



# **Crestron Fusion<sup>®</sup> Add-In for Outlook<sup>®</sup>** Meeting Scheduling Software

Installation Guide  
Crestron Electronics, Inc.

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# Crestron Fusion® Add-In for Outlook® Installation Guide: Meeting Scheduling Software

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## Introduction

The Crestron Fusion® Add-In for Outlook® adds the Fusion RV® Room Booking Wizard functionality to Microsoft® Outlook. 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 Crestron Fusion Add-In for Outlook (OLAI).

*For more information on how to use the Crestron Fusion Add-In for Outlook, refer to the Crestron Fusion Add-In for Outlook User Guide (Doc. 7771.)*

## 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™. Each new version of the OLWS and the OLAI support 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, Crestron® recommends using the current version of the Crestron Fusion software. For additional information, contact the Crestron Fusion Support Group at 1-888-273-7876.

## 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:** 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.

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# 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 Fusion RV server or in a place where the room, schedule, and asset services have access to it.

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 Crestron Fusion Add-In for Outlook 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 the Crestron Fusion Support Group at 1-888-273-7876, Option 1 or email [FSG@crestron.com](mailto: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:

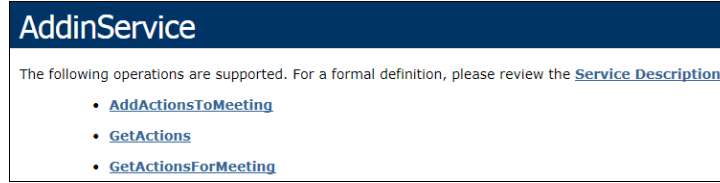
```
C:\Temp>msiexec /i c:\temp\OutlookWebServiceSetup_10_x_x.msi
```

2. From the **Welcome** window, click **Next**. The **Select Installation Address** window opens.
3. Select **Fusion Outlook Web Service** from the **Application Pool** drop-down list.
4. Click **Next** and then click **Next** again to open the **Installing Crestron Fusion Outlook Web Service** window. **Please Wait** should be displayed in the window.
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. Depending on your version of Crestron Fusion, enter the applicable command to install the OLAI into the command line prompt and then press **Enter**.
  - For a default Creston Fusion 9.x installation, enter `http://[server name]/roomviewse/outlookwebservice/addinservice.asmx`.

- For a default Crestron Fusion 10.x installation, enter `http://[server name]/fusion/outlookwebservice/addinservice.asmx`.

Verify that the page loaded displays **AddinService** in the heading.

*AddinService Window*



After completing the OLWS installation, the OLAI needs to be installed. Depending on your version of Outlook, choose the applicable installation method:

- Crestron Fusion Add-In for Outlook (UI Assisted 32-Bit) installation
- Crestron Fusion Add-In for Outlook (Command Line 32-Bit) installation
- Crestron Fusion Add-In for Outlook (UI Assisted 64-Bit) installation
- Crestron Fusion Add-In for Outlook (Command Line 64-Bit) installation

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

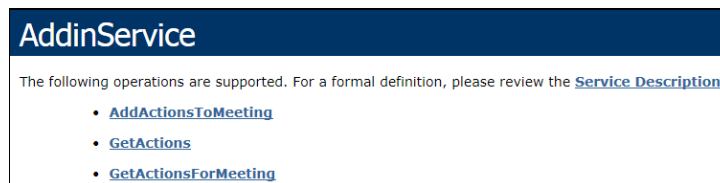
## Crestron Fusion Add-In for Outlook (UI Assisted 32-Bit) Installation

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-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. Depending on your version of Crestron Fusion, enter the applicable command into the browser and then press **Enter**.
  - For a default Creston Fusion 9.x installation, enter `http://[server name]/roomviewse/outlookwebservice/addinservice.asmx`.
  - For a default Crestron Fusion 10.x installation, enter `http://[server name]/fusion/outlookwebservice/addinservice.asmx`.

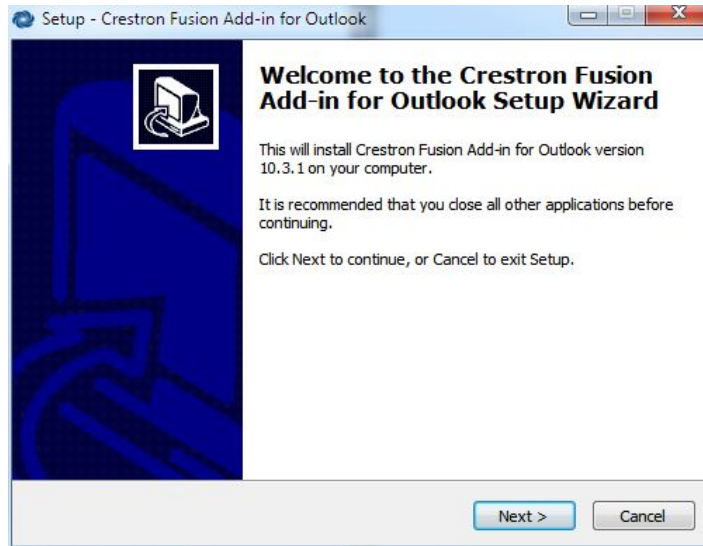
Verify that the page loaded displays **AddinService** in the heading.

*AddinService Window*



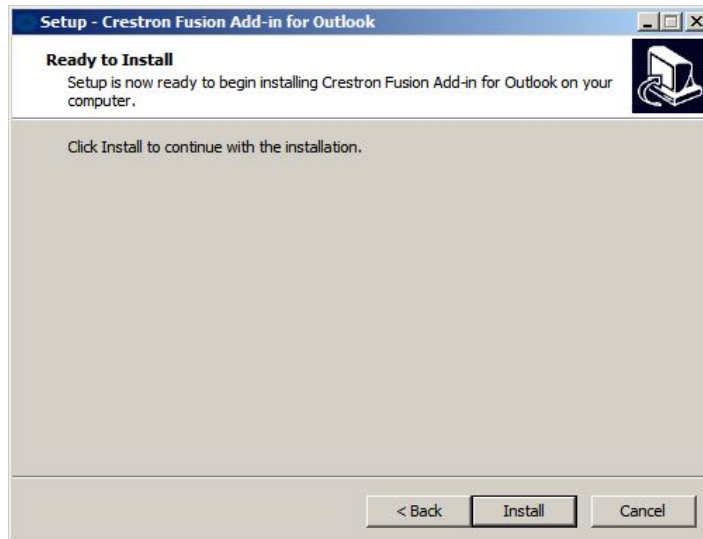
4. Right-click the **RVOutlookAddinSetup\_x\_x\_x\_32bit.exe**, and then click **Run as Administrator** to open the **Welcome to the Crestron Fusion Add-In for Outlook Setup Wizard** window.

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



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

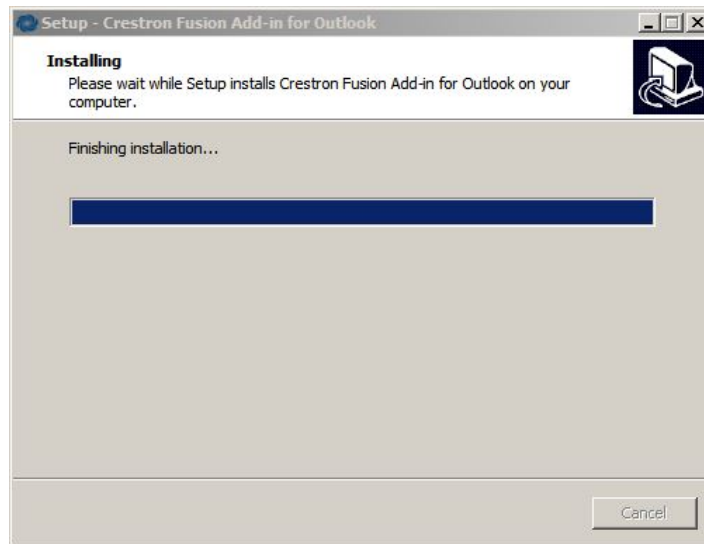
*Ready to Install Window*



6. 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



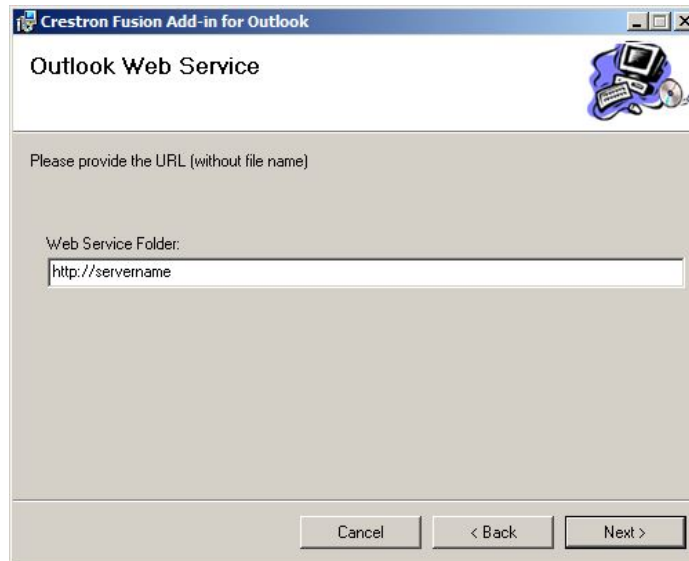
7. Click **Next** to open the **License Agreement** window.

### License Agreement Window



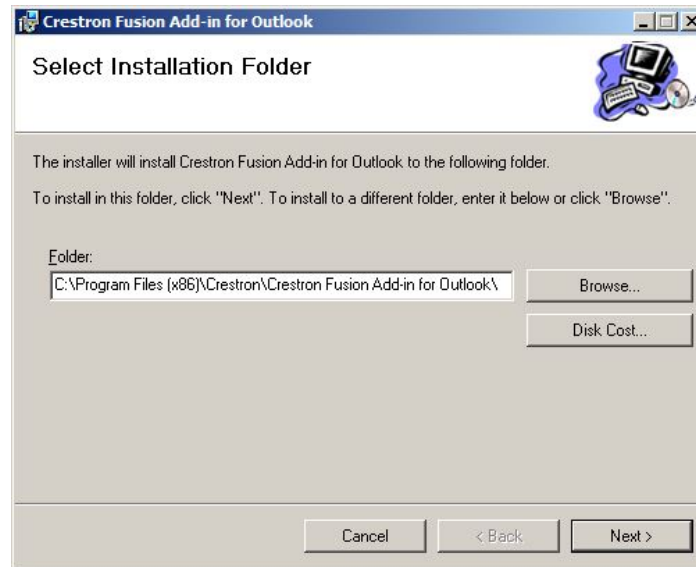
8. Review the license agreement, and then click **I Agree**.
9. Click **Next** to open the **Outlook Web Service** window.

### Outlook Web Service Window



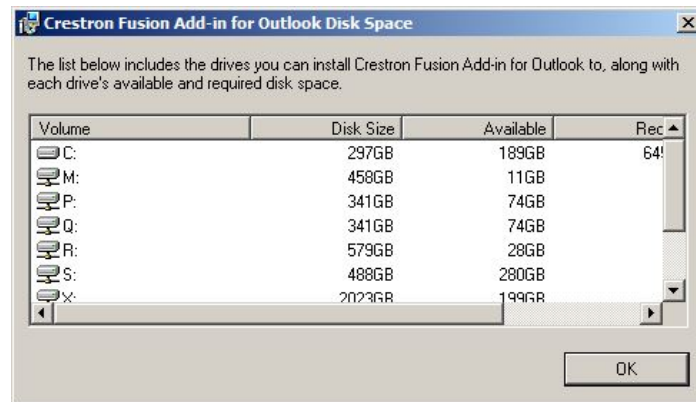
10. Enter the URL in the **Web Service Folder** field. Click **Next** to open the **Select Installation Folder** window.

### Select Installation Folder Window



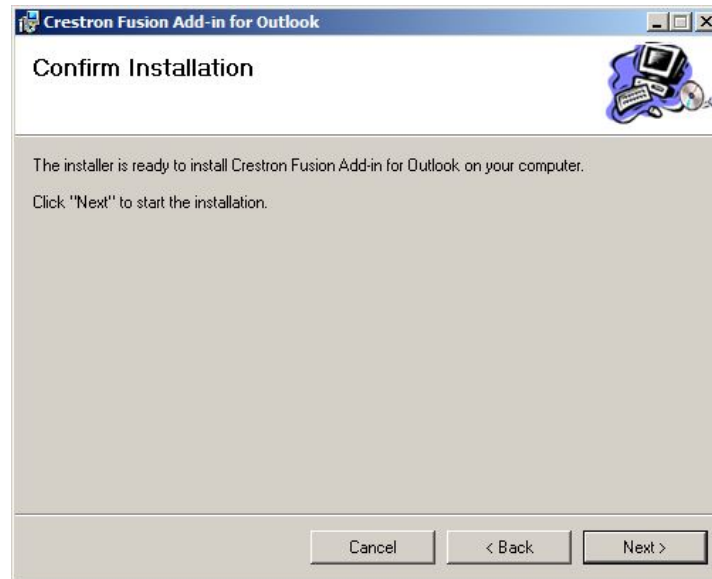
11. To install the OLAI into a different folder, enter the desired location into the **Folder** field, or click **Browse** to choose a location.
12. Click **Disk Cost** to open the **Crestron Fusion Add-in for Outlook Disk Space** window. Choose a drive to install the OLAI, view the disk space information, and then click **OK**.

### Crestron Fusion Add-In for Outlook Disk Space Window



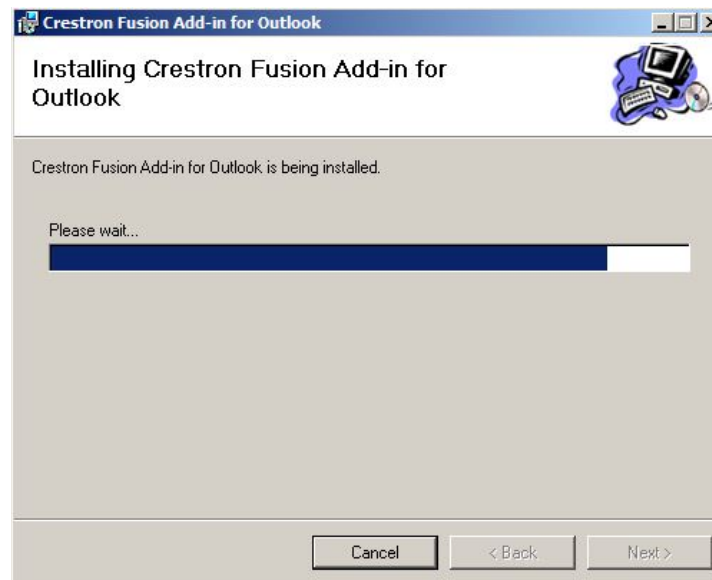
13. Click **Next** from the **Select Installation Folder** window to open the **Confirm Installation** window.

### Confirm Installation Window



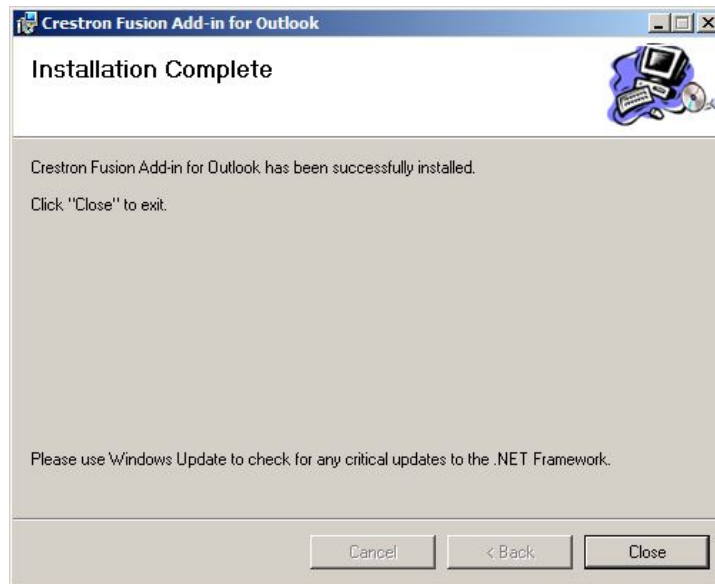
14. Click **Next** to confirm the installation, and open the **Installing Crestron Fusion Add-in for Outlook** window.

### Installing Crestron Fusion Add-in for Outlook Window



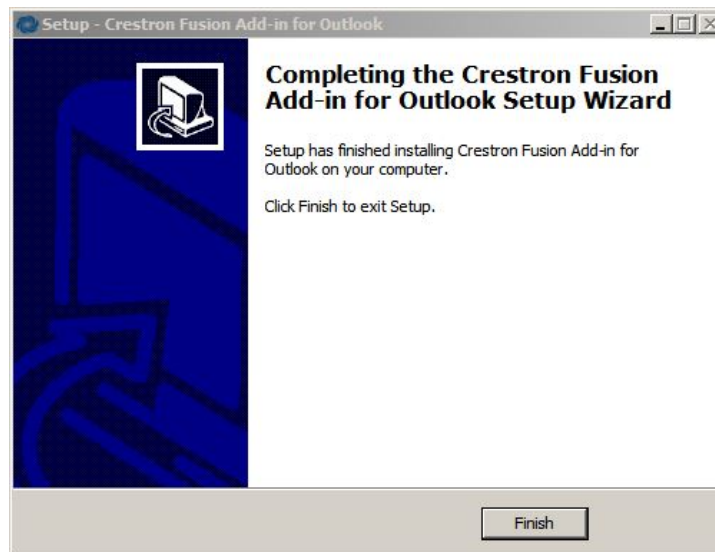
After the OLAI is installed, the **Installation Complete** window opens.

*Installation Complete Window*



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

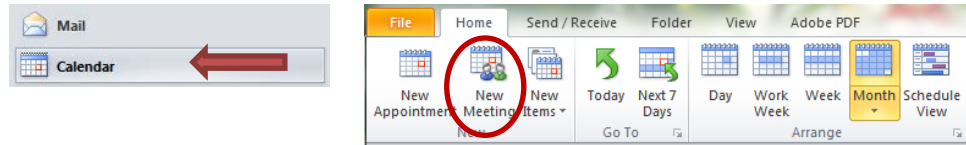
*Completing the Crestron Fusion Add-in for Outlook Setup Wizard Window*



16. Click **Finish**.
17. To validate the installation, wait at least 5 minutes and then close and re-open Outlook.

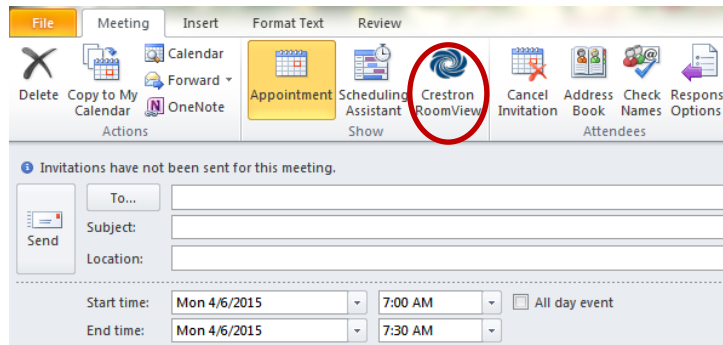
- Click **Calendar**, and then click **New Meeting** to open a meeting.

### *Calendar and New Meeting*



- Click **Crestron RoomView™** to load the Fusion RV services.

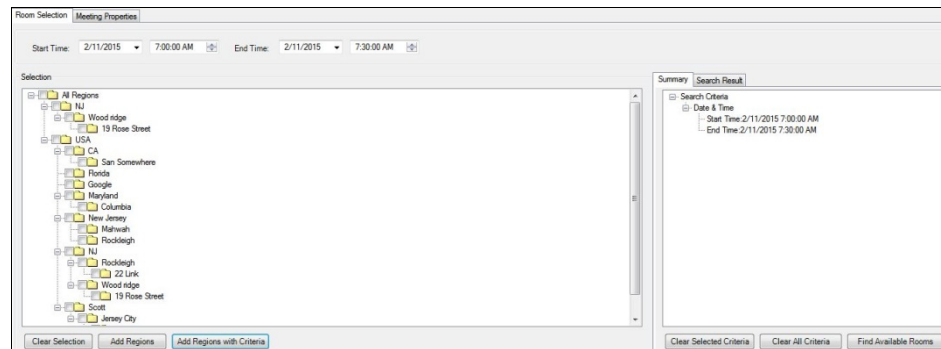
### *Crestron RoomView*



When the Fusion RV services are loaded, a region list is displayed in the **Room Selection** window.

**NOTE:** The Fusion RV services may take some time to load.

### *Room Selection Window Displaying a Region List*



## **Crestron Fusion Add-In for Outlook (Command Line 32-Bit) Installation**

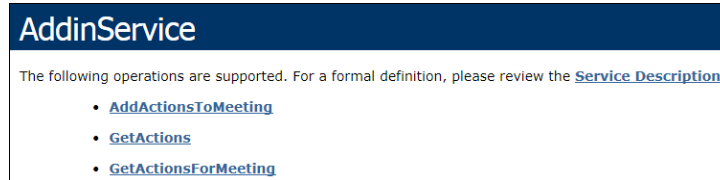
To install the OLAI, complete the following steps:

- Depending on your version of Outlook, use one of the following methods to verify that Outlook is 32-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.
- To verify the URI address of the OLWS, open a web browser on a client or staging computer.

3. Depending on the version of Crestron Fusion, enter the applicable command into the browser, and then press **Enter**.
  - For a default Creston Fusion 9.x installation, enter `http://[server name]/roomviewse/outlookwebservice/addinservice.asmx`.
  - For a default Crestron Fusion 10.x installation, enter `http://[server name]/fusion/outlookwebservice/addinservice.asmx`.

Verify that the page loaded displays **AddinService** in the heading.

**AddinService Window**



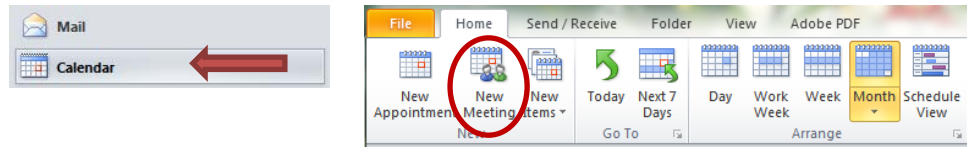
4. Depending on the installation type, use one of the following methods to run the command line prompt as an administrator.
  - For a client installation, right-click the **cmd.exe** shortcut, and then click **Run as Administrator**.
  - For an automated distribution, locate the prompt, and enter the command in the distribution software. Verify that the account is run as an administrator.
5. Enter `[EXE path] [/URI Address] /verysilent` into the command line prompt to install the OLAI.
  - `[EXE path]` is `RVOutlookAddinSetup_x_x_x_32bit.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 <code>/BSN=true</code> to the command above, for example <code>RVOutlookAddinSetup.exe /bsn=true</code> .
/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.

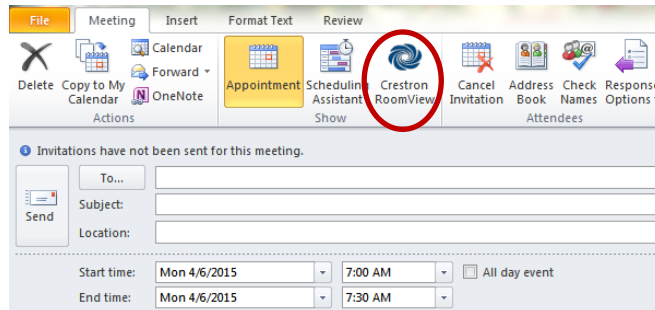
8. Depending on the installation type, use one of the following methods to run the installation command.
  - For a client installation, press **Enter** at the command prompt.
  - For an automated installation, consult the manufacturer’s instructions on how to run the command.
6. To validate the installation,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

## Calendar and New Meeting



8. Click **Crestron RoomView** to load the Fusion RV services.

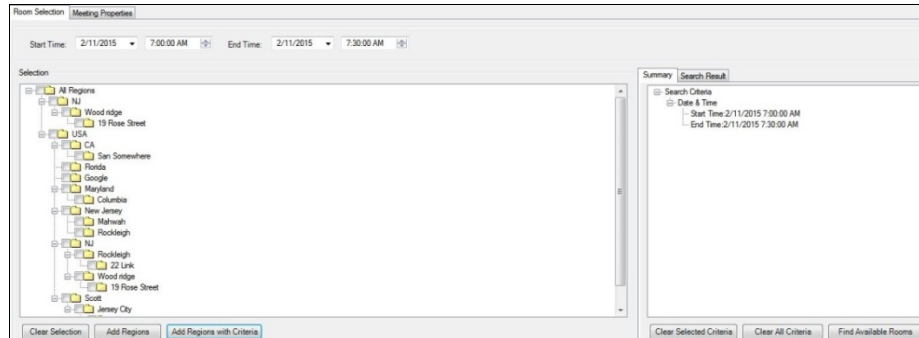
## Crestron RoomView



When the Fusion RV services are loaded, a region list is displayed in the **Room Selection** window.

**NOTE:** The Fusion RV services may take some time to load.

## Room Selection Window Displaying a Region List



## Crestron Fusion Add-In for Outlook (UI Assisted 64-Bit) Installation

To install the OLAI, complete the following steps:

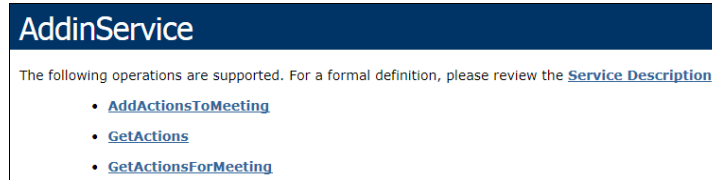
1. Depending on your version of Outlook, use of the following methods to verify that Outlook is 64-bit.
  - For Outlook 2007, click **Help > About**. The bit count is displayed.
  - For Outlook 2010 and 2013, click **File > Help**. The bit count is displayed under the **About Microsoft Outlook** section.
2. To verify the URI address of the OLWS, open a web browser on a client or a staging computer.
3. Depending on the version of Crestron Fusion, enter one of the following addresses into the browser, and then press **Enter**.



- For a default Crestron Fusion 9.x installation, enter `http://[server name]/roomviewse/outlookwebservice/addinservice.asmx`.
- For a default Crestron Fusion 10.x installation, enter `http://[server name]/fusion/outlookwebservice/addinservice.asmx`.

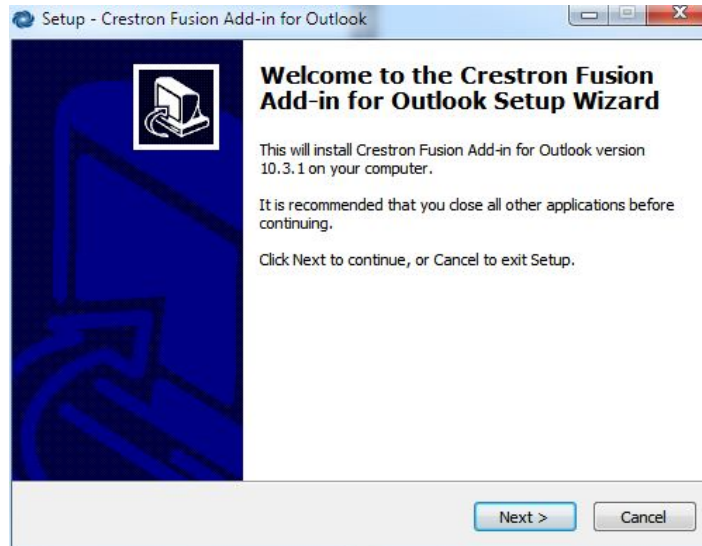
Verify that the page loaded displays **AddinService** in the heading.

*AddinService Window*



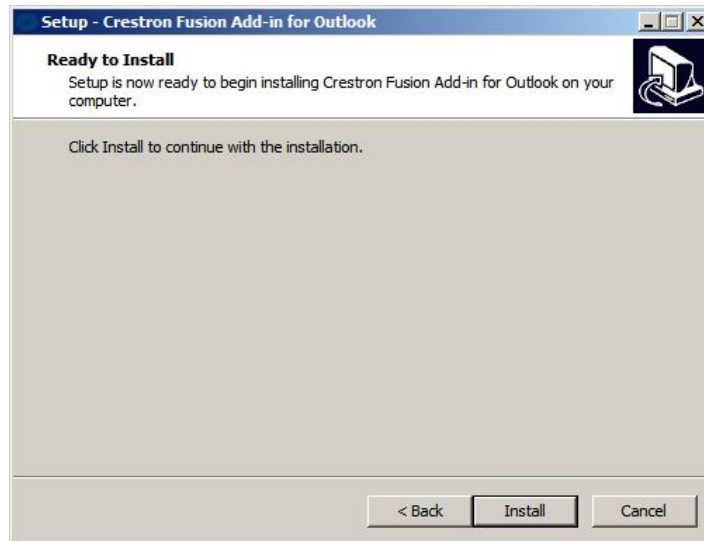
4. Right-click the `RVOutlookAddinSetup_x_x_x_64bit.exe`, and then click **Run as Administrator** to open the **Welcome to the Crestron Fusion Add-in for Outlook Setup Wizard** window.

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



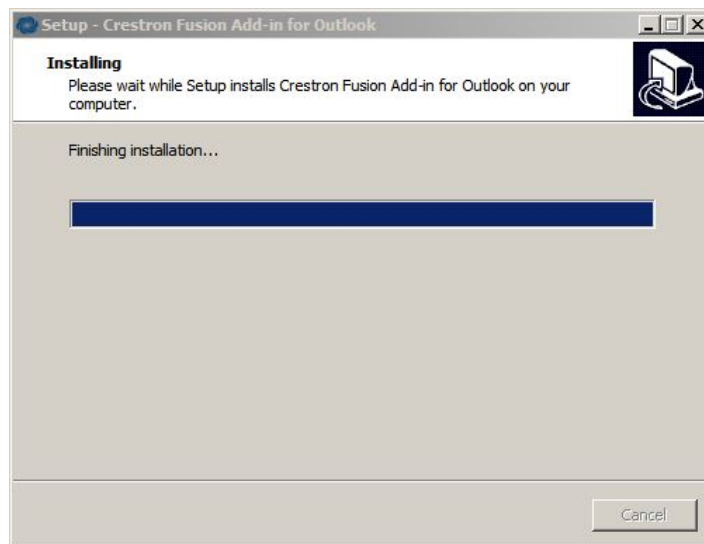
5. Click **Next** to open the **Ready to Install** window.

### *Ready to Install Window*



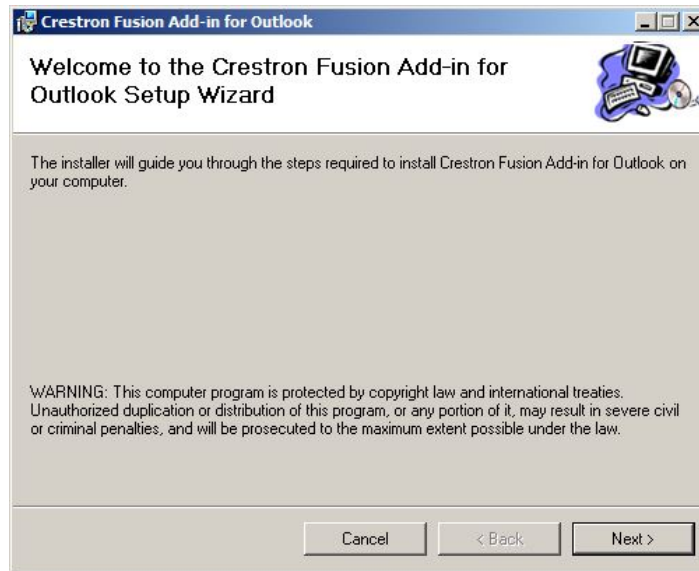
6. Click **Install** to open the **Installing** window.

### *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*



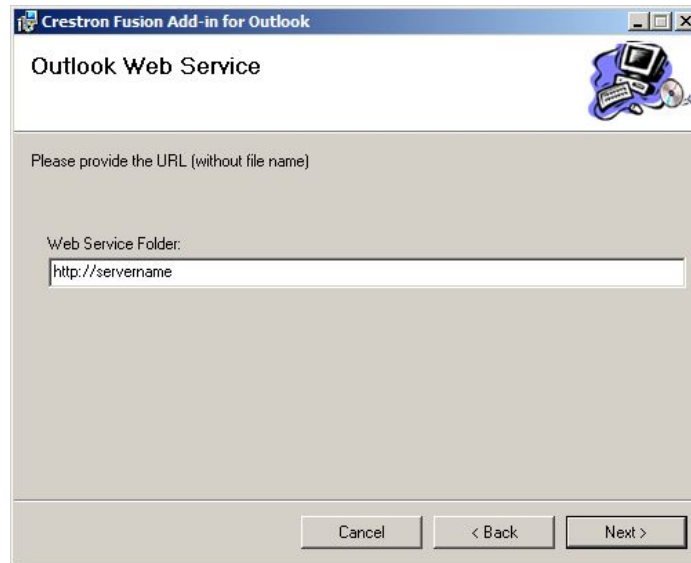
7. Click **Next** to open the **License Agreement** window.

*License Agreement Window*



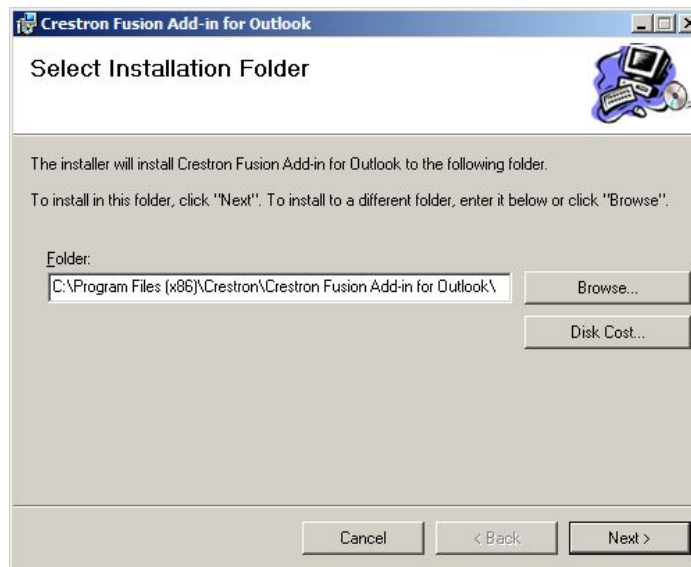
8. Review the license agreement, and then click **I Agree**. Click **Next** to open the **Outlook Web Service** window.

### Outlook Web Service Window



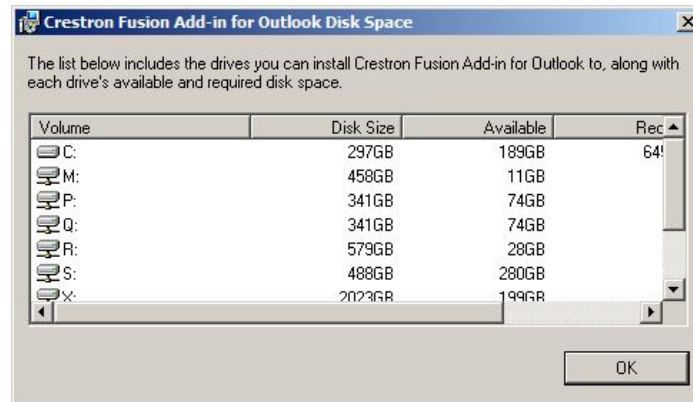
9. Enter the URL in the **Web Service Folder** field. Click **Next** to open the **Select Installation Folder** window.

### Select Installation Folder Window



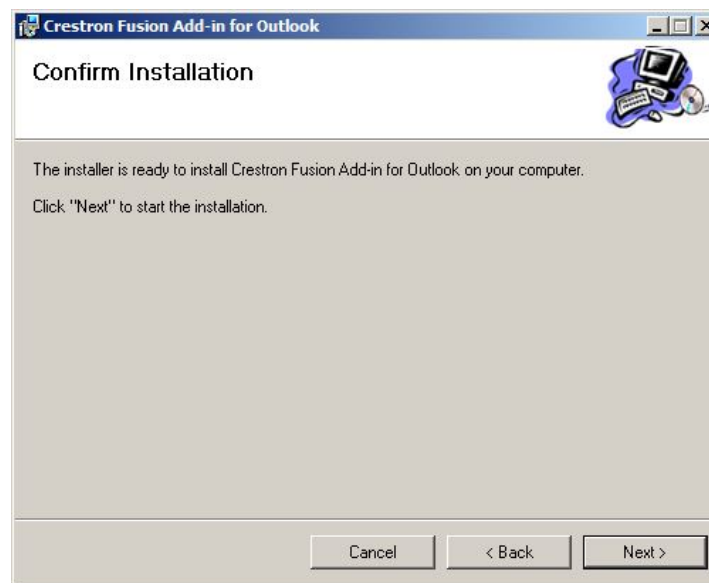
10. To install the OLAI into a different folder, enter the desired location into the **Folder** field or click **Browse** to choose a location.
11. Click **Disk Cost** to open the **Crestron Fusion Add-in for Outlook Disk Space** window.

### *Crestron Fusion Add-in for Outlook Disk Space Window*



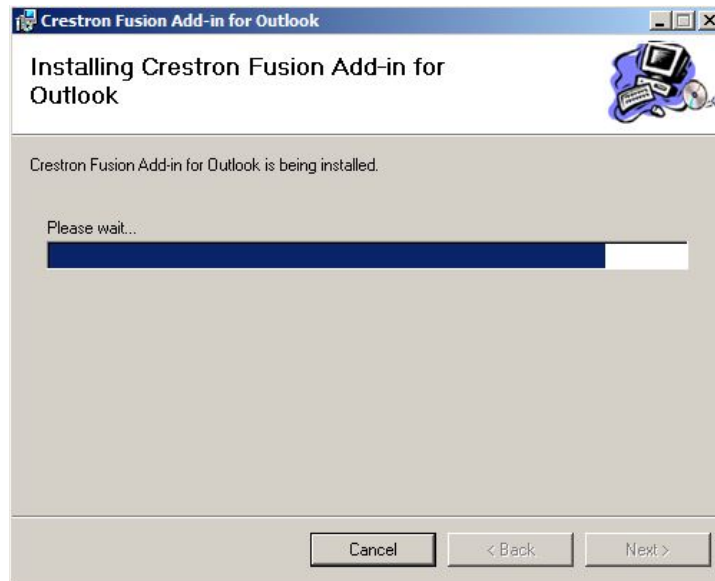
12. Choose a drive to install the OLAI and view the disk space information. Click **OK**.
13. Click **Next** from the **Select Installation Folder** window to open the **Confirm Installation** window.

### *Confirm Installation Window*



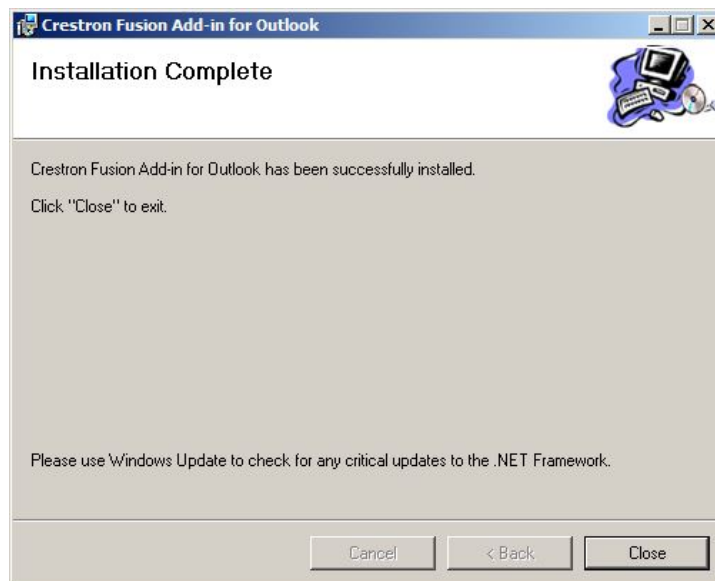
14. Click **Next** to confirm the installation and open the **Installing Crestron Fusion Add-in for Outlook** window.

### *Installing Crestron Fusion Add-in for Outlook Window*



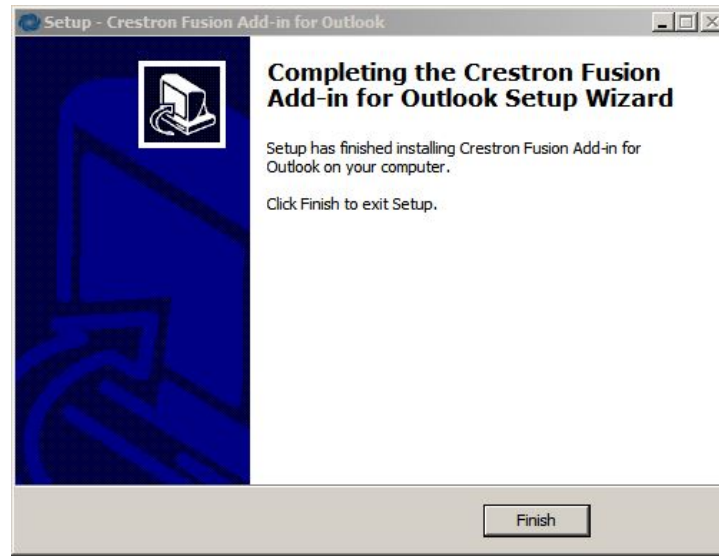
After the OLAI is installed, the **Installation Complete** window opens.

### *Installation Complete Window*



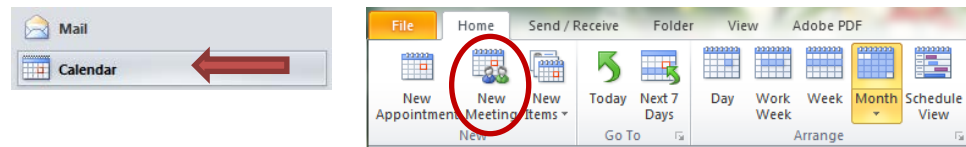
15. Click **Close** to open the **Completing the Crestron Fusion Add-in for Outlook Setup Wizard** window.

### Completing the Crestron Fusion Add-In for Outlook Setup Wizard Window



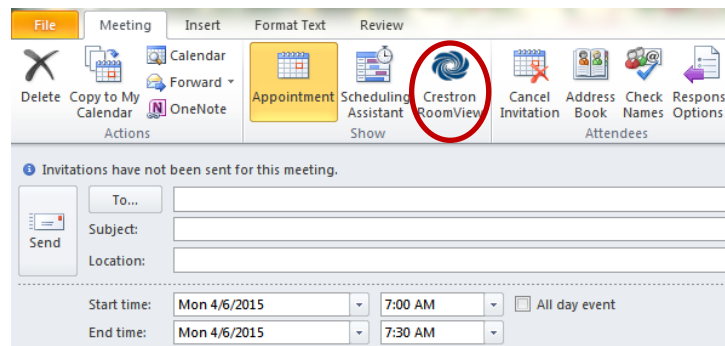
16. Click **Finish**.
17. To validate the installation, wait at least 5 minutes and then close and re-open Outlook.
18. Click **Calendar** and then click **New Meeting** to open a meeting.

#### Calendar and New Meeting



19. Click **Crestron RoomView** to load the Fusion RV services.

#### Crestron RoomView



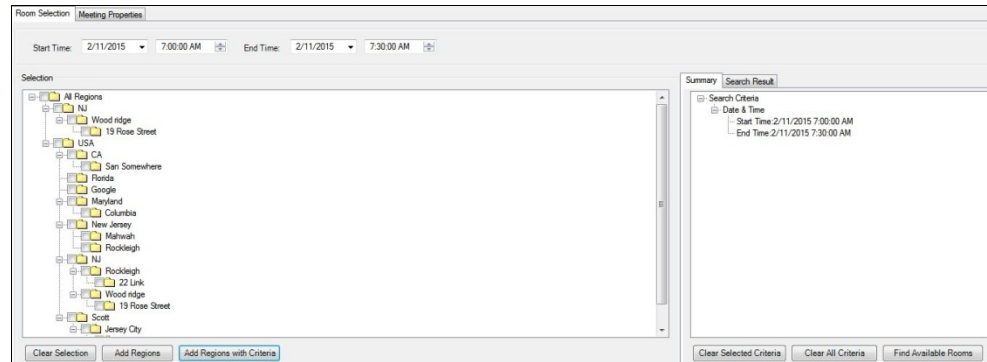
When the Fusion RV services are loaded, a region list is displayed in the **Room Selection** window.

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**NOTE:** The Fusion RV services may take some time to load.

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### Room Selection Window Displaying a Region List



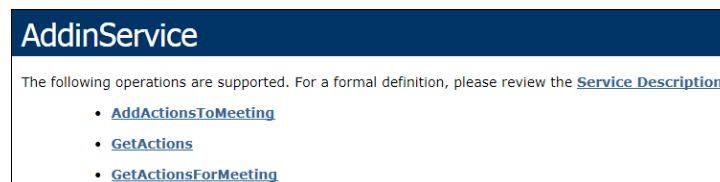
## Crestron Fusion Add-In for Outlook (Command Line 64-Bit) Installation

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 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. Depending on the version of Crestron Fusion, enter one of the following addresses into the browser, and then press **Enter**.
  - For a default Crestron Fusion 9.x installation, enter `http://[server name]/roomviewse/outlookwebservice/addinservice.asmx`.
  - For a default Fusion 10.x installation, enter `http://[server name]/fusion/outlookwebservice/addinservice.asmx`.

Verify that the page loaded displays **AddinService** in the heading.

### AddinService Window



4. 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.



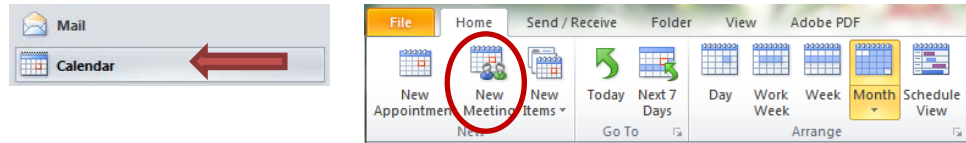
5. Enter `[EXE path] [/URI Address] /verysilent` into the command line prompt to install the OLAI.
  - `[EXE path]` is `RVOutlookAddinSetup_x_x_x_64bit.exe`
  - `[URI Address]` is `url=http://ServerName/Fusion/outlookwebservice`

Refer to the table below for information on switch types.

Switch Type	Description
/bsn	This switch activates the BookSingle features and is either true or false. To enable the BookSingle functionality, add <code>/BSN=true</code> to the command above, for example <code>RVOutlookAddinSetup.exe /bsn=true</code> .
/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.

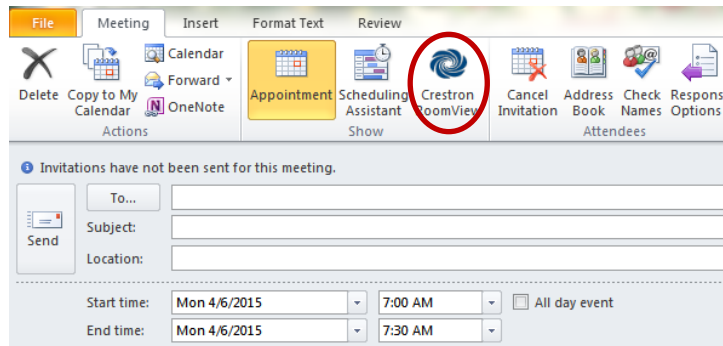
6. Depending on the installation type, use one of the following methods to run the installation command.
  - For a client installation, press **Enter** at the command prompt.
  - For an automated installation, consult the manufacturer's instructions on how to run the command. Wait at least 5 minutes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

#### *Calendar and New Meeting*



9. Click **Crestron RoomView** to load the Fusion RV services.

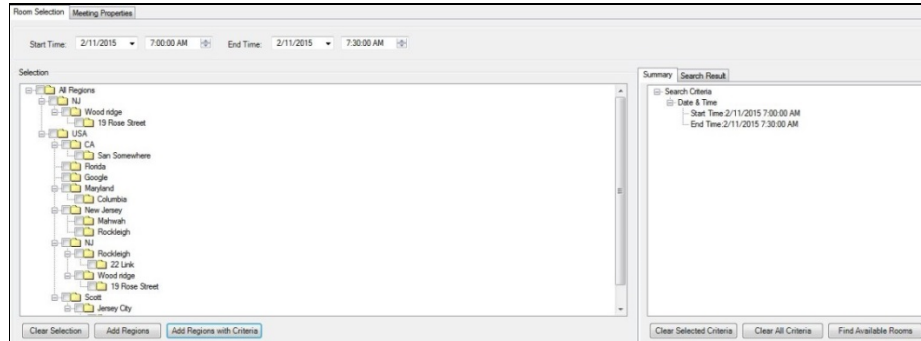
#### *Crestron RoomView*



When the Fusion RV services are loaded, a region list is displayed in the **Room Selection** window.

**NOTE:** The Fusion RV services may take some time to load.

*Room Selection Window Displaying a Region List*



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Specifications subject to  
change without notice.