



Companion website

Overview and
Hosting Considerations

ABOUT THIS GUIDE

Thank you for purchasing Room Booking Display panels from Concierge Displays. This guide provides an overview of the Concierge Companion website.

What is Concierge Companion?

Concierge Companion is a useful addition to the Concierge room-booking displays solution. In addition to several convenience functions such as site-wide health monitoring, configuration consistency checks and graphics (skins) package hosting, Companion also includes a powerful reporting engine.

Be confident your meeting rooms are always being used fairly and efficiently by picking a daily, weekly, monthly, quarterly or yearly report and compare:

- Occupancy and utilisation statistics by room and/or organiser.
- Ad-hoc booking statistics by room and/or organiser (meetings booked directly from the panel in-person).
- Unconfirmed booking statistics by room and/or organiser (meetings that were booked but were not confirmed in person, revealing room underutilisation).

All of this is augmented by Companion's ability to distribute clean & summarised failure reports when a panel or group of panels fails to check-in or a change in environment means incorrect or outdated room booking information may be on display and causing confusion.

Concierge Companion is provided free of charge for the first 12 months. Extended service can be purchased from a Concierge authorised reseller.

The Concierge Companion service includes (but is not limited to) the following functions:

1. Panel check-ins and runtime reporting

Includes (but not limited to) IP addresses, MAC addresses, uptime, firmware, memory usage, all activity counters.

2. Notification management (relay)

Simple summarised notification emails or via third-party hook (REST API provided)

3. Panel check-in failure detection with notification relay

4. Clock-drift detection with notification relay

5. Room AV fault detection and notification relay

When end-users report faults.

6. **Booking System connector failure detection and notification relay**
7. **General front-end failure detection and notification relay**
8. **One-click skin content uploads and hosting**
9. **Intelligent serving of skin content:**
Simplifies panel config by serving different content to targeted panels. Includes:
 - by group or
 - by panel ID.
10. **“Over-the-air” services to facilitate centralised firmware/application updates**
11. **Access to latest firmware updates**
Opt-in by design, these may include (but not limited to):
 - new feature updates (official release channel)
 - stability updates (official release channel)
 - experimental features (beta release channel)
 - security updates (official release channel)
12. **Live configuration consistency checksheet**
Details include (by not limited to) major configuration details:
 - On-display title
 - Time-server
 - Connector URL and username
 - Skin URL
 - Concierge Companion URL
 - Confirmation mode (disabled, Finish Meetings, Delete Meetings)
 - Firmware revision
 - Last checked in
 - Marked out-of-service

13. Instant reports

Includes, but not limited to:

1. Minimum Occupancy report (by panel, by organiser)
2. "BookNow" usage report (by panel, by organiser)
3. "BookFuture" usage report (by panel)
4. FinishNow usage report (by panel, by organiser)
5. Automatic release occurrence report (by panel, by organiser)
6. Extend usage report (by panel, by organiser)

Report periods include:

1. Daily (last 14)
2. Weekly (last 26)
3. Monthly (last 24)
4. Quarterly (last 8)
5. Yearly (last 10)

14. General counter storage for custom reports

In addition to built-in instant reports, all counters are stored for possible future custom reports. These counters include, but not limited to:

- admin site usage
- ungraceful shutdowns
- general network errors

15. Dedicated physical dashboard in Melbourne control room

Includes, not not limit to, 24x7 proactive monitoring and response.

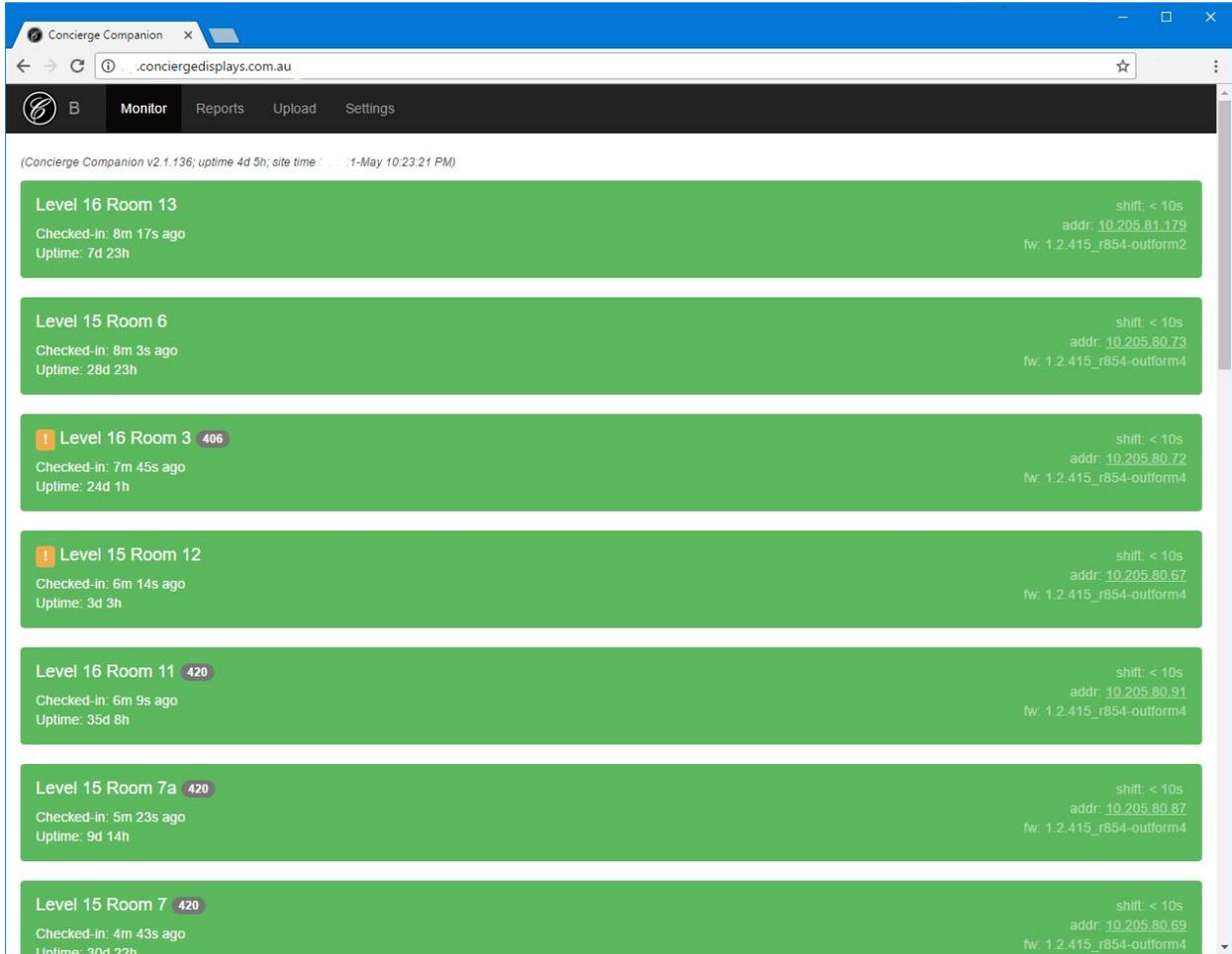
REGISTRATION

To register for a Companion Site, go to:

<http://conciergedisplays.com.au/register>

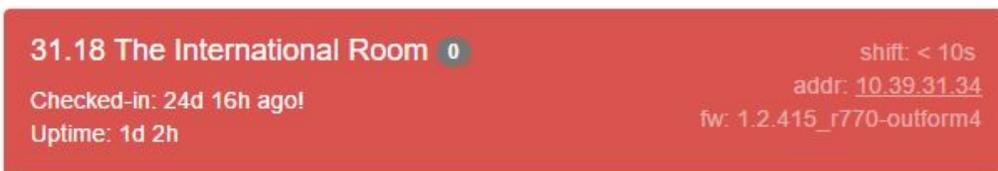
Or see **Self Hosting** section later in this guide.

CHECK-IN PAGE



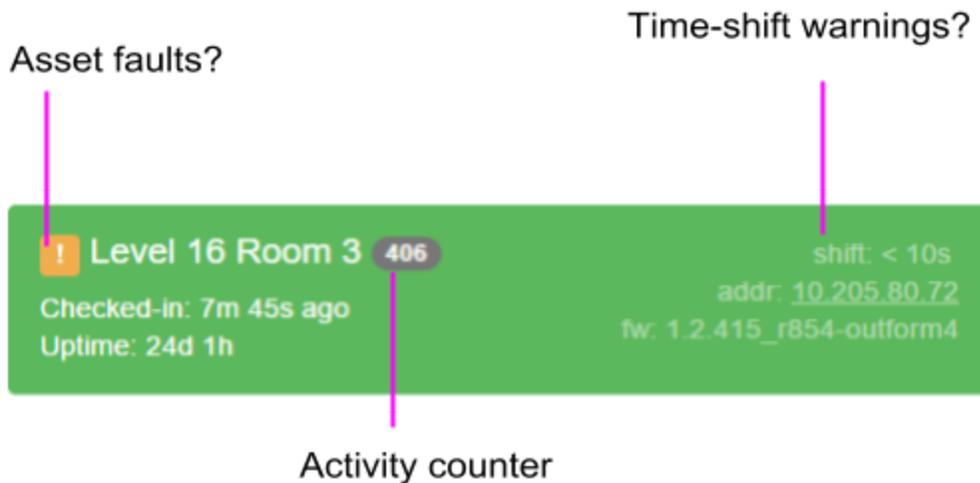
A green-bar indicates a panel has successfully checked into its Companion Site.

If a panel fails to check-in after 20 mins, a red bar is shown:



CHECK-IN PAGE (cont.)

When a panel checkin in, the Companion Site does some integrity checks including the following:



Asset faults: If a panel has an asset reported as a fault, a yellow warning is shown. Clicking on the warning provided detailed information about the time and nature of the user-reported fault.

Time-shifting: Since clock times are intrinsic to a room-booking system, it's important synchronization is accurately verified. If any time-shift is detected relative to a master clock i.e. that of the Companion server, a warning is indicated.

SETTINGS PAGE

Concierge Companion

company.conciergedisplays.com.au/

Corp Monitor Reports Upload Settings

Companion site

Company site

A short name, title or location details of this Companion site.

Companion site password

fdfd4411

Fault notification

email@company.com

Send failure notifications to: (comma-separated email addresses)

Time zone for local time conversion

Australia/Melbourne

Excluded counters

When preparing reports, filter out these counters: (comma-separated fully qualified counter IDs in the form `deviceUUID.counterID`)

Submit

Companion Site	The name to be used on reports and emails.
Password	A password to secure the site.
Fault notification	The email address(es) used for notification of offline panels and room faults.
Timezone	The time-zone for time-sensitive reports.

SELF-HOSTING

Companion is normally hosted and maintained by Concierge Displays in the “cloud” (includes version updates and data backups).

Individual IT considerations may make it desirable to host Companion using available internal IT infrastructure. This section covers the latter scenario.

Software Architecture

- Self-contained Java Servlett (Java 8 Jetty or compatible) WAR file
- SQLite for counter data writing and reports
- JSON file for config & panel metadata

Hardware requirements

Based on Java JDK requirements, see java.com/en/download/help/sysreq.xml

Microsoft Windows	Linux
Minimum Server 2012 and 2012 R2	Minimum Ubuntu Linux 12.04 LTS Minimum Oracle Linux 5.5+ Minimum Red Hat Enterprise Linux 5.5+
Base + 500MB RAM (Add more for >100 panel support)	
Base + 200MB disk space (Add more for >100 panel support)	

Software requirements

- Java JDK 8¹ (latest is **8u161** at time of writing) using managed installation

OR

- Java Server JRE² can be used (“portable”, install-less, unmanaged installation method)

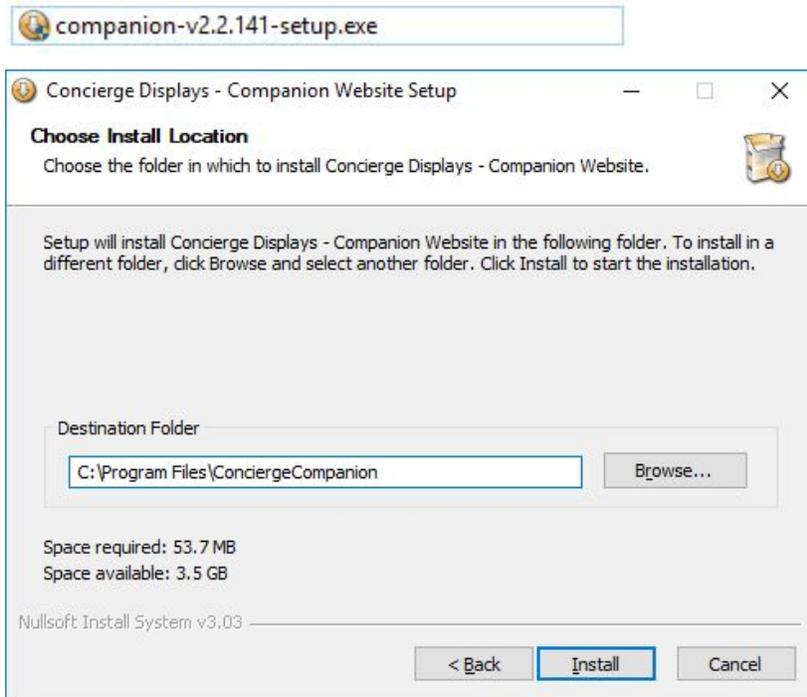
Installation

1. Unpacking files

A download location will be provided by Concierge Displays. Download and unpack files using the file installer:

¹ Google “[java jdk 8](#)” for latest download links.

² Google “[java server jre site:oracle.com](#)” for latest download links.



2. (OPTIONAL) Adjust Jetty HTTP serving port

If the default options do not suit, edit the `start.ini` file to change the default HTTP port from 8888.

```
start.ini x
171  ## Connector port to listen on
172  # jetty.http.port=8080
173  jetty.http.port=8888
174
```

3. (OPTIONAL) Adjust Companion bootstrap defaults:

The follow defaults apply:

1. All data related to the instance is stored in the folder:
`%DEST%\data\companion`
2. The panel's check-in info and metadata is stored in the folder:
`%DEST%\data\companion\Device` (e.g. `1a1a3b39c5efd634.json`)
3. All counters (for reports) are stored in the folder:
`%DEST%\data\companion` (as `counters.db`, SQLite database)
4. All data snapshots (metadata, counters, skins) are stored in folder:
`%DEST%\snapshots`

5. "over-the-air" support for firmware updates (raw TCP):
TCP port 8889

NOTE: for (1), (4) & (5), the defaults can be changed by editing the [companion_config.json](#) file:

```
1 {
2   "data_folder": "",
3   "snapshots_folder": "",
4   "ota_port": 8889
5 }
6
```

3. Registering as a service

In the destination folder, edit the [register_as_service.bat](#) file to ensure the paths are correct based on the location of the JDK or Server JRE:

```
1 register_as_service.bat
2
3 @rem Path to Companion
4 set COMPANION_HOME=C:\Program Files\ConciergeCompanion
5
6 @REM Path to Java JDK installation or Java Server JRE user installation
7 set JAVA_HOME=C:\Program Files\Java\jdk1.8.0_144
8
```

Launch the [register_as_service.bat](#) and follow the prompts on screen.

4. Starting / Stopping the Companion Service

Use the Windows system service control:



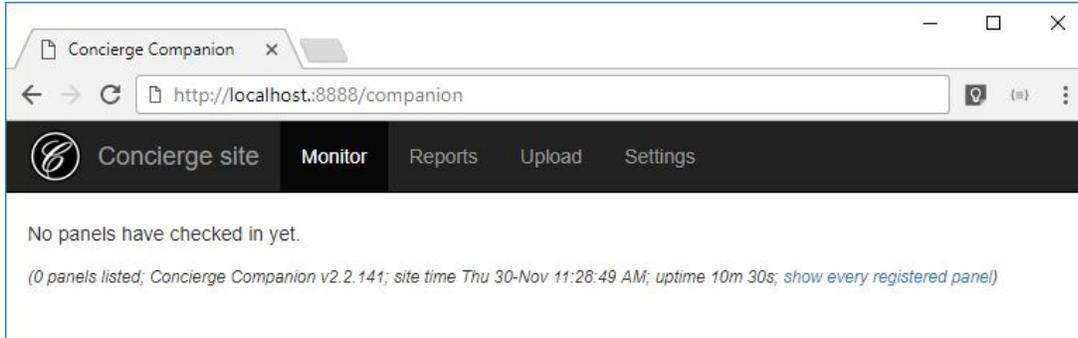
OR click **CompanionHostsvcw.exe** and choose **Start** or **Stop**.



If the service does not start, please see the start/stop logs in the [logs](#) folder.

5. Ensure Companion is running

Use a browser to ensure Companion is running (default username and password is **admin, admin**)



6. Configure Companion

Refer to *SETTINGS PAGE* at start of guide.

7. Panel configuration

Adjust the Check-in address of the panels to http://SERVER_IP:PORT/companion

You may choose to use your own DNS mapping (alias) for the Companion's [SERVER_IP](#).

Configuration

Advanced mode

Enabled

Concierge Companion website

Check-in address ?

Group

8. All Done!

Disaster recovery considerations

All data is kept in the **.data** folder (configurable).

The `counter.db` file is not always copy-safe however Concierge performs

Snapshots are performed automatically in the background every week in the **snapshots** folder (configurable), e.g. **companion-data-SNAP20180220.zip** and **companion-data-LATEST.zip**. The most recent 100 are kept; older ones cleaned up.

Firewall considerations

- The Companion uses an authenticated HTTP protocol over port 8888 (configurable).
- The authenticated “over-the-air” update service runs on port 8889 (configurable)

Software update considerations

Concierge Displays will publish notifications about changes to versions at **conciergedisplays.com.au**.

Updates to self-hosted Companions involve new versions of the installer executable.