

Vocera NaviCare Adapter Configuration Guide

Version 1.4.2

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Understanding a Vocera NaviCare Adapter Configuration

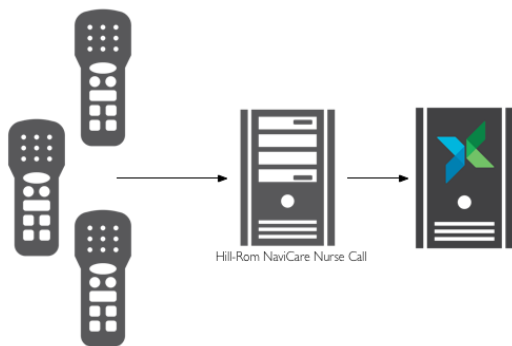
Configure a Vocera NaviCare Adapter in the Vocera Platform Web Console to allow the Vocera Platform to receive NaviCare communication.

Adapters send information to and receive information from Vocera Platform, as well as monitor and collect data. Each adapter is configured to allow Vocera Platform to communicate with a specific type of resource and any devices that resource may control.

For example, Hill-Rom NaviCare® can be used by a patient to ask for bedside attention. Vocera Platform can receive these messages and send alerts to the proper channels with priorities and escalating alerts until answered.



Warning: Do not configure delays in the alert escalation path when the NaviCare system manages the escalations. When Vocera Platform manages the alert escalation path, delays can be configured in the path. See the Rules documentation in the [Vocera Platform Dataset Guide](#) for details regarding the **Defer Delivery By** configuration option.



Viewing the Vocera NaviCare Adapter Requirements

The minimum requirements for a Vocera NaviCare Adapter installation are described here.

System

This Vocera NaviCare Adapter depends on Vocera Platform 6.0.0 and greater.

Ports

Vocera Platform receives communication from the Hill-Rom NaviCare system on port **12000/tcp**.

Attributes

Create a **Message Reference** attribute in the starting Dataset to store the ID or reference number of a NaviCare message transmitted to Vocera Platform.

The Message Reference attribute is used to identify the message that a response refers to when Vocera Platform transmits an acknowledgment or acceptance back to the NaviCare system. The Message Reference must be a key on the starting dataset in order to match the **Clear Message** with the original alert.

See [Configuring a Vocera NaviCare Adapter](#) on page 6 for details on configuring an attribute in the Message Reference setting.

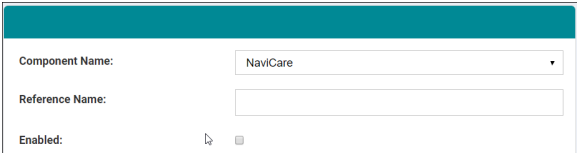
Configuring a Vocera NaviCare Adapter

These settings enable direct communication between the Vocera NaviCare Adapter and the Vocera Platform.

Select an empty field and begin typing, or select an existing value and type over it. To keep an existing value, do not edit that field.

- 1. Access the Vocera Platform Web Console and navigate to the adapters.
See [Navigating the Vocera Platform Adapters](#) on page 29 for instructions.
- 2. Select **New Adapter** in the Action menu, or select an adapter you wish to configure and then select **Edit**, to display the configuration fields. The configuration fields are the same for new and existing adapters.
- 3. Navigate to the New Adapter option, or navigate to an existing adapter to edit. See [Creating a New Adapter](#) on page 32 and [Editing an Adapter](#) on page 31 for instruction as needed.


The configuration fields are the same for new and existing adapters.



- 4. Complete the configuration fields as described in the table.

Configuration Field	Description
Component Name	Click the Component Name field to display a list of the systems and devices that the Vocera Platform currently supports. Select the name of the adapter to create.
Reference Name	Enter a short descriptive name in the Reference Name field to uniquely identify an adapter instance. It may demonstrate the adapter function or other information; for example, Production adapter may differentiate a live adapter from a development or "sandbox" adapter. RESTRICTIONS None. All characters, including spaces, are valid for this field.
Enabled	Select the Enabled checkbox to allow the Vocera Platform to use the new adapter. The Vocera Platform ignores the adapter if this option is disabled.

- 5. Port 12000 TCP/IP is required for communication with Hill-Rom NaviCare. The **Common Settings** notes this specification.



6. Complete the **Message Types** configuration fields as described in the table.

Message Types are used to store message data within the Data Manager. Stored message data may trigger a Rule or be used at a later time for a display on a Workflow page, for filtering a View, be referenced in another Rule, or any other use of data permitted by Vocera Platform.

The system matches message types in the order which they are defined. After the first message type has been successfully matched and processed, no further attempt is made to match any subsequent message type. If a message type is successfully matched, but there is an error in processing the data (see **Understanding Regular Expressions** for an overview explanation and examples of Regex code and mappings), the system will continue to the next message type.

Message Types

[Add]

▼ Nursecall Message Ty..., NurseCalls, (\d+\+(\d+)\+(1|2))s+(.)+

Active

Reference Name:

Nursecall Message Type

Active:

☒

Discard:

☐

Starting Dataset:

NurseCalls ▼

Message Reference:

nursecall_id

Message Recipient

Store Message Recipient?:

☒

Recipient Path:

device.dir_number

Message Priority

Store Message Priority?:

☒

Priority Path:

priority_number

Message Subject

Store Message Subject?:

☒

Subject Path:

message

Message Callback Number

Store Message Callback Number?:

☒

Callback Number Path:

from usr.devices.lines.number

Message Body

Regex:

(\d+\+(\d+)\+(1|2))s+(.+)

Regex Mapping:

bed.pillow_number

bed.room.room_number

bed.bed_number

alert.type

Clear Mapping

Attribute Path:

action


Value:

alert cleared

[Clone]

[Remove]

Message Type Configuration Field	Description
Reference Name	Enter a descriptive name for the collection of settings specified in the new Message Type being created, such as Alerts, or Cancelled Alerts. Replace the default entry (New Message Type) in the Reference Name field.

Message Type Configuration Field	Description
Active	Select the Active checkbox to allow the Vocera Platform to use the new Message Type. The Vocera Platform will ignore the Message Type if this option is disabled.
Discard	Select the Discard checkbox to discard messages matching the regular expression in this message type. When checked, all remaining fields are hidden except the Message Body Regex field.
Starting Dataset	Select the Starting Dataset from the drop-down list. Note that the dataset list may not display in alphabetical order. The selected dataset is the reference point for all attributes and attribute expressions used in the configuration.
Message Reference	<p>Enter the Message Reference attribute configured in the starting Dataset. A Message Reference attribute stores the ID (reference number) of a NaviCare message that is transmitted to Vocera Platform. This attribute is used to identify which message a response refers to when Vocera Platform transmits an acknowledgment or acceptance back to NaviCare.</p> <p> Note: Add a Message Reference column, defined as a key, to the NurseCalls dataset, as it does not exist in the default configuration. The Message Reference attribute must be a key on the Starting Dataset for the Clear Mapping function to perform properly.</p>
Store Message Recipient	Select the Store Message Recipient? checkbox if the message recipient of the incoming message should be stored in the Data Manager.
Recipient Path	Specify the attribute path to the recipient of the incoming message.
Store Message Priority	Select the Store Message Priority? checkbox if the message priority should be stored in the Data Manager in order to ensure that the appropriate action can be taken via rules that look at the priority. For example, a higher priority message from NaviCare may dictate a rule where Vocera Platform sends a message to multiple parties, and a lower priority message may not.
Priority Path	Specify the attribute path to the priority of the incoming message.
Store Message Subject	Select the Store Message Subject? checkbox if the subject content of a NaviCare message should be stored in the Data Manager.
Subject Path	Specify the attribute path to the subject of the incoming message.
Store Message Callback Number	Select the Store Message Callback Number? checkbox if the callback number belonging to a received NaviCare message should be stored in the Data Manager.
Callback Number Path	Specify the attribute path to the callback number of the incoming message.

Message Type Configuration Field	Description
Message Body	Vocera Platform uses regular expressions (Regex) to process incoming message data. The parsed message content can be retrieved and assimilated into new messages for delivery to devices. See Understanding Regular Expressions for an overview explanation and examples of Regex code and mappings.
Regex	Specify the regular expression (Regex) necessary to parse the body of the incoming message into the value expressions contained in the Regex Mapping field. Each set of parentheses in the Regex character string is a segment, and each segment corresponds with a line in the Regex Mapping field. An example Regex is: <code>(\d+\+(\d+)\+(1 2))s+(.+)</code> REQUIREMENT The Regex code must produce values for the specified attribute(s) in the corresponding mapping. If there is not a match, the adapter will report event code 309 "Failed to identify a matching message type" in the Audit Log.
Regex Mapping	Specify one or more attributes or attribute expressions in the Regex Mapping field which correspond to the code segments entered in the Regex field. The attribute expressions must be appropriate for the Starting Dataset from which the attributes are derived. See Understanding Regular Expressions for an overview explanation and examples of Regex code and mappings.
Clear Mapping	Clear Mapping is an optional setting that allows Vocera Platform to clear a nurse call alert, if configured. Without a Clear Mapping configuration, the adapter will report event code 309 "Failed to identify a matching message type" in the Audit Log. When a recipient accepts a Hill-Rom alert from Vocera Platform, Vocera Platform sends a message back to Hill-Rom that places the alert on a reminder list. Hill-Rom then sends a message to Vocera Platform when the recipient clears the alert. If Clear Mapping is configured, then Vocera Platform also clears the alert in the system.
Attribute Path	Enter the attribute expression that stores the Clear Mapping data.
Value	Enter the value that will be stored in the attribute expression specified in the Attribute Path.
Clone Message Type	Select Clone to make a duplicate configuration of the selected message type. The cloned version of the message type will have a unique reference name and will not be active, by default.
Remove Message Type	Select Remove to remove the Message Type from the configuration information.

7. Select one of the available options to exit the adapter configuration page. See [Saving an Adapter](#) on page 33 for details.

Configuring the Hill-Rom NaviCare System to Work With the Vocera Platform

Configure the Hill-Rom NaviCare system for use with the Vocera NaviCare Adapter and the Vocera Platform.

Access the Hill-Rom NaviCare system using the IP address and login credentials provided by the customer.

Log onto the various tools in the Hill-Rom system with the customer-supplied username, and the daily password. Generate the password by navigating to **Desktop > Tools > NCC POD**. The **IOBoard Password** displays at the bottom of the window.

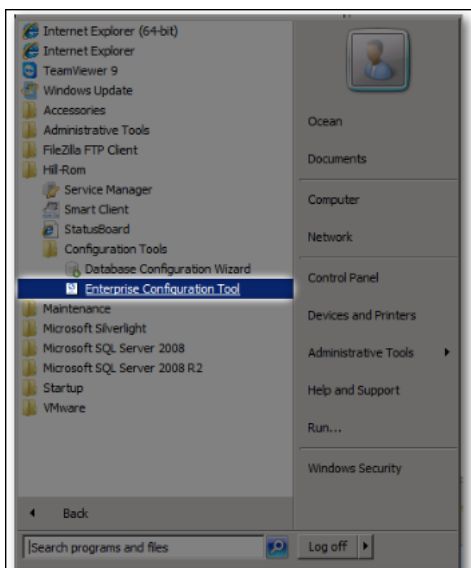
Use the steps detailed in this section to perform these tasks:

Adding Vocera Platform Appliances

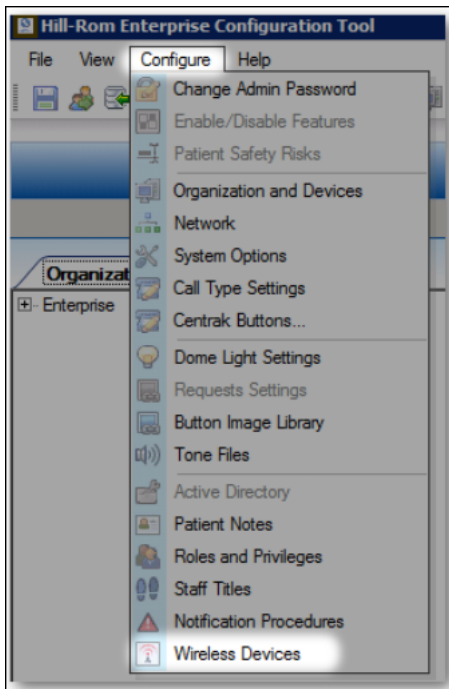
This page describes how to add appliances to communicate with the Hill-Rom system.

The server IP address and port settings described in this section are required for a successful connection between the Vocera Platform and Hill-Rom systems.

1. Navigate to the Hill-Rom Enterprise Configuration Tool: **HillRom > Configuration Tools > Enterprise Configuration Tool**



2. In the Hill-Rom Enterprise Configuration Tool, select: **Configure > Wireless Devices**



3. Configure the wireless devices.

General	
Name	Room
System Description	EXTENSION
Provider Settings	
IP Address	10.42.22.27
Port Number	12000
Type	Unpaired
Two-Way Connection Settings	
Callback Dial String Prefix	
Callback IP Address	10.42.22.230
Callback Port Number	12001
Outbound Dial String Prefix	

4. Complete the configuration fields as described in the table.

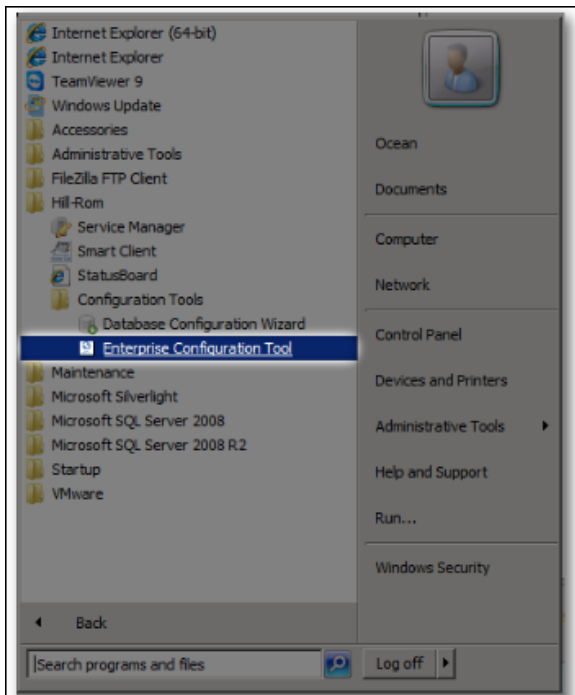
Wireless Setting Field	Description
Provider Settings: IP Address	Enter the Vocera server IP address.
Provider Settings: Port Number	Enter 12000 in the Provider Settings: Port Number field.
Two-Way Connection Settings: Callback IP Address	Enter the Hill-Rom server IP address in the Two-Way Connection Settings: Callback IP Address field.
Two-Way Connection Settings: Callback Port	Enter 12001 in the Two-Way Connection Settings: Callback Port Number field.

Adding Phones and Phone Service

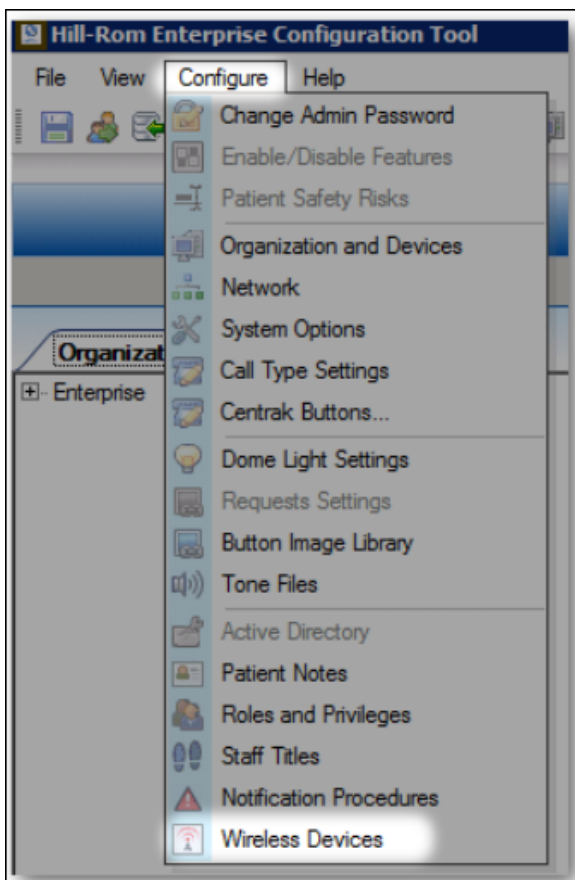
This page describes how to add phones and phone service on to the Hill-Rom system.

In the Hill-Rom Enterprise Configuration Tool, add phones to the new Vocera Appliance.

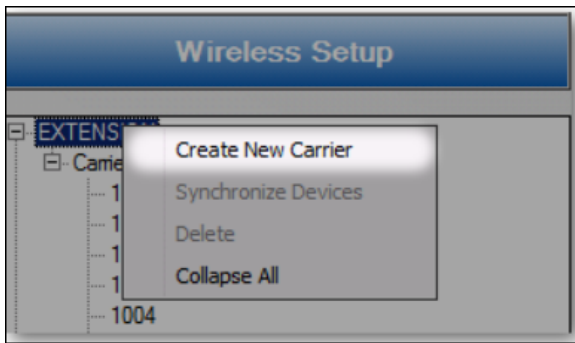
1. Navigate to the Hill-Rom Enterprise Configuration Tool: **HillRom > Configuration Tools > Enterprise Configuration Tool**



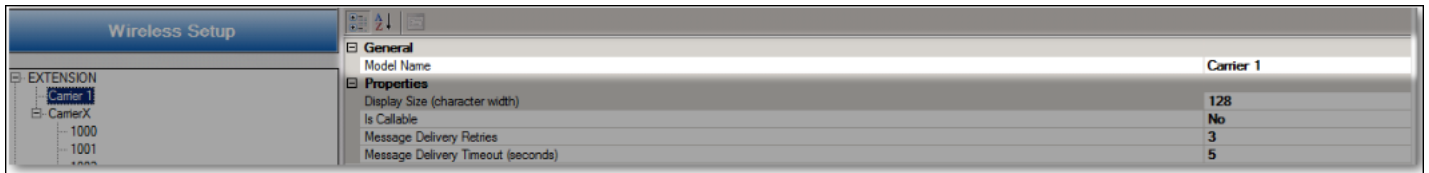
2. In the Hill-Rom Enterprise Configuration Tool, select: **Configure** > **Wireless Devices**



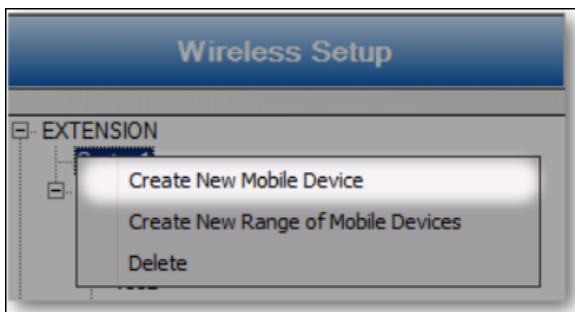
3. Right-click the new **Appliance** (EXTENSION) and select **Create New Carrier** from the menu.



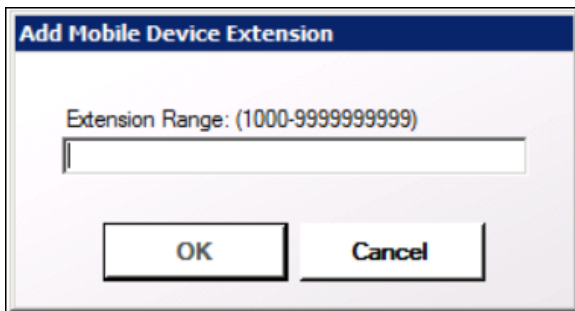
4. Rename the **Model Name** in the General category in the right side panel.



5. Right-click the new **Model Name** and select **Create New Mobile Device** in the menu.



6. Enter the device phone number and click **OK**.



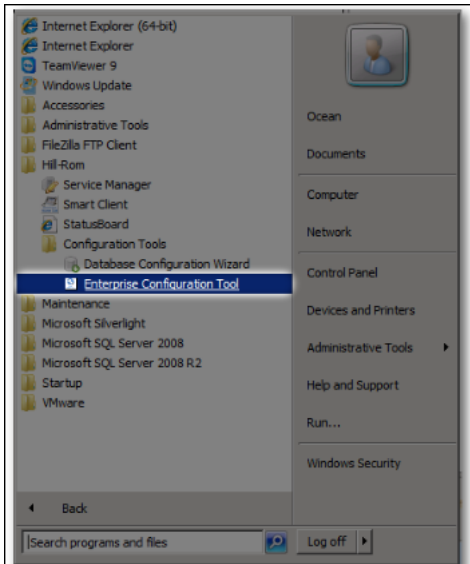
7. Repeat these steps for each additional phone.

Adding Groups

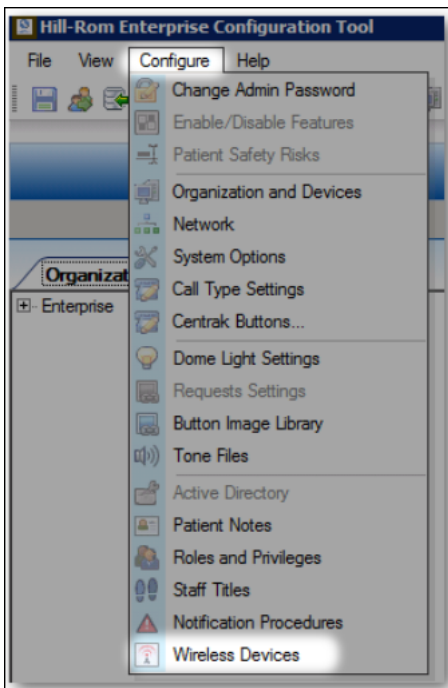
This page describes how to add groups on the Hill-Rom system.

In the Hill-Rom Enterprise Configuration Tool, add groups to the new configured phones.

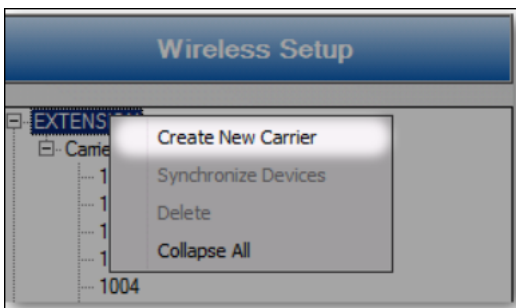
1. Navigate to the Hill-Rom Enterprise Configuration Tool: **HillRom > Configuration Tools > Enterprise Configuration Tool**



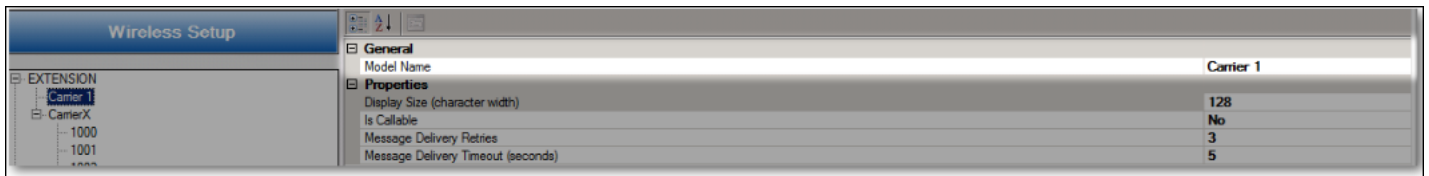
2. In the Hill-Rom Enterprise Configuration Tool, select: **Configure** > **Wireless Devices**



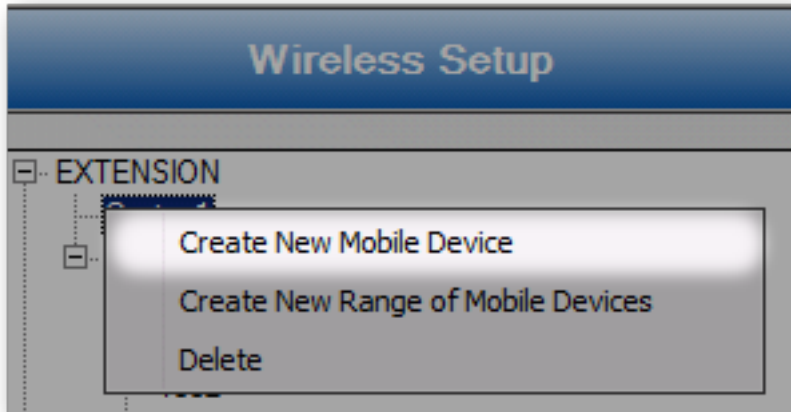
3. Right-click the new **Appliance** (EXTENSION) and select **Create New Carrier** from the menu.



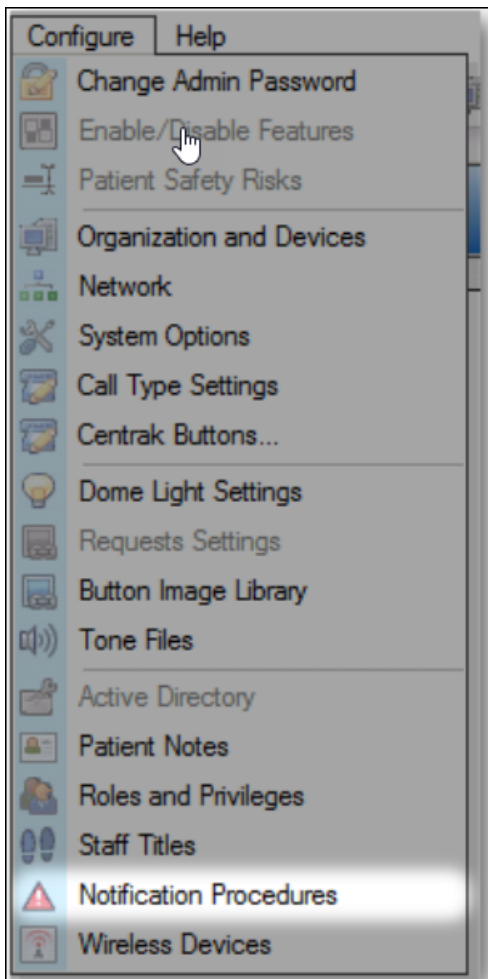
4. Rename the **Model Name** in the General category in the right side panel.



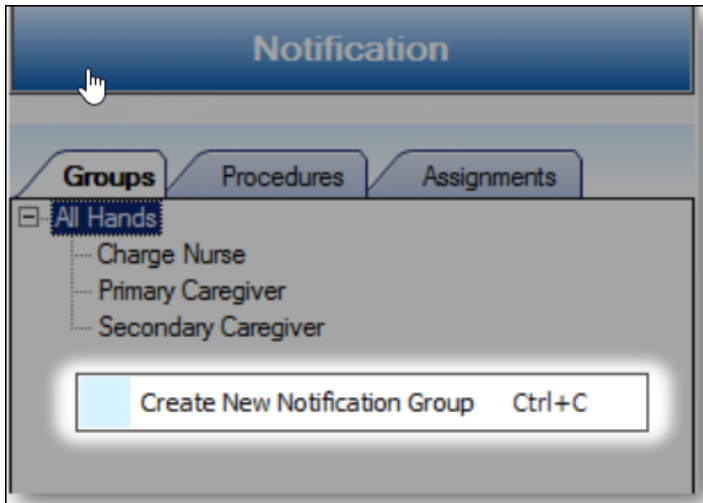
- Right-click the new Carrier name in the left panel and select **Create New Mobile Device** to add phones to the group.



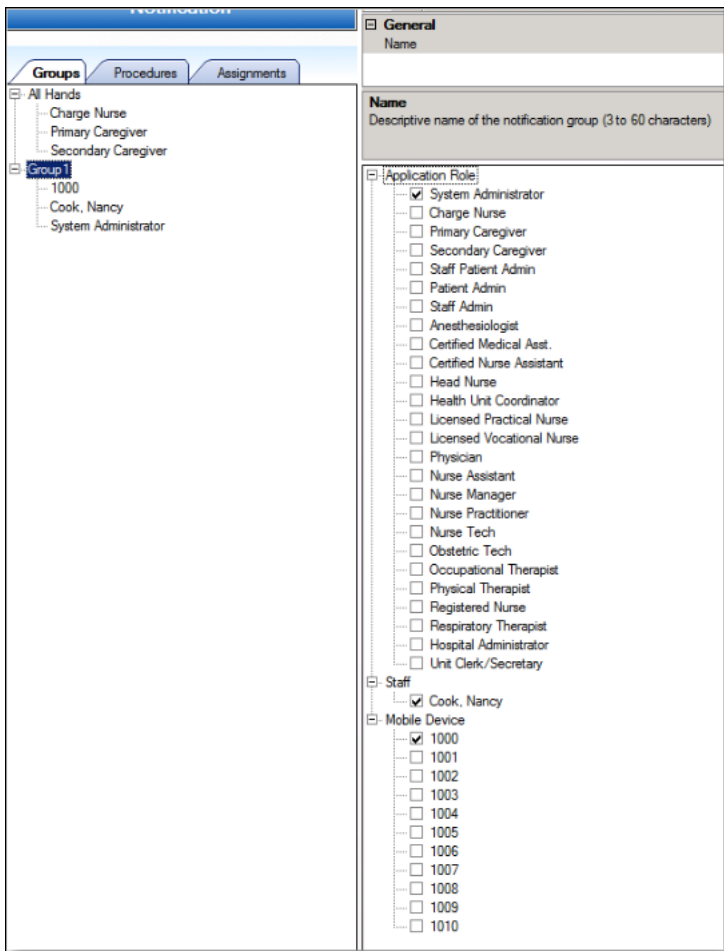
- In the **Configure** tab, select **Notification Procedures**.



7. Right-click in the left side panel and select **Create New Notification Group**.



8. Select the phones to add to the group. In the right side panel, select the checkbox for each phone listed that you wish to add to the group.



9. Once the groups have been set, select the **Apply** button in the lower right corner.

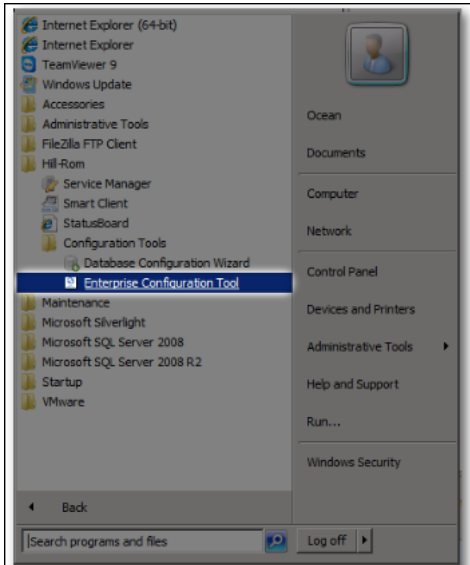


Setting Notification Procedures

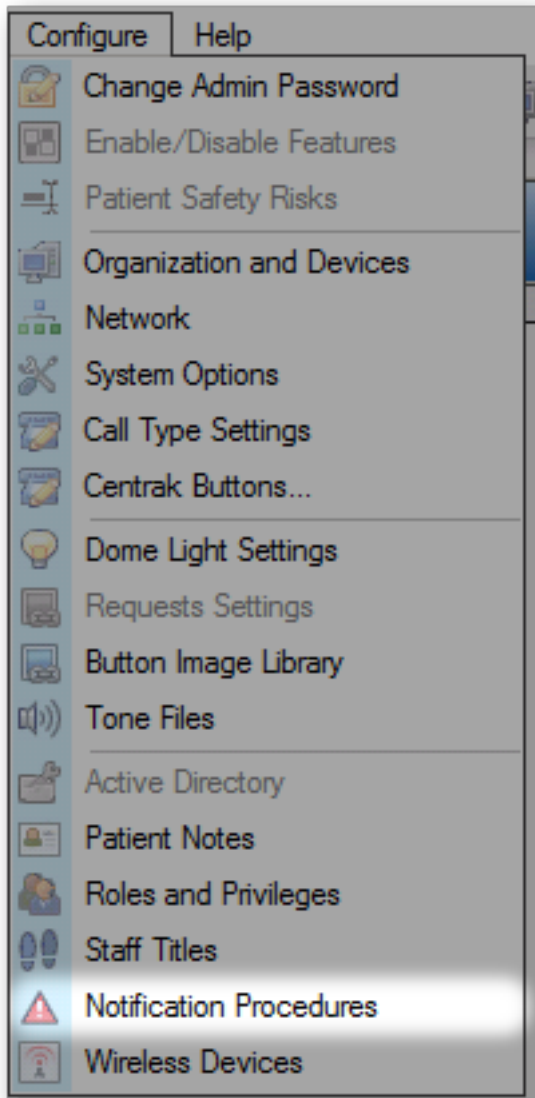
This page describes how to define notification procedures on to the Hill-Rom system.

In the Hill-Rom Enterprise Configuration Tool, set the notification procedures and escalations that Hill-Rom devices send to the Vocera Platform.

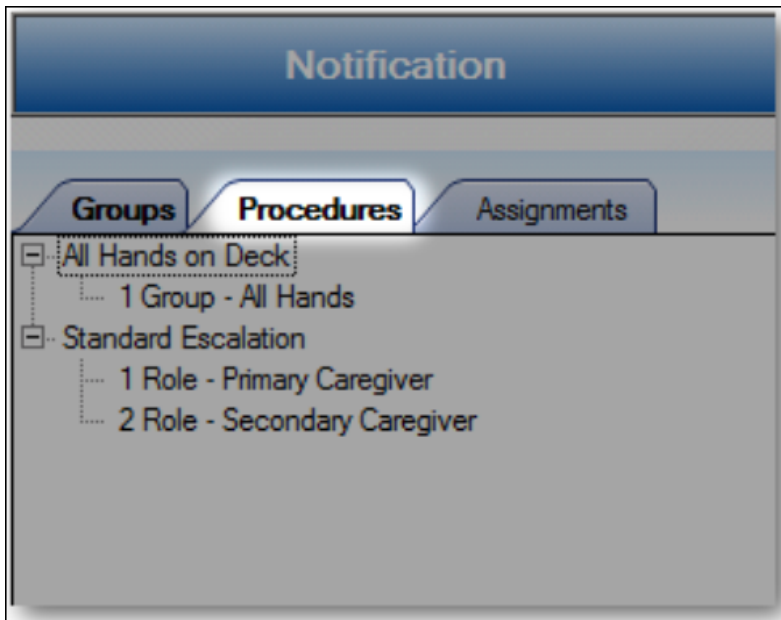
1. Navigate to the Hill-Rom Enterprise Configuration Tool: **HillRom > Configuration Tools > Enterprise Configuration Tool**



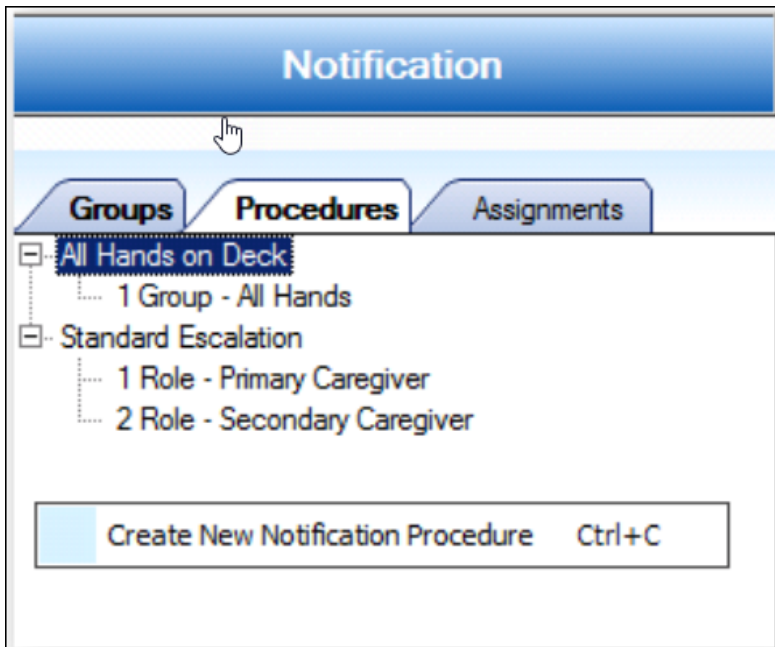
2. Select **Notification Procedures** in the Configure tab.



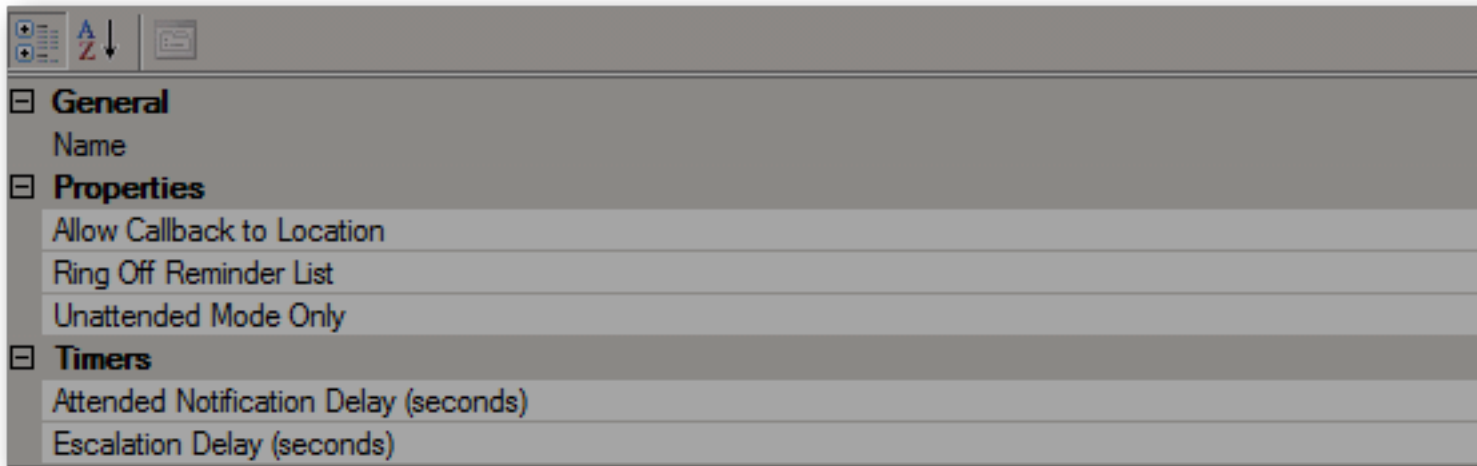
3. Select the **Procedures** tab.



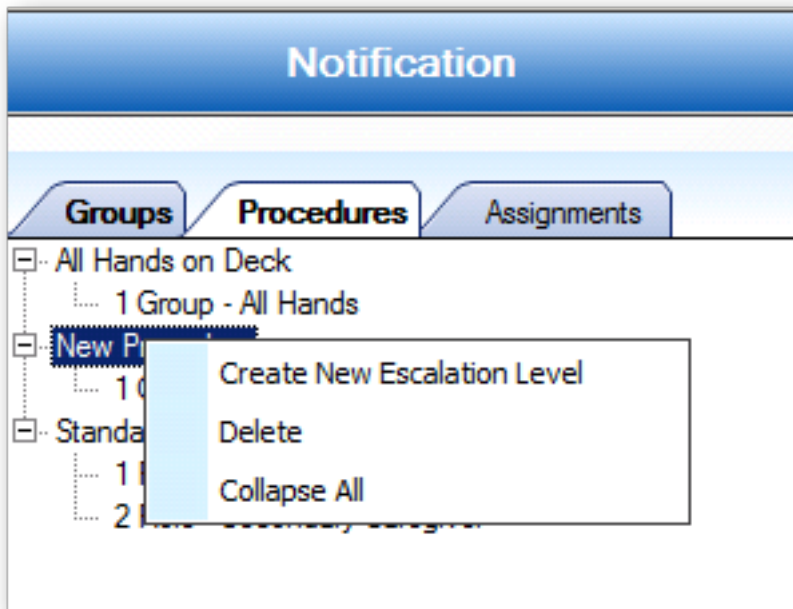
4. Right-click in the left side panel and select **Create New Notification Procedure**.



5. Name the notification procedure in the right side panel.



6. Right-click the newly created procedure in the left side panel and select **Create New Escalation Level**.



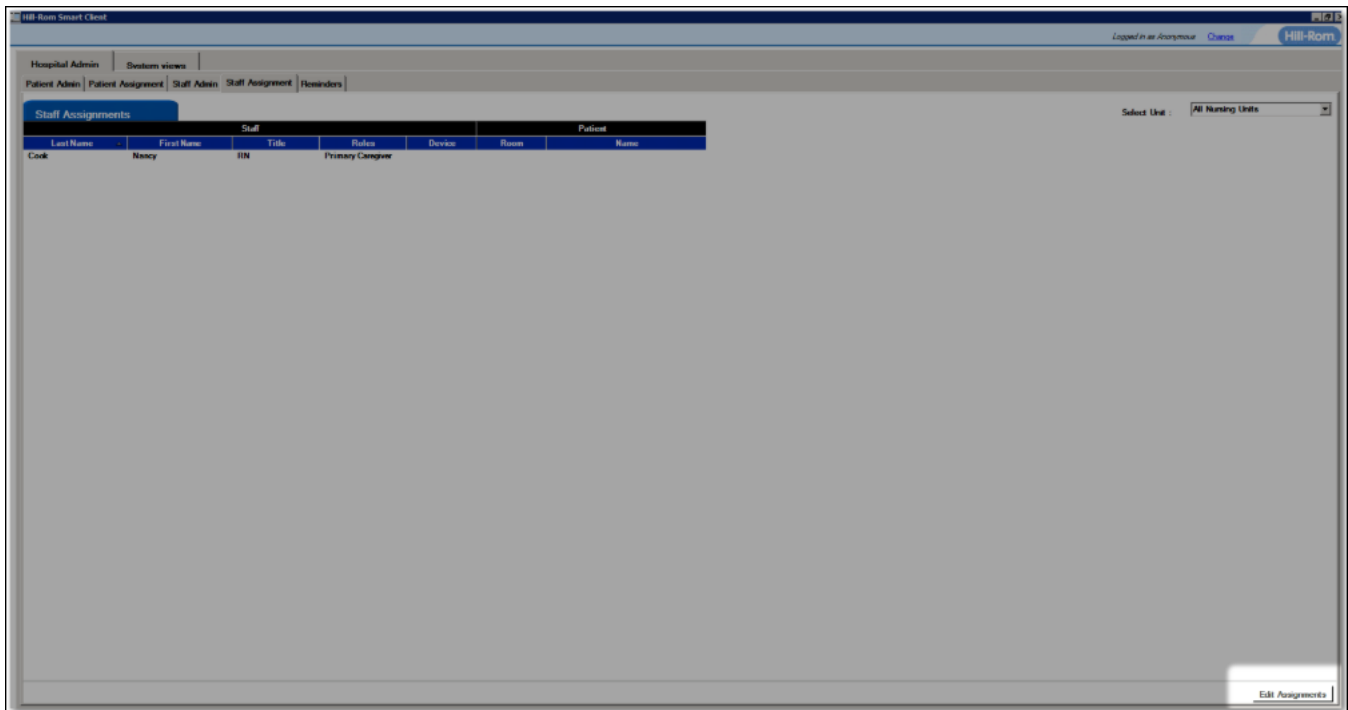
7. Configure the escalation and notification in the chart on the right side panel. Select any configured phone directly; select the Group to send to, or select a Caregiver (Primary, Secondary, etc.)

Smart Client configuration is used to manage notification assignments. Use these configuration steps to define who will receive a notification, and in what order. For example, when the primary responder does not respond to a notification, the notification is sent to the secondary responder, if configured.

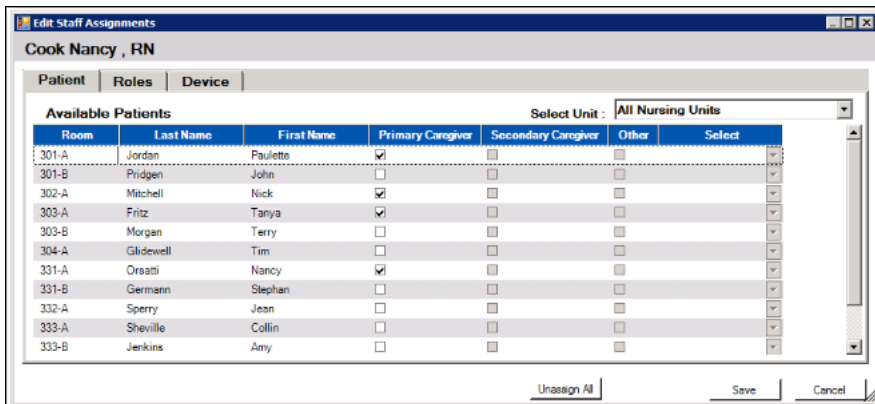


The screenshot shows the Windows Start menu interface. On the left, a list of programs is displayed, with 'Smart Client' highlighted in blue. The programs listed are: Internet Explorer (64-bit), Internet Explorer, TeamViewer 9, Windows Update, Accessories, Administrative Tools, FileZilla FTP Client, Hill-Rom, Service Manager, Smart Client, StatusBoard, Configuration Tools, Maintenance, Microsoft Silverlight, Microsoft SQL Server 2008, Microsoft SQL Server 2008 R2, Startup, and VMware. On the right, a vertical sidebar contains icons and labels for system areas: Ocean, Documents, Computer, Network, Control Panel, Devices and Printers, Administrative Tools, Help and Support, Run..., and Windows Security. At the bottom, there is a search bar with the text 'Search programs and files' and a 'Log off' button.

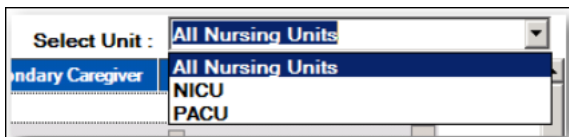
- VOCERA NAVICARE ADAPTER CONFIGURATION GUIDE



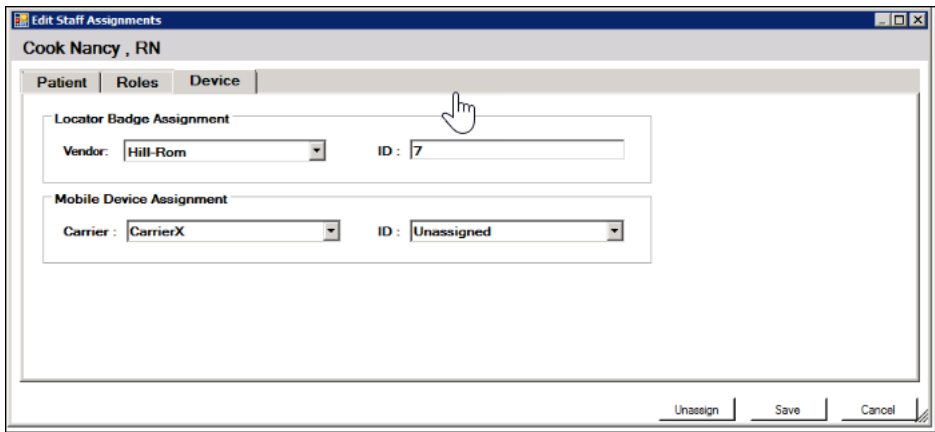
3. Select the **Patient** tab to assign the patient to a staff member.
 - a. Check the correct box for Primary Caregiver or Secondary Caregiver role.
 - b. Select **Save**.



4. Edit the **Select Unit** field in the top-right corner of the page to change the unit assignment..



5. Select the **Device** tab to assign a device or phone to a staff member.
 - a. Select the group in the **Carrier** dropdown field.
 - b. Select phone in the bottom **ID** dropdown field.
 - c. Click **Save**.

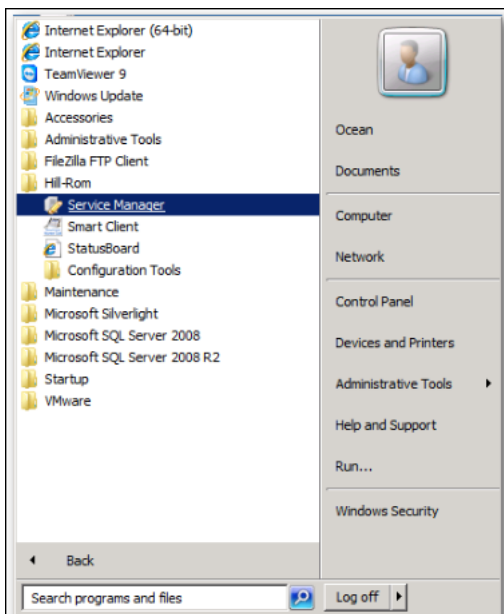


Viewing the Service Manager

This page describes how to view the Service Manager in the Hill-Rom system.

The Service Manager is the Graphical User adapter (GUI) that displays all the Hill-Rom services that are currently running. Vocera Platform connects to the Messaging Service.

1. Select **Start** and navigate: **HillRom** > **Service Manager**



2. Select **Stop** in the Service Manager's menu bar to stop a running device. Hill-Rom services are listed in alphabetical order.



Note: If Stop/Start are grayed out for a selected service, enable them by selecting a different service, then re-selecting your desired service.

Hill-Rom Service Manager

... Add Host Remove Host | Auto Manual Disabled | **Stop** Start | Log Configuration

Processes | Info |

ServiceName	NNC-VENDOR1 Virtual Bytes:20351MB Working Set :2117MB % User Time :000 % Privileged Time:011 % Processor Time :008
-------------	---

AlertServiceHost	Auto
------------------	------

BMSProxyServic...	Auto
-------------------	------

ConfigurationSer...	Auto
---------------------	------

Status

ServiceName	HostName	Description	Status	TotalCPU	UserCP
AlertServiceHost	NNC-VENDOR1	HillRom Alert Ser...	Running	N/A	N/A
BMSProxyServic...	NNC-VENDOR1	HillRom BMS Pro...	Running	N/A	N/A
ConfigurationSer...	NNC-VENDOR1	Configuration Ser...	Running	N/A	N/A
DeviceService	NNC-VENDOR1	Device Service	Running	N/A	N/A

Understanding the Vocera NaviCare Adapter Rules

A rule can be configured to customize a response to Hill-Rom NaviCare alerts.

A Vocera NaviCare Adapter rule on a dataset can be triggered to let the Hill-Rom system know whether or not a message has been delivered to a phone, or if it has been accepted or declined by a nurse.

See the [Vocera Platform Dataset Guide](#) for information about working with rules. See [Configuring a Vocera NaviCare Adapter](#) on page 6 for information about adapter settings.

In the Adapter Settings, configure the Rule Settings fields to manage message delivery.

Adapter Settings

The information provided is either invalid or incomplete.

• Required: Message Reference

Rule Settings

Message Reference:

Response to send:

Delivered

Setting	Description
Message Reference	This field specifies the path to the field message_reference associated with the original alert, in the form of #{}. This is a required field.
Response to send	The response message to send in response to the action (delivery, deliveryFailed, acceptance, acceptanceDenied).

Understanding Adapter Installation

Adapters are installed on the Vocera Platform in a solution package, or individually as needed by the customer.

The Vocera Platform uses adapters to integrate with external systems and devices. Each adapter is configured by the user to include information that will allow the Vocera Platform to communicate and interact with a specific type of resource and, depending on the adapter, devices that resource may control. Adapters can allow the Vocera Platform to monitor and collect data, as well as send data out, when triggered manually or automatically.

When implementing Vocera Platform at a customer site, use this document to install an adapter that is not supplied in the Gold Image. Otherwise, you will install a needed adapter when instructed in the solution package installation process described in the [Vocera Platform Installation Guide](#).

Recreating a Repository

In the event that the repository reference file has been compromised, you can re-create the platform repository.

This information should be specified on the related adapter's Release Information page in the wiki. See **Releases** and navigate to the needed adapter.

1. Verify that the adapter resides in a repository which is in `/etc/yum.repos.d/`.
2. If the **repolist** or **yum** commands fail, verify that the file exists and try again. For example, use the following code to verify the repository exists on the Vocera Platform appliance:

```
[tpx-admin@engage log]$ cat /etc/yum.repos.d/vocera.repo
```

3. Verify the output appears as shown.

```
#-----  
# NOTICE: Only use the General Availability (platform-6.X-ga) repository for customer  
# deployments.  
# Use of Controlled Release (platform-6.X-cr) or Software Quality Assurance  
# (platform-6.X-sqa) in  
# accordance to process QOP-75-01 Production Work Order and History Record, contact  
# your  
# manager for questions.  
#-----  
[Platform-6.0]  
name=Platform-6.0  
baseurl=https://box.voceracommunications.com/Platform-6.0-GA  
enabled=1  
gpgcheck=0
```

Installing an Adapter

Install or uninstall a Vocera Platform adapter at a customer site on a Vocera system for a customer.

Execute the following steps using the system's command prompt.

1. Verify that the adapter resides in a repository which is in '/etc/yum.repos.d/'.
2. Run the following commands:

```
sudo yum clean all
sudo yum check-updates
```

3. Verify that the rpm package to be installed is available using the following command:

```
sudo yum list available | grep extension
```

4. Install the adapter by specifying its rpm package name in place of <package-name> in the code below. (This information should be specified on the related Release Information page in the wiki; see **Release Notes**.)

```
sudo yum install <package-name>
```

5. Uninstall an adapter by specifying its rpm package name in place of <package-name> in the code below. (This information should be specified on the related Release Notes page; see **Release Notes**.)

```
sudo yum remove <package name>
```

Practicing an Adapter Installation

Replicate these steps using the needed adapter package, in order to install adapters other than the example given here.

1. Verify the repo file contains the repos up to and including the release of interest.

```
[tpx-admin@engage log]$ cat /etc/yum.repos.d/vocera.repo
#-----
# NOTICE: Only use the General Availability (platform-6.X-ga) repository for customer
# deployments.
# Use of Controlled Release (platform-6.X-cr) or Software Quality Assurance
# (platform-6.X-sqa) in
# accordance to process QOP-75-01 Production Work Order and History Record, contact
# your
# manager for questions.
#-----
[Platform-6.0]
name=Platform-6.0
baseurl=https://box.voceracommunications.com/Platform-6.0-GA
enabled=1
gpgcheck=0
```

2. Execute the following commands:

```
[tpx-admin@engage log] $ sudo yum check-updates
Loaded plugins: langpacks, product-id, subscription-manager
This system is not registered to Red Hat Subscription Management. You can use
subscription-manager to register.
Quartz
(1/2): Quartz/group_gz | 3.6 kB 00:00:00
(2/2): Quartz/primary_db | 483 B 00:00:00
| 29 kB 00:00:00
```

3. Verify the package is available, using the following command:

```
[tpx-admin@engage log] $ sudo yum list available | grep extension
extension-navicare-interface.x86_64          1.3.6-0          Platform 5.0
```

4. Install the needed adapter; in this example, install the Navicare adapter:

```
[tpx-admin@engage log] $ sudo yum install extension-navicare-interface
Loaded plugins: langpacks, product-id, subscription-manager
This system is not registered to Red Hat Subscription Management. You can use
subscription-manager to register.
Resolving Dependencies
--> Running transaction check
---> Package extension-navicare-interface.x86_64 0:1.3.6-0 will be installed
--> Finished Dependency Resolution
```

Dependencies Resolved

```
=====
Package                               Arch                               Size
Version                               Repository                         Size
=====
Installing:
extension-navicare-interface          x86_64                             59 k
1.3.3-0                               Quartz
```

Transaction Summary

Install 1 Package

Total download size: 59 k

Installed size: 62 k

Is this ok [y/d/N]: y

Downloading packages:

```
extension-navicare-interface-1.3.6-0.x86_64.rpm
| 59 kB 00:00:00
```

Running transaction check

Running transaction test

Transaction test succeeded

Running transaction

```
Installing : extension-navicare-interface-1.3.6-0.x86_64          1/1
Verifying  : extension-navicare-interface-1.3.6-0.x86_64          1/1
```

Installed:

```
extension-navicare-interface.x86_64 0:1.3.6-0
```

Complete!

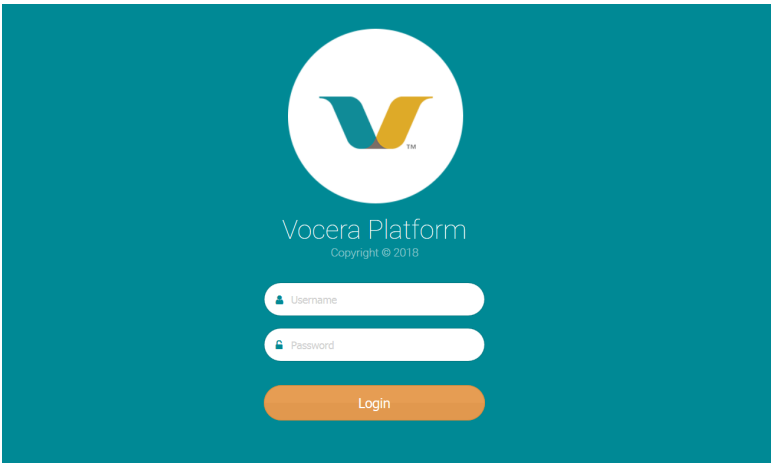
5. This completes the steps to install an adapter.

Navigating the Vocera Platform Adapters

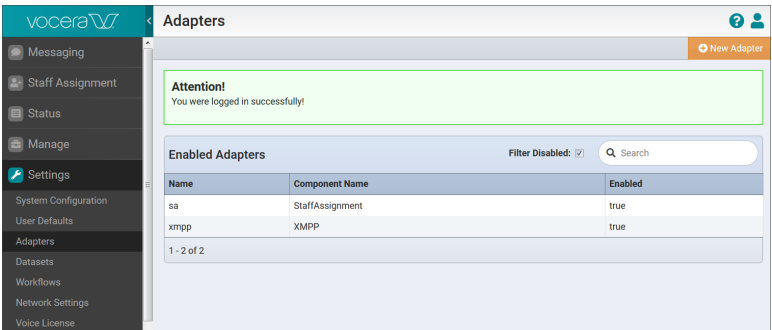
Access the Adapters tab and use the filter or search tools to display a specific adapter.

This page is used by all the adapter guides, and therefore, the adapter used as an example here may not be the adapter that you are working with currently.

1. Access the Vocera Platform Web Console and sign in with your system credentials.



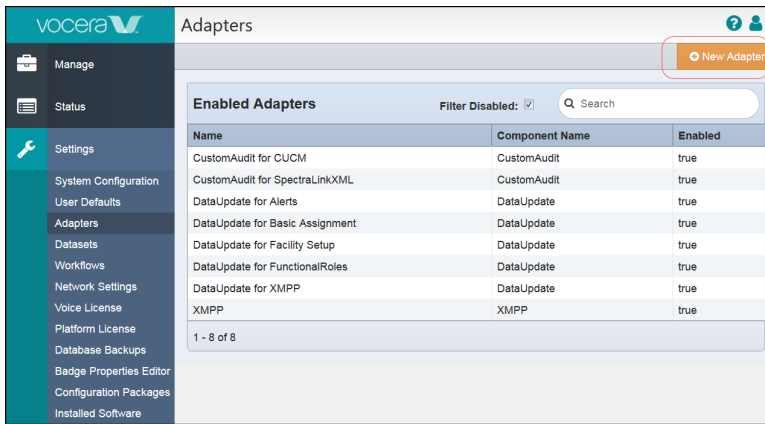
2. Select **Settings > Adapters** in the navigation menu.



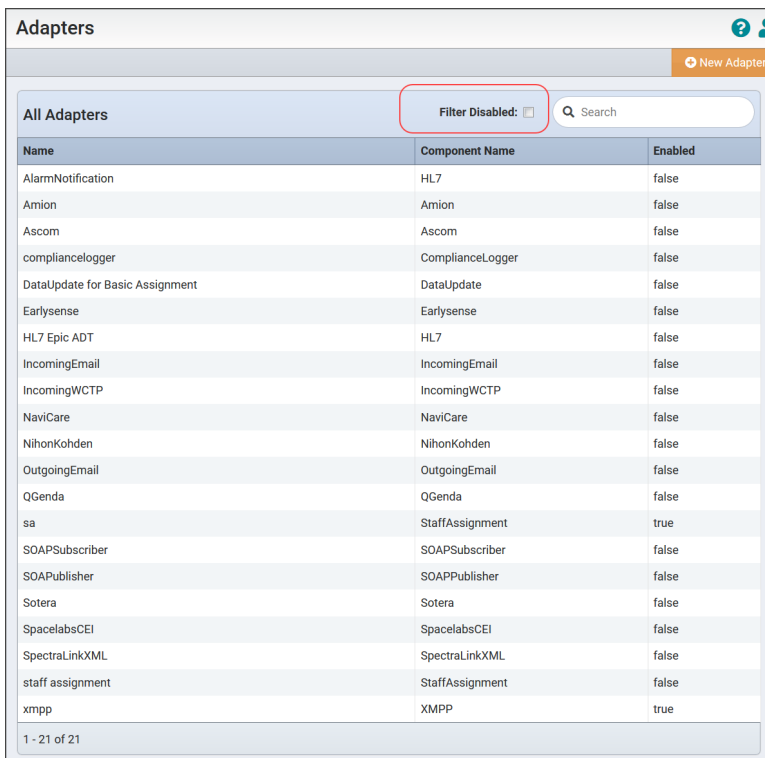
- The **Adapters** page displays.
3. Select an adapter to work with from the list displayed in the grid, or select the **New Adapter** Action option to create a new adapter.

On the **Adapters** page you can identify adapters by their name or component name. The Enabled column (displaying a true or false status) indicates whether the adapter is active on the system, or disabled.

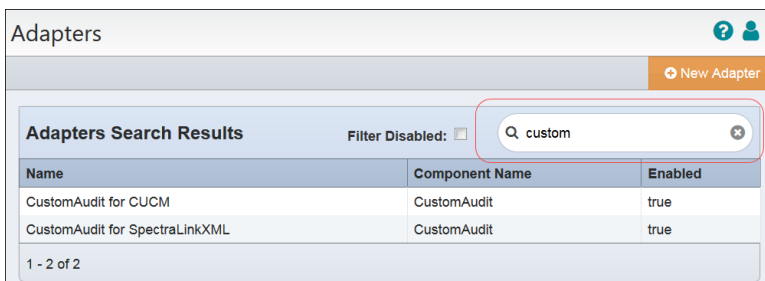
The bottom row of the grid reports the number of adapters displayed, of the available adapters. The Filter Disabled box is checked by default, and displays only the enabled adapters that are configured on the Vocera Platform.



4. Uncheck the **Filter Disabled** box to display all the adapters that have been installed, including those that are not currently enabled. The column title now displays **All Adapters**. The Filter Disabled box is checked by default.



5. Enter a term in the **Search** field to locate a needed adapter on the system. The search field is identified by a text field with a magnifying glass icon. The search is performed on the Name and Component Name columns. When results are returned, the column header displays **Adapters Search Results** and an **x** icon allows you to clear the search field.

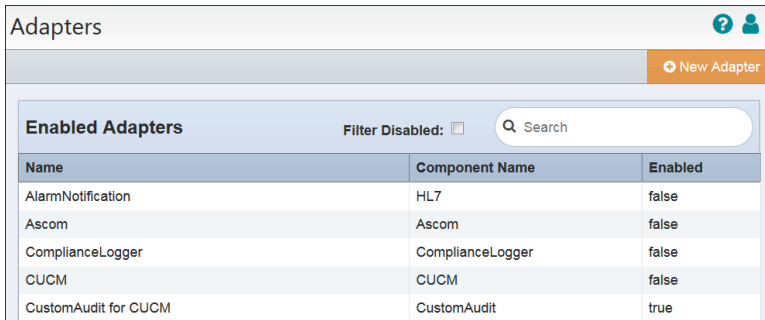


Editing an Adapter

Edit an adapter that has been installed on the Vocera Platform.

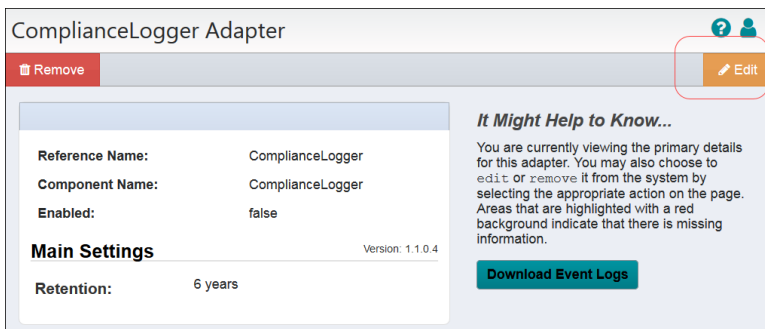
This page is used by all the adapter guides, and therefore, the adapter used as an example here may not be the adapter that you are working with currently.

1. Access the Vocera Platform Web Console and navigate to the adapters.
See [Navigating the Vocera Platform Adapters](#) on page 29 for instructions.
2. Select the adapter to edit in the **Adapters** list.



Name	Component Name	Enabled
AlarmNotification	HL7	false
Ascom	Ascom	false
ComplianceLogger	ComplianceLogger	false
CUCM	CUCM	false
CustomAudit for CUCM	CustomAudit	true

3. Select **Edit** in the adapter's menu.



ComplianceLogger Adapter

[Remove](#) [Edit](#)

Reference Name: ComplianceLogger
Component Name: ComplianceLogger
Enabled: false

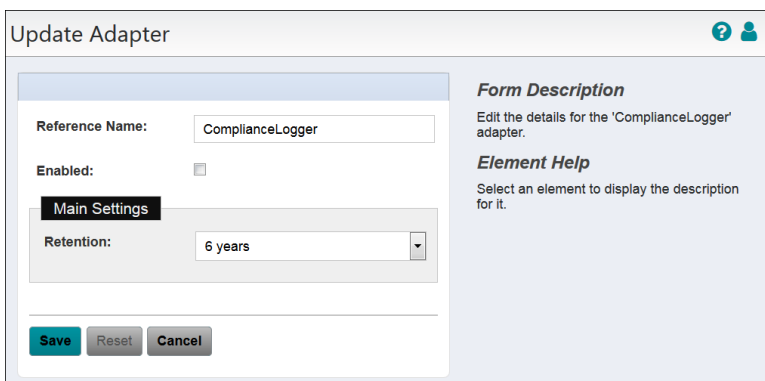
Main Settings Version: 1.1.0.4
Retention: 6 years

It Might Help to Know...
 You are currently viewing the primary details for this adapter. You may also choose to edit or remove it from the system by selecting the appropriate action on the page. Areas that are highlighted with a red background indicate that there is missing information.

[Download Event Logs](#)

The **Update Adapter** page for the adapter displays.

4. Edit the adapter's settings to revise the configuration as needed. See the adapter-specific configuration page for details on working with settings for this adapter.
Select an empty field and begin typing, or select an existing value and type over it. To keep an existing value, do not edit that field.



Update Adapter

Reference Name: ComplianceLogger
Enabled: ☐

Main Settings
Retention: 6 years

Form Description
 Edit the details for the 'ComplianceLogger' adapter.

Element Help
 Select an element to display the description for it.

[Save](#) [Reset](#) [Cancel](#)

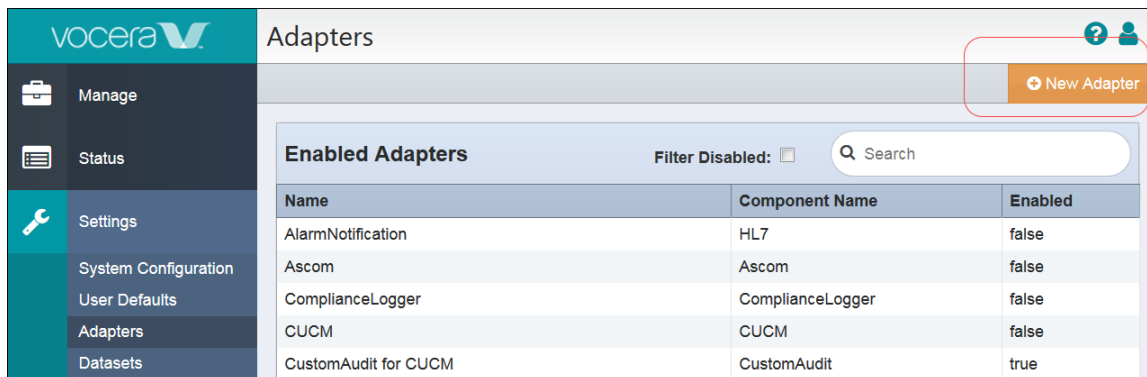
5. Select one of the options to exit the **Update Adapter** page. See [Saving an Adapter](#) on page 33 for details.

Creating a New Adapter

Access the Vocera Platform Web Console to work with adapters, or create a new adapter when prompted in the package import process.

This page is used by all the adapter guides, and therefore, the adapter used as an example here may not be the adapter that you are working with currently.

1. Access the Vocera Platform Web Console and navigate to the adapters.
See [Navigating the Vocera Platform Adapters](#) on page 29 for instructions.
2. Select **New Adapter** in the Action menu on the Adapters page.



The **Create a New Adapter** dialog displays.

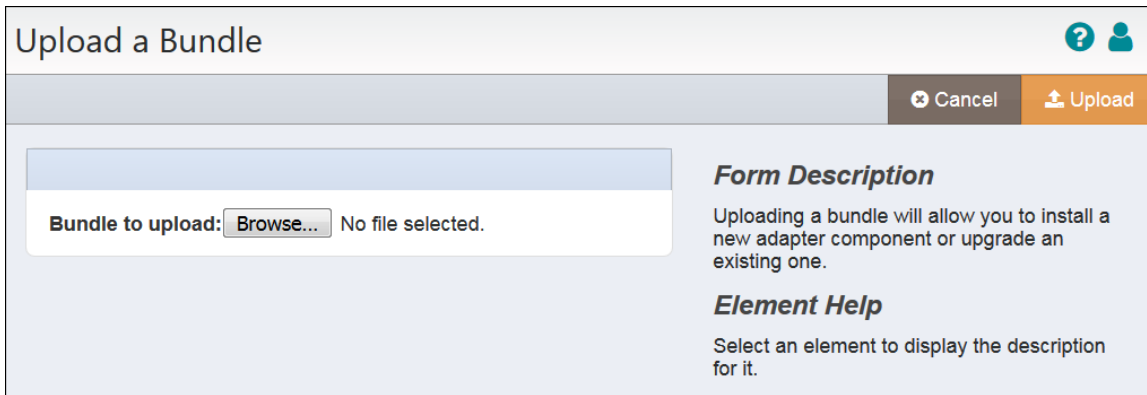
3. Complete the configuration fields.

Form Description
This form allows you to create a new Adapter within the system.

Element Help
Select an element to display the description for it.

Name	Description
Component Name *	Select the Component Name field dropdown arrow to display a list of the systems and devices that Vocera currently supports. Select the name of the adapter to create.
Reference Name	Enter a short descriptive name in the Reference Name field to uniquely identify an adapter instance. It may demonstrate the adapter function or other information; for example, Production adapter may differentiate a live adapter from a development or "sandbox" adapter.
Enabled	Select the Enabled check box to allow Vocera Platform to use the new adapter. Vocera ignores the adapter if this option is disabled.

4. Select **Upload Bundle** in the Action menu to install a package on a Vocera Platform.
Use the Upload Bundle feature to install when the adapter is not available in the Component Name dropdown list, and you have downloaded the needed adapter bundle to a storage location.
5. Click on **Browse** to navigate to the bundle to install.



6. Select one of the Action options to exit from the Upload a Bundle dialog.

- **Upload:** Upload the selected bundle to the appliance.
- **Cancel:** Close the Upload a Bundle dialog without making a change to the system.

Saving an Adapter

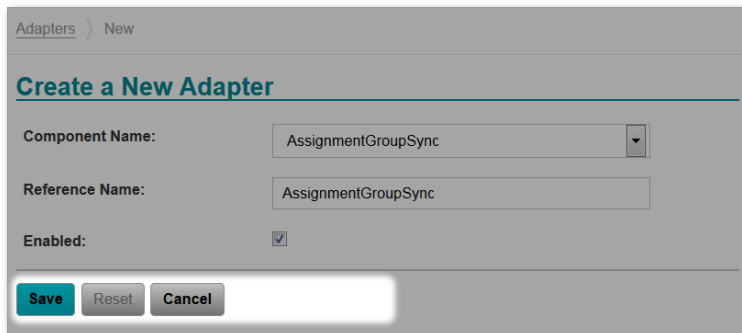
Close an adapter configuration dialog using the Save, Reset, or Cancel options.

This page is used by all the adapter guides, and therefore, the adapter used as an example here may not be the adapter that you are working with currently.

When creating a new adapter, the options at the bottom of the adapter configuration page are Save, and Cancel.

When editing an existing adapter, the options are Save, Reset, and Cancel.

Choose an option to close the dialog:



Option	Description
Save	Select Save to store the adapter configuration in the system, when the fields are set to desired specifications.
Cancel	Select Cancel to close the configuration window without saving your changes to the system.
Reset	Select Reset to clear all fields without closing the window, in order to select other specifications for the adapter's settings.

Deactivating an Adapter

Temporarily deactivate an adapter to avoid unintentional use of it in an implementation.

This page is used by all the adapter guides, and therefore, the adapter used as an example here may not be the adapter that you are working with currently.

1. Access the Vocera Platform Web Console and navigate to the adapter to deactivate.
See [Navigating the Vocera Platform Adapters](#) on page 29 for instructions.
2. Select **Edit** in the Actions menu to access the Update page for the adapter.

XMPP Adapter

[Remove](#) [Edit](#)

Reference Name:	XMPP
Component Name:	XMPP
Enabled:	true

Main Adapter Settings Version: 4.0.0.175

It Might Help to Know...
You are currently viewing the primary details for this adapter. You may also choose to edit or remove it from the system by selecting the appropriate action on the page. Areas that are highlighted with a red background indicate that there is missing information.

3. Un-check the **Enabled** box to temporarily deactivate the adapter.
When deactivated, the Vocera system will ignore the adapter. You can easily enable or disable the adapter at any time.

Update Adapter

[Form Description](#)
Edit the details for the 'XMPP' adapter.

Element Help
Select an element to display the description for it.

Reference Name:

Enabled: ☐

Required Datasets

Actors:

Assignments:

4. Select one of the options to exit the **Update Adapter** page. See [Saving an Adapter](#) on page 33 for details.

Removing an Adapter

Permanently remove an adapter from the Vocera system.

This page is used by all the adapter guides, and therefore, the adapter used as an example here may not be the adapter that you are working with currently.

Use the remove function to permanently delete the adapter from the system. Alternatively, you can **disable** an adapter and the Vocera system will ignore it.



Warning: Remove cannot be undone. If any system features use this adapter, removing the adapter prevents the features from functioning.

1. Access the Vocera Platform Web Console and navigate to the adapter to remove.
See [Navigating the Vocera Platform Adapters](#) on page 29 for instructions.
2. Select **Remove** in the Actions menu to permanently delete the adapter.

XMPP Adapter

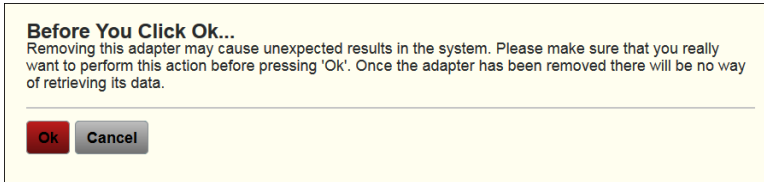
[Remove](#) [Edit](#)

Reference Name:	XMPP
Component Name:	XMPP
Enabled:	true

Main Adapter Settings Version: 4.0.0.175

It Might Help to Know...
You are currently viewing the primary details for this adapter. You may also choose to edit or remove it from the system by selecting the appropriate action on the page. Areas that are highlighted with a red background indicate that there is missing information.

3. Click **Ok** in the confirmation window.



- **Ok:** Confirm the choice to remove the adapter from the system.
- **Cancel:** Return to the adapter page without making a change.

4. Confirm that the adapter no longer displays in the Adapters list view, when a success message displays.

