

RoomView Server Edition Release Notes

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I. Introduction

Congratulations! You have received a copy of Crestron's RoomView Server Edition software package. RoomView SE is a client-server based application that provides enterprise-wide connection to all of your Crestron controlled rooms. The background services run continuously to monitor equipment status and send alert notifications when needed. An intuitive, browser-based interface provides user access from any desktop. For assistance with RoomView, please contact Crestron's True Blue Technical Support team by calling 1-888-CRESTRON.

II. Software Upgrades

Previous versions of RoomView Server Edition must be uninstalled before installing a new version.

III. Revision History

Version 7.2.0018

- I **R25 Scheduling** - RoomView now includes scheduling support for Resource25.
- I **FIXED: ActiveCNX** - A problem was resolved where RoomView would not reconnect to a processor or device if the device was restarted.
- I **FIXED: Lotus Notes Address Book** - A problem with Lotus Domino resources was resolved where attempting to access the address book too frequently caused timeouts when retrieving calendar schedules.
- I **FIXED: Auto-Discovery** - A problem was resolved where a room added via auto-discovery would not apply the Free Busy Attribute to the discovered symbol.
- I **FIXED: Navigation Tree Script** - A problem was resolved where rendering room status in the navigation tree would timeout before completion.
- I **FIXED: Attribute Email Notification** - A problem was resolved where a room with two symbols was not correctly sending email notifications for analog attributes with MAX operator.
- I **FIXED: Lotus Notes Room Names that contain slashes.** Using /OU= to encode slashes.

Version 7.2.0014

- I **End Scheduled Meeting** - RoomView now includes an option to end a scheduled meeting early from a TPMC-4SM touchpanel. An updated TPMC_4SM program is required.
- I **FIXED: Installer** - Multiple problems were resolved related to installations that either failed to uninstall correctly or install correctly.
- I **FIXED: Default Organizer Account in Lotus Notes** - A problem was resolved where a "Default Organizer" account had to exist in Lotus Notes for meetings to be successfully reserved from a TPMC-4SM.
- I **FIXED: Auto-discovery of Free Busy Status** - A problem was resolved where a room added via auto-discovery would not apply the Free Busy Attribute to the discovered symbol.
- I **FIXED: Serial Attributes Containing "||"** - A problem was resolved where serial attributes containing string data with a "||" would cause rendering problems in the user interface.
- I **FIXED: Room Names Not Sorted in Plug-ins** - A problem was resolved where room names were not sorted alphabetically in the WebCam and e-Control plug-ins.

Version 7.2.0012

- I **Windows Server 2008 R2** - The installer now supports Windows Server 2008 R2 64bit.

- | **FIXED: SQL 2000 Upgrade Support** - The installer correctly updates existing SQL 2000 databases.
- | **FIXED: Room Templates Exception** - A problem was resolved that caused an exception when editing or using existing room templates.
- | **FIXED: Paging Issue** - A problem was resolved where paging would not work on the Rooms monitoring tab.
- | **FIXED: Graphic Display of Analog Attributes with Maximum or Minimum Operator** - A problem was resolved where a room with multiple symbols using the maximum or minimum operator would show the incorrect attribute values for the room icon.
- | **FIXED: TPMC-4SM Available Rooms** - A problem was resolved where the available room list was not being returned to the TPMC-4SM correctly. This fix requires the latest version of the TPMC-4SM scheduling program.
- | **FIXED: Timeout in Navigation Tree** - A problem was resolved where a web timeout would occur while rendering room status in the navigation tree.
- | **FIXED: GMT Timezone Setting** - A problem was resolved where the user profile would not retain the timezone when "GMT" was specified.

Version 7.2.0010

- | **Symbol Auto-discovery** - RoomView can now automatically add symbols with all signal and attribute data when adding a room where the processor is specified. This feature requires an update to version 7.2 of the program symbol.
- | **Geographic Regions** - Rooms can have location specified by geographic region. Default regions include Country, State, City, and Street. Regions can be defined for tree nodes and be inherited by child rooms. Geographic rooms can be used as a search parameter when searching for rooms.
- | **Room Search** - Selecting rooms for a meeting can be performed through a search feature that enables the user to find rooms based on geographic region, equipment in the room, custom fields, and scheduling availability. This feature requires WebDAV protocol for mailbox access when using Exchange 2003, and requires Exchange Web Services (EWS) protocol for mailbox access when using Exchange 2007. For rooms where WebDAV protocol is specified with Exchange 2007, the room search feature will not work.
- | **RoomView Scheduler** - RoomView now supports native scheduling for meetings and events with no requirement for a third-party scheduling service such as Microsoft Exchange Server.
- | **Exchange Web Services** - RoomView supports Exchange Web Services for calendar access in Microsoft Exchange Server 2007.
- | **Room Status in Navigation Tree** - The navigation tree graphically shows a summary of rooms that are not connected or have an active help request or error in the room.
- | **New Installer & Configuration Manager** - A new installer simplifies the process of installing RoomView. The enhanced configuration manager provides access to all the settings to setup RoomView.
- | **New Themes & Icons** - The user profile now contains a variety of new themes to choose from and a new icon set provides a simplified look.
- | **Additional Languages** - The complete list of supported languages now includes: English (US), English (UK), French, German, Italian, Norwegian, and Spanish.
- | **Windows Server 2008 & 64bit** - RoomView now supports Windows Server 2008 as well as 32bit and 64bit versions of Windows Server 2003 and Windows Server 2008.
- | **Lotus Notes** - Room scheduling using Lotus Notes as the scheduling provider is supported.

Version 7.1.0180

- | **Direct Device Control** - RoomView can monitor and control the Crestron CEN-UPS (and other real-time-join devices in the future) directly; a control processor is not required. (See [Additional Software Requirements](#) for some important information.)
- | **Language Localization** - Text in the Web Client can now be shown in the following languages in addition to English: French, German, Italian, and Spanish.
- | **Room Templates** - Room templates can now be used to define how a room will be added to the database. It includes processor, symbol, asset, attribute, and user information. The template will enable the user to add multiple rooms quickly that match the template definition.
- | **New Security Policies** - A new functional policy enables or disables a user's ability to access the *Send Action* menu in the room tree. Another new policy will hide or show attribute groups based on the policy definition.
- | **Type Validation for Custom Fields** - RoomView will validate user input data in custom fields for rooms and assets so that strings cannot be entered for integer fields, etc. New date and memo custom field types have been added.
- | **Show Room Names in Asset List View** - The list of assets in the asset tab view will contain a column to show the room name that an asset is associated with.
- | **Show Room Detail from Plug-ins** - Rooms listed in plug-in controls will be clickable links to display the room detail view.
- | **Additional email addresses for users** - The user can enter up to four email addresses in their profile for receiving email notifications from RoomView. The email service will send to all addresses specified for a user. Plus users can disable email notification in their profile.
- | **Audible Alerts** - A user-defined option will play distinct audio alarms when an incoming help request or error alert is received.

- | **FIXED: Unable to send plain-text emails** - Email notifications always defaulted to HTML format. Now if the user has specified plain text format in the profile, RoomView will send notifications in plain text.
- | **FIXED: Able to add multiple roles with the same name** - New installations and databases will now be forced to provide unique role names for new roles. Existing databases will still permit this.
- | **FIXED: Blank Asset Tag on update** - A problem where information added to the *Asset Tag* field of an asset was not being saved to the database is resolved.

Version 7.1.0166

- | Support for the **Report Viewer** add-on
- | Implemented a strategy to detect overlapped schedule requests and cancel superfluous outstanding requests to improve performance.
- | Improved logging, particularly for the Schedule Service.

Version 7.0.0161

- | Improved stability and performance for the Schedule Service by detecting overlapping requests and caching LDAP.
- | Implemented a strategy to detect overlapped schedule requests and cancel superfluous outstanding requests to improve performance.
- | Improved logging, particularly for the Schedule Service.

IV. Known Issues

Installation

Configuration

Database

- | The database name cannot include a hyphen character ("-").
- | The database only supports standard alpha-numeric characters (A-Z, a-z, 0-9); no validation for special characters ('', '<', '>', '&').
- | Creating or updating a database using a custom port for the SQL Server connection is not supported.

Administration

- | For rooms that use WebDAV calendar access, a room alias must be specified in order for those rooms to be returned as part of a room search.
- | Adding the TPMC-4SM driver to RoomView will successfully add the Free Busy Status attribute to the database; however, the attribute is not properly set as 'reserved' and therefore could be inadvertently deleted.

Monitoring & Asset Management

- | Support for generation X controllers (e.g. CNMSX-Pro) is limited to version 6 symbols. Offline feedback is not detected in real-time.
- | In order to communicate with Direct Device Assets in direct-connect mode (Toolbox) mode, the Crestron Toolbox Server must be installed on the RoomView server. (See [Additional Software Requirements](#) for more information.)
- | Running Crestron Toolbox or other products that use the Toolbox (e.g. SIMPL Windows or VT Pro-e) on the RoomView server system will conflict with Direct Device Asset support. Results are not predictable. Avoid running these utilities while RoomView SE is running.
- | If Exchange OWA is open concurrently with RoomView (either in a separate IE browser or on a separate IE tab) and you log out of OWA, it may result in unexpected logout of RoomView. Results are not predictable.
- | Moving a direct device asset (such as CEP-UPS and TPMC-4SM) from one room to another must be accomplished by deleting the asset from the original room and adding it to the new room.

Scheduling

- | Lotus Notes is not compatible with a 64bit Windows environment and will not work with RoomView when RoomView is installed on Windows Server 2003 64bit or Windows Server 2008 64bit.

- | The room search feature is not supported when using WebDAV protocol for mailbox access with Exchange 2007. This feature requires Exchange Web Services (EWS) protocol for mailbox access with Exchange 2007 or WebDAV protocol for mailbox access with Exchange 2003.
- | Editing a meeting in RoomView that was created from Lotus Notes will delete and re-create the meeting on the calendar. This may cause the meeting to momentarily disappear from the calendar.
- | RoomView will not always detect a double-booked room when a meeting is added to a room's calendar through Microsoft Outlook and a second meeting is added for the same time to the same calendar through RoomView.
- | Using multiple user accounts to authenticate to Exchange mailboxes with WebDAV protocol can result in inconsistent search results when searching for availability. We recommend running the schedule service with one specific domain account or using one account to provide access to every rooms' calendar.
- | A recurring meeting that includes multiple rooms where the rooms span multiple time zones may not reflect the correct time for instances of the meeting that occur after a daylight savings time change.
- | A recurring appointment using Exchange (EWS or WebDAV) that is updated to extend the number of occurrences may display at an incorrect time after DST transitions when viewed from a Web Client in a time zone with different DST transition dates.
- | Using multiple user accounts to authenticate to Exchange mailboxes with WebDAV or EWS protocol can result in inconsistent results when editing a meeting that includes multiple rooms. We recommend running the schedule service with one specific domain account or using one account to provide access to every rooms' calendar.
- | Changing a single-occurrence meeting into a recurring meeting via the Web Client does not work. We recommend deleting the existing appointment and creating a new one, or using an Exchange client such as Outlook as a workaround.
- | Adding a meeting through Exchange OWA takes a refresh cycle to be properly editable in RoomView. Please wait 5 minutes before attempting to edit an OWA meeting through RoomView.
- | A meeting scheduled by a Web Client user in a time zone that differs from that of the room or rooms in the meeting may not be correctly scheduled over a Daylight Savings transition if one time zone supports DST while the other does not.

V. Hardware & Software Requirements

Component	Minimum	Recommended
Computer System Model	Dell PowerEdge 1850	Dell PowerEdge 2850
Operating System	Windows Server 2003 Windows Server 2008 (32bit or 64bit)	Windows Server 2003 R2 Windows Server 2008 (32bit or 64bit)
Processor	Intel Xeon 3.0 GHz	Dual Core Intel Xeon 2.8 GHz
Memory	2 GB	8 GB
Hard Drive	400 GB	800 GB
Display Resolution	1024 x 768	1280 x 1024 or higher
Database Server	SQL Server 2000 or SQL Server 2005	SQL Server 2005
Groupware	Exchange 2003/2007 Standard or Enterprise Lotus Notes version 7.03	Exchange 2003/2007 Standard or Enterprise Lotus Notes version 8.5

VI. Additional Software Requirements

RoomView SE requires the following additional components:

- | .NET 3.5 Runtime
- | Internet Information Server 6.0 or 7.0
- | ASP.NET AJAX Extensions 1.0
- | SMTP Mail Server access
- | Crestron Toolbox or Toolbox SE, version 1.12.133 or higher (you can download the latest version from

[here](#)).

Crestron Toolbox is required to support symbol auto-discovery and direct device assets.

VII. Getting Started

RoomView requires user authentication before launching the application. A login dialog is presented to the user when the client starts. For a new installation, the default username is "Admin". The default password is "Admin". Click "Login" to run RoomView.

NOTE TO ADMINISTRATORS: Change the password for this user immediately to prevent unauthorized access to the software.

VIII. Licensing

An unlicensed version of RoomView Server Edition allows five symbol connections. An administrator may add more processor/symbol objects to the database, but only the first five added (or the first five read from the database) will attempt hardware connections. Call 1 888 CRESTRON to obtain a license for more connections.