

Vocera Outgoing Email Adapter Configuration Guide

Version 1.8.0

Notice

Stryker Corporation or its divisions or other corporate affiliated entities own, use or have applied for the following trademarks or service marks: Stryker, Vocera. All other trademarks are trademarks of their respective owners or holders. The absence of a product or service name or logo from this list does not constitute a waiver of Stryker's trademark or other intellectual property rights concerning that name or logo. Copyright © 2023 Stryker.

Last modified: 2023-03-13 17:45

ADP-outgoingemail-180-Docs build 85

Contents

- Understanding a Vocera Outgoing Email Adapter Configuration..... 4
- Viewing the Vocera Outgoing Email Adapter Requirements..... 4
- Configuring a Vocera Outgoing Email Adapter..... 5
- Understanding the Vocera Outgoing Email Adapter Rules..... 8
- Understanding Adapter Installation..... 10
- Recreating a Repository..... 10
- Installing an Adapter..... 11
- Practicing an Adapter Installation..... 11
- Navigating the Vocera Platform Adapters..... 13
- Editing an Adapter..... 15
- Creating a New Adapter..... 16
- Saving an Adapter..... 17
- Deactivating an Adapter..... 17
- Removing an Adapter..... 18

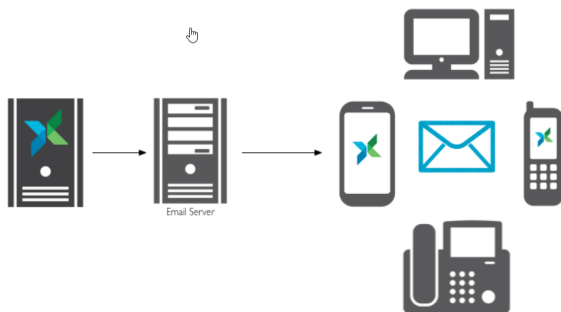
Understanding a Vocera Outgoing Email Adapter Configuration

Configure a Vocera Outgoing Email Adapter to enable communication with Vocera Platform.

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

The Vocera Platform uses the Vocera Outgoing Email Adapter to prioritize and send HTML and plain text emails to an email account that the user can access on their chosen device.

The Vocera Outgoing Email Adapter sends an email to the email server specified in the settings section of the adapter configuration. The email server sends the message information to the email account specified in the configuration. Users can access the email account from any Internet-enabled device.



Viewing the Vocera Outgoing Email Adapter Requirements

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

Verify if these requirements for the Vocera Outgoing Email Adapter are met:

- Determine if SSL is required by the email server to which Vocera Platform will send email.
- User account is set up in the email service to which Vocera Platform will send email.

Configuring a Vocera Outgoing Email Adapter

These settings enable direct communication between the Vocera Outgoing Email 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 13 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 16 and [Editing an Adapter](#) on page 15 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.

Component Name:

OutgoingEmail

Reference Name:

Enabled:

☐

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.
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. Complete the **Common Settings** configuration fields as described in the table.

Common Settings

Server Address :

Port :

Is SSL Required? : ☒


Authentication :

Domain :

Authentication Settings

Login :

Password :

Common Settings	Description
Server Address	<p>Enter the unique IP address for the email server. Use standard IP address format (xxx.xxx.xxx.xxx, where each xxx is a number from 0-255), or use standard FQDN format, such as smtp.gmail.com.</p> <p> Note: This field format may not contain spaces.</p>
Port	Enter the number of the port that the email server will use to send outgoing messages. This setting is usually port 25 .
SSL	Select the checkbox if the email service servers require SSL.
Authentication	<p>Select the email service's authentication type from the drop-down list. The Vocera Platform provides an additional layer of security by verifying connection information using this authentication.</p> <p>Currently the Vocera Platform supports none, plain, login, and cram_md5 authentication types. Select plain when the email service's system administrator has not specified one of the listed authentication methods.</p> <p>Select plain, login, or cram_md5 to display the login and password fields in the Authentication Settings section described below.</p>
Domain	<p>Enter the domain name. This field specifies the domain used to authenticate and send data from, often the customer's corporate domain.</p> <p>Enter values into these fields exactly as provided by the customer's system administrator.</p>

6. Complete the **Authentication Settings** configuration fields as described in the table.

Common Settings

Server Address : fqn
Port : 25
Is SSL Required? : ☒
Authentication : login
Domain : domain

Authentication Settings

Login : login
Password :

Details in this **Authentication Settings** section of the adapter configuration are specific to the email account that the Vocera Platform sends the email to. These settings must be configured to match the email service server's requirements in order for the adapter to function.

Authentication Settings	Description
Login	Enter the account login as specified in the email credentials; for example: user@gmail.com. The account must be set up for the adapter to function.
Password	Enter the account password as specified in the email credentials.

- Select one of the available options to exit the adapter configuration page. See [Saving an Adapter](#) on page 17 for details.

Understanding the Vocera Outgoing Email Adapter Rules

Rules can be configured to trigger the Vocera Outgoing Email Adapter to send messages through the Vocera Platform.

An Outgoing Email rule can be configured to send email messages to any device that can retrieve and display email. The rule will define the message components and delivery prioritization.

See the [Vocera Platform Dataset Guide](#) for information about working with rules. See [Configuring a Vocera Outgoing Email Adapter](#) on page 5 for information about adapter settings.

In the Adapter Settings, configure the Rule Settings fields.

Adapter Settings

Rule Settings

From :

abc@domain.com

Reply To :

def@domain.com

Recipient(s) :

#{bed.room.users.devices.lines.numbe

Subject :

Assistance needed

Body :

Need assistance in NICU

Priority :

highest

Setting	Description
From	The email address of the sender. This value can be hard-coded or can be an attribute expression in the form of <code>#{...}</code> . If not provided, the email sender defaults to the "Login" field entry in the adapter configuration.
Reply To	The email address(es) to which replies should be directed. The address must adhere to the 'userid@domain.com' format. This value can be hard-coded or can be an attribute expression in the form of <code>#{...}</code> . If hard-coded, the value can be a single email address, or multiple email addresses comma-separated.

Setting	Description
Recipient(s)	The email address(es) to where the message will be delivered. The address must adhere to the 'userid@domain.com' format. This value can be hard-coded or can be an attribute expression in the form of #{...}. If hard-coded, the value can be a single email address, or multiple email addresses comma-separated. This is a required field.
Subject	The subject of the message to be delivered. This value can be hard-coded or can be an attribute expression in the form of #{...}. This is a required field.
Body	The body of the message to be delivered. This value can be hard-coded or can be an attribute expression in the form of #{...}. This is a required field.
Priority	The severity level of the message. Tracked by the device object so that rules can filter out lower severity level messages. Options are "highest", "high", "normal", "low" and "lowest".

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
=====
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!

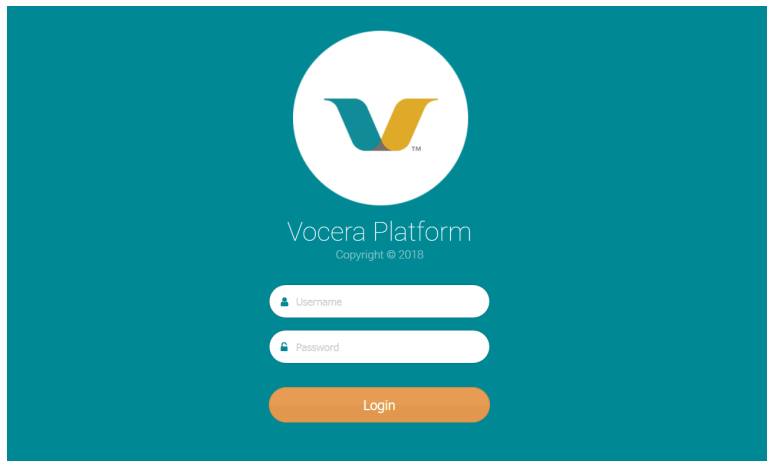
5. This completes the steps to install an adapter.

Navigating the Vocera Platform Adapters

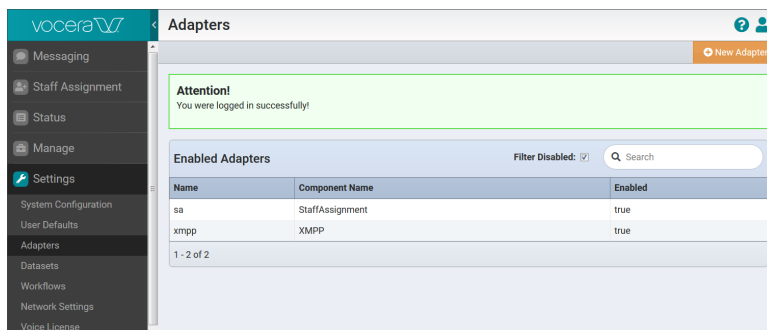
Access the Adapters tab and use the filter or search tools to display a specific adapter.

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.



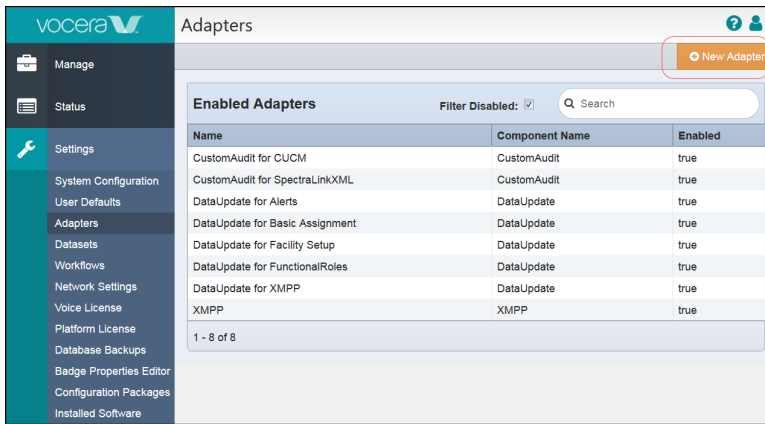
The **Adapters** page displays.

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.

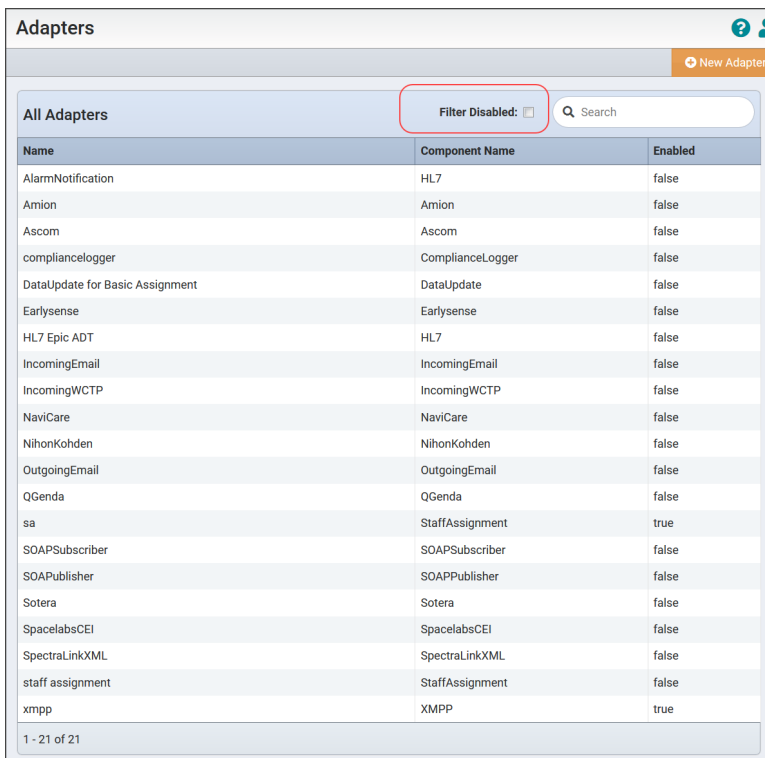
On the **Adapters** page you can identify adapters by their name or component name. The Enabled column (displaying a true or false status) indicates whether the adapter is active on the system, or disabled.

The bottom row of the grid reports the number of adapters displayed, of the available adapters.

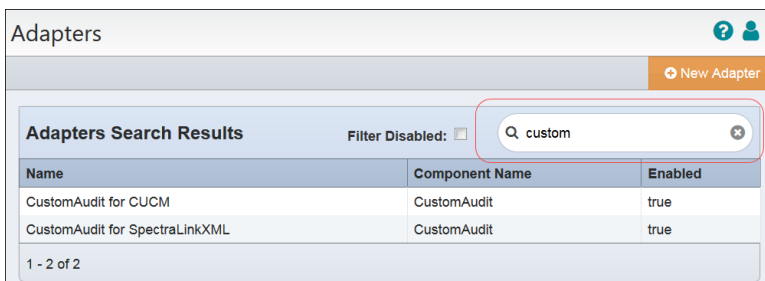
The Filter Disabled box is checked by default, and displays only the enabled adapters that are configured on the Vocera Platform.



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.

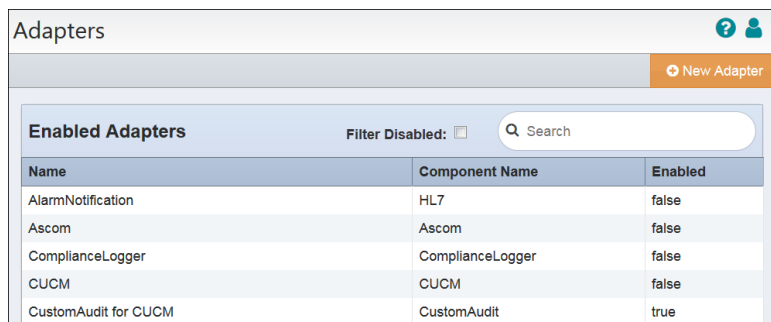


Editing an Adapter

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

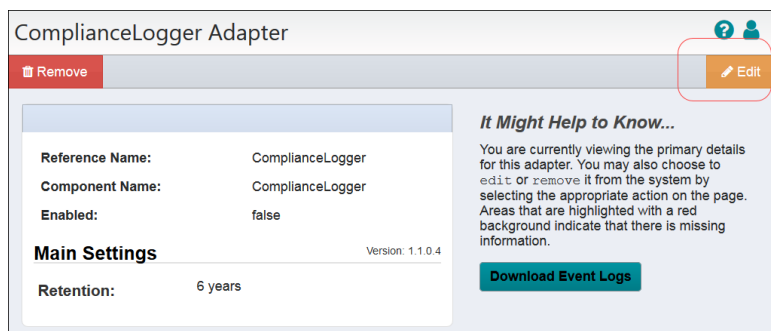
This page is used by all the adapter guides, and therefore, the adapter used as an example here may not be the adapter that you are working with currently.

1. Access the Vocera Platform Web Console and navigate to the adapters.
See [Navigating the Vocera Platform Adapters](#) on page 13 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

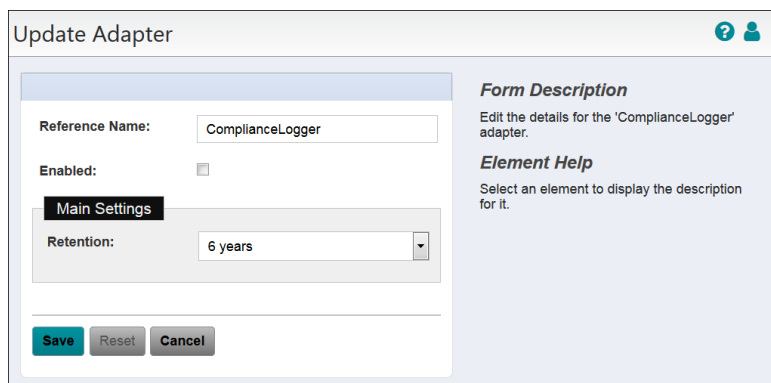
Main Settings Version: 1.1.0.4
Retention: 6 years

[Download Event Logs](#)

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.

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

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

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

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

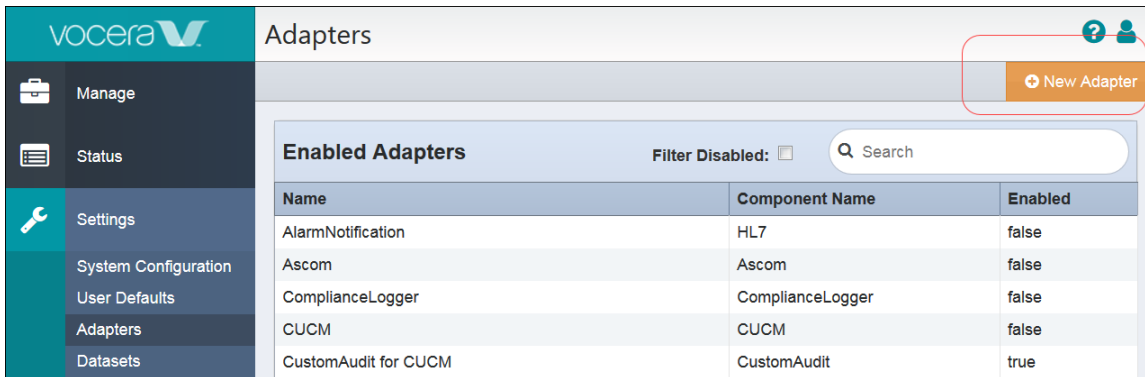
5. Select one of the options to exit the **Update Adapter** page. See [Saving an Adapter](#) on page 17 for details.

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 13 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 13 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

Reference Name: XMPP

Enabled: ☐

Required Datasets

Actors:

Assignments:

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

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

4. Select one of the options to exit the **Update Adapter** page. See [Saving an Adapter](#) on page 17 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 13 for instructions.
2. Select **Remove** in the Actions menu to permanently delete the adapter.

XMPP Adapter

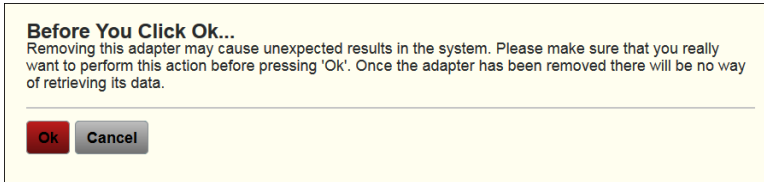
[Remove](#) [Edit](#)

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.

