Crestron Fusion® Software Add-in for Outlook® Software

Enterprise Management Platform

Installation Guide

Crestron Electronics, Inc.

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Crestron Fusion Software Add-In for Outlook Software: Enterprise Management Platform

Introduction

The Outlook Add-In adds the Crestron Fusion® software room booking wizard functionality to Microsoft® Outlook software when used with Crestron Fusion installed on-premises. This feature helps the user find available rooms and resources and sets actions and presets for meetings or appointments. This document is provided as an aid for installing the Outlook Web Service (OLWS) and Outlook Add-In (OLAI).

For more information on how to use the Outlook Add-In, refer to the Outlook Add-in Software User Guide (Doc. 7895).

NOTE: The OLAI is supported only on Crestron Fusion installed on-premises, and not on the Crestron® hosted service.

Rights

The rights to install the OLAI software depend on the company's choice of operating systems and security policies.

Version Compatibility

Crestron Fusion supports Microsoft Outlook versions 2007, 2010, 2013, and Office 365® software. Each new version of the OLWS and the OLAI supports all previous versions of the software. No compromise in existing functionality occurs. However, some new features might not be available if versions are mixed. To avoid any software issues, use the current version of the Crestron Fusion software. For additional information, contact the Crestron Fusion Support Group (FSG) at 1-888-273-7876 or e-mail fsg@crestron.com.

Configuration Settings

The configuration settings are held in a text file named OLAI.config. The configuration file contains the following settings:

ServerPath: The ServerPath is the URL to the OLWS without the file name.

Language: This is the language to be used in the OLAI User Interface (UI).

BookSingle: If the Book Single button is visible, then the value is true or false. BookSingle allows the user to quickly select a room for a meeting. The user can review the assets and custom fields for a particular room and bypass the room availability search. Microsoft Exchange declines the request if the room is busy.

Installation

The OLAI can be installed as a single instance on a PC or deployed to multiple PCs over a network using group policies. The OLWS needs to be installed before the OLAI on the on-premises Crestron Fusion server or in a place where the room, schedule, and asset services have access to the server.

The installation is a two-part process as follows:

1. Install the OLWS server-side software.

   Only one version of the OLWS is available. The OLWS installer is not specific to the 32- or 64-bit versions of Outlook. The OLWS runtime automatically switches between 32- and 64-bit.

2. Install the Outlook Add-in client-side software.

   Depending on your version of Outlook, use the 32- or 64-bit installer, and then select an installation option (UI assisted or command line).

   - The UI assisted installation is a desktop installation that uses the Previous and Next buttons to move through the installation. This method is not suited for production rollouts. Note that BookSingle is not available.
   - The command line installation is typically used for automated distribution installations in large facilities. It includes switches to hide the User Interface (UI), server URL, and BookSingle activation.

If you encounter any issues when installing the OLWS or OLAI software, contact FSG at 1-888-273-7876 or email fsg@crestron.com.

Outlook Add-In Web Service (Server-Side) Installation

To install the OLWS, complete the following steps:

1. For a client installation, right-click the cmd.exe shortcut, and then click Run as Administrator.

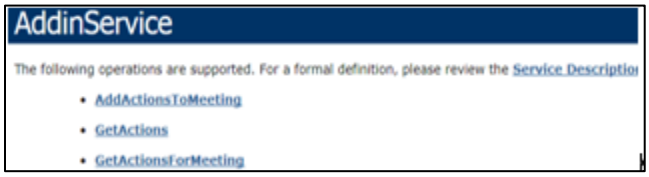
   In the Administrator: Command Prompt window, enter msiexec /i [*MSI PATH*] into the command line prompt. [*MSI PATH*] is the path to the msi file.

   Verify that the command is similar to the following:
   C:\Temp>msiexec /i c:\temp\OutlookWebServiceSetup_10_x_x.msi

2. From the Welcome window, click Next to open the Select Installation Address window.
3. Select the Outlook Web Service for Crestron Fusion from the Application Pool drop-down list.
4. Click Next and then click Next again to open the next window. Please Wait should be displayed.
5. After the installation is complete, close the Setup panel. An IIS reset is not required.

6. To verify the URI address of the OLAI, open a web browser on a client or a staging computer.
7. Enter the following command into the command line prompt: http://[*server name*]/fusion/outlookwebservice/addinservice.asmx.
8. Press **Enter**.
9. Verify that the page loaded displays **AddinService** in the heading.

   AddinService Window

   After completing the OLWS installation, install the OLAI. Depending on your version of Outlook, choose the applicable installation method:

   - Outlook Add-in (UI Assisted 32- and -64-bit) installation
   - Outlook Add-in (Command Line 32- and 64-bit) installation

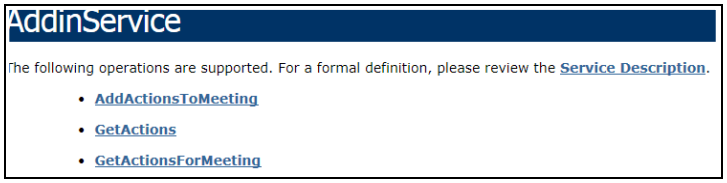
   Instructions for these installation methods are described in the sections that follow.

Outlook Add-in (UI Assisted 32- and 64-Bit) Installation

To install the OLAI, complete the following steps:

1. Depending on your version of Outlook, use one of the following methods to verify that Outlook is 32- or 64-bit.
   - For Outlook 2007, click **Help** > **About**. The bit count is displayed.
   - For Outlook 2010 and 2013, click **File** > **Help**. The bit count is displayed under the **About Microsoft Outlook** section.
2. To verify the URI address of the OLWS, open a web browser on a client or a staging computer.
3. Enter the following command into the browser: http://[*server name*]/fusion/outlookwebservice/addinservice.asmx.
4. Press **Enter**.
5. Verify that the page loaded displays **AddinService** in the heading.

   AddinService Window

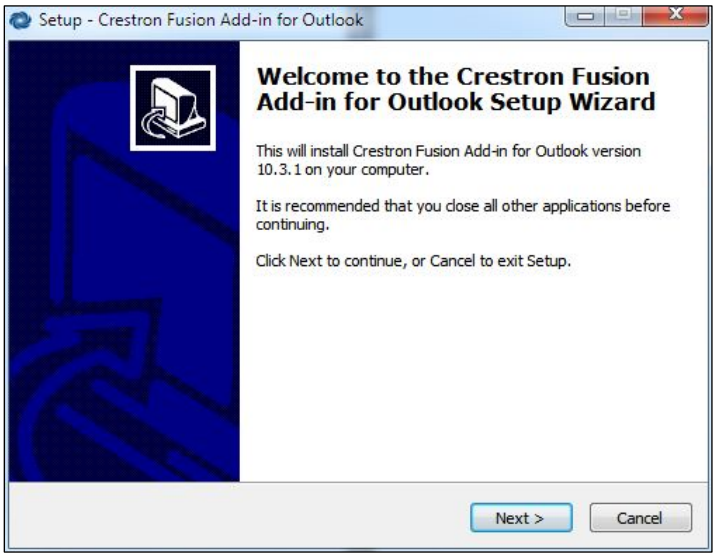
   

6. If your version of Outlook is 32-bit, right-click **RVOutlookAddinSetup_x_x_x_32bit.exe**.

   If your version of Outlook is 64-bit, right-click **RVOutlookAddinSetup_x_x_x_64bit.exe**.

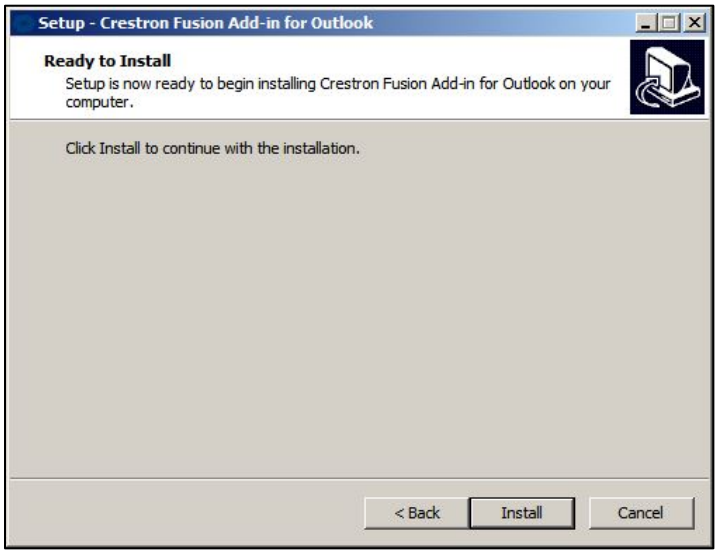
7. Click **Run as Administrator** to open the **Welcome to the Crestron Fusion Add-In for Outlook Setup Wizard** window.

   Welcome to the Crestron Fusion Add-in for Outlook Setup Wizard Window



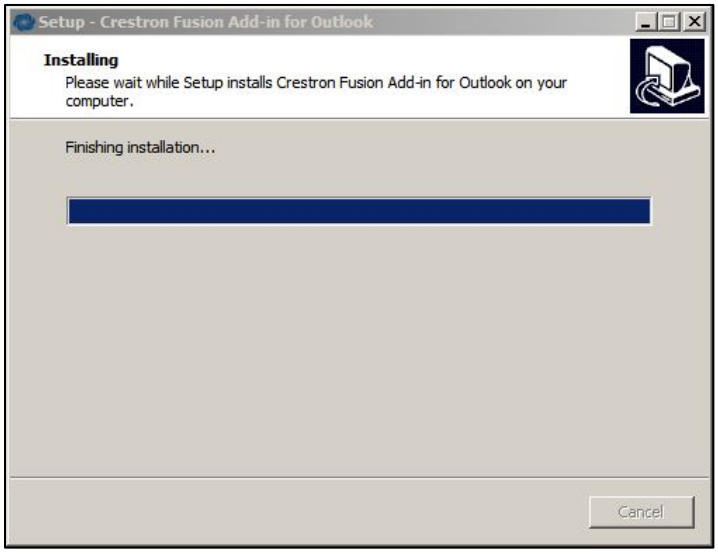
8. Click **Next** to open the **Ready to Install** window.

   Ready to Install Window



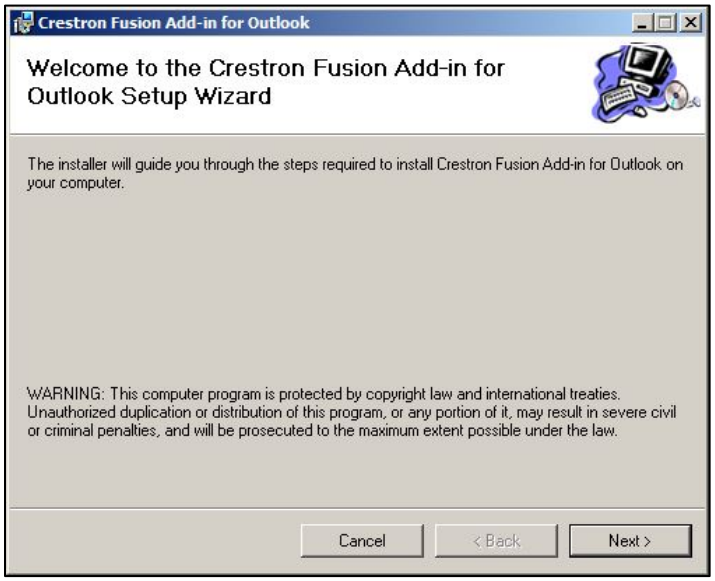
9. Click **Install** to open the **Installing** window.

Installing Window



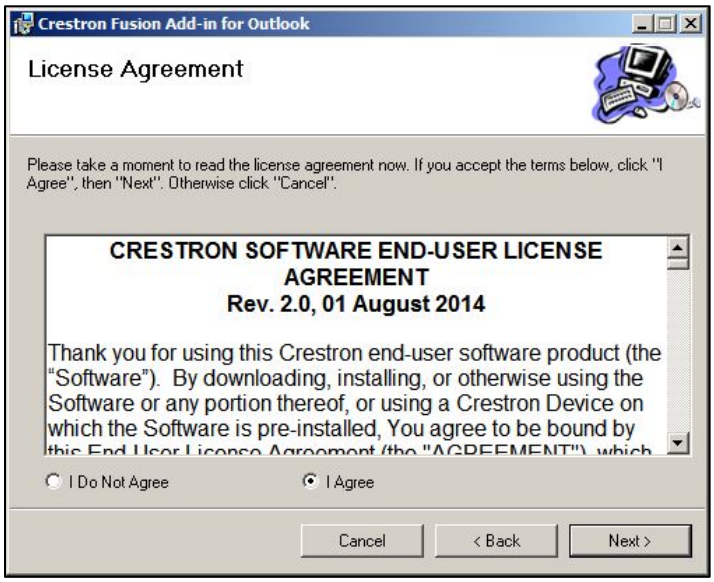
After the setup process is complete, the **Welcome to the Crestron Fusion Add-in for Outlook Setup Wizard** window opens.

Welcome to the Crestron Fusion Add-in for Outlook Setup Wizard Window



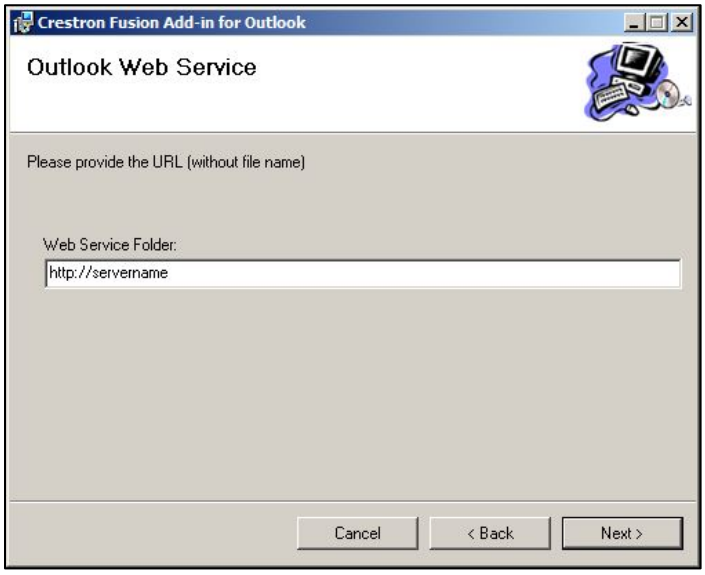
10. Click **Next** to open the **License Agreement** window.

License Agreement Window



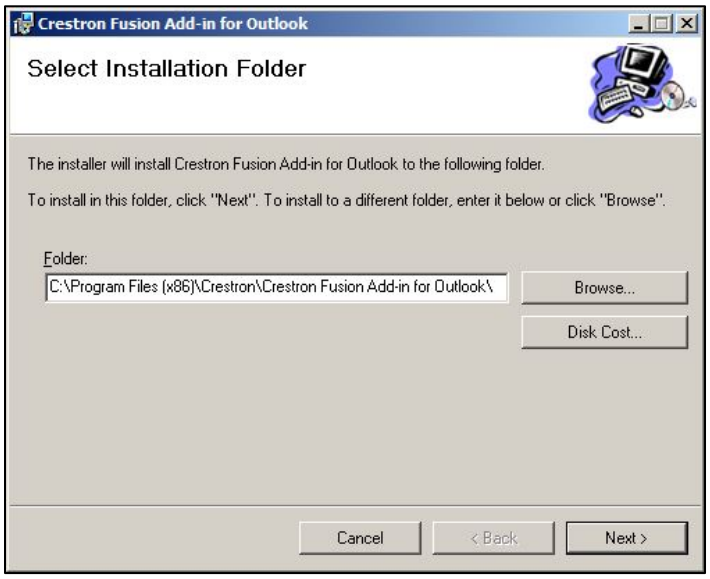
11. Review the license agreement and then click **I Agree**.
12. Click **Next** to open the **Outlook Web Service** window.

Outlook Web Service Window



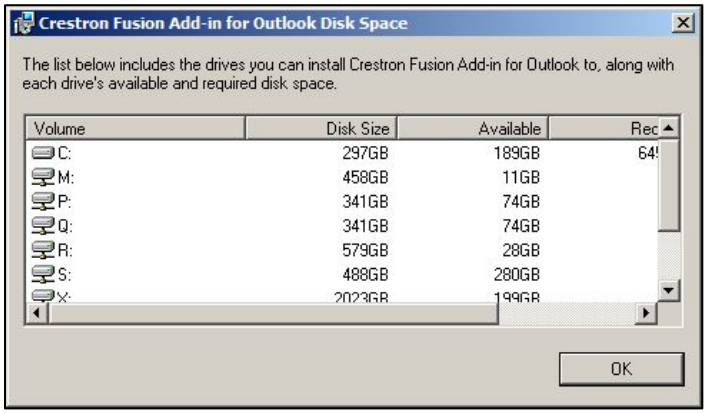
13. Enter the ServerPath (URL provided by Crestron) in the **Web Service Folder** field. Click **Next** to open the **Select Installation Folder** window.

Select Installation Folder Window



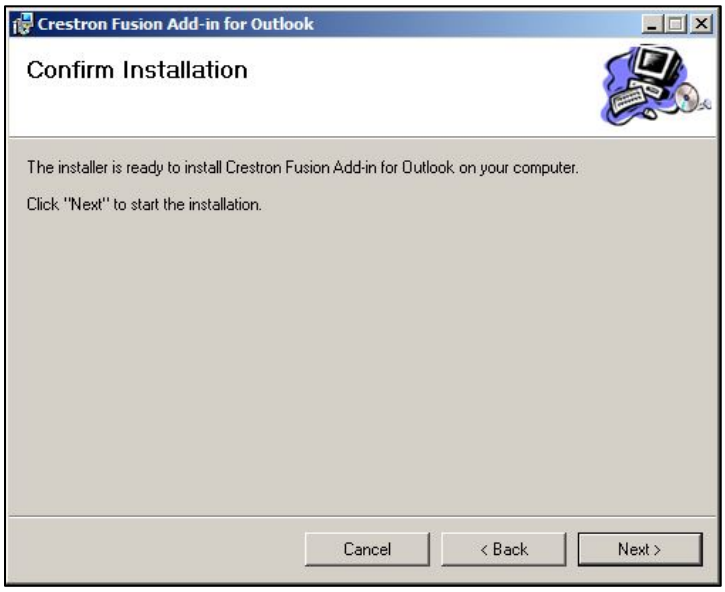
14. To install the OLAI into a folder other than the default folder, enter the desired location into the **Folder** field or click **Browse** to choose a location.
15. Click **Disk Cost** to open the **Crestron Fusion Add-in for Outlook Disk Space** window.

Crestron Fusion Add-In for Outlook Disk Space Window



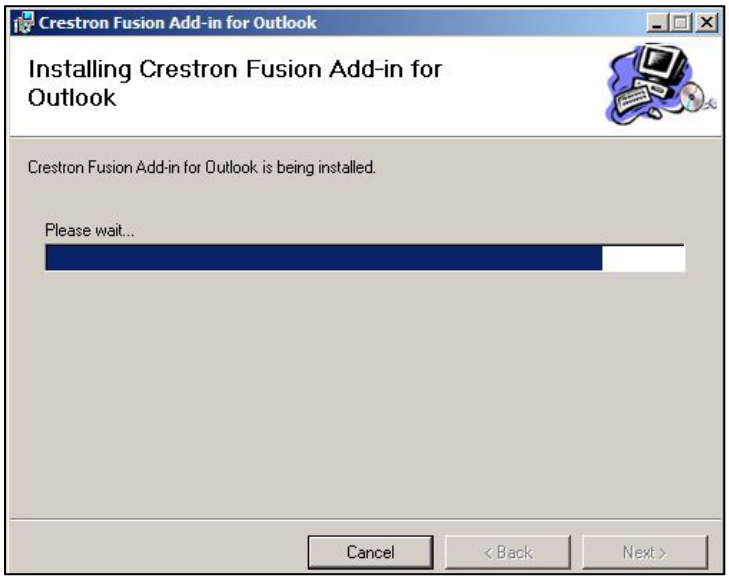
16. Choose a drive to install the OLAI, view the disk space information, and then click **OK**.
17. Click **Next** from the **Select Installation Folder** window to open the **Confirm Installation** window.

Confirm Installation Window



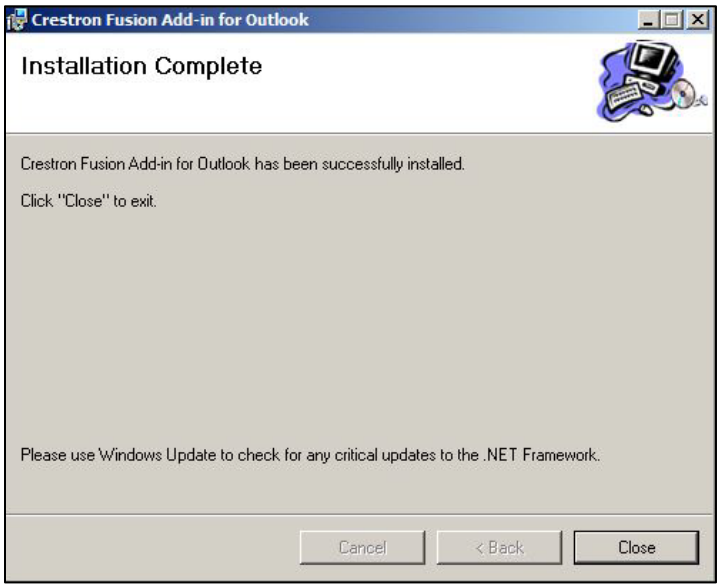
18. Click **Next** to confirm the installation and open the **Installing Crestron Fusion Add-in for Outlook** window.

Installing Crestron Fusion Add-in for Outlook Window



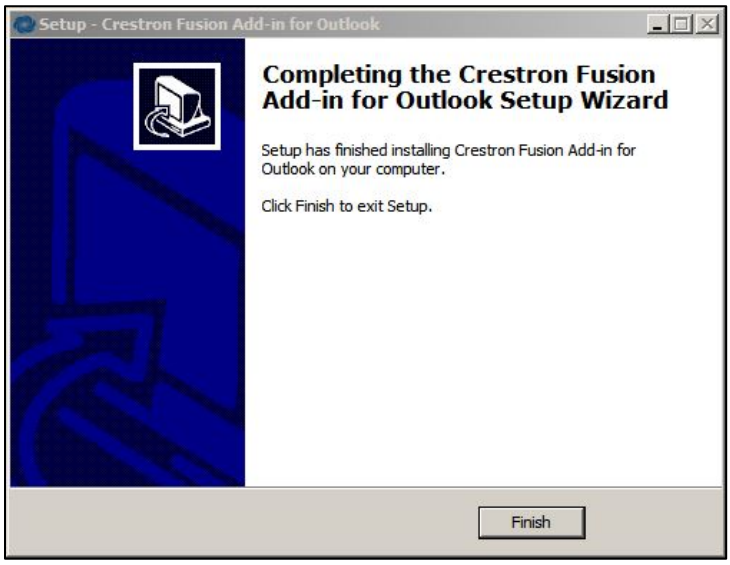
After the OLAI is installed, the **Installation Complete** window opens.

Installation Complete Window



19. Click **Close** to open the **Completing the Crestron Fusion Add-in for Outlook Setup Wizard** window.

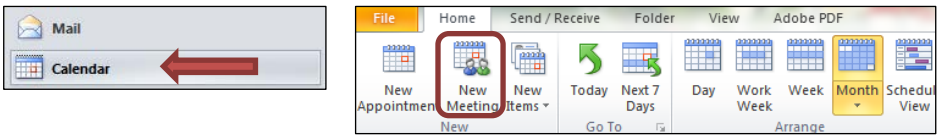
Completing the Crestron Fusion Add-in for Outlook Setup Wizard Window



20. Click **Finish**.
21. To validate the installation, wait at least 5 minutes and then close and reopen Outlook.

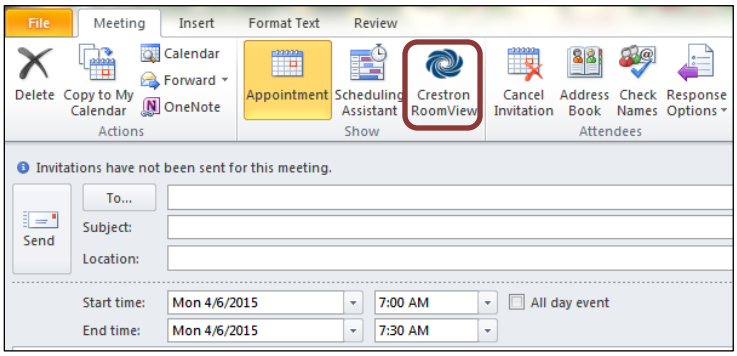
22. Click **Calendar** and then click **New Meeting** to open a meeting.

Calendar and New Meeting



23. Click the **Crestron RoomView®** application button to load the Add-In services.

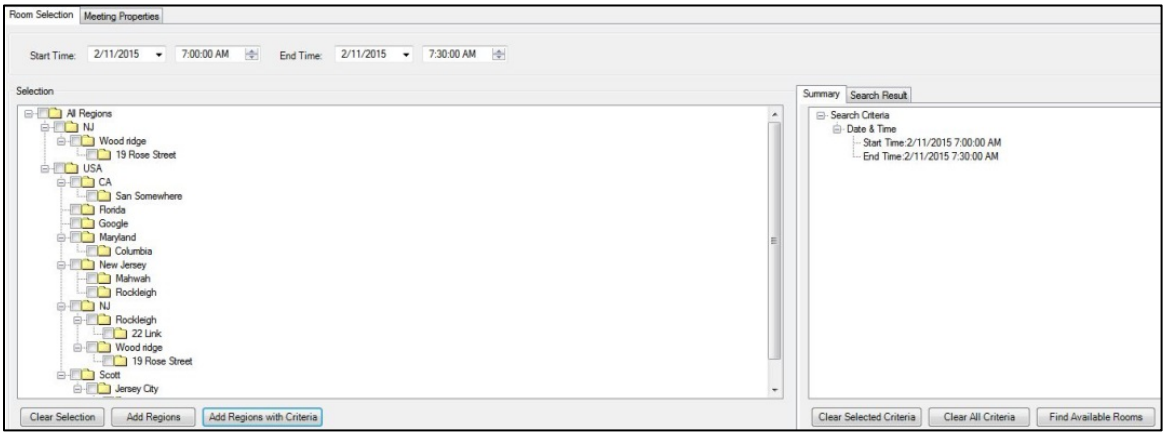
Crestron RoomView



When the Add-In services are loaded, a region list is displayed in the **Room Selection** window.

NOTE: The Add-In services may take some time to load.

Room Selection Window Displaying a Region List

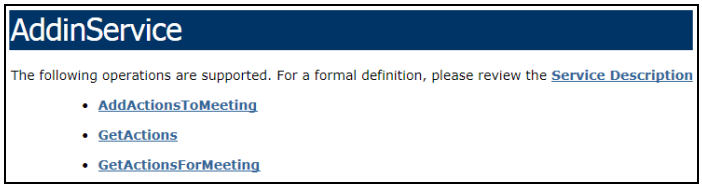


Outlook Add-in (Command Line 32- and 64-Bit) Installation

To install the OLAI, complete the following steps:

1. Depending on your version of Outlook, use one of the following methods to verify that Outlook is either 32- or 64-bit.
    - For Outlook 2007, click **Help** > **About**. The bit count is displayed.
    - For Outlook 2010 and 2013, click **File** > **Help**. The bit count is displayed in the **About Microsoft Outlook** section.
2. To verify the URI address of the OLWS, open a web browser on a client or staging computer.
3. Enter the following address into the browser: http://[*server name*]/fusion/outlookwebservice/addinservice.asmx.
4. Press **Enter**.
5. Verify that the page loaded displays **AddinService** in the heading.

    AddinService Window

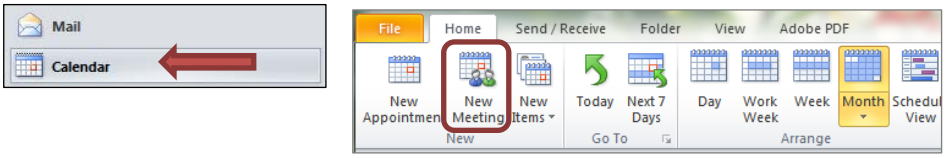
6. Depending on the installation type, use one of the following methods to run the command line prompt as an administrator.
    - For a client installation, right-click the **cmd.exe** shortcut and then click **Run as Administrator**.
    - For an automated distribution, locate the prompt and enter the command in the distribution software. Verify that the account is run as an administrator.
7. Enter [*EXE path*] /[*URI Address*] /verysilent into the command line prompt to install the OLAI.
    - [EXE path] for 32-bit is RVOutlookAddinSetup_x_x_x_32bit.exe
    - [EXE path] for 64-bit is RVOutlookAddinSetup_x_x_x_64bit.exe
    - [URI *Address*] is url=http://[*ServerName*]/fusion/outlookwebservice

    Refer to the table below for information on switches.

Switch Type	Description
/bsn	This switch activates the BookSingle features and is either true or false. To enable the BookSingle functionality, add /bsn=true. For example, to add the /bsn switch type to the [EXE path] command above, enter RVOutlookAddinSetup.exe /bsn=true.
/silent	This switch runs setup automatically with the UI displayed. Input is inhibited.
/url	This switch sets the path to the Outlook web service.
/verysilent	This switch inhibits the UI and runs setup automatically.

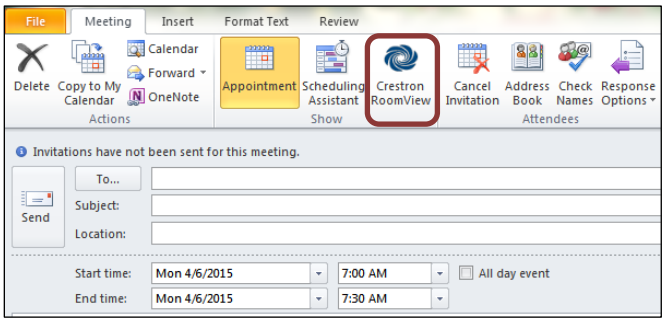
8. Depending on the installation type, use one of the following methods to run the installation command.
    - For a client installation, press **Enter** at the command prompt.
    - For an automated installation, consult the manufacturer's instructions on how to run the command.
9. To validate the installation, wait at least 5 minutes and then close and reopen Outlook.
10. Click **Calendar** and then click **New Meeting** to open a meeting.

Calendar and New Meeting



11. Click **Crestron RoomView** to load the Add-In services.

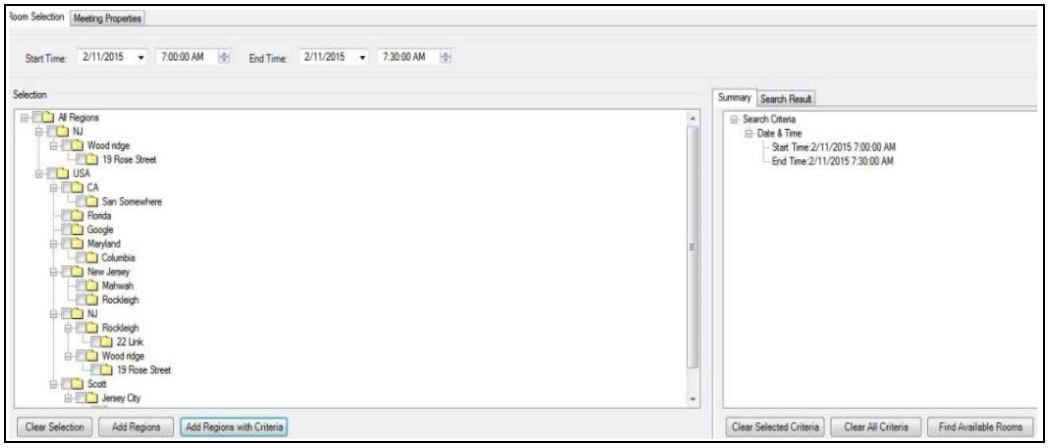
Crestron RoomView



When the Add-In services are loaded, a region list is displayed in the **Room Selection** window.

NOTE: The Add-In services may take some time to load.

Room Selection Window Displaying a Region List



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Crestron Electronics, Inc.
15 Volvo Drive Rockleigh, NJ 07647
Tel: 888.CRESTRON
Fax: 201.767.7576
www.crestron.com

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