



Installation Guide

RMS EMS

Scheduling Plug-in



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RMS EMS Scheduling Interface

Overview

The RMS EMS Interface provides users with the ability to schedule RMS appointments through the EMS database, and display reservation information on AMX touch panels. Users can create and modify appointments directly from AMX touch panels, which will then inform the EMS database of the changes. This enables scheduled events to initiate system presets, and provide electronic signage capabilities via AMX touch panels.

The RMS EMS plug-in allows a room to access and read schedule information from the designated EMS space reservation list. It further allows users to create and modify space reservations on the EMS database via AMX touch panels.



NOTE

The RMS EMS Scheduling Plug-in supports a single EMS database.

The *Configuration Wizard* allows you to set the EMS server for the RMS Scheduling Manager Service, but you must configure EMS to allow access to the sessions used by the RMS application. See the EMS Software documentation for more details on configuring EMS.

RMS EMS - Technical Specifications / Requirements		
RMS EMS Plug-in Software Requirements:	<ul style="list-style-type: none"> EMSAPIScript.sql - must be applied to the EMS system database prior to installing the RMS EMS Plug-in 	
Supported EMS versions:	<ul style="list-style-type: none"> EMS Enterprise 5.0 EMS Professional 11.0 EMS Lite 7.0 	<ul style="list-style-type: none"> EMS Campus 2.0 EMS Workplace 5.0 EMS Legal 5.0

Installation Checklist

RMS EMS Scheduling Interface Install Checklist
<ul style="list-style-type: none"> The <i>EMSAPIScript.sql</i> programming interface SQL script must be applied to the EMS system database prior to installing the RMS EMS Plug-in. To obtain this database update script and for assistance deploying this update script to your EMS system database, please contact: Dean Evans & Associates, Inc <i>Telephone:</i> 1-800-288-4565 <i>E-mail:</i> support@dea.com <i>Website:</i> http://www.dea.com/
<ul style="list-style-type: none"> Install the RMS EMS Interface using <i>RMSEMSPlugin.exe</i>, following the installation instructions.
<ul style="list-style-type: none"> Create a reservation room for each schedulable space in EMS. You can use a single EMS reservation room or multiple rooms to accomplish this. See the EMS documentation for more details on how to configure EMS.
<ul style="list-style-type: none"> In the Configuration Wizard, select <i>External Appointment Management/Schedule System</i> on the Scheduling page in the Welcome section.
<ul style="list-style-type: none"> In the Configuration Wizard, configure the Scheduling Manager Service to run as the Local System account.
<ul style="list-style-type: none"> In the Configuration Wizard, you must register and configure the AMX RMS EMS Plug-in on Scheduling page of the System Settings section.
<p>For Each Room in the RMS application:</p>
<p>When adding a new room, after you click the Save button on the Create New Room page:</p> <ol style="list-style-type: none"> 1) Fill in the <i>Space</i> and <i>Event</i> information fields from the matching information in the EMS database 2) Click the Save button to configure.

Scheduling Plug-in Configuration

Overview

To use the RMS EMS Interface scheduling plug-in, it must first be registered. Only a single scheduling plug-in may be registered at one time. The plug-in configuration is performed in the Configuration Wizard under the System Settings, Scheduling node of the navigation tree (FIG. 1).

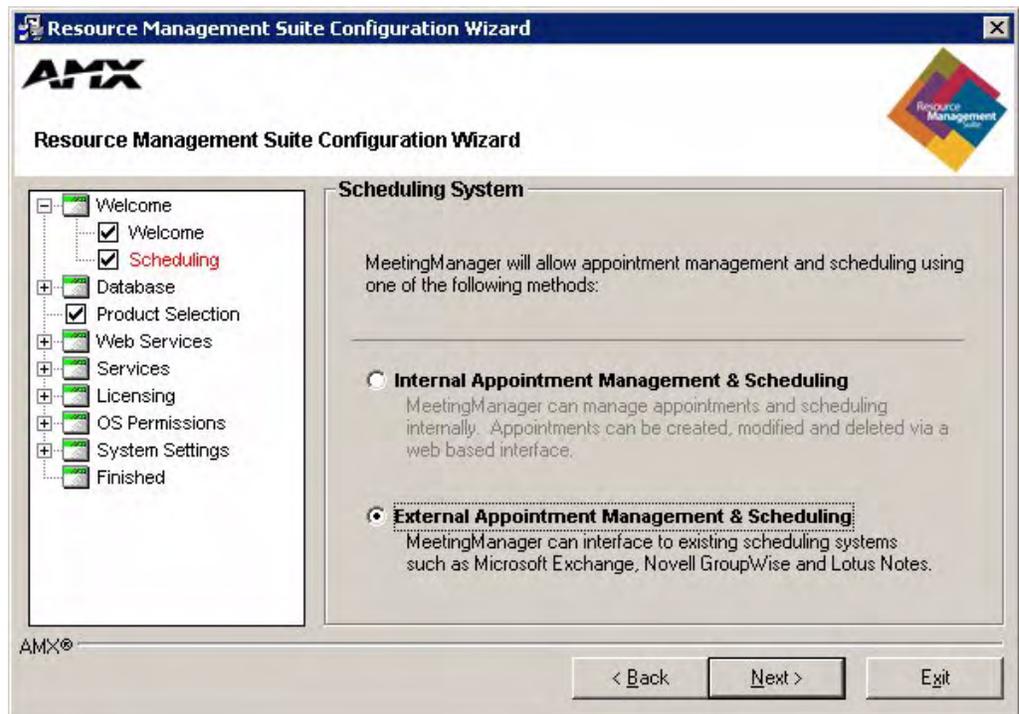


FIG. 1 Scheduling System



NOTE

The RMS application must be configured for External Scheduling Systems for the scheduling plug-in configuration dialog to be displayed.

To register the RMS EMS Interface, place a checkmark in the box to the left of the entry in the scheduling plug-in list. This will automatically load the plug-in configuration dialog (FIG. 2).

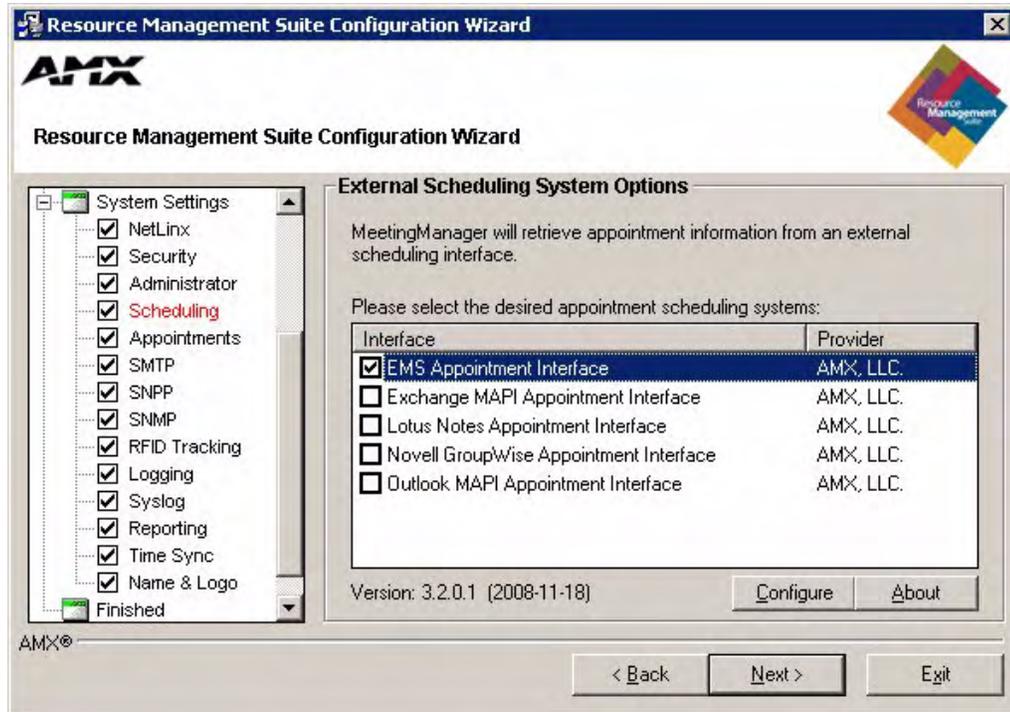


FIG. 2 External Scheduling System Options

About Dialog

The *About* dialog describes the details about the overall installed plug-in including the name, version, date created, company, comments, and description of the plug-in (FIG. 3).



FIG. 3 RMS EMS - About dialog

RMS EMS Plug-in Configuration Options

Overview

The *Configuration* dialog allows you to configure the required EMS server settings and RMS scheduling manager behavior for all RMS EMS rooms. The dialog is broken up into three tabs, as described in the following sections.

EMS Server Connection

The **EMS Server Connection** tab of the *Configuration* dialog allows you to set the Host and server path of the EMS database, as well as the user name and password used to authenticate a connection to the EMS server (FIG. 4).

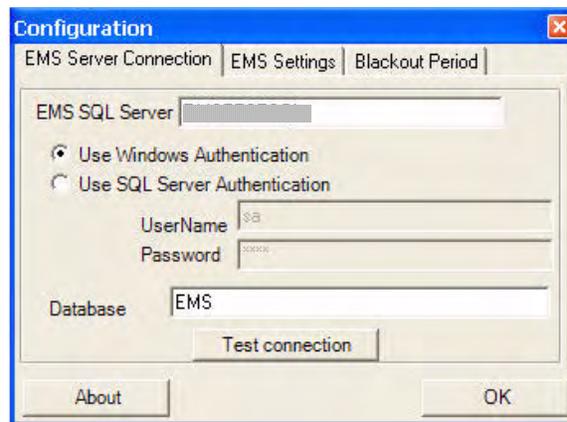


FIG. 4 Configuration dialog - EMS Server Connection tab



NOTE

The UserName and Password used here should have both read and write permission to access the database .

Testing the Connection

After entering the *Host Name* and *Server Path* information, it is important to test the access to the reservation event data.

To test the synchronization of data between the EMS database and RMS, click **Test connection** (in the *Configuration* dialog).

If a connection to the EMS Web Server was successful, the following message will be displayed (FIG. 5):



FIG. 5 Test Connection - Successful

If the connection fails, you will receive an **ERROR** message instead. In this case, correct your data and try again. If you cannot make a successful connection, contact your EMS administrator to verify your settings.

EMS Settings

The options in the **EMS Settings** tab of the *Configuration* dialog allow RMS to create and modify appointments in the EMS database (FIG. 6).

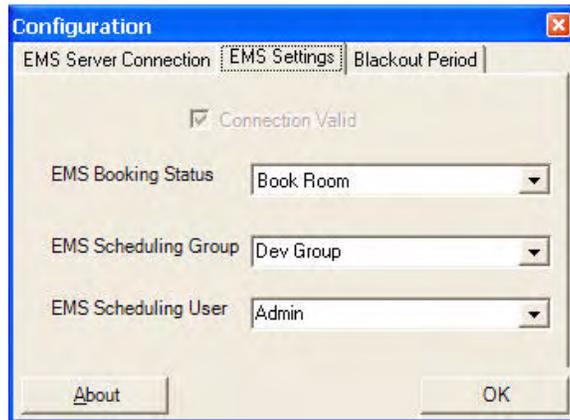


FIG. 6 Configuration dialog - EMS Settings tab

The settings provided on this tab correlate to the EMS database set up in the *EMS Server Configuration* tab (FIG. 4 on page 5).

- **EMS Booking Status** - Select from the drop-down list
- **EMS Scheduling Group / User** - Select from the drop-down lists of *Scheduling Groups* and *Scheduling (Administrative) Users*.

These drop-down lists indicate the first 500 Groups and Users. Therefore, in some cases the desired selection may not be available in the drop-down lists. In these cases, type the name directly into the field.

Blackout Period

The *Blackout Period* tab contains the settings for scheduling synchronization/trolling blackout (FIG. 7).

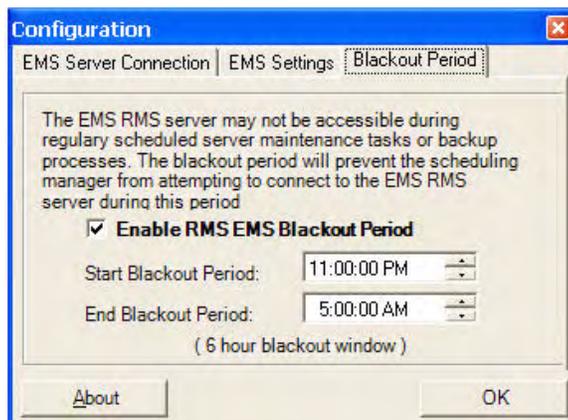


FIG. 7 Configuration dialog -Blackout Period tab

During this blackout period, The RMS application will not attempt to establish a connection to any EMS server. Many systems perform nightly backups or system related processing where the server may not be available or should not be accessed.

The blackout option prevents the RMS application from accessing the server during these times.

This option is enabled by default and is recommended. You may change the time frame to accommodate your specific environment.

Finish Configuration

Select **Launch Meeting Manager Web Page** and click **Finish** in the *Finished* tab. This action will automatically launch Internet Explorer, showing the default RMS page (FIG. 8).

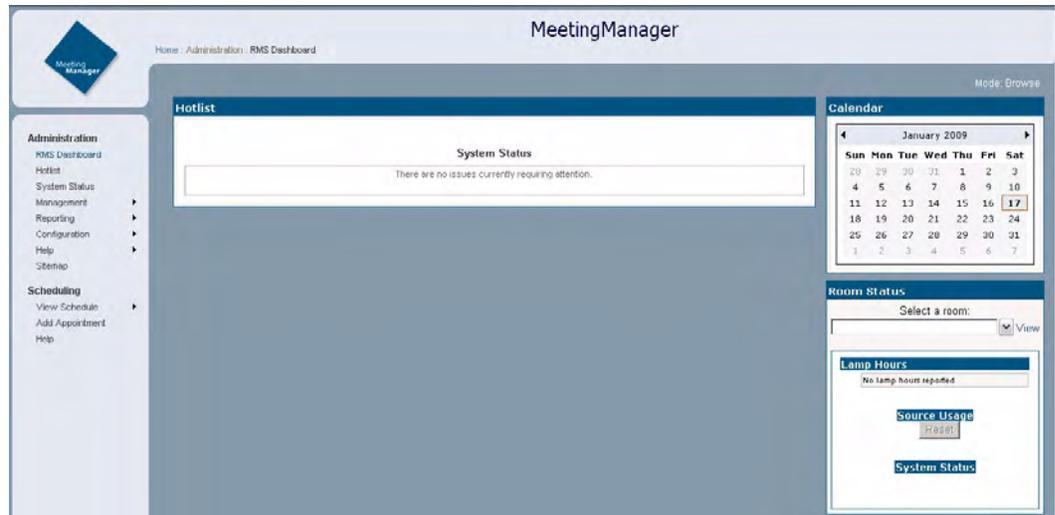


FIG. 8 Default RMS Page

Room Configuration

Overview

The room configuration is done via a web page as part of the RMS system. In the web administrative interface, when you add a new room or modify an existing room, you are provided with Room Scheduling Settings.

Creating a Room Configuration

1. From the *Administration* menu, select **Rooms** from the *Management* sub-menu (FIG. 9).

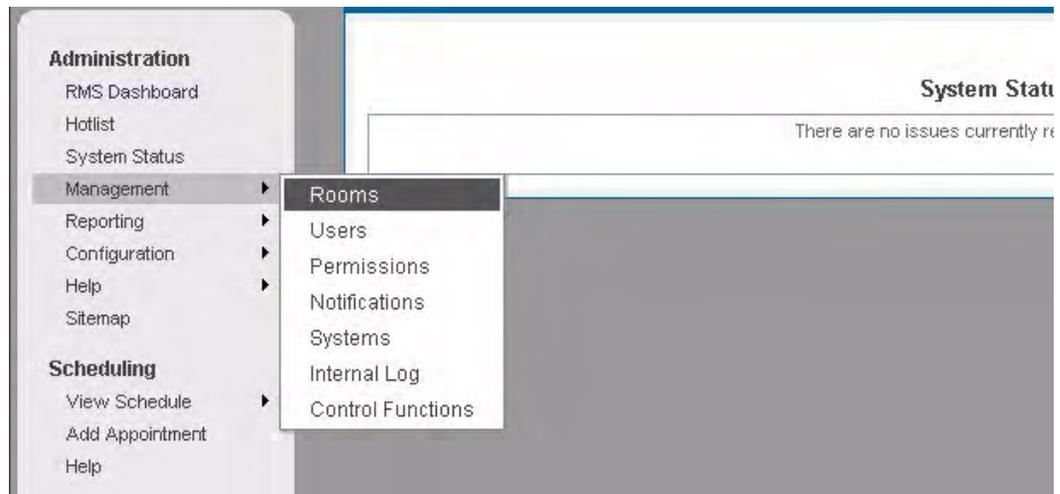


FIG. 9 Default RMS Page - Management menu

2. In the *Rooms* tab, select the room for which you need to configure the RMS room with EMS equivalent (FIG. 10).

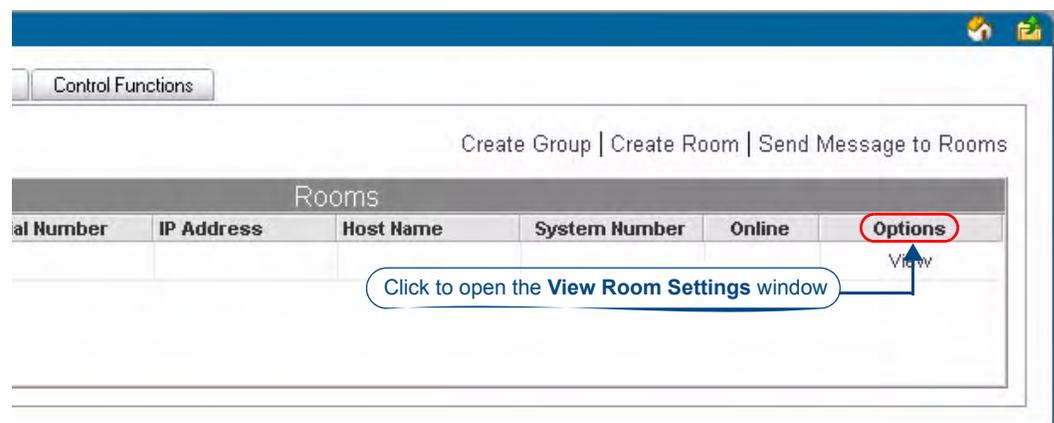


FIG. 10 Management - Rooms - select Room

3. In the *Options* column, click on **View** to open the *View Room Settings* window.
If the plug-in installation was successful, *EMS RMS Scheduling Interface* is displayed at the bottom of the window (FIG. 11).

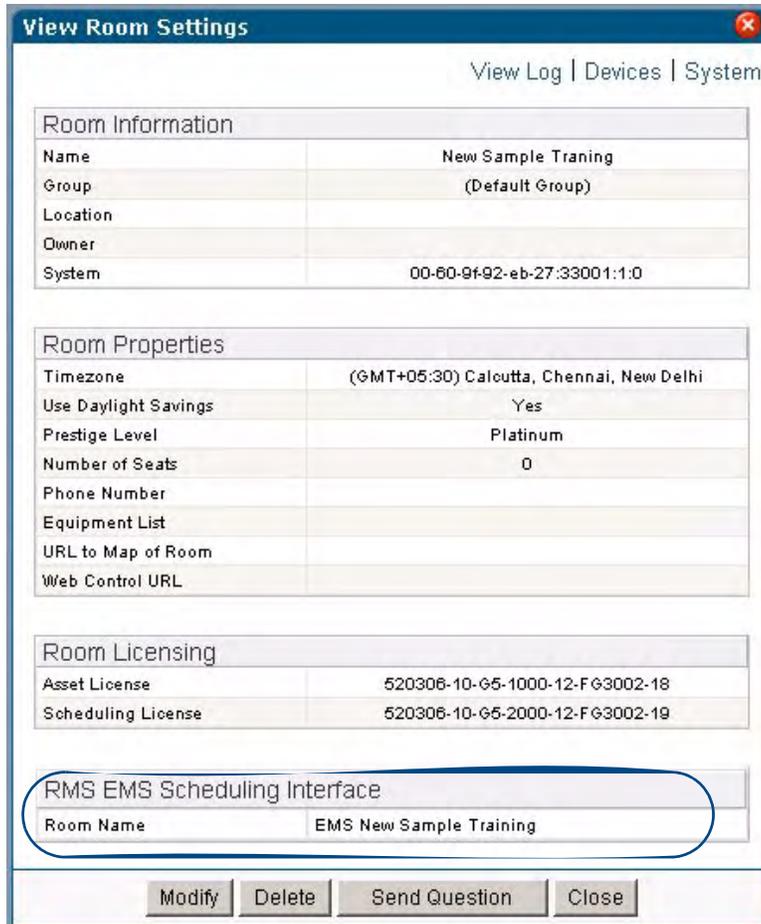


FIG. 11 View Room Settings window

4. Click on **Modify** in the *View Room Settings* window to open the *Modify Room Settings* window (FIG. 12). Use the options in this window to map EMS Rooms to RMS.

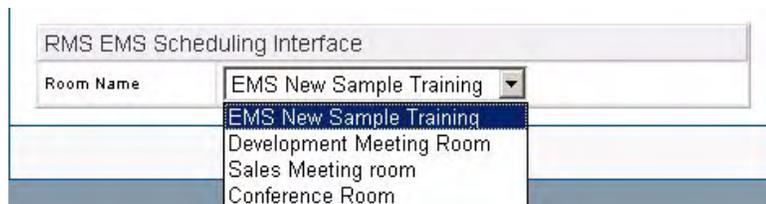


FIG. 12 Modify Room Settings window

5. Select the appropriate room from the *Room Name* drop-down menu under *RMS EMS Scheduling Interface*, and select **Save**.

Known Issues

1. Recurring event instances in EMS are handled as individual appointment reservations in RMS.
2. EMS reservation/booking details are not supported due to variety and potential size of details.
3. Updated attendees of a reservation/booking will not show up in RMS unless the reservation or booking record is updated as well. Changing attendees does not update the reservation/booking information.



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