



# Resource Scheduling

## Admin Guide

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### What is a Resource Account?

Starting in IMail version 12.5.3, you can designate any IMail user account as a “Resource Account”. The Resource Account setting was created to simplify the process of scheduling various company resources such as meeting rooms, rental cars, office hardware, etc... Once created, you can add a Resource Account to meeting requests and appointments and the system will check to ensure that the resource is available(and/or reserved) for that time slot. The appointment creator will receive a reply back from the IMail system confirming or denying resource availability.

### Why do I need a Resource Account?

The benefit of the Resource Account feature is that it automates the process of accepting requests for resources. In earlier versions of IMail a person would be required to accept and update requests to accomplish this task.

### How do Resource Accounts Work?

When an account is designated as a Resource Account the Maintenance Service will begin checking this account for meeting requests sent to it (default interval is every thirty seconds). When a meeting request is found it will be processed and then moved to the Archive Folder. Messages in the inbox that do not contain an ICAL formatted meeting request will not be processed and left in the Inbox. Messages are removed from the Inbox and Archive folders after one day (One day is the default value).

*Messages using the winmail.dat meeting request format are not supported and will not be processed.*

### How are Meeting Requests Processed?

Meeting requests are processed on a first come first served basis. The request is examined and then checked to see if there is an existing meeting that coincides with the request. If the meeting request is recurring it will check up to six months in the future for coinciding occurrences. If no conflicts are found the meeting request is saved to the Recurrence Accounts Calendar and a meeting acceptance message is sent to the meeting organizer. If a conflict is found a meeting declined message is sent to the organizer. Meeting Updates follow the same rules as a new meeting request. Meeting cancelations will remove the meeting from the Resource Accounts Calendar.

*Sometimes meeting updates for complicated recurring meetings may arrive out of sequence. If this happens IMail will wait up to fifteen minutes before processing meeting requests out of sequence.*

### How do I Enable Resource Accounts?

Any IMail user account can be designated as a Resource Account. However, this option should only be enabled for accounts that are designated as a shared resource (Meeting room, projector, etc...).

To designate an existing account as a Resource Account:

1. Open the Admin interface and navigate to the properties of the user.
2. Locate the “Resource Account” section and check the Resource Account checkbox.

**Note:** Changes will not apply if the selected account contains email in the inbox.

3. Click Save/Apply on the user settings dialogue to complete the process.

To create a new account as a Resource Account:

1. Open the Admin interface and navigate to the User Administration.
2. Click the "Add" button to add a new user.
3. Fill in the Username, Full Name, and password fields. It is recommended that you create usernames that are descriptive of the resource. (i.e. MeetingRoom1, CompanyCar3, etc...)
4. In the user properties, locate the "Resource Account" section and check the Resource Account setting to enable.

**Note:** Enabling the Resource Account will cause many of the standard user options to be disabled.

5. Click Save/Apply on the user creation dialogue to complete the process.

To publicize Resource Account calendars for visibility in the IMail Web Client:

1. In the IMail Admin, navigate to Domains>Your Domain>Managed Public Contacts
2. Check the box for "Share Resource Account Calendar Folders".
3. Click Save
4. Click the "Update Folder Now" button.
5. Webmail users should now see a Public Calendar for each shared resource.

## Using Resource Accounts

Once a Resource Account has been created, you can begin using the account immediately. For detailed instructions on how to make user of Resource Accounts, please refer to the *Resource Scheduling Client Guide*.

## Changing Default Settings

### Message Retention Duration

If you wish to have messages retained for longer than one day open the file named "ResourceSchedulingSettings.xml" located in the IMail Top Dir in any text editor. In this file you will see a line that looks like this:

```
<MessageHistoryLifetime>1</MessageHistoryLifetime>
```

Simply change the value located inside the tags to the number of days you would prefer.

### Message Check Frequency

If you wish to have the Maintenance Service Check for new messages at a non-default interval open the file named "MaintenanceServiceSettings.xml" located in the IMail Top Directory in any text editor. In this file you will see a section that looks like this:

```
<TaskName>ResourceScheduling</TaskName>  
<StartOffset>0</StartOffset>  
<RepeatInterval>0.5</RepeatInterval>  
<Sunday>>true</Sunday>
```

Make sure you are editing the section that has the correct TaskName value of "ResourceScheduling" and then you can set value inside the <RepeatInterval> tag to number of minutes between checks you would prefer.