Configuring and Troubleshooting the Resource Reservation Database in Lotus Notes

Saidah Neves & Anthony Dezanet
April 10, 2012
### Open Mic Webcast: Configuring & Troubleshooting the Resource Reservation Database in Lotus Notes

**Participant Passcode:** 1624413

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Agenda

- Configuring the Resource Reservation Database
- Resource Reservation Database Scheduled Agents
- Renaming Rooms and Resources
- Resource Reservation Databases in a Cluster
- Troubleshooting Resource Reservation Database Issues
- Appendix
Resource Reservation Database (RRDB)

- A mail-in database created on the server by the Domino Administrator. It is where users can schedule and manage meetings resources.
- Resources refer to any object or place that can be booked as part of a group meeting.
- Resources may be Meeting/Conference rooms, equipment such as overhead projectors, video conferencing, microphones, etc.
- Users can select a particular resource and reserve a time for it. They can also choose a time, and let the RRDB find and display resources available during that specified time.
- Recommended to create this database on a server with a light load such as an application server or a dedicated server.
Resource Reservation Database (RRDB)

- The Resource Reservation Database
  - Site Profile documents
  - Resource documents
  - Reservation documents
  - Agents

- Rooms and Resource Manager (RnRMgr) server task
  - Manages busytime for RRDB
  - Processes requests
Creating a Resource Reservation Database

- From the IBM Lotus Domino Administrator Client, select the Files tab, choose File → Application → New or Ctrl + N and complete the fields on the New Application dialog box.
Creating a Resource Reservation Database

- Specify New Application Name and Location
  - Server → The name of the server where you are creating the RRDB
  - Title → The name of the database
  - File Name → The file name for the database. Use name extension .nsf

- Specify Template for New Application
  - Server → Choose the template server from which you will be copying the template
  - Show Advance template → Select the check box to display additional template
  - Select the Resource Reservation template, called resrc8.ntf

- Click OK and you will see the tab for the RRDB just created
Setting up the RRDB

- After creating the Resource Reservations database, set up the **ACL** for the database. While the RRDB is opened, from the Domino Administrator menu, choose File → Application → Access Control.
Setting up the RRDB (cont'd)

- In the Basics tab of the ACL list the name(s) of the user(s) who will be authorized to create Resources and Site Profile documents
  - Assign them the CreateResource Role
- The CreateResource role is required
Setting up the RRDB (cont'd)

- Assign the AdminDelete Role. Allows you to run an agent called "Delete User Reservations"
  - Running the action takes a name of a user, deletes the bookings of the particular user and frees up the rooms
  - Deletes ALL reservations for specified user
  - Needed for when users leave a company but have outstanding reservations
Setting up the RRDB (cont'd)

- In the Advance tab of the ACL, the Administration Server must be listed under the Administration server section
- Select the Modify all Readers and Authors field
- Select OK to Save the ACL Changes
RRDB Scheduled Agents

- All 4 scheduled agents must be enabled with an ID that is trusted to run agents. The RRDB will only work correctly if all four of the scheduled agents are enabled
  - **Autoreminder**: Allows you to enable/disable feature from the Site Document. When enabled, you can set criteria to receive reminders on reserved rooms and resources
  - **Purge documents**: Purges documents older than two days in order to minimize the size of the database
  - **RenameReservations**: When renaming rooms, this agent automatically generates notices to any users who reserved the room so they can update their calendars
  - **Update Blocker Document**: Allows administrators to limit how far in advance a specific room/resource can be booked; prevents users from booking rooms for multiple years

* See Appendix C for steps on how to enable the RRDB Scheduled Agents
Creating a Site Profile

- A Site Profile document identifies the site where a resource resides and associates that site with a RRDB and the Domino Directory. A typical Site Profile can be the name of a city, or a floor in a building.

- To create the Site Profile you must have the \textit{[CreateResource] role} in the ACL of the RRDB.

- \textbf{Note:} When the RRDB is initially created, you will not have access to create sites & rooms. The Database must be closed, and reopened in order to proceed with creating the first Site Profile.
Creating a Site Profile (cont'd)

- Open the RRDB, and select any view except the Calendar View, My Reservations View, and Waiting for Approval View
- Click New Site or select Actions → New Site from the menu
Creating a Site Profile (cont'd)

- Enter the Site name
  - Site names cannot be renamed
- Domain name automatically populated from the domain listed in your Location Document
- Server name automatically populated from the Administration Server set in the RRDB's ACL
Creating a Site Profile (cont'd)

- Enabling Resource Reservation Autoreminder is Optional
  - Autoreminder scheduled agent MUST be enabled
- More information about this feature in Technote 1217138 - “How does Autoreminder in 7.x for a Resource Reservation work?”

![Site Profile interface image](image_url)
Creating a Site Profile (cont'd)

- Click the Save & Close action button
- You will be prompted that you've completed the setup of your first site document
- You are now ready to create Resources and/or Rooms
Creating a Resource document

- A Resource document defines the resource name, type, availability, and who can reserve the resource.
- Resource documents are mail-in database documents.
- Automatically created by Adminp.
- Before you can create a Resource Document, at least one Site Profile must already exist.
- To create a Resource document you must have the [CreateResource] role in the ACL of the RRDB as well.
- **Note:** Only certain characters are allowed when naming a resource.

* See Appendix D and F for the list of legal and illegal characters.
Creating a Resource document (cont'd)

- Open the RRDB, and click on the *New Resource* button or select *Actions → New Resource* from the menu.
Creating a Resource document (cont'd)

- There are three types of resources that you can choose from
  - Room → if the resource is a room
  - Other → if the resource is not a room (projectors, microphones, cars, etc.)
  - Online Meeting → if you will be meeting by means of an IBM Lotus Sametime Server
Creating a Resource document (cont'd)

- Enter a Name to identify the resource
- Enter a Description of the resource
- Click the Site button to display list of available Sites
- Capacity → Appears when Room is selected as a Resource Type
  - The capacity of the resource, for example, the seating capacity of a room
- Category → Appears when Other is selected as Resource Type
  - Name for category of Resource (i.e. projectors, etc)
  - Displays names of all previously entered Category values
  - Must be created or selected from existing category
Creating a Resource document (cont'd)

- **Owner Restriction**
  - None
    - Anyone can reserve the resource. No owner assigned
  - Owner Only
    - Only owner(s) can reserve the resource without approval
    - All other users must get approval from Owner(s) of resource
  - Specific People
    - Only the specified people can reserve resource
    - All other users will receive a restrictions error message
      - Busytime will show as info restricted
  - Autoprocessing
    - Allows specific people to reserve resource without owner approval
    - Not required to approve or decline requests from others
  - Disable Reservations
    - Prevents user from reserving directly from the RRDB
Creating a Resource document (cont'd)

- Room Availability Settings
  - Specify the Time zone
  - Availability 24 hours/day
  - Days of the Week and hours of the day

- Limit Advance Reservations
  - Requires the Agent “Update Blocker Document”
  - Keeps users from booking a room out forever

Limit the Advance Reservation of this Room/Resource:

- Limit advance reservation
- Limit by days
- Limit by date

Number of days: 90

Note: This room/resource can be reserved for the number of days specified in advance.
Creating a Resource document (cont'd)

For Resource Type of Online Meeting Place, see the following technotes:

- *Installing and using Notes to schedule a Sametime meeting*
  

- *Is it possible to create more than one Online Meeting Place in the Resource Reservations database?*
  

- *How do Notes/Domino Calendaring & Scheduling Online Meetings work with Sametime?*
  
Rooms and Resource Manager (RnRMgr) server task

- Required to in order for the RRDB to function
- Server must be running the RnRMgr server task
- This task is needed only on the servers housing the Resource Reservations Database
Renaming, Clustering, and Troubleshooting
Renaming Rooms/Resources

- The functionality to rename a room or resource is included in the resource form as a button. You'll see the Rename button when you open the document and put it in edit mode.
Renaming Rooms/Resources (cont'd)

- When you click on the Rename button you'll see the following dialog box:

  ![Rename Room Dialog Box]

  All reservations for this room will be updated with the new name, and notification will be sent to all chairs for outstanding reservations. These tasks will be performed by a scheduled agent at a later time. Reservations for a renamed room cannot be updated until the agent runs, so it is strongly recommended that you rename rooms and resources during off-peak or non-working hours.

  Current name: Test
  New name: Test Room
  Site: Test Site One

  OK  Cancel

- In this case, I'm changing the room name from Test/Test Site One to Test Room/Test Site One
Renaming Rooms/Resources (cont'd)

- When you save and close the room you'll get the following popup:

![Success popup](image)

- This is telling you that a request has been submitted to admin4.nsf for adminP to update the room name in the mail-in document.

- For immediate processing run the Domino console command “Tell Adminp Process NEW” without the quotes.
Configuring a Resource Database in a Cluster
Resource Databases in a Cluster

- When configuring a Resource Database for use in a cluster it is very important that a specific criteria be followed:
  - All Servers with a replica of the RRDB should be at release 7* or higher for full clustering functionality
  - The design of the RRDB should be at release 7* or higher
  - The correct Admin server must be listed in the Advanced section of the ACL on all replicas of the RRDB
  - RnRMgr must be running on all clustermates that have a replica of the RRDB
  - Failover will only occur with two clustermates. Although you can have more than two RRDB replicas, failover will only occur between the admin server and the next server in the cluster in alphabetical order

*Note: 7.x is no longer supported. If you're currently on a 7.x release, IBM Support strongly suggests upgrading to 8.0.x or 8.5.x.
Resource Databases in a Cluster (cont'd)

- All replicas must reside within the same cluster. Replication of the RRDB between clusters is not supported and can result in double bookings.

- Processing of requests should be handled by only one server in the cluster. You can verify which server is processing requests by running TELL RNRMGR WHOOWNNS xxxxx.nsf, where xxxxx is the file name of the RRDB.

- For further information see the following wiki article & technote:
  • Clustering the Resource Reservation database in IBM Lotus Domino
  • Technote #1219311 - Clustering the Domino Resource Reservations database
Troubleshooting RRDB Issues
Troubleshooting RRDB Issues

• Double Bookings – Potential Causes and Solutions
  - Use the TELL RNRMGR WHOOWNS xxxxx.nsf command on both the primary clustermate and the backup to verify that only one of them is processing requests
    • If each server reports a different owner, then two servers are independently processing requests
    • To recover, restart the RnRmgr task on all clustermates.
  - Check the ACL Advanced tab of all RRDB replicas and make sure that the same admin server is listed. If not, modify it so that they all match
Troubleshooting RRDB Issues (cont'd)

- Double Bookings – Potential Causes and Solutions (cont'd)
  - Check for old, or renamed copies of clubusy (i.e. clubusy.old) in the data directories and subdirectories of all clustermates
    - Delete any old or renamed copies you find
    - Recreate clubusy on all clustermates to ensure the integrity of the free time data *

*See slide 38 for technote on how to properly rebuild clubusy.nsf
Troubleshooting RRDB Issues (cont'd)

- Double Bookings – Potential Causes and Solutions (cont'd)
  - Check to see if there are any Replication/Save Conflicts (RSCs)*
    - If you find any RSCs, create an unencrypted backup** of the RRDB and delete the RSCs from the production copy

* See Appendix B for instructions on how to create a view to show all Replication/Save conflicts in a database

** The backup is suggested because the deletion of any RSCs could result in the deletion of reservations, so you may need the backup as a reference, or for restoration purposes
Troubleshooting RRDB Issues (cont'd)

- The data in busytime.nsf, or clubusy.nsf, is inaccurate or corrupt
  - Delete any renamed copies of busytime/clubusy within the Domino data directory, and recreate busytime/clubusy
    
    **NOTE**: in a clustered environment it is vital that all replicas of clubusy be recreated on all clustermates at the same time (see recreating busytime/clubusy section for further information)
  
  - Know your cluster. Make sure that servers have not been added to the cluster. If you are unaware that a server has been added to the cluster, any attempt at rebuilding the clubusy data will be tainted via cluster replication with the added clustermate. In order to recover, clubusy must be recreated on ALL clustermates

- There are replicas of the RRDB on servers outside of the cluster
  - This is not supported. The RRDB replica outside of the cluster should be removed
Troubleshooting RRDB Issues (cont'd)

- Recreating Busytime/Clubusy
  - The recommended process is documented in technote 1086471 - “How to recreate the busytime.nsf and clubusy.nsf databases on a Domino server”
  - It is very important that this process be followed precisely, especially when recreating clubusy.
Reservation Requests Not Getting Processed

- Reservation status: “Waiting for System Approval”
- If this occurs with rooms and resources that do not have owner restrictions:
  - RnRMgr may not be running.
  - If RnRMgr is running restarting the task may resolve the issue
  - RnRMgr is not fully initialized. You can check this by running the Show Tasks command from the Domino console. The most likely cause is that RnRMgr is not running on all clustermates that have a replica of the RRDB. Loading RnRMgr on that server, or servers, should resolve the issue
Cannot Book a Room/Resource Past a Certain Date

You try to book a room, but are unable to do so because the date is too far in advance. However, there is no Limit in Advance Reservation restriction set in the room document.

- Check the $Reservation Blockers view for a Blocker document or replication/save conflict (RSC) associated with the room. If either exist, create an @DeleteDocument Formula agent* and delete it.

- If there are no Blocker docs or RSCs in the $Reservation Blockers view, create a view to find any RSCs in the RRDB using the formula Select @IsAvailable($Conflict) and delete any RSCs associated with the room, as they may be corrupt Blocker documents*.

- There may not be any bad Blocker docs or RSCs in the RRDB. In that case, rebuilding busytime.nsf, or all replicas of clubusy.nsf may resolve the issue.

*See appendix A for instructions on creating an @DeleteDocument agent

*See appendix B for instructions on creating a replication/save conflicts view.
Questions

Press *1 on your telephone to ask a question.

IBM Lotus Support page
http://www.facebook.com/IBMLotusSupport

@Lotus_Support
Appendix A: Creating an @DeleteDocument Agent

- Open the resource database (RRDB) in the Domino Designer client

(Continued on next slide)
Appendix A (cont'd)
Appendix A (cont'd)

- Expand the Code section and double click on Agents
- Click on the New Agent button
Appendix A (cont'd)

- Give the agent a name, change the Type field from LotusScript to Formula, and click OK
Appendix A (cont'd)

- Close the agent properties box, type `@DeleteDocument` in the Programmer's Pane, click on the green check mark

- Save and close the agent
Appendix A (cont'd)

- Optional step - When you create the agent the "Prohibit design refresh or replace to modify" flag in the agent properties will be checked by default. You may want to uncheck this so that the Design task will delete the agent when it runs at 1 AM. This will prevent the accidental deletions.
Appendix A (concluded)

- To delete a document from the RRDB, simply select it and run the agent by clicking on the Actions menu and selecting the Delete Document agent:
Appendix B: Creating a View to Show Replication/Save Conflicts

- Open the resource database in your Admin client
- Open the Create menu and select View
Appendix B (cont'd)

- Give the view a name, change the formula to "Select @IsAvailable($Conflict), and click on Save and Customize."
Appendix B (cont'd)

- Open the View Properties and uncheck the “Show response documents in hierarchy if it's selected

- Save and close the view
Appendix B (concluded)

- The view will now be available in the resource database:

For further details and an alternate method, see technote 1092724 - “Is it possible to select only the Replication/Save Conflict documents in a view?”
Appendix C: Enabling RRDB Scheduled Agents

- Open the database in Domino Designer
  - Right Click on the RRDB tab and select *Open in Designer*
  - Domino Designer opens. Click on *Start Using Domino Designer*
Appendix C (cont'd)

- Enable the four scheduled agents
  - On the left Navigator expand the Code View
  - Double click on Agents
  - Locate and select them one at a time
Appendix C (cont'd)

- Enable them with an ID that is authorized to run agents
  - Press Enable
  - You will be prompted to choose the server
  - Choose the home server for the database
Appendix C: (concluded)

- The Agents enabled with an Authorized ID (Admin ID)
- Close Domino Designer
Appendix D: List of Legal Characters

- Only certain characters are allowed when naming a resource. Remember that the RRDB is a mail-driven database, and any characters that are illegal in mail addresses are also illegal in RRDB.

- The list of allowed characters:
  - A-Z
  - 0-9
  - Ampersand ( & )
  - dash ( - )
  - underscore ( _ )
  - apostrophe ( ' )
  - forward slash ( / )
Appendix E: List of illegal Characters

- <
- >
- =
- |
- (  
- )  
- +
- \
- :
- ....
- \ 
- \ 

- *
- %
- !
- #
- $
- ^
- ?
- {
- }
- [
- ]
- ,
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