

COM Add-in 4.1 Installation Guide

Version: 1.12

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Manual Installation

NOTE: If you are running a Resource Central backend version older than HF7 (v3.8.0006.0002) and cannot update), please contact Add-on Products for support on how to retrieve and install the webservice.

Requirements

Go to <u>System Requirements</u> page in Add-On Products website to have an overview of System requirements for Resource Central (RC).

Step-by-step installation of RC COM Add-in

NOTE: It is required to perform the manual installation with Local Administrative rights.

Step 1- Double click the Add-in installer file (**.exe**). Welcome dialog of set up wizard will show up as shown below:



Figure 1. Welcome Screen

Step 2- Click 'Next' button. This will display the following screen.





KesourceCentral Addin - Inst	allShield Wizard	
Customer Information		
Please enter your information.		
User Name:		
Admin		
Organization:		
Install this application for:		
O Anyone who uses this	computer (all users)	
Only for me (Admin)		
tallShield		
	< Pack Next	Cancel

Figure 2. Customer Information

Step 3- At this screen, you will have to specify the Availability of the RC COM Add-in.

If you select 'Anyone who uses this computer', then whoever logs on to this machine will be able to use the RC COM Add-in application from MS Outlook.

In case, you opt for '**Only for me**', then only you (the person who is carrying out the installation) will be allowed to use the RC COM Add-in. If anyone else logs on to this machine, he/she will not be able to use the RC COM Add-in from MS Outlook.

After making the appropriate selection, click 'Next' to proceed to the next screen

😸 ResourceCentral Addin - InstallShield Wizard	×
Destination Folder Click Next to install to this folder, or click Change to install to a different folder.	Δ
Install ResourceCentral Addin to: C:\Program Files\Add-On Products\ResourceCentralAddin\	Change
InstallShield < Back Next >	Cancel

Figure 3. Destination Folder

Step 4- At this screen, you will have to specify the Installation Path where you want the RC COM Add-in to be installed.



By default, RC COM Add-in is installed in this folder path: <u>C:\Program Files\Add-On Products\Resource</u> <u>Central Addin\</u>

In case you want to install the RC COM Add-in on a customized path, Press '**Change...**' button, which will display '**Browse for Folder'** dialog as shown below:

🛃 ResourceCentral Addin - InstallShield Wizard	×
Change Current Destination Folder	4
Browse to the destination folder.	C
Look in:	
😤 ResourceCentralAddin 🗸 🗸	£ 💣
Eolder name:	
C: Program Files (Add-On Products (ResourceCentralAddin)	
InstallShield	
OK	Cancel

Figure 4. Specify Installation Folder

Select the desired path and press 'OK'

Step 5- Click 'Next'. 'Confirm Installation' screen will show up as shown below.

🛃 ResourceCentral Addin - InstallShield Wizard 🛛 🗙
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, dick Back. Click Cancel to exit the wizard.
191
Instalishield < <u>B</u> ack Install Cancel

Figure 5. RC Ready to Install

Step 6- Click '**Install'** to begin the installation of RC COM Add-in. A screen will pop up (shown below) with progress bar mentioning that '**Resource Central Addin is being installed'**. Wait for a moment, setup will allow you to proceed further (by enabling '**Finish'** button) when progress bar will be traversed completely





Resource	eCentral Addin - InstallShield Wizard — — X ResourceCentral Addin gram features you selected are being installed.
12	Please wait while the InstallShield Wizard installs ResourceCentral Addin. This may take several minutes. Status:
InstallShield -	< Back Next > Cancel

Figure 6. Installation in Progress

Step 6- Click 'Finish' to complete the installation. The RC COM Add-in has been installed.

😽 ResourceCentral Addin - Ir	nstallShield Wizard	×
Resource Central	InstallShield Wizard Completed	
G.	The InstallShield Wizard has successfully installed ResourceCentral Addin. Click Finish to exit the wizard.	
E)		
Add-On PRODUCTS		

Figure 7. Installation Complete

Configure the Server & Application Name values for RC COM Add-in

Clicking on My Meetings or Resource Finder button (in new appointment window) for the first time after installation of RC COM Add-in will show the "**RC Web Application URL Screen**" as shown below:



Resource Central		_		×
Please provide Re	source Central Web Application URL.			
Website URL				
	http (or) https://Server1/ResourceCentral			
	Test		Canad	
	lest 5	ave	Cance	1

Figure 8. RC COM Add-in Configuration

Note:

- A. If your Web Application is running under "https" header, then before configuring the RC COM Addindin path, it is strongly recommended that you should install the Security Certificate. For details regarding the Security Certificate Installation, please refer to Appendices → Security Certificate Installation section in this document.
- B. This URL (either http or https) must be the same as the URL used by the Administrator to establish basic parameter.
- C. Some examples for the "Website URL" could be:
 - a. (NetBIOS) → e.g.: <u>http://server1/resourceCentral/</u>
 - b. (FQDN) → e.g.: http://server1.contoso.com/resourceCentral
 - c. IP address \rightarrow e.g.: <u>http://192.168.10.2/resourceCentral/</u>

Enter **Website URL** and then click '**Test**' button. If the entered values are correct, the following screen will be displayed:



Figure 9. Test screen

Close this Test Page and click on 'Save' button on 'RC Web Application URL Screen'. This step will save the RC Website URL and the respective 'Interface' value in that particular client machine's registry. For details



regarding the actual registry paths, please refer to Appendices \rightarrow Registry Paths where RC COM Add-in configurations are saved in this document.

As the RC COM Add-in Configuration values have been saved, the RC COM Add-in is ready to use.

Now you can access the **Resource Finder** application by clicking on "**ResourceFinder**" button in New Appointment window as shown below:

File App	oointment	Scheduling Assista	ant Insert	Format	Text Review	Help	Q Tell me
∭ Ē ^{Delete} → ~	Skype Meeting	ResourceFinder	Meeting Notes	Invite Attendees	Show As:	Busy 15 minutes	Recurrence
Actions	Skype Meeting	Resource Central	Meeting Notes	Attendees		Options	
	Title						
Save & Close	Start time	Tue 10/20/2020	÷ 9:0	MA 00	▼ All day	🗌 👲 Tim	ne zones
	End time	Tue 10/20/2020	÷ 9:3	80 AM	▼ • • • • • • • • • • • • • • • • • • •	ecurring	
	Location						

Figure 10. Resource Finder in Outlook



Mechanics of settings.xml file

In Resource Central, Settings.xml file is used to store Add-in configuration data.

Location of settings file

Location of settings file is as follows:

- All users: C:\ProgramData\Add-On Products\Resource Central\Add-in
- Only me: C:\Users\<user's name\AppData\Local\Add-On Products\Resource Central\Add-in

Content of settings file

These configurations are stored in the settings file in order that users can make change as they wish:

Figure 11. Settings file

Property Name	Value	Predefine deployment	Note
ResourceCentralURL	Example: http://RCWebServer/Resource Central	Yes (Refer to <u>KB</u> <u>296</u> for more details)	URL of Resource Central backend
AllUsers	1	Yes (Refer to <u>KB</u> <u>296</u> for more details)	Use this property with value "1" if Add-in is deployed for All users (per machine)
DefaultLocation	 Example: 47 ID of location tree in RC (e.g. ID of root location is 47) Default = -1 	Yes (Refer to <u>KB</u> <u>296</u> for more details)	This property is used to set a default location for the first use of ResourceFinder
Language	 en-US = English zh-CN = Chinese da = Danish de = German nl = Dutch fi = Finnish fr = French it = Italian ja = Japanese ko = Korean nb = Norwegian pt = Portuguese ru = Russian es = Spanish sv = Swedish 		This property is used to store language after user launches ResourceFinder for the first time (language is read from the user's Outlook language setting).
LogLevel	• 1 = Error		Control log level of add-in





RC Add-in Logging

There are two scenarios:

- There has been no Resource Central (RC) add-in installed on the machine, and now RC add-in is installed.
- Older add-in exists on the machine, and now a newer add-in is installed on top of it.

The subsequent content clarifies where Add-in logs are stored in each scenario.

Scenario 1: Add-in is installed from scratch.

In this situation, add-in logs are archived in "Applications" entry under Windows Logs folder.

Event Viewer (Local) Appli	c <mark>ation</mark> Number of events	: 162 (!) New events available	
Ustom Views Windows Logs	Î.	Date and Time	Source
Application 01	formation	3/6/2015 2:39:15 PM	Resource Central Outlook add-in
🛃 Security 🚺 🚺 In	formation	3/6/2015 2:39:14 PM	Resource Central Outlook add-in
🔲 Setup 🛛 🚺 In	formation	3/6/2015 2:39:14 PM	Resource Central Outlook add-in
🛃 System 🛛 🚺 In	formation	3/6/2015 2:39:14 PM	Resource Central Outlook add-in
📄 Forwarded Events 🛛 🔒 🛝 W	'arning	3/6/2015 2:39:14 PM	Resource Central Outlook add-in
🖷 Applications and Services Lo 🛛 🕧 In	formation	3/6/2015 2:39:14 PM	Resource Central Outlook add-in
📔 Hardware Events 🛛 🚺 👔 In	formation	3/6/2015 2:39:14 PM	Resource Central Outlook add-in
📔 Internet Explorer 🛛 👔 👔 In	formation	3/6/2015 2:39:12 PM	Resource Central Outlook add-in
📓 Key Management Service 🚺 In	formation	3/6/2015 2:39:06 PM	Office Software Protection Platfor

And this is the only place where RC add-in logs are archived.

Scenario 2: Add-in is installed on top of older version.

In this situation, the add-in logs of newer version are archived in "Applications" entry under **Windows Logs** folder. But legacy add-in logs (of older version) can still be found in "**RC COM Add-in**" entry under **Applications and Services Logs** folder.

So in this situation, add-in logs are found in two places:

Newer Add-in	"Applications" entry under Windows Logs
Older Add-in	"RC COM Add-in" entry under Applications and Services Logs folder.
	Containe legacy lege entry.

🛼 Custom Views					
🖌 📑 Windows Logs	el	Date and Time	Source		
Application	nformation	6/3/2015 11:59:09 AM	RC Outlook Addin		
Security 1	nformation	6/3/2015 11:58:41 AM	RC Outlook Addin		
🔲 Setup	nformation	6/3/2015 11:58:41 AM	RC Outlook Addin		
🛃 System 🛛 🚺 🚺	nformation	6/3/2015 11:57:12 AM	RC Outlook Addin		
📄 Forwarded Events 🛛 🚺	nformation	6/3/2015 11:57:12 AM	RC Outlook Addin		
a 📇 Applications and Services Lo 🛛 🕦]	nformation	6/3/2015 11:56:27 AM	RC Outlook Addin		
📔 Hardware Events 🛛 🚺 👔]	nformation	6/3/2015 11:55:55 AM	RC Outlook Addin		
📔 Internet Explorer 🛛 👔 👔	nformation	6/3/2015 11:55:55 AM	RC Outlook Addin		
📔 Key Management Service 👔 👔	nformation	6/3/2015 11:55:24 AM	RC Outlook Addin		
📔 Media Center	nformation	6/3/2015 11:55:24 AM	RC Outlook Addin		
Microsoft		6 (3 (3015 11.54.30 AKA	DC Outline La Hain		
Microsoft Office Alerts Even	Event 0, RC Outlook Addin				
Windows PowerShell G	eneral Details				
📑 Subscriptions					
	The description for Event ID 0 from source RC Outlook Addin cannot be found. Either the component that				

Figure 12. Event viewer



Mass deployment

Besides the manual deployment, the Add-in can be automatically deployed to multiple users in various ways.

For more details about other forms of Add-in deployment, refer to the following Knowledge Base article:

KB 0296 - How to perform Add-in deployment using command line, PowerShell or Windows
 <u>Terminal</u>

Predefine add-in configuration properties

During an automatic deployment the values of the following properties can be defined, if the default values need to be changed.

E.g. there might be a need to point all users' Add-ins towards the RC backend URL address, so the users do not have to type in the URL address when launching the Add-in for the first time.

Property Name	Value	Note
RESOURCECENTRAL_URL	Example:	URL address of Resource
	http://RCWebServer/ResourceCentral	Central backend
ALLUSERS	1	Use this property with value "1" if Add-in is deployed for All users (per machine)
DEFAULT_LOCATION	ID of location tree in RC (e.g. ID of root location is 47) Refer to KB 0225 - How to retrieve location ID in Resource Central backend for more details	This property is used to set a default location for the first use of ResourceFinder