Resource Central & Digital Sign Service Integration Guide

Document revision: 1.1

Table of contents

CHAPTER 1.
Overview

The Resource Central & Digital Sign Service Integration Guide is intended for IT administrators and describes how to set up an integration between Digital Sign Service and Resource Central. Most of the settings will be done on Digital Sign Service Manager.

The synchronization in the integration could be done manually and automatically:

- **Manual synchronization**: This method synchronizes all elements (reservation, resource, resource type, category, and location) fully.

- **Auto synchronization**: Whenever Digital Sign Service takes actions to the meetings or Resource Central have modifications related to the configuration of resource, resource type, category, and location, the synchronization process would check the available and recurring allowing resources, as well as obtain several configurations of category and resource. Moreover, it also checks bookable permission.
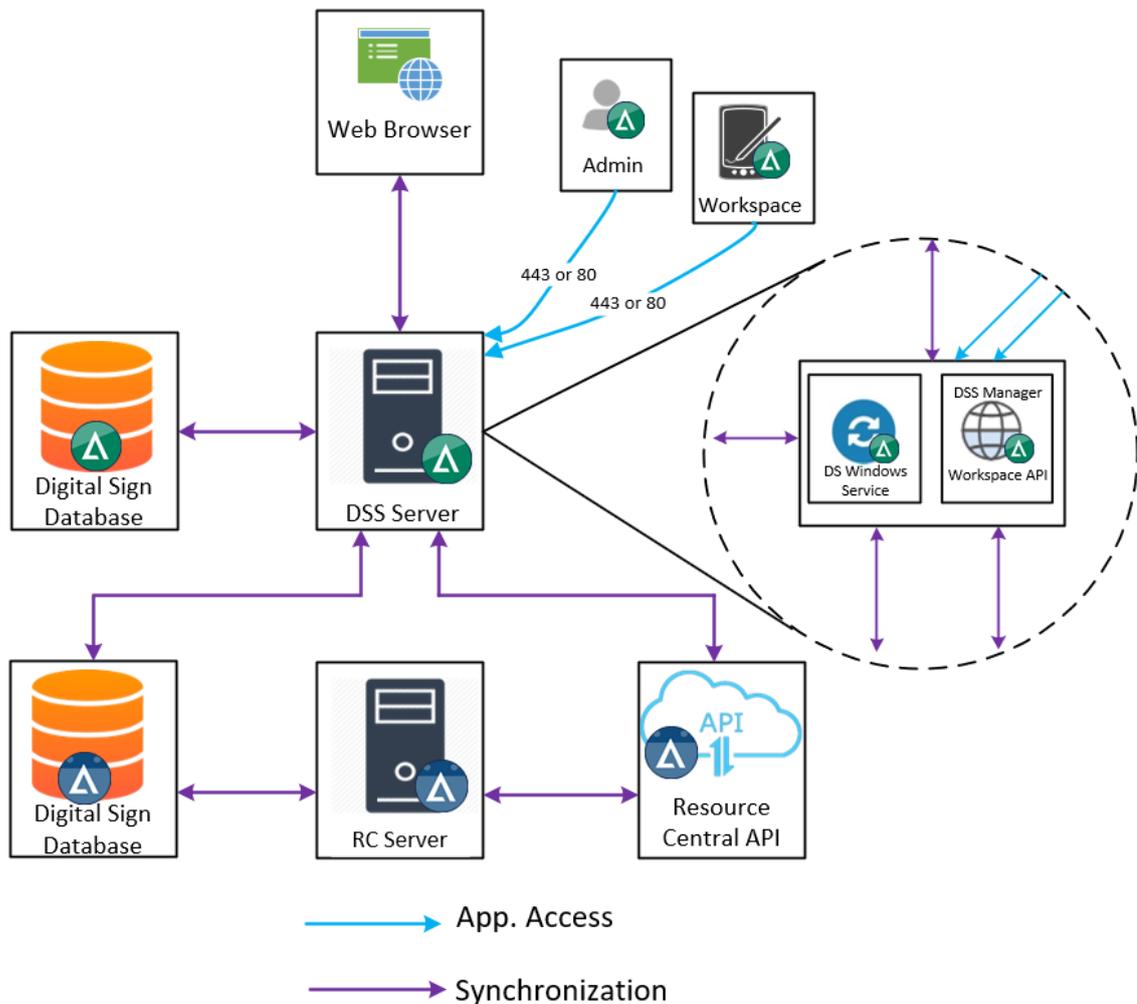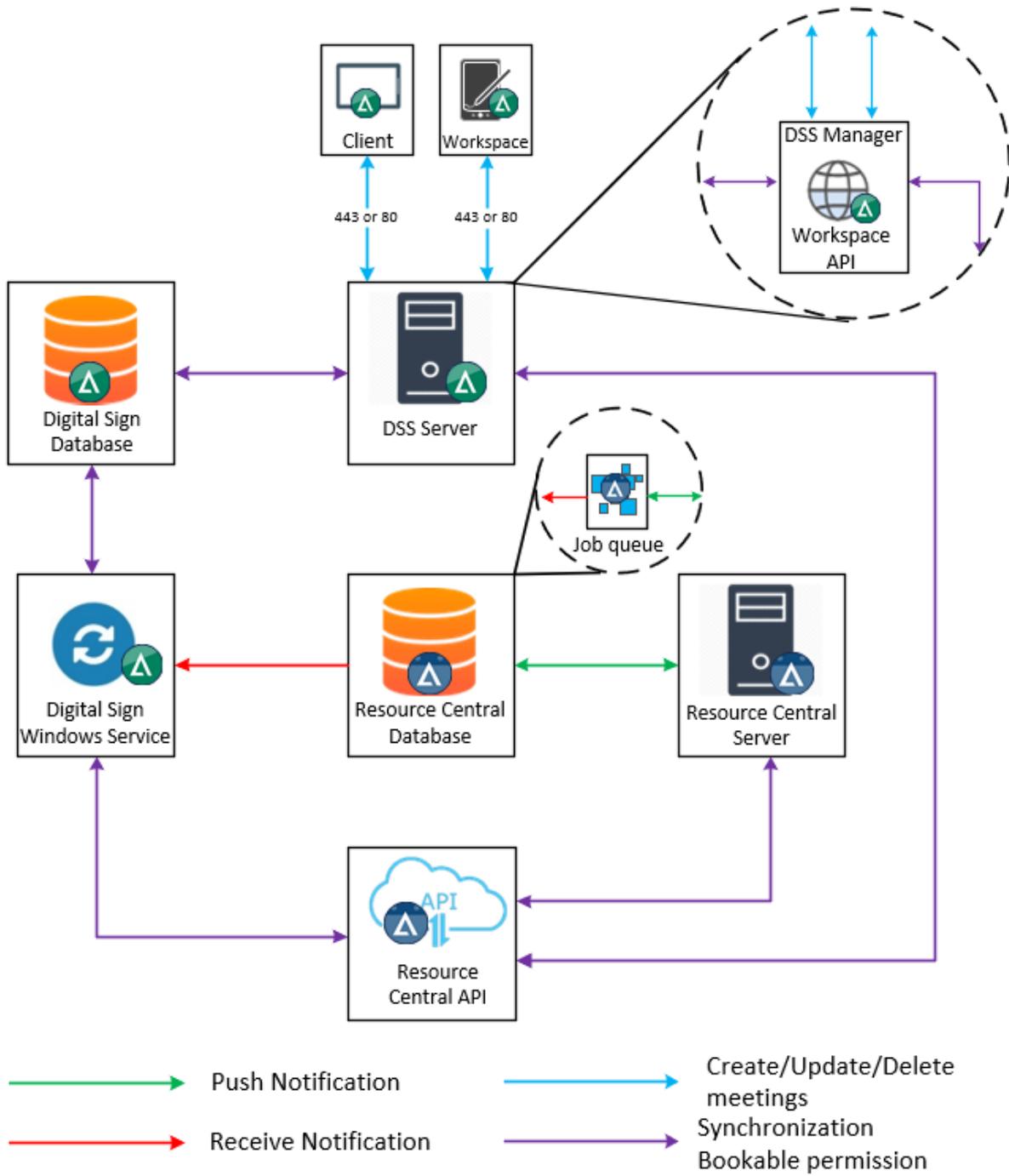
Figure 1.   Manual Synchronization

Figure 2.   Auto Synchronization

CHAPTER 2.
Settings on Digital Sign Service

Enter Exchange online details

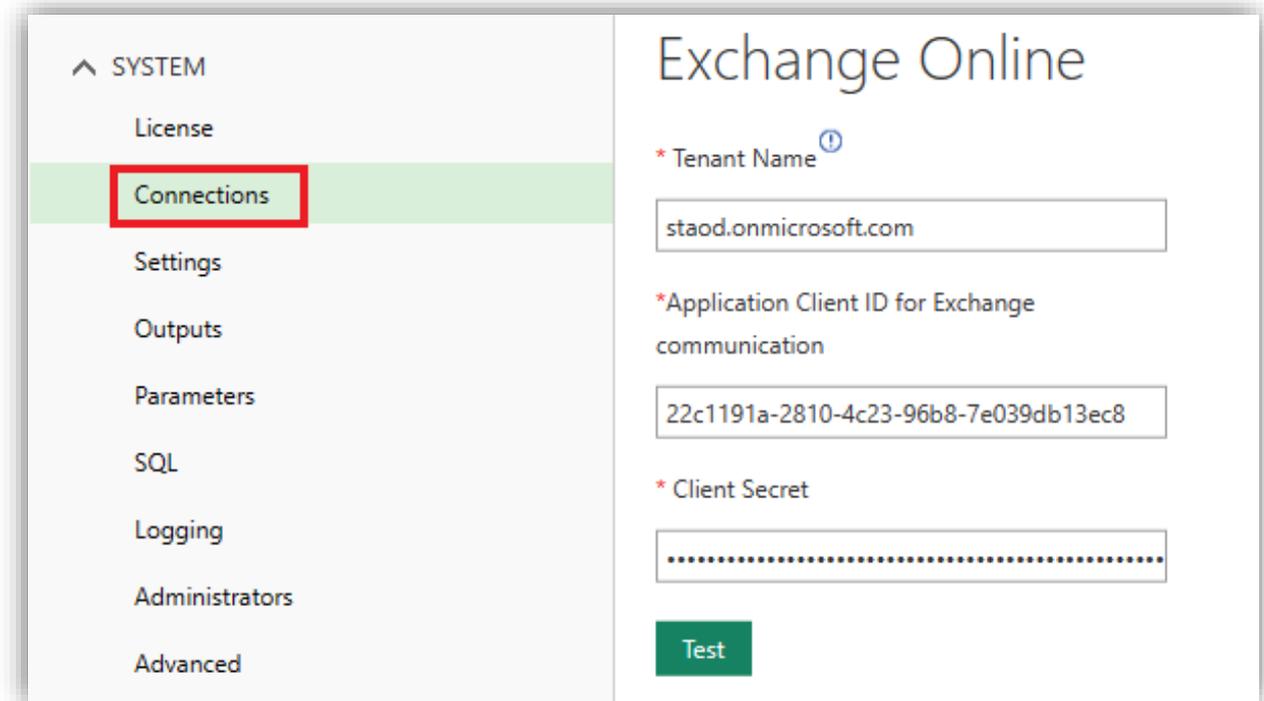In Digital Sign Service Manager, go to **System → Connections**:

Figure 3.   Exchange Online Setup

These details can be obtained by creating app in Azure portal. Please refer to **KB 0262** for more details.

Set up Resource Central connection

Still in **System/Connections**, scroll down to **Resource Central Integration**:
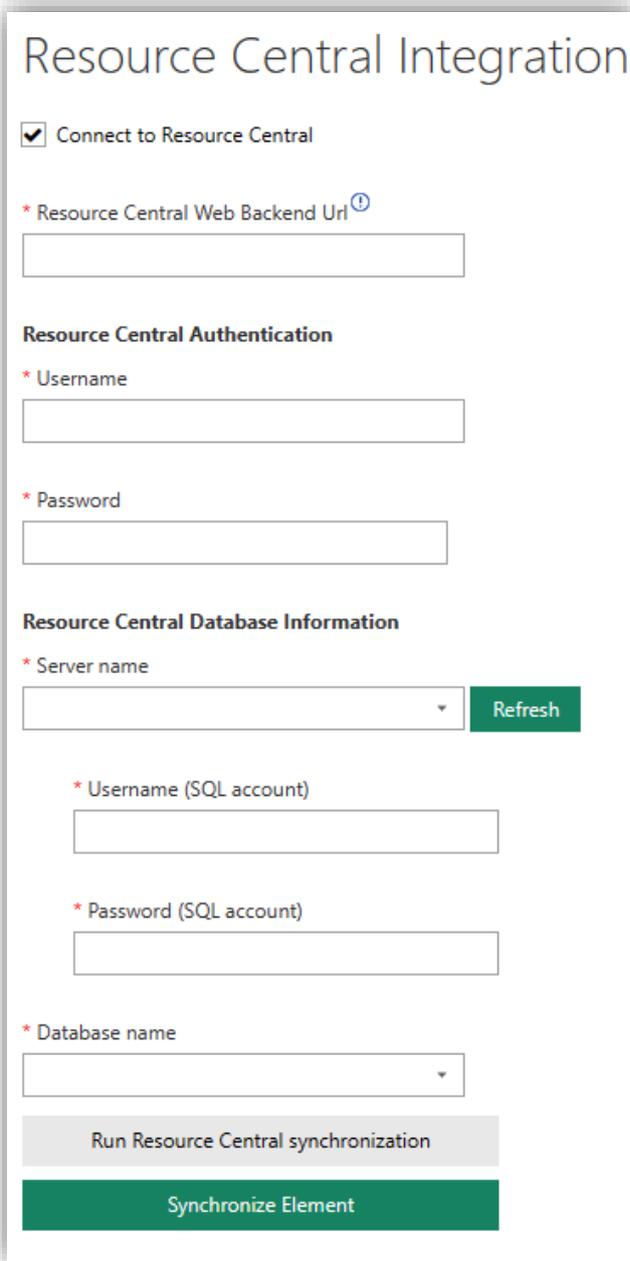

In this section, you need to fill in the **URL of Resource Central backend.**
For example, if the URL to Resource Central backend is:
https://rc.addoncompany.com/ResourceCentral,
then the URL that should be input here is:
https://rc.add-on-company.com.

For **Resource Central Authentication**, fill in the credentials (Username & Password of any person created in Resource Central) of Resource Central's authentication API (to integrate with Digital Sign Service).

In **Resource Central Database Information**, the database details in SQL Server must be provided.

After filling in all necessary information, click [**Test**] to check if the connection with Resource Central is established.

Then click [**Run Resource Central synchronization**] button to retrieve all necessary data from Resource Central.

Figure 4.   Resource Central Connection

Clicking [**Run Resource Central synchronization**] will pop up a confirmation message as follows:
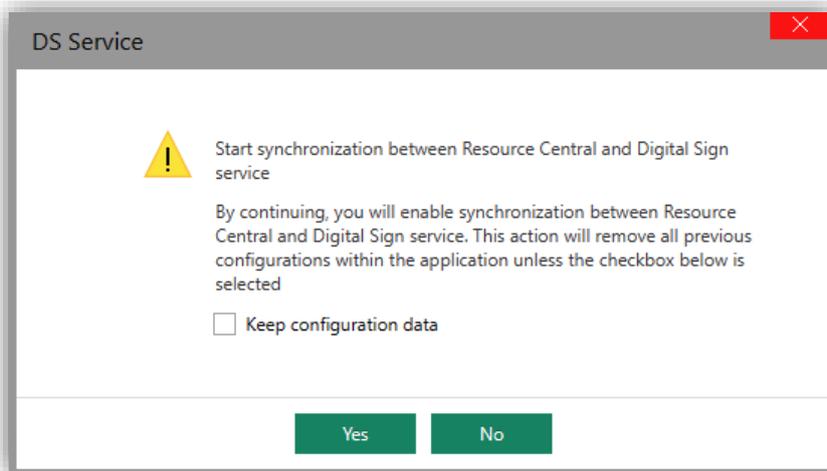
Figure 5.   **Synchronization confirmation**

If you check on the [**Keep configuration data**] box and click [**Yes**], the synchronization between RC and DSS will be enabled, but will not overwrite old configurations on DSS, and vice versa.

You can select a specific element to synchronize from RC by clicking [**Synchronization Element**]. From the pop-up dialog, you can select any element to sync:
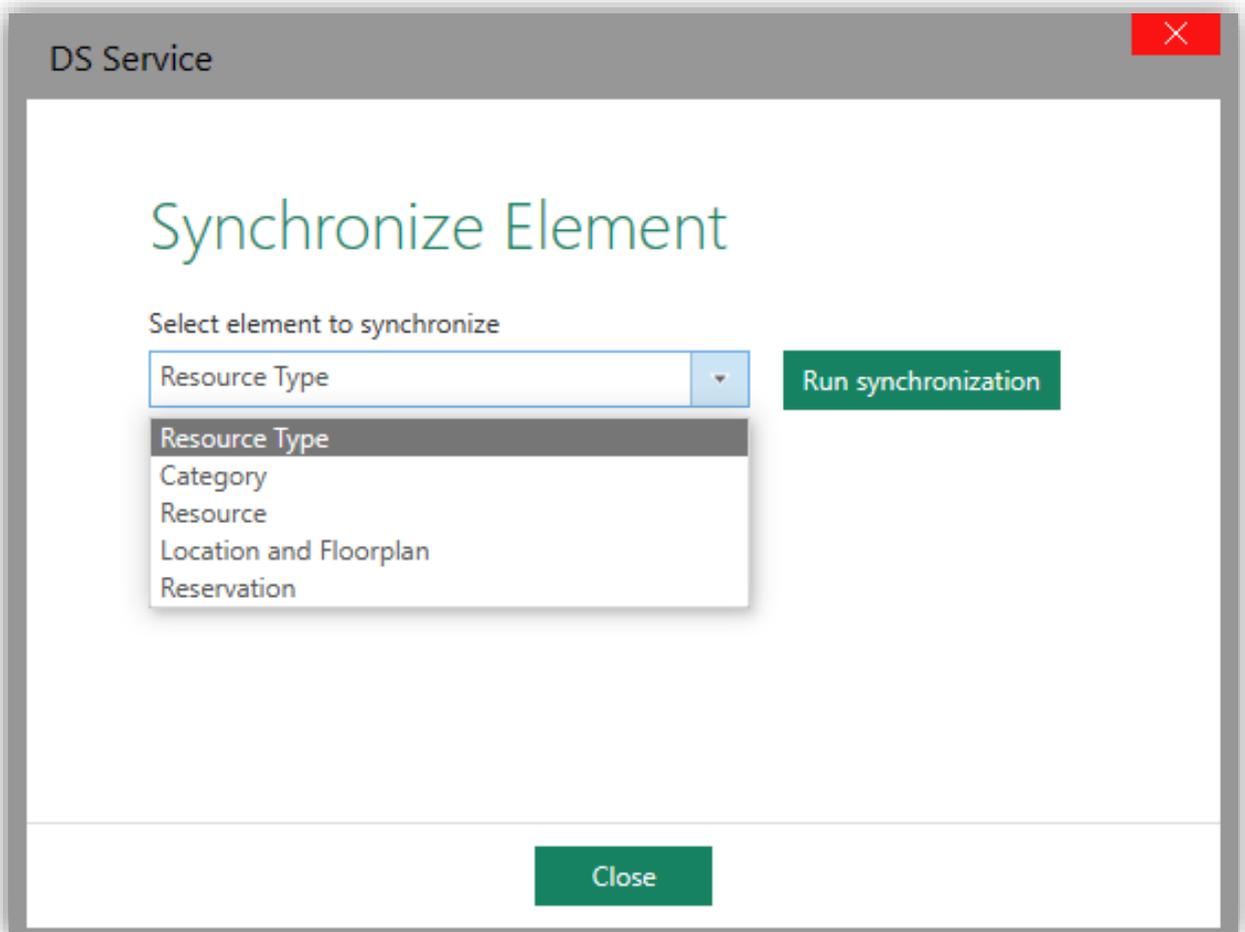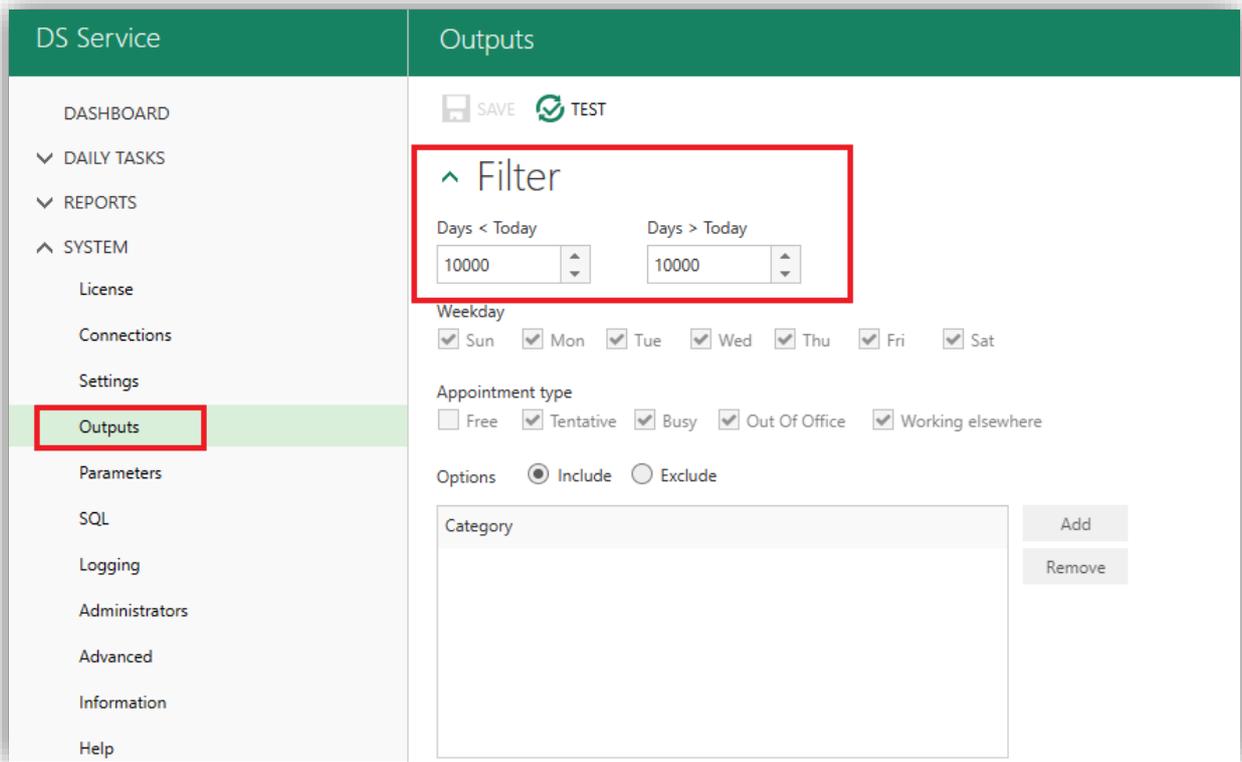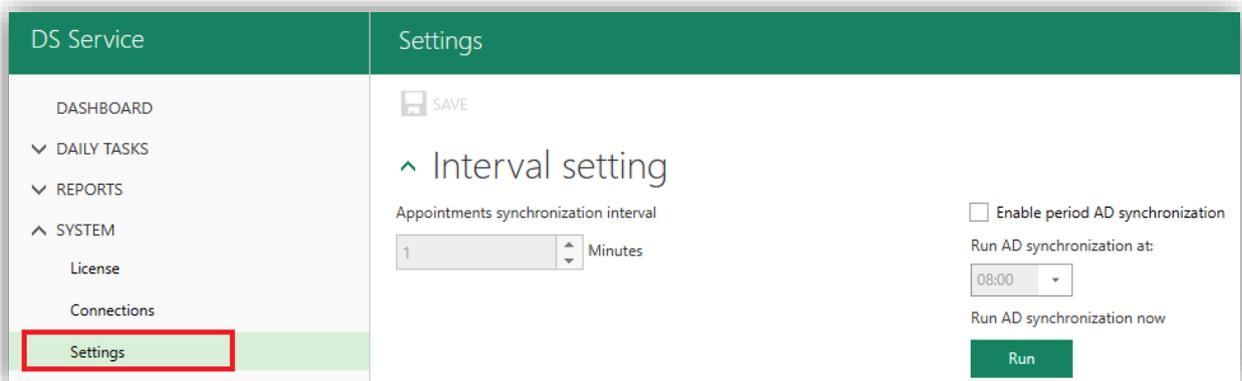

Figure 6.   **Select element to sync**

CHAPTER 3.

Changes in Digital Sign Service after integration

After the integration, some parts in Digital Sign Service are disabled or for view only. Look at the following for more details:
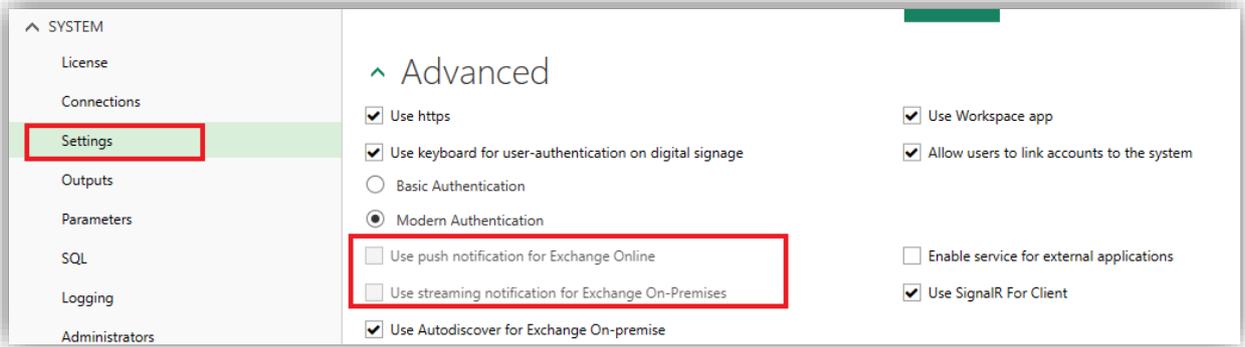
Filter section in Outputs is disabled (except for Days filter)

Interval setting section is disabled

Options of push notification are disabled

Categories is for view only

In 'Resource' under CONFIGURATION section, Data fields on RC side (i.e., fields that can be synchronized from RC) in resource's details are grayed out and non-editable (resource types, categories, description, buffer times, capacity, …):

Add-On Products
Resource Central

Add-On Products
Digital Sign Service

CHAPTER 3
Changes in Digital Sign Service after integration

10

DASHBOARD

∨ DAILY TASKS

∨ REPORTS

∨ SYSTEM

∧ CONFIGURATION

　Resources

　Resource Types

　Devices

　Categories

　Incident Types

　User Accounts

　Screen Templates

∨ LOCATION

∧ Common Features

Default Subject

Instant Meeting ▾　Add　Remove

Categories

BLACK
GREEN
PINK
RED

Add
Remove

Open Start Time　Open End Time

20:00 ▾　22:00 ▾

Description

Confirm Reservation

● Yes　○ No

Confirm time before/after planned start time

−　15　minutes　+

Make Resource Invisible
○ Yes　● No

∧ Digital Sign Client Features

Language encode

UTF-8 ▾

Password

Show

Incident Types

Adapter is Missing or Malfunctioning
Audio Problems
Cleaning Needed
Furniture is Broken or Uncomfortable
Heating or Cooling is Malfunctioning

Add
Remove

Background

Add　Remove

Incident Receiver's e-mail

∧ Workspace Booking Features

Pre buffer time

−　0 minutes　+

Post buffer time

−　0 minutes　+

Capacity

0

Notification of Closing Date