EMS KIOSK APP Installation Guide

V44.1

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CHAPTER 1: Introduction to EMS Kiosk App

> **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.

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.

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

CHAPTER 2: 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. Log into the EMS Customer Portal.
2. From the **Downloads** dropdown, click the **EMS Software** link.
3. From the **Software and Documents** library, click the **44.1 Releases & Patches** link.
    4. Download the EMS Platform Services (**EMSPlatformServices.msi**) file.
    5. 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**.

6. When all prompts have been completed, click **Install**. The API is installed on your web server.
7. 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. Log into the EMS Customer Portal.
2. From the **Downloads** dropdown, click the **EMS Software** link.
3. From the **Software and Documents** library, click the **44.1 Releases & Patches** link.
4. Navigate to the EMS Kiosk App (**EMS.Kiosk.App.msi**) file and download. (Required for both first time installations and upgrades.)

CHAPTER 3: 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.
Kiosk stand and enclos-ure 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.

CHAPTER 4: Install or Upgrade the EMS Kiosk App

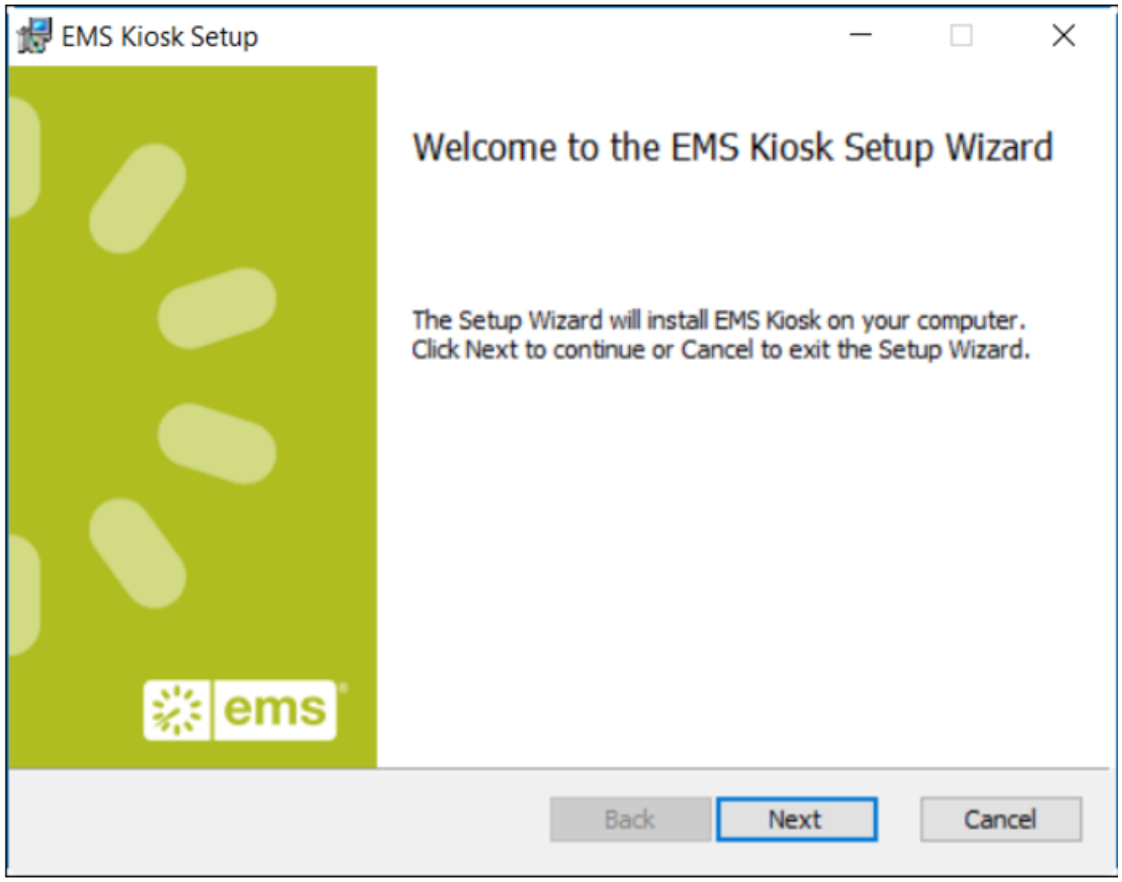
1. Verify that the System Requirements and Prerequisites for EMS Kiosk App have been fulfilled:
    a. Patches
    b. API
    c. .NET Core Windows Server Hosting Bundle:
        i. Run the installer.
        ii. When complete, open a CMD prompt as an Admin.
        iii. Right-click the **Start** button 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.

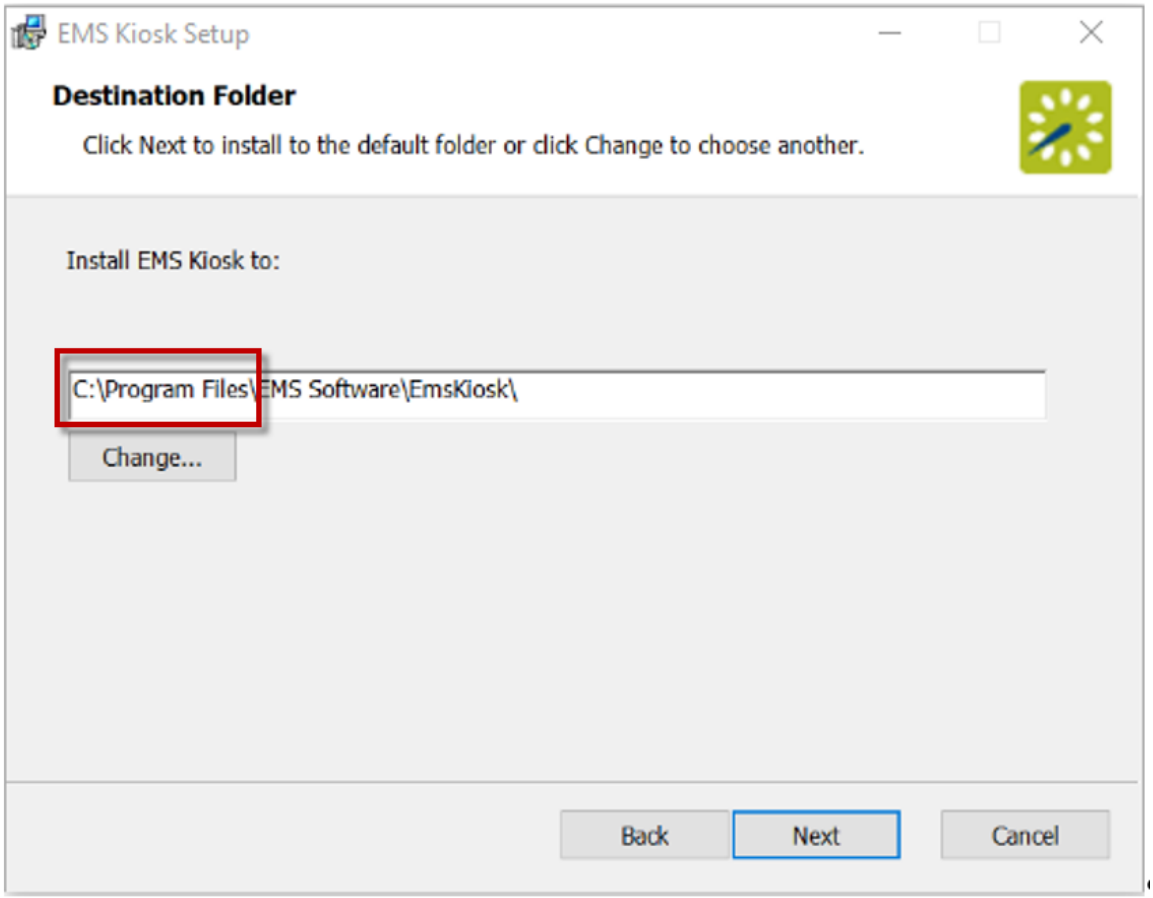
Welcome Screen to the EMS Kiosk Setup Wizard



7. The Destination Folder screen will appear.

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

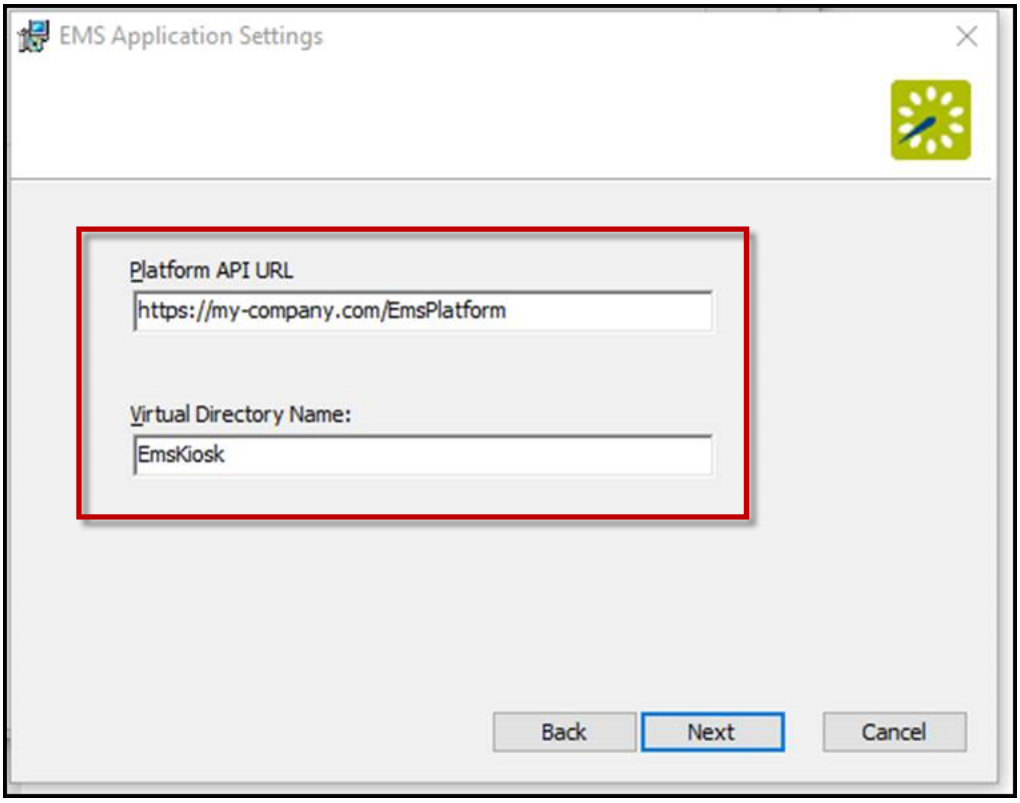
Destination Folder



> **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.

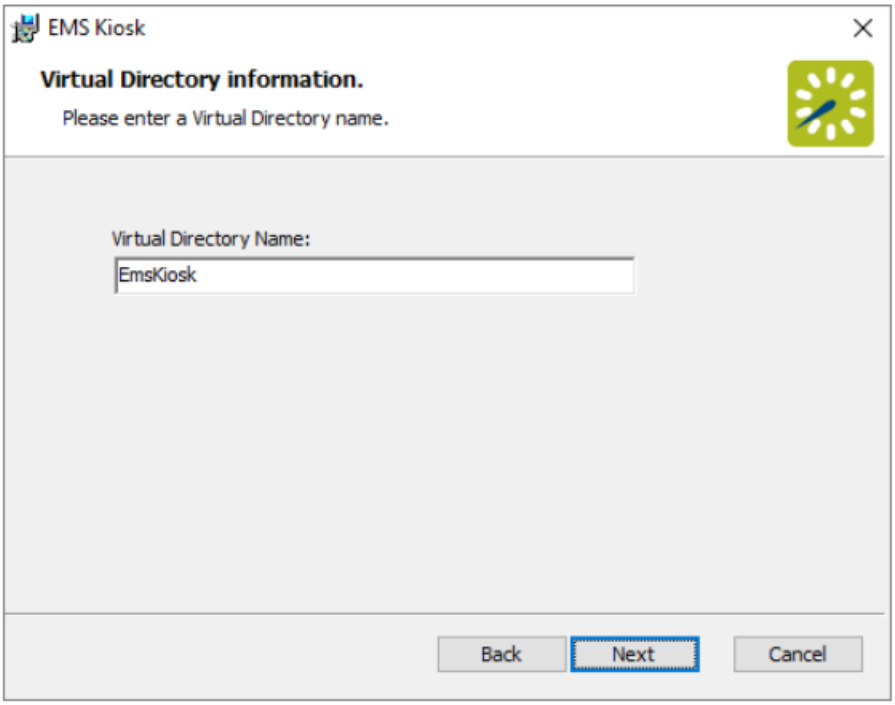
8. In the EMS Application Settings screen, enter the EMS Platform Services URL and specify the Virtual Directory Name. See Also EMS Platform Services Installation Guide.

EMS Application Settings Screen



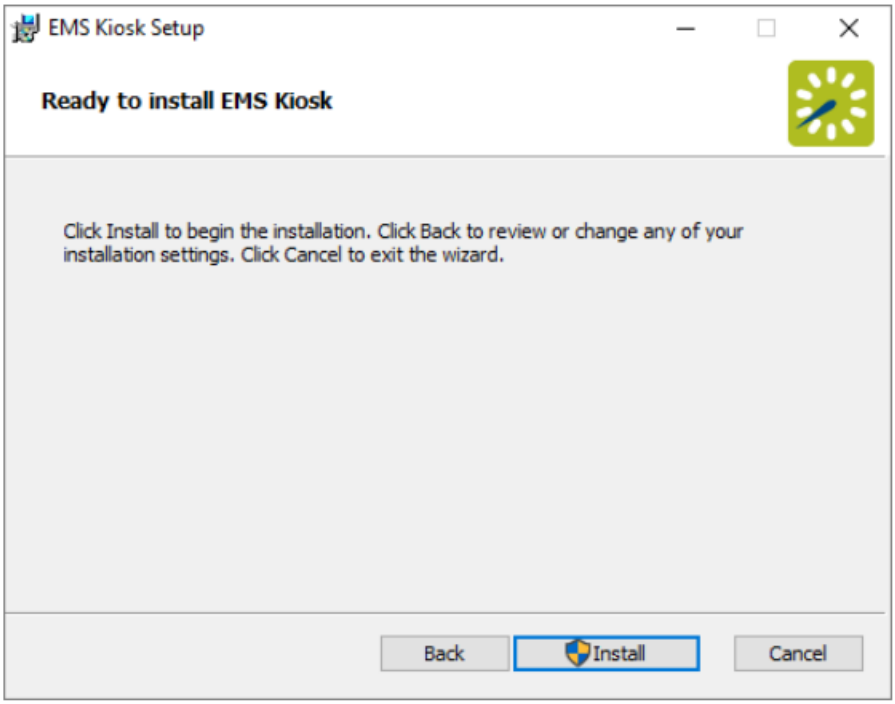
9. Enter your EMS Kiosk App path and click **Next**. The Virtual Directory screen will appear.

Virtual Directory

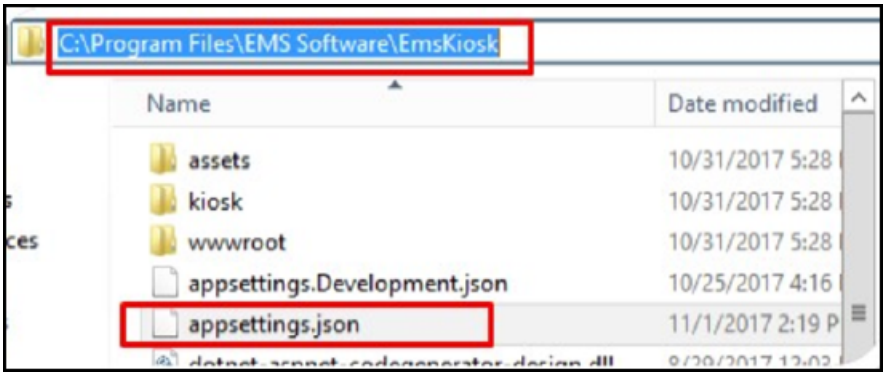


10. Enter the name you want to give to the virtual directory. Click **Next**. The Ready to Install screen will appear.

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.



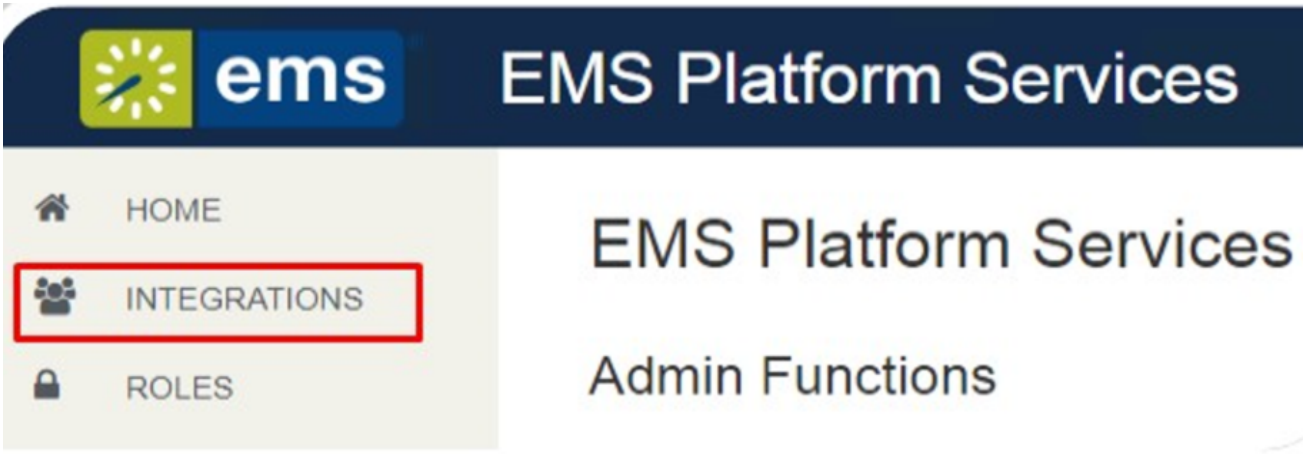
13. Search for the section, "Platform Options." DO NOT EDIT ANYTHING except the next steps. If there are multiple (load balanced) nodes, you need to apply the Client Secret to all of them.
14. Add a new line below the first {.

    Type in:

    “SecureCookies”: false,

15. Navigate to your Platform Services URL and log-in.

16. Choose the **Integrations** Area.

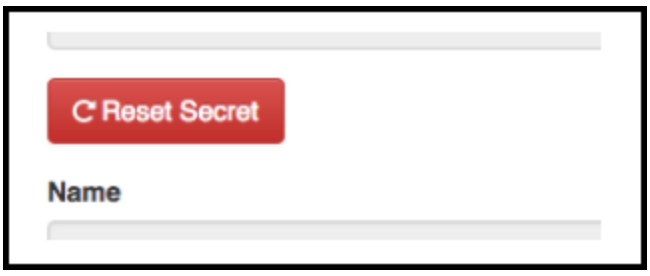


17. Select the EMS Kiosk service.
    a. Copy the Client ID.
    b. In your notepad file, replace the Client ID area between the quotation marks. Do not delete the commas.

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.

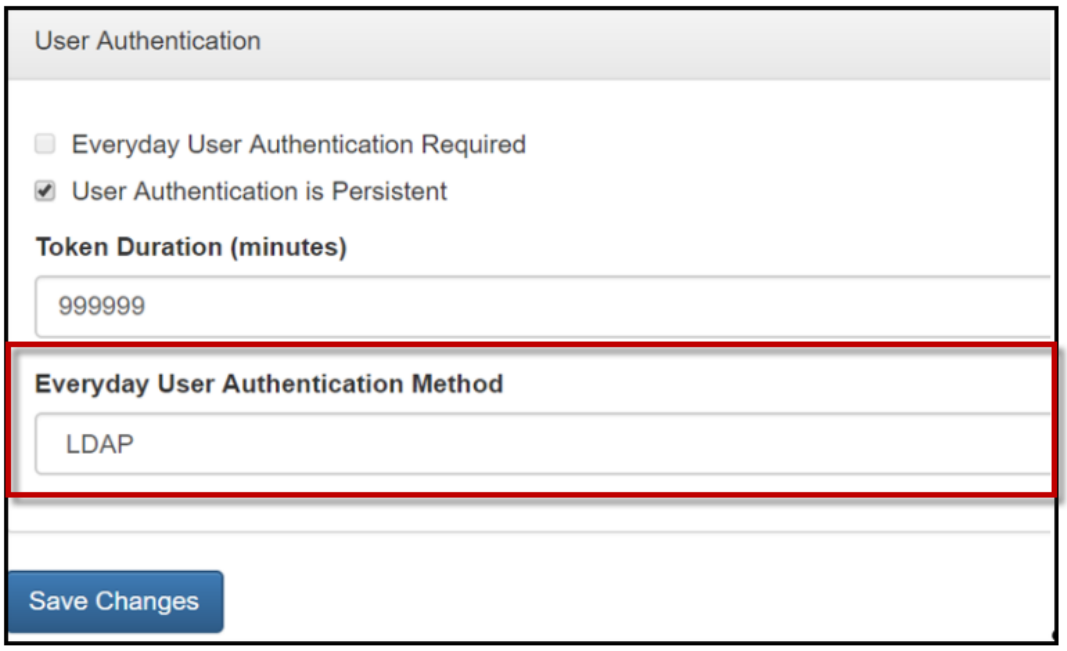
Sample ClientSecret Value

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**.

PROVISIONING AUTHENTICATION FOR THE EMS KIOSK APP (FOR ADMINISTRATORS)

> Note: For provisioning authentication in the EMS Kiosk App, only LDAP and Native authentication methods are supported.

1. Navigate to the EMS Platform Services Admin Portal. Choose the “Everyday User Auth Method” dropdown, and set to either **LDAP** or **EMS Native**.



» If selecting LDAP, ensure LDAP is configured per EMS LDAP authentication requirements.

» If selecting Native authentication, configure the username and password field in the EMS Desktop Client menu bar. Click Configuration > Everyday User Applications > Everyday Users.

2. Click **Save**.

> **Note**: This setting controls the authentication method for EMS Kiosk App provisioning **only**. Everyday User authentication and validation within the EMS Kiosk App is managed per profile per Security Parameter. For more information on Profile Security Parameters, see Parameters Tab.

3. Clear cache in EMS Platform Services and in the EMS Web App Admin.

> **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,
...

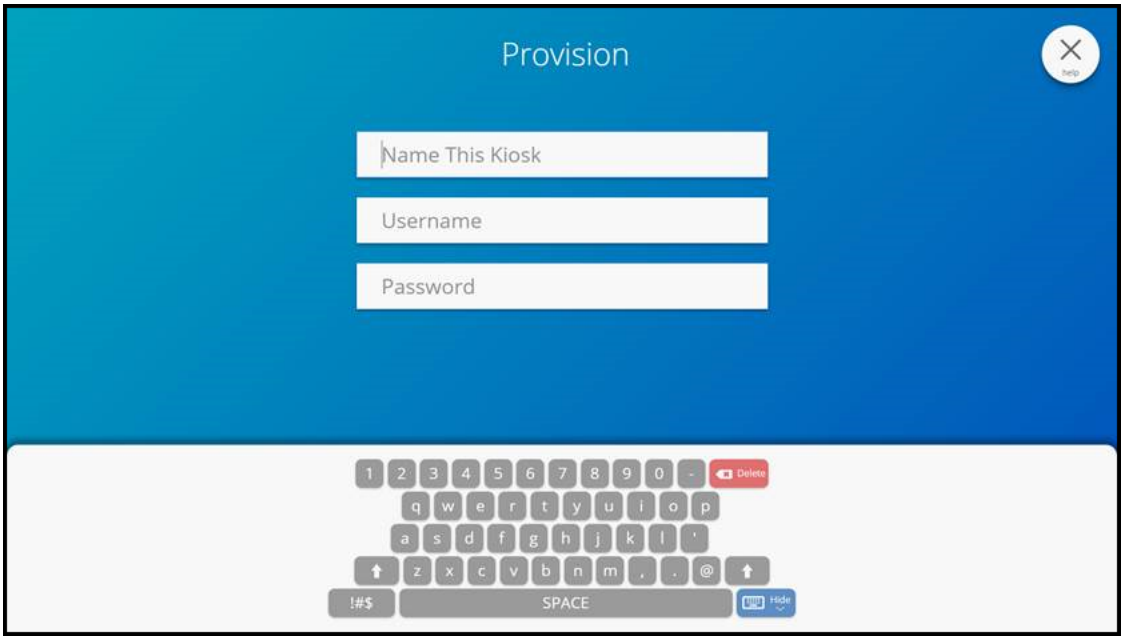
CHAPTER 5: Launch EMS Kiosk App

> **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



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 logfiles.

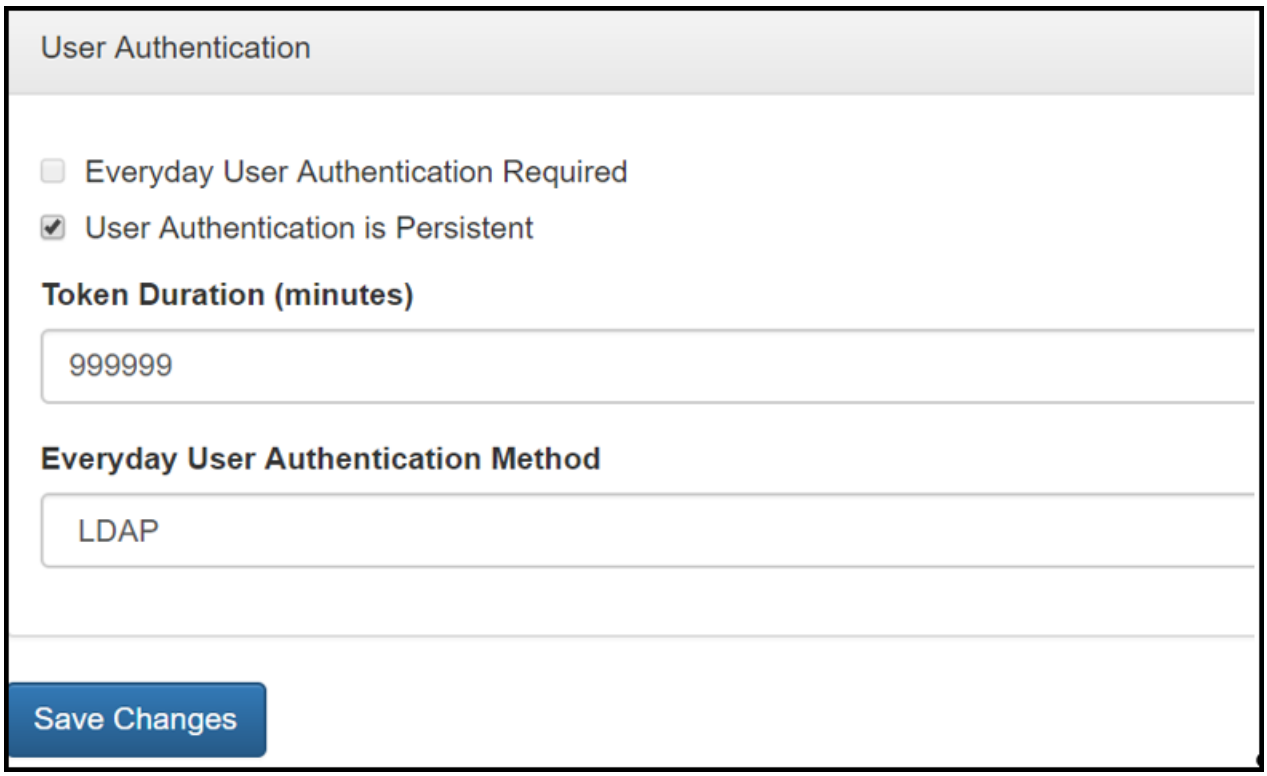
> **Important**: Please note that each provisioning instance of the EMS Kiosk App requires a unique name.

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 second 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.

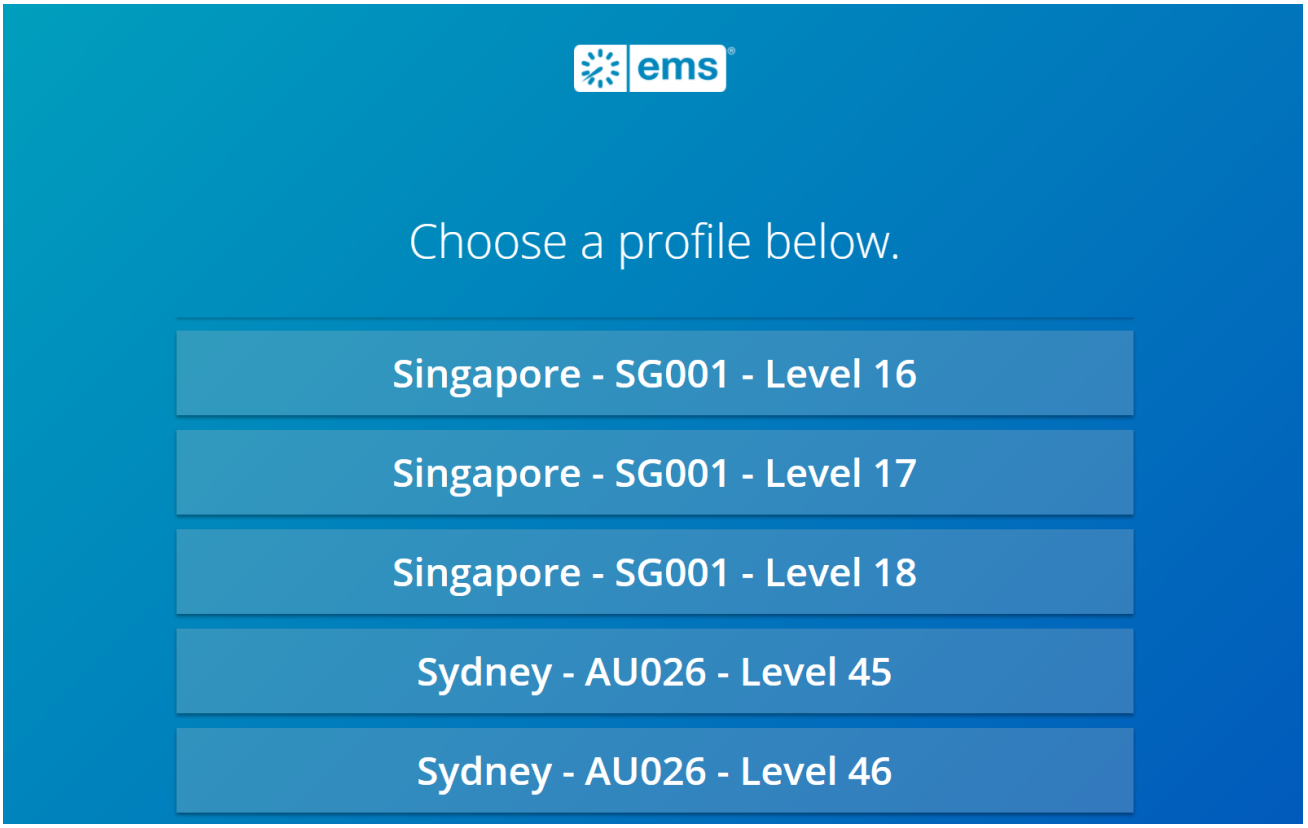
Platform Services User Authentication



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

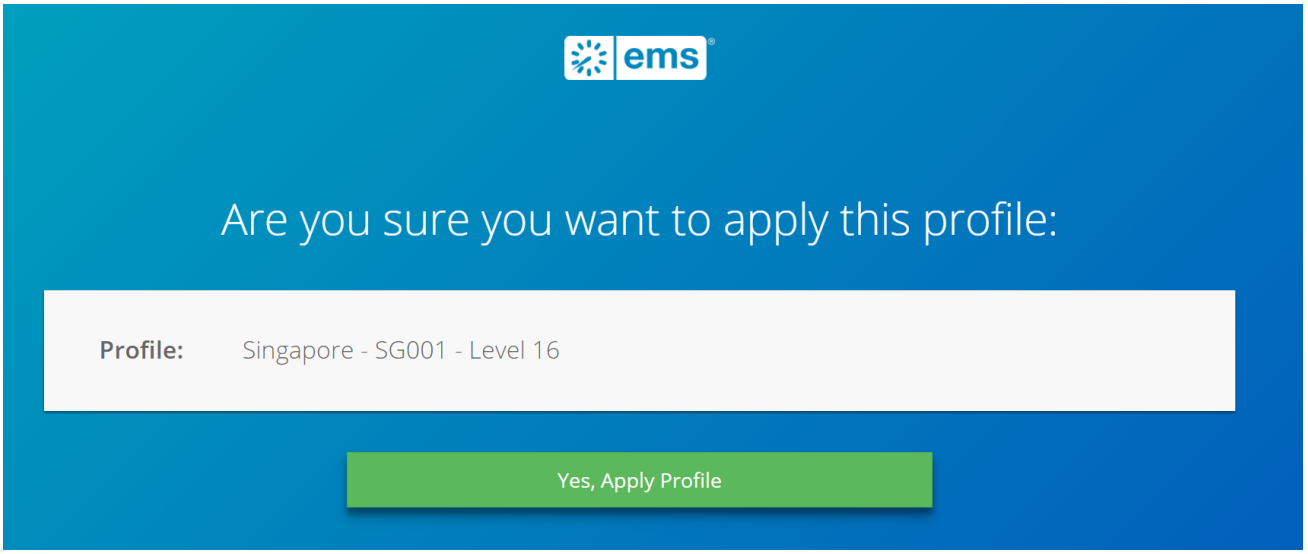
4. After entering those credentials, the Kiosk Profile Selection screen will appear.

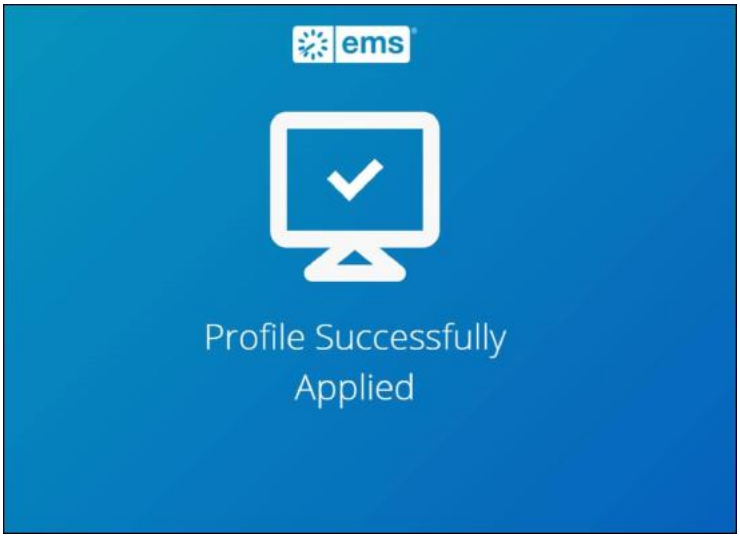
   EMS Kiosk Profile Page



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





Welcome to
ems