



EMS ROOM SIGN APP

Installation Guide

V44.1

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EMS Room Sign App Installation Guide

The EMS Room Sign App (*formerly Glance*) gives users real-time information and at-a-glance availability for their meeting, learning, and working spaces. The new, redesigned EMS Room Sign App includes:

- » A clean, color-coded interface that's easy to scan for information
- » Simplified buttons and options, with fewer steps to make or edit reservations
- » Landscape and portrait orientations, including an Agenda View of the day's events
- » Easier customization for your organization's branding



Requirements for EMS Room Sign App

This topic outlines the requirements necessary to install, configure, and use the EMS Room Sign App(formerly named EMS Glance), including:

- » [Prerequisites](#)
- » [EMS Desktop Client](#)
- » [Database Server](#)
- » [Web Server](#)
- » [Tablet Requirements](#)

Note: The EMS Room Sign App requires a license. Please contact your Account Executive to determine if your organization is licensed for the EMS Room Sign App or if you want to learn more.



PREREQUISITES

Before installing the EMS Room Sign App, the following prerequisites must be in place:

- » All previous versions of the EMS Room Sign App web application have been uninstalled.
- » The EMS Room Sign App API has been installed. The EMS Room Sign App API URL is required for the EMS Room Sign App web application installation.
- » An EMS user account with 'EMS API Web Service Access' has been created. The user account is necessary to access the database.

EMS DESKTOP CLIENT

You must have installed and configured the EMS Desktop Client.

Operating Systems

Windows 7 (32-bit and 64-bit)

Windows 8 (32-bit and 64-bit)



Operating Systems

Windows 8.1 (32-bit and 64-bit)

Windows 10 (32-bit and 64-bit)

.NET Framework 4.6.1

DATABASE SERVER

EMS Desktop Client must run on servers that meet our system requirements. Additionally, the EMS Room Sign App API is housed on a web server, which also has specific requirements.

Database Servers

Microsoft SQL Server 2008 R2

Microsoft SQL Server 2012 SP2

Microsoft SQL Server 2012 SP3

Microsoft SQL Server 2014 SP1, Compatibility Level 110



WEB SERVER

OPERATING SYSTEM	IIS App Pool
Windows Server 2008 R2	7/7.5
Windows Server 2012	8
Windows Server 2012 R2	8.5

Prerequisites

.NET Framework 4.6.1*

Minimum System Requirements

Processor: 2.0 GHz and 4 cores or faster

Memory: 8 GB or more*

Hard-Disk Space: 1 GB or more

*For up to 100 concurrent users. Increased specs required for 100+ concurrent users.



*Varies per EMS Software Application.

TABLET REQUIREMENTS

The EMS Room Sign App website sits on the same web server as the API. Although the EMS Room Sign App can be accessed from any web browser, it is designed for touch-enabled tablets running in landscape mode. We support tablets with the following specifications:

TABLET OPERATING SYSTEMS	Supported Browsers
iOS 9, 10	Safari
Android 5, 6	Chrome, KioWare Lite
Windows 7, 8, 10	Internet Explorer 11, Chrome, Firefox
.NET Framework: 4.6.1	
Tablet Require- ments	Supported Resolutions

TABLET OPERATING SYSTEMS

Supported Browsers

1024 x 768

1280 x 1024

1660 x 900

1920 x 1080

2048 x 1536

Note: The EMS Room Sign App will run on touch-enabled tablets (with above resolutions) set in landscape mode. Integrating with ArmorActive enclosures require a browser that can play sound.

EMS tests on and recommends the [iPad](#)

TABLET
OPERATING
SYSTEMS

Supported Browsers

[Mini](#) and [8" Samsung Tab A](#).

Prerequisites

EMS Desktop Client, running on database and web servers that meet our system requirements.

Note: EMS recommends using the [8" Samsung Galaxy Tab A](#) and the [iPad Mini 3 or 4](#) because these tablets integrate with our recommended enclosure.



Obtain Installation Files for EMS Room Sign App

The latest EMS Room Sign App (formerly named EMS Glance) components can be downloaded from the online Support Center.

Warning: The EMS Room Sign App was formerly named EMS Glance. Some of the installation files (e.g., API, dll, etc.) will temporarily retain the Glance name.

1. Go to www.emssoftware.com/support and enter your Email Address and Password.
2. Click the Software downloads link.
3. Download the following components:
 - » **EMSRoomSignApp.sql**: SQL script that needs to be executed against your EMS database. This will create EMS Room Sign specific objects (tables and stored procedures) in your EMS database.



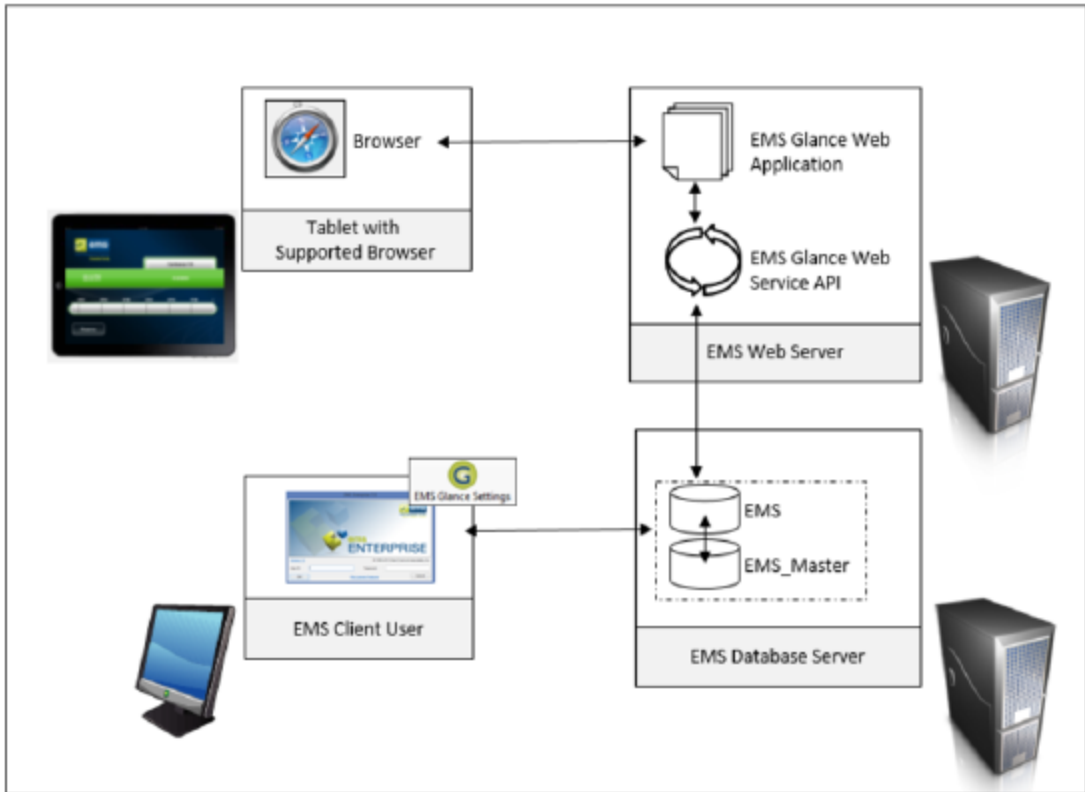
- » **EMSRoomSignApp.msi:** EMS Room Sign web application installed on your web server.
- » **EMSGlanceAPI.msi:** Installation file for the EMS Room Sign App API web service installed on your web server.
- » **EMS.Glance.dll:** File that will expose the EMS Room Sign App Settings area within EMS.
- » **EMS Room Sign App License Key:** The EMS Room Sign App is an optional component that requires the appropriate license to activate.



Architecture for EMS Room Sign App

The EMS Room Sign App application is comprised of four main components:

1. **EMS Room Sign App Device:** Device with a supported browser installed that will be accessing the EMS Room Sign App web application. A particular device is tied to **one** specific room in EMS.
2. **EMS Room Sign App Web Application:** EMS Room Sign web application
3. **EMS Room Sign App Web Service API:** Web service API that manages all communication between the EMS Room Sign App web application and your EMS database.
4. **EMS Room Sign App Settings DLL:** Component installed with your EMS desktop application (.exe) that allows your EMS Administrators to configure EMS Room Sign.





Best Practices for Using EMS Room Sign App

The EMS Room Sign App (formerly named EMS Glance) is an optional web-based application that turns your tablet (e.g., iPad, iPad mini, etc.) into a digital room sign. Mounted outside of a meeting room or workspace in either landscape or portrait orientations, the application indicates whether a space is available or in use. The application also provides functionality to support check-in, end, extend, and book new meetings. Version 44.1, Update 12 has introduced a sleek visual redesign and an upgraded customer interface.

CONSIDERATIONS

You need to know when the EMS Room Sign App stops running by receiving an email notification (ideally), or by watching a central monitoring display. EMS does not provide this capability, however, so you should physically check your tablets to see if EMS Room Sign App has stopped.



For the tablets running EMS Room Sign, you need to know if the battery fails, or if connectivity has been lost, or if the operating system wants to update to a new version. EMS does not detect these conditions remotely. In order to monitor these issues, we recommend that you use a Mobile Device Management (MDM) system.

USE THE EMS ROOM SIGN ON AN IPAD

If the iPad's battery dies, the iPad will return to its home screen after you restore power. At that point, you must configure Guided Access again for the EMS Room Sign app. See [Deploy EMS Room Sign App on Tablets](#) for more information.

If a user presses the iPad's Home button, Guided Access displays a passcode screen. The screen disappears after fifteen seconds or if the user presses 'Cancel.' Note that users should not be able to press any tablet buttons if you use a tablet enclosure.

If a user presses both the iPad's Home and Sleep/Wake buttons simultaneously for 10 seconds, the iPad restarts. At that point, you must



configure Guided Access again for the EMS Room Sign app. See [Deploy EMS Room Sign App on Tablets](#) for more information. Note that users should not be able to press any tablet buttons if you use a tablet enclosure.

iOS devices occasionally display notifications that a software update is available. There is no way to suppress update notifications. When this notification appears, the user can choose "Later" but the notification will appear again in 24 hours. If the user chooses "Install Now," the iPad downloads and installs the update and then restarts. At that point, you must configure Guided Access again for EMS Room Sign. See [Deploy EMS Room Sign App on Tablets](#) for more information.

CONSIDERATIONS FOR RUNNING EMS ROOM SIGN ON AN ANDROID TABLET

Ideally, EMS Room Sign takes over the tablet so that it cannot be used for anything else. However, Android provides no capability to lock down the tablet in a way that's suitable for the EMS Room Sign App. Therefore, we



recommend deploying the EMS Room Sign App with an Android app that puts the tablets in 'kiosk' mode. Placing the tablet in kiosk mode prevents users from accessing other applications and also disable the 'Home' button. We recommend that you purchase, install, and configure the [Kioware Lite](#) app.

If you run the EMS Room Sign App on a Samsung Tab A, users can power off the tablet by holding down the power button. If you have configured Kioware Kioware [according to our recommendations](#), EMS Room Sign will restart as soon as the tablet is powered on. To prevent users from pressing the home button, you must use the appropriate enclosure.



Install EMS Room Sign App

Warning: The EMS Room Sign App was formerly named EMS Glance. Some of the installation files (e.g., API, dll, etc.) will temporarily retain the Glance name.

To install or upgrade the EMS Room Sign App, you will:

- » Update your database with the new EMS Room Sign App .sql file.
- » Copy the EMS Room Sign App .dll file to each user workstation that needs EMS Room Sign App options on EMS Desktop Client.
- » Install the new EMS Room Sign App API on the web server that will be running it, and verify it.
- » Install the new EMS Room Sign App web application on the web server that will be hosting it (and hook it to your EMS Room Sign App API, SQL server, and database).
- » Create an Admin User to manage EMS Room Sign App.
- » Access your EMS Room Sign application through the web on your device(s).

This topic provides information on the following:



- » [Install or Upgrade the Database Component](#)
- » [Install or Upgrade the EMS Room Sign App DLL](#)
- » [Install or Upgrade the EMS Room Sign App API](#)
- » [Verify the EMS Room Sign App API Installation](#)
- » [Install or Upgrade the EMS Room Sign Web Application](#)
- » [Create an EMS Admin User to Manage Your EMS Room Sign App API Web Service](#)
- » [Launch EMS Room Sign App on Your Device\(s\)](#)

INSTALL OR UPGRADE THE DATABASE COMPONENT

1. Obtain the **EMSRoomSignApp.sql** file.
2. Open Microsoft SQL Server Management Studio.
3. Within Microsoft SQL Server Management Studio, select **File > Open > File...** and locate **EMSRoomSignApp.sql**.
4. Select your **EMS** database and execute the query (**Query > Execute**). When query execution has completed, the message "Command(s) completed successfully" will appear in the Results section.



INSTALL OR UPGRADE THE EMS ROOM SIGN APP DLL

1. On each client machine that needs access to the EMS Room Sign App Settings area, paste a copy of the **EMS.Glance.dll** file into the folder that contains your EMS application files (typically C:\Program Files\EMS).
2. Once the **EMS.Glance.dll** is placed in the correct folder on the client machine (assuming your organization is appropriately licensed for the EMS Room Sign App), the EMS user will see the **EMS Glance Settings** button on the tool bar within the EMS application.

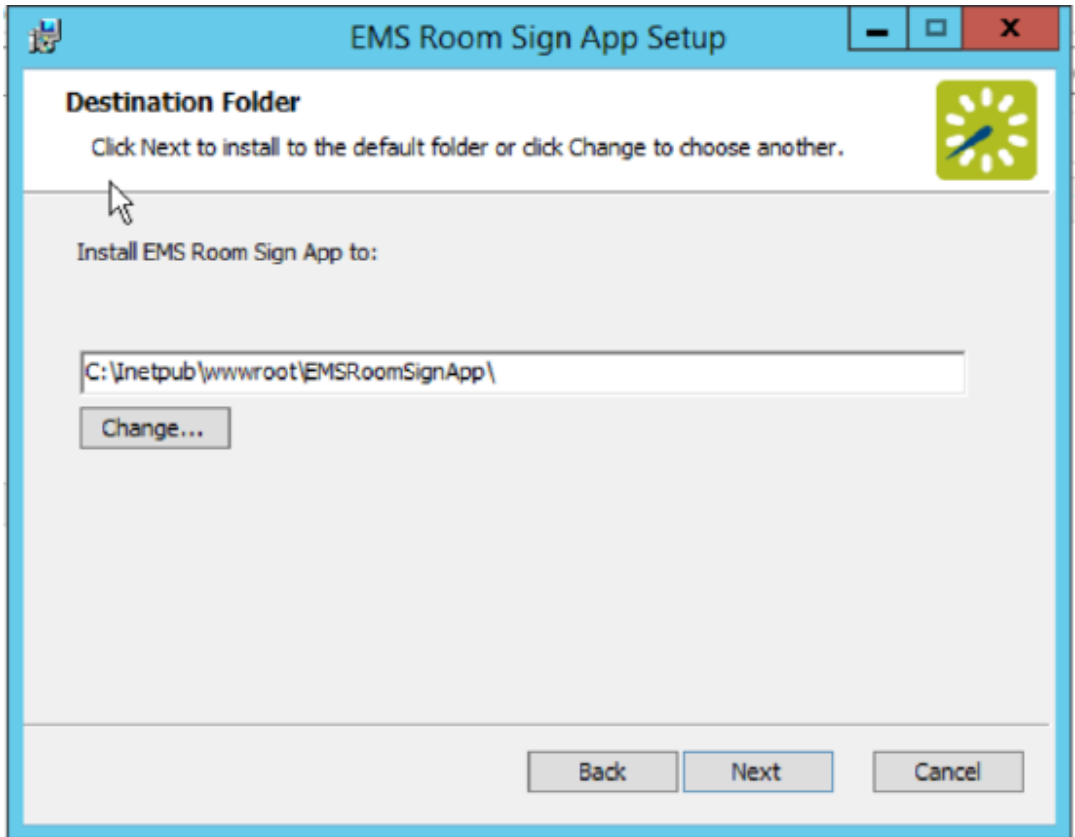
Note: To update your registration, go to **System Administration > Settings > Registration** in EMS Desktop Client.

INSTALL OR UPGRADE THE EMS ROOM SIGN APP API

1. Manually **uninstall** any previous versions of the EMS Room Sign App API on your web server.



2. Download the **EMSGlanceAPI.msi** file onto the web server that will be running the EMS Room Sign App API.
3. Run **EMSGlanceAPI.msi**.
4. The first screen welcomes you to the EMS Room Sign App API Web Service Setup Wizard. Click **Next** to begin the installation process. The Destination Folder screen will appear.

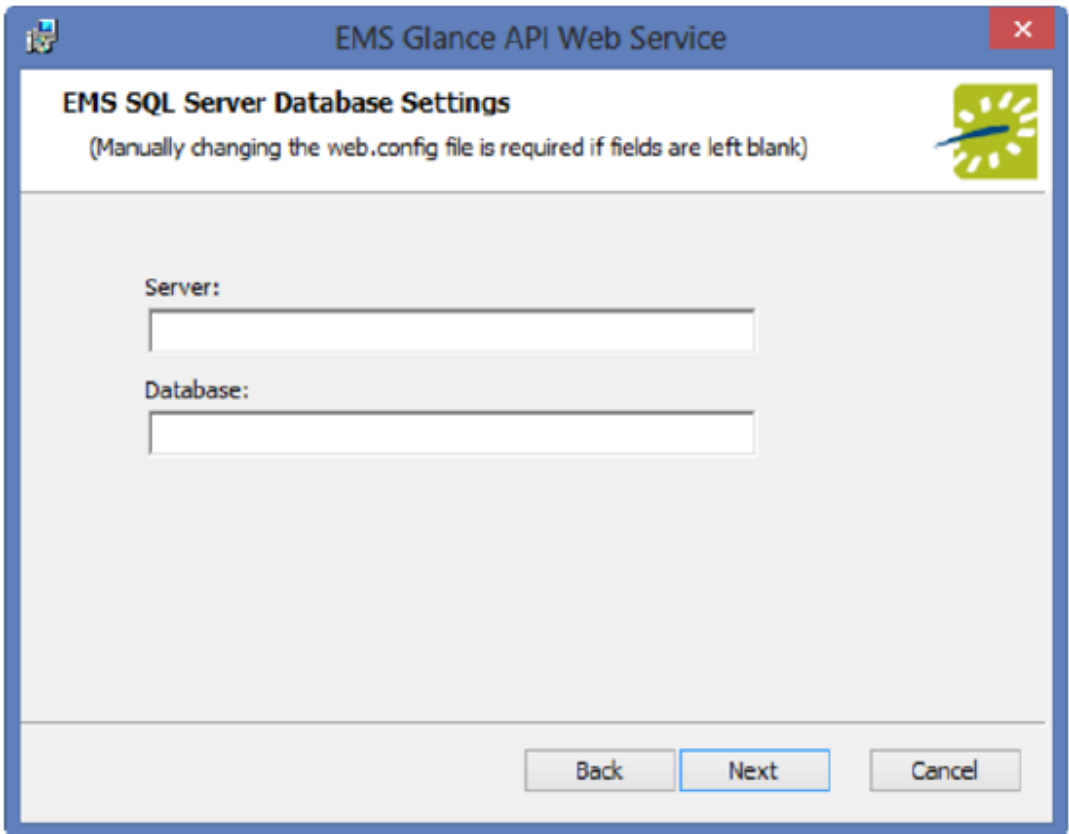


5. Select the destination folder. The installation process will create a new physical directory on your web server based on the destination folder path entered ("EMSRoomSignApp" in the example above.) Click **Next**.



Note: The EMS Room Sign App API 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 Room Sign App API.

6. The EMS SQL Server Database Settings information screen will appear.



EMS Glance API Web Service

EMS SQL Server Database Settings

(Manually changing the web.config file is required if fields are left blank)

Server:

Database:

Back Next Cancel

7. Enter your EMS SQL **Server** name.

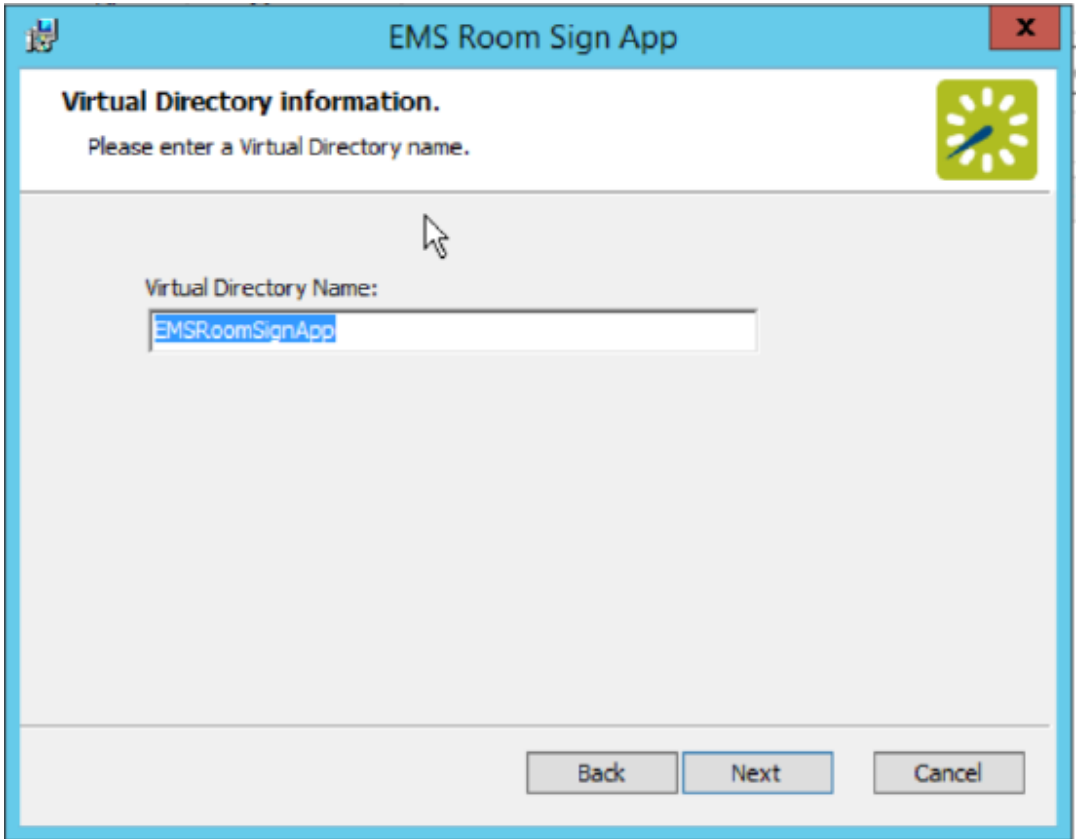


8. Enter your EMS **Database** name:

- » EMS Professional customers (typically named “EMSData”).
- » EMS Workplace, EMS Campus, EMS Enterprise, EMS District and EMS Legal customers (typically named “EMS”).

9. Click **Next**.

10. The Virtual Directory information screen will appear.



The screenshot shows a window titled "EMS Room Sign App" with a standard Windows-style title bar (blue on the left, red on the right with a close button). The main content area has a light gray background. At the top, the text "Virtual Directory information." is displayed in bold, followed by the instruction "Please enter a Virtual Directory name." in a smaller font. To the right of this text is a green square icon with a white clock face and a blue hand. Below the instruction is a text input field labeled "Virtual Directory Name:". The field contains the text "EMSRoomSignApp" and is currently selected, with a mouse cursor hovering over it. At the bottom of the window, there are three buttons: "Back", "Next", and "Cancel". The "Next" button is highlighted with a blue border.

11. The Virtual Directory Name will default to the destination folder specified above. It is recommended that you keep the default setting. The installation process will create a virtual directory on your web server based on the virtual directory entered ("EMSRoomSignApp" in the example



above.) Click **Next**.

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

12. The Ready to install EMS Room Sign App API Web Service screen will appear. Click Install button to install the EMS Room Sign API.
13. The Completed the EMS Room Sign App API Web Service Setup Wizard screen will appear. Click **Finish**.

VERIFY THE EMS ROOM SIGN APP API INSTALLATION

After following the steps above, verify your EMS Room Sign App API installation by opening a browser and entering the EMS Room Sign App API URL:

Example: [http://\[ServerName\]/EMSGlanceAPI/service.asmx](http://[ServerName]/EMSGlanceAPI/service.asmx)



(replace [ServerName] with the name of your web server)

Note: This URL will be required for the EMS Room Sign App Web Application installation.

INSTALL OR UPGRADE THE EMS ROOM SIGN WEB APPLICATION

1. Download the **EMSGlance.msi** file onto the web server that will be running the EMS Room Sign App web application.
2. Run **EMSGlance.msi**.
3. The first screen welcomes you to the EMS Room Sign App Setup Wizard. Click **Next** to begin the installation process. The Destination Folder screen will appear.
4. Select the destination folder. The installation process will create a new physical directory on your web server based on the destination folder path entered ("EMSRoomSignApp" in the example above.) Click **Next**.



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

5. The EMS Room Sign App API Path screen will appear.
6. Enter the URL of your EMS Room Sign App API Web Service.

Example: `http://[ServerName]/EMSGlanceAPI/service.asmx`

(replace [ServerName] with the name of your web server)

7. Click **Next**.
8. The Virtual Directory information screen will appear.
9. The Virtual Directory Name will default to the destination folder specified in Step 4. It is recommended that you keep the default setting. The installation process will create a virtual directory on your web server based on the virtual directory entered (“EMSRoomSignApp” in the example above.) Click **Next**.



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

10. The Ready to install EMS Room Sign App screen will appear. Click the **Install** button to install the EMS Room Sign App.
11. The Completed the EMS Room Sign App Setup Wizard screen will appear. Click **Finish**.

CREATE AN EMS ADMIN USER TO MANAGE YOUR EMS ROOM SIGN APP API WEB SERVICE

1. Create the EMS Admin Account to be used for the EMS Room Sign App:
 - a. Create a user account in EMS Desktop Client under **System Administration > Security > Users** (with any user name and password you choose).
 - b. Uncheck the **Administrator** box.
 - c. Then add the process **EMS API Web Service Access** to this account.



2. Enter the user name and password for the account in the web.config file of the EMS Room Sign application settings, for example:

```
<appSettings>
```

```
<add key="webpages:Version" value="2.0.0.0"/>
```

```
<add key="webpages:Enabled" value="false"/>
```

```
<add key="PreserveLoginUrl" value="true"/>
```

```
<add key="ClientValidationEnabled" value="true"/>
```

```
<add key="UnobtrusiveJavaScriptEnabled" value="true"/>
```

```
<add key="ClientValidationEnabled" value="true"/>
```

```
<add key="EMSGlanceAPIURL" value=""/>
```

```
<add key="EmsUser" value="admin"/>
```

```
<add key="EmsPassword" value="admin"/>
```

Tip for EMS Cloud Customers: Modifications to the web.config file must be performed by EMS Cloud Operations. To request these changes, please contact EMS Support.



LAUNCH EMS ROOM SIGN APP ON YOUR DEVICE(S)

The EMS Room Sign App is ready to use once all of the Room Sign components have been properly installed and at least one Profile has been configured for use (see [Configure the EMS Room Sign App](#)). To access the EMS Room Sign App on your device, do the following:

1. On your device, open a browser and enter the URL to your EMS Room Sign App web application:

Example: `http://[ServerName]/EMSGlance`

(replace [ServerName] with the name of your web server)

2. The first time you access the EMS Room Sign App on your device, the Settings screen will appear.

Settings

Profile:

QA Profile

Room:

BR 1201

Cancel

Apply

3. Select the Profile in the **Profile** dropdown.
4. Select the Room in the **Room** dropdown.
5. Click **Apply**.



Note: Once the EMS Room Sign application is running, to re-access the Settings screen for any reason, simply double-tap the EMS Room Sign App logo in the upper-left hand corner of the screen.