

ResourceXpress V4 to V5 Upgrade Considerations

ResourceXpress V5 was released in May 2020 and has a rich feature set similar to our cloud application (RX SaaS). It offers new features, enhanced security and a brand-new admin interface.

Why Upgrade?

There are many reasons to upgrade to this latest version of ResourceXpress. V5 shares the same features and functionality as our popular cloud application, RX SaaS, which was designed from the ground up to satisfy the modern, agile workplace.

RX SaaS now serves customers across the globe, spanning multiple datacenters and covering a variety of business types and sizes. Since its release, we have listened to our customers and each new version has added more of the features demanded by today's mobile workforce.

The below list outlines some of the features added to this new version

- **Hybrid Licencing**
You can now mix your backend booking system types. If you have some resources in Office 365 and some in an advanced 3rd party booking system, they can coexist in the same ResourceXpress environment.
- **Location-Based Settings**
Enables you to fine-tune the interactive configuration in your building easily and provides a simple, flexible way to enrol additional offices with different requirements.
- **Enhanced User Management**
Users accounts are stored locally in ResourceXpress with fields for identification attributes (access code and RFID/Badge number). Import your users with a CSV file or enable SSO to synchronize attributes with your SSO provider.
- **Device Security**
Enables you to lock down the profile URL's and ensure only registered devices and logged in administrators can view your Room, Kiosk and Map profiles.
- **Reverse Hotelling**
Allows resources to be permanently assigned to specific users and when the user or an administrator enables Out of Office the resource goes back into the available pool.
- **Non-Bookable Workspaces**
A new, low-cost licence type which allows permanently assigned resources to be included in Kiosk search results alongside bookable workspaces.
- **Flexible Space and Equipment**
Allows you to add custom in-room equipment icons to the info page and create space labels that suit your individual and ever-changing workplace.
- **Enhanced Reports**
Provides a more in-depth view of your resource utilization.
- **Advanced Integration Logging**
Takes away the guesswork when troubleshooting integration issues.

Covid-19 Response

There are many features in ResourceXpress V4 which can be used to assist organizations in getting back to work in a post-pandemic world. The ability to broadcast messages to meeting room screens is particularly useful to re-enforce social distancing policies. However, there are many more new features planned for V5 aimed at providing practical choices to help office workers and employers in getting back to work in a post-COVID-19 world. These new features will not be supported in V4

We will introduce a touchless point of use booking operations using simple contactless **RFID** cards to replace touch control functions for both desk and meeting room management. Similarly, we are expanding the ResourceXpress **CLIQ** feature which allows **QR Code** scanning, so personal devices can be used for point of use booking/check-in/out functions. This again gives another option for using touchless workspace management, whilst ensuring that resource use is still optimized.

Point of use status indicators are vital to protect service users and visually ringfence workspaces. In particular desks with **Qubi3** devices will be able to use an optional feature to differentiate out of service workspaces with blue status LED's and a clear **UNAVAILABLE** device message. Increasing space between working desks is vital for social distancing. V5 will have an optional facility to auto block-out adjacent desks to booked resources. Administrators will be able to select the most appropriate adjacent resources based on their knowledge of local office floor layouts and proximity.

The use of workspace maps and the ResourceXpress mobile kiosk app as a distance friendly alternative to point of use operations is a useful tool to clearly indicate resource status and availability. Out of service and auto blocked out resources will be easily identified using V5 Maps.

Providing the option to set automatic clear down extensions to meeting room bookings provides cleaning time periods after a meeting has ended and ensures the potential risk of cross-infection is greatly reduced. Allowing the cleaning team to release the booking at point of use when the resource is ready for use ensures the resources are safe, but the utilization is still optimized.

A new report will be available in V5 which provides the ability to trace booking attendance. In the unfortunate event that a post reservation infection is identified, it's vital to be able to track potential workplace contacts in order to protect the entire workforce and their families.

How can I upgrade?

Please contact sales@qedas.com to discuss upgrading to V5.

If you have a technical question regarding the upgrade, please check our FAQ's below and contact helpdesk@qedas.com if you have further queries.

Technical FAQ's

Can I carry out the upgrade myself?

Currently, the only way to upgrade to V5 is with remote consultancy from a ResourceXpress support engineer. Please contact sales@qedas.com to request a migration quote. The support engineer assigned will work with you to provide a custom migration plan based on your current deployment.

Will I need to deploy a new server or upgrade my existing one?

ResourceXpress V5 only supports Windows Server 2016 and above. If you currently host the application on a Windows Server 2008 or 2012 operating system an upgrade will be required.

Will I need to create a new database?

Yes. V5 has a different database structure compared to V4 and as such a new SQL database will be required.

What type of database is required?

ResourceXpress V5 only supports an MSSQL database, MySQL databases can no longer be used with the application. An MSSQL database on an existing remote SQL Server is strongly recommended however for deployments of 10 profiles or less a local SQL Express Edition database can be used.

Will I lose my current configuration?

Not at all. Your current V4 database will be used as a source for your existing configuration which will be migrated to the new V5 database.

I currently use a MySQL database, can I still upgrade?

Yes, but there will be an additional step. Your assigned support engineer will be able to assist with migrating your MySQL database to an MSSQL database, this can then be used to migrate your current configuration.

Do I need to purchase new room panels?

Our Aura range of screens including the Aura, Aura H and TD-1050 Lite are fully supported on V5, as is the versatile Qubi3. Our legacy Windows-based screens including the Q10/Q10 LED are not supported in this version. The QX range of screens and 3rd party devices can still be used but may not be eligible for some of the advanced features such as Screen Security and LED control.

Please contact sales@qedas.com if you wish to discuss your hardware needs.

Is there a rollback plan?

Absolutely. The first step in any migration will be to back-up your application files and database. Your current database will not be changed in any way during the process so if things don't go to plan there will be a full rollback available.

Will there be downtime?

You should prepare for some downtime whilst the old application is removed and the new one installed and there will then be some files level configuration required after this before the service is restored. After service is restored, we will carry out data integrity checks to ensure the migrated data has carried across successfully.

What level of access will the support engineer require?

Our support engineer will require remote access to the ResourceXpress server and be logged in with a local administrator account. Access to the SQL server hosting the ResourceXpress database via SQL Server Management Studio (SSMS) will also be required.

As part of the initial migration steps, we may ask you to send a backup of your current application database.

Anything else to be aware of?

Each migration will be unique, and the complexity will depend on a few factors such as the number of profiles/type of profiles in use, other features deployed such as Kiosk and Maps, SSL/external access requirements and the database environment. Your support engineer will work closely with you to ensure a plan is in place before the migration goes ahead.

If you have a custom stylesheet this may need converting to our newer Astro standard.