



EMS KIOSK APP Installation Guide

V44.1

Last Updated: January 16, 2018

Table of Contents

EMS KIOSK APPInstallation Guide	1
Table of Contents	2
EMS Kiosk AppInstallation Guide (V44.1)	4
EMS Kiosk App Installation Guide	6
Obtain the Installation Files for EMS Kiosk App	8
EMS Platform Services Installation Files	8
EMS Kiosk App Installation Files	9
System Requirements and Prerequisites for EMS Kiosk App	11
System Requirements	12
Web Server	12
End-User Application	12

Operating Systems	13
Supported Browsers	13
Hardware Requirements	13
Prerequisites for EMS Kiosk App	14
Install or Upgrade the EMS Kiosk App	15
Launch EMS Kiosk App	29



EMS Kiosk App

Installation Guide (V44.1)

Important: The Fall 2017 Release (V44.1, Update 17) contains extensive updates to the EMS Kiosk App. The EMS Kiosk App includes an enhanced user interface, as well as functionality that has simplified and expedited the booking process. Additionally, it is easier to project your brand. Both versions of EMS Kiosk will continue to be supported. Documentation for EMS Kiosk App prior to the Fall 2017 Release is referred to as [EMS Kiosk App \(Legacy\) documentation](#).

The EMS Kiosk App is a powerful yet easy-to-use interactive tool for reviewing room availability, booking space, searching for a meeting location, and more. This EMS Everyday User Application allows users to see their reservations or make new ones from touch screen devices typically mounted near meeting spaces, lobbies, and at check-in areas. When paired with the optional EMS Floor Plans utility, you can give users an



added measure of convenience as they see reserved/available space on a facility diagram, making it even easier to find a meeting or a place to hold one.

You must be licensed for this optional component. If you are unsure if your organization is licensed for EMS Kiosk App, or if you would like to learn more about it, please contact your Account Executive.



EMS Kiosk App Installation Guide

This Installation Guide provides guidance in administering EMS Kiosk for System Administration and IT users. Run on a touch-screen display unit, EMS Kiosk is a powerful yet easy-to-use digital room sign and interactive tool for reviewing room availability, booking space, searching for a meeting location and more. Mount the unit outside a room and/or make an EMS Kiosk available in a lobby or entryway. Pair with the optional Floor Plan module and give users an added measure of convenience as they see reserved/available space on a facility diagram, making it even easier to find a meeting or a place to hold one. Everyday users interact with kiosks to view today's events, make a reservation, view their existing reservations, locate a person who has reservations for today, and, if enabled, check into and out of a building.



You must be licensed for this optional component. If you are unsure if your organization is licensed for the EMS Kiosk, or if you would like to learn more about it, please contact your Account Executive.

To install EMS Kiosk App, you will need to do the following:

- » [Obtain the Installation Files for EMS Kiosk App](#)
- » Verify that all System Requirements and Prerequisites for see EMS Platform Services and [System Requirements and Prerequisites for EMS Kiosk App](#) are met
- » see [Install Platform Services](#)
- » [Install or Upgrade the EMS Kiosk App](#)
- » [Launch EMS Kiosk App](#)



Obtain the Installation Files for EMS Kiosk App

To complete the installation for EMS Kiosk App, you will need to install files for EMS Platform Services and install files for EMS Kiosk App.

» [EMS Platform Services Installation Files](#)

» [EMS Kiosk App Installation Files](#)

EMS PLATFORM SERVICES INSTALLATION FILES

EMS Platform Services must be installed on your Web server. For more information on Platform Services, see [click here](#).

To obtain installation files for EMS Platform Services:



1. Navigate to the [Downloads Portal](#).
2. Log in and download the EMS Platform Services (**EMSPlatformServices.msi**) file.
3. Run this file on your web server.

Note: You will need to enter the SQL server and EMS database, configured to allow external connections. Make a note of the database name. The typical install path is **C:\ProgramFiles**.

4. When all prompts have been completed, click **Install**. The API is installed on your web server.
5. You will also need a Virtual Directory Name (typical default is EMSPlatformServices). Make a note of the new site you have created.

EMS KIOSK APP INSTALLATION FILES

To obtain installation files for the EMS Kiosk App:



1. Navigate to the [Downloads Portal](#).
2. Log in and download the EMS Kiosk (**EMS.Kiosk.App.msi**) file. (Required for both first time installations and upgrades.)



System Requirements and Prerequisites for EMS Kiosk App

Important: The EMS Kiosk App—which requires EMS Platform Services—has specific requirements in addition to the general EMS server and database requirements.

Review the Hardware and Software Requirements for EMS Platform Services, see [here](#). For more information on Platform Services, see [here](#).

You must upgrade to EMS v44.1 Update 17 (released Fall 2017) to install the EMS Kiosk App. It is not available for earlier versions of EMS.

- » [System Requirements](#)
- » [Prerequisites for EMS Kiosk App](#)



SYSTEM REQUIREMENTS

WEB SERVER

In addition to the standard EMS Web Server requirements, the following requirements also apply:

WEB SERVER

ASP.NET

Core 2.0

Note: The EMS Kiosk App is an ASP.NET core application. The “.Net Core Server Hosting Bundle” needs to be installed on the web server.

END-USER APPLICATION

Users interact with the EMS Kiosk App through a multi-touch HD interface connected to a Windows computer. The requirements for the interface and computer are as follows:



OPERATING SYSTEMS

OPERATING SYSTEMS

Windows 7, 8.1, 10

SUPPORTED BROWSERS

SUPPORTED BROWSERS

Internet Explorer 11, Google Chrome (latest)

HARDWARE REQUIREMENTS

HARDWARE REQUIREMENTS

1920 x 1080 multi-touch monitor (16:9 aspect ratio, 24" or larger)

Note:EMS Software tests the EMS Kiosk App on an HD touch-screen monitor that is run on a Windows 10 computer.

HARDWARE REQUIREMENTS

Kiosk stand and enclosure for the screen

RFID badge reader (as needed)

PREREQUISITES FOR EMS KIOSK APP

Prior to beginning the installation process, you will need to do the following:

- » Ensure you have the most current version of the EMS Kiosk App on your web server.
- » Install the EMS database server, web server and Platform Services.



Install or Upgrade the EMS Kiosk App

1. Verify that the [System Requirements and Prerequisites for EMS Kiosk App](#) have been fulfilled:
 - a. Patches
 - b. API
 - c. [.NET Core Windows Server Hosting Bundle](#):
 - i. Run the installer.
 - ii. When complete, open a CMD prompt as an Admin.
 - iii. Right-click the **Start** button and select **Command Prompt (admin)**.
 - iv. Type **net stop was /y** <enter>.
 - v. Type **net start w3svc** <enter>.
 - d. EMS Platform Services
 - i. You may want to test that Platform Services is properly installed by navigating to the URL it created on install (<http://localhost/EmsPlatform>).



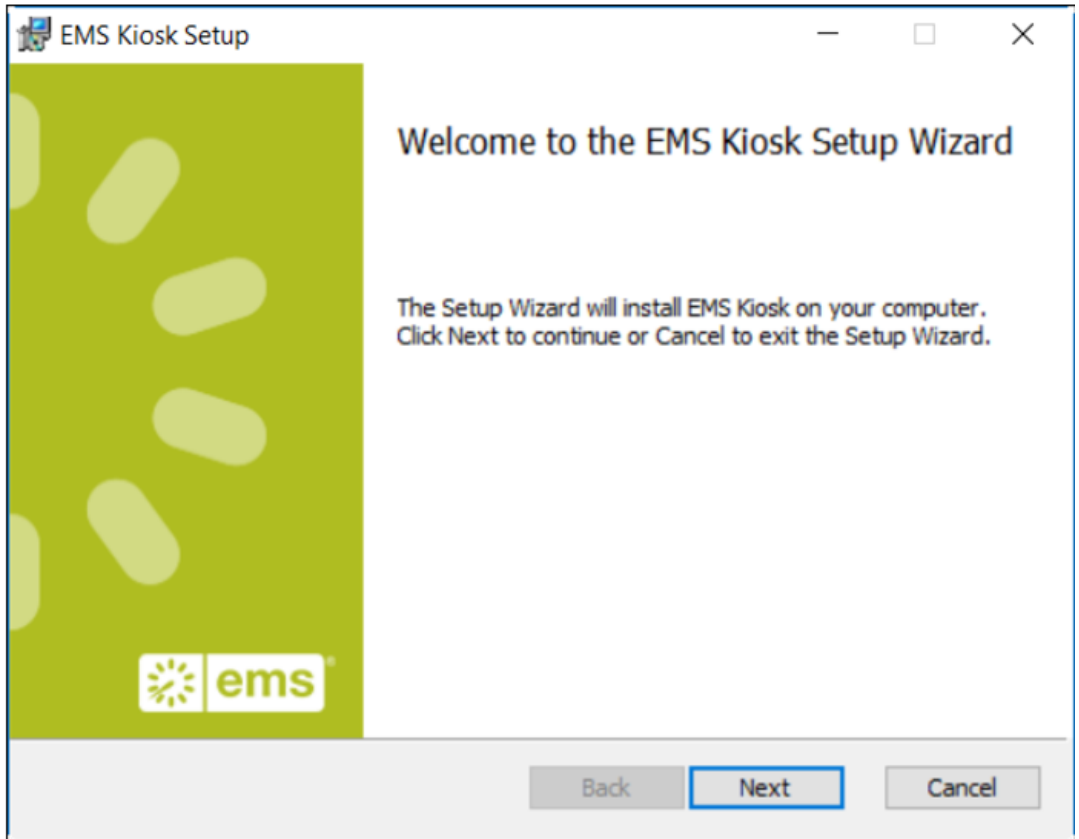
- ii. To ensure Platform Services is working correctly, connect to <http://localhost/EmsPlatform/admin> and use an Admin Everyday User to verify you can log in. If you see license info, everything is working properly.

2. Uninstall any old version of EMS Kiosk App.

Tip: We recommend that you take a moment now to record the IIS server, the SQL server name, the EMS DB name, etc. We also recommend creating a notepad file for the URLs that are generated for later reference.

3. Log in to the [EMS Customer Portal](#) to obtain the latest version of the installation files.
4. Load the **EMS.Kiosk.App.msi** file onto the web server that will be running the EMS Kiosk App.
5. Run **EMS.Kiosk.App.msi**.
6. The first screen welcomes you to the EMS Kiosk Setup Wizard. Click the **Next** button to begin the installation process.

Welcome Screen to the EMS Kiosk Setup Wizard

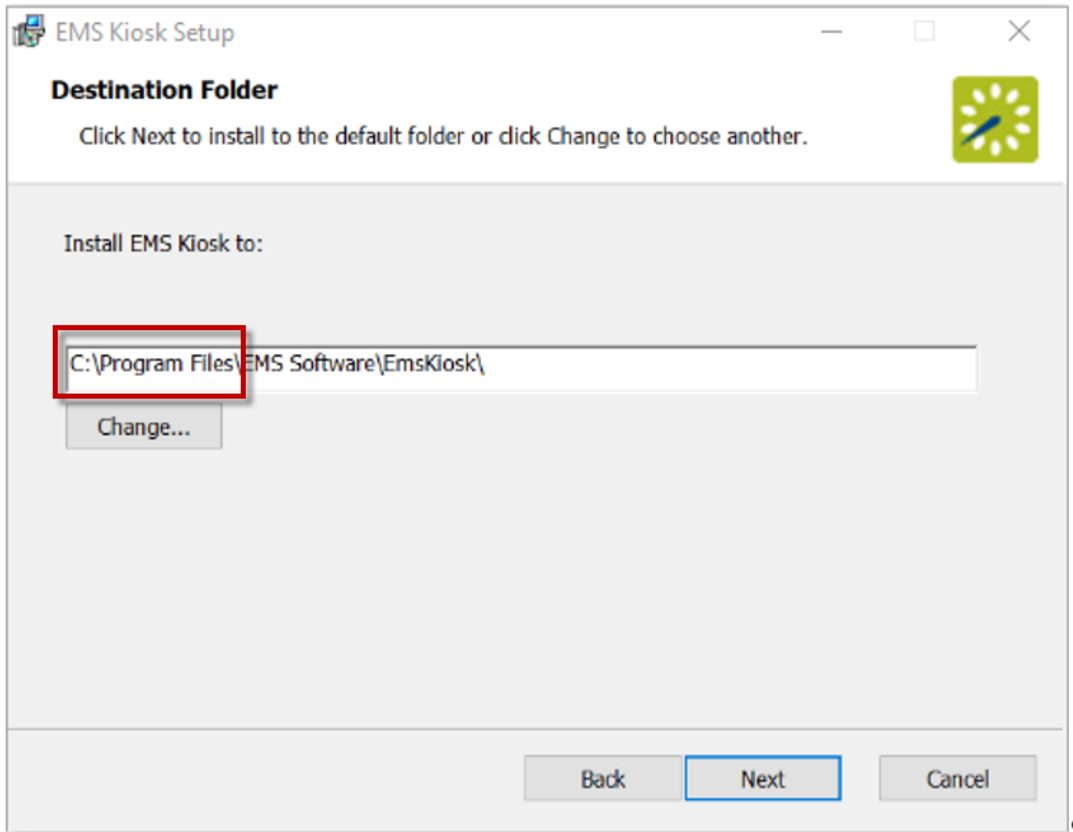




7. The Destination Folder screen will appear.

Note: The default install folder for the EMS Kiosk App is not under wwwroot but under **C:\Program Files**. However, you can change the location of the default installation folder.

Destination Folder



Note: EMS Kiosk App should **not** be installed in the same physical directory as other EMS web-based products OR under a site running another version of the EMS Kiosk App.



8. In the EMS Application Settings screen, enter the EMS Platform Services URL and specify the Virtual Directory Name. See Also EMS Platform Services Installation Guide.

EMS Application Settings Screen

A screenshot of the 'EMS Application Settings' window. The window has a title bar with the EMS logo and a close button. Inside, there are two text input fields. The first field is labeled 'Platform API URL' and contains the text 'https://my-company.com/EmsPlatform'. The second field is labeled 'Virtual Directory Name:' and contains the text 'EmsKiosk'. Both fields are enclosed in a red rectangular box. At the bottom of the window, there are three buttons: 'Back', 'Next' (which is highlighted with a blue border), and 'Cancel'.

EMS Application Settings

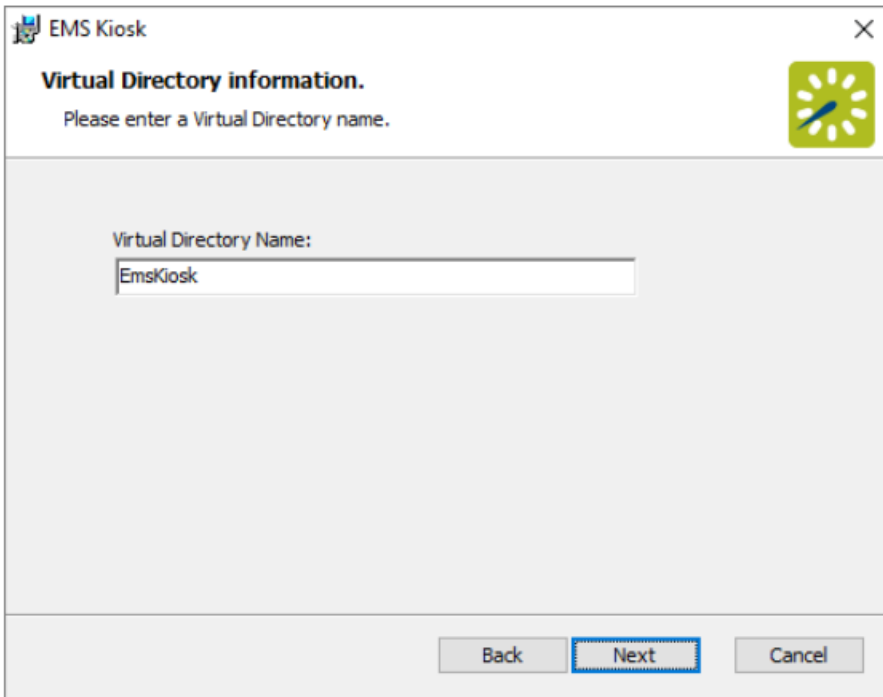
Platform API URL
https://my-company.com/EmsPlatform

Virtual Directory Name:
EmsKiosk

Back Next Cancel

9. Enter your EMS Kiosk App path and click **Next**. The Virtual Directory screen will appear.

Virtual Directory

A screenshot of a Windows-style dialog box titled "EMS Kiosk". The main heading is "Virtual Directory information." followed by the instruction "Please enter a Virtual Directory name." There is a text input field labeled "Virtual Directory Name:" containing the text "EmsKiosk". At the bottom right, there are three buttons: "Back", "Next", and "Cancel". The "Next" button is highlighted with a blue dashed border. A green square icon with a white sun-like symbol is located in the top right corner of the dialog box.

EMS Kiosk

Virtual Directory information.

Please enter a Virtual Directory name.

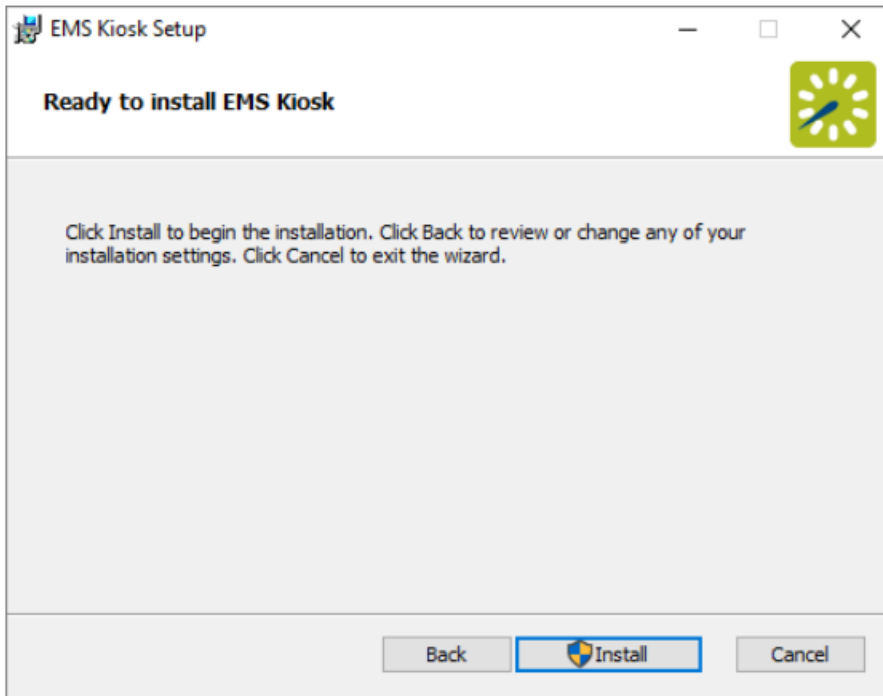
Virtual Directory Name:

EmsKiosk

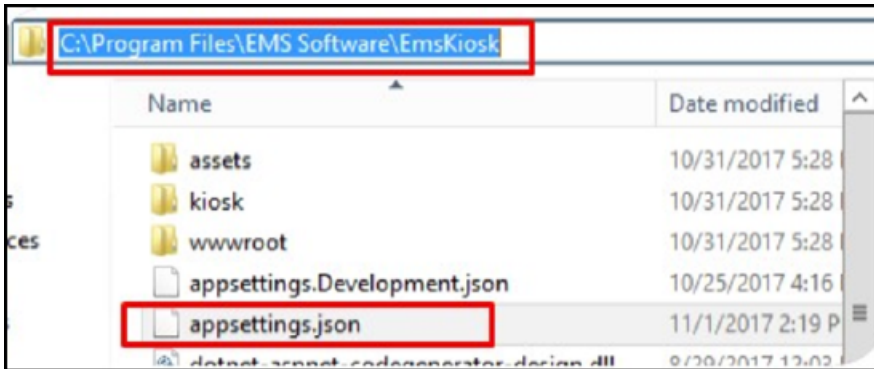
Back Next Cancel

10. Enter the name you want to give to the virtual directory. Click **Next**. The Ready to Install screen will appear.

Ready to Install Screen



11. Click the **Install** button to install EMS Kiosk App.
12. Open the **appsettings.json** file in Notepad. This file can be found in C:\Program Files\EMS Software\EMSKiosk.



13. Search for the section, "Platform Options." DO NOT EDIT ANYTHING except the next steps. If there are multiple (load balanced) nodes, you need to apply the Client Secret to all of them.
14. Add a new line below the first {.

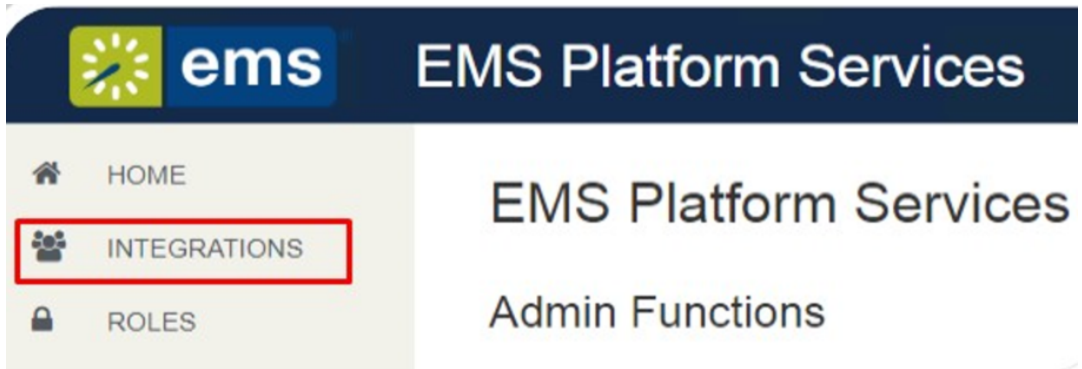
Type in:

"SecureCookies": false,





15. Navigate to your Platform Services URL and log-in.
16. Choose the **Integrations** Area.

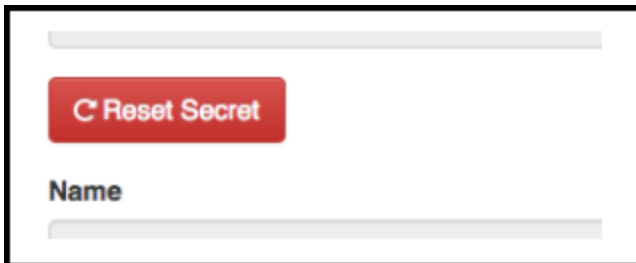


17. Select the EMS Kiosk service.
 - a. Copy the Client ID.
 - b. In your notepad file, replace the Client ID area between the quotation marks. Do not delete the commas.

```
"PlatformOptions": {  
    "SecureCookies": false,  
    "PlatformUrl": "http://localhost/EmsPlatform",  
    "ClientID": "btSqC2c1QKqCJ3R2ynjj-w",  
    "ClientSecret": "xV5Eo653jqFtXjobmitiSQvX1X8YxBSc-_xqCWSBxbA",  
    "DeviceBufferSize": 200,  
}
```

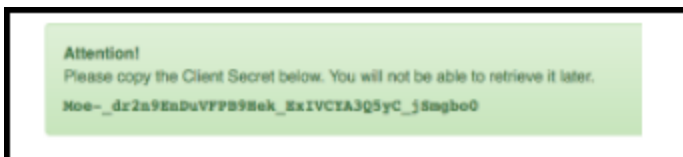

18. Reset the client secret in the EMS Platform Admin UI:
 - a. Visit the Admin UI for you EMS Platform Services install (e.g., <https://my-company.com/EmsPlatform/admin>). You will need a Web User login with Administrative permissions to perform this step.
 - b. Click the **Reset Secret** button.

Reset Secret Button



- c. A new Client Secret is generated following the reset.

New Client Secret



- d. Copy the generated Client Secret after successful reset.

Note: You will not be able to retrieve this secret later, instead you will have to reset the secret again to generate a new secret.

- e. In your notepad file, replace the blank area between the QUOTES "" of ClientSecret with this code. Ensure that the quotations remain before and after the ClientSecret and that there are no spaces.

Sample ClientSecret Value

```
...  
"ClientSecret": "hEZ5wYM1x7VSlyZTtbCPEPyTjiihc0x-ZxcT3fjuPv0",  
...
```

19. Save and close the file. Overwrite the existing appsettings.json file. Ensure your overwrite worked by checking the date (your file should reflect the current date and time.)



20. Reboot your server. Conversely, you could:
 - a. Open a CMD prompt as admin.
 - b. Type: **net stop was /y** <enter>
 - c. Type: **net start w3svc** <enter>
21. Clear the temp cache by closing your EMS Kiosk App browser window.
22. Return to the EMS Platform Admin and set the Active, Enable Logging, and User Auth to **CHECKED**.
23. Click **Save**.
24. Choose the “Everyday User Auth Method” dropdown, and pick “**NTLM**.”
25. Click **Save**.
26. Choose the “Everyday User Auth Method” dropdown, and pick “**EMS Native**.”
27. Click **Save**.
28. Open the EMS Kiosk in a browser and follow the instructions in [Launch EMS Kiosk App](#).

Note: By default, the EMS Kiosk App uses secure cookies. We strongly recommend you use this approach in your production environment. However, you may wish to test without SSL. To disable secure cookies

in your test environment, add the following to appsettings.json inside the 'PlatformOptions' section:

```
"SecureCookies": false,
```

```
...
```

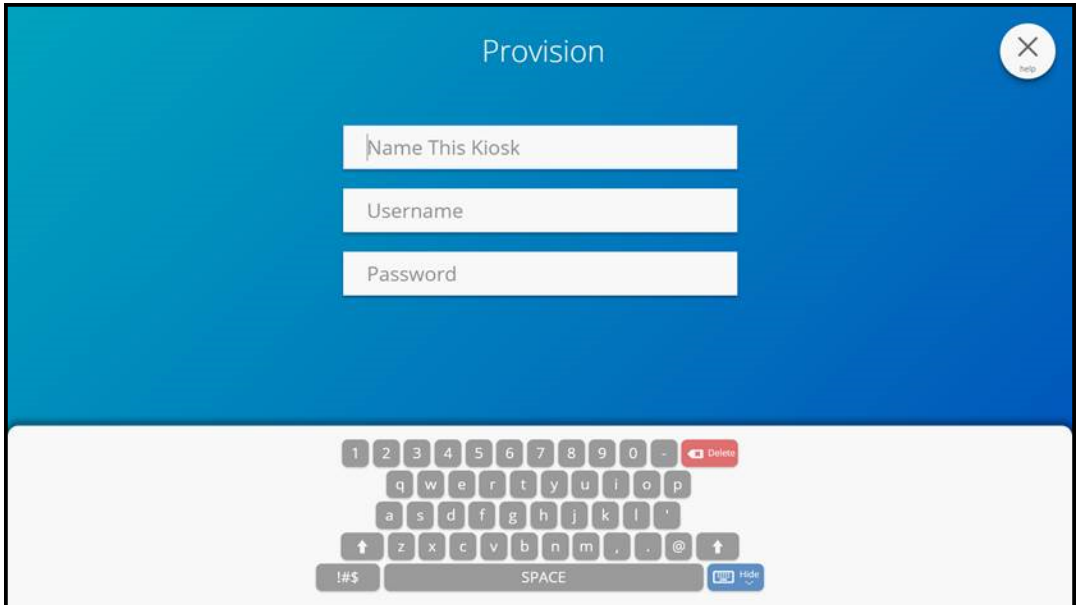


Launch EMS Kiosk App

Note: This section assumes you have already configured profiles in the EMS Desktop Client.

1. To launch the EMS Kiosk App, browse to the URL you set during installation (i.e., `http://[ServerName]/EMSKiosk`).
2. The first time you access the page, you will see a Provisioning Page.

Provisioning Page

A screenshot of a provisioning interface with a blue background. At the top, the word "Provision" is centered. In the top right corner, there is a circular button with an "X" and the word "help" below it. Below the title, there are three white input fields stacked vertically. The first field is labeled "Name This Kiosk" and has a cursor inside. The second field is labeled "Username". The third field is labeled "Password". At the bottom of the screen, there is a virtual keyboard with a light gray background. It includes a numeric row, a QWERTY row, a second row of letters and symbols, and a bottom row with a shift key, a spacebar, and a "Hide" button.

3. In the **Name This Kiosk** field, provide a unique name for this particular Kiosk (e.g., 3rd Floor Lobby). This name will help identify this instance in the log-files.

Important: Please note that each provisioning instance of the EMS Kiosk App requires a unique name.



The provisioning screen will only be displayed when the Kiosk instance is not provisioned: when cookies have been cleared on the Kiosk device that was previously provisioned; a 2nd instance of EMS Kiosk App launched on the same device in a browser in incognito mode; or during the required yearly re-provisioning). For example, the Kiosk Name for initial provisioning may be 3rd Floor Lobby_1; the Kiosk Name for 2nd provisioning would be 3rd Floor Lobby_2).

- » If you have configured the EMS Platform Services for LDAP, you must use LDAP credentials. Otherwise, enter the credentials for an everyday user (formerly known as Web User) in the username and password field. The username is typically your email address, but is ultimately set by the 'Field Used to Authenticate Everyday User' parameter in the EMS Desktop Client.

Notes: If any of your Kiosk profiles use LDAP authentication, the EMS Platform Services must also be configured for

LDAP. You would then also use those credentials on the above provisioning screen. The everyday user must have the Web Admin security template assigned to it.

Platform Services User Authentication

User Authentication

☐ Everyday User Authentication Required

☒ User Authentication is Persistent

Token Duration (minutes)

999999

Everyday User Authentication Method

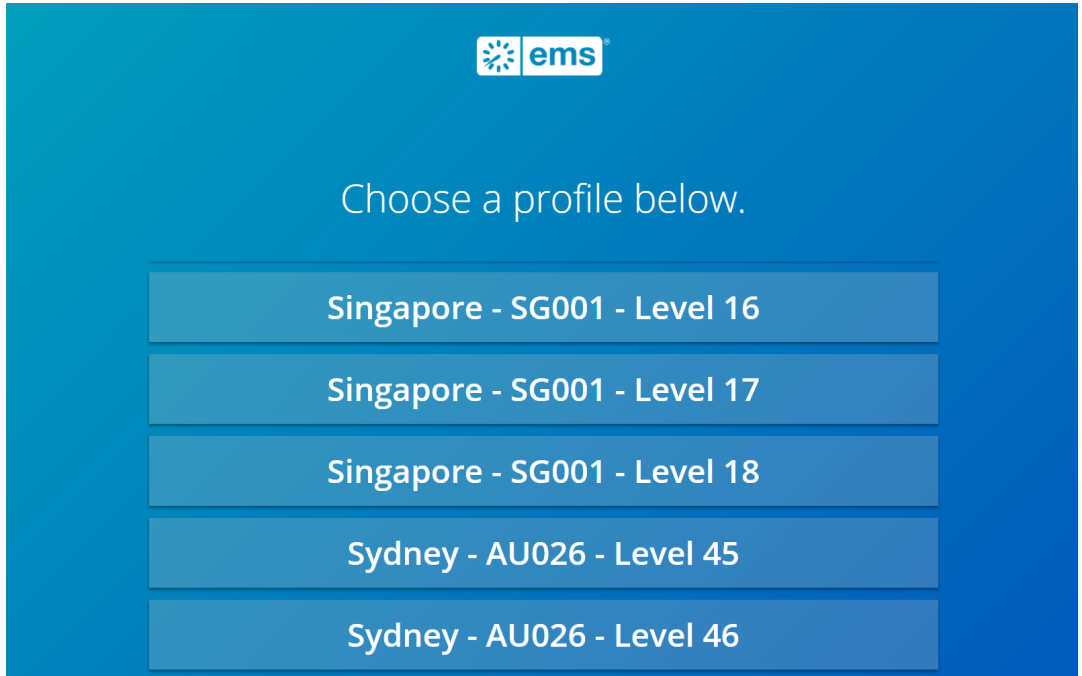
LDAP

Save Changes

Important: The EMS Kiosk App will remain provisioned for 1 year. For security reasons, it must be re-provisioned on a yearly basis.

4. After entering those credentials, the Kiosk Profile Selection screen will appear.

EMS Kiosk Profile Page



5. Click on a profile. You will be asked to confirm that you want to apply the selected profile. To confirm, click **Yes, Apply Profile**. You will see two confirmation screens (shown below) before being brought to the home page that you have configured.

EMS Kiosk Confirm Profile Page

Are you sure you want to apply this profile:

Profile: Singapore - SG001 - Level 16

Yes, Apply Profile



Profile Successfully
Applied

Welcome to

