

# **Vocera ResponderSync Subscriber Adapter Configuration Guide**

Version 5.0.0

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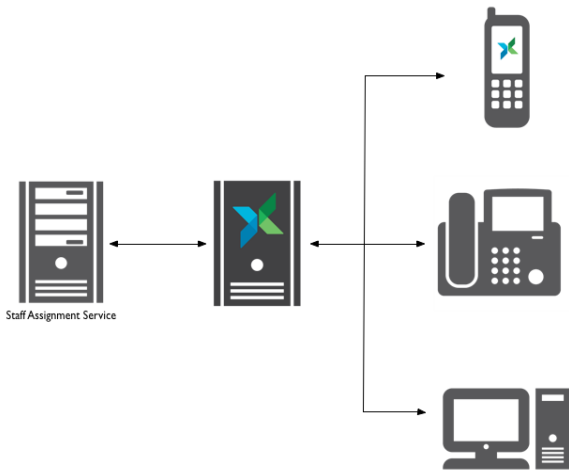
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# Understanding a Vocera ResponderSync Subscriber Adapter Configuration

Configure a Vocera ResponderSync Subscriber 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. For example, the Vocera ResponderSync Subscriber Adapter leverages the Rauland-Borg staff assignment data for additional workflows such as orders and lab results.

**Note:** ResponderSync does NOT push an updated Role (Title) to the Vocera Platform. Vocera Platform will receive the updated Role (Title) when polling ResponderSync on an hourly basis. It is important to remember this when designing alert deliveries for a facility integration utilizing ResponderSync.



## Viewing the Vocera ResponderSync Subscriber Adapter Requirements

The minimum requirements for a Vocera Platform installation are described here.

### Datasets

An adapter defines a default Dataset structure in order to function. Attributes are organized by Datasets and store the information required by the adapter. Adapters use this data during the process of receiving and sending messages.

Not all adapters require Datasets to function. When an adapter does require Datasets, the system will determine if they already exist. If they do not exist, the system will create the needed Datasets.

When creating or editing an adapter, use the following information to select the appropriate datasets in the Required Datasets section.

- The **ACTORS Dataset** stores all actors.
- The **ASSIGNMENTS Dataset** stores all assignments for staff. These are used to determine who to send alerts to.
- The **BEDS Dataset** stores all information for beds that are registered.
- The **DEVICES Dataset** stores all details of every device registered with Vocera. Each device to which Vocera can send a message must be listed in this dataset.
- The **FACILITIES Dataset** stores all facility information for a site. Represents a physical building location or campus.
- The **FUNCTIONAL\_ROLES Dataset** stores all roles for assignments. These are used to determine the activities users can perform.
- The **GROUPS Dataset** stores all user groups.
- The **GROUP\_MEMBERS Dataset** stores all the members in a group.
- The **IDENTITIES Dataset** stores the user's system and interface identities.
- The **INTERFACES Dataset** stores the information about all configured Vocera adapters.
- The **LINES Dataset** stores each telephone line reported by a device when it is registered.
- The **LOCATIONS Dataset** stores all locations. These represent a bed or group of beds to which assignments are made.
- The **PLACES Dataset** stores all places.
- The **PRESENCE\_UPDATE Dataset** stores records created to update a users presence.
- The **ROOMS Dataset** stores all information for rooms that are registered.
- The **SITES Dataset** stores all site information.
- The **TARGET\_GROUPS Dataset** stores all user groups.
- The **UNITS Dataset** stores all unit information for a site. Represents a unique care unit in a facility.
- The **USERS Dataset** stores all Vocera users.

### ACTORS Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Link	groups	actor	False	True	N/A	One-to-many	The ACTORS Dataset is linked to the GROUP_MEMBERS Dataset, and the link order is 1:n (one actor associated to many group_members)

### ASSIGNMENTS Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	assignment_id	N/A	True	N/A	N/A	String	Attribute that stores the unique identifier for the assignment.

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	interface_id	N/A	True	N/A	N/A	String	Attribute that stores the identifier for the interface owning this assignment.
Attribute	level	N/A	True	N/A	N/A	String	Attribute that stores the level of the assignment.
Attribute	accepted_at	N/A	False	N/A	False	Date/Time	Attribute that stores the timestamp at which the assignment was accepted by the user.
Attribute	assigned_at	N/A	False	N/A	False	Date/Time	Attribute that stores the timestamp at which the assignment was assigned to the user.
Attribute	ended_at	N/A	False	N/A	False	Date/Time	Attribute that stores the timestamp at which the assignment actually ended.
Attribute	ends_at	N/A	False	N/A	False	Date/Time	Attribute that stores the timestamp at which the assignment is scheduled to end.
Attribute	external	N/A	False	N/A	False	String	Attribute that stores whether or not the assignment came from an external system.

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	starts_at	N/A	False	N/A	False	Date/Time	Attribute that stores the timestamp at which the assignment is scheduled to start.
Attribute	state	N/A	False	N/A	False	String	Attribute that stores the state of the assignment. Possible values are active, next, expired, and deleted.
Link	group	assignments	False	False	N/A	Many-to-one	The ASSIGNMENTS Dataset is linked to the GROUPS Dataset, and the link order is n:1 (many assignments associated to one group)
Link	location	assignments	False	False	N/A	Many-to-one	The ASSIGNMENTS Dataset is linked to the LOCATIONS Dataset, and the link order is n:1 (many assignments associated to one location)
Link	role	assignments	False	False	N/A	Many-to-one	The ASSIGNMENTS Dataset is linked to the FUNCTIONAL_ROLES Dataset, and the link order is n:1 (many assignments associated to one functional_role)

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Link	usr	assignments	False	False	N/A	Many-to-one	The ASSIGNMENTS Dataset is linked to the USERS Dataset, and the link order is n:1 (many assignments associated to one user)

### BEDS Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	bed_number	N/A	True	N/A	N/A	String	Attribute that stores the number of the bed.
Link	room	beds	True	False	N/A	Many-to-one	The BEDS Dataset is linked to the ROOMS Dataset, and the link order is n:1 (many beds associated to one room)

### DEVICES Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	name	N/A	True	N/A	N/A	String	Attribute that stores the name that identifies the device, often based upon the MAC address of the device.
Attribute	status	N/A	False	N/A	True	String	Attribute that stores the current registration status of the device. Possible values are Registered, Disconnected, Virtual, or Unregistered.



Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	vendor	N/A	False	N/A	True	String	Attribute that stores the vendor of the device. For example, Cisco or XMPP.
Attribute	ip_address	N/A	False	N/A	False	String	Attribute that stores the current IP address of the device. In some cases Engage needs to keep track of the IP address of a device, such as with a Cisco phone.
Attribute	priority	N/A	False	N/A	False	String	Attribute that stores the priority level of the most recent message sent to a device. Required by the device management library, but not set by the XMPP adapter. It is used as a filter to prevent less important messages from being sent to a user currently handling a critical issue.
Attribute	token	N/A	False	N/A	False	String	Attribute that stores a special identifier needed by some devices, such as smart phones, in order to deliver a message.

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Link	lines	devices	False	False	N/A	One-to-many	The DEVICES Dataset is linked to the LINES Dataset, and the link order is 1:n (one device associated to many lines)
Link	usr	devices	False	False	N/A	Many-to-one	The DEVICES Dataset is linked to the USERS Dataset, and the link order is n:1 (many devices associated to one user)

### FACILITIES Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	name	N/A	True	N/A	N/A	String	Attribute that stores the unique name of the facility.
Link	functional_rol	facility	False	True	N/A	One-to-many	The FACILITIES Dataset is linked to the FUNCTIONAL_ROLES Dataset, and the link order is 1:n (one facility associated to many functional_roles)
Link	locations	facility	False	True	N/A	One-to-many	The FACILITIES Dataset is linked to the LOCATIONS Dataset, and the link order is 1:n (one facility associated to many locations)

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Link	rooms	facility	False	True	N/A	One-to-many	The FACILITIES Dataset is linked to the ROOMS Dataset, and the link order is 1:n (one facility associated to many rooms)
Link	sites	facilities	False	False	N/A	Many-to-many	The FACILITIES Dataset is linked to the SITES Dataset, and the link order is m:n (many facilities associated to many sites)
Link	units	facility	False	True	N/A	One-to-many	The FACILITIES Dataset is linked to the UNITS Dataset, and the link order is 1:n (one facility associated to many units)

### FUNCTIONAL\_ROLES Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	name	N/A	True	N/A	N/A	String	Attribute that stores the name of the role.
Link	facility	functional_rol	True	False	N/A	Many-to-one	The FUNCTIONAL_ROLES Dataset is linked to the FACILITIES Dataset, and the link order is n:1 (many functional_roles associated to one facility)

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Link	assignments	role	False	False	N/A	One-to-many	The FUNCTIONAL_ROLES Dataset is linked to the ASSIGNMENTS Dataset, and the link order is 1:n (one functional_role associated to many assignments)

### GROUPS Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	name	N/A	True	N/A	N/A	String	Attribute that stores the name of the group.
Link	site	groups	True	False	N/A	Many-to-one	The GROUPS Dataset is linked to the SITES Dataset, and the link order is n:1 (many groups associated to one site)
Link	assignments	group	False	False	N/A	One-to-many	The GROUPS Dataset is linked to the ASSIGNMENTS Dataset, and the link order is 1:n (one group associated to many assignments)
Link	members	group	False	True	N/A	One-to-many	The GROUPS Dataset is linked to the GROUP_MEMBERS Dataset, and the link order is 1:n (one group associated to many group_members)

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Link	target	group	False	False	N/A	One-to-one	The GROUPS Dataset is linked to the TARGET_GROUPS Dataset, and the link order is 1:1 (one group associated to one target_group)

### GROUP\_MEMBERS Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Link	actor	groups	True	False	N/A	Many-to-one	The GROUP_MEMBERS Dataset is linked to the ACTORS Dataset, and the link order is n:1 (many group_members associated to one actor)
Link	group	members	True	False	N/A	Many-to-one	The GROUP_MEMBERS Dataset is linked to the GROUPS Dataset, and the link order is n:1 (many group_members associated to one group)

### IDENTITIES Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	name	N/A	True	N/A	N/A	String	Attribute that stores the name of the user's identity.

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Link	interface	identities	False	False	N/A	Many-to-one	The IDENTITIES Dataset is linked to the INTERFACES Dataset, and the link order is n:1 (many identities associated to one interface)
Link	usr	identities	False	False	N/A	Many-to-one	The IDENTITIES Dataset is linked to the USERS Dataset, and the link order is n:1 (many identities associated to one user)

### INTERFACES Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	reference_nan	N/A	True	N/A	N/A	String	Attribute that stores the interface's identifying name.
Link	identities	interface	False	False	N/A	One-to-many	The INTERFACES Dataset is linked to the IDENTITIES Dataset, and the link order is 1:n (one interface associated to many identities)

### LINES Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	number	N/A	True	N/A	N/A	String	Attribute that stores the number of the line.

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Link	devices	lines	False	False	N/A	Many-to-one	The LINES Dataset is linked to the DEVICES Dataset, and the link order is n:1 (many lines associated to one device)

## LOCATIONS Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	location_id	N/A	True	N/A	N/A	String	Attribute that stores the unique identifier for the location.
Attribute	name	N/A	False	N/A	False	String	Attribute that stores the name of the location.
Link	facility	locations	True	False	N/A	Many-to-one	The LOCATIONS Dataset is linked to the FACILITIES Dataset, and the link order is n:1 (many locations associated to one facility)
Link	assignments	location	False	False	N/A	One-to-many	The LOCATIONS Dataset is linked to the ASSIGNMENTS Dataset, and the link order is 1:n (one location associated to many assignments)

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Link	places	locs	False	False	N/A	Many-to-many	The LOCATIONS Dataset is linked to the PLACES Dataset, and the link order is m:n (many locations associated to many places)
Link	units	locations	False	False	N/A	Many-to-many	The LOCATIONS Dataset is linked to the UNITS Dataset, and the link order is m:n (many locations associated to many units)

### PLACES Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Link	locs	places	False	False	N/A	Many-to-many	The PLACES Dataset is linked to the LOCATIONS Dataset, and the link order is m:n (many places associated to many locations)

### PRESENCE\_UPDATE Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	timestamp	N/A	True	N/A	N/A	Date/Time	Attribute that stores the time this PresenceUpdate record was created.
Attribute	show	N/A	False	N/A	False	String	Attribute that stores the show of the presence to set.



Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	status	N/A	False	N/A	False	String	Attribute that stores the status of the presence to set.
Link	usr	presence_upd	True	False	N/A	Many-to-one	The PRESENCE_UPDATE Dataset is linked to the USERS Dataset, and the link order is n:1 (many presence_updates associated to one user)

### ROOMS Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	room_number	N/A	True	N/A	N/A	String	Attribute that stores the room number.
Link	facility	rooms	True	False	N/A	Many-to-one	The ROOMS Dataset is linked to the FACILITIES Dataset, and the link order is n:1 (many rooms associated to one facility)
Link	beds	room	False	True	N/A	One-to-many	The ROOMS Dataset is linked to the BEDS Dataset, and the link order is 1:n (one room associated to many beds)
Link	unit	rooms	False	False	N/A	Many-to-one	The ROOMS Dataset is linked to the UNITS Dataset, and the link order is n:1 (many rooms associated to one unit)

### SITES Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	name	N/A	True	N/A	N/A	String	Attribute that stores the unique name for the site.
Link	facilities	sites	False	False	N/A	Many-to-many	The SITES Dataset is linked to the FACILITIES Dataset, and the link order is m:n (many sites associated to many facilities)
Link	groups	site	False	True	N/A	One-to-many	The SITES Dataset is linked to the GROUPS Dataset, and the link order is 1:n (one site associated to many groups)
Link	users	site	False	False	N/A	One-to-many	The SITES Dataset is linked to the USERS Dataset, and the link order is 1:n (one site associated to many users)

### TARGET\_GROUPS Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	number	N/A	True	N/A	N/A	String	Attribute that stores NO DESCRIPTION FOUND

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Link	group	target	False	False	N/A	One-to-one	The TARGET_GROUPS Dataset is linked to the GROUPS Dataset, and the link order is 1:1 (one target_group associated to one group)

### UNITS Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	name	N/A	True	N/A	N/A	String	Attribute that stores the unique name for a unit in a facility.
Link	facility	units	True	False	N/A	Many-to-one	The UNITS Dataset is linked to the FACILITIES Dataset, and the link order is n:1 (many units associated to one facility)
Link	locations	units	False	False	N/A	Many-to-many	The UNITS Dataset is linked to the LOCATIONS Dataset, and the link order is m:n (many units associated to many locations)
Link	rooms	unit	False	False	N/A	One-to-many	The UNITS Dataset is linked to the ROOMS Dataset, and the link order is 1:n (one unit associated to many rooms)

### USERS Dataset

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Attribute	login	N/A	True	N/A	N/A	String	Attribute that stores the login name of the user.
Attribute	first_name	N/A	False	N/A	False	String	Attribute that stores the first name of the user.
Attribute	last_name	N/A	False	N/A	False	String	Attribute that stores the last name of the user.
Attribute	middle_initial	N/A	False	N/A	False	String	Attribute that stores the initials of any middle names of the user.
Attribute	presence_show	N/A	False	N/A	False	String	Attribute that stores the current presence show value for the user.
Attribute	presence_status	N/A	False	N/A	False	String	Attribute that stores the current presence status message for the user.
Link	assignments	usr	False	False	N/A	One-to-many	The USERS Dataset is linked to the ASSIGNMENTS Dataset, and the link order is 1:n (one user associated to many assignments)
Link	devices	usr	False	False	N/A	One-to-many	The USERS Dataset is linked to the DEVICES Dataset, and the link order is 1:n (one user associated to many devices)

Element	Name	Reverse Name	Key	Reverse Key	Required	Type	Description
Link	identities	usr	False	False	N/A	One-to-many	The USERS Dataset is linked to the IDENTITIES Dataset, and the link order is 1:n (one user associated to many identities)
Link	presence_updates	usr	False	True	N/A	One-to-many	The USERS Dataset is linked to the PRESENCE_UPDATE Dataset, and the link order is 1:n (one user associated to many presence_updates)
Link	site	users	False	False	N/A	Many-to-one	The USERS Dataset is linked to the SITES Dataset, and the link order is n:1 (many users associated to one site)

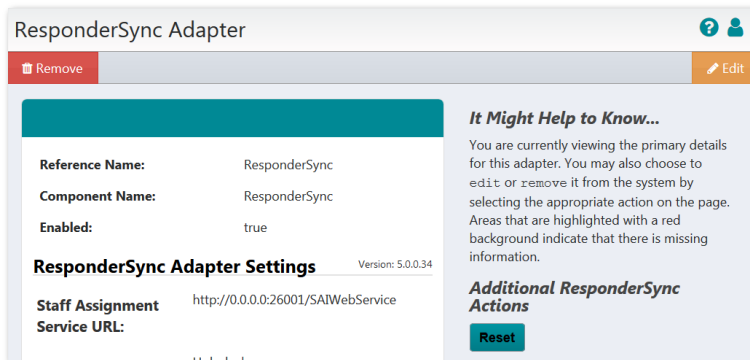
# Configuring a Vocera ResponderSync Subscriber Adapter

Description of the settings that enable direct communication between the Vocera ResponderSync Subscriber 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 37 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 40 and [Editing an Adapter](#) on page 39 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.
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.

Configuration Field	Description
Required Datasets	<p>If more than one dataset exists that meets the adapter's requirements, select the appropriate datasets for the new adapter to function correctly.</p> <p>The system searches for the datasets that meet the adapters requirements. If the datasets already exist, the system will use them. If the datasets do not exist, the system will create them automatically.</p> <p>Select Create in the drop-down menu to create a new dataset to meet the organization's requirements.</p>

5. Complete the **ResponderSync Adapter Settings** configuration fields as described in the table.

One installation may have several instances of the Vocera ResponderSync Subscriber Adapter, but each instance must have a unique URL, as described here.

ResponderSync Adapter Settings Configuration Field	Description
Staff Assignment Service URL	Enter the URL of the staff assignment service to communicate with this adapter. Multiple Vocera ResponderSync Subscriber Adapter may be used in one installation, however, each adapter instance must have a unique URL.
Assigned Facility	Enter the name of the facility to be associated with the teams of the Rauland-Borg staff assignment service. This name must match the name of the facility configured in the service. Used when the facility is not present in a message.
Assigned Site	Enter the site associated with the staff assignment service.

ResponderSync Adapter Settings Configuration Field	Description
Request Pending Assignments	<p>Check this box to indicate that the adapter should request future assignments from the ResponderSync assignment system.</p> <p>The following restrictions apply to the Request Pending Assignments checkbox:</p> <ul style="list-style-type: none"> <li>• Anticipates that the facility is using Assignment Manager to manage the assignments.</li> <li>• Does not support "Staff on break" event processing.</li> <li>• Some assignment systems (such as Rauland Responder) do not support this pending assignments functionality.</li> </ul>
Assignment Adapter Identifier	<p>Enter the adapter identifier to use in assignments created by this adapter; uses the adapter's ID number by default. If the Assignment Manager is used by the facility, the Assignment Adapter Identifier can be used to specify this adapter's identifiers.</p> <p>Once assignments have been created, changing the value in the Assignment Adapter Identifier field will require updating the existing assignments' adapter identifier.</p>
User Identification	<p>Select the method from the dropdown list to specify how key values for Users, Groups, Locations, and Assignments are created and used by the adapter.</p> <p>Available options are as follows:</p> <ul style="list-style-type: none"> <li>• Unique by Facility: Uses the legacy method, which uses the facility name in the key; this is not recommended for new instances.</li> <li>• Unique by Adapter: Uses the adapter ID as part of the key to make them truly unique; this the preferred method.</li> <li>• Staff ID is Login: Uses the adapter ID as part of the key to make them unique, except the staff ID is assumed to be the user's login.</li> </ul>
Link Assignments to Roles	<p>Check this box to link incoming assignments to a functional role based on the assigned user's role in the source system, in this case ResponderSync.</p>
Managed Line Regex	<p>Enter a regular expression to match the lines that should be managed by this adapter when assigning users to lines. If an expression is not entered in this field, only numeric lines will be managed.</p> <p>Use this field when the Rauland-Borg Staff Assignment Service is not sending line numbers in the device number field; for example, when the Rauland service is sending user names as device numbers.</p> <p>See <b>Understanding Regular Expressions</b> for an overview explanation and examples of Regex code and mappings</p>
Managed Device Vendors	<p>Enter the list of device vendor types to be managed by ResponderSync when assigning users to lines.</p> <p>If another adaptor is managing user-to-device assignment, do not list its vendor type in this field. For example, when "Associate Users" is set in the device workflow to enable CUCM to manage user-to-device mappings for Cisco devices, do not list CUCM in the Managed Device Vendors field.</p> <p>See the following table.</p>

**This table describes the conditions under which ResponderSync should manage device mapping.**



Adaptor	Vendor	Managed by ResponderSync?
Ascom	Ascom	Yes, unless user-to-device mapping is permanently made through the device workflow
CUCM	Cisco	Yes, unless Cisco Extension Mobility is used, or user-to-device mapping is permanently made through the device workflow
SpectraLink XML	SpectraLinkXML	Yes, unless SpectraLink User Profiles are used, or user-to-device mapping is permanently made through the device workflow
Vocera	Vocera	Yes, unless user-to-device mapping is permanently made through the device workflow
Outgoing WCTP	WCTP	No. Outgoing WCTP always manages the device mapping
XMPP	XMPP	No. XMPP always manages the device mapping

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

This adapter configuration supports other systems which use the same SOAP API, including systems which provide future assignments in conjunction with the Assignment Manager. Complete the information needed in this section to communicate with the subscribing system.

Subscriber Settings Configuration Field	Description
Subscriber Source Name	Enter a source name to identify the subscriber in the staff assignment service. In this example, the Subscriber Source Name is Subscriber-252. When multiple Vocera Platform servers are connected to a ResponderSync URL, each appliance needs a subscriber source name to allow each appliance to receive updates. Otherwise, the last subscribed service will receive all the updates.
Protocol Scheme	Select the protocol scheme to use when constructing the subscriber URL from the dropdown list. Select either http or https.
Hostname	Enter the hostname or IP address that the Clinical Staff Assignment service should use when invoking publisher operations. If this field is empty, the FQDN of the appliance is used by default.

Subscriber Settings Configuration Field	Description
Port	Enter the port to use when constructing the subscriber URL. This is the port that the ResponderSync service should use when invoking publisher operations. The value must be a number between 1 and 65535. When this field is empty, the port value defaults to <b>80</b> .
Protocol Version	Enter the protocol version used in communication with the remote Responder service. When this field is empty, the port value defaults to <b>1.20</b> .

7. Select one of the available options to exit the adapter configuration page. See [Saving an Adapter](#) on page 41 for details.

## Resetting the Rauland-Borg Connection

Reset the connection between Vocera Platform and Rauland-Borg to re-synchronize the assignment data.

The Vocera ResponderSync Subscriber Adapter provides a reset option to clear the cache and reconnect with the Rauland-Borg system. This allows the staff assignments in the Vocera Platform ResponderSync database to be re-synchronized with the Rauland-Borg staff assignment service.

The reset option is configured with a five minute timeout to allow the re-synchronization to complete. If a user tries to reset during this timeout, a message displays the amount of time to wait to reset again.

Select **Reset** in the [Additional ResponderSync Actions](#) sidebar in the Vocera ResponderSync Subscriber Adapter to initiate the re-synchronization.

✎ Edit

***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.

***Additional ResponderSync Actions***

Reset

Reset Initiated

## Configuring Vocera Platform for a Rauland-Borg Integration

---

Some configuration is required for the ResponderSync system to work 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 Vocera Platform to communicate with a specific type of resource and any devices that resource may control. For example, the Vocera ResponderSync Subscriber Adapter leverages the Rauland-Borg staff assignment data for clinical alerts.

The subscriber source name and URL must be configured correctly in the Vocera ResponderSync Subscriber Adapter in order for Vocera Platform to communicate properly with the staff assignment system. The facility must be configured correctly to match the facility setting of the locations for which staff assignment is being managed. In addition, the device mapping must be configured in the Managed Line Regex and Managed Device Vendors fields of the adapter for ResponderSync to manage the user-to-device mappings.

The Vocera Platform EMDAN solution integrates with the Rauland-Borg system via the Vocera ResponderSync Subscriber Adapter. See [Configuring a Vocera ResponderSync Subscriber Adapter](#) on page 22 to access the configuration details.



**Note:** When a user is configured on multiple escalation levels, by default they will not get an update via XMPP since they are already considered part of the conversation. For example, where a Charge Nurse is assigned to two escalation levels, Primary and Tertiary, this user will only get the Primary alert and no subsequent notifications, including the Tertiary level alert when no other caregivers can accept the alert. However, recipients can be notified again in the case where the XMPP Send Alert rule is enabled and the Re-alert box is checked. See the [XMPP Adapter Configuration Guide](#) documentation for details.



**Warning:** When the facility uses Rauland-Borg ResponderSync for staff assignment, ResponderSync polling for assignment information may cause an inaccuracy in a Vocera Platform assignment. In a facility where hourly polling takes multiple minutes to complete, it is possible that an assignment made while the system is polling will not be received, resulting in an incorrect assignment until the next poll event updates the assignment information.

---

### Modifying Dataset Rules

Modify the example rules and conditions on datasets as needed for the facility to enable staff assignments based on functional roles.

Data Update adapter instances must be created in order to be able to build Data Update Rules for the solution. The adapter and rules in the Vocera Platform solution are disabled by default.

See the [Vocera Platform Dataset Guide](#) in the Vocera Documentation Portal for detailed instruction on working with datasets and rules.

## Configure DataUpdate Rules on Assignments Dataset

The DataUpdate for FunctionalRoles adapter and the associated rules in the Assignments dataset are only used when the Vocera Platform staff assignment system is not managing functional roles. The rules included in the standard configuration are provided only as an example of how functional roles can be managed based on the level and unit of an assignment. Always review and update the conditions used and the parameter values set by each rule before making a rule active. Additional rules may be created to manage functional roles as needed.

The Assignments dataset is shown below with the Rules section expanded. Note that the "Filter Inactive Rules" checkbox is selected, displaying the DataUpdate for FunctionalRoles adapter rules.

Select the **Link functional roles for level 1 caregiver** rule to examine the Data Update Parameters section.

The screenshot shows the 'Assignments Dataset' configuration page. The 'Rules' section is expanded, displaying a table of rules. The 'Filter Inactive Rules' checkbox is checked. The table lists three rules, with the first one selected.

Purpose	Event	Defer Delivery By	Adapter
Link functional role for level 1 caregiver	create and update	0	DataUpdate for FunctionalRoles
Link functional role for level 2 caregiver	create and update	0	DataUpdate for FunctionalRoles
Link functional role for level 3 caregiver	create and update	0	DataUpdate for FunctionalRoles

The Adapter Settings section of the selected rule contains the configuration parameters. A Data Update adapter rule is configured with a set of attribute paths and respective values. When a rule is triggered, the path is evaluated relative to the object that triggered the rule. A value can be literal or a template (using the '#{ }' notation) containing an expression which is evaluated relative to the triggering object when the rule is triggered.

In this example, the Primary Caregiver role will be assigned when the trigger conditions for a staff assignment of level one for a unit location are met.

The screenshot shows the configuration page for a DataUpdate rule titled "Link functional role for level 1 caregiver". The interface includes the following sections:

- Purpose:** A text area containing "Link functional role for level 1 caregiver".
- Adapter:** Set to "DataUpdate for FunctionalRoles".
- Defer Delivery By:** A numeric input field set to "0".
- Don't send back to originating adapter:** A checked checkbox.
- Active?:** A checked checkbox.
- Trigger Events:**
  - Create Event:** Checked.
  - Update Event:** Checked.
- Trigger Conditions:**
  - Condition 1: "Active assignments that have a level of 1" (dropdown) with sub-conditions: "level equal to 1", "location not null", and "state equal to Active".
  - Condition 2: "Location of the assignment is in a given unit" (dropdown) with sub-condition: "location.units.name equal to myunit".
- Adapter Settings:**
  - Data Update Parameters:**

Attribute Path	Value	
role.name	Primary Caregiver	Remove
role.facility.id	#(location.facility.id)	Remove

At the bottom, there are "Save" and "Cancel" buttons.

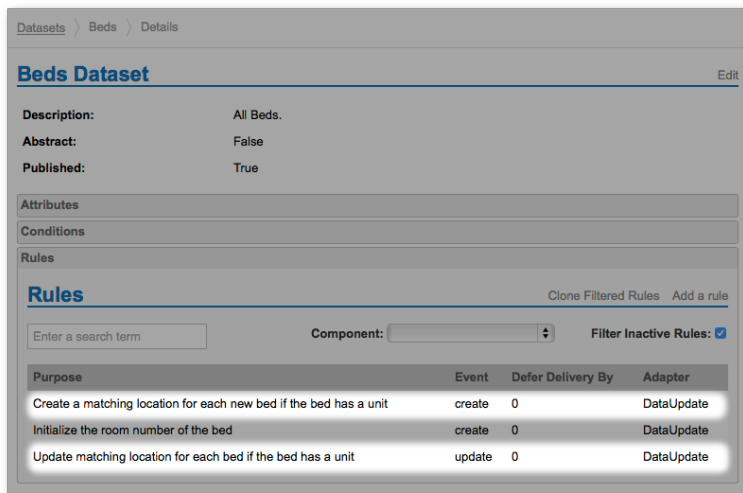
## Disable DataUpdate Rules on Beds Dataset

When using ResponderSync, some DataUpdate rules on the Beds dataset should be disabled, as all location modifications are managed through the ResponderSync system.

Ensure the following rules are disabled when using ResponderSync:

- Create a matching location for each new bed if the bed has a unit
- Update matching location for each bed if the bed has a unit

The default solution is configured for Vocera Platform Staff Assignment, in which DataUpdate rules on the Beds dataset are used to create and maintain matching Locations, based on the bed having a unit. These two rules in the default configuration must be disabled when the facility uses ResponderSync staff assignment.



## Modifying Vocera Platform Workflows

By default, the user menus in the Vocera Platform solution are designed for Vocera Platform staff assignment. These modifications are required to implement ResponderSync at a facility.

When using ResponderSync, all assignments will be updated and viewed within the Rauland Responder system. The Vocera Platform requires these modifications in order to successfully integrate.

Remove the entire Staff Assignment section of the Charge Nurse/Unit Secretary, Super User, and Administrator menus, and remove the Staff Assignment option on the main menu displayed on a handset as described here.

In addition, disable the ManageLocations workflow because management of locations is done through ResponderSync. The ManageLocations workflow should only be used to create or update locations when implementing Vocera Platform Staff Assignment.

## Remove Staff Assignment from User Menu

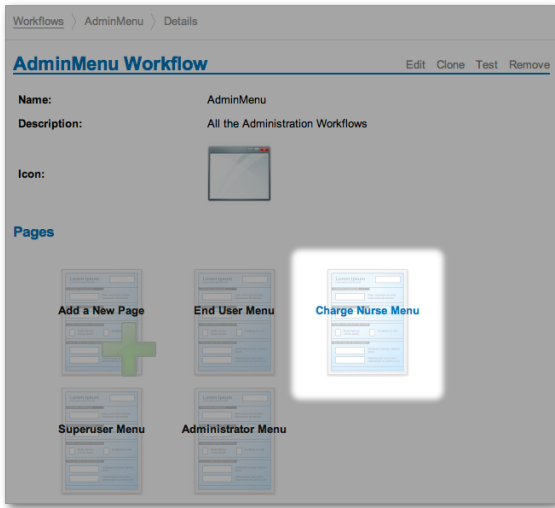
Remove the entire Staff Assignment section of the Charge Nurse/Unit Secretary, Super User, and Administrator menus from the AdminMenu workflow as described in the following example.

Remove the following widgets on each of the three workflow pages of the User Menus: Charge Nurse Menu, Superuser Menu, and Administrator Menu.

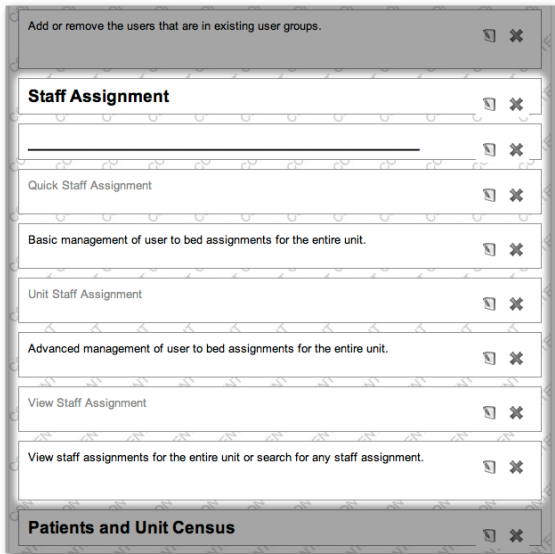
- Heading - "Staff Assignments"
- Heading - Divider
- Page Link - "Quick Staff Assignment"
- Paragraph - "Basic Management of user to bed..."
- Page Link - "Unit Staff Assignment"
- Paragraph - "Advanced management of user to bed..."
- Page Link - View Staff Assignment
- Paragraph - "View staff assignments for..."

In the Vocera Platform Web Console, select the **Workflow** tab and then the **AdminMenu** workflow.

Select a Charge Nurse Menu, Superuser Menu, or Administrator Menu to work with in the AdminMenu Workflow page. For example, select the Charge Nurse Menu page.



Click the **X** to remove each widget in the Staff Assignment section on the workflow page. Then select **Save Changes** to remove the workflows.



## Remove Staff Assignment from Device Display

Remove the Staff Assignment option from the main menu displayed on a handset. Remove the following widget in the Alerts workflow on the List page as described below.

- Page Link - "Staff Assignment"

In the Vocera Platform Web Console, select the **Workflow** tab and then select the workflow to revise from the list. Select the **Alerts** workflow in the example below.

Workflows > List

### Workflows

Name	Description
AdminMenu	All the Administration Workflows
AlarmSystemStatus	Displays the status of the alarm system
Alerts	View and Manage Alerts
AssignUserGroups	Assign Users to Groups


Select the **List** page in the Alerts Workflow.

Workflows > Alerts > Details

### Alerts Workflow

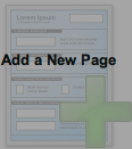
Edit Clone Test Remove

**Name:** Alerts  
**Description:** View and Manage Alerts

**Icon:** 

#### Pages

Add a New Page



List

Alerts List

Accepted List

Declined List

Responses

Select **X** to remove the **Staff Assignment** widget from this List page, then select **Save Changes**.

Workflows > Alerts > Pages > list > Edit

Clone Remove

#### list

Alerts for #  
 {(line\_appearance.devices.usr.first\_name.as\_substring(1,1)).  
 #{line\_appearance.devices.usr.last\_name}}

Track Msg

Staff Assignment

Trmplt Fav



## Understanding the Vocera ResponderSync Subscriber Adapter Rules

---

This adapter does not require dataset rule configuration.

## 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-навicare-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-навicare-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-навicare-interface.x86_64 0:1.3.6-0 will be installed
--> Finished Dependency Resolution
```

Dependencies Resolved

```
=====
Package                               Arch                               Size
Version                               Repository                         Size
=====
Installing:
extension-навicare-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-навicare-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-навicare-interface-1.3.6-0.x86_64          1/1
Verifying  : extension-навicare-interface-1.3.6-0.x86_64          1/1
```

Installed:

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

Complete!

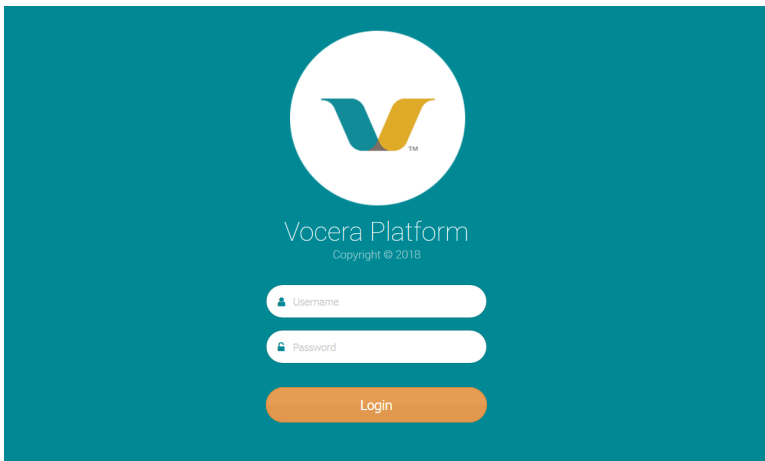
5. This completes the steps to install an adapter.

## Navigating the Vocera Platform Adapters

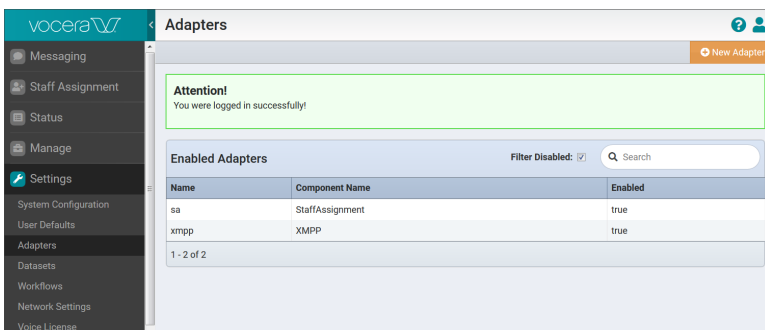
Access the Adapters tab and use the filter or search tools to display a specific adapter.

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.

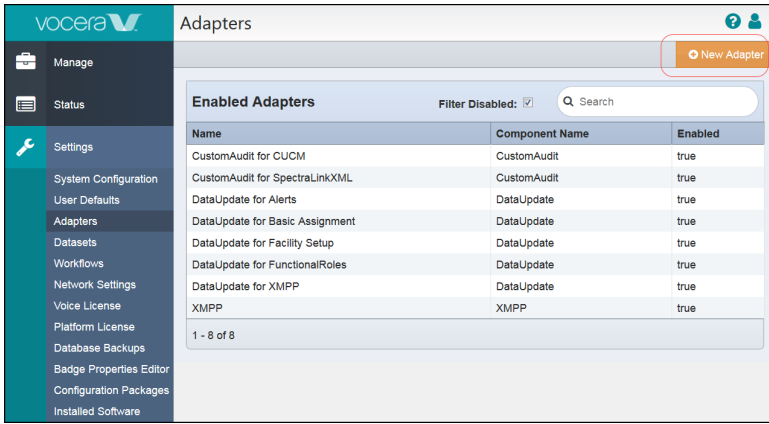


The **Adapters** page displays.

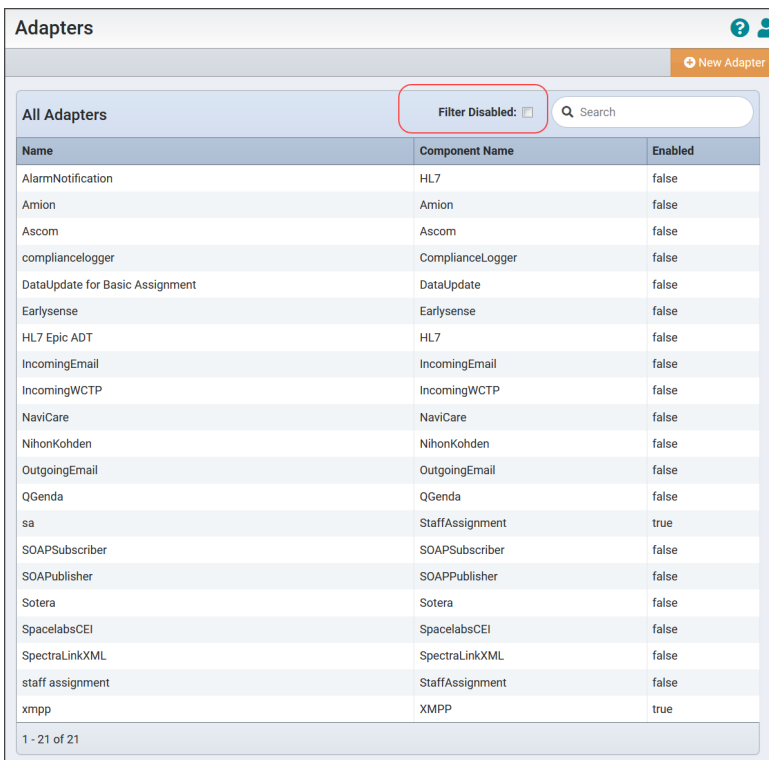
3. Select an adapter to work with from the list displayed in the grid, or select the **New Adapter** Action option to create a new adapter.

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.

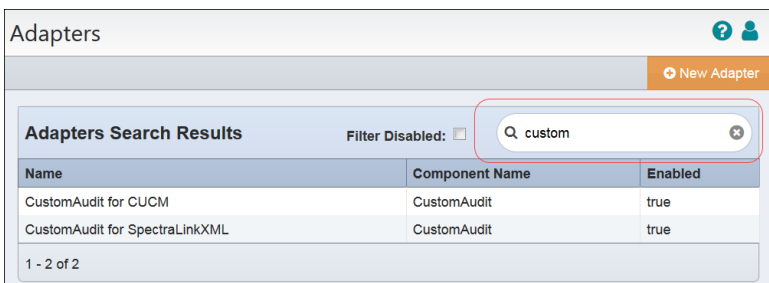
The bottom row of the grid reports the number of adapters displayed, of the available adapters. The Filter Disabled box is checked by default, and displays only the enabled adapters that are configured on the Vocera Platform.



- 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.



- 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.

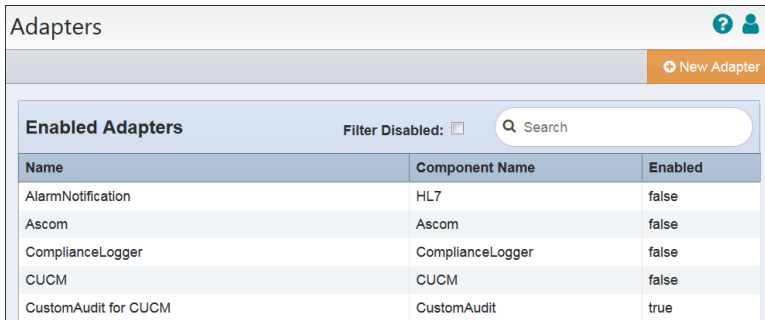


## Editing an Adapter

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

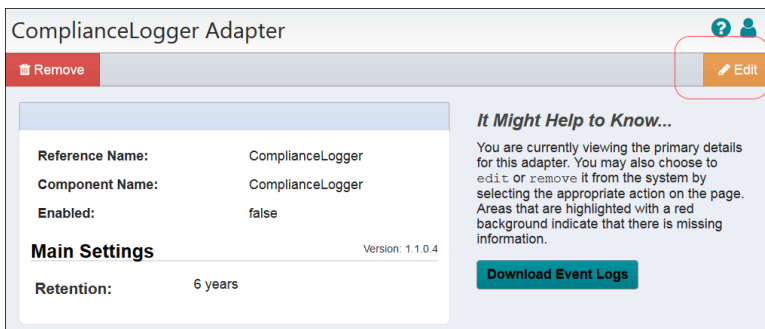
This page is used by all the adapter guides, and therefore, the adapter used as an example here may not be the adapter that you are working with currently.

1. Access the Vocera Platform Web Console and navigate to the adapters.  
See [Navigating the Vocera Platform Adapters](#) on page 37 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

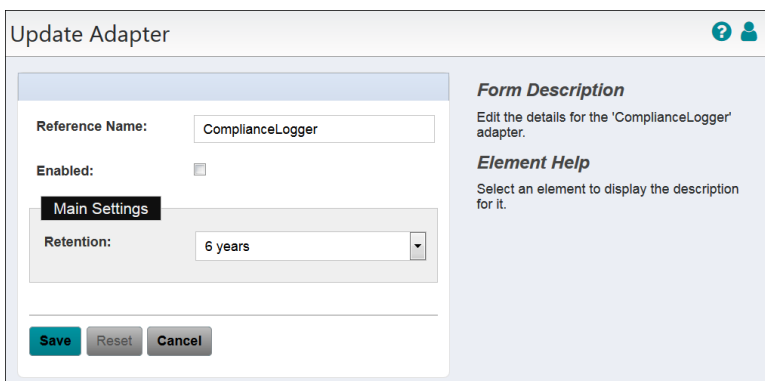
**Main Settings** Version: 1.1.0.4  
Retention: 6 years

**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.

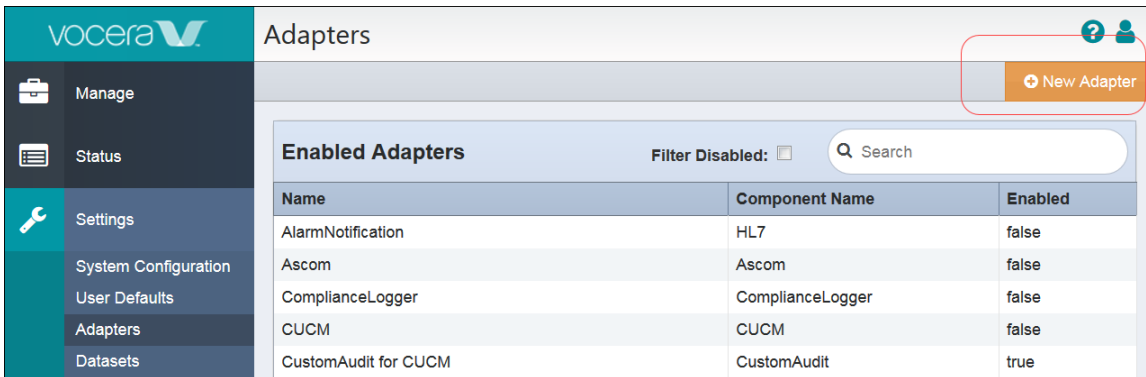
5. Select one of the options to exit the **Update Adapter** page. See [Saving an Adapter](#) on page 41 for details.

## 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.

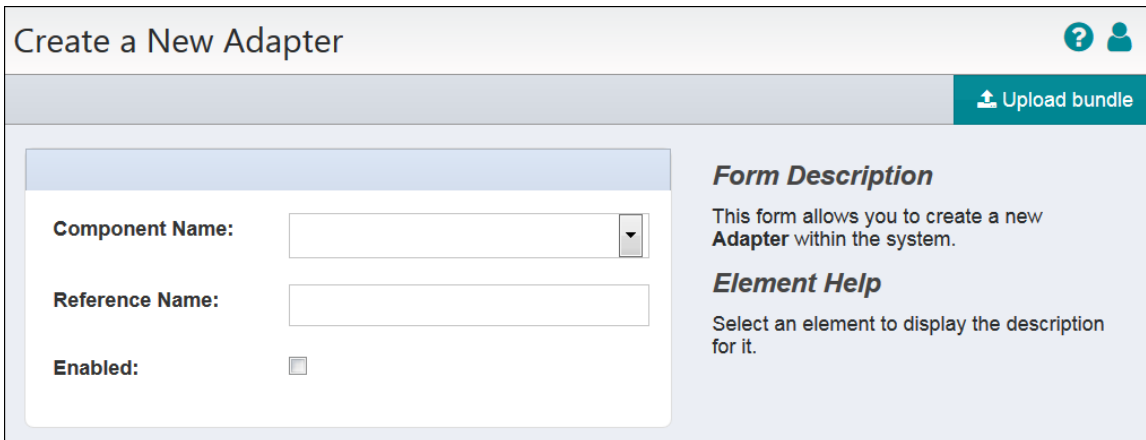
This page is used by all the adapter guides, and therefore, the adapter used as an example here may not be the adapter that you are working with currently.

1. Access the Vocera Platform Web Console and navigate to the adapters.  
See [Navigating the Vocera Platform Adapters](#) on page 37 for instructions.
2. Select **New Adapter** in the Action menu on the Adapters page.



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

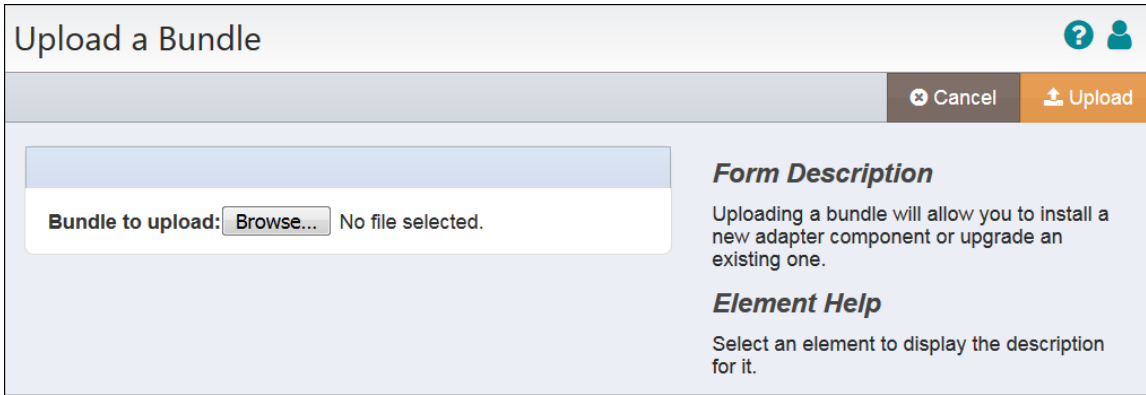
3. Complete the configuration fields.



Name	Description
<b>Component Name *</b>	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.
<b>Reference Name</b>	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.
<b>Enabled</b>	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

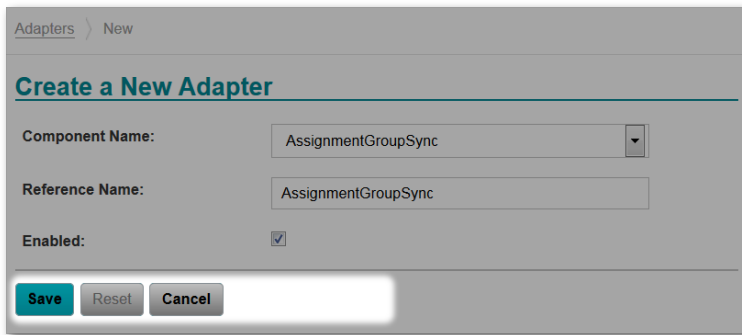
Close an adapter configuration dialog using the Save, Reset, or Cancel options.

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:



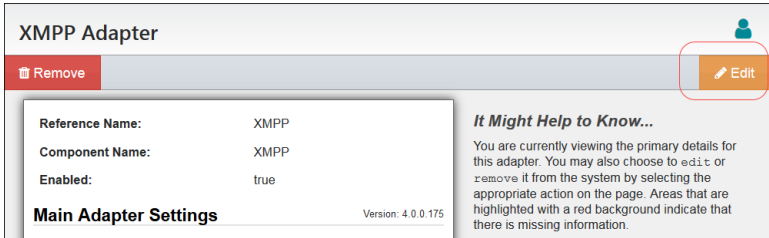
Option	Description
<b>Save</b>	Select Save to store the adapter configuration in the system, when the fields are set to desired specifications.
<b>Cancel</b>	Select Cancel to close the configuration window without saving your changes to the system.
<b>Reset</b>	Select Reset to clear all fields without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

## Deactivating an Adapter

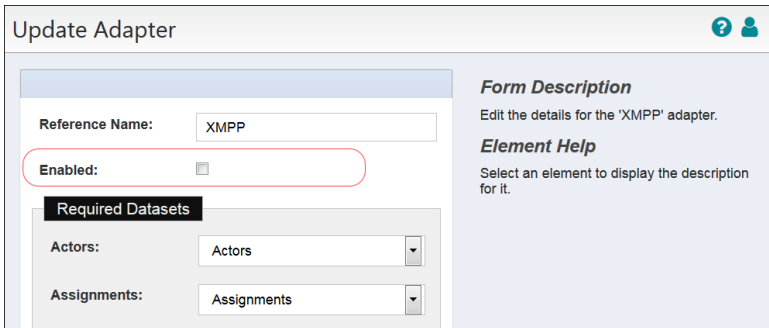
Temporarily deactivate an adapter to avoid unintentional use of it in an implementation.

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 37 for instructions.
2. Select **Edit** in the Actions menu to access the Update page for the adapter.



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.



4. Select one of the options to exit the **Update Adapter** page. See [Saving an Adapter](#) on page 41 for details.

## Removing an Adapter

Permanently remove an adapter from the Vocera system.

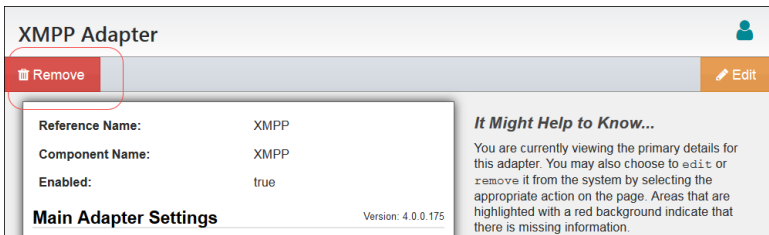
This page is used by all the adapter guides, and therefore, the adapter used as an example here may not be the adapter that you are working with currently.

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.

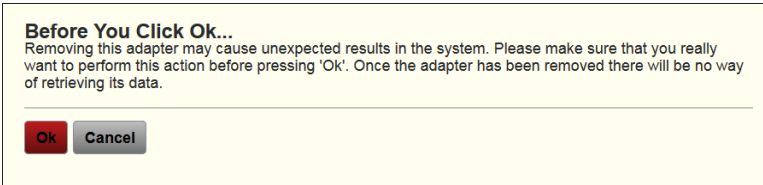


**Warning:** Remove cannot be undone. If any system features use this adapter, removing the adapter prevents the features from functioning.

1. Access the Vocera Platform Web Console and navigate to the adapter to remove.  
See [Navigating the Vocera Platform Adapters](#) on page 37 for instructions.
2. Select **Remove** in the Actions menu to permanently delete the adapter.



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.

