EMS DESKTOP CLIENT Installation Guide

V44.1

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Introduction to EMS Desktop Client (V44.1)

This section covers the installation and maintenance of EMS Desktop Client. EMS Desktop Client is used by System Administration, IT, and some expert users to maintain software settings, and to manage space and resources.

> **Tip:** If you are new to EMS Desktop Client, get started by Learning About Managing EMS.

Concept: The Installation, Configuration, and User Guides for the EMS Desktop Client apply to all of the following editions:

- EMS Enterprise
- EMS Professional
- EMS Campus Planning Interface

These editions are controlled and based on the EMS Desktop Client, however, their capabilities and features vary and are noted throughout the documentation.

This topic will provide the following information:

- What Is the EMS Desktop Client?
- Understanding User Types
- Everyday User Reservations
- EMS System Architecture
- Upgrading?
- Product Registration
- Contact Customer Support

WHAT IS THE EMS DESKTOP CLIENT?

The EMS Desktop Client is the "core" administration system for all EMS Everyday User applications. This desktop application is used by Administrators to automate workflows and communications for maximum scheduling efficiency. EMS Desktop Client enables Everyday Users to

request space and services, see available space, check their calendar, check into meetings, change event details, end and cancel events, resolve booking conflicts, delegate space management to other users, send invitations, invoices, and notifications, approve requests, track resource usage, and track space utilization.

The EMS Desktop Client is installed on Administrators' desktops and allows them to configure various workflows, as well as manage day-to-day operations within the application.

UNDERSTANDING USER TYPES

There are two different user types in EMS:

1. **Administrators**: These expert users create and maintain the EMS application within your organization, and manage or approve usage of space. Administrators include conference center managers, event coordinators, registrars, facility and real estate managers, and service providers. They can use this tool to set up and control the booking process and booking templates, define space (buildings, rooms, floors, areas, and regions), define

services, manage security and user permissions, grant access, initiate notifications and reports, and integrate with other applications, servers, databases, and systems. Administrators may also include Service Providers (Catering, Audio Visual, IT Support Staff), Security, and Receptionist Staff. These users will primarily use the EMS Desktop Client.

2. **Everyday Users**: This is a majority of the users in the organization. Everyday Users, such as an employee who needs to book a conference room or a consultant who needs to book a hoteling space for the day, can use it to make reservations and book meetings. Everyday Users are typically requesting rooms and services. These users do not use the EMS Desktop Client, they will primarily use the web based application, EMS Web App in V44.1 (referred to as VEMS if using V44).

EVERYDAY USER RESERVATIONS

An Everyday User Reservation is any reservation that a user has submitted through EMS Web App.

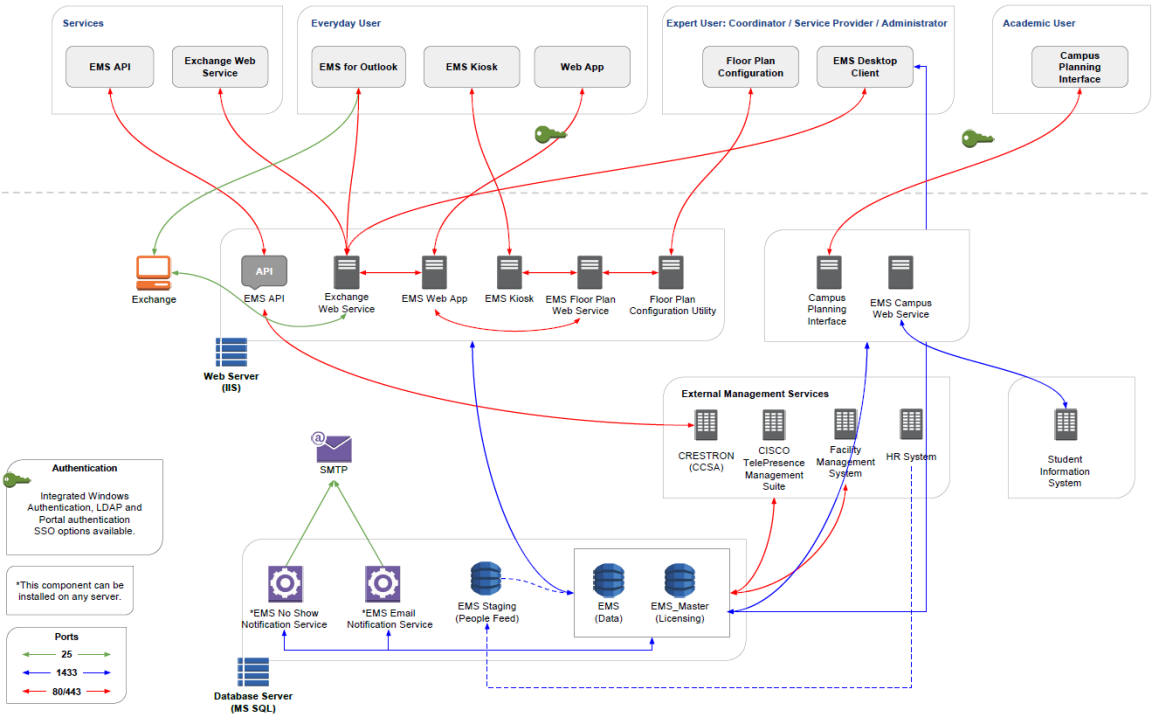
The everyday user reservation searching tool in the EMS Desktop Client is identical to the Browser searching tool with one exception: when the

Browser opens for the first time, the Browse for function is set to Reservations whereas the Everyday User Reservation tool is set to Everyday User Reservations. As a result, although this section is written from the perspective of using the Browser, all the information can be applied when using the Everyday User Reservation searching tool.

To open this tool in EMS Desktop Client, click the Everyday User Reservations icon on the EMS toolbar.

EMS SYSTEM ARCHITECTURE

The EMS Desktop Client is the foundation for a broad range of components, services, web applications, APIs, add-ons, and integrations.



UPGRADING?

If you are upgrading to a newer version of EMS, please encourage users at your facility to read the release notes before they begin working with the new version of the software. Doing so will minimize the amount of time it takes them to get “up-to-speed” with the new release and help

them benefit from new features and functions that they might not otherwise discover.

> IMPORTANT: All the EMS-related components you have licensed must be upgraded with this release.

PRODUCT REGISTRATION

Primary Contacts can obtain the license file from the Support Center area on www.emssoftware.com. This license file is required to activate your EMS software and is required for new and existing customers.

- Configuration
- System Administration
- EMS Campus specific functionality or the Academic Import Utility

**Please note that some discrepancies (e.g., differences in behavior and/or exclusions) will exist.

CONTACT CUSTOMER SUPPORT

- **Option 1 (Recommended):** Submit a Ticket directly via the EMS Support Portal.
- **Option 2:** Email **support@emssoftware.com**.
- **Option 3 (Recommended for critical issues only):** Phone (800) 288-4565

Important: If you do not have a customer login, register here.

Systems Requirements and Prerequisites

Database Server
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

Web Server

Prerequisites

Application Pool Running 4.0*

.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

Operating Systems

Windows 7 (32-bit and 64-bit)

Operating Systems
Windows 8 (32-bit and 64-bit)
Windows 8.1 (32-bit and 64-bit)
Windows 10 (32-bit and 64-bit)
.NET Framework 4.6.1

Installation Instructions

This topic will discuss the following installation steps:

- Preparation: Installing EMS Server Components
- Installing EMS on User's Computers
- EMS Desktop Client Web Deployment
- Install EMS Desktop Client (Web Deployment Method)
- Installing EMS Desktop Client (Conventional Method)
- Obtain Installation Files for EMS Desktop Client

In order to install EMS, you must perform two operations :

1. Preparation: install server components.
2. Install the application on user's computers.

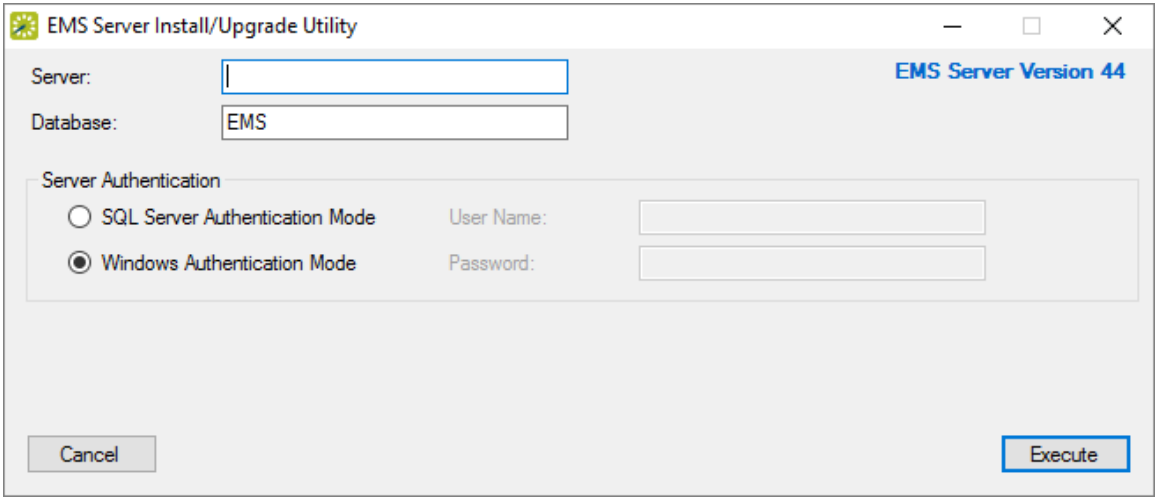
See Also: EMS Desktop Client Deployment Options for a more in-depth discussion.

PREPARATION: INSTALLING EMS SERVER COMPONENTS

The server installation process will create two EMS databases on your MS SQL Server: An **EMS_Master** database that contains licensing information and a separate **EMS** database that will ultimately contain your reservations data.

> **Note**: A Microsoft SQL Server SA level account is required to execute the database installation process.

1. Verify that the prerequisite software has been installed.
2. Secure the **EMS.ServerInstall.exe** file.
3. Run **EMS.ServerInstall.exe** as an Administrator. (This .exe can be run from any PC that has access to your database server.)



4. In the Server text box, enter the name of the server running MS SQL Server.
5. In the Database text box, enter the name for your EMS database. (It is recommended that you accept the default value of 'EMS'.)
6. In the Server Authentication area, specify your MS SQL Server authentication credentials. If SQL Server Authentication Mode is selected, you will be required to specify a User Name and Password.
7. Click the **Execute** button. A Create Database dialog box will appear.
8. Click **Yes** to initiate the EMS database installation process.

> **Note:** The time spent on the “Upgrading database…” phase in the installation process is highly dependent on the size of your database. Please be patient.

9. Click **OK** when you receive the “Database Installed Successfully!” message.

You have completed installing the server portion of EMS. Next you will install the software to client computers.

> See Also: For information on installing the optional Email Notification Service or the EMS Campus Auto Sync Service (EMS Campus only), please see Installing or Upgrading the EMS Email Notification Service and/or Installing or Upgrading the EMS Campus Auto Sync Service.

INSTALLING EMS ON USER'S COMPUTERS

After your EMS databases have been created on your database server, you must install the client software on each computer that will access your EMS database, using one of the following methods:

1. EMS Desktop Client Web Deployment
2. Installing EMS Desktop Client (Conventional Method)

> **Important:** Before beginning the installation process, please install or upgrade your EMS databases. Existing versions of EMS Desktop Client Web Deployment must be manually uninstalled. Be sure to copy-off and save any files that have been customized.
>
> **See Also**: Decision Guide.

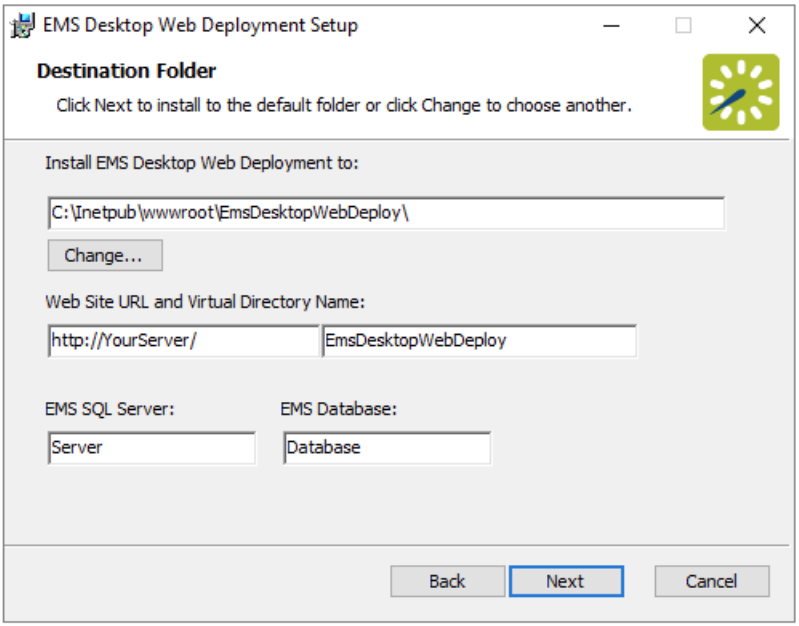
EMS DESKTOP CLIENT WEB DEPLOYMENT

Important: Before beginning the installation process, please install or upgrade your EMS databases.

Existing versions of EMS Desktop Client Web Deployment must be manually uninstalled. Be sure to copy-off and save any files that have been customized.

WEB DEPLOYMENT PRE-INSTALLATION INSTRUCTIONS

1. Manually **uninstall**any previous versions of EMS Desktop Client Web Deployment on your web server.
2. Verify that the prerequisite software has been installed.
3. Download the **EMSDesktopWebDeploySetup.msi** file onto the web server that will be running The EMS Desktop Client Web Deployment.
4. Run **EMSDesktopWebDeploySetup.msi** as an administrator.
5. The first screen welcomes you to The EMS Desktop Client Web Deployment Setup Wizard. Click **Next** to begin the installation process. The *Destination Folder* screen will appear.



6. Select the destination folder. The installation process will create a new physical directory on your web server based on the destination folder path entered (“EMS Desktop Web Deploy” in the example above.).
7. Enter your SQL Instance Name.
8. Enter your Database Name:

» EMS Professional customers – typically named “EMSdata”

» EMS Workplace, EMS Campus, EMS Enterprise, EMS District and EMS Legal customers - typically named “EMS”

9. The Virtual Directory Name will default to the destination folder specified in Step 6. 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 ("EMS Desktop Web Deploy" in the example above.) Click **Next**.

> **Note:** The EMS Desktop Client Web Deployment 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 Desktop Client Web Deployment.

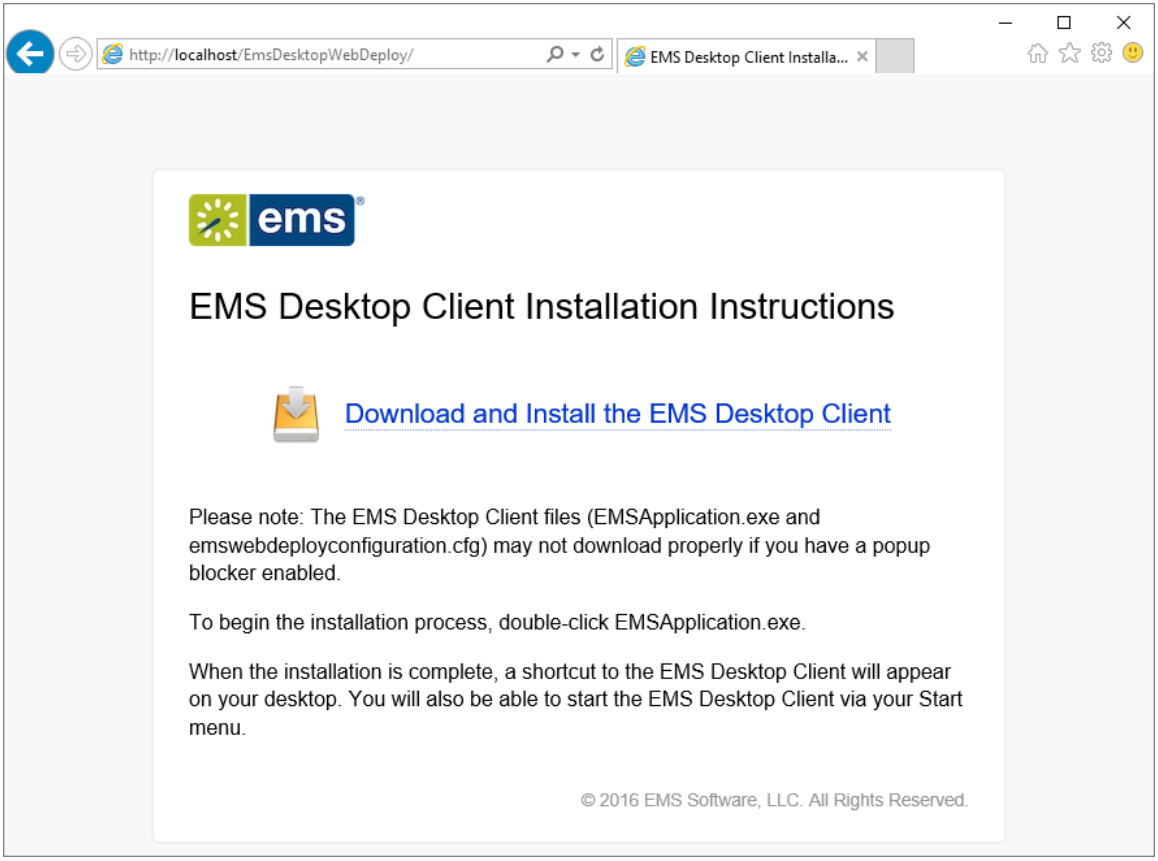
10. The *Ready to install* the EMS Desktop Client Web Deployment screen will appear. Click to install The EMS Desktop Client Web Deployment.
11. The *Completed the* the EMS Desktop Client Web Deployment *Setup Wizard* screen will appear. Click **Finish**.
12. After following the steps above, verify your EMS Desktop Client Web Deployment installation by opening a browser and entering the address:

`http://[ServerName]/EMSDesktopWebDeploy/ (replace [ServerName] with the name of your web server)`

> **Note:** The first time you launch the EMS Desktop Client Web Deployment, it may take a few extra moments for the website to display. If you encounter any issues, please contact Customer Support for assistance.

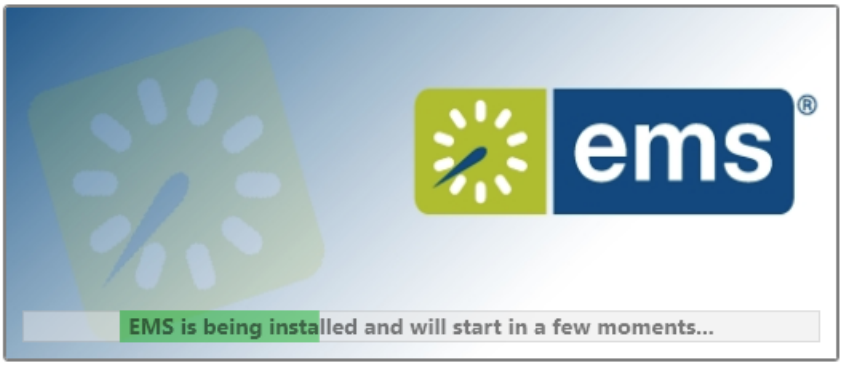
INSTALL EMS DESKTOP CLIENT (WEB DEPLOYMENT METHOD)

1. To install the EMS Desktop Client, users will need to access the URL from the EMS Desktop Client Web Deployment.



> **Note**: If your browser has a popup blocker it should be disabled so that both the EMSApplication.exe and the configuration file can be downloaded.

2. Click **Download and Install the EMS Desktop Client** to download the **EMSApplication.exe**.
3. Run the **EMSApplication.exe**. This will install the client locally from the service:

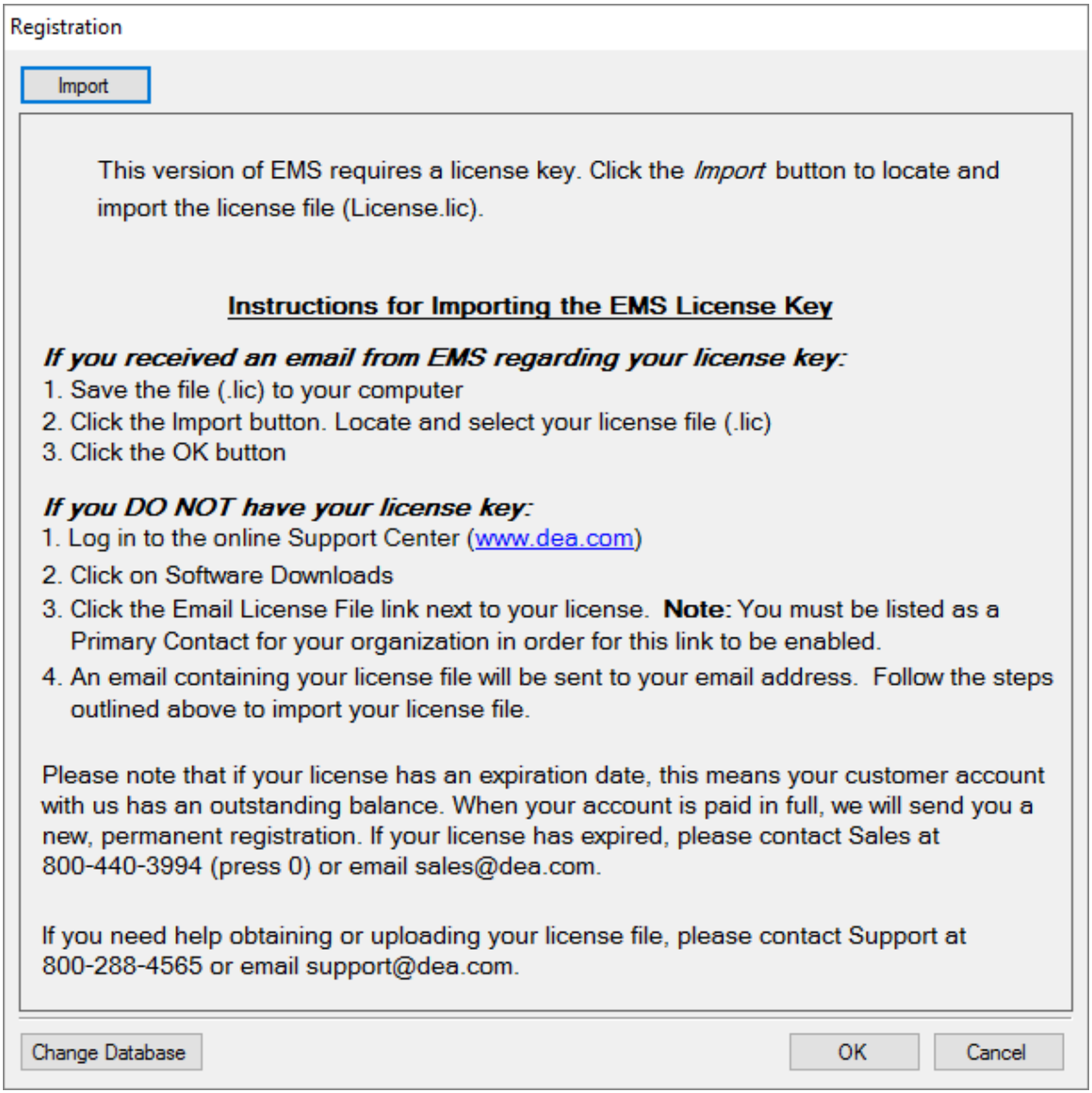


> **Note:** When you launch the EMSApplication.exe if it asks for the EMS Web Deploy configuration URL it will require entering the EMS Desktop Client Web Deployment URL: http://[ServerName]/EMSDesktopWebDeploy/ (replace [ServerName] with the name of your web server)

4. The EMS icon will be placed on the users desktop.

Notes: When a user launches the client it will check the EMS Desktop Client Web Deployment for a new version of the Client.
Clients installed through the EMS Desktop Client Web Deployment will not require administrative permission to install.

5. The system displays a message asking you to import your registration information. Click **OK**.
6. The Registration screen appears. Follow the instructions outlined on the screen to import your EMS license key.


Registration
Import
This version of EMS requires a license key. Click the *Import* button to locate and import the license file (License.lic).
Instructions for Importing the EMS License Key
If you received an email from EMS regarding your license key:
1. Save the file (.lic) to your computer
2. Click the Import button. Locate and select your license file (.lic)
3. Click the OK button
If you DO NOT have your license key:
1. Log in to the online Support Center (www.dea.com)
2. Click on Software Downloads
3. Click the Email License File link next to your license. Note: You must be listed as a Primary Contact for your organization in order for this link to be enabled.
4. An email containing your license file will be sent to your email address. Follow the steps outlined above to import your license file.
Please note that if your license has an expiration date, this means your customer account with us has an outstanding balance. When your account is paid in full, we will send you a new, permanent registration. If your license has expired, please contact Sales at 800-440-3994 (press 0) or email sales@dea.com.
If you need help obtaining or uploading your license file, please contact Support at 800-288-4565 or email support@dea.com.
Change Database
OK
Cancel

> **Note:** Your license key only needs to be imported once.

7. At the EMS log-in screen, type **admin** as both the User ID and the Password.
8. Click **OK**.

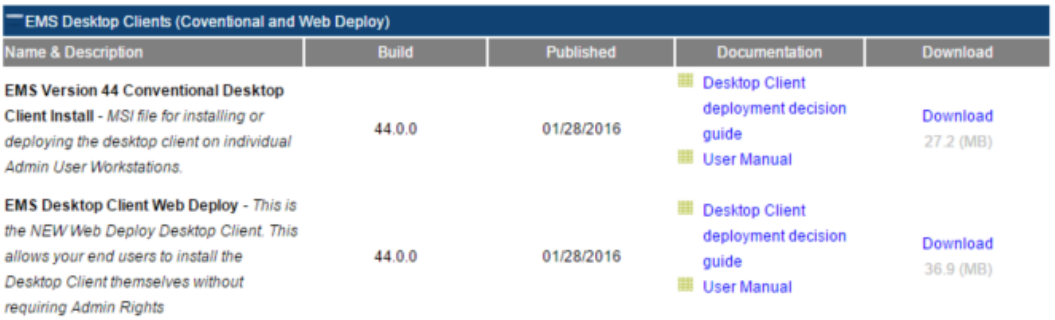
> **Note:** When an EMS Client is installed through the EMS Desktop Client Web Deployment it will only be able to connect to the EMS instance received from the service.

INSTALLING EMS DESKTOP CLIENT (CONVENTIONAL METHOD)

Follow these instructions to conventionally install the EMS Desktop Client on individual workstations.

PRE-INSTALLATION INSTRUCTIONS

1. Enable the Windows Component .NET 4.5 be on the client machine. The client must also have access to the EMS Server component (to the Desktop Client API, or directly to the EMS Database).
2. Obtain the Required MSI file (see Obtain Installation Files for EMS Desktop Client below).
3. Log in to the EMS Product Portal.
4. Navigate to the Software & Documents Library > New Releases and Patches > EMS Desktop Clients (Conventional and Web Deploy)



EMS Desktop Clients (Coventional and Web Deploy)

Name & Description	Build	Published	Documentation	Download
EMS Version 44 Conventional Desktop Client Install - *MSI file for installing or deploying the desktop client on individual Admin User Workstations.*	44.0.0	01/28/2016	Desktop Client deployment decision guide User Manual	Download 27.2 (MB)
EMS Desktop Client Web Deploy - *This is the NEW Web Deploy Desktop Client. This allows your end users to install the Desktop Client themselves without requiring Admin Rights*	44.0.0	01/28/2016	Desktop Client deployment decision guide User Manual	Download 36.9 (MB)

> Note: When you install, the application loads into the "Program Files", "Program Files (x86)", (or a custom directory that you specify). The first

time the application is run by a user it will prompt the user to enter in the Server and Database. These entries are saved in the user's registry. The next time the application is accessed, it will not prompt the user for this information again. If upgrading from a previous version, the desktop client will search for the connection string from the previous version, and update the current version so the user is not prompted to enter that information.

SET THE SERVER PROGRAMMATICALLY

Option 1: Set the registry keys for the user

The Server and Database information are stored in Keys in the following location:

32bit Machines: HKEY_CURRENT_USER\Software**EMS Software\Version44.1**

There will be two string values—one for the server and one for the database.

Option 2: Use switches in the executable

There are two switches that can be used with the applications executable (ems.exe). You can use these within a shortcut that you give to the user to specify the Server and Database for them.

```
/s=Servername.domain.local
/d=DatabaseName
```

1. Replace "`Servername.domain.local`" with the Domain name of your Database Server and `DatabaseName` with the Database of the Database of EMS that the user needs to connect to.

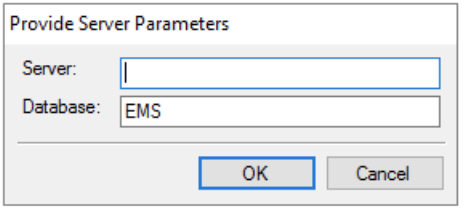
For Example "`C:\Program Files(x86)\EMS\EMS.exe /s=Servername.Domain.local /d=DatabaseName`"

ESTABLISH NETWORK CONNECTIONS

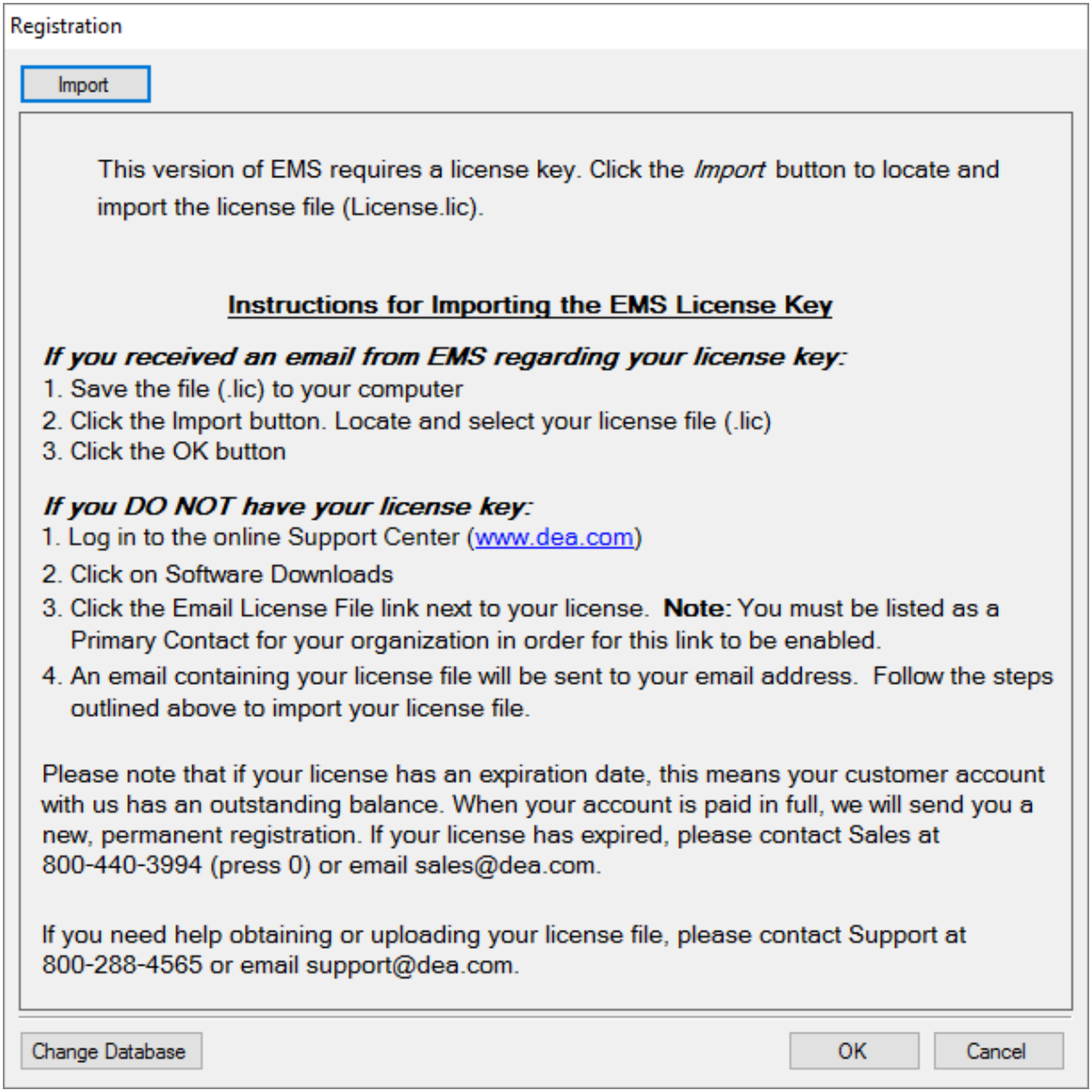
The conventional EMS Desktop Client connects directly to the database server for all related transactions. The EMS Desktop Clientmay also need to connect to the following services:

- EMS Web Server
- SMTP Server
- LDAP Server

1. Verify that the prerequisite software has been installed.
2. Secure the **EMSClient.msi**. (See Obtain Installation Files for EMS Desktop Client below.)
3. Run **EMSClient.msi** on the client workstation. Follow the on-screen prompts. It is recommended that you accept the defaults.
4. Start **EMS** from the shortcut located on your desktop.
5. In the Provide Server Parameters dialog box, enter the name of your EMS Server and Database.



6. Click **OK**.
7. The system displays a message asking you to import your registration information. Click **OK**.
8. The Registration screen appears. Follow the instructions outlined on the screen to import your EMS license key.


Registration
Import
This version of EMS requires a license key. Click the *Import* button to locate and import the license file (License.lic).
Instructions for Importing the EMS License Key
If you received an email from EMS regarding your license key:
1. Save the file (.lic) to your computer
2. Click the Import button. Locate and select your license file (.lic)
3. Click the OK button
If you DO NOT have your license key:
1. Log in to the online Support Center (www.dea.com)
2. Click on Software Downloads
3. Click the Email License File link next to your license. **Note:** You must be listed as a Primary Contact for your organization in order for this link to be enabled.
4. An email containing your license file will be sent to your email address. Follow the steps outlined above to import your license file.
Please note that if your license has an expiration date, this means your customer account with us has an outstanding balance. When your account is paid in full, we will send you a new, permanent registration. If your license has expired, please contact Sales at 800-440-3994 (press 0) or email sales@dea.com.
If you need help obtaining or uploading your license file, please contact Support at 800-288-4565 or email support@dea.com.
Change Database
OK
Cancel

> **Note:** Your license key only needs to be imported once.

9. At the EMS login screen, type **admin** as both the User ID and the Password.
10. Click **OK**.
11. You are now ready to begin using the system. You can begin defining your data following the instructions in Setting Up EMS or you can install to additional client computers by repeating **steps 1-6** above.

OBTAIN INSTALLATION FILES FOR EMS DESKTOP CLIENT

The latest release of EMS can be downloaded from the online Support Center.

1. Go to www.emssoftware.com and enter your Email Address and Password in the Support Center area.
2. Click the Software downloads link.
3. Download the following files. (Required for both first time installations and upgrades.)

- EMS License (License.lic)–License file required to activate your EMS software.
- EMS Server Install (EMS.ServerInstall.exe)–File used to install or upgrade the EMS databases on your Microsoft SQL Server.
- EMS Client (EMSClient.msi)–File used to install or upgrade the EMS desktop application.
- EMS Email Notification (EMSEmailNotificationSetup.msi)–File used to install the EMS Email Notification service (an optional system component.) See Installing the EMS Email Notification Service.
- EMS Campus Auto Sync Service (EMSCampusAutoSyncSetup.msi)–EMS Campus only. File used to install the optional EMS Campus Auto Sync Service (an optional system component.) See Installing the EMS Campus Auto Sync Service.

Upgrade Considerations for EMS Desktop Client V44.1

When planning your upgrade to the EMS Desktop Client V44.1, be sure to take the following changes in functionality into consideration.

EVERYDAY USER PROCESS TEMPLATE CONFIGURATION

After you upgrade your system, all everyday user process templates will be set to *Enabled for Web Application.* This means that these templates will be potentially available to everyday users of the EMS Web App (under the *Create a Reservation* menu). If you would prefer that a template is only available to users of EMS for Outlook and/or EMS Mobile App, you must disable the setting *Enabled for Web Application* under the process template's configuration (*Configuration > Everyday User Applications > Everyday User Process Templates > Edit* the template > *Process Template* tab).

The following process template settings will also persist after upgrade:

- *Allow Invitations =Enable Integration to Microsoft Exchange*
- *Outlook = Enable EMS for Outlook*
- *Enable for Mobile Device = Enable for EMS Mobile App.*

EVERYDAY USER WEB MENU CHANGES

- After you upgrade, all everyday user process templates will move under the *Create a Reservation* parent menu.
- All custom web menus (*i.e.,* any non-system-generated web menus such as *Browse, Create a Reservation, Help,* etc.) will move under the *Links* menu. Administrators can change the sequence of these custom menus and/or move custom menus to the *Help* menu by changing the web menu configuration (*Configuration > Everyday User Applications > Web Menus).*

ADDITIONAL DEFAULT SETTINGS

- If the existing *Default Setup Type*for a room does not match a Setup Type configured as *In Use, Default Setup Type* will revert to *(none).*

ADDITIONAL SYSTEM CHANGES

- TMS and Polycom DLL access will be controlled by both EMS Desktop Client user permissions and licensing. In order for a user to access the desktop client menu for TMS or Polycom settings, an administrator must apply these settings to the user or the user's template under *System Administration > Security > Users* or *User Templates.*

NO CONSIDERATIONS NEEDED

The following items, which are typically affected by EMS upgrades, are not affected for this release.

- Any label changes within the desktop client
- Parameter Tab/Area/Name Label Changes or Reassignments
- New functionality introduced with v44.1

Upgrade Instructions

In order to upgrade EMS, you must perform two operations:

- Upgrading the EMS Server Components
- Upgrading Individual Workstations
- EMS Desktop Client Web Deployment
- Installing Additional EMS Services

> **Note:** If you are upgrading from a version of EMS released prior to server version 35, please contact Customer Support.

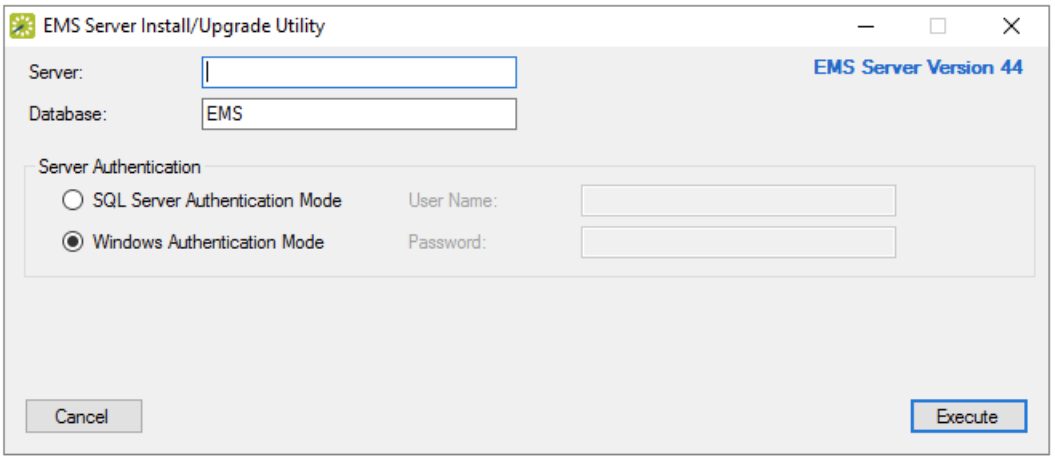
> Tip: You can see a summary of all EMS Updates for V44.1 here.
> To learn more about our release update process, See Also Updating to the Latest Version of EMS and How Are EMS Applications Updated?

UPGRADING THE EMS SERVER COMPONENTS

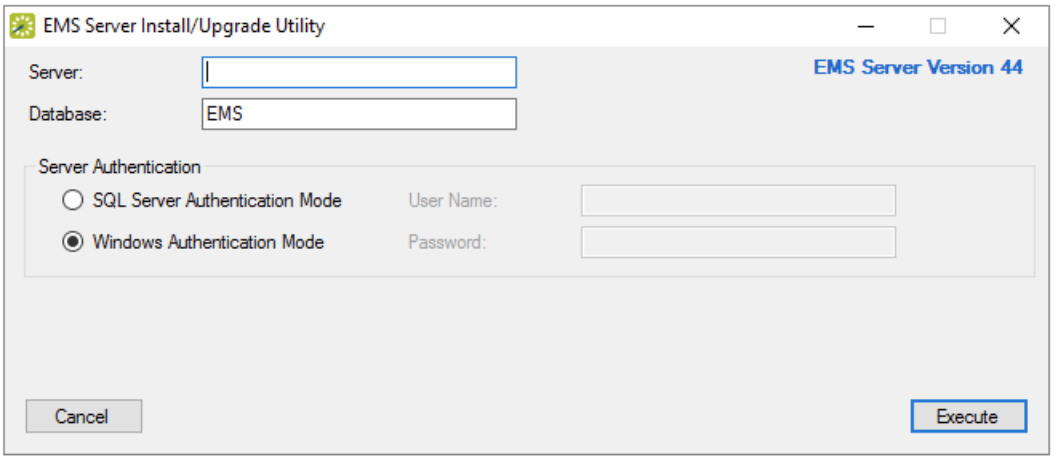
The server upgrade process will upgrade the EMS databases on your MS SQL Server. If you are upgrading from EMS Enterprise 4.x or below, your existing **EMSEnterprise_Master** database (which contains licensing information) will be replaced by a new **EMS_Master** database, and your existing **EMS** database will be upgraded to the current version.

> **Note**: A *Microsoft SQL Server SA* level account will be required to execute the database upgrade process.

1. Download the **EMS.ServerInstall.exe** file from the EMS Support Portal.
2. Using **SQL Server Management Studio**, back up your existing EMS databases.
3. Run **EMS.ServerInstall.exe**. (This .exe can be run from any PC that has access to your database server.)



4. In the Server field, enter the name of the MS SQL Server.
5. In the Database field, enter the name of the EMS database you wish to upgrade.
6. In the Server Authentication area, specify your MS SQL Server authentication credentials. If SQL Server Authentication Mode is selected, you will be required to specify a User Name and Password.
7. Click the **Execute** button. A Backup Database popup will appear.
8. Click **Yes** to acknowledge that you have backed up your EMS databases and it is OK to continue. You have completed the upgrade process for the server portion of EMS. Next you will upgrade individual workstations.



Note: For information on installing the optional Email Notification Service or the EMS Campus Auto Sync Service (EMS Campus only), see Installing or Upgrading the EMS Email Notification Service and/or Installing or Upgrading the EMS Campus Auto Sync Service.

UPGRADING INDIVIDUAL WORKSTATIONS

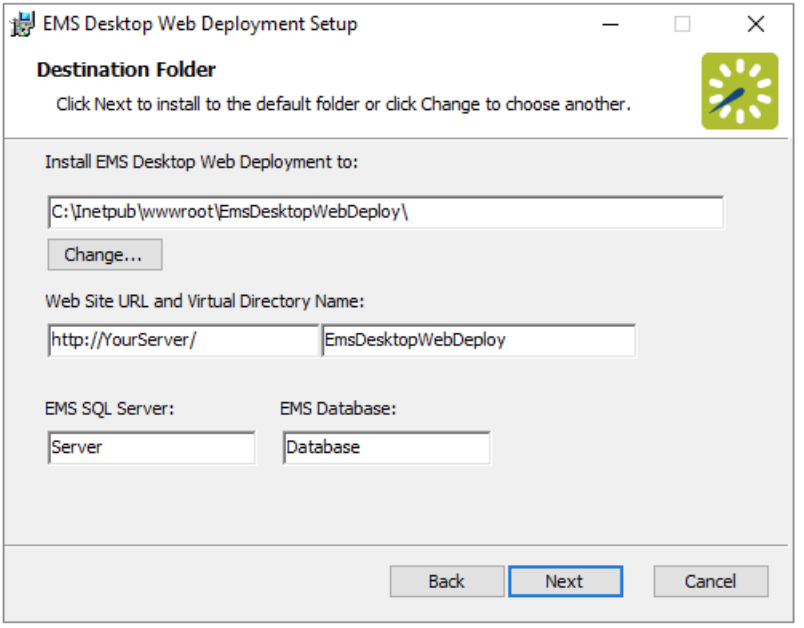
Follow the procedures below to upgrade individual workstations to EMS Desktop Client.

EMS DESKTOP CLIENT WEB DEPLOYMENT

> **Notes:** Before beginning the installation process, please install or upgrade your EMS databases. To learn more about EMS Desktop Client Web Deployment, **See Also:** EMS Desktop Client Web Deployment Decision Guide. If you choose not to use this option, skip to the Conventional Desktop Client Installation section.

1. Manually *uninstall* any previous versions of EMS Desktop Client Web Deployment on your web server.
2. Verify that the prerequisite software has been installed.
3. Download the **EMSDesktopWebDeploySetup.msi** file onto the web server that will be running EMS Desktop Client Web Deployment.
4. Run the **EMSDesktopWebDeploySetup.msi** as an administrator.

5. The first screen welcomes you to the EMS Desktop Client Web Deployment Setup Wizard. Click **Next** to begin the installation process. The *Destination Folder* dialog will appear.



6. Select the destination folder where you wish to install the EMS

   EMS Desktop Client Web Deployment. The installation process will create a new physical directory on your web server based on the destination folder path you entered (“EMSDesktopWebDeploy” in the example above.).

7. In the **Web Site URL and Virtual Directory Name** fields, enter your SQL instance name.
8. In the **EMS Database** field, enter your Database Name: the Virtual Directory Name will default to the destination folder specified in Step 6. 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 ("EMS Desktop Web Deploy" in the example above.)
9. If you will be using a Load Balancer with the EMS Desktop Web Deploy application, enter the Name or IP Address of your server in the **EMS SQL Server** field.
10. Click **Next**.

> **Note**: The EMS Desktop Client Web Deployment 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 Desktop Client Web Deployment.

11. The *Ready to install* the EMS Desktop Client Web Deployment window will appear. Click **Install**.

12. The *Completed EMS Desktop Client Web Deployment Setup Wizard* window will appear. Click **Finish**.
13. After following the steps above, verify your EMS Desktop Client Web Deployment installation by opening a browser and entering the address:

http://[ServerName]/EMSDesktopWebDeploy/ (replace [ServerName] with the name of your web server)

> **Note:** The first time you launch the EMS Desktop Client Web Deployment, it may take a few extra moments for the page to display. If you encounter any issues, please contact Customer Support for assistance.

INSTALLING ADDITIONAL EMS SERVICES

All optional EMS features, services, and add-ons are listed here. You may need to install or upgrade additional features.

Downgrade the EMS Desktop Client Web Deploy

When determining whether you organization wants to revert to an older version of the EMS Desktop Client, follow the steps below.

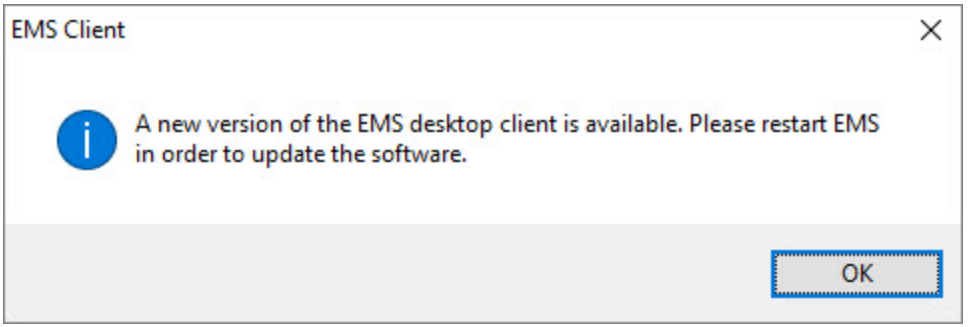
> Note: You cannot roll back an EMS Patch once it has been applied. Please read the release notes each month to determine if an upgrade is necessary for your organization. As a best practice, it is recommended that your system remain current on EMS Desktop Client builds and patches.

1. Uninstall the newer version of the EMS Desktop Client Web Deploy.
2. Run the installer for the older version of the EMS Desktop Client Web Deploy.

> Notes: Once the older version of the EMS Desktop Client Web Deploy is installed, users will need to close EMS before they will be downgraded to the older version of the software. Any user who has an

> individual install of the EMS Desktop Client will also need to have that individual install rolled back, by uninstalling the EMS Client and installing the older version.

3. After the users' EMS Desktop Clients have been downgraded, they will receive a message stating there is new client software available:



If you wish to avoid this prompt from presenting to your users, after installing the older version of the EMS Desktop Client Web Deploy, run the following script against the EMS database:

Update tblServerVersion

set ClientVersion = NULL

CONTACT CUSTOMER SUPPORT

If you have further questions, please contact Customer Support.

- **Option 1 (Recommended):** Submit a Ticket directly via the EMS Support Portal.
- **Option 2:** Email **support@emssoftware.com**.
- **Option 3 (Recommended for critical issues only):** Phone (800) 288-4565

Important: If you do not have a customer login, register here.

Installing Custom Reports in EMS Desktop Client

If your organization has a custom developed report that needs to be deployed there are two methods, one through the EMS Desktop Client Web Deploy and another through the EMS Desktop ClientInstall.

EMS DESKTOP CLIENT WEB DEPLOYMENT

1. Obtain your organization's Custom Report DLL and SQL Overlay script from support.
2. Locate the EMS Desktop Client Web Deployment location on the Web Server. Typically this is C:\inetpub\wwwroot\EmsDesktopWebDeploy\.
3. Open the Installer folder and locate the EMS.zip file.
4. Unzip the EMS.zip file to a location on the PC.
5. Place the Custom Report DLL in the EMS folder.
6. Zip the new EMS folder containing the DLL and name the zip file EMS.
7. Place new EMS.zip file containing the Custom Report DLL back in the Installer folder.

EMS DESKTOP CLIENT INDIVIDUAL INSTALL

1. Obtain your organization's Custom Report DLL and SQL
2. Overlay script from support. Locate the local install of the EMS Client. Typically it is: C:\Program Files (x86)\EMS\.
3. Place the Custom Report DLL in the EMS folder.