database correctly, but the server will not license. The Manual Authorization was attempted; it still does not license the server. The authorization key was verified.

On the License Server screen it reports Error obtaining serial number. The Configuration Wizard correctly created the database without issue. I had him look at the database and the dbo.tblLicenseServer and the fields were created but empty.

We checked the Windows Event Logs for errors connecting to the database, but did not find any errors.

I then had him manually copy the serial number and authorization key and Hardware ID into the database. We then restarted the RMS services to see if it would then say it was licensed. It reported the same error (obtaining serial number). They tried both Windows Authentication and SQL Authentication - same result. They tried an incorrect credentials to the database and the Config Wizard reported that it could not connect to the database (as it should).

Possible Solutions

This is typically a symptom of a database permissions issue when using Windows Authentication where the RMS NT services are configured to use an account that does not have permissions to the RMS database. Please verify that the RMS NT services are configured to "logon as" a computer or domain account that has the proper permissions to the RMS database. More information on RMS database permissions and Windows Authentication configuration for RMS can be found in the RMS Database Administrator's Guide.

After applying the necessary user accounts and database permissions, please run iisreset to restart the RMS web application.

Issue - RMS Will Not Take Licenses

RMS Will not take licenses. Customer would like to add RMS licenses but the "add license" button on his configuration/licensing tab is grayed out.

Possible Solutions

The server was running in Demo mode. A RMS server license must first be applied using the RMS Configuration Wizard before client licensing can be added via the RMS web user interface.

Issue - Manually Transfer The SQL Database Across From An Old Server To A New One

User has upgraded their RMS server hardware to a new PC. They wanted to keep their existing information so they had to manually transfer the SQL database across from the old server to the new one.

Possible Solutions

There is a "Reset Licensing" button in config wizard -> Manual Authorization that should delete the license info. Restart the server and re-enter the license info from config wizard again. This should update the SQL server too. One thing to note on this though is that this action will remove all the client license keys as well. Before proceeding, ensure that you have all the client license keys available for re-input into the system.
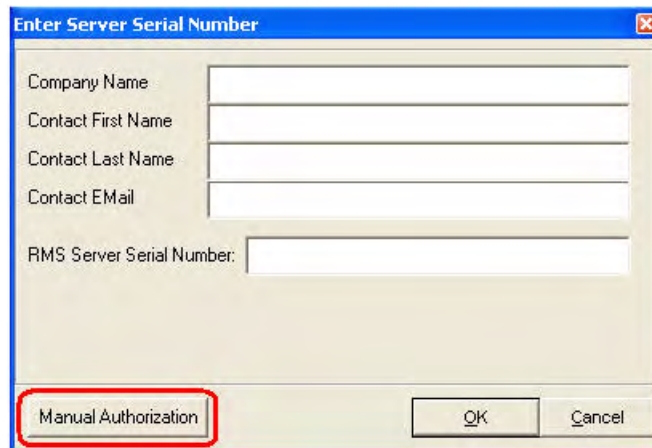
To reset the RMS server license, from the RMS Configuration Wizard on the *Server License* page:

1. Click **Enter Server Licensing Information**" (FIG. 18).

FIG. 18 RMS Configuration Wizard (Licensing) - Enter Server Licensing Information option

2. Click **Manual Authorization** button on the *Enter Server Serial Number* dialog (FIG. 14).
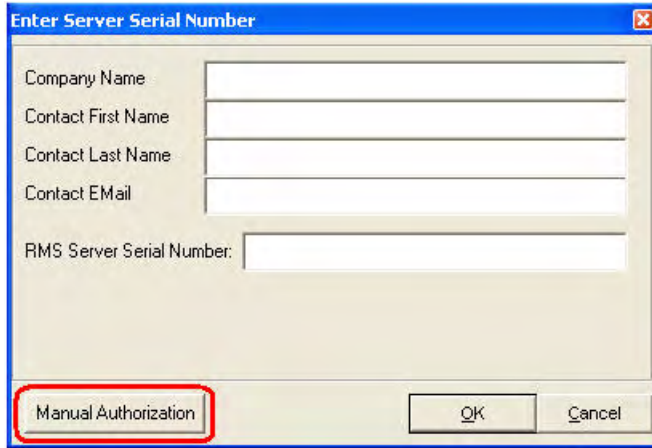
FIG. 19 Enter Server Serial Number dialog

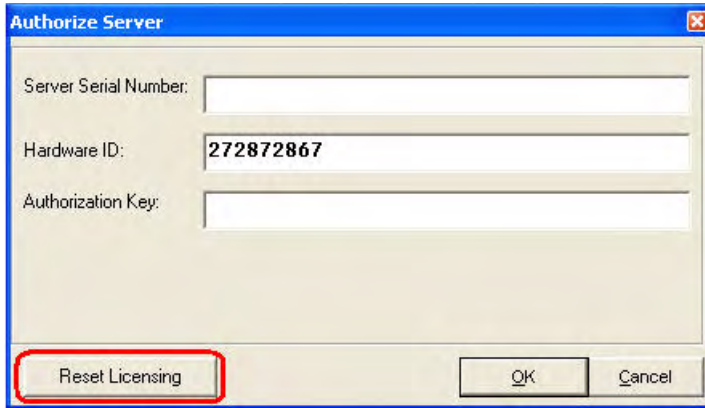**3.** Click **Reset Licensing** on the *Authorize Server* dialog (FIG. 15).

FIG. 20 Authorize Server dialog

4. You will be prompted to confirm the license reset. Select **Yes** to continue (FIG. 16).

FIG. 21 Confirm Resetting all Licenses

5. Re-license the server by entering the proper contact information and RMS server serial number in the *Enter Server Serial Number* dialog (FIG. 17).

FIG. 22 Enter Server Serial Number dialog

6. Press **OK** to submit the registration information and license the server.

Issue - How does the i!-ConnectLinx Virtual Device Handle Multiple Instances Of Scheduling License Per Master?

How does the i!-ConnectLinx virtual device handle multiple instances of scheduling license per master?

Specifically the problem here is that in the sample RMSMain-Multi.axi is the command to set room info (SEND_COMMAND DATA.DEVICE, `SET ROOM INFO-etc). How should this command be used when wanting to name the schedule only rooms? As there is only one i!-ConnecLinx virtual device used I can't see a way of specifying different room names here?

Possible Solutions

When running multiple rooms on a single master it is not recommended to use Control functions on those rooms. It may be possible to modify the modules to accommodate some control functions, but one of the problems is that an XML file called i!-ConnectLinx.xml is created by the code on the master to store the list of control functions. RMS does not know how to create multiple versions of this file on the same master so only one of the rooms will show the correct list of control functions.

The best way to assign the room name is within the web ui. Limitations for system control using i!-ConnectLinx prohibit a discrete list of functions for each room when using a single master. You would need to create custom actions and assign each a relevant name like "'ADD ACTION-1,Room 101 DVD Play". You would then have to create macros with the unique functions defined.

i!-ConnectLinx only support a single room instance on each NetLinx master. Multiple instance of RMS can share a single i!-ConnectLinx set of control functions but cannot isolate individual control function to specific RMS instances.

Issue - Scheduling Unlicensed Rooms All Show In The Hotlist As Troller Failure

A customer was using internal scheduling and had scheduling license on all 100 rooms. They changed to external and only using scheduling licenses on 20 rooms. Other rooms do not have scheduling so licenses were not assigned. Now, the scheduling unlicensed rooms all show in the hotlist as troller failure. Is there a way to "massage" the database to make these rooms not look for a scheduling license anymore?

Possible Solutions

They should go through and un-license the 80 rooms that are not using the external scheduler, this would take about two hours but it is a necessary step. Note that ONLY the scheduling licenses need to be removed…not the Asset licenses.

Issue - How to spec CALs?

How to spec CALs (Client Access Licenses) a university customer is buying a server that includes "Windows Server® 2003 R2,Standard Edition SP2, Academic, Includes 5 CALs"

Microsoft defines a CAL on this page: http://www.microsoft.com/windowsserver2003/howtobuy/licensing/caloverview.mspx. Its key statement seems to be, "a Windows Server 2003 Client Access License (CAL) is required for each user or device (or combination of both) that accesses or uses the server software." So are we a user, device, both? If we are using Windows authentication in RMS, does the implied limit on users affect how many people can be logged into RMS?

Possible Solutions

CALs are used for applications like Outlook clients not web servers. Their client connections are governed by the server processor and network bandwidth. They would be limited to having five concurrent users on the server for administrative purposes though.

Issue - External Scheduling Is Not Accessible

After successful manual license of RMS server, the external scheduling is grayed out and not accessible.

Possible Solutions

You may need to stop and restart all the RMS services and close and re-open the RMS Configuration Wizard.

Issue - Rooms Are Not Notifying The System

Rooms are not notifying the system. Their room issues are not reaching the hotlist, which they realized when notifications stopped. The diagnostic page says the rooms are all licensed.

The user looked at several of the rooms that were not reporting and they each individually indicate that they have licenses assigned.

Possible Solutions

The issue here is that the server hardware changed and when they attempted to re-enter a new authentication key obtained from support, the RMS Configuration Wizard successfully updated the licensing in the current running instance of the RMS server. However, it did not update the database storage for the new authentication key and hardware ID. Thus, anytime the RMS system was restarted or the RMS services were restarted, the RMS system did not have the proper licensing.

FYI, if a site were to have used the "RESET" licensing option in the RMS Configuration Wizard, then this issue probably would have never surfaced.

Scheduling Server Integration

Issue - User Never Gets The Confirmation Mail (Outlook)

After creating appointment in Outlook with sending an invite to the room and other invitees, user never gets the confirmation mail, yet RMS is setup to send confirmation mails in the Configuration Wizard.

Possible Solutions

1. The room resource must accept the meeting request. An auto-accept agent can be setup in exchange to automatically accept/deny each meeting request based on availability or a human user can be granted permissions to the room resource mailbox and calendar to manually accept each meeting request.

2. Verify spelling on mailbox names.

3. If using STMP for notifications, please verify the SMTP email communication in the RMS Configuration Wizard.

4. Check with the exchange admin to see if relaying for authenticated computers is   blocked, that option should be checked.

5. Do you have notifications enabled on the web pages. Under System Administrator ->Profile. Also check the notification tab for additional users.

6. Have you tried setting it as MAPI and as SMTP type?

Issue - SMTP Authentication Does Not Work From Within The "Edit User Account" Page

We tested sending email to the specified email in the RMS Setup wizard. And it works fine. If we specified this email in the "edit user account" page and press test we get "Message Failed: SMTP protocol error. 550 5.7.1 ... Relaying denied. Proper authentication required...". The SMTP needs user and password authentication to accept emails.

We also tried to force an email by issue a help request, to see if the email only does not work on the user account page. But the email never arrives. So it seems that RMS does not use the authentication to send emails.

Possible Solutions

1. If you check "authentication required", enter some credentials, and uncheck "authentication required" without removing the credentials, RMS will fail to properly negotiate with SMTP.

2. SMTP Error 550.. Relaying denied message is given when SMTP authentication is required. Is "Enable SMTP Messaging" check in the config wizard, and the "Server Requires Authentication" checked with correct login and password?

Issue - Can The Exchange MAPI Use Mailboxes From Different Servers?

Can the exchange MAPI use mailboxes from different servers? Can it troll multiple servers?

How do you set it up?

Possible Solutions

1. Add the 2nd server in the config wizard, you set the RMS Scheduling Service to "Login As" only 1 user name and password, your login on all servers must be the same.

2. RMS does support multiple Exchange mail servers

3. Details for implementation available in the RMS Exchange Plug-in Guide

Issue - Configuring The Lotus Notes Plugin

When I try to configure the Lotus Notes plugin, I enter the IP address of the Domino server and the Notes password in the box and click connect. Then I just get the hourglass icon and it freezes up the Configuration Wizard.

Possible Solutions

1. Try restarting the services, restarting the whole server, etc.
2. Verify that you can get to into Lotus Notes via the Notes client on the server so you know the password is correct and there is a network path from the RMS server to the Notes server.
3. Log into the Lotus Notes client, look for an error: "Unable to find the specified file" - click OK the error disappears and you should log in and use Lotus Notes normally
4. Use the AMX developed Lotus Notes utility tool and verify results - when logging in, an error - "Unable to find the specified file" - appears - if you click OK, the error disappears and the utility will indicate the login was successful.
5. Check the Lotus utility and try to log in, if the utility indicates the ID file was in use by another program proceed to next.

Lotus Notes runs an INI file at startup and the INI file is trying to point to some other files that just didn't exist. If you got the error message and clicked OK, it went away but the config wizard didn't pop up the error message so it just hung up forever.

The resolution may be to replace the INI file with a clean original file. Then you should be able to connect to the server via the config wizard and add all the rooms back into the system. The next troll cycle will add all the appointments in. You may find trolling errors indicated with every room in the system, this should clear itself automatically.

Issue - Trying To Set Up Exchange, Getting A MAPI Error

Trying to set up Exchange and getting a MAPI error.

Possible Solutions

1. Does he have MAPI installed on the RMS server?
2. Install the Outlook client app on the RMS server. The MAPI subsystem is installed with the Outlook client.
3. Make sure the domain user account that the RMS scheduling service is configured to "Log On As" does have permissions to the Exchange mailbox.
4. Login to the RMS server using the same domain account that the RMS scheduling service is configured to "Log On As" and configure an Outlook to connect to the Exchange mailbox. This will verify that the user account does have access to the Exchange mailbox and that the server and MAPI subsystem can successfully communicate with the Exchange server.

Issue - Webmail Login Clears The Fields And Stays On Login

When adding or modifying appointment on RMS webpage, using exchange webmail link, the webmail login opens but when they enter user and password, it just clears the fields and stays on login.

When testing webmail from wizard, it works fine. Of course, that is not opened up in a frame.

Possible Solutions

1. Does it work if they browse directly to the webmail page?
2. Are they using Windows Integrated Authentication?
3. Try using domail\username. Domail is a cgi program designed for use as a generic www email processor. domail was written to fill the need of several users on various virtual domains on a web server who needed a single, easy to configure script that they could use for their forms without the need to consult an admin or programmer. A single hidden field supplies the name of the configuration file to use, and the rest of the configuration for that form is derived from that file.

Issue - Getting Error Connecting To Microsoft Exchange Server

The Microsoft Exchange server is on a different domain. so we are trying Outlook plugin, getting error connecting.

Outlook can access the mailboxes. Scheduling service set to local account. Local account is the outlook login. When testing the mailbox, login failure. "the profile is valid but access to the mailbox is denied"

Possible Solutions

1. Use the mailbox alias name instead of the actual mailbox name for each room.
2. This site has multiple Exchange servers with mailboxes defined to specific servers. RMS does allow the user to setup multiple Exchange servers and each room mailbox mapping must be configured to use the appropriate Exchange server for its target mailbox.
3. The testing utilities automatically populate the test mailbox field with the username of the service user account, at this site, that username did not have a corresponding Exchange mailbox, thus that test fails until you replace the test mailbox field with a valid mailbox

Issue - Meeting In Outlook Not Polled From The Exchange Server Into RMS

Creating a meeting in Outlook works but it is not polled from the Exchange Server into RMS - With the domain user he can access the Exchange server by Outlook

- He could setup the Exchange Plugin in the Wizard (and the Test Button works)
- He set up one room for now for access to a mailbox (also here on the Web-Page the Test button works)
- Creating Ad-Hoc meetings from the Modero Panel works and is forwarded to Exchange/Outlook
- Creating another meeting at the same time does not work, so the check for conflicts works In the Diag-Console (Telnet to port 24) he receives an error message saying: >[T:E:TRLL][17:19:09.848]

Possible Solutions

1. Let say you have this user account:
   - Account Name: jdoe
   - Display Name: John Doe
   - Default Email Address: jdoe@company.com

In the RMS mailbox field you can try the mailbox account name: "jdoe", the mailbox display name "John Doe", or the fully qualified email address "jdoe@company.com". On my Exchange server all three combinations work fine, but at this site where this similar issue show up, they were not able to use all of these and but did finds one variation that did work for them. So I would suggest trying one of these alternate variations in on a room or two, and force a trolling cycle to see if the error persists in those rooms.

This is the statement from the IT staff at this other site where they did get it working, I'm not 100% sure which naming variation he used.

"The Meeting Manager room configurations need the email account aliases and not the actual names"

Issue - Plug-in Fails Login

When plug-in tries to login, it fails. His outlook does not have auto-logon; he has to enter username and password each time. Do we need to have auto logon?

Possible Solutions

The user account configured for the RMS Scheduling service must have authenticated access to the target MAPI profile/mailbox.

Issue - Trying To Connect Room To Exchange Mailbox, Gets Error

Trying to connect room to exchange mailbox, gets error - cannot create profile.

Tries to connect to company`s general mailbox and it connects successfully. Tries to connect to his personal mailbox and gets the "mailbox exists but you don`t have permission" error. But on these mailboxes, gets the cannot create profile error. What is this error and where do we look to fix it?

Possible Solutions

1. Check if the mailbox is configured to be hidden from the address book in the Microsoft Exchange Administrator program. This option is selected in the properties for the mailbox. On the Advanced tab, the 'Hide from address book' option is selected.

    http://support.microsoft.com/kb/818849/

2. Go to generic account for RMS in each mailbox. Remove all rights, and then set them back. Reboot Exchange and RMS Server.

3. Make sure we have the actual mailbox name, not an alias. We were getting all of the test things to work on the web pages of RMS, but the RMS web calendar was never populating with actual calendar info. As it turns out we were using an alias name for the mailbox rather than the actual mailbox name. (ex. We were using Dan Carnefix, but the actual mailbox was dcarnefix). Had it not been for the Exchange administrator being on the phone and catching that we would still be scratching our heads.

4. Make sure that the Exchange server has granted the user that the RMS Scheduling Manager Service uses full rights to the mailbox. Our Exchange administrator had initially granted this user account read/write access to the calendar only. This gave the user the ability to open the calendar in Outlook as a Shared Calendar, but RMS needs more than that. Until he granted the user account full rights to the mailbox we kept getting a failed attempt when we would attempt to connect to the mailbox.

Database

Issue - User Is Unable To Connect Rooms Or Parameters Will Not Update

User is unable to connect rooms or parameters will not update.

Using the Configuration Wizard, determine whether the server is operating in "Standard Mode"   This could be an indication that the server no longer has connection with the database

Hardware ID has changed.

- This will happen if the hard drive is replaced,
- The sever experienced a Raid Array failure and the drive fails over to a new drive
- A windows update fails the WMI driver serial number detection

Resolution

Contact AMX customer service and ask that the serial number be cleared from our licensing server.   If the server is connected to the internet, you should be able to re-license your RMS application.

In some cases it may be necessary to clear the old number out of the SQL database. If you this becomes necessary, Please contact AMX technical support and we will be happy to assist you.

Issue - User Is Unable To Obtain Accurate Date From RMS or Find That The Scheduled Action Become Intermittent

User is unable to obtain accurate date from RMS or find that the scheduled action become intermittent.

In some rare cases, network interruptions during the write process can cause corruptions of the database.

Resolution

Please contact Technical support for an evaluation of your database.

Issue - User Is Unable To Complete RMS Installation And Or Upgrade

User is unable to complete RMS installation and or upgrade.

Resolution

The account that RMS is using to access the database does not have sufficient permissions.

The RMS Configuration Wizard will require the ability to read, write and create a database on the SQL server. After the db is created, the RMS applications will need read and write permissions.

Issue - Setting Up A Database Server Using Windows Authentication

I am setting up a database server using Windows Authentication. What do I need to know?

Resolution

Reference:

- http://support.microsoft.com/kb/815154
- http://imar.spaanjaars.com/QuickDocId.aspx?quickdoc=395 (Scenario 3)

Issue - Exporting Database To XML -"Invalid Character" Error

When I export my database to xml I get an "invalid character" error.

Resolution

If you have XML notepad on your PC, please open the exported file using XML notepad and delete that invalid character. This application should automatically take you to that character during file load.

Please make sure that they are using the latest DB Wizard.

Issue - Using An Old Access Database, Can I Still Migrate To SQL?

I am still using an old Access database, can I still migrate to SQL?

Resolution

You can upgrade the DB from mdb to sql. Stop the RMS server, and run Configuration Wizard, and it should ask you to "Create a new RMS DB" or "Upgrade an Existing RMS 2.3 or earlier DB" or "Connect to an existing RMS 3.0".

Select "upgrade an existing RMS 2.3 Database", and it should give you a option to select DB type.

Notification Issues

Issue - AOL Mail Tests Ok From Wizard But Fails Authentication In Test From RMS Pages

AOL mail tests OK from wizard but fails authentication in test from RMS pages.

Possible Solutions

Set AOL SMTP port to 587, and "Server Requires Authentication" checked with the screen name & password in the config wizard.

Even if the test doesn't work from the RMS webpage, you should receive an email when you schedule an appointment or bring down a system.

Issue - Error When Trying To Connect To Both The Client And Hotmail SMTP Servers

User is getting an error when trying to connect to both the client and hotmail SMTP servers.

The error "must issue a starttls command first" when testing his SMTP server connection in RMS Configuration Wizard.

The "starttls" command indicates that the SMTP server is requiring secure (SSL) communication. The RMS server does not currently support secure SMTP communication via SSL.

Possible Solutions

1. You can use aol free mail, http://webmail.aol.com which has been tested with RMS and it does work.
2. Hotmail no longer supports POP3 and SMTP for forwarding to Outlook or Outlook Express. Hotmail now requires SSL authentication, but RMS does not currently support SSL.

   You can use an SMTP proxy relay server that will accept open SMTP inbound message and relay them to the actual SMTP server using SSL communication.

Issue - Can Send Test Mail From Config Wizard But Not From Server User Pages

Can send test mail from config wizard but not from server user pages v3.1.57

from dashboard--

SMTP Failure 3/4/2008 11:13:47 PM An error occurred while trying to communicate with the SMTP Server
SMTP protocol error. 501 5.5.2 MAIL FROM syntax error.

Possible Solutions

1. Install RMS SMTP Patch for 3.1.57 (SMTP error 501 5.5.2).zip
2. Remove empty spaces in email addresses of the RMS Configuration Wizard.
   a. INCORRECT: "John Doe" < john.doe@amx.com >
   b. CORRECT: "John Doe" john.doe@amx.com

Issue - Notification Emails Are Not Being Sent

Notification Emails are not being sent.

Possible Solutions

1. Client reinstalled their exchange server, followed the admin guide and all worked fine after that.
2. Check firewall settings to make sure email is not blocked
3. Test the SMTP server communication via the RMS Configuration Wizard.
4. Test the User's account email address by using the Test" button in the user profile web page.

Issue - Cannot Select The Individual Room From The Drop Down List When Creating A New Notification

If a room is a member of a Parent Group and a Sub Group and you try to create a notification for that particular room, you cannot select the individual room from the drop down list when creating a new notification.

Possible Solutions

1. Update to current RMS version 3.2 build 62 or above

Issue - Rooms Not Notifying

Rooms not notifying.

Possible Solutions

1. Confirm valid asset licensing

2. If changing hardware, use the RESET licensing option in the RMS Configuration Wizard.

3. Server hardware changed, and did not update the database for the new authentication key and hardware.

Issue - Notification Emails Are Never Being Sent

Notification Emails are never being sent.

The Test button on the SMTP section of the Config Wizard works fine and the Test email on the web pages for each user work fine, but when a Notification occurs and goes to the HotList no email is ever sent.

Possible Solutions

1. Run the RMS SMTP Email Test and verify success.

2. Run Extended Debug 9 and verify errors generate when an item moves onto the HotList.

3. Verify that Email for the User is enabled and the Notifications are enabled.

4. Try selecting "All Groups/All Rooms" under Notifications.

Watch for debug messages like...........

>[S:M:GTWY][11:14:38.865][7] ....EnqueueNotificationEmail to :user@amx.com

>[S:M:GTWY][11:14:38.881][7] ....EnqueueNotificationEmail subject : MeetingManager: Meeting Manager Sample may require attention

>[S:M:GTWY][11:14:38.912] --->> Enqueued Email Notification To: w, Jay

OR

>[A:M:WEB][11:14:48.474] Hotlist parameters: items have changed, old list count = 1 new List Count = 2

>[A:M:WEB][11:14:48.490] Hotlist: TriggeredParameters Updates. Refresh Parameter List.

>[C:M:SMTP][11:14:53.412][2] SMTP 'ProcessQueuedMessages' : Message Count=1

5. What kind of virus protection are they running? SMTP is working from the application site but something is preventing the web scripts from running. This is not uncommon for virus protection.

If so do a test where the virus protection is disabled. If it is the virus protection we will just have to have him allow web scripts for our page only.

Issue - How Do I Enable Debugging On The RMS Server?

How do I enable debugging on the RMS server?

Possible Solutions

RMS 3.x provides an extensive diagnostics interface using a telnet console.

There are 3 separate methods to enable RMS diagnostics:

Always disable RMS debugging for production running systems. RMS debug messaging generates a significant amount of diagnostics messaging that could impact system performance.

1. Via the Web Page User Interface
   a. Navigate to the *Help > System Diagnostics* menu.
   b. Select the Debugging tab on the page.
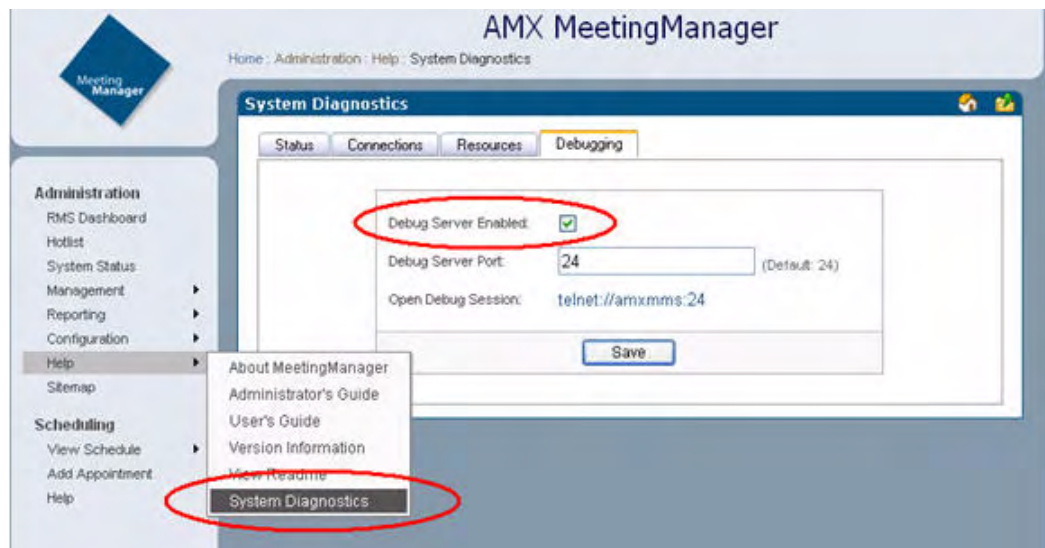   c. Place a checkbox in the **Debug Server Enabled** field to enable the RMS diagnostics console (FIG. 23).

FIG. 23 Help > System Diagnostics (Debug Server Enabled)

2. Via the RMS Configuration Wizard

a. Select **Start > Run** from the Windows menu.

b. Enter the following command in the run window:

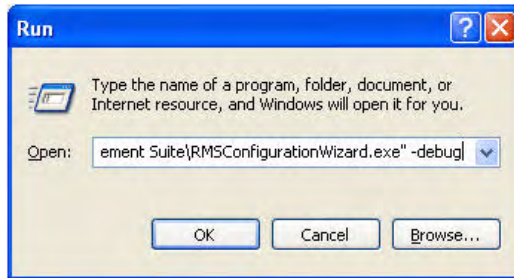*"C:\Program Files\AMX Resource Management Suite\RMSConfigurationWizard.exe" -debug* (FIG. 24).

FIG. 24 Run - "C:\Program Files\AMX Resource Management Suite\RMSConfigurationWizard.exe" -debug"

c. This command will open the RMS Configuration Wizard with the "-debug" command line switch.

d. In the RMS Configuration Wizard, open the Debug page under the System Settings section.

e. Make sure the Enable Debugging Console option is checked (FIG. 25).

FIG. 25 System Settings > Debug - Enable Debugging Console

3. Via the RMS scripts

    a. Select **Start > Run** from the Windows menu.

    b. Enter the following command in the run window:

    C:\Program Files\AMX Resource Management Suite\Scripts\RMS Debug.vbs (FIG. 26).
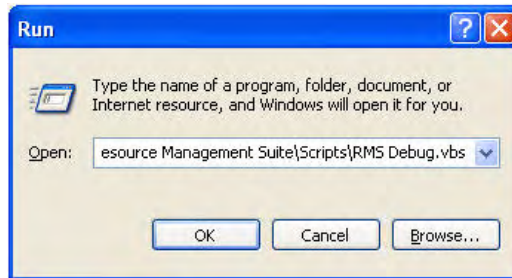

FIG. 26 Run - "C:\Program Files\AMX Resource Management Suite\Scripts\RMS Debug.vbs"

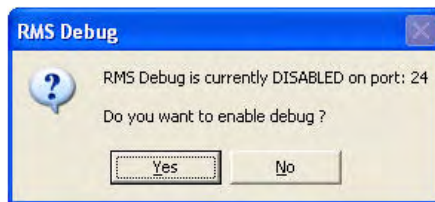   **c.** When prompted to enable RMS debugging, click **Yes** (FIG. 27).

FIG. 27 RMS Debug

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