System Configuration

Chapter Overview

This chapter explains how to customize TV application and how to configure name display, system properties, and third party applications. You can also view the licensing information and its status for the Patient Connect application on the Licensing page under the System Configuration menu.

The topics in this chapter include the following:

- Bed Summary
- Customize TV Application
- Managing Video Applications
- Name Display Configuration
- System Properties
- Third Party Application Integration
- Licensing

Bed Summary

Click the **Bed Summary** tab in the **System Configuration** menu to view the bed summary page. This page enables you to view the number of beds for each location type such as, guest room, patient room, and waiting room. You can also view the total number of admitted patients on this page.

Customize TV Application

The **TV App Customize** page enables you to configure the features that patients and visitors see in Patient View, which is the TV application of Cisco Patient Connect, and care staff see in Care Team View. The Customize page of Admin View allows you to turn these features on or off depending on the hospital's needs and preferences.

The sections in this topic include the following:

- Customize Patient View TV Application
- Customize Care Team View Application
- Enable or Disable Features

Customize Patient View TV Application

Patient View has dozens of available features. As the administrator, you can control what is shown on the patients' screens.

You can configure three types of Patient View screens (see table below).

Table 14-1 Customize Types

Customize Type	Description	Audience	Suggested Features
Patient room	A room with hospital beds occupied by inpatients	Inpatients	All
Guest room	A room with empty hospital beds	Visitors (i.e. patients' families)	TV Phone Media
Waiting room	Areas for outpatients and their families	Outpatients and visitors	TV

App Customization Status

The App Customization Status table lists the most common set of features expected to be enabled when The Progress Tracking by Room is enabled over CPC-Base deployment.

Note This is the default settings done on the CPC solution. You can enable or disable the App Status based on your requirements.

Table 14-2 App Customization Status

App Name	App Description	App Status
FAQ	Frequently Asked Questions	**Enabled**
Voice Collaboration	Collaboration by Voice Teleconference	Disabled
Staff Assignment	Staff Assignment Integration	Disabled
Medication	View Prescribed Medicines	Disabled
Required Videos	Required Videos assigned for Patient	**Enabled**
Suggested Videos	Suggested Videos assigned for Patient	**Enabled**
Educational Videos	Educational Videos	**Enabled**
Relaxation Videos	Relaxation Videos	**Enabled**
PHONE	Phone Call	**Enabled**
Speeddial	Speeddials on Phone	**Enabled**
Allow Phone Ringer Configuration	Allow Phone Ringer Configuration	**Enabled**

Table 14-2 App Customization Status

App Name	App Description	App Status
Age Based Themes	Different Theme based on Age	Disabled
Phone Auto Answer	Ability to set Phone on Auto Answer	**Enabled**
Goal of the Day	Assign Goal(s) to Patient	**Enabled**
Feedback	Survey Feedback	**Enabled**
Food Menu	View Meals	Disabled
Schedule	Ability to view appointments	Disabled
Progress	Progress on Assigned Activities	**Enabled**
Movies on Demand	Movies on Demand	Disabled
Requests	Patient Requests	Disabled
Questions	Patient Questions	Disabled
Patient Visitors	Visitor History	Disabled
PATIENT_PRESENCE	Patient Presence	Disabled
Care Team	Entire Care team	Disabled
Video Apps	Video as App	**Enabled**
Can Nurse Remove Patient from Patient Connect?	Nurse can manually remove patient from Patient Connect	Disabled
Patient Tracking Statistics	Patient Tracking Statistics	Disabled
Can Patient Order Food?	Whether patient can order food or not	Disabled
Nurse ME tab	Nurse ME tab	Disabled
Estimated Discharge data Availability	This data is sent by EMR	Disabled
Auto Assign Videos by Diagnosis Codes	Auto Assign Videos by Diagnosis Codes	Disabled
Patient Profile	Patient Information and Assignment details	Disabled
Patient Tracking	Ability to track a patient	Disabled
Live_tv	Live TV	**Enabled**
Patient Privacy Check	Patient Privacy check on some Screens	**Enabled**
Patient Notifications Center	Notification Center on Patient TV	**Enabled**
Trends	Show Usage Trends reported by Analytics Platform	**Enabled**

Customize Care Team View Application

As the administrator, you can control the following on the Care Team View screens:

- Entire Care Team
- Ability for a nurse to remove a patient from Cisco Patient Connect
- Whether the ME tab is displayed
- Whether the Whiteboard tab is displayed

Enable or Disable Features

If you want to hide one or more features on either Patient View or Care Team View, follow these steps:

Step 1 Choose the room type such as, Patient Room, Waiting Room, or Guest Room from the drop down menu in the upper right corner of the TV App Customization pane.

Note Select *Patient Room* when customizing the Care Team View.

Step 2 Select a feature and click either the green or white button in the **App Status** column to disable the feature (that is turn the feature OFF). When the white button to the right turns red, the feature is disabled.

To turn that feature back ON, click either button again. When the left button turns green, the feature is enabled.

The App Customization Status table lists the most common set of features expected to be enabled when The Progress Tracking by Room is enabled over CPC-Base deployment.

Step 3 For the Patient Room type, you can enable or disable privacy status for a feature. Select a feature and click either the green or white button in the **Privacy Mode** column to disable privacy status of the feature. When the white button to the right turns red, the privacy status of the feature is disabled.

To turn that privacy status back ON, click either button again. When the left button turns green, the privacy status of the feature is enabled.

Privacy status helps you to set whether an enabled TV app can be accessed only by the patients with their PIN provided by the hospital. For example, App Status and Privacy Mode are ON for the Required Videos app, the patients can access the app only with the PIN provided by the hospital. If the Privacy Mode is OFF and App Status is ON for the Required Videos app, any patient can access the app without using PIN.

Step 4 When you are finished with the configuration, click the **Save** button at the bottom of the screen to save your changes.

Repeat the above steps for each type of room.

Managing Video Applications

The **Video App** page enables you to add, edit, and remove video applications that will be displayed for Home and My Visit pages of Patient View.

The sections in this topic include the following:

- Adding a Video App
- Changing a Video App Title and Image
- Deleting a Video App

Adding a Video App

You need to have the video app available in your apache server before you add the same in the CPC solution.

To add a video app, follow these steps:

Step 1 Click the **Video App** tab in the **System Configuration** menu.

The Video App page appears.

Step 2 Choose the screen type where you need to add the video app from the **Screen** drop-down list on top right of the table.

The following two types of screen are available for your selection.

Table 14-3 Screen Types for Video Apps

Screen Type	Description	Audience
Home	The video app will be displayed in the guest rooms and waiting rooms.	Visitors and outpatients.
My Visit	The video app will be displayed in the patient rooms.	Inpatients

Step 3 Click the **Add New Video App** button on the screen.

A blank row gets added in the table.

Step 4 Enter the following details in the row:

- **Title**: Enter the title for the video app.
- **Image**: Click the newly added row in the Image column to choose an image for the video app from the CPC CMS.
- **Category**: Choose the category for the video app from the category drop down list in the row. Education, Relaxation, Francisco, and Movies on Demand options are available for the category selection.
- **Common Key**: Click the **Select a Video** label and enter three or more characters of the video that you ant to choose from the configured Apache server. All the video apps matching with the entered characters available in the server will be listed for your selection.

Step 5 Click the **Save** icon in the Action column to save the newly added video app.

Note Repeat the above steps to add more video apps.

Changing a Video App Title and Image

You can change only title and image of a Video app as follows:

Step 1 Click the **Video App** tab in the **System Configuration** menu.

The Video App page appears.

Step 2 Click the **Edit** icon in the Action column of a video app in the table.

The **Title** field for the video app gets enabled.

Step 3 Change the title for the video app.

Step 4 Click the Image column to choose an image for the video app from the CPC CMS.

Step 5 Click the **Save** icon in the Action column to save the newly added video app.

Note Repeat the above steps to change more video apps.

Deleting a Video App

You can delete unwanted video apps as follows:

Step 1 Click the **Video App** tab in the **System Configuration** menu.

The Video App page appears.

Step 2 Click the **Delete** icon in the Action column of a video app in the table.

A confirmation message appears for you to confirm the deletion.

Name Display Configuration

Click the **Name Display Configuration** tab in the **System Preferences** menu to view the Name Display Configuration page. This page enables you to view the following details:

- Role of the user
- Display Format
- Search for roles.

You can edit the Display Format. To change the format in which the name of users appear in the system, complete the following steps:

Step 1 Select the user's role from the **Role** menu.

Step 2 Select the name format from the **Display Format** drop-down menu.

Step 3 Review the display name in the **Sample Format** menu.

Step 4 Click the green **Change** icon to apply the display format.

Note The name display pattern is affected by several system properties as explained in the Name Display Configuration Properties section.

System Properties

The **System Properties** page enables you to configure the **Property Key** and the **Property Value** based on customer requirements. Select the function from the list to view the property key and property value of each function. Click on the blue **Edit** icon to edit the values. For example, video.call is a property value and the key value can be either true or false.

Ensure that you follow the table below and verify property value against each property key.

Table 14-4 **Default System Properties Checklist**

Name	Description	Default Value
patient.map.emrstaff.to.ad	Mapping of EMR staff to ad.	false
patient.history.max.records	Limit on number of patient-history records allowed to accumulate in DB.	3000 **Note** Set 0 for no limit.
patient.history.purge.count.at.limit	When patient.history.max.records have accumulated, how many records to purge before adding new.	25
directory.cache.validity.secs	Directory cache validity in seconds.	18000
directory.staff.photo.base.url	Directory staff photo base URL.	http://10.104.194.59
directory.staff.photo.default.url	Directory staff phto default URL.	http://10.104.194.59/s/store/-1/cisco/pme/tv/images/theme/adult/normal/doc-default-img.png
show.notifications	Show notifications.	true
show.footer	Show footer.	true
video.call	Video Call	true
video.call.auto.answer.expiry.duration	Auto answer expiry duration for video call.	10
video.screen.choices	Video screen options.	HOME,MY_VISIT
privacy.data.unlock.duration	Privacy data unlock duration.	60
privacy.data.lock	Whether the privacy data lock option is enabled.	false

Table 14-4 **Default System Properties Checklist**

Name	Description	Default Value
user.expiration.time	User expiration time.	3600
font.size	Size of the font to be used by Patient view.	medium
whitelist.enable.phone.lookup.ad	Whether the look up staff phones in Active Directory for whitelist is enabled.	true

Third Party Application Integration

Using the **System Properties** page you can configure the following third party applications with the Patient Connect application:

- Weather
- Workflow
- EMR
- Name Display Configuration Properties
- Drug Education
- Phone
- Demo
- Presence
- Staff Assignment
- RTLS
- Movies on Demand
- Videos
- CPC Content Management System
- Collaboration
- Food Menu

Weather

The Patient Connect application integrates with *Yahoo!* to obtain weather data to be shown in the TV App header.

You can configure the weather feature integration using the following system properties:

Table 14-5 System Properties for Weather Feature Configuration

Name	Description	Default Value
weather.woeid	WOEID of the deployment location.	20125490063
weather.temperature.unit	Temperature unit (c or f)	f

Note A WOEID (Where On Earth IDentifier) is a unique 32-bit reference identifier, originally defined by GeoPlanet and now assigned by *Yahoo!*.

Workflow

The workflow feature enables you to configure the set of relationships between the activities of Cisco Patient Connect work for patient events. Workflow contains parameters for notifications, reminders, escalations, videos, and feedback surveys. You can configure frequency and duration parameters to manage notification and escalation information and direct it to the correct department.

This topic contains the following sections:

- Workflow Types
- Settings for Workflow Email IDs
- Settings for Workflow Email Subject and Text
- Configuring Notification and Escalation
- Creating a new Workflow
- Configuring Videos to Watch
- Configuring Goal
- Configuring Survey
- Configuring Task
- Configuring Predischarge Process of a Patient

Workflow Types

The following table contains the default types of workflows available when you install the CPC solution:

Table 14-6 Workflow Types

Workflow Type	Description
Patient Admit	After patients are admitted to the hospital, this workflow notifies patients if they are required to watch particular videos (e.g. a hospital orientation video, a video on HIPPA, etc.) and then provide feedback on those videos.
Staff Assigned Videos	This workflow sets reminders and notifications parameters when videos have not been watched as well as escalation parameters for when video feedback is not received.

Table 14-6 Workflow Types

Workflow Type	Description
Patient Goal	This workflow reminds patients that they need to complete the goal that the care staff assigned them. Otherwise, an escalation will be sent to the appropriate staff member.
Patient Question	This workflow enables patients to receive response in a timely manner when they submit Messages to the care staff.
Staff Assigned Surveys	This workflow sets escalation parameters for when patient surveys are not completed.
Patient Request	This workflow is created for tasks associated with common patient requests such as "clean my room", "turn up the heat", and "bring me an extra pillow".
Diagnosis Based Generic	For patients who do not have a condition that is associated with a diagnosis code, they will be directed to watch videos about general health that are chosen in this workflow.
Disease Specific	Workflows specific to certain conditions created to require all patients with that diagnosis to watch videos about their condition. These workflows are associated with diagnosis codes. For example, a workflow for diabetes has been created specifically for patients diagnosed with diabetes to require them to watch videos about diet guidelines, monitoring glucose levels, and injecting insulin.
Pending Discharge	This workflow enables you to plan predischarge process of a patient. You can configure a group of participants such as, nurse, define prefix for the group, and notify the same to the group using this workflow. You can also assign discharge checklist survey using this workflow.

Settings for Workflow Email IDs

By default, the following email addresses are configured for workflows:

1. Escalation email ID: This email address will receive all escalations. Typically the lead nurse on duty will be selected to receive escalations.
2. Staff notifications email ID: This email address will receive all notifications. Typically the care staff on duty will be selected to receive notifications.
3. Notification sender's email ID: This email address will be used as the sender when a notification is sent to the escalation email address. Typically the Cisco Patient Connect administrator's email address is used or an alias for the application is used such as "CiscoPatientConnect@ourhospital.com".

Settings for Workflow Email Subject and Text

The Settings for all workflows also contain the subject and content text of the escalation emails. The default text can be used or the you can modify it if desired.

Table 14-7 Escalation Email Types

Escalation Email Type	Description
Unattended patient email	The subject and text in this section will be sent to the escalation email ID when a patient task has been escalated.
Unwatched video email	The subject and text in this section will be sent to the escalation email ID when a patient has not watched an assigned video.
Missing feedback email	The subject and text in this section will be sent to the escalation email ID when a patient has not provided feedback about a video that was watched.
Negative feedback email	The subject and text in this section will be sent to the escalation email ID when a patient has provided negative feedback about a video that was watched.
Survey not completed email	The subject and text in this section will be sent to the escalation email ID if a patient has not completed an assigned survey.
Task not completed email	The subject and text in this section will be sent to the escalation email ID if a patient has not completed an assigned task.

Configuring Notification and Escalation

The notification and escalation of a workflow has already been configured with the default values, which will be available when you install the CPC solution. These default values of the numbers of minutes that can pass before the care staff is notified and escalation occurs can be changed.

Follow these steps to change the default values of the notification and escalation of a workflow:

Step 1 Click **System Properties** in the System Configuration menu in the left pane.

Step 2 On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for notification and escalation are as follows:

Table 14-8 Workflow System Properties for Notification and Escalation

Name	Description	Default Value
workflow.defaultGoalAssignment.notifyAfter	The notification that will be sent after the default goal assignment duration.	90
workflow.defaultGoalAssignment.ifNotCompletedEscalateNurseAfter	The escalation notification that will be sent to the nurse if the default assignment is not completed after the specified duration.	180
workflow.defaultGoalAssignment.escalateAfter	The escalation notification that will be sent after the default goal assignment duration.	120

Table 14-8 Workflow System Properties for Notification and Escalation

Name	Description	Default Value
workflow.defaultGoalAssignment.remindAfter	The reminder mail that will be sent after the default goal assignment duration.	60
workflow.defaultGoalAssignment.ifNotCompletedNotifyNurseAfter	The notification that will be sent to the nurse if the default assignment is not completed after the specified duration.	120
workflow.globalConfig.headNurseEscalationEmail	The escalation email ID configuration property for head nurse. In case if there is any escalation from the patient the mail will be sent to this ID configured here.	pme.head.nurse@gmail.com
workflow.globalConfig.notificationSentFromEmail	The notification sent from email ID configuration property. The notification will be sent to the recipient from this email ID.	pme.superuser@gmail.com
workflow.globalConfig.escalationSubject	The subject that will be displayed in the escalation mail.	{escalationFor} ROOM : {roomId} BED : {bedId}
workflow.globalConfig.defaultEscalationContent	The default content that will be displayed in the escalation mail.	A patient task has been escalated
workflow.globalConfig.escalationForNurseTaskSubject	The task subject that will be displayed for the nurse in the escalation mail.	NURSE {escalationFor} ESCALATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.defaultNurseEscalationContent	The default content that will be displayed for the nurse in the escalation mail.	A nurse task has been escalated
workflow.globalConfig.videoNotWatchSubject	The subject that will be displayed in the video not watch mail.	VIDEO NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.videoNotWatchContent	The content that will be displayed in the video not watch mail.	VIDEO :{videoDescription}
workflow.globalConfig.playNowAcceptanceSubject	The play now acceptance subject that will be displayed.	PLAY NOW {patientAcceptanceOfPlay} ROOM : {roomId} BED : {bedId}
workflow.globalConfig.playNowAcceptanceContent	The play now acceptance content that will be displayed.	PLAY NOW VIDEO : {commonKey}
workflow.globalConfig.videoCompletedSubject	The subject that will be displayed in the video completed mail.	VIDEO COMPLETED ROOM : {roomId} BED : {bedId}
workflow.globalConfig.videoCompletedContent	The content that will be displayed in the video completed mail.	VIDEO COMPLETED VIDEO : {commonKey}

Table 14-8 Workflow System Properties for Notification and Escalation

Name	Description	Default Value
workflow.globalConfig.feedbackMissingSubject	The subject that will be displayed in the feedback missing mail.	{feedbackFor} FEEDBACK NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.feedbackMissingContent	The content that will be displayed in the feedback missing mail.	{feedbackFor} : {feedbackDescription}
workflow.globalConfig.feedbackNegativeNotificationSubject	The subject that will be displayed in the feedback negative notification mail.	NOTIFCATION FOR {feedbackFor} NEGATIVE FEEDBACK ROOM : {roomId} BED : {bedId}
workflow.globalConfig.feedbackNegativeSubject	The subject that will be displayed in the negative feedback mail.	{feedbackFor} NEGATIVE FEEDBACK ROOM : {roomId} BED : {bedId}
workflow.globalConfig.feedbackNegativeContent	The content that will be displayed in the negative feedback mail.	{feedbackFor} : {feedbackDescription}
workflow.globalConfig.surveyNotCompletedSubject	The subject that will be displayed in the survey not completed mail.	SURVEY NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNotCompletedContent	The content that will be displayed in the survey not completed mail.	SURVEY :{surveyDescription}
workflow.globalConfig.surveyNegativeAnswerNotificationSubject	The subject that will be displayed in the survey negative answer notification mail.	NOTIFICATION FOR SURVEY NEGATIVE ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNegativeAnswerSubject	The subject that will be displayed in the survey negative feedback mail.	SURVEY NEGATIVE ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNegativeAnswerContent	The content that will be displayed in the survey negative answer mail.	SURVEY : {surveyDescription}
workflow.globalConfig.goalNotCompletedSubject	The subject that will be displayed in the goal not completed mail.	GOAL NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotCompletedContent	The content that will be displayed in the goal not completed mail.	GOAL : {goalDescription}
workflow.globalConfig.goalNotUnderstoodNotificationSubject	The subject that will be displayed in the goal not understood notification mail.	NOTIFICATION FOR GOAL HELP ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotUnderstoodSubject	The subject that will be displayed in the goal not understood mail.	GOAL HELP ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotUnderstoodContent	The content that will be displayed in the goal not understood mail.	GOAL : {goalDescription}
workflow.globalConfig.messageNotCompletedSubject	The subject that will be displayed in the message not completed mail.	MESSAGE NOTIFICATION ROOM : {roomId} BED : {bedId}

Table 14-8 Workflow System Properties for Notification and Escalation

Name	Description	Default Value
workflow.globalConfig.messageNotCompletedContent	The content that will be displayed in the message not completed mail.	MESSAGE :{messageDescription}
workflow.globalConfig.messageAssignedSubject	The subject that will be displayed in the message assigned mail.	MESSAGE ASSIGNED ROOM : {roomId} BED : {bedId}
workflow.globalConfig.messageAssignedContent	The content that will be displayed in the message assigned mail.	MESSAGE : {messageDescription}
workflow.globalConfig.taskAssignedSubject	The subject that will be displayed in the task assigned mail.	REQUEST ASSIGNED ROOM : {roomId} BED : {bedId}
workflow.globalConfig.taskAssignedContent	The content that will be displayed in the task assigned mail.	REQUEST : {requestDescription}
workflow.globalConfig.taskNotCompletedSubject	The subject that will be displayed in the task not completed mail.	REQUEST NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.taskNotCompletedContent	The content that will be displayed in the task not completed mail.	REQUEST : {requestDescription}
workflow.globalConfig.dischargeSurvey.negativeAnswerDetails	The negative answer details for the discharge survey.	option7,option14
workflow.globalConfig.painscoreSurvey.negativeAnswerDetails	The negative answer details for the painscore survey.	painscoreOption11,painscoreOption10,painscoreOption9,painscoreOption8,painscoreOption7,painscoreOption6,painscoreOption5,painscoreOption4
workflow.globalConfig.standardSurvey.negativeAnswerDetails	The negative answer details for the standard survey.	option1,option2
workflow.globalConfig.staffNotificationMail	The staff notification mail ID.	Email ID

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

Creating a new Workflow

To create a workflow, you need to be a workflow designer or workflow developer having knowledge of Java and Javascript. The workflow needs to be created in Eclipse plug-in environment using the Alfresco Activit tool.

Follow these steps to create a workflow:

Step 1 Define the workflow in the Ecliplse plug-in environment using the Alfresco Activiti tool.

Step 2 Do the event mapping using the seed data in Registry configuration.

Step 3 Defining the system properties that required for the execution of the workflow in the workflow system properties page.

Step 4 Check the workflow execution to ensure that it functions properly.

Step 5 Provide the workflow to Cisco team to embed it in the resources directory for production.

Note The CPC solution supports the Alfresco Activiti tool to create or update the workflow. Refer the Alfresco Activiti tool documentation for more details about this tool.

Configuring Videos to Watch

The workflow for videos to watch has already been configured with the default values, which will be available when you install the CPC solution. This workflow enables the administrators to assign videos to patients. Reminders, feedback, and escalations for those videos also have been configured by default.

To change the default value of the assigned videos or to configure reminders, feedback, and escalations for those videos, follow these steps:

Step 1 Click **System Properties** in the System Configuration menu in the left pane.

Step 2 On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for videos to watch are as follows:

Table 14-9 Workflow System Properties for Videos to Watch

Name	Description	Default Value
workflow.defaultVideoAssignment.handleNegativeFeedback	Whether the default video assignment handles negative feedback.	true
workflow.defaultVideoAssignment.recommend	Whether the default video assignment is recommended.	true
workflow.defaultVideoAssignment.ifNotWatchedNotifyNurseAfter	The notification that will be sent to the nurse if the default video assignment is not watched within the specified duration.	60
workflow.defaultVideoAssignment.ifNotWatchedEscalateNurseAfter	The escalation notification that will be sent if the default video assignment is not watched within the grace period.	90
workflow.defaultVideoAssignment.notifyMissingFeedbackToNurseAfter	The notification that will be sent to the nurse if the feedback is missing on the default video assignment within the specified duration.	60
workflow.defaultVideoAssignment.escalateMissingFeedbackToNurseAfter	The escalation notification that will be sent to the nurse if the feedback is missing on the default video assignment within the grace period.	120

Table 14-9 Workflow System Properties for Videos to Watch

Name	Description	Default Value
workflow.defaultVideoAssignment.remindAfter	A reminder will be sent after the specified duration if the default video assignment is not watched.	30
workflow.defaultVideoAssignment.needFeedback	Whether a mail should be sent to seek feedback on the default video assignment.	true

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

Configuring Goal

The workflow for goal contains the number of minutes that patients are given to complete the goal before a reminder is sent to Patient View. The care staff will also be notified that whether the patient has completed the goal or assistance was needed.

To change the default value of the workflow configuration of goal, follow these steps:

Step 1 Click **System Properties** in the System Configuration menu in the left pane.

Step 2 On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for goal are as follows:

Table 14-10 Workflow System Properties for Goal Settings

Name	Description	Default Value
workflow.defaultGoalAssignment.notifyAfter	Notification will be sent after the default assignment duration.	90
workflow.defaultGoalAssignment.ifNotCompletedEscalateNurseAfter	Escalation notification will be sent to the nurse after the default assignment not completed duration.	180
workflow.defaultGoalAssignment.escalateAfter	Escalation notification will be sent after the default goal assignment duration.	120
workflow.defaultGoalAssignment.remindAfter	A reminder will be sent after the default assignment duration.	60
workflow.globalConfig.goalNotCompletedSubject	The subject that will be displayed in the goal not completed mail.	GOAL NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotCompletedContent	The content that will be displayed in the goal not completed mail.	GOAL : {goalDescription}

Table 14-10 Workflow System Properties for Goal Settings

Name	Description	Default Value
workflow.globalConfig.goalNotUnderstoodNotificationSubject	The subject that will be displayed in the goal not understood notification mail.	NOTIFICATION FOR GOAL HELP ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotUnderstoodSubject	The subject that will be displayed in the goal not understood mail.	GOAL HELP ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotUnderstoodContent	The content that will be displayed in the goal not understood mail.	GOAL : {goalDescription}
workflow.defaultGoalAssignment.ifNotCompletedNotifyNurseAfter	The notification mail that will be sent to the nurse if the default goal assignment not completed within the duration.	120

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

Configuring Survey

When surveys are assigned to patients by care staff, the patient can be reminded to fill them out and escalations can be sent if the patients fail to submit them within a specified time.

To change the default survey configuration, follow these steps:

Step 1 Click **System Properties** in the System Configuration menu in the left pane.

Step 2 On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for survey are as follows:

Table 14-11 Workflow System Properties for Surveys

Name	Description	Default Value
workflow.defaultSurveyAssignment.type	The default survey assignment type.	onetime
workflow.defaultSurveyAssignment.availableAfter	The default survey assignment availability.	0
workflow.defaultSurveyAssignment.recurAfter	The default survey assignment recurrence.	3600
workflow.defaultSurveyAssignment.recurLimit	The default survey assignment recurrence limit.	3
workflow.defaultSurveyAssignment.remindAfter	The default survey assignment reminder.	30

Table 14-11 Workflow System Properties for Surveys

Name	Description	Default Value
workflow.defaultSurveyAssignment.ifNotCompletedNotifyNurseAfter	The notification that will be sent to the nurse if the default survey assignment is not completed within its duration.	60
workflow.defaultSurveyAssignment.ifNotCompletedEscalateNurseAfter	The escalation mail that will be sent to the nurse if the default survey assignment is not completed within its duration.	90
workflow.defaultSurveyAssignment.notifyAfter	The notification that will be sent after the default survey assignment duration.	60
workflow.defaultSurveyAssignment.escalateAfter	The escalation that will be sent after the default survey assignment duration.	90
workflow.globalConfig.surveyNotCompletedSubject	The subject that will be displayed in the survey not completed mail.	SURVEY NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNotCompletedContent	The content that will be displayed in the survey not completed mail.	SURVEY :{surveyDescription}
workflow.globalConfig.surveyNegativeAnswerNotificationSubject	The subject that will be displayed in the survey negative answer notification mail.	NOTIFICATION FOR SURVEY NEGATIVE ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNegativeAnswerSubject	The subject that will be displayed in the survey negative answer mail.	SURVEY NEGATIVE ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNegativeAnswerContent	The content that will be displayed in the survey negative answer mail.	SURVEY : {surveyDescription}
workflow.globalConfig.dischargeSurvey.negativeAnswerDetails	The negative answer details for the discharge survey.	option7,option14
workflow.globalConfig.painscoreSurvey.negativeAnswerDetails	The negative answer details for the painscore survey.	painscoreOption11,painscoreOption10,painscoreOption9,painscoreOption8,painscoreOption7,painscoreOption6,painscoreOption5,painscoreOption4
workflow.globalConfig.standardSurvey.negativeAnswerDetails	The negative answer details for the standard survey.	option1,option2

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

Configuring Task

Workflow for the task enables you to configure reminders and assignment emails of patient requests. It also enables you to configure the number of minutes that patients have to provide feedback on how a patient request was handled. Additionally, it is also configured whether or not negative feedback about the patient request is escalated.

To change the default task configuration, follow these steps:

Step 1 Click **System Properties** in the System Configuration menu in the left pane.

Step 2 On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for task are as follows:

Table 14-12 Workflow System Properties for Tasks

Name	Description	Default Value
workflow.defaultRequestAssignment.needResponse	Whether the default request assignment needed response.	true
workflow.defaultRequestAssignment.needFeedback	Whether the default request assignment needed feedback.	true
workflow.defaultRequestAssignment.handleNegativeFeedback	Whether the default request assignment handles negative feedback.	true
workflow.defaultRequestAssignment.notifyBy	The medium through which the default request assignment needs to be notified.	email
workflow.defaultRequestAssignment.notifyAfter	The default request assignment will be notified after the specified period.	30
workflow.defaultRequestAssignment.notifyMissingFeedbackToNurseAfter	Missing feedback for the default request assignment will be notified to the nurse after the specified period.	60
workflow.defaultRequestAssignment.remindAfter	A reminder will be sent for the default request assignment after the specified period.	60
workflow.defaultRequestAssignment.escalateAfter	The default request assignment will be escalated after the specified period.	120
workflow.defaultRequestAssignment.escalateMissingFeedbackToNurseAfter	Missing feedback for the default request assignment will be escalated to the nurse after the specified period.	120

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

Configuring Predischarge Process of a Patient

Workflow for the predischarge event enables you to plan predischarge process of a patient. You can configure a group of participants such as, nurse, define prefix for the group, and notify the same to the group using this workflow.

To change the default predischarge process configuration, follow these steps:

Step 1 Click **System Properties** in the System Configuration menu in the left pane.

Step 2 On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for the predischarge process are as follows:

Table 14-13 Workflow System Properties for Predischarge

Name	Description	Default Value
workflow.patientPreDischarge.groupPrefix	A group prefix can be defined for the patient predischarge workflow.	cpc.discharge
workflow.patientPreDischarge.notify	Whether notification to be sent for patient predischarge.	true
workflow.patientPreDischarge.participants	Participants such as, attending nurse, can be defined for patient predischarge.	${ATTENDING_NURSE}:SIMPLE_USER,nurse2:SIMPLE_USER
workflow.patientPreDischarge.dialOut	Whether the patient predischarge dial out needs to be enabled.	true

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

EMR

You can configure the EMR application integration using the following system properties:

Table 14-14 System Properties for EMR integration

Name	Description	Default Value
hl7.patient.schedule.ts.format	HL7 patient schedule ts format.	yyyyMMddHHmm
default.timezone.name (This is the timezone where the hospital is located, which implicitly applies to timestamps sent by the EMR.)	Default timezone nime. For example, Asia/Kolkata.	America/Chicago

Table 14-14 System Properties for EMR integration

Name	Description	Default Value
hl7.handler.msg.size.limit	HL7 handler msg size limit.	0
hl7.handler.msgs.per.second.limit	hl7 handler msgs per second limit	0

Name Display Configuration Properties

The name display patterns contain one or more keyword strings from a job title. If a pattern is found as a substring of the EMR staff member job title (reported in a ROL segment), that staff member is classified accordingly (as doctor or nurse role). If there are no matches, that staff member is classified as "Other". The role classification then determines which name display format is applied.

Name display is affected by several system properties as follows:

Table 14-15 System Properties for Name Display Settings

Name	Description	Default Value
hl7.staff.role.pattern.doctor	Pattern (as CSV file) in staff roles to be classified as doctor.	consulting physician,attending
hl7.staff.role.pattern.nurse	Pattern (as CSV file) in staff roles to be classified as nurse.	registered nurse,practitioner,1st call provider,2nd call provider
patient.name.default.display.format	The default display format of the patient name.	FIRST_NAME_ONLY

Patterns for job titles are displayed from Active Directory. These patterns can be configured using the following system properties:

Table 14-16 System Properties for Job Title Pattern Settings

Name	Description	Default Value
directory.staff.role.pattern.doctor	Patterns (as CSV) in directory job titles to be classified as doctor.	staff physician,staff adult physician,poi-physician,poi-volunteer physican,poi-uced physican
directory.staff.role.pattern.nurse	Patterns (as CSV) in directory job titles to be classified as nurse.	registered nurse,reg nurse,nurse home visitor,nurse anesthetist,nurse midwife,vocational nurse,nurse practitioner,continence nurse

Note The system is limited by available data from external systems. For example, if you select to display the first and last names and degree (Example, M.D.), the degree may be missing for some individuals if it is not listed in the EMR or AD.

staff.profile.*.source properties determine which system provides staff information to be shown in the TVApp header and footer, Care Team Visits, My Care Team, and notifications. Some properties allow multiple values separated by comma; the first source providing a non-blank value will be used.

You can configure the staff profile using the following system properties:

Table 14-17 System Properties for Staff Profile Configuration

Name	Description	Default Value
staff.profile.titlePrefix.source	Staff profile title prefix source.	EMR
staff.profile.name.source	Staff profile name source.	DIRECTORY,EMR
staff.profile.nameSuffix.source	Staff profile name suffix source.	EMR
staff.profile.credentialSuffix.source	Staff profile credential suffix source.	EMR
staff.profile.jobTitle.source	Staff profile job title source.	DIRECTORY,PHOTO_MAP
staff.profile.teamName.source	Staff profile team name source.	STAFF_ASSIGN
staff.profile.photoUrl.source	Staff profile photo URL source.	DIRECTORY,PHOTO_MAP
staff.profile.biography.source	Staff profile biographical data source.	PHOTO_MAP

Drug Education

This feature depends on the EMR sending prescription information (RDE messages) to CPC. Extended educational information is available from Lexicomp if the hospital subscribes to their service.

You can configure the Drug Education feature using the following properties:

Table 14-18 System Properties for Drug Education Configuration

Name	Description	Default Value
drug.education.locale.default	Drug education locale default.	en_US
drug.education.default.list.sections	Drug education default list sections.	USED_FOR,TELL_DR_BEFORE_TAKING,BEST_WAY_TO_TAKE
drugeduc.maxCacheEntries	Number of drug entries to cache.	30
drugeduc.cacheValidityMins	How minutes cached data is considered to remain valid.	1440
lexicomp.baseUrl	Base URL to access Lexicomp.	https://webservices.lexi.com/rest/ref/databases/

Table 14-18 System Properties for Drug Education Configuration

Name	Description	Default Value
lexicomp.username	Username to access Lexicomp subscription.	UserForSubscribedCustomer
lexicomp.password	Password to access Lexicomp subscription.	PwForSUbscribedCustomer
lexicomp.connectionTimeout	msec timeout for socket connect.	6000
lexicomp.readTimeout	msec timeout for socket read.	6000
lexicomp.assumeAdult	Should patient be considered adult if no DOB available?	y
lexicomp.ageThresholdForAdult	Minimum age for patient to view adult version.	15
lexicomp.sectionsToFetch	Determines which educ document sections are fetched from the vendor.	DRUG_NAME,NOTE,US_BRAND_NAMES,CANADIAN_BRANDS,WARNING,USED_FOR,BEST_WAY_TO_TAKE,COPYRIGHT
lexicomp.sectionForBrandName	DRUG_NAME and brands are needed at a minimum to populate list data and should not be removed.	US_BRAND_NAMES
lexicomp.defaultLocale	Locale used when none provided, and for querying generic/brand names.	en_US

Phone

You can set the following system property value for the Phone configuration:

Table 14-19 System Properties for Phone Configuration

Name	Description	Default Value
phone.ringer	Phone ringer.	false

Note Phone configuration can be done on the IEM for the specific IEC device profile. Refer the IEM documentation to know how to configure phone.

Demo

This feature facilitates demonstration of CPC when an actual staff assignment system is not available, using simulated pre-defined care team members listed in the bundled OpenLDAP directory.

You can configure the Demo integration using the following system properties:

Table 14-20 System Properties for Demo Integration

Name	Description	Default Value
demo.assign.nurseId	Demo assign nurse ID.	nurse1
demo.nurse.roles	Roles for demo nursers.	RegisteredNurse,MidWife,NursePractitioner
demo.nurse.teamids	Team IDs for demo nurses.	,2,3
demo.nurse.teamnames	Team names for demo nurses.	,,NursePractitioners
demo.nurse.jobtitles	Job title for demo nurses.	Reg Nurse II,MidWife Prime,
demo.nurse.roledescriptions	Role description for demo nurses.	RegisteredNurse,1st call Provider,Nurse Practitioners
demo.nurse.assignment.enabled	Whether the demo nurse assignment is enabled.	false

Presence

You can configure the Presence feature using the following properties:

Table 14-21 System Properties for Presence Feature Configuration

Name	Description	Default Value
cups.host	Cups host.	10.104.195.179
cups.port	Cups port.	8083
cups.protocol	Cups protocol.	https
cups.username	Cups username.	cupsadmin
cups.password	Cups password.	Cisco@123
cups.cert.location	Cups cert location.	/etc/pki/tls/certs/cups.keystore
cups.cert.password	Cups cert password.	Cisco_123
presence.do.not.disturb	Whether do not disturb option for Presence is enabled.	false
presence.rtls.enabled	Whether the Presence RTLS is enabled.	true
presence.enabled	Whether the presence feature is enabled.	true

Staff Assignment

The Staff Assignment feature provides updated data regularly on which care team staff are currently assigned to a particular bed.

You can configure the Staff Assignment feature using the following properties:

Table 14-22 System Properties for Staff Assignment Configuration

Name	Description	Default Value
raulandborg.ws.url	Raulandborg WS URL.	http://loaclhost:26002/SAIWebService
raulandborg.api.url	Raulandborg API URL.	http://localhost:26002/SAIWebService
raulandborg.service.available	Raulandborg service availability.	false

RTLS

Real-time Location System (RTLS) provides a feature for tracking patients and staff as they move around the facility. CPC can be integrated with Centrak and Ekahau.

Most of the configuration is done on the RTLS server. You can set the following values for the properties for the RTLS configuration:

Table 14-23 System Properties for RTLS Configuration

Name	Description	Default Value
rtls.map.staffid	RTLS staff ID mapping enabled.	false
rtls.patient.track.max.history.min	Minutes of past patient location history to report.	0 (not used)

Movies on Demand

This feature provides movies for entertainment. CPC integrates with Swank as a supported provider. The hospital must subscribe with Swank.

Note Contact Swank to obtain correct values for host and customer key. Swank provides movie category names in the English language only. Corresponding translations may be obtained separately and imported as a Localization *Language Pack*.

Table 14-24 System Properties for Configuring the Movie Integration

Name	Description	Default Value
vod.provider.locale.default	Language for movie titles & descriptions.	en_US
vod.desired.encoding	DRM encoding.	cenc

Table 14-24 System Properties for Configuring the Movie Integration

Name	Description	Default Value
vod.poll.video.url	URL for VOD adapter to poll movie metadata.	http://esbhost:8283/services/swank-polling-proxy
vod.poll.categories.url	URL for VOD adapter to all categories.	http://esbhost:8283/services/swank-category-proxy
vod.server.host	URL for VOD /Movies on demand streaming server.	ssdemo04.swankmp.com
vod.server.customer.key	Authentication key to access VOD/Movies on demand streaming server.	xxx
vod.rating.system1	Age-based rating system to use - 1st choice.	MPAA
vod.rating.system2	Age-based rating system to use - 2nd choice.	US TV
vod.language.filter	When true, language supported by VOD provider will be filtered based on the languages supported by the product.	false
vod.update.poll.enable	Whether to poll VOD/Movies on demand titles & categories.	true
vod.age.rating.options	CSV list of possible ratings in (vod rating system 1/2).	G,PG,PG-13,R,NC-17,NR
vod.rating1.not.rated.value	System1 rating that represents “Not Rated”.	NR
vod.rating2.not.rated.value	System2 rating that represents “Not Rated”.	(empty)
vod.rating1.default.when.not.rated	Rating of System 1/2 to be used for "Not Rated" content.	NC-17
vod.rating2.default.when.not.rated	Rating of System 2/2 to be used for "Not Rated" content.	TV-MA
user.age.categories	Ratings from System 1 to Age.	G=-1^PG=0^PG-13=13^R=17^NC-17=18
user.age.rating2.mapping	Ratings from System 1 to Age.	TV-G=-1^TV-PG=0^TV-Y=2^TV-Y7=7^TV-14=14^TV-MA=18

Note The **vod.poll.*.url** properties are not editable

Videos

You can configure videos for education and relaxation using the following properties:

Table 14-25 System Properties for Videos

Name	Description	Default Value
education.video.format	Format of the education video. For example, mp4.	mp4
education.thumbnail.format	Thumbnail format (image format) of the education video. For example, jpg.	jpg
relaxation.video.format	Format of the relaxation video. For example, mp4.	mp4
relaxation.thumbnail.format	Thumbnail format (image format) of the relaxation video. For example, jpg.	jpg
max.videos.assign	Maximum videos that can be assigned.	10
apache.base.url	Apache base URL.	https://<Apache farm IP>

Custom videos are configured in CPC CMS. Refer the *Content Management System guide* for more details.

CPC Content Management System

You can configure CPC CMS using the following properties:

Table 14-26 System Properties for CPC CMS

Name	Description	Default Value
cms.api.user	CPC CMS user.	Administrator
cms.api.password	CPC CMS password.	Administrator
cms.thumbnail.index	CPC CMS thumbnail index.	2
cms.image.library.theme.default	Default theme assigned.	FlatLightDefault
cms.image.library.theme.PG-13	Theme for age category = PG 13.	FlatLightKids
cms.image.library.theme.G	Theme for age category = G.	FlatLightDefault
cms.url	CPC CMS URL.	http://<CMS IP>:8080
cms.image.library.theme.PG	Theme for age category = PG.	FlatLightKids
cms.image.library.theme.NC-17	Theme for age category = NC-17.	FlatLightDefault
cms.api.url	CPC CMS URL.	http://<CMS IP>:8080/nuxeo/site/automation
cms.image.library.theme.R	Theme for age category = R.	FlatLightDefault

Collaboration

This feature allows hospital staff to collaborate using various devices to join a conference call to resolve a patient problem. CPC integrates with Cisco Instant Connect (sold and installed separately). The following properties should be customized based on the actual Instant Connect install, using dedicated IPICS credentials created for CPC use with the necessary roles. In addition, the administrator should customize appropriate workflows to include collaboration.

Table 14-27 System Properties for Collaboration Devices Configuration

Name	Description	Default Value
collaboration.ipics.ws.user.name	User name for IPICS web services.	ipics
collaboration.ipics.ws.pw	Password for IPICS web services.	xxx
collaboration.ipics.ws.uri	URI for IPICS web services.	http://ipicshost/ipics_server/services/IpicsWebService

Food Menu

You can configure the Food Menu integration using the following system properties:

Table 14-28 System Properties for Food Menu Integration

Name	Description	Default Value
computrition_host	Computrition IP address	localhost
computrition_port	Computrition port number	8080
language	Language.	en_US

Food Ordering Vendor - CBORD

Images used to represent the CBORD food ordering categories in the Food Menu feature of the Patient view app are uploaded into the Cisco Patient Connect Content Management System (CMS) and then the titles of the images are mapped to the CBORD food menu items (i.e. meal names, servicecourses names) in the iepdb.resourcebundle table using the *Localization Import/Export* feature of Admin view. For instructions on how to upload new CBORD meal category images or view existing images, refer to the *Cisco Patient Connect Content Management Guide*. For instructions on how to map the titles of the images that are in the CMS to the CBORD food menu, refer to the Localization chapter.

Table 14-29 System Properties for Food Ordering Vendor specific to CBORD

Name	Description	Default Value
cbord.ws.url	Web service URL.	NA
cbord.ws.meals.action	URL to retrieve meals data.	NA
cbord.ws.foods.action	URL to retrieve foods data.	NA

Table 14-29 System Properties for Food Ordering Vendor specific to CBORD

Name	Description	Default Value
cbord.ws.ordersubmit.action	URL to submit an order.	NA
cbord.vendorkey	Vendor key based on subscription	NA

Food Ordering Vendor - COMPUTRITION

Images used to represent the COMPUTRITION food ordering categories in the Food Menu feature of the Patient view app are uploaded into the Cisco Patient Connect Content Management System (CMS) For instructions on how to upload new COMPUTRITION meal category images or view existing images, refer to the *Cisco Patient Connect Content Management Guide*.

Table 14-30 System Properties for Food Ordering Vendor specific to COMPUTRITION

Name	Description	Default Value
computrition_host	Hostname/IP of the server.	NA
computrition_port	Port on which the system can be accessed.	NA

Configuring a Food Ordering Vendor

Follow these steps to configure a food ordering vendor.

Step 1 Run PuTTY to access the VM where the Cisco Patient Connect application is installed.

Step 2 Login with your installer credentials. For example, username: **installer** and password: **cisco!123**.

The Main Menu screen appears.

Step 3 Enter the **f** command to open the Patient Connect menu.

The Patient Connect screen appears.

Step 4 Enter the **d** command to open the Customize Patient Service.

The Environment Config file appears.

Step 5 Update the values for *# foodordering vendor.* Valid values are: **CBORD**, **COMPUTRITION**
foodordering_vendor=**COMPUTRITION**

Licensing

The **Licensing** page enables you to register for license to use the CPC solution based on your needs and view the status of the licensing information such as, Registration Status, Licensing Authorization Status, Export-Controlled Functionality, and Transport Settings.

Additionally, you can also view the license version and its license usage in the CPC solution.

- Smart License Registration

- Smart Software Licensing Status
- Smart License Usage
- Renewing Authorization
- Renewing Registration
- Reregistering License
- Deregistering License
- Downloading the Log File

Smart License Registration

By default, the CPC solution is under a 90-day evaluation period. During this period, you can use all the features of the solution. You need to register for smart licensing before the expiration of the evaluation period to use the CPC solution with compliance. After the evaluation period, the system displays out-of-compliance message until you get registered for smart licensing.

Obtaining the Product Instance Registration Token

You need to obtain the product instance registration token from Cisco Smart Software Manager or Cisco Smart Software Manager satellite to get registered for the CPC solution.

Follow these steps to obtain the product instance token:

Step 1 Open the browser, enter **https://software.cisco.com** in the URL field, and press the Enter key.

The Cisco Software Central page opens.

Step 2 Click the **Login** button and enter your CCO ID (Cisco Connection Online Identification) and password.

Note Customer can request CCO account to access cisco.com.

Step 3 Click the **Smart Software Licensing** link.

The Smart Software Manager page opens.

Step 4 Click **Inventory** and then the **General** tab.

Step 5 Select the appropriate Virtual Account from the drop down list available above the **General** tab.

Step 6 Click the **New Token** button on the **General** tab page.

The Create Registration Token dialog box appears.

Step 7 Enter the description for the token in the **Description** field.

Step 8 Enter the number of days to specify the expiry duration of the token in the **Expiry After** field.

Note Although Cisco recommends a maximum of 30 days, you can, however enter 1 to 365 days.

Step 9 Select the **Allow export-controlled functionality on the products registered with this token** check box if you are creating a token that enables the customers to use restricted functions from an Export Control perspective. Uncheck this box if you do not need to enable Export Control.

Note To use Export Control, the Smart Account has to be authorized.

Step 10 Click the **Create Token** button to create the product registration token.

Note The newly created token appears in the Product Instance Registration Tokens table.

Step 11 Click the token in the Token column of the table to copy it and use it as explained in the Using the Product Instance Registration Token section.

Using the Product Instance Registration Token

Follow these steps to use the product instance registration token for the CPC solution:

Step 1 Choose **Licensing** within the System Configuration menu in the left pane.

Step 2 Click the **Register** button on the Smart Software Licensing page.

The Smart Software Licensing Product Registration dialog box appears.

Step 3 Paste the Registration Token that you obtained in the **Product Instance Registration Token** text box and click the **Register** button.

Note Refer the Obtaining the Product Instance Registration Token section to know how to obtain the product instance registration token.

You have now registered CPC to Smart Licensing.

Note After the successful registration, the Smart Software Licensing page displays the Registration Status as REGISTERED and the License Authorization Status as AUTHORIZED.

Smart Software Licensing Status

Table 14-31 Smart Software Licensing Status

Licensing Status	Sample States	Description
Registration Status	UNREGISTERED	Not registered for the license.
	REGISTERED	Registered for the license.

Table 14-31 Smart Software Licensing Status

Licensing Status	Sample States	Description
License Authorization Status	No License in Use	The product instance does not use any license.
	AUTHORIZED	The CPC smart licensing module is using the correct trust store for the transport gateway.
Smart Account	<the customer Smart Account>	The name of the customer Smart Account.
Virtual Account	Default or named virtual account.	Default or the actual name of the Virtual Account that was created by the customer.
Product Instance Name	mxdb-qa	This is the default product instance name. **Note** The product instance name can be changed using TUI. Refer the *Command Line Interface Reference* section of the *Cisco Patient Connect Installation Guide* to know how to change the product instance name.
Export-Controlled Functionality	Not Allowed	You are not using restricted functions according to ECLs (Export Control Laws).
	Allowed	You can generate a restricted token that activates restricted functionality according to Export Control Laws (ECLs).
Transport Settings	Direct	The platform connects directly to Cisco Smart Software Manager.
	Transport Gateway	Using the Transport Gateway (downloadable from cisco.com) to connect to Cisco Smart Software Manager or connecting to Cisco Smart Software Manager satellite which is an on-prem version of Cisco SSM. **Note** The system is pre-configured to connect to CSSM. This configuration, however, can be changed manually.

Smart License Usage

The Smart License Usage table indicates that the number of licenses used for basic and advanced versions and their status.

The following table provides details about the Smart License Usage table:

Table 14-32 Smart License Usage Table Details

Column Header	Display	Description
License (Version)	CPC_BASE	The CPC basic package license. The basic package includes guest room and waiting room features such as, phone, settings, movies, and TV.
	CPC_ENHANCED	The CPC enhanced package license. This package includes patient room features in addition to the guest room and waiting room description.
Description	Cisco Patient Connect Base Package	Description for the CPC_BASE license.
	Cisco Patient Connect Advanced Package	Description for the CPC_ENHANCED license.
Count	<number>	The number of license available for each version. **Note** One license can be used for the number of end points that have been tagged while creating the license.
Status	InCompliance	All the endpoints are having enough licenses in the Smart Account to use.
	OutOfCompliance	One or more endpoints are using more licenses than available in the Smart Account. For example, if there are six endpoints and you have purchased only five licenses, the Virtual Account/Smart Account is out of compliance.

Renewing Authorization

While CPC automatically renews authorization every 30 days so that compliance status can be accurately reflected on the platform based on the latest entitlements from the Smart Account, the user can manually renew the authorization to ensure that it has the latest entitlement and usage.

Follow these steps to renew the authorization for using the license:

Step 1 Choose **Licensing** within the System Configuration menu in the left pane.

Step 2 From the **Actions** menu, choose **Renew Authorization Now**...

> **Note** The **Actions** menu will be available only after you register for license as explained in the Smart License Registration section.

After a few seconds a success message appears.

Renewing Registration

CPC registration to Cisco Smart Software Manager is valid for 365 days and CPC automatically renew its registration every 6 months. The user, however, has the option of renewing the registration in case there is an issue with the automatic registration renewal.

Follow these steps to renew registration for the license:

Step 1 Choose **Licensing** within the System Configuration menu in the left pane.

Step 2 From the **Actions** menu, choose **Renew Registration Now**...

Note The **Actions** menu will be available only after you register for license as explained in the Smart License Registration section.

After a few seconds a success message appears.

Reregistering License

If your license has been expired, you can reregister for the license as follows:

Step 1 Choose **Licensing** within the System Configuration menu in the left pane.

Step 2 From the **Actions** menu, choose **Reregister...**.

Note The **Actions** menu will be available only after you register for licensing as explained in the Smart License Registration section.

Step 3 Follow the steps from Step 3 written in the Using the Product Instance Registration Token section.

Deregistering License

If you no longer need to use the CPC solution and want to return the license back to the pool so other CPC product instances can use it, you can deregister from Cisco Smart Software Manager as follows:

Step 1 Choose **Licensing** within the System Configuration menu in the left pane.

Step 2 From the **Actions** menu, choose **Deregister..**.

Note The **Actions** menu will be available only after you register for licensing as explained in the Smart License Registration section.

Step 3 A confirmation message appears. Click the **Deregister** button to get the product deregistered.

After a few seconds a success message appears.

Downloading the Log File

The log file captures the detailed information of the license usage. If you encounter any issues in licensing, you can download the log file and share the same with the IT support for troubleshooting.

Follow these steps to download the log file:

Step 1 Choose **Licensing** within the System Configuration menu in the left pane.

Step 2 From the **Actions** menu, choose **Download TAC File**.

Note The **Actions** menu will be available only after you register for licensing as explained in the Smart License Registration section.

The log file gets downloaded to your default directory.