RoomView Server Edition Version 7.2 Best Practices

The recommendations made by this guide are considered best practices for the installation and operation of RoomView Server Edition 7.2. Before installing RoomView, be sure to refer to this guide and compare it against your proposed system.

If you require further information, refer to the latest version of the RoomView Server Edition Installation Guide (Doc. 6543), which can be downloaded from the Crestron website (www.crestron.com/manuals).

RoomView Server Configuration

The server where RoomView will be installed should meet or exceed the following specifications to qualify as a best practice:

- Operating system: Windows Server 2008 R2.

NOTE: If Lotus Notes and Domino are to be used for scheduling, the 32-bit version of Windows Server 2008 must be used for your operating system. Lotus Notes and Domino do not support the 64-bit version.

- Processor: 4 Cores @ 3GHz.

- Memory (RAM): 8GB.

- Disk drive: Use Microsoft recommended disk drive for the operating system drive. Use a separate 60GB drive for data.

- Network connection: Gigabit Ethernet Card.

- Host: Physical server.

SQL Server Configuration

The SQL server *must* be separate from the RoomView server and should meet the following specifications to qualify as a best practice:

- Operating system: Windows Server 2008 R2.

- Processor: 4 Core @ 3GHz.

- Memory (RAM): 16Gb.

- SQL Server Version: SQL Server 2008.

- RoomView database drive configuration should put the transaction log and data files on a separate physical disk from the operating system and the tempdb database.

- Drive capacity should be sufficient to support 10Gb of disk space for data files and 10Gb of disk space for transaction logs.

- The database administrator should implement a plan for nightly data back-up and truncation of transaction logs.

- The RoomView database recovery model in SQL Management Studio should be set to **Simple**.

- The database administrator should implement a maintenance plan that reorganizes the indexes on a weekly basis.

- The database administrator should implement a plan to monitor the SQL Server's overall health and disk space.

- Network connection: Gigabit Ethernet Card.

- Communication Protocol: TCP only. Named pipes should be disabled on the SQL server and not used.

- Authentication from RoomView: Windows Integrated Authentication.

Microsoft Exchange Configuration

For the best integration with RoomView, Microsoft Exchange should be set up in the following manner:

- Microsoft Exchange version: Exchange 2007, SP2.

- Server Components: one mailbox server, one client access server and one hub server. Follow Microsoft Exchange best practices for configuration.

- Domain Service Account: the Domain Service Account for the RoomView Schedule Service should have full mailbox access to all Exchange mailboxes for the resource rooms in your installation. The service account must be mail enabled.

- Room Calendars: Set up as Exchange resources and add one meeting via Microsoft Outlook to validate calendar.

Lotus Notes Configuration

Lotus Notes and Domino should be set up as described below:

- Lotus Notes/Domino Versions: Domino and Lotus Notes Client should be version 8.5.

- RoomView Server Windows Operating System: Windows Server 2008, 32-bit is required for the Lotus Notes Client.

- Domino Account: a Domino account with no mailbox, but has access to read/write resource reservations and has read access to the Domino directory.

RoomView Web Client Desktop Configuration

The web client workstation should be configured in the following manner:

- Screen Resolution should be a minimum of 1280 x 1024, 24-bit color quality.

- Browser should be Internet Explorer 8.0, Mozilla Firefox 3.0 or Safari 4.0 and the browser window should be maximized.

- Remove unnecessary plug-ins from your instance of the RoomView web client. Left-align required plug-ins to maximize screen space.

- If you will be referring to RoomView at various times throughout the day, it may be better to remain logged in.

RoomView Installation

When installing RoomView, these best practices should be followed:

- The installer's account must have Administrator rights on the RoomView server and database creator rights on the SQL Server.

- IIS and SQL Authentication should be Windows Integrated.

- The domain account under which the RoomView services run must have database owner rights on the database. No rights on the SQL Server are required. On the RoomView application server, all services run under a single Domain account, including the RoomView Web App Pool.

- SMTP Authentication is via appropriate network SMTP credentials.

- Firewalls and Access Control Lists should be set to permit the bidirectional flow of data on the default RoomView ports: 80, 443, 65200-65206, 25206 and 25607 (for EWS).

- Service Logging should be set to Normal with the log files directed to a data drive separate from the operating system drive.

- IIS Logging should be directed to a data drive separate from the operating system drive. If not, it should be disabled for space considerations.

RoomView Configuration

When logging in and configuring RoomView for the first time, the overall order of operations should be: create geographic regions, create tree hierarchy, create attribute groups, create user groups, create users, create attributes (note that autodiscover will play a part in this), create template and create rooms using templates. The following best practices will aid in your configuration:

- When you log in for the first time, fill out your profile to include your time zone, and e-mail address. Select the option to receive e-mails.

- Set the web application default refresh rate to no less than 60 seconds.

- Use Active Directory Security Groups.

- Set up your geographic regions before adding any nodes or rooms to the database.

- Keep your tree/node hierarchy to four or five nodes deep (e.g., Continent, Country, State, City, Building).

- Create attributes before adding rooms. You may want to use RoomView's Autodiscover feature to automatically add attributes to the database.

- Create room templates suitable for your situation.

- Add rooms to the database using room templates.

- Choose the appropriate room calendar type. If the environment is Exchange, use EWS.

- Turn off all attribute SYSTEM logging unless directed by Crestron Tech Support. Enable database logging only for attributes needed for reporting.

Control System Programming

The configuration of the control system in your installation should be:

- Symbol Version: RoomView Server Edition 7.2 symbol.

- Control System: 2-Series or later. There should be one control system per room and one calendar per control system.

NOTE: For installations having combined rooms, please contact Crestron Support.

- Programming Display: there should be one symbol per display. This ensures that the data log will work with the report viewer.

- Crestron-supplied modules should be used for device usages, help requests, scheduling and error logging.

- Summarize or sample high-volume data before sending to RoomView. For example, the output of ramping analog signals, such as lighting level, can change quickly. This type of signal should be gated before sending to RoomView.

For More Information

For more information on these and other procedures in RoomView Server Edition, please consult the embedded help by clicking the Help icon at the upper right of the RoomView interface.

Further Inquiries

If you cannot locate specific information or have questions after reviewing this guide, please take advantage of Crestron's award winning customer service team by calling the Crestron corporate headquarters at 1-888-CRESTRON [1-888-273-7876].

You can also log onto the online help section of the Crestron website (http://www.crestron.com/onlinehelp) to ask questions about Crestron products. First-time users will need to establish a user account to fully benefit from all available features.