

RoomWizard Exchange Synchronization Software version 4.0



Installation Instructions

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EXCHANGE SERVER CONFIGURATION

To configure the Exchange server:

- 1 Create RoomWizard resource accounts and user accounts. Detailed instructions are provided in “Appendix A: Creating RoomWizard resource accounts” on page 14.
- 2 Create a RoomWizard group named “RWGroup” and add all resource accounts and users into “RWGroup”. Detailed instructions are provided in “Appendix B: Creating a RoomWizard group” on page 24.
- 3 Assign delegate access of resource mailboxes to the Service Account. To allow accurate reporting of attendee status, it is necessary for the RoomWizard service account to have the necessary permissions to read items from all users’ mailboxes. Detailed instructions are provided in “Appendix C: Assigning delegate access of resource mailboxes and users to the Service Account” on page 28.
- 4 Configure the RoomWizard resource accounts to auto accept meeting requests. Detailed instructions are provided in “Appendix D: Configuring the RoomWizard resource accounts” on page 32.
- 5 If you plan to set the “GetLocalTime” parameter in config.xml as “false”, configure WMI as described in “Appendix E: Configuring WMI for RoomWizard” on page 35. For information on configuring “GetLocalTime”, see page 8.
- 6 Add event log rights to the RoomWizard Group. Detailed instructions are provided in “Appendix F: Adding event log rights to the RoomWizard Group” on page 40.
- 7 Configure RoomWizard to access its calendar. Refer to “Appendix G: Configuring RoomWizard to access its calendar” on page 43.

ROOMWIZARD SYNCHRONIZATION SOFTWARE INSTALLATION AND CONFIGURATION

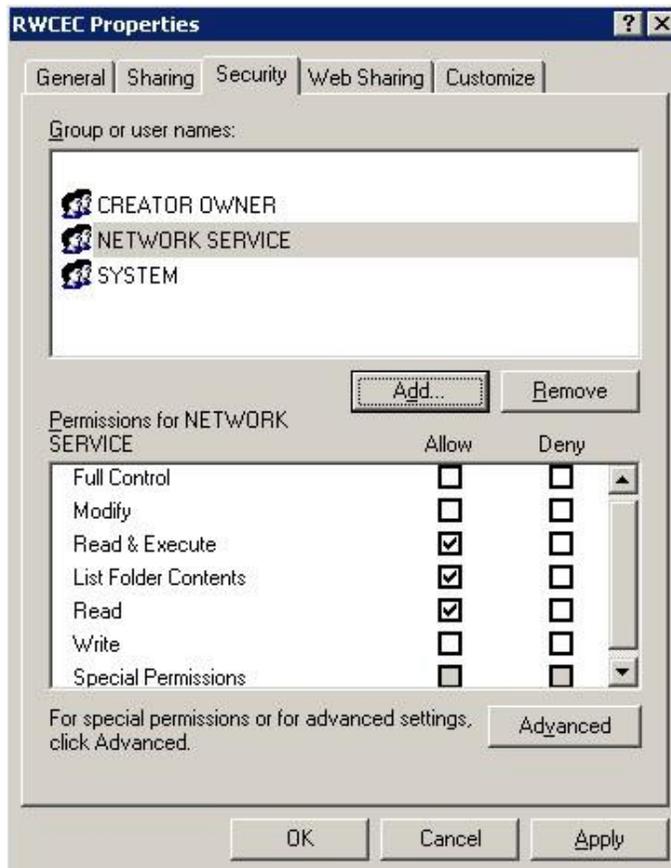
SYSTEM REQUIREMENTS / PREREQUISITES

- Windows Server 2008 x64, Windows Server 2003 x64 or better.
- Windows Exchange Server 2010, 2007 or better.
- Internet Information Services 7.0, 6.0 or better
- Microsoft Windows PowerShell 1.0 or better
- .NET Framework 4.0
- If installing the synchronization software on a Web Server, the machine must belong to the same domain as Exchange Server
- You must have a domain account which can create virtual directories in IIS

INSTALLING ROOMWIZARD SYNCHRONIZATION SOFTWARE

Follow these steps to install the RoomWizard Synchronization Software on Exchange or on a Web Server:

- 1 Unzip the SCS RoomWizard Exchange Connector zip file to a location on the C:\ drive
- 2 Make a new folder (e.g. C:\RWCEC)
- 3 Navigate to C:\RWCEC
- 4 Right-click "RWCEC" > "Properties" > "Security"
- 5 Click "Edit" > "Add"
- 6 Enter the object name "NETWORK SERVICE" > "Check names" > "OK"
- 7 Click "Apply" > "OK" > "OK"



- 8 Double-click RWConfigure.exe from the 32 or 64 bit Manual Install folder. Use the correct version for your system on options below. You will see the following window when you run RWConfigure:

RoomWizard Synchronization Software Configur...

RoomWizard™

Browse folder C:\RWCEC4.0.2\Config.xml

Login Details

UserName Password

Domain Name ReEnter Password

LDAP Login Details(Optional)

Server Name

UserName Password

Domain Name ReEnter Password

Exchange Options

Exchange Web Service URL

License Key Try Demo

Enable SSL * Calendar Name

Enable Attendee Details Updated String

Enable Caching Log Level

Log Host Mailbox Cache Refresh

Use Local Time Output File

Include Resource Language

Enable Form Based Authentication * Organization Unit

Attendee Status Exchange Version

Enable Push Notification Contact Frequency Minutes

* Match Your Server's Configuration

NOTE:

RWConfigure.exe sets the configuration options for you and encrypts sensitive information automatically.

Each option is explained in detail below.

- **Browse folder:** Browse to the RWCEC folder location (e.g. C:\RWCEC)

- **Username:** Enter the username of the RoomWizard Service Account which is to be used by the Synchronization Software while communicating with Exchange Server. It is required that this be a valid Active Directory account (domain user).
- **Password:** Provide password of the RoomWizard Service Account which will be used by the Synchronization Software in communicating with Exchange Server.
- **Domain Name:** Provide the domain name where Exchange Server is installed.
- **LDAP Options**
 - Configure options if you wish the connector to use LDAP
- **Exchange Web Service URL:** Provide the Exchange web service URL. If SSL is enabled on the server use <https://servername/EWS/Exchange.asmx>. If SSL is not enabled on the server use <http://serverIP/EWS/Exchange.asmx>. The RoomWizard Service Account must be able to access this web service.
- **License Key:** If you already purchased the license key for the product, you can enter it here. It is also possible to evaluate the product. In order to use the evaluation version check the box titled **Try Demo**. You can evaluate the product for 30 days from the date of installation. After 30 days you will need to purchase a license key.
- **Enable SSL:** If set to true, the synchronization software will use secure socket layer (SSL) for communications between the synchronization software and RoomWizard. All the information transferred from RoomWizard to the synchronization software or vice versa is SSL encrypted. This secures confidential information such as credentials. When SSL is enabled on the synchronization software, RoomWizard will connect to it with server's domain name and HTTPS rather than IP address and HTTP. Enable SSL if SSL is configured on the Exchange Server.
- **Enable Attendee Details:** If set to true, attendee information such as Attendee Phone will be included in the synchronization software response along with all other meeting information. To display accurate attendee details, a mailbox with full access rights to all mailboxes (users and resources) is required. This mailbox id with full access rights should be supplied in the device synchronization page of RoomWizard to accurately obtain the meeting information.
- **Enable Caching:** If set to true, it enables caching on the synchronization software side. The synchronization software caches meeting information retrieved from the Exchange Server for a particular request from RoomWizard, until a new/different request is executed from Roomwizard. Once different request is executed, cached data is lost and the synchronization software communicates with the Exchange Server for latest meeting information.

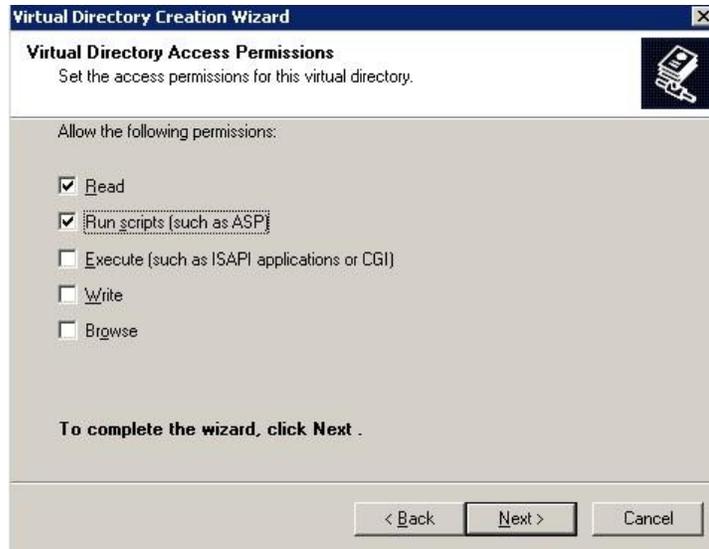
- **Log Host mailbox:** If set to true, an additional mailbox attribute is included in the Attendee node. This attribute contains the value of host mailbox.
- **Include Resource:** If set to true, it includes the host node along with the attendee nodes in the synchronization software response containing meeting information. Host node is the meeting organizer.
- **Use Local Time:** Local Time when set to true retrieves time from the server where the synchronization software is installed. Local Time when set to false, gets time from the Exchange Server. To retrieve time from Exchange server remotely, it requires providing encrypted credentials of the Exchange Server in the config.xml file.
- **Enable Form Based Authentication:** Enable Form Based Authentication in the synchronization software if Form Based Authentication is enabled on Exchange Server. This can be checked by browsing the Exchange URL. If Exchange shows up a form to supply credentials instead of a usual popup for credentials then Form Based Authentication is enabled.
- **Attendee Status:** If enabled, the synchronization software displays accurate status of attendee for a meeting, such as whether the attendee has accepted or declined the meeting. To display accurate attendee status, a mailbox with full access rights to all mailboxes (users and resources) is required. This mailbox id with full access rights should be supplied in the device synchronization page of RoomWizard to accurately obtain the meeting information.
- **Calendar Name:** Specify the exact translation for the “Calendar” string, as per the chosen language on RoomWizard (e.g. English, Spanish, French, etc.). This will insure localized versions of the messages/string shown in the synchronization software response and on the RoomWizard are correctly supported.
- **Updated String:** Specify the exact translation for the “Updated” string, as per the chosen language on RoomWizard (e.g. English, Spanish, French, etc.). This will insure localized versions of the messages/string shown in the synchronization software response and on the RoomWizard are correctly supported.
- **Log Level:** Set the level of log that suffices logging needs. Valid values for the Log Level node are: **0=Log All; 1=Errors Only; 2=Errors and Warnings only.** According to the log level set, events will be logged in the EventLog. The default will be 0.
- **Cache Refresh:** Sets interval after which the cache expires. The default will be 0.

- **Output File:** Output file path specified in this node will be used to store the xml response from the synchronization software for a particular RoomWizard request.
- **Language:** Configure the language in the synchronization software according to the server settings. For example, if you install the synchronization software on an English Windows Server 2008, choose **English(Win2k8)** from the Language drop-down in RWConfigure for english. If the synchronization software is installed on a French Windows Server 2003, choose “French” from the drop-down menu. This will insure that time zones and localized versions of the messages/string shown in the synchronization software response and on the RoomWizard are correctly supported.
- **Enable Push Notification:** Turns on Push notifications from exchange and significantly reduces the bandwidth that the RoomWizard’s use on the network. This also greatly improves the response time of the RoomWizard when meetings are scheduled.
- **Contact Frequency:** The RoomWizard will ping the server on this interval as a sanity check on the network to watch for network down conditions. Note that this is not the same as the old polling used without Push notifications enabled.
- **Clear:** Click to clear all entries.
- **Save:** Click to update Config.xml.

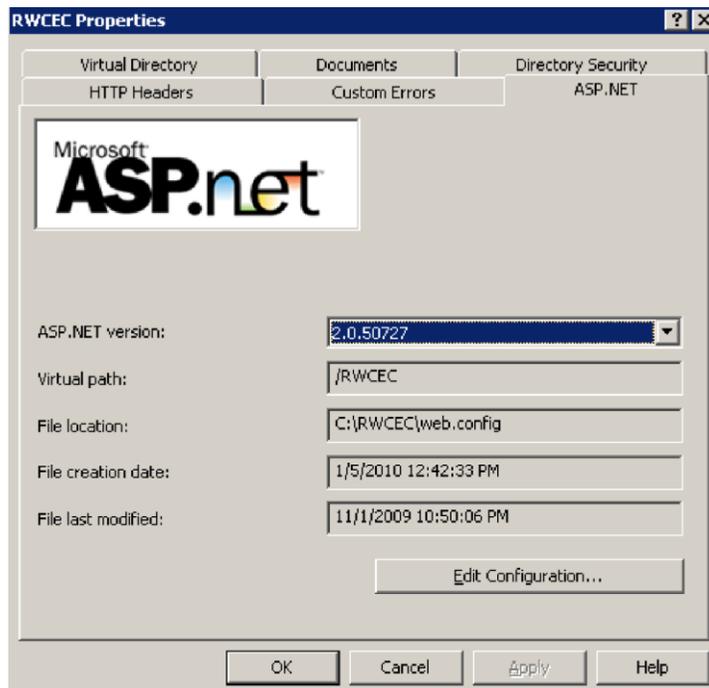
9 Create a virtual directory for the synchronization software

IIS Considerations

- a Launch IIS Manager.
- b Expand nodes and navigate to “Default Web Site.”
- c Right-click “Default Web Site”, select “New / Virtual Directory.”
- d Click “Next” and type “RWCEC” in the “Alias” field.
- e Click “Next.”
- f Click “Browse” and choose “C:\RWCEC” as the directory.
- g Click “Next.”
- h Select all the permissions required.



- i Click "Next."
- j Click "Finish."
- k Right-click on Virtual Directory "RWCEC."
- l Click "Properties."
- m Click the "ASP.NET" tab.

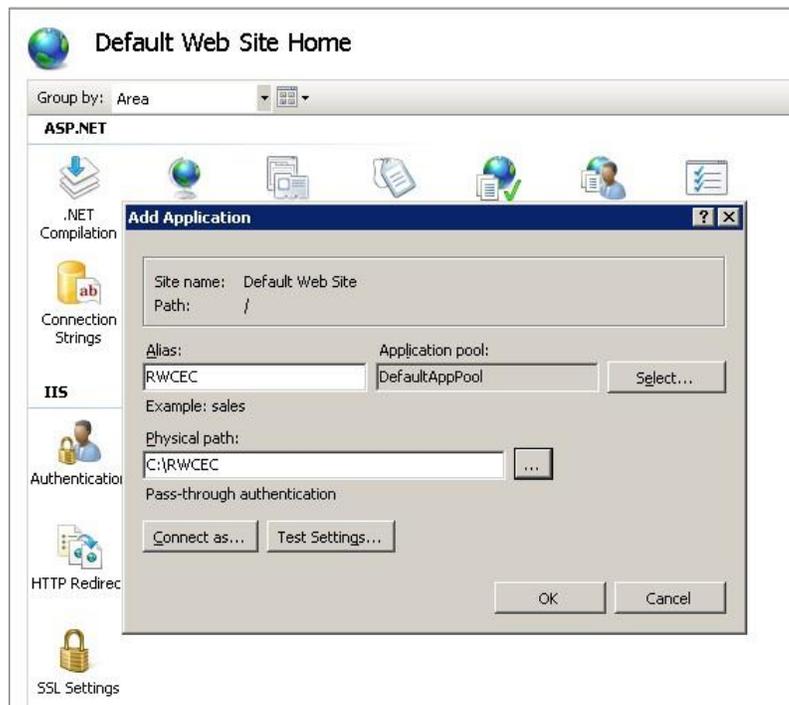


- n Make sure that the ASP.NET version is 2.0, as shown below. If it is not selected then select 2.0 from the drop down menu.
- o Click "OK."
- p Select "Basic Authentication" for RWCEC virtual directory.

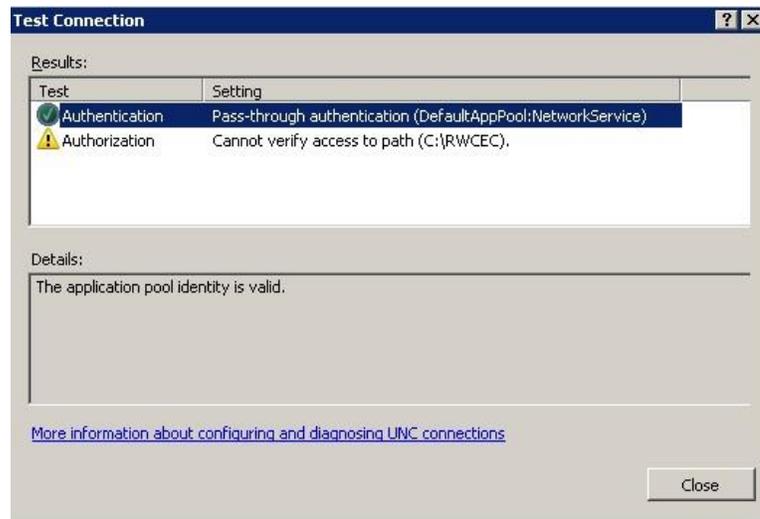
- Right-click on Virtual Directory “C:\RWCEC.”
- Select “Properties.”
- Go to “Directory Security” tab.
- Select “Edit” for the Authentication and Authentication control section.
- Uncheck all the check boxes.
- Check the “Basic Authentication” checkbox.
- Click “OK.”
- Click “OK.”

IIS 7 Considerations

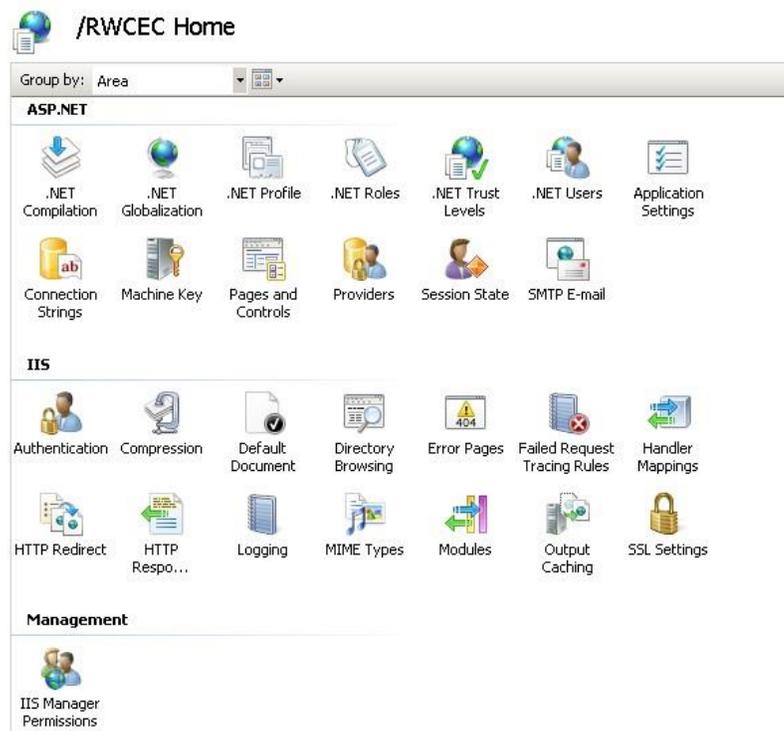
- a Launch IIS Manager.
- b Expand nodes and navigate to “Default Web Site.”
- c Right-click “Default Web Site”, select “Add application.”
- d Type “RWCEC” in the “Alias” field and browse to the physical path (e.g. C:\RWCEC).



- e Click “Test Settings” to verify that “Authentication” is validated.



- f Click "Close."
- g Click "OK."
- h Select the newly created RWCEC application.
- i Click "Features View."



- j Double-click "Authentication" under the IIS section. k Enable "Basic Authentication" from the Actions pane and disable the other authentication types.

Authentication

Group by: No Grouping

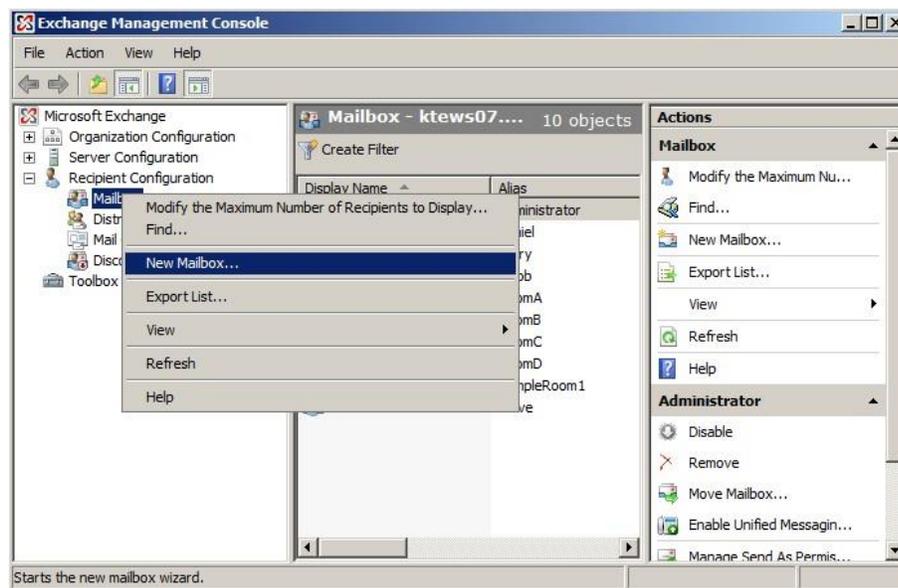
Name	Status	Response Type
Anonymous Authentication	Disabled	
ASP.NET Impersonation	Disabled	
Basic Authentication	Enabled	HTTP 401 Challenge
Digest Authentication	Disabled	HTTP 401 Challenge
Forms Authentication	Disabled	HTTP 302 Login/Redirect
Windows Authentication	Disabled	HTTP 401 Challenge

- 10 Reset IIS as follows:
 - a Go to "Start" > "Run."
 - b Type "iisreset /noforce" and click "OK."

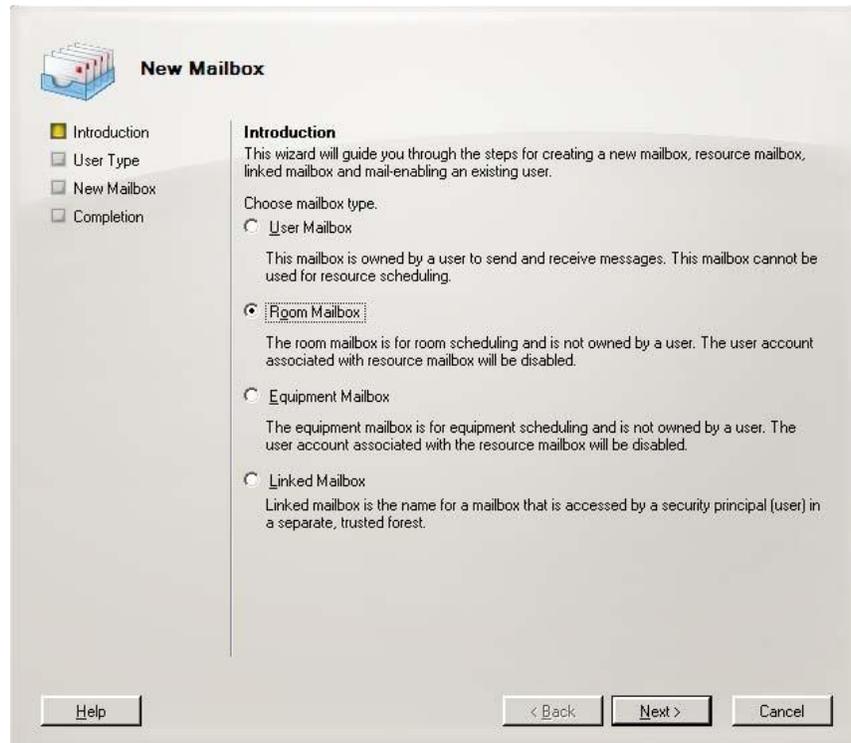
Appendix A: Creating RoomWizard Resource Accounts and Users

Create RoomWizard Resource Accounts

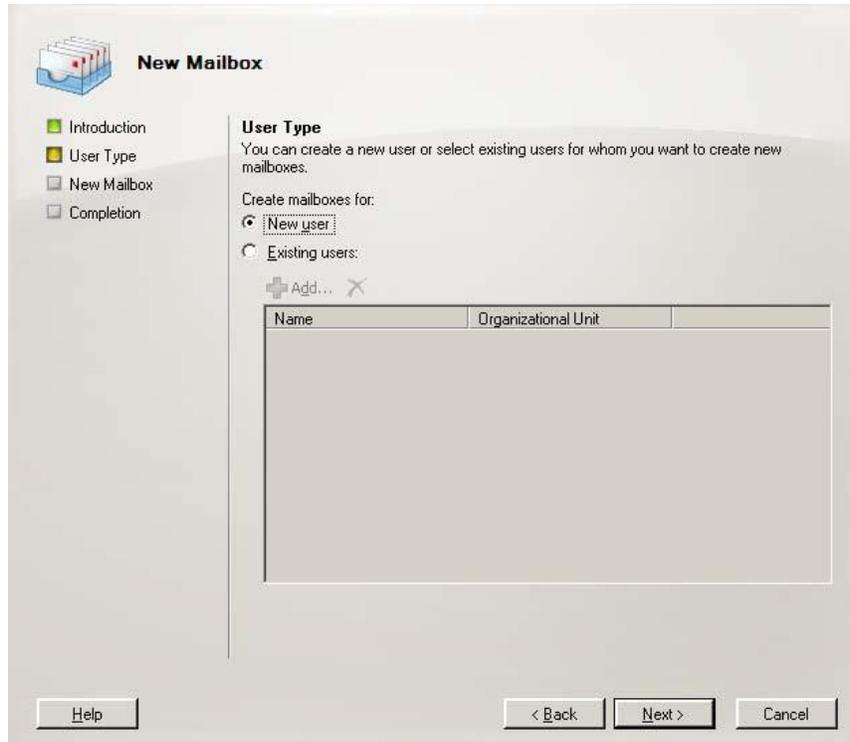
- 1 Launch the Exchange Management Console.
- 2 Expand "Recipient Configuration."
- 3 Right click "Mailbox."
- 4 Select "New Mailbox..."



- 5 Select "Room Mailbox."
- 6 Click "Next."

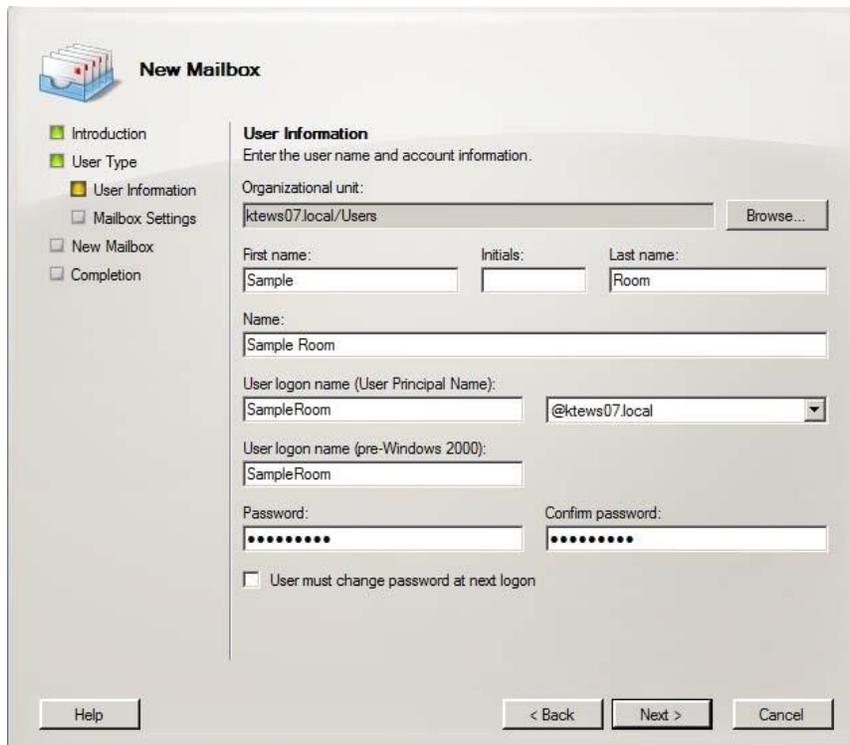


- 7 Select "New user."



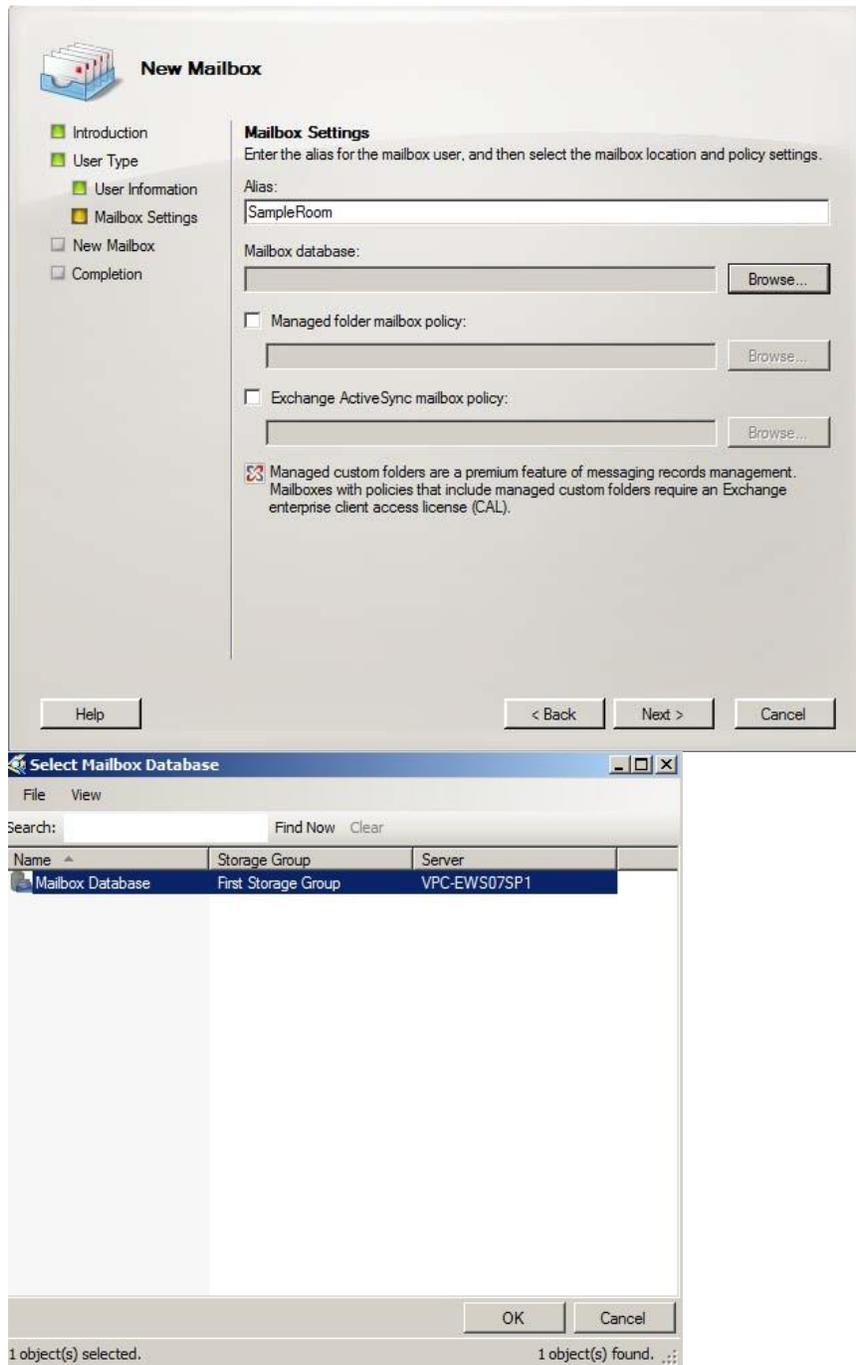
8 Click "Next."

9 Enter user information

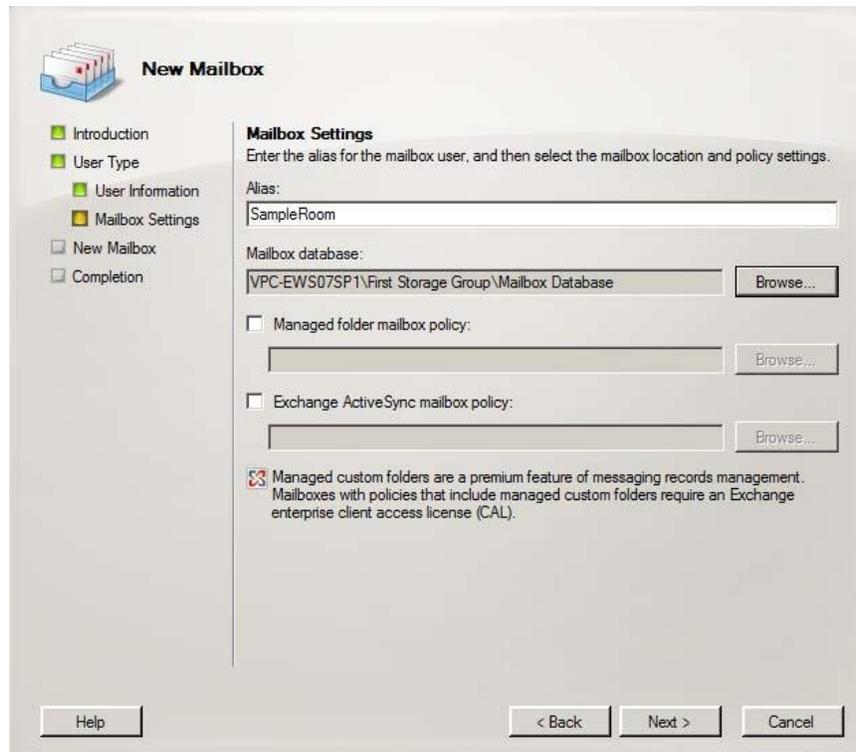


10 Click "Next."

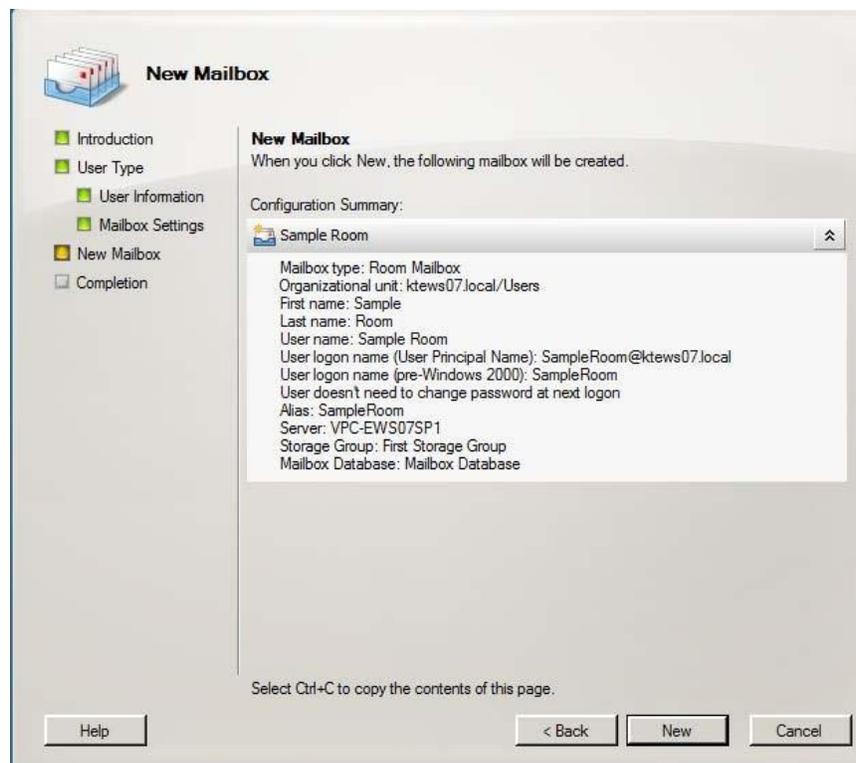
11 Select “Mailbox Database” and click “OK.”



12 “Mailbox Settings.”

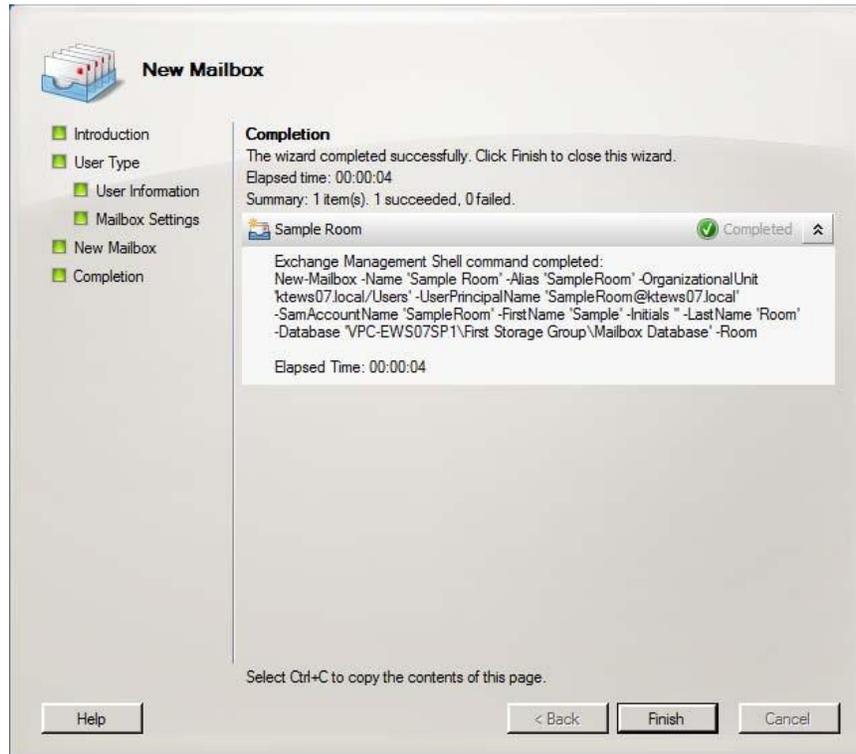


13 Click "Next."



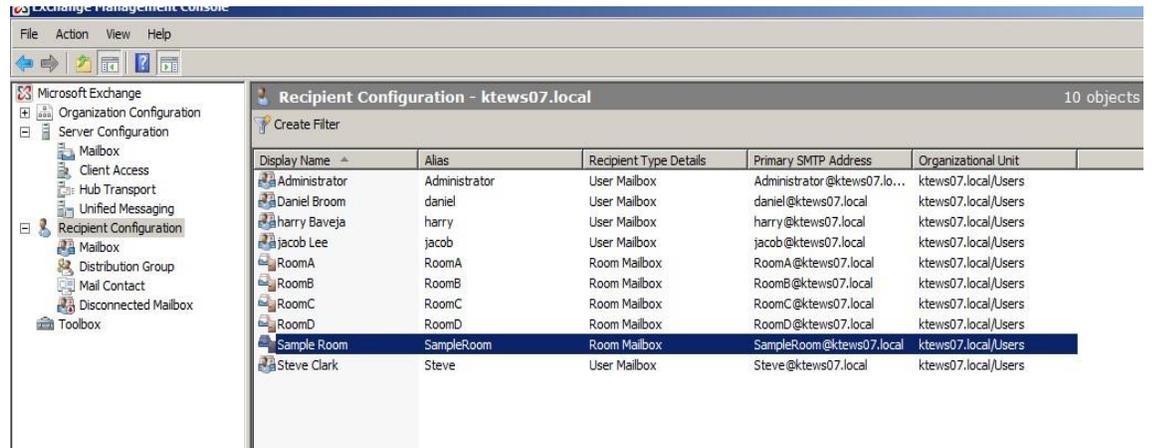
14 Click "New."

15 See confirmation that the new mailbox has been created.



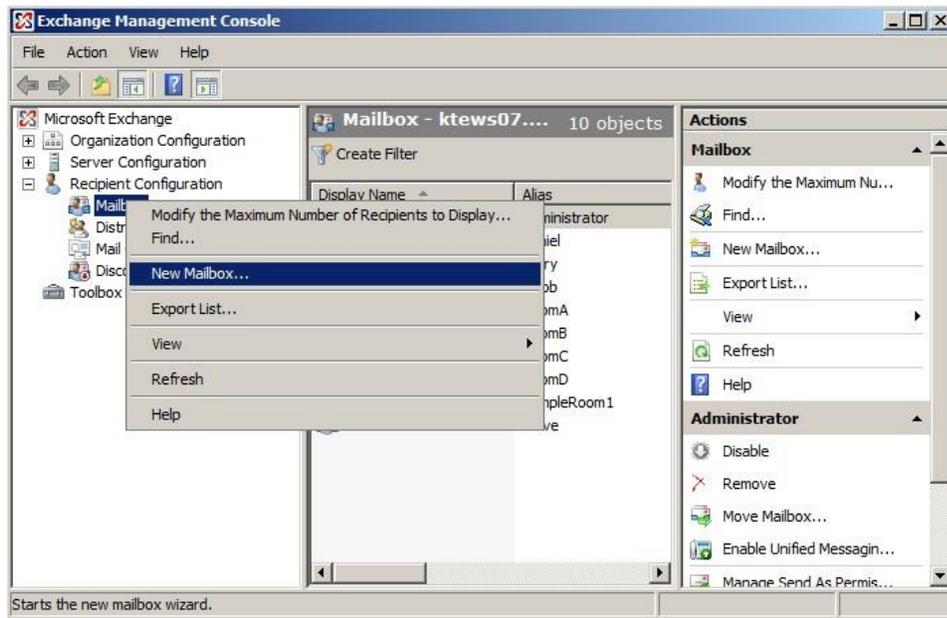
16 Click "Finish."

17 Repeat for all RoomWizard Resource Accounts.

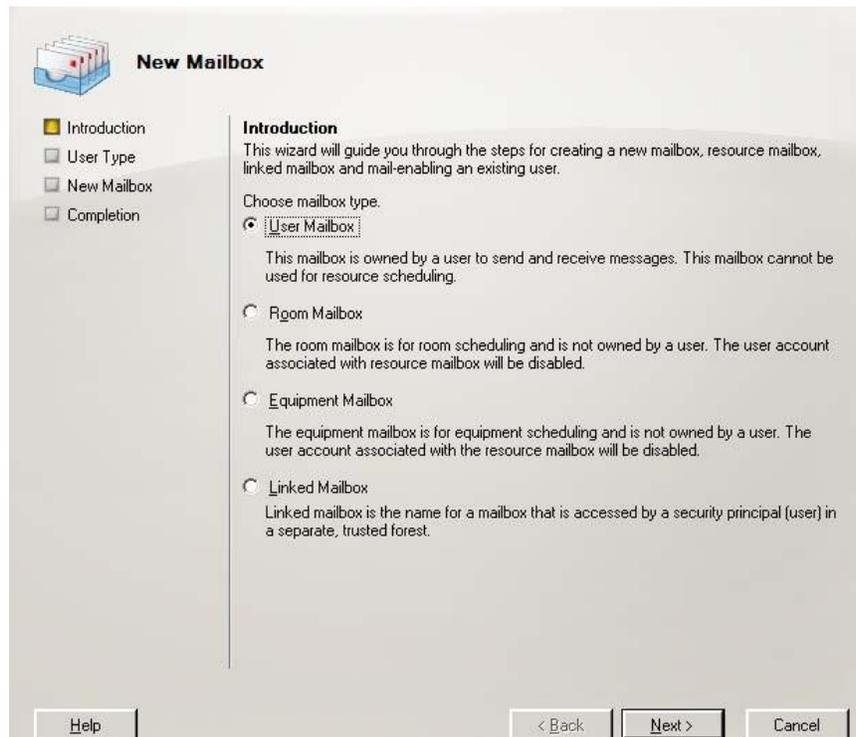


Create User Accounts

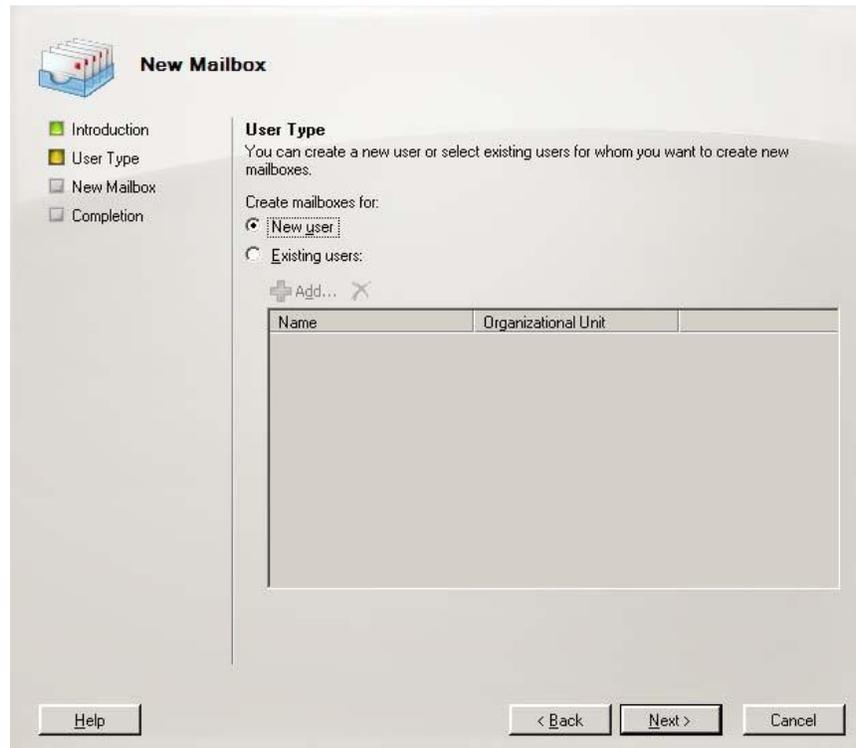
- 1 Launch the Exchange Management Console.
- 2 Expand "Recipient Configuration."
- 3 Right click "Mailbox."
- 4 Select "New Mailbox..."



- 5 Select "User Mailbox."



- 6 Click "Next."
- 7 Select "New user."



- 8 Click "Next."
- 9 Enter user information

New Mailbox

- Introduction
- User Type
- User Information
- Mailbox Settings
- New Mailbox
- Completion

User Information
Enter the user name and account information.

Organizational unit:

First name: Initials: Last name:

Name:

User logon name (User Principal Name):
 @

User logon name (pre-Windows 2000):

Password: Confirm password:

User must change password at next logon

10 Click "Next."

11 Select "Mailbox Database" and click "OK."

12 "Mailbox Settings."

New Mailbox

- Introduction
- User Type
- User Information
- Mailbox Settings
- New Mailbox
- Completion

Mailbox Settings
Enter the alias for the mailbox user, and then select the mailbox location and policy settings.

Alias:

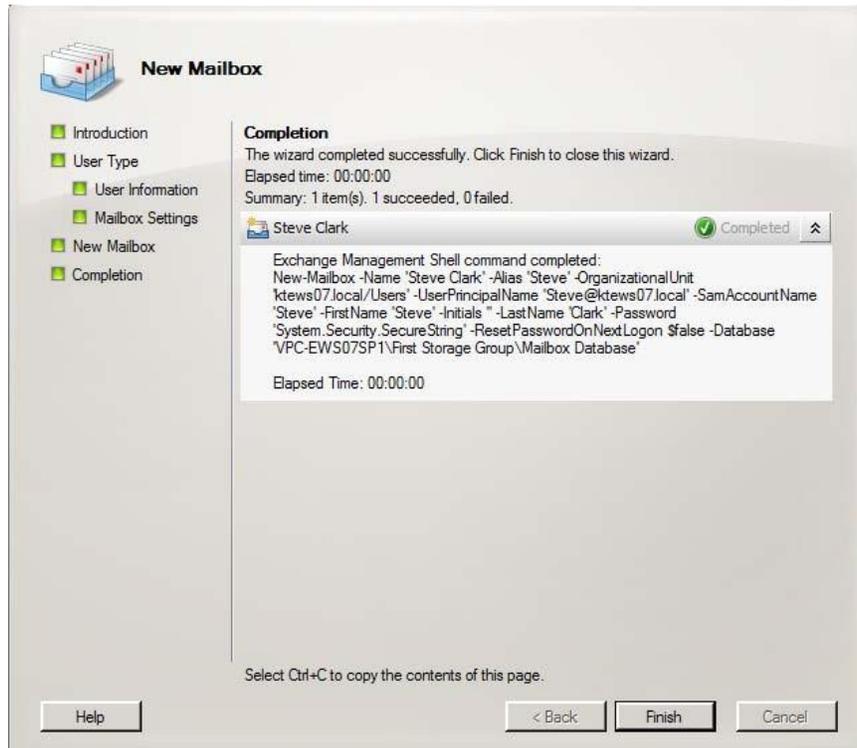
Mailbox database:

Managed folder mailbox policy:

Exchange ActiveSync mailbox policy:

Managed custom folders are a premium feature of messaging records management. Mailboxes with policies that include managed custom folders require an Exchange enterprise client access license (CAL).

- 13 Click "Next."
- 14 Click "New."
- 15 Click "Finish."



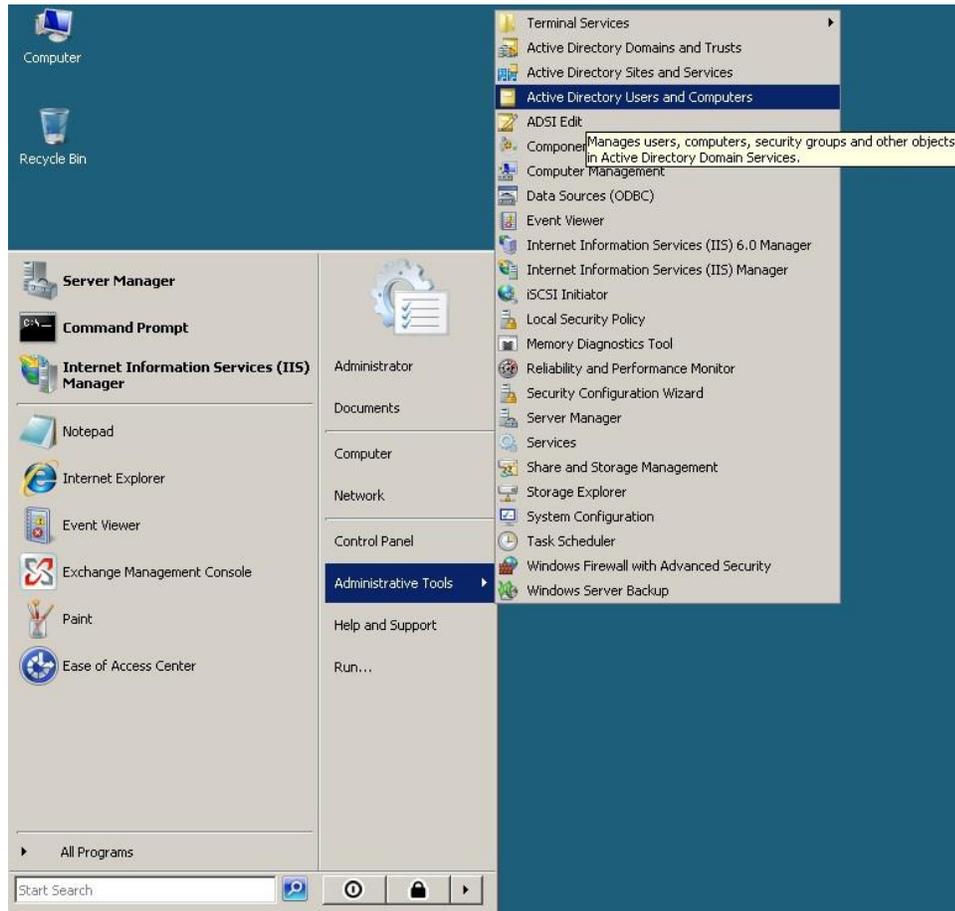
- 16 Repeat for all User Accounts.

NOTE:

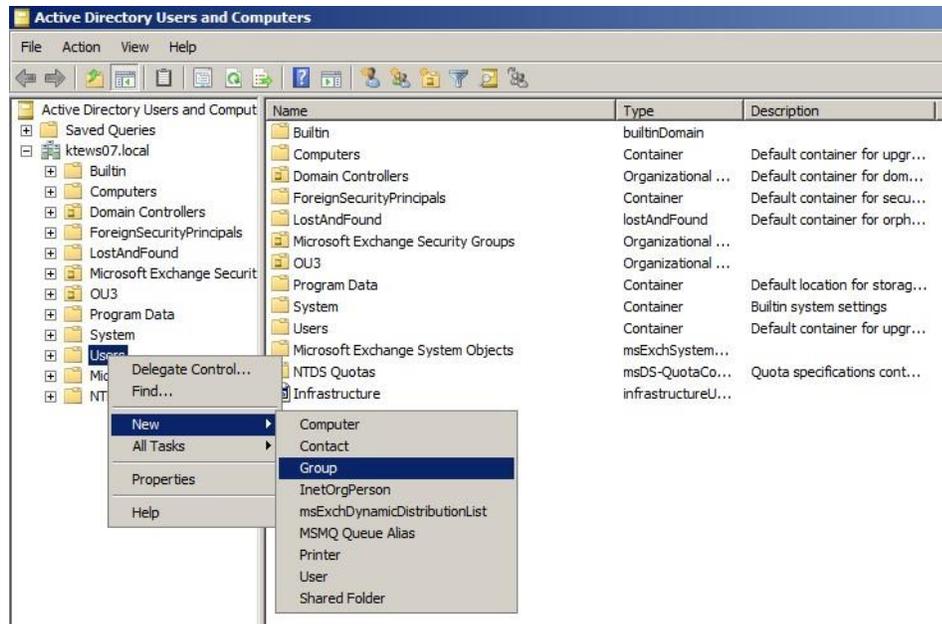
The RoomWizard Service Account can be any of the Exchange users as long as the designated User has full access permission to the Resource Accounts' Mailboxes.

Appendix B: Creating a RoomWizard group

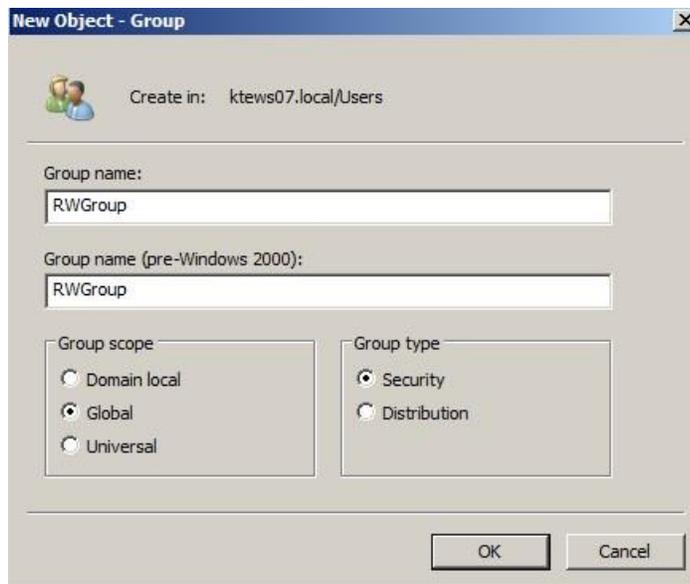
- 1 Log in to the Exchange server computer.
- 2 Navigate to “Start” > “Administrative Tools” > “Active Directory Users and Computers.”



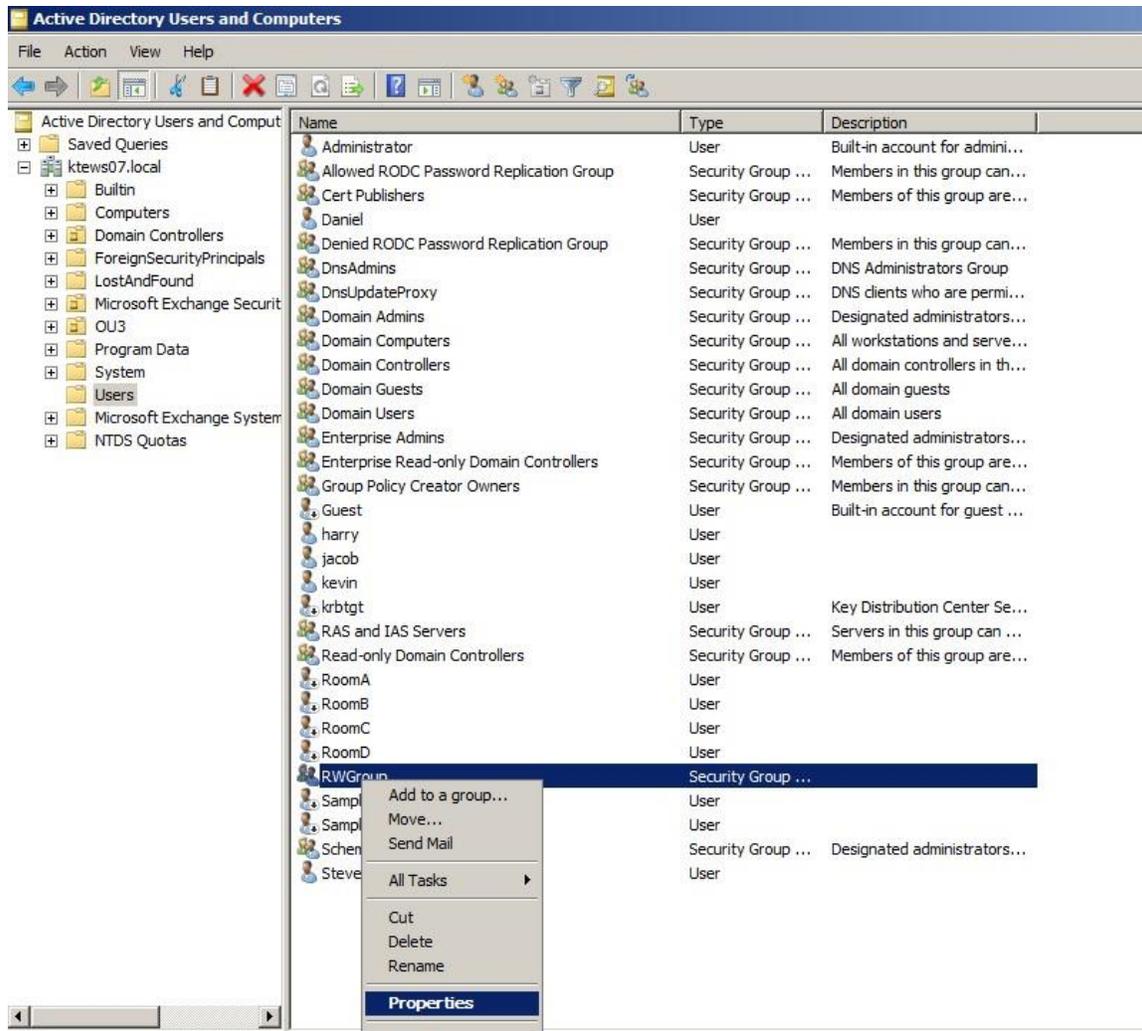
- 3 In the Active Directory, expand the root node with the server name.
- 4 Right-click “Users” and select “New” > “Group.”



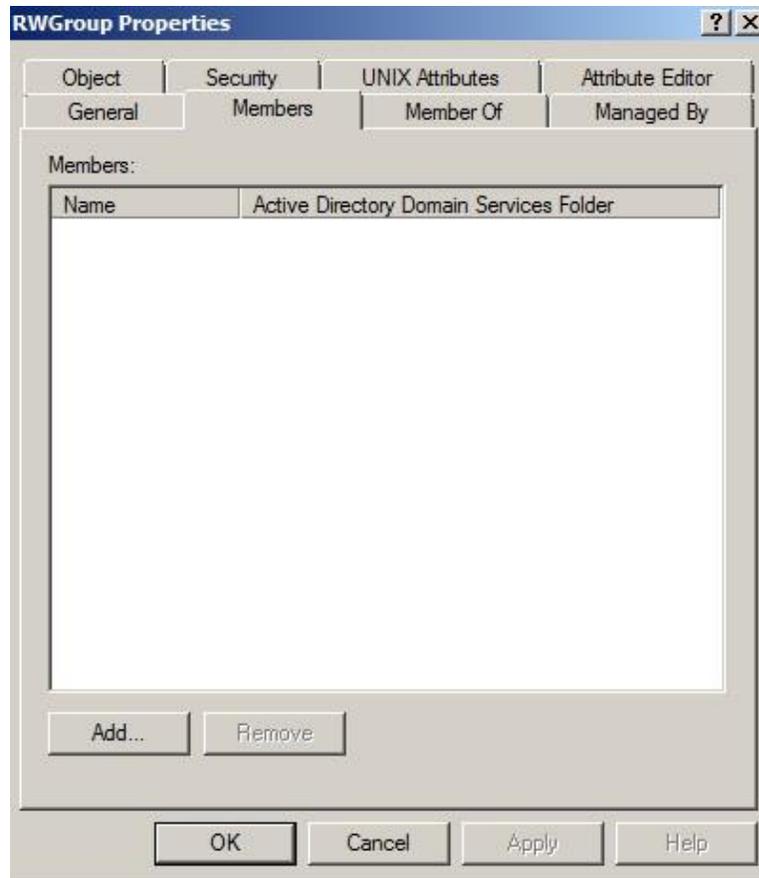
- 5 Enter "RWGroup" as the group name and click "Next."



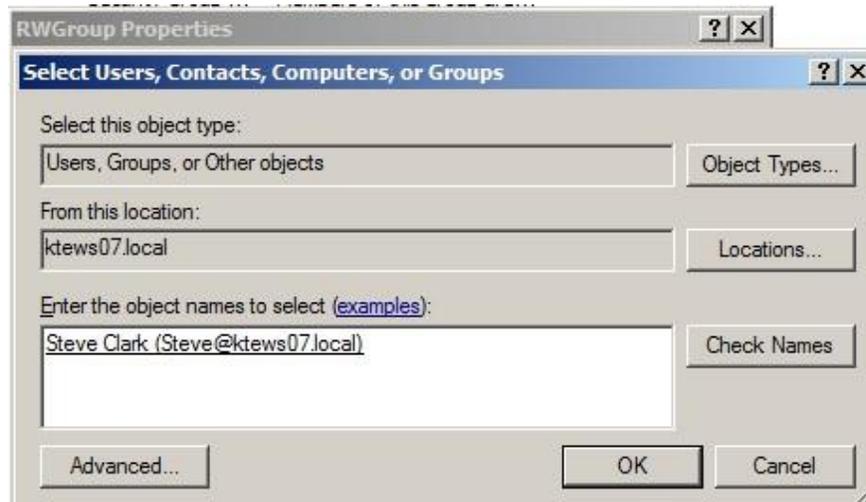
- 6 Click "OK."
- 7 To add RoomWizard Exchange users to "RWGroup," navigate to "Users", right-click "RWGroup" and choose "Properties."



8 Click the “Members” tab and click “Add.”



9 Enter the user name and click "Check Names."

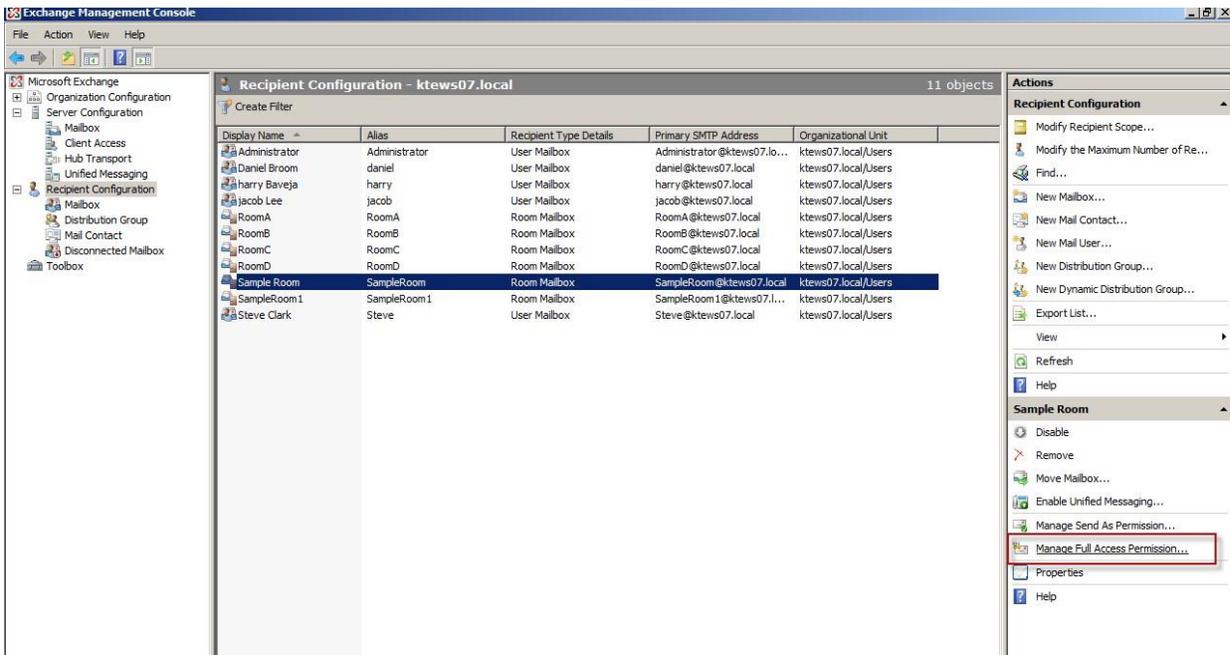


10 Click "OK."

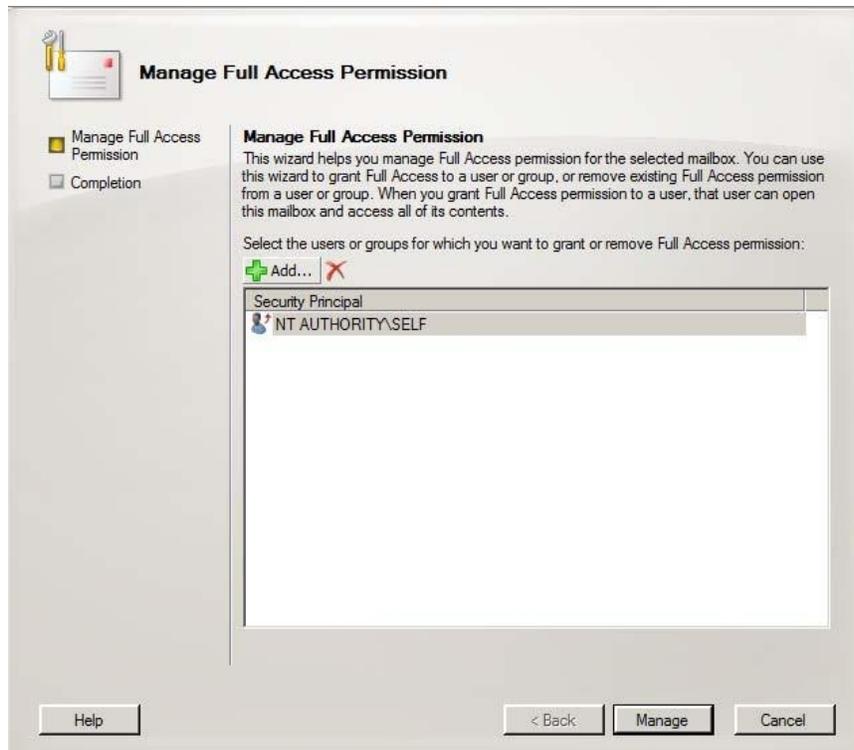
11 Repeat for all RoomWizard Exchange users in "RWGroup."

Appendix C: Assigning delegate access of Resource mailbox to the RoomWizard Service Account

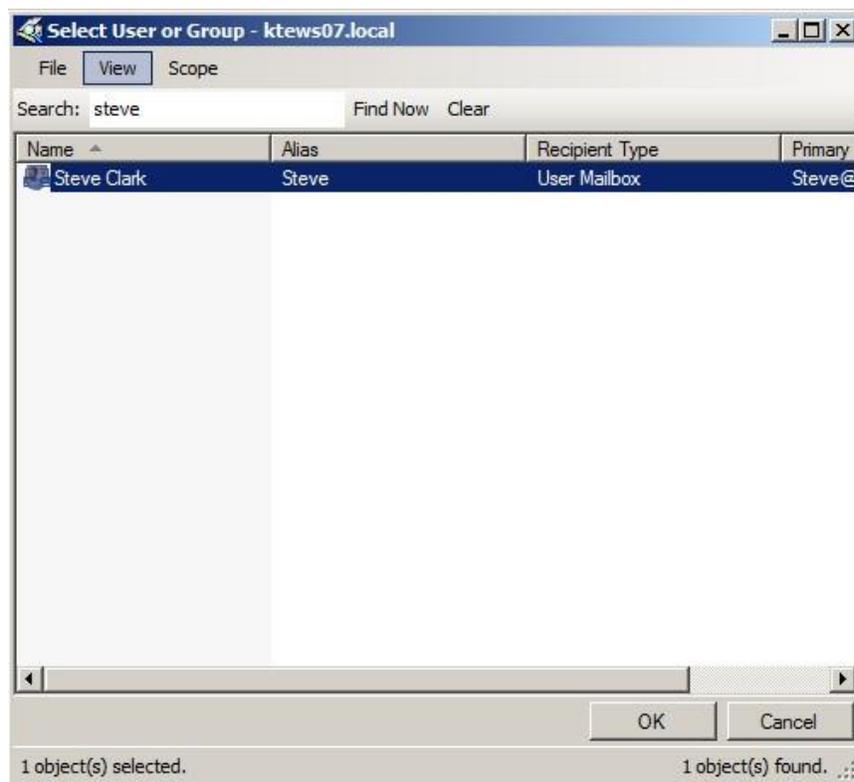
- 1 Launch the Exchange Management Console.
- 2 Expand “Recipient Configuration.”
- 3 Select a resource mailbox (e.g. Sample Room).
- 4 In the Actions Pane click “Manage Full Access Permission...”



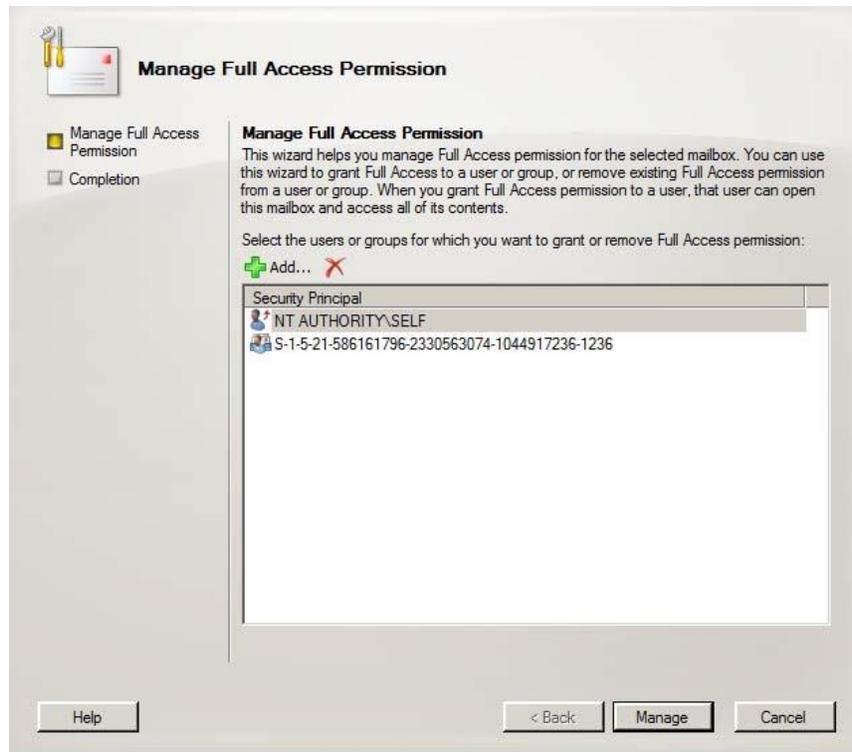
- 5 Click “Add.”



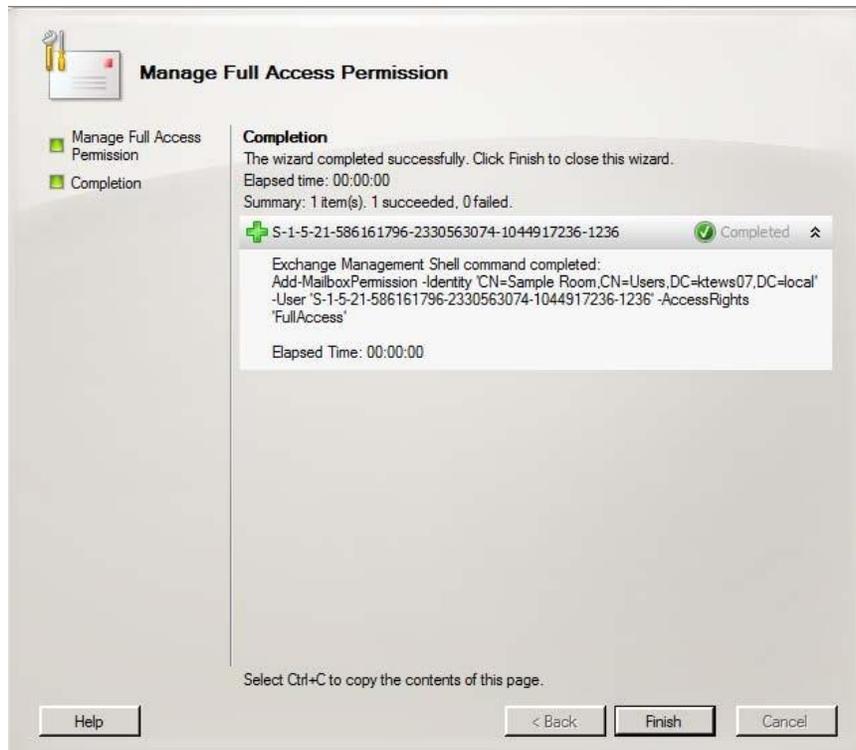
- 6 Select the user (RoomWizard Service Account) to which you want to grant the Full Access Permission, and then click "OK."



- 7 Click "Manage."



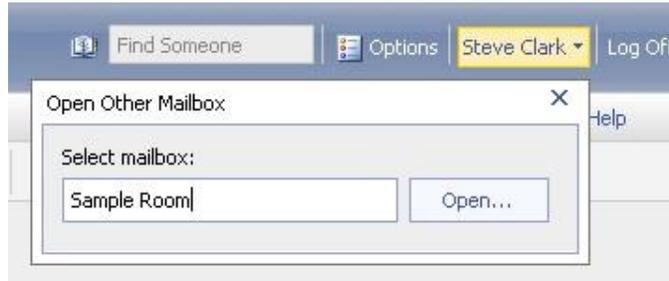
- 8 See confirmation that the wizard completed the task successfully.



9 Click "Finish."

Appendix D: Configuring the RoomWizard resource accounts

- 1 Log in to Outlook Web Access as the RoomWizard Service Account
- 2 Click the “User Name (RoomWizard Service Account)” > “Open Other Mailbox”



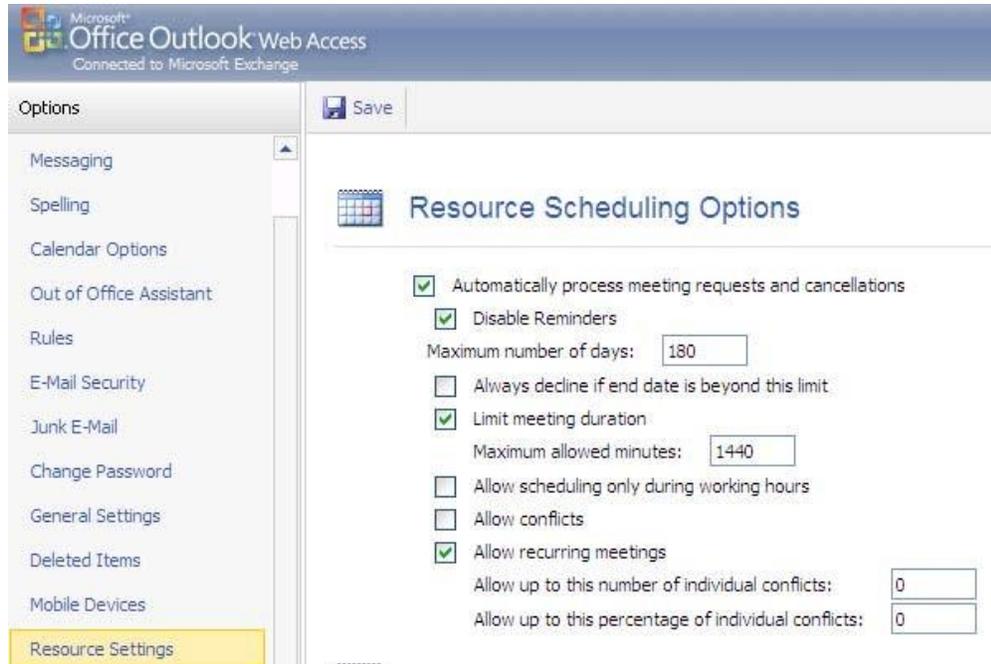
- 3 Type in the name of the resource you want to configure (e.g. Sample Room) and click “Open.”
- 4 Click “Options.”



- 5 Go to “Resource Settings.”



- 6 Under the section “Resource Scheduling Options”: a Check the checkbox “Automatically process meeting requests and cancellations.” b Uncheck “Always decline if end date is beyond this limit.”



Options

Messaging

Spelling

Calendar Options

Out of Office Assistant

Rules

E-Mail Security

Junk E-Mail

Change Password

General Settings

Deleted Items

Mobile Devices

Resource Settings

Save

Resource Scheduling Options

- Automatically process meeting requests and cancellations
 - Disable Reminders
 - Maximum number of days:
 - Always decline if end date is beyond this limit
 - Limit meeting duration
 - Maximum allowed minutes:
 - Allow scheduling only during working hours
 - Allow conflicts
 - Allow recurring meetings
 - Allow up to this number of individual conflicts:
 - Allow up to this percentage of individual conflicts:

- 7 Under the section “Resource Privacy Options” uncheck the following checkboxes: a Always add the organizer name to the meeting subject b Always remove the private flag on an accepted meeting c Always delete the following when sent to this resource:
- Attachments from meeting requests
 - Comments from meeting requests
 - Subject of meeting requests



Resource Privacy Options

- Always add the organizer name to the meeting subject
- Always remove the private flag on an accepted meeting
- When declining meeting requests due to a conflicting meeting:
 - Include detailed information about conflicting meetings in response
 - Include organizer's name in conflict information
- Always delete the following when sent to this resource:
 - E-mail messages
 - Attachments from meeting requests
 - Comments from meeting requests
 - Subject of meeting requests

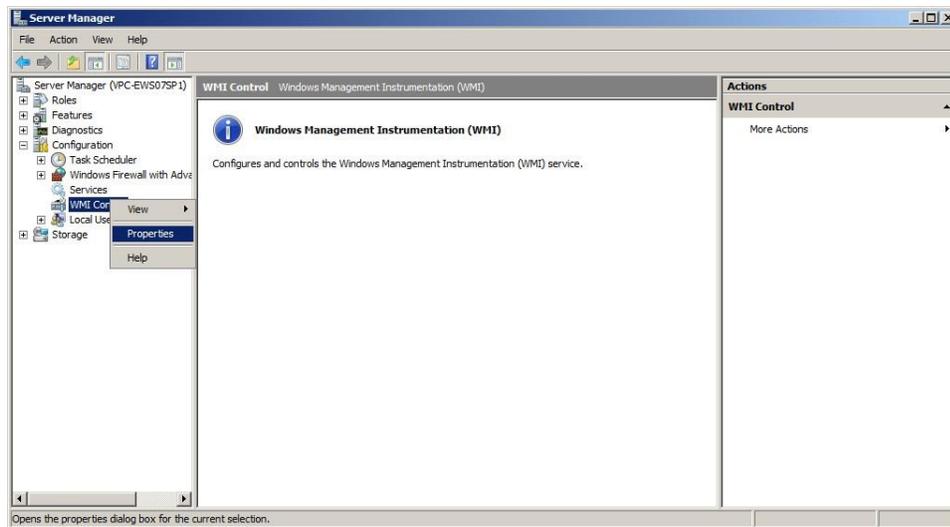
8 Click "Save."

Appendix E: Configuring WMI for RoomWizard

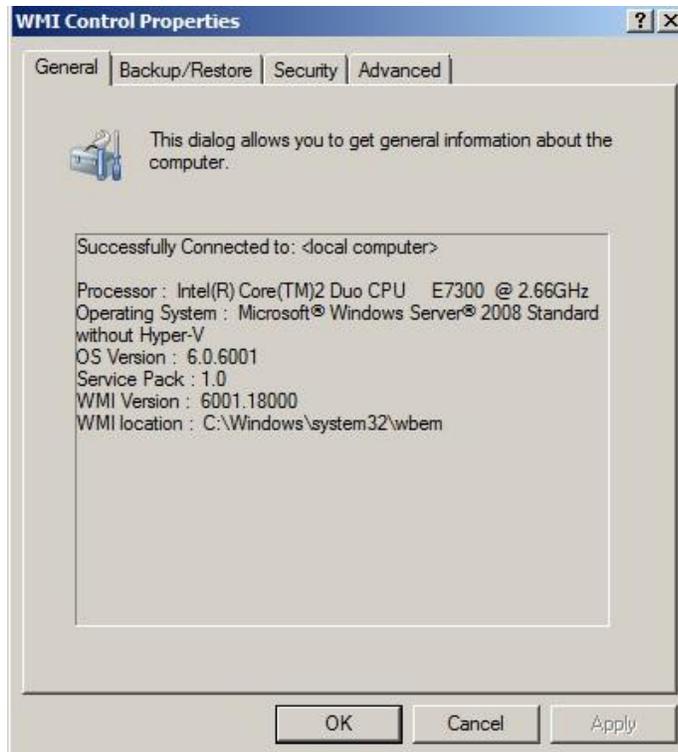
In order for RoomWizard to retrieve the date, time and time zone of the Exchange Server remotely, you need to configure Windows Management Instrumentation (WMI) Service where the Exchange Server is installed.

To configure WMI services.

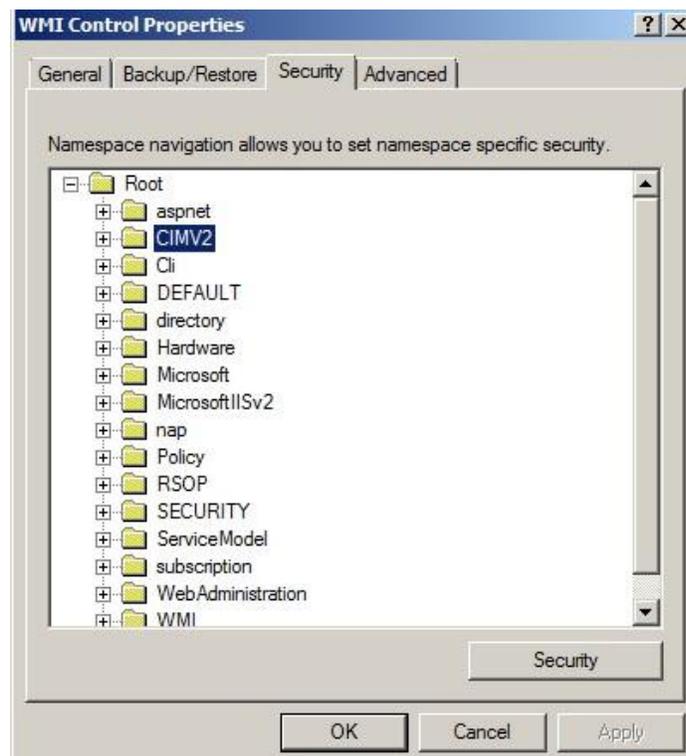
- 1 Right-click “My Computer” and select “Manage.”
- 2 Expand the “Configuration” node.
- 3 Right-click “WMI Control” and select “Properties.”



- 4 The “Properties” dialog box appears as shown below.



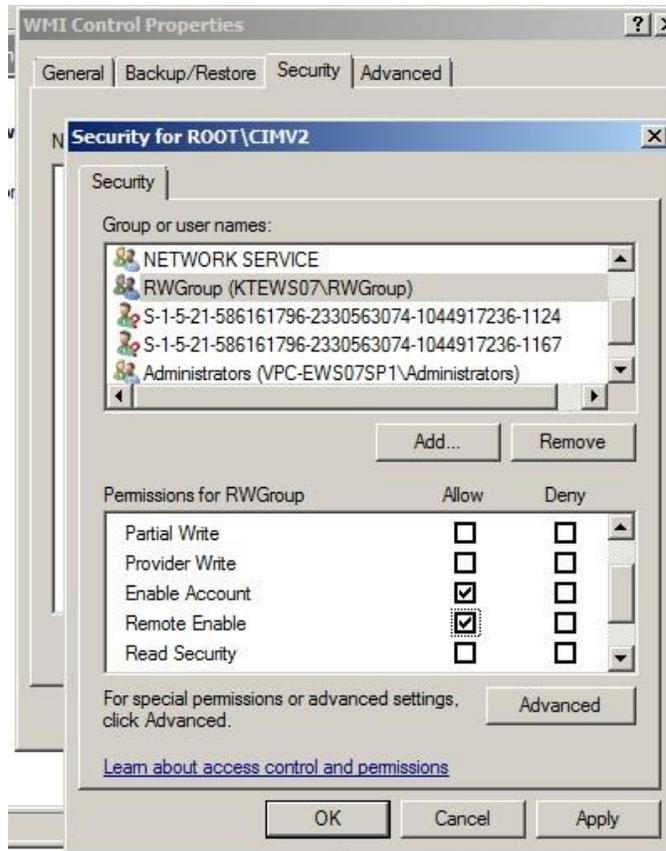
- 5 Click the "Security" tab.
- 6 Expand the root node.
- 7 Select "CIMV2" as shown below.



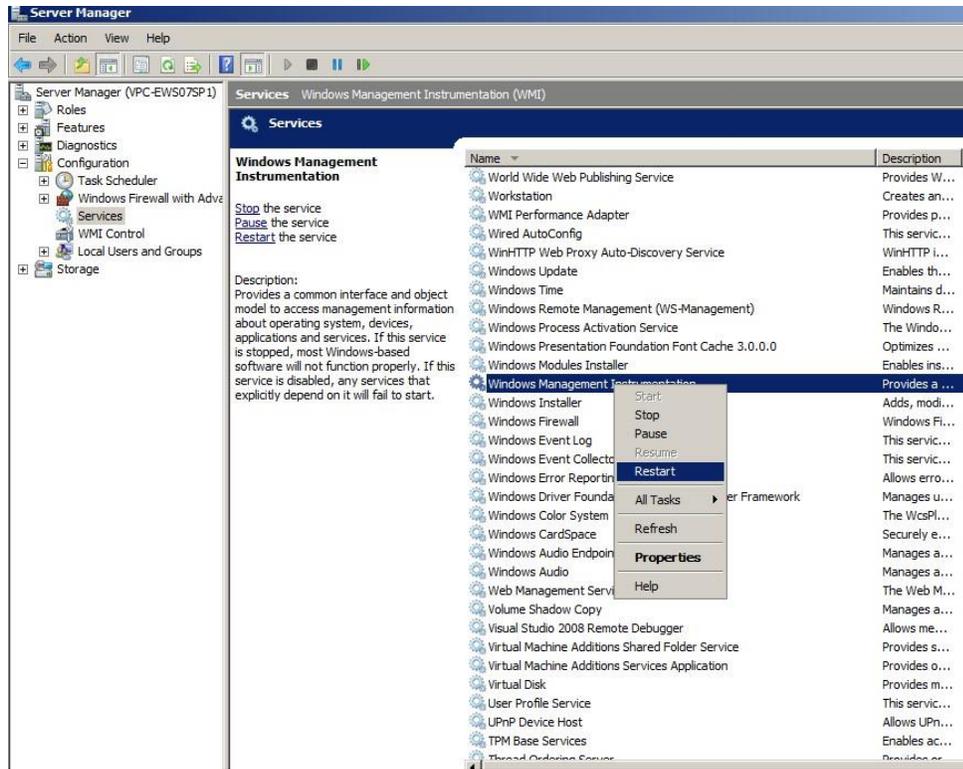
- 8 Click the “Security” button. Type “RWGroup” > “Check Names” > “OK.”



- 9 To access the WMI service, a user or user’s group needs the following rights checked in the “Security” dialog:
- Execute Methods
 - Enable Account
 - Remote Enable



- 10 Click "OK."
- 11 Click "Services," right-click "Windows Management Instrumentation Service" and choose "Restart" from the popup menu.

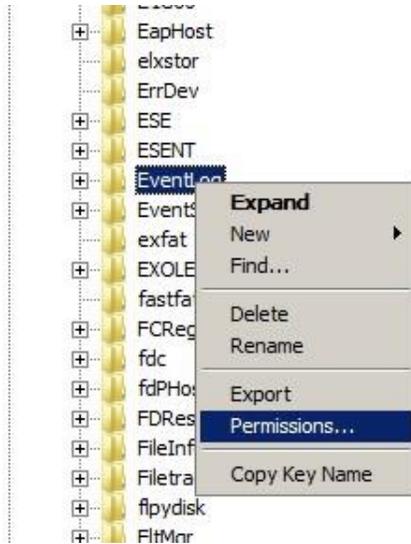


12 Click "Yes."

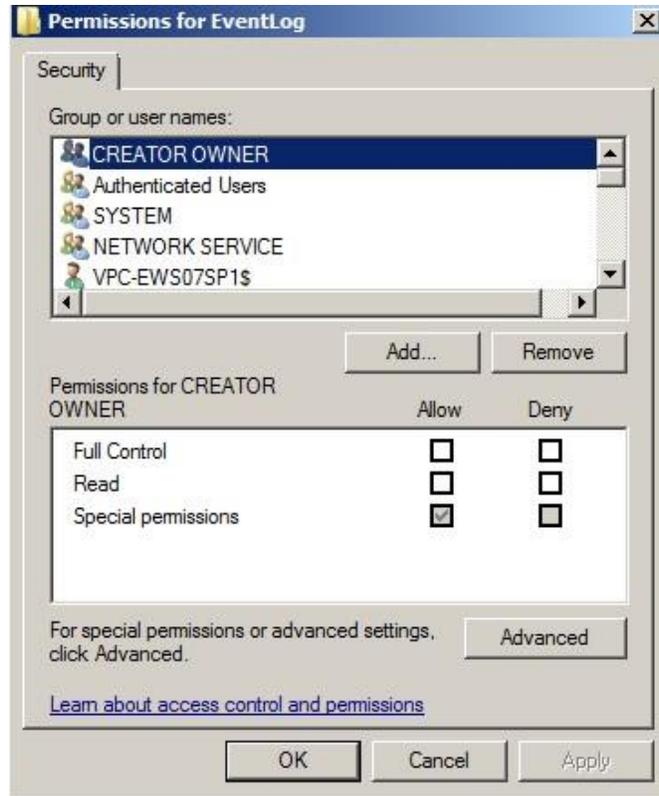


Appendix F: Assign rights to RoomWizards for writing to the event log

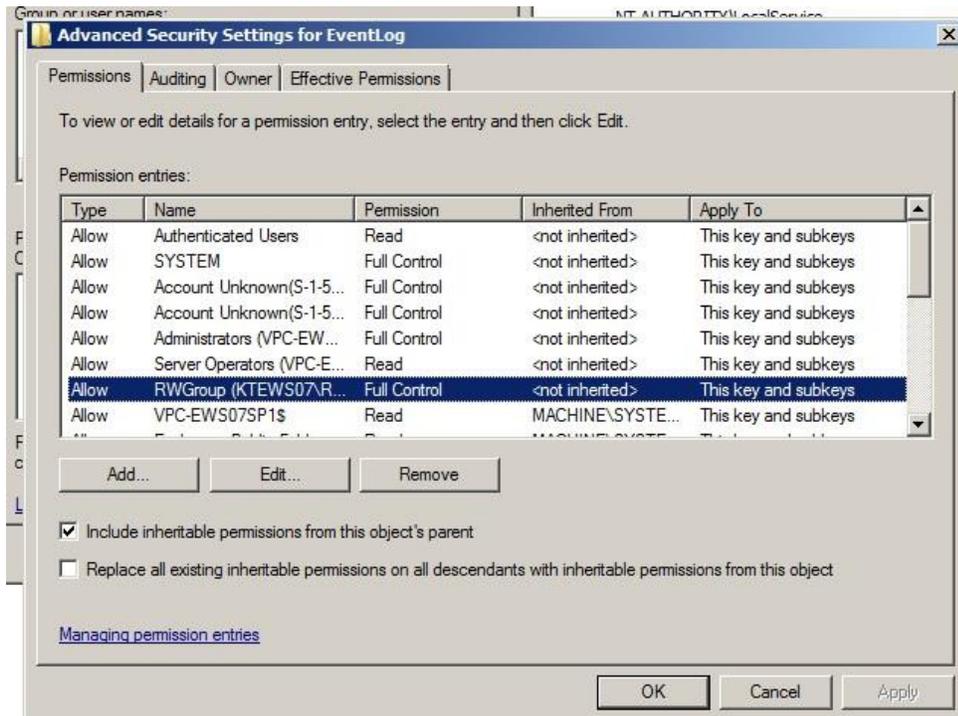
- 1 Navigate to “Start” > “Run.” Type “regedit” or “regedt32.” Click “OK” or Press “Enter.”
- 2 Navigate to “HKEY_LOCAL_MACHINE” > “System” > “CurrentControlSet” > “Services” > “EventLog.”
- 3 Right-click “Event Log” and choose “Permissions.”



- 4 Click the “Advanced” button.



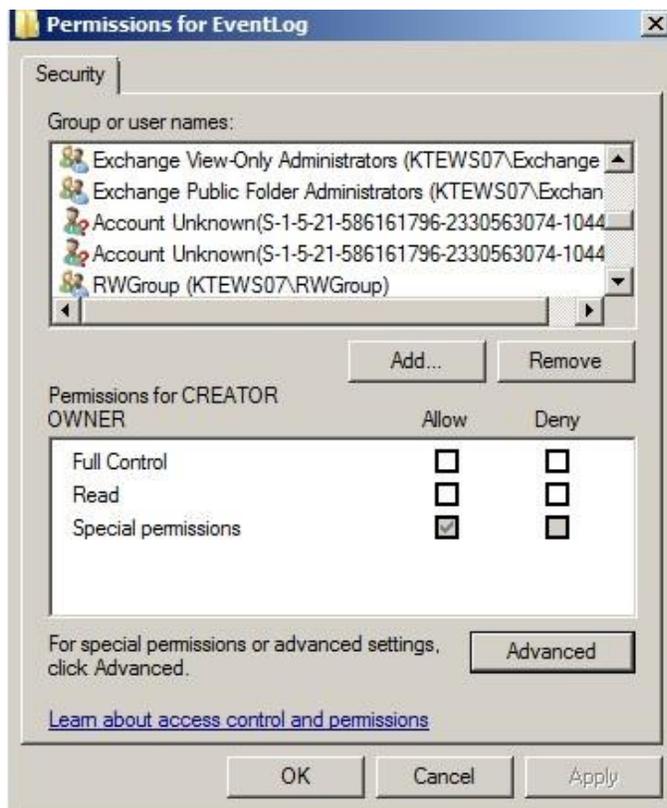
- 5 Click “Add” and choose the RoomWizard group in the name field. 6 Make sure that it has full rights as shown in following figure.



- 7 Click "OK."
- 8 Click "Yes" at the prompt.



- 9 Click "OK."



- 10 Click "OK."

Appendix G: Configuring RoomWizard to access its calendar

Follow these steps to configure calendar access:

- 1 Configure the RoomWizard Server Access as follows:
 - a Enter the URL in the format:
http://WebServer/VirtualDirectory/rwceconnector.aspx
 - b Enter the Username of the “Service Account” in the format: Domain\Username.
 - c Enter the password.
 - d Click “Save on THIS Wizard” to configure the RoomWizard. e Repeat for each RoomWizard appliance.

NOTE:

Upon successful connection to the RoomWizard Synchronization Software, the Server URL, Connector Name and Connector Version appear in the Setup > Device > Synchronization setup pages of each RoomWizard in the group. You must then configure the RoomWizard calendar access for each RoomWizard appliance. To do so:

- 2 Browse to a RoomWizard appliance configuration page by entering its IP address into your web browser. If you made an entry in your DNS, you could enter the host name instead.
You see the homepage for that RoomWizard.

RoomWizard™ Steelcase

Reservation Find Help About

Today is: Wed 10 Feb 2010

S M T W T F S
 01 02 03 04 05 06
 07 08 09 10 11 12 13
 14 15 16 17 18 19 20
 21 22 23 24 25 26 27
 28

Jan Feb Mar 2009
 Apr May Jun 2010
 Jul Aug Sep 2011
 Oct Nov Dec

To see more rooms, click on Reservations in the menu above.

12 1 2 3 4 5 6 7 8 9 10 11 12

Conference ..

Name: Conference Room

Capacity: 1000

Phone: 555-555-5555

Location: First Floor

Facilities: Whiteboard, CopyCam

Web address: http://10.35.76.205/

Setup: RoomWizard setup...

- 3 Click the “RoomWizard setup” link in the bottom left of the homepage. You are prompted for a password.
- 4 Enter the default system manager password: **roomwizard** (this field is case sensitive).
- 5 Navigate to the “Device” > “Synchronization” tab.

Configure Synchronization for RoomWizard usage:

- Use RoomWizard's own database (classic mode)
- Use external source, for example, a Microsoft Exchange server (sync mode)
Please call 1-800-334-4922 to arrange for the (web-based) delivery and installation of the synchronization connector.

Server access

Base URL of the server pages
For example: http://exchange.steelcase.com/connector.asp
 If your servername is only in WINS (and not DNS) you may have to refer to the server by its IP address, rather than its name

Username

Password

Poll interval

WARNING: To ensure accurate operation, RoomWizards may reboot when the time is copied from the server

RoomWizard will get the time from the server no yes

Apply new settings only to conferenceroom.pvdevtest3.com Apply new settings to all Wizards in this group

Calendar access

Room identifier

Room password

Apply new settings only to conferenceroom.pvdevtest3.com

- 5 Configure the RoomWizard Calendar access.
 - a Enter the Room Identifier. (This is the user portion of the room's SMTP e-mail address, or in some cases where there are multiple e-mail domains, the complete SMTP e-mail address. Exchange does not require a Room Password.) ⁷ Click "Save on THIS Wizard."

Appendix F: Configuring Exchange Push mode

In order to configure the 4.0 exchange connector for push mode follow these steps:

1. Install RoomWizard Firmware 4.4 or later on your room wizards
2. Check the “Enable Push Notification” button in the RoomWizard Installer.

Using push mode greatly reduces the overhead that the RoomWizard’s place on the exchange server as they will no longer poll the server regularly for updates. Updates are sent automatically by exchange. This also reduces the load that the RoomWizard’s place on the network.

TECHNICAL SUPPORT

If you have questions or difficulties with the installation, call Steelcase Technical Support at: 1.800.334.4922 or send an e-mail to: techsupport@steelcase.com.