



Vocera Auto Send Logs User Guide

Version 5.2.0

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Last modified: 2023-04-28 14:22

ASL-520-Docs build 508

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Introduction to Vocera ASL

The Vocera Auto Send Logs (ASL) is a tool created by Vocera Customer Support. Use it for a secure file transmission while managing the sanitation and encryption of the data transmitted.

ASL provides a graphical user interface to simplify the task of gathering data from your servers for troubleshooting, Beta testing, monitoring, and analysis by Vocera Customer Support.

Use ASL to perform the following:

- Transfer files securely to Vocera through SFTP.
- Remove data that potentially contains PHI or unencrypted network keys from the logs and property files before transmission.
- Encrypt database files and voice messages with AES prior to transmission.
- Gather specific sets of files based on typical usage profiles.

ASL runs in the following two modes:

- **On-demand:** Run as needed to provide the logs and other troubleshooting data that helps Vocera Customer Support work with you on a specific situation.
- **Scheduled:** Connects to the Vocera Customer Support SFTP site on the schedule that you specify (typically 1-2 times per day) and automatically uploads logs and other troubleshooting data.



Important: Schedule ASL to help Vocera ensure the health of your system.

Installing Vocera ASL

Install ASL along with a Vocera product silently or use the standalone ASL installer.

Installing ASL Along with a Vocera Product:

Most Vocera products silently install ASL along with a Vocera product software as Vocera Voice Server or Vocera Care Team Sync.

- Verify if ASL is already present on your system. See [Verifying ASL Installation](#) on page 6.
- If not installed already, use the standalone ASL Installer. See [Installing Vocera ASL](#) on page 5.
When the installer runs and recognizes the existence of the ASL tool on your system, the **InstallShield Wizard** shows **Program Maintenance** dialog box with options to modify or repair the program.

Installing ASL Using the ASL Installer:

If ASL is not already installed on a system, use the the standalone ASL installer. Contact Vocera Customer Support to request the standalone ASL installer.

1. Download the latest version of the application, double-click the installer, vSupport5x.msi.
The **Welcome to the InstallShield Wizard for Vocera Support Tools** dialog box appears.
2. Click **Next**.
The **Logon Information for Scheduled Task** dialog box appears as the ASL is not present.
3. To create a scheduled task that runs the ASL tool automatically every day, specify a **User Name** and **Password** with administrative permissions and then click **Next**.
The **Ready to Install the Program** dialog box appears.



Important: Vocera Customer Support recommends scheduling ASL so it runs proactively helping Vocera to ensure the health of your system. See [Scheduling Vocera ASL](#) on page 15.

4. Click **Install**.
The installer runs and sets up the software on your system. When the installation is complete, the **InstallShield Wizard Completed** dialog box appears.
5. Optionally, check **Show the Windows Installer log**, and then click **Finish** to complete the install.
The installation is complete, and the installer exits.
6. If you chose to display the log file, it opens in **Notepad**. Review the log and close it when you are finished.

```

File Edit Format View Help
MSI39cba.LOG - Notepad
==== Verbose logging started: 4/2/2018 10:48:24 Build type: SHIP UNICODE 5.00.9600.00 Calling process: C:\Windows\System32\msiexec.exe
MSI (c) (9C:AC) [10:48:24:386]: Font created. Charset: Req=0, Ret=0, Font: Req=MS Shell Dlg, Ret=MS Shell Dlg
MSI (c) (9C:AC) [10:48:24:386]: Font created. Charset: Req=0, Ret=0, Font: Req=MS Shell Dlg, Ret=MS Shell Dlg
MSI (c) (9C:00) [10:48:24:396]: Resetting cached policy values
MSI (c) (9C:00) [10:48:24:396]: Machine policy value 'Debug' is 0
MSI (c) (9C:00) [10:48:24:396]: ***** RunEngine:
***** Product: D:\Ansible\Vocera\vSupport5x.msi
***** Action:
***** CommandLine: *****
MSI (c) (9C:00) [10:48:24:397]: Machine policy value 'DisableUserInstalls' is 0
MSI (c) (9C:00) [10:48:24:400]: SOFTWARE RESTRICTION POLICY: Verifying package --> 'D:\Ansible\Vocera\vSupport5x.msi' against software res
MSI (c) (9C:00) [10:48:24:400]: Note: 1: 2262 2: |DigitalSignature 3: ~2147287038
MSI (c) (9C:00) [10:48:24:400]: SOFTWARE RESTRICTION POLICY: D:\Ansible\Vocera\vSupport5x.msi is not digitally signed
MSI (c) (9C:00) [10:48:24:400]: SOFTWARE RESTRICTION POLICY: D:\Ansible\Vocera\vSupport5x.msi is permitted to run at the 'unrestricted' au
MSI (c) (9C:00) [10:48:24:406]: Cloaking enabled.
MSI (c) (9C:00) [10:48:24:406]: Attempting to enable all disabled privileges before calling Install on Server
MSI (c) (9C:00) [10:48:24:407]: End dialog not enabled
MSI (c) (9C:00) [10:48:24:407]: Original package ==> D:\Ansible\Vocera\vSupport5x.msi
MSI (c) (9C:00) [10:48:24:407]: Package we're running from ==> D:\Ansible\Vocera\vSupport5x.msi
MSI (c) (9C:00) [10:48:24:409]: APPCOMPAT: Compatibility mode property overrides found.
MSI (c) (9C:00) [10:48:24:409]: APPCOMPAT: looking for appcompat database entry with ProductCode '{5277AE98-0301-47B2-8F19-B2956EFB3BA8}'.
MSI (c) (9C:00) [10:48:24:409]: APPCOMPAT: no matching ProductCode found in database.
MSI (c) (9C:00) [10:48:24:411]: MSCOREEE not loaded loading copy from system32
MSI (c) (9C:00) [10:48:24:413]: Machine policy value 'TransformsSecure' is 1
MSI (c) (9C:00) [10:48:24:413]: Machine policy value 'DisablePatch' is 0
MSI (c) (9C:00) [10:48:24:413]: Machine policy value 'AllowLockdownPatch' is 0
MSI (c) (9C:00) [10:48:24:413]: Machine policy value 'DisableUAAPatching' is 0
MSI (c) (9C:00) [10:48:24:413]: Machine policy value 'DisableFlyWeightPatching' is 0

```

The Vocera Auto Send Logs tool is now installed on your system.

Continue with [Configuring Vocera ASL](#) on page 8.

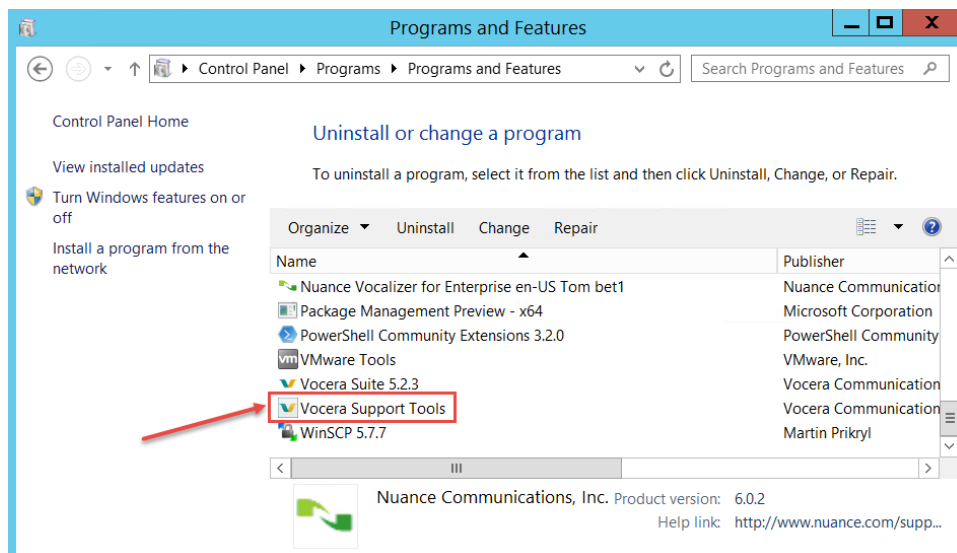
Verifying ASL Installation

If ASL is installed on your system, you can view **Vocera Support Tools** listed under Windows **Programs and Features** control panel.

The following instructions are for Windows Server 2012; they may differ slightly depending on the version of Windows you are using.

1. From the Windows **Start** menu, choose **Control Panel**.
The Windows **Control Panel** appears.
2. From the Windows **Control Panel**, choose **Programs**.
The **Programs** control panel appears.
3. From the **Programs** control panel, choose **Programs and Features**.
The **Programs and Features** control panel appears.
4. Scroll in the **Programs and Features** control panel to see if a program called **Vocera Support Tools** exists.

If the **Vocera Support Tools** item is present, ASL is already installed; otherwise, ASL is not installed on this machine.



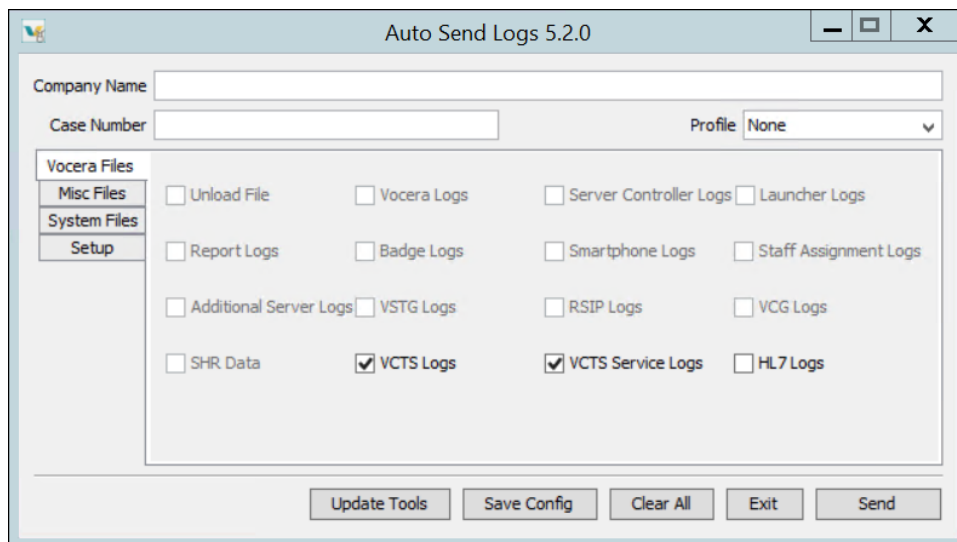
Update ASL, if it is already present on your system. See [Updating Vocera ASL](#) on page 7.

Install ASL, if it is not present on your system. See [Installing Vocera ASL](#) on page 5.

Updating Vocera ASL

Verify if the ASL installed on your system has the latest version and update ASL directly within the application, if necessary.

1. Launch ASL by double-clicking the **Send Vocera Logs** icon on the desktop. The **The Auto Send Logs** window appears.



2. Click **Update Tools**.
 - If your installation is current, ASL displays the message.
 - If your installation requires an update, ASL exits and launches the latest installer downloaded from Vocera.



Important: Ensure that the system connects to the Vocera SFTP server for the download.

Configuring Vocera ASL

Configure ASL for your troubleshooting purposes. If you are a customer with premier Vocera support, configure ASL to send the data Vocera needs to prepare your System Health Report.

ASL for Troubleshooting

When you configure Vocera Auto Send Logs, specify the logs and troubleshooting files that the tool automatically collects and sends to Vocera.

By default, the tool specifies a minimal set of log files during installation based on the specific Vocera product that is also present on the server. However, you need to complete the configuration by specifying some additional information.

To complete the ASL configuration, perform the following:

1. Launch ASL by double-clicking the **Send Vocera Logs** icon on the desktop.

The **The Auto Send Logs** window appears.



Note: Notice that ASL configures itself by selecting the minimal set of appropriate logs and disabling or concealing fields that are not relevant to the Vocera product you are using.

2. If ASL has been installed on a machine other than the Vocera Voice Server, the **No Customer ID Found** warning appears. The CID (Customer ID) file helps Vocera to associate the logs it receives with your customer account; however, you can use ASL without specifying a Customer ID. Perform one of the following:
 - a. Click **OK** to dismiss the warning and continue to use ASL if you are unable to supply CID file.
 - b. Copy the CID file from the \vocera\support\AutoSendLogs directory of the Vocera Voice Server to the \vocera\support\AutoSendLogs directory of the machine with ASL to prevent the **No Customer ID Found** warning from appearing in the future.
3. Enter your organization's name without spaces in the **Company Name** field, using only letters, numbers, and dashes. The value you provide in this field is used to name the files that ASL sends to Vocera.
4. Navigate to the **Setup > General** tab to complete the connection information.

- a. Set the **Send File Via** field to one of the following values, depending on your geographic location:

Geographic Location	Send File Via Value
US/AU/NZ	SFTP or US FTP
EMEA	N3 or UK FTP



Note: If you selected **Do Not Send** for the **Send File Via** option, or if an SFTP transfer fails, ASL creates a .zip file will in the %VOCERA_DRIVE%\vocera\logs folder.

- b. If you are configuring ASL on either a Vocera Analytics or a Vocera Report Server machine, navigate to the **Setup > Server** tab and specify the following:

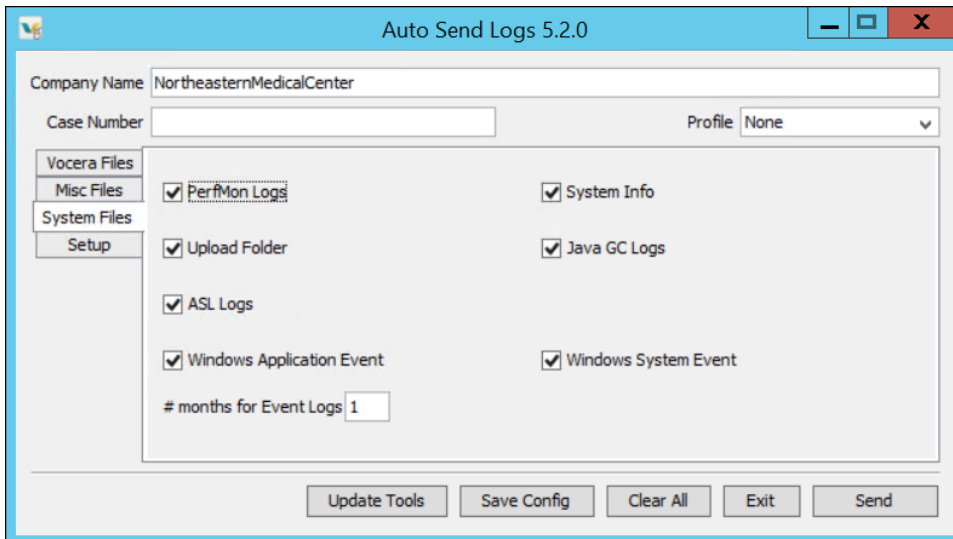
Field	Value
Vocera Server IP(s)	The IP address of the Vocera Voice Server or a comma-separated list (with no spaces) of the VS cluster nodes.
Admin User	The user name of a Vocera user who has the Perform System Administration permission.
Password	The password of the Admin User .
Confirm Password	The password of the Admin User (for confirmation).

c. Click **Test Connection**.

- If the test succeeds, the system displays the **Connection Successful** message.
- If the test fails, check the user credentials or specify another user until you see the **Connection Successful** message.

5. Navigate to the **Misc Files** tab and select all the available checkboxes.

6. Navigate to the **System Files** tab and select all the available checkboxes.



7. Click **Save Config**.
The **Info** dialog box appears.
8. Click **OK** to close the **Info** dialog box, and then click **Exit** to close Vocera Auto Send Logs.

ASL for System Health Reports

If you are a customer with premier support, Vocera may ask for log files to prepare a System Health Report for you.

The System Health Report contains information on overall system usage, speech recognition, and server health statistics; it provides a snapshot of your Vocera system performance.

Vocera can create a System Health Report for the following systems:

- Vocera Voice Server
- Vocera Report Server
- Vocera Analytics

ASL for VS

To create the most complete picture of system health, Vocera Customer Support needs two weeks of log files from all Vocera Voice Server machines installed at your site. You can submit these log files with ASL.

To configure ASL for a VS System Health Report:

1. Perform the basic configuration as described in [ASL for Troubleshooting](#) on page 8.
2. On the **The Auto Send Logs** window, click the **Vocera Files** tab, and select the following items:
 - Unload File
 - Vocera Logs
 - Server Controller Logs
 - Launcher Logs
 - Report Logs
 - Badge Logs
 - Smartphone Logs
 - Staff Assignment Logs
 - Additional Server Logs

The screenshot shows the 'Auto Send Logs 5.2.0' application window. The 'Company Name' field is set to 'NortheasternMedicalCenter'. The 'Case Number' field is empty, and the 'Profile' dropdown is set to 'None'. On the left, the 'Vocera Files' sidebar has 'Misc Files' selected. The main area displays a grid of checkboxes for various log types. The following items are checked: 'Unload File', 'Vocera Logs', 'Server Controller Logs', 'Launcher Logs', 'Report Logs', 'Badge Logs', 'Smartphone Logs', 'Staff Assignment Logs', and 'Additional Server Logs'. Other unchecked items include 'VSTG Logs', 'RSIP Logs', 'VCG Logs', and 'SHR Data'. At the bottom, there are five buttons: 'Update Tools', 'Save Config', 'Clear All', 'Exit', and 'Send'.

3. On the **The Auto Send Logs** window, click the **Misc Files** tab, and select the following items:
- Server Properties
 - Badge Properties
 - Tomcat Logs
 - Nuance Logs

The screenshot shows the 'Auto Send Logs 5.2.0' application window with the 'System Files' tab selected in the 'Vocera Files' sidebar. The 'Company Name' is 'NortheasternMedicalCenter', 'Case Number' is empty, and 'Profile' is 'None'. The main area displays a grid of checkboxes. The following items are checked: 'Server Properties', 'Badge Properties', 'Tomcat Logs', and 'Nuance Logs'. Other unchecked items include 'Utterances', 'Enrollments', 'Grammars', 'Data Folder', 'MySQL Data', 'My.ini & My.err', 'Latest Backup', 'VRS Entities', 'VRS Transferred Files', and 'VRS Posted Files'. The same five buttons ('Update Tools', 'Save Config', 'Clear All', 'Exit', 'Send') are at the bottom.

4. On the **The Auto Send Logs** window, click the **System Files** tab, and select the following items:
- PerfMon Logs
 - System Info
 - ASL Logs
 - Windows Application Event

- Windows System Event

5. Click **Save Config**.
The **Info** dialog box appears.
6. Click **OK** to close the **Info** dialog box, and then click **Exit** to close Vocera Auto Send Logs.

ASL for VRS or VA

To create the most complete picture of system health, Vocera Customer Support needs two weeks of log files from the Vocera Report Server or Vocera Analytics machines installed at your site. You can submit these log files with ASL.

To configure ASL for either a Vocera Report Server or a Vocera Analytics System Health Report:

1. Perform the basic configuration as described in [ASL for Troubleshooting](#) on page 8.
2. On the **Auto Send Logs** window, click the **Vocera Files** tab, and select **SHR Data**.

The screenshot shows the 'Auto Send Logs 5.2.0' window. At the top, there's a title bar with a logo and window controls. Below the title bar, there are input fields for 'Company Name' (containing 'NortheasternMedicalCenter'), 'Case Number' (empty), and a 'Profile' dropdown menu (set to 'None'). On the left, there's a sidebar with four tabs: 'Vocera Files' (selected), 'Misc Files', 'System Files', and 'Setup'. The main area displays a grid of checkboxes for various log types: 'Unload File', 'Vocera Logs', 'Server Controller Logs', 'Launcher Logs', 'Report Logs', 'Badge Logs', 'Smartphone Logs', 'Staff Assignment Logs', 'Additional Server Logs', 'VSTG Logs', 'RSIP Logs', 'VCG Logs', and 'SHR Data' (which is checked). At the bottom, there are five buttons: 'Update Tools', 'Save Config', 'Clear All', 'Exit', and 'Send'.

- On the **Auto Send Logs** window, click the **System Files** tab, and select **System Info** and **ASL Logs**.

The screenshot shows the 'Auto Send Logs 5.2.0' window with the 'System Files' tab selected in the sidebar. The main area displays a grid of checkboxes: 'PerfMon Logs', 'System Info' (checked), 'Upload Folder', 'Java GC Logs', 'ASL Logs' (checked), 'Windows Application Event', and 'Windows System Event'. Below these, there's a field for '# months for Event Logs' with the value '1'. At the bottom, there are five buttons: 'Update Tools', 'Save Config', 'Clear All', 'Exit', and 'Send'.

- Click **Save Config**.
The **Info** dialog box appears.
- Click **OK** to close the **Info** dialog box, and then click **Exit** to close Vocera Auto Send Logs.

Scheduling Vocera ASL

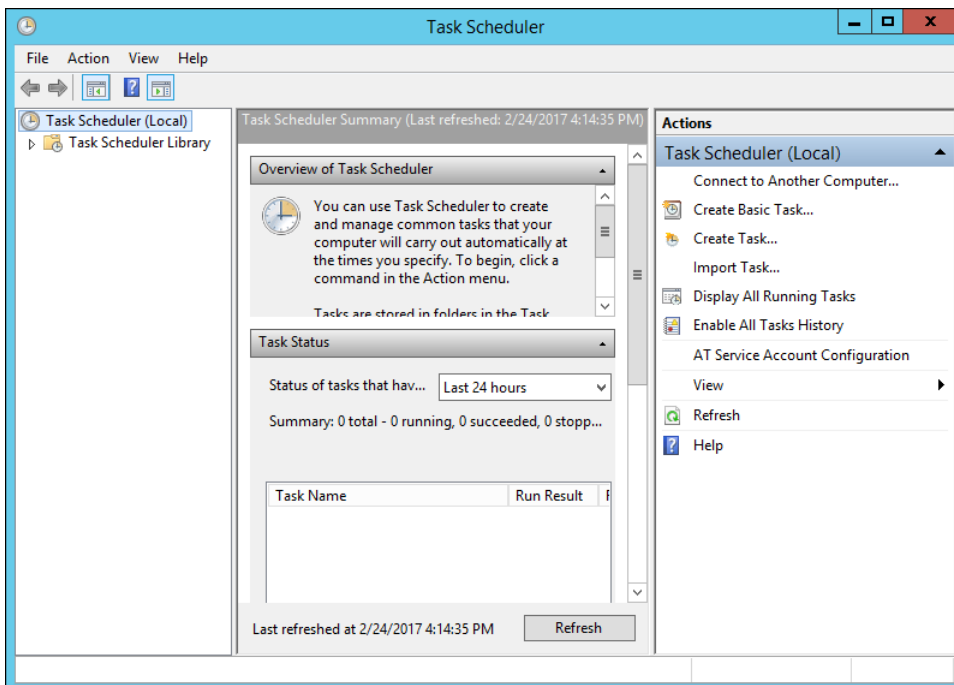
Although you can use the Vocera Auto Send Logs utility to send log files manually, Vocera recommends that you use the **Windows Task Scheduler** to schedule Vocera Auto Send Logs to run once every two days.

If installed silently, ASL is not set up to run on a schedule. Vocera Customer Support recommends scheduling ASL so it runs proactively helping Vocera to ensure the health of your system.

If you install ASL with its own stand-alone installer, you are given the option to configure it to run on a schedule. The installer prompts you to enter administrative credentials for the Windows server and then configures the Windows Scheduler service to run a batch file that uploads the requested logs and troubleshooting data to the Vocera SFTP site.

To schedule an AutoSendLogs task in Windows:

1. Open the **Windows Administrative Tools Control Panel** and click **Task Scheduler**.
The **Task Scheduler** window appears.



2. In the menu, click **Action > Create Task**.
The **Create Task** window appears.
3. Navigate to the **General** tab and perform the following:
 - a. In the **Name** field, enter Vocera Auto Send Logs.
 - b. Click **Change User or Group**.

The **Select User or Group** dialog box appears.

- c. Use the **Object Types** control to specify the name of an account with administrative privileges.



Important: Select a user account that is local to the server and has a password that does not expire.

- d. After you specify the account name, click **OK** to close the **Select User or Group** dialog box.
- e. Select **Run whether user is logged on or not**.
- f. Select **Do not store password**.
- g. Select **Run with highest privileges**.

4. Navigate to the **Triggers** tab and perform the following:
 - a. Click **New** at the bottom of the window.
The **New Trigger** window opens.
 - b. In the **Begin the task** list, verify if **On a schedule** is selected.
 - c. Select **Daily**.
 - d. In the **Start** section, leave the start date as the current date and choose a start time. Choose a time that is least active.
 - e. Verify if **Enabled** is checked.
 - f. Click **OK** to close the **New Trigger** window.
5. Navigate to the **Actions** tab and perform the following:
 - a. Click **New** at the bottom of the window.
The **New Action** window opens.
 - b. In the **Action** list, verify if **Start a program** is selected.
 - c. Click **Browse**.
 - d. Navigate to %VOCERA_DRIVE%\vocera\jre\bin and select java.exe.
 - e. In the **Add arguments** field, enter -jar AutoSendLogs.jar -Xmx256 -s.
 - f. In the **Start in** field, enter %VOCERA_DRIVE%\vocera\support\AutoSendLogs\.
 - g. Click **OK** to close the **New Action** dialog box.

6. Navigate to the **Settings** tab and select **2 hours** for the **Stop the task if it runs longer than** field.
7. Click **OK** to close the **Create Task** window. Windows saves the task you created.

Verifying Scheduled ASL

If ASL is scheduled to run automatically on your system, Windows **System and Security** control panel displays it in the **Task Scheduler**.

1. From the Windows **Start** menu, choose **Control Panel**.
The Windows **Control Panel** appears.
2. From the Windows **Control Panel**, choose **System and Security**.
The **System and Security** control panel appears.
3. From the **Administrative Tools** section of the **System and Security** control panel, choose **Schedule tasks**.
The **Task Scheduler** appears.
4. In the **Task Scheduler (Local)** pane on the left, select **Task Scheduler Library**.
If **Vocera AutoSendLogs** is visible, ASL is already scheduled.

